

Board of Director’s Meeting Agenda

Meeting Date/Time: November 21, 2024 - 6:30pm – 9:00pm

Location: Ann Arbor District Library (4th Floor)

Virtual attendance available via [Zoom](#) Passcode: 983308

Members: Kathleen Mozak (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Chris Allen, Simi Barr, Rich Chang, Julie Grand, Monica Ross-Williams, Susan Pollay, Kyra Sims

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9.2 Topics for Next Meetings LAC Report Q4 Service Report Ends (1.0) Future: Training/Discussion on Reasonableness		Thursday, December 19, 2024	
9.3 Public Comment	O		
9.4 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 3.1.3 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?

Board of Director’s Meeting Minutes

Meeting Date/Time: September 19, 2024 - 6:30pm – 9:00pm

Location: Ann Arbor District Library (4th Floor)

Virtual attendance available via Zoom Passcode: 983308

Members Present: Kathleen Mozak (Chair), Mike Allemang (Treasurer), Jesse Miller (Secretary), Chris Allen, Simi Barr, Rich Chang, Julie Grand

Members Absent: Monica Ross-Williams, Susan Pollay (Excused), Kyra Sims (Excused)

Chairwoman Mozak called the meeting to order at 6:30pm

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Approve Agenda</p> <p>Chairwoman Mozak suggested two amendments to the agenda – remove Budget Presentation under 9.2 Topics for Next Meeting and add 2.7 to 5.2 Policy Language Discussion. No other changes were noted.</p> <p>Mr. Chang motioned to approve the amended agenda, seconded by Mr. Miller.</p> <p>All in favor of approving the amended agenda:</p> <ul style="list-style-type: none"> Mr. Mike Allemang: Yes Mr. Chris Allen: Yes Mr. Simi Barr: Yes Mr. Rich Chang: Yes Mr. Jesse Miller: Yes Chairwoman Kathleen Mozak: Yes <p>The motion to approve the amended agenda passed unanimously.</p> <p>1.2 Public Comment</p> <p>Robert Pawlowski shared that he has been personally tracking recent service enhancements and notes that the stats have been positive – he thanked Planning and Operations for their diligence in implementing service changes.</p> <p>1.3 General Announcements</p> <p>Mr. Yang introduced Mr. Raymond Hess as the new Manager, Project Management & Delivery. Mr. Hess shared that he had served on the AAATA Board several years ago and had previously worked for the City of Ann Arbor – he thanked the Board and staff for a warm welcome and is looking forward his work on several large upcoming projects.</p>

2. CONSENT AGENDA

2.1 Board Meeting Minutes July 18, 2024

2.2 Board Meeting Notes August 15, 2024

2.3 Committee Meeting Summaries (July & August)

Mr. Allemang motioned to accept the Consent Agenda, seconded by Mr. Chang.

All in favor of accepting the Consent Agenda:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to accept the Consent Agenda passed unanimously.

3. OWNERSHIP LINKAGE

3.1 Open Dialogue Task Force Updates

Mr. Chang shared that the task force is updating their name to Ownership Linkage Task Force (OLTF) in order to focus more on ownership linkage. He provided an update on the recent task force meeting discussion and offered to present OLTF next steps / planning with the Board at a future meeting.

*** Ms. Grand joined the meeting at 6:37pm*

4. MONITORING

4.1 Asset Protection (2.7)

Mr. Carpenter shared an overview of the monitoring report for Asset Protection (policy 2.7). He noted that non-compliance for policy 2.7.2 – the organizational name and logo had not been trademarked – had been addressed and the trademark process was in progress. The Finance Committee had reviewed / discussed the monitoring report in July and recommended it be accepted as (B) with proposed dates for compliance on policy 2.7.2 noted.

Mr. Allemang motioned to accept the monitoring 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 item(s) 2.7.2, which the Board acknowledges and accepts the proposed dates for compliance, seconded by Mr. Miller.

All in favor of accepting the Asset Protection (Policy 2.7) monitoring report as (B):

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to accept the Asset Protection (Policy 2.7) monitoring 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 item(s) 2.7.2, which the Board acknowledges and accepts the proposed dates for compliance, passed unanimously.

5. POLICY

5.1 Budget Discussion & Approval

Mr. Carpenter shared an overview of the budget process approval steps that combine Policy Governance with the traditional steps for budget approval. The Board will be accepting two monitoring reports (Financial Planning & Budgeting and Fare Policy), followed by the approval of the budget.

5.1.1 Public Hearing

Chairwoman Mozak stated that in accordance with Budget Hearings of Local Government Act, local units are required to hold a public hearing on proposed budget.

Mr. Chang motioned to suspend the regular board meeting and move into the public hearing, seconded by Mr. Barr.

All in favor of suspending the board meeting to move into the public hearing:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to suspend the regular board meeting to move into the public hearing passed unanimously.

Robert Pawlowski commented that the budget had been thoughtfully prepared and didn't include fare changes or operational cuts. He thanked staff for their diligence in prioritizing community needs by providing a good budget to work with each year.

Public comments concluded and Chairwoman Mozak requested a motion to close the public hearing and resume the regular board meeting.

Mr. Chang motioned to close the public hearing and resume the regular board meeting, seconded by Ms. Grand.

All in favor of closing the public hearing and resuming the regular board meeting:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to close the public hearing and resume the regular board meeting passed unanimously.

5.1.2 Financial Planning & Budgeting (2.4)

Ms. Reed provided an overview of the Financial Planning & Budgeting (Policy 2.4) monitoring report and noted that all policies show the report is fully compliant. One comment within the survey was related to a suggested word change for Board discussion/consideration. The Finance Committee reviewed the monitoring report and put forth a recommendation that the Board accept the monitoring report as (A).

Mr. Allen motioned to accept the monitoring report as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, seconded by Mr. Miller.

All in favor of accepting the Financial Planning & Budgeting (Policy 2.4) monitoring report as (A):

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to accept the Financial Planning & Budgeting (Policy 2.4) monitoring report as (A) passed unanimously.

5.1.3 Fare Policy (2.5.12)

Ms. Reed provided an overview of the Fare Policy (Policy 2.5.12) monitoring report and noted that all policies show the report is fully compliant. The Finance Committee reviewed the monitoring report and put forth a recommendation that the Board accept the monitoring report as (A).

Mr. Allen motioned to accept the monitoring report as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, seconded by Mr. Miller.

All in favor of accepting the Fare Policy (Policy 2.5.12) monitoring report as (A):

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to accept the Fare Policy (Policy 2.5.12) monitoring report as (A) passed unanimously.

5.1.4 FY2025 Budget Presentation & Approval

Ms. Reed presented the recommended FY2025 Operating and Capital Budget for Board approval ([Board packet: Budget book page 112, Budget PPT page 178](#)). The recommended FY2025 budget is balanced with revenues sufficient to cover budgeted expenditures. The final recommended FY2025 Operating and Capital Budget was presented with a request for Board approval with total expenditures of \$68,716,570 for Operations and \$34,866,296 for Capital Investment.

Board members thanked Ms. Reed and staff for their diligence and on-going work during the entirety of the months-long budget process.

Mr. Allemang put forth a motion to adopt the Resolution as presented, seconded by Mr. Allen.

All in favor of adopting the Board Resolution for the Approval of FY2025 Operating and Capital Budget:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to adopt the Board Resolution for the Approval of FY2025 Operating and Capital Budget passed unanimously.

5.2 Policy Language Discussion (2.4, 2.5.12, 2.7)

There was no policy language discussion for policies 2.4 and 2.5.12. Mr. Miller had provided in the policy 2.7 survey related to adding “theft” to policy 2.7.2. Board members discussed the similarities in language with policies 2.7.2 and 2.5.4.1. The Finance Committee was tasked with reviewing at their October meeting and Mr. Miller was invited to join their discussion.

6. BOARD EDUCATION / DISCUSSION

7. OPERATIONAL UPDATES

7.1 Q3 Service Report

Mr. Brooks provided an overview of the FY2024 Q3 Service Report. Highlights included continued steady growth in ridership and a decrease in complaints for fixed route. He also noted that flex ride services are under a new contract which has resulted in a slight increase in denials.

7.2 CEO Report

Mr. Carpenter shared that Mr. Brooks had coordinated a recent award ceremony to honor staff excellence within the organization – he thanked several Board members for attending in support. He also shared details of the completed transition of D2A2 to the RTA.

Mr. Pfeifer provided an update on the federal budget process.

8. EMERGENT ITEMS

8.1 Officer Elections

Chairwoman Mozak opened the floor for nomination for Board Secretary for the 2025 year.

Mr. Barr nominated Mr. Miller, seconded by Mr. Chang.

Mr. Miller accepted the nomination for Board Secretary for the 2025 year.

All in favor of nominating Mr. Miller for Board Secretary:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

All in favor, none opposed.

Chairwoman Mozak opened the floor for nomination for Board Treasurer for the 2025 year.

Mr. Miller nominated Mr. Allemang, seconded by Ms. Grand.

Mr. Allemang accepted the nomination for Board Treasurer for the 2025 year.

All in favor of nominating Mr. Allemang for Board Treasurer:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

All in favor, none opposed.

Chairwoman Mozak opened the floor for nomination for Board Chair for the 2025 year.

Mr. Chang nominated Ms. Mozak, seconded by Ms. Grand.

Mr. Allemang accepted the nomination for Board Chair for the 2025 year.

All in favor of nominating Ms. Mozak for Board Chair:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

All in favor, none opposed.

9. CLOSING ITEMS

9.1 Action Item Recap

Finance Committee to discuss wording in policy 2.7.2 with input from Mr. Miller and OLTF presentation discussion at Governance Committee.

9.2 Topics for Next Meetings

Treatment of Staff (2.2)

Construction (2.10)

Future: Training/Discussion on Reasonableness

9.3 Public Comment

Robert Pawlowski shared his experiences of long wait times when using Via who holds the new Flex Ride contract. He thanked Ms. Reed and her department for their work on the approved budget.

9.4 Adjournment

Mr. Chang motioned to adjourn the meeting seconded by Mr. Miller.

All in favor of adjourning the meeting:

Mr. Mike Allemang: Yes

Mr. Chris Allen: Yes

Mr. Simi Barr: Yes

Mr. Rich Chang: Yes

Ms. Julie Grand: Yes

Mr. Jesse Miller: Yes

Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to adjourn the meeting passed unanimously.

Chairwoman Mozak adjourned the meeting at 7:54 pm.

Respectfully Submitted by Deborah Holt

Governance Committee Meeting Notes

Meeting Date/Time: Thursday, September 26, 2024 – 9:00am-11:00am

Members Present: Kathleen Mozak (Chair), Mike Allemang, Jesse Miller, Rich Chang

Staff: Matt Carpenter, Dina Reed, Forest Yang, Jeff Pfeifer, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Chairwoman Mozak called the meeting to order at 9:00am.

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval)</p> <p>Mr. Chang requested the addition of an emergent item – Insurance Discussion – be added after 6.1 Committee Agendas. It was requested that a placeholder for Emergent Items be added to the agenda going forward – no other additions noted to the agenda.</p> <p>1.2 Communications</p> <p>Brief updates were shared on the procurement process for an audit services contract and a recent news article.</p>
<p>2. BOARD DEVELOPMENT</p> <p>2.1 Recruitment / Training / Attendance</p> <p>Chairwoman Mozak shared an update on the vetting process for prospective Board member applicants through the City of Ann Arbor. AAATA has received candidate applications from the City of Ann Arbor which are being followed up on.</p> <p>The committee discussed upcoming Policy Governance training and other Board education opportunities.</p> <p>2.2 Task Force Coordination (OLTF)</p> <p>Mr. Chang shared his recent work w/ creating a template related to the Safety policy development which is being reviewed by other task force members. He continues to work at finding opportunities to meet with local government bodies and provide updates.</p> <p>2.3 Governance Training Options</p> <p>Defer discussion to October agenda.</p>

2.4 Ypsilanti Meeting Dates

The committee discussed upcoming fiscal year meeting dates and scheduling several meetings in Ypsilanti. The committee requested that staff review months that would be conducive to holding the meeting in Ypsilanti – will provide a written update at the October Governance Committee meeting.

3. POLICY MONITORING & DEVELOPMENT

3.1 Board's Role with Auditors

The committee discussed the role of board members on various task forces – most recently their involvement in the auditor procurement process. They also discussed the value of identifying specific task forces that regularly are needed and adding them to policies. Discussion to continue at a future meeting.

3.2 Election Day Fares

The committee thoroughly discussed election day fares and requested staff provide cost benefit background information. Mr. Chang noted the topic may fall under the work of Ownership Linkage in exploring public interest.

4. STRATEGY & OPERATIONAL UPDATES: CEO

4.1 CEO Expense Report

Mr. Carpenter shared his expenses for the year and slight modifications that were made so the report included only the most recent years.

6. CLOSING ITEMS

6.1 Committee Agendas

Mr. Miller noted the removal of agenda item 2.2 with no other changes noted to the Service Committee agenda. Mr. Allemang noted a light agenda and recommended cancelling the October Finance Committee meeting and deferred language review of policies 2.7.2, 2.5. The committee reviewed the Board agenda, noting no changes.

6.2 Emergent Item – Keyman Insurance

The committee discussed whether there was value to having staff explore adding Keyman Insurance.

6.3 Action Item Recap

- Add Emergent Item placeholder on Governance Agendas
- Discussion on Reasonableness to take place in October
- Mr. Carpenter will review Conflict of Interest document with staff
- Mr. Carpenter / Mr. Chang and Mr. Pfeifer will be meeting to discuss meeting with municipalities
- Contact Governance consultant related to procurement task forces and board involvement

6.4 Topics for Next Meeting

Board's Role with Auditors
Governance Training Options
CEO Compensation Comparables
UM 2050
Emergency Succession (2.8)
Discussion on Reasonableness

Future: Equity, Parliamentary Procedure, Park & Ride Updates, Advocacy & Regionalism,

6.5 Adjournment

Chairwoman Mozak thanked the committee and staff and adjourned the meeting at 10:59am.

Respectfully Submitted by Deborah Holt

Service Committee Meeting Notes

Meeting Date/Time: October 1, 2024, 9:00am – 11:00am

Members Present: Rich Chang (Chair), Simi Barr

Members Absent: Jesse Miller (Excused), Susan Pollay

Staff: Matt Carpenter, Forest Yang, George Brooks, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Mr. Chang called the meeting to order at 9:01am

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval)</p> <p>Mr. Chang noted Mr. Miller was unable to join due to illness and requested agenda item 2.1 Safety Policy be deferred to the next meeting.</p> <p>1.2 Communications</p> <p>No new communications.</p>
<p>2. POLICY MONITORING & DEVELOPMENT</p> <p>2.1 Safety Policy Pt 2 (Executive Limitation)</p> <p>Mr. Carpenter shared several notes from Mr. Miller related to the potential for Executive Limitations policies. Governance consultant Sue Radwan also noted that Asset Protection policy 2.7.5 is also applicable to safety. The committee determined they will continue with a full discussion in November at their next meeting.</p> <p>2.2 Treatment of Staff (2.2)</p> <p>Mr. Carpenter provided an overview of the monitoring report noting non-compliance in the Whistleblower Procedure (policy 2.2.3) due to turnover with the HR Manager. He noted a compliance deadline of January 2025 as he wanted to give the new manager time to implement the rollout. He shared that there was no 2024 Staff Survey as HR Is exploring alternative means of gathering employee input on workplace culture.</p> <p>Mr. Carpenter also shared his CEO notes on policies 2.2.1 and 2.2.1.1 which have been challenging policies to define and measure compliance. Committee members discussed the aspirational language in 2.2.1 and 2.2.1.1.</p> <p>The Service Committee will recommend that the Board accepts the policy as (B) 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) 2.2.3, which the Board acknowledges and accepts the proposed dates for compliance.</p>

2.3 Construction (2.10)

Ms. Kamau shared an overview of the monitoring report and noted that no construction had taken place during the monitoring year, so the report was straightforward with compliance.

The Service Committee will recommend that the Board accepts the policy as (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 Millage Service Updates

Mr. Brooks shared an update on millage service updates – one challenge has been staffing challenges. Two new MCO classes have taken place and recruitment/hiring continue to take place. Slight MCO shift scheduling adjustments have taken place and on-time rollouts have been meeting expectations.

4. CLOSING ITEMS

4.1 Action Item Recap

The Service committee will recommend the Board accept Treatment of Staff as (B) and Construction Policy as (A). Safety Policy will continue at next meeting.

4.2 Topics for the Next Meeting

Safety Policy Pt 2 (Executive Limitation)
Treatment of the Traveling Public (2.3)

4.3 Adjournment

Mr. Chang thanked the committee and staff and adjourned the meeting at 9:46 am.

Respectfully Submitted by Deborah Holt

Finance Committee Meeting Notes

Meeting Date/Time: October 8, 2024, 3:00 – 5:00pm

Members: Mike Allemang (Chair/Treasurer), Kyra Sims, Chris Allen, Monica Ross-Williams

At the September 26, 2024 Governance Committee Meeting, it was determined that due to a brief agenda and no pressing items of discussion, the October 8, 2024 Finance Committee Meeting would be cancelled.

DRAFT

Governance Committee Meeting Notes

Meeting Date/Time: Thursday, October 24, 2024 – 9:00am-11:00am

Members Present: Kathleen Mozak (Chair), Mike Allemang, Jesse Miller, Rich Chang

Staff Present: Matt Carpenter, Dina Reed, Forest Yang, Jeff Pfeifer, Rosa-Maria Njuki,
Deb Holt

Location: REMOTE – Via Zoom

Chairwoman Mozak called the meeting to order at 9:01am.

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p>No changes or additions to the agenda.</p> <p>1.2 Communications</p> <p>Ms. Reed shared the recent awarding of a \$200k grant from MDOT for the 4th Avenue Project.</p> <p>Mr. Carpenter shared updates related to the obligation of funding for the Lo-No Grant.</p> <p>Chairwoman Mozak shared that Board members will be receiving more info for attending / participating in organizational events to foster engagement opportunities with staff.</p>
2. BOARD DEVELOPMENT
<p>2.1 Recruitment / Training / Attendance</p> <p>Mr. Pfeifer shared an update on communications with two members of the community who have expressed interest in applying to the Board.</p> <p>Chairwoman Mozak shared an update on Board member participation and attendance.</p> <p>Mr. Carpenter shared that he is in discussion with Governance consultant Sue Radwan related to the potential for Governance training in Ann Arbor.</p> <p>2.2 Task Force Coordination (OLTF)</p> <p>Mr. Chang provided an update on OLTF and coordinating meetings to meet with local officials after the November elections.</p>

2.3 Governance Training Options

Chairwoman Mozak will be working with staff to create a survey to send to the Board gathering input on Governance training ideas and options. The survey is planned to be sent out by the end of November.

2.4 Discussion on Reasonableness

The committee discussed a memo from Ms. Radwan outlining an interpretation on reasonableness. The committee agreed to invite her to November committee meetings for further discussion with Board members. Add Discussion on Reasonableness to Service and Finance Committee meeting agendas.

2.5 Ypsilanti Meeting Dates

Staff had been asked to recommend dates for meetings in Ypsilanti – two dates shared were the April and July Board meetings. Committee members discussed various date options – January, April and July and staff will check on availability at the Riverside Arts Center. The committee determined that they would yearly review which months to hold 2-3 meetings in Ypsilanti.

3. POLICY MONITORING & DEVELOPMENT

3.1 Board's Role with Procurements

The Committee discussed the Board Policy Manual and if there should be the inclusion of policies that assign Board participation in the legal counsel, governance consultant, and auditing firm procurement process. Mr. Carpenter will discuss enshrining this role with the Governance consultant.

3.2 Emergency Succession (2.8)

The committee discussed the monitoring report for Emergency Succession (policy 2.8) and a question within the monitoring report survey related to Deputy CEO succession in the case of an emergency CEO succession. The Governance Committee will recommend to the Board that the monitoring report be accepted as (A) Compliant.

3.3 LAC Update (3.9)

Chairwoman Mozak shared an update on recent positive LAC changes. The committee has been working on their input on the Ends report and will be sharing their thoughts in December at the Board meeting.

3.4 Election Day Fares

Mr. Carpenter shared information on the feasibility and challenges of elimination of fares on (future) election days. The committee recommended Mr. Carpenter gather information from agencies who have eliminated election day fares and share it at the next Governance Committee meeting.

3.5 CEO Compensation Update

Chairwoman Mozak shared she is meeting with Korn Ferry to discuss a CEO compensation report and will be sharing that information once it is received. In addition, the 2024 APTA Public Transportation Management Compensation Report has been received and will be shared.

4. STRATEGY & OPERATIONAL UPDATES: CEO

4.1 UM2050

A Board member requested more information related to the UM2050 Plan – Mr. Carpenter is working on gathering information and then presenting it at a future Board meeting.

4.2 Scio Township

Mr. Yang shared an update on a POSA agreement with Scio Township for services provided within the township.

5. EMERGENT ITEMS

6. CLOSING ITEMS

6.1 Committee Agendas

The discussion on Reasonableness with Governance Consultant will be added to the Service and Finance Committee agendas. Mr. Miller requested moving the Safety Conversation to Communications.

Mr. Allemang noted no other changes to the Finance Committee agenda and will work on a proposal for the language review for 2.7.2 and 2.5. He also requested moving the December 10th Finance Committee meeting December 6th. Staff will look at rescheduling the December Finance Committee meeting.

No additions or changes were noted for the Board meeting agenda.

6.2 Action Item Recap

- Mr. Carpenter – contact Ms. Radwan RE: Bootcamp in Ann Arbor
- Mr. Chang – meeting with Mr. Carpenter & Mr. Pfeifer to discuss meetings with local officials after election
- Additional edits to Reasonableness memo can be shared with Governance Committee members
- Invite Ms. Radwan to 11/12 Finance Committee meeting (already attending 11/5 Service Committee meeting)

- Staff checking availability to meet Jan/April/July Board meeting at Riverside Arts Center
- Governance Committee meeting with Mr. Carpenter – discuss attendance
- Staff to send YTC related news articles to Mr. Miller – for safety policy discussion
- Reschedule December Finance Committee meeting

6.3 Topics for Next Meeting

Future:
Equity, Parliamentary Procedure, Park &
Ride Updates, Advocacy & Regionalism,
Monitoring Frequency

6.4 Adjournment

Chairwoman Mozak had left the meeting at 10:55am, Mr. Miller chaired the meeting to its conclusion. He thanked the committee and staff and adjourned the meeting at 11:10am.

Respectfully Submitted by Deborah Holt

Service Committee Meeting Agenda

Meeting Date/Time: November 5, 2024, 9:00am – 11:00am

Members Present: Jesse Miller (Chair), Simi Barr, Susan Pollay

Members Absent: Rich Chang (Excused)

Staff: Matt Carpenter, Dina Reed, Forest Yang, Jeff Pfeifer, Raymond Hess, Robert Williams, Rosa-Maria Kamau, Deb Holt

Location: REMOTE – Via Zoom

Mr. Miller called the meeting to order at 9:02am

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p>Agenda items 2.1 and 2.2 were swapped in order.</p> <p>1.2 Communications</p> <p>1.2.1 Safety Policy Deferral</p> <p>Mr. Miller shared with the committee that with recent community safety concerns in Ypsilanti, the committee will be shelving this topic for a few months. He is working with staff to compile further information that will enhance safety discussions.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Determining Reasonableness (moved to 2.2)</p> <p>Governance consultant Sue Radwan led a discussion on how the Board reviews the reasonableness of CEO interpretations of compliance within monitoring reports. Committee members discussed their own challenges for expectations and measurement of compliance. They also discussed the implementation of policy language reviews which are an opportunity for Board members to enhance/adjust policy language.</p> <p>2.2 Treatment of the Traveling Public (moved to 2.1)</p> <p>Mr. Carpenter shared an overview of the Treatment of the Traveling Public monitoring report – he noted the report shows full compliance and the Board survey responses support that determination of compliance. The CEO notes made several recommendations that policy language be reviewed for several sub policies.</p> <p>The committee agreed to recommend that the Board accept the monitoring report as (A) in compliance.</p>

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 State Street Bus Lane Proposals

Mr. Hess presented informational updates on bus lanes and bus rapid transit corridor projects/proposals for State Street, Washtenaw Avenue, and US-23/Washtenaw Avenue interchange.

4. CLOSING ITEMS

4.1 Action Item Recap

The Service Committee will recommend the Board accept the Treatment of the Traveling Public monitoring report as (A) compliant.

4.2 Topics for the Next Meeting

Safety Policy Pt 2 (Executive Limitation)
Q4 Service Report
Future: Safety Policy

4.3 Adjournment

Mr. Miller thanked the committee and staff and adjourned the meeting at 10:35 am.

Finance Committee Meeting Notes

Meeting Date/Time: Tuesday, November 12, 2024, 3:00pm – 5:00pm

Members Present: Mike Allemang (Chair/Treasurer), Kyra Sims, Julie Grand

Members Absent: Chris Allen (EA), Monica Ross-Williams

Staff Present: Matt Carpenter, Dina Reed, Forest Yang, Jeff Pfeifer, Rosa-Maria Kamau, Andy Huber, Deb Holt

Location: REMOTE – Via Zoom

Mr. Allemang called the meeting to order at 3:03 pm

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval)</p> <p>No additions or changes to the agenda.</p> <p>1.2 Communications</p> <p>No new communications.</p>
<p>2. POLICY MONITORING & DEVELOPMENT</p> <p>2.1 Language Review 2.7.2, 2.5</p> <p>At the September Board meeting, during a policy language review, board members made suggestions about possible language revision to policy 2.7.2. Mr. Carpenter provided a more in-depth review of policies with similar language in 2.7.2 and 2.5.3 and offered a recommendation that the Board delete policy 2.7.2. The committee discussed and agreed with the recommendation.</p>
<p>3. STRATEGY AND OPERATIONAL UPDATES</p> <p>3.1 Q4 Financial Report</p> <p>Ms. Reed provided the Q4 Financial Report and noted it is preliminary as adjustments are still being worked through and finalized ahead of the forthcoming yearly audit. She noted that the organization operated within budget through the 4th quarter and operating revenues and expenses were balanced at the end of the fiscal year. With staff vacancies and lower fuel costs, operating expenses were \$2.02 million lower than budgeted.</p>

Federal Operating Assistance was lower as the organization was not reliant on Federal Formula Funds for operations. Property Tax Revenues were received in FY2024 and only funding needed to balance the FY2024 budget were used. The remainder will be used for FY2025. Ms. Reed noted the audited year-end financial statements will reflect all property taxes were received in FY2024 as required by GASB accounting standards.

Federal pandemic relief funds were fully utilized

Assets continue to grow, and Ms. Reed shared that with strong assets, the operating reserve target will be slightly decreased. The committee will be discussing this topic in further detail at the next meeting.

Cash flow was adequate to cover expenses and as of Q4 2024, there was \$77.6 million in cash and investments. Investments are consistent and staff are monitoring changing interest rates as a part of the overall long-term investment strategy.

The committee also discussed potential budget impacts from the election results. Ms. Reed shared that she and Mr. Pfeifer will be presenting an Election Recap discussion at the November Board meeting.

4 CLOSING ITEMS

4.1 Action Item Recap

Ms. Reed will present the Q4 Financial Report, and the Committee will recommend to the Board (at the November meeting) that Policy 2.7.2 be removed.

4.2 Topics for Next Meeting

Future Meeting: Reserve Target Details, Discussion on Reasonableness with Governance consultant Sue Radwan.

4.3 Adjournment

Mr. Allemang thanked committee and staff and adjourned the meeting at 3:54 pm.

Respectfully submitted by Deborah Holt

Accountable Executive for Public Transit Agency Safety Plan

Meeting: Board of Directors

Meeting Date: November 21, 2024

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
That the Board designate the CEO as the Accountable Executive for PTASP.
ISSUE SUMMARY:
<p>As part of our congressionally mandated Triennial Review, the board or equivalent entity is required to designate the accountable executive for our PTASP. Part 673 defines the accountable executive as a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a transit agency; responsibility for carrying out the transit agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the transit agency’s PTASP in accordance with 49 USC 5329 and the transit agency’s TAMP in accordance with 49 USC 5326.</p>
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Board approval necessary to ensure federal funding. • Social: The PTASP helps to minimize risk to the employees and public. • Environmental: NA • Governance: The federal government required approval by the Board. Policy Governance requires such approvals be placed in the Consent Agenda.

Annual Approval of Public Transit Agency Safety Plan

Meeting: Board of Directors

Meeting Date: November 21, 2024

INFORMATION TYPE:
Decision
RECOMMENDED ACTION(S):
That the Board adopt the resolution approving the AAATA's 2024 Public Transportation Agency Safety Plan (PTASP) Version 4.0.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>3.4.8 – “Mandatory Approvals” required by outside organizations are placed in the Consent Agenda.</p> <p>2.0 & 2.5.2 – Comply with laws and federal regulations, do not jeopardize funding.</p>
ISSUE SUMMARY:
<p>As a prerequisite for receiving federal transit funding, transit agencies are required to submit a Board approved, annual Public Transportation Agency Safety Plan (PTASP). This year's plan has already received approval from both the Safety Committee and the CEO. The PTASP must be approved by the board no later than December 31, 2024. Failure to meet this deadline could put federal funding at risk, as outlined in Policy 2.5.2. Staff affirm that the attached PTASP is in full compliance with all federal regulations.</p>
BACKGROUND:
<p>Policy Governance acknowledges that external funders or regulators may occasionally necessitate board approval for detailed staff tasks, referred to as "Means." To maintain clear delegation to the CEO and prevent conflicting expectations, Policy Governance recommends including such approvals in a "Mandatory Approvals" consent agenda. The board has previously approved PTASPs for the years 2021 and 2022 through this mechanism. These earlier plans were accepted by the Federal Transit Administration (FTA), and no safety concerns were raised during the 2022 Triennial FTA Audit.</p> <p>The PTASP (Public Transportation Agency Safety Plan) for TheRide is governed by federal regulation 49 CFR Part 673, which sets forth the requirements. Developed to align with a Safety Management Systems (SMS) approach, the PTASP integrates policies, processes, and behaviors to ensure a proactive and data-driven approach to safety risk management. The plan incorporates the core elements of SMS:</p> <ul style="list-style-type: none"> • Safety Management Policy • Safety Risk Management • Safety Assurance • Safety Promotion <p>The 2021 Bipartisan Infrastructure Bill introduced new PTASP requirements, all of which have been successfully incorporated:</p>

- Formation of a Safety Committee comprising equal numbers of frontline workforce and management representatives. The existing AAATA Safety Committee was adapted for this purpose.
- Plan approval by the Safety Committee, followed by the CEO and Board of Directors. Both the Committee and the CEO have approved the PTASP.
- Implementation of a risk reduction program aimed at lowering accident, injury, and assault rates among transit workers. The plan includes specific metrics and targets.
- A comprehensive staff training program for operations and maintenance personnel, encompassing safety training, ongoing education, and de-escalation techniques.

IMPACTS OF RECOMMENDED ACTION(S):

- **Budgetary/Fiscal:** Board approval necessary to ensure federal funding.
- **Social:** The PTASP helps to minimize risk to the employees and public.
- **Environmental:** NA
- **Governance:** The federal government required approval by the Board. Policy Governance requires such approvals be placed in the Consent Agenda.

ATTACHMENTS:

1. Resolution approving the AAATA's 2024 Public Transportation Agency Safety Plan (PTASP)
2. Draft PTASP

Resolution 04/2024

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

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

WHEREAS, the Public Transportation Agency Safety Plans (PTASP) regulation (49 CFR Part 673) requires certain operators of public transportation systems that receive federal funds under the FTA Urbanized Area Formula Grants to develop an Agency Safety Plan (ASP) that includes the processes and procedures to implement a Safety Management System (SMS), a comprehensive, collaborative, and systematic approach to managing safety, and

WHEREAS, the Federal Transit Administration requires the Board of Directors of the Ann Arbor Area Transportation Authority to annually approve a Public Transit Agency Safety Plan, and

WHEREAS, the Chief Executive Officer (the AAATA Accountable Executive) has signed the 2024 Public Transit Agency Safety Plan, as approved by staff at the Safety Committee.

THEREFORE, BE IT RESOLVED, that the Board of Directors of the Ann Arbor Area Transportation Authority hereby approves the 2024 Public Transit Agency Safety Plan and directs the Chief Executive Officer to submit it to the Federal Transit Administration by the end of the calendar year.

I hereby certify that the following Resolution was duly approved and adopted by the Board of Directors of the Ann Arbor Area Transportation Authority at a meeting held on November 21, 2024, at which a quorum was present and acting throughout.

Kathleen M. Mozak, Chair
November 21, 2024

Jesse Miller, Secretary
November 21, 2024

Monitoring Report: Treatment of the Traveling Public
Monitoring Period: FY 2024 (Oct 1st, 2023-Sept 30th, 2024)

Service Committee Meeting Review Date: November 5th, 2024

Board of Directors Meeting Review Date: November 21st, 2024

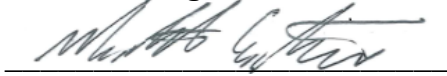
INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>That the Board review this monitoring report and consider accepting it as:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(B) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO’s stated non-compliance with item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.is making reasonable progress towards compliance.</p> <p>(C) 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</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>Monitoring Reports are a key Policy Governance tool to assess organizational/CEO performance in achieving Ends (1.0) within Executive Limitations (2.0). A Policy-Governance-consistent Monitoring Process is:</p> <ol style="list-style-type: none"> 1. CEO sends Monitoring Report to all board members 2. At Board meeting, board accepts Monitoring Report through majority vote (or if not acceptable, determines next steps)
ISSUE SUMMARY
<p>TheRide’s Board of Directors establish policies that define what methods are unacceptable to use to achieve expected results, called Executive Limitations. This monitoring report provides the CEO’s interpretations of those policies, evidence of achievement, and an assertion on compliance with the Board’s</p>

written goals. As with other monitoring reports, the Board decides whether the interpretations are reasonable, and the evidence is convincing.

Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in November and was submitted in November.

I certify that the information is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.

CEO's Signature











Date

October 24, 2024

ATTACHMENTS

1. Monitoring report for Treatment of the Traveling Public (Policy 2.1)

Table of Contents

POLICY TITLE: TREATMENT OF THE TRAVELING PUBLIC	Page#	Compliance
<p>2.1 With respect to the agency’s operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive.</p> <p>Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:</p>	4	
2.1.1. Allow facilities, bus stops, vehicles, or services to lack reasonable accessibility for potential riders regardless of mobility limitations.	5	
2.1.2 Operate without providing effective, comprehensible, accessible, and timely information.	7	
2.1.2.1 Permit unfair, inconsistent, or untimely responses to questions or complaints from the traveling public.	9	
2.1.3 Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.	10	
2.1.3.1 Allow the public and riders to be without easily accessible, understandable information with respect to services offered and expected conduct.	11	
2.1.4 Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure	12	
2.1.4.1 Use forms that elicit personal information for which there is no clear necessity.	13	

 Fully Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 2.1

With respect to the agency’s operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive.

Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:

Degree of Compliance: Compliant

Interpretation

Operational Details

I interpret this policy to mean that the agency must create a safe and attractive traveling environment for transit users, potential travelers, and others in public rights of way such as roads.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when all lower policies are compliant.

Rationale

The Board has fully defined its intent in lower-level policies as follows

- **Safety:** Policy 2.1.3 addresses safety of the public including pedestrians, cyclists and other road users.
- **Dignified and Respectful Service:** Policy 2.1.3 addresses customer service
- **Clarity of expectations:** Policy 2.1.3.1 addresses passenger code of conduct
- **Non-intrusive procedures:** Policy 2.1.4 and 2.1.4.1 addresses collection of customer information

Evidence

Source of Data: Lower-level policies

Date of Data Review: 10/16/2024 as verified by Corporate Strategy and Performance Officer

Data:

All lower-level policies are compliant.

POLICY 2.1.1

Provide facilities, bus stops, vehicles, or services to lack reasonable accessibility for potential riders regardless of mobility limitations.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that all aspects of TheRide’s operations, buses, bus stops, and facilities, will comply with the Americans with Disabilities Act (ADA) requirements for accessibility or a plan is in place to reach compliance.

Measure/Standards & Achievement

Compliance with will be demonstrated when during operations (in service) the following conditions are met

- A. All fixed-route buses are wheelchair accessible with functioning ramps or lifts and appropriate tie down equipment,
- B. All fixed-route buses have functional visual and auditory stop announcements,
- C. All contracted service vehicles are wheelchair accessible,
- D. All buildings, park n ride lots and other general structures are already wheelchair accessible, and
- E. Financial and staff resources are available to ensure that all bus stops near sidewalks are made wheelchair accessible by 2033.

Rationale

This is reasonable because

Using ADA minimum requirements as the “floor” and operational definition of “reasonable accessibility” in this interpretation is reasonable because:

1. As federal legislation, the ADA represents our society’s agreed-upon standard, and limits, for accommodating most persons with disabilities.
2. The agency is audited on compliance with these rules every three years by the FTA.
3. ADA standards are what large equipment manufacturers follow. All equipment meets these standards. Those that exceed the ADA standards are niche and more expensive. Using these standards allows us to buy from readily available and cost-effective sources.
4. Exceeding ADA minimum requirements is possible but would be arbitrary, create precedents and expectations that could be hard to manage in the future, and expose the agency to higher costs and other risks. It would be unreasonable to expect the CEO to take such risks without clear Board direction.

A-D. These measures address all elements necessary for passengers to be able to use transit services, are within the AAATA’s financial resources to afford, and align with legal accessibility requirements found in the ADA which can be objectively determined by an

outside authority (FTA). For contracted services, the start and stop points are predetermined and hence no audio, visual stop announcements are necessary.

Note: This policy interpretation addresses only in-service operations. It is reasonable to expect that when out of service accessibility requirements may not always be met e.g., a bus with a failed ramp in the maintenance shop.

- E. Financial and staff resources are within the agency's ability to control. Additionally, only bus stops near sidewalks can be made wheelchair accessible.

Evidence

Source of Data: Operational and planning records

Date of Data Review: as noted below

Data: During the monitoring period:

- A. 100% of buses were wheelchair accessible with ramps or lifts, wheelchair spaces, and appropriate tie-down equipment. An inspection of maintenance procedures and records indicate that ramps, lifts, and ties downs were functional before a bus was put into or returned to public service. Verified by Manager of Fleet 10/09/2024
- B. An inspection of fleet inventory records confirms that all fixed-route buses had auditory announcements and visual signs indicating stops which were functional during the monitoring period. Verified by Manager of Fleet 10/09/2024
- C. An inspection of all facilities (i.e., two bus terminals, two park n ride lots, and one office building) confirmed that all buildings were accessible to wheelchairs. All buildings had automatic doors which were functional or repaired promptly. Verified by Manager of Facilities 10/01/2024
- D. A review of our contracted services i.e., A-Ride, GoldRide and FlexRide confirm that all vehicles in service were wheel chair accessible. Verified by Manager of Mobility Services 10/09/2024
- E. A review of the FY24 Budget confirms that there were funds dedicated to the construction of bus stop bus pads and lead walks. During the monitoring period, 12 bus stops near sidewalks were made accessible. This is in line with our plan to make all bus stops near sidewalks accessible by 2033 (Policy 1.1.2 compliance timeline). Verified by the DCEO, Planning And Innovation 10/03/2024

POLICY 2.1.2

Operate without providing effective, comprehensible, accessible, and timely information.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that accurate information on how to use our services (i.e., fixed-route time tables and maps, paratransit information, staff contact information) and general information about the agency is available prior to travel.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated by:

- A. Availability of:
 - a. **Printed Material:** Printed RideGuides available in English, Spanish, Arabic, and Mandarin (per federal requirements).
 - b. **On-Line:** TheRide’s website with features allowing use for persons with sight limitations and in non-English languages.
 - c. **Real-Time Information:** Available on TheRide’s website and as a live feed for use in third-party apps
 - d. **Personal Responses:** Staff are available by phone or at the terminal during regular business hours.
- B. Compliance with policy 2.1.2.1

Rationale

The interpretations are reasonable because

- A. The types of information provided can be measured, are within the control of the agency, address federal requirements for information stemming from the ADA and Title VI, are affordable given the resources available, and respond to the vast majority of public needs for trip planning or special accommodation.
- B. The Board defines each policy in descending levels of detail to the point it is willing to accept ANY reasonable interpretation. Therefore, compliance with policy 2.1.2.1 constitutes compliance with this policy.

Evidence

Source of Data: Public Affairs and Community Engagement documents

Date of Data Review: 10/09/2024 as verified by Manager of Public Affairs and Community Engagement, Manager of Mobility Services.

Data:

- A. Evidence of availability and quality of information is provided below.

	Available during the monitoring period? Y/N
○ Printed material	Y
○ On-line material	Y

○ Real-time information	Y
○ Staff were available throughout the monitoring period as follows:	
<p>Via Phone:</p> <ul style="list-style-type: none"> ○ 6:30AM to 10:00PM on weekdays ○ 7:00AM-6:00PM on weekends <p>In Person</p> <ul style="list-style-type: none"> ○ Blake Transit Center 7:00AM to 7:00PM on weekdays 8:00AM-5:45PM on weekends. ○ Dawn Gabay Operations Center: 8:00am to 5:00pm on weekdays. And 7:00AM- 6:00PM on the weekends. 	
B. Policy 2.1.2.1 is compliant	

POLICY 2.1.2.1

Permit unfair, inconsistent, or untimely responses to questions or complaints from the traveling public.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency will acknowledge and respond to customer inquiries consistently as determined by specific guidelines that include the timeline of acknowledgement, response and resolution.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

A. Acknowledgement:

- i. All written inquiries and concerns received through the customer service customer website are acknowledged within 2 business days
- ii. All phone calls entered in the customer concern tracking database are acknowledged within 5 days.

B. Waiting times:

- i. Waiting time for responses to general phone inquiries about how to use AAATA services during business hours is less than 2 minutes.

C. Resolution:

Open cases are reviewed, solved and closed within the following timelines:

- i. 90% of inquiries and concerns are resolved within 20 business days
- ii. 99% of inquiries and concerns are resolved within 30 business days.

Rationale

These standards are reasonable because they provide a consistent way of addressing most concerns in a timely fashion. These timelines are also within the limits of resources available.

Evidence

Source of Data: Customer service records

Date of Data Review: 10/09/2024 as verified by Manager of Mobility Services and Customer Service Officer

	Target	Monitoring period performance	Target achieved (Y/N)
A. Acknowledgment of			
i. written inquiries and concerns	2 business days	Same day	Y
ii. phone calls	5 business days	3 business days	Y
B. Wait time of phone calls on general inquiries	2 minutes	43 seconds	Y
C. i. Resolving of 90% of inquiries	20 business days	14 business days	Y
ii. Resolving of 99% of inquiries	30 business days	25 business days	Y

POLICY 2.1.3

Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that all front-line employees will have customer service and safety training. Further, standards and expectations outlined in the training will be enforced.

Measure/Standards & Achievement

Compliance with this policy will be achieved when

- A. 100% of all front-line staff have received customer service and safety training.
- B. Manager of operations confirms that corrective and reinforcement actions were in place and applied throughout the monitoring period.
- C. Policy 2.1.3.1 below is compliant

Rationale

This interpretation is reasonable because

- A. Customer service and safety training for front line staff (i.e., bus drivers, mechanics, call takers and contracted drivers) includes, proper vehicle maintenance, safe operation of the vehicle(to include consideration of other roads users), relevant laws, etc., as applicable to the role. Detailed operational performance and customers satisfaction are addressed further under policy 1.4 and Quarterly Service Reports. This section of the policy addresses the availability of standards (through training), and part B (below) addresses the enforcement of set standards/expectations.
- B. Confirmation of corrective and reinforcement actions in relation to safety and customer service expectations indicates enforcement of such standards. Note: an increase or decrease in action does not equate to proof that standards were enforced in some cases more than others but the fact that there were instances of enforcement.
- C. The Board defines each policy in descending levels of detail to the point it is willing to accept ANY reasonable interpretation. Therefore, compliance with policy 2.1.3.1 constitutes compliance with this policy.

Evidence

Source of Data: Operational records

Date of Data Review: 10/09/2024 as verified by Manager of Operations

- A. 100% of all front-line staff received customer service and safety training
- B. There was a total of 295 positive reinforcement or corrective actions in relation to safety and customer service.
- C. Policy 2.1.3.1 is compliant.

POLICY 2.1.3.1

Allow the public and riders to be without easily accessible, understandable information with respect to services offered and expected conduct.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that information on 1) how to use our services and 2) expected conduct of the traveling public is easily accessible and end-user friendly.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when TheRide publishes a Code of Conduct or riding rules and policies on all buses, terminals, website and the printed RideGuide.

Rationale

Policy 2.1.2 has addressed this policy in part by setting guidelines on how the agency should handle information to the public as relates to our services (and any general information about the agency). To avoid repetition, this interpretation addresses public conduct only.

This is reasonable because the code of conduct or riding rules and policies outline expectations for public behavior on agency property and in buses. Publishing written material in transit centers, on all buses, in the Ride Guide, and on the website is reasonable as those are the areas that the public can readily access/see them.

Evidence

Source of Data: Code of conduct postings

Date of Data Review: 10/09/2024 as verified by Manager of Facilities, Manager of Fleet, Manager of Public Affairs and Community Engagement.

Data:

The code of conduct was posted in buses, terminals, and on the website and the RideGuides had riding rules and policies.

POLICY 2.1.4

Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that all customer information will be safeguarded and only disclosed to the staff with an operational need.

Measure/Standards & Achievement

Compliance with this policy will be achieved when

- A. Sensitive personal information collected through the paratransit program (ARide) is handled in accordance with the Confidentiality of Applicant Information provisions of the Americans with Disabilities Act.
- B. Policy 2.1.4.1 below is compliant

Rationale

This is reasonable because

- A. Customer personal information is collected for the paratransit (ARIDE) program only. (GoldRide, and the Fare Deal program users may need to verify demographic information at the time of purchase, but their information is not collected or stored by the agency.) A-Ride is operated in line with the America with Disabilities Act (ADA) which provides guidelines on how to keep such information confidential and only accessible/disclosed to appropriate persons for the right reasons. Compliance with ADA requirements is reviewed during the Federal Transit Administration (FTA) tri-annual review.
- B. The Board defines each policy in descending levels of detail to the point it is willing to accept ANY reasonable interpretation. Therefore, compliance with policy 2.1.4.1 constitutes compliance with this policy.

Evidence

Source of Data: Operational records

Date of Data Review: 10/09/2024 as verified by Manager of Mobility Services

Data:

- A. During the monitoring period customer information was secured in accordance with the Americans with Disabilities Act confidentiality requirements
- B. Policy 2.1.4.1 is compliant

POLICY 2.1.4.1

Use forms that elicit personal information for which there is no clear necessity.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that information collected by the agency from the public will be specific and for legal, administrative, and security purposes.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. No written or electronic means is used to collect information unless the agency is legally required to, it is necessary to effectively administer programs such as paratransit or is needed for safety and security reasons.
- B. The Deputy CEO of Finance and Administration approves any new form requesting personal information from members of the public

Rationale

This is reasonable because

- A. This review ensures that customer information collecting forms have an operational need
- B. Requiring that the Deputy CEO of Finance and Administration approve new forms places a guard that reviews and validates the necessity of any such form that would be used in the future.

Evidence

Source of Data: Customer data systems

Date of Data Review: 10/07/2024 as verified by DCEO, Finance and Administration

Data:

- A. Existing written and electronic means of collecting customer information have already been approved as necessary to conduct business operations.
- B. No new forms requesting personal information were developed or approved in the monitoring period.

Policy Trendlines

Policy	FY 21	FY22	FY23	FY24
2.1	Yellow	Yellow	Green	Green
2.1.1	Yellow	Yellow	Green	Green
2.1.2	Green	Green	Green	Green
2.1.2.1	White	White	Green	Green
2.1.3	Yellow	Yellow	Green	Green
2.1.3.1	Yellow	Green	Green	Green
2.1.4	Green	Green	Green	Green
2.1.4.1	White	White	Green	Green
2.1.5	Yellow	Green		
2.1.5.1	Green	Green		
2.1.6	Green	Green		
2.1.6.1	Green	Green		

LEGEND	
Red	Policy is not compliant
Yellow	Policy is partially compliant
Green	Policy is compliant

Guidance on Determining “Reasonableness” of CEO Interpretations

Are the interpretations reasonable?

An interpretation is reasonable if the following are provided,

1. a measure or standard,
2. a defensible rationale for the measure or standard,
3. a level of achievement necessary to achieve compliance and
4. a rationale for the level of achievement.

Is evidence verifiable?

Evidence is verifiable if there is

1. actual measurement/data,
2. the source of data and
3. the date when data was collected is provided.

CEO Notes:

Both policy 2.1.2 and 2.1.3.1 require that the public be provided with service-related information. To eliminate redundancy, the CEO recommends that Policy 2.1.3.1 be editing to read as follows:

“Allow the public and riders to be without easily accessible, understandable information with respect to ~~services offered and~~ expected conduct.”

This recommended change does not alter the direction provided to the CEO by the Board.

Board's Conclusion on Monitoring Report

Board's conclusion after monitoring the report.

Following the Board's review and discussion with the CEO, the Board finds that the CEO:

- (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- (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 item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.
- (C)
 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

Board Notes: (If Applicable)

WORKSHEET RESULTS:

Treatment of the Traveling Public (Policy 2.1)

Participants: 8 Board Members

Mike Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand,
Jesse Miller, Kathleen Mozak, Susan Pollay

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	% of Board members that find the evidence verifiable	Additional comments if NO stated
Policy 2.1 With respect to the agency's operations and interactions with riders, potential riders, pedestrians, cyclists, other road users, and the general public the CEO shall not cause, allow or fail to address conditions, procedures, or decisions that are unsafe, undignified, disrespectful, unclear, or overly intrusive. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:	100%	100%	

<p>Policy 2.1.1 Allow facilities, bus stops, vehicles, or services to lack reasonable accessibility for potential riders regardless of mobility limitations.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.1.2 Operate without providing effective, comprehensible, accessible, and timely information</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.1.2.1 Permit unfair, inconsistent, or untimely responses to questions or complaints from the traveling public.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.1.3 Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.</p>	<p>100%</p>	<p>100%</p>	

<p>Policy 2.1.3.1 Allow the public and riders to be without easily accessible, understandable information with respect to services offered and expected conduct.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.1.4 Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.1.4.1 Use forms that elicit personal information for which there is no clear necessity.</p>	<p>100%</p>	<p>100%</p>	

Additional context questions

1. Is there any reason to doubt the integrity of the information presented?

Responses

(8) – NO

2. If the CEO has indicated **NON-COMPLIANCE** with any aspect of this policy, is there a commitment as to when the Board can expect to see compliance and is the proposed time-frame acceptable?

Responses

(8) N/A

3. Having reviewed the monitoring report, does anything you have learned make you consider whether the **POLICY ITSELF** should be amended? (Policy amendment is not monitoring, but should be addressed as a board decision.)

Responses

(3) NO

- I am open to the suggested edits, so long as the administrative burden on the board is reasonable.

(5) YES

- 2.1.1 reads to me like these facilities need to have reasonable accessibility now. The CEO's interpretation indicates we have future plans to have all bus stops accessible by 2033, which has been discussed with the board. However, I think there could be a modification made to the policy if we are ok with the CEO's interpretation so it's more aligned.
- The CEO has identified redundancies with both policy 2.1.2 and 2.1.3.1. Does the Board wish to consider his advice and make the recommended change, provide an alternate change or leave the policies as written?
- I agree with the CEO's assessment that 2.1.2 and 2.1.3.1 overlap
- I support the CEO's recommended change to 2.1.3.1.
- For policy 2.1.3, I voted it as "reasonable interpretation" by the CEO. However, I am wondering if just focusing on training and enforcement on training is comprehensive enough? I would be interested to know what the actual safety record is, such as how many bus<>"x" (Where 'x' is

Continued ...

pedestrians, cars, bikes, etc) incidents in the monitoring time period. The policy itself focuses on, "... enforceable standards" which is why I think the CEO's interpretation is correct, but I think we need to revisit this in regard to measurable data beyond training.

APPROXIMATELY HOW MANY MINUTES DID IT TAKE YOU TO FILL OUT THIS FORM?

25, 10, 20, 15, 25, 25, 15, 30

Monitoring Report: Treatment of Staff (Policy 2.2)

Service Committee Meeting Review Date: October 1, 2024
Board of Directors Meeting Review Date: November 21, 2024












INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>At the 10/1/24 Service Committee Meeting, the Committee recommends that the Board review this monitoring report and consider accepting it as:</p> <ul style="list-style-type: none"> (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations. (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 item(s) 2.2.3, which the Board acknowledges and accepts the proposed dates for compliance. (C) 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
ISSUE SUMMARY
<p>TheRide's Board of Directors establish policies that define what methods are unacceptable to use to achieve expected results, called Executive Limitations. 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> <p>Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in June and was submitted in Oct</p> <p>I certify that the information is true and complete, 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="width: 45%;"> <p>CEO's Signature</p>  </div> <div style="width: 45%;"> <p>Date</p> <p>September 20, 2024</p> </div> </div>
ATTACHMENTS
1. Monitoring report for Treatment of Staff (Policy 2.2)

Table of Contents

POLICY TITLE: Treatment of Staff	Page#	Compliance
2.2 The CEO will not cause or allow employment conditions that are inconsistent, discriminatory, unfair, unsafe, unhealthy, undignified, disorganized, or unclear. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:	3	
2.2.1. Operate in a manner that undermines the organization as a workplace of choice.	5	
2.2.1.1. Operate with a work environment that devalues the humanity, creativity and knowledgeable contribution of its workforce or inhibits the recruitment of highly qualified people.	6	
2.2.2. Operate without up-to-date, clear, available, written, and enforced personnel rules or contracts that clarify standards and expectations, provide for effective handling of grievances, and protect against wrongful conditions, such as nepotism and unfairly preferential treatment for personal reasons	8	
2.2.2.1 Fail to provide internal controls necessary to enforce such policies.	10	
2.2.3 Allow retaliation against any staff member for non-disruptive expression of dissent.	11	
2.2.4 Allow staff to be unprepared to deal with emergency situations.	12	

-  Fully Compliant
-  Partially Compliant
-  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 2.2

The CEO will not cause or allow employment conditions that are inconsistent, discriminatory, unfair, unsafe, unhealthy, undignified, disorganized, or unclear.

Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:

Degree of Compliance: Partially Compliant

Interpretation

Operational definition

I interpret this policy to mean that the agency will provide all employees with a working environment that is physically and psychologically safe, well organized, and protects employee rights.

Measure/Standards & Achievement

Compliance will be achieved when

- A. The agency has a robust up to date workplace safety program that is compliant with all federal and state safety regulations and requirements.
- B. Total recordable incident rates should decrease by 5% year over year
- C. There are no employee fatalities where anything reasonably under the control of the employer contributed to such a situation
- D. The agency is compliant with lower-level policies.

Rationale

This is reasonable because

- A. A comprehensive agency safety plan (Public Transportation Agency Safety Plan) ensures an agency has enforceable risk reduction programs, develops and monitors safety performance and provides adequate safety training and communication. All these pieces are critical to improving agency safety. This Plan requires annual certification by the Board of Directors and is reviewed every three years by the Federal Transit Administration as part of the Triennial review process.
- B. The Occupation Safety and Health Administration (OSHA) defines recordable incidents as those that meet a detailed criteria to include work-related injuries or illnesses that result to loss of workdays and require medical treatment beyond first aid. Based on America Public Transit Association records of 2021, incident rates in the transit industry **increased** year by year at a rate of 1%. Per TheRide's Safety Plan (PTASP) our targets are to **decrease** safety recordable incidents by 5% year to year.
- C. Workplace fatalities are tragic and preventing them is inherently reasonable. From a strict business perspective, they impose enormous costs on the organization and are worth investment to prevent. All other safety concerns are addressed in other aspects of this policy.
- D. Compliance with this policy is dependent on compliance with lower-level policies.

Evidence

Source of Data: Safety and Employment records

Date of Data Review: 09/18/2024 as verified by the Safety Officer and the Corporate Strategy and performance officer.

Data:

- A. A review of meeting minutes indicate that the TheRide Board of Directors reviewed and certified the PTASP on 10/16/2023
- B. There were no employee fatalities during the monitoring period
- C. Incidents decreased from 32 to 26, a 19% decrease from the previous monitoring period.
- D. All policies except 2.2.3 are compliant.

Compliance Timeline:

A compliant timeline is provided in policy 2.2.3

POLICY 2.2.1

Operate in a manner that undermines the organization as a workplace of choice.

Degree of Compliance: Compliant

Interpretation

Operational definition:

I interpret this policy to mean that the agency will provide a conducive working environment characterized by a reasonable number of employees choosing to continuously work for the agency.

Measure/Standards & Achievement

Compliance with this policy will be achieved when policy 2.2.1.1 is compliant

Rationale

To be a workplace of choice the agency must create a work environment where people stay and produce quality work. Staff retention is a key element of the interpretation of 2.2.1.1, and like synonymous with the intent of policy 2.2.1.

Evidence

Source of Data: Policy 2.2.1.1

Date of Data Review: 09/18/24 as verified by the Corporate Strategy and Performance Officer.

Policy 2.2.1.1. is compliant.

POLICY 2.2.1.1

Operate with a work environment that devalues the humanity, creativity and knowledgeable contribution of its workforce or inhibits the recruitment of highly qualified people.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency will have a work environment that is able to retain employees that produce high-quality work product.

Measure/Standards & Achievement

Compliance will be demonstrated when

- A. The employee turnover rate is reasonable considering industry trends.
- B. There is no pattern in meeting minutes that the Board finds the agency’s work to be lacking in quality and/or being incomplete or inconsistent.

Rationale

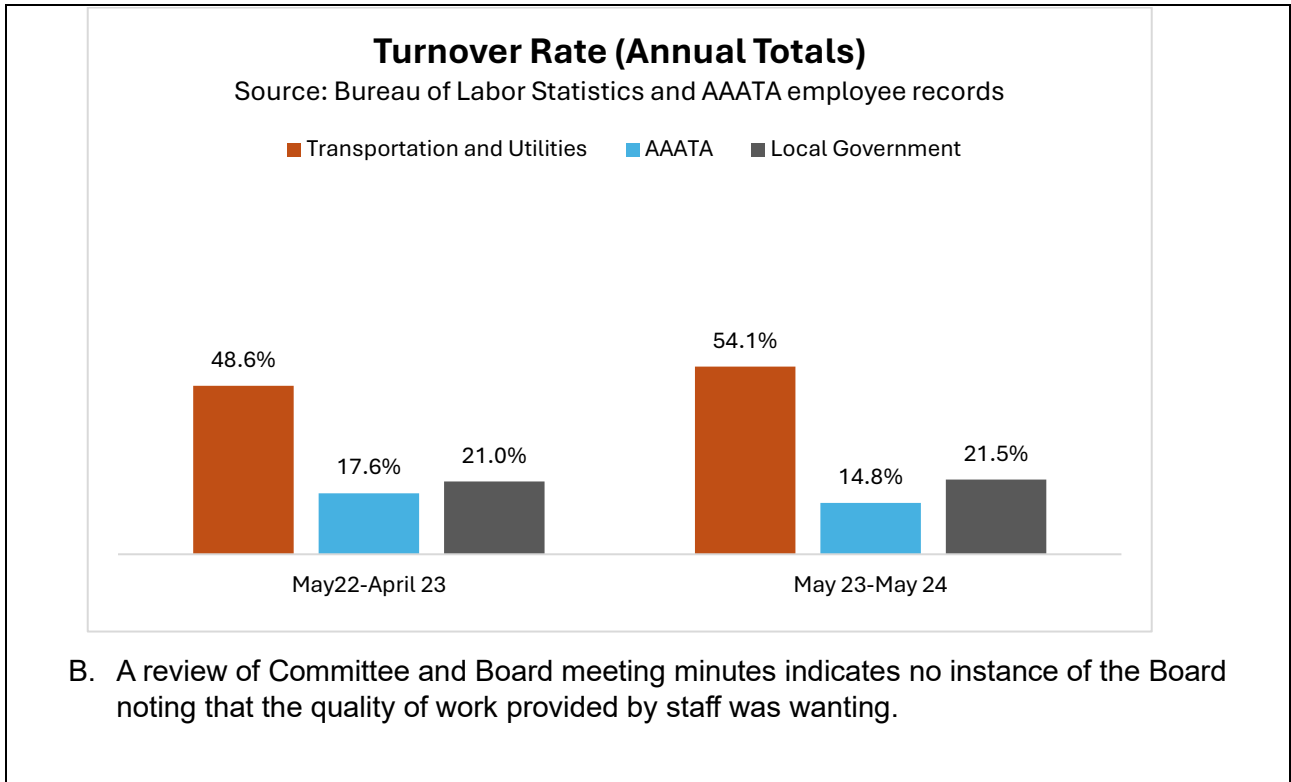
- A. Turnover (i.e. staff retentions or attrition) is a reasonable indicator of a positive work environment. Some turnover is normal. If the work environment is poor, many employees may leave. Reasonable turnover is lower than the industry average. Using similar industry trends as a benchmark provides context while accounting for macroeconomic trends.
- B. It is difficult to define or measure creativity, knowledgeable contribution and high qualifications. However, the quality of the work products produced by staff are a quantifiable proxy indicator of the quality of the work environment. If the environment were poor, lower quality work would be more likely. Board meeting minutes are a reasonable measure as they are, after staff, the group most familiar with the agency’s output. A pattern of Board concerns would indicate chronic issues.

Evidence

Source of Data: Employee records and Bureau of Labor Statistics and Board Meeting Minutes

Date of Data Review: 09/18/24 as verified by Manager of Human Resources, Corporate Strategy and Performance Officer and the Executive Administrative Assistant

- A. The graph below indicates TheRide’s annual total turnover performance in relation to the transportation and local government industries. Periods have been grouped from May to April to match the monitoring period of this report.



POLICY 2.2.2

Operate without up-to-date, clear, available, written, and enforced personnel rules or contracts that clarify standards and expectations, provide for effective handling of grievances, and protect against wrongful conditions, such as nepotism and unfairly preferential treatment for personal reasons

Degree of Compliance: Compliant

Interpretation

Operational definition

I interpret this policy to mean that the agency will have a signed employee- employer agreement that addresses all the aspects addressed in this policy.

Measure/Standards & Achievement

Compliance with this policy when

- A. The non-union handbook addresses the requirements of this policy, is signed by staff to acknowledge their understanding and acceptance to terms upon hire, and is available at any time upon request at the HR department,
- B. The union contract addresses these elements is in effect or being negotiated, signed by staff to acknowledge their understanding and acceptance of terms upon hire, and is easily accessible.
- C. The Authority’s Anti-Harassment, Discrimination and Retaliation Policy which addresses harassment and discrimination, and that this policy is also reviewed, acknowledged, and signed by all staff upon hire and is easily accessible for reference thereafter.
- D. Policy 2.2.2.1 is compliant

Rationale

- A.-B. This is reasonable as all AAATA employees are either union or non-union staff and their employer-employee agreements are documented either in the non-union employee handbook or the union contract.
- C. The Authority’s Anti-harassment, discrimination and retaliation policy provides details on what is considered unacceptable. Providing this information to staff upon hire ensures expectations are well known and understood from day 1 of work. Ease of document accessibility thereafter ensures that staff can reference the document as needed.
- D. Compliance with this policy is dependent on lower-level policies being compliant.

Evidence

Source of Data: Union Contract and Non-union handbook, Anti-Harassment. Discrimination and Retaliation Policy, and lower-level policy compliance.

Date of Data Review: 09/18/2024 as verified by Manager of Human Resources

Data:

A-C : A review of the Non-union handbook, union contract and the Anti-Harassment. Discrimination and Retaliation Policy indicate:

	Non-Union Employees Handbook	Union Contract
Up-to date	Yes, updated in January 2021	Yes, updated April 2022 Covers the period of April 2022 to March 2026.
Clear	Written language is proofed for ease of readability before it is shared with staff	
Available	All non-union staff receive a copy and must sign an acknowledgement form.	All union staff receive a copy of the contract upon hire and must sign an acknowledgement form to confirm receipt.
Written	Yes	
Provision of standards and expectations	This document provides general employee standards and expectations. Further expectations based on role are provided upon new hire orientation by direct managers/supervisors	
Provisions for effective handling of grievances	The appeals process is documented in page 6 of the nonunion employee handbook. It provides several avenues to address complaints or concerns of harassment, discrimination, or retaliation.	The union contract has a whole section addressing parameters and procedures for addressing grievances. Similar to the Non- union handbook, several avenues of addressing grievances are provided. This gives the employees a chance to use the channel with which they are most comfortable.
Protections against wrongful conditions such as nepotism and unfair preferential treatment.	This provision is addressed in the Anti-Harassment. Discrimination and Retaliation Policy.	

D. Lower-level policy is compliant

POLICY 2.2.2.1
Fail to provide internal controls necessary to enforce such policies.
Degree of Compliance: Compliant
Interpretation
<p><u>Operational definition</u> I interpret this policy to mean that there will be mechanisms, policies, and procedures in place to ensure the integrity of both union and non-union employee-employer agreements.</p> <p><u>Measure/Standards & Achievement</u> Compliance will be demonstrated when mechanisms for holding staff accountable as described in Policy 2.2.2. exist.</p> <p><u>Rationale</u> This is reasonable as that's what the policy asks for.</p>
Evidence
<p>Source of Data: Employee records Date of Data Review: 09/18/2024 as verified by the Manager of Operations and the Manager of Human Resources</p> <p>Union: The union contract addresses how infractions will be addressed on Page 19. Where disciplinary action was warranted, corrective action was initiated within seven working days. This is in line with the existing contract dated for the period of April 1st, 2022-March 31st, 2026.</p> <p>Non-Union: Department managers addressed non-union employee performance and workplace conduct in light of set job expectations and guidance provided in the non-union handbook, 2022 (page 10)</p> <p>Overall, management considered extenuating circumstances and where applicable recommended counselling or retraining to minimize recurrences.</p>

<p>POLICY 2.2.3 Allow retaliation against any staff member for non-disruptive expression of dissent.</p>
<p>Degree of Compliance: Not Compliant</p>
<p>Interpretation</p>
<p><u>Operational Definition</u> I interpret this policy to mean that the agency will provide avenues for staff to report any disagreement with a management action that is made in a respectful manner and is not a refusal or encouragement to not perform work (aside from immediate safety concerns). Additionally, these avenues will be easily accessible to staff and independent of the agency chain of leadership.</p> <p><u>Measure/Standards & Achievement</u> Compliance will be achieved when a whistleblower policy is available and is easily accessible to staff.</p> <p><u>Rationale</u> This is reasonable because a whistleblower policy encourages staff to come forward with credible information on illegal practices or violations of adopted policies and also specifies that the organization will protect the individual from retaliation. Such a policy would be overseen by the corporate counsel who functions independently from the chain of leadership.</p>
<p>Evidence</p>
<p>Source of Data: Whistleblower policy.</p> <p>Date of Data Review: 09/11/2024 as verified by CEO</p> <p>A whistleblower policy was not available during the monitoring period and for this reason the CEO notes non-compliance with this policy.</p> <p>Compliance Timeline: Due to turn over in the Human Resources department this work was not completed within the scheduled timeline. Compliance with this policy can be expected by January 1st, 2025.</p>

POLICY 2.2.4

Allow staff to be unprepared to deal with emergency situations.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency will proactively prepare staff to deal with emergency situations and provide adequate resources when such situations occur.

Measure/Standards & Achievement

Compliance will be demonstrated when

- A. The agency operates with an up-to-date Emergency Action Plan (EAP) that is readily available and accessible to all staff.
- B. All staff receive safety and emergency-related training as part of orientation and frequent refresher courses in line with their work requirements. Such training will include new hire orientation safety training, and successful completion of emergency drills , and enroute safety training for Motor Coach Operators
- C. All emergency situations that occur during the monitoring period are handled efficiently and safely.

Rationale

This is reasonable because

- A. An up-to-date Emergency Action Plan comprehensively addresses procedures to be undertaken during an emergency i.e., how to evacuate employees to safety, crowd management, emergency responses on site and when and how to hand over to other emergency support systems e.g., medical teams and law enforcement teams. The plan is based on Occupational Safety and Health Administration (OSHA) guidelines.
- B. Providing emergency training at orientation is reasonable as emergency situations can happen at any time. Successful completion of drills indicates that employees have constant refreshers on what to do in cases of emergency. Different roles have varying safety training requirements beyond the blanket drills and safety trainings and are provided as such. All trainings and drills are provided in line with existing regulations and OSHA work safety guidelines.
- C. The outcome of an actual event is the best indicator of how well employees are equipped to handle emergency situations. A successful event requires sufficient emergency training, an effective decision-making team, proper coordination of resources and information prior to such an event occurring.

Evidence

Source of Data: Emergency Plans, Operational records.

Date of Data Review: 09/18/2024 as verified by DCEO, Operations and Safety Officer .

A. The Emergency Action Plan was provided to department managers for dissemination to staff and is also accessible in an electronic drive accessible to all employees.

B. Drills and Trainings

During the monitoring period, the following drills and safety trainings occurred.

	Dates or timeline.	Target* achieved: Yes/No
New hire safety training	Upon employee hire	Yes
Fire Drills	10/16/23, 2/22/24 & 6/7/24	Yes
Severe Weather Drills	8/8/23 4/15/24	Yes
Active Shooter Drills	4-17/23-5/7/23, & 6/27/23- 6/28/23	Yes
Enroute Emergency training (MCOs)	All MCOs the annual refresher course that includes enroute emergency.	Yes

*- Safety targets are set based on safety guidelines provided by OSHA and the FTA .

C. Emergency incidents during the monitoring period.

Emergency Incident: Inclement weather on January 12, 2024, caused safety concerns that led to TheRide making a decision to stop services at 9:30PM. Generally, services run until 12:30AM. Services resumed the following day as scheduled.

Preparation: Prior to the incident

- All drivers had received safety training which included guidance on how deal with inclement weather
- The maintenance department was well equipped to support operations with additional fleet as they helped snow-stuck fleet get back in service and
- Weather reports were consistently reviewed and used for contingency planning.

During the event:

Behind the scenes, an interdepartmental team continuously assessed the situation to include changing weather conditions, the number of vehicles stuck, in/ability to send recovery vehicles, extreme temperatures in buses that had been immobile, deteriorating road conditions, delayed plowing etc., With the safety of customers and drivers at the front line, a decision was made to halt services at 9:30PM. Focus then shifted to getting staff and customers to safety and retrieving all stuck vehicles back to the garage. This was successfully done, and all vehicles were back in the garage by 11:00PM. Services picked up the following morning as scheduled.

The agency did not experience any other emergency situations during the monitoring period.

CEO Notes

The CEO is asking the Board to revisit the intent and wording of policies 2.2.1 and 2.2.1.1. We have struggled for years to define and measure workplace culture with no more success than anyone else. Further, these policies are likely ‘backdoor Means prescriptions’ as they really describe activities to occur rather than negative outcomes to be avoided. Neither are original Carver polices, both were created in 2017. He asks the Board to consider revisiting these policies to clarify their purpose and whether they are needed.

Policy Trendlines

Policies	FY 20	FY 21	FY 22	FY 23	FY24
2.2	Yellow	Blue	Yellow	Yellow	Yellow
2.2.1	Green	Blue	Yellow	Yellow	Green
2.2.1.1	Green	Blue	Green	Green	Green
2.2.2	Red	Green	Green	Green	Green
2.2.2.1	Green	Green	Green	Green	Green
2.2.3	Green	Blue	Green	Green	Red
2.2.4	Yellow	Blue	Green	Green	Green

LEGEND	
Red	Policy is not compliant
Yellow	Policy is partially compliant
Green	Policy is compliant
Blue	Cannot be determined

Guidance on Determining “Reasonableness” of CEO Interpretations

Are the interpretations reasonable?

An interpretation is reasonable if the following are provided,

1. a measure or standard,
2. a defensible rationale for the measure or standard,
3. a level of achievement necessary to achieve compliance and
4. a rationale for the level of achievement.

Is evidence verifiable?

Evidence is verifiable if there is

1. actual measurement/data,
2. the source of data and
3. the date when data was collected is provided.

Board's Conclusion:

Following the Board's review and discussion with the CEO, the Board finds that:

- (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- (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 item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.
- (C)
 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 noncompliance and the proposed dates for compliance

WORKSHEET RESULTS:

Treatment of Staff (Policy 2.2)

Participants: 6 Board Members

Mike, Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand, Kathleen Mozak

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	% of Board members that find the evidence verifiable	Additional comments if NO stated
Policy 2.2 The CEO will not cause or allow employment conditions that are inconsistent, discriminatory, unfair, unsafe, unhealthy, undignified, disorganized, or unclear. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:	100%	100%	
Policy 2.2.1 Operate in a manner that undermines the organization as a workplace of choice.	100%	100%	

<p>Policy 2.2.1.1 Operate with a work environment that devalues the humanity, creativity and knowledgeable contribution of its workforce or inhibits the recruitment of highly qualified people.</p>	<p>83%</p>	<p>83%</p>	<ul style="list-style-type: none"> • The first part of this policy, "that devalues the humanity, creativity and knowledgeable contribution" could be captured with more concise language. • I'm not sure why the following was included since it doesn't seem to relate to the B Measure of achievement: It is difficult to define or measure creativity, knowledgeable contribution and high qualifications.
<p>Policy 2.2.2 Operate without up-to-date, clear, available, written, and enforced personnel rules or contracts that clarify standards and expectations, provide for effective handling of grievances, and protect against wrongful conditions, such as nepotism and unfairly preferential treatment for personal reasons</p>	<p>100%</p>	<p>100%</p>	

Policy 2.2.2.1 Fail to provide internal controls necessary to enforce such policies.	100%	100%	
Policy 2.2.3 Allow retaliation against any staff member for non-disruptive expression of dissent.	100%	83%	<ul style="list-style-type: none"> • What can be done to come into compliance with this policy sooner than January 1st, 2025? • No evidence provided
Policy 2.2.4 Allow staff to be unprepared to deal with emergency situations.	100%	83%	

Additional context questions

1. Is there any reason to doubt the integrity of the information presented?

Responses – (6) NO

2. If the CEO has indicated **NON-COMPLIANCE** with any aspect of this policy, is there a commitment as to when the Board can expect to see compliance and is the proposed time-frame acceptable?

Responses – (6) YES

- What can be done to come into compliance with this policy sooner than January 1st, 2025?

3. Having reviewed the monitoring report, does anything you have learned make you consider whether the POLICY ITSELF should be amended? (Policy amendment is not monitoring, but should be addressed as a board decision.)

Responses – (1) YES

- 2.2.1.1 is unclear and difficult to measure

(5) NO

APPROXIMATELY HOW MANY MINUTES DID IT TAKE YOU TO FILL OUT THIS FORM?

20, 20, 25, 35, 12, 20

**Monitoring Report:
Emergency CEO Succession (Policy 2.8)
Monitoring Period: FY24 (Oct 1st, 2023 - September 30th, 2024)**

Governance Committee Meeting Review Date: October 24th, 2024

Board of Directors Meeting Review Date: November 21st, 2024

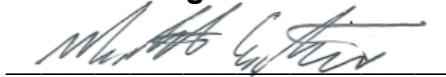
INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>That the Board review this monitoring report and consider accepting it as:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(B) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, except for the CEO’s stated non-compliance with item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.is making reasonable progress towards compliance.</p> <p>(C) 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</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>Monitoring Reports are a key Policy Governance tool to assess organizational/CEO performance in achieving Ends (1.0) within Executive Limitations (2.0). A Policy-Governance-consistent Monitoring Process is:</p> <ol style="list-style-type: none"> 1. CEO sends Monitoring Report to all board members 2. At Board meeting, board accepts Monitoring Report through majority vote (or if not acceptable, determines next steps)
ISSUE SUMMARY
<p>TheRide’s Board of Directors establish policies that define what methods are unacceptable to use to achieve expected results, called Executive Limitations. This monitoring report provides the CEO’s interpretations of those policies,</p>

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.

Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in October and was submitted in November.

I certify that the information is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.

CEO's Signature






Date

October 4, 2024

ATTACHMENTS

1. Monitoring report for Emergency CEO Succession (Policy 2.8)

POLICY TITLE: EMERGENCY CEO SUCCESSION	Page#	Compliance
2.8 In order to protect the Board from sudden loss of CEO services, the CEO may have no fewer than one, and preferably two, other executives who are sufficiently familiar with Board and CEO issues and processes to be able to temporarily assume the duties of CEO.	3	

 Fully Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 2.8

In order to protect the Board from sudden loss of CEO services, the CEO may have no fewer than one, and preferably two, other executives who are sufficiently familiar with Board and CEO issues and processes to be able to temporarily assume the duties of CEO.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I Interpret this policy to mean that at least one Deputy CEO position will be staffed at all times by at least one person who is familiar with the Board, its functions, Policy Governance, and ongoing operational matters, and who could temporarily assume the CEO role.

Measure/Standards & Achievement

Compliance will be demonstrated when there is at least one executive staff that could temporarily function as CEO for AAATA. The individual must be able to work with the staff team to maintain all key AAATA functions without guidance from the current CEO and have a working knowledge of board policies and processes. They should have received some training in Policy Governance.

Rationale

These standards and targets are reasonable because Deputy CEO's work with each other and the CEO daily and already have a good understanding on operational and Board matters.

Evidence

Source of Data: Employment & training records

Date of Data Review: 09/25/24 as verified by CEO

Data:

There were three Deputy CEO positions during the monitoring period (Operations, Finance and Administration, Planning and Innovation) and all were filled during the entire period. Each has attended the Policy Governance Boot Camp.

During the monitoring period, the deputies worked closely together with the CEO, attended most Board and committee meetings, and each had an understanding of Policy Governance basics. Additionally, they all understand the current state of AAATA operations and board issues well enough to step into the CEO's role should the need arise.

Policy Trendlines

Policy	FY22	FY23	FY24
2.8			

LEGEND	
	Policy is not compliant
	Policy is partially compliant
	Policy is compliant

Guidance on Determining “Reasonableness” of CEO Interpretations

Are the interpretations reasonable?

An interpretation is reasonable if the following are provided,

1. a measure or standard,
2. a defensible rationale for the measure or standard,
3. a level of achievement necessary to achieve compliance and
4. a rationale for the level of achievement.

Is evidence verifiable?

Evidence is verifiable if there is

1. actual measurement/data,
2. the source of data and
3. the date when data was collected is provided.

Board's Conclusion on Monitoring Report

Board's conclusion after monitoring the report.

Following the Board's review and discussion with the CEO, the Board finds that the CEO:

- (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- (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 item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.
- (C)
 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

Board Notes: (If Applicable)

WORKSHEET RESULTS:

Emergency CEO Succession (Policy 2.8)

Participants: 6 Board Members

Mike Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand, Kathleen Mozak

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	% of Board members that find the evidence verifiable	Additional comments if NO stated
Policy 2.8 In order to protect the Board from sudden loss of CEO services, the CEO may have no fewer than one, and preferably two, other executives who are sufficiently familiar with Board and CEO issues and processes to be able to temporarily assume the duties of CEO.	100%	100%	

Additional context questions

1. Is there any reason to doubt the integrity of the information presented?

Responses – (6) NO

2. If the CEO has indicated NON-COMPLIANCE with any aspect of this policy, is there a commitment as to when the Board can expect to see compliance and is the proposed time-frame acceptable?

Responses - (6) N/A

3. Having reviewed the monitoring report, does anything you have learned make you consider whether the POLICY ITSELF should be amended? (Policy amendment is not monitoring, but should be addressed as a board decision.)

Responses – (5) NO

(1) YES

- I don't think *this* particular policy should be amended, but should there be a policy regarding the CEO ensuring there is adequate succession processes in place for the Deputy CEOs? I am sure this blurs the line between board<>ceo<>staff. However, the scenario I am thinking of is if a Deputy CEO has to step into the CEO role (due to the emergency scenario this policy covers), are we, as a board, confident that whoever that temporarily steps into that Deputy CEO's role is prepared to do so?

APPROXIMATELY HOW MANY MINUTES DID IT TAKE YOU TO FILL OUT THIS FORM?

5, 5, 5, 2, 5, 5

Monitoring Report: Construction (Policy 2.10)

Monitoring Period: FY24: 1st October 2023- 30th Sept 2024

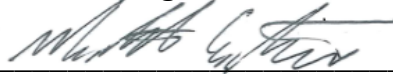
Service Committee Meeting Review Date: October 1, 2024
Board of Directors Meeting Review Date: November 21, 2024

INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>At the 10/1/24 Service Committee Meeting, the Committee recommends that the Board review this monitoring report and consider accepting it as:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(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 item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.</p> <p>(C) 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</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>Monitoring Reports are a key Policy Governance tool to assess organizational/CEO performance in achieving Ends (1.0) within Executive Limitations (2.0). A Policy-Governance-consistent Monitoring Process is:</p> <ol style="list-style-type: none"> 1. CEO sends Monitoring Report to all board members 2. At Board meeting, board accepts Monitoring Report through majority vote (or if not acceptable, determines next steps)
ISSUE SUMMARY
<p>TheRide’s Board of Directors establish policies that define what methods are unacceptable to use to achieve expected results, called Executive Limitations. 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>

Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in October and was submitted in October.

I certify that the information is true and complete, and I request that the Board accept this as indicating an acceptable level of compliance.

CEO's Signature







Date

September 24, 2024

ATTACHMENTS

1. Monitoring report for Construction (Policy 2.10)

Table of Contents

POLICY TITLE: CONSTRUCTION	Page#	Compliance
<p>2.10 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, 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:</p>	5	
<p>2.10.1 Proceed with funding applications, detailed architecture or engineering, procurement of construction services, or real-estate transactions for a construction or major renovation project.</p>	7	
<p>2.10.1.1 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:</p> <ul style="list-style-type: none"> 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. 	8	
<p>2.10.1.2 Request authorization to proceed with a project without incorporating it into an annual budget or a budget amendment.</p>	9	

2.10.2 Expend funds on a construction project prior to having confirmed funding for that stage.	10	●
2.10.3 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.	11	●
2.10.3.1 Proceed without providing timely and accurate information to the travelling public, residents and business owners.	12	●
2.10.3.2 Proceed without providing timely and accurate information to the travelling public, residents and business owners.	13	●
2.10.4 Allow the board to be unaware of political, residents' and businesses' issues related to the proposed construction.	14	●
2.10.5 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.	15	●

 Fully Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 2.10

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, 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:

Degree of Compliance: Compliant

Interpretation

Operation definition:

I define key terms as follows:

1. A new “**building**” is an edifice or structure with walls and a roof which remains in one place and is intended to be permanent. This does not include structures such as bus shelters or temporary storage structures.
2. A new “**facility**” is a significant piece of infrastructure that remains in one place (e.g., a bus terminal platform, a park n ride lot, a storage yard, a rail line, roads, power lines, sewers, etc.) and is intended to be permanent. A building can be a part of a larger facility. Due to their ubiquity and small scale, bus stops, pads, shelters and benches, and adjoining sidewalks are excluded.
3. A “**major renovation**” is a significant, permanent change to an existing building or facility that 1) changes the exterior dimensions, or 2) fundamentally changes the function of part or all of a building or facility. This does not include maintenance activities, repairs or routine upgrades, replacement of worn-out elements, or renovations of interior spaces, etc. (e.g., roof replacement, remodeling offices). Such projects are addressed through annual facility maintenance budgets and are not reported on under this policy. Any individual maintenance project costing more than \$250,000 will be identified individually in an annual budget proposal to increase transparency.
4. “**Construction**” means activities related to **implementation** of a physical project and does not include the **planning or exploratory work** needed for the development and design of such projects which are delegated to the CEO.

The distinction between implementation activities and exploratory/planning work is reasonable because:

-
- This policy exists to ensure Board control over large financial or political *commitments*. Exploratory or planning work is not a commitment and the Board still retains final authority. While such planning work may create public expectations, the CEO can take steps to manage such expectations, so they do not force the Board’s hand.
- Facilities, and their construction, are a Means to achieve the Board’s actual Ends. If planning and design work requires Board approval, the Board will be allowing itself to direct Means and projects will move much more slowly. This is supported by policies 3.1.4 and 4.3.3 in which the Board has delegated most Means to the CEO.
- This policy creates information and performance expectations for proposals from the CEO to the Board. The CEO could not meet those expectations unless they had the latitude to plan and develop projects to a sufficient degree. Exploratory work is often necessary for the CEO to decide whether a project is even viable and worth pursuing and then to generate the

information the Board is requesting. For example, exploratory studies may be necessary to develop preliminary cost estimates.

- Large studies will likely require Board authorization through the annual budget process, providing another means of Board oversight.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. During construction, close out letters, Triennial reviews and any other official correspondence from the Federal Transit Administration (FTA) verifies that their expectations with respect to industry standards, environmental responsibility, construction, and grantor expectations have been met.
- B. Lower-level policies are compliant.

Rationale

- A. Having compliance be determined by the FTA is reasonable because they are an independent third party , promulgate a great deal of information about standards that can be understood in advance and followed, and thereafter verifies whether expectations were met.
- B. The Board has interpreted “financial risk” and “alignment with Ends achievement” in the lower-level policies below.

Evidence

Source of Data: FTA documents and lower-level policy

Date of Data Review: 09/19/24 as verified by DCEO, Planning and Innovation

Data:

- A. There was no qualifying construction in the monitoring period and therefore no FTA documents related to such were necessary.
- B. All lower-level policies are compliant.

POLICY 2.10.1

Proceed with funding applications, detailed architecture or engineering, procurement of construction services, or real-estate transactions for a construction or major renovation project.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that Board approval must be secured before the CEO can proceed with the following **construction implementation activities**:

- A. Applying for competitive grants or earmarks directly connected with implementation of a project,
- B. Hiring anyone to finalize plans/designs/engineering,
- C. Hiring anyone to provide demolition, earthwork, utility relocation, paving, or construction services, and
- D. The purchase, disposal or long-term encumbrance of land property.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when Board meeting minutes indicate that a formal Board approval (annual budget or amendment) for the above-named implementation activities was granted before contracts were signed to **initiate implementation** activities.

Rationale

Further, the use of meeting minutes is reasonable because board meeting minutes are the official documentation of board decisions, and the dates will document the sequence in which actions occurred

Evidence

Source of Data: Board Meeting Minutes

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation and the DCEO, Finance Data:

- A. The Board on Jan 25, 2024 authorized the CEO to submit grant applications and funding requests for low and zero emissions bus propulsion systems.
- B. September 21, 2023 Board meeting minutes indicate that Ypsilanti Transit Center (YTC) NEPA studies (environmental impact studies) and schematic designs; and the Blake Transit Center (BTC) planning and design projects were presented to the Board as part of the FY24 Budget (Pg.46). The Board reviewed and approved the budget and the projects there-in.
- C.-D. No other qualifying construction implementation activities began in the monitoring period.

POLICY 2.10.1.1

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.

Degree of Compliance: Compliant

Interpretation

Operational definition

I interpret this policy to mean that the CEO will provide the Board with the information identified A-I above before requesting authorization to proceed with the implementation activities of any construction project.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when the minutes of the Board meeting record that a CEO’s request for Board approval of an element of implementation of a construction project comes in the form of a proposal that answers the questions identified for each of the elements interpreted below:

1. **Scope** – What is the nature of the project? What are the most important elements?
2. **Alignment with Ends & Rationale** – Description of how the project will advance specific goals identified by the Board
3. **Public Involvement** – How has the public been engaged in the development of the proposal thus far? How will the public be engaged going forward?
4. **Priority** – Why is this project being prioritized ahead of other projects? How would this project affect the 10-Year Capital Plan?
5. **Fiscal responsibility** –
 - a. What are the anticipated capital and operating costs during the life of the project?
 - b. How will the capital and operating costs of the project be paid during the lifespan of the project? What assumptions are made regarding outside grant funding, funding from the Capital Reserve, or local millage funds?
 - c. How would the approval of this project impact on the agency’s ability to maintain existing services and infrastructure, or afford other projects?
6. **Timeline** – What are the expected dates of major miles stones such as construction, opening/initiation, operating lifespan, decommissioning?

Rationale:

This interpretation is reasonable because minutes are the official record of the Board's meetings and identify when a request is made. The elements of the proposal address all of the items specified by the Board in its policy.

Evidence

Source of Data: AAATA Planning Documents

Date of Data Review: 09/20/24 as verified by Corporate Strategy and Performance Officer

Data:

During the monitoring period, there was one request for grant authorization on January 25, 2024 (Low-No Grant). A review of board packet item 6.1 found that the above information was provided. A review of minutes found no other requests for authorization during the monitoring period.

POLICY 2.10.1.2

Request authorization to proceed with a project without incorporating it into an annual budget or a budget amendment.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that construction implementation activities should be part of a Board-approved budget.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when meeting minutes demonstrate that all requests to fund implementation activities were identified to the Board as part of the budget process, either the regular budget-approval or through a mid-year budget amendment.

Rationale

This interpretation is reasonable because minutes are the official record of the Board's meetings and identify if and when a request is made, and whether it was approved

Evidence

Source of Data: Financial and planning documents

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

There were no qualifying construction projects that required an authorization to proceed.

POLICY 2.10.2

Expend funds on a construction project prior to having confirmed funding for that stage

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that funding sources will be identified and shared with the Board prior to construction projects commencing

Measure/Standards & Achievement

Compliance will be demonstrated when dates for the initial written notice-to-proceed orders and first invoices occur after confirmation that funding is available, such as Board approval of a budget or written confirmation from an outside funder (e.g., notice of award or full funding grant agreement from the FTA).

Rationale

This is reasonable because each stage of a project can have an initiation point with an initial notice-to-proceed order that is always in writing with a date, and dated invoices precede expenditures. Only the initial dates are warranted because there could be hundreds of subsequent invoices for various stages, but none could occur without the initial notice to proceed. Funding confirmations come from the Board vote, or state or federal government and should not be considered final until written notice is received

Evidence

Source of Data: AAATA Budget document

Date of Data Review: 09/24/24 as verified by DCEO, Finance

There were no qualifying construction projects during the monitoring period and therefore no construction expenditures.

POLICY 2.10.3

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.

Degree of Compliance: Compliant

Interpretation

Operational Definition.

I interpret this policy to mean that the agency will identify in advance situations that may inconvenience the traveling public and the surrounding businesses and residences and do their best to mitigate such occurrences prior to construction.

Measure/Standards & Achievement

- A. Construction projects include a plan to minimize or mitigate public inconvenience that is deemed reasonable by the CEO and in the context of the project.
- B. Lower-level policies are compliant

Rationale

- A. Construction projects almost always cause some level of disruption, vary in scale and impact, and therefore need to be developed in context. The requirement for a plan allows for this context while ensuring the issue is addressed beforehand.
- B. Compliance with this policy is dependent on compliance of its sub policies.

Evidence

Source of Data: AAATA Planning records

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

- A. There were no qualifying construction projects during the monitoring period.
- B. Lower-level policies are compliant

POLICY 2.10.3.1

Proceed without providing timely and accurate information to the travelling public, residents and business owners.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency will notify the traveling public, and any business or residence that will be or is likely to be impacted by the construction project.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when review of public notices about foreseeable construction-related disruptions (e.g., closures, changes to services, etc.) confirms that notices were provided at least 7 days before activities begin, or blanket notices about uncertain timing are provided at least 14 days in advance. Public notice includes, at a minimum: media releases, website and social media notices, hardcopy notices where applicable, attempts to information nearby residents and property owners.

Rationale

These time periods are reasonable because they allow the public to make alternate arrangements, and construction timelines can sometimes need to change to keep a project progressing on schedule or on budget. Additionally, public notices are our standard means of informing the public and are recognized as official. Finally, non-construction information is addressed under policy 2.1.2.

Evidence

Source of Data: AAATA Planning documents

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

There was no construction project during the monitoring period and therefore no information was provided or necessary.

POLICY 2.10.3.2

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.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to apply to the logistics and impacts of direct construction activities (i.e., closures, site prep, demolition, earthworks, excavation, utility changes, paving, construction, etc.), not preceding decisions about project need, scope, cost, location, etc., covered under 2.7.5.5 (general public consultation requirement). The policy does not require construction to stop due to resistance, only that there were reasonable opportunities for input beforehand

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when reasonable consultation opportunities are provided prior to finalizing construction plans and are publicized beforehand. Consultation includes providing information on anticipated construction activities and plans, opportunities to provide feedback and identify concerns, efforts to mitigate impacts, and notice of final decision. Depending on the project context, this could include posted notices, website information, or public meetings.

Rationale

This interpretation is reasonable because it recognizes that construction is inherently disruptive and can cause resistance, requires consultation, attempts at mitigation before construction begins, and calls for communication with the public beforehand.

Evidence

Source of Data: AAATA Planning Documents

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

There was no construction project during the monitoring period and no consultation was required or provided.

POLICY 2.10.4

Allow the board to be unaware of political, residents’ and businesses’ issues related to the proposed construction.

Degree of Compliance: Compliant

Interpretation

Operational Standard

I interpret this policy to mean that the agency will conduct an impact assessment of the project prior to commencing construction activities.

Measure/Standards & Achievement

Compliance will be demonstrated when a review of board meeting materials and/or agency email communications finds that all significant known concerns with construction activities have been shared with the board.

Rationale

Sharing such information with the Board during meetings, or by email if time sensitive, is a reasonable way to meet the Board’s expectations.

Evidence

Source of Data: AAATA Planning documents

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

No new construction projects were proposed to the public in FY24 and therefore no concerns to share.

POLICY 2.10.5

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.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I Interpret this to mean any changes to a qualifying construction project should be communicated to the Board in a timely manner.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when the Board receives at least monthly updates on construction projects which address the details outlined in items A-D above in comparison with assumptions and expectations created at the beginning of the project.

Rationale

This interpretation is reasonable because items A-D are self-explanatory and monthly updates can be provided at board meetings.

Evidence

Source of Data: AAATA Planning documents

Date of Data Review: 09/24/24 as verified by DCEO, Planning and Innovation

Data:

There was no construction project during the monitoring period.

Policy Trendlines

Policies	FY 22	FY23	FY24	FY25
2.10				
2.10.1				
2.10.1.1				
2.10.1.2				
2.10.2				
2.10.3				
2.10.3.1				
2.10.3.2				
2.10.4				
2.10.5				

LEGEND	
	Policy is not compliant
	Policy is partially compliant
	Policy is compliant
	Compliance cannot be determined

Guidance on Determining “Reasonableness” of CEO Interpretations

Are the interpretations reasonable?
 An interpretation is reasonable if the following are provided,

1. a measure or standard,
2. a defensible rationale for the measure or standard,
3. a level of achievement necessary to achieve compliance and
4. a rationale for the level of achievement.

Is evidence verifiable?
 Evidence is verifiable if there is

1. actual measurement/data,
2. the source of data and
3. the date when data was collected is provided.

CEO Notes: (If Applicable)

Board's Conclusion on Monitoring Report

Board's conclusion after monitoring the report.

Following the Board's review and discussion with the CEO, the Board finds that the CEO:

- (A) a reasonable interpretation for **all** policy items and that the evidence demonstrates compliance with the interpretations.
- (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 item(s) x .x, which the Board acknowledges and accepts the proposed dates for compliance.
- (C)
 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

Board Notes: (If Applicable)

WORKSHEET RESULTS:

Construction (Policy 2.10)

Participants: 6 Board Members

Mike Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand, Kathleen Mozak

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	% of Board members that find the evidence verifiable	Additional comments if NO stated
Policy 2.10 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, 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:	100%	100%	
Policy 2.10.1 Proceed with funding applications, detailed architecture or engineering, procurement of construction services, or real-estate	100%	100%	

<p>transactions for a construction or major renovation project.</p>			
<p>Policy 2.10.1.1 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.</p>	<p>100%</p>	<p>100%</p>	

<p>F. Explanation of anticipated funding sources and financing mechanisms. G. Definition of risks associated with the project. H. Project timeline. I. Public involvement Process</p>			
<p>Policy 2.10.1.2 Request authorization to proceed with a project without incorporating it into an annual budget or a budget amendment.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.10.2 Expend funds on a construction project prior to having confirmed funding for that stage.</p>	<p>100%</p>	<p>100%</p>	<ul style="list-style-type: none"> • There is a missing "Date of review" for this section.
<p>Policy 2.10.3 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.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.10.3.1 Proceed without providing timely and accurate information to the travelling public, residents and business owners.</p>	<p>100%</p>	<p>100%</p>	

<p>Policy 2.10.3.2 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.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.10.4 Allow the board to be unaware of political, residents' and businesses' issues related to the proposed construction.</p>	<p>100%</p>	<p>100%</p>	
<p>Policy 2.10.5 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.</p>	<p>100%</p>	<p>100%</p>	

Additional context questions

1. Is there any reason to doubt the integrity of the information presented?

Responses – (6) NO

2. If the CEO has indicated **NON-COMPLIANCE** with any aspect of this policy, is there a commitment as to when the Board can expect to see compliance and is the proposed time-frame acceptable?

Responses (6) N/A

3. Having reviewed the monitoring report, does anything you have learned make you consider whether the **POLICY ITSELF** should be amended? (Policy amendment is not monitoring, but should be addressed as a board decision.)

Responses (6) NO

APPROXIMATELY HOW MANY MINUTES DID IT TAKE YOU TO FILL OUT THIS FORM?

N/A, 10, 20, 30, 25, 10

Recommendation to Delete Policy 2.7.2

Meeting: Board of Directors

Meeting Date: November 21, 2024

INFORMATION TYPE
Decision
RECOMMENDED ACTION(S)
By motion, delete policy 2.7.2 from the Policy Manual.
ISSUE SUMMARY
The Finance Committee has agreed with the CEO’s conclusion that policy 2.7.2 was accidentally created in early 2023 through an oversight. As the policy adds little value, the Committee and the CEO recommend that the Board consider deleting this policy.
BACKGROUND
<p>The following policy language has gotten bounced around within the AAATA policy manual:</p> <p style="margin-left: 40px;"><i>Receive, process or disburse funds under controls that are insufficient to meet the Board appointed auditor's standards.</i></p> <p>Presently, similar language appears in 2.7.2 and 2.5.3. This duplication has caused confusion and diverted Board and staff time. Recently, the Finance Committee was tasked with investigating the issue.</p> <p><u>What Happened?</u> In 2022 the Board decided to merge the (now deleted) External Relations policy into the Asset Protection policy. During this process, Rose Mercier made recommendations for how to transfer language one policy to the other (Dec 2022 Service Committee). She also <u>added</u> the following language into the proposed new Asset Protection policy:</p> <p style="margin-left: 40px;">2.7 ASSET PROTECTION...</p> <p style="margin-left: 80px;"><i>2.7.2 Receive, process, or disburse funds under controls that are insufficient to meet the board-appointed auditor's standards.</i></p> <p style="margin-left: 80px;"><i>2.7.2.1 Receive, process, or disburse the organization’s assets under internal controls insufficient to detect, deter and prevent fraud or insufficient to prevent and detect significant deficiencies or material weaknesses.</i></p> <p>This new language was not discussed much at the time as the focus was on other matters (agency credibility). These changes were ultimately adopted by the Board in February 2023.</p>

Ms. Mercier's recommendation made some sense. John Carver had listed this same provision (old 2.7.2 above) under Asset Protection in his original boilerplate policy manual. Ms. Mercier may have noticed it was missing in the AAATA version and was trying to make a correction by putting it back in, and then tried to make it more relevant by adding 2.7.2.1. However, she evidently did not realize that Carver's original policy was *not missing*, it had just been moved to Financial Conditions and Activities in 2017 and was still there. Her well-intentioned advice created a duplicate set of policies with similar wording. No one caught this at the time.

In June 2023 confusion caused by the duplication surfaced for the first time in a monitoring report, but the cause hadn't been fully recognized. A partial fix was made in October 2023 by deleting the policy 2.7.2 and elevating 2.7.2.1 (to be the new 2.7.2) as seen below:

2.7 ASSET PROTECTION...

~~2.7.2 Receive, process, or disburse funds under controls that are insufficient to meet the board-appointed auditor's standards.~~

2.7.2.4 Receive, process, or disburse the organization's assets under internal controls insufficient to detect, deter and prevent fraud or insufficient to prevent and detect significant deficiencies or material weaknesses.

A year later, in mid-2024 when Asset Protection was monitored again, the confusion resurfaced but the initial duplication still hadn't been recognized. The Board accepted that monitoring report and delegated the task of resolving the confusion to the Financial Committee.

Present Situation

Today the policy manual contains the following duplication:

2.5 FINANCIAL CONDITION AND ACTIVITIES

With respect to the actual, ongoing financial condition and activities, the CEO will not cause, allow or fail to address the development of fiscal jeopardy or deviation of actual expenditures from Board priorities established in Ends policies. Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not: ...

2.5.3 Receive, process or disburse funds under controls that are insufficient to meet the Board appointed auditor's standards.

And...

2.7 ASSET PROTECTION

The CEO shall not allow corporate assets to be unprotected, inadequately maintained, or unnecessarily risked. Further, without limiting the scope of the above by the following list, the CEO shall not: ...

2.7.2 Receive, process, or disburse the organization's assets under internal controls insufficient to detect, deter and prevent fraud* or insufficient to prevent and detect significant deficiencies or material weaknesses.

At the September 19, 2024 Board meeting, during a policy language review discussion, board members suggested revising the wording in policy 2.7.2. The policy contains the word “fraud” but the interpretation focuses on theft. Board members asked the Finance Committee to consider revising the policy wording to either remove “fraud” or add “theft” for clarification.

In November 2024 staff finally realized the origin of the duplication and created this Issue Brief for the Finance Committee. The CEO recommended deleting 2.7.2 because 1) it was created in error and has no clear purpose, 2) the 2.5 parent policy requires the CEO to protect assets (addressing theft), and 3) that theft is not a serious concern at the AAATA, the CEO recommended deleting the policy. The Finance Committee agreed to forward the CEO’s recommendation to the Board for consideration.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

Merger of External Relations and Asset Protection policies in 2023.

IMPACTS OF RECOMMENDED ACTION(S)

- Governance: Policy Clean Up

ALTERNATIVE OPTION(S)

The Committee could discuss deleting a possibly accidental policy or try to reword the policy to serve another purpose.

ATTACHMENTS

None

2024 Election Recap and Considerations

Meeting: Board of Directors

Meeting Date: November 21, 2024

INFORMATION TYPE
Other
RECOMMENDED ACTION(S)
Receive information. No action is being sought or required.
ISSUE SUMMARY
AAATA staff to provide a brief recap of the 2024 election, discussing the results of the election on the federal, state, and local level, as well as highlight potential changes affecting Transportation and Public Transportation, including financial and legislative items.
BACKGROUND
The 2024 election saw major changes in party power, particularly at the federal level. It's important that the Board be informed of the results and potential impacts on the Transportation Industry, and risk and opportunities for AAATA.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Policy 2.9.1.5 requires the CEO to not allow the Board to be "...unaware of material changes ...including changes in [political risks, or financial risks]."
IMPACTS OF RECOMMENDED ACTION(S)
<ul style="list-style-type: none"> • Budgetary/Fiscal: N/A or other • Social: N/A or other • Environmental: N/A or other • Governance: N/A or other

Bus Lanes and BRT Project Update

Meeting: Board of Director's

Meeting Date: November 21, 2024

INFORMATION TYPE
Other
RECOMMENDED ACTION(S)
Receive for information
ISSUE SUMMARY
<p>AAATA staff have been working with partner agencies on several projects (all sponsored by those partner agencies) that are advancing dedicated transit facilities: 1) The City of Ann Arbor and the University of Michigan are proposing a northbound “queue jump lane” on State Street between South University Ave. and William St. 2) MDOT’s “acceptable alternative” on Washtenaw Ave. includes dedicated transit lanes on both sides of the street from roughly Carpenter Ave. to Rosedale Rd. 3) MDOT’s redesign of the US-23 and Washtenaw Avenue interchange is being studied for incorporation of dedicated transit lanes through a large portion of the interchange. 4) The DDA and the City of Ann Arbor are suggesting transit improvements along Huron Street as part of the Downtown Area Circulation Study initiative.</p>
BACKGROUND
<p>AAATA’s Long Range Plan – TheRide 2045 – identifies a network of bus rapid transit corridors (BRT). These BRT corridors are envisioned to provide fast, reliable, frequent service and act as the spine of the fixed route network. State St/Plymouth Rd would be the north/south BRT spine; while Washtenaw Ave/Huron St/Jackson Ave is envisioned to be the east/west BRT spine. AAATA staff have been partnering with other agencies on the following:</p> <p>State St – a planned capital project by the City opened discussions about a possible reconfiguration of the roadway. The current concept shows a dedicated bus lane running north on State Street between South University and William (east side of the street only). Both UM and AAATA buses would be able to use this lane to pick up passengers and bypass any traffic on this segment of roadway (more information here). This project is tentatively scheduled to begin construction in Spring 2025.</p> <p>Washtenaw Ave – MDOT is conducting a Planning and Environmental Linkages (PEL) study of M-17 (Washtenaw Avenue) from US-23 to downtown Ypsilanti. Lower traffic volumes along the eastern portion of Washtenaw allow the outside travel lanes to be repurposed to dedicated transit lanes between roughly Carpenter Ave to Rosedale Rd. (more information here). Implementation funding for this plan has not yet been secured so the timeline is uncertain. Note: public engagement on this project is open until November 15, 2024.</p> <p>US-23 and Washtenaw Ave Interchange – MDOT is conducting an Environmental Assessment for improvements along US-23 through Washtenaw County. A focus of this work is reconfiguration of the interchanges, most notably at Washtenaw Ave. MDOT will expand the bridge deck to allow for dedicated transit lanes through much of the</p>

interchange (more information [here](#)). The project is tentatively scheduled for construction starting in FY 2027 though funding is still being secured; the transit elements of the project remain unfunded and may be implemented at a later date. Note: public engagement on this project is open until November 5, 2024 (more information [here](#)).

Downtown Area Circulation Study – the City of Ann Arbor and the DDA are working on a plan to harmonize recommendations from the City’s Transportation Plan, the University’s Campus Plan, TheRide’s 2045 Long Range Plan, the DDA downtown design guidelines, and other documents. The draft plan recommends dedicated transit lanes on Huron St as well as other operational improvements like transit signal priority (more information [here](#)). Note: public engagement on this project is currently open.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

The Board adopted TheRide 2045 Long Range Plan. These projects help implement aspects of this policy document.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: Financial commitments or expectations of AAATA on these initiatives are uncertain at this time. Updates will be provided once this comes into focus
- Social: Since other agencies are leading these initiatives, public engagement has been spearheaded by them. AAATA staff have been involved in stakeholder coordination meetings and attended public workshops. Staff has answered questions and provided support for projects or alternatives which include dedicated bus lanes
- Environmental: N/A
- Governance: N/A

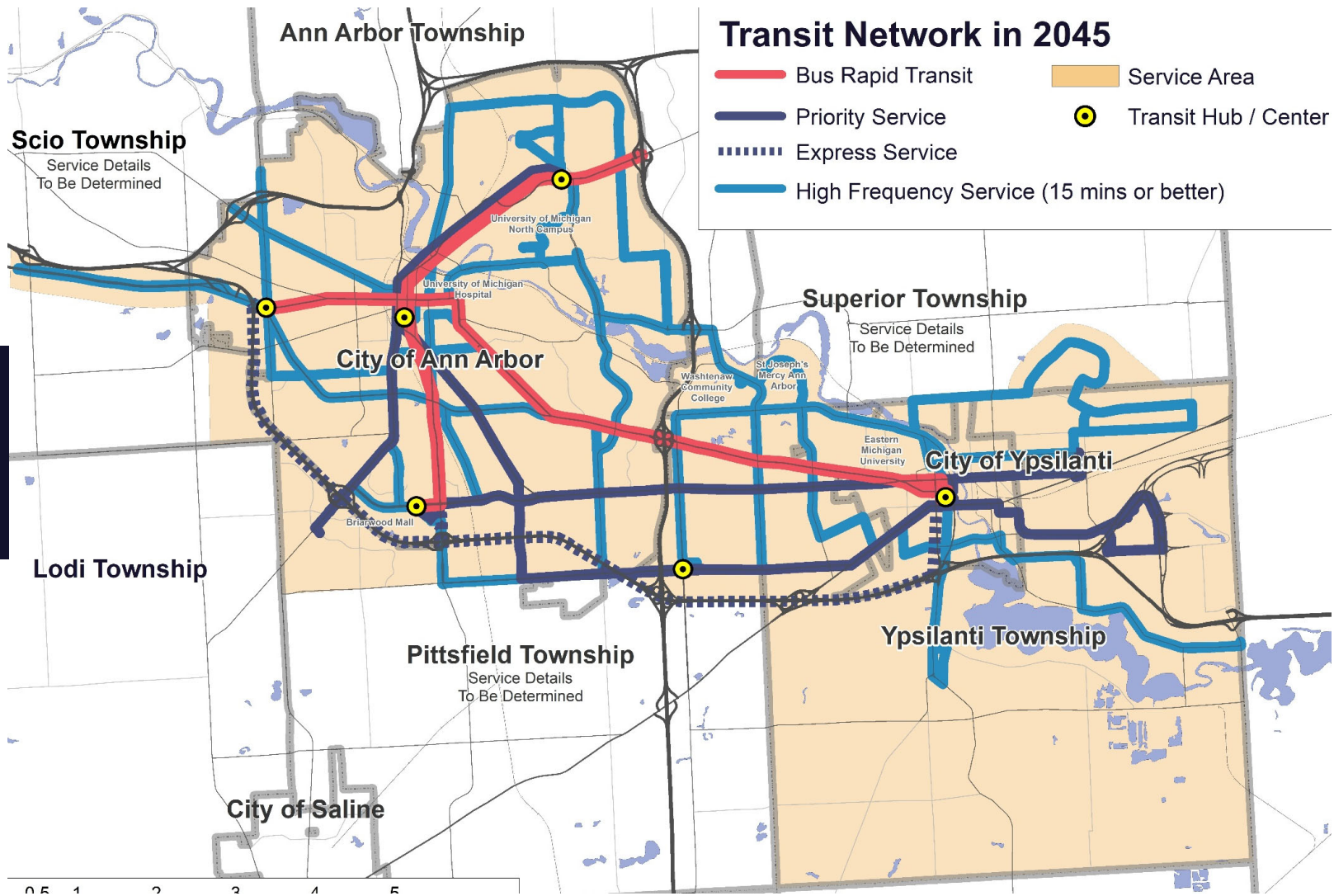
ATTACHMENTS

1. Bus Lanes and BRT Update (presentation)



Bus Lanes and BRT Project Update

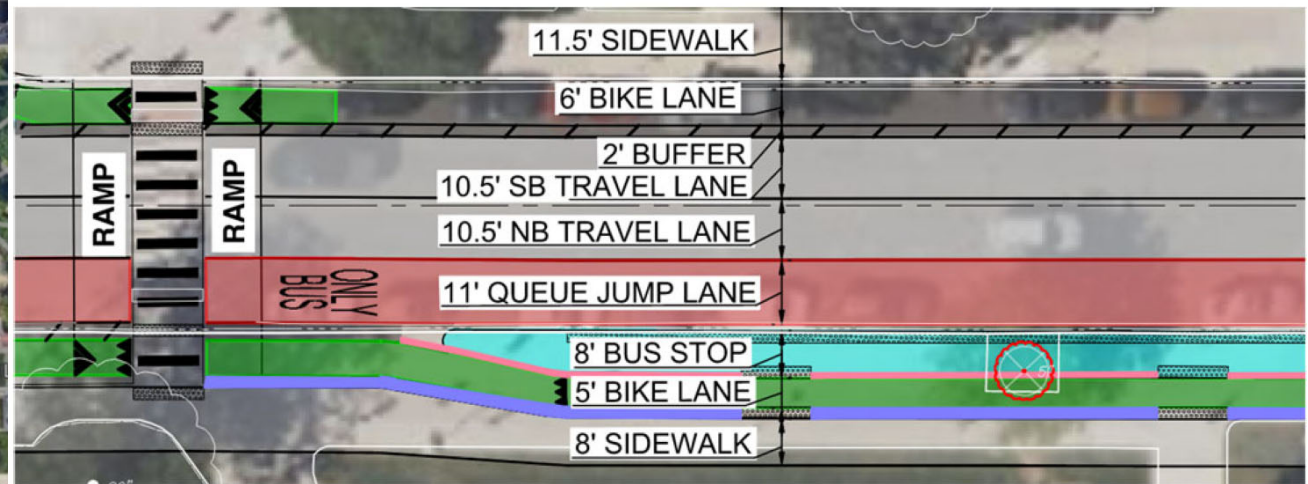
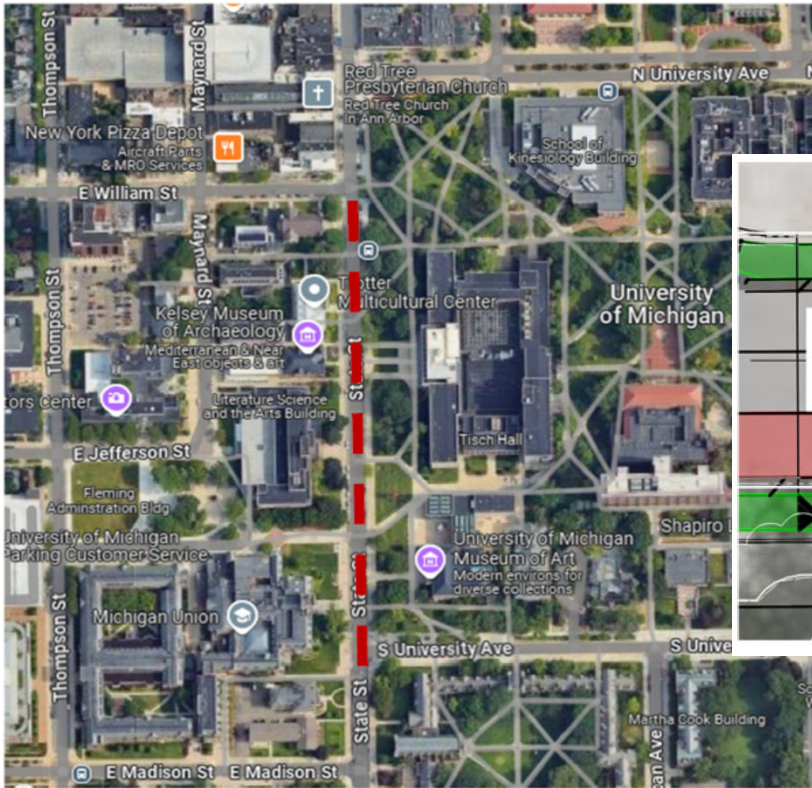
Service Committee &
Board of Directors
November 2024



Transit Network in 2045

- Bus Rapid Transit
- Priority Service
- Express Service
- High Frequency Service (15 mins or better)
- Service Area
- Transit Hub / Center

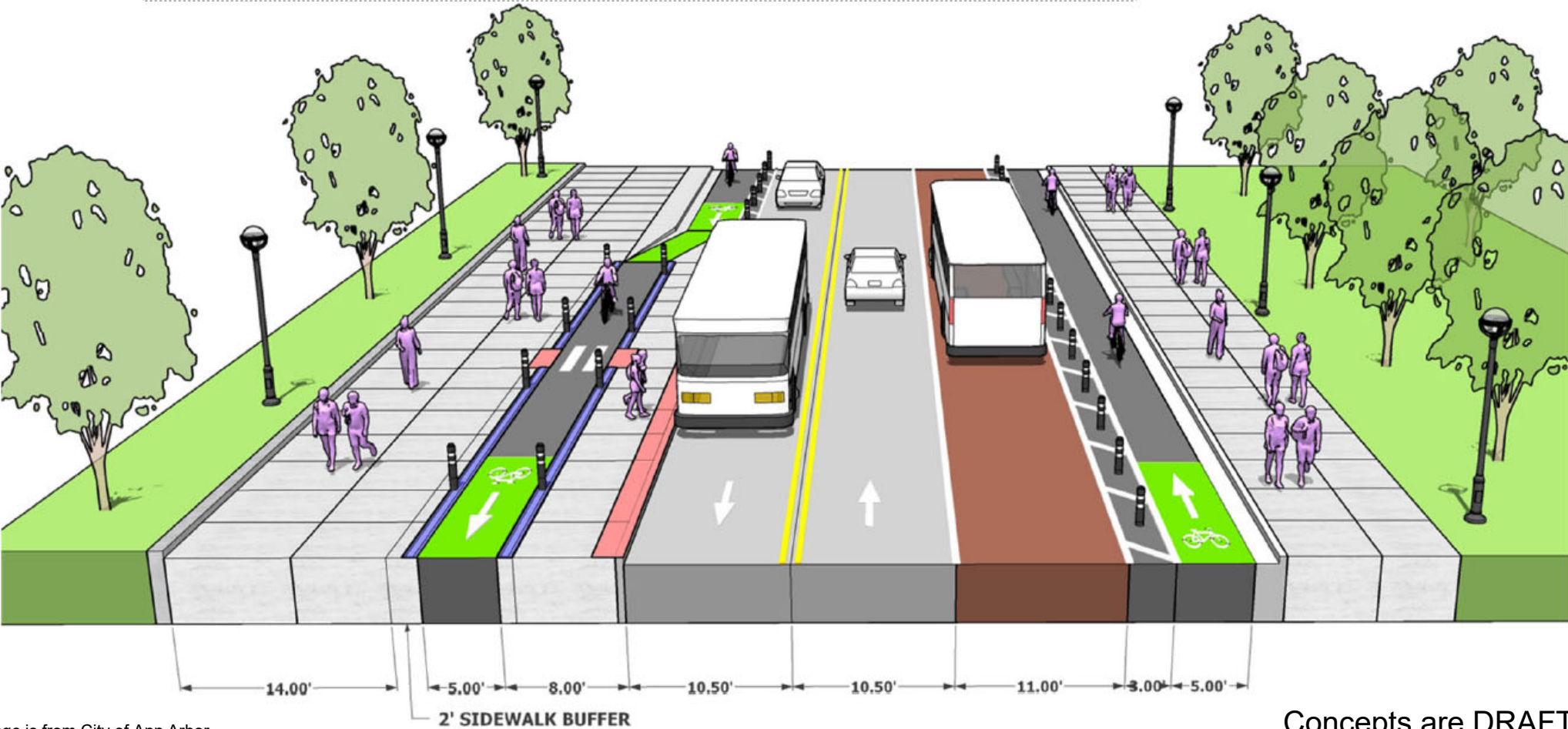
State Street (South University to William)



Images are from City of Ann Arbor

Concepts are DRAFT

Cross Section – Student Union



Concepts are DRAFT

Image is from City of Ann Arbor



Cross Section – Angell Hall / Museum of Art

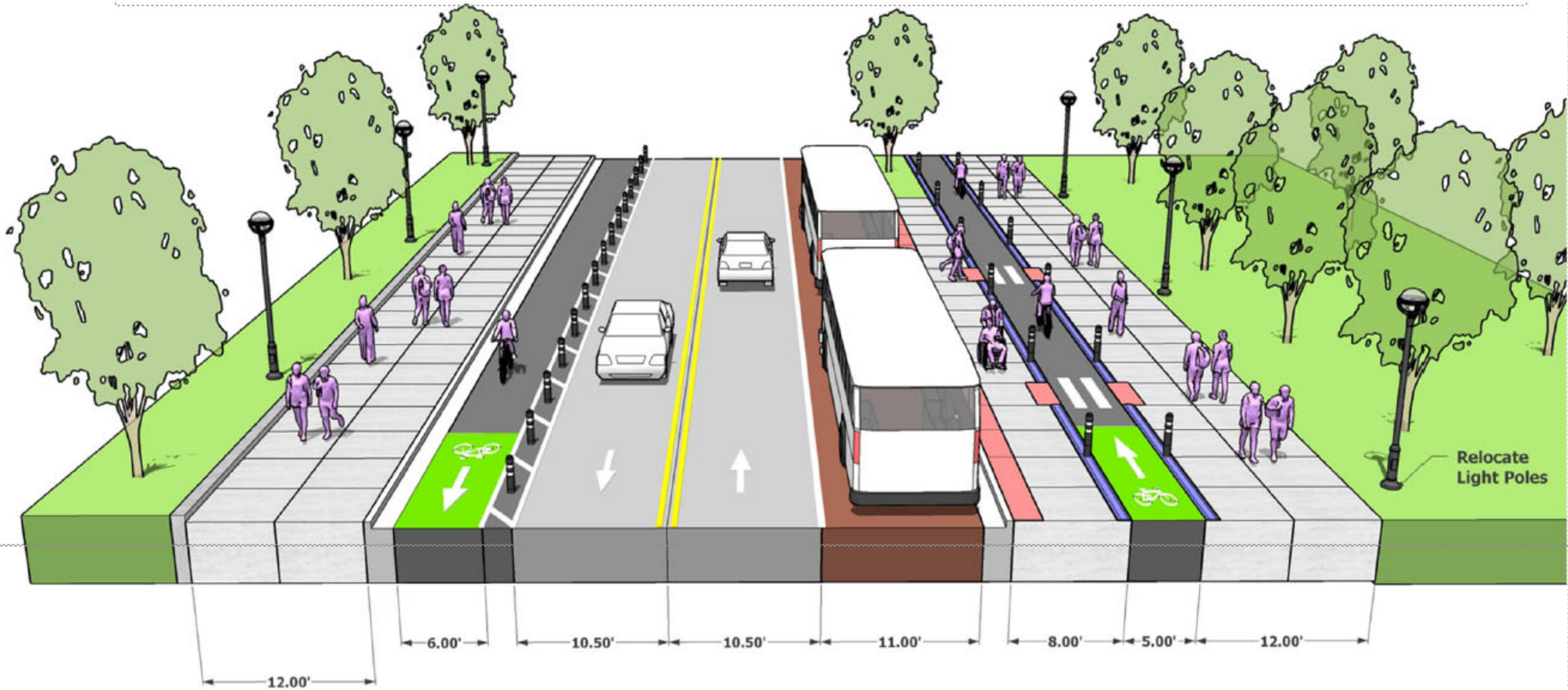


Image is from City of Ann Arbor

Concepts are DRAFT

Washtenaw Ave (Carpenter to Rosedale)

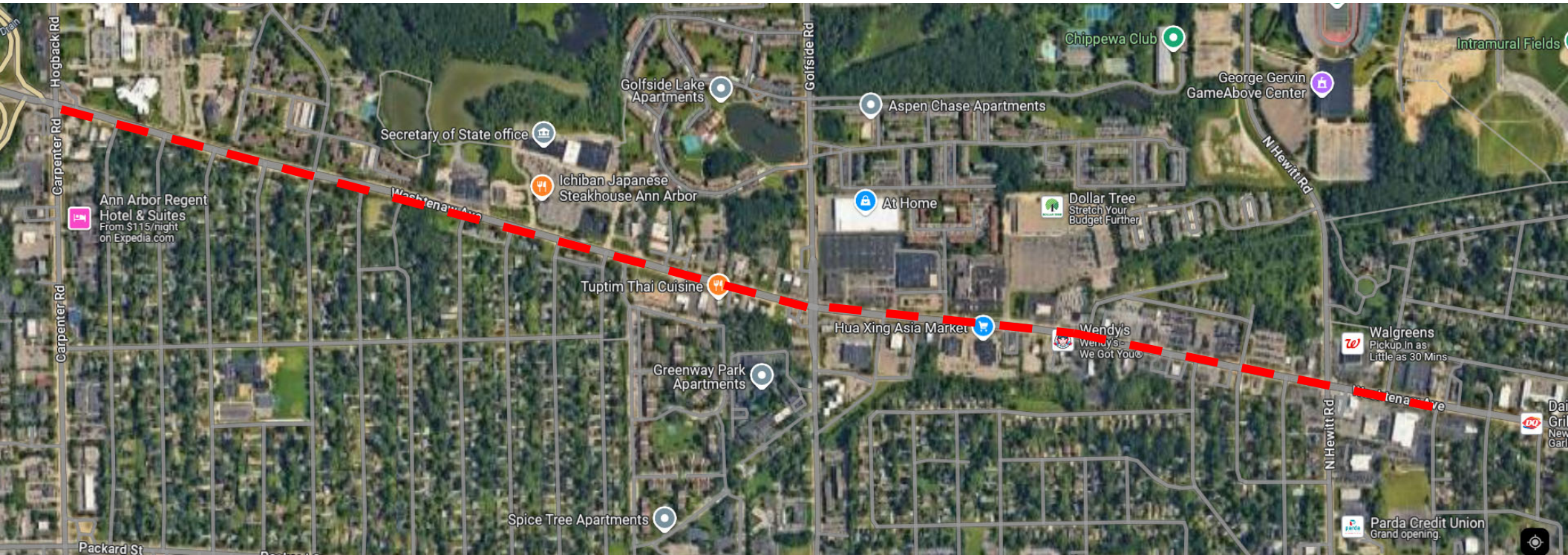


Image is from Google Maps

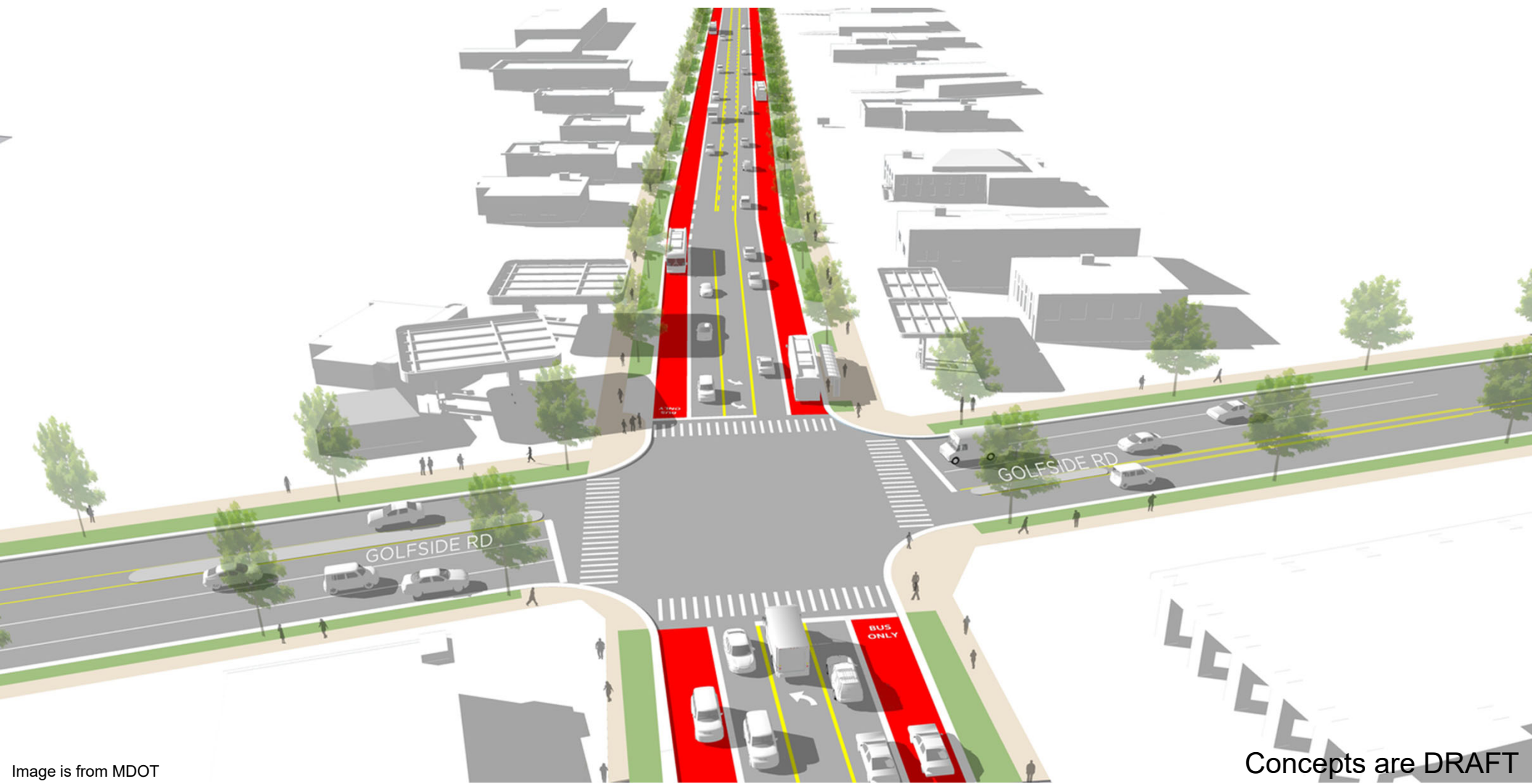


Image is from MDOT

Concepts are DRAFT



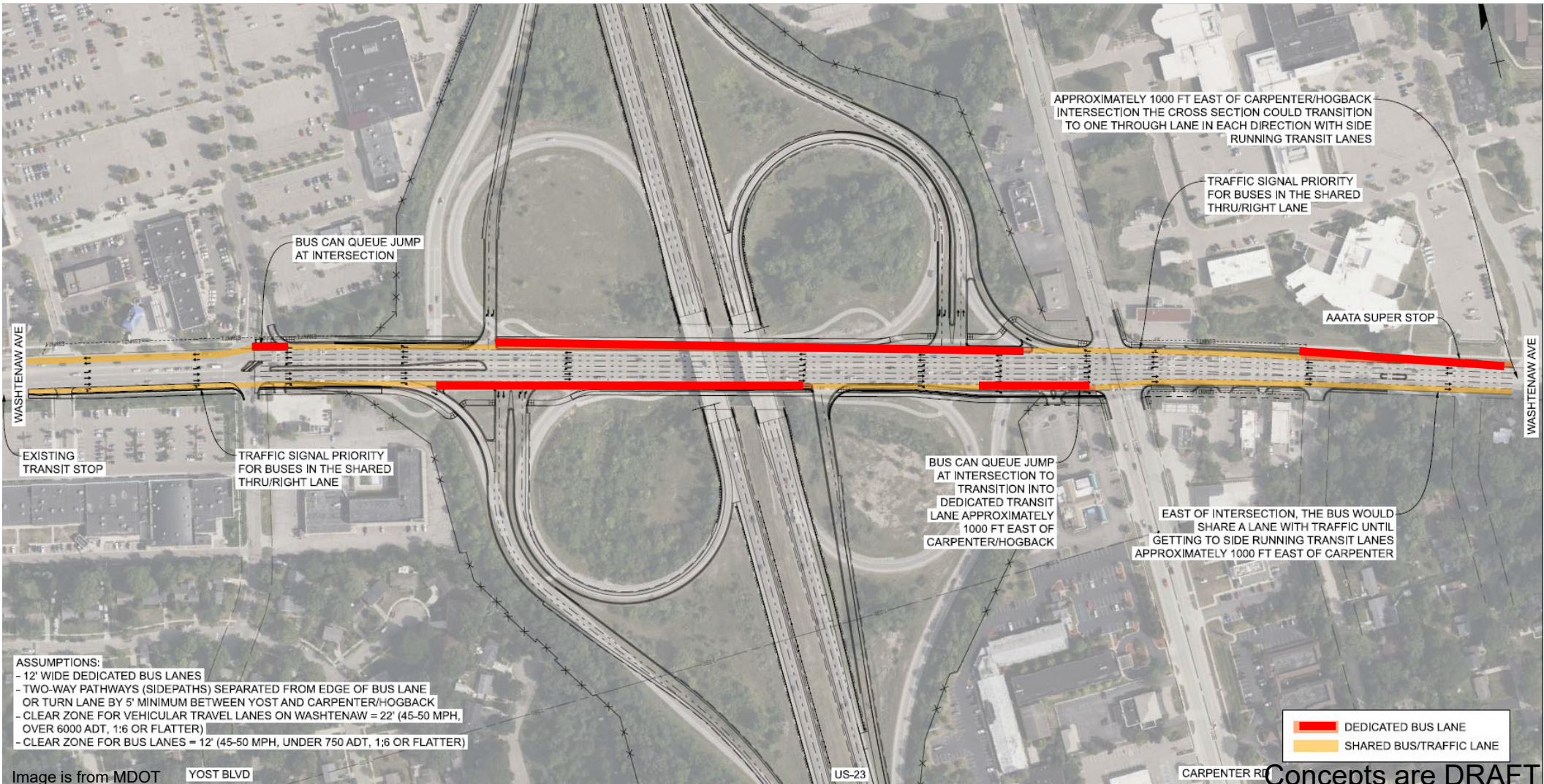
Image is from MDOT

Concepts are DRAFT

US-23 (Washtenaw Interchange)



Image is from Google Maps



APPROXIMATELY 1000 FT EAST OF CARPENTER/HOGBACK INTERSECTION THE CROSS SECTION COULD TRANSITION TO ONE THROUGH LANE IN EACH DIRECTION WITH SIDE RUNNING TRANSIT LANES

TRAFFIC SIGNAL PRIORITY FOR BUSES IN THE SHARED THRU/RIGHT LANE

AAATA SUPER STOP

BUS CAN QUEUE JUMP AT INTERSECTION

EXISTING TRANSIT STOP

TRAFFIC SIGNAL PRIORITY FOR BUSES IN THE SHARED THRU/RIGHT LANE

BUS CAN QUEUE JUMP AT INTERSECTION TO TRANSITION INTO DEDICATED TRANSIT LANE APPROXIMATELY 1000 FT EAST OF CARPENTER/HOGBACK

EAST OF INTERSECTION, THE BUS WOULD SHARE A LANE WITH TRAFFIC UNTIL GETTING TO SIDE RUNNING TRANSIT LANES APPROXIMATELY 1000 FT EAST OF CARPENTER

Image is from MDOT YOST BLVD

US-23

CARPENTER RD

Concepts are DRAFT

Downtown Area Circulation Study

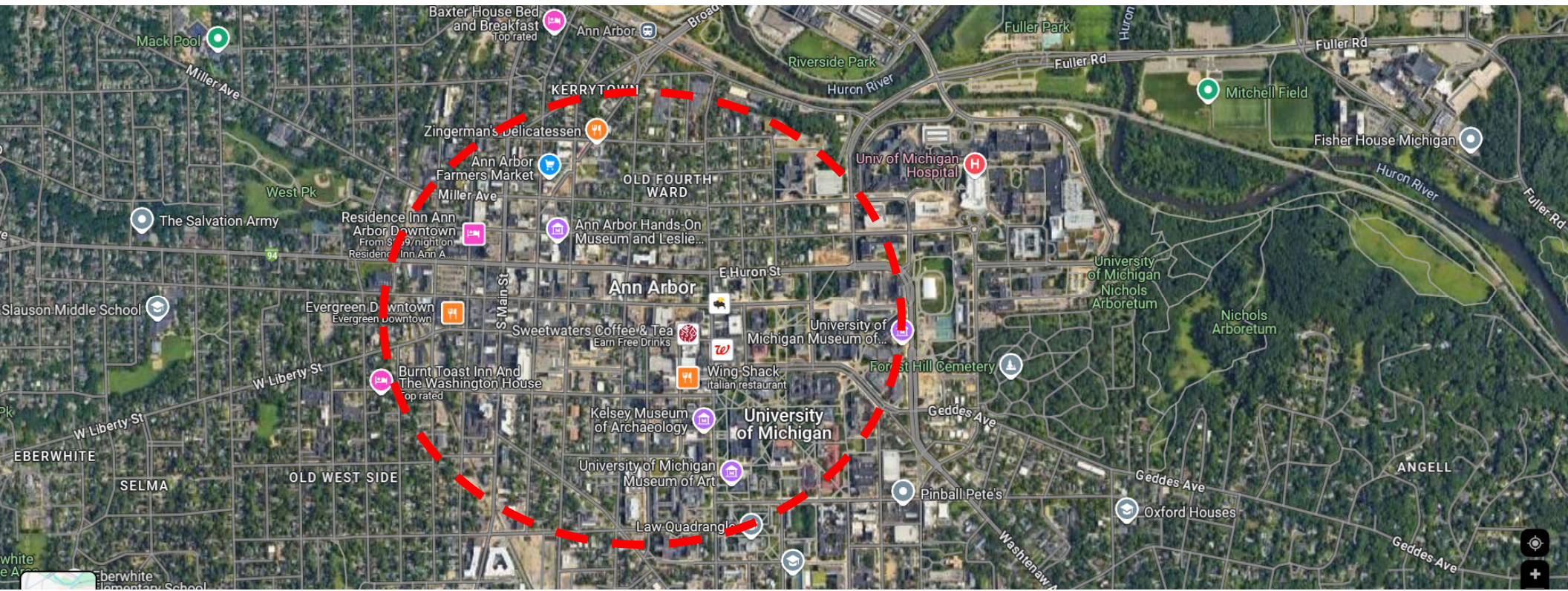


Image is from Google Maps

INCREASING ACCESS, FREQUENCY, AND RELIABILITY OF ANN ARBOR'S TRANSIT SYSTEM TO LOCAL AND REGIONAL DESTINATIONS.

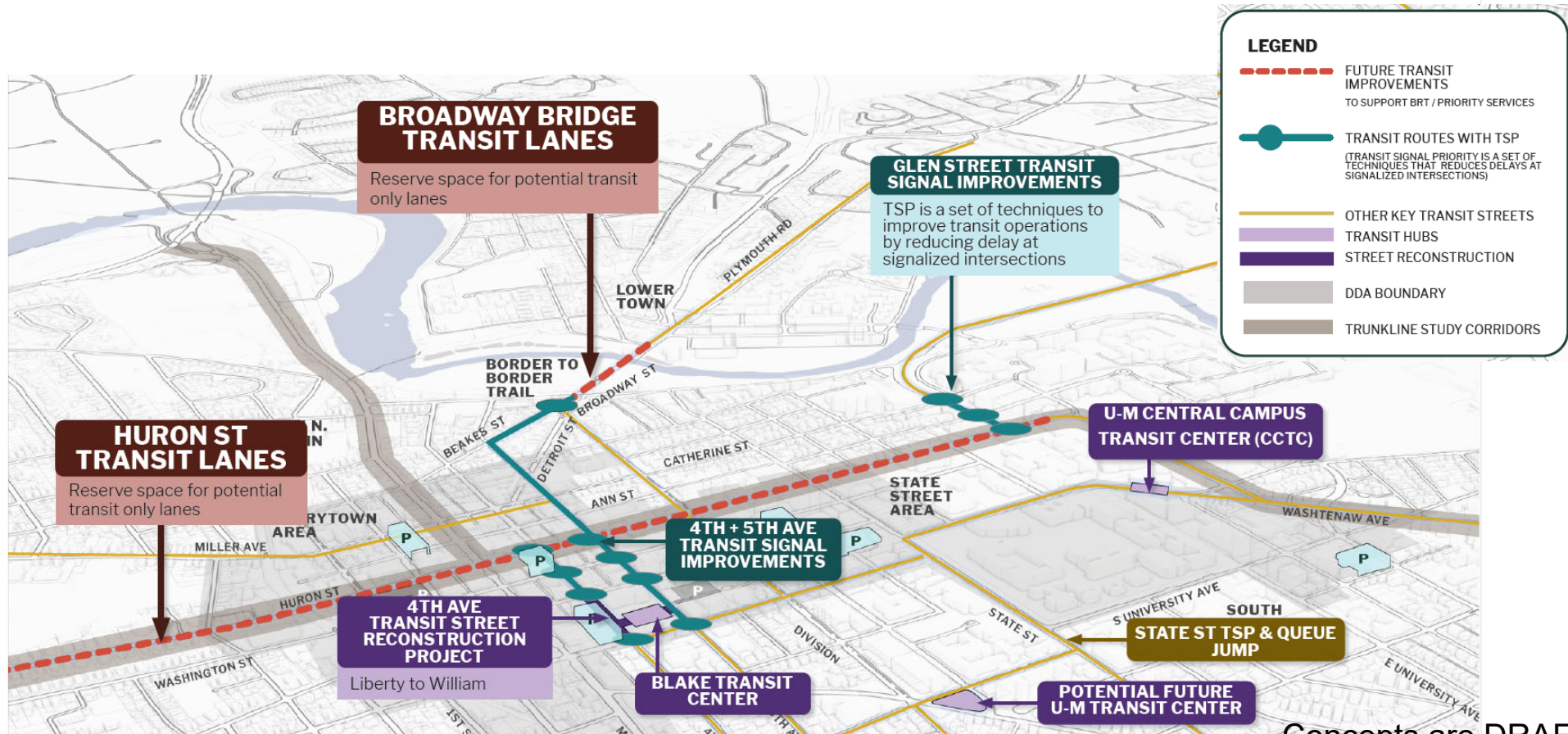


Image is from City of Ann Arbor + DDA

Concepts are DRAFT

Next Steps

- Pursue funding opportunities
- Start a Washtenaw BRT Study
- Define TheRide's role in bus lanes and BRT
- Continue working with partners on other opportunities
- Educate and engage stakeholders and residents on bus lanes and BRT



Image is from Wikipedia

Questions?



Images are from Minnesota Star Tribune, Spectrum News1, FTA

Preliminary FY2024 Q4 Financial Statement

Finance Committee Meeting: November 12, 2024

Board of Director’s Meeting Date: November 21, 2024

INFORMATION TYPE
Other – Financial Update
RECOMMENDED ACTION(S)
Receive for information
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> 2.10.1.5 CEO shall not...Let the Board be unaware of... incidental information (including) quarterly budget to actual financial reports. Appendix A: Informational Reports schedule specifies quarterly Financial Statement reports in November, February, May, and August. Policy 2.6 Investments and Appendix F Investment Policy.
ISSUE SUMMARY:
Staff presents the Fourth Quarter Financial Statement with currently available and reportable financial information for the period ending September 30, 2024.
BACKGROUND
<p>Financial highlights from the fourth quarter year-to-date (October 2023 to September 2024) include:</p> <ul style="list-style-type: none"> TheRide operated within the budget through the fourth quarter of the year. Operating revenues and expenses are balanced at the end of the fiscal year. Operating Expenses were \$2.02 million lower than budgeted for the fiscal year, due primarily to staff vacancies and lower fuel costs. Operating Revenues were \$2.02 million lower than budgeted. <ul style="list-style-type: none"> Property Tax Revenues reported for operations are adjusted to align with the Budget. Property Taxes used for operations in FY2024 do not reflect the full amount of Property Taxes received during FY2024 and are adjusted to balance the budget. An additional \$19.18 million of Property Taxes received are part of TheRide’s fund balance to support future operations, specifically expanded millage services during the next fiscal year. Audited Year-end Financial Statements will reflect all Property Taxes received in accordance with GASB accounting standards, as required. Federal Operating Assistance is significantly lower than budgeted because lower expenses and increased other revenues balanced the budget, eliminating the reliance on Federal Formula Funds for operations. This approach is consistent with the Authority’s strategy to use funding from the Federal Government for capital and maximize available funding sources. Investment income outperformed compared to budget due to higher interest rates than anticipated during the fiscal year. The projected balances for the three Board-approved reserves are as follows: operating reserve at \$12.9 million, or 2.1 months based on fourth quarter expenses, insurance reserve at \$0.5 million, and capital reserve of \$33.3 million.

- Federal pandemic relief funds (CARES, ARP, CRRSAA) have been fully utilized as of the third quarter of FY2024. The Authority utilized \$58.7 million in Federal pandemic relief revenue (CARES, ARP, CRRSAA) to support operations from FY2021 to FY2024.
- Cash flow was adequate to cover expenses. As of Q4 2024 the Authority has \$77.6 million in cash and investments.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: Demonstrates financial performance for the reporting period
- Governance: Supports Board in financial oversight/fiduciary responsibility

ALTERNATIVE OPTION(S)

N/A

ATTACHMENTS

Preliminary FY2024 Q4 Financial Statements (Income Statement and Balance Sheet)



Ann Arbor Area Transportation Authority

Income Statement - Preliminary

Q4 Financial Statement

For the Period Ended September 30, 2024

Revenue and Expense (Budget to Actual)

(\$ in thousands)

BLACK = FAVORABLE
RED = UNFAVORABLE

REVENUES	Actual Quarter 1	Actual Quarter 2	Actual Quarter 3	Actual Quarter 4	Actual YTD	Budgeted YTD	Budget Variance	
							\$	%
Fares and Contracts	\$1,958	\$2,138	\$1,952	\$804	\$6,853	\$6,357	\$495	7.8%
Local Property Taxes*	5,413	5,413	5,413	3,026	19,265	20,022	(757)	-3.8%
State Operating Assistance	5,451	4,900	4,267	5,651	20,268	20,865	(598)	-2.9%
Federal Operating Assistance	688	868	735	592	2,883	6,885	(4,002)	-58.1%
Federal Pandemic Relief	2,300	2,250	2,250	0	6,800	6,787	13	0.2%
Other Revenues	883	560	739	1,089	3,272	440	2,831	100.0%
Total Operating Revenues	\$16,693	\$16,129	\$15,357	\$11,161	\$59,340	\$61,357	(\$2,017)	-3.3%
EXPENSES								
Salaries, Wages, Benefits	\$6,774	\$7,946	\$6,945	\$9,817	\$31,482	\$33,569	\$2,087	6.2%
Purchased Transportation	3,513	2,901	3,792	3,487	13,693	13,006	(688)	-5.3%
Fuel, Material, Supplies	1,277	1,381	1,386	1,702	5,746	6,843	1,096	16.0%
Purchased Services	663	1,065	956	1,436	4,121	3,815	(306)	-8.0%
Other Expenses	900	474	595	2,330	4,298	4,125	(173)	-4.2%
Total Operating Expenses	\$13,128	\$13,768	\$13,673	\$18,771	\$59,340	\$61,357	\$2,017	3.3%
Surplus (Deficit)	\$3,565	\$2,361	\$1,684	(\$7,610)	\$0	\$0	\$0	
Capital Reserve Transfer	-	-	-	-	-	-	-	
Operating Reserve Transfer	-	-	-	-	-	-	-	
OPERATING BALANCE	\$3,565	\$2,361	\$1,684	(\$7,610)	\$0	\$0		

*Portion of property taxes received in FY2024 are not reflected in Operating Income Statement. \$19.18mm held in fund balance for future period operations.

<p><input checked="" type="checkbox"/> TheRide had a net zero result, operating actuals to budget, at the end of Fiscal Year 2024.</p> <p> Revenues were lower than budgeted by \$2.02 million. A good portion of budgeted federal operating assistance was deferred due to lower than anticipated expenses and increased other revenue. Investment income outperformed compared to budget due to higher interest rates than anticipated during the fiscal year. \$19.18 million in property tax revenue was excluded from the FY24 operating income statement, as these funds are designated for expanded services under the millage plan, which only began in August 2024. This amount will be retained in TheRide's fund balance for that purpose.</p> <p> Expenses were \$2.02 million lower than budgeted through fiscal year end due to unfilled staff positions and less expensive than predicted fuel costs.</p>	<p>Federal Pandemic Relief Utilization</p> <p>Expenditures from \$58.7 million in Federal Pandemic Relief funding as of September 30, 2024, for eligible COVID-19-related costs :</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Operating Expenditures</td> <td style="text-align: right;">\$ 58,744,987</td> </tr> <tr> <td>Capital Expenditures</td> <td style="text-align: right;">\$ -</td> </tr> <tr> <td>TOTAL EXPENDITURES</td> <td style="text-align: right;">\$ 58,744,987</td> </tr> </table> <p style="text-align: right;">Federal Pandemic Funds Remaining to Draw: \$ -</p>	Operating Expenditures	\$ 58,744,987	Capital Expenditures	\$ -	TOTAL EXPENDITURES	\$ 58,744,987
Operating Expenditures	\$ 58,744,987						
Capital Expenditures	\$ -						
TOTAL EXPENDITURES	\$ 58,744,987						

YTD Revenue and Expense By Mode

(\$ in thousands)

	Fixed Route	Demand Response	Other Demand Response	Non-Urban	D2A2	VanRide	TOTAL
	<i>Fixed Route Bus</i>	<i>A-Ride</i>	<i>FlexRide, GoldRide, NighRide</i>	<i>WAVE, Peoples Express</i>	<i>Detroit Shuttle</i>	<i>VanRide, Ride Sharing</i>	
DIRECT REVENUE							
Fare Revenue	\$3,047	\$229	\$134	\$212	\$201	-	\$3,823
Contract Revenues	1,415	-	-	1,472	143	-	3,030
Advertising, Interest, Other	3,272	-	-	-	-	-	3,272
Federal Operating	132	129	-	430	2,192	-	2,883
State Operating	16,036	2,145	705	1,128	-	254	20,268
Total Direct Revenue	\$23,902	\$2,502	\$839	\$3,241	\$2,536	\$254	\$33,275
TOTAL EXPENSE							
Salaries, Wages, Benefits	\$29,813	\$1,287	\$116	\$182	\$0	\$85	\$31,482
Purchased Transportation	74	5,357	2,212	2,922	2,370	759	13,693
Fuel, Materials, Supplies	5,072	675	-	-	-	-	5,746
Contracted Services	3,911	148	-	62	-	-	4,121
Other Expenses	3,914	95	50	62	167	11	4,298
Total Operating Expense	\$42,783	\$7,561	\$2,378	\$3,228	\$2,536	\$855	\$59,340
Surplus (Deficit) from OPS	(\$18,880)	(\$5,058)	(\$1,538)	\$13	(\$0)	(\$601)	(\$26,065)
ALLOCATED REVENUE							
Local Property Taxes	\$12,081	\$5,058	\$1,538	(\$13)	\$0	\$601	\$19,265
Federal Pandemic Relief Funds	6,800	-	-	-	-	-	6,800
SURPLUS (DEFICIT):	\$0	\$0	\$0	\$0	\$0	\$0	\$0



Ann Arbor Area Transportation Authority

Balance Sheet - Preliminary

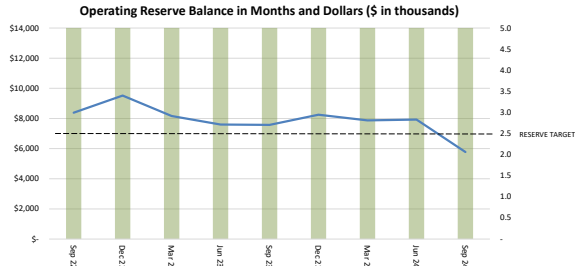
For the Period Ended September 30, 2024

Q4 Financial Statement

Balance Sheet and Reserve

\$ in thousands, with Prior Year comparison.

	Q4 2023 9/30/2023	Q3 2024 6/30/2024	Q4 2024 9/30/2024
ASSETS			
Cash	\$34,771	\$29,848	\$58,606
Investments	19,859	18,588	18,953
Other Current Assets	11,986	23,966	6,862
Capital Assets	41,125	37,280	36,363
Total Assets	107,741	109,682	120,784
LIABILITIES	6,232	4,552	5,028
TOTAL NET POSITION	101,509	\$105,130	\$115,755
RESERVES:	Balances		
Capital	\$33,260	\$33,260	\$33,260
Insurance	\$500	\$500	\$500
Operating	\$12,905	\$12,905	\$12,905
Months in Operating Reserve	2.7	2.8	2.1



Statement of Cash Flows (\$ in thousands)

Historical Cash Flows	FY 2022			FY 2023				FY 2024			
	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Beginning Balance:	\$32,606	\$28,626	\$29,403	\$44,678	\$34,082	\$41,961	\$41,537	\$54,630	\$51,875	\$50,527	\$50,527
Cash Flow from Operations	(3,775)	573	25,604	(5,186)	3,153	(205)	12,832	(3,045)	(2,402)	(2,444)	24,474
Cash Flow from Capital	(90)	324	(3,163)	(6)	4,349	(166)	55	53	870	182	2,193
Cash Flow from Investments	(115)	(120)	(7,166)	100	377	(53)	206	237	184	171	364
Cash Flow:	(\$3,980)	\$777	\$15,275	(\$10,596)	\$7,879	(\$424)	\$13,093	(\$2,755)	(\$1,348)	(\$2,090)	\$27,032
Ending Balance:	\$28,626	\$29,403	\$44,678	\$34,082	\$41,961	\$41,537	\$54,630	\$51,875	\$50,527	\$48,437	\$77,559

Q4 cash flow was positive at \$27 million

The Statement of Cash Flows summarizes the amount of cash and cash equivalents entering and leaving AAATA during the reporting period. It measures how AAATA generates cash to fund its operating, capital, and investing needs. Typically negative cash flow is normal for all quarters except the 4th quarter, when property tax receipts generate positive cash flow.

Investments Summary

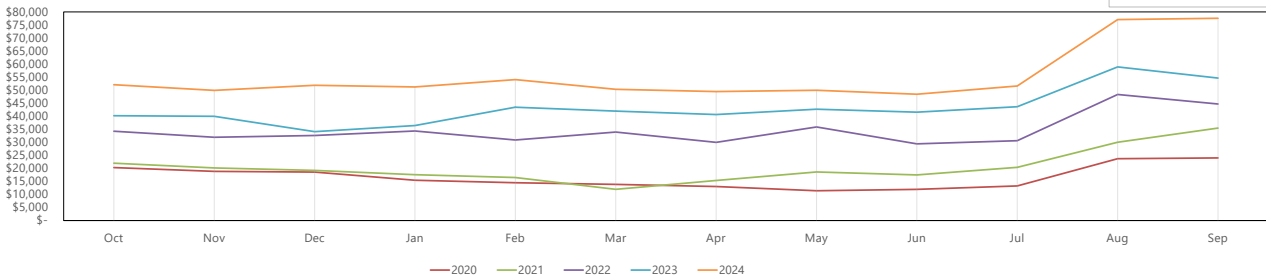
(\$ in thousands)

Investment Instrument	Date of Maturity	Interest Rate	Value as of 06/30/2024	Transactions	Value as of 09/30/2024
U.S. Agency Bond	4/8/2024	0.38%	\$0	\$0	\$0
U.S. Treasury Notes	5/9/2024	4.86%	0	0	0
U.S. Treasury Notes	6/30/2024	3.00%	2,000	(2,000)	0
U.S. Agency Bond	9/15/2024	2.89%	2,500	(2,500)	0
U.S. Agency Bond	9/23/2024	0.51%	2,000	(2,000)	0
U.S. Treasury Bills	10/31/2024	4.63%	0	2,000	2,000
U.S. Treasury Bills	11/12/2024	4.66%	0	2,500	2,500
U.S. Treasury Bills	11/29/2024	4.70%	0	2,000	2,000
U.S. Treasury Bills	12/26/2024	4.57%	2,000	0	2,000
U.S. Treasury Bills	2/20/2025	4.45%	1,300	0	1,300
U.S. Agency Bond	2/24/2025	3.76%	200	0	200
U.S. Agency Bond	3/28/2025	2.85%	2,500	0	2,500
U.S. Agency Bond	3/28/2025	3.11%	2,000	0	2,000
U.S. Agency Bond	6/27/2025	3.28%	2,000	0	2,000
U.S. Agency Bond	8/8/2025	4.11%	1,400	0	1,400
U.S. Agency Bond	1/22/2026	4.11%	750	0	750
Money Market Funds	N/A	5.04%	210	218	428
Mark-to-Market Adjustment			(272)	147	(125)
Total Investments:			\$18,588	\$364	\$18,953

FY2024 Investment Gain (\$ in thousands): \$1,094

U.S. Treasury Bills, Notes, & Agency Bonds are short term bonds (several months to 10 years) backed by the Treasury Department of the U.S. Government. The rates shown for the current investments represent the gross yield-to-maturity rates (before the annual fee of .28%). An FDIC-insured cash sweep account or accounts that have balances above the FDIC insurance threshold are used for day-to-day working capital.

Cash and Investments History



CEO Report

Meeting: Board of Directors

Meeting Date: November 21, 2024

INFORMATION TYPE

Other

LONG-RANGE PLAN STATUS UPDATES

LEGISLATIVE UPDATE

The recent 2024 election results brought notable changes at both the federal and state levels. Donald Trump was elected President, defeating Vice President Kamala Harris with an electoral vote of 312-226. Additionally, the U.S. Senate and House of Representatives now have GOP majorities, marking a shift in control. The Senate holds a 52-47 GOP majority, while the US House is composed of (currently 218-209) Republicans to Democrats.

At the state level, Michigan's House of Representatives returned to GOP control, shifting from a narrow 56-54 Democratic majority to a 58-28 Republican majority. Matt Hall (R) was selected as the new Speaker of the House, with Rep. Ranjeev Puri (D) chosen as the Minority Leader. The Michigan Senate and gubernatorial seats were not up for election this cycle. All the incumbent state representatives who ran, won their election, with Morgan Foreman replacing Rep. Felicia Brabec, who elected to not run for the seat again.

ADVOCACY/OWNERSHIP LINKAGE UPDATES

Since the election staff have reached out to the Mayors and Ann Arbor and Ypsilanti, as well as the Supervisor of Ypsilanti Township. All have agreed to schedule initial meetings. These meetings will hopefully be the beginning of building stronger relationships with local officials and can lead to platforms for Ownership Linkage activities and discussing Means of mutual interest.

YPSILANTI TRANSIT CENTER PLANNING

Schematic design of the YTC is underway and will continue throughout this fall and winter. The design team has been engaging employees throughout the organization - relying on them and a core team of users to help inform decisions. In parallel, the project team has made considerable progress on the environmental review process. A preliminary draft Categorical Exclusion with Documentation was submitted to the FTA at the end of August 2024, and FTA provided initial comments in October. Staff and the consultant team will work collaboratively to address the comments.

The consultant team also did archaeological work at the site in October required by FTA and the Michigan State Historical Preservation Office. Initial results showed no significant findings; full results will be shared with FTA in the next CE submittal. The project team will hold additional

internal, public, and stakeholder engagements to inform the community on the facility design and function. The engagement's timing will be determined as the environmental review and schematic design processes continue.

BLAKE TRANSIT CENTER EXPANSION

TheRide continues to work with the Ann Arbor Housing Commission and City staff on the joint development of the old Y-Lot site adjacent to the BTC (350 S. Fifth). The Housing Commission and Related Midwest held their first design meeting in September and that process will continue to unfold through the end of the year. TheRide is working closely with the co-developers and architects on the design of the transit platform expansion and affordable housing tower. A separate study led by the DDA to redesign 4th Avenue from Liberty St. to William St. is ongoing. The project team has increased efforts to match those of the 350 S. Fifth development and will be discussing the project timeline and final designs as the details of the housing tower unfold.

BUS LANES AND BUS RAPID TRANSIT

TheRide continues to work with MDOT to ensure that the redesign of the US-23/Washtenaw interchange accommodates the long-term needs of transit. AAATA staff continue to advocate for dedicated bus lanes through the project area to achieve mobility and safety objectives. MDOT and AAATA are actively exploring funding options to implement transit elements of the project. This project is tentatively scheduled to begin construction in the fiscal year 2027. More information is available on the US-23 [project website](#).

A complementary study to envision upgrades along Washtenaw Ave from Carpenter Road to EMU is also underway. The “acceptable alternative” shared during public engagement in October and November shows dedicated bus lanes on both sides of Washtenaw Ave from roughly Carpenter Ave to Rosedale Rd. This planning effort is expected to finish in early 2025 but no funding has been identified yet for implementation. More information is available on the M-17/Washtenaw Ave PEL [project website](#).

Lastly, the City of Ann Arbor and the University of Michigan are partnering on a capital project on State Street between South University Ave and William Street. The current design includes a dedicated “queue jump lane” for northbound transit for this segment of roadway. This would allow AAATA and UM buses to bypass traffic and pick up passengers in a bus-only lane. This project is slated to begin construction in 2025.

All of these projects support projects identified in TheRide 2045 Long Range Plan. A presentation on these initiatives will be given to the Board of Directors on November 21, 2024.

BUS FACILITIES AND GARAGE

AAATA has long identified a need to expand its operations and maintenance capabilities since the Dawn Gabay Operations Center can no longer accommodate the agency’s growing demands as it is currently configured. To address this critical path issue, an RFP was issued on October 31, 2024, to select a consultant to help AAATA identify our future needs, determine suitable sites for growth, and gain environmental clearance on the selected site(s). The consultant selection process will take several months, and the project is expected to begin in early 2025.

LOW-NO GRANT / ZERO EMISSIONS BUS UPDATES

AAATA has begun reorganizing internal team roles for execution purposes and is working to bring on consulting help (as planned) to aid in implementation. Once funds are obligated, we anticipate considerable activity around submitting purchase orders with bus and fueling station manufacturer which will take 18-30 months to be delivered. The interim time will be used for

training and preparation. Staff are prioritizing anything that will help obtain obligation to help ensure funds are not disrupted by the change in presidential administrations.

OPERATIONAL UPDATES

YPSILANTI TRANSIT CENTER SECURITY

There was a security incident at the YTC on November 6th. No passengers or staff were injured, but executive staff have recognized the need for a higher degree of security and are assessing various options. Immediately the Ypsilanti Police Department will have a more prominent and visible presence at the Center. More video cameras are being planned. Staff are discussing other measured, incremental responses as well. We are working to ensure the safety of staff and patrons without the general public feeling targeted. More information will be provided on these conclusions.

TRANSIT OPERATOR GRADUATION/RECRUITMENT

The next MCO class is set to begin on November 19th, with an expected class size of 10 operators.

STOPGAP BUS REPLACEMENT

TheRide anticipates 11 new Gillig buses to be delivered and on the road by December 2025. These buses are standard diesel buses and are not part of the ZEB or Low-No discussions. TheRide is finishing a mutual cancellation agreement with NovaBus.

LOCAL ADVISORY COMMITTEE (LAC)

The October LAC meeting was held on October 8th, where policy related to treatment of the travelling public was discussed and finalization of board feedback for the December board meeting.

ANN ARBOR CITY COUNCIL

AAATA presented to Ann Arbor City Council on October 21st, where we provided operational updates, highlighting service changes, and community engagement activities.

TRANSPORTATION COMMISSION (ANN ARBOR)

The Transportation Commission met on October 16th and conducted normal business. The Commission received informational presentations on an emerging UM/City/AAATA proposal for a bus lane on State Street, and the DDA's downtown circulation study which calls for transit improvements throughout downtown.

WATS POLICY COMMITTEE UPDATE

The October 2024 WATS Policy Committee was cancelled.

EMPLOYEE ENGAGEMENT/HIGHLIGHTS

In early November, some members of the AAATA staff toured the Gillig bus manufacturer facility in Livermore, CA, to check in on the progress of new buses that will be delivered to AAATA.



On November 13th, a retirement luncheon was held for Jerry Page, after 40 years of service with AAATA.



COMMUNITY ENGAGEMENT

TheRide participated in the Main Street Area Trick or Treat event on October 27th. Staff were set up outside the BTC, where they handed out candy to the children who participated in the event.



SHARED STREETS AND SPACES GRANT

In October, AAATA was awarded a \$200,000 grant to help support the Fourth Avenue Street and Transit Improvements project. TheRide is partnering with the Ann Arbor DDA, City of Ann Arbor and Ann Arbor Housing Commission on this important initiative. The grant is part of the Shared Streets and Spaces program to improve infrastructure; Ann Arbor DDA was also awarded \$200,000 for the project.

TDM AWARD

AAATA was nominated for a Transportation Demand Management (TDM) Excellence Award from the Association for Commuter Transportation (ACT). AAATA was nominated due to the success of the getDowntown program, which is celebrating its 25th Anniversary. Lilliane Webb, Business Services Program Manager and getDowntown Director accepted the award on behalf of AAATA.



EXECUTION OF CONTRACTS OVER \$250K (Policy 2.9.1.5.D)

As approved in the FY2025 Budget, on November 7, 2024, the CEO authorized a contract with Indiana Printing & Publishing to provide Ride Guide Printing Services. The contract term is one-year with four (4), one-year options. The estimated value for the first year is \$103,000 and will be reassessed annually, based on quantities ordered.

As approved in the FY2025 Budget, on October 21, 2024, the CEO authorized two contracts, AECOM Great Lakes, Inc., and Nelson Nygaard to provide Transit Planning Consulting Services on an as-needed basis. The contract term is four years with two (2) one-year options. The estimated value for the first year is \$420,000 and will be reassessed yearly.

As approved in the FY2025 Budget, on October 24, 2024, the CEO authorized a contract with Plante & Moran, PLLC to provide Financial Auditing Services. The contract term is three years with two (2) one-year options. The estimated value for the first year is \$83,000. If all option years are exercised, the total contract value will be \$449,600.

FY 2025 Board Meetings in Ypsilanti

Meeting: Board of Director’s

Meeting Date: November 21, 2024

INFORMATION TYPE
Decision
RECOMMENDED ACTIONS
Discuss which months to schedule/hold Board meetings in Ypsilanti during FY 2025.
ISSUE SUMMARY
<p>At the September 26, 2024 Governance Committee meeting, the committee discussed holding several Board meetings at the Riverside Arts Center in Ypsilanti. They asked staff to determine if any meetings might coincide with planned community engagement sessions and be available to reserve.</p> <p>The Governance Committee agreed two meetings at a minimum seemed reasonable but wanted to ask the Board whether a third meeting was warranted.</p> <p>Decision for 2025 may set precedent for future years.</p>
BACKGROUND
<p>Hosting at least 2 out of 12 monthly Board Meetings in Ypsilanti would be roughly proportional to the 2 out of 10 board members from that area.</p> <p>The next round of public engagement in Ypsilanti for the YTC project will likely be in April. The Ann Arbor Art Fair is in July – although the FY 2025 July meeting has already been scheduled for the week after the Art Fair (moved to 4th Thursday – July 2025 has 5 Thursdays).</p> <p>Riverside Arts Center has reservation availability for the following potential Board meeting dates:</p> <p>January 23, 2025 May 15, 2025 (YTC Public Engagement Period) July 24, 2025 (Art Fair)</p>