

Board of Director’s Meeting Agenda

Meeting Date/Time: December 19, 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

Agenda Item	Info Type	Details	Page #
1. OPENING ITEMS			
1.1 Approve Agenda	D	Mozak	
1.2 Public Comment	O		
1.3 General Announcements	O		
2. CONSENT AGENDA			
2.1 Board Meeting Minutes November 21, 2024	D		2
2.2 Committee Meeting Summaries	D		10
3. OWNERSHIP LINKAGE			
3.1 Ownership Linkage Task Force Updates	O	Chang	Verbal
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4. MONITORING			
4.1 Ends Monitoring Report	M	Mozak	20
4.2 Reserve Policy Update (Policy 2.4.6)	O	Reed	68
5. POLICY DEVELOPMENT			
5.1 Policy Language Discussion (if needed)	O	Mozak	Verbal
6. BOARD EDUCATION / DISCUSSION			
6.1 Long-Range Plan Refresher & Updates	O	Yang	72
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7.1 Q4 Service Report	O	Brooks	89
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7.3 CEO Report	O	Carpenter	99
8. EMERGENT ITEMS			
8.1 CEO Compensation	D	Mozak	102
9. CLOSING ITEMS			
9.1 Action Item Recap	O	Holt	
9.2 Topics for Next Meeting Global Executive Limitations (2.0) Board Disclosure Statements due Board Annual Plan of Work Procurement Manual Update Notification Future: Training/Discussion on Reasonableness		Thursday, January 23, 2025 <i>Riverside Arts Center, Ypsilanti</i>	
9.3 Public Comment	O		
9.4 Adjournment			
9.5 Gillig Bus Viewing (Optional)			

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

Board of Director’s Meeting Minutes

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

Location: Ann Arbor District Library (4th Floor)

Virtual attendance available via Zoom

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

Members Present Virtually: Jesse Miller (Secretary), Kyra Sims

Members Absent: Monica Ross-Williams

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 noted one change to the agenda – under 8.1 Emergent Items, change from Carpenter to Mozak.</p> <p>Mr. Barr motioned to approve the amended agenda, seconded by Ms. Grand.</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 Ms. Julie Grand: Yes Ms. Susan Pollay: Yes Chairwoman Kathleen Mozak: Yes <p>The motion to approve the amended agenda passed unanimously.</p> <p><i>Mr. Jesse Miller: Virtual Attendee / Non-voting</i> <i>Ms. Kyra Sims: Virtual Attendee / Non-voting</i></p> <p>1.2 Public Comment</p> <p>No public commenters.</p>

1.3 General Announcements

Chairwoman Mozak shared that the Audit Procurement Task Force had completed their work. The new auditor contract was awarded to Plante Moran. She thanked Mr. Allemang and Mr. Allen for their work on the task force.

Chairwoman Mozak shared that the Audit Task Force has been formed and had an introductory meeting with auditors from Plante Moran. She thanked Ms. Sims, Mr. Miller and Mr. Allen for participating in the task force.

Governance Consultant, Sue Radwan, will be leading a 2-day Policy Governance Boot Camp in May in Ann Arbor – more details to come, and Board members are encouraged to attend.

2. CONSENT AGENDA

2.1 Board Meeting Minutes September 19, 2024

2.2 Committee Meeting Summaries (October/November)

2.3 Accountable Executive for PTASP (Required Delegation)

2.4 Annual Public Transit Agency Safety Plan Approval

Chairwoman Mozak noted one revision to Board meeting minutes – under the public hearing motion, Mr. Barr had seconded the motion.

Ms. Pollay motioned to accept the amended Consent Agenda, seconded by Mr. Barr.

All in favor of accepting the amended Consent Agenda:

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

There was no discussion on the motion.

The motion to accept the amended Consent Agenda passed unanimously.

Staff will update the September Board Meeting minutes to reflect the change noted by Chairwoman Mozak.

3. OWNERSHIP LINKAGE

3.1 Ownership Linkage Task Force Updates

Mr. Chang updated the Board on meetings scheduled with the mayors of Ann Arbor and Ypsilanti, and Ypsilanti Township Supervisor. The goal is to schedule quarterly meetings and create a content calendar for the different meetings.

4. MONITORING

4.1 Treatment of the Traveling Public (2.1)

Mr. Carpenter provided an overview of the Treatment of the Traveling Public (Policy 2.1) monitoring report. He noted comments within the monitoring report survey related to suggestions of policy text. The Service Committee reviewed the monitoring report and recommended the Board approve it as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.

Mr. Chang motioned to accept the Treatment of the Traveling Public (Policy 2.1) monitoring report as (A) seconded by Mr. Allemang.

All in favor of accepting the Treatment of the Traveling Public (Policy 2.1) monitoring report as (A):

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

There was no discussion on the motion.

The motion to accept the Treatment of the Traveling Public (Policy 2.1) monitoring report as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, passed unanimously.

4.2 Treatment of Staff (2.2)

Mr. Carpenter provided an overview of the Treatment of Staff (Policy 2.2) monitoring report. He noted that the only area of non-compliance was in the implementation of the Whistleblower policy for policy 2.2.3 – the policy had been delayed due to HR staffing changes and is scheduled to be implemented by the end of the year.

The Service Committee reviewed the monitoring report and recommended the Board approve it 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) 2.2.3, which the Board acknowledges and accepts the proposed dates for compliance.

Mr. Barr motioned to accept the Treatment of Staff (Policy 2.2) monitoring report as (B) seconded by Mr. Chang:

All in favor of accepting the Treatment of Staff (Policy 2.2) monitoring report as (B):

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

There was no discussion on the motion.

The motion to accept the Treatment of Staff (Policy 2.2) 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) 2.2.3, which the Board acknowledges and accepts the proposed dates for compliance, passed unanimously.

4.3 Emergency Succession (2.8)

Ms. Kamau provided an overview of the Emergency Succession (Policy 2.8) monitoring report. She noted the policy was found to be in compliance. The Governance Committee reviewed the monitoring report and recommended the Board approve it as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.

Mr. Allemang motioned to accept the Emergency Succession (Policy 2.8) monitoring report as (A), seconded by Ms. Pollay.

All in favor of accepting the Emergency Succession (Policy 2.8) monitoring report as (A):

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

There was no discussion on the motion.

The motion to accept the Emergency Succession (Policy 2.8) monitoring report as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, passed unanimously.

4.4 Construction (2.10)

Ms. Kamau provided an overview of the Construction (Policy 2.10) monitoring report. She noted that aside from NEPA studies, YTC and BTC designing, there were no other qualifying construction activities in the previous year and the policy was found to be in compliance. The Service Committee reviewed the monitoring report and recommended the Board approve it as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.

Ms. Grand motioned to accept the Construction (Policy 2.10) monitoring report as (A), seconded by Mr. Chang.

All in favor of accepting the Construction (Policy 2.10) monitoring report as (A):

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

There was no discussion on the motion.

The motion to accept the Construction (Policy 2.10) monitoring report as (A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations, passed unanimously.

5. POLICY DEVELOPMENT

5.1 Policy Language Discussion (if needed)

Chairwoman Mozak opened the floor for language discussion on the following policies:

Policy 2.1

Board members discussed CEO note of policy redundancy of 2.1.2 and 2.1.3.1 within the monitoring report. The Service Committee will review the policies.

Board members discussed the intent of policy 2.1.3 language related to training and if the measurable data provided should be refocused on safety outcomes. The Service Committee will review the policy.

Policy 2.2

Board members discussed redundancy with policies 2.2.1 and 2.2.1.1 but determined no further review was needed at this time.

Policy 2.8

No Board discussion.

Policy 2.10

No Board discussion.

5.2 Delete Policy 2.7.2

After a review, the Finance Committee agreed with the CEO conclusion that policy 2.7.2 was redundant to 2.5.3 and had been created through an oversight. They recommended to the Board that Policy 2.7.2 be deleted.

Mr. Allemang motioned to delete policy 2.7.2, seconded by Mr. Allen.

All in favor of deleting policy 2.7.2:

Mr. Mike Allemang: Yes
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes

Continued ...

Ms. Susan Pollay: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to delete policy 2.7.2 passed unanimously.

The Board Policy Manual will be updated.

6. BOARD EDUCATION / DISCUSSION

6.1 Election Recap

Mr. Pfeifer shared an overview of 2024 election results – national, statewide and local.

Ms. Reed outlined primary funding sources for the agency and discussed potential impacts to overall funding for the the transportation industry. She noted that the organization is financially secure and looking to maintain strong financial controls over spending. Board members discussed the potential risks and mitigation strategies for future funding and policy changes.

7. OPERATIONAL UPDATES

7.1 Bus Lanes and BRT Project Update

Mr. Hess provided a presentation ([Board meeting Packet pg. 103](#)) of updates on bus lanes and bus rapid transit (BRT) corridor projects. Staff have been partnering with other agencies on a network of BRT corridors that would provide improved service to the primary fixed route network. BRT corridors are being considered on State Street, Washtenaw Avenue, and the US-23 and Washtenaw Avenue exchange. The presentation outlined the importance of the proposed enhancements for local transit reliability and efficiency.

Board members engaged in a thorough discussion about community concerns, funding costs, design and accessibility impacts, and coordinating with other agencies. Mr. Hess will continue to update the Board as the projects progress.

7.2 Q4 Financial Report

Ms. Reed presented the Q4 Financial report with a reminder that the report is preliminary, and adjustments are being made as the year-end finalizations are being made ahead of the yearly audit. Highlights in the report included operating within budget for the 4th quarter and operating revenues and expenses were balanced. Due to unfilled staffing positions and lower fuel costs, operating expenses were slightly under budget. The fiscal year finished without using federal operating assistance – the funds were unused but are still used for capital.

Property tax revenues were received in FY24 and while some funding was used for balancing the budget, the remainder will be used for FY2025. Pandemic relief funds were fully utilized.

As assets grow, Ms. Reed noted that the operating reserve target will be slightly decreased to accommodate – this will be discussed in further detail at the next Finance Committee meeting.

7.3 CEO Report

Mr. Carpenter shared several highlights from the CEO report which includes October and November – an RFP was created for a consultant to begin work for bus facilities and a garage as expanding services have outgrown the DGOC location, the first of new Gillig buses arrived, longtime employee Jerry Page retired after 40 years in Fleet and Lilliam Webb was recently awarded for a Transportation Demand Management Excellence Award from the Association for Commuter Transportation due to the success of the getDowntown program.

8. EMERGENT ITEMS

Chairwoman Mozak shared that the Governance Committee discussed being more proactive about having Board meetings held in the Ypsilanti / Ypsilanti Township service areas and requested Board input on having 2 or 3 meetings during 2025. At this time, finding a location in Ypsilanti Township has been challenging so until such a location can be determined, the meetings will be held at the Riverside Arts Center in downtown Ypsilanti. The Board discussed with the consensus in support for 3 meetings over 2 meetings.

Mr. Chang motioned that 2025 Board meetings be held at the Riverside Arts Center in Ypsilanti for the months of January, May and July 2025 (if a suitable meeting location is found in Ypsilanti Township one of the meetings will be held there) seconded by Ms. Grand.

All in favor of 2025 Board meetings being held at the Riverside Arts Center in Ypsilanti for the months of January, May and July 2025:

Mr. Mike Allemang: No
Mr. Chris Allen: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Ms. Susan Pollay: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion that 2025 Board meeting be held at the Riverside Arts Center in Ypsilanti for the months of January, May and July (if a suitable meeting location is found in Ypsilanti Township one of the meetings will be held there) passed with a vote of (6) Yes and (1) No.

The meeting location information will be updated on the website and publicly posted.

9. CLOSING ITEMS

9.1 Action Item Recap

- Service Committee review policy 2.1.3 and potential overlap between policies 2.1.2 and 2.1.3.1
- Ms. Reed will provide information on the amounts the organization receives the gas tax
- Mr. Pfeifer will provide information on the Washtenaw County Prop 3 Older Adult Service Millage
- Update the policy manual to reflect the deletion of policy 2.7.2

9.2 Topics for Next Meetings LAC Report

Q4 Service Report Ends (1.0)
Future: Training/Discussion on Reasonableness

9.3 Public Comment

No public commenters.

9.4 Adjournment

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

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
Ms. Susan Pollay: 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 9:03 pm.

Respectfully Submitted by Deborah Holt

Governance Committee Meeting Notes

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

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

Members Absent: Rich Chang (Excused)

Staff Present: Matt Carpenter, Forest Yang, Jeff Pfeifer, Rosa-Maria Kama, Deb Holt

Location: REMOTE – Via Zoom

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

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval)</p> <p>Chairwoman Mozak suggested moving Governance Training and Discussion on Reasonableness to future topics. Add under emergent items 5.1 Future of Governance Committee – dates/times and move Labor Update to 5.2. Committee members approved of the suggested changes.</p> <p>1.2 Communications</p> <p>No new communications</p>
<p>2. BOARD DEVELOPMENT</p> <p>2.1 Recruitment / Training / Attendance</p> <p>No new updates for recruitment strategies. Governance consultant Sue Radwan will be providing a Policy Training bootcamp to Ann Arbor in May. Details are still being developed and will be shared when plans are finalized.</p> <p>Chairwoman Mozak asked the Governance Committee to consider their own committee member assignments and if some board members might want to move to different committees.</p> <p>2.2 Task Force Coordination (OLTF)</p> <p>Mr. Pfeifer provided an update on meetings being scheduled with local mayors and township supervisors. The goal is to coordinate / establish a regular meeting schedule.</p> <p>2.3 Governance Training Options Moved to future topics</p> <p>2.4 Discussion on Reasonableness Moved to future topics</p>

3. POLICY MONITORING & DEVELOPMENT

3.1 Frequency of Monitoring Reports

Mr. Carpenter shared a recommendation to adjust the monitoring report schedule. The recommended changes would reduce the yearly monitoring from 12 policies to 8-9 policies each year.

Committee members discussed the recommendation and Mr. Carpenter provided more details on the two policies that might be monitored as needed (or when a relevant activity has taken place).

The topic will be added as an agenda item to the Service and Finance Committee meetings.

3.2 LAC Update (3.9)

LAC will be providing an update report at the December Board meeting.

3.3 CEO Compensation Update

The Governance Committee will be meeting separately to discuss CEO Compensation with a plan to bring a recommendation to the Board in December.

3.4 Election Day Fares

The Governance Committee continued the discussion of election day fares and how changing fares is outlined within Board policies. Members determined they will continue the discussion at their December meeting and include Ms. Pollay

4. STRATEGY & OPERATIONAL UPDATES: CEO

5. EMERGENT ITEMS

5.1 Governance Committee Meeting Dates

Chairwoman Mozak noted that Mr. Chang is no longer able to attend Governance Committee meetings due to a scheduling conflict. The committee is weighing rescheduling the monthly Governance Committee meetings to accommodate. They will work with staff to look at new meeting time options.

5.2 Labor Update

Mr. Carpenter provided a brief labor update and upcoming labor contract negotiations.

6. CLOSING ITEMS

6.1 Committee Agendas

Service Committee Agenda: Add Frequency of Monitoring Reports, no other changes were noted.

Finance Committee Agenda: Add Frequency of Monitoring Reports, no other changes were noted.

Board Meeting Agenda: Remove Determining Reasonableness, add location (Riverside Arts Center) for January meeting, no other changes were noted.

6.2 Action Item Recap

- Add Frequency of Monitoring Reports to Service and Finance Committee agendas
- Chairwoman Mozak will be contacting Mr. Chang about proposing new Governance Committee meeting times
- Add Election Day Fares / Labor Update to next Governance Committee
- Set up time for Mr. Allemang and Ms. Reed to discuss Reserve Target Details ahead of Finance Committee meeting
- Committee meeting assignments will be evaluated

6.3 Topics for Next Meeting

CEO Expense Report

Board Annual Plan of Work

Election Day Fares

Labor Update

Future:

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

Discussion on Reasonableness, Governance Training Options, UM 2050

6.4 Adjournment

Chairwoman Mozak thanked the committee and staff and adjourned the meeting at 10:52 am.

Respectfully Submitted by Deborah Holt

Service Committee Meeting Notes

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

Members Present: Jesse Miller (Chair), Simi Barr, Rich Chang, Simi Barr

Members Absent: Susan Pollay (Excused)

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

Location: REMOTE – Via Zoom

Mr. Miller called the meeting to order at 3:11pm

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p style="padding-left: 20px;">No additions or changes noted to the agenda.</p> <p>1.2 Communications</p> <p style="padding-left: 20px;">No new communications.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Determining Reasonableness</p> <p style="padding-left: 20px;">The committee discussed training provided by Governance consultant Sue Radwan to assist with the challenge of finding a standard of reasonableness for Board policies.</p> <p>2.2 Review Treatment of the Traveling Public (2.1.3) Policy Language</p> <p style="padding-left: 20px;">Committee members discussed the general support at the November Board meeting for reviewing policy intent and whether language should focus on safety outcomes rather than training inputs.</p> <p style="padding-left: 20px;">They developed a draft of potential policy language revision:</p> <p style="padding-left: 40px;"><i>CEO shall not operate in a manner that jeopardizes the safety of the traveling public.</i></p> <p style="padding-left: 20px;">With the revised language, the CEO could incorporate collision data and safety rates as a reasonable interpretation</p> <p style="padding-left: 20px;">They agreed to continue the discussion in January with Mr. Miller providing draft policy wording.</p> <p>2.3 Review 2.1.2 and 2.1.3.1</p> <p style="padding-left: 20px;">Committee members discussed policy language redundancy in policies 2.1.2 and 2.1.3.1. Mr. Carpenter provided a suggestion of striking out language in policy 2.1.3.1 which would eliminate redundancy.</p>

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

The committee discussed the suggestion for 2.1.3.1 and suggested moving it to be a sub policy under 2.1.2.

They agreed to continue the discussion in January.

2.4 Frequency of Monitoring Reports

Ms. Kamau shared a recommendation to revise the current monitoring report schedule. The recommended changes would reduce the yearly monitoring from 12 policies to 8-9 policies each year. The Fare Policy (2.5.12) and Construction Policy (2.10) are recommended to be monitored as needed (or when a relevant activity has taken place).

Committee members discussed the recommendation, and the topic will be shared with the Board for a decision.

3. STRATEGY & OPERATIONAL UPDATES: CEO

3.1 FY24 Q4 Service Report

Mr. Brooks shared an overview of the Q4 Service Report:

- Operational cost for fixed route has decreased 7% from Q3 to Q4
- Boardings for Q4 increased
- Complaints are down 34% compared to Q4 of 2023
- Q4 showed an increase in preventable accidents which is attributed to the hiring of new MCO's
- Contracted services show areas for improvement, but management continue to communicate expectations and are beginning to show positive results
- 3 major fixed route construction detours have concluded which has improved on-time performance which is at 75%

4. CLOSING ITEMS

4.1 Action Item Recap

- Continue discussion/review of Treatment of the Traveling Public (2.1.3) Policy Language in January
- Continue discussion/review of 2.1.2 and 2.1.3.1 in January
- Mr. Miller will work on draft language for 2.1.3 and 2.1.3.1 for January
- Q4 Service Report will be shared at the Board meeting

4.2 Topics for the Next Meeting

Global Executive Limitation (2.0)
Discussion on Reasonableness
Review Treatment of the Traveling Public (2.1.3) Policy Language
Review 2.1.2 and 2.1.3.1 policy revision to the Board for approval

Focusing on Work

Future: Safety Policy, Environmental Policy

4.3 Adjournment

Mr. Miller thanked the committee and staff and adjourned the meeting at 4:49 pm.

Respectfully submitted by Deborah Holt

DRAFT

Finance Committee Meeting Notes

Meeting Date/Time: Friday, December 6, 2024, 9:00am – 11:00am

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

Members Absent: Monica Ross-Williams

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

Location: REMOTE – Via Zoom

Mr. Allemang called the meeting to order at 9:05am

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p>No additions or changes noted for the agenda.</p> <p>1.2 Communications</p> <p>No new communications.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Determining Reasonableness</p> <p>Governance consultant, Sue Radwan, led the committee on a robust discussion on past practices on how Board members have determined reasonableness for monitoring reports. She provided an overview of the elements of an interpretation and the basis for concluding interpretations are reasonable.</p> <p>2.2 Frequency of Monitoring Reports</p> <p>Ms. Kamau shared recommended changes to the current monitoring report schedule. The recommended adjustments would reduce the yearly monitoring from 12 policies to 8-9 policies each year. The Fare Policy (2.5.12) and Construction Policy (2.10) are recommended to be monitored as needed (or when a relevant activity has taken place).</p> <p>Committee members discussed the recommendation and were agreement on the proposed changes.</p>

3. STRATEGY AND OPERATIONAL UPDATES

3.1 Reserve Target Details

Ms. Reed shared an overview of recent changes made to the operating reserve target which has moved from 2.5 months of operating expenses to the GFOA recommendation of 2.0 months. She provided a background on the challenges with the financial state of the organization which led to needing a higher reserve and the improved financial conditions that have taken place since 2020. The decision to lower the reserve coincides with a growing budget and maintaining the 2.5-month target would require adding additional funds to the reserve.

4 CLOSING ITEMS

4.1 Action Items Recap

- Reserve Target Details will be shared at December Board meeting

4.2 Topics for Next Meeting

January Finance will be cancelled as there are no pressing topics / agenda items

4.3 Adjournment

Mr. Allemang thanked the committee and staff and adjourned the meeting at 10:19am.

Respectfully submitted by Deborah Holt

LAC Report

Meeting: Board of Director's

Meeting Date: December 19, 2024

INFORMATION TYPE
Other
RECOMMENDED ACTION(S)
Receive for information
ISSUE SUMMARY
In accordance with policy 3.9.1.1 <i>Inviting members of the LAC annually, as well as any other time as the Board determines appropriate; to provide input from the LAC'S perspective as part of the Agency's moral ownership</i> the LAC is providing a report to the Board.
ATTACHMENTS
1. Attachment 1

LAC Feedback to Ann Arbor Area Transportation Authority Board of Directors

December 2024

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

1.1.2 Measure/Standards & Achievement

A: Anyone using an ADA compliant wheelchair is able to access all buses and passenger terminals (p.14 Monitoring Report for FY23)

Feedback: Use of an ADA compliant wheelchair doesn't guarantee access to all buses and passenger terminals. Even if the bus is accessible, if a stop or stops along that particular route are not wheelchair accessible then this would be inaccessible to the rider regardless of wheelchair/mobility device.

1.1.2 Rationale/Evidence

D: % of bus stops with sidewalks that are accessible. Compliance timeline: TheRide intends to complete this work by 2033. (p.15 Monitoring Report for FY23)

Feedback: This is too long; recommended by 2030 which also coincides with 40th anniversary of Americans with Disabilities Act. However, the LAC recognizes the issue of the timetable for completing the ADA-compliant bus stops is something that needs to be addressed by the LAC over the next several months. Of course, it will be up to the Board of Directors to decide how the cost of a more aggressive program stands up to other needs. It may then be considered in next year's monitoring report.

Treatment of the Traveling Public:

POLICY 2.1.2

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

Compliance of policy 2.1.2.1

The availability of 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.)

Printed Material: Printed Ride Guides available in English, Spanish, Arabic, and Mandarin (per federal requirements).

Feedback

This document seems very useful. However, in 2.1.2 including the audio options that exist for those that are print challenged is recommended.

Overall feedback:

The implementation of changes, moving up of timelines, increasing accessibility not only benefit the disability population that uses the services, but the benefits and return on these investment impacts the community as a whole.

**Monitoring Report:
Ends (Policy 1.0)**

Monitoring Period: FY 24 (October 2023 to September 2024)

Board of Directors Meeting Dates: December 19th, 2024

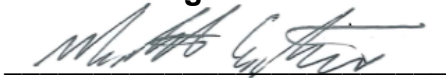
INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>That the Board review this monitoring report and consider accepting it as one of the levels below:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(B) a reasonable 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

TheRide's Board of Directors establish policies that define what is to be achieved for who and at what cost, called Ends policies. This monitoring report provides the CEO's interpretations of those policies, evidence of achievement, and an assertion on compliance with the Board's written goals. As with other monitoring reports, the Board decides whether the interpretations are reasonable, and the evidence is convincing.

















Per Appendix A of the Board Policy Manual, this report was scheduled for monitoring in December and was presented to the Board in December.

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**12/4/2024**ATTACHMENTS**

1. Monitoring report for Ends (Policy 1.0)

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 Fully Compliant
  Partially Compliant
  Non-Compliant

Preliminary CEO Interpretations and Evidence

POLICY 1.0

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

Degree of Compliance: Partially Compliant

Interpretation

Operational Definition

I interpret the following terms as follows:

- **Increasing proportion:** The absolute total ridership and ratio of ridership to the area’s population (ridership/capita) will increase year over year, and in context with industry trends.
- **Environmental contribution:** Agency operations continuously reduce their carbon footprint.
- **Economic vitality:** Agency operations result in increased job accessibility, increased transit-oriented development, and affordable mobility options exist for all irrespective of limitations i.e., language, income, disabilities etc.,
- **Efficient stewardship of resources:** The operational cost of the agency is reasonably within that of peer agencies. Costs are not beyond what is reasonable to a transit industry. Capital projects and costs are reviewed and approved by the Board through the Budget process.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. The agency makes progress to attract and retain riders as described in the previous year’s Business Plan.
- B. The agency’s fixed-route ridership grows in line with, or above, national, and regional peers.
- C. The agency’s fixed-route ridership per capita grows in line with, or above national and regional peers.
- D. The agency’s fixed-route cost per trip is in line with, or above national and regional peers.
- E. Lower-level policies are compliant.

Rationale

This is reasonable because

- A. The Annual Business Plan contains discrete, measurable interim actions that demonstrate progress towards Board’s Ends. The Plan is updated annually at the beginning of each fiscal year, allowing this Ends Monitoring Report to serve as a recap on progress.
- B-C.

- Fixed route ridership is a good proxy of overall achievement as it makes up 90% of all riders of all our services.
 - TheRide's national transit peers are based on similar area population, mode type, total annual vehicle miles operated, annual operating budget, population density and population growth rate and hence creates reasonable context against which to judge TheRide's performance. Regional peers operate within the same state and provide additional context through which performance is compared.
 - Judging performance in the context of industry trends is reasonable because transit usage is highly influenced by outside factors (i.e. pandemics, recessions, fuel prices).
- B. An increase in ridership indicates that an increasing population of our community is using our services
- C. An increase in ridership per capita indicates that the community is increasing its reliance on transit.
- D. Cost per trip in line or above national and regional peers demonstrates cost-effectiveness (cost per hour of service) within the norms of the transit industry over time. This is reasonable because, as a public service, no transit agency breaks-even or turns a profit and all users and services are subsidized. Without a profit motive, financial performance becomes difficult to judge aside from peer benchmarking.
- E. Lower-level policies address other aspects not provided in this policy. This includes:
- a. Social impact addressed in policy 1.1, 1.4 and 1.5
 - b. Environmental impact addressed in policy 1.2
 - c. Economic impact addressed in policy 1.3

Evidence

Source of Data: Lower-level policies, peer agency data from respective agencies and the National Transit Database.

Date of Data Review: 12/03/2024 as verified by the Corporate Strategy & Performance Officer.

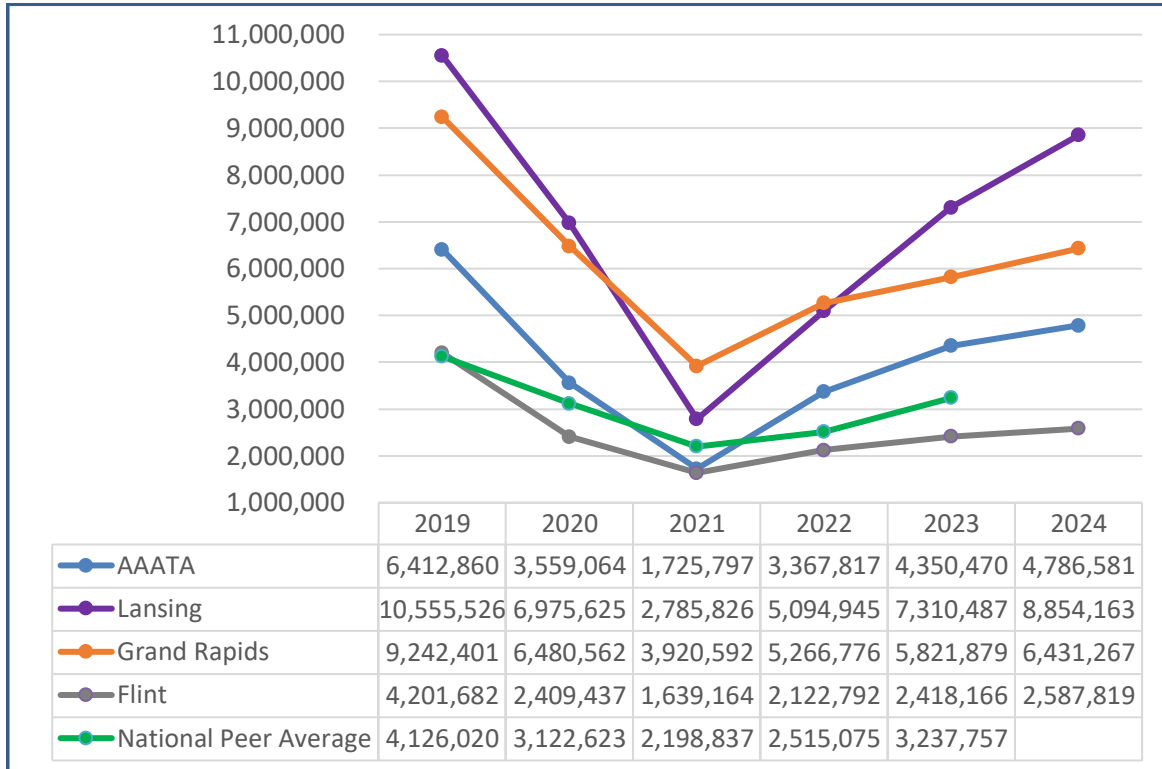
Data:

A. Business Plan Follow Through on FY2024 Projects focused on Increasing Ridership

FY24 Business Plan Projects	Timeline	Status/ Notes	Target Achieved?
1. Deliver New millage Services FY	FY24-FY25	Complete	Yes
a. Express route between Ypsilanti and Ann Arbor		Launched on May 5th, 2024.	
b. Extended Fixed Route hours to 6:00AM –1200AM on weekday and 7:00AM to 11:50 Pm on weekends		Completed on August, 2024	
c. Increased Fixed Route weekend frequencies to operate every 30 minutes before 6PM and 60 minutes thereafter.		Completed on August 2024	
d. Extended NightRide service.		Completed on August 2024	
2. Ypsilanti Transit Center: Planning and Design	FY24-FY25 (Planning and Design)	Ongoing, schematic design is underway and will continue into FY25	Yes
3. Blake Transit Center Planning and Design	FY24-FY25 (Planning and Design)	Ongoing. The staff of TheRide, Ann Arbor Housing Commission and the City of Ann Arbor have been working together to develop designs for the old Y-lot	Yes
4. New Bus Garage	FY 24-28 (Planning and design)	On October 31 st , 2024, an RFP was issued to select a consultant to help AAATA determine future needs, suitable sites and gain environmental clearance.	Yes

B. Annual Ridership

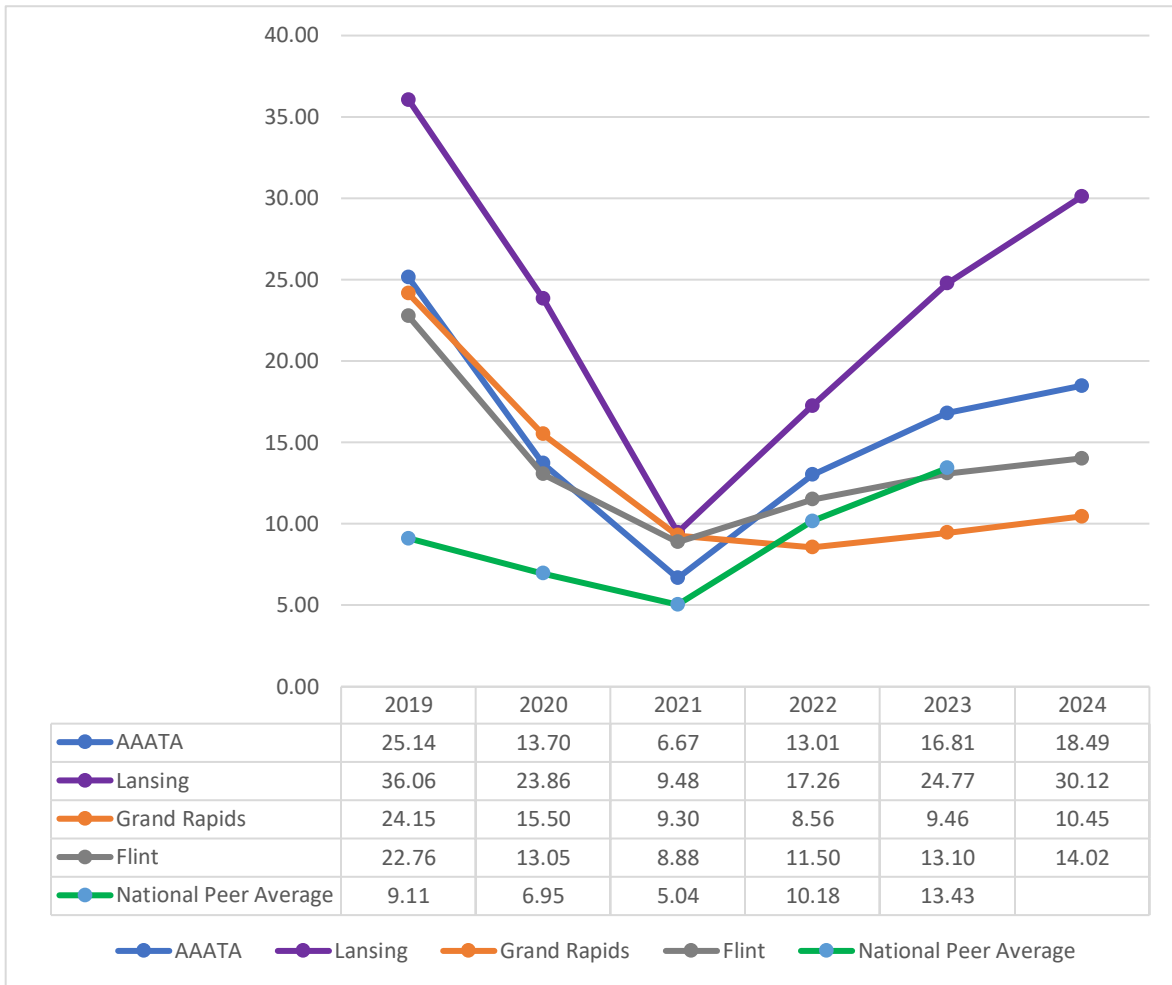
TheRide's ridership increased by 10% from 2023 to 2024. Similar trends were observed among regional peers during the same period.



Source: National Transit Database for FY 2019-2023
 National peer data is currently available until FY 2023.
 FY 2024 numbers are collected directly from peer agencies and are preliminary.

C. Ridership per capita

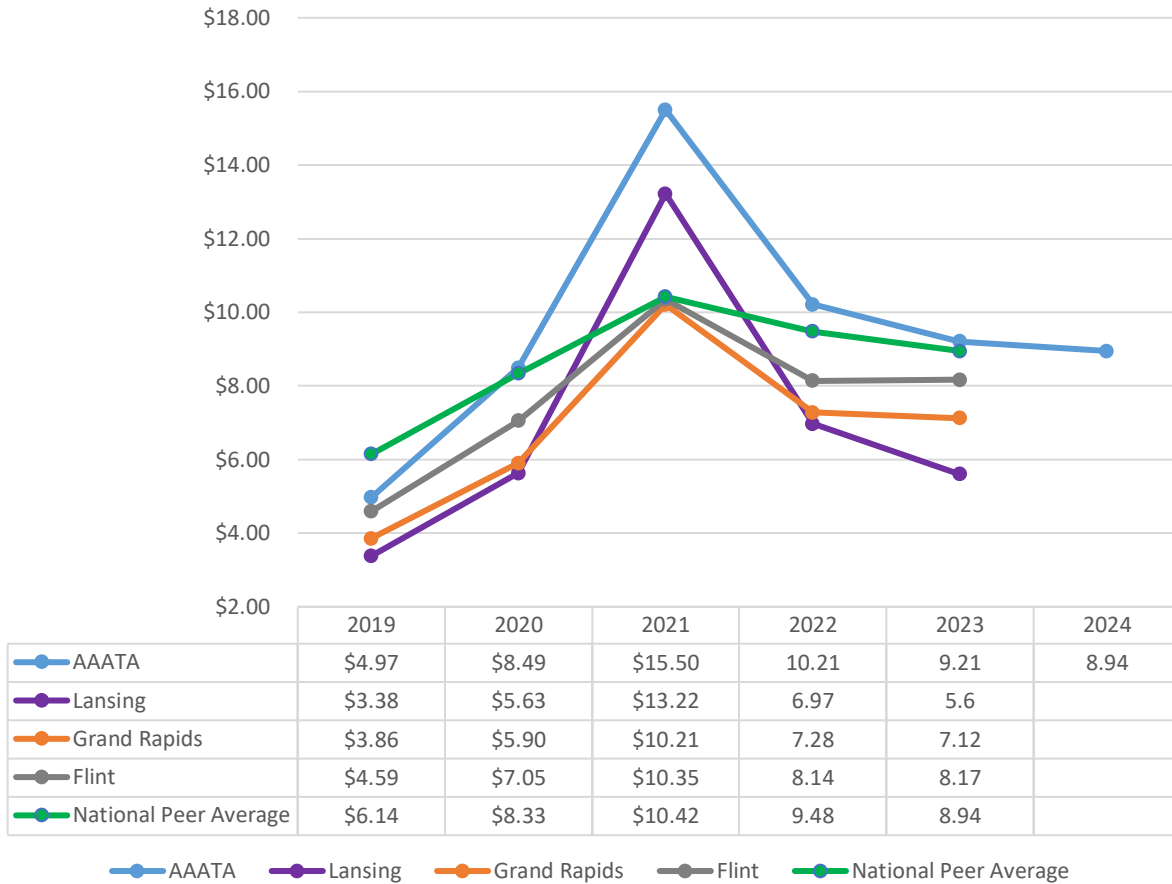
The Ride's ridership per capita increased by 10% in FY 24 from FY23. Similar trends were observed among regional peers. See graph below for detail



Source: National Transit Database for FY 2019-2023.
 National peer data is currently available until FY 2023.
 FY 2024 numbers are collected directly from peer agencies and are preliminary.

D. Cost per trip

TheRide’s operating expense per passenger trip decreased by 9.8% from 2022 to 2023. This was in line with regional and national peers. See graph below for detail..



Source: National Transit Database for FY 2019-2023.
 National peer data is currently available until FY 2023.
 FY2024 peer data was not available when authoring this report.

- D. Policy 1.1.3 was partially compliant and therefore this policy is partially compliant. A compliance timeline has been provided under the policy.

POLICY 1.1

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

Degree of Compliance: Compliant

Interpretation

Operational Definition:

I interpret this policy to mean that TheRide’s fixed route and paratransit services will be organized and distributed in a fair and equal manner that facilitates access for the majority of residents, regardless of income or personal mobility, to most employment, education, medical, shopping, and government destinations.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- A. At least 80% of the population in the membership area is within 0.25 miles of a fixed-route bus stop.
- B. There is a bus stop within a 0.25-mile walk of all major destinations (i.e., Hospitals, grocery stores, post offices. Access to jobs and education institutions is addressed in later policies) in the area.
- C. For residents unable to use fixed-route buses due to a mobility limitation, curb-to-curb paratransit will be available for all origin and destinations points within ¾ miles of a bus route.
- D. All service changes comply with the Equity Analysis Policy and federal civil rights law.
- E. Policies 1.1.1 (affordability), 1.1.2 (infrastructure accessibility & paratransit), and are compliant

Rationale

This is reasonable because

- A. 80% of residents within 0.25 miles of a bus stop is a transit industry service standard. 0.25 miles is a commonly accepted walking distance equivalent to 3-4 city blocks. 80% of residents ensure coverage while recognizing that many low-density areas will be uneconomical to serve while also creating direct service with low travel times. A target of 80% is possible within the agency resources.
- B. Placing bus stops within 0.25 miles of major destinations ensures connectivity within a generally accepted walking distance. Access to a majority of crucial destinations (Hospitals, grocery stores, post offices) as well as employment (policy 1.3.1) and education destinations 1.3.2) allows full participation in society.
Mass transit targets the largest ridership markets while providing basic services as widely as is affordable. A mass transit service cannot cater to every individual need in a widely dispersed auto-centric landscape without either creating long circuitous routes that discourage new ridership, or requiring more resources than are available.
- C. Federal law (ADA) requires paratransit service be provided within 3/4 of a mile of a bus route. Congress has determined that this is sufficient.
Additionally, the agency offers other demand response services (FlexRide, VanRide, etc) to specific geographic areas where fixed route is not viable.
- D. The Equity Analysis Policy is based on requirements of Title VI of the Civil Rights Act of 1964, is reviewed and approved by the Board, and requires that all services and fare changes

consider impact to low-income populations and minority populations and mitigate any disparate impact/ disproportionate burden on these populations. This is the industry standard for determining whether services are distributed “fairly”.

- E. Policy 1.1.1 addresses low-income affordability, and 1.1.2 addresses accessibility for people with disabilities, paratransit and language barriers directly.

Evidence

Source of Data: Lower-level policy compliance, agency planning data

Date of Data Review: 11/26/2024 as verified by the Senior Transit Planner

Data:

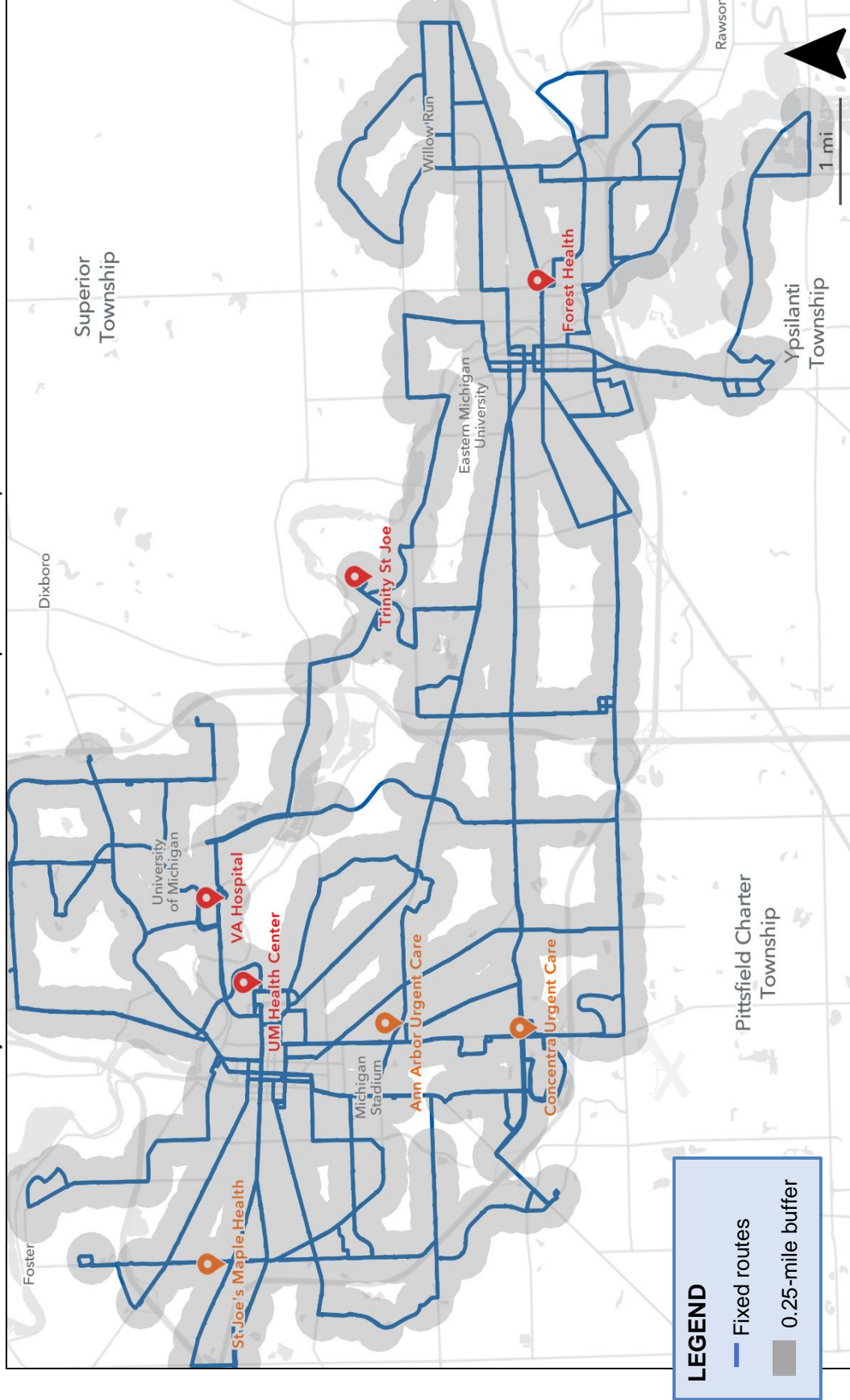
A. Residential Coverage

During the monitoring period, fixed route service covered 82% of the population within a quarter mile. The table below provides an analysis of the quarter mile coverage.

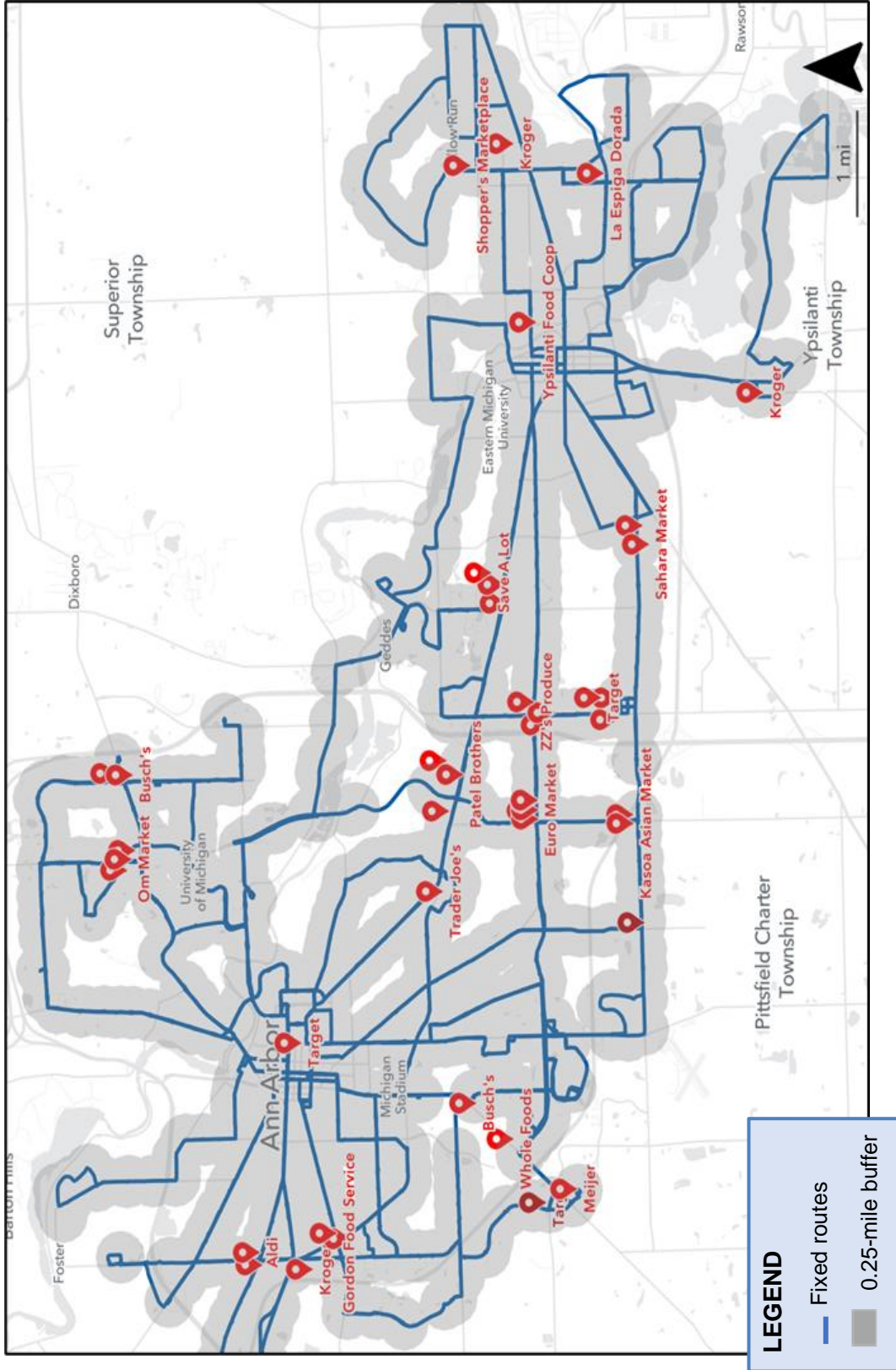
	Population	Target	Target met
Area	199,440	80%	Yes
Quarter mile	163,115		
Quarter mile %	82%		

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

1. Fixed route covers all major medical facilities in the membership area. Bus stops are available within a 0.25-mile walk.



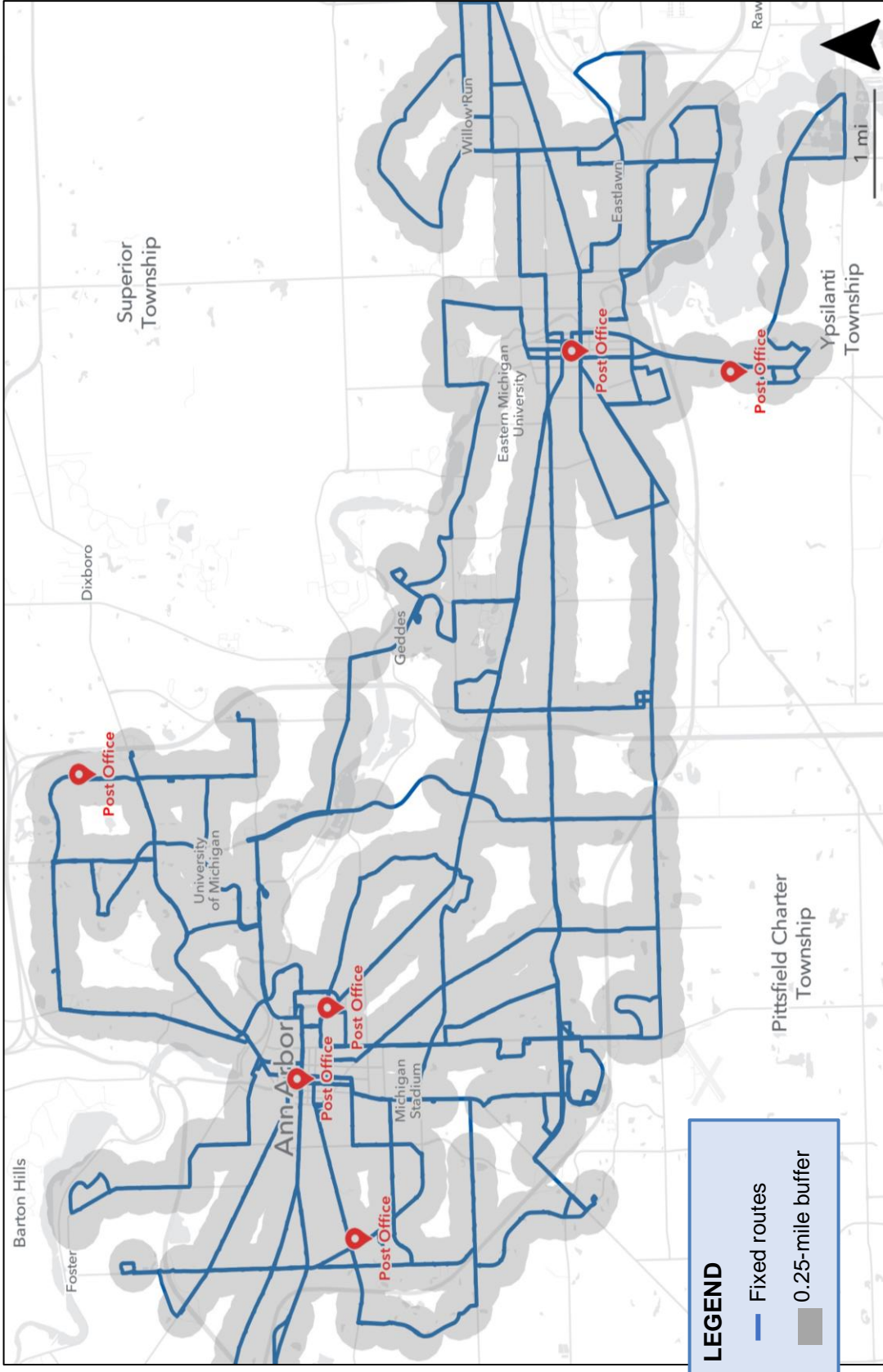
2. Fixed route covers major grocery stores in the membership area. Bus stops are available within a 0.25-mile walk.



LEGEND

- Fixed routes
- 0.25-mile buffer

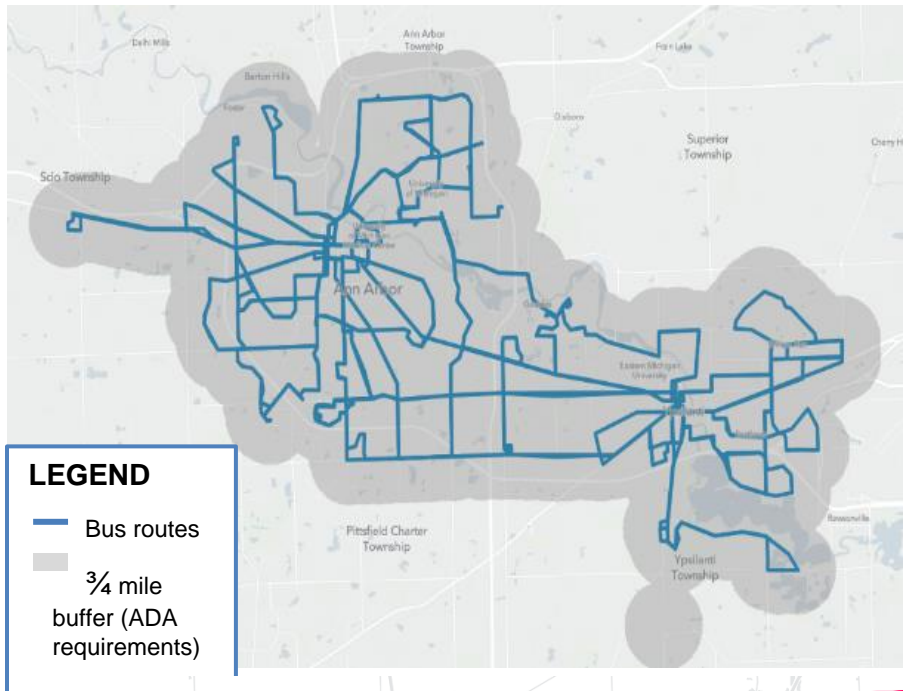
3. Fixed route covers all post offices in the membership area. Bus stops are available within a 0.25-mile walk.



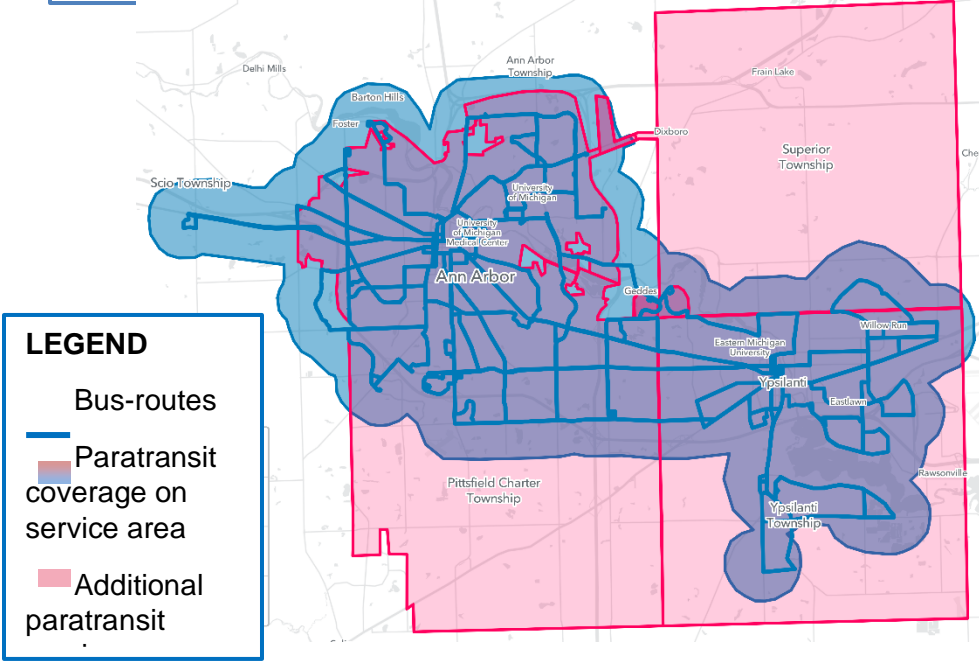
LEGEND

- Fixed routes
- 0.25-mile buffer

C. Paratransit services



The Americans with Disabilities Act (ADA) requires that paratransit services be offered within 3/4 mile from the fixed route service. This area is indicated on the graphic on the left.



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

- D.** All service changes done during the monitoring period were compliant with the Equity Analysis Policy and Title VI.
- E.** Policy 1.1.3 is partially compliant and therefore this policy is partially compliant. A compliance timeline has been provided under in the policy.

POLICY 1.1.1

People with economic challenges have affordable public transportation options.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency provides a discounted fare for low-income riders. Further, I interpret low-income population to be the threshold set and used by the State of Michigan which is based on the federal poverty level. Generally, this category is eligible for Medicaid. By extension, this means that Medicaid holders are eligible for TheRide's discounted fare. Low-income individuals who do not have a valid Medicaid card may obtain eligibility through alternate eligibility at outside community agencies from which they currently receive services.

Measure/Standards & Achievement

Compliance will be demonstrated when any recommended changes to the fare structure include a 50% discount for low-income residents.

Rationale

This is reasonable because

1. Having a threshold to determine eligibility is reasonable because otherwise everyone could use the discount, and the intent of the discount would be compromised, and excessive revenue lost (i.e., inefficient subsidy).
2. The State's threshold is good enough because it is based on the Federal Poverty level as set by Federal laws. Beyond that, States may choose to extend these provisions to other categories (e.g., people with disabilities). The State uses this definition to issue Medicaid cards.
3. Patrons who qualify for Medicaid automatically qualify for our low-income program (fare deal). This allows us to determine eligibility without incurring the costs of administering eligibility criteria ourselves. Low-income patrons *without* Medicaid cards, can have their Fare Deal eligibility determined through outside organizations. This empowers outside organizations that serve low-income populations to certify individuals, thereby expanding availability, and saving the agency administration costs and privacy concerns.
4. The Federal Transit Act requires transit agencies to provide a 50% discount for seniors and persons with disabilities during peak hours. Although no specific thresholds are set for people with low-income categories, TheRide extends the same thresholds (50%) to low-income populations at both peak and non-peak hours. This simplifies administration and avoids accusations of preference.
5. Full-priced fares (\$1.50) only cover about 10% of the costs of a trip, taxpayers pay the remainder. The 50% discount (75 cents) can be seen as an additional, compounded discount that means the discounted user only pays about 5% of the cost to provide the trip. This is reasonable within our budgeting resources.
6. The roles in this interpretation are reasonable because the CEO only recommends changes to fares (2.5.12) and the Board decides on fare changes (3.2.9).

Ends 1.0

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Evidence

Source of Data: Budget documents, meeting minutes, and fare structure records

Date of Data Review: 11/21/24 as verified by Corporate Strategy and Performance Officer

Data: The fare structure did not change in the monitoring period. It did include a 50% discount for low-income passengers. Since there were no changes to fares, the CEO did not make any fare structure recommendation.

POLICY 1.1.2

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

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency meets legal requirements in making accommodations for transit users in the above-named categories so they can use our services. Further, I interpret seniors to be a subset of persons with mobility limitations, not a separate group. This is reasonable because it is the mobility limitation, not age, which suggests the need for additional consideration.

Measure/Standards & Achievement

Compliance will be demonstrated when

- A. The agency has a plan to make all bus stops adjacent to sidewalks wheelchair accessible by a specific timeline and achieve its target for the monitoring period.
- B. Residents and visitors who are not physically able to use the fixed route service due to mobility limitations have access to door-to-door paratransit service that meets ADA minimum requirements.
- C. Minors are allowed on the bus, there is no age limit to ride the bus. We do expect that young children, toddlers and infants be accompanied by an adult.
- D. Printed and electronic translations of passenger information are available in Korean, Spanish and Chinese (Mandarin).
- E. Anyone using an ADA-compliant wheelchair is able to access all buses and passenger terminals.
- F. All terminals have functional audio and visual departure announcements.
- G. All fixed-route buses have audio and visual stop announcements.
- H. TheRide is found to have no deficiencies in the FTA review for all legal requirements that pertain to accommodating anyone with disabilities (ADA) or language (Title VI).

Rationale

This is reasonable because

- A. This is reasonable because some bus stops have no adjacent sidewalks and the TheRide cannot legally improve them in those circumstances.
- B. This is reasonable as it is consistent with federal law. Additional levels of service beyond the minimum are possible but carry steep costs that cannot be accommodated in the budget.
- C. This is reasonable because it allows the bus driver to exercise discretion based on circumstance.
- D. Limiting non-English access to the three most spoken languages in the area is reasonable because it meets minimum federal requirements (Title VI). More is possible but comes at a high cost for few beneficiaries, creates expectations for additional versions, and on-line translation services are free.
- E. This is reasonable because if a wheelchair can be accommodated, most other physical mobility limitations can be accommodated; and because mobility limitations, not age, are

Ends 1.0

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the barrier to access. (Other accommodations to non-physical mobility limitations are addressed in other areas of this report).

- F. This is reasonable in order to accommodate passengers who have audio and visual limitations in buses.
- G. This is reasonable in order to accommodate passengers who have audio and visual limitations at terminals.
- H. This is reasonable as it's an external regulation providing an objective review.

Evidence

Source of Data: Operational data for facilities (including bus stops), buses, paratransit and fixed route services.

Date of Data Review: 11/22/24 as verified by Mobility Services Manager, DCEO Planning and Innovation, Manager of Fleet and Manager of Facilities.

A. Bus stops

Year	Target (# of completed bus-stops).	Actual bus stops completed.	Target achieved
2022	New construction: 5 (1.3%)	3 (0.8%)	No, only 3 permits were issued in this monitoring period.
2023	New construction: 8 Total complete: 13 (3.4%)	10 Total 13 (3.4%)	Yes, 2 more stops completed. On target to have 3.4% complete at this time.
2024	New construction: 12 Total complete: 25 (6.6%)	12 Total 25 (6.6%)	Yes. Completed 12 stops as scheduled.
2025	New construction: 18 Total complete: 43 (11.4%)		
2026	New construction: 25 Total complete: 68 (18%)		
2027	New construction: 30 Total complete: 98 (26%)		
2028	New construction: 35 Total complete: 133 (35.3%)		
2029	New construction: 40 Total complete: 173 (45.9%)		
2030	New construction: 45 Total complete: 218 (57.8%)		
2031	New construction: 50 Total complete: 268 (71.1%)		
2032	New construction: 54 Total complete: 322 (85.4%)		
2033	New construction: 55 Total complete: 377 (100%)		

B. Paratransit

	ADA Minimum Standards	TheRide's Current Level of Service	Target achieved?
Origin to destination	Provision of door-to-door paratransit services	Meets ADA minimums and provide door to door upon request.	Yes

Ends 1.0

Coverage area	¾ mile from fixed routes	Covers all fixed route service areas beyond ¾ mile. Additionally, paratransit services are extended to parts of Pittsfield, Ypsilanti, and Superior townships beyond the service area.	Yes
Trip denials for advanced booking	None, within one-hour negotiation window	None, within one-hour window.	Yes
Fare	A maximum of 2x the fixed route cost.	Paratransit fares are \$3.00, twice the fixed route fare of \$1.50.	Yes
Vehicles	All buses are wheelchair accessible.	All vehicles (including paratransit vehicles) are wheelchair accessible.	Yes
Assistance	Personal Care Attendant (PCA) allowed free of charge; guest fare equal to client	PCA free of charge on paratransit vehicles as well as fixed route buses, guest fare equal to client.	Yes
Advance booking	Allow up to 14 days in advanced booking.	TheRide allows up to 3-days in advanced booking.	Yes
Scheduling window	Allow for 30 minutes before or after scheduled time.	Allow for 30 minutes after scheduled time.	Yes
Origin to destination	Origin to destination	Origin to destination and door to door as requested.	Yes
Reservations	Trip reservation services should be available during administration's office hours.	Administration hours are 8:00AM-5:00PM. Trip reservation services are provided beyond service hours. i.e., Mon-Fri at 8:00AM – 5:30PM and on Weekends at 8:00AM-5:00PM	Yes
Reasonable modification	Reasonable modification at customer request.	Reasonable modification at customer request.	Yes
Will-call return trips	No stipulation provided	Medical trips, Secretary. of State, Dept. Human Services and Social Security office they can call to activate the will-call return.	Yes
Service Animals	Service animals are permitted to accompany service users.	Service animals are permitted to accompany service users.	Yes
Trip Purpose	There are no restrictions or priorities based on trip purpose.	There are no restrictions or priorities based on trip purpose.	Yes
		Current Status	Target
			Target achieved?

C. Age limit	There is no age limit to use the bus. Infants, toddlers, and young children need to be	No age limit to ride the bus.	Yes
D. Availability and accessibility of travel information in common non-English languages	Printed and electronic travel information is available and easily accessible in Mandarin, Korean and Spanish.	Travel information should be available and accessible in Mandarin, Korean and Spanish.	Yes
E. % of buses and passenger terminals that are wheelchair accessible	100%	100%	Yes
F. % of buses with audio and visual stop announcements	100%	100%	Yes
G. % of terminals with functional audio and visual departure announcements	100%	100%	Yes
H. All legal requirements that pertain to accommodating anyone with disabilities (ADA) or language (Title VI) are found compliant during the FTA review.	100%	100%	Yes

POLICY 1.1.3: Riders and prospective riders perceive public transportation services as safe.

Degree of Compliance: Partial Compliance

Interpretation

Operational Definition

I interpret this policy to mean that a high proportion of patrons will report feeling safe from harassment, crime, and assault while using, preparing to use, and considering whether to use, TheRide's services. Patrons do not include the general public as the board consciously decided a transit agency could not be responsible for overall public safety everywhere.

Measure/Standards & Achievement

Compliance will be achieved when

- A. **Riders:** No more than 10% of riders report feeling insecure on buses or at terminals or bus stops.
- B. **Prospective Riders:** A telephone survey of service area residents (Ann Arbor, Ypsilanti and Ypsilanti township) has no more than 10% of the respondents indicating safety or safety related issues to be the most important issue/concern facing the community.
- C. **Complaints:** Safety related customers' complaints are not more than 1 to every 100,000 boardings.
- D. **Actual incidents:** Verifiable incidents of assault, harassment and crime at our facilities (including bus stops, terminals and buses) are not more than **X** for every 100,000 passengers.

Rationale

This definition of "safe" - from concerns of harassment, crime or assault – is reasonable because it addresses the behaviors most likely to make a patron feel unsafe. It also complements the prohibition on discriminatory or disrespectful behaviors in policy 2.1 which applies equally to authority figures such as staff and police. Authority figures are prohibited from discrimination or harassment but are expected to hold individuals accountable for behavior that makes other patrons feel unsafe.

- A. Using an onboard survey is reasonable as it measures perceptions of people currently using the service (riders). A target of 10% is reasonable as it is a small percentage, perceptions are subjective, and some people may feel unsafe due to reasons beyond our control. For example, police presence may spur feelings of safety for some and feel threatening to others. Pragmatically, it is not possible to create widespread feelings of security in a public space without the use of law enforcement and other authority figures. Conducting the survey every two years is reasonable within available resources.
- B. The telephone survey collects data from service area residents who make up the largest number of prospective riders. Understanding their concerns and interests informs on how we can better reach them to increase ridership. Having safety or safety related concerns at 10% or less is reasonable as surveys are subjective and this is a reasonably small percentage.
- C. With surveys being subjective, valid complaints provide objective data with clear context. A target of 1 compliant for every 100,000 passengers or less indicates that the agency is

invested in providing the safest conditions resulting in customers having relatively few complaints on safety and safety-related issues.

D. To complement the importance of perception, tracking actual incidents is reasonable as it provides objective data and context on the safety and security of riders and prospective riders. A target for this interpretation has not been developed given that this is a new policy. Therefore, the CEO notes that this is a partial interpretation (rationale is incomplete). A target will be developed and available to the Board in the next monitoring period.

E.

Evidence

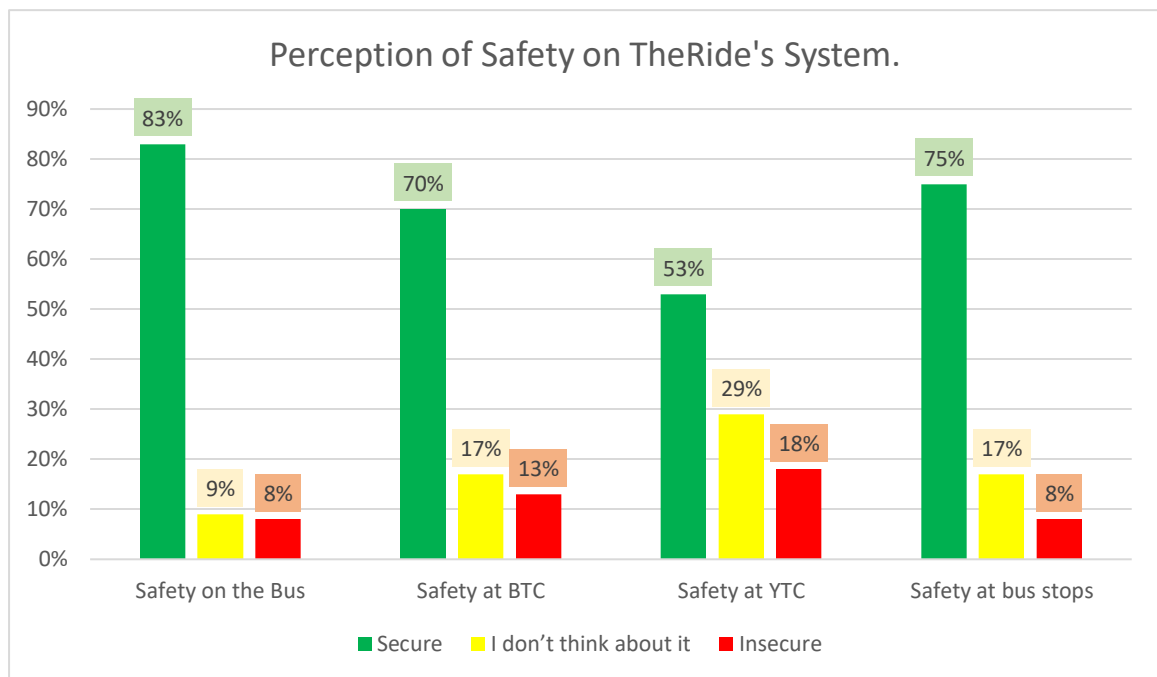
Source of Data: Survey data and Customer Feedback

Date of Data Review: 11/22/2024 as verified by Customer Service Officer and Senior Transit Planner

Data:

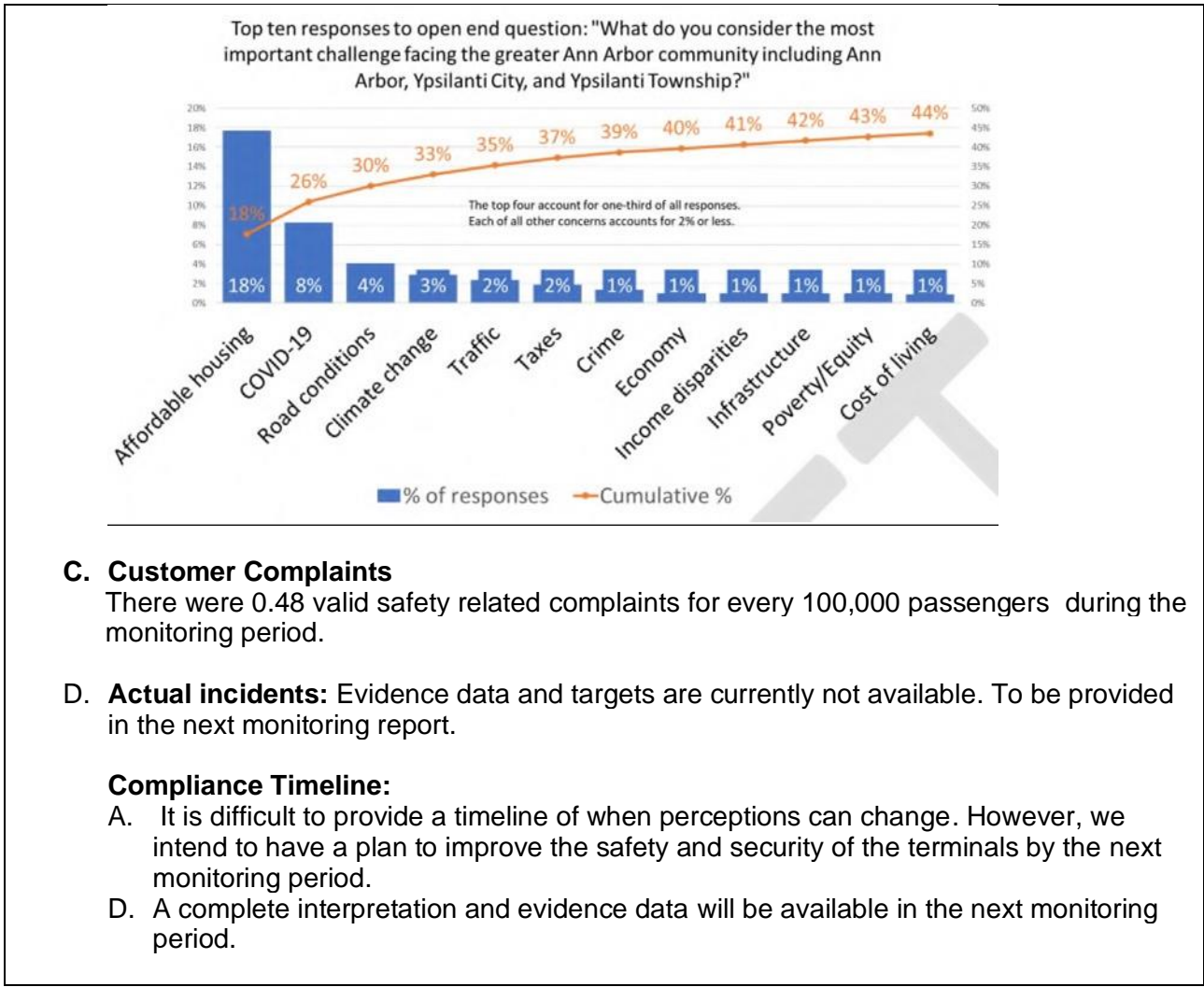
A. Onboard Survey:

In 2024, an onboard survey was conducted. While less than 10% of riders reported feeling insecure on buses or at bus stops, more than 10% of riders reported feeling unsafe at both bus terminals. Due to this, the CEO's reports partial compliance to the policy.



B. Telephone Survey:

In 2022, a telephone survey asked residents of the area to identify the most important issue facing the community. Below are the results. Safety (crime, harassment or assault) or safety related issues did not make up 10% of the residents' major concerns.



POLICY 1.2

Public transportation positively impacts our environment.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that transit services work to attract riders who might otherwise have used a car to travel, thereby reducing the overall pollution from the transportation system.

Measure/Standards & Achievement

Compliance with policy will be demonstrated when policies 1.2.1 through 1.2.3 are compliant.

Rationale

This is reasonable because policy 1.2.1 to 1.2.3 provide the outcomes of reducing the carbon footprint from automobile use. This includes increased use of public transportation as compared to the use of a personal car, public transportation encourages compact and walkable land developments, and that the agency advocates for transit supportive development.

Evidence

Source of Data: Lower-level policies

Date of Data Review: 11/30/2024 as verified by Corporate Strategy and Performance Officer

Data:

All lower-level policies are compliant.

POLICY 1.2.1

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

Degree of Compliance: Compliant

InterpretationOperational Definition

I interpret this policy to mean that available survey data will indicate an increased use of public transportation as compared to use of a vehicle.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when data reported by SEMCOG indicates increased transit mode share (i.e. % of all work trips) year to year as compared to driving alone.

Rationale

This is reasonable because mode share (similar to market share) is an industry-standard measure of how people travel and can be consistently measured over time. Work trips are generally the only types of trips measured. Data collected by a third party (SEMCOG) provides objective measures.

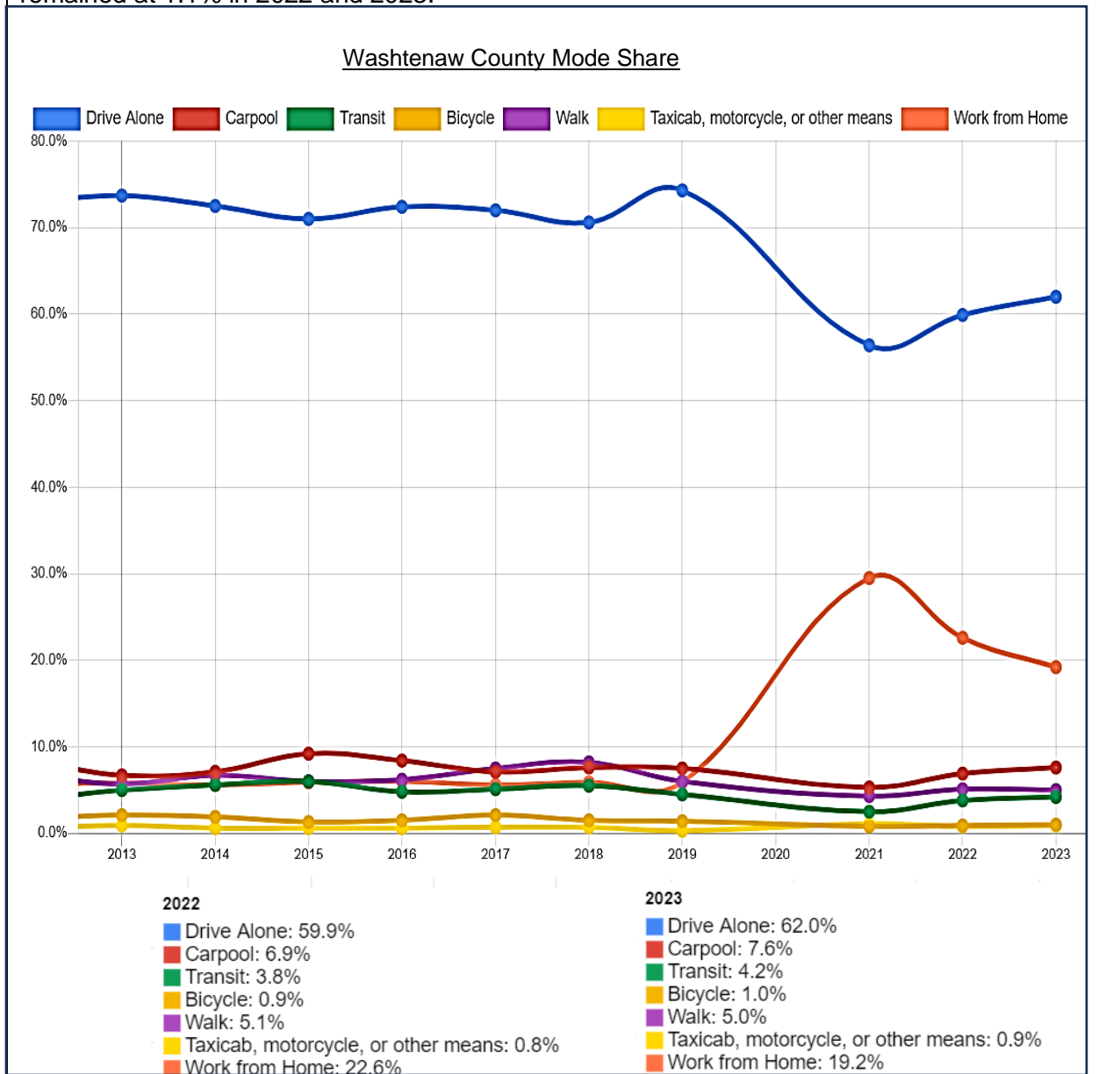
Evidence

Source of Data: SEMCOG data

Date of Data Review: 11/26/2024 as verified by the Corporate Strategy and Performance Officer

Data:

In our service area, a significant number of people previously working from home returned to work. As a result, residents choosing to drive alone increased by **4%** from a mode share of 59.9% to 62% while transit use increased by **11%** from a mode share of 3.8% in 2022 to 4.2%. See below for that detail. As context, the transit mode share of the Southeast Michigan region remained at 1.1% in 2022 and 2023.



POLICY 1.2.2

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

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that TheRide will operate high-frequency bus service on main corridors before 6pm.

Measure/Standards & Achievement

Compliance during this period will be demonstrated when services on main corridors achieve set targets for frequency. Main corridors are ones where high frequency service is already somewhat viable and where intensification of land development is possible. Specifically, these corridors are Washtenaw Avenue, Plymouth Road, Huron, State Street, Main Street, and Packard.

Rationale

This is a reasonable interpretation because

1. Increasing the frequency of services is the most important step TheRide can take to encourage land-development decisions that do not rely on cars and parking, and
2. Only certain corridors have the combination of potential land development and increasing frequency. A high frequency of departures allows a greater degree of flexibility and unplanned travel – similar to the convenience of owning a car.
3. Focusing on frequency before 6pm is reasonable as it focuses the agency resources on where it is most impactful.

Evidence

Source of Data: Route information

Date of Data Review: 11/06/24 by Senior Transit Planner

As part of the Long-Range Plan service changes that went into effect on August 2024, all routes operating before 6pm increased their weekend frequency from 60 minutes to 30 minutes. See more information below.

	Targets	Current Frequencies (Evidence)	Compliant?
Washtenaw Ave	Weekdays Peak: 10 minutes or better Mid-day: 20 minutes or better Evenings: 30 minutes or better Weekends daytime: 30 minutes or better	Weekdays Peak: 8 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends daytime: 30 minutes	Yes
	Targets	Current Freq.	Compliant?

		(Evidence)	
Plymouth Road	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 min Weekends daytime: 30 minutes or better	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends: 30 minutes	Yes
Huron	Weekdays Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends daytime: 30 min or better	Weekdays Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes Weekends: 30 minutes,	Yes
State Street	Weekdays Peak: 15 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends daytime: 30 min or better	Weekdays Peak: <10 minutes Mid-day: <15 minutes Evenings: 30 minutes Weekends daytime: 30 minutes	Yes
Main Street	Weekdays Peak: 30 min or better Mid-day: 30 min or better Evenings: 30 min or better Weekends daytime: 30 min or better	Weekdays Peak: 15 minutes Mid-day: 30 minutes Evenings: 30 minutes Weekends daytime : 30 minutes,	Yes
Packard	Weekdays Peak: 15 min or better Mid-day: 15 min or better Evenings: 30 min or better Weekends daytime: 30 min or better	Weekdays Peak: 15 minutes Mid-day: 15 minutes Evenings: 30 minutes Weekends daytime : 30 minutes;	Yes

POLICY 1.2.3

Relevant public policy is transit supportive.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the agency educates on, and advocates for, decisions from outside bodies (e.g. municipal councils, legislatures, commissions, etc.) that will help advance other Ends goals (e.g. zoning, parking rules, funding, road pricing, etc.) or reduce agency costs.

Measure/Standards & Achievement

Compliance will be demonstrated when the CEO annually shares with the Board an advocacy agenda for the coming year detailing general goals and objectives for policies changes as well as the outside bodies responsible for changing the policies (e.g. local, state, or federal governments). The agenda must explain how its goals and targets will further the advancement of Board policies or the Long-Range Plan.

Rationale

This is reasonable because TheRide cannot control the decisions of outside actors, but it can demonstrate organization, focus, and effort towards advancing relevant goals.

Evidence

Source of Data: Board meeting minutes. Staff and board member travel itineraries and meeting appointments.

Date of Data Review: 11/24/2024 as verified by the Public Affairs and Community Engagement

Data:

The CEO and manager of Public Affairs and Community Engagement presented the advocacy agenda to the Board in the June 2024 Board Meeting. Two Board members also attended The APTA Legislative Conference in Washington DC in May 2024.

POLICY 1.3

Public transportation positively impacts the economic prosperity of the area.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this to mean that our services will facilitate access to jobs, shopping and education. Further, available local data indicates that residents use public transportation to access the above-mentioned facilities.

Measure/Standards & Achievement

Compliance will be demonstrated when policy 1.3.1 to 1.3.4 are compliant.

Rationale

The Board has fully interpreted this policy in policies 1.3.1 through 1.3.4 below. This is reasonable because policies 1.3.1 to 1.3.4 address access to jobs, schools, visitor utilization of our systems and the service area being connected to Metro Detroit. Compliance with these policies indicate what the TheRide can do to impact economic prosperity of the area within available resources.

Evidence

Source of Data: Lower-level policies

Date of Data Review: 11/26/2024 as verified by Corporate Strategy and Performance Officer

Data:

Policies 1.3.1 through 1.3.4 are compliant

POLICY 1.3.1

Public transportation facilitates labor mobility.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that our services will have bus stops located near job opportunities and that residents will report using public transportation to commute to work.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- A. Riders can access 80% of jobs in the service area within 0.25 miles walk from a bus stop.
- B. Transit mode share (percent of people commuting to work by transit) in the Ann Arbor-Ypsilanti area ranks top five as compared to other cities and townships in the South Eastern Michigan region.
- C. Vanpool options are available outside the fixed route service area and operational during the monitoring period.

Rationale

The interpretation is reasonable because

- A. As a requirement for service coverage, walking distance standards are the industry norm for setting acceptable limits. A 0.25-mile walking distance is reasonable per industry standards. Providing accessibility of 80% to all essential jobs is reasonable within the agency resources.
- B. Comparing the percentage of people who use transit to commute with other cities and townships provides context and a reasonable benchmarking platform. Being top five indicates TheRide's desires to be a leader in facilitating labor mobility in the region. This target is reasonable with the agency's resources.
- C. The availability of Vanpool services provides additional job accessibility based on market demand.

Evidence

Source of Data: SEMCOG data and agency planning and ridership data.

Date of Data Review: 11/26/2024 as verified by the Senior Transit Planner and the Corporate Strategy and Performance Officer

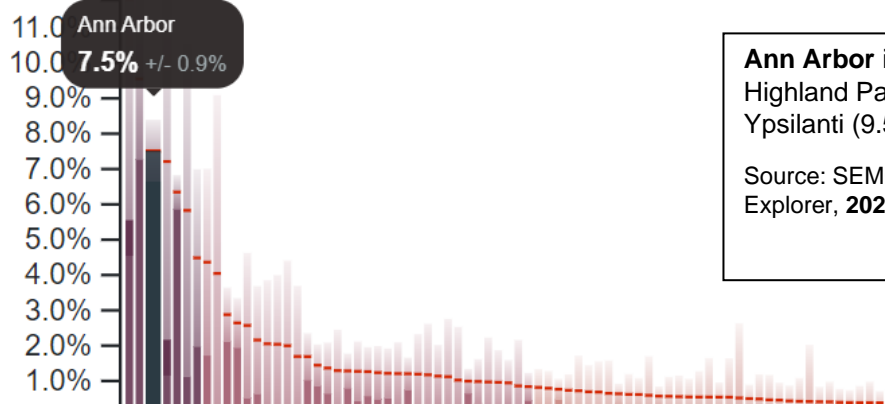
Data:

A. Job Accessibility

The traveling public can access 82% of jobs within 0.25 miles of fixed route. See evidence for 1.1A for more information.

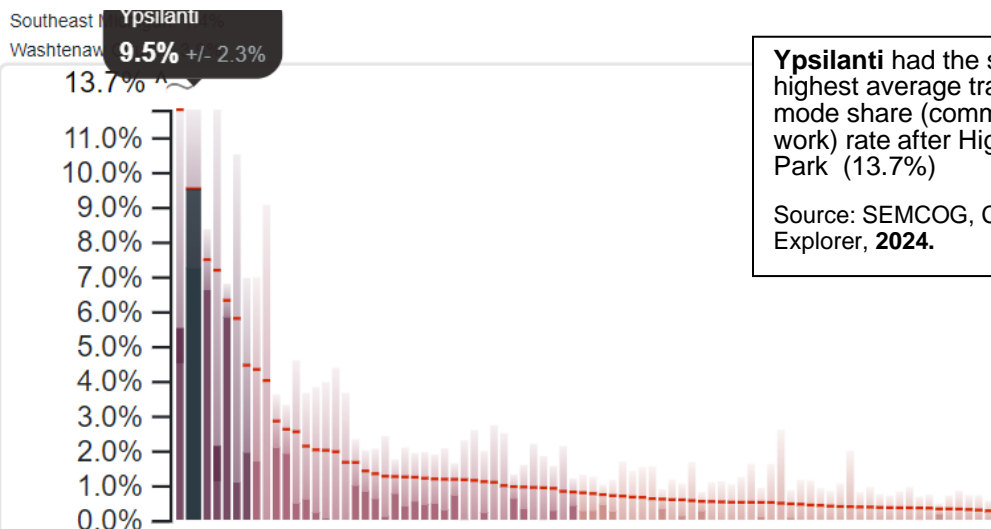
B. Commute to Work by Transit, Southeast Michigan Region

Based on SEMCOG data that ranked percent commute by transit, Ypsilanti ranked second and Ann Arbor third. See graphs below for detail.



Ann Arbor is third after Highland Park (13.7%), Ypsilanti (9.5%)

Source: SEMCOG, Community Explorer, **2024**.



Ypsilanti had the second highest average transit mode share (commute to work) rate after Highland Park (13.7%)

Source: SEMCOG, Community Explorer, **2024**.

C. Van Pool Availability

TheRide's vanpool program was available to any group making regular trips in our service area. TheRide has vanpools originating from Toledo, Detroit, and other distant points. There VanRide ridership was 181,634 for this period.

POLICY 1.3.2

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

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that TheRide will offer transit services to major schools in the area where there no other transportation arrangements e.g., no school buses exist.

Measure/Standards & Achievement

Compliance will be demonstrated when riders can access all post-secondary educational campuses in the Ann Arbor, Ypsilanti, and Ypsilanti Twp. areas within a reasonable walk from a bus stop (0.25 miles) using fixed route services.

Rationale

This is a reasonable interpretation because 1) mode share data for student travel is not available, 2) fixed route access to campuses is a reasonable proxy for ability to use the service, and 3) these targets are realistic within our existing resources. Access to high schools is not included in this interpretation because those trips are the responsibility of the local school board or parents. However, TheRide does incidentally transport many riders to high school.

Evidence

Source of Data: Route information

Date of Data Review: 11/26/2024 as verified by the Senior Transit Planner.

	Adjacent Routes	Campus within 0.25 miles of a bus stop? Yes/No
UM Main Campus	3, 4, 5, 6, 23, 61, 62, 63, 64, 65,104	Yes
UM North Campus	3, 22, 66	Yes
EMU	3, 4, 5, 104	Yes
WCCC	3, 67	Yes
Concordia	3	Yes

POLICY 1.3.3

Visitors use public transportation in the area.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that TheRide will make it possible for non-residents to learn about the existence of our services and to use them.

Measure/Standards & Achievement

Compliance will be demonstrated when:

- A. TheRide provides easily accessible information on how to use services both online and at key visitor locations in the area.
- B. People arriving in the membership area via inter-city carriers (i.e., Detroit Metro Airport, intercity rail, or bus) have access to fixed route and paratransit services.
- C. Availability of temporary eligibility provisions for visiting paratransit service users.
- D. Fixed-route service between Ann Arbor and Metro Detroit Airport.

Rationale

- A. Providing passenger information both online and at key visitor locations is reasonable because per a survey conducted by Destination Ann Arbor in Spring 2024, 95% of prospective visitors use websites/online platforms for travel information.
- B. Visitors are likely to enter the area through airports, intercity rail, and bus terminals. Providing Fixed Route bus connections at these entry points is reasonable as it offers them the opportunity to use our services.
- C. Paratransit users eligible in other jurisdictions most often qualify for our services, as eligibility standards are based on general FTA guidelines.
- D. Connecting Ann Arbor to the metro Detroit encourages visitors primarily going to Detroit to visit our service area.

These interpretations are reasonable because we have no way of knowing whether passengers are visitors to the area and therefore cannot directly measure the number of riders who are visitors. These targets are realistic within the agency’s existing resources.

Evidence

Source of Data: Route information

Date of Data Review: 11/24/2024 as verified by the Senior Transit Planner and Manager of Public Affairs and Community Engagement.

Data:

- A. TheRide had accessible information on how to use our services both online and physically in over 100 community organization that include hotels, hospitals, colleges, public schools, libraries, apartments, senior centers.

B. Connections with Inter-City Carriers*

	Target	Service during monitoring period (Evidence)	Compliant?
Amtrak (Ann Arbor on Fuller St.)	Accessible via fixed route or paratransit.	Served by Routes 22, 33, 65 and Paratransit	Yes
Greyhound (Ann Arbor on Fuller St.)	Accessible via fixed route or paratransit.	Served by Routes 22, 33, 65 and Paratransit	Yes
Detroit Metro Airport	Accessible via AirRide.	Served via AirRide	Yes

*We believe the Ypsilanti Greyhound stop has been closed.

C. Temporary eligibility for visiting paratransit service users,

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

D. Connection between Ann Arbor and Detroit Metro Airport.

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

POLICY 1.3.4

Public transportation connects the area to the Metro Detroit region.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that there will be transit service between our Ann Arbor and Metro Detroit.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when a scheduled transit service exists between Ann Arbor and Metro Detroit.

Rationale

This is reasonable because that’s what the policy calls for. Funding does not yet exist to create similar connections for Ypsilanti.

Evidence

Source of Data: Operational records

Date of Data Review: 11/25/2024 as verified by Manager of Operations

Data:

Detroit-to-Ann Arbor (D2A2) service was operational during the monitoring period.

POLICY 1.4

Passengers are highly satisfied with public transportation services.

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that TheRide will offer excellent customer service and that our customers will report being highly satisfied with our services.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when

- A. TheRide achieves a quality-of-service composite score of 1 or better.
- B. 75% or more of passengers participating in onboard surveys that take place every other year indicate that they are satisfied with the services offered.

Rationale

- A. The composite score provides a snapshot of the leading indicators for quality-of-service components that address reliability of service, safety and courtesy. It is based on a weighted average with pre-pandemic numbers as baseline targets or other preferred/already established targets e.g., those in the Transit Asset management Plan. A score of 1 (100%) indicates that we have achieved our target in aggregate
- B. High numbers of passengers indicating satisfaction is a proxy for passengers being highly satisfied with our services This is reasonable because the survey does not ask for the level of satisfaction and instead asks if they are satisfied, neutral or dissatisfied with TheRide's services. Conducting the survey once every two years is reasonable because customer satisfaction does not change a lot within a short period of time to warrant more frequent surveys. Given that the surveys responses are subjective, 75% is a realistic target per agency resources.

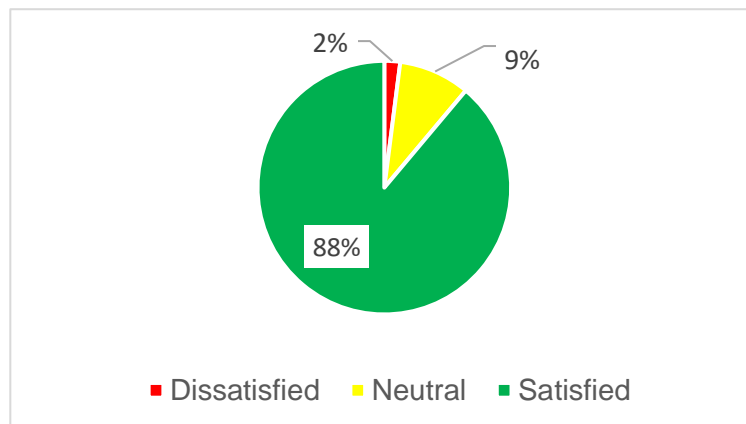
Evidence

Source of Data: Operational performance data
Date of Data Review: 11/26/2024 as verified by Corporate Strategy and Performance Officer, Manager of Fleet and Manager of Operations.
Data:
 A. The customer service composite score for FY24 was 1.23 (123%)

	Baseline or preferred target	FY24 Perf.	% of target achieved	Weight	Weighted
Reliability: On-time performance	Above 80%	82.67	103%	0.3	.31
Miles between road calls	Above 28,500*	28,348	99%	0.2	.20
Average age of fleet	6-8 years	7.31	100%	0.1	0.10
Safety: Preventable accidents per 100k passengers	Below 1.85*	1.6296	114%	0.2	0.23
Courtesy: Complaints per 100k passengers	Below 2*	.0001	198%	0.2	0.40
*-pre pandemic baseline.				Total:	1.23

A target of 80% for on-time performance is a stretch target as the industry average is 75%. However, TheRide is committed to providing the best services to its customers and intends to have service on all fixed routes be on time at least 80% of the time.

B. 88% of passengers who participated in the onboard survey in 2024 indicated that they were satisfied with the services offered. See graph below for details.



POLICY 1.5

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

Degree of Compliance: Compliant

Interpretation

Operational Definition

I interpret this policy to mean that the local community will have a positive perception of the agency and its operations.

Measure/Standards & Achievement

Compliance with this policy will be demonstrated when:

- (A) Every two years, service area residents (riders and non-riders) respond to an anonymous telephone survey conducted by a third party and 60% or more express generally positive impressions of TheRide.
- (B) Approval of transit millage requests by voters every five years.
- (C) Local area residents who participate in community surveys have favorable perceptions of the public transportation system (TheRide) at a level similar OR higher than the national benchmark.

Rationale

- A. These interpretations are reasonable because they provide objective measures (or proxies) of resident's appreciation for transit and TheRide. A 60% target is realistic as it is more than half of participating service area residents. Conducting the telephone surveys every two years is reasonable within the resources of the agency. Resident perceptions do not change significantly within shorter periods to warrant annual surveys.
- B. A millage win (approval of the millage by more than 50% of the residents) indicates that the residents value the services we offer and are willing to continue supporting the agency financially. Transit planning includes forecasted expenditures and hence does not need to occur more often than the five years.
- C. Using national data as an alternate benchmark provides an external comparison of similar industries that experience the same opportunities (e.g., funding) and challenges (e.g., staff shortages,).

Evidence

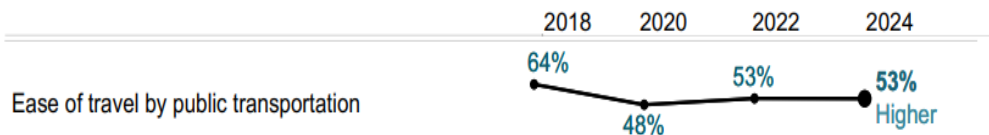
Source of Data: Telephone survey results and millage results

Date of Data Review: 11/25/2024 as verified by DCEO, Planning and Innovation and Corporate Strategy and Performance Officer

Data:

- A. A telephone survey was conducted in December 2021 to January 2022, and 81% of participating residents indicated having a favorable/positive impression of TheRide.
- B. Resident voters approved TheRide’s request to expand and improve transit services with a majority of 61% in August 2022.
- C. In July 2024, the National Research Center conducted a community survey on Ann Arbor. The results indicate that 53% of community members found public transportation to be excellent or good. This was “higher” than the national benchmark. See below for that detail .The % on the line graph indicate community performance and the text next to it provides a comparison to national performance.

Please also rate each of the following in the Ann Arbor community.
(% excellent or good)



Policy Trendlines

Policy	FY23	FY24	FY25
1.0	Yellow	Yellow	Yellow
1.1	Yellow	Yellow	Yellow
1.1.1	Green	Green	Green
1.1.2	Yellow	Yellow	Green
1.1.3	White	White	Yellow
1.2	Yellow	Yellow	Green
1.2.1	Red	Green	Green
1.2.2	Yellow	Yellow	Green
1.2.3	Yellow	Red	Green
1.3	Yellow	Green	Green
1.3.1	Yellow	Green	Green
1.3.2	Green	Green	Green
1.3.3	Green	Green	Green
1.3.4	Green	Green	Green
1.4	Green	Green	Green
1.5	Green	Green	Green

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

Ends (Policy 1.0)

Participants: (7) Board Members

Mike Allemang, Chris Allen, Simi Barr, Rich Chang, Julie Grand,
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 1.0 AAATA exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area's social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.	71%	100% (6 responded, 1 left blank)	<ul style="list-style-type: none"> See 1.1.3 Nitpick, non-issue: Just a note that the Cost per trip table D is missing the use of "\$" symbol for some values and is missing the hundredths decimal place for one of the cents values. No reference is made to 1.1.3 in E on page 5/42 even though it is mentioned on 9/42 (but called D).
Policy 1.1 Residents in the area have equitable access to public transportation services that enables full participation in society.	57%	86%	<ul style="list-style-type: none"> Peer agencies to benchmark against are public transit agencies serving college towns with large hospitals. Those agencies likely would illustrate more illustrative and useful ridership trends. See 1.1.3 See comments at end

			<p><i>Comments for 1.1 continued ...</i></p> <ul style="list-style-type: none"> • Interpretation E should include 1.1.3. 1.1 is stated compliant here, even though color code summary is yellow.
<p>Policy 1.1.1 People with economic challenges have affordable public transportation options.</p>	100%	100%	<ul style="list-style-type: none"> • Comment: I'm impressed by the several maps included with evidence.
<p>Policy 1.1.2 People with disabilities or mobility impairments, seniors, minors, and non-English speakers have equitable access to opportunities and destinations in the area.</p>	100%	100%	<ul style="list-style-type: none"> • See comments at end
<p>Policy 1.1.3 Riders and prospective riders perceive public transportation services as safe.</p>	86%	71%	<ul style="list-style-type: none"> • Surveying people in the bus is a pool of people who have demonstrated that they feel safe. The key word is prospective riders, meaning people who may want to ride but aren't perhaps because they don't feel safe. How are we getting their input? • I am looking forward to the plan to improve perception of safety and hope to engage with other community partners in these efforts. • Will the phone survey do more than gauge prospective riders views of "safety related issues... facing the community"? Shouldn't it ask about whether they view transit as safe?

			<p><i>Comments for 1.1.3 continued ...</i></p> <ul style="list-style-type: none"> • See comments at end • As the CEO states, there was no data for D.
Policy 1.2 Public transportation positively impacts our environment.	100%	100%	
Policy 1.2.1 Public transportation options are increasingly chosen over use of a personal car.	86%	86%	<ul style="list-style-type: none"> • I'm not seeing sufficient evidence that people are choosing public transit over use of a personal vehicle. Perhaps this can be fleshed out more fully.
Policy 1.2.2 Public transportation options produce conditions favorable to more compact and walkable land development.	100%	100%	<ul style="list-style-type: none"> • I'd like to explore with the board the potential to rewrite this: a more compact and walkable land development makes it more favorable to use public transit.
Policy 1.2.3 Relevant public policy is transit supportive.	100%	100%	<ul style="list-style-type: none"> • I'd like to explore removing this because public policy that is transit supportive is not in the power of the CEO
Policy 1.3 Public transportation positively impacts the economic prosperity of the area.	100%	100%	
Policy 1.3.1 Public transportation facilitates labor mobility.	100%	100%	<ul style="list-style-type: none"> • See comments at end.

<p>Policy 1.3.2 Students can access education opportunities without need of a personal vehicle.</p>	100%	100%	<ul style="list-style-type: none"> • See comments at end.
<p>Policy 1.3.3 Visitors use public transportation in the area.</p>	100%	86%	<ul style="list-style-type: none"> • It isn't clear from this whether visitors are actually using TheRide. E.g. why not include Football Shuttle data as evidence? Also why mention AirRide as TheRide isn't connected to this service. • Comments: 1. It seems to me that the word "how" is missing before "to use them" in the interpretation. The sentence seems confusing as it is written. 2. Compliance without visitor data is borderline "any reasonable interpretation" regarding the verb "use".
<p>Policy 1.3.4 Public transportation connects the area to the Metro Detroit region.</p>	86%	86%	<ul style="list-style-type: none"> • Is D2A2 a Ride service? • See comments at end.
<p>Policy 1.4 Passengers are highly satisfied with public transportation services.</p>	100%	100%	
<p>Policy 1.5 Residents of the area recognize the positive contributions of public transportation to the area's quality of life.</p>	100%	100%	<ul style="list-style-type: none"> • Comment: On C, I didn't see comment on national performance.

Additional context questions

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

Responses

(7) 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

(1) N/A

(6) YES

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

(2) YES

- See comments above (1st bullet point comments for 1.1, 1.1.3, 1.2.1, 1.2.2, 1.2.3, 1.3.3, 1.3.4)
- Policy 1.1, (1.3.1, 1.3.2): access to all major destinations. I like what the CEO currently tracks... but, how do we also have them look a bit more expansively to a holistic 'what does a community member who doesn't have car access need access to be able to survive/support their family?' For example beyond what was provided in the report: pharmacies, child care, public libraries, homeless shelters, urgent care... For example, see:
<https://mwse.maps.arcgis.com/apps/mapviewer/index.html?webmap=2de45970ad694172ad33c0936e1e141e>• 1.1.2: I was wondering what source was used to determine the top 3 languages in our area? • 1.1.3: In the Interpretation section: -- B) What will be the telephone survey cadence (like the 2 year cadence for A) the onboard survey? In the evidence section: -- B) This seems a bit outdated and times have changed a lot in the last 2 years (I'd gander that COVID-19 would now score near the bottom of the priority list).

And, based on the responses to A) and recent issues in our community, I'd guess that safety is a lot higher in priority. 1.3.1: We use SEMCOG data. However, based on mapping that MWSE did, the heatmap shows holes in our coverage area between employers and workers. See: <https://mwse.maps.arcgis.com/apps/mapviewer/index.html?webmap=2de45970ad694172ad33c0936e1e141e> (note: the layers are not working correctly currently so the job seekers heatmap is hidden by other layers) 1.3.2: Route availability is a valid measurement. However, route availability is not helpful when route schedule is not conducive to class times offered at the education institutions (increased route frequency via the LRP will help with that, but maybe this info should also be provided?). 1.3.4: Since this is covered by D2A2 / RTA, should we keep this policy? Or, maybe the interpretation should change to be more around providing access to external providers (in this case, the D2A2 service) that connect to Metro Detroit?

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

30, 30, 40, 55, 75, 25, 35

Operating Reserve Target Adjustment

Meeting: Board of Director's

Meeting Date: December 19, 2024

INFORMATION TYPE
Informational
RECOMMENDED ACTION(S)
Receive as CEO operational update
ISSUE SUMMARY
Staff presents the background and rationale for changing the operating reserve target from 2.5 months of operating expenses to the GFOA recommended best practice of 2.0 months, beginning in FY2025.
BACKGROUND
<p>Background:</p> <ul style="list-style-type: none"> • Prior to 2015, the Board's established policy threshold required TheRide to retain the equivalent of three months (3.0) of operating expenses in "unrestricted net assets". As expenditures outpaced revenues during the deficit years (2010-2017), this informal reserve was drawn down to pay for operating expenses <u>and</u> capital investments, and the number of months held in reserve dropped below the 3 months starting in 2012. In early 2015 the Board, at that time, reduced the target to 2.5 months but continued to overspend. By 2017 the reserve hit a low of 1.75 months and was dropping quickly. • Changes began in 2017 with the adoption of Policy Governance and policy 2.4.6 that required an "adequate" reserve and regular reporting. • The 2018 Budget introduced numerous corrective actions to control spending and reform financial planning, including creating a formal "Operating Reserve" with a firm target of 2.5 months (in the CEO's Interpretation). The 2.5-month target, for the first time, formally referred to the GFOA's standard for reserves (2 months). <u>Since September of 2019, the reserve has consistently stayed above the internal target of 2.5 months.</u> • Since 2020 TheRide has also reduced pressure on the Operating Reserve (1) <ul style="list-style-type: none"> ○ In 2024 the millage rate increased from 0.7 to 2.38 mills. The new millage fully funded services and eliminated the earlier structural deficit and over-reliance on federal operating funds. ○ TheRide used local funds freed up by COVID relief funding to create and fund a Capital Reserve (2) and an Insurance Reserve (3), creating additional financial backstops for specific purposes. ○ The Capital Reserve can function as an emergency back-up to the Operating Reserve, with Board approval. • By mid-2024 TheRide's financial position was considerably improved from 2017. <p>Rationale:</p>

- Policy 2.4.6 requires “adequate” reserves. The CEO and CFO are confident that with the structural deficit resolved and *three* fully funded reserves, there is no longer a rationale to maintain the 2.5-month threshold and little risk with aligning the operating reserve target with GFOA’s recommended best practices of 2.0 months beginning in FY2025. Conversely, maintaining the higher threshold could appear to be overly conservative, or beyond “adequate”. The CEO feels that 2.0 months is reasonable considering our improved financial situation.
- Given the growing FY2025 budget, lowering the target means the Operating Reserve can drop from \$12.9 million today to \$11.4 million for this year. However, maintaining the 2.5-month threshold with a growing budget would require *adding* \$2.9 million to the reserve for a total of \$14.4 million.

Conclusion:

- Taking a less conservative approach towards the operating reserve target is consistent with GFOA best practices, maintains adequate liquidity and financial risk profiles, reduces risk of potential criticism for holding too much public funds in reserve (see ALTERNATIVE OPTIONS below), and improve flexibility to meet the goals outlined in the corporate business plan for years to come.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

2.4.6 ... the CEO shall not cause, allow or fail to address budgeting that... Does not provide for adequate reserves.

ALTERNATIVE OPTION(S)

The alternative option is to maintain the operating reserve target at 2.5 months. Using the 2.5-month target would require adding \$1.5 million into the reserve (increasing current reserves from \$12.9M to \$14.4M).

The CEO and CFO agree that the risk associated with this alternative is that due to the amount of fund balance available, it may be viewed as too conservative and unnecessarily holding much of taxpayer funds in reserve instead of using more money to fund transportation services or capital investments.

ATTACHMENTS

Attachment 1 - Operating Reserve Analysis

Attachment 1: Operating Reserve Analysis

The Operating Reserve Analysis in Figure 1 shows the reserve requirement needed based on projected budgets from FY2025 through FY2032 to maintain both 2.5 and 2.0 months of operating reserve. As discussed, keeping the reserve target at 2.5 months would require a \$1.5 million contribution to the reserve because the reserve fund currently has a \$12.9 million balance. Lowering the reserve target to 2.0 months keeps allows the Authority to meet or slightly exceed the reserve requirement with the current reserve balance through the current millage period without any additional contribution to the reserve, or to have the flexibility to use some of the available annual balance to fund strategic initiatives. The current millage is in place through 2028 and cash from the millage will be available through 2029.

Figure 1: Operating Reserve Analysis

(\$ in thousands)	FY2025	FY2026	FY2027	FY2028	FY2029
2.5 Months Operating Reserve	\$ 14,400	\$ 14,700	\$ 15,300	\$ 15,800	\$ 16,400
Current Amount in Operating Reserve	\$ 12,900	\$ 12,900	\$ 12,900	\$ 12,900	\$ 12,900
Contribution to Maintain 2.5 Months Requirement	\$ 1,500	\$ 1,800	\$ 2,400	\$ 2,900	\$ 3,500
2.0 Months Operating Reserve	\$ 11,500	\$ 11,800	\$ 12,200	\$ 12,700	\$ 13,200
Current Amount in Operating Reserve	\$ 12,900	\$ 12,900	\$ 12,900	\$ 12,900	\$ 12,900
Contribution to Maintain 2.0 Months Requirement	\$ (1,400)	\$ (1,100)	\$ (700)	\$ (200)	\$ 300
Annual Balance Available for Mission-Driven Deployment and Strategic Investment by Reducing Reserve Target	\$ 2,900	\$ 2,900	\$ 3,100	\$ 3,100	\$ 3,200

The Total Projected Cash Balances analysis in Figure 2 demonstrates that based on projected budgets the Authority has more than adequate fund balance through the projection period to further protect the Authority from fluctuations in cash flow with \$12.9 million, or 2.0 months of operating reserve through the projection period.

Figure 2: Projected Cash Balances with 2.0 Months Operating Reserve Target

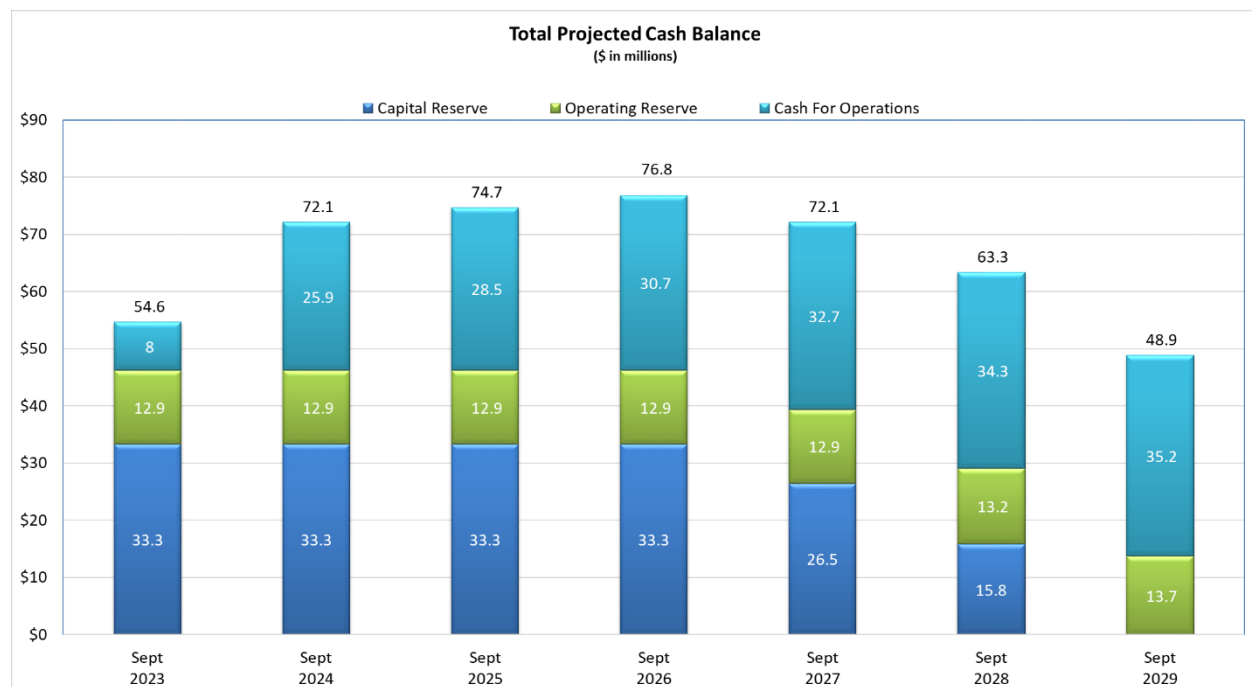


Figure 3 below illustrates that changing the reserve target to 2.0 months while maintaining current operating reserves of \$12.9 million provides adequate reserves through the projection period.

Figure 3: Projected 2.0 Months Operating Reserve Balance in Months/Dollars



TheRide 2045 Long-Range Plan

Meeting: Board of Directors

Meeting Date: December 19, 2024

INFORMATION TYPE
Other
RECOMMENDED ACTION(S)
Receive for information
ISSUE SUMMARY
<p>In July 2022, the Board approved TheRide 2045, a Long-Range Plan for transit in the Ann Arbor-Ypsilanti area. The plan lays out a shared vision and strategy for transit up to 2045. The plan has been used to guide the development of ongoing and future projects and budgets as TheRide’s activities are aligned to achieve the vision outlined in the plan.</p> <p>As part of the millage plan approved by Ann Arbor and Ypsilanti voters in August 2022, Phase I of TheRide 2045 was implemented in April (Express Bus on Washtenaw) and August (longer service hours, extended service area of FlexRide Night / Holiday services, and enhanced weekend services). Riders have responded to TheRide 2045 recommendations by using these additional services and as a result, significant ridership increase has been observed.</p> <p>Staff would like to provide the Board with a refresher presentation of what was recommended in TheRide 2045 Long-Range Plan as well as a progress update on the implementation of the plan.</p>
BACKGROUND
<p>TheRide Long-Range Plan focuses on addressing social equity gaps by improving affordable and accessible transportation to jobs, education, services, and housing, improving our environment by giving travelers efficient transportation alternatives, and supporting a strong economy by better connecting businesses and people. The result will be a more competitive transit system that will grow ridership, resulting in a more sustainable and vibrant community.</p> <p>TheRide 2045 will effectively advance the organization toward these key goals defined by the Board and echoed by the broader community. It is a transformational plan that will make transit faster and more attractive, and fundamentally change how transit is provided in the Ann Arbor-Ypsilanti area.</p> <p>Key benefits of this plan include:</p> <ul style="list-style-type: none"> • Growing ridership by providing an attractive and convenient transit service, designed to reduce travel times, make travel more direct, better match service to demand, and provide access throughout the week with longer hours of operation.

- Addressing socio-economic equity gaps by improving accessible and affordable transportation to work, education, medical, shopping, and social destinations for lower opportunity communities that rely on transit and through focusing enhancements on low opportunity areas.
- Improving environmental outcomes by attracting more people out of their cars and introducing low-emissions buses.
- Enhancing economic vitality by growing access to jobs and retail, incentivizing more walkable, vibrant, and healthy communities, and by reducing overall community costs for transportation.
- Advancing the goals of municipal policy documents.

The plan can deliver these benefits through a series of improvements and expansions to transit services and infrastructure.

Significant public and stakeholder engagement was held throughout the planning process. During the engagement, the community generally communicated a strong desire for transformational change and a strong support of the recommendations included in this plan. This included a vision of enhancing transit’s role in overall mobility options for the community with a particular focus on improving transportation equity.

TheRide 2045 responds to the growing needs of our communities with a blueprint for preserving and expanding transit services and access to local and regional destinations. It is an ambitious vision that will require partnerships, additional investment, and leadership. Through this vision, TheRide can help lead our communities toward a future with greater social equity, environmental benefits, and access to jobs.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

The Board approved TheRide 2045 Long-Range Plan in July 2022.

The Board defines the outcomes/goals that TheRide is supposed to be achieving in the future (Ends policy). The Long-Range Plan made recommendations about the best way to achieve the Board’s goals.

The Board has also created constraints that apply to this planning process. These constraints are primarily focused on funding and defining the planning process itself.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: the implementation of TheRide 2045 requires significant investments in both capital projects and ongoing operations.
- Social: TheRide 2045 focuses on addressing social equity gaps by improving affordable and accessible transportation to jobs, education, services, and housing.
- Environmental: TheRide 2045 focuses on improving our environment by giving travelers efficient transportation alternatives.
- Governance: the implementation of TheRide 2045 requires strong leadership and community / stakeholder support.

ATTACHMENTS

1. TheRide 2045 Long Range Plan Presentation



A Shared Vision for transit



Outline





- Goals for the Plan
- Outcomes and Benefits
- Community Engagement
- Recommendations
- Implementation and Financial plan





Goals for the Plan

Community Values Drive Transit's Goals:

-  Improving social equity
-  Improving environment
-  Supporting a strong economy
-  Growing ridership



Service Outcomes



100% increase in the level of service experienced by the average rider



123% increase in the level of service experienced by those in low and very low Opportunity Index Areas⁷



39% faster travel time for the average trip taken by transit



97% of jobs will be near high-frequency transit⁸



7-11% reduction of transportation-related emissions



150-165% ridership growth expected



6.9 million car trips avoided



100% accessible services⁹



Benefits of the Plan



More equitable access to high-quality transportation for jobs, education and housing



Reduces transportation costs



More walkable, vibrant communities



Less infrastructure required for parking



Healthier environment for everyone



Reduces car dependency



Community Engagement

- Three successful rounds of engagement through in-person and virtual events
- Public Advisory Group
- Project website, social media and stakeholder partners

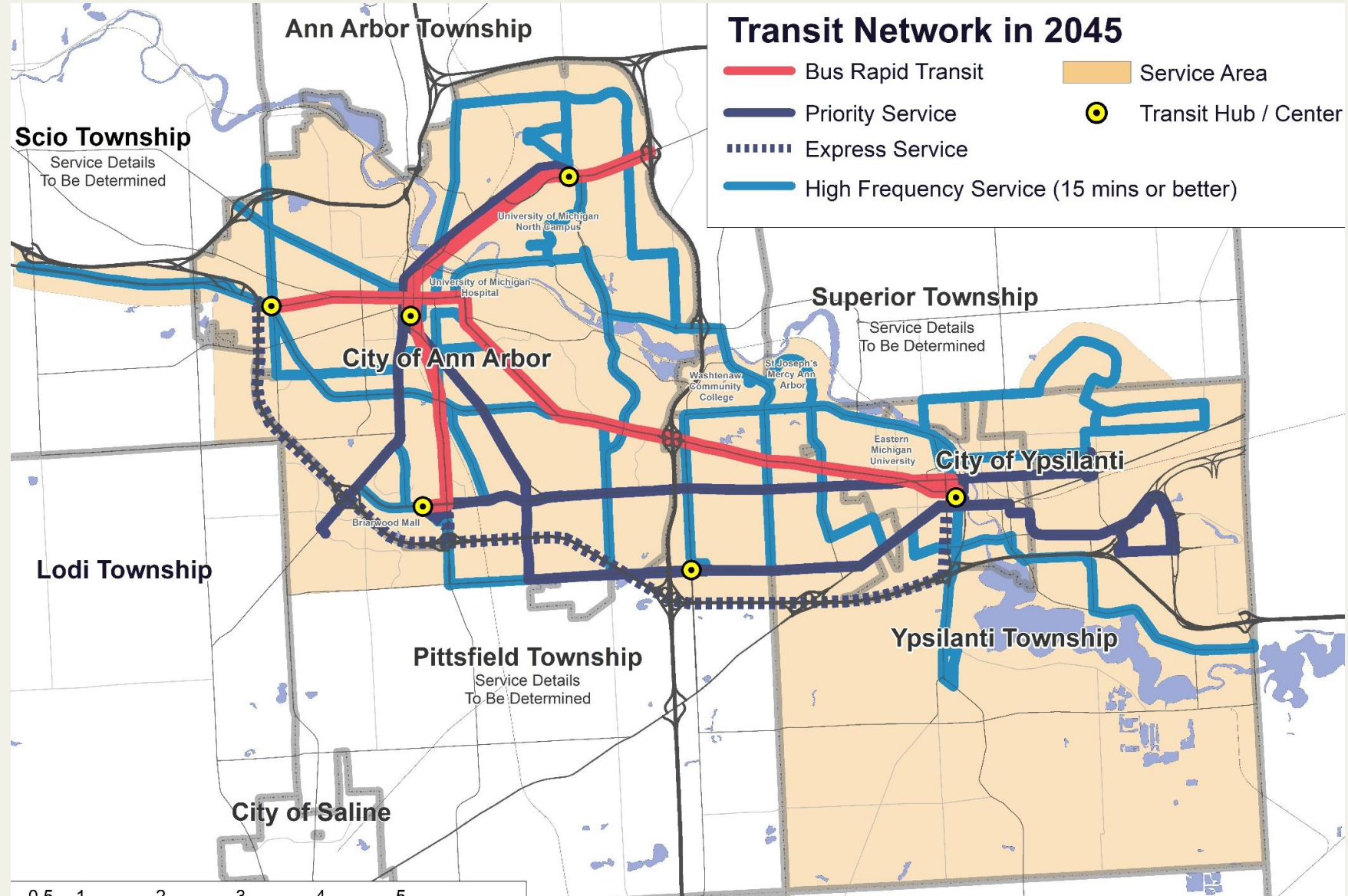


4,475 community interactions

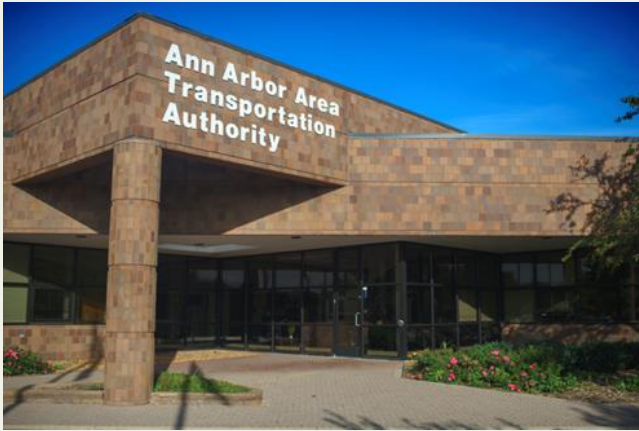
Over 80% of responses support the draft plan!

Services

- Extensive fixed-route network
- Better off-peak services
- Enhanced on-demand services
- A-Ride service improvements



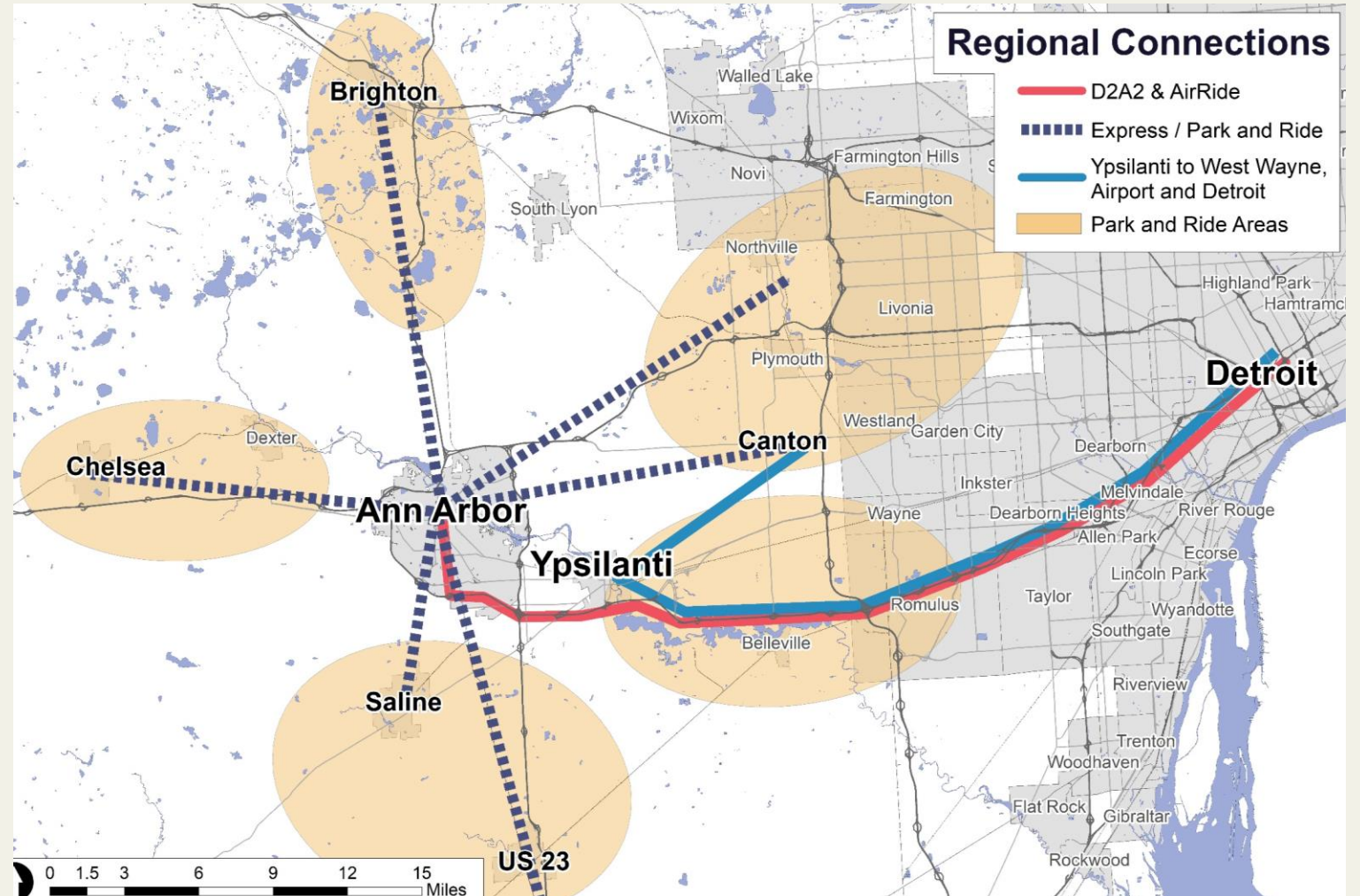
Supporting Infrastructure





Collaborations

1. Regional Transit Connections
2. Transit Supportive Policy
3. Advocacy and Partnerships





Implementation Plan

2023–2028

- Plan foundations and off-peak enhancement

2029–2033

- Big increase in service, focused on busiest corridors

2034–2038

- Transit Spine Enhancement

2039–2045

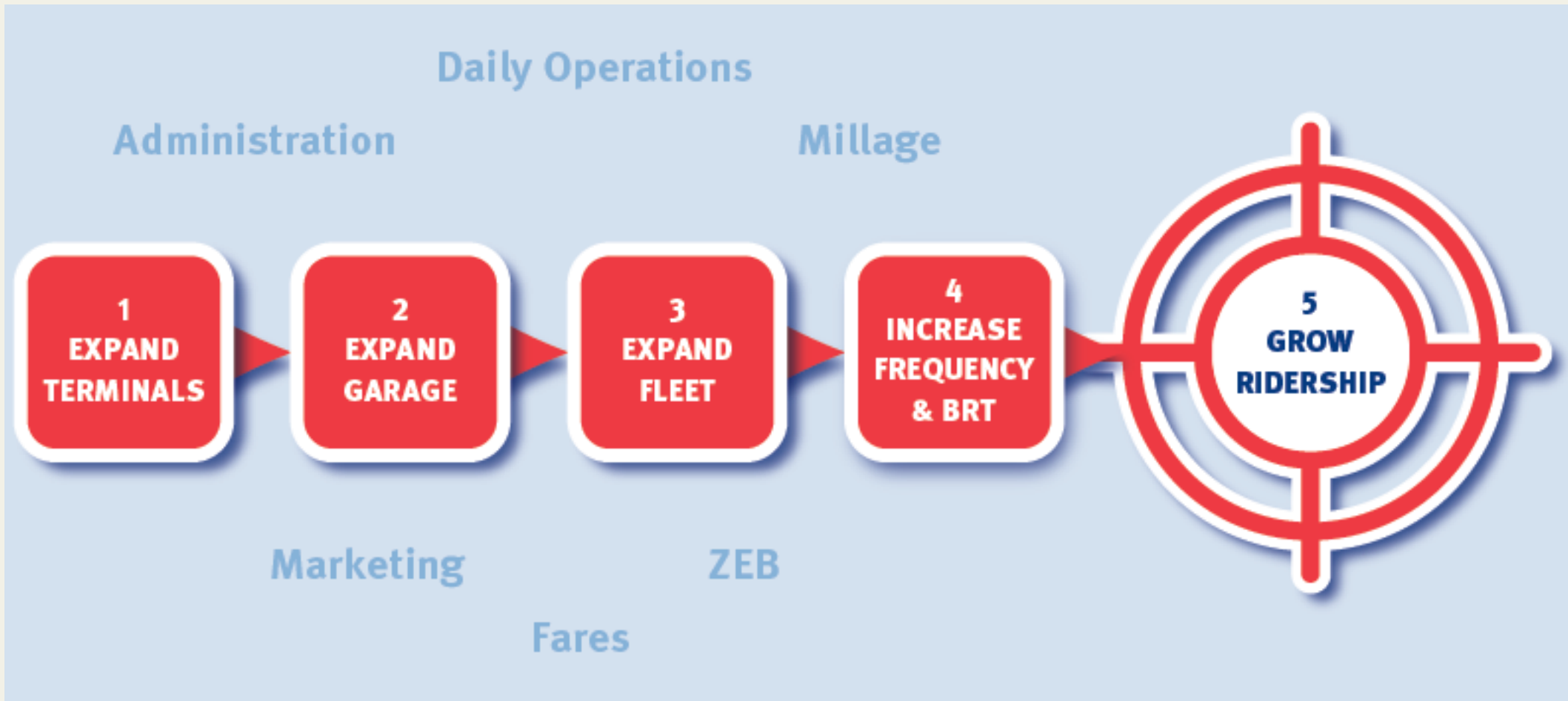
- High-frequency network expansion



Implementation Stage 1: 2023-2028

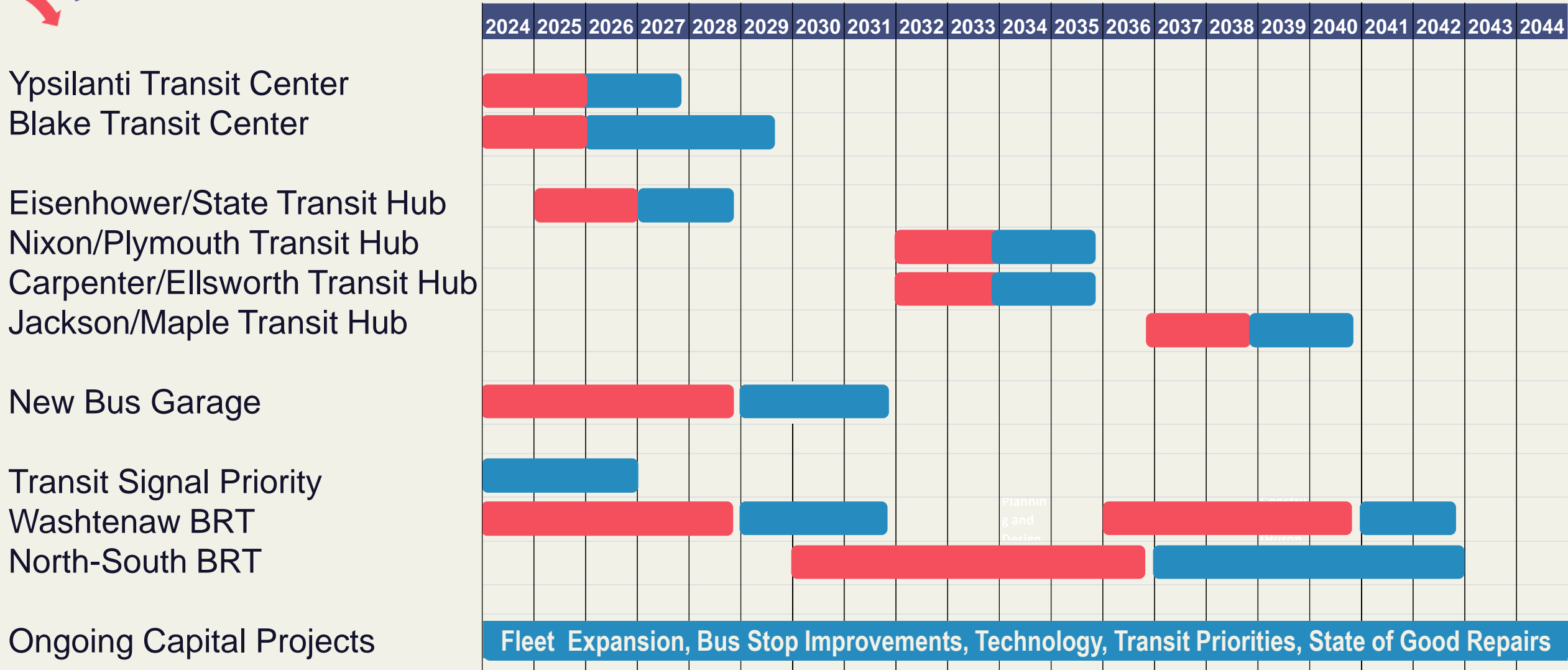
Service Enhancements	Status
30-minute minimum frequencies on all daytime routes	Aug 2024
Longer hours of operation	Aug 2024
Overnight on-demand expansion and enhancement	Aug 2024
Express pilot on Washtenaw Avenue	Apr 2024
Improved accessibility for fixed route	Ongoing

Major Projects – Critical Path





Major Projects – Timelines





Financial Plan





	2023- 2028	2029- 2033	2034- 2038	2039- 2045
Annual Operating Cost*	\$63 M	\$72 M	\$81 M	\$90 M
Increase in operating cost (from previous)	13%	14%	13%	11%
Capital Cost	\$115 M	\$201 M	\$161 M	\$174 M

Note: all figures are in 2021 dollars



Summary

The plan will advance the organization toward the goals and vision laid out by the Board and echoed by the broader community:

-  Improving social equity
-  Improving environment
-  Supporting a strong economy
-  Growing ridership



FY2024 Q4 Service Report

Service Committee Meeting Date: December 3, 2024

Board Meeting Date: December 19, 2024

RECOMMENDED ACTION(S)
<p>Receive as CEO Operational Update.</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> • 2.11.1.5 CEO shall not...Let the Board be unaware of...operational... [and] customer satisfaction metrics... • Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Dec, March, June, Sept
ISSUE SUMMARY
<p>In accordance with the Board’s Policy Manual, I present the Quarterly Satisfaction and Service Report for the third quarter of 2024. I certify that the information contained herein is accurate and complete, with exceptions noted. I respectfully request the Board's acceptance of this report as an operational update.</p> <p>This report includes the most currently available and reportable data/targets for our Fixed Route, A-Ride/Paratransit, VanRide, and FlexRide services.</p> <p>The COVID-19 Emergency, which began in the latter part of Q2 of FY2020, had a profound impact on public transit, reflected in the substantial ridership declines during that period. Comparing Q4 figures from FY2024 with those from FY2020 offers a valuable benchmark for assessing post-pandemic performance. This juxtaposition highlights our recovery trajectory and growing public confidence in transit services. By analyzing data from Q4 of FY2024 alongside Q4 of FY2020, we gain meaningful insights into our progress through the pandemic and the subsequent stages of recovery, helping us understand the evolving landscape of transit operations</p> <p>The data from Q4 of FY2024 illustrates a system that is experiencing growth in ridership. This analysis reaffirms our commitment to delivering reliable and efficient service while adapting to ongoing changes in ridership behavior and community needs. We are still making pullout and are on track to meet future service needs, further supporting our community and service demands.</p> <p>Readers should note that numbers reported at the end of the quarter have undergone validation and confirmation required through the NTD process. Some numbers were quarterly estimates based on reported financial and operating data. Historic numbers presented in this document have been updated to reflect the validated data submitted to NTD.</p>
ATTACHMENTS
<ol style="list-style-type: none"> 1. Highlights Brief 2. FY 2024 Q4 Service Report



Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended September 30, 2024

Q4 Service Report
July - Sep 2024

Fixed Route

Fixed Route Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Revenue Miles	873,224	881,700	898,466	942,466	102%	36%	9%	8%
Revenue Hours	67,800	68,416	68,600	77,169	75%	48%	20%	16%
Operational Cost	\$9,597,310	\$9,388,530	\$10,357,970	13,702,830	94%	77%	38%	31%
Boardings	1,205,355	1,201,786	1,090,795	1,288,645	299%	94%	32%	18%
Boardings/Revenue Hour	17.8	17.6	15.9	16.7	129%	31%	10%	2%
Cost/Revenue Hour	\$141.55	\$137.23	\$150.99	\$177.57	10%	20%	15%	13%
Cost/Boarding	\$7.96	\$7.81	\$9.50	\$10.63	-51%	-9%	4%	11%
Preventable Accidents Injury/100,000 miles	1.4	2.0	1.3	1.4	-36%	-5%	9%	34%
On-time Performance	83%	86%	82%	80%	NA	7%	NA	6%
Percent of Passengers on an On-time Bus	NA	NA	NA	NA	NA	NA	NA	NA
Avg Miles Between Road Calls	28,754	32,862	23,751	20,438	-27%	-25%	-33%	-38%
Average Age of Fleet	7.52	8	7.2	7.2	18%	13%	-5%	-8%
Complaints/100,000 Boardings	1.2	1.2	1.0	1.6	5%	171%	22%	-15%
Compliments/100,000 Boardings	1.3	3.4	1.6	1.3	-65%	-20%	17%	-31%



Operational Cost for Fixed Route is down 7% compared to Q3 of '24



Boardings for Q4 experienced a significant increase in ridership, demonstrating a strong rebound in transit usage and the community's growing confidence in public transportation.



Complaints per 100,000 Boardings for Fixed Route is down 37% compared to Q4 of '23

Preventable Accidents Injury/100,000 miles

Compared to Q4 of 2023, the last quarter saw a 34% increase in preventable accidents. This rise is partly attributed to the onboarding of new Motor Coach Operators (MCOs). During this period, we hired 39 new operators.

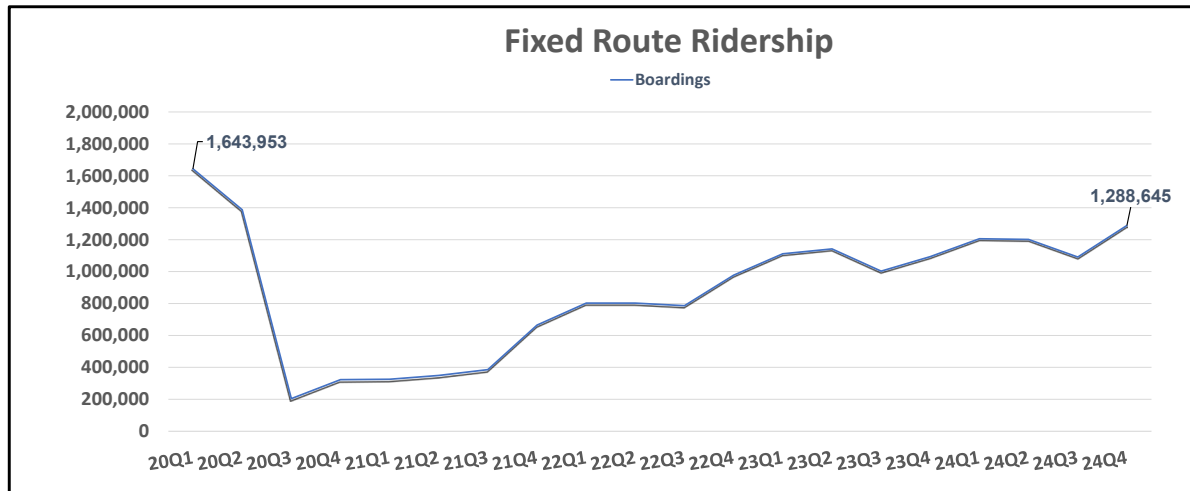


Ann Arbor Area Transportation Authority

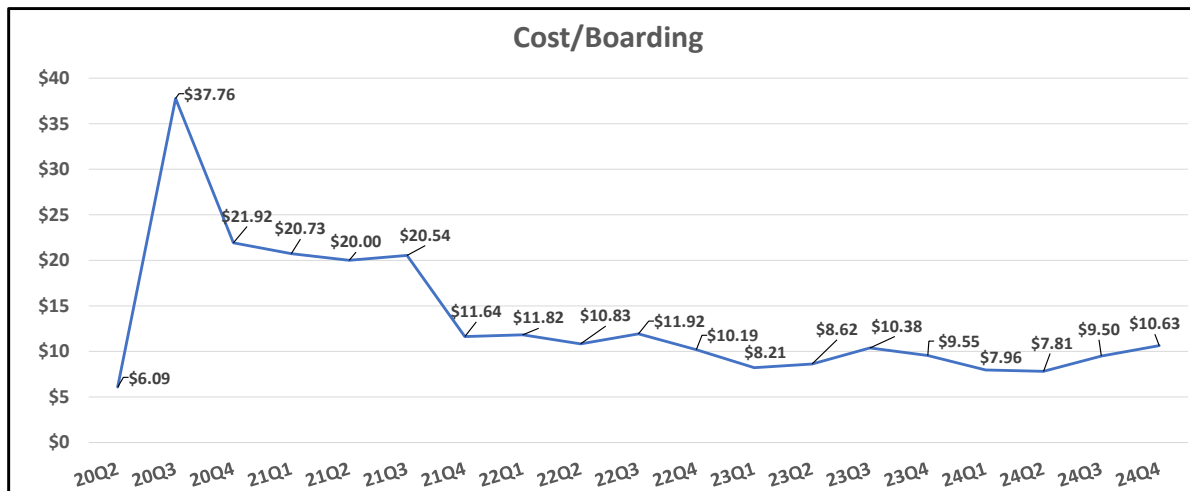
Operations Report

For the Period Ended September 30, 2024

Fixed Route Ridership Comparison



Fixed Route Cost Per Boarding





Ann Arbor Area Transportation Authority

Operations Report

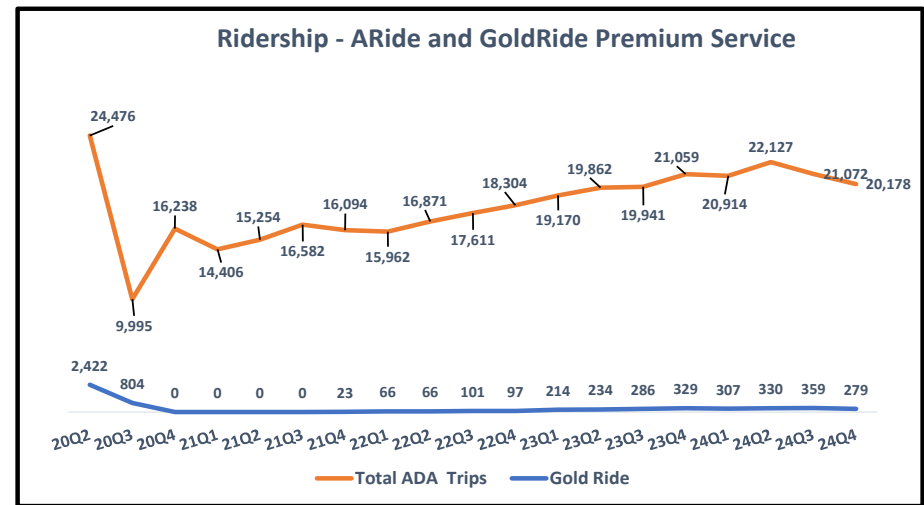
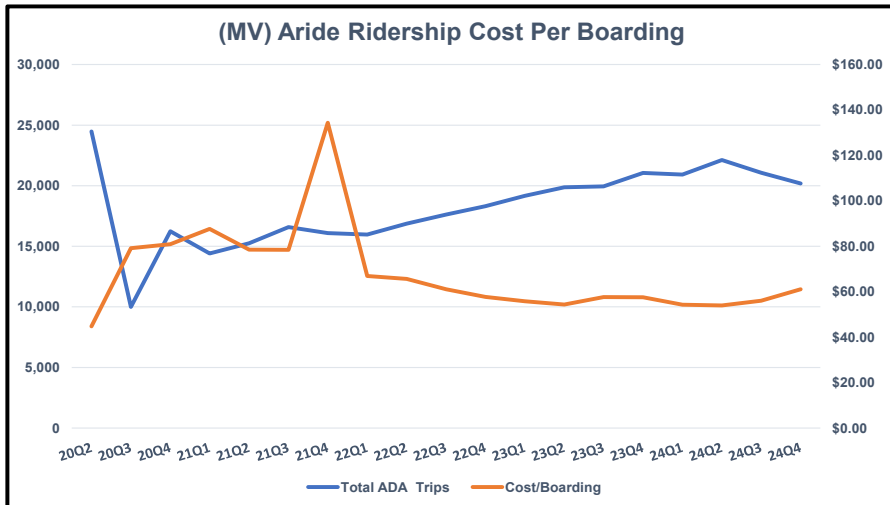
For the Period Ended September 30, 2024

Q4 Service Report
July - Sep 2024

(MV) Aride / ParaTransit

MV - ARide/ParaTransit Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Revenue Miles	177,008	198,620	196,604	188,334	45%	30%	8%	1%
Revenue Hours	13,401	13,916	13,603	13,791	-19%	29%	15%	-3%
Operational Cost	\$1,577,640	\$1,193,382	\$1,180,821	\$1,233,161	-6%	-43%	17%	-28%
Senior Trips	307	330	359	279	NA	1113%	207%	-15%
Total ADA Trips	20,914	22,127	21,072	20,178	24%	25%	10%	-4%
Cost/Revenue Hour	\$82.80	\$85.75	\$86.81	\$89.42	16%	-56%	2%	-26%
Boardings/Revenue Hour	1.50	1.61	1.58	1.46	54%	14%	-4%	-3%
Cost/Boarding	\$54.27	\$53.93	\$56.04	\$61.11	-24%	-55%	6%	6%
Ontime Performance with 30 Minute Service Window	98%	98%	97%	98%	3%	1%	1%	1%
Complaints/100,000	76.5	49.7	75.9	34.7	-6%	-76%	-37%	-39%
Compliments/100,000	0.00	9.04	18.98	14.87	-83%	-20%	-89%	-61%
ADA Service Denials/ADA Boardings	0	0	2	2	NA	NA	NA	-71%

(MV) Aride Ridership Cost Per Boarding





Ann Arbor Area Transportation Authority

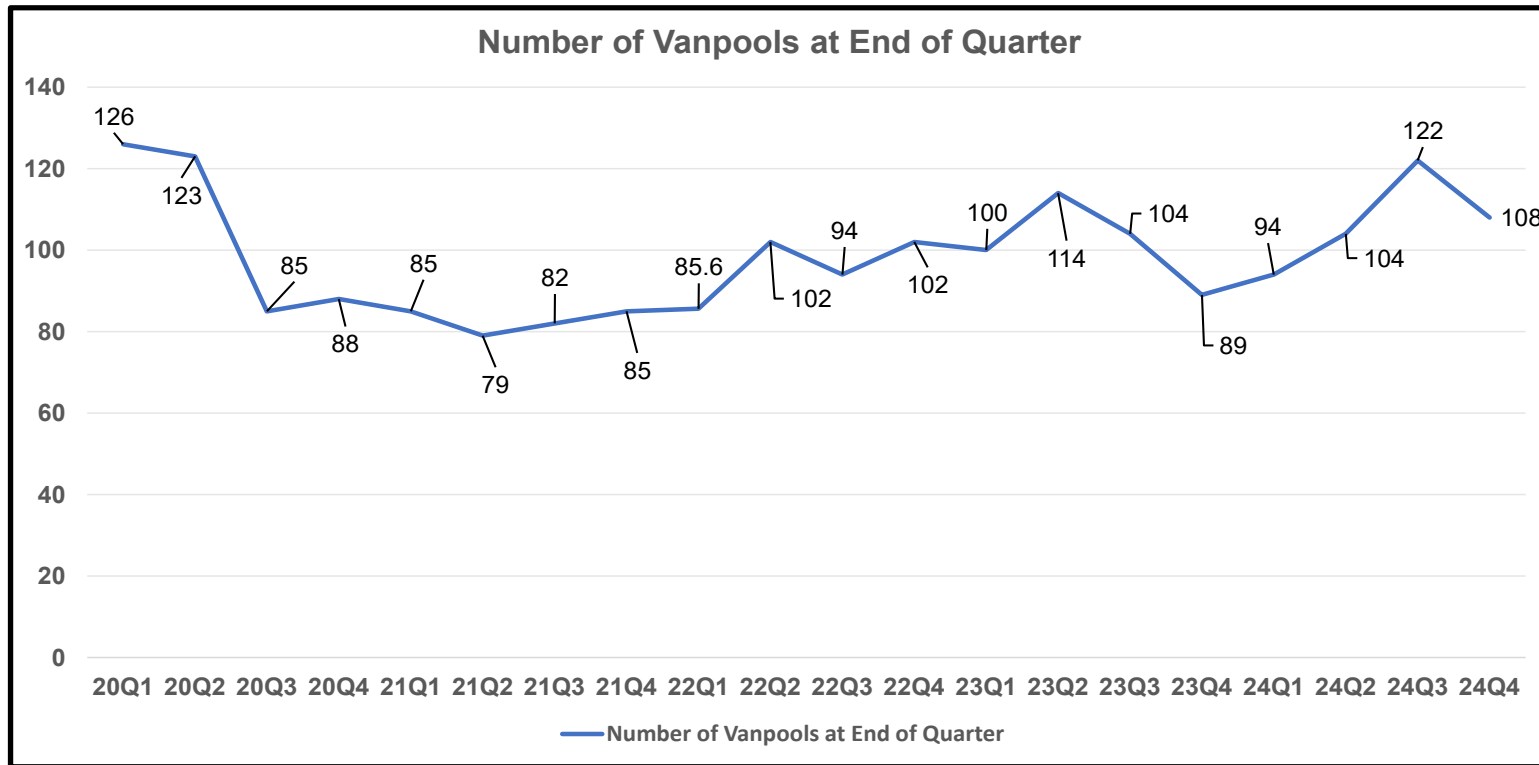
Operations Report

For the Period Ended September 30, 2024

Q4 Service Report
July - Sep 2024

Vanpool

VanPool Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Number of Vanpools at End of Quarter	94	104	122	108	23%	27%	6%	21%
Number of Rider Trips Taken	42,590	46,860	44,060	46,854	35%	27%	235%	14%
Avg Fuel Cost to Rider	\$64.50	\$58.87	\$63.56	\$66.64	114%	43%	48%	7%
Avg Monthly Rider Miles	160,701	178,106	180,014	194,526	16655%	15097%	70991%	24%
Federal Subsidy/Rider Trip	\$3.68	\$3.58	\$3.14	\$3.68	-20%	-1%	NA	-3%
Rider Miles/Gallon	18.07	27.24	27.29	29.67	-62%	-66%	193%	4%





Ann Arbor Area Transportation Authority

Operations Report

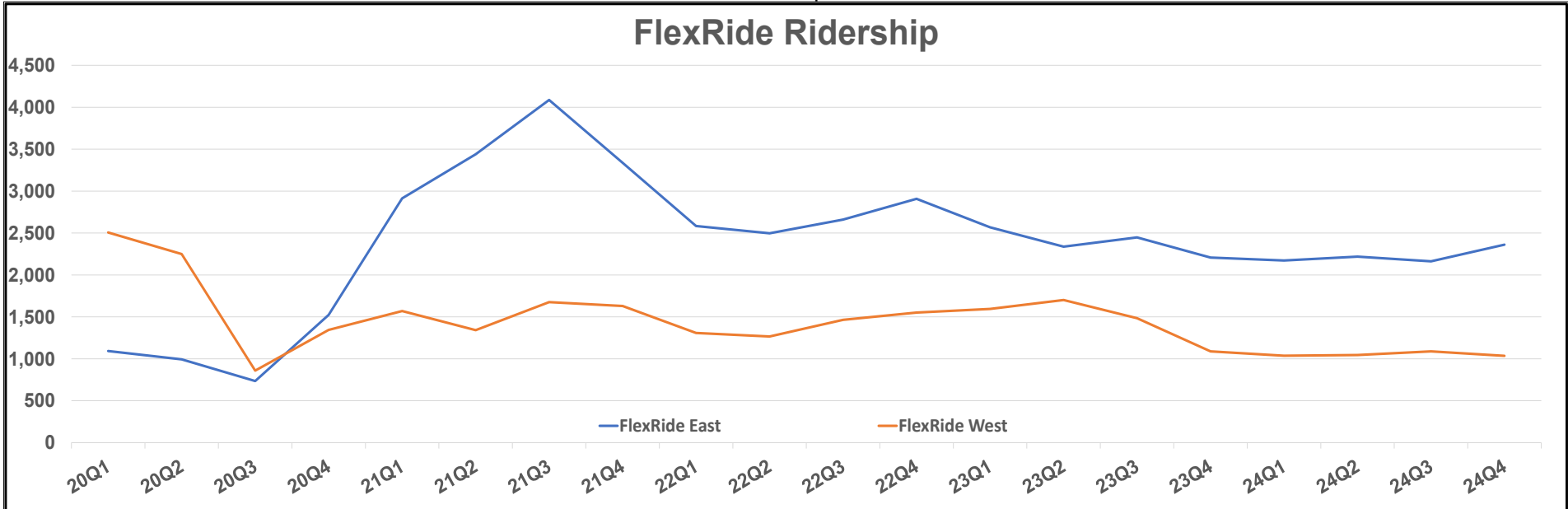
For the Period Ended September 30, 2024

Q4 Service Report
July - Sep 2024

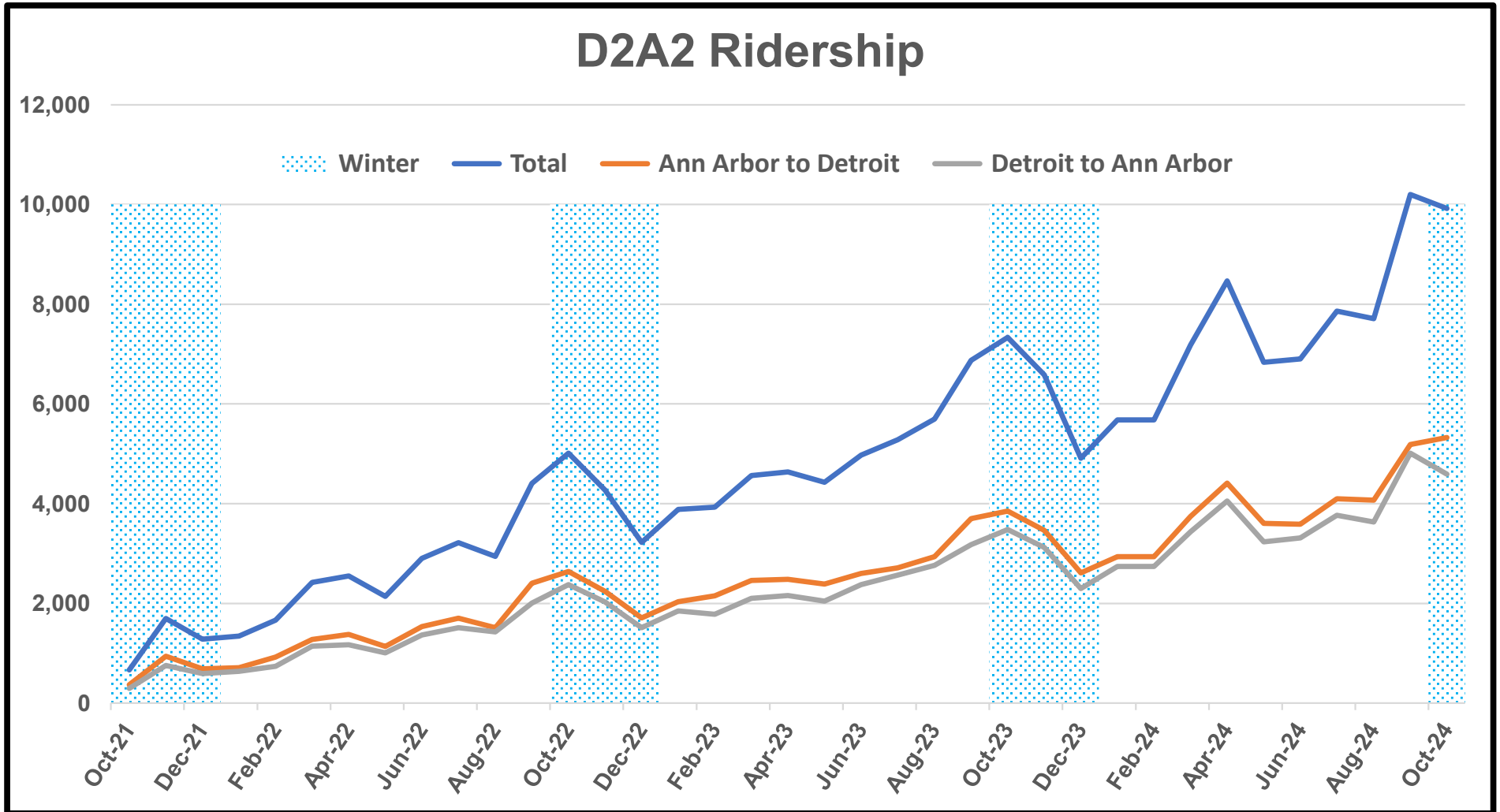
FlexRide

Golden/Via - FlexRide Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Operational Cost (Contractor)	\$217,978	\$159,079	\$161,265	\$284,025	NA	39%	84%	42%
Trips - East Service Area	2,173	2,219	2,163	2,361	-93%	-29%	-19%	7%
Trips - West Service Area	1,037	1,045	1,089	1,035	3221%	-36%	-33%	-5%
FlexRide - Late Night	2,555	2,490	2,475	2,881	NA	NA	NA	9%
Cost/Boarding	\$67.91	\$48.74	\$49.59	\$83.64	NA	104%	142%	38%
Complaints	3	1	9	18	NA	NA	NA	1700%
Compliments	0	0	1	0	NA	NA	NA	0
Denials East	8	8	3	22	NA	NA	NA	144%
Denials West	0	5	2	11	NA	NA	NA	NA
Denials Late Night/Holiday	26	24	41	244	NA	NA	NA	618%
Boardings	5,765	5,754	5,727	6,277	NA	NA	NA	6%
Trip Denials	34	37	46	277	NA	NA	NA	544%

Data for Q1 of FY23 is unavailable as it was not requested or measured until Q2 of FY23



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Ann Arbor Area Transportation Authority

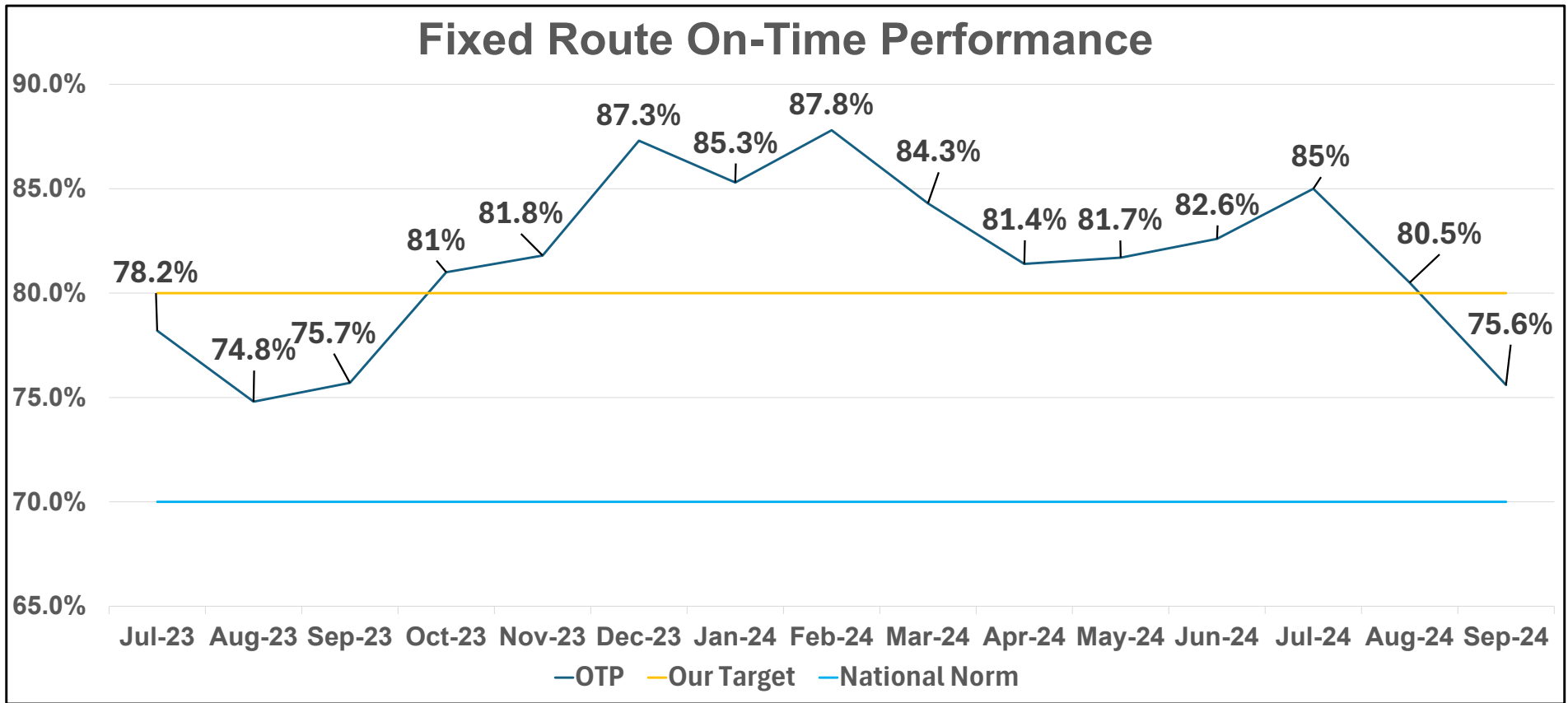
Operations Report

For the Period Ended March 31, 2024

Q4 Service Report

July - Sep 2024

Fixed Route On-Time Performance Trend



Low-No Updates

Meeting: Board of Directors

Meeting Date: December 19, 2024

INFORMATION TYPE
Other
RECOMMENDED ACTION(S)
Receive for information
ISSUE SUMMARY
<p>After the November Presidential election several Board members have inquired about the likelihood of the \$25 million Low-No award for hydrogen and hybrid buses being delayed or clawed back. Staff would like to provide a verbal update and answer any questions.</p>
BACKGROUND
<p>In January 2024 the Board authorized to submit grant applications and other funding requests to help purchase:</p> <ul style="list-style-type: none"> • 2 hydrogen fuel cell buses and associated equipment, • 1 outdoor hydrogen fueling station, • Workforce training for staff, and • Up to 8 Hybrid buses per year to replace conventional diesel buses. <p>In April 2024 staff applied for Low or No Emission and Buses and Bus Facilities Grants for approximately \$39 million in Federal Funds to support the deployment of 2 zero-emission hydrogen fuel cell electric buses (FCEBs), a mobile hydrogen station, and 34 low-emission diesel-electric hybrid buses to replace old, high-mileage, expensive-to-operate standard diesel buses that are past their useful life.</p> <p>In July 2024 the FTA awarded \$25 million to AAATA for the projects submitted in the grant application. While the grant award indicates that we have two years to obligate the funds, staff shared concerns with the Board that if the Presidential election in 2024 resulted in significant party changes, that funding could be at risk because priorities would change with a change in administration, especially shifts in party leadership.</p> <p>The staff's priority after notification of the grant award has been to secure the grant funding as soon as possible. Grant funding is secured upon "obligation" of the grant. There are many major steps required before an award can be obligated, which include approval of the project in the Transportation Improvement Plan (TIP) with our Metropolitan Planning Organization (MPO, SEMCOG), reviewing the application with the Regional FTA office and gaining approval of the grant application (includes clearing hurdles for FTA compliance, such as if NEPA review will be required, etc.), approval from the U.S. Department of Labor, and for discretionary grants like this one, approval from Congress (Washington D.C. office). All steps must be followed in succession, and this takes a significant amount of time, often a year or more, depending on the project.</p>

In November 2024 staff shared with the Board a recap of the Presidential election and potential risks associated with the Low-No award including the potential for claw backs, etc. Typically, incoming Presidential Administrations do not claw back awards made earlier. If the incoming Trump Administration follows norms, our grant should be safe. However, Trump and those in his circle have suggested they may behave differently, for example cancelling Biden Administration environmental grants or seeking to resurrect impoundment authority. Either could spur lengthy court cases and delay many federal grants. We will not know how serious these ideas are until 2025.

Staff are working on the grant application process with the Regional FTA Office while we wait for approval of the project in the TIP, which is expected on December 21, 2024. Our plan is to have the grant application reviewed and ready for formal submission to the Regional FTA, which will include an updated and approved TIP as required, as soon as the TIP is published, which is expected to be shortly after the approval on December 21, 2024. From there the application will continue as described above through the application process. Ideally our intent is to obligate the funds prior to the change of the Presidential office in January, but the process requires significant steps that are beyond our control, and as described above, the change in administration does not necessarily mean there is significant risk to the funding. To mitigate risks, we are working to obligate the funds as soon as possible.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: TBD
- Social: N/A
- Environmental: N/A
- Governance: N/A

ATTACHMENTS

1. NA

CEO Report

Meeting: Board of Directors

Meeting Date: December 19, 2024

INFORMATION TYPE

Other

LONG-RANGE PLAN STATUS UPDATES

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, that will consist of AAATA staff and Board members. The first meeting is scheduled for early January with Ypsilanti Township, with additional scheduling to follow.

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. In particular, the soils were found not to pose health risks and can be incorporated into the design on-site or removed to a non-hazardous licensed landfill. The archaeological resources testing also showed no significant findings. 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 developer are considering new designs on the site, likely bringing one tower along William St that will incorporate low- to moderate-income units and ground-level retail. TheRide is working closely with the co-developers and architects on the design of the transit platform expansion and other transit amenities. A separate study led by the DDA to redesign 4th Avenue from Liberty St. to William St. is ongoing. This project aims to create a more pedestrian and transit friendly street. 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](#).

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.

OPERATIONAL UPDATES

TRANSIT OPERATOR GRADUATION/RECRUITMENT

The current MCO class has 10 operators in training, with expected graduation on 12/20/2024, with another operator class to begin in early February.

STOPGAP BUS REPLACEMENT

New Gillig buses have started to arrive in Ann Arbor, as part of the stopgap replacement, stemming from the NovaBus cancellation agreement.

LOCAL ADVISORY COMMITTEE (LAC)

The LAC met on November 12th. The LAC discussed and refined their feedback to the board with Matt Carpenter. The LAC also discussed their updated membership policy. Larry Keeler was elected as a new member of the LAC.

ANN ARBOR CITY COUNCIL

AAATA is scheduled to present to Ann Arbor City Council on December 16th, to provide operational updates.

TRANSPORTATION COMMISSION (ANN ARBOR)

The Transportation Commission met on November 20th and conducted normal business. The Commission received an update on Vizion Zero, as well as the Downtown Area Circulation Study.

WATS POLICY COMMITTEE UPDATE

The November 2024 WATS Policy Committee was cancelled.

COMMUNITY AND EMPLOYEE ENGAGEMENT

This holiday season, TheRide came together to make a meaningful impact in our community through several giving initiatives. Employees generously donated new, unwrapped gifts to the

Salvation Army and wrapped gifts to the Gilbert Residence Home, helping bring joy to families and residents in need.

Additionally, voluntary monetary donations were collected in honor of our late colleague, Ken Simpson.



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

As part of the HVAC and Roofing project that was approved in the FY 2024 budget, on November 14, 2024, the CEO executed the following contracts for AAATA:

Warren Systems, Inc., for Mechanical and Electrical Upgrades in the amount of \$4,483,835 and Division 7 Building Contractors, Inc., for Roofing Replacement in the amount of \$3,536,990.

ANNUAL CERTIFICATION OF DISCLOSURE OF FINANCIAL/PERSONAL INTEREST

In January, Board members will receive an email from Michelle Whitlow to authorize the Certification of Disclosure of Financial or Personal Interest. This is an annual requirement in accordance with Board Policy 3.3.2.1.

CEO Compensation

Meeting: Board of Director’s Meeting

Meeting Date: December 19, 2024

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
That the Board approve an adjustment to the CEO’s compensation as recommended by the Governance Committee (Attachment 1).
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Policy 3.2.6 “Accordingly, the Board has a direct responsibility to create ... Annual performance review and appropriate adjustment of CEO salary.”
BACKGROUND:
By policy, the Board of Director’s has assigned itself the responsibility to conduct and annual performance evaluation of the CEO and make any adjustments to their compensation as per Policy 3.2.6 “Accordingly, the Board has a direct responsibility to create ... Annual performance review and appropriate adjustment of CEO salary.”
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Accommodated in annual Operating Budget • Social: N/A • Environmental: N/A • Governance: The CEO is the Board’s only employee
ATTACHMENTS:
1. Attachment 1: Resolution 05/2024 Adoption of Adjustment to Compensation of Chief Executive Officer

ATTACHMENT 1

Resolution 05/2024

ADOPTION OF ADJUSTMENT TO COMPENSATION OF CHIEF EXECUTIVE OFFICER

WHEREAS, the Board of Directors of the Ann Arbor Area Transportation Authority has conducted and concluded a positive performance appraisal of the Chief Executive Officer, Matthew Carpenter, for the fiscal year of 2024 as of June 2024. And

WHEREAS, in light of that performance appraisal, the Board of Directors desires to adjust the total compensation of Mr. Carpenter, and

WHEREAS, the adjustment must be approved through the Board of Directors by a resolution;

NOW THEREFORE, BE IT RESOLVED that the Board of Directors hereby approves an adjustment to Mr. Carpenter's compensation for the fiscal year 2025, as follows:

- A 3.5% cost of living increase to his base salary
- A 4.5% merit increase to his base salary. The increase retroactive to October 1, 2024
- All other terms per Mr. Carpenter's employment agreement remain unchanged.

Kathleen M. Mozak, Chair

December 19, 2024

Jesse Miller, Secretary

December 19, 2024