

Board of Director's Meeting Agenda

Meeting Date/Time: March 19, 2020, 6:30-9:00pm

Location: Ann Arbor Area Transportation Authority, **Dawn Gabay Operations Center**,
2700 S. Industrial Hwy., Ann Arbor, MI 48104, Boardroom

Meeting Chair: Eric Mahler

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2. CONSENT AGENDA			
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6.1 Topics for Next Meeting: Communication & Support (Policy 2.11); Financial Conditions (Policy 2.5); Compensation & Benefits (Policy 2.3); Governing Style (Policy 3.1); Board Job Description (Policy 3.2)		Thurs., Apr. 16, 2020	
6.2 Public Comment			
6.3 Board Assessment of Meeting			67
6.4 Adjournment			

* M = Monitoring, D = Decision Preparation, O = Other

If additional policy development is desired:

Discuss in Board Agenda Item 3.0 Policy Monitoring and Development. It may be appropriate to assign a committee or task force to develop policy language options for board to consider at a later date.

Emergent Topics

Policy 3.13 places an emphasis on distinguishing Board and Staff roles, with the Board focusing on “long term impacts outside the organization, not on the administrative or programmatic means of attaining those effects.” Policy 3.1.3.1 specifies that that Board use a structured conversation before addressing a topic, to ensure that the discussion is appropriately framed:

1. What is the nature of the issue? Is the issue within the scope of the agency?
 2. What is the value [principle] that drives the concern?
 3. Whose issue is this? Is it the Board’s [Policy, 3.0 and 4.0] or the CEO’s [running the organization, 1.0 and 2.0]?
 4. Is there already a Board policy that adequately covers the issue? If so, what has the Board already said on this subject and how is this issue related? Does the Board wish to change what it has already said?
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Board of Director's Meeting Summary

Meeting Date: February 20, 2020

Location: Ann Arbor District Library, 343 South Fifth Avenue, **Lower Level Multi-Purpose Room**, Ann Arbor, MI 48104

Board Member Attendees: Raymond Hess, Jesse Miller, Kyra Sims (Acting Chair), Roger Hewitt, Kathleen Mozak-Betts, Ryan Hunter, Richard Chang, Mike Allemang, Sue Gott

AAATA Staff Attendees: Matt Carpenter (CEO), Bryan Smith, John Metzinger, Kelly Reynolds, Rosa-Maria Njuki

Acting Chairman Kyra Sims called the meeting to order at 6:31pm.

1. OPENING ITEMS
<p>1.1 Approve Agenda Acting Chairman Sims had a pre-meeting suggestion to move the agenda items under 4.3 to 5.8 due to a very full agenda. Roger Hewitt motioned to approve the agenda with this change. The agenda was approved unanimously.</p>
<p>1.2 Public Comment Jim Mogensen spoke on the Fare Policy Discussion being delayed, asking that the Board not lose sight of it. He pointed out that obtaining Medicaid and Medicare can be a difficult and lengthy process. He also suggested that there should be a report for complaints.</p>
<p>1.3 General Announcements CEO Matt Carpenter announced that the Detroit-to-Ann Arbor hourly bus has been formally approved, which will require the Board to approve an amendment to the budget.</p>
2. CONSENT AGENDA
<p>Roger Hewitt made a motion to approve the consent agenda, seconded by Raymond Hess. The consent agenda passed unanimously.</p>
<p>2.1 Minutes</p>
3. EMERGENT BUSINESS
<p>3.1 Y-Lot Update CEO Carpenter gave a brief background on the history of the Y-Lot, indicating that TheRide has had interest in this lot for about 20 years. The financial details are still to come. The most recent development of the plan for the Y-Lot was presented by Michael Johnson.</p> <p>Michael Johnson leads the Urban Design Group at SmithGroup. He presented on the survey results and options for the Y-Lot development discussed at public workshops. The preferred option will be presented to the Public Meeting at the DDA on February 25th and to the City Council Meeting on March 16.</p>

CEO Carpenter reported that this could potentially add about four bus bays, in response to Raymond Hess' question.

Mr. Johnson clarified for Kathleen Mozak-Betts that the 200 ft. building is about 17-18 floors. He also discussed some of the other sites owned by the city that are currently being looked at as well. He indicated that the Y-Lot's history with housing seems to be contributing to its prioritization. He reported that an undefined public use is being planned for the 1st floor.

CEO Carpenter expressed that if anything goes on in the Y-Lot, TheRide needs to be involved due to its proximity to the Blake Transit Center. He described a desire to have a way for the public to move between busses more easily than is currently available.

Mr. Jesse Miller asked if TheRide has the capacity to have two major construction projects happening at the same time. CEO Carpenter expressed that he believes it is possible. Discussion of how TheRide would pay for one or both of these projects ensued. CEO Carpenter expressed that there is no desire to sacrifice potential YTC development for this BTC development. Mr. Hewitt expressed that he did not expect the Y-Lot project to move quickly based on the history of the lot's development.

4. POLICY MONITORING & DEVELOPMENT

4.1 Committee Reports

4.1.1 Governance Committee

Ms. Sims did not have anything to add to the minutes in the packet.

4.1.2 Finance Committee

Mr. Allemang expressed that most items discussed were on the current Board meeting's agenda. He reported that the mini-monitoring reports will no longer be needed going forward. He also announced that UHY will be presenting the official 2019 audit next month.

4.1.3 Service Committee

Mr. Hewitt offered to answer any questions.

4.2 LAC Report

Ms. Cheryl Weber apologized for her absence last month. She reported the largest part of the meeting was spent discussing all of the transit plans and pass throughs affiliated with AAATA.

5. STRATEGY & OPERATIONAL UPDATES: CEO

5.1 Regional Transit (Verbal)

CEO Carpenter reported that the discussion is moving in a constructive direction overall, with AAATA and the County conducting increasingly construction discussions. He corrected himself that the MPA legislation has not cleared the House yet and described some opinions he has heard regarding the legislation.

CEO Carpenter spoke on the edits and suggestions provided by AAATA at the County's request. As far as the technical plan, he reported that there is quite a lot of escalation on some of the costs, especially with the commuter rail costs that had not been accounted for.

CEO Carpenter commented that the discussion of roles got quite a bit of attention at the February 14th meeting that AAATA held with the County regarding the joint endeavor agreement.

Ms. Sims expressed concern with the governance structure. CEO Carpenter expressed some confusion about whether the first draft agreement was meant to be a discussion starter or a proposal. CEO Carpenter believes the County has heard that the governance structure is a concern.

5.2 Detroit-to-Ann Arbor (D2A²) Update (Verbal)

CEO Carpenter reported that RTA has completely confirmed all of their aspects of this project, and he is excited to begin execution of operations. He expressed hope that this project's success can hopefully become a model of how to move people around in a very large area.

5.2.1 Budget Amendment

Sue Gott extended a thank you to CEO Carpenter for what she sees as really exciting for Southeast Michigan. Mr. Allemang asked how long the funding is committed to, to which CEO Carpenter described the potential for funding up to 2024.

Mr. Metzinger expressed that money will flow from the RTA to AAATA to the contractors. Indian Trails will operate the project. AAATA will oversee the contracts. He described the sub-recipient agreement that will allow the service to be terminated should funding not come through. CEO Carpenter commented that there might be some cash flow risk, but it is reasonable.

Mr. Raymond Hess moved to pass the amendment, seconded by Mr. Hewitt. The amendment passed unanimously.

**RESOLUTION OF THE BOARD OF DIRECTORS
OF THE
ANN ARBOR AREA TRANSPORTATION AUTHORITY**

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) Board of Directors (Board) is required by the Michigan Uniform Budgeting and Accounting Act of 1968 to adopt a balanced operating budget for each fiscal year, and

WHEREAS, an operating budget with operating revenues of \$47,824,448 and operating expenses of \$47,389,476 was adopted for FY2020 by the Board in September 2019 (Resolution No. 06/2019), and

WHEREAS, the AAATA was awarded \$1,400,000 in state operating assistance from the Regional Transit Authority (RTA) of Detroit for the purpose of funding a new commuter express bus service between Detroit and Ann Arbor, known as "D2A2," and

WHEREAS, the AAATA has awarded a contract to Indian Trails for the operation of the new service and expenses for FY2020 are not to exceed \$1,400,000, and

WHEREAS, amending the AAATA's 2020 Budget will authorize the CEO to expend \$1,400,000 during FY2020 for the new service,

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors hereby approves an amendment to the AAATA FY2020 Operating Budget as its general appropriations act to increase total operating revenues to \$49,224,448, and total operating expenses to \$48,789,476.



Eric A. Mahler, Chair
February 20, 2020



Kyra Sims, Secretary
February 20, 2020

5.3 Bikeshare Update

CEO Carpenter reported that quite a bit has changed in the last week or so thanks to subsequent meetings with the partners. He announced that permits have been received from the City of Ann Arbor and financial contributions have been sorted out. One new item is that the station permits will be year around going found. There is still question about the long-standing prognosis. He described the plan to relaunch the project within the next 3 months.

Ms. Mozak-Betts asked about the long-term outcome, and CEO Carpenter reported that the current agreement is going 12 months at a time. The question will be if it will ever reach full self-sustainability.

CEO Carpenter expressed that most of the AAATA staff time put into this is behind AAATA. Once it gets past the paperwork and into operations, there will be far less.

Mr. Rich Chang asked what would happen if Shift changes their business model. CEO Carpenter expressed that AAATA owns all of the bikes and infrastructure, so another contractor would be sought if Shift withdrew.

Mr. Hess spoke to Mr. Allemang's question about how similar programs are run in other cities, describing corporate sponsorship.

<p>Ms. Mozak-Betts' question was answered by CEO Carpenter that the contractor is responsible for maintenance and AAATA is responsible for replacement.</p> <p>CEO Carpenter described that he miscalculated the cost of relaunch, and the cumulative cost does not seem as steep as it did before, considering the contractors ability to reach out for corporate support.</p>
<p>5.4 Q1 Service Report Mr. Smith reported that the ridership and on-time performance are down, the ADA ridership is up, and complaints on the paratransit are up. He expressed that he feels confident that the contractor is properly motivated to fix the complaints.</p> <p>Mr. Hewitt held a discussion with Mr. Smith on what contributes to fixed route on-time performance.</p> <p>Mr. Smith indicated that work is being done on more efficient ways of counting riders. He described to Ms. Sims that changing route times would require adding buses.</p> <p>Ms. Gott thanked Mr. Smith for his transparency and thanked the public who have come to AAATA with feedback.</p>
<p>5.5 Q1 Financial Report Mr. Metzinger reported that AAATA operated on budget for Q1 and the reserve balance is still above the policy target.</p> <p>Mr. Miller asked about the lower wages and fringe benefits reported. Mr. Metzinger described that part of it is due to role vacancies.</p>
<p>5.6 CEO Report CEO Carpenter reported that the role of Deputy CEO, Planning and Innovation has been posted with good resumes coming in. He looks forward to getting back to being able to attend the City Transit Commission soon. Ms. Sims suggested that the Governance Committee address possibly delegating a Board member to volunteer their time to attend those.</p> <p>Ms. Gott asked that Mr. Smith give insight into the April public meetings. Mr. Smith described a range of different format meetings that will allow for a wide variety of input. He expressed that April is the time for public to provide input for any proposed August service changes. Elected officials will be informed of the proposals in March. Mr. Smith offered that feedback will also be collected from the public via a website.</p>
<p>5.7 Bus Paint Scheme Update CEO Carpenter described the multiple brands that have been going on for AAATA that will converge with the bus paint scheme. He presented the new paint scheme, with the first of these new buses to be delivered in July.</p> <p>Ms. Mozak Betts asked where the rear destination will be, to which CEO Carpenter responded that it will be in the upper right-hand corner.</p>
<p>5.8 Monitoring Reports</p>
<p>5.8.1 Treatment of the Traveling Public (Policy 2.1)</p>

CEO Carpenter asked the Board to consider accepting this report as compliant except where noted. He spoke to the data quality level that will improve in the future with new data processes and software. He described the difference between a minimum standard and aspiring beyond that floor.

CEO Carpenter walked the Board first through the partially compliant policies. He described the efforts being made in the gathering of real-time data. He asked that the Board consider changing the language of Policy 2.1.4 to make it better able to be proven.

Mr. Hewitt led a discussion on holding CEO Carpenter to a higher bar by continuing to enable him to provide clear evidence of compliance to the policies written by the Board. Ms. Sims expressed agreeing with the reasonable interpretations throughout the report.

Mr. Miller expressed feeling that people that are the most likely to feel disadvantaged are not likely to take legal action, so a more reasonable bar should be considered. Mr. Miller would like 2.1.4. to be marked partially compliant as he feels the interpretation is insufficient, since there is no current way to prove it.

Mr. Allemang expressed that consulting Rose Mercier may be a good idea for 2.1.4. Ms. Sims and Mr. Miller discussed the potential of a lack of response to a complaint to be discouraging. Ms. Sims will put the language of 2.1.4 on the Governance committee agenda.

Mr. Miller further expressed his wish for 2.1.4 to be noted as partially compliant. It went to a vote as to whether 2.1.4 is compliant or is partially compliant with 4 voting as partially, 5 voting as reasonable.

Mr. Miller asked that the Governance Committee discuss adding language that initiates a discussion of when the Board would like to see this report again.

Mr. Hess asked that the next report remind the Board of what was discussed regarding the policy at this review. Mr. Hewitt suggested noting what wasn't in compliance in the previous report in future reports and moved to accept the report as in compliance except for items noted.

The Board voted unanimously to accept the report as in compliance except for items noted (B).

5.8.2 Annual Ends Monitoring Report

CEO Carpenter began by suggesting this presentation be an introduction to the report, with a survey to be forthcoming, and a decision on compliance to be made next month. CEO Carpenter walked the Board through the report.

Mr. Hewitt pointed out that the UofM riders could be added to the ridership per capita when comparing it to that of Lansing (which has MSU riders included).

Mr. Allemang would like details of how the denominator (population) is calculated.

CEO Carpenter pointed out that AAATA's cost per trip is a little bit higher than peers, and he needs a bit more time to determine why.

Mr. Hess suggested looking to the core services report released by SEMCOG to help with the list of amenities.

CEO Carpenter expressed concern of paratransit fuel use going up by 7.6%, which could be a result of less shared rides.

He discussed needing to increase route frequency, though it will cost more money.

He expressed delight that Ann Arbor and Ypsilanti are both near the top of the list in terms of percentage who commute by transit to work in the Southeast Michigan region.

Ms. Sims described being glad to see the high goals being set for AAATA.

Mr. Allemang suggested reviewing the report in chunks in the future, rather than all at once, but that the report is impressive.

6. CLOSING ITEMS

6.1 Topics for Next Meeting:
Ends Report
Monitoring Reports
Regional Transit

6.2 Public Comment
Jim Mogensen discussed on-time performance and how numbers can be manipulated to look better on paper but aren't necessarily better for the rider.

He asked that the April public meetings not be held during religious holidays.

He also mentioned that he is on the Food Policy Council and the Food Access and Nutrition Policy Action Team. He reported that some of the members of those groups are interested in understanding GroceryRide to make sure that people have access to the grocery store.

6.3 Board Assessment of Meeting
Ms. Gott extended a note of profound gratitude to Ron Copeland and acknowledged his retirement in April.

6.4 Adjournment
Mr. Hewitt motioned for the meeting to adjourn, seconded by Ms. Mozak-Betts.. Approval to adjourn the meeting was unanimous. Acting Chairman Sims adjourned the meeting at 9.57pm.

Respectfully submitted by: Keith Everett Book

ISSUE BRIEF: Auditor Task Force / Audit Report

Meeting: Board of Directors

Meeting Date: March 19, 2020

RECOMMENDED ACTION(S):
Receive as staff support for the Audit Task Force.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> • Policy 2.5.3, “the CEO shall not ... receive, process, or disburse funds under controls that are insufficient to meet the Board-appointed auditor’s standards.” • Policy 2.5.4, “the CEO shall not ... compromise the independence of the Board’s audit ...”. • Policy 3.7.5 establishes the Board’s Audit Task Force to conduct the annual financial audit.
ISSUE SUMMARY:
Representatives from UHY LLC will present the results of the FY2019 annual audit to the Board after presentation to the Audit Task Force and Finance Committee on March 2. This year the task force included Kyra Sims and Eric Mahler.
BACKGROUND:
<ul style="list-style-type: none"> • To summarize from the independent Auditor’s Report: <ul style="list-style-type: none"> ○ Financial statements present fairly, in all material respects, the financial position of AAATA as of September 30, 2019. • Financial highlights: <ul style="list-style-type: none"> ○ AAATA’s assets decreased from the prior year by \$3.7 million (4.6%) ○ Total net position decreased by \$1.6 million (due lower capital investments) ○ Operating revenues declined by \$176,000 (2.5%) ○ Operating expenses increased \$2.7 million (5.6%) (due to higher salaries and fringes, materials and supplies, and purchased transportation costs) • Findings: <ul style="list-style-type: none"> ○ No findings of material weaknesses ○ 1 finding of significant deficiency and noncompliance <ul style="list-style-type: none"> ▪ AAATA did not identify federal award information in subaward agreements for pass-through of Federal funds to two subrecipients. ▪ The above finding was noted also in the 2018 Federal Transit Administration (FTA) Triennial Review, and was addressed as part of a corrective action plan as of Feb. 1, 2019. The selected agreements for the 2019 single audit were executed prior to control remediation and therefore were missing the required elements. However, management views this deficiency to be resolved based upon the corrections taken.
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Demonstrates financial performance for FY2019. • Governance: Supports Board in financial oversight/fiduciary responsibility
ATTACHMENTS:
<ol style="list-style-type: none"> 1. Auditor’s Letter to the Board of Directors 2. Audited Financial Statements as of September 30, 2019

Communication with Those Charged with Governance at the Conclusion of the Audit

February 28, 2020

Board of Directors
Ann Arbor Area Transportation Authority
Ann Arbor, MI

We have audited the financial statements of the Ann Arbor Area Transportation Authority (the "Authority") for the year ended September 30, 2019. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards, *Government Auditing Standards* and the Uniform Guidance, as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our engagement letter to you dated November 20, 2019. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Matters

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the Authority are described in Note 1 to the financial statements. No new accounting policies were adopted and the application of existing policies was not changed during 2019. We noted no transactions entered into by the Authority during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimate affecting the Authority's financial statements was:

Management's estimate of the liability for other postemployment benefits is based on the Authority's actuarial valuation provided by a third-party actuary. We evaluated the key factors and assumptions used to develop the other postemployment benefit liability in determining that it is reasonable in relation to the financial statements taken as a whole.

Certain financial statement disclosures are particularly sensitive because of their significance to financial statement users. The most sensitive disclosure affecting the financial statements was the disclosure of other postemployment benefit liability in Note 16 to the financial statements, which outlines the actuarial assumptions.

The financial statement disclosures are neutral, consistent, and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. In addition, none of the misstatements detected as a result of audit procedures and corrected by management were material, either individually or in the aggregate, to each opinion unit's financial statements taken as a whole. A list of uncorrected misstatements is attached to this letter.

Disagreements with Management

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated February 28, 2020.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to Authority's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as Authority's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

We applied certain limited procedures to the management's discussion and the required GASB 75 supplementary information, which are required supplementary information (RSI) that supplements the basic financial statements. Our procedures consisted of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We did not audit the RSI and do not express an opinion or provide any assurance on the RSI.

We were also engaged to report on the schedule of revenue, schedule of operating expenses, schedule of federal and state interest in capital assets, schedule of expenditures of federal awards, schedule of expenditures of state awards, schedule of operating and contract expenditures, schedule of urban regular service revenues, schedule of urban regular service expenses, schedule of nonurban regular service revenues, schedule of nonurban regular service expenses, schedule of urban and nonurban regular service nonfinancial information, the schedule of operating assistance calculation, and the notes to the schedule of operating assistance calculation which accompany the financial statements but are not RSI. With respect to this supplementary information, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting principles generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

Restriction on Use

This information is intended solely for the information and use of the Board of Directors and management of the Ann Arbor Area Transportation Authority and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

UHY LLP

Unadjusted Audit Differences

Financial Statement Effect - Amount of Over (Under) Statement of:				9/30/19
Description of unadjusted audit differences	Total Assets	Total Liabilities	Equity	Income
Known Misstatements (errors)				
1 Understatement of accrued payroll liability.	0	28,589	(28,589)	(28,589)
	0	28,589	(28,589)	(28,589)
Likely Misstatements (judgmental differences):				
15 None	0	0	0	0
	0	0	0	0

Governance Committee Meeting Summary

Meeting Date/Time: February 24, 2020, 9:00-10:30am

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104

Meeting Chair: Eric Mahler

Committee Meeting Attendees: Mike Allemang, Roger Hewitt, Kyra Sims

AAATA Staff Attendees: Matt Carpenter, Bryan Smith

Chairman Eric Mahler called the meeting to order at 9:02 am.

Discussion Items
1. OPENING ITEMS
1.1 Agenda (Additions, Approval) If time allows, CEO Carpenter will provide an update on an ongoing litigation under section 3 of the agenda.
1.2 Communications None.
2. POLICY MONITORING & DEVELOPMENT
2.1 Monitoring Reports: Board Job Description (Policy 3.2) Chairman Mahler will work with Rosa-Maria Njuki and Keith Book to get that report circulated after this meeting.
2.2 Committee Agendas <u>Finance Committee:</u> CEO Carpenter suggested deferring Policy 2.5, 2.8, and 2.3 to the following month in both the Finance Committee and the Board Meeting. Mike Allemang, John Metzinger, Kyra Sims, and LaTasha Thompson will discuss the AAATA audit on 2/28, 9:00am. CEO Carpenter reminded that there is a potential issue with Dykema representing both AAATA and RTA. <u>Service Committee:</u> Mr. Roger Hewitt hopes to have a decision on the Construction Policy, with possibly a discussion of two versions of the policy to be brought to the Board for a vote. <u>Board Meeting:</u> A decision on the Construction Policy may be added as agenda item 4.1.3.1. CEO Carpenter may have communications for the Board Meeting on the D2A2 project, which may have a startup date of March 16 th , just before the March 19 th Board meeting. He reported that UofM will be shutting down their Detroit Connector. Mike Allemang suggested announcing / speaking about the D2A2 project at a City Council meeting.

Discussion Items	
2.3 Other Governance Issues (as assigned)	
2.3.1 Meeting Assessment (2/20)	Chairman Mahler noted it was generally positive. Ms. Sims reported that there was a full agenda with good discussions of the Treatment of the Traveling Public and the Ends Report. Mr. Hewitt expressed that the discussions were the meaningful types of discussions that the Board should be having. CEO complimented the Board for their governance procedures on written policy acted out in the Board meeting.
2.4 Board Retreat	<p>Chairman Mahler suggested timing the retreat in May or June, certainly before July.</p> <p>Topics for the retreat included:</p> <ul style="list-style-type: none"> • 3-County Arrangement • Mr. Hewitt reminded the Committee that policy governance is meant to be forward thinking, not reactive. He suggested that walking to a bus stop may potentially be coming to an end with the advent of scooters and similar modes of transportation, and asked if TheRide should have something in the works for the first and last mile of rider commutes? He asked what is the convenience of using TheRide's services over using personal automobiles? Mr. Allemang suggested guest speakers on the topic. • Chairman Mahler agreed that having an operational discussion at a retreat is timely. He also described having a deep dive discussion on a matrix of risk and long-term threats. • Ms. Sims suggested an hour on interpretations and reasonableness. Chairman Mahler expressed having some discussion on policy governance, as well as having some guideline issued (a 1 pager) to Board members for them to refer to. A discussion of standards ensued. <p>Agenda item 4.1.1.1 Board Retreat will be added to the Board Meeting agenda.</p>
3. STRATEGY & OPERATIONAL UPDATES: CEO	
3.1 Regional Transit Update	CEO Carpenter described the state of the MPA litigation. He expressed that AAATA has provided some feedback on the IGA to the county and some feedback will be given to them regarding the plan on 2/28.
3.2 2021 Budget & Service Adjustments	Mr. Smith reported on communications and planning of potential service adjustments, described meetings with Kathleen Mozak-Betts and Alex Gossage taking place this month, and announced that the RFP for a new contract went out on 2/21.
4. CLOSING ITEMS	
4.1 Topics for Next Meeting:	Governing Style (Policy 3.1); CEO Expense Report
4.2 Adjournment	Chairman Mahler adjourned the meeting at 10:42am.

Respectfully submitted by: Keith Everett Book



Finance Committee Meeting Summary

Meeting Date/Time: March 2, 2020, 3:00-5:00pm

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104

Meeting Chair: Mike Allemang

Committee Meeting Attendees: Kyra Sims, Rich Chang, Raymond Hess, Eric Mahler

AAATA Staff Attendees: John Metzinger, Bryan Smith, Rosa-Maria Njuki

Chairman Mike Allemang called the meeting to order at 3:07pm.

Discussion Items
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval) There were no additions to the agenda.</p>
<p>1.2 Communications Chairman Allemang expressed concern that the Y-Lot Project lane dedicated to AAATA buses may also be dedicated to trash pick-up.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Audit Task Force Update / Audit Presentation Audit Task members Kyra Sims (Chair of the Audit Task Force) and Eric Mahler, introduced Michael Santicchia and Marlene Beach of UHY who presented on the annual audit. They, along with John Metzinger and LaTasha Thompson, answered the Committee’s questions throughout the presentation.</p> <p>Mr. Metzinger recommended that the current sub-recipient relationship process be amended. He also would like to bring a presentation on internal controls to the Board. Chairman Mahler expressed that may be a good Board education presentation.</p> <p>Mr. Metzinger thanked LaTasha Thompson and her team for their extraordinary work.</p>
3. STRATEGY & OPERATIONAL UPDATES: CEO
<p>3.1 Paratransit Update Mr. Smith reported on communications and planning of potential paratransit service adjustments. He discussed the distinction between ARide and the Premium Services (GoldRide, NightRide, and HolidayRide).</p> <p>Mr. Smith will send the Assure ADA Compliance slide to Mr. Chang and Mr. Hess, who haven’t received that slide yet, as well as the detailed document leave-behind (which he will also send out to the entire Board).</p> <p>Mr. Allemang requested that the Board members attending partner meetings be briefed extensively prior to the meetings. He also requested the incorporation of premium service descriptions in the presentation.</p>

Discussion Items	
	<p>Mr. Smith described to Mr. Hess the development of new service standards expected from the planning and innovation staff in the future.</p> <p>Mr. Hess suggested describing the difference of cost to run different types of services (premium vs. fixed) in the partner meetings.</p> <p>Mr. Smith reported that 28 vendors have pulled the RFP bid from the website.</p>
3.2	<p>2021 Budget & Service Adjustments</p> <p>Mr. Smith reported on communications and planning of potential fixed route service adjustments. He laid out the timeline of scheduled partner and public meetings.</p> <p>Mr. Smith also described the website being planned with FAQs, as well as a foldout document being created.</p>
3.3	<p>Regional Transit Update</p> <p>Mr. Allemang and Chairman Mahler described that the focus in Lansing has changed from the previous direction, potentially towards an RTA plan.</p>
4. CLOSING ITEMS	
4.1	<p>Topics for Next Meeting:</p> <ul style="list-style-type: none"> Cash & Investments (Policy 2.6); Financial Conditions (Policy 2.5); Compensation & Benefits (Policy 2.3); Asset Protection (Policy 2.8) <p>Chairman Allemang and Mr. Metzinger discussed bringing policies 2.3 and 2.5 to the April Committee meeting, deferring 2.6 and 2.8 to May.</p>
4.2	<p>Adjournment</p> <p>Chairman Allemang adjourned the meeting at 5:01pm.</p>

Respectfully submitted by: Keith Everett Book

Service Committee Meeting Summary

Meeting Date/Time: March 4, 2020, 3:00-5:00pm

Location: Blake Transit Center, 328 S. 5th Ave., Ann Arbor, MI 48104

Meeting Chair: Roger Hewitt

Committee Meeting Attendees: Sue Gott (remotely), Ryan Hunter (remotely), Jesse Miller (remotely)

AAATA Staff Attendees: Matt Carpenter, John Metzinger, Bryan Smith

Chairman Roger Hewitt called the meeting to order at 3:10pm.

Discussion Items
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval) CEO Carpenter asked to add an update on the YTC and capital grant applications under Agenda Item 3. The agenda was approved unanimously.</p>
<p>1.2 Communications None.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Construction Policy Chairman Hewitt shared his thoughts on the policy. He expressed being happy with the beginning of the policy. Regarding policy 1.2 and on, he asked if there are redundancies with other limitations. He described that we want limitations to be broad and all encompassing, as much as possible and asked if there are some of these policies covered, particularly the financial limitations, or put another way elsewhere (policies 2.4 and 2.5 perhaps). He asked if it was a truly necessary policy.</p> <p>Ms. Sue Gott expressed that she was a little unprepared to take it all apart again, but she is willing to do so.</p> <p>Mr. Hewitt discussed past construction experiences that may have gone poorly that contributed to the creation of this policy.</p> <p>Ms. Gott noted that the policy adds clarity to manage expectations.</p> <p>Mr. Miller shared that he is not as confident that what is covered in this policy is covered in the same way elsewhere. He would like to review the policies that may pertain to these. He expressed that he likes the policy and only has a question about what constitutes a major construction.</p> <p>Mr. Hewitt led a discussion on the rigorousness that monitoring the policy requires.</p> <p>CEO Carpenter reminded the Committee as to why the policy is back to the Committee since being presented to the Board in December 2019. He expressed that he thinks the</p>

Discussion Items

policy and risk management is warranted. He highlighted policy 1 and 8 in the Executive Limitations as he believes them to be the most valuable policies on the list. He expressed that policy 6 is a little redundant, but not bad. He expressed that 7 is also redundant, but not to the degree that a lot of time should be spent on.

CEO Carpenter shared his opinion that policies 1, 2, 6, and 8 are the policies that are most valuable. He suggests deleting policies 3,4, & 5, to be added back if necessary. He encouraged the Committee to allow him to provide an interpretation of what constitutes a major renovation.

Mr. Hunter expressed his agreement with CEO Carpenter's recommendations. Ms. Gott believes the policy is fine as it is but will support whatever the group wants to do. Mr. Miller expressed that capital projects are a unique representation of TheRide to the community and need to be handled specifically and with great care.

Chairman Hewitt suggested trying the policy as it is, to understand where the flaws or strengths are. Mr. Miller asked if there was any undue burden placed on the staff with any parts of the policy. CEO Carpenter expressed the staff's willingness to proceed however the Board sees fit. Mr. Hewitt agreed with Mr. Miller that CEO Carpenter provide an interpretation, at least a bare minimum one.

CEO Carpenter suggested bringing this discussion back to the Board. The Committee agreed.

Staff will update the Issue Brief and bring the same version of the policy to the Board for discussion.

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 YTC Update

CEO Carpenter reported that there has been a debriefing of the previous grants put forward. He also shared that the opportunity to apply for grants again is quickly approaching.

Mr. Metzinger reported that the BUILD grant did not rank TheRides previous application as highly recommended. Suggestions were given as to how it could be improved, but the requirements may be too rigorous to warrant applying again at this time.

He reported that the Bus and Bus Facilities Program grant did give TheRide's previous application a highly recommended status. There were 318 applications nationwide – FTA selected a little over 100 projects. TheRide was 1 of 188 projects that were listed as highly recommended. Areas of improvement include a local match guarantee coming from MDOT, as well as the timeline. Mr. Metzinger would like to work to improve those two areas of the application and reapply with a deadline of March 31st. Application is for \$15.2M (number to be fully confirmed).

Mr. Hewitt asked if applying for this grant would go against the draft policy. CEO Carpenter suggested seeking a motion from the Board to approve applying for this grant. He pointed out that the technical scope of the project has not changed, but CEO Carpenter would like to bring this forward to remind the Board of the project. He would like to bring the resolution to the Board, based on 1.1 and 1.2 of the new Construction

Discussion Items	
	Policy. Mr. Hewitt was in favor of that. Ms. Gott agreed. Mr. Hunter agreed. Mr. Miller agreed as well.
3.2	<p>Paratransit Update Mr. Smith reported on communications arranged (meetings with stakeholders and the public), the review process of the November 2018 Paratransit Study, as well as planning of potential paratransit service adjustments. He discussed the distinction between ARide and the Premium Services (GoldRide, NightRide, and HolidayRide).</p>
3.3	<p>2021 Budget & Service Adjustments Mr. Smith reported on communications and planning of potential fixed route service adjustments. He laid out the timeline of scheduled partner and public meetings. He discussed a set of handouts for frontline employees to have in case they are asked questions by the public.</p>
3.3	<p>Regional Transit Update CEO Carpenter reported that recent news from Lansing suggests the latest RTA legislation changes may have failed. His understanding is that there was widespread opposition from across the state, largely because of taxes. He is told that this means there may be little chance that there will be a regional transit vote in 2020.</p> <p>He reported that D2A2 will begin running on March 16th. He also reported more discussions with the County and RTA are coming up in two weeks.</p>
4. CLOSING ITEMS	
4.1	<p>Topics for Next Meeting: Initial thoughts from stakeholder meetings Regional Transit Update Fare Study Policy</p>
4.2	<p>Adjournment Chairman Hewitt adjourned the meeting at 4:24pm.</p>

Respectfully submitted by: Keith Everett Book



ISSUE BRIEF: Policy Development for Construction Projects

Meeting: Board of Directors

Meeting Date: March 19, 2020

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Consider adoption of new policies regarding construction projects.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>In September 2019, the Board directed the CEO to not take further steps to implement the rebuilding of the Ypsilanti Transit Center until the Board had an opportunity to consider the need for new Executive Limitations policies regarding construction projects. The work of assessing the need for these policies was assigned to the Service Committee. When the Board reviewed the Committee’s work in December 2019 a few concerns were raised about the level of detail and why some requirements were included but others were not, and about the definition of the term “major renovation”. The Board then asked the Committee to review the draft policy further. (Board video. Start at 1:02)</p> <p>The Committee revisited the issue in March 2020 and is returning to the Board for further discussion and possibly a decision.</p>
ISSUE SUMMARY:
<p>The Committee met on March 4, 2020. There was still general support for a construction policy but uncertainty how to address the Board’s concerns. There were mixed feelings about some elements of the draft policy. The Committee decided to return the draft policy without alteration to the Board for additional discussion.</p> <p>The CEO made an observation that most of the value of the policy likely rests in points 1, 2, 6, and 8; and that most of the concerns rested in points 3, 4, and 5.</p> <p>The CEO made two suggestions:</p> <ul style="list-style-type: none"> • Consider deleting points 3, 4, and 5 for now and approve the rest of the policy. After the Board has experienced a project, it may be in a better position to know if additional policy detailed were still desirable. • Allow the CEO to provide an interpretation of “major renovation” for the Board to consider accepting. <p>This might side-step the questions that were raised in December (mostly with points 3, 4, and 5) and allow the policy to be approved and give clear guidance to staff.</p> <p>The Committee agreed to return the existing policy to the Board in March for further discussion, along with the CEO’s observations and suggestions.</p>
ATTACHMENTS:
1. Executive Limitation – New Construction and Major Renovations – Draft

EXECUTIVE LIMITATION – New Construction and Major Renovations

The CEO shall not allow construction of a new building or facility or major renovation that is inconsistent with industry standards and grantor expectations, environmentally irresponsible or aesthetically displeasing, risks financial jeopardy, or is not aligned with achievement of the board’s Ends.

Further, without limiting the scope of the above by the following list, the CEO shall not:

1. Proceed with grant applications, detailed architecture or engineering, procurement of construction services, or real-estate transactions for a construction or major renovation project.
 - 1.1. Request authorization to proceed with a project prior to providing information that demonstrates that such construction is fiscally responsible and aligned with achievement of the board’s Ends, and without providing data that supports an informed decision by the board – including but not limited to clearly articulated information about the following:
 - a. Definition of the project’s purpose and goals.
 - b. Definition of the project’s key elements and rationale for their inclusion.
 - c. Definition of the project’s strategic context, and contribution to advancing the board’s Ends or other policies.
 - d. Explanation of the project’s priority relative to other capital needs.
 - e. Estimates of the capital cost, ongoing operating and maintenance costs, and expected useful life associated with the project.
 - f. Explanation of anticipated funding sources and financing mechanisms.
 - g. Definition of risks associated with the project.
 - h. Project timeline.
 - i. Public involvement process.
 - 1.2. Request authorization to proceed with a project without incorporating it into an annual budget or a budget amendment.
2. Expend funds on a construction project prior to having confirmed funding for that stage.
3. Contract for architectural, engineering or construction services that do not include the following elements as part of the contractual agreements:
 - a. Clear identification of a defined scope of work and related terms and conditions.
 - b. Performance obligations.
 - c. Consistency with industry standards for nomenclature.
4. Proceed with construction without designs and/or schematic drawings sufficient to meet the following criteria:
 - a. Derived from the board-approved project elements and concept design.
 - b. Provide sufficiently comprehensive instructions that clarify roles and expectations, and mitigate against unnecessary cost overruns.
 - c. Incorporate the grantor’s required standards.
 - d. Do not jeopardize project funding.

5. Undertake capital construction projects without qualified personnel and documented policies and guidelines consistent with industry standard procedures that mitigate risks arising from unforeseen events such as, but not limited to:
 - a. Changes in staff or project personnel.
 - b. Schedule delays or cost overruns arising from natural disasters or unpreventable accidents.
- 5.1. Authorize contracts for a construction manager or general contractor that are inconsistent with industry standards, omit grantor requirements, lack clarity, or do not mitigate risk to the Authority.
6. Proceed with construction that does not minimize inconvenience to the travelling public and those businesses and residences directly impacted to the extent that is reasonably practicable.
 - 6.1. Proceed without providing timely and accurate information to the travelling public, residents and business owners.
 - 6.2. Proceed with construction project or changes to the project that could be foreseen to create significant resistance from the traveling public and external stakeholders because they had not had the opportunity for consultation.
7. Allow the board to be unaware of political, residents' and businesses' issues related to the proposed construction.
8. Allow the board to be without regular reports on the project's implementation, including but not limited to:
 - a. Changes to the anticipated cost of the project.
 - b. Changes to the elements/scope of the project.
 - c. Changes to scheduled completion, delays or impacts to timelines.
 - d. Timely notice of possible cost overruns and planned action to reduce impact.

Local Advisory Council Meeting Summary (FINAL)

Meeting Date: February 4, 2020

Location: Dawn Gabay Operations Center, 2700 S. Industrial Highway, Ann Arbor, MI 48104

LAC Committee Member Attendees: Cheryl Weber (Chair), Janet Nutt (Co-Chair), Debra Poster, Clark Charnetski (Rep.AAA-1B), Jody Slowins, Larry Keeler, Andrea Henry (CIL), Stephen McNutt, Mary Wells

LAC General Members in attendance: Don Stasie, Dana Greer

LAC Committee Members not in attendance: Rebecca Burke,

AAATA Board Liason: Kathleen Mozak-Betts

AAATA Staff Liaison: Robert Williams (AAATA), Michelle Willis (AAATA), Tracy Byrd (AAATA), Caitlin Conway (AAATA), Julia Roberts (AAATA), Bryan Smith (COO, AAATA)

Guests: Darryl Johnson (RideCorp), Pedro Baez (RideCorp), Doug Anderson (Peoples Express), Jim Carson (WAVE)

1. CALL TO ORDER
<ul style="list-style-type: none"> Chairperson Weber called the meeting to order at 1:28 p.m.
2. REVIEW & APPROVAL OF AGENDA
<ul style="list-style-type: none"> Ms. Willis requested that Bryan Smith be allowed to speak ahead of approval of minutes. Motion was seconded and passed with no objections Mr. Smith Spoke briefly about finalizing the recommendations from the paratransit study
3. REVIEW & APPROVAL OF MINUTES
<ul style="list-style-type: none"> Minutes were approved with no corrections.
4. PUBLIC COMMENT
<ul style="list-style-type: none"> Mr. Charnetski mentioned the Transportation Commission Meeting will be at the Ann Arbor City Council Chambers on February 19th at 7:00pm. Mr. Stasie mentioned concerns he had with the new low floor vans, as well as concerns he has heard about the Quantam wheelchair restraints. Ms. Slowins mentioned how accurate the IVR Calls have been. Ms. Nutt mentioned concerns about the Ford Transit vans.
5. OWNERSHIP AND OUTREACH ITEMS
<ul style="list-style-type: none"> Ms. Conway presented the 2021 Vehicle accessibility plan for AAATA. Mr. Parson presented the 2021 Vehicle accessibility plan for W.A.V.E. Mr. Anderson presented the 2021 Vehicle Accessibility plan for Peoples Express Chairperson Weber asked if there were any questions regarding the Board Ends Policy packet.
6. OPERATIONAL TOPICS
<ul style="list-style-type: none"> Ms. Robert gave an update on upcoming AAATA projects Ms. Willis spoke briefly about the new PASS Map. Mr. Williams presented the monthly A-ride report.

7. PUBLIC COMMENT TIME

- Chairperson Weber gave a brief report on the January Board Meeting.
- The LAC requested that announcements and Board Report be added to the March agenda.

8. FUTURE NEW BUSINESS TEAMS

- A-ride Service trends
- Paratransit Study Update (Bryan Smith)
- Added agenda items

9. ADJOURNMENT

- Chairperson Weber adjourned the meeting at 3:15 p.m.

Respectfully Submitted by: Robert Williams, LAC Liaison / AAATA
Paratransit Supervisor

Local Advisory Council Meeting Summary (DRAFT)

Meeting Date: March 3, 2020

Location: Dawn Gabay Operations Center, 2700 S. Industrial Highway, Ann Arbor, MI 48104

LAC Committee Member Attendees: Cheryl Weber (Chair), Debra Poster, Rebecca Burke, Clark Charnetski (Rep.A1B) Jody Slowins, Larry Keeler, Andrea Henry (CIL), Stephen McNutt, Mary Wells

LAC General Members in attendance: Don Stasie, Liz Aldridge, Romona Williams

LAC Committee Members not in attendance: Janet Nutt (Co-Chair)

AAATA Board Liason: Kathleen Mozak-Betts

AAATA Staff Liaison: Robert Williams (AAATA), Michelle Willis (AAATA), Tracy Byrd (AAATA), Julia Roberts (AAATA), Bryan Smith (COO, AAATA)

Guests: Darryl Johnson (RideCorp), Pedro Baez (RideCorp), Michelle Johnson, Charles Dixon (CTAA)

1. CALL TO ORDER
<ul style="list-style-type: none"> • Chairperson Weber called the meeting to order at 1:35 p.m. • Mr. Smith gave a presentation about fixed route changes, and changes to Mobility from the Paratransit Study
2. REVIEW & APPROVAL OF AGENDA
<ul style="list-style-type: none"> • Agenda was approved with no corrections
3. REVIEW & APPROVAL OF MINUTES
<ul style="list-style-type: none"> • Minutes were approved with corrections to grammatical errors.
4. ANNOUNCEMENTS
<ul style="list-style-type: none"> • Mr. Charnetski mentioned the Transportation Commission Meeting will be at the Ann Arbor City Council Chambers on March 18th at 7:00pm
5. BOARD REPORT
<ul style="list-style-type: none"> • Chairperson Weber mentioned the RTA's board approval of the new D2A2 service. Chairperson Weber also mentioned AAATA's renewed talks with the city regarding the old "Y" lot.
6. PUBLIC COMMENT
<ul style="list-style-type: none"> • Mr. Stasie, Ms. Mozak-Betts, and Ms. Williams all mentioned issues with fixed route buses not holding at the BTC. • Ms. Williams also mentioned issues with fixed route drivers de-boarding at unsafe locations • Ms. Mozak-Betts requested a more functional setup of the board room for future LAC meetings
7. OWNERSHIP AND OUTREACH ITEMS
<ul style="list-style-type: none"> • Chairperson Weber asked the LAC about options that would help them better decipher the Board ends policies. • Mr. Charnetski Mentioned continued meetings with the RTA regarding Tri-County Partnerships

<ul style="list-style-type: none"> Ms. Willis announced that the RFP for ADA and premium services has been made public and is open for bid
8. OPERATIONAL TOPICS
<ul style="list-style-type: none"> Ms. Roberts introduced Mr. Dixon from CTAA. Mr. Dixon spoke about upcoming Flex-Ride changes and CTAA's partnership with Toyota to promote micro transit. Ms. Roberts also gave a brief update on current projects Ms. Willis introduced the Finalized Mobility Plan for ADA and premium services Ms. Willis also introduced newly created charting graphs that will show A-ride service trends from month to month, and year to year. Ms. Henry wondered if something like this would be best shown every quarter instead of every month.
9. PUBLIC COMMENT TIME
<ul style="list-style-type: none"> No public comment at this time
10. FUTURE NEW BUSINESS TEAMS
<ul style="list-style-type: none"> No future business added at this time
11. ADJOURNMENT
<ul style="list-style-type: none"> Chairperson Weber adjourned the meeting at 3:35 p.m.

Respectfully Submitted by: Robert Williams, LAC Liaison / AAATA
Paratransit Supervisor

ISSUE BRIEF: Authorization of Grant Application

Meeting: Board of Directors

Meeting Date: March 19, 2020

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
Adoption of a resolution to authorize the CEO to apply for Federal and State capital grants totaling \$15.6 million for the Ypsilanti Transit Center (YTC) replacement and expansion project. The implementation of the project is contingent upon award of adequate Federal and State grant funding.
ALTERNATIVE OPTION(S):
Defer decision to the next discretionary grant cycle in 2021.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> Policies 2.4 and 2.5, budgeting, financial planning, condition, activities. Policy 2.7, ends focus of grants and contracts. Policy 3.2.7, approval of the budget. Resolution 04/2019, authorizing grant application for YTC project, June 2019. New construction policy (in development)
ISSUE SUMMARY:
<p>Replacement and expansion of the YTC is a priority to AAATA. To fund this project, the CEO is seeking the Board’s authorization to apply for grant funds under the Federal Transit Administration’s (FTA’s) Bus and Bus Facilities Program, known as Section 5339. This program is highly competitive. Last year, 318 applications for projects requesting \$1.9 billion were filed with FTA. \$423 million was awarded to 94 projects, and our YTC project was not selected even though it did receive a “highly recommended” ranking. FTA has suggested some improvements to our application, and we believe we have a good chance of having our project selected this year.</p> <p>If we are successful with a grant award, the Federal and State funds would cover all capital costs for design and construction, budgeted at \$15.6 million. FTA Section 5339 funds would cover 80% of the cost, and Michigan Department of Transportation (MDOT) matching funds would cover the remaining 20%. Staff would need to return to the Board for authorization for the project’s expenditures through budgeting or budget amendment, for approval for real estate acquisition, and for ongoing progress reports.</p> <p>Grant applications are due to FTA by March 30, 2020, and grant awards will be announced before the end of the year. Should the Board decline to authorize an application, or should AAATA be unsuccessful in winning a grant award this year, staff will continue to refine the project and seek authorization at a later date.</p>

BACKGROUND:

Since 2017, AAATA has undertaken preliminary planning for a new YTC. A study analyzing alternatives considered more than ten locations and numerous configurations, and concluded that the existing site continues to be best location for a bus terminal. Preliminary design for the new terminal is a key project identified in the Corporate Business Plan (amended for 2020), and technical planning work continues on the project as it awaits funding to advance it toward construction.

Several key steps remain including entering into discussions with property owners and land acquisition, completing site studies and environmental analysis, architectural and engineering design, interim operations planning, demolition, and construction. These costs will be bundled into the grant application, and it should be noted that Federal and State grants will not pay for amenities that are not directly related to transit infrastructure.

IMPACTS OF RECOMMENDED ACTION(S):

- **Budgetary/Fiscal:** If successful, grant awards would need to be reflected in the annual capital budget for FY2021 and in subsequent years.
- **Social:** A new YTC would be a significant benefit for the Ypsilanti area and would advance several Board objectives.
- **Environmental:** A new YTC will enable future transit services and can be built to high environmental standards.
- **Governance:** The magnitude of this grant application, the project's impacts on future budgets, and the inclusion of real estate acquisition suggests that the Board's authorization is required.

ATTACHMENTS:

1. Resolution 03/2020 Authorizing an Application for Discretionary Funds
2. New Construction Policy Considerations
3. Conceptual Site Plan

Attachment 1: Resolution

Resolution 03/2020

AUTHORIZING A GRANT APPLICATION FOR DISCRETIONARY FUNDS

**RESOLUTION OF THE BOARD OF DIRECTORS
OF THE
ANN ARBOR AREA TRANSPORTATION AUTHORITY**

We hereby certify that the following Resolution was duly approved and adopted by the Board of Directors (herein after referred to as the Board) of the Ann Arbor Area Transportation Authority at a meeting held on March 19, 2020 at which a quorum was present and acting throughout.

WHEREAS, the U.S. Department of Transportation has made discretionary federal funds available for competitive award under the FY2020 Section 5339 Bus and Bus Facilities Discretionary Program; and

WHEREAS, the Michigan Department of Transportation has made funding available to provide capital matching for transit capital projects in its Comprehensive Transportation Fund (CTF); and

WHEREAS, the AAATA Corporate Business Plan calls for an expansion of the Ypsilanti Transit Center, significant preliminary planning for which has already been undertaken demonstrating that \$15.6 million in capital investments are needed to build the project; and

WHEREAS, the Board of Directors supports and encourages the advancement of the Ypsilanti Transit Center replacement and expansion, and is willing to amend the AAATA's operating and capital budgets, and the Transportation Improvement Program (TIP), as necessary to accommodate this project contingent upon award of adequate discretionary grants;

NOW THEREFORE, BE IT RESOLVED, that the Board hereby authorizes the CEO to apply for discretionary capital grants for the Ypsilanti Transit Center expansion project.

Eric A. Mahler, Chair

March 19, 2020

Kyra Sims, Secretary

March 19, 2020

New Construction Policy Considerations

BACKGROUND AND ISSUE SUMMARY:

The Board of Directors has been considering new policies to govern facility construction and major renovations. The policy language being considered would require the Board's authorization before proceeding with a grant application for such a project. While the Board has not yet adopted this policy, staff present information to demonstrate compliance with the intent of the policy in order to support an informed decision by the Board to proceed with this grant application.

POLICY APPLICATION:

The draft policy contains 8 sections pertaining to facility construction and major renovations, however only the first section is applicable at the grant application stage. Section 1 limits the CEO from requesting authorization to proceed with a grant application for this type of project without providing information to demonstrate the project is fiscally responsible and aligned with the achievement of the Board's Ends. The following data is provided by staff to support an informed decision by the Board.

a. Definition of the project's purpose and goals.

AAATA is seeking federal and state funding to replace and expand the Ypsilanti Transit Center (YTC). Replacement is necessary due to the age of the current facility. The YTC was built in 1993 and is now in its 27th year of use. The expected useful life upon construction was 30 years, so the time for replacement is nearly upon us. Expansion of the facility is also needed as the current facility is beyond its capacity to adequately support the 4,100 daily riders who use the facility, and to accommodate future service expansion.

b. Definition of the project's key elements and rationale for their inclusion.

If awarded, grant funding would pay for property acquisition, environmental work, design, demolition, site work, construction management, general contracting, construction, and contingencies necessary to replace and expand the facility. Each of these are key elements of the project, and all are necessary as each requires the preceding element's inclusion in order to successfully complete the project. A conceptual site plan in Attachment 3.

c. Definition of the project's strategic context, and contribution to advancing the Board's Ends or other policies.

This project has been identified in the Corporate Business Plan adopted in 2019 and the 2020 update, and in AAATA's adopted operating and capital budgets for FY2020. Building an expanded YTC would be a significant step in advancing the Board's Ends: an improved terminal will increase customer satisfaction (Policy 1.4), create capacity for future service expansion, and likely help attract new users of public transportation services which supports the Board's Ends of growing transit ridership in area (Policy 1). Additionally, this project reflects AAATA's commitment to serving Ypsilanti City, a member jurisdiction and an owner of the AAATA.

d. Explanation of the project’s priority relative to other capital needs.

Maintaining the State of Good Repair (SGR) for existing assets is the first priority in AAATA’s capital planning and budgeting. Other priorities, such as expansion and adding value, are secondary. Replacing the YTC is a top capital need from an SGR perspective, but it can wait a few more years if necessary, which is why discretionary (optional or competitive) grant awards are being sought for this project. Other priorities, such as replacing buses and the roof and HVAC systems at the Dawn Gabay Operations Center have been identified for the use of AAATA’s formula funds, as identified in the long-range capital plan presented with the annual budget. Other projects, like expanding the BTC or garage are also important, but not as advanced or urgent.

e. Estimates of the capital cost, ongoing operating and maintenance costs, and expected useful life associated with the project.

The table below highlights the budgeted capital cost for this project:

Site Acquisition	\$	1,000,000
A&E Fees	\$	1,677,492
Site Work	\$	2,351,378
Building	\$	3,331,250
Platforms	\$	346,532
Canopies	\$	2,242,495
OH&P (GC)	\$	1,240,748
Construction Managers Fee	\$	827,165
Escalation	\$	496,299
Design and Construction Contingency	\$	2,067,914
PROJECT TOTAL:	\$	15,581,273

Estimates of ongoing operating costs for a new facility are already included in AAATA’s operating budget forecast. The annual operating expenditure for the YTC is budgeted at \$199,043 for FY2020, and includes costs for contracted maintenance (snow removal for example), custodial service, security services, Internet services, materials and supplies, and utilities (natural gas, electricity, and water). These costs are budgeted to increase to \$271,926 in FY2022 (which is when the FY2020 budget anticipated construction to be complete). The timing of the increase in expenditures will be updated for the FY2021 budget.

The expected useful life of the new YTC facility will be 40 years based upon FTA guidance provided in Circular 5010.1E (p. IV-26) and AAATA’s Internal Control System Manual (p. 21).

f. Explanation of anticipated funding sources and financing mechanisms.

AAATA will apply for Federal funding for 80% of the capital costs listed above. Specifically, our application will be for \$12,465,019 in Federal Section 5339 funds for the 80% Federal Share. The remaining 20% of costs will be matched by State of Michigan Comprehensive Transportation Fund (CTF) funds in the amount of \$3,116,255, should

federal funding be awarded. No debt financing will be used for this project.

g. Definition of risks associated with the project.

As with any capital construction project there are certain risks that will be necessary to mitigate should AAATA be awarded grant funds for the project. Key risks that have been considered along with their mitigations are listed below:

1. Inadequate funding: Due to the highly competitive nature of this Federal discretionary grant program, it is possible that FTA will award partial funding for the project resulting in inadequate funding to complete the project. Inadequate funding would mean this project would need to take a phased approach based upon the available funding. As an example, AAATA could proceed with land acquisition or pre-design environmental work as an early phase, until additional funding can be secured. Or, the entire project could be deferred until additional funding is secured. Once grant funds are awarded, we will have up to five years to expend the funds.

2. Unforeseen costs/cost overruns: Costs may increase beyond the cost estimates. Staff have attempted to mitigate this risk by using a professional third party (outside experts) to develop the budget estimate for the project and by including healthy contingencies and conservative budgeting. Effective Project Management processes will be essential to avoid the leading risk that will result in cost overruns: Scope Creep. The Board, staff, and community will need to exercise discipline in delivering the project to its scope and avoiding change orders.

3. Political/Community relations risks: While political support has been strong for this project during preliminary planning, it is possible that elected leaders, riders, taxpayers and others may criticize the project for any reason. Staff have and will continue to mitigate this risk through outreach and public engagement during every phase of the project, and the Board will have a role with its ownership linkage to support the project.

h. Project timeline.

The following project timeline will be presented in the grant application:

Study Phase

- 2014: Need for YTC improvement identified
- 2017-2019: Conceptual planning and preliminary public involvement
- 2019: Budget estimates developed
- 2020: Budget estimates updated for inflation

Next Steps

- March 2020: Apply for grant funding
- Late 2020: Federal grants awarded
- 2021-2023: Partner with City of Ypsilanti, land consolidation and environmental review, increasingly detailed planning, planning for interim operations, procuring construction services.
- 2023-2024: Demolition, site work, construction. Interim operations at another location.
- 2024: Opening of new facility. Adjustment to annual operating costs.
- 2026: Federal grants must be fully expended by September.

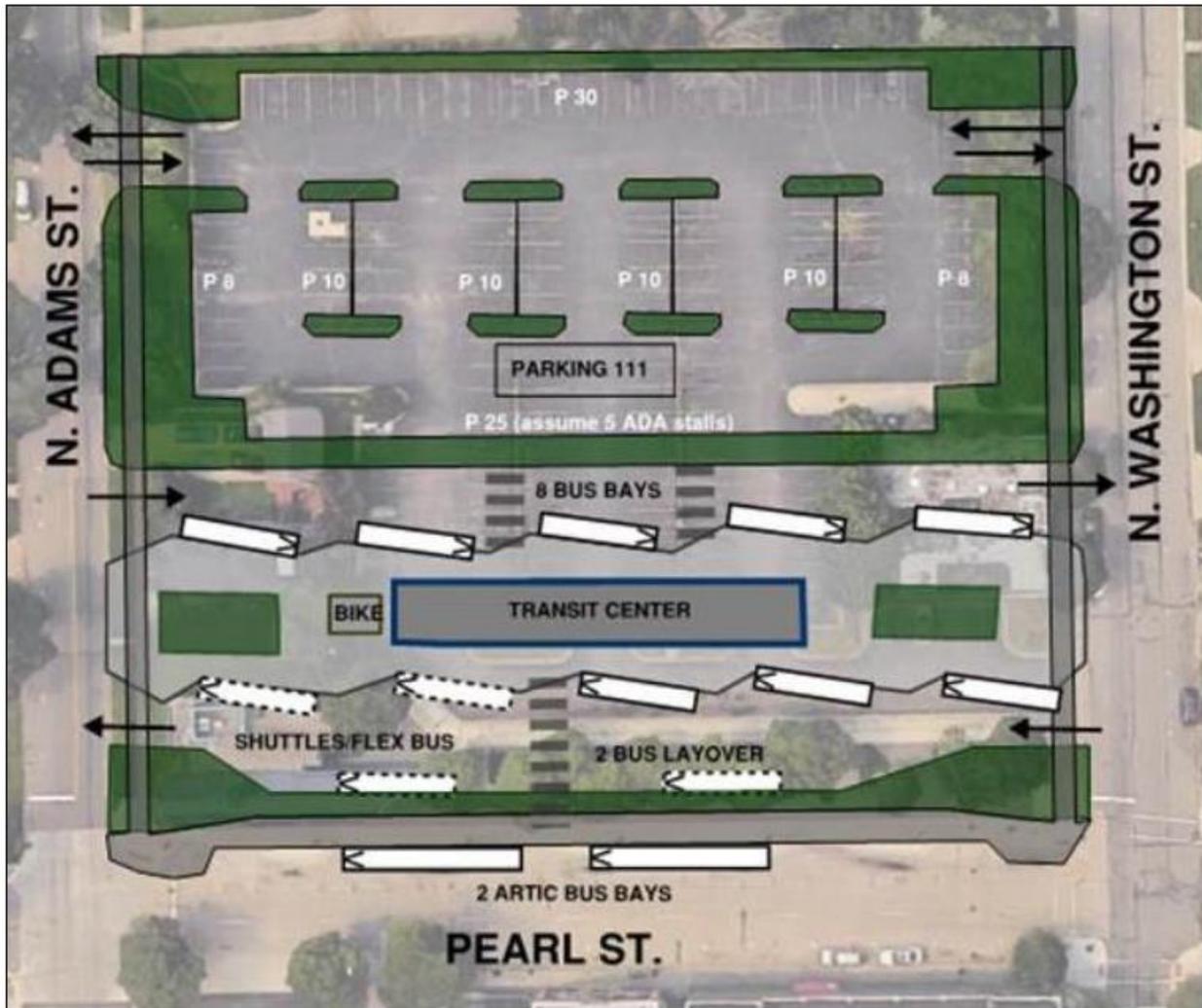
i. Public involvement process.

The public will continue to be engaged with at all steps in the project, especially:

- City of Ypsilanti partnership
- Meeting with facility neighbors to address concerns during land acquisition, design, and construction
- Facility design review
- Project impact review and maintenance of traffic during construction
- Concerns mitigation during the project

Further, draft policy requires incorporation of a project into an annual budget or budget amendment in order in order to proceed with a project. This project was included in the adopted budget for FY2020, and the FY2021 recommended budget will include project costs in the capital budget.

Conceptual Site Plan (Illustrative – Not Final)



After extensive study and public involvement, a basic functional design has been proposed (above). There are other potential configurations. Many decisions remain. At a minimum the new facility must provide space to accommodate more buses and a larger building. The proposed transit center program yields a 6,500 square-foot building on a 2-acre site and includes the following minimum program elements:

- 13 bus and shuttle bays/slips
- Kiss and ride and taxi/ride-share drop-off area
- Safe pedestrian circulation
- Green space

ISSUE BRIEF: CEO Report

Meeting: Board of Directors

Meeting Date: March 19, 2020

INFORMATION TYPE:
Other
OPERATIONAL & PROJECT UPDATES
<ul style="list-style-type: none"> <p>• CORONAVIRUS TheRide has issued notices regarding steps we are taking to safeguard the health of staff and passengers. At this time, no changes in our services are planned. However, AirRide service has been suspended for a month due to declining air travel.</p> <p>Staff will be bringing more up-to-date information to the board meeting.</p> <p>• REGIONAL TRANSIT Two different attempts to use new legislation to allow a three-county regional transit millage have been proposed and failed in the state legislature in the last month. It now seems unlikely that a regional millage will be possible in 2020. TheRide continues to work with our partners to prepare for future opportunities.</p> <p>• DETROIT – ANN ARBOR EXPRESS BUS SERVICE The D2A2 service is set to begin service on Monday, March 16th.</p> <p>• ANNUAL CITIZEN REPORT The annual citizen report will be available online and in print following the March Board meeting.</p> <p>• PLANNING There is considerable work going on in planning to prepare for the public meetings for the proposed service changes this August. The public meetings are planned for April and will be widely publicized.</p> <p>• WATS POLICY COMMITTEE UPDATE There was no February WATS Policy Committee meeting.</p> <p>• TRANSPORTATION COMMISSION Due to staffing challenges, no AAATA staff are attending the Commission at the time.</p>

ISSUE BRIEF: Ends Policies Monitoring Report

Board Meeting: March 19, 2020

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
<p>That the Board review this monitoring report through the month of February and consider accepting it in March as either level:</p> <ul style="list-style-type: none"> • B – In compliance, except for item(s) noted, OR • C – Making reasonable progress toward compliance.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
On December 19 th , 2019, the Board adopted new Ends policies.
ISSUE SUMMARY:
<p>TheRide’s Board of Directors articulate the results the agency is to produce, for whom, and at what cost. These strategic outcomes are called the Ends Policies. This monitoring report provides the CEO’s interpretations of those policies, evidence of achievement, and an assertion on compliance with the Board’s written goals. As with other monitoring reports, the Board decides whether the interpretations are reasonable, and the evidence is convincing.</p>
BACKGROUND:
<p>The CEO certifies that the information contained in this report is truthful and accurate to the best of his knowledge.</p> <p>In the process of compiling this report, staff has realized that there may be a few data integrity issues and is working to improve those instances.</p>
ATTACHMENTS:
<ol style="list-style-type: none"> 1. ENDS Monitoring Report

TheRide Proposed Ends Policies

The Board establishes its Ends policies within its Vision for public transportation:
 A robust public transportation system that adapts to the area’s evolving needs, environment, and quality of life.

PROPOSED ENDS POLICIES:	Page #	Compliance
1. AAATA exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area’s social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.	3	
1.1. Residents in the area have equitable access to public transportation services that enable them to participate fully in society.	7	
1.1.1. People with economic challenges have affordable public transportation options.	9	
1.1.2. People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.	10	
1.2. Public transportation positively impacts our environment.	13	
1.2.1. Public transportation options are increasingly chosen overuse of a personal car.	14	
1.2.2. Public transportation options minimize energy use and pollution, and conserve natural resources.	16	
1.2.3. Public transportation options produce conditions favorable to more compact and walkable land development.	18	
1.2.4. Relevant public policy is transit supportive	20	
1.3. Public transportation positively impacts the economic prosperity of the area.	21	
1.3.1. Public transportation facilitates labor mobility.	21	
1.3.2. Students can access education opportunities without need of a personal vehicle.	25	
1.3.3. Visitors use public transportation in the area.	26	
1.3.4. Public transportation connects the area to the Metro Detroit region.	27	
1.4. Passengers are highly satisfied with public transportation services.	28	
1.5 Residents of the area recognize the positive contributions of public transportation to the area’s quality of life.	29	

 Fully Compliant
  Partially Compliant
  Non-Compliant
  TBD

Preliminary CEO Interpretations and Evidence

POLICY 1:

AAATA exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area's social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.

Degree of Compliance: Partially Compliant

Previous monitoring period: Partially Compliant

Expected date for full compliance: Unknown

POLICY 1: Interpretation

I interpret this policy to mean that the broadest purpose of TheRide is to facilitate access to destinations within the service area. Further, I interpret the lack of reference to specific vehicle technology to mean that TheRide can utilize whatever mode of transportation is most suitable given the circumstance.

Compliance with this policy will be demonstrated during this period when ridership on fixed-route services increases *faster* than population growth. This should indicate that the community is *increasingly* relying on transit. Fixed-route ridership is a good proxy for overall benefit as it makes up 90% of all riders of all our services. Other modes of travel are referenced later.

Further, value and stewardship will be demonstrated when our cost-effectiveness remains within the norms of the public transit industry over time. No transit service breaks-even or turns a profit, so conventional financial analysis are less helpful. This interpretation is reasonable because it provides alternative context via benchmarking and trends over time. It also illustrates whether limited funds are being used to benefit the largest number of people possible.

Our specific metrics, targets and results for this period are outlined below.

Further compliance with this policy is demonstrated by compliance with policies 1.1, 1.2, 1.3, 1.4 and 1.5 below.

POLICY 1: Evidence

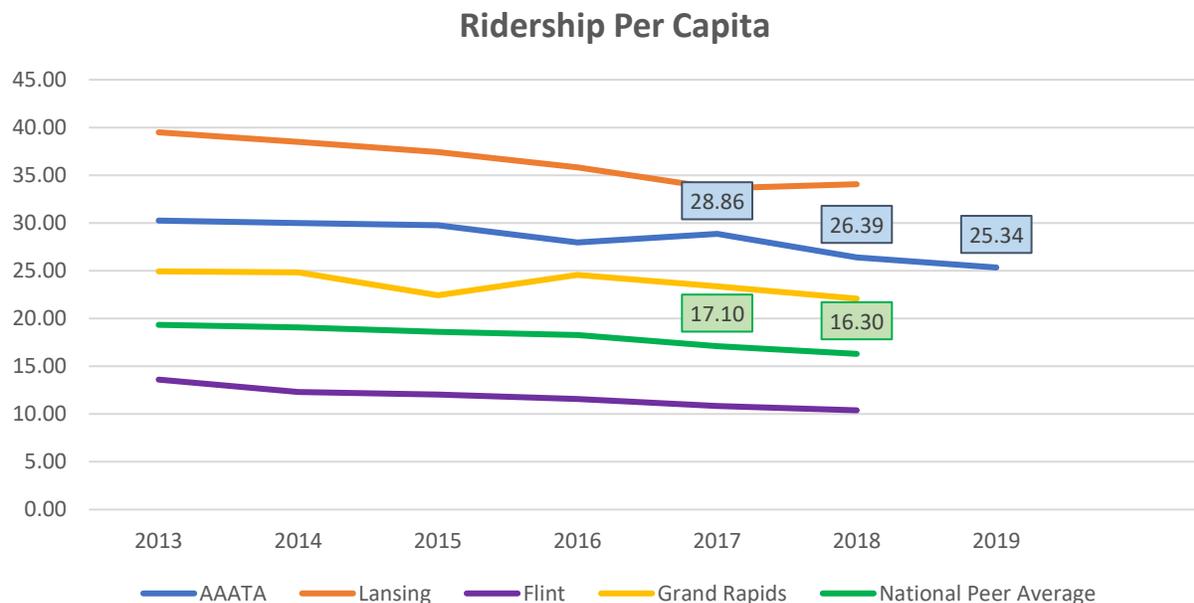
Evidence for this policy is provided as statistical trends for TheRide’s key performance metrics for fixed-route bus service, benchmarked against other peer transit agencies in Michigan for context. TheRide peers are developed by a third-party, Florida Transit Information System (FTIS). FTIS uses data from the National Transit Database to create peers that are similar based on area population, mode type, total annual vehicle miles operated, annual operating budget, population density, population growth rate, percent of service demand-responsive, percent of low-income population etc. Five of the most similar transit agencies in the country have been used to provide a national peer average comparison.

Our key metrics are:

- **Ridership per Capita** – Total fixed-route ridership divided by population. This gives a snapshot of the proportion of the community using the service and is more up to date than mode share figures that follow later in this report.
- **Annual Ridership** – Total absolute ridership on the fixed-route service. A snapshot of the actual number of passengers. (Paratransit, vanpool and other services are addressed in other policies.)
- **Cost per Rider** – Total Fixed-route Operating Costs divided by Ridership. This cost-effectiveness measure provides an answer about “at what cost?” It is best judged in comparison with other transit agencies.

Ridership (Trips) per Capita

The population of the area grew by 1.02% while ridership grew by 0.24%. Even though growth was experienced both in ridership and capita, ridership did not grow as fast as the population leading to a decrease of 4% in ridership per capita. Becoming compliant with this goal will require more resources, service restructuring, and an increase in service in order to attract the growing population. The graph below displays this information



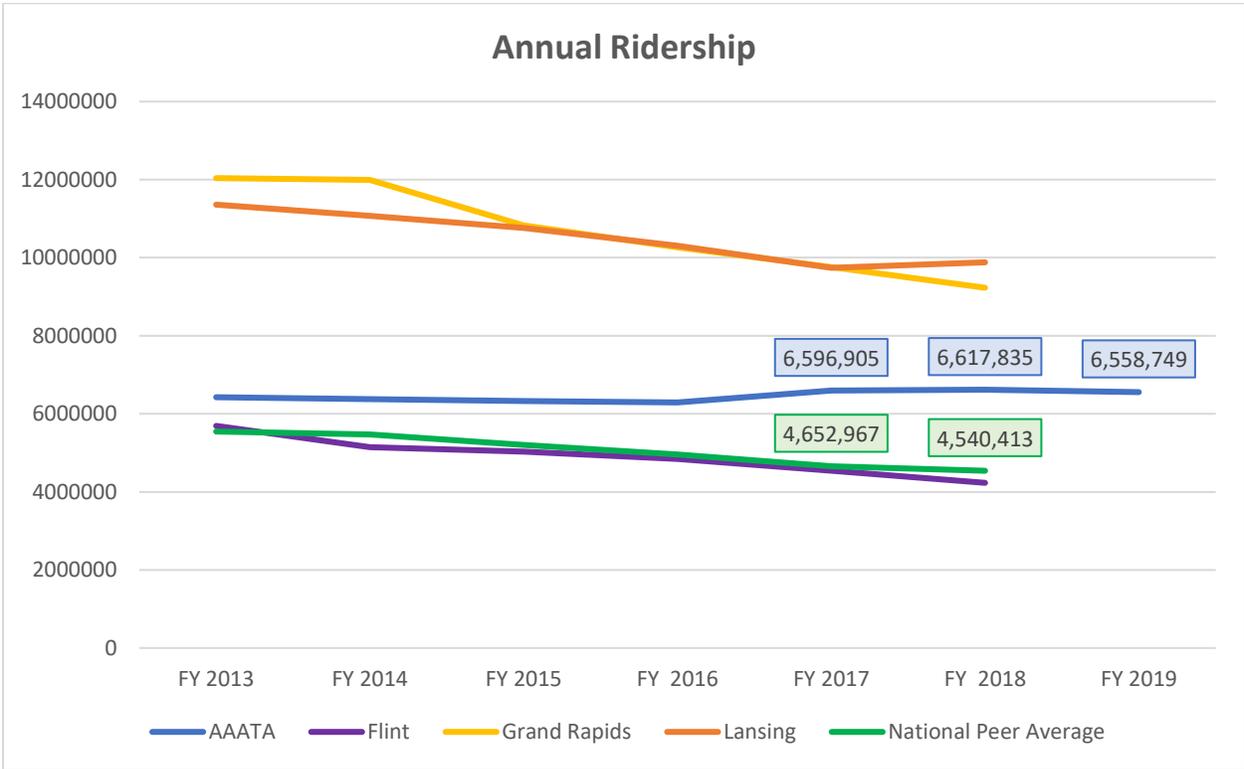
Note:

1. Lansing ridership per capita is high because CATA reports Michigan State University ridership. TheRide accounts for University of Michigan’s population but does not account for their on-campus ridership thus reporting comparatively lower ridership per capita numbers.

POLICY 1: Evidence (continued)

Annual Ridership

Since 2013, TheRide has seen a slight overall increase in fixed-route ridership, albeit with some declines. This is in contrast to other Michigan transit agencies and national trends of severe ridership losses. The national peer average is based on five transit agencies with the highest likeliness score to TheRide. The graph below displays this information.



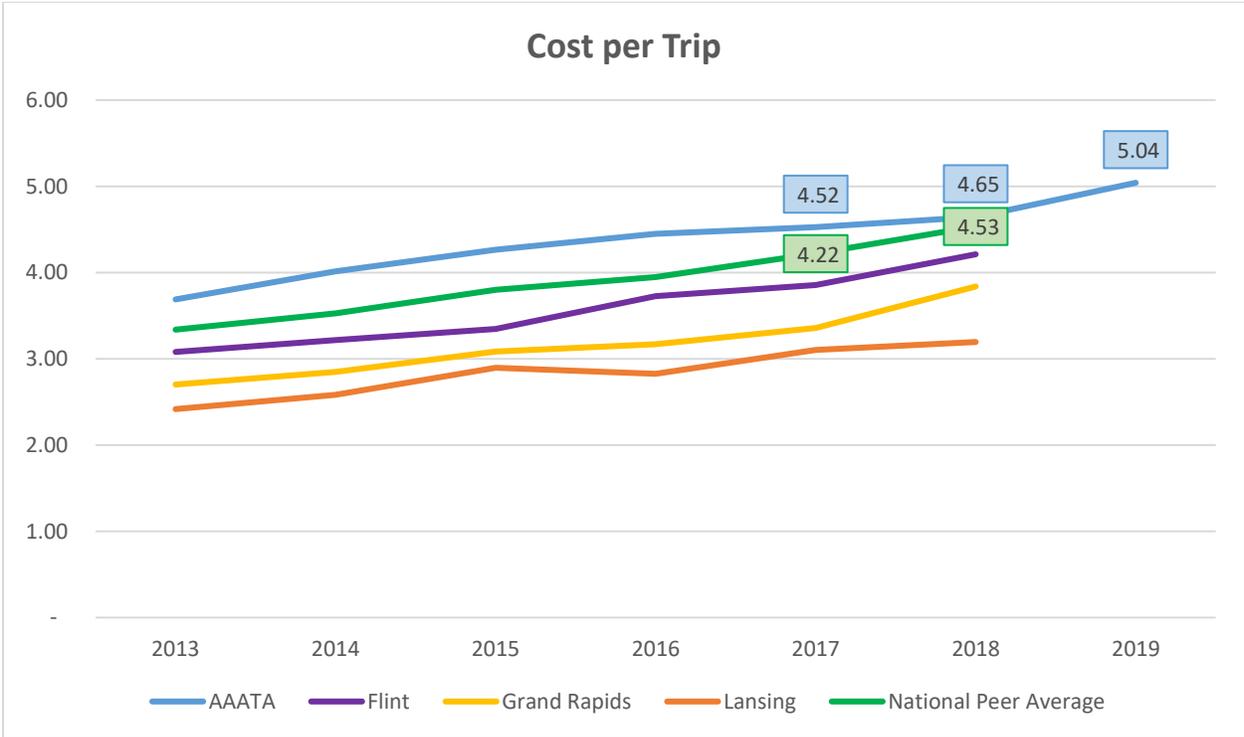
Note:

1. Lansing’s ridership includes ridership at Michigan State University while TheRide does not include University of Michigan on campus ridership. This may explain the disparity in the ridership numbers between the two agencies.

POLICY 1: Evidence (continued)

Cost per Ride (not adjusted for inflation)

Like peer agencies, the cost of operation has seen a gradual increase as costs increase faster than ridership. 2019’s expenses are higher as a result of an increase in wages, fuel costs, utilities and insurance. Fixed route absorbs the majority of that increase since it is the main business. Our target is to maintain a reasonable cost per ride in comparison with other peer agencies. The information below illustrates that we are higher than other Michigan agencies, possibly due to a higher cost-of-living in the Ann Arbor area.



- Note:
1. Lansing divides its cost across a larger base (including MSU ridership). TheRide does not include U of M on campus ridership in this analysis. This, among other reasons, accounts for the difference in cost per trip among the two agencies.
 2. AAATA’s costs are not conclusive as audit is ongoing.

POLICY 1.1:
Residents in the area have equitable access to public transportation services that enables full participation in society.

Degree of Compliance: Partially Compliant

Previous monitoring period: Partially Compliant

Expected date for full compliance: Unknown

POLICY 1.1 INTERPRETATION

Compliance with this policy will be further demonstrated when:

- At least 80% of residences in the membership area are within 0.25 miles of a bus stop. This distance is generally seen as a reasonable walking distance by industry standards.
- There is a bus stop within 0.25 mile walk of all municipal council chambers (3) and major hospitals, and most major grocery stores and libraries are within 0.25 miles of a bus stop. (Job and educational sites are addressed in later policy.)
- The Board has partially interpreted equitable access in policies 1.1.1 and 1.1.2. Compliance with policies 1.1.1 and 1.1.2 constitutes further achievement of this End.

This interpretation is reasonable because, as a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits. This is as much coverage as available resources allow. Paratransit must serve all destinations with 3/4 miles of a bus route, so these measures also encompass paratransit access. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.1: Evidence

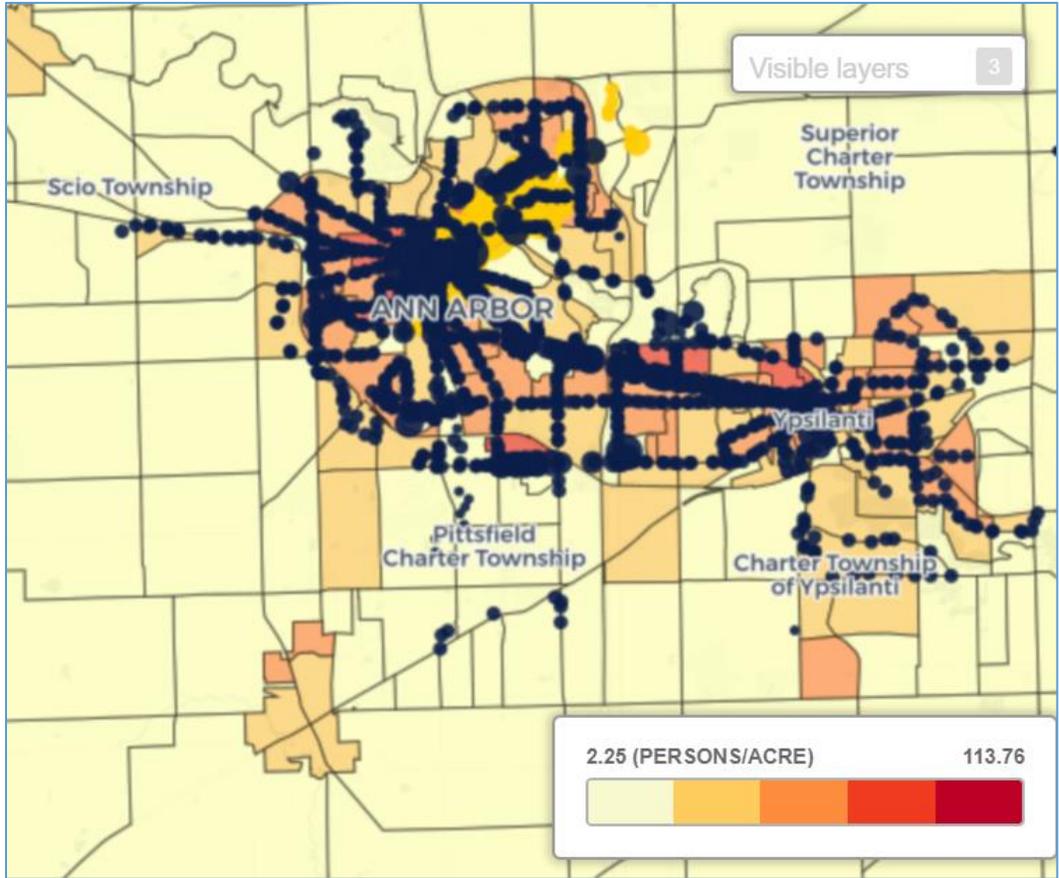
Service Coverage

Within 0.25 mile of a bus stop	FY2018	FY 2019	FY 2020	Target
Council Chambers	3	3	3	3
Hospitals (UM, St Joseph)	2	2	2	2
Major Grocery Stores	100%	100%	100%	80%
Major Libraries	100%	100%	100%	80%

POLICY 1.1: Evidence (continued)

Residential Coverage

As illustrated in the SEMCOG map below, there are AAATA bus stops near the majority of the residential population. While some outlying low-density areas may be beyond 0.25 miles, we believe that at least 80% of the population is covered. In the future, we may use more detailed computer analysis to further quantify the exact calculation.



POLICY 1.1.1:
 1.1.1. People with economic challenges have affordable public transportation options.

Degree of compliance in this report

Degree of Compliance: Compliant
Previous monitoring period: Compliant

POLICY 1.1.1: Interpretation

Compliance with this policy will be demonstrated when low-income residents of member jurisdictions (Ann Arbor, Ypsilanti, Ypsilanti Twp.) have access to a reasonably discounted passenger fare for the fixed-route service. This interpretation is reasonable because, unless fares are free, there will be a need to establish a threshold. A threshold based on income is the most direct way to target the additional subsidy specifically to persons with lower incomes.

This is as much as a discount as we can offer given existing resources and the need to use passenger revenue to help fund services. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.1.1: Evidence

TheRide has a low-income discount program called the Fare Deal program. Eligible passengers pay a discounted fare of \$0.75 compared with the full fare price of \$1.50. Eligibility is determined by being able to present a Medicare*/ Medicaid** card and a valid State ID.

The Fare Deal program is reasonably well-used and is available to all eligible residents of the service area. Over four thousand people are registered. 3,525 of these are registered based on income. About, 99% of all those served through this program are residents of the service area.

Fare Deal Program	FY 2019
Total # of Fare Deal registrants	4,286
# Fare Deal ADA	205
# Fare Deal Income eligible	3,525
# Fare Deal Senior	506

In addition to the Fare Deal program, as per the Federal Transit Act, seniors, people with disabilities, and Medicare cardholders can only be carded a 50% fare. Therefore, a reasonable discounted fare for TheRide should be no greater than, \$0.75. i.e. 50% less than the full fare price (\$1.50).

Note:

* Medicare eligibility is based on state of residence, age, disability and/or chronic illness. Each state has different eligibility requirements. However, Medicare users are often 65 years old and above.

**Those who do not qualify for Medicare (16-64 years) and have an income at or below 133% of the federal poverty level (\$16,000 for a single person or \$33,000 for a family of four), are not pregnant and reside in Michigan may qualify for Medicaid also known as the Healthy Michigan Plan in Michigan.

POLICY 1.1.2:

People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.

Degree of compliance: Partially Compliant

Previous monitoring period: Compliant

POLICY 1.1.2: Interpretation

Compliance with this policy will be demonstrated when:

- Anyone using an ADA-compliant wheelchair is able to access all buses and passenger terminals. This is reasonable because if a wheelchair can be accommodated, most other physical mobility limitations can be accommodated; and because mobility limitations, not age, are the barrier to access.
- TheRide complies with legal requirements for accommodating anyone with disabilities. This is reasonable because it documents compliance with the Americans with Disabilities Act (ADA).
- 100% of bus stops adjacent to sidewalks are wheelchair accessible. This is reasonable because full access is a reasonable goal, and because some bus stops have no adjacent sidewalks and the TheRide cannot make them accessible.
- Residents and visitors who are not physically able to use the fixed-route service due to a mobility limitation have access to door-to-door paratransit service that meets ADA minimum requirements. This is reasonable as federal law mirrors this interpretation.
- Minors are allowed on the bus, there is no age limit to ride the bus. We do expect that young children, toddlers and infants be accompanied by an adult. This is reasonable because it allows the bus driver to exercise discretion based on circumstance.
- Printed passenger information is available in Spanish and Chinese (Mandarin) which are the two most common non-English languages in the area. This is reasonable because it mirrors minimum federal requirements and is cost effective. On-line translation services can help communicate our website information.

In this context I interpret seniors to be a subset of persons with mobility limitations, not a separate group. This is reasonable because it is the mobility limitation, not age, that suggests the need for additional consideration.

Our specific metrics, targets and results for this period are outlined below. These goals are within our control and financial reach, and mirror legal requirements for our services. While there will always be specific needs we cannot meet (e.g. extra-large wheelchairs, remote destinations, etc.), the above goals are within our resources to achieve. Should resources permit, we may strive to exceed these requirements.

POLICY 1.1.2: Evidence

Measure	Current Status	Target
% of Buses Accessible to Wheelchairs	100%	100%
% of terminals accessible to wheelchairs	100%	100%

POLICY 1.1.2: Evidence (continued)		
% of bus stops accessible (that can be made accessible)	59% (623 out of 1,061 are accessible. There are another 188 stops that cannot be made accessible.)	100%
% of buses with audio and visual stop announcements	100%	100%
% of terminals with visual departure announcements	Both terminals	Both terminals
Paratransit compliance with ADA (determined by FTA)	Complies with ADA (2018 FTA Review)	Complies with ADA
Availability of Spanish and Mandarin	Ride Guides published. On-line translation	Ride Guides published
Age of Unaccompanied Minors	No age limit to ride the bus, young children need to be accompanied	No age limit.

Previously, we were in compliance with older goals for making bus stops accessible. This new interpretation we are only 59% in compliance and will need to make further investments to achieve full compliance. There are 438 bus stops still to be made accessible. The timeline is not yet defined for reaching full compliance. For that reason, I report partial compliance on this policy.

Below is a comparison of ADA minimum requirements and TheRide provisions today. As seen in this table, TheRide provisions equal to exceed ADA minimum requirements.

Parameter	ADA Minimum Standards	TheRide's Current Level of Service	Compliant?
Coverage area	¾ mile from fixed routes	Covers all fixed route service areas and beyond.	Yes
Trip denials for advanced booking	None, within one-hour negotiation window	None, within one-hour window.	Yes
Fare	A maximum of 2x the fixed route cost.	Paratransit fares are \$3.00, twice the fixed route fare of \$1.50.	Yes
Vehicles	All buses are wheelchair accessible.	All buses are wheelchair accessible.	Yes
Assistance	Personal Care Attendant (PCA) allowed free of charge, Guest fare equal to client	PCA free of charge, Guest fare equal to client	Yes

POLICY 1.1.2: Evidence (continued)

Parameter	ADA Minimum Standards	TheRide's Current Level of Service	Compliant?
Advance booking	Allow up to 14 days in advanced booking; an agency may choose to allow booking for less than 14 days if such a plan involves public participation.	TheRide allows up to 7-days in advanced booking. This change came in effect after two public input sessions in April 2011.	Yes.
Scheduling window	Allow for 30 minutes before or after scheduled time	Allow for 30 minutes after scheduled time	Yes.
Curb to curb	Curb to curb	Door to Door (Better than curb to curb)	Yes.
Reservations	Trip reservation services should be available during administration's office hours.	Administration hours are 8:00AM-5:00PM. Trip reservation services are available from 7:00AM - 6:00PM	Yes.
Reasonable modification	Reasonable modification at customer request	Reasonable modification at customer request	Yes.
Will-call return trips	No stipulation	When passengers make medical trips, they are allowed to call for their return trips. TheRide allows for two will call trips a day.	Yes.
Service Animals	Service animals are permitted to accompany service users	Service animals are permitted to accompany service users	Yes.
Trip Purpose	There are no restrictions or priorities based on trip purpose	There are no restrictions or priorities based on trip purpose	Yes.

<p>POLICY 1.2:</p> <p>Public transportation positively impacts our environment.</p>
<p>Degree of compliance: Partially Compliant</p> <p>Previous monitoring period: Partially Compliant Expected date for full compliance: Unknown</p>
<p>POLICY 1.2: Interpretation</p>
<p>The Board has fully interpreted this policy in the policies 1.2.1 through 1.2.4. Demonstrated achievement of those policies constitutes achievement of this policy.</p>
<p>POLICY 1.2: Evidence</p>
<p>Achievement of policies 1.2.1 through 1.2.4 constitutes achievement of this policy.</p>

POLICY 1.2.1:

Public transportation options are increasingly chosen over use of a personal car.

Degree of compliance: Partially Compliant

Previous monitoring period: Partially Compliant

Expected date for full compliance: Unknown

POLICY 1.2.1: Interpretation

Compliance with this policy will be demonstrated when the proportion of daily *commuters* using non-automobile modes, especially public transit, increases over time. This measure is known as “mode share” and is similar to “market share”. This is reasonable because this is an industry-standard measure of how people actually travel and can be consistently measured over time. Also, we do not have mode share data for *all* trips, only *work* trips.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources.

POLICY 1.2.1: Evidence

Commute to Work, Changes Over Time (Ann Arbor, Ypsi, Ypsi Twp., Pittsfield Twp.)

Transportation to Work

Transportation to Work	ACS 2010	% of Total (ACS 2010)	ACS 2015	% of Total (ACS 2015)	% Point Chg 2010-2015
Drove alone	72,861	68.7%	74,216	66.5%	-2.2%
Carpooled or vanpooled	8,778	8.3%	8,949	8%	-0.3%
Public transportation	6,097	5.8%	8,840	7.9%	2.1%
Walked	10,194	9.6%	9,764	8.8%	-0.8%
Biked	2,073	2%	2,987	2.7%	0.7%
Other Means	831	0.8%	786	0.7%	-0.1%
Worked at home	5,164	4.9%	6,017	5.4%	0.5%
Resident workers age 16 and over	105,998	100.0%	111,559	100.0%	0.0%

Source: U.S. Census Bureau, 2006-2010 and 2011-2015 American Community Survey 5-Year Estimates

Source: SEMCOG, Community Profiles. 2019.

Note: This data is collected every five years.

Targets: The proportion of all modes of travel other than driving alone should increase over time. Driving alone should decrease. Change in mode share are gradual and best measured over years. Per the data above, there was a 2 percent increase in public transportation and a 2.2 percent decrease in personal vehicle (driving alone) use between 2010 and 2015.

These mode share data are the most reasonable evidence that is readily available. However, there are shortcomings: the data are only collected every five years, mode share for all trips is not available, and the data combine TheRide, UM buses, and other services together. Nevertheless, a better means of providing evidence for this policy has not yet been found.

POLICY 1.2.2:
Public transportation options minimize energy use, pollution and conserve natural resources.
Degree of compliance: Not Compliant
Previous monitoring period: TBD

POLICY 1.2.2: Interpretation
<p>Compliance with this policy during will be demonstrated when TheRide’s own energy use and greenhouse gas emissions (GHG) <i>per passenger trip</i> decrease for major services and facilities. This is reasonable because it allows tracking over time by accounting for changes in the amount of service provided. More detailed estimates of emissions are possible cost-prohibitive and fuel use is a reasonable proxy measure.</p> <p>Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.</p> <p>(Note: Because shared-ride modes have a lower environmental impact than single-occupant automobiles, it is more important to increase the number of people <i>using</i> public transit than it is to reduce the energy consumption or pollution <i>from</i> public transit.)</p>

POLICY 1.2.2: Evidence

Fuel Use/Passenger Trip

Gallons of fuel per Passenger Trip	2018	2019	Target	Within target
Fixed-Route	0.13 (841,689 gallons)	0.13 (868,528 gallons)	Same or reduced.	Yes
	Overall fuel consumption increased by 26,839 gallons compared with the previous year. Nonetheless, there wasn’t a significant change in ridership, and the ratio of gallons to ridership remained the same at 0.13			
Paratransit	0.13 (17,906 gallons)	0.14 (18,985 gallons)	Same or reduced.	No. up by 7.6%
	Despite 1.5% decline in paratransit ridership from 2018 to 2019, the amount of fuel consumed was up by 7.6%. This could be as a result of less shared trips.			
Vanpool	0.36 (84,400 gallons)	0.37 (90,175 gallons)	Same or reduced.	No. Up 2.7%.
	The 2.7% increase in vanpool fuel consumption is due to a 16% increase in vanpool vehicles.			

POLICY 1.2.2: Evidence (continued)

Green House Gas (GHG) Emissions/Passenger Trip

TheRide does not measure GHG emissions directly due to cost. However, the more fuel that is burned, the more GHG emitted. Based on the table above it could therefore be deduced that there was also a slight increase in GHG emissions from 2018 to 2019.

Energy Used per Hours of Operation (Facilities, Cumulative)

There was an increase in electricity, natural gas and water consumption from 2018 to 2019. The Polar Vortex in early 2019 may have resulted to the increase of energy use. Staff will monitor these figures to see if weather is the cause, or other actions are necessary to achieve compliance.

Energy used	2018	2019	Target	Within target
Electricity (kwh)	1,754,658	1,996,119	Same or reduced.	No. Up 13%.
Natural Gas (therms)	345,880	448,560	Same or reduced.	No. Up 29%.
Water (units)	4,116	5,961	Same or reduced.	No. Up 44%.

POLICY 1.2.3:

Public transportation options produce conditions favorable to more compact and walkable land development.

Degree of compliance: Not Compliant

Previous monitoring period: TBD

POLICY 1.2.3: Interpretation

Compliance with this policy during this period will be demonstrated when the frequency of fixed-route services in suitable corridors is high enough to encourage demand for transit-oriented land development.

This is a reasonable interpretation because the frequency of transit is perhaps the largest factor in whether fixed-route service is perceived as competitive with personal automobiles. Increasing the frequency of services can encourage land development decision that do not rely on cars and parking. Conversely, it would be hard to produce favorable conditions without high frequency service. Also, only certain corridors have the combination of potential land development and existing frequency. While land development decisions are complex, involve many actors, and are not in TheRide’s direct control, we can increase the attractiveness of our services.

Suitable corridors are ones where high frequency service is already somewhat viable and where intensification of land development is possible. Specifically, this includes Washtenaw Avenue, Plymouth Road, Huron, State Street, Main Street, Packard.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources.

POLICY 1.2.3: Evidence

Suitable corridors area defined as:

Corridor	Current Frequencies	Targets	Compliance
Washtenaw Ave	<p>Weekdays Peak: 10 minutes Mid-day: 30 minutes Evenings: 30 minutes</p> <p>Weekends Peak: 20 minutes Mid-day: 30 minutes Evenings: 60 minutes</p>	<p>Weekdays Peak: 10 minutes or better Mid-day: 20 minutes or better Evenings: 30 minutes or better</p> <p>Weekends Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better</p>	Somewhat

POLICY 1.2.3: Evidence (cont.)			
Plymouth Road	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes	Somewhat
Plymouth Road (cont.)	Weekends Peak: 60 minutes Mid-day: 60 minutes Evenings: 60 minutes	Weekends Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better	Somewhat
Huron	Weekdays Peak: 30 minutes Mid-day: 30 minutes Evenings: 30 minutes Weekends: 60 minutes	Weekdays Peak: 15 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better Weekends: 30 minutes or better	Somewhat
State Street	Weekdays Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes Weekends: 30 minutes	Weekdays Peak: 15 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better Weekends: 30 minutes or better	Yes
Main Street	Weekdays Peak: 30 minutes Mid-day: 30 minutes Evenings: 60 minutes Weekends: 60 minutes	Weekdays Peak: 30 minutes or better Mid-day: 30 minutes or better Evenings: 30 minutes or better Weekends: 30 minutes or better	Somewhat
Packard	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends: 60 minutes	Weekdays Peak: 15 minutes or better Mid-day: 15 minutes or better Evenings: 30 minutes or better Weekends: 30 minutes or better	Somewhat

Presently, we do not have enough resources to meet these targets for frequency. For these reasons, I report partial compliance with this policy. Compliance will require additional buses, staff, funding, and a larger garage. If planning currently underway leads to more resources by 2022, higher frequencies could occur between 2023-2025. Increasing frequencies may reduce passenger per hour performance until land-develop occurs.

POLICY 1.2.4:

Relevant public policy is transit supportive.

Degree of compliance: To be determined

Note: This is a new policy

POLICY 1.2.4: Interpretation

I interpret this policy to mean that TheRide should strive to influence external decisions of local governments in a way that encourages greater transit ridership or enhances the quality of transit service. Many of the factors that encourage transit ridership are controlled by local governments not the transit authority.

Compliance with this policy will be demonstrated when TheRide makes efforts to encourage the municipalities of Ann Arbor, Ypsilanti, Ypsilanti Township, Pittsfield Township, and MDOT adopt and implement the following decisions:

1. Zoning regulations that encourage higher densities, mixed uses, and pedestrian access *along major transit corridors*.
2. Regulations limiting the *maximum* amount of parking allowed for new developments (parking maximums).
3. Dedicated bus lanes or HOV lanes on local streets and state highways.

Political feasibility of TheRide’s efforts is defined as achieving the best outcome possible considering local political realities. This is a reasonable interpretation because these are the outside policies that most influence demand for transit. The impact of those policies will take years to become visible and can be seen in changes in average population and employment densities. Our specific metrics, targets and results for this period are outlined below.

POLICY 1.2.4: Evidence

Presence of adequate transit-supportive elements in local zoning and land development ordinances:

Service Area	Adequate? (Low, Mid, High)	Population density (people per sq. mile)	Notes
Ann Arbor	High	4,280	Transit supportive core: dense with mixed use, managed parking, and several large residential buildings; adjacent to large university. Outer areas less pedestrian friendly and congested corridors.
Ypsilanti	High	4,805	Transit supportive core: dense and adjacent to large university. Outer areas less pedestrian friendly.
Ypsilanti Twp.	Low	1,631	Low density, suburban
Pittsfield Twp.	Low	1,389	Low density, suburban

MDOT – The Michigan Department of Transportation does not presently allow bus lanes or shoulder-lane bus operations. Our targets are to change policy to allow these elements.

POLICY 1.3:

Public transportation positively impacts the economic prosperity of the area.

Degree of compliance: Partially Compliant

Previous monitoring period: Partially Compliant

Expected date for full compliance: Different for each sub-policy

POLICY 1.3: Interpretation

The Board has fully interpreted this policy in policies 1.3.1 through 1.3.4 below. Compliance with these policies will constitute compliance with this policy.

POLICY 1.3: Evidence

The evidence of compliance with policies 1.3.1 through 1.3.4 demonstrates compliance with this policy.

POLICY 1.3.1:

Public transportation facilitates labor mobility.

Degree of compliance: Partially Compliant

Note: This is a new policy

POLICY 1.3.1: Interpretation

Compliance with this policy will be demonstrated when:

1. The proportion of daily work trips using non-automobile modes, especially public transit, increases over time. This measure is known as “mode share” and is similar to “market share”. This is reasonable because this is an industry-standard measure of how people actually travel and can be consistently measured over time.
2. Riders can access 80% of jobs in the service area within a reasonable walk from a bus stop (0.25 miles),
3. Vanpool options are available outside the fixed-route service area and are reasonably well used.

This is a reasonable interpretation because it measures the outcome of labor trips (i.e. work trips) directly in manner that can be tracked over time, and also includes coverage of job sites.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resource

POLICY 1.3.1: Evidence

Targets: The proportion of work trips made as driving alone should decrease, while all other modes should increase, in particular public transit. Change in mode share are gradual and best measured over years.

These are reasonable measures considering that TheRide does not have timely data regarding *why* our riders are traveling (i.e. trip purpose) and therefore cannot document how many passengers are travelling to work. TheRide cannot afford to reliably collect more up-to-date figures due to the costs of surveying. However, there are shortcomings: the data are only collected every five years, and the data combine TheRide, UM buses, and other services together. Nevertheless, a better means of providing evidence for this policy has not yet been found

The table below illustrates the relative mode share for each type of vehicle/mode of transportation and the change between 2010 and 2015. Per the table below, there was a 2 percent increase in public transportation and a 2.2 percent decrease in personal vehicle (driving alone) use between 2010 and 2015. Carpooling/Vanpooling declined 0.3%.

Commute to Work Mode Share 2010-2015 (Ann Arbor, Ypsi, Ypsi Twp., Pittsfield Twp.)

Transportation to Work					
Transportation to Work	ACS 2010	% of Total (ACS 2010)	ACS 2015	% of Total (ACS 2015)	% Point Chg 2010-2015
Drove alone	72,861	68.7%	74,216	66.5%	-2.2%
Carpooled or vanpooled	8,778	8.3%	8,949	8%	-0.3%
Public transportation	6,097	5.8%	8,840	7.9%	2.1%
Walked	10,194	9.6%	9,764	8.8%	-0.8%
Biked	2,073	2%	2,987	2.7%	0.7%
Other Means	831	0.8%	786	0.7%	-0.1%
Worked at home	5,164	4.9%	6,017	5.4%	0.5%
Resident workers age 16 and over	105,998	100.0%	111,559	100.0%	0.0%

Source: U.S. Census Bureau, 2006-2010 and 2011-2015 American Community Survey 5-Year Estimates

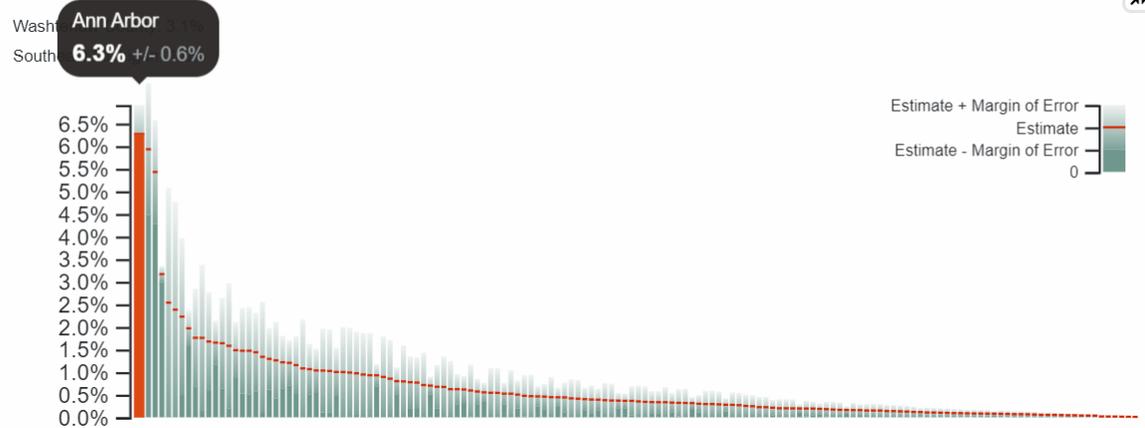
Source: SEMCOG, Community Profiles. 2019.

Note: Although dated, these figures are the most up-to-date available. These data are collected every five years. Also, these figures group all transit users together (TheRide, UM buses, WAVE, etc.) so it is difficult to assess the impact of TheRide.

The following graphs illustrate the transit mode share for every community in southeast Michigan, with estimates of mode share for 2019 – a more recent figure. Interestingly, the City of Ann Arbor had the highest mode share in southeast Michigan while the City of Ypsilanti had the third highest. (Note: the figures from 2010/2015 may not be directly comparable with those from 2019.)

Commute to Work, Southeast Michigan Region

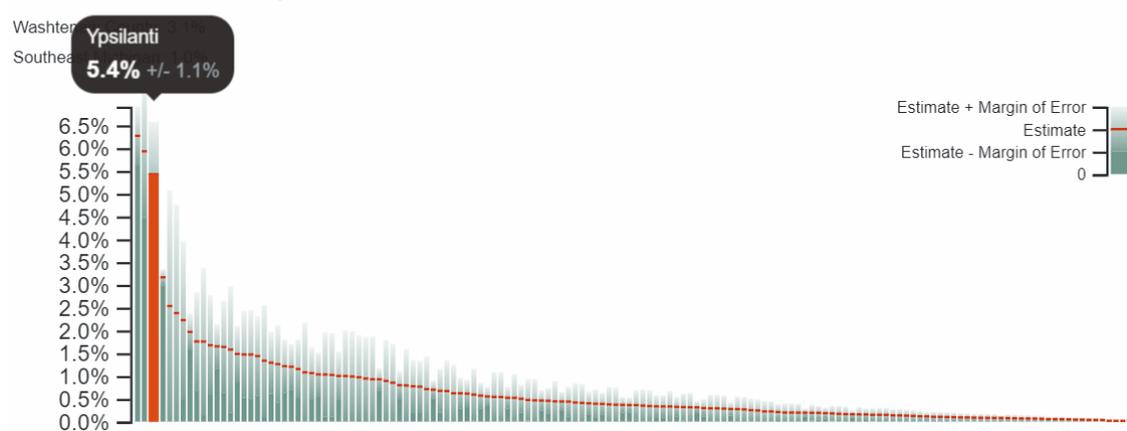
Percent Commute by Transit



Source: SEMCOG, Community Explorer, 2019.

The City of Ann Arbor had the highest average transit mode share (commute to work) rate of all the municipalities in the Southeast Michigan Region.

Percent Commute by Transit



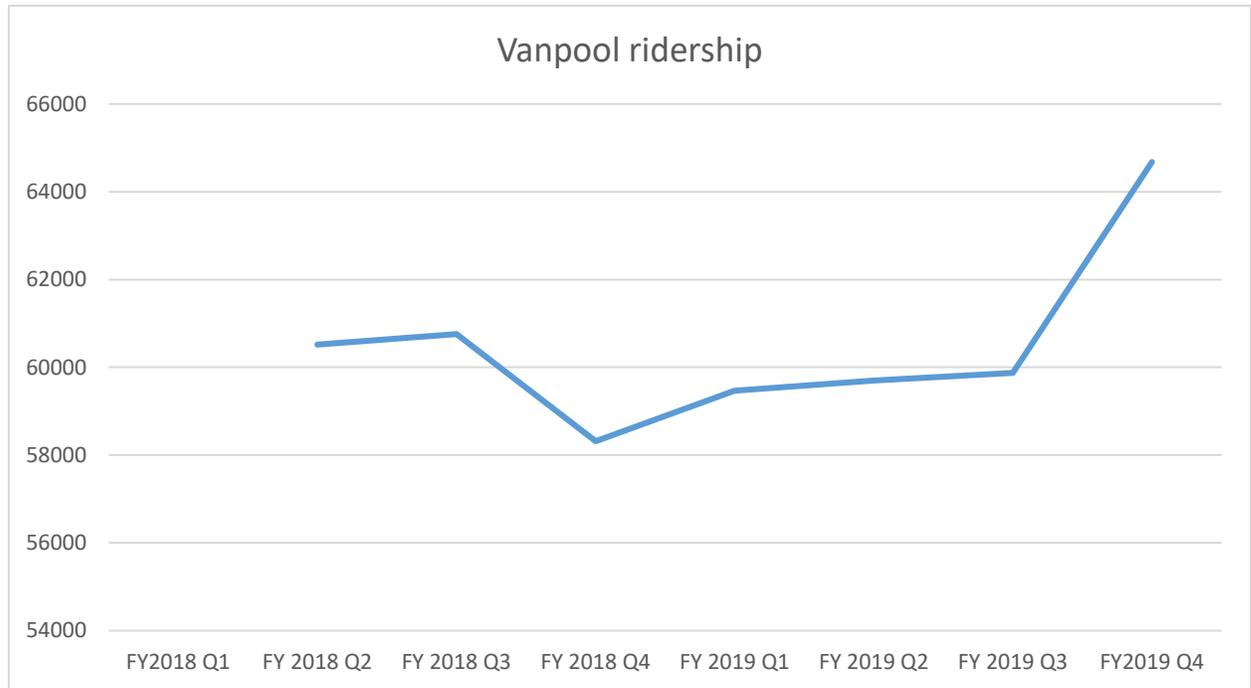
Source: SEMCOG, Community Explorer, 2019.

The City of Ypsilanti had the third highest commute-to-work rate in the region (after Highland Park).

POLICY 1.3.1: Evidence (continued)

Van Pool Availability

TheRide’s vanpool program is available to any group making regular trips in our service area. We have vanpools originating from Toledo, Detroit, and other distant points. Overall, vanpool usage has been increasing, as illustrated in the graph below. Targets for vanpool ridership is simply an annual increase.



POLICY 1.3.2
Students can access education opportunities without need of a personal vehicle.

Degree of Compliance: Compliant
Previous monitoring period: Compliant

POLICY 1.3.2: Interpretation

Compliance with this policy during this period will be demonstrated when riders can access all post-secondary educational campuses in the Ann Arbor, Ypsilanti, and Ypsilanti Twp. area within a reasonable walk from a bus stop (0.25 miles).

This is a reasonable interpretation because 1) mode share for student travel is not available, and 2) fixed route access to campuses is a reasonable proxy for ability to use the service. Access to high schools is not included in this interpretation because those trips are the responsibility of the local school board. However, TheRide does transport many riders to high school.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.3.2: Evidence

Campus Access

Campuses	With 0.25 miles? Yes/No	Adjacent Routes
UM Main Campus	Yes	4, 6, 62, 63, 64, 23, 48, 60, 65, 81
UM North Campus	Yes	22, 66
EMU	Yes	3, 4, 41
WCCC	Yes	3, 24
Concordia	Yes	3

The printed Ride Guide can provide additional evidence of how the above routes serve each campus.

POLICY 1.3.3:
Visitors use public transportation in the area.

Degree of Compliance: Compliant
Previous monitoring period: Compliant

POLICY 1.3.3: Interpretation

Compliance with this policy during this period will be demonstrated when people arriving in the membership area via inter-city carrier (i.e. Detroit Metro Airport, intercity rail or bus) have reasonable access to fixed-route and paratransit services, and temporary eligibility for paratransit is available. Compliance also includes fixed-route service between Ann Arbor and Metro Detroit Airport.

This interpretation is reasonable because we have no way of knowing whether passengers are visitors to the area and therefore cannot directly measure the number of riders who are visitors.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.3.3: Evidence

Connections with Inter-City Carriers

	Currently Served by	Target
Amtrak (Ann Arbor on Fuller Street)	Fixed-route (Rt 21) and paratransit.	Accessible via fixed-route, paratransit.
Greyhound (Ann Arbor on Fuller Street)	Fixed-route (Rt 21) and paratransit.	Accessible via fixed-route, paratransit.
Greyhound & other bus (Ypsilanti Twp. on Huron Road)	Fixed-route (Rt 46) and paratransit.	Accessible via fixed-route, paratransit.
Detroit Metro Airport	AirRide (wheelchair accessible)	Accessible via AirRide.

TheRide’s paratransit service, ARide, does allow temporary eligibility for visitors with disabilities that are eligible for ADA paratransit in another jurisdiction.

POLICY 1.3.4:

The area is connected to the Metro Detroit region.

Degree of Compliance: Not Compliant

Previous monitoring period: Not Compliant
Expected date for full compliance: Mid-2020

POLICY 1.3.4: Interpretation

Compliance with this policy will be demonstrated when a scheduled transit service exists between Ann Arbor and Metro Detroit with departures at least once an hour during weekdays.

This is a reasonable, if specific, interpretation that outlines the elements of what an acceptable connection would need to provide.

Our specific results for this period are outlined below.

POLICY 1.3.4: Evidence

No service matching this interpretation existed during the monitoring period.

However, during the monitoring period TheRide has worked with the RTA to develop such a service. Funding has been secured and final approvals are anticipated on June 20, 2020. If successful, the service could be operational in mid-2020. Funding is tentatively designated 2020-2023.

POLICY 1.4:
 Passengers are highly satisfied with public transportation services.

Degree of Compliance: Compliant
 Note: This is a new policy.

POLICY 1.4: Interpretation

Compliance with this policy during this period will be demonstrated when the quality of services provided are relatively high, complaints are relatively low, and customers self-report high levels of satisfaction. This interpretation is reasonable because it included the main elements that drive customer satisfaction and distills them into one figure that can be tracked over time. Also, the Board receives quarterly services reports with timelier and detail breakdowns.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements. Feedback on overall service satisfaction will be provided in Policy 1.5

POLICY 1.4: Evidence

Service Quality Composite Index Score

The service composite index score is an aggregate measure of **safety**, **courtesy** (compliments and complaints), **comfort** (cleanliness of the bus, quality of bus stops and bus shelters), and **reliability** (on time performance, miles between road calls, average age of fleet). This measure ranges from a scale of 0.0 to 1.0 with 1.0 being the highest score. Below are the scores for fixed route and paratransit services for 2018 and 2019.

Service	2018	2019	Targets
Fixed Route	.85	.89	increase
	The increase was due to reduced injuries per 100k trips, increase in courtesy (Compliments vs. Complaints, reduction in preventable collisions, cleaner buses etc.,)		
Paratransit	.75	.71	Increase. If a decrease is noted, there should no particular pattern.
	There has been an increase in complaints and denials which led to this score dropping. There has been no pattern however and staff is working with contractors to make improvements.		

	2013	2014	2015	2016	2017	2018	2019	Target	Target reached?
Onboard Surveys	87%		88%		91%			Increase over time	Yes

Onboard surveys have traditionally been conducted every two years. An onboard survey should have been conducted in 2019 but was neglected due to staff turnover. It is being rescheduled for 2020.

POLICY 1.5:
Residents of the area recognize the positive contributions of public transportation to the area's quality of life.

Degree of compliance: Compliant

Note: This is a new policy.

POLICY 1.5: Interpretation

Compliance with this policy during this period will be demonstrated when people who live in membership service area (riders and non-riders) have generally positive impressions of TheRide, and vote to support property taxes dedicated to TheRide. This interpretation is reasonable because it appears to be the only objective ways to directly measure resident support for transit and TheRide.

Our specific metrics, targets and results for this period are outlined below. The targets are realistic within our existing resources. Should resources permit, we may strive to exceed these requirements.

POLICY 1.5: Evidence

	2009	2011	2013	2014	2015	2016	2017	2018	2019	Target	Target reached?
Telephone Survey of Residents	80%		91%				86%			>51% success	TBD
Referendum Results				70%				83%		>51% success	Yes

Telephone surveys are a relatively recent development. Due to cost they are only conducted sporadically.

Guidance on Determining “Reasonableness” of CEO Interpretations

The International Policy Governance Association has developed the following guidance for Board members to use in deciding whether a CEO’s interpretation is “reasonable”:

An interpretation is deemed to be reasonable when it provides an operational definition which includes defensible measures and standards against which policy achievement can be assessed...

Defensible measures and standards are those that:

- *Are objectively verifiable (e.g., through research, testing, and/or credible confirmation of observable phenomena.)*
- *Are relevant and conceptually aligned with the policy criteria and the board’s policy set.*
- *Represent an appropriate level of fulfillment within the scope of the policy.*

- *“What makes an Interpretation Reasonable and What are the Expectations for the Operational Definition: Policy Governance Consistency Framework Report Number 2”*. International Policy Governance Association. June 11, 2016. Available on the IPGA website.

Board’s conclusion on monitoring report

The Board has received and reviewed the CEO’s Monitoring Report references above. Following the Board’s review and discussion with the CEO, the Board makes the following conclusions:

Executive Limitations Report (select one)

The Board finds that the CEO:

- Is in compliance
- Is in compliance, except for item(s) noted.
- Is making reasonable progress toward compliance.
- Is *not* in compliance or is *not* making reasonable progress toward compliance
- Cannot be determined.

Board notes: (If applicable)

Board Self-Monitoring Questionnaire

Name:

Date of Board Meeting:

Instructions:

This form will be used to monitor our performance as a Board. Please respond to each question by selecting Yes or No and providing additional information where necessary.

Questions:

1. Were the issues covered in the Board meeting significant to AAATA? Yes or no? If no, please explain.

2. Did the materials you received prior to the meeting adequately prepare you to participate in the discussion? Yes or no? If no, please explain.

3. Did the board conduct oversight of management or policy? If yes, please indicate which management or policy matters were discussed. If no, please provide reasons for the lack of discussion on oversight of management or policy.

4. Overall, was the meeting worth your time? Yes or no? If no, please explain