

Issue Brief: Monitoring Report 2.10 External Relationships

Meeting: Board

Meeting Date: June 20, 2019

Information Type: Monitoring

Recommended Action(s): That the Board Receive the Monitoring Report for Information. The CEO is not asking the Board to accept the report at this time.

Issue Summary: While some elements of this report are complete, the CEO is struggling with the appropriateness of many of these policies. He would welcome the Board guidance as to whether the he should attempt to complete and re-submit the report, or if the Board would prefer to first revise the policies.

Background: 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:

1. CEO sends Monitoring Report and survey link to all board members
2. All board members complete survey on acceptability of Monitoring Report, looking particularly for two things in the Monitoring Report:
 - a. A reasonable interpretation of the policy
 - b. Evidence of compliance with the reasonable interpretation
3. Committee reviews survey results and develops recommendation to accept/not accept Monitoring Report
4. At Board meeting, board accepts Monitoring Report through majority vote (or if not acceptable, determines next steps)

Impacts of Recommended Action(s):

- **Budgetary/Fiscal, Social, Environmental: NA**
- **Governance:** Monitoring is the Board's responsibility.

Attachments: Monitoring Report 2.10 External Relationships

2.10 External Relationships

Period: July 1, 2017 – May 1, 2019

Date of Report: May 20, 2019
Board Survey due: May 20-30, 2019
Board Review: June 20, 2019

AAATA board;

In accordance with the Board's Policy Manual; I present the June Monitoring report on **Executive Limitation Policy 2.10: External Relationships**. This report consists of internal report information from staff.

I certify that the information is true although incomplete.

Matt Carpenter,
CEO
Ann Arbor Area Transportation Authority

POLICY TITLE: <i>External Relationships</i>
<p>2.10 In order to facilitate the continued success of AAATA and its achievement of Ends, the CEO shall not operate without creating collaborative, strategic relationships with external stakeholders.</p> <p>Further, without limiting the scope of the foregoing by this enumeration, the CEO shall not:</p>
<p>2.10.1 Ignore opportunities for collaboration for the community benefit.</p>
<p>2.10.2 Ignore opportunities to promote multi-modal solutions, transit-supportive land development, or first mile/last mile considerations whether internally or to outside decision makers.</p>
<p>2.10.3 Fail to develop relationships with community stakeholders, including elected officials, which contribute to community support for the AAATA.</p>
<p>2.10.4 Fail to reasonably engage riders, residents, and stakeholders when considering material changes to services, programs, fares, or transit facilities.</p>
<p>2.10.5 Fail to operate in a publicly transparent manner.</p>

Executive Limitations Policy 2.10

In order to facilitate the continued success of AAATA and its achievement of Ends, the CEO shall not operate without creating collaborative, strategic relationships with external stakeholders.

Current Interpretation & Rationale:

See below

Compliance:

Evidence:

Executive Limitations Policy 2.10.1

...the CEO shall not... Ignore opportunities for collaboration for the community benefit.

Current Interpretation & Rationale:

See below

Compliance:

Evidence:

Executive Limitations Policy 2.10.2

...the CEO shall not...Ignore opportunities to promote multi-modal solutions, transit-supportive land development, or first mile/last mile considerations whether internally or to outside decision makers.

Current Interpretation & Rationale:

See below

Compliance:

Evidence:

Executive Limitations Policy 2.10.3

...the CEO shall not...Fail to develop relationships with community stakeholders, including elected officials, which contribute to community support for the AAATA.

Current Interpretation & Rationale:

See below

Compliance:

Evidence:

Executive Limitations Policy 2.10.4

...the CEO shall not... Fail to reasonably engage riders, residents, and stakeholders when considering material changes to services, programs, fares, or transit facilities.

Current Interpretation & Rationale:

Compliance with this policy will be demonstrated when the CEO ensures that appropriate opportunities for public involvement and feedback are provided prior to final decisions regarding services, programs, fares, or transit facilities exist. For service and fare changes, staff followed the *Public Input Policy for Service and Fare Changes*, which describes levels/types/timing of engagement needed, scaled with the degree of change being considered: major, minor, or adjustment.

Compliance:

In Compliance

Evidence and Data:

During the monitoring period;

Changes to...	Public Involvement Activities	Decision Finalized
Fares – No changes were made during monitoring period.	Public comment was collected and incorporated into a fare study.	No decisions were made. No changes to fare occurred.
Facilities – No substantive changes to passenger terminals were made. No changes to bus stop practices were made.	Public involvement activities for a study of the Ypsi Transit Center occurred and were documented through <ul style="list-style-type: none">- Surveys- Public Meeting The AAATA is partnering with the City of Ann Arbor regarding the future of the Y-Lot. Public involvement activities are being planned. Public outreach was conducted to obtain feedback on a trial installation of wheelchair securements	No decisions were made. No changes to facilities occurred. Quantum Wheelchair Stations have been implemented on 10 fixed route buses.
Programs – There were no significant changes to programs during the period.	Public comment was collected and incorporated into a paratransit study.	No decisions were made. No changes to programs occurred.
Services – Several routine changes to fixed-bus routes were made.	<ul style="list-style-type: none">- Routine service changes.- BRT Study- Public input was collected for August Service changes	New services began operating on: May 5 th , 2019

Executive Limitations Policy 2.10.5

The CEO shall not... Fail to operate in a publicly transparent manner.

Current Interpretation & Rationale:

Compliance with this policy will be demonstrated AAATA's website rates favorably based on the Ballotpedia/Sunshine transparency review criteria.

Compliance:

In compliance

Evidence:

The Sunshine Review, a non-profit dedicated to state and local government transparency developed a [now-widely-used 10-point checklist](#) to help create a more open government and affirmatively disclosure of key information of interest to the public. Below is how AAATA rates

Parameter	AAATA performance
Budgets	✓ Current budget ✓ Previous budgets
Open meeting laws	✓ Notices for public meetings of board ✓ Board Minutes ✓ Current and past Board Packets
<u>Governing</u> officials	✓ Names of Board members x Contact information
Administrative officials	✓ Names of Executive Staff ✓ Contact information
Applications/Forms/key data available on- line	✓ ADA, FareDeal applications ✓ Lost and Found form ✓ Suggestion/Complaint form ✓ Transit data (GTFS and real-time API)
Audits	✓ Current audit ✓ Previous years' audits
Contracts	✓ Current RFPs posted ✓ Instructions and information site x Awarded contracts
Lobbying	x We belong to MPTA and APTA, and dues are part of the annual budget, but have not posted this information online.
Public records	✓ FOIA process ✓ Contact information
Taxes	x Though included in budgets and plans, we have not had a webpage on tax rates.

CEO Notes

- I believe that policies 2.10, 2.10.2, 2.10.2, and 2.10.3 may be inadvertent Mean prescriptions (describing required staff activities) and do not provide an expected outcome. As such, it is hard to develop meaningful interpretations.
- Policies 2.10.4 and 2.10.5 have a lot in common with policy 2.8.5 regarding maintaining the public reputation and credibility of the agency.
- The original Policy Governance template does not include a section on “External Relations”. I believe that this policy may be a hold-over from the pre-2017 PMER Committee (Performance Monitoring and External Relations).
- I would like to ask the Board to reconsider there policies.

(To be filled in based on Board action after submission)

Executive Limitations Policy 2.9

Date Submitted: May 20, 2019

Date of Board Response: May 30, 2019

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

(select one)

The Board finds that the CEO:

- A. **Full Compliance:** All interpretations are reasonable; all evidence is sufficient.
- B. **Partial Compliance:** Some interpretations or evidence need work. Compliance date noted. (see notes).
 - a. (Board should specify which interpretations or evidence are not reasonable.)
- C. **Not Compliant:** Some interpretation or evidence are not accepted. Compliance date noted. (see notes).

Board notes:

50% of the respondent found the CEO's evidence and data showing compliance with policy except for items noted. 50% of the respondents could not determine compliance.

Policies 2.10, 2.10.1, 2.10.2, & 2.10.3 were found to be incomplete