

## Board of Director's Meeting Summary

**Meeting Date/Time: December 17, 2020, 6:30-9:00pm**

**Location:** Remote via Zoom

**Board Member Attendees:** Raymond Hess, Jesse Miller, Kyra Sims, Roger Hewitt, Kathleen Mozak-Betts, Richard Chang, Mike Allemang, Ryan Hunter, Sue Gott, Eric Mahler (Chair)

**AAATA Staff Attendees:** Matt Carpenter (CEO), Bryan Smith, Forest Yang, John Metzinger, LaTasha Thompson

**Meeting Chair:** Eric Mahler

Chairman Eric Mahler called the meeting to order at 6:29 pm.

Discussion Items
<p><b>1. OPENING ITEMS</b></p> <p>1.1 Approve Agenda Mr. Roger Hewitt moved to approve the agenda, seconded by Mr. Jesse Miller.</p> <p>In support of the motion: Mr. Mike Allemang: Yes Mr. Rich Chang: Yes Ms. Sue Gott: Yes Mr. Raymond Hess: Yes Mr. Hewitt: Yes Mr. Ryan Hunter: Yes Mr. Miller: Yes Ms. Kathleen Mozak-Betts: Yes Ms. Kyra Sims: Yes Chairman Mahler: Yes</p> <p>The motion passed unanimously.</p>
<p>1.2 Public Comment</p> <p>Jim Mogensen shared that there was a brief blurb in the most recent Ann Arbor Observer about the City survey and services which mentioned public transit. He also shared that he compared materials from the May 2018 ridership vs. coverage presentation to AAATA's rolling temporary service plan. He strongly encouraged that the measure relating to the civil rights should be measured against the former permanent service plan as opposed to the rolling temporary service plan. Lastly, he expressed that he has seen concern about on-time performance, noting that if the on-time performance is happening where most of the traffic is, it does not make sense to reduce the number of buses on the highest traffic areas. He described this as a pitfall of using metrics.</p> <p>Robert Pawlowski thanked AAATA for keeping the buses on the road, clean, and safe. He asked if there are any future plans to have connections with SMART in the way of trying to connect transit. He expressed that he would ride AAATA more if there was an easier connection other than AirRide. In regard to FlexRide, he shared that he is very</p>

impressed and asked if it could extend further out, possibly as far as portions of Wayne County.

### 1.3 General Announcements

Ms. Gott recognized Keith Book for his work supporting the AAATA meetings and the Board. She described him as an incredible ambassador for TheRide as he interacts with the public. She noted that doing the meetings is complicated and the AAATA minutes are stellar. She has been reflecting on how well Mr. Book has allowed AAATA to transition to the remote meetings and thanked him. Chairman Mahler expressed that all could agree with Ms. Gott's comments and thanked Mr. Book as well.

## 2. CONSENT AGENDA

### 2.1 Minutes and Committee Meeting Report

Mr. Allemang pointed out a typo in the Governance Committee Summary on page 17 & 18: "squad" should be SWOT.

Ms. Gott moved to approve the consent agenda as amended, seconded by Mr. Allemang.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion passed unanimously.

## 3. POLICY MONITORING & DEVELOPMENT

### 3.1 Committee Meeting Discussion

Mr. Chang shared that the consensus at the Finance Committee meeting was that financial conditions & activities during an emergency were covered by existing policies. Governance Coach Ms. Rose Mercier confirmed this consensus. Mr. Chang highlighted that as a Board, they are allowed to request any type of special monitoring report at any time that the Board feels would be helpful from the CEO and the rest of the staff.

### 3.2 Board's Work Plan for FY2021 (Final Decision)

Mr. Chang moved to approve the Work Plan for FY2021, seconded by Ms. Mozak-Betts.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Kyra Sims: Yes  
Chairman Mahler: Yes

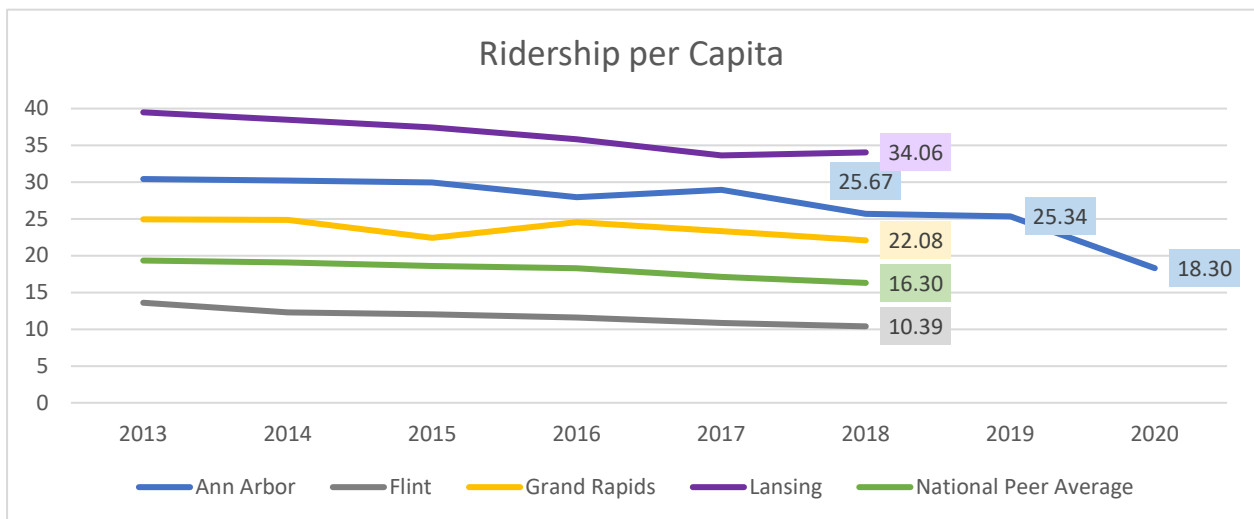
The motion passed unanimously.

### 3.3 Ends Monitoring Report

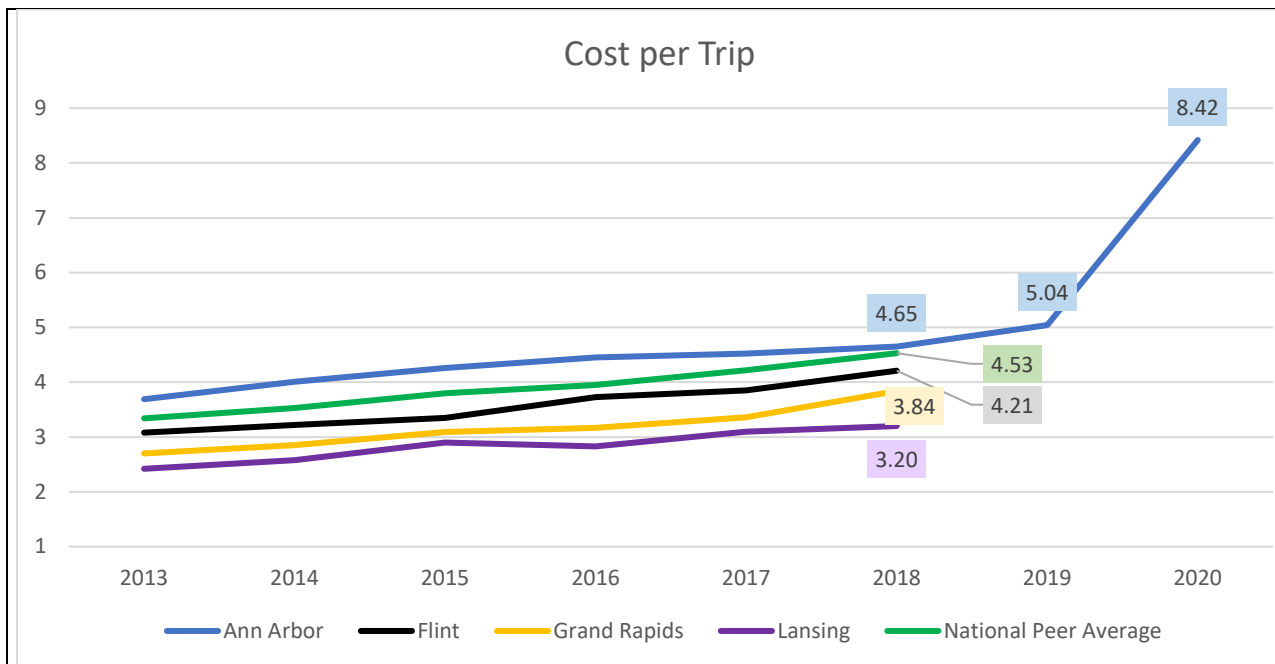
CEO Carpenter briefed the Board on the Ends Monitoring Report and the survey of that report. He described the annual report as a listing of AAATA's highest-level measures of performance. He noted that the interpretations and evidence have been kept largely the same as previous years. Many of the same metrics used as evidence in previous years were used, with updates to the numbers for timeliness. CEO Carpenter expressed that this was done for transparency; rather than confuse anyone or give the impression that the goal posts were being moved, staff decided to show everyone very plainly what a pandemic does to the business of a public transit organization.

CEO Carpenter noted that there are elements of AAATA's 2020 story that do not show up in the report. Services were repositioned several times throughout the year while effectively continuing to pursue the Ends as the ground shifted beneath. He highlighted that operations never ceased and AAATA positioned themselves quite successfully for an uncertain future.

CEO Carpenter described that since 2013, TheRide had seen a slight increase in fixed route ridership, albeit with some declines. However, with the pandemic, ridership dropped in FY 2020 by over 44% as shown in the graph below. Transit peer data for FY2019 and FY2020 is currently unavailable.



CEO Carpenter explained the below cost per trip graphic. He pointed out that the cost of operation per trip has seen a dramatic increase. This fraction creates the statistical appearance of increased costs but is actually reflecting the drop in ridership. This is because many of TheRide's costs are fixed and could not be easily reduced as ridership dropped. While actual costs have been reduced in many areas, ridership dropped further creating the increase in per trip costs.



CEO Carpenter also highlighted that since last year, there has been a 22% increase in the number of total Fare Deal registrants, a possible indicator of economic stress in the community. He noted that there are no constraints on this program; AAATA will serve as many people as who apply. He also pointed out AAATA's continued compliance with the Americans with Disabilities Act (ADA); these services were not significantly disrupted during the pandemic.

CEO Carpenter noted that issues affecting AAATA's environmental performance are not going in a great direction, related to the decline in fixed route ridership; energy consumption per passenger trip has increased, using roughly the same amount of fuel but carrying far fewer people. He also noted that similarly labor mobility Ends are undoubtedly impacted.

In regard to Robert Pawlowski's comment during the first public comment section of this meeting about connections to the metro Detroit region and SMART, CEO Carpenter described the Detroit to Ann Arbor service (D2A2) that ran for 3 weeks in March and April before the difficult decision had to be made to shut it down. He shared that RTA continues to consider when to restart (the funding still exists), which is largely driven by pandemic trends. AAATA hopes that RTA will reach the decision to reactivate that service.

CEO Carpenter wrapped up his briefing of the Ends Monitoring Report by describing how the pandemic largely forced AAATA to put a real different degree of emphasis on things because the context had changed. The emphasis shifted to being about the safety of staff and the public, as well as a social goal about public welfare, serving essential trips and putting as much emphasis on medical facilities as possible.

Mr. Hess described the report as well-written, well-articulated, and easy to understand, especially given the difficulty of the past year. He expressed that on areas that are identified as non-compliant or partially compliant, he would suggest that the Board and staff contemplate the strategy to get to compliance. He pointed out that the report does identify some timelines for compliance on some topics, but not on all of them.

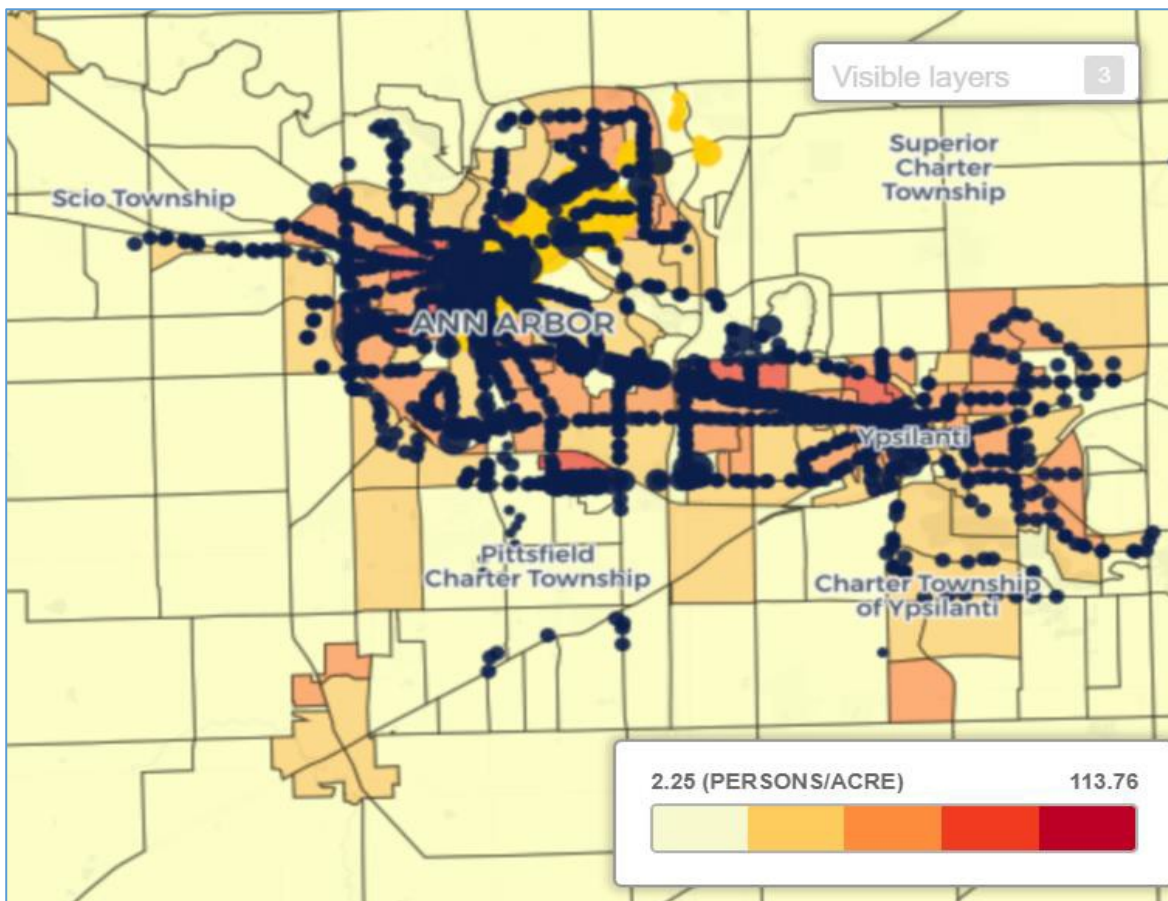
Mr. Miller expressed his agreeance with the decision not to move the goal posts. He also expressed his perception that CEO Carpenter's evidence does not speak to equity in Policy 1.1, does not seem to accomplish what the End is set to accomplish by saying

that compliance will be demonstrated when at least 80% of residences in the membership area are within 0.25 miles of a bus stop. He described that if Ypsilanti has 16% of the population of the area, AAATA could potentially just cover Ann Arbor and meet that area of compliance.

CEO Carpenter noted that this service standard is applied across a service area that is seen as one jurisdiction. He also noted that over the years for very good reasons, other requirements have been established to say 80%, but also meeting low-income populations in particular.

Mr. Miller agreed that CEO Carpenter has met the goal of 80% coverage in an equitable fashion, but because of the broadness of that interpretation, his perspective is that the evidence does not sight equity in a policy that explicitly calls out equity. He expressed that there is not as much equity-related evidence as he would like.

CEO Carpenter described that equity was interpreted in terms of numerical equality; evenly distributing resources as opposed to grouping them. He pointed out that the map below tries to get at that.



CEO Carpenter also pointed out that there is no reference in the report's definition of equity to distribution based on contribution; it does not matter how much taxes any particular ward in any particular area pays. They all fall under the same 80% band.

Mr. Miller wished to acknowledge that Policy 1.4 is one that tends to be difficult to pull evidence for with regularity; the most recent evidence is from 2017. He asked if more surveys should be budgeted to provide evidence for this.

CEO Carpenter described that on-board customer satisfaction surveys have been traditionally conducted in-person every 2 years as it is an expensive undertaking. He

explained that with some turnover he had amongst some senior staff positions, he forgot to emphasize to new staff that doing that was needed in 2019. He noted that the plan is to resume conducting the surveys at the earliest possible time.

In the meantime, the below table is provided, which is a composite score based on what is heard from customers and complaints; rather than measuring the complaints themselves, the operations performance that tends to draw complaints is measured. If most concerns heard from customers are about on-time performance, on-time performance is measured, for example.

	FY 2019	FY 2020	Target	Compliant?
<b>Fixed Route</b>	.68	.71	Increase	Yes
	The overall number of complaints decreased by 41%, average fleet of bus was within the desired target of 6-7 years, compliments decreased by 54%, preventable collisions decreased by 38%. All these factors contributed to an increase in the quality of service composite index score for fixed route.			
<b>Paratransit</b>	.71	.74	Increase. If a decrease is noted, there should no pattern.	Yes
	Comparing FY 2019 to FY 2020, complaints have increased by 60%, compliments have also increased by 40%. Denials have dropped by 97%. These factors contribute to the overall increase of the paratransit quality of service composite index score.			

Mr. Miller then discussed Policy 1.5, specifically in regard to the telephone survey of residents done last in 2017, suggesting it potentially be conducted more regularly. He described that the policy may be more easily proven by performing surveys on a more regular basis.

Ms. Mozak-Betts noted that Policy 1.1.1.1 under (A) indicates that fare for the fixed route service is equal to or better than the 50% discount required of all transit agencies. CEO Carpenter noted that the federal government requires that fares be set at 50% for seniors and persons with disabilities. It does not require the same for low-income, but AAATA has decided rather than have a 50% discount for some groups and a different discount for other groups, AAATA provides a 50% discount for all of them. But saying "or better" in the language probably does not need to be in there.

Ms. Mozak-Betts noted that Policy 1.1.1.2 under (A) uses the metrics that if a wheelchair is accommodated as a physical mobility aid, that means everything is accommodated. Her concern with this is that persons using walkers or another mobility aid besides a wheelchair have no place specific to go once on the bus with sometimes cumbersome mobility aids, which suggests a level of non-compliance to her. CEO Carpenter described that measuring wheelchair accommodations is an easily measured metric used to provide evidence of compliance with the policy, but if greater measurement precision is needed, he is certainly willing to attempt finding it. He shared that on the Nova bus prototype, there is extra space carved out to attempt accommodating walkers, strollers, and the like.

In regard to cost per trip, Chairman Mahler expressed that the cost per trip between 2018 to 2019 seemed to increase slightly more. He asked if accelerated costs could continue on those same lines post pandemic, or if this is just a one-off year between 2018 and 2019. CEO Carpenter responded that on the bigger picture of the big spike in FY2020, staff do expect that to be something of an anomaly driven by stay-at-home orders and pandemic quarantining. As ridership returns, this number will begin to

descend and probably fall back into line with roughly where it would have been, which may take several years. Staff are estimating a 5-year timeframe for recovery of normal ridership. He will get back to Chairman Mahler with an answer as to why there was an acceleration between 2018 and 2019, which could possibly have been things like labor contract provisions or fuel price escalation of some sort.

Mr. Allemang pointed out the Governance Coach comments at the back of the Ends Monitoring Report. Chairman Mahler will take those to the Governance Committee and see if any revamping is needed.

Mr. Allemang moved to approve the CEO as in compliance except for items noted (B), seconded by Ms. Gott.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion passed unanimously.

#### 3.4 Recommended Amendments to Policy 2.11

CEO Carpenter described that the Governance Committee seemed comfortable supporting a recommendation to adopt changes in line with Governance Coach Rose Mercier's notes on Policy 2.11.

Ms. Mozak-Betts moved to approve the adoption of the recommended amendments to Policy 2.11, seconded by Ms. Sims.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes

Chairman Mahler: Yes

The motion passed unanimously.

## 4 BOARD EDUCATION

### 4.1 Ridership vs. Coverage Refresher

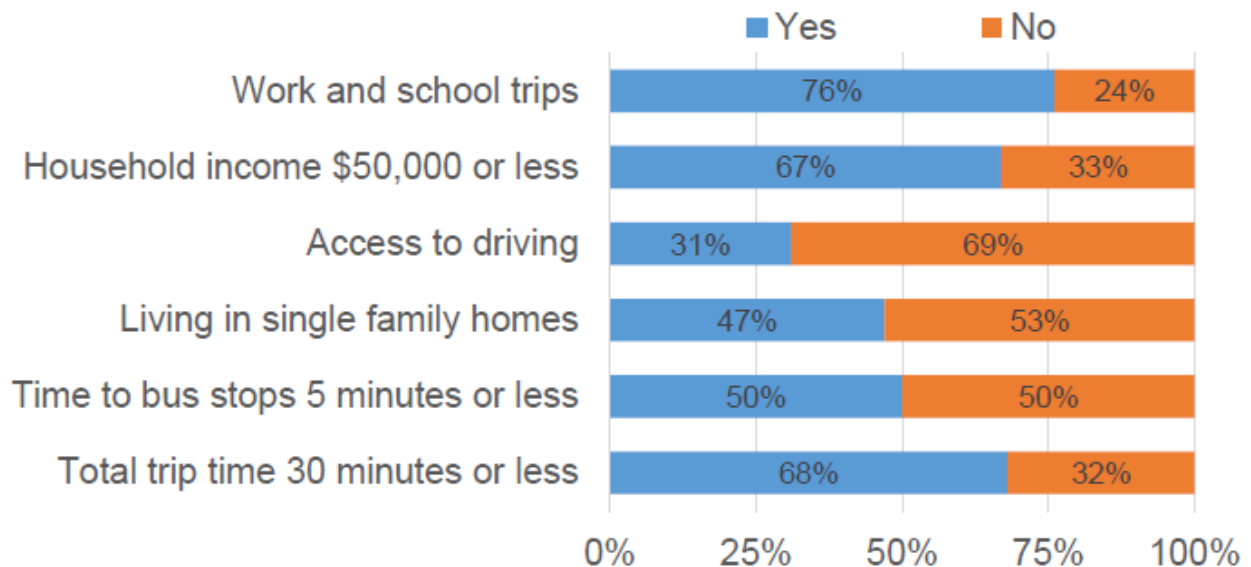
Mr. Forest Yang presented on the topic of ridership vs. coverage, principles for service design, for discussion by the Board in preparation for a more in-depth discussion at the next Board retreat. He reviewed the concept and then described the status of the pre-pandemic service, the pandemic impact, and next steps.

He concluded his presentation prior to Q&A reminding the Board and public that this is a community choice and how important it is to understand the community's preference as it relates to ridership or coverage. For future service planning, AAATA plans to engage the community for their feedback; understanding where the community's preferences are will help AAATA refine their actions in future service planning.

Mr. Hewitt described a trend of concentrating fixed route service on the major corridors and using other types of services to feed into those corridors. Mr. Yang agreed that this is a current trend, particularly in larger cities with areas of low ridership being subsidized by alternative forms of transportation rather than fixed route. Mr. Hewitt noted that Uber has sold off their autonomous vehicle division, possibly indicating that they have given up on it.

Mr. Allemang asked how the below fixed route rider profile helps him think about the future.

## Pre-Pandemic Riders Profile



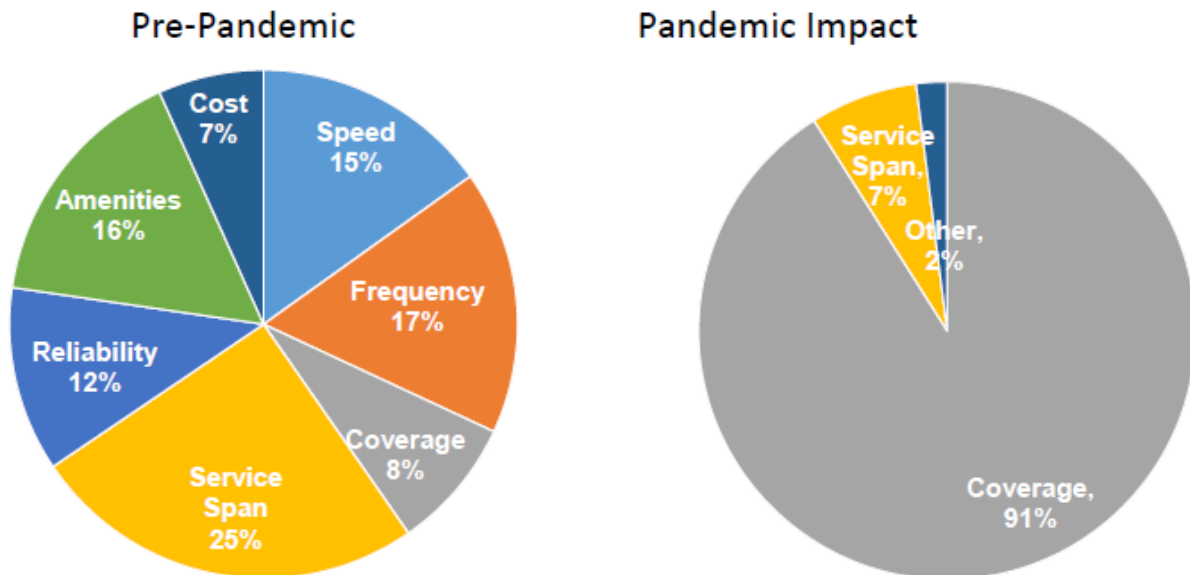
Mr. Yang responded that this was from a 2017 on-board survey. This tells him that for the people who are riding today, the service is pretty good. But the people that are riding today are mostly lower income and do not have access to driving. He noted that if AAATA were to attempt attracting more people for their services, that there may be a big market for that – AAATA could attempt to discover what they could change to attract more people, whether that be via frequency or a larger coverage area. He pointed out that 31% of AAATA's riders are choice riders, but there is a lot more there to attract. He also noted that more could be attracted if AAATA can do more in terms of land use.

Mr. Allemang described that the discussion of ridership vs. coverage at the last retreat came down pretty solidly on ridership. Then the pandemic came, and AAATA realized they were possibly not giving coverage to the people who really needed to have it, which swayed him in the direction of coverage. But he described that this is a pandemic, not the way it is going to be, which is swaying him back on a post-pandemic thought that the heart of it has to be ridership and its impact on the congestion and pollution.

Ms. Sims described her appreciation for the below pie charts in the presentation depicting riders' coverage priorities pre-pandemic vs. during the pandemic.



# Riders' Feedback



Ms. Sims agreed with Mr. Allemang; seeing the pre-pandemic pie chart that riders requested 8% for coverage is pretty good; AAATA was doing pretty well in that area pre-pandemic. She described that if the community does get back to normal relatively soon, perhaps the Board was on the right track when ridership priorities were established. She also noted that the composite of riders illustrates for her that there is the potential for a lot of work to be done on the Ends toward being an attractive alternative to the single occupancy vehicle.

Mr. Miller described his view that the core of people absolutely dependent on the service, that will be riding the buses no matter what, really care about coverage. He expressed that the pie charts were shocking to him, especially when put in context with the idea that in order to provide more frequency, it could mean pulling service away from low ridership areas. He described his difficulty with the heart of the debate of ridership vs. coverage, that one comes at the expense of the other. He shared that he does not want to reduce coverage. He is in support of providing more frequency, but he would rather focus the conversation on increasing the millage, increasing the budget, so that AAATA can provide more frequency without sacrificing service to those that are still riding the bus because they have to.

Ms. Gott expressed her agreement with Mr. Miller and described that some of the community's frontline workers have suffered due to the loss of service. She described that she is very focused on immediate needs, that over the next 12-18 months, it is not known what normal will be or when there will be a new plateau. She expressed her view that it is going to be different for a while, and how critical it is for those frontline workers that are going to need to continue to get to their jobs, especially healthcare workers, to do so. She hopes that AAATA will continue to make that a priority and remain open minded that the world is going to function a little differently after the pandemic. She noted that it has been shown how many more people can work remotely, and it may be a gradual transition to something requiring AAATA's flexibility.

Mr. Miller described his view of the pandemic revealing structural issues that were already there and possibly exacerbating them, more so than causing the issues. He shared his support for the use of FlexRide if it can be done in such a way that it provides the same level of service. He asked if an on-demand service can be operated to provide a level of service comparable to fixed route. If not, he fears that those that can afford to live in transit corridors will have one level of service, and those who cannot

afford to live in denser areas will have another, potentially contributing to a have and have not system.

Mr. Yang noted that the FlexRide East was expanded in November to now provide weekend services, a similar service as fixed route. He agreed that in order to make it a viable option it must be made sure that it is workable for the people that use it.

Mr. Miller asked if FlexRide can provide the same service where a person can get a ride when they need it, at a cost that is acceptable to AAATA. Mr. Yang answered that in most cases, yes. He used the FlexRide solution in Pittsfield as an example of where operating costs were much lower. He described the ability to get a similar ridership with smaller vehicles and much less operating cost.

## **5. STRATEGY & OPERATIONAL UPDATES: CEO**

### **5.1 Service Restoration Plan**

CEO Carpenter reminded the Board of a plan presented last month to restore most services. He described the goal of having consensus between the Board and staff on the restoration, about how fast to restore AAATA's full expenses and the tolerance for financial risk. He described a lot of support received from the Board last month for the restoration of service, as well as the risks associated with restoring expenses which include uncertain state funding over the next 2 years. CEO Carpenter expressed the need for the Board and staff to make a decision by mid-January in order for the staff to begin moving decisively toward giving the public a look at the details in February, with a "final" decision to be made by May.

He also described the uncertainty of federal relief funding, that staff will make the best assumptions they can based on the information they have. If the circumstances change, staff will have to adjust the course going forward.

Mr. Hewitt expressed his assumption that staff are baking into the plan, even with restoration of nearly full service in August, that ridership will take a fair amount of time to get back to satisfactory levels. CEO Carpenter responded that they are doing so. He noted that staff certainly want to be prepared for a strong V-shaped or U-shaped recovery, but there is a strong reality that telework, telecommuting, and telemedicine has really come into its own, and a lot of previously regular commuters may or may not be commuting in the future. However, he shared his view that a lot of regular commuters will return, though it may take 3-5 years to get back.

Mr. Allemang described the amount of cash that is coming from the CARES Act and how that is projected to run out, as well as the risk of having lower state funding, which would probably trickle down from the federal government providing less funding to the states. He also described that there may be some transportation funding coming up soon. But he noted that there has not been talk amongst the staff and Board about the potential of any one-time, short-term transportation funding coming to AAATA as an additive to the CARES Act funding. He asked how that might change the current plan.

CEO Carpenter shared that he and Mr. Metzinger have had several conversations on this point and Mr. Metzinger brought forth some ideas for the Executive Team's consideration earlier this week. He asked for a little more time to further develop some scenarios should the course change and to start having those discussions next month. He did share that if AAATA does get more money from the next relief bill, it is expected to be considerably less than what came from the CARES Act. The next proposal is expected to be more-heavily weighted toward the larger systems (New York, Boston, Chicago, Denver), with only about half of what the transit industry has asked for.

Mr. Chang asked if AAATA could partner with the DDA to do a poll of businesses to answer some of the questions about ridership. He suggested polling businesses to see what their short- and long-term remote working plans are, as well as from where their employees who might be returning to work will be traveling. He described that this might inform details of what routes might best serve those employees by being restored, which could be different from pre-pandemic ridership. Mr. Chang also asked how it is communicated when buses have reached capacity.

CEO Carpenter will take the idea of surveying with the DDA back to staff for discussion. He noted that could lead to more precision in the restoration.

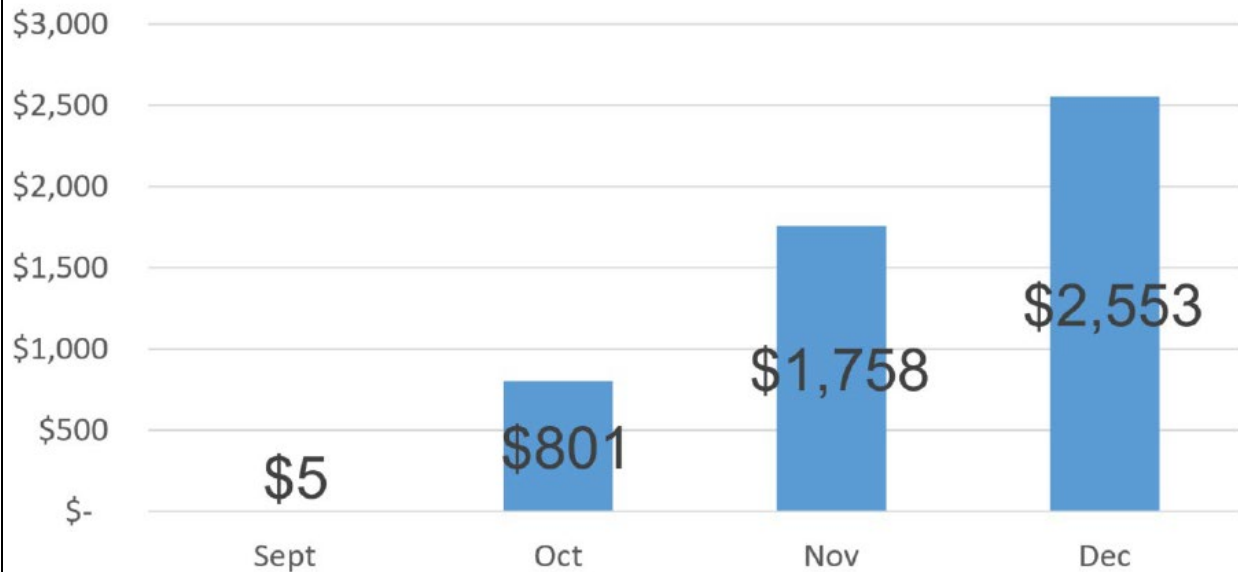
Mr. Smith shared that there have not been any reports of getting 20 passengers at any one stop; overloading has not so far been a problem. The protocol in place with the drivers is that when they reach 15 passengers, they are to call in so the preparations to send a back bus can begin. At 20 passengers, drivers stop picking up any new passengers and let HQ know that as well. So far, those passenger loads have not been seen yet.

Ms. Mozak-Betts expressed her hope that the continuation of additional services to hospitals can continue when service is restored, even though it is more than was provided pre-pandemic. CEO Carpenter described that bringing back full expenses will provide services that are going to be slightly different. Staff are going back to the 5YTIP and tweaking those plans. Specifically, AAATA is going to continue service to St. Joe on the weekend. Medical facilities are likely to still be a priority by August and Fall of next year. He noted that service will not be exactly the same 5YTIP, even though it is the same budget.

## 5.2 EZ Fare Update (Verbal)

Mr. Metzinger provided an update on EZ Fare, AAATA's pilot project attempting to promote safer, cashless, contactless fare payments. He shared the below graph describing the EZ Fare sales thus far. He described that the sales are growing quickly with a positive growth trend. He noted that staff are also tracking the number of ticket activations (uses), which was 2500 to date. This is the total number of passenger trips using mobile ticketing. By far, these rides were on fixed route buses except for 36 rides that took place on ARide.

## EZfare Total Sales by Month



*December sales are projected based upon \$1,400 in sales through Dec. 17.*

Mr. Metzinger shared that next steps are to continue to monitor the performance and conducting a Title VI analysis a little later this year to measure any impact on low-income populations. There may be an impact for those that do not have access to a mobile device, so there may be future improvements that can be made to make cashless and contactless payments available to everyone.

Mr. Chang asked if EZ Fare is only for specific routes. Mr. Metzinger explained that EZ Fare is currently available on all fixed route services and ARide. Mr. Chang asked what the total percentage of AAATA riders are actually using EZ Fare. Mr. Metzinger will calculate that percentage for Mr. Chang. He noted that as a percentage of total use, the percentage is pretty low, but it is a great start.

### 5.3 CEO Report

CEO Carpenter described how AAATA has continued to be very diligent about defending their staff against COVID-19, including the use of automated thermometers and a rigorous screening process. He shared that there has been only one case of even suspected staff to staff transmission. However, AAATA is unfortunately seeing more staff report positive tests, in line with the uptick in the community. CEO Carpenter reported that AAATA has not gotten to a point that they need to pull back service due to a lack of manpower but are on high alert. The community will be alerted as soon as it becomes apparent if anything needs to be changed; contingency plans are being developed. Right now, though, it does not appear necessary. CEO Carpenter complimented the staff on their safety diligence.

CEO Carpenter also congratulated Mr. Metzinger and his team for once again winning the distinguished budget presentation award from the GFOA for the third year in a row.

Chairman Mahler asked where AAATA's essential workers fit into the phased vaccine rollout. He also asked if there has been any consideration of the vaccination, whether or not it might be something to offer and/or compel people to do.

CEO Carpenter confirmed hearing directly from the Washtenaw County Health Authority that, following CDC guidelines, transit workers are classed as essential workers. They are priority level 1B. Healthcare workers, nursing homes, frontline

healthcare people are 1A and then essential supporting workers (police, firemen, and transit workers). After that is the general public. CEO Carpenter described that the vaccine for 1B is speculated to be distributed in dates ranging from March to May. He shared that staff are getting legal opinions from labor attorneys right now to determine if AAATA will require the vaccination for staff.

Mr. Miller asked about the Open Meetings Act (OMA) compliance. CEO Carpenter reported that legal counsel Mel Muskovitz will be getting back to AAATA soon. He shared that what he is seeing, at least for the first few months of 2021, virtual meetings will still be permissible. Each Board member may need to state the location that they are presently in, in order to know that there is actually a state of emergency in the locality that the Board member is in. CEO Carpenter will get back to the Board members as soon as it has been cleared by legal counsel.

## **6. EMERGENT BUSINESS**

**None.**

## **7. CLOSING ITEMS**

7.1 Topics for Next Meeting:  
Disclosure Statements Due (Policy 3.3.2.1)  
Global Executive Limitation (Policy 2.0)  
Service Restoration Plan, Conclusion  
Board Retreat

### 7.2 Public Comment

Jim Mogensen described that 50 years ago when TheRide first started, they did so by having fixed route service on the main corridors and having dial-a-ride service hook up to the fixed route service, which may have been difficult in some scenarios, leading to changes to the fixed route service. He also noted that when surveys are constructed, it is important for TheRide to consider how many riders are commuting in to a park-and-ride to a bus as opposed to riders that live in Ann Arbor, 5 minutes away from a bus station, who choose not to drive.

He also described that prior to the 5YTIP and the first millage in 2014, local bus service in Ypsilanti was 60-minute service. When the millage happened, some of those things were modified and mitigated because during the 2009 recession, he described how stimulus funds were used to provide service to Ypsilanti. When that stimulus service stopped, it was unclear how Ypsilanti was going to pay for the service necessary. He encourages thinking through what is being looked at and measured and how that directs policy. He expressed that the pie charts of the 91% make a whole lot of sense to him because people are concerned about how the service has been modified.

### [7.3 Board Assessment of Meeting \(Electronic\)](#)

#### 7.4 Adjournment

Mr. Hewitt moved to adjourn, seconded by Mr. Chang.

In support of the motion:

Mr. Allemang: Yes

Mr. Chang: Yes

Ms. Gott: Yes

Mr. Hess: Yes

Mr. Hewitt: Yes

Mr. Hunter: Yes

Mr. Miller: Yes

Ms. Mozak-Betts: Yes

Ms. Sims: Yes  
Chairman Mahler: Yes

The motion passed unanimously.

Chairman Mahler adjourned the meeting at 9:08pm.

Respectfully submitted by: Keith Everett Book

Approved January 21, 2021