BOARD OF DIRECTORS - ANN ARBOR AREA TRANSPORTATION AUTHORITY

DATE: Thursday, January 24, 2019

TIME: 6:30pm – 9:00pm

PLACE: Ann Arbor District Library, 343 South Fifth Avenue, Ann Arbor MI 48104

MEETING CHAIR: Eric Mahler

AGENDA

	Info Type*	Detail
1) Opening Items		
1. Approve Agenda		
2. Public Comment		
3. General Announcements		
2) Consent Agenda	D	
1. Minutes		
2. Required Approval: MDOT Funding Resolution		
3) Board Development		
1. Education re: Transit Supportive Land Development	O	Dr. Jonathan Levine
4) Policy Monitoring and Development		
1. Board's Annual Plan of Work Item	O	
2. Policy Monitoring and Committee Reports		
1. Governance Committee	O	Mahler
2. Finance Committee (Didn't meet)		
3. Service Committee (To be determined)	O	Hewitt
3. Other Board Reports & Ownership Linkages		
1. LAC, WATS, A2 Transportation Commission	O	Mozak-Betts, Krieg, Sims
2. Task Force Reports	O	Allemang, Mahler
5) Strategy and Operational Updates: CEO		
1. Monitoring Report 2.1: Treatment of Traveling Public	M	Carpenter
2. CEO Report	O	Carpenter
6) Emergent Business		
7) Closing Items		
1. Topics for Next Meeting: Board Member Disclosure Statements Due (3.3.2.1)		*Thursday, February 21, 2019 @ 6:30pm*
2. Public Comment		
3. Board Assessment of Meeting		
4. Adjournment		

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

Sample Motions

Accepting: I move that:

- We affirm that Monitoring Report XYZ has been read by board members, and
- We accept this report as it provides
  - a reasonable interpretation of the policy and
  - evidence of compliance with that reasonable interpretation [or… while not in compliance, shows evidence of reasonable progress/commitment toward compliance]

Not Accepting: I move that:

- We affirm that Monitoring Report XYZ has been read by board members, and
- We do not accept this report
  - as the interpretation for XYZ.XYZ cannot be deemed reasonable by a rational person
  - A. OR
  - though it provides a reasonable interpretation, it does not adequately provide evidence of compliance for XYZ.XYZ.
- CEO will provide an updated Monitoring Report XYZ within ## months.

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 3.13 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 Minutes – Dec 20, 2018

Recommended Action(s): Approve for Posting to Website

Information Type: Decision

Meeting Information: Ann Arbor District Library, December 20, 2018 at 6:32 p.m.

Board Members in Attendance: Eric Mahler, Kyra Sims, Prashanth Gururaja, Sue Gott, Eli Cooper, Mike Allemang, Roger Hewitt, Jesse Miller, Kathleen Mozak-Betts, Larry Krieg

Staff in Attendance: Matt Carpenter, John Metzinger, Bryan Smith, Tim Sanderson, Geri Barnstable

Chairman Eric Mahler called the meeting to order at 6:32pm.

1) Opening Items
   1. Approve Agenda
      Chairman Mahler noted that a Quorum is present and called the meeting to order. Mr. Cooper moved to approve the agenda. All approved the agenda.
   2. Public Comment
      Mr. Jim Mogensen brought a book called No One At the Wheel about autonomous vehicles which he recommended. He also recommended there be a discussion of Ownership Linkage in addition to what was discussed at the last meeting.
   3. General Announcements
      Mr. Carpenter introduced Mr. Tim Sanderson who is the new Deputy CEO of Planning and Innovation. Mr. Sanderson has a successful track record in transportation. He spoke and highlighted that he has a background of over 20 years in transportation, having started as a bus driver followed by holding a number of positions including in Canada and Des Moines.

2) Consent Agenda
   1. Consent Agenda was approved unanimously.
   2. Minutes from Board Meetings in October and November were moved for approval by Mr. Cooper and seconded by Mr. Hewitt. The motion passed. Mr. Krieg abstained from voting because he had not read the November Minutes, which he could not find in his packet.

3) Policy Monitoring and Development
   1. Board's Annual Plan of Work
      1. Retreat Planning
         Chairman Mahler recommended the retreat will be postponed until April or May. Mr. Hewitt preferred to start with a ½ day working session to bring the Board up to speed on horizons for the future. Then, with a shared understanding, they can develop a vision for this organization. Mr. Krieg hopes there is the opportunity to work with other community organizations such as WATS and SEMCOG. Mr. Cooper agreed with both. He is interested in understanding where we area and why other communities are leaving fuel for electric vehicles. Chairman Mahler would like to hear from the Task Forces at the ½ day retreat.

   2. Policy Monitoring and Committee Reports
      1. Governance Committee
         Chairman Mahler reported that retreat planning, the Annual Plan of Work, Resource Allocation and Ownership Linkage were discussed. There was brainstorming but no recommendations or decisions to report. They want to get back to the Annual Plan of Work.
      2. Finance Committee
         Mr. Allemang reported that 3 topics were covered: 2 Monitoring Reports and Ownership Linkage. Ms. Sims, Mr. Miller and he, all from the Finance Committee are on the Ownership Linkage Task Force. Mr. Krieg is also part of the Task Force but is not on the Finance Committee, so Mr. Cooper participated in the discussion instead. They determined that Ms. Mercier's report was very helpful and that they used it for the meeting. He will forward it to entire Board. He elaborated on the difference between Legal and Moral Owners. Legal Owners determine our existence. Moral Owners have a legitimate interest in the care of the organization's purpose, to achieve that ethically and prudently. They hold the Board responsible. The Committee discussed a 3-year plan starting with connecting to the Legal Owners and

ways to do that. Mr. Krieg noted that each jurisdiction has its own character. Chairman Mahler noted that Ownership is always ambiguous, and it would be good to refine it.

3. Service Committee

Mr. Hewitt reported that the Committee discussed the Ends Monitoring Report which will be covered at this meeting tonight. There were project updates. Many are near completion. Mr. DeGroot presented on the YTC and will do so again tonight. Ms. Roberts reported that FlexRide started with modest ridership, so they will be looking at how to improve it. Mr. Cooper asked if there could be a pilot done in Ypsilanti and Mr. Carpenter replied that he would convey that question. Ms. Roberts also reported that BRT is now looking at Super Stops instead of dedicated lanes. There was more discussion of service options and the direction of the future. Mr. Krieg noted that he had some ideas but did not give details. Mr. Carpenter stressed that staff is seeking advice from the community and would welcome his ideas as an individual instead of as a Board Member. He requested Mr. Krieg and Mr. Cooper send him details which he will pass along to the group to make the study better.

3. Other Board Reports & Ownership Linkages

1. LAC, WATS, A2 Transportation Commission

Ms. Webber reported that the LAC is interested in Policy Governance and also that Ms. Mozak-Betts had offered good ideas.

Mr. Krieg reported that WATS did not meet.

A2 Transportation Commission

Ms. Sims reported that they met last night and started with scooters. Mr. Hewitt noted that Micro-transportation now includes electric skateboards. The Micromobility Committee presented their Statement of Values. The Board didn't pass it as a resolution because the Commissioners wanted the impact of electric wheelchairs included. The Committee will incorporate that into the Statement of Values next month. The Annual Report was presented to the City Council. The packet from the meeting is on the website.

4) Strategy and Operational Updates: CEO

1.   Monitoring Report 1.0 Ends

Mr. Carpenter stated that this report is not complete, but we want a way of measuring Ends since the update in June, which was a goal from the January Retreat. They learned that measuring outcomes is harder than measuring output. With outcomes it must be determined what is to be measured and derive meaningful interpretations with the large expectations that have been set. With outputs there is more data and it can be controlled. Mr. Carpenter cited examples of this, some of which were from this report. He noted they would rather get the right measure than a precise measure of the wrong thing. Mr. Allemang agreed, adding that the measure will become more meaningful over time and that this is a good start. Chairman Mahler stated this is a good ongoing discussion. There was more discussion about achieving the Ends goals, in particular, Mr. Gururaja noting that access is the most important part of our service. Without that we have nothing.

2.   Monitoring Report 2.7 Ends Focus of Contracts

Mr. Metzinger reported that the Executive Limitations on the CEO are that he not enter into any agreement that does not support the Ends. He named a list of contracts that were mostly for day-to-day items. Ms. Sims noted that in the Finance Committee Meeting they requested the next Monitoring Report add parties that are contracted with along with a brief summary of their purpose and the cost. Mr. Allemang moved to vote on whether the CEO is in compliance, per page 4 of the report, and Ms. Sims' comments. Mr. Hewitt seconded. Mr. Cooper stated that he can't support the vote because this conversation means the CEO is not in 100% compliance. The vote for choice "A", being in compliance, was 4 in favor, 5 opposed so the motion was defeated. They then voted for "B" which was to not approve that the CEO is in compliance. The vote was a unanimous "Yea".

3. CEO Report

Chairman Mahler announced that Plante Moran is beginning its audit and that they spoke with him.

5)   Emergent Business
        None.

6)   Board Development
        None.

7)   Closing Items
  1. Topics for Next Meeting:
      Board Member Disclosure Statements Due 3.3.2.1); Mr. Hewitt proposed an agenda
      for a working session. Mr. Cooper regrets he will be out of town.
  3. Public Comment
      None.
  4. Closed Session under the Michigan Open Meetings Act, MCLA 15.268 (c), (d), (e)
      and (h) re: Real Estate. Chairman needs a roll call vote. Mr. Hewitt seconded. The
      vote was unanimous.
  5. Board Assessment of Meeting
      None.
  6. Adjournment
      Chairman Mahler needs a roll call for Closed Session. Mr. Hewitt made a motion for
      Closed Session. Mr. Allemang seconded. Individual votes were a "yes" to go into
      Closed Session.

Submitted respectfully by
Geri Barnstable

Issue Brief: FY 2020 State Funding Application

Meeting: Board of Directors **Meeting Date:** 1/24/2019

Information Type: Other

Recommended Action(s):

- Recommend Resolution for Board approval

Prior Relevant Board Actions and Policies:

- FY 2019 Resolution to authorize state funding application (adopted in February 2018)
- FY 2020 Budget Forecasts presented with FY2019 Budget (adopted in September 2018)

Issue Summary:

AAATA is required to apply to MDOT annually for state funding for transit. This is a routine application due by February 15, 2019. A Board resolution is required to authorize the application for financial assistance and the Michigan Department of Transportation (MDOT) has a required format for the resolution.

Background:

AAATA's FY 2020 application for state funding is a proposal for capital matching funds of federal dollars, plus annual state operating assistance.

The first element of the application is for capital funding. This portion of the application will consist of the FY 2020 Capital Plan that was presented for context with AAATA's adopted FY 2019 Budget. The state capital assistance AAATA will receive will be based ultimately on federal grant application project amounts determined by fall 2019 Board review of AAATA's FY 2020 Budget.

The second element is an operating budget for FY 2020. This portion of the application will consist of the FY 2020 Operating Budget Forecast that was presented for context with AAATA's adopted FY 2019 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.

The capital figures will be reconciled with AAATA's federal grant application due in June 2020. The state operating assistance AAATA will receive will be based on our actual expenses next year, not the expenses in the application.

1/18/2019 9:59 AM   Author: Caitlin Conway   Approved by: John Metzinger
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Impacts of Recommended Action(s):

- **Budgetary/Fiscal:** Approves approximately $17 million in state revenue for continuing state funding assistance, including approximately $15 million operating and approximately $2 million in capital matching funds
- **Social:** State funding is a source of capital/operating assistance that supports transit service
- **Environmental:** State funding helps pay for buses and environmentally friendly products/practices
- **Governance:** None; routine state requirement

Attachments:

- Resolution of Intent to Apply for Financial Assistance for Fiscal Year 2020 under Act 51 of the Public Acts of 1951, as amended

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RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2020 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 2020 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 AAATA; and

WHEREAS, the AAATA, has reviewed and approved the proposed balanced budget and funding sources of estimated federal funds $12,472,058, estimated state funds $17,335,648, estimated local funds $17,042,496, estimated fare box funds $7,325,256, estimated other funds $2,779,568, with total estimated expenses of $56,955,026.

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 2020.

_____   _____

Eric A. Mahler, Chair   Kyra Sims, Secretary

January 24, 2019   January 24, 2019

Issue Brief: Board Education – Transit and Land Use

Meeting: Board Meeting   Date: January 24, 2019   Agenda Item # 3.1

Recommended Committee Action(s):

- Receive for Information. Discuss policy implications.

Prior Relevant Board Actions and Policies:

- Board Education is a part of policy 3.4: Agenda Planning.

Issue Summary:

Prof. Jonathan Levine will make a presentation and lead a discussion about how land use and transit/transportation interact.

Background:

Within the Policy Governance model, the main products of a board are its policies. A board organizes its priorities into an annual agenda. The result of this agenda planning is called an "Annual Plan of Work". See policies 3.4 Agenda Planning on page 17 of the AAATA Policy Manual for more information.

Part of a board's annual agenda includes identifying subjects about which it wishes to become better informed. These informational items are labeled "Board Education." In general, Board Education is intended to help improve board performance and enrich input and deliberation [policy 3.4(b)]. Education topics spur dialogue about the future and can give board members insight into how to improve written policies, with a focus on Ends policies.

John Carver has made the following observations about the purpose of Board Education.

> *"You may spend more than half your time learning – not about staff jobs but about issues that will enable you to make informed, visionary, creative decisions largely about Ends. This learning will come from various sources that you will select. Some will be from ownership … Some of the learning will come from invited experts or other outsiders who have special knowledge or experience… Some of the learning will come from your CEO and staff."*

> - Reinventing your Board, John Carver (2006). Page 228.

When considering the policy implications of education material, the Board can refer to the process in policy 3.1.3.1 to help determine whether an issue is likely an Ends or a Means, and if they Board wishes to change its policies based on any new information.

Impacts of Recommended Action(s):

- **Budgetary/Fiscal: NA**
- **Social: NA**
- **Environmental: NA**
- **Governance:** Board Education is a part of policy 3.4 Agenda Planning.

Attachments: Biography of Prof. Jonathan Levine.

Author: MC   Approved by: MC

Jonathan Levine

Professor of Urban and Regional Planning
jnthnlvn@umich.edu

Teaching Areas:
Transportation and Land Use Planning
State and Local Land Management
Research Design

Jonathan Levine's research centers on the potential and rationales for policy reform in transportation and land use. His current work, focusing on the transformation of the transportation and land-use planning paradigm from a mobility to an accessibility basis, includes a number of sponsored projects and a forthcoming book from Cornell University Press jointly with Professors Joe Grengs and Louis Merlin. He is also interested in the design of institutions for emerging transportation systems – which may be based in large measure on self-driving electric vehicles – to serve metropolitan-accessibility goals. He is the author of Zoned Out: Regulation, Markets, and Choices in Transportation and Metropolitan Land Use (Resources for the Future 2006), which argued for transportation and land-use policy reform on the basis of expansion of households' effective range of choices rather than proven modification of travel behavior.

Levine's work has been recognized; together with Professor Joe Grengs and their co-authors, he was awarded the 2010 Chester Rapkin Award for best paper in the Journal of Planning Education and Research. He was awarded a 2011 residential fellowship at the Rockefeller Foundation center in Bellagio, Italy. In 2001, the Association of Collegiate Schools of Planning and U.S. Department of Housing and Urban Development awarded him the Excellence in Urban Policy Scholarship Award, and he received the Best of Association of Collegiate Schools of Planning Award in 1996.

Levine joined the Taubman College of Architecture and Urban Planning as Assistant Professor in 1991. In addition to a Ph.D. in City and Regional Planning from UC Berkeley, he holds the Master of City Planning and the Master of Science in Engineering, with a civil engineering/transportation focus. He teaches in the areas of transportation, land use, economics of planning, and research design.

Issue Brief: Board's Annual Plan of Work

Meeting: Board of Directors   **Meeting Date:** 1/24/2019

Information Type: Other

Issue Summary:

As approved by the Board, the Board's Annual Plan of Work, Item # 4.1, and Monitoring Calendar is attached to this Issue Brief for reference.

Attachment 1:

Annual Plan of Work Calendar

Author: GB   Reviewed by: MC

Approved by: MC   Date: January 18, 2019

ANNUAL BUDGET CYCLE	Q1 of each fiscal year			Q2			Q3			Q4		
	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	August	Sept
Old Ends Review			⊗ Monitor Ends									
Renew Ends												
Strategic Business Plan							⊗	Strategic Business Plan				
Budget Development										Draft Budget		
Budget Approval	⊗										Approve budget	⊗
	Key: indicates key step.											

Plan of Work

		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	August	Sept
Ownership Linkage	Ends Policies			Review Old Ends	Update Ends Policies	Update Ends Policies	Finalize Ends Policies						
			• Ownership Linkage Task Force	• Ownership Linkage Task Force	• Ownership Linkage Task Force	• Ownership Linkage Task Force						• Budget	•Budget
					• Resource Allocation Task	• Resource Allocation Task Force	• Resource Allocation Task Force				• Bylaws, etc	• Bylaws, etc	• Bylaws, etc
						• Orientation, etc	• Orientation, etc	• Orientation, etc	• Role of LAC	• Role of LAC	• Role of LAC		
							• Ridership/Coverage						
					• Long-Range Service Planning Input	• Long-Range Service Planning Input	• Long-Range Service Planning Input	• Service Planning Cont.	• Service Planning Cont.	• Service Planning Cont.	• Service Planning Cont.	• Service Planning Cont.	• Service Planning Cont.
	Board Education (TBD)	• Emerging Tech		Affordability & Equity				Transit and Land Use		Advocacy			

Oversight, Accountability and Monitoring Reports

		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	August	Sept
	Directly to Full Board	• 2.0		• 1.0	• Board member Disclosure Statements due (3.3.2.1)			• 2.11					• 2.4
	Governance	• 3.3 • 4.1 • CEO expense report	• 4.2	• 4.3	• 4.4 • CEO expense report • CEO Evaluation	• 3.4 • CEO Evaluation • CEO Compensation (odd years)	• 3.2 • CEO Evaluation	• 3.1 • CEO expense report • CEO Evaluation process	• 3.6 • 3.7	• 3.8 • CEO pay (3.4.7)	• CEO expense report	• 3.5	• 3.0 • 4.0
	Service Committee		• 2.2 • Q4 Service Report		• 2.2	• Q1 Service Report			• Q2 Service Report	• 2.10	• Draft Budget Preview	• Q3 Service Report	
	Finance Committee		Report: • Q4 Financial Report	• 2.7	• 2.5 • Q1 Financial Report	• 2.3 • 2.8	• 2.6		• Q2 Financial Report	• 2.9	• Draft Budget Preview	• Q3 Financial Report	
	Audit Task Force		• Form Task Force	Field Work	Draft	Present							
CEO Strategy Updates			BRT	YTC	• Long-Range Service Planning Process								
Miscl							Labor Agreement (every 5 years)						Offcr Elections (Byl II.2) Set meeting times (IV.1)

Present: Roger Hewitt (Chair), Kathleen Mozak-Betts, Larry Krieg, Sue Gott (phone)

Staff: Matt Carpenter, Bryan Smith, Tim Anderson, Geri Barnstable

The meeting was called to order at 9:06 a.m. by Chairman Hewitt.

1) Opening Items
   a. Agenda (Additions, Approval)
      Mr. Krieg had requested information on Transportation Subsidized Networking
      Services be on the agenda. Chairman Hewitt stated it will go under Item 2.B.
      In the Closing, Chairman Hewitt wants to look at upcoming meetings to ensure
      there are no conflicts.
   b. Communications
      None.

2) Policy Monitoring and Development
   a. Monitoring Report: Treatment of Traveling Public
      Mr. Carpenter introduced a draft of this report and is eager for feedback. He
      stated there are big questions to consider. Most of the satisfaction is not in this
      report but is in the Ends. This overlaps with the section on expectations for
      persons with disabilities in the Ends. He will ask Rose Mercier for clarification
      because the Monitoring Reports establishes the minimum standards, but he
      asked where does continuous improvement measurement come in? Chairman
      Hewitt stated that this should be reflected in the Ends because it is how the
      Board speaks to the CEO.
      Mr. Carpenter will push the organization to do more although he gave an
      example of how they are doing their best. He continued that the CEO generates
      expectations and evidence and the Board should review it with reasonable
      expectations. Mr. Carpenter highlighted various points in the report. Mr. Krieg
      suggested the LAC as a great resource for measuring continuous improvement.
      Ms. Gott suggested seeking out Best Practices from other transportation
      organizations. Mr. Carpenter will run that by the team. Additional ideas of how
      to measure this were discussed.
      Mr. Carpenter reported that Ms. Stasiak has hired somebody to review the
      quality of our website. It has been improved and there are fewer complaints.
      This is an example of evidence that the CEO is achieving continuous
      improvement. Mr. Krieg congratulated Ms. Stasiak and the team. Chairman

Hewitt was impressed. The website and improvement of it was further discussed.

The committee discussed the 'Under Development' parts of the Monitoring Report. Mr. Carpenter noted that they have been grappling with the enormity of it. Chairman Hewitt suggested they come back when the report, which includes this, is completed instead of waiting the whole year. All agreed this was a good idea. Ms. Mozak-Bettes requested seeing the Employee Handbook to learn how the drivers are trained. Mr. Krieg suggested ideas such as Clever Devices be part of the conversation. All agreed that transportation will be changing dramatically in the years ahead.

Mr. Sanderson reported that there are 2 projects coming up: new mobility and long-range planning, looking at how it all fits together.

3) Strategy and Operational Updates: CEO
   a. Art Fair Update
      Mr. Smith reported on the arrangements for the annual Art Fair Service.

   b. Chairman Hewitt brought up the subject of picking a new meeting date for the remainder of this year. It was decided it would be the first Tuesday of each month from 8:30 a.m. to 10:30 a.m. The exception will be next month which will be on February 7th. The new dates will be sent out by Ms. Barnstable and the old dates will be retracted.

4) Closing Items
   a. Topics for Next Meeting: 1st Quarter Service Report

   b. Adjournment
      Chairman Hewitt adjourned the meeting at 11:02 a.m.

Respectfully Submitted,
Geri Barnstable

2.1 Treatment of the Traveling Public

Monitoring Report
Period: January 1, 2018 - December 31, 2018

Date of Report: January 17, 2019

Survey of Board due:

Service Committee Review:

Board Meeting: January 24, 2018

TheRide board;

In accordance with the Board's Policy Manual; I present the February Monitoring report on **Executive Limitation Policy 2.1: Treatment of The Traveling Public**. This report consists of internal report information from staff.

This report is not complete. Neverthless, I feel that there are several important improvements worth discussing. Feedback from Board members regarding the reasonableness of the interpretations and convincingness of the evidence is very welcome.

This policy was updated to account for cyclists and other road users in 2018.

Matt Carpenter,
CEO
Ann Arbor Area Transportation Authority

Policy being monitored:

POLICY TITLE: *TREATMENT OF THE TRAVELING PUBLIC* **Report page**

EL 2.1

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

Current Interpretation & Rationale

I understand "riders and potential riders" to mean anyone physically located in the areas where AAATA services are available. Otherwise, the Board has fully defined their intent with this policy in lower level policies:

- Unprofessional is addressed in 2.1.5, and 2.1.5.1,
- Unsafe is addressed in 2.1.5 and Ends policy 1.1.4,
    - Safe interaction with pedestrians, cyclists and other road users is addressed in 2.1.5.
- Undignified is addressed in 2.1.1, 2.1.2, 2.1.4, and 2.1.5
- Disrespectful is addressed in 2.1.4, 2.1.5, 2.1.5.1,
- Unclear is addressed in 2.1.3 and 2.1.5.1
- Overly intrusive is addressed in 2.1.6 and 2.1.6.1

Evidence

Compliance with the lower level policies demonstrates compliance with this policy statement.

Conclusion on Compliance

In compliance.

<u>**EL 2.1.1**</u>

The CEO shall not… Provide facilities, vehicles, or services that are not reasonably accessible to potential riders regardless of mobility limitations.

<u>**Current Interpretation & Rationale**</u>

I interpret this policy to mean that any member of the public should be able to easily physically enter and use an agency building (assuming it is open to the public) or fixed-route bus, regardless of whether they have a disability that limits their physical mobility. This can include being required to provide a reasonable accommodation. Services are available in the buildings and buses. While alternate means of accessing information and services can also be made available (e.g. on-line, satellite locations, etc), buildings and buses will, nevertheless, be accessible as outlined above.

Further, I interpret "reasonably accessible" to mean compliance with federal, state and local regulations governing physical access.

- **Federal**: The Americans with Disabilities Act (ADA) provides an objective minimum standard for accessibility of transit services which is supported by federal law and a large body of regulation, is documented and consistent, has a large body of guidance supporting it, and has built-in dispute resolution and enforcement mechanisms. It is also impartial and external to AAATA administration. Complaints about unaddressed violations of the ADA can be addressed to experts at the Federal Transit Administration for review and decision. The Federal Transit Administration regularly reviews the AAATA's compliance with the ADA. The ADA requires full accessibility of buildings and buses as does this policy.

- **Michigan**: (Additional work is required to identify the correct State regulations.)

- **Local**: Municipal building codes and ordinances: (Additional work is required to identify the correct State regulations.)

<u>**Evidence**</u>

During the monitoring period we have not received notice that we have been found to be violating any relevant federal, state or local regulation with regards to this policy.

- **Federal:** During the monitoring period, the Federal Transit Administration audited the AAATA and found no deficiencies regarding compliance with the Americans with Disabilities Act. The audit was conducted in September 2018. Such audits cover: fixed route and complementary paratransit services; vehicles; facilities; information provided; operational policies; training; function, availability, and maintenance of equipment; changes in service or policies; performance measures of contractors, and more.

    Examples of our compliance with the Americans with Disabilities Act relevant to this policy include:
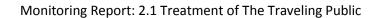   o 100% of the bus fleet is wheelchair accessible.

- 100% of public facilitates are wheelchair accessible. This include both bus terminal and the AAATA administration building.

The 2018 FTA Triennial Review reports is attached to this report.

- **State**: TBD

- **Local**: TBD

Conclusion on Compliance

In compliance.

EL 2.1.2

The CEO shall not… Allow anyone, including people who have disabilities or seniors, to be discriminated against with respect to the AAATA's services.

Current Interpretation & Rationale

I understand this policy to mean that dissimilar treatment of individuals within a protected category is not permissible by the AAATA. Protected status categories for AAATA are:

- Race and national origin,
- Gender,
- Gender identify, sexual orientation, and gender expression,
- Religion,
- Age,
- Degree of physical or cognitive ability. (In addition, the AAATA will take legally required steps to reasonably accommodate disabilities.)

However, programmatic requirements may allow dissimilar treatment in certain circumstances. For example, under federal law only persons with severe disabilities can be eligible for paratransit. Able-bodied people can be refused access to this service.

Further, I interpret this policy to mean compliance with federal, state and local regulations governing discrimination. Federal, State and local regulations provide objective standards, measures, dispute resolution and enforcement regarding concerns of discrimination. Periodic external reviews constitute evidence as to whether the AAATA has the appropriate internal policies and procedures that it should have to meet legal requirements. In addition, the absence of official findings of discrimination by outside enforcement officials also constitutes evidence of compliance.

- **Federal**: Title VI, etc

- **Michigan**: (Additional work is required to identify the correct State regulations.)

- **Local**: (Additional work is required to identify the correct State regulations.)
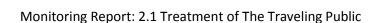
"Discrimination" in this context is a specific legal term meaning violation of specific statutes. Unfortunately, there are many opportunities for individual feelings of mistreatment that can be articulated under the term discrimination. It can honestly be hard to tell the difference. Even if there has been no legal infraction, the AAATA takes customer perceptions very seriously and will endeavor to resolve misunderstanding as part of our commitment to overall customer service and satisfaction.

Evidence

During the monitoring period we have not received notice that we have been found to be violating any relevant federal, state or local regulation with regards to this policy.

- **Federal Audit:** AAATA's 2018 Triennial audit conducted by the Federal Transit Administration found no deficiencies at the AAATA with respect to Title VI or ADA compliance. The audit covered requirements such as disparate impacts, disproportionate burdens, equity analysis, Limited English Proficiency, public participation, service change policies, etc.

- **State of Michigan:** The State of Michigan Civil Rights Commission has made no relevant findings against the AAATA during the monitoring period.

- **Local**:

Conclusion on Compliance

In compliance.

<u>**EL 2.1.3**</u>

The CEO shall not… Operate without providing effective, comprehensible, accessible, and timely information.

<u>**Current Interpretation & Rationale**</u>

I understand this policy to mean that the information on how to use transportation services must be provided in a manner that can be used by the vast majority of the travelling public, must meet minimum standards required by law (Americans with Disabilities Act, Title VI), and that ineffective information should never be a barrier to using our services.

In addition, I further interpret "**effective**" to mean that the information is both accurate (i.e. without error) and presented in a manner that is successful in helping the consumer understand how to use the services. I further define effective as incorporating industry best practices and standards, as appropriate.

- I interpret "**comprehensible**" to be a further definition of effective which means written or depicted in a manner that is intelligible to most people given the complexity of information displayed, and must meet legal requirements for non-English translations from Title VI.
- I interpret "**accessible**" to mean readily available to the general public and easy to location. I also interpret this to mean that it meets legal requirements for being available in languages other than English, and in formats appropriate to accommodate various disabilities.
- I interpret "**timely**" to be a further definition of effective which means that information is available prior to the delivery of the service and far enough in advance to allow comprehension, trip planning and personal preparation. In general, static information will be available three weeks before service begins and will remain available throughout operations. However, if information was available but a rider did not seek the information until it was too late, this does not count as ineffective or untimely.

Furthermore, the interpretation of "reliable" in Ends policies 1.1.4 relies on delivering services *as they were promised*. The information provided to customers constitutes a promise of what will be delivered. If information is not delivered effectively, it can compromise the concept of reliability.

Also, federal standards exists pertaining to how transit information should be provided. Compliance with these regulations is an element of compliance with this policy.

This policy pertains to information regarding current operations and services, not information on planning projects which are addressed under policy 2.10.4.

<u>**Evidence**</u>

1) **Federal Audit**: The Federal Transit Administration triennial audit in 2018 found no legal deficiencies with regard to consumer information, including: accessibility, paratransit information, and translation of material (Spanish, Korean, and Chinese [top languages in area] and Google Translate for the website.
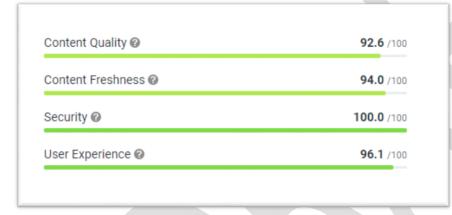
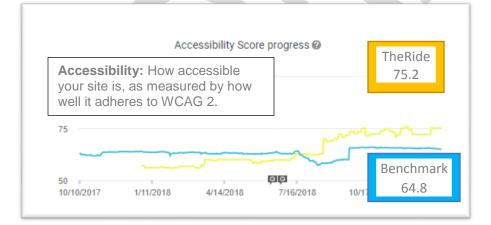2) **Accessibility/Availability/Timeliness**
   a. Ride Guide: Alternative Formats; The Ride Guide continues to be published in three languages other than English. New this year user guides for ARide and GoldRide were translated into three additional languages.

Similar to previous years, three editions of the printed Ride Guide were published during 2018. About 205,000 individual Ride Guides were distributed (an average of about 67,000 per edition).
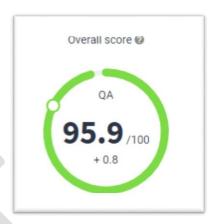
   i.   All outlets receive initial stock more than three weeks prior to beginning of service (on buses, in transit centers, and at over 300 various private and public properties).
   ii. When exhausted, stock in outlets were replenished in a reasonable time.
   iii. At no time did the community run out of Ride Guides.

b. **Real-Time Information:** Real-time information updates automatically every 30 seconds, is available on the AAATA website, is available on third-party aps for mobile devices
   i.   During the monitoring period real-time information during holidays were improved. However, concerns still exist regarding updating information quickly when detours are required.

c. **Variable Message Signs:** These seven signs continue to operate and saw no significant disruptions in 2018. Locations are: Blake Transit Center, Ypsilanti Transit Center, Dawn Gabay Operations Center.

d. **Website:** Consumers conducted 1.8 million website sessions by 466,517 unique visitors from January 1, 2018 to December 31, 2018. The AAATA website is accessed on average by about 32,600 times per week. This is similar to the preceding year.

   i.   The website average uptime was 98.56% and the average response time was 450 milliseconds from January 1, 2018 to December 31,2018. In total, the website was down on average 25 *minutes* per month or about *six hours* that year. This is a substantial improvement from the 24 *hours* of total downtime the previous year. Further improvements are planned.
   ii. Website 3rd Party Quality Assurance Report: SiteImprove, a third-party website analysis software was used to evaluate TheRide.org for its accessibility, reliability, content quality and freshness, security and overall user experience. By implementing SiteImprove recommendations, the overall Quality Assurance score has improved by 27.6 points (from 68.3 to 95.9) since January 2018.

QA Score progress

Overall score

QA

95.9 /100

+ 0.8

Content Quality **92.6** /100

Content Freshness **94.0** /100

Security **100.0** /100

User Experience **96.1** /100

The Overall QA Score is calculated by aggregating the results of a site's performance in the four categories below.

Content Quality: The quality of your site's content, which affects how quickly and accurately users are able to comprehend it.

- Misspellings
- Readability

Content Freshness: How up-to-date a site's content is, which affects user retention and engagement. It also impacts a site's SEO rankings.

Security: How vigilant your site has been in only linking to safe domains and in keeping users' personal information private.
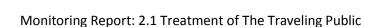
User Experience: How conducive content is to the usability of your site.

- Broken Links
- Document Usability
- Image Size
- Pages with Broken Links

Accessibility Score progress

Accessibility: How accessible your site is, as measured by how well it adheres to WCAG 2.

TheRide
75.2

Benchmark
64.8

3) **Comprehension:**
    a. **Complaints & Suggestions:**
        i. (INFORMATION STILL BEING COMPLIED)
    b. **Customer Survey:** No formal survey of customers was conducted during the monitoring period. The next on-board survey should occur in the next monitoring period.
    c. **Inputs into information display:** A great deal of industry best practice was incorporated into the development and appearance passenger information about our services, and that approach has not changed. Documentation about those best practices can be found in the 2018 Monitoring Report on this policy.

Conclusion on Compliance (Policy 2.1.3)

In compliance.

EL 2.1.3.1

The CEO shall not… Fail to respond to questions or complaints in a timely and reasonable manner.

Current Interpretation & Rationale

[UNDER DEVELOPMENT]

 FOIA

Evidence

[UNDER DEVELOPMENT]

FOIA: The agency received 10 FOIA requests during the monitoring period. All but one were responded to in accordance with internal policy (one response was delayed). All FOIA requests for information were fulfilled.

Conclusion on Compliance

TBD

EL 2.1.4

The CEO shall not… Discourage persons from asking questions, airing a complaint, or being heard.

Current Interpretation & Rationale

I understand this policy to mean that CEO shall take all reasonable steps to ensure that there are no formal or informal deterrents for any member of the public to communicate with AAATA executive staff or the Board of Directors.

This policy does not require staff to tolerate abusive communication. If the manner of communication is abusive, harassing, profane, or threatening, it can be discouraged and, in extreme cases, discontinued (see also policy 2.2.1 Treatment of Staff).

Evidence

- **General Inquires:** During the monitoring period the AAATA's website provided a single page "Contact Us" page detailing the various means of contacting the agency on a variety of matters.

- **Access to Executive Leadership:** During the monitoring period the AAATA's website provided a webpage with the names and email addresses of the entire Executive Leadership Team (CEO and Deputy CEOs). That page can be viewed here.

- **Access to Board of Directors:** Board members are identified on the website here. The chief means for the public to communicate with the Board of Directors is to attend a monthly Board meeting and make a public comment. During the monitoring period one citizen approached the Board directly at a board meeting to raise concerns about interactions with cyclists and to suggest policy changes. The Board received the suggested changes, considered them, and choose to make modifications to existing policy (policy 2.1). In addition, on request staff will forward written communications to the Board Chair. Staff continue to explore a means of allowing direct written communication (e.g. email) between the public and the Board.

- **Complaints:** There were no recorded complaints or concerns suggesting communications were discouraged, although not all concerns were ultimately resolved.

Conclusion on Compliance

In compliance.

<u>**EL 2.1.5**</u>

The 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.

<u>**Current Interpretation & Rationale**</u>

I interpret this policy to have two parts:

1. **Customer service:** I understand this element to mean that the AAATA must have written expectations for staff on how transit customers are to be treated and how services are to be provided, and for safe operation of AAATA services. These standards apply to AAATA staff, contractors, etc. Customer services include clear expectations for professional, respectful, dignified, and customer-satisfaction oriented behavior in interactions with patrons and members of the general public. These standards also related to the quality of services delivered. All such standards must be implemented in a manner that allows accountability and improvement for staff (see also 2.2.2).
   a. In addition, the AAATA must have written expectations for bus drivers on how to ensure the safety of pedestrians, cyclists, and any other person in a roadway. In particularly this relates to training in defensive and safety driving.

2. **Public Behavior:** I understand this element to mean that the AAATA will establish, communicate and enforce expectations of behavior for the public while on AAATA property or vehicles. Such information will be available to the public in advance and upon entering AAATA property.

[DISTINCTIONS BETWEEN THESE EXPECTATIONS AND ENDS POLICY 1.1.4 MAY NEED MORE CLARIFICATION.]

<u>**Evidence**</u>

1. **Customer Service Standards and Enforcement**
   a. **Personal Treatment:** Customer service expectations and enforcement mechanisms (discipline) for unionized staff are outlined in the collective agreement, job descriptions and the non-union staff handbook. Expectations are reinforced during training.
      i. [STATISTICS BEING DEVELOPED]

   b. **Safety:** Safety items such as Drug and Alcohol policies and procedures, accident reporting, etc are audited in the Triennial Review. The 2018 Federal Transit Administration audit found no deficiencies in these areas. Safety statistics are reported quarterly to the Board and monitored daily by staff.

   c. **Interactions with people in roadway:** [BUS DRIVER TRAINING]

2. **Public Behavior:** TBD

<u>**Conclusion on Compliance**</u>

In compliance.

<u>**EL 2.1.5.1**</u>

The CEO shall not… Fail to communicate standards and expectations to the public and riders.

<u>**Current Interpretation & Rationale**</u>

I interpret this policy to have two elements:

1. The AAATA will clearly articulate the quality of service delivery the riding public can expect.
2. I understand this policy to mean that the AAATA will establish, transmit and enforce expectations for *public behavior* while on AAATA property or vehicles. Such information will be readily available to the public in advance and upon entering AAATA property.

<u>**Evidence**</u>

- **Passenger Charter:** TheRide has never before made a commitment to the riding public about the quality of service they can expect. This is sometimes called a "Passenger Charter".

- **Code of Conduct for the Public:** The AAATA does have a "Code of Conduct" which is available in both transit centers, on all buses, in the Ride Guide, and on the website. The AAATA Code of Conduct reads:

For your safety and comfort, TheRide does not permit the activities listed below on any of the TheRide vehicles or property. Violations may result in banning from TheRide property and loss of riding privileges.
TheRide prohibits the following on its vehicles and property:
- *Smoking (including e-cigarettes)*
- *Possession or consumption of alcohol or illegal substances*
- *Lack of proper attire (i.e. shirts and shoes)*
- *Loitering at transit centers and other bus stops*
- *Panhandling, soliciting, harassing or intimidating any person*
- *Disorderly, loud or disruptive behavior, including, but not limited to:*
    - *Obscene, threatening, inciting or insulting language and/or gestures*
    - *Running, yelling or throwing objects*
    - *Spitting, littering, vandalism or graffiti*
    - *Fighting, mock fighting or roughhousing*
    - *Standing, sitting, or walking in a way that inconveniences, obstructs or interferes with others (i.e. blocking doors, feet on seats, etc.)*
    - *Any actions which may interfere with or disrupt safe operation of TheRide vehicles and properties*
- *Use of radios, CD players, or other sound-producing devices without the use of personal headphones*
- *Bicycling, rollerblading or skateboarding, or wearing skates on TheRide vehicles*
- *Weapons of any kind or possession of any hazardous material or item*
- *Animals, except those used for service (i.e. guide dogs), must be transported in a suitable crate or container*
- *AAATA is not responsible for lost items*

<u>**Conclusion on Compliance**</u>

The CEO reports partial compliance. The Code of Conduct for the Public exists and has been posted. The passenger charter is still in development. The original deadline was January 2020, which is still the deadline.

EL 2.1.6

The CEO shall not… Use methods of collecting, reviewing, transmitting, or storing personal information that allows improper access or inappropriate disclosure.

Current Interpretation & Rationale

I understand this policy to mean that personal information regarding riders/customers that is in the possession of the AAATA must be handled and stored in a manner such that it can only be accessed by staff who are using it for legitimate business reasons.

Generally, the AAATA does not seek information about most of our customers, aside from those applying for special programs or services, such as paratransit. Staff must secure the information in accordance with the Americans with Disabilities Act requirements on maintaining Confidentiality of Applicant Information.

Evidence

- All paratransit-related, GoldRide and Fare Deal forms are secured in locked filing cabinets or offices, with access restricted to only certain authorized staff. In 2018, the Federal Transit Administration found no deficiencies with this approach.
- Inactive forms are destroyed after seven years.

Conclusion on Compliance

In compliance.

EL 2.1.6.1

The CEO shall not… Use forms that elicit personal information for which there is no clear necessity.

Current Interpretation & Rationale

I understand this policy to mean that the agency will not seek or record information from or about members of the public unless there is a legitimate and unavoidable business-related need for that information (i.e. information we are legally required to collect, information needed to effectively administer programs, information needed to increase safety or security of the public or staff, and information needed to document relevant processes).

I interpret "form" to mean any written or electronic means of information collection that can be stored and reviewed later. This would include all paper and electronic forms, and audio or visual recordings.

Evidence

In late 2018, staff inventoried all forms used by the agency to seek personal information from customers and reviewed the data requested in those forms. The results are below. Staff have determined that all requested information is complies with this policy.

Conclusion on Compliance

In compliance.

Documentation of Form Review in support of Policy 2.1.6.1, 2018.

Form Name	Description	Data Collected	Necessity of Use	Result
Adopt-A-Stop Form	Web form allows users to partner with TheRide to sponsor a stop.	Name, company name, address, phone numbers, e-mail address, bus stop location, comments.	Planning staff uses collected information to collaborate with sponsors to maintain bus stops in clean condition.	In Compliance
A-Ride Eligibility Application	Application for use of ADA paratransit services.	Name, address, phone number, birthdate, photo identification, emergency contact, environmental and mobility data, ability to travel in inclement weather, nature of disabilities, assessment of physical abilities, use of mobility aids, assessment of cognitive abilities, comments, acknowledgement and verification, professional verification data.	Collected data and professional verification is used to determine eligibility for ADA paratransit service. Contact and identification information is used to verify the identity of the applicant and for response to the applicant.	In Compliance

Community Donations Form	Web form for users to request donation of fare media for use by non-profit organizations.	Organization name, contact name, phone number, address, e-mail address, tax exempt satus, Tax ID number, pass type and quantity requested, description of benefiting program, explanation about how prior donations have benefited clients.	All information is used by Community Relations to make decisions about fare media donations and to facilitate such requests.	In Compliance
Commuter Challenge Registration	Web form to register for GetDowntown's Commuter Challenge Event.	Name, email address, mailing address, user-selected password.	Name and address are used for redemption of prizes. E-mail and password necessary for user login to record trips.	In Compliance
Contact Us: Send Us a Message	Web form for users to submit comments, complaints, questions, and suggestions for handling by the Customer Service Officer (CSO).	Service type, nature of the comment, name, preferred method of contact, location, bus number, occurrence date and time, route number/name, direction, comment.	Occurrence information is necessary for resolution of comments. Contact information is necessary for CSO response.	In Compliance
Courtesy Card	Form used when accidents occur for involved parties to be identified and document accident details.	Name, address, phone, location at time of accident, what was witnessed, identification of any injuries, perspective on how the accident occurred, perspective on who was responsible for accident.	Transportation uses information collected in accident investigation and in claims mitigation.	In Compliance
Driver's Exoneration Form	Form used when accidents occur for involved parties who wish to release TheRide from liability.	Date, driver name, location, name, address, phone number, signature.	Transportation collects this form when an accident occurs (involved parties may opt out). Form is kept on file for action in the event accident claims are made.	In Compliance
Fare Deal Application	Application for Fare Deal Card.	Name, address, date of birth, phone, basis of discounted fare (age 60-64, Medicare, Medicaid), details of disability for those without Medicare, certification by medical professional. Photo ID presented with application.	Birthdate is used to identify eligibility (age 60 to 64). Photo I.D. is used to verify identity. Medicare, Medicaid, disability information is used to determine eligibility. Contact information is used for response to the applicant.	In Compliance
Fares & Passes Store	Web form allows users to request passes and submit payment and shipping information.	Quantity and type of pass ordered, name, address, phone number email address, credit/debit card number, expiration date, and CVV code.	Information collected is used to process payment by a third party (authorize.net) and fulfill pass orders.	In Compliance
FOIA Form	Form online and in print collects details of requests made to AAATA under the Freedom of Information Act (FOIA).	Name, address, phone, email, type of request, delivery method, description of public records requested, signature, and acknowledgements.	Type of request, records requested, delivery method facilitates response. Signature/acknowledgements attest requestor's agreement to pay costs, and contact information is necessary for response.	In Compliance

GetDowntown Stay Informed Form	Web form for users to submit email address to receive information.	Email address.	E-mail address allows the sending of e-newsletters, updates, and upcoming events to subscribers.	In Compliance
go!pass Order Forms	Three web forms used by downtown employers/employees to order go!pass.	Business name, owner name, go!pass coordinator name, address, phone number, email address, number of employees, payment information.	Business information is used to ensure eligibility by location. Number of employees is used in calculation of scaled pricing.	In Compliance
GoldRide Application	Application for GoldRide Card.	Name, address, phone number, e-mail, birthdate, photo identification, emergency contact. Photo ID presented with application.	Birthdate is used to identify eligibility (age 65 or older). Photo I.D. is used to verify identity. Contact information is used for response to the applicant.	In Compliance
MyAlerts Sign-Up	Web form for users to sign up for alerts affecting service.	User name, password, password confirmation, display name, and e-mail address.	Username and password necessary so the user can select services to receive alerts for. Display name and e-mail address are used to send alerts.	In Compliance
Newsletter Sign-Up	Web form for users to sign up for the monthly e-newsletter.	Name and e-mail address (only the e-mail address is required).	E-mail address is necessary for sending the newsletter.	In Compliance
Publication Request Form	Web form allows users to request publications by mail or e-mail.	Publication requested, name, address, e-mail address, specific comments or questions.	Community relations uses information collected to fulfill publication requests.	In Compliance
Service Comment Card	Form for submission of service-related comments from riders.	Comments, date, time, route number, bus number, name, address, phone, and email.	Occurrence information is necessary for resolution of comments. Contact information is necessary for CSO response.	In Compliance

Notes: CEO Comments on Written Policy

- There are some Ends sub-policies related to customer treatment and experience which are excluded from or somewhat redundant with policy 2.1. This creates some fragmentation in monitoring treatment of customers. To improve reporting, the Board could consider relocating Ends policies 1.1.2 and 1.1.4 into section 2.1 Treatment of the Traveling Public, and restate those policies in the proscriptive, negative format of Executive Limitations. There is also some overlap between these policies that creates redundancies (i.e. safety, equity/discrimination) and consolidation may help reduce repetition. The *original policies* are included below for reference:

    1.1.2. People, including those with disabilities or mobility impairments, seniors, minors, and non-English speakers, have equitable access to opportunities in the Area.

    1.1.4. Passengers are highly satisfied with public transportation services that are safe, reliable, courteous, comfortable, convenient, and fast.

    Examples of how these expectations might be restated as Executive Limitations are included below for illustrative purposes:

    2.1.2.1 Allow anyone, including those with disabilities or mobility impairments, seniors, minors, and non-English speakers, to have less access to destinations than other customers.

    2.1.7 Allow customers to be less than highly satisfied with the safety, reliability, courtesy, comfort, convenience, and speed of AAATA services.

- Policy 2.1.5 seems to combine expectations for staff and expectations of the public. It seems awkward to try to cover to fundamentally different issues in the same policy. The CEO would ask the Board to consider whether these issues should be separated into different policies. There may also be overlap with 2.2 Treatment of Staff. An illustrative policy is provided below for the Board's consideration:

    2.1.5.2 Allow current customers to be unaware of the agency's concern for their treatment, our interest in hearing from them, and our criteria for judging our ways of meeting their expectations.

Record of Board Decision Regarding Monitoring Report

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

Policy: EL 2.1 Treatment of the Traveling Public

Date Submitted: Jan 24, 2018   **Date of Board Response:** TBD

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:

Executive Limitations Report   (select one)

The Board finds that the CEO:

    A. Is in compliance
    B. Is in compliance, except for item(s) noted.
    C. Is making reasonable progress toward compliance.
    D. Is *not* in compliance <u>or</u> is *not* making reasonable progress toward compliance
    E. Cannot be determined.

Board notes: