


## Ends Policies Monitoring Report

<b>INFORMATION TYPE:</b>
Information -January Board meeting Decision -February Board Meeting
<b>RECOMMENDED ACTION:</b>
That the Board review this monitoring report and consider accepting it as (B), compliant except for items noted
<b>ISSUE SUMMARY:</b>
<p>In accordance with the Board’s Policy Manual, I present the Ends Monitoring Report which covers FY 2022 (Oct 2021-Sept 2022).</p> <p>I certify that the information in this report is true and complete to the best of my ability, and I request that the Board accept this as indicating an acceptable level of compliance.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;"> <p>CEO’s Signature</p>  <hr style="width: 100%;"/> </div> <div style="text-align: center;"> <p>Date</p> <p>January 11, 2023</p> <hr style="width: 100%;"/> </div> </div>
<b>BACKGROUND:</b>
<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 convincing.</p>
<b>ATTACHMENTS:</b>
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.

ENDS POLICIES	Page #	Compliance
<b>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.</b>	3	Yellow
<b>1.1 Residents in the area have equitable access to public transportation services that enable them to participate fully in society.</b>	7	Yellow
1.1.1. People with economic challenges have affordable public transportation options.	10	Green
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.	11	Yellow
<b>1.2. Public transportation positively impacts our environment.</b>	14	Yellow
1.2.1. Public transportation options are increasingly chosen over use of a personal car.	15	Blue
1.2.2. Public transportation options minimize energy use and pollution, and conserve natural resources.	15	Green
1.2.3. Public transportation options produce conditions favorable to more compact and walkable land development.	17	Yellow
1.2.4. Relevant public policy is transit supportive	19	Yellow
<b>1.3. Public transportation positively impacts the economic prosperity of the area</b>	20	Yellow
1.3.1 Public transportation facilitates labor mobility.	21	Yellow
1.3.2. Students can access education opportunities without need of a personal vehicle.	23	Green
1.3.3. Visitors use public transportation in the area.	24	Green
1.3.4. Public transportation connects the area to the Metro Detroit region.	25	Green
<b>1.4. Passengers are highly satisfied with public transportation services.</b>	25	Green
<b>1.5. Residents of the area recognize the positive contributions of public transportation to the area’s quality of life.</b>	26	Green

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## Preliminary CEO Interpretations and Evidence

### POLICY 1.0

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

#### Interpretation

Compliance with this policy will be demonstrated during this period when

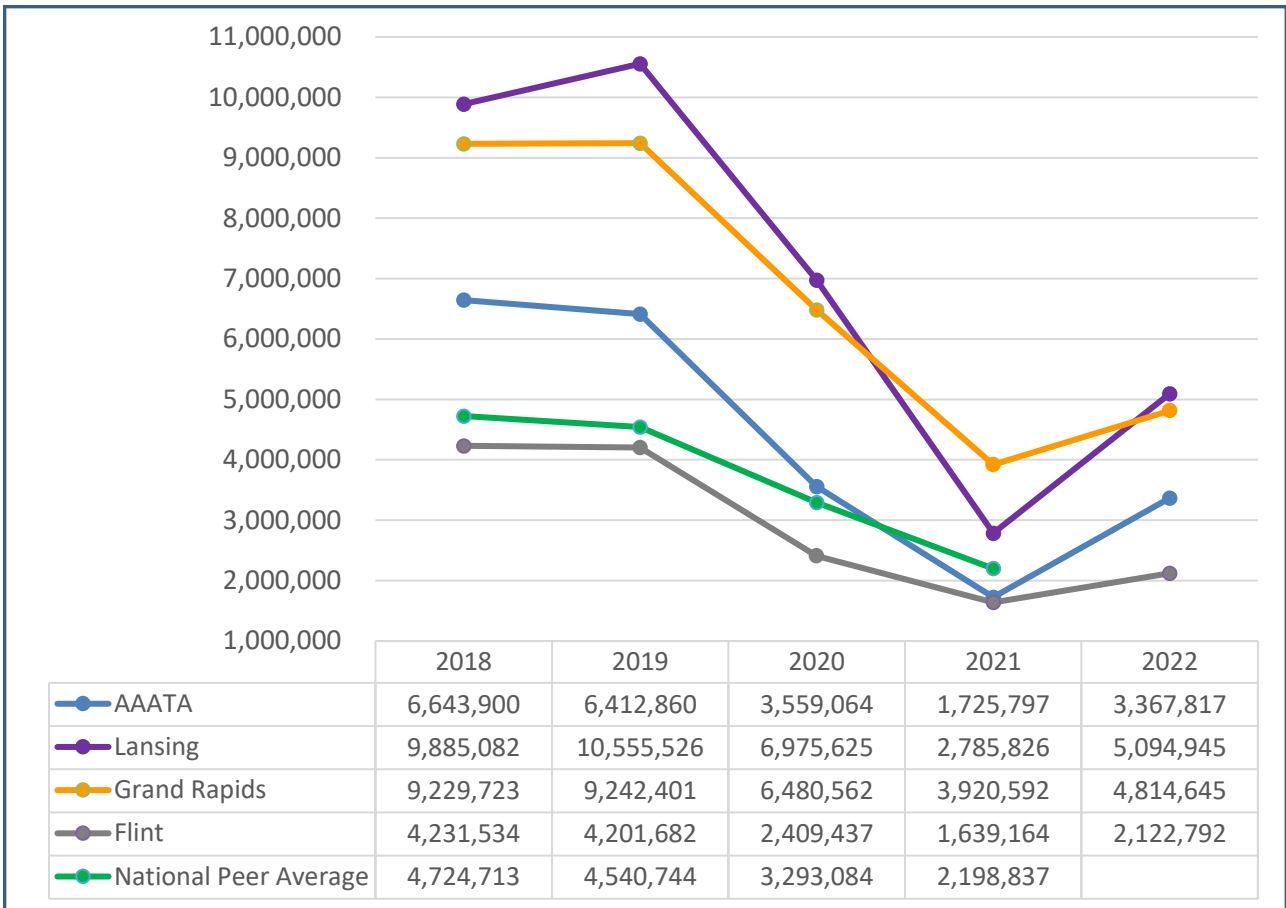
- A. **Ridership:** Ridership on Fixed Route increases annually and remains consistent or better with peer averages. This is reasonable because (1) Fixed Route ridership is a good proxy for overall benefit as it makes up 90% of all riders of all our services. and (2) peer agencies in comparable communities (i.e., similar based on area population, mode type, total annual vehicle miles operated, annual operating budget, population density and population growth rate) provide context against which to judge TheRide's performance.
- B. **Ridership per Capita:** Ridership on Fixed Route services increases faster than population growth. This is reasonable measure of progress as it indicates that the community is increasing its reliance on transit.
- C. **Cost Effectiveness:** Value and stewardship will be demonstrated when our Fixed Route cost-effectiveness (cost per hour of service) remains within the norms of the transit industry over time based on benchmarking with peer agencies. This is reasonable because, as a public service, no transit agency breaks-even or turns a profit and all users and services are subsidized. Without a profit motive, financial performance becomes difficult to judge aside from peer performance.
- D. **Lower-level policies are compliant**

**Evidence**

An internal and external (peer agencies) review of data (Njuki 01/03/23) indicate the following

**A. Annual Ridership**

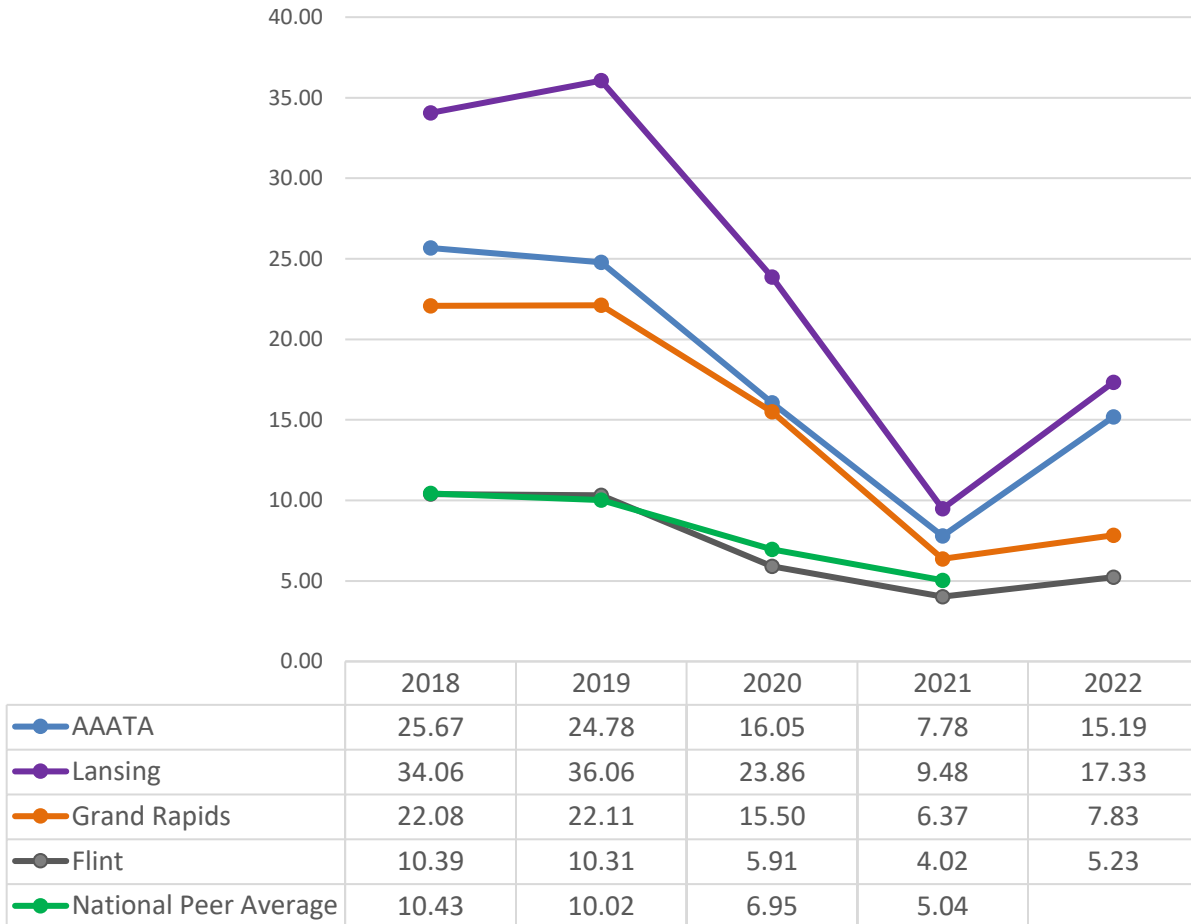
During this period TheRide’s ridership increased by 95% from FY 21 to FY 22. Transit agencies experienced an increase as well as shown on the graph below.



**Source:** National Transit Database for FY 2018-2021. National peer data is currently available until FY 2021. FY 2022 numbers are collected directly from peer agencies and are preliminary.

## B. Ridership per Capita

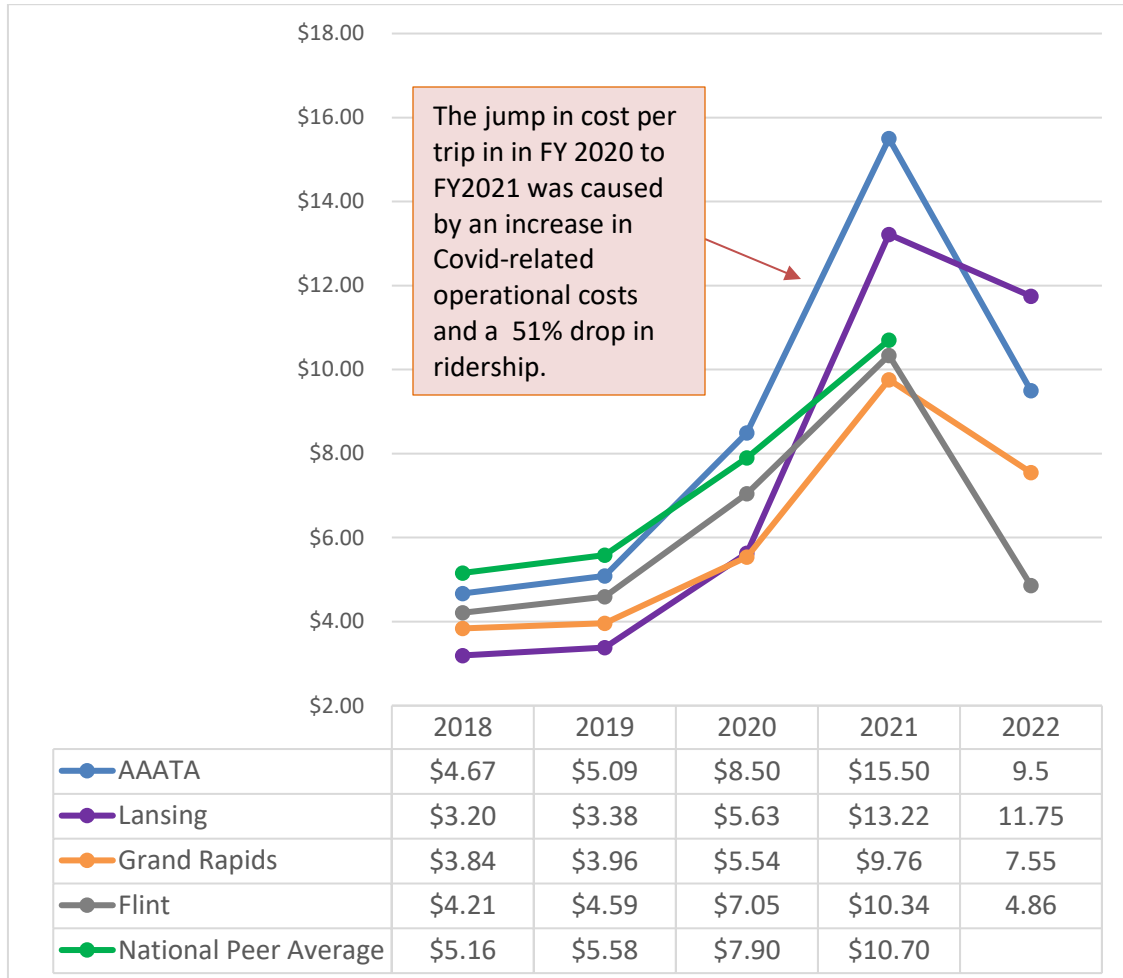
TheRide’s ridership per capita increased by 95% and its capita decreased by 0.05% from FY 2021. Peer agencies also saw an uptick in their ridership per capita as shown below.



**Source:** National Transit Database for FY 2018-2021. National peer data is currently available until FY 2021. FY 2022 numbers are collected directly from peer agencies and are preliminary.

### C. Cost per Trip (not adjusted for inflation)

Cost per trip decreased by 39% from FY 2021 to 2022. See graph below for peer agency trends.



**Source:** National Transit Database for FY 2018-2021. National peer data is currently available until FY 2021. FY 2022 numbers are collected directly from peer agencies and are preliminary.

### D. Lower-level policy compliance

Lower-level policies are not fully compliant and therefore the CEO notes partial compliance to this policy.

**Compliance timeline:**

A compliance timeline has been provided on all lower-level policies that are not compliant.

**POLICY 1.1:**

Residents in the area have equitable access to public transportation services that enable full participation in society.

**Degree of Compliance: Partially Compliant**

**Interpretation**

Compliance with this policy will be demonstrated when:

- A. At least 80% of residences in the membership area are within 0.25 miles of a bus stop.
- B. There is a bus stop within 0.25-mile walk of all essential service facilities (Hospitals, grocery stores, post offices. Job and educational sites are addressed in later policy.)
- C. Paratransit service all destinations with  $\frac{3}{4}$  miles of a bus route.
- D. Policy 1.1.1 and 1.1.2 are compliant.

This interpretation is reasonable because as a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits and 0.25 miles is generally seen as a reasonable walking distance by industry standards. Additionally, federal law requires that ADA complementary paratransit service be provided within  $\frac{3}{4}$  of a mile of a bus route and thereby provide access for persons with disabilities.

**Evidence**

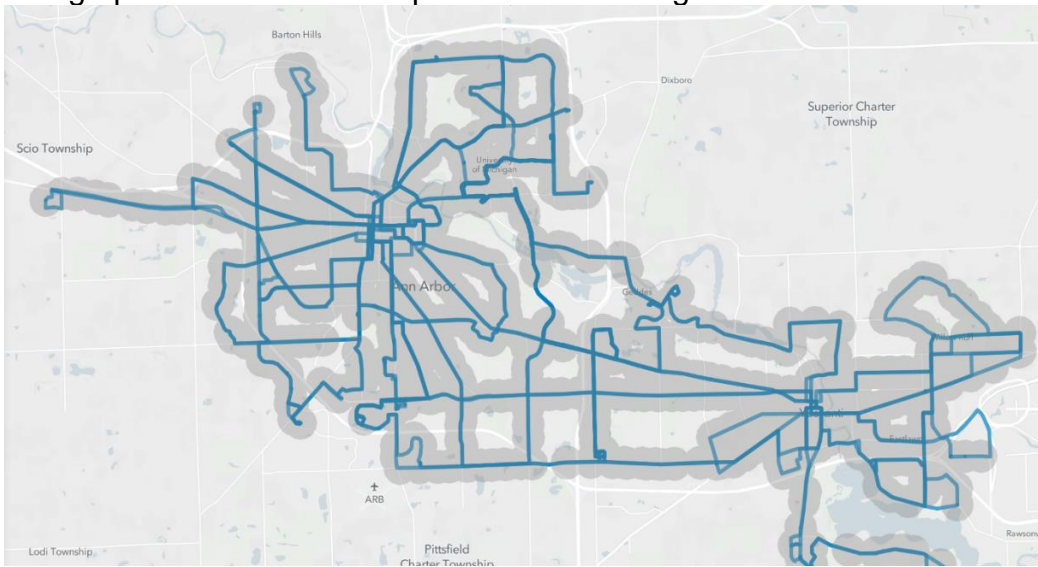
A review of internal records by the Manager of Mobility and the interim Deputy of Planning (Williams & Anderson, 01/03/23) indicate the following:

**A. Residential Coverage**

During the monitoring period, Fixed Route service covered 80.4% of the population. The table below provides an analysis of quarter mile and half mile Fixed Route coverage.

	Population	Target	Target met
<b>Area</b>	221,708		Yes
<b>Quarter mile</b>	174,300		
<b>Quarter mile %</b>	80.4%	80%	
<b>Half mile</b>	221,708		
<b>Half mile %</b>	100%		

The graph below shows the quarter mile coverage on Fixed Route

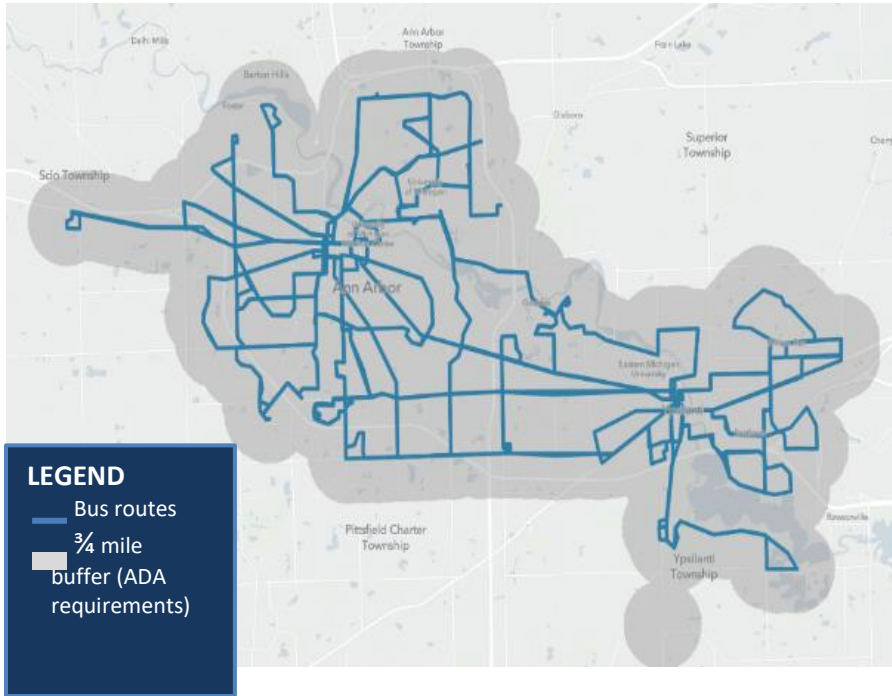


**B. Service coverage to essential destinations within 0.25 mile of a bus stop.**

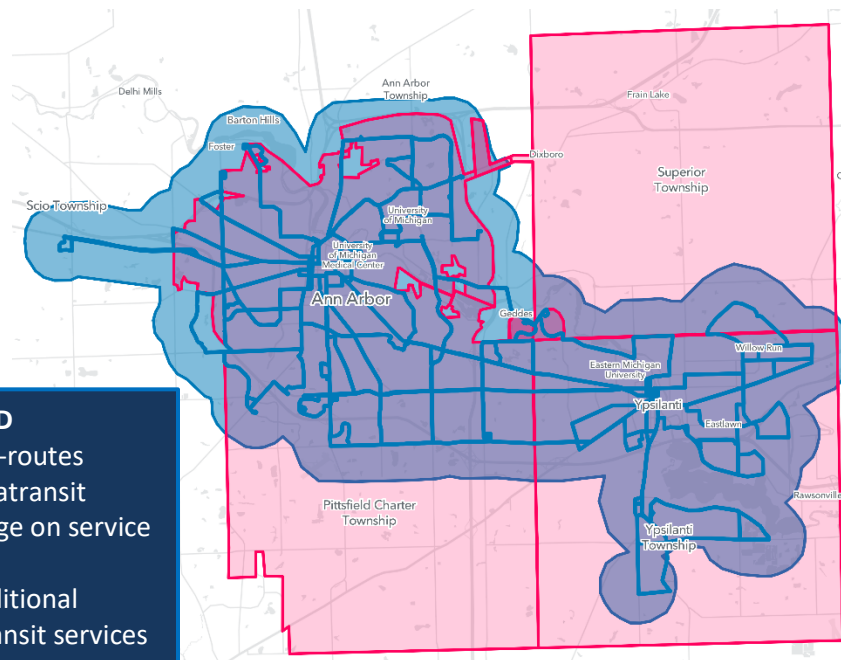
	FY 2020	FY 2021	Target
<b>Hospitals (UM, St Joseph, VA)</b>	3	3	3
<b>Major Grocery Stores (Meijer, Walmart, Kroger etc.)</b>	3	3	3
<b>Major postal offices (United States Postal Offices, United Postal Services)</b>	6 USPS stores and 4 UPS stores	6 USPS stores and 4 UPS stores	6 USPS stores and 4 UPS stores



### C. Paratransit services



The Americans with Disabilities Act (ADA) requires that paratransit services be offered within  $\frac{3}{4}$  mile from the Fixed Route service. This area is indicated on the graphic on the left



TheRide provides service within the required  $\frac{3}{4}$  mile of the service area and also extends these provisions to Ypsilanti, Superior and Pittsfield townships as shown on the graph on the left.

D. Policy 1.1.2 is partially compliant hence policy 1.1 is partially compliant.

**Compliance timeline:** See the policy 1.1.2.

**POLICY 1.1.1:**

People with economic challenges have affordable public transportation options.

**Degree of Compliance:** Compliant

**Interpretation**

Compliance with this policy will be demonstrated when low-income residents of member jurisdictions (Ann Arbor, Ypsilanti, Ypsilanti Twp.) have access to a discounted passenger fare for the Fixed Route service that is equal to or better than the 50% discount required of all transit agencies by the Federal Transit Act.

This interpretation is reasonable because, unless fares are free, there will always be a need to establish a threshold. A threshold based on income is the most effective way to target the additional subsidy specifically to persons with economic challenges. The availability of the program not utilization, is the definition of compliance and hence there is no target for utilization. This discount is reasonable as it is the maximum discount we can offer given existing resources and the need to use passenger revenue to help fund services.

**Evidence**

An internal review by the Manger of Mobility (Williams, 01/03/2023) indicate that the fare discount program (Fare Deal program) existed during the monitoring period. Through the program, low-income populations are charged \$0.75 per ride which is 50% of the regular \$1.50 cash fare charge. Eligibility to the program is determined by being able to present Medicaid\*\* card (which is linked to income as described below) and a valid State ID.

In FY22, 5,690 people were enrolled to use the program. This is 8.7% of the low-income population in our service area.

	FY 2022
# Fare Deal registrants	5,690
Low-income population* <b>Source:</b> Census Bureau	48,962
Total fare deal registrants divided by low-income population	8.7%

**\*Low Income population:** For the purpose of this report, low-income population has been defined as those families who live at 138% of the Federal Poverty Level (FPL) or lower. Also known as the poverty line, the FPL is the amount of annualized income earned by a household, below which they would be eligible to receive certain welfare benefits. A 138% FPL has been used for this report as that's what's required to be eligible for Medicaid and consequently TheRide's Fare Deal Cards.

**\*\*Medicaid eligibility:** Residents of ages 16-64 years who have an income at or below 138% of the federal poverty level, 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

**Interpretation**

Compliance with this policy will be demonstrated when:

- A. 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. (Other accommodations to non-physical mobility limitations are addressed in other areas of this policy report).
- B. All terminals should have audio and visual departure announcements and all buses should have audio and visual stop announcements. This is reasonable in order to accommodate passengers who have audio and visual limitations.
- C. TheRide is found with no deficiencies in the FTA review for all legal requirements that pertain accommodating anyone with disabilities. This is reasonable as it's an external body providing an objective review.
- D. 100% of accessible bus stops *adjacent to sidewalks* are wheelchair accessible. This is reasonable because some bus stops have no adjacent sidewalks and the TheRide cannot make them accessible in those circumstances.
- E. 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 it is consistent with federal law.
- F. 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.
- G. Printed and electronic translations of passenger information are available in Korean, Spanish and Chinese (Mandarin). Limiting non-English access to the most commonly spoken languages in the area is reasonable because it meets minimum federal requirements and is cost effective.

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.

**Evidence**

A review of internal records by the Manger of Mobility (Williams 01/03/23) confirm the following

	Current Status	Target	Target achieved
A. % of buses and passenger terminals that are wheelchair accessible	100%	100%	Yes
B. % of buses with audio and visual stop announcements and % of terminals with functional visual departure announcements	One visual display at the Blake Transit Center was malfunctioning during the monitoring period. It has since then been corrected.	100%	No
C. Paratransit compliance with ADA (determined by FTA)	No ADA-related deficiencies found. <i>A table with detailed ADA provisions is provided below.</i>	No ADA-related deficiencies found	Yes
D. % of bus stops with sidewalks that are accessible	34% (377) bus stops have sidewalks but are inaccessible. See below for more information.	100%	No
E. Access to origin to destination paratransit services that meet ADA requirements	Paratransit services are origin to destination and meet ADA requirements.	Paratransit services are origin to destination and door to door upon request. Meet ADA requirements	Yes
F. Age limit	No age limit to ride the bus. Infants, toddlers, and young children need to be accompanied	There is no age limit to use the bus.	Yes
G. Availability and accessibility of travel information in common non-English languages	Printed and electronic travel information is available and easily accessible in Mandarin, Korean and Spanish.	Travel information should be available and accessible in Mandarin, Korean and Spanish.	Yes

**Compliance timeline:** During the monitoring period, 3 bus stop permits were issued, and construction completed. Pending the issuance of permits, TheRide is making 3-4 bus stops accessible every year and intends to complete this work 10 years from now (by 2033). This timeline is realistic to the agency’s staff and financial capacities.

**Evidence continued**

\* (C) Below is a comparison of ADA minimum requirements for paratransit and what TheRide provides today.

	<b>ADA Minimum Standards</b>	<b>TheRide's Current Level of Service</b>	<b>Compliant?</b>
<b>Coverage area</b>	¾ mile from Fixed Routes	Covers all Fixed Route service areas beyond ¾ mile. Additionally, paratransit services are extended to parts of Pittsfield, Ypsilanti, and Superior townships beyond the service area.	Yes
<b>Trip denials for advanced booking</b>	None, within one-hour negotiation window	None, within one-hour window.	Yes
<b>Fare</b>	A maximum of 2x the Fixed Route cost.	Paratransit fares are \$3.00, twice the Fixed Route fare of \$1.50.	Yes
<b>Vehicles</b>	All buses are wheelchair accessible.	All vehicles (including paratransit vehicles) are wheelchair accessible.	Yes
<b>Assistance</b>	Personal Care Attendant (PCA) allowed free of charge; guest fare equal to client	PCA free of charge on paratransit vehicles as well as Fixed Route buses, guest fare equal to client.	Yes
<b>Advance booking</b>	Allow up to 14 days in advanced booking.	TheRide allows up to 3-days in advanced booking.	Yes
<b>Scheduling window</b>	Allow for 30 minutes before or after scheduled time	Allow for 30 minutes after scheduled time	Yes
<b>Origin to destination</b>	Origin to destination	Origin to destination and door to door as requested.	Yes
<b>Reservations</b>	Trip reservation services should be available during administration's office hours.	Administration hours are 8:00AM-5:00PM. Trip reservation services are provided beyond service hours. i.e., Mon-Fri at 8:00AM – 5:30PM and on Weekends at 8:00AM-5:00PM	Yes
<b>Reasonable modification</b>	Reasonable modification at customer request	Reasonable modification at customer request	Yes

<b>Will-call return trips</b>	No stipulation provided	Medical trips, Secretary. of State, Dept. Human Services and Social Security office they can call to activate the will-call return.	Yes
<b>Service Animals</b>	Service animals are permitted to accompany service users	Service animals are permitted to accompany service users	Yes
<b>Trip Purpose</b>	There are no restrictions or priorities based on trip purpose	There are no restrictions or priorities based on trip purpose	Yes

**POLICY 1.2:**

Public transportation positively impacts our environment.

**Degree of compliance:** Partially Compliant

**Interpretation**

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.

**Evidence**

The CEO notes Partial compliance since policy 1.2.1 and 1.2.3 and 1.2.4 are not compliant

**Compliance timeline:** See subsequent policies.

<p><b>POLICY 1.2.1:</b></p> <p>Public transportation options are increasingly chosen over use of a personal car.</p>
<p><b>Degree of compliance:</b> Cannot be determined</p>
<p><b>Interpretation</b></p>
<p>Compliance with this policy will be demonstrated when the proportion of daily commuters using non-automobile modes, especially public transit, increases as compared to those driving alone. This is reasonable because this is an industry-standard measure of how people travel and can be consistently measured over time.</p>
<p><b>Evidence</b></p>
<p>Data for this policy is still being gathered and currently unavailable. Therefore, the CEO notes that compliance to this policy cannot be determined.</p> <p><b>Compliance timeline:</b> The CEO hopes to have evidence information and report it to the Board within 6 months</p>

<p><b>POLICY 1.2.2:</b></p> <p>Public transportation options minimize energy use, pollution, and conserve natural resources.</p>
<p><b>Degree of compliance:</b> Compliant</p>
<p><b>Interpretation</b></p>
<p>Compliance with this policy during this period will be demonstrated when</p> <ul style="list-style-type: none"> <li>A. TheRide’s fleet have an MPG of 4 or better. This is reasonable because based on data from the Federal Highway Administration, the average fuel economy of a transit bus is 3.4MPG.</li> <li>B. Electricity and natural gas utility decrease year to year.</li> </ul> <p>TheRide does not measure greenhouse gas (GHG) emissions directly due to cost. Instead, it uses miles per gallon and energy utility (electricity and natural gas) as a proxy. The proxy measures are reasonable because GHG emissions are directly proportional to fuel consumption and energy use.</p>



## Evidence

An internal review by the Manager of Fleet and Facilities(Roose & Lundquist, 01/03/2023) indicates the following.

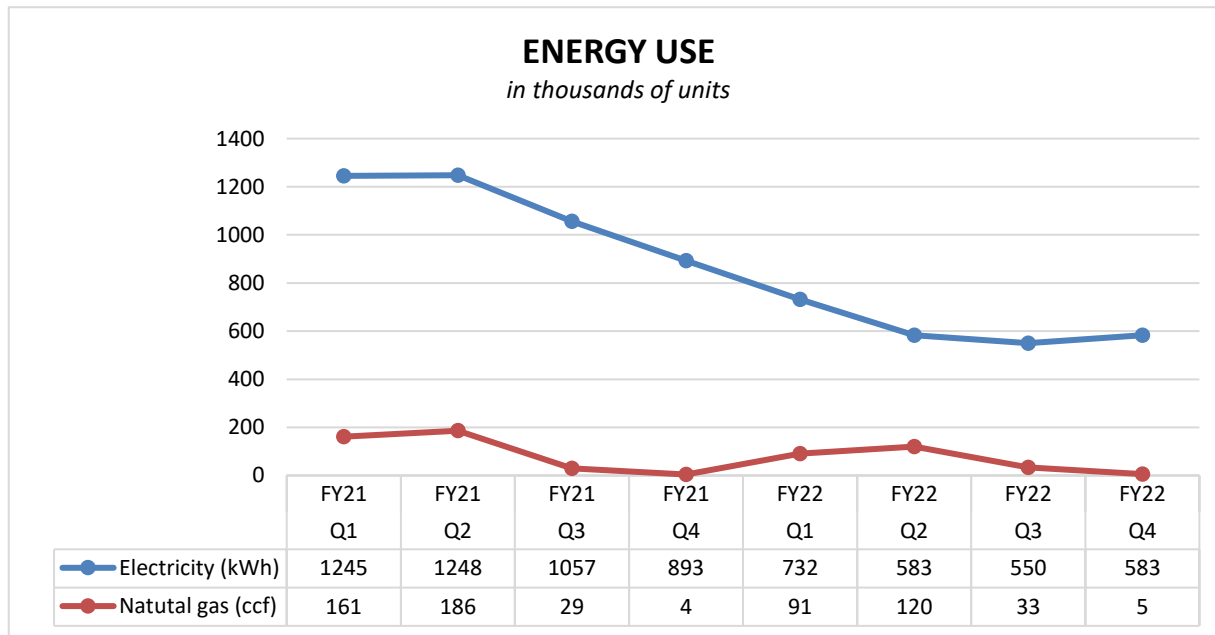
### A. Miles per gallon

The Fleet Department has been working on vehicles to improve fleet efficiencies. Specific work has been done on fleet tires and this has improved MPG by 1.6% (from 4.92 MPG to 5MPG). See table below for that detail.

	Miles	Gallons	Miles per gallon
FY21	2,530,895.50	514,582.60	4.92
FY22	3,542,779.60	708,753.80	5.00

### B. Energy usage

Electricity use decreased by 31% from FY 21 to FY 22. The Facility Department has worked into transitioning the facility from using regular to LED lighting. Additionally, staff working from home has led to a significant reduction in electricity use. Natural gas usage has remained relatively stable from quarter to quarter with spikes in the colder quarters due to heating of facilities. The table below shows that detail.





**POLICY 1.2.3:**

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

**Degree of compliance:** Partially compliant

**Interpretation**

Compliance during this period will be demonstrated when the frequency of Fixed Route services in suitable corridors is perceived as competitive with personal automobiles as indicated by the targets for all suitable corridors.

This is a reasonable interpretation because (a) increasing the frequency of services is the most important step TheRide can take to encourage land-development decisions that do not rely on cars and parking and (b) only certain corridors have the combination of potential land development and existing frequency. 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.

**Evidence**

An internal review by the interim Deputy CEO, Planning & Innovation (Anderson, 01/03/2023) indicates the following data during the monitoring period.

	Targets	Current Frequencies (Evidence)	Compliant?
<b>Washtenaw Ave</b>	<b>Weekdays</b> Peak: 10 minutes or better Mid-day: 20 minutes or better Evenings: 30 minutes or better  <b>Weekends:</b> 30 minutes or better	<b>Weekdays</b> Peak: 8 minutes Mid-day: 15 minutes Evenings: 30 minutes  <b>Weekends:</b> 30 minutes	Yes
<b>Plymouth Road</b>	<b>Weekdays</b> Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 min  <b>Weekends:</b> 30 minutes or better	<b>Weekdays</b> Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes  <b>Weekends:</b> Saturdays: 30 minutes; Sundays: 60 minutes	Partially since Sunday does not meet target

	Targets	Current Frequencies (Evidence)	Compliant?
Huron	<b>Weekdays</b> Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better  <b>Weekends:</b> 30 min or better	<b>Weekdays</b> Peak: <10 minutes Mid-day: <10 minutes Evenings: 30 minutes  <b>Weekends:</b> 30 minutes	Yes
State Street	<b>Weekdays</b> Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better  <b>Weekends:</b> 30 min or better	<b>Weekdays</b> Peak: <10 minutes Mid-day: <15 minutes Evenings: 30 minutes  <b>Weekends:</b> 30 minutes	Yes
Main Street	<b>Weekdays</b> Peak: 30 min or better Mid-day: 30 min or better Evenings: 30 min or better  <b>Weekends:</b> 30 min or better	<b>Weekdays</b> Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes  <b>Weekends:</b> 30 minutes	Yes
Packard	<b>Weekdays</b> Peak: 15 min or better Mid-day: 15 min or better Evenings: 30 min or better  <b>Weekends:</b> 30 min or better	<b>Weekdays</b> Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes  <b>Weekends:</b> Saturdays: 30 minutes; Sundays: 60 minutes	Partially since Sunday does not meet target.
<p>Since Packard and Plymouth Road Sunday services do not meet targets, the CEO notes partial compliance to this policy.</p> <p><b>Compliance timeline:</b> Per the Long-Range Plan timeline and pending funding, <b>all</b> Fixed Routes will have 30-minute frequencies on the daytime by 2024. And by 2030, the night time schedule for all routes will also be .at a 30-minute frequency.</p>			

**POLICY 1.2.4:**

Relevant public policy is transit supportive.

**Degree of compliance:** Partially compliant

**Interpretation**

Compliance with this policy will be demonstrated when

- A. The municipalities of Ann Arbor, Ypsilanti, Ypsilanti Township, and Pittsfield Township have sound evidence for adopting and implementing zoning regulations that encourage higher densities, mixed uses, and pedestrian access *along major transit corridors*.
- B. Have quantifiable population densities along transit corridors
- C. Michigan Department of Transportation allows dedicated bus lanes or HOV lanes on local streets and state highways.

This is a reasonable because many of the factors that encourage transit supportive policies are controlled by local and state governments and not the transit authority. To be compliant, TheRide will work to influence external decisions in a way that encourages greater transit ridership or enhances the quality of transit service to the extent possible.

**Evidence**

During the monitoring period a review of internal and external records (Njuki, 01/03/22) Indicate the following:

**A. Zoning Regulations**

	<b>Transit Supportive regulations</b>
<b>Ann Arbor</b>	The CEO collaborated with the City of Ann Arbor leading to the City passing a zoning ordinances on April 5 <sup>th</sup> , 2022, that zoned 222 acres for high density development on the City’s south side.
<b>City of Ypsilanti</b>	There were no transit supportive regulations found to have been passed in FY22
<b>Ypsilanti Twp</b>	There were no transit supportive regulations found to have been passed in FY22
<b>Pittsfield Twp</b>	There were no transit supportive regulations found to have been passed in FY22

<b>B. Population densities</b>			
	<b>Adequate? (High, Medium, or Low)</b>	<b>Population density (people by sq. mile)</b>	<b>Notes</b>
<b>Ann Arbor</b>	High	4,388	Transit opportunities core: dense with mixed use, managed parking, and several large residential buildings; adjacent to large University. Outer areas less pedestrian friendly and congested corridors.
<b>Ypsilanti</b>	High	4,810	Transit supportive core: dense and adjacent to large University. Outer areas pedestrian friendly
<b>Ypsilanti Twp</b>	Low	1,783	Low density, suburban
<b>Pittsfield Twp</b>	Low	1,272	Low density, suburban

**C. Dedicated Bus Lanes or HOV lanes on local streets and state highways.**

Michigan Department of Transportation does not presently allow bus lanes or shoulder-lane bus operations. Therefore, the CEO reports partial compliance to this policy.

**Compliance timeline:** *The timeline for compliance with (B) dedicated bus lanes is expected to take 5-10 years. While the ongoing long-range plan provide a crucial list of projects, it will take time to convince municipal and state officials to allow construction of dedicated lanes.*

**POLICY 1.3:**

Public transportation positively impacts the economic prosperity of the area.

**Degree of compliance:** Partially Compliant

**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.

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

**Compliance timeline:** Policy 1.3 will be compliant when policies 1.3.1 to 1.3.4 are compliant. See subsequent policies for more information.

**POLICY 1.3.1:**

Public transportation facilitates labor mobility.

**Degree of compliance:** Partially Compliant

**Interpretation**

Compliance with this policy will be demonstrated when:

- A. Riders can access 80% of all essential jobs in the service area within a reasonable walk from a bus stop (0.25 miles) or FlexRide stop,
- B. The proportion of daily work trips using non-automobile modes (also known as mode share), especially public transit, increases year to year. This is reasonable because it indicates that the community is increasing utilizing public transportation to access job opportunities
- C. Vanpool options are available outside the Fixed Route service area and operational during the monitoring period
- D. Flex ride is available and operational during the monitoring period

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.

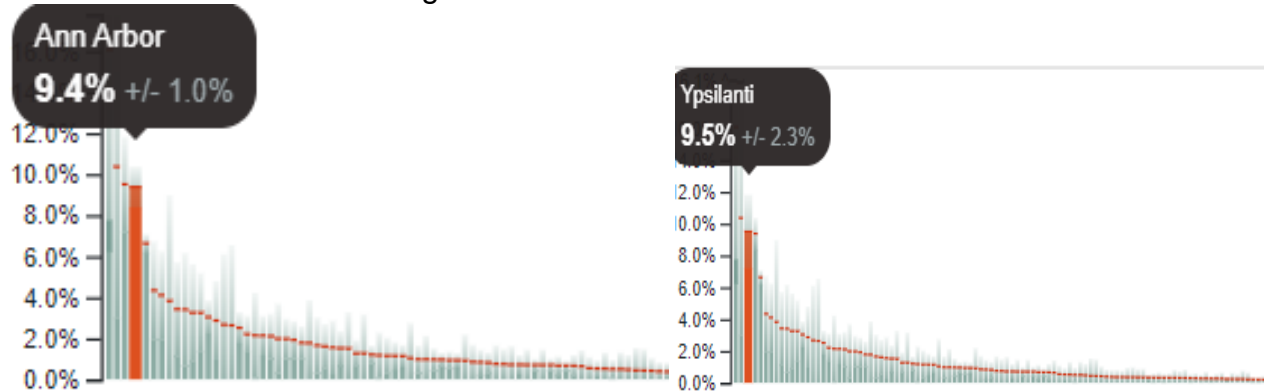
## Evidence

### A. Job Accessibility

The traveling public can access 80.4% of jobs within 0.25 miles of Fixed Route. See evidence for 1.1A for more information.

### B. Commute to Work, Southeast Michigan Region

The transit mode share for the City of Ann Arbor decreased by 2.1% (from 11.5% in 2021 to 9.4% in 2022) and increased in Ypsilanti by 0.7% (from 8.8% in 2021 to 9.5% in 2022). The graphs below show the average transit mode share (commute to work) compared to other areas in Southeast Michigan.



**Ann Arbor** is fourth after Highland Park (16.1%), Royal Oak (10.4%) and City of Ypsilanti (9.5%)  
Source: SEMCOG, Community Explorer, 2022.

**Ypsilanti** had the third highest average transit mode share (commute to work) rate after Highland Park (16.1%) and Royal Oak (10.4%).  
Source: SEMCOG, Community Explorer, 2022.

Given that the target is to increase year over year, the CEO reports partial compliance to this policy due to the drop in Ann Arbor.

### Compliance timeline:

The CEO believes that mode share will pick up within 2-3 years.

### C. 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.

### D. Flex Ride Availability

Flex Ride was available and well utilized in FY 22. Flex Ride East had a ridership of 10,648 and Flex Ride West 5,590.

**POLICY 1.3.2**

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

**Degree of Compliance:** Compliant

**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. areas within a reasonable walk from a bus stop (0.25 miles).

This is a reasonable interpretation because 1) mode share data for student travel is not available, 2) Fixed Route access to campuses is a reasonable proxy for ability to use the service, and 3) these targets are realistic within our existing resources.

Access to high schools is not included in this interpretation because those trips are the responsibility of the local school board. However, TheRide does incidentally transport many riders to high school.

**Evidence**

An internal review by the interim Deputy CEO, Planning & Innovation (Anderson, 01/03/2023) indicates the following data during the monitoring period.

	Adjacent Routes	Campus within 0.25 miles of a bus stop? Yes/No
<b>UM Main Campus</b>	3, 4, 5, 6, 23, 24, 61, 62, 63, 64, 65	Yes
<b>UM North Campus</b>	3, 22, 66	Yes
<b>EMU</b>	3, 4, 5	Yes
<b>WCCC</b>	3, 24	Yes
<b>Concordia</b>	3	Yes

**Policy 1.3.3**  
Visitors use public transportation in the areas

**Degree of Compliance:** Compliant

**Interpretation**

Compliance with this policy during the monitoring period will be demonstrated when:

- (A) People arriving in the membership area via inter-city carriers (i.e., Detroit Metro Airport, intercity rail, or bus) have reasonable access to Fixed Route and paratransit services.
- (B) Availability of temporary eligibility provisions for visiting paratransit service users.
- (C) 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, and these targets are realistic within our existing resources.

**Evidence**

An internal review by the interim Deputy CEO, Planning & Innovation (Anderson, 01/03/23) indicates the following

**(A) Connections with Inter-City Carriers**

	Target	Service during monitoring period (Evidence)	Compliant?
Amtrak (Ann Arbor on Fuller Street)	Accessible via Fixed Route or paratransit.	Served by Routes 22, 33, and Paratransit	Yes
Greyhound (Ann Arbor on Fuller Street)	Accessible via Fixed Route or paratransit.	Served by Routes 22, 33, and Paratransit	Yes
Greyhound & other bus (Ypsilanti Twp. on Huron Road)	Accessible via Fixed Route, FlexRide, or paratransit.	Served by Route 46 and Paratransit	Yes
Detroit Metro Airport	Accessible via AirRide.	Served via AirRide	Yes

**(B) Temporary eligibility for visiting paratransit service users,**

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

**(C) Connection between Ann Arbor and Detroit Metro Airport.**

Service between Ann Arbor and Detroit Metro Airport was fully operational during the monitoring period.

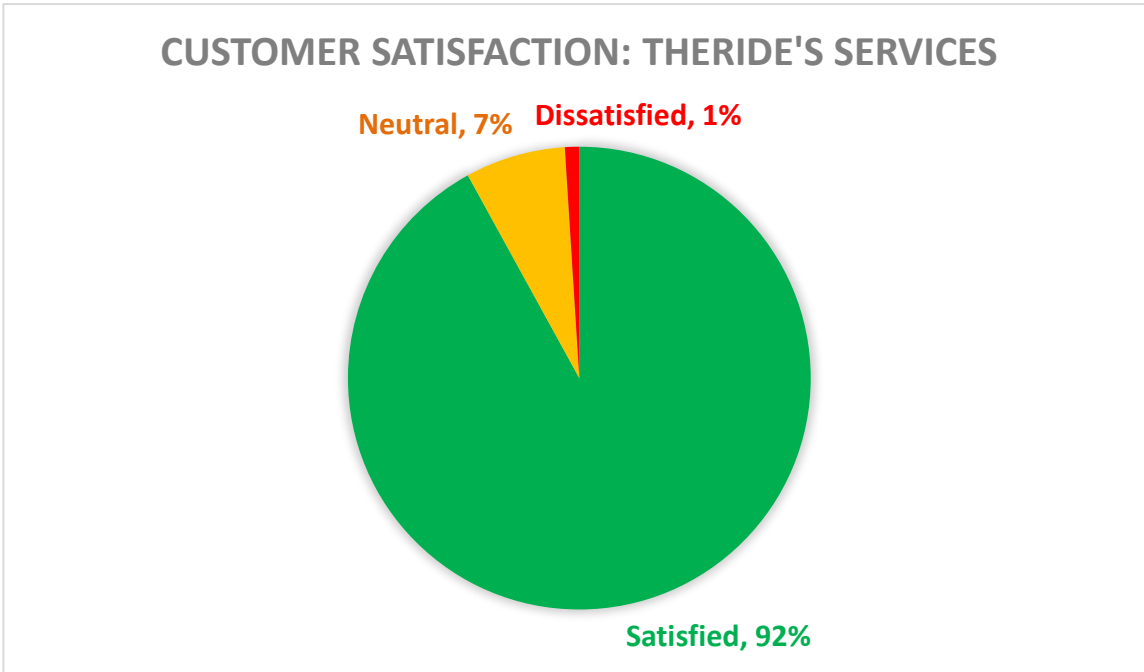


<b>Policy 1.3.4</b>
The area is connected to the Metro Detroit region.
<b>Degree of Compliance:</b> Compliant
<b>Interpretation</b>
<p>Compliance with this policy will be demonstrated when a scheduled transit service exists between Ann Arbor and Metro Detroit.</p> <p>This is a reasonable because that’s what the policy calls for.</p>
<b>Evidence</b>
An internal review by the Manager of Operations (Washington, 12/14/22) indicate that the Detroit-to-Ann Arbor (D2A2) service was operational during the monitoring period.

<b>Policy 1.4</b>
Passengers are highly satisfied with public transportation services
<b>Degree of Compliance:</b> Compliant
<b>Interpretation</b>
<p>Compliance with this policy will be demonstrated when 85% or more of passengers participating in onboard surveys that take place every other year indicate that they are satisfied with the services offered.</p> <p>High numbers of passengers indicating satisfaction is a proxy for passengers being highly satisfied with our services This is reasonable because the survey does not ask for the level of satisfaction and instead asks if they are <i>satisfied, neutral or dissatisfied with TheRide’s services</i>. Conducting the survey once every two year is reasonable because customer satisfaction does not change a lot within a short period of time to warrant more frequent surveys and is also realistic based on existing agency resources.</p>

**Evidence**

An internal review (Njuki, 12/14/22) indicate that an onboard survey conducted in April 2022 indicated that 92% of the passengers who participated in the survey were satisfied with the services offered.



**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**

**Interpretation**

Compliance with this policy will be demonstrated when:

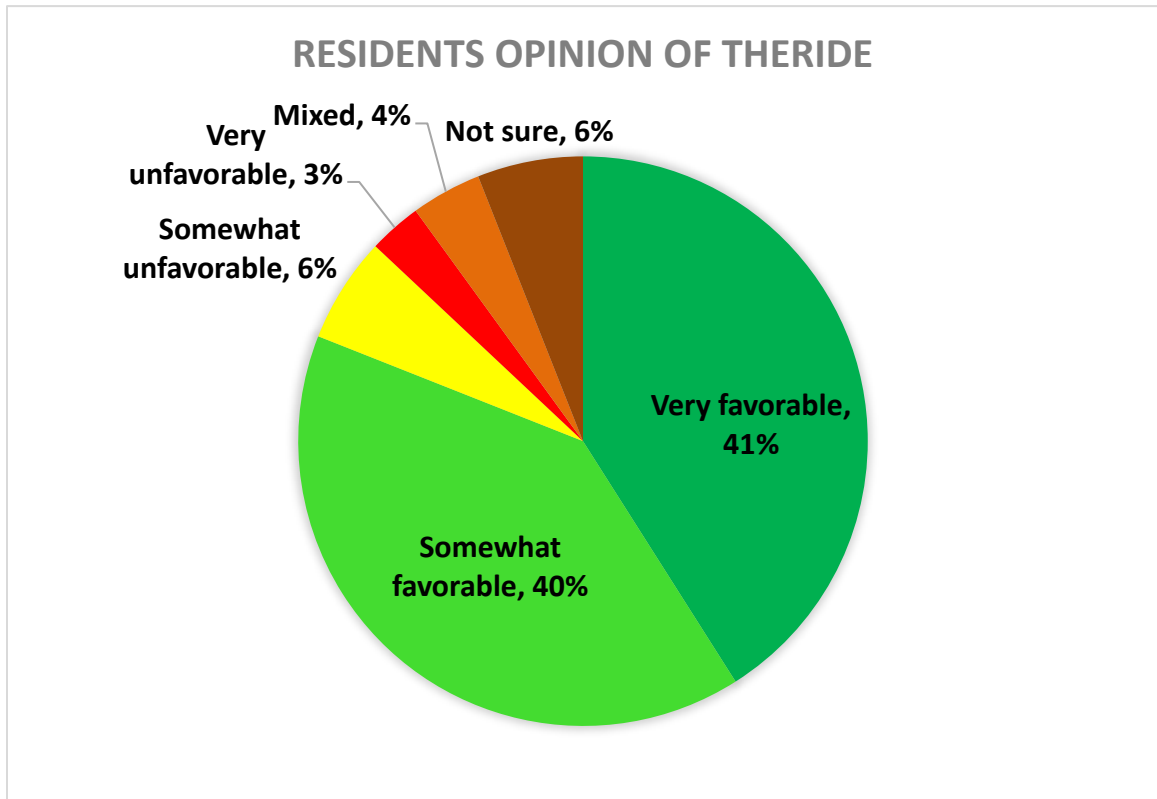
- (A) Service area residents (riders and non-riders) respond to an anonymous telephone survey conducted by a third party with 60% or more expressing generally positive impressions of TheRide.
- (B) Approval of transit favorable millage requests by more than 60% of the participating resident voters.

These interpretations are reasonable because both provide objective measures (or proxies) of resident's appreciation for transit and TheRide. 60% target is realistic as its more than half of participating service area residents.

**Evidence**

An internal review (Njuki 12/14/22) confirm the following occurred during the monitoring period

- A. Between December 13, 2021, and January 2, 2022, a total of 600 telephone interviews were conducted and the respondents were asked of their opinion of TheRide. 81% of the residents had a positive impression of the agency. See the Chart below for that information.



81% of residents had a positive impression of TheRide. (41% being very favorable and 40% being somewhat favorable).

- B. Resident voters approved TheRide’s request to expand and improve transit services with a majority of 61%

**Policy trendlines**

The policy trends for this policy are as shown below. The trendline for FY 23 (this report) is not final and is dependent on the Board’s decision after reviewing this monitoring report.

Policy	FY 20	FY 21	FY 22	FY23
1				
1.1				
1.1.1				
1.1.2				
1.2				
1.2.1				
1.2.2				
1.2.3				
1.2.4				
1.3				
1.3.1				
1.3.2				
1.3.3				
1.3.4				
1.4				
1.5				

Legend	
	Policy is not compliant
	Policy is partially compliant
	Policy is fully compliant
	Cannot be determined

**Board's Motions on monitoring report**

- A. The Board has assessed the monitoring report for policy x.x and finds that it provides a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- B. The Board has assessed the monitoring report for policy x.x and finds that it provides a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO's stated non-compliance with item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.
- C. The Board has assessed the monitoring report for policy x.x and finds the following:
  - 1. For policy items x.x.x – there is evidence of compliance with a reasonable interpretation
  - 2. For policy items x.x.x – the interpretation is not reasonable
  - 3. For policy items x.x.x – the interpretation is reasonable, but the evidence does not demonstrate compliance
  - 4. For policy items x.x.x – the Board acknowledges and accepts the CEO's stated non-compliance and the proposed dates for compliance

For policy items cited in 2) and 3) the Board expects follow up by the following dates:

Policy items without reasonable interpretations	Follow up requested (e.g., report resubmission interpretation update, etc.)	Expected follow-up date
Policy items without evidence demonstrating compliance	Follow up requested (e.g., report resubmission interpretation update, etc.)	Expected follow-up date

NOTE: For Motion C, the board can choose any or all of 1, 2, 3 and 4 if they apply.

**Board notes:**

**The Board accepted the report as "B" a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO's stated non-compliance with items noted in the report.**