

Board of Director's Meeting Agenda

Meeting Date/Time: January 23, 2025 - 6:30pm – 9:00pm

Location: Riverside Arts Center – 76 N. Huron Street, Ypsilanti, MI (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, 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 December 19, 2024	D		3
2.2 Committee Meeting Summaries	D		10
2.3 FY 2026 State Application Resolution (Required Approvals)	D		18
3. OWNERSHIP LINKAGE			
3.1 Ownership Linkage Task Force Updates	O	Chang	Verbal
4. MONITORING			
4.1 Ends Monitoring Report	M	Carpenter	22
5. POLICY DEVELOPMENT			
5.1 Policy Language Discussion (if needed)	O	Mozak	Verbal
5.2 Policy Language Recommendation (2.1.3)		Miller	73
5.3 Board Annual Plan of Work	O	Mozak	75
5.4 Frequency of Monitoring Reports Proposal	D	Mozak	81
6. BOARD EDUCATION / DISCUSSION			
6.1 Low-No Update	O	Reed	Verbal
6.2 Procurement Manual Change Notification	O	Whitlow	84
7. OPERATIONAL UPDATES			
7.1 CEO Report	O	Carpenter	85
8. EMERGENT ITEMS			
9. CLOSING ITEMS			
9.1 Action Item Recap	O	Holt	
9.2 Topics for Next Meeting FY25 Q1 Financial Report Global Executive Limitations (2.0) Financial Conditions & Activities (2.5) Board Annual Plan of Work Procurement Manual Update Notification Future: Determining Reasonableness		Thursday, February 20, 2025	
9.3 Public Comment	O		
9.4 Adjournment			

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

If additional policy development is desired:

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

Emergent Topics

Policy 3.1.3 places an emphasis on distinguishing Board and Staff roles, with the Board focusing on “long term impacts outside the organization, not on the administrative or programmatic means of attaining those effects.” Policy 3.1.3.1 specifies that that Board use a structured conversation before addressing a topic, to ensure that the discussion is appropriately framed:

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

Board of Director's Meeting Minutes

Meeting Date/Time: December 19, 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), Jesse Miller (Secretary), Simi Barr, Rich Chang, Julie Grand

Members Absent: Chris Allen (Excused), Susan Pollay (Excused), Kyra Sims (Excused)

Chairwoman Mozak called the meeting to order at 6:32pm

Agenda Item

1. OPENING ITEMS

1.1 Approve Agenda

Chairwoman Mozak amended the agenda with the following: 4.1 change to Carpenter and that for 6.1, Mr. Hess would be presenting for Mr. Yang. No other changes were noted.

Mr. Allemang motioned to approve the amended agenda, seconded by Mr. Chang.

All in favor of approving the amended agenda:

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

The motion to approve the amended agenda passed unanimously.

1.2 Public Comment

Mr. Robert Pawlowski shared his thoughts on upcoming system projects planned for 2025 – the RTA will be working on the mobility wallet project, and he noted broader participation would be beneficial for regional riders. He also expressed thanks for the positive community impact of the 104 Express.

1.3 General Announcements

No announcements.

2. CONSENT AGENDA

2.1 Board Meeting Minutes November 21, 2024

2.2 Committee Meeting Summaries

Mr. Barr motioned to accept the Consent Agenda, seconded by Mr. Miller.

All in favor of accepting the Consent Agenda:

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

There was no discussion on the motion.

The motion to accept the Consent Agenda passed unanimously.

3. OWNERSHIP LINKAGE

3.1 Ownership Linkage Task Force Update

Mr. Chang shared that Mr. Carpenter and Mr. Pfeifer recently presented updates at the December 16th Ann Arbor City Council meeting. OLTF has a meeting scheduled in January with Ypsilanti Township leadership.

3.2 LAC Report

Ms. Andrea Henry, LAC (Local Advisory Committee) Chair, presented LAC's feedback after the committee had thoroughly reviewed several policies, within Ends and the Treatment of the Traveling Public. The committee focused on addressing accessibility issues for bus stops and sidewalks, and emphasized that improvements aid the disability community and the community as a whole.

LAC Member, Clark Charnetski also shared that the LAC suggests bus stop upgrades to ADA standards should be a high priority for the organization.

Board members thanked the LAC for feedback and their continued work.

4. MONITORING

4.1 Ends Monitoring Report

Mr. Carpenter presented the Ends Monitoring Report with a note of partial compliance with 1.1. The report is an annual report on how the Board feels the agency is meeting overall outcomes/goals established by the Board.

Board members rigorously discussed the interpretation of “full participating in society” for policy 1.1 in relation to polling accessibility within the community. They also reviewed other comments within the monitoring report survey.

Mr. Allemang motioned to table the Ends (Policy 1.0) monitoring report and send it to the committees for discussion, seconded by Ms. Grand.

All in favor of tabling the Ends (Policy 1.0) monitoring report and sending it to the committees for discussion:

Mr. Mike Allemang: Yes
Mr. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: No
Chairwoman Kathleen Mozak: Yes

Upon further discussion, Mr. Allemang withdrew the motion for clarification.

Mr. Allemang motioned to table 1.1, send to the committees for discussion, and vote on the remainder of the Ends (Policy 1.0) monitoring report.

No second to the motion.

The motion failed.

Mr. Chang motioned to table 1.1 and send it to committee for discussion, continue discussing the rest of the report but withhold voting until January after committee discussions.

No second to the motion.

The motion failed.

The Board further discussed the monitoring report and further explored the reasonableness of the CEO's interpretations of safety and if the perception of safety/security should also be included. Board members concluded that they will send the Ends (Policy 1.0) monitoring report back to committees for a more thorough review / discussion and vote on the report at the January Board meeting.

4.2 Reserve Policy Update (Policy 2.4.6)

Ms. Reed updated board members on recent changes to the reserve fund for fiscal year 2025. She provided the rationale for the recent decision to reduce the operating reserve target from 2.5 months to 2 months. The adjustment is based on the agency's current financial stability and the new millage for the next 5 years. The new reserve target will allow the agency to maintain liquidity and cushion against unexpected events while repurposing excess funds for operating needs. She noted that the new reserve target of 2 months is considered adequate based on revenue and expense projections and the agency has never dipped below the reserve target.

After answering questions, Board members expressed support of the decision and thanked Ms. Reed for her informational presentation.

5. POLICY DEVELOPMENT

5.1 Policy Language Discussion (if needed)

Policy language discussion for Ends (Policy 1.0) will take place in January.

6. BOARD EDUCATION / DISCUSSION

6.1 LRP Refresher & Updates

Mr. Hess provided Board members with a refresher presentation ([December 19, 2024 Board of Director's Meeting packet, pg. 74](#)) on The Ride2045 Long-Range Plan for transit which aims to increase service levels, accessibility, reliability and reduce greenhouse gas emissions.

The Board approved TheRide 2045 Long-Range Plan in July 2022 and staff will continue to periodically provide progress updates on ridership increases, various infrastructure plans and collaborations with regional partners.

7. OPERATIONAL UPDATES

7.1 Q4 Service Report

Mr. Brooks presented the Q4 Service Report – highlights included increased ridership and reduced customer complaints. He noted a recent change with the paratransit service provider and challenges that are being addressed. He also noted that trip denials continue to be an issue that is being worked on reducing. He stressed that operations is focused on improving the overall customer experience which includes cleanliness and timely responses to customer feedback. Delays over the summer with on-time fixed route services were linked to road construction / detours which have mostly concluded. He also discussed with board members the impact of ridership / service demand and the correlation to office occupancy rates in the area.

7.2 Low-No Update

Ms. Reed provided an update on the status of the Low-No Grant – staff are working diligently with the FTA to submit necessary application documents needed to obligate the grant. She emphasized the importance of submitting documentation and obligating the funds ahead of the incoming administration.

7.3 CEO Report

Mr. Carpenter shared highlights from the CEO report.

Mr. Pfeifer provided a legislative update and noted the potential for a government shutdown and ongoing challenges in Lansing. The agency continues to monitor the situation and are working to ensure the agency's interests are represented.

8. EMERGENT ITEMS

8.1 CEO Compensation

Chairwoman Mozak presented a resolution to adjust the CEO's compensation which included a 3.5% cost of living increase and a 4.5% merit increase. She cited the agency's excellent performance, Mr. Carpenter's positive performance appraisal, and securing the \$25 million Low-No grant.

Mr. Miller motioned to adopt the Resolution of Adjustment to Compensation of Chief Executive Officer, seconded by Mr. Chang.

All in favor of accepting the Resolution of Adjustment to Compensation of Chief Executive Officer:

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

There was no discussion on the motion.

The motion to adopt the Resolution of Adjustment to Compensation of Chief Executive Officer passed unanimously.

9. CLOSING ITEMS

9.1 Action Item Recap

- Email updated Ends survey with staff responses to board members
- Add Ends monitoring report and survey to committee agendas for the next month
- Add Ends monitoring report to January Board meeting agenda for vote

9.2 Topics for Next Meeting

Global Executive Limitations (2.0)
Ends Discussion / Vote
Board Disclosure Statements due
Board Annual Plan of Work
Procurement Manual Update Notification
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. Simi Barr: Yes
Mr. Rich Chang: Yes
Ms. Julie Grand: Yes
Mr. Jesse Miller: Yes
Chairwoman Kathleen Mozak: Yes

There was no discussion on the motion.

The motion to adjourn the meeting passed unanimously.

Chairwoman Mozak adjourned the meeting at 9:15pm.

9.5 Gillig Bus Viewing (BTC)

Board members were invited to see the new Gillig Bus after the meeting.

Respectfully Submitted by Deborah Holt

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. Both increases are 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

Governance Committee Meeting Notes

Meeting Date/Time: Thursday, January 2, 2025 – 9:00am-11:00am

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

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

Location: REMOTE – Via Zoom

Chairwoman Mozak called the meeting to order at 9:02 am

Agenda Item
<p>1. OPENING ITEMS</p> <p>1.1 Agenda (Additions, Approval)</p> <p>No changes noted for the agenda.</p> <p>1.2 Communications</p> <p>No new communications</p>
<p>2. BOARD DEVELOPMENT</p> <p>2.1 Recruitment / Training / Attendance</p> <p>An email was sent to Board members notifying them that Ypsilanti Township representative Monica Ross-Williams recently submitted her resignation from the Board.</p> <p>Mr. Allemang and Ms. Sims terms will be ending in the spring.</p> <p>The committee discussed recruitment of potential new Board members.</p> <p>2.2 Task Force Coordination (OLTF)</p> <p>OLTF will be meeting in January with Ypsilanti Township leadership and will plan to begin working on gathering input on moral ownership values. Mr. Chang will be scheduling a meeting for OLTF to discuss staff developing LRP implementation progress to share on the website.</p>

2.3 Board Annual Plan of Work (Intro)

A preliminary discussion of the Board Annual Plan of Work. The Committee reviewed the previous year (2024) work plan and discussed policy topics that might be removed / updated due to ongoing work.

DRAFT 2025 Work Plan:

Policy Topics or Decisions	Status
1. <i>Ends review</i>	<i>Annual task</i>
2. <i>Propulsion</i>	<i>Ongoing – in plan of work, can be removed</i>
3. <i>Equity</i>	<i>Never discussed last year</i>
4. <i>Sustainability</i>	<i>Ongoing in plan of work</i>

General education topics suggested by Board:

Education Topics
<i>Advocacy under policy governance</i>
<i>Post Pandemic Trends</i>
<i>Ridership</i>
<i>Multi-jurisdictional consideration (local and regional)</i>
<i>Differences between AAATA communities (POSAs)</i>
<i>Environmental Standards (policy development?)</i>
<i>RTA</i>
<i>Policy Development Education</i>

Initial discussion included the following suggestions:

Policy Topics/Decisions

- Remove Propulsion
- Determine of Environmental Standards (listed under education topic) be included with Sustainability
- Include Ends review as a Work Plan priority and with a possible creation of a task-force.

Education Topics:

- Remove Advocacy Under Policy Governance (advocacy agenda was developed in 2024), Post Pandemic Trends (information being regularly received), Ridership (*under advocacy agenda*)
- POSA's - Board may consider if this is an area for policy development

3. POLICY MONITORING & DEVELOPMENT

3.1 Frequency of Monitoring Reports

Ms. Kamau updated the suggested revised monitoring report for clarity – the committee determined they will recommend the revisions for Board approval at the January Board meeting.

3.2 Determining Reasonableness

Mr. Carpenter outlined recent Committee and Board discussions related to the ongoing topic for how the Board determines “any reasonable interpretation.” Members shared committee meeting discussions and insight provided from the Governance Consultant and information provided by John Carver. Committee members requested information on what *isn't* considered a reasonable interpretation.

The committee asked staff to assist with scheduling a meeting of Governance Committee members and Governance Consultant, Sue Radwan for further discussion.

4. STRATEGY & OPERATIONAL UPDATES: CEO

4.1 CEO Expense Report

Mr. Carpenter shared his CEO Expense report detailing expenditures from October-December 2024.

4.2 Labor Update

Mr. Carpenter shared a brief labor update – officer elections took place in December.

5. EMERGENT ITEMS

6. CLOSING ITEMS

6.1 Committee Agendas

Service Committee agenda – remove determining reasonableness (add under future meetings) and Global Executive Limitations monitoring report (move to February).

Finance Committee agenda – remove determining reasonableness (add under future meetings), add audit update for February meeting, and add gas tax information under future meetings.

Board of Directors agenda - remove determining reasonableness (add under future meetings), Global Executive Limitations monitoring report (move to February).

6.2 Action Item Recap

- Staff to help schedule meeting ahead of Ypsilanti Township meeting
- OLTf will schedule meeting to discuss staff developing LRP implementation progress for public availability
- Frequency of Monitoring Reports – recommendation for Board approval at January Board meeting
- Mr. Carpenter will be sending out additional articles on reasonable interpretations
- Schedule meeting w/ Governance Committee & Sue Radwan for further discussion on determining reasonableness.
- Updates to upcoming agendas
- Add Ypsilanti Township meeting discussion to next Governance Committee meeting agenda

6.3 Topics for Next Meeting

Board Annual Plan of Work
Ypsi Township Meeting discussion

Future:

Election Fares, Equity, Parliamentary Procedure, Park & Ride Updates, Advocacy & Regionalism, UM 2050, Governance Training Options, Determining Reasonableness

6.4 Adjournment

Chairwoman Mozak thanked the committee and staff and adjourned the meeting at 11:00am.

Respectfully Submitted by Deborah Holt

DRAFT

Service Committee Meeting Notes

Meeting Date/Time: January 7, 2025, 3:00pm – 5:00 pm

Members Present: Jesse Miller (Chair), Rich Chang, Susan Pollay

Members Absent: Rich Chang (Excused)

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

Location: REMOTE – Via Zoom

Mr. Miller called the meeting to order at 3:01pm

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p>No changes or additions to the agenda.</p> <p>1.2 Communications</p> <p>No new communications.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Ends Monitoring Report</p> <p>The Ends Monitoring report was presented at the December Board meeting and was sent back to committees for more in-depth review of the report. The committee discussed determining if a policy is reasonable and if not, whether the policy language needs to be reviewed/revised.</p> <p>The committee further expanded on the discussion of Policy 1.1.3 and concluded they accepted the current interpretation and the value of the addressing perception of safety and security within the policy would be beneficial for future monitoring reports. The committee agreed that further policies may need to be developed to better address and clarify “safety” for better interpretation.</p> <p>The committee also discussed the survey response worksheet, and several comments noted within.</p> <p>2.2 LAC Feedback</p> <p>LAC provided feedback on policies to the Board in December and committees were asked to review further. Their input on ADA compliance and further enhancements to services were discussed. The committee hopes for continued engagement with LAC.</p>

2.3 Review Treatment of the Traveling Public (2.1.3) Policy Language

The committee discussed the policy language of 2.1.3 and whether the intent is on standards or outcomes.

Suggested wording revision for the policy is:

2.1.3 CEO shall not operate in a manner that jeopardizes the safety of the traveling public.

Mr. Miller will check to see if suggestion revision / discussion can be added to the January agenda and invite Governance Consultant to attend Board meeting and answer any questions during discussion.

2.4 Review 2.1.2 and 2.1.3.1

The committee tabled the discussion for 2.1.2 and 2.1.3.1 – it will be added to their February Service Committee meeting agenda.

3. STRATEGY & OPERATIONAL UPDATES: CEO

4. CLOSING ITEMS

4.1 Action Item Recap

- Mr. Miller will be confirming if Policy 2.1.3 can be added to Board agenda along and if so, staff will invite Governance Consultant to attend meeting for discussion.
- Staff will clarify LAC's intention with comments in their feedback report related to Ride Guides.

4.2 Topics for the Next Meeting

Global Executive Limitation (2.0)

Review 2.1.2 and 2.1.3.1

Future: Safety Policy, Environmental Policy, Determining Reasonableness

4.3 Adjournment

Mr. Miller thanked the committee and staff and adjourned the meeting at 4:56 pm.

Respectfully Submitted by Deborah Holt

Finance Committee Meeting Notes

Meeting Date/Time: Tuesday, January 14, 2025 - 3:00 – 5:00pm

Members: Mike Allemang (Chair/Treasurer), Chris Allen

Members Absent: Kyra Sims (Excused), Julie Grand (Excused)

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

Location: REMOTE – Via Zoom

Mr. Allemang called the meeting to order at 3:01pm

Agenda Item
1. OPENING ITEMS
<p>1.1 Agenda (Additions, Approval)</p> <p>No new additions or changes to the agenda</p> <p>1.2 Communications</p> <p>No new communications.</p>
2. POLICY MONITORING & DEVELOPMENT
<p>2.1 Ends Monitoring Report</p> <p>Mr. Allemang shared a brief overview of discussions that had taken place at the December Board meeting with a focus on survey responses for policies of 1.1 and 1.1.3. He also discussed survey comments for 1.3.4 - policy language might need to be revised as D2A2 is no longer under the scope of the agency.</p> <p>Committee members agreed that the data provided within the monitoring report was reasonable. Mr. Carpenter also briefly shared a discussion that had taken place at the Service Committee level related to those policies.</p> <p>2.2 LAC Feedback</p> <p>The committee reviewed LAC feedback and comments. A primary concern was accessibility at all bus stops and the LAC noted they would prefer the agency move up their timeline on installations</p> <p>Mr. Carpenter shared further details on the LAC comment related to accessibility of audio and translation services. He clarified that there is a read-to-text function on the website and translation services are provided - staff have reached out to LAC members for further clarification as their initial feedback comment may be related to a now out-of-date service that had been provided in the past.</p>

3. STRATEGY AND OPERATIONAL UPDATES

4 CLOSING ITEMS

4.1 Action Item Recap

- The Finance Committee found the Ends monitoring report data to be reasonable and accepted the CEO's responses to survey comments – will provide update at Board meeting.

4.2 Topics for Next Meeting

FY25 Q1 Financial Report
Audit update

Future Meeting:
Determining Reasonableness
Gas Tax information / update
Financial Conditions & Activities (2.5) – move to March

4.3 Adjournment

Mr. Allemang thanked the committee and staff and adjourned the meeting at 3:42 pm.

Respectfully Submitted by Deborah Holt

FY 2026 State Funding Application

Meeting: Board of Directors

Meeting Date: January 23, 2025

INFORMATION TYPE
Decision (Required Approval)
RECOMMENDED ACTION(S)
That the Board adopt the attached resolution, thereby allowing TheRide to adopt the attached resolution, thereby allowing TheRide to access state funding for transit.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>Policy Governance suggests that when an outside agency requires board approval of an operational decision that is delegated to the CEO, that item will be placed on the consent agenda.</p> <ul style="list-style-type: none"> • The resolution to authorize FY 2025 state application (adopted in January 2024) • The forecasts presented with FY 2025 Budget (adopted in September 2024)
ISSUE SUMMARY
<p>In order to access state formula funding for transit, TheRide is required to apply to the Michigan Department of Transportation (MDOT) annually in February. This is a routine annual process with the Board-approved budget and forecasts guiding staff's application details. However, MDOT requires that boards, not CEOs, approve the application. A Board resolution is required to authorize the application for financial assistance, and MDOT has a required format for the resolution (attached).</p> <p>The issue is complicated by the long lead times, spread over several years, required by the state funding program.</p>
BACKGROUND
<p>TheRide's FY 2026 application for state funding is a proposal for capital matching funds of federal dollars, as well as annual state operating assistance.</p> <p>The first element of the application is for capital funding. This portion of the application consists of the FY 2026 Capital Plan presented for context with TheRide's adopted FY 2025 Budget, as capital funds requested during FY 2025 will be available to spend on capital projects beginning in FY 2026. Federal formula funds include funding from the Infrastructure Investment and Jobs Act (IIJA) reauthorization.</p> <p>The state capital assistance TheRide will receive will be based ultimately on federal grant project expenditures approved in the fall 2025 Board adoption of TheRide's FY 2026 Budget, and dependent on the availability of matching funds from the State Comprehensive Transportation Fund. While MDOT has historically provided the 20% match required for federal projects, the statutory minimum is 13.33%. MDOT directed agencies to estimate a 20% state match level for applications.</p>

The second element is an operating budget for FY 2026. This portion of the application consists of the FY 2026 Operating Budget Forecast that was presented for context with TheRide's adopted FY 2025 Budget. A proposed budget is required to be submitted with the application, but it is an estimate subject to change before the beginning of the fiscal year with the Board's FY 2026 Budget adoption.

The capital figures will be reconciled with TheRide's federal grant application due in June 2025. The state operating assistance TheRide will receive will be based on our actual expenses next year, rather than on the expenses in the application.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal: Approves request for state revenue, including funding for operations and capital investment.
- Social: Supports access to public transportation in the community.
- Environmental: Funds low-emission diesel buses and sustainable transit service.

ATTACHMENTS

1. Resolution of Intent to Apply for Financial Assistance for Fiscal Year 2026 under Act 51 of the Public Acts of 1951, as amended.

Attachment 1: MDOT Resolution

Resolution 01/2025

RESOLUTION OF THE BOARD OF DIRECTORS

OF THE

ANN ARBOR AREA TRANSPORTATION AUTHORITY

**THE APPROVED RESOLUTION OF INTENT TO APPLY FOR STATE
FORMULA OPERATING ASSISTANCE FOR FISCAL YEAR 2026 UNDER
ACT 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED**

WHEREAS, pursuant to Act 51 of the Public Acts of 1951, as amended (Act 51), it is necessary for the Ann Arbor Area Transportation Authority (AAATA) established under Act 55 of 1955 to provide a local transportation program for the state fiscal year of 2026 and, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the AAATA, to name an official representative for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, the performance indicators for this agency have been reviewed and approved by the governing body; and

WHEREAS, the AAATA, has reviewed and approved the proposed balanced budget and funding sources of estimated federal funds \$35,466,213, estimated state funds \$26,945,433, estimated local funds \$49,350,872, with total estimated expenses of \$111,762,518.

NOW THEREFORE, be it resolved that the AAATA hereby makes its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51; and

HEREBY, appoints Matthew Carpenter as the Transportation Coordinator, for all public transportation matters, who is authorized to provide such information as

deemed necessary by the State Transportation Commission or department for its administration of Act 51 for 2026.

Kathleen M. Mozak, Chair

January 23, 2025

I, Jesse Miller, Secretary of AAATA, having custody of the records of the proceedings of AAATA, do hereby certify that I have compared this resolution adopted by AAATA at the meeting of January 23, 2025, with the original minutes now on file and of record in the office and that this resolution is true and correct.

IN TESTIMONY WHEREOF, I have here unto set my hand and affixed seal of said AAATA this 23rd day of January 2025.

Jesse Miller, Secretary

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

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

Board of Directors Meeting Dates: December 19th, 2024

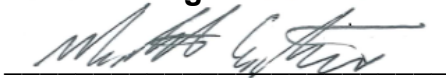
INFORMATION TYPE
Monitoring
RECOMMENDED ACTION(S)
<p>That the Board review this monitoring report and consider accepting it as one of the levels below:</p> <p>(A) a reasonable interpretation for all policy items and that the evidence demonstrates compliance with the interpretations.</p> <p>(B) a reasonable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

Table of Contents

POLICY TITLE: ENDS	Pg #	Comp.
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.	4	
1.1. Residents in the area have equitable access to public transportation services that enables full participation in society.	10	
1.1.1. People with economic challenges have affordable public transportation options.	13	
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.	15	
(NEW) 1.1.3. Riders and prospective riders perceive public transportation services as safe.	19	
1.2. Public transportation positively impacts our environment.	22	
1.2.1. Public transportation options are increasingly chosen over use of a personal car.	23	
1.2.2. Public transportation options produce conditions favorable to more compact and walkable land development.	25	
1.2.3. Relevant public policy is transit supportive.	27	
1.3. Public transportation positively impacts the economic prosperity of the area.	28	
1.3.1. Public transportation facilitates labor mobility.	29	
1.3.2. Students can access education opportunities without need of a personal vehicle.	31	
1.3.3. Visitors use public transportation in the area.	32	
1.3.4. Public transportation connects the area to the Metro Detroit region.	33	
1.4. Passengers are highly satisfied with public transportation services.	34	
1.5. Residents of the area recognize the positive contributions of public transportation to the area’s quality of life.	36	

 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.

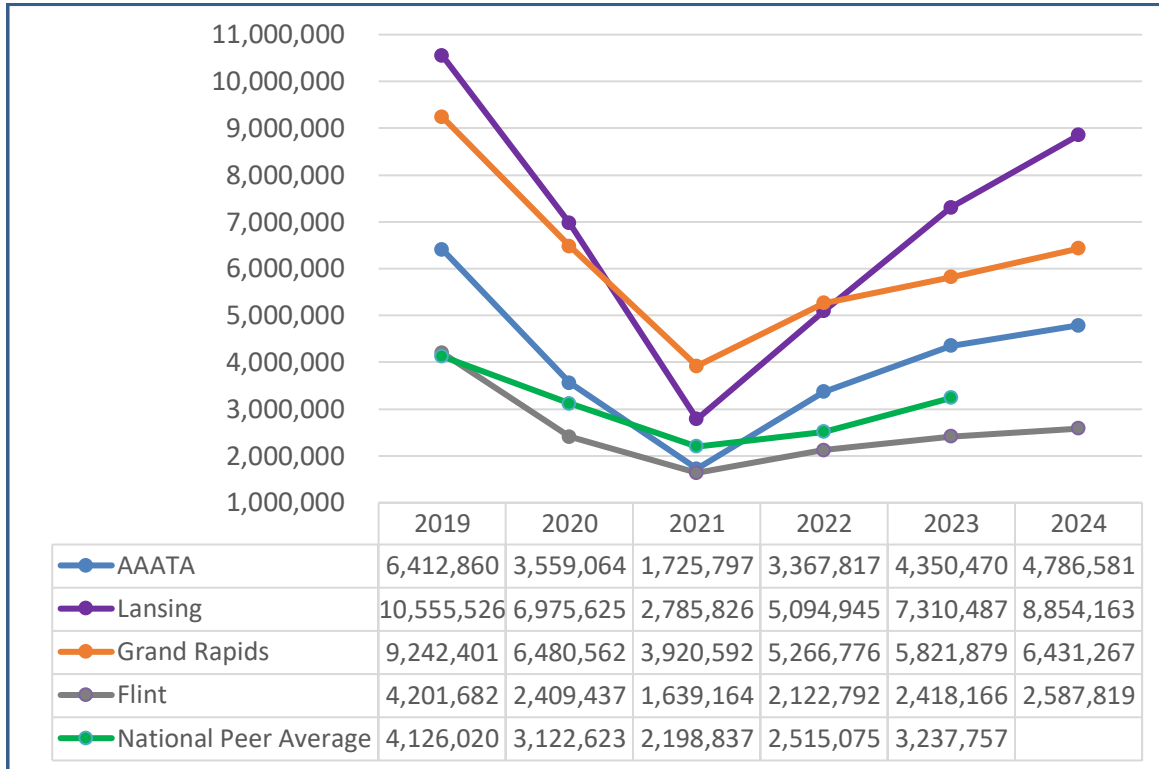
Data:

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

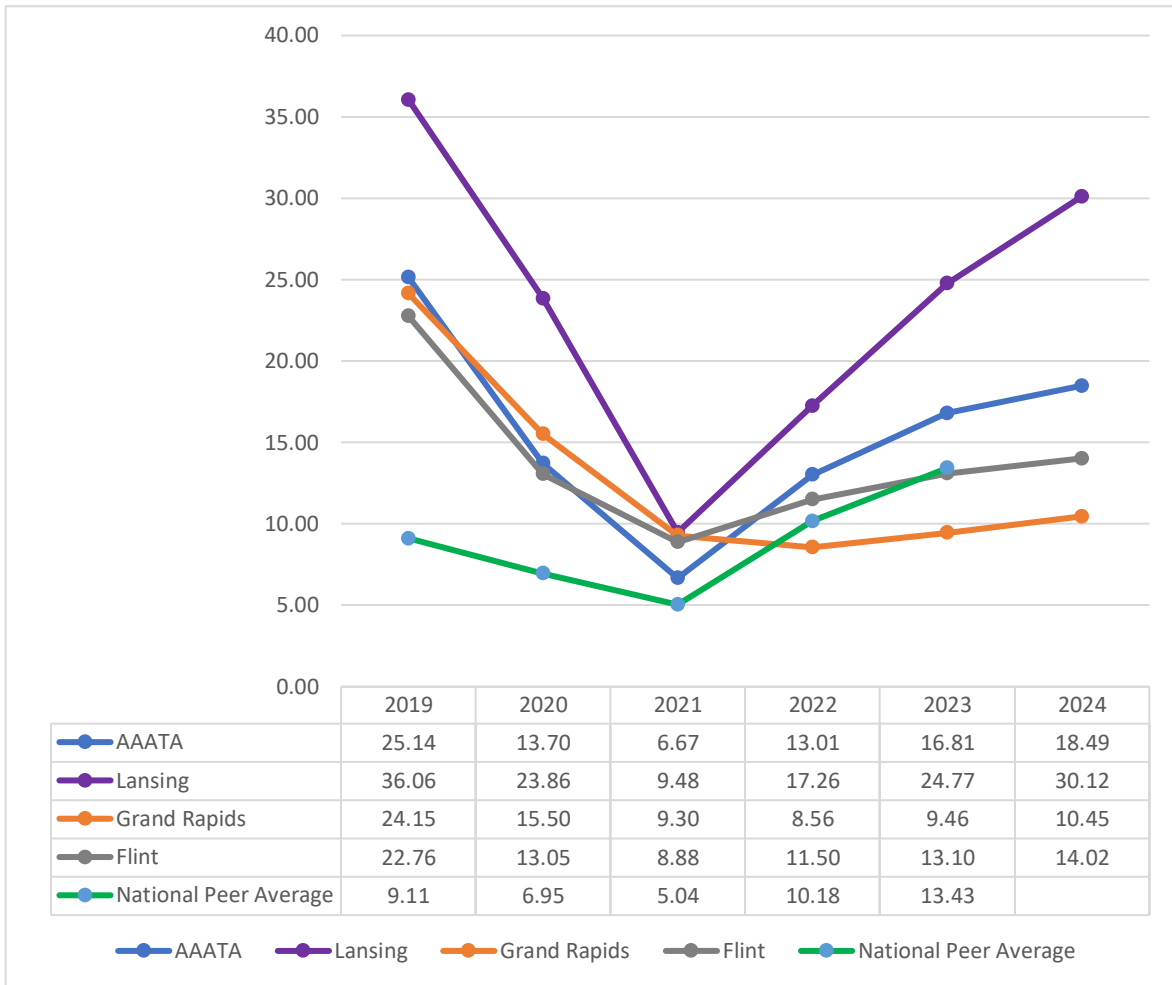
TheRide's ridership increased by 10% from 2023 to 2024. Similar trends were observed among regional peers during the same period.



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

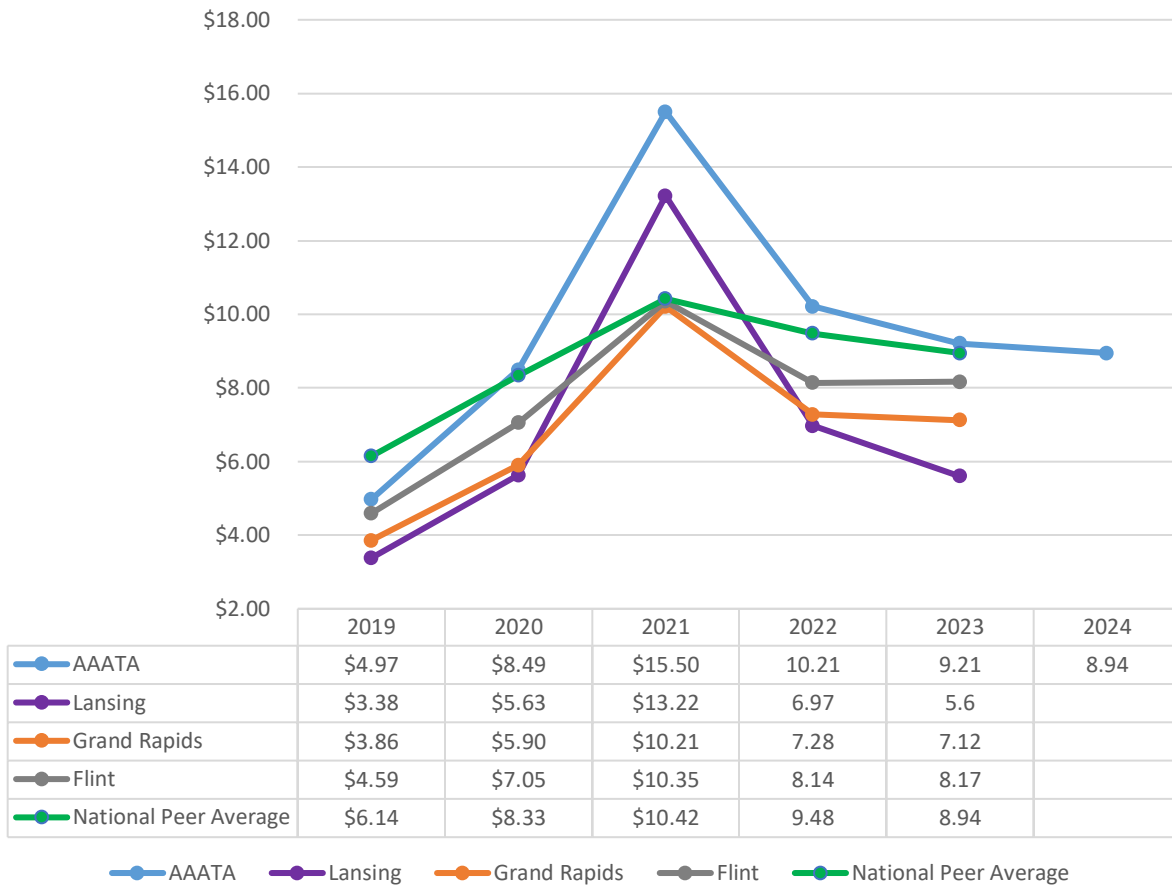
The Ride's ridership per capita increased by 10% in FY 24 from FY23. Similar trends were observed among regional peers. See graph below for detail



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:

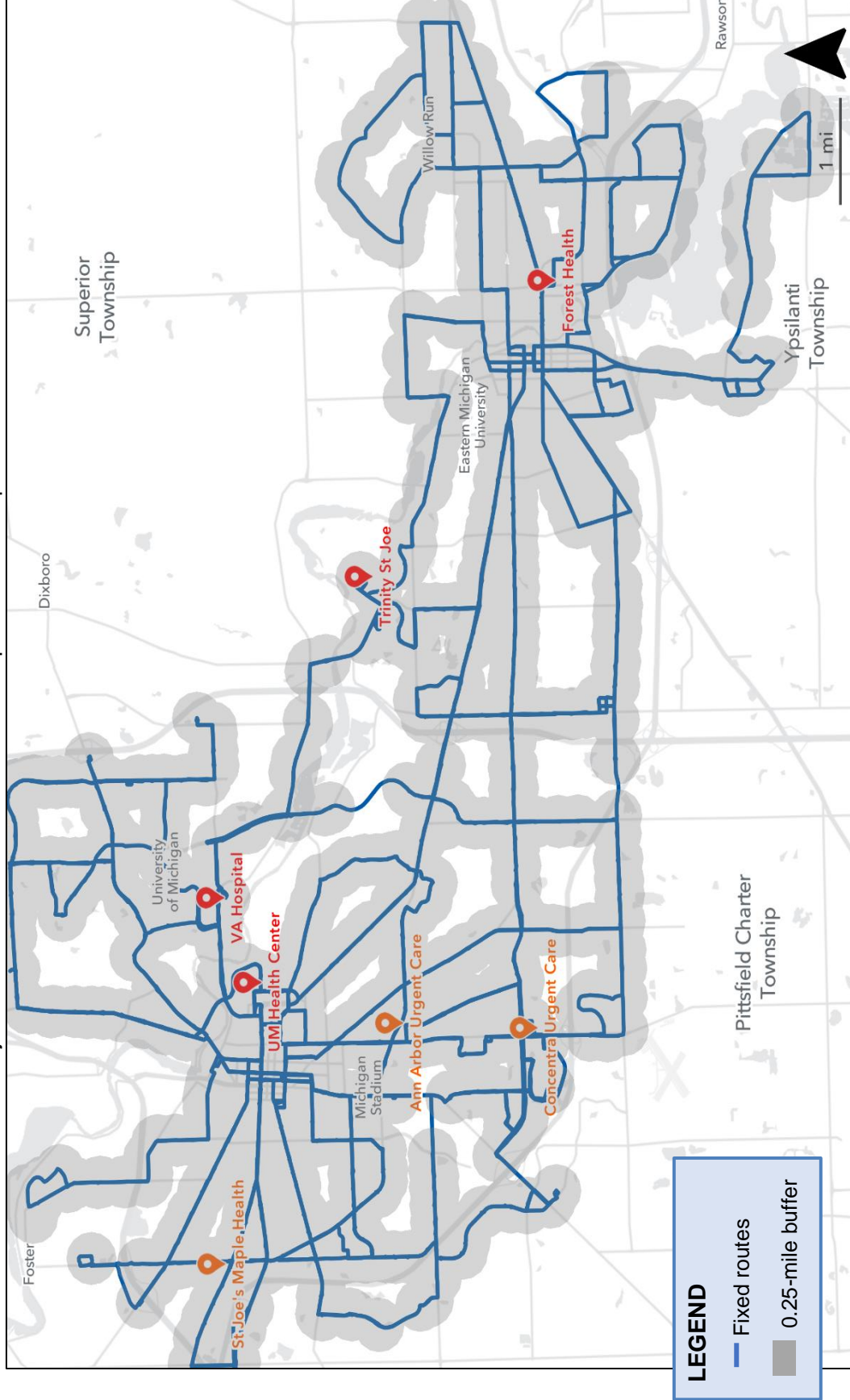
A. Residential Coverage

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.

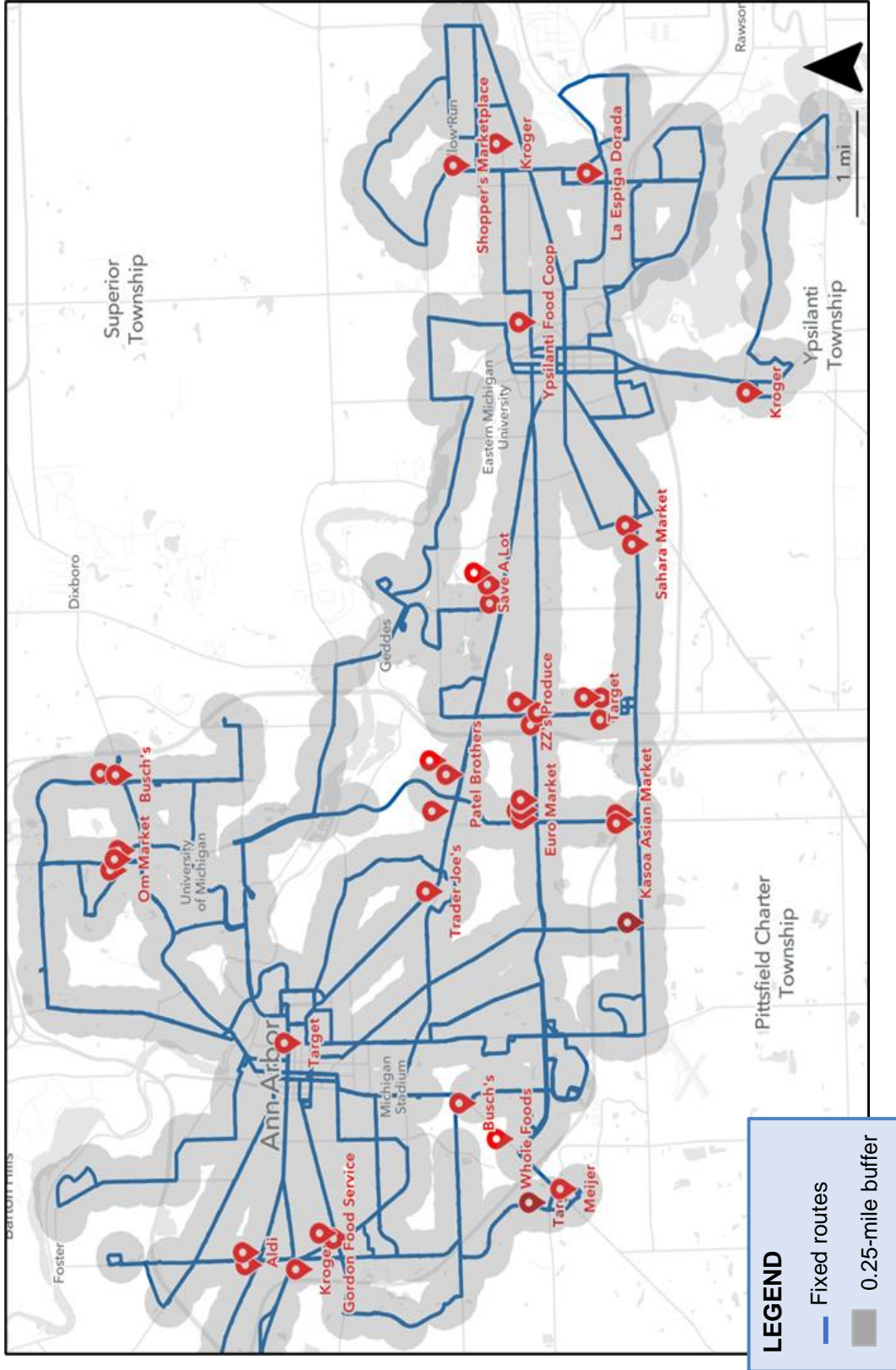
1. Fixed route covers all major medical facilities in the membership area. Bus stops are available within a 0.25-mile walk.



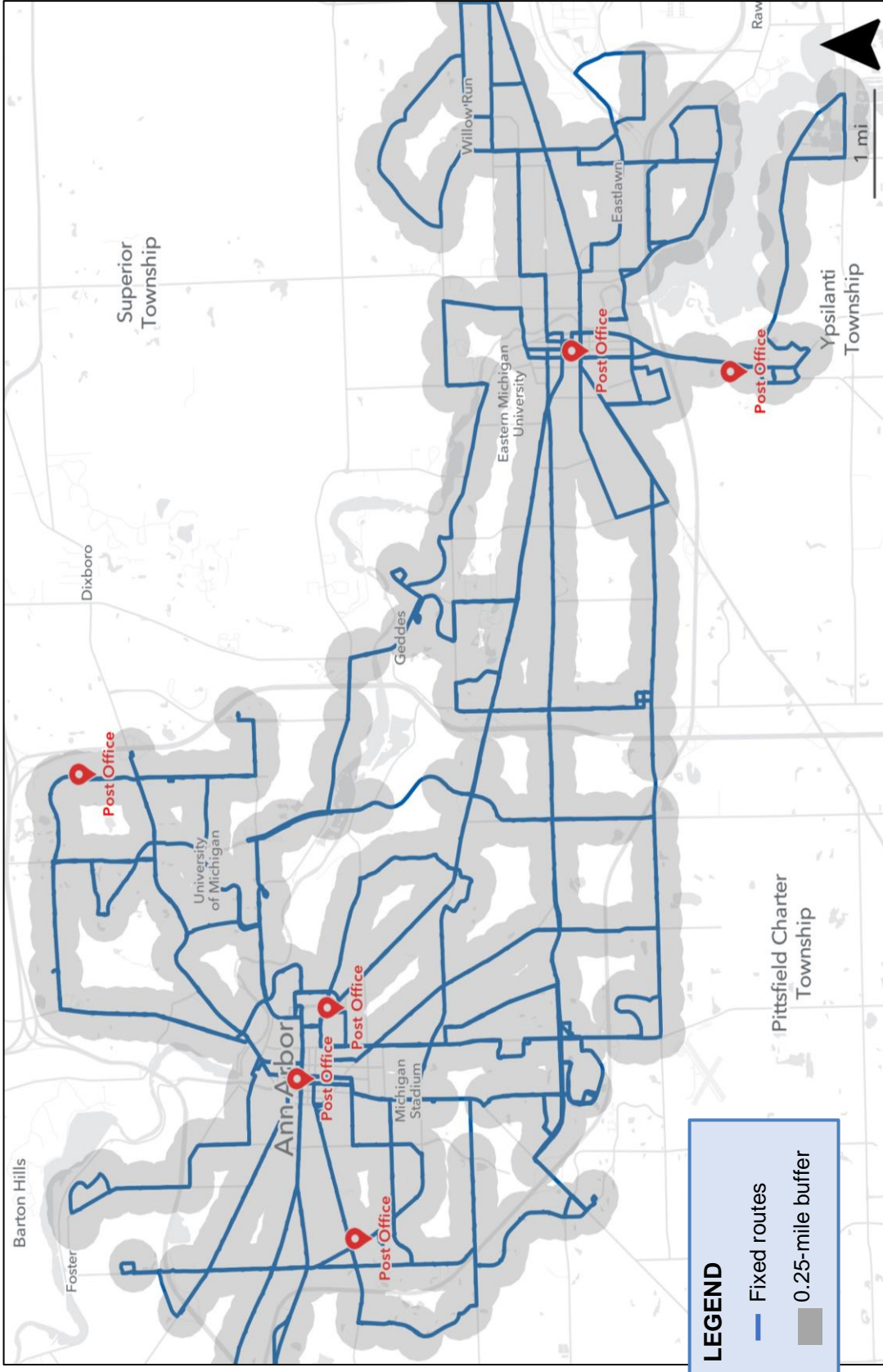
LEGEND

- Fixed routes
- 0.25-mile buffer

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



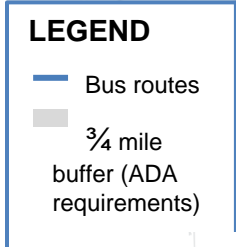
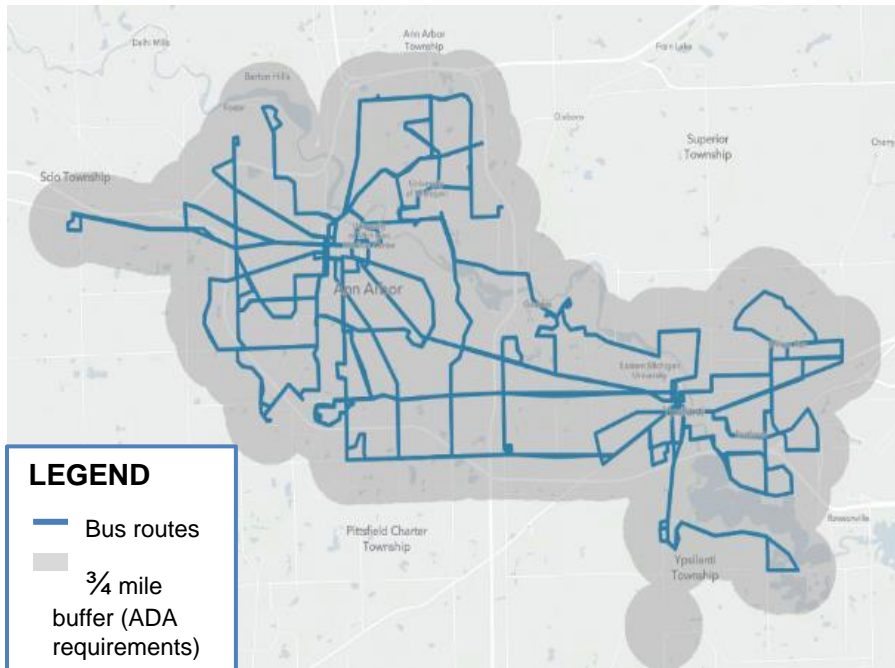
3. Fixed route covers all post offices in the membership area. Bus stops are available within a 0.25-mile walk.



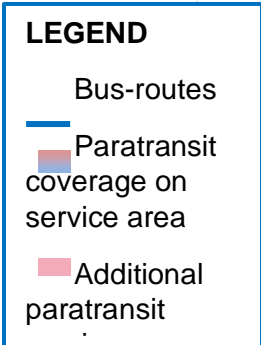
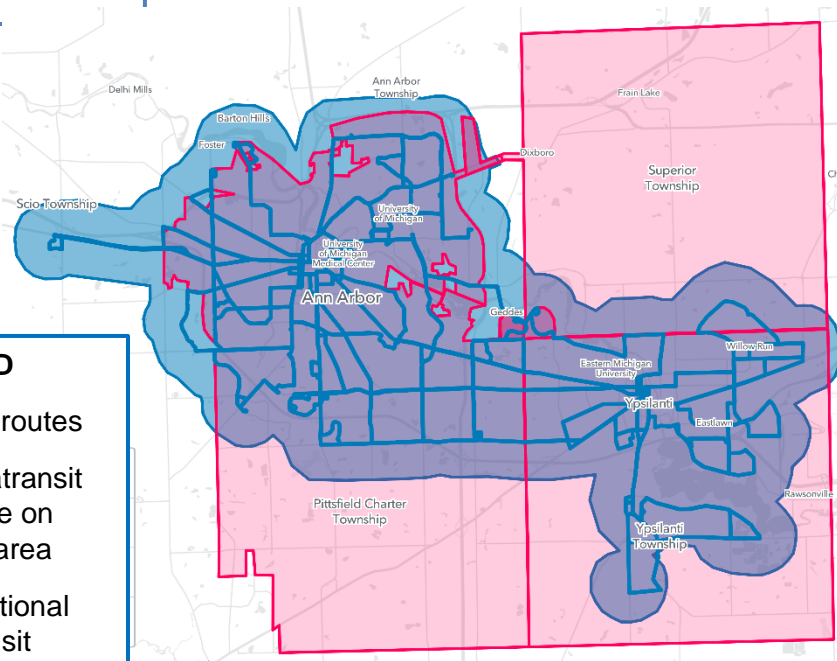
LEGEND

- 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

Page 13 of 42

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

Page **15** of **42**

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

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

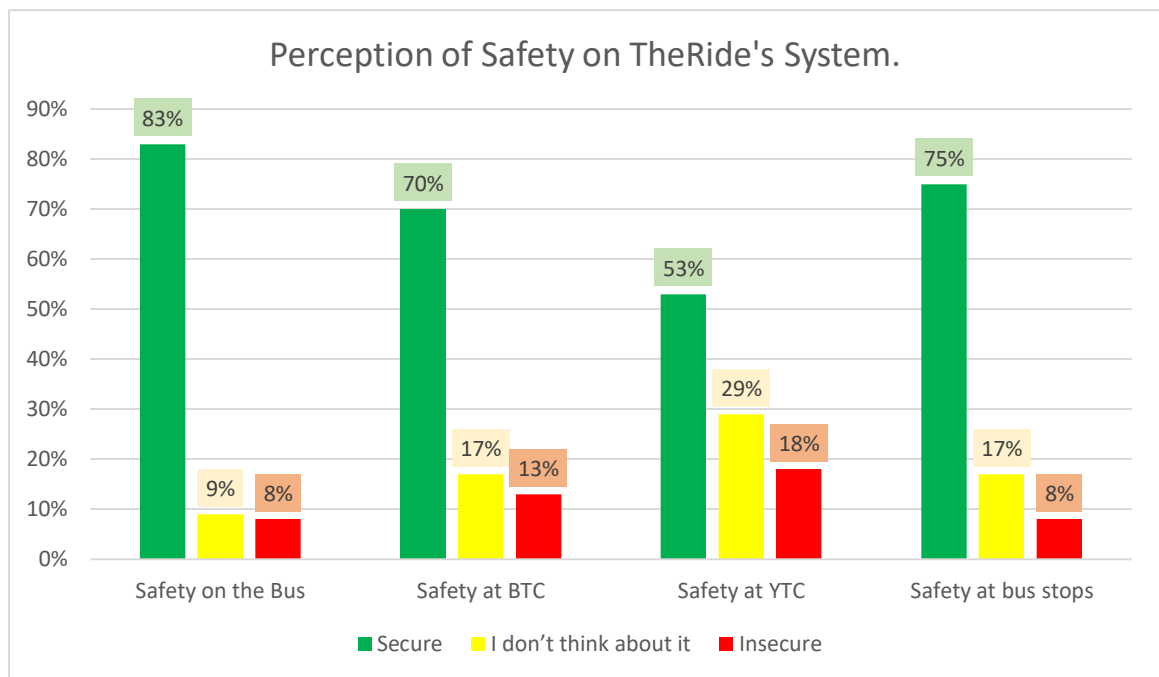
Source of Data: Survey data and Customer Feedback

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

Data:

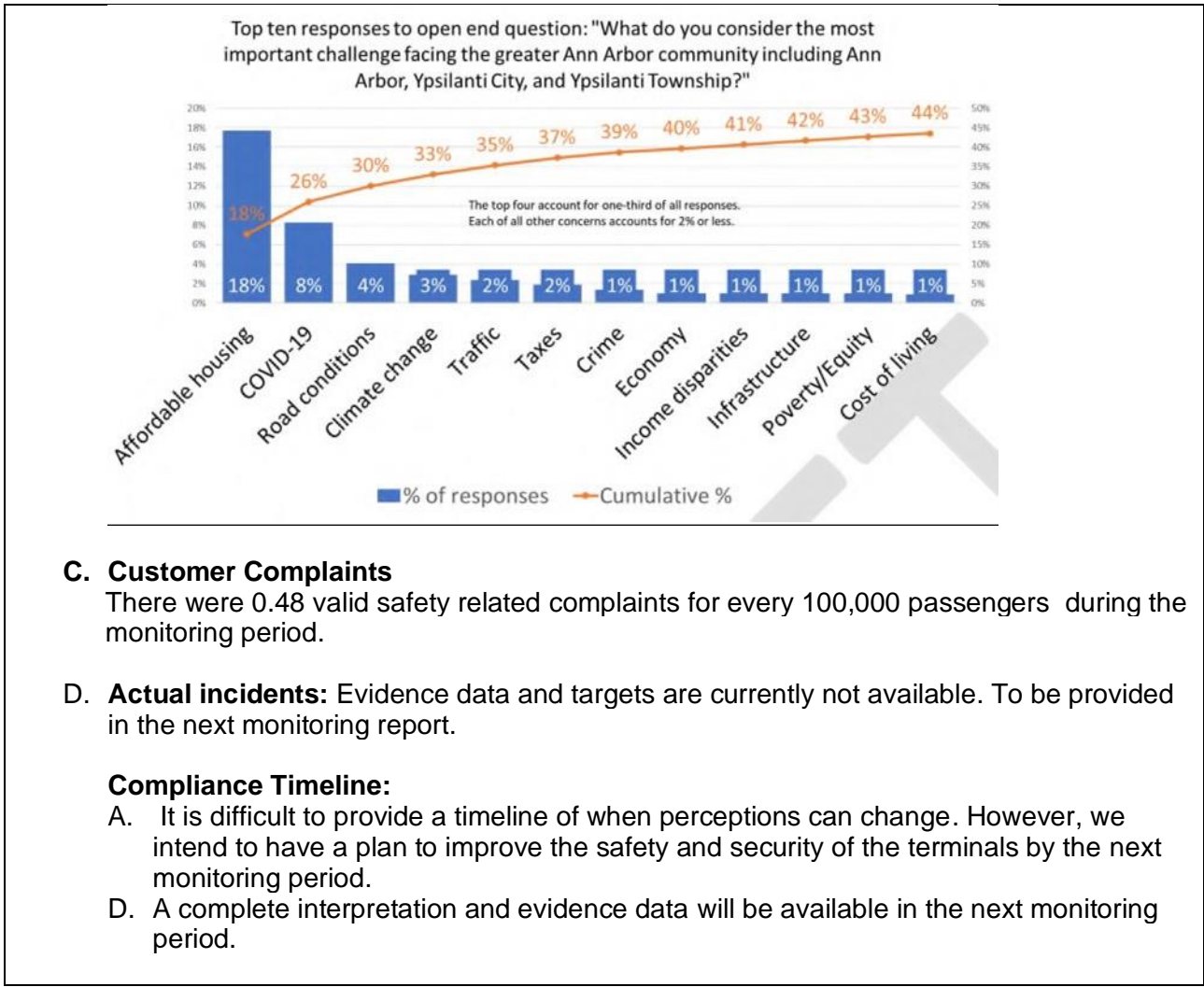
A. Onboard Survey:

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.



C. Customer Complaints

There were 0.48 valid safety related complaints for every 100,000 passengers during the monitoring period.

D. **Actual incidents:** Evidence data and targets are currently not available. To be provided in the next monitoring report.

Compliance Timeline:

- A. It is difficult to provide a timeline of when perceptions can change. However, we intend to have a plan to improve the safety and security of the terminals by the next monitoring period.
- D. A complete interpretation and evidence data will be available in the next monitoring period.

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

Interpretation

Operational 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.

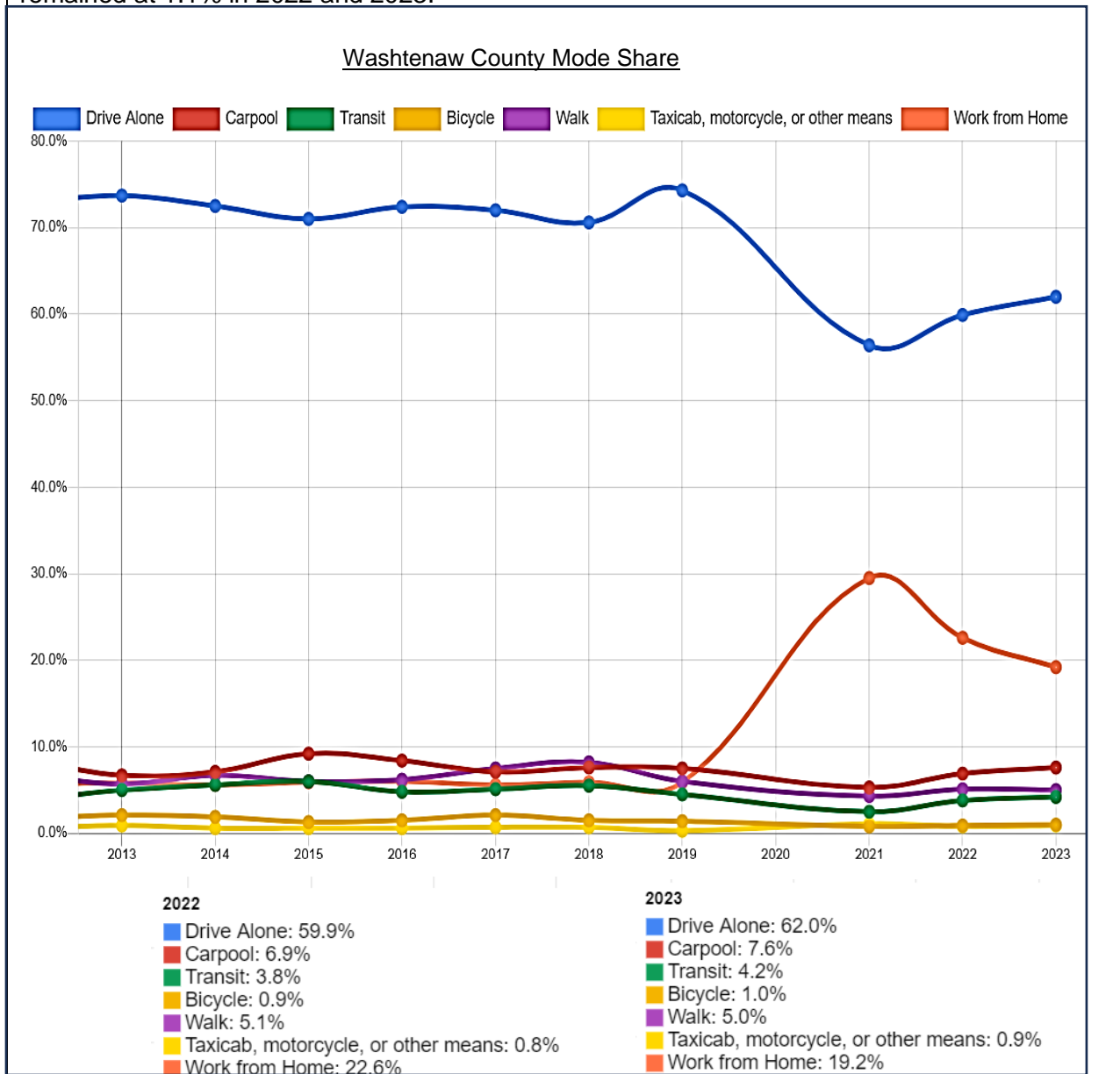
Evidence

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

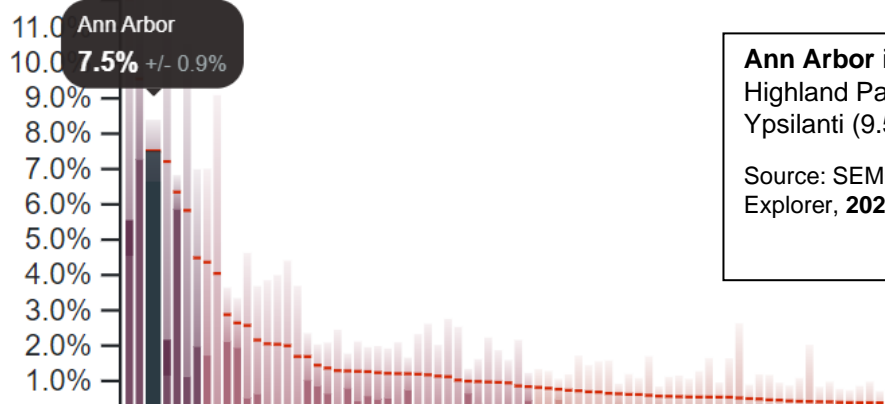
Data:

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.

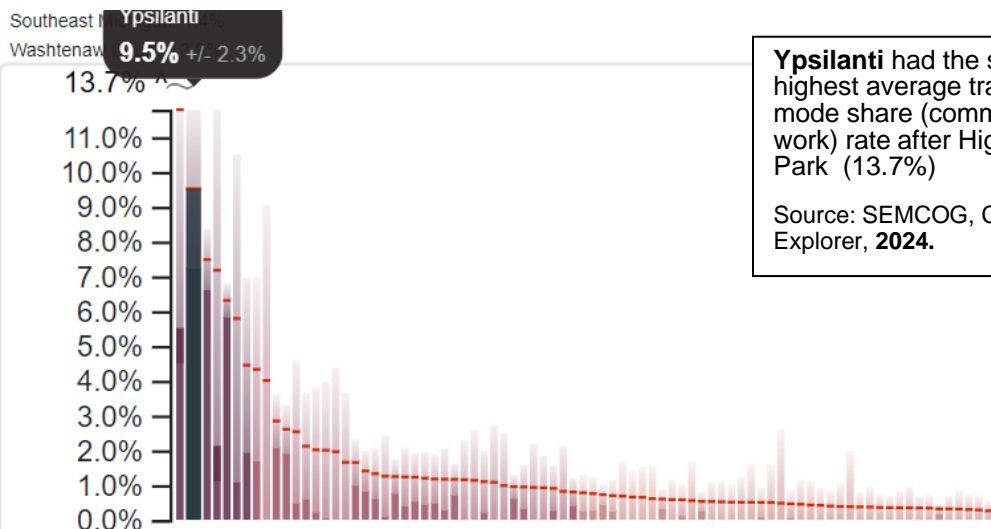
B. Commute to Work by Transit, Southeast Michigan Region

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

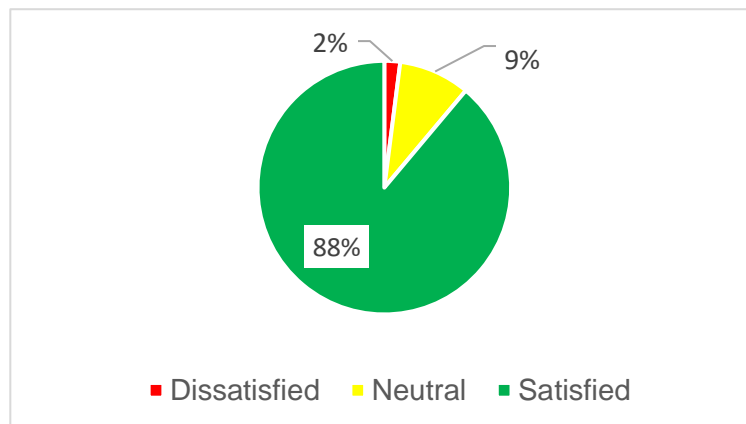
Source of Data: Operational performance data
Date of Data Review: 11/26/2024 as verified by Corporate Strategy and Performance Officer, Manager of Fleet and Manager of Operations.
Data:
 A. The customer service composite score for FY24 was 1.23 (123%)

	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
				Total:	1.23

*-pre pandemic baseline.

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

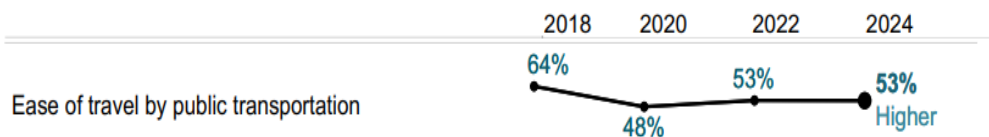
Source of Data: Telephone survey results and millage results

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: (8) Board Members

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

Performance on reasonable interpretation and verifiable evidence			
	% of Board members that find the interpretation reasonable	% of Board members that find the evidence verifiable	Additional comments if NO stated <i>(Staff responses in red)</i>
<p>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.</p>	75%	100% <small>(7 responded, 1 left blank)</small>	<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. <i>Thank you for finding these typos. We will make corrections.</i> • 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). • <i>Although 1.1.3 is included in 1.1, we can be clearer in the next report.</i>
<p>Policy 1.1 Residents in the area have equitable access to public transportation services that enables full participation in society.</p>	50%	88%	<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. • <i>The CEO agrees that college towns are useful comparisons and staff use them as qualitative case studies for ridership</i>

			<p><i>development purposes. We use quantitative national peer ridership for evidence in this report as it is a larger sample with less volatility that helps contextualize national trends (per the Interpretation).</i></p> <p><i>We can provide more information on college towns as incidental information if the Board requests it. The data always leads to case studies to understand differences.</i></p> <ul style="list-style-type: none"> • See 1.1.3 • See comments at end • Interpretation E should include 1.1.3. 1.1 is stated compliant here, even though color code summary is yellow. • <i>Thank you for catching that, we will correct it.</i> • I would like to have a discussion regarding the defensibility of the rationale for the interpretation of "full participation in society" to not include polling locations. It has come up in previous discussions that theride is unaware whether or not all polling locations are served by public transit options, and is uncertain whether or not the services provided at a polling location are now equitably available via other means in light of major changes to election processes in recent years. • <i>We note that another board member made a similar comment below (p 9). The Board can request information on polling locations as 'incidental information'.</i>
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<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>	75%	75%	<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>In this report, the telephone survey.</i> • 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? • <i>In the future it could.</i>

			<ul style="list-style-type: none"> • See comments at end • As the CEO states, there was no data for D. • I would like to have a discussion regarding the defensibility of the rationale for the interpretation of "safe" to not include perception of physical safety • <i>Staff look forward to hearing the discussion. To clarify, is the idea to include non-security matters here (eg collisions, slip/fall, etc)?</i>
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.	88%	88%	<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. • <i>We'd like to ask for clarification. Is this saying that the degree of achievement is inadequate?</i>
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. • <i>Staff look forward to hearing the discussion. This is a chicken/egg situation.</i>
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 • <i>The CEO is accountable for the interpretation accepted by the Board, in this case regarding</i>

			<i>advocacy activities. This was intend to focus on matters the CEO does control.</i>
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.
Policy 1.3.2 Students can access education opportunities without need of a personal vehicle.	100%	100%	<ul style="list-style-type: none"> • See comments at end.
Policy 1.3.3 Visitors use public transportation in the area.	100%	88%	<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. <i>Thank you.</i> 2. Compliance without visitor data is borderline "any reasonable interpretation" regarding the verb "use". <i>The CEO agrees that his interpretation does not match the exact wording of the policy. The interpretation focuses on facilitating visitor ridership (output) and not counting how</i>

			<p><i>many riders were visitors (outcome). If the Board finds the interpretation unacceptable, the CEO will revise.</i></p> <p><i>However, the CEO will ask for some clarifications. The wording of this policy raises questions about whether visitors (someone that does not live in the area) are as important to the Board as residents (What we do, For Whom...). Also, we do not have a direct way to measure "visitors" so new precision may be costly. We also don't try to measure commuters or students, or low income in a similar way. The CEO will want to know how much energy they should be putting into a relatively small riders market of non-residents. We look forward to the Board's discussion.</i></p> <p><i>Football ridership in FY24 was 9,402. The CEO does not use this as piece of evidence because 1) he is uncertain of the shuttle's legality, and 2) he is hesitant to increasing such services at the expense of services for others.</i></p>
<p>Policy 1.3.4 Public transportation connects the area to the Metro Detroit region.</p>	<p>88%</p>	<p>88%</p>	<ul style="list-style-type: none"> • Is D2A2 a Ride service? • <i>No, D2A2 is a service of RTA. We did envision and incubate the service, and we did hold the operating contract until this last October, but has been transferred to the RTA. The RTA has always paid for the service and held final control. We do still allow D2A2 to stop at the BTC.</i> • See comments at end.

Policy 1.4 Passengers are highly satisfied with public transportation services.	100%	100%	
Policy 1.5 Residents of the area recognize the positive contributions of public transportation to the area's quality of life.	100%	100%	<ul style="list-style-type: none"> • Comment: On C, I didn't see comment on national performance. • <i>The Community survey graph denotes in writing as "higher". This is how the graph was originally produced. It confused staff as well.</i>

Additional context questions
<p>1. Is there any reason to doubt the integrity of the information presented?</p> <p>Responses</p> <p style="padding-left: 40px;">(8) NO</p> <p>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?</p> <p>Responses</p> <p style="padding-left: 40px;">(1) N/A</p> <p style="padding-left: 40px;">(7) YES</p> <p>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.)</p> <p>Responses</p> <p style="padding-left: 40px;">(5) NO</p> <p style="padding-left: 40px;">(3) YES</p>

- 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)

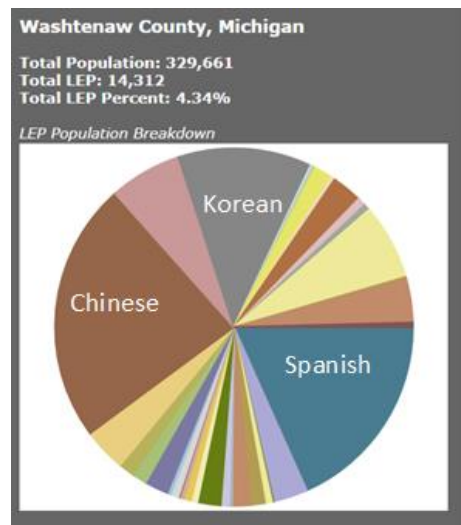
• Policy 1.1, (1.3.1, 1.3.2): access to all major destinations. I like what the CEO currently tracks... but, how do we also have them look a bit more expansively to a holistic 'what does a community member who doesn't have car access need access to be able to survive/support their family?' For example 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>

This looks similar to the earlier comment about revisiting the intent of “full participation in society”. Staff look forward to hearing the discussion.

It could be helpful to have the Board clarify its desired outcomes. However, there will always be some coverage gaps as mass transit services must struggle with balancing Ridership vs Coverage in a low-density landscape built for cars.

• 1.1.2: I was wondering what source was used to determine the top 3 languages in our area? *TheRide uses data from the federal government (lep.gov) to determine the three main non-English spoken languages. See chart on the right for that detail. To provide these top 3 translations is a requirement of Title VI of the Civil Rights Act of 1964.*



• 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? *5 years, generally prior to a millage.*

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. *Yes. Survey are infrequent due to their cost. This is a limitation of using surveys to measure intangible perceptions. Staff are still looking for other cost-effective ways to measure intangibles like perception in between formal surveys.*

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)

Yes. There will always be some coverage gaps as mass transit services must struggle with balancing Ridership vs Coverage in a low-density landscape built for cars.

Our targets have been to cover 80% of the population and connect them to 80% of major social amenities in the service area. Based on the Michigan Works map it looks like we cover most of them even if some individuals may have longer walks.

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?).

Yes, increased frequency of service in the LRP can help address such inconveniences. We defer to the Board as to the adequacy of evidence for this policy. However, we cannot design services that match the bell times of numerous, uncoordinated educational institutions. This means some student will need to arrive early. This is typical for mass transit services.

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?

FYI: The CEO is considering changing future interpretations to define compliance as advocating to the RTA for continued and improved connectivity.

- 1.1 & 1.1.3 - See previous (last bullet point comments)

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

30, 30, 40, 55, 75, 25, 35, 90

Policy Language: 2.1.3 (Safety- Standards or Outcomes)

Meeting: Board of Director's

Meeting Date: January 23, 2025

INFORMATION TYPE
Decision Preparation
RECOMMENDED ACTION(S)
Consider the intent and wording of policy 2.1.3.
ISSUE SUMMARY
<p>During routine monitoring of policy 2.1 Treatment of the Traveling Public, a board member noted:</p> <p><i>"For policy 2.1.3, I voted it as "reasonable interpretation" by the CEO. However, I am wondering if just focusing on training and enforcement on training is comprehensive enough? I would be interested to know <u>what the actual safety record is, such as how many bus<->"x" (Where 'x' is pedestrians, cars, bikes, etc) incidents in the monitoring time period. The policy itself focuses on, "... enforceable standards" which is why I think the CEO's interpretation is correct, <u>but I think we need to revisit this in regard to measurable data beyond training.</u>" (Underline added)</u></i></p> <p>At the November Board meeting there was general support to revisit the intent of the policy and whether the language should be refocused on safety <i>outcomes</i>, rather than training inputs. Staff stated that data on actual incidents and rates would be relatively easy to provide. This investigation was referred to the Service Committee for discussion.</p>
BACKGROUND
<p>The existing policy text and CEO interpretation follows:</p> <p>POLICY 2.1.3 (CEO shall not)...Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.</p> <p>CEO INTERPRETATION <u>Operational Definition</u> I interpret this policy to mean that all front-line employees will have customer service and safety training. Further, standards and expectations outlined in the training will be enforced.</p> <p><u>Measure/Standards & Achievement</u> Compliance with this policy will be achieved when</p> <ul style="list-style-type: none"> A. 100% of all front-line staff have received customer service and safety training. B. Manager of operations confirms that corrective and reinforcement actions were in place and applied throughout the monitoring period. C. Policy 2.1.3.1 below is compliant

Rationale

This interpretation is reasonable because

A. Customer service and safety training for front line staff (i.e., bus drivers, mechanics, call takers and contracted drivers) includes, proper vehicle maintenance, safe operation of the vehicle(to include consideration of other roads users), relevant laws, etc., as applicable to the role. Detailed operational performance and customers satisfaction are addressed further under policy 1.4 and Quarterly Service Reports. This section of the policy addresses the availability of standards (through training), and part B (below) addresses the enforcement of set standards/expectations.

B. Confirmation of corrective and reinforcement actions in relation to safety and customer service expectations indicates enforcement of such standards. Note: an increase or decrease in action does not equate to proof that standards were enforced in some cases more than others but the fact that there were instances of enforcement.

C. The Board defines each policy in descending levels of detail to the point it is willing to accept ANY reasonable interpretation. Therefore, compliance with policy 2.1.3.1 constitutes compliance with this policy.

PRIOR RELEVANT BOARD ACTIONS & POLICIES

Policy 2.1.3 was approved with the original policy manual in 2017. However, it is not part of the original Carver policy template.

IMPACTS OF RECOMMENDED ACTION(S)

- Budgetary/Fiscal, Social, Environmental: N/A
- Governance: Board refines policy text as needed to focus the organization.

ATTACHMENTS

- Attachment 1: 2.1.3 Revised Policy Language (draft)

Attachment 1:

Original policy language:

2.1.3 (CEO shall not)...Operate without established and enforceable standards for customer service and the safety of the public including pedestrians, cyclists and other road users.

Revised policy language (draft):

2.1.3 CEO shall not operate in a manner that jeopardizes the safety of the traveling public.

Board’s Annual Work Plan

Meeting: Board of Director’s

Meeting Date: January 23, 2025

INFORMATION TYPE:
Decision Preparation
RECOMMENDED ACTION(S):
Begin discussion of a Board plan of work for FY 2025.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
Board policy 3.4 (Attachment 1). Agenda setting process.
ISSUE SUMMARY:
To keep a focus on the future, at the beginning of every fiscal year the Board decides what proactive issues it wants to spend time on, and which may lead to the development of new policy. Board members are encouraged to bring ideas to add to the tables in Attachment 2.
BACKGROUND:
The Board’s annual work plan is an inherent part of Policy Governance. This is a key mechanism for ensuring that the Board is driving its own agenda and not merely reacting to staff or outside issues. Policy 3.4 outlines how the board sets its agenda. Excerpts of the relevant passages are provided in Attachment 1.
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Governance: The annual work plan is how the Board sets the direction for the organization.
ATTACHMENTS:
<ol style="list-style-type: none"> 1. Excerpt Policy 3.4 – Agenda Planning Policy 2. Work Plan & Education Template 3. Previous Work Plan & Education Ideas (FY2024) 4. John Carver’s Guidance on Annual Plan of Work

Attachment 1: Board Policy 3.4: Agenda Planning (Excerpt v2.13)

(Emphasis added)

3.4 AGENDA PLANNING

To accomplish its job products with a governance style consistent with Board policies, the Board will follow an annual agenda cycle which:

- (a) completes a re-exploration of Ends Policies annually,*
- (b) continually improves Board performance through Board education and enriched input and deliberation, and*
- (c) re-examines for relevance the underlying values that support existing policy.*

3.4.1 The cycle will conclude each year so that administrative planning, strategic planning, and budgeting can be based on accomplishing a one-year segment of the Board's most recent statement of long-term Ends.

3.4.2 The cycle will start with the Board's development of its agenda for the next year.

A. Consultations with selected groups in the ownership, or other methods of gaining ownership input will be determined and arranged in the first quarter, to be held during the balance of the year.

B. Governance education, and education related to Ends determination, (e.g., presentations by researchers, demographers, advocacy groups, staff, etc.) will be arranged in the first quarter, to be held during the balance of the year...

Attachment 2: Work Plan & Education Template FY2025

DRAFT 2025 Work Plan

<i>Policy Topics or Decisions</i>	<i>Status</i>
1. <i>Ends review</i>	<i>Annual task</i>
2.	
3.	
4.	

General education topics suggested by Board:

<i>Education Topics</i>

Attachment 3: Previous Board Work Plan & Education (FY2024)

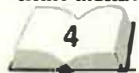
2024 Work Plan – updated from 1/2/25 Governance Committee:

Policy Topics or Decisions	Status
1. <i>Ends review</i>	<i>Annual task</i>
2. <i>Propulsion</i>	<i>Ongoing – in plan of work, can be removed</i>
3. <i>Equity</i>	<i>Never discussed last year</i>
4. <i>Sustainability</i>	<i>Ongoing in plan of work</i>

General education topics suggested by Board:

Education Topics
<i>Advocacy under policy governance</i>
<i>Post Pandemic Trends</i>
<i>Ridership</i>
<i>Multi-jurisdictional consideration (local and regional)</i>
<i>Differences between AAATA communities (POSAs)</i>
<i>Environmental Standards (policy development?)</i>
<i>RTA</i>
<i>Policy Development Education</i>

themselves adrift without such guidance. "Of course," they say, "our CEO provides most of our agenda content, because she or he is the one who knows what is going on around here." The problem is circular: boards are trapped in staff-level issues and therefore need staff input as to what those issues are. Staff members are called on to generate board agendas, and therefore board agendas are composed chiefly of staff-level material. Through these actions, the board's job is defined as reviewer of staff material, not creator of board material. In fact "board material" traditionally comes to consist largely of staff material to be reviewed. In these circumstances, board and staff lose sight of just what a board issue looks like.

WANT MORE?

erated board agendas, and therefore board agendas are composed chiefly of staff-level material. Through these actions, the board's job is defined as reviewer of staff material, not creator of board material. In fact "board material" traditionally comes to consist largely of staff material to be reviewed. In these circumstances, board and staff lose sight of just what a board issue looks like.

Tying Agendas to the Long Term

Boards are often subject to a zigzag phenomenon in agenda content. Without staff guidance, the problem is usually worse. More than we would like to admit, agendas are developed around rituals, reactions to immediate stressors, or last-minute approvals for external consumption. Suppose a board has carefully eliminated business it does not need to do. It has disposed of meaningless actions and has sufficiently empowered the CEO to save it from staff decisions. Yet it is still faced with the concrete, real-time problem of the next meeting's agenda. The board cannot fall back and have the staff supply enough items to keep it busy. The leaders cannot ask the followers to tell them what their job is.

Yet board work need not come to a screeching halt. When confronted with an ambiguous or bewildering task, we need only retire to the next higher level of thought to get our bearings. If we lose our way on wooded paths, we can reestablish confidence by hovering over the forest for a few moments. What we cannot do physically, we can do mentally. The board that wishes to be in charge of its own job needs to hover a while, to shift its attention from the immediate agenda to the year's agenda and, if that is insufficient, to the perpetual agenda.

The perpetual agenda comprises the basic board job contributions and any optional ones the board has added. These outputs belong to the board; they are not merely a summation of staff work. This perpetual agenda was discussed in Chapter Seven as a board job description. To gain control over its own agenda (so that the outcome will truly be the board's agenda, not the staff's agenda), the board must begin with the nature of governance itself. What does this board exist to contribute?

Remember that the unique and continuing contributions of the board—its perpetual agenda—include (1) linkage with ownership, (2) explicit governing policies, and (3) assurance of organizational performance. A board looking for a starting place would do well to begin with the second contribution, creating policies in all four categories. Linkage with the ownership should be undertaken only after the board has established and expressed—in a Governance Process policy—who the ownership is and how the connection will be made. Executive performance cannot be ensured before Board-Management Delegation, Executive Limitations, and Ends policies are established, as these policies contain the delegation, monitoring, and performance criteria.

In short, the board should get most of its policies in order before undertaking any other task. The perpetual agenda provides a starting place from which the board can plan major board work in the immediate future. Hence, the perpetual agenda leads to a more specific, time-framed agenda that is neither long-term nor short-term. The most useful time segment for planning board meeting agendas is often about one year.

The board establishes objectives for the ensuing year within each of its responsibility areas. The board might determine to forge a dialogue with other boards or to enhance communication with its ownership through public or private media. It might improve policy integrity through more systematic inclusion of financial experts or dissenting programmatic viewpoints. It can upgrade its assurance of organizational performance by making the monitoring system

more rigorous or less costly. If the board has adopted other contribution areas, such as securing philanthropic funds, it can set objectives for these responsibilities. To maintain consistency, these board intentions are built into an expansion of the board's job description policy and sometimes incorporated in a separate policy (as shown in Exhibit 7.3), in either case in the Governance Process category. That is, all of the board's objectives are kept in the policy framework as are other board decisions.

Establishing board objectives for the midterm, then, yields a sequence of single-meeting agendas and between-meeting work. Weekly, monthly, or quarterly meetings are thus integrally derived from the larger process. Officer or committee expectations are drawn from the same schedule. Note that the board's annual establishment of the agenda, though open to staff input, is not staff-dependent. Because of this, the board is able to move two steps forward in terms of taking responsibility: not only does it produce answers without executive ventriloquism, but it generates the questions as well and, hence, exhibits a significantly greater level of leadership.

This approach to agenda setting makes three major contributions to rational board process. First, it avoids the zigzag agendas set from meeting to meeting. Second, the board is in greater control of its own agenda and not dependent on its CEO to tell it what to do each time. Third, the rightfully dominant board concern with ends is less likely to be lost in a sea of lesser issues.

Ends Justify the Meetings

I have found that policies in all categories except Ends are rather stable. The global Ends policy may hold relatively still, but explication of beneficiaries, benefits, and cost or priorities at lower levels seems to require change often enough to warrant continual attention.

For the board, one eye should be on customer-equivalents and one on ownership. In other words, one outcome of a good governance system is that the governors are free to concentrate on ends

and on those on whose behalf ends are decided and pursued. (For city councils and professional or trade associations, these may be the same people.) Relative value stability in other policy areas and the strategic importance of ends lead the board to work on two compelling concerns each year: (1) "How can we connect with even more integrity with those on whose behalf we serve?" and (2) "Given new information, new wisdom, or new possibilities, what good for which people at what cost should we strive to achieve in the years ahead?" In other words, the majority of board energy is expended on the first element of its job (linkage with ownership) and the first part of the second element (policies concerning ends).

Although improvement in ownership linkage need not be constrained by specific time periods, specifying ends is frequently tied to time-sensitive staff actions such as writing budgets and planning programs. Ends work is therefore subject to more punctuations in the flow of time. Because the board's ends work is strongly tied to administrative time lines, for most boards, the annual agenda is best constructed around a yearly cycle of exploring and restating Ends policies.

The board selects an external event to which the organization directs itself. For some, this is the budget submission date of the major funder. For others, it may be the annual meeting of the membership, the start of a financial year, or the completion of an election cycle. In any event, the date selected is when executive planning must either go into effect or be publicly announced.

To give the CEO ample time to prepare for that deadline, the board's annual update of all Ends policies is set two or three months earlier. To update, the board restudies its global and all subsidiary Ends policies in light of new information and, possibly, new dreams. Then, working backward from the due date, the board calculates a year of agendas to lead it to that point. It uses the same technique to establish completion dates for committee tasks, should the use of committees be needed. Other board needs can be and are considered, but the central organizing factor is the never-ending focus on Ends policies.

Staff Recommendation: Update to the Frequency of Monitoring Reports

Governance Committee Meeting: January 2, 2025
Service Committee Meeting: January 7, 2025
Finance Committee Meeting: January 14, 2025
Board of Directors Meeting: January 23, 2025

INFORMATION TYPE
Decision
RECOMMENDED ACTION(S)
That the Board amend Appendix A of the Policy Manual to change the frequency of monitoring reports
ALTERNATIVE OPTION(S)
Continuing with current monitoring report frequency.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
In the past, the Board noted that the monitoring report process took a lot of time and drew attention away from future concerns. A Monitoring Report Taskforce looked into the issue and recommended the current 2-year cycle provided in the Board Policy Manual on Appendix A.
ISSUE SUMMARY
<p>Currently the Board monitors 12 monitoring reports each year. Staff is suggesting the following changes that could reduce reports to 8-10 per year:</p> <ol style="list-style-type: none"> 1. Monitor fare and construction policies <u>as needed</u> (i.e., only when there's relevant activities). Another alternative is to monitor the construction policy annually and have the Governance Committee recommend to the Board a deferment in years where there are no qualifying construction activities. 2. Change monitoring frequency of four policies from annually to <u>every two years</u> (see below). Results in these areas develop slowly. 3. Monitor physical assets every two years and credibility annually (split timing within policy 2.7.5: Asset Protection). <p><u>The Board can always request to monitor any policy at any time.</u> The CEO still must meet the "No Surprises" clause.</p>
ATTACHMENTS
<ol style="list-style-type: none"> 1- Illustration of changes to the monitoring report frequency 2- Changes to Appendix A (In development)

Attachment 1: Proposed changes to Monitoring Frequency (Appendix A).

The table below provides proposed changes to the monitoring frequency (recommended changes are highlighted). Should the Board adopt this or part of this recommended approach, it still maintains the right to monitor any policy at any time by any method (Policy 4.4.5).

	Proposed				Example of next 6-year monitoring frequency.							
	Today	Annually	Every 2 Years	Only As Needed	Timing	Reason for proposed Change	2025	2026	2027	2028	2029	2030
1.0 Ends	Annually	X					X	X	X	X	X	X
2.0 Global Exec Limitations	Odd Years		X		Odd Years			X		X		
2.1 Treatment of the Traveling Public	Annually	X					X	X	X	X	X	X
2.2 Treatment of Staff**	Annually		X		Even Years	Results change slowly.		X		X		X
2.3 Comp & Benefits	Odd years		X		Even Years	And when a new union contract is made.	X		X		X	
2.4 Budgeting	Annually	X					X	X	X	X	X	X
2.5 Fin. Conditions	Annually	X					X		X		X	
2.5.12 Fares	Annually			X								
2.6 Cash & Invest.	Annually	X					X	X	X	X	X	X
2.7 Asset Protection***	Annually		X		Even years		X		X		X	X
2.7.5 Credibility	N/A	X					X	X	X	X	X	X
2.8 Emergency CEO Succession**	Even Years		X		Odd Years		X		X		X	X
2.9 Comm & Support to Board	Annually		X		Even Years	Results change slowly.	X		X		X	X
2.10 Construction *	Annually	Annually, with the opportunity for Governance Committee to recommend deferral to the Board in years with no qualifying activities.					X	X	X	X	X	X
2.11 Environmental	Annually		X		Odd Years	Results change slowly.	X		X		X	
TOTAL:	14	6	7	2	4/year		8	9	8	9	8	9
%:	100%	40%	47%	13%			53%	60%	53%	60%	53%	60%

* The construction policy has two recommended alternatives 1) To monitor the policy annually as it is now or 2), To monitor it annually while also providing the Governance Committee an opportunity to recommend to the Board a deferral if there were no construction activities during the monitoring period.

**The Board can adjust frequency whenever it likes. For example, Treatment of Staff and Succession could be monitored annually for a few years when a new CEO arrives, until the Board is confident.

***Between formal monitoring reports, the CEO must still report unexpected changes right away per the “No Surprises” clause in 2.9.1.5. For example, if flaws were found in a structure.

Attachment 2 - Changes to Appendix A (In development)

Policy	Title	Frequency	Board Review Date (Month)	Pre-Board Review Committee
1.0	Ends	Annual	Dec	N/A
2.0	Global Executive Limitation	Biennial – Odd Years	Jan	Service/Bd
2.1	Treatment of Traveling Public	Annual	Nov	Service/Bd
2.2	Treatment of Staff	Annual Biennial - Even Years	June	Service/Bd
2.3	Compensation & Benefits	Biennial – Odd Years Even Years	Oct	Finance/Bd
2.4	Financial Planning/Budgeting	Annual	Sep	Finance/Bd
2.5	Financial Condition & Activities	Annual	Feb	Finance/Bd
2.5.12	Fare Policy	Annual Only as Needed	Sept	Finance/Bd
2.6	Investments	Annual	Mar	Finance/Bd
2.7	Asset Protection	Annual Biennial - Even Years	June	Finance/Bd
2.8	Emergency Succession	Biennial – Even Years	Oct	Governance
2.9	Communication & Support	Annual Biennial – Even Years	Mar	N/A
2.10	Construction	Annual – Annual at discretion of Governance Committee	Oct	Service/Bd
2.11	Environmental Sustainability	Annual Biennial – Odd Years	April	Service/Bd
3.0	Global Governance Process	Annual	May	Gov/Bd
3.1	Governing Style	Annual	May	Gov/Bd
3.2	Board Job Description	Annual	May	Gov/Bd
3.3	Board Member’s Code of Conduct	Annual	May	Gov/Bd
3.4	Agenda Planning	Annual	May	Gov/Bd
3.5	Chair’s Role	Annual	Apr	Gov/Bd
3.6	Board Committee Principles	Annual	Apr	Gov/Bd
3.7	Board Committee Structure	Annual	Apr	Gov/Bd
3.8	Cost of Governance	Annual	Apr	Gov/Bd
4.0	Global Board-Mgmt Delegation	Annual	Feb	Gov/Bd
4.1	Unity of Control	Annual	Feb	Gov/Bd
4.2	Accountability of the CEO	Annual	Feb	Gov/Bd
4.3	Delegation to the CEO	Annual	Feb	Gov/Bd
4.4	Monitoring CEO Performance	Annual	Feb	Gov/Bd

Procurement Manual Update Notification

Meeting: AAATA Board of Directors

Meeting Date: January 23, 2025

INFORMATION TYPE:
Other
RECOMMENDED ACTION(S):
Receive for information
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<p>Board Policies:</p> <ul style="list-style-type: none"> • Section 4.3.3 – states that as long as the CEO uses <i>any reasonable interpretation</i> of the Board’s Ends and Executive Limitations policies the CEO is authorized to establish all further policies. • Section 2.5.2 states that the CEO shall not operate in a manner that would jeopardize federal and state funding, including an up-to-date procurement manual. • Section 2.9.1.5 F requires advance notification of intended changes to staff rules which includes the procurement manual.
ISSUE SUMMARY:
<p>Staff are updating the procurement manual to ensure continued compliance and alignment with Federal Transit Administration (FTA) requirements and internal policies and procedures. The following changes will be made:</p> <ol style="list-style-type: none"> 1) Updates to purchase approval thresholds as follows: <ol style="list-style-type: none"> a) Increase micro-purchase threshold and managers’ expenditures approval limits to \$20,000 (from \$15,000) b) Increase petty cash (non-recurring cash and carry transactions) expenditures limit to \$200 (from \$25) 2) Updates to align with internal process improvements: <ol style="list-style-type: none"> a) Update credit card policies and procedures b) Revision of disposal of surplus equipment policy c) Revision of vendor authorization processes d) Revision of petty cash request procedure e) Update materials management and inventory stock replenishment procedures <p>Training will be provided for all department managers and their administrative staff prior to the implementation of the Updated Procurement Manual.</p>
BACKGROUND:
N/A
IMPACTS OF RECOMMENDED ACTION(S):
<ul style="list-style-type: none"> • Budgetary/Fiscal: Maintaining regulatory compliance. • Social: NA • Environmental: NA • Governance: NA
ATTACHMENTS:
<ul style="list-style-type: none"> • None

CEO Report

Meeting: Board of Directors

Meeting Date: January 23, 2025

INFORMATION TYPE

Other

LONG-RANGE PLAN STATUS UPDATES

YPSILANTI TRANSIT CENTER PLANNING

Schematic design of the YTC is underway and will continue throughout the 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. FTA had no further comments on the draft Categorical Exclusion with Documentation, so the documents will now be transmitted to the Michigan State Historic Preservation Office (SHPO) for their review, as part of the Section 106 consultation process. The environmental review process is currently on track to finish this winter. 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 are considering new designs on the site, likely building 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 is working closely with the 350 S. Fifth development team so that both the housing project and 4th Avenue timelines and final designs are well-coordinated.

BUS LANES AND BUS RAPID TRANSIT

Ann Arbor's Capital Improvements Plan is a six-year schedule of public service expenditures for large physical improvements to the City's infrastructure. The document is updated every year and is approved by the City of Ann Arbor Planning Commission per state law. AAATA staff met with City staff to include "evaluate adding bus lane" language into road improvement project descriptions on corridors that are identified in TheRide 2045 as future BRT – namely portions of State St., Plymouth Rd., and Washtenaw Ave. Adding this language is meant to signal to policy makers, project managers, and the public the potential to collaborate with AAATA on new road

configurations that could benefit transit (but this does not guarantee inclusion or funding). More information is available at: <https://www.a2gov.org/cip>. AAATA staff is in similar discussions with the Ann Arbor Downtown Development Authority (DDA) on similar opportunities in their development plan.

OPERATIONAL UPDATES

TRANSIT OPERATOR GRADUATION/RECRUITMENT

The most recent MCO class graduated on December 20th, with another operator class to begin on February 4th. Our current operator count is 198.

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)

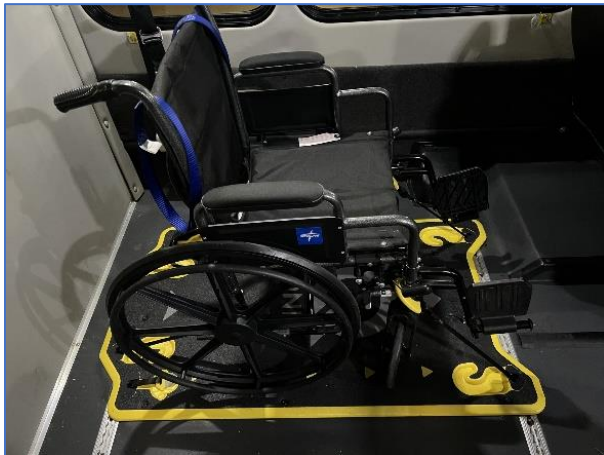
The LAC met on December 10th and finalized their Feedback on the Ends and Treatment of the Traveling public presented at the December board meeting. The LAC also reviewed the Vehicle Accessibility Plans for AAATA, Peoples Express, Western Washtenaw Area Value Express, and Jewish Family Services

JACKSON AREA TRANSPORTATION AUTHORITY

Donation buses are ready to be transferred from AAATA to JATA.

Q'STRAIT WHEELCHAIR SECURITY PILOT

A new type of Q'strait technology is being piloted on A-Ride vehicles. There will also be a customer and employee survey completed to seek opinions on this technology.



ANN ARBOR CITY COUNCIL

CEO Matt Carpenter presented to the Ann Arbor City Council on December 16th and provided an end of year recap as well as some operational updates relating to holiday scheduling.

TRANSPORTATION COMMISSION (ANN ARBOR)

The Commission met on December 18th and approved its work plan and meeting dates, and received information about safety improvement plans, UMTRI and staff work.

The commission met on January 15th and discussed AAPS and began reviewing the advocacy agenda it will recommend to City Council in a few months.

WATS POLICY COMMITTEE UPDATE

The WATS December Policy Committee was cancelled.

The January WATS Policy Committee met, elected new officers, received safety target updates, and adopted the Unified Work Program, a to-do list for local transportation planning.

COMMUNITY AND EMPLOYEE ENGAGEMENT

On December 18th, TheRide hosted our staff holiday party. It featured delicious food for all staff, as well as ample holiday cheer. The event was organized by staff members across all departments within the organization.



On December 20th, Mark Nonis retired after more than 40 years with AAATA. TheRide would like to thank Mark for his many, many years of service to the organization. A luncheon was held in honor of his retirement.



AAATA published “TheRide 2024 Wrapped” on social media, like Spotify wrapped, highlighting some of the exciting things that were introduced in 2024.



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

As part of the Transit Signal Priority Project that was approved in the FY2022 budget, on December 11, 2024, the CEO executed the following contract for AAATA:

Yunex Traffic, LLC, for traffic signal software and hardware upgrades for the City of Ann Arbor and AAATA in the amount of \$290,130.

FOLLOW-UP QUESTIONS

During previous board meetings, a few questions were raised to AAATA. Below are staff responses:

1. **Prop 3 – Washtenaw County Senior Millage** – AAATA attended a listening forum with county officials, who are gathering feedback on potential uses for the millage funds. No definitive plan has been set, and the county is actively seeking suggestions and public input, describing the funding as a “blank canvas.” AAATA will continue to engage as discussions progress.
2. **Gas Tax** – Dina is preparing a response for the February board meeting.