



BOARD OF DIRECTORS

DATE: Thursday, August 18, 2016

TIME: 6:30pm

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

MEETING CHAIR: Eric Mahler

AGENDA

Item	Item Type	Speaker(s)
1.0 <u>Public Hearing</u>	Information	Mahler
2.0 <u>Communications and Announcements</u>	Information	All
2.1 Appoint Acting Secretary	Decision	Mahler
3.0 <u>Public Time – Comment on Agenda Items</u>	Information	Public
4.0 <u>Review and Approval of Minutes</u>		
4.1 Review and Approval of Minutes of June 20, 2016 1-2	Decision	Mahler
4.2 Review and Approval of Minutes of June 23, 2016 3-10	Decision	Mahler
5.0 <u>Board and Staff Reports</u>		
5.1 Chief Executive Officer	Information	Carpenter
5.1.1 August Service Update	Verbal	
5.1.2 AirRide	Verbal	
5.1.3 RTA	Verbal	
5.2 Planning and Development 11-14	Information	Gainsley
5.2.1 Draft FY2017 Budget	Verbal	
5.3 Performance Monitoring External Relations ¹⁵⁻³⁰	Information	Allemang
5.4 Local Advisory Council (Attachment)	Information	Burke
5.5 Washtenaw Area Transportation Study	Information	Krieg
5.6 Governance	Inform/Discuss	Mahler
6.0 <u>Question Time</u>	Information	All
7.0 <u>Old Business</u>		

8.0 New Business

8.1	Survey Research Services 31-32	Decision	Carpenter
9.0	<u>Public Time</u>	Information	Public
10.0	<u>Adjourn</u> [next meeting Thursday, September 15, 2016 @ 6:30pm]	Decision	Mahler

BOARD OF DIRECTORS

Eric Mahler, Chair • Eli Cooper, Treasurer • Stephen Wade, Secretary
Mike Allemang • Jack Bernard • Sue Gott • Prashanth Gururaja • Roger Hewitt
Gillian Ream Gainsley • Larry Krieg



Proposed Minutes

June 20, 2016

Ann Arbor Area Transportation Authority Board of Directors Retreat
Weber's Inn, 3050 Jackson Road, Ann Arbor, Michigan 48103, 8:30 a.m.

Board: Mike Allemang, Jack Bernard, Eli Cooper, Gillian Ream Gainsley, Sue Gott, Prashanth Gururaja, Larry Krieg, Eric Mahler (Chair), Stephen Wade

Guest: Roger Hewitt (recommended for appointment to AAATA Board)

Staff: Michael Benham, Matt Carpenter, Dawn Gabay, Sarah Pressprich Gryniewicz

Facilitator: Susan Radwan

Recording Secretary: Karen Wheeler

Chairman Eric Mahler declared that a quorum was present and called the meeting to order at 8:37 a.m.

Ms. Radwan of Leading Edge Mentoring introduced herself.

Ms. Radwan instructed the Board on the Carver Policy Model of Governance through a [presentation](#) covering agenda items 1.0 through 3.0.

1.0 [The Range of Governance Models](#)

2.0 [The Principles of Policy Governance](#)

3.0 [Practices of Policy Governance](#)

Ms. Radwan responded to questions from board members throughout the presentation.

The meeting was suspended from 11:52am to 12:22pm for lunch.

Ms. Radwan instructed the Board on agenda items 4.0 through 6.0. Ms. Radwan reviewed [Policy Governance](#)® [Sample Policies & Tools](#) . The sample policies were drafted based on values

expressed in a survey of AAATA board members. There was a brief discussion on how to develop “Ends”.

4.0 Policy Development: Ends

5.0 Policy Development: Board Management Delegation

6.0 Further Policy Development

7.0 Next Steps

Board members shared ideas for proceeding and verbally assented to continuing the discussion about Policy Governance at the next Board meeting.

8.0 Public Participation

Carolyn Grawi appeared before the Board. Ms. Grawi commented on her attendance at Board and Local Advisory Council meetings since 1987 and raising issues related to people with disabilities. Ms. Grawi suggested that the board has gotten farther away from people in their interactions as a board. Ms. Grawi suggested that board members reconnect with the public alleging that board decisions are being made outside of the public purview and although meetings are public, it is hard to track where pieces are going. Ms. Grawi expressed appreciation for the governance work coming forward. Ms. Grawi named John Troutman as a local expert on nonprofit boards. Ms. Grawi shared an analogy on the difference of a basic model versus upscale model noting the time and commitment it takes to achieve a higher level model.

No one further appearing, Mr. Mahler declared Public Time closed.

9.0 Adjourn

Eli Cooper moved to adjourn the meeting with support from Gillian Ream Gainsley. The motion carried, and the meeting adjourned at 5:12pm.

Respectfully Submitted,

Stephen Wade, Secretary



Proposed Minutes

June 23, 2016

Ann Arbor Area Transportation Authority Board of Directors

Ann Arbor District Library, 343 South Fifth Avenue, Ann Arbor, Michigan, 6:30 p.m.

Board: Mike Allemang, Jack Bernard, Eli Cooper, Gillian Ream Gainsley, Sue Gott, Prashanth Gururaja, Roger Hewitt, Larry Krieg, Eric Mahler (Chair), Stephen Wade

Staff: Michael Benham, Matt Carpenter, Bill De Groot, Dawn Gabay, Sarah Pressprich Gryniowicz, Chris White

Recording Secretary: Karen Wheeler

Chairman Eric Mahler declared that a quorum was present and called the meeting to order at 6:30 p.m.

1.0 Public Hearing

There was no public hearing.

2.0 Communications and Announcements

Mr. Mahler welcomed new board member Roger Hewitt. Mr. Hewitt introduced himself. Mr. Hewitt has been a downtown business owner for 25 years. Mr. Hewitt's community involvement includes restoration of the Michigan Theater and the renovation of other downtown buildings. Mr. Hewitt served on the Ann Arbor Downtown Development Authority Board of Directors for 12 years.

Mr. Gururaja announced that the Citizens Advisory Committee for the Regional Transit Authority (RTA) unanimously supported the RTA's Master Plan.

3.0 Public Time – Comment on Agenda Items

No one appearing, Mr. Mahler declared Public Time closed.

4.0 Review and Approval of Minutes

4.1 Review and Approval of Minutes May 19, 2016

Jack Bernard moved approval of the minutes as written with support from Larry Krieg. Gillian Ream Gainsley and Roger Hewitt abstained. The motion carried.

4.2 Review and Approval of Minutes June 8, 2016

Mike Allemang moved approval of the minutes as written with support from Gillian Ream Gainsley. Roger Hewitt abstained. The motion carried.

5.0 Board and Staff Reports

5.1 Chief Executive Officer

Mr. Carpenter provided an update on the May 1 service changes which have been well received by the public and continue to go well. Mr. Carpenter commented on positive feedback received from AAATA drivers about the changes. Mr. Carpenter announced execution of a contract with Michigan Flyer for AirRide service for the final year of the contract to end in March 2017. Mr. Carpenter reported on receipt of regulatory documents from the Airport Authority which includes a new definition of public transportation. Analysis and review of the documents will be conducted by legal counsel and more information provided to the Board through committee.

5.2 Planning and Development Committee

Ms. Gainsley reported on the Planning and Development Committee meeting. The chief topic of discussion was the Work Plan/Capital Plan. The committee identified two areas for clarification and adjustment: BTC Boarding Area Improvement and Intercept Lot Analysis. A recommendation was made for the board to prioritize the safety of passengers and effectiveness of transit at the BTC through improvements and enhancements. A second recommendation was made to reconvene the taskforce to advise the board on development of the lot adjacent to the BTC. A recommendation was made to reframe the discussion of intercept/park and ride lots and develop a last mile strategy.

5.3 Performance Monitoring and External Relations Committee

Mr. Allemang reporting on the Performance Monitoring and External Relations (PMER) Committee meeting. The Committee agreed to change its schedule to meet on Tuesday the week prior to Board meetings on a trial basis. Mr. Allemang noted that moving the meeting up a week may cause the financial and performance data to be presented at the actual meeting.

Mr. Allemang reported that PMER reviewed the Work Plan/Capital Plan and MRide Agreement. Staff presented the financial and performance data reports

eight months into the fiscal year. PMER discussed the potential affects from expanded service and agreed that it was too early to draw any conclusions. New service will be evaluated in more detail as data is available from the CAD/AVL system. PMER received a report on the CAD/AVL system which is scheduled to be operational in July and include real-time information.

5.4 Local Advisory Council

Mr. Bernard reported on the Local Advisory Council (LAC) meeting. Mr. Bernard recounted comments received during public time on the topics of standing orders, driver courtesy and training staff. LAC discussed the accessible service included in the RTA's plan. LAC received a presentation on the ARide transition. LAC received an update on the website. Mr. Bernard reported on his participation in beta testing to see how the interface works for people with a variety of disabilities. LAC received an update on the Connector project. Mr. Bernard reported that planning is underway for a retreat of the LAC's Executive Committee.

5.5 Washtenaw Area Transportation Study

Mr. Krieg reported on the Washtenaw Area Transportation Study (WATS) Policy Committee meeting which was held at the BTC. The committee received a report on the FY2017 budget where renewal membership dues were noted. The committee approved a grant proposal for AAATA for \$1.6Million in CMAQ funds to purchase three replacement buses. Officer elections were held.

5.6 Governance

Mr. Mahler asked for feedback on the Board's June 20 Retreat on the Carver Policy Governance Model. Each board member shared their impressions about moving toward becoming a policy board. Overall the comments about the concepts in the model were favorable. There were concerns raised about the possible strictness of some aspects of the Carver model.

Mr. Mahler thanked board members for their participation. Mr. Mahler recommended taking the fundamentals of the Carver model and using what the board deems best to transition to a policy model within which the board can conduct its work. Mr. Mahler proposed establishing a taskforce to outline the proposed steps for a seamless transition. Mr. Mahler invited board members to contact him, if they are interested in serving on the taskforce.

6.0 Question Time

Mr. Wade asked about the LAC's mission and the upcoming LAC retreat.

Mr. Bernard commented on the LAC's mission and focus on issues of accessibility. Mr. Bernard noted the LAC's composition of seniors and people who have disabilities and the engagement among meeting attendees. Mr. Bernard encouraged board members to attend an LAC meeting.

Mr. Krieg expressed appreciation for larger text on destination signs which are able to be read from a distance. Mr. Krieg suggested adding "Ann Arbor" to signs that currently read "Blake" to give an indication that buses are going to Ann Arbor.

Mr. Cooper commented on efforts at the City for an intermodal transportation facility in the community. Mr. Cooper noted that there was no entry in the Work Plan indicating that AAATA would have a role in the development of a facility where passengers could transfer conveniently between transportation modes under one roof.

Ms. Gainsley commented that there was discussion about several Work Plan items and there was some difficulty figuring out how to represent them in the plan because the timing of the projects is speculative. Ms. Gainsley agreed that it is important to anticipate those projects.

Mr. Carpenter responded that the Work Plan is a draft program for input into the budget. Mr. Carpenter noted a placeholder for board emergent priorities to anticipate opportunities that may arise through the course of the year that had not been anticipated or known. Mr. Carpenter indicated that when AAATA is informed that the intermodal facility project is moving forward, there will be interest in working with the City on how AAATA can provide support.

Mr. Gururaja commented on the Sustainability Plan and fostering smart land use. Mr. Gururaja requested a general sense of where the agency might be.

Ms. Gryniwicz reported on work of the City of Ann Arbor's Climate Partnership Land Use and Access Group. The group has started discussions about how to shape smart land use. Ms. Gryniwicz is hopeful that smart land use will fit into the Ends discussion.

Mr. Mahler commented on the issue of last mile planning in the PDC report suggesting that Mr. Cooper is a good resource for that discussion.

7.0 Old Business

7.1 RTA Plan

Mr. Mahler reported that feedback on the RTA Plan is due by the end of June. Mr. Mahler opened the floor for feedback. A summary of board member requests for the RTA is included below.

- Implement services, such as regional rail, as soon as possible
- Maximize the effects of Bus Rapid Transit (BRT) to reduce travel times and utilize dedicated lanes
- Consider park and ride lots as a connection for regional services
- Add an AirRide stop in Ypsilanti
- Emphasize land use in the final Plan
- Collaborate with AAATA to provide local service that is equitable, operationally sound and responsive to local preferences
- Provide assurance of fiscal solvency in the Plan

Mr. Mahler supported the ideas shared by board members and asked Mr. Carpenter to identify a resource through which board members could share additional comments. Mr. Carpenter asked Ms. Gryniwicz to manage board member input and assemble a letter from the Board to the RTA.

8.0 New Business

Mr. Carpenter introduced the resolution on the FY2017 Work Plan/Capital Plan. Mr. Carpenter reported that the documents were vetted in both committees. Mr. Carpenter noted that the documents are intended to be used for building the proposed budget for FY2017.

Sue Gott moved the following resolution with support from Gillian Ream Gainsley.

8.1 FY2017 Work Plan/Capital Plan

Resolution 21/2016

FY 2017 Work Plan and Capital Plan as Input to Develop FY 2017 Budget

WHEREAS, Ann Arbor Area Transportation Authority (AAATA) Staff developed a Work Plan and Capital Plan detailing change initiatives and major projects for Fiscal Year 2017, and illustrating the next four fiscal years, to help guide major projects that are important to the advancement of public transportation, and

WHEREAS, the Work Plan was presented to the Board Governance, Planning and Development Committee (PDC), Performance Monitoring and External Relations Committee for feedback, and

WHEREAS, the programs and projects contained within the FY 2017 Work Plan and Capital Plan will be incorporated into the recommended FY 2017 Budget as appropriate in order that they may be funded,

WHEREAS, the Board will discuss and approve the final FY 2017 Budget in August or September 2016,

NOW THEREFORE, BE IT RESOLVED, staff will utilize the FY 2017 Work Plan and Capital Plan as the Board's input for developing the FY 2017 budget.

Mr. Carpenter responded to questions on the timing of approving budgets and the Park and Ride project in the Work Plan. Mr. Carpenter indicated that while a five-year rolling capital plan may be developed, the operating budget will likely continue to be approved on an annual basis. Mr. Carpenter reported that while the Park and Ride project does not have funds identified, the project is included so that work can take place to determine if there will be a capital project. Mr. Carpenter indicated that if the analysis on Park and Ride indicates that there is a need for capital funds, that could be brought into the budgets at the appropriate time. Mr. Carpenter noted that the Board has the authority to amend the budgets at any point during the year.

The motion passed unanimously.

Mr. Carpenter introduced the resolution on the MRide Agreement. Mr. White reported that the intention of the agreement is to have a comprehensive document of the programs between AAATA and the University.

Mr. White responded to a question on a supplemental schedule regarding the State Street Commuter Lot indicating that improvements made to the lot with federal funds reached the end of their useful life and it would not be necessary for UM to repay the funds, if the lot is no longer used for commuter service.

Mr. White responded to a question on how AAATA responds to service changes requested by the University indicating that regular meetings are held with UM representatives to discuss planning.

Stephen Wade moved the following resolution with support from Prashanth Gururaja.

8.2 MRide Agreement

Resolution 22/2016
Authorization to Execute the MRide Agreement

WHEREAS, the MRide Agreement between the Ann Arbor Area Transportation Authority (AAATA) and University of Michigan (U-M) will expire on July 31, 2016, and

WHEREAS, the MRide Agreement includes the MRide program by which U-M pays the fare for faculty, students and staff on all AAATA local fixed route service, as well as additional cooperative programs including park-and-ride lots, the Central Campus Transit Center, U-M fare payment for AAATA ExpressRide service, and U-M payment for A-Ride trips to and from East Medical Campus and U-M clinics at Domino's Farms, and

WHEREAS, the MRide program has resulted in benefits to the community, U-M, and AAATA, such as: expanded service, increased ridership, enhanced productivity, and other benefits as enumerated in the agreement, and

WHEREAS, the AAATA Board's intent has been to ensure equity in establishing third-party fares, and

WHEREAS, the AAATA board approved changes to the third-party fares policy in February 2016,

NOW, THEREFORE, BE IT RESOLVED, that the Ann Arbor Area Transportation Authority Board of Directors hereby authorizes the CEO to enter into a five-year agreement, known commonly as the MRide agreement, with the University of Michigan.

Jack Bernard and Sue Gott abstained. The motion carried.

Mr. Carpenter introduced the resolution to contract with a recruitment firm to assist with filling one immediate vacancy and several future vacancies. Mr. Carpenter reported that the fees may exceed \$100,000.

Larry Krieg moved the following resolution with support from Roger Hewitt.

8.3 Recruitment Firm Contract

Resolution 23/2016

Authorize CEO to Enter into Contract with Recruiting Firm

WHEREAS the Ann Arbor Area Transportation Authority (Authority) anticipates 3-6 vacancies among senior staff over the next two years, and

WHEREAS, anticipated staff retirements over the next two years could reduce the Authority's effectiveness by depriving the agency of important leadership and transit-industry experience, and

WHEREAS, the Authority desires to hire the most suitable and qualified new staff available nationwide, and

WHEREAS, the Authority recognizes the need to proactively recruit candidates in order to ensure a qualified pool of applicants,

NOW THEREFORE LET IT BE RESOLVED, that the Board of Directors authorizes the CEO to enter into a contract with Harris Rand Lusk for the purposes of providing assistance to the CEO in recruiting the most qualified and suitable candidates available.

The motion passed unanimously.

9.0 Public Time

Trevor Balnaves appeared before the Board. Mr. Balnaves commented on his participation in a focus group about changes to the website and asked when the notification timetable will be available.

Mr. Carpenter requested, and received, clarification that Mr. Balnaves was referring to real-time information. Mr. Carpenter indicated that real-time information is scheduled to be ready in July.

Mr. Balnaves extended an [invitation](#) to an Americans with Disabilities Act 26th Anniversary Celebration on Tuesday, July 26, 2016 at the Ann Arbor Center for Independent Living.

No one further appearing, Mr. Mahler declared Public Time closed.

10.0 Adjourn

Jack Bernard moved to adjourn the meeting with support from Roger Hewitt. The motion passed unanimously, and the meeting adjourned at 8:50 p.m.

Respectfully Submitted,

Stephen Wade, Secretary



Meeting Summary
August 10, 2016
Ann Arbor Area Transportation Authority
Planning and Development Committee

Committee: Gillian Ream Gainsley (Chair), Sue Gott, Larry Krieg, Stephen Wade (departed 10:17am)

Absent with Notice: Roger Hewitt

Staff: Michael Benham, Terry Black, Matt Carpenter, Dawn Gabay, Sarah Pressprich Gryniewicz, Mary Stasiak, Phil Webb

Ms. Gainsley called the meeting to order at 8:56 a.m.

1.0 Additions to Agenda

There were no additions to the agenda.

2.0 Communications and Announcements

There were no communications or announcements.

3.0 Public Participation

No one appearing, Ms. Gainsley declared Public Time closed.

4.0 Business

4.1 Draft FY2017 Operating Budget

Mr. Carpenter introduced the conversation on the Draft FY2017 Operating budget for PDC's consideration. The draft budget is balanced. A 9.8% increase in the budget is largely due to annualized service increases which have already begun. Mr. Carpenter included the FY2017 Draft Capital Plan and adopted Work Plan with the budget.

Mr. Carpenter reported on the budget approval process to have the FY2017 budget approved by the beginning of the fiscal year on October 1: review of the draft budget by PDC in August; meetings with individual board members to discuss the budget in

detail in mid to late August; PDC revisiting the budget in September and recommending approval by the full board in September.

Mr. Carpenter reported on the new way of presenting the financial information. The operating and capital budgets are presented simultaneously and approval will be sought for both for FY2017. Rolling five-year plans are incorporated only to provide longer-term context for current decisions; no approval is needed for plans beyond FY2017.

Mr. Carpenter reported that the FY2018 budget is projected to be balanced. However, challenges on the capital budget begin with FY2019 as there does not appear to be sufficient capital funding to maintain existing assets in a state of good repair and there is no predictable capital funding for growth projects. Mr. Carpenter noted that the new CFO will be coming online to help with conversations to address future budgets.

Committee members commented on the draft FY2017 Capital Budget and Mr. Carpenter and staff responded to questions.

The following clarifications were made:

- The draft budget was developed with an eye toward future challenges and is lean.
- There is a need to develop a more robust plan for dealing with projected capital shortfalls.
- Past deferment of replacing buses to use capital funds for other projects cannot be sustained.
- A fleet planning model is being developed to test various scenarios for replacing vehicles.
- CMAQ discretionary funds are included in the capital budget as the funding is fairly reliable.
- Federal 5307 funds are budgeted conservatively.
- Replacing the power source on 13 hybrid buses should extend the useful life of the vehicles which can be used in the emergency contingency fleet.

Mr. Carpenter reported that capital projections for Fiscal Years 2017-2021 are based on operating under existing policy and practice. Mr. Carpenter responded to a question on what kinds of decisions the funding shortfall may cause the board to make over the next several years. Mr. Carpenter indicated that having the CFO in place to explore all options will be helpful. Mr. Carpenter added that the Board's governance work, which will include full life cycle costs in policies should be helpful for planning beyond FY2017. Ms. Gainsley indicated that it would be helpful to have a few examples of how existing policies are considered in the budget and impacting operations. Ms. Gainsley suggested that this could also help with developing new board policies. Mr. Carpenter added that in addition to explicit policies, there are some patterns of decision making that

contribute to the absence of long-term projections of capital forecasting. Mr. Carpenter agreed to bring forward some examples.

Committee members commented on the draft FY2017 Operating Budget and staff responded to questions. The following clarifications were made:

- The reference to potential funding changes at the federal or regional level in 2017 are due to the presidential campaign platforms and the RTA millage.
- Projected increases in passenger revenue are based on the new pricing mechanism for the MRide Agreement.

Committee members made the following requests related to future financial planning:

- Incorporate the commitments in the Sustainability Plan to account for the ecological and social justice bottom lines, in addition to the financial bottom line.
- Provide an assessment of projected and actual operating costs for the Blake Transit Center to guide future building projects.

Mr. Krieg thanked staff for their efforts to develop the new budget format.

4.2 AirRide

Mr. Carpenter provided an update on AirRide service. The contract with the current service provider expires in March 2017. Plans are in place to issue a Request for Proposals in October for a new service contract. The service model will include an airport access fee to comply with new airport regulations (the fee has been waived through the end of the current contract). The bid is being let to allow for transitional time, in the event a new vendor is awarded the contract. Mr. Krieg reported that there is a tremendous desire for an AirRide stop in Ypsilanti.

4.3 August Service Update

Copies of the new RideGuide were distributed to committee members. Mr. Carpenter reported that additional enhancements to service will begin on August 28 as part of the 5YTIP. Ms. Stasiak shared the following details on the service additions and changes:

- Route #6 – weekday service frequency between downtown Ann Arbor and the Meijer Store on Carpenter Road will be increased to every 15 minutes; a portion of the #6 route (6C) will serve Airport Boulevard and Costco
- Route #61 – new connector route serving Airport Boulevard, Avis Farms and businesses south of Ellsworth Road along State Street; coordinated transfers to route #6 on Airport Boulevard
- Route #32 – name change to Miller-Maple; weekday service to Skyline High School has been changed to serve bell times; most #32A trips will provide more

direct service between Stadium Boulevard, Maple Road and downtown Ann Arbor

- Seasonal service changes to routes serving EMU (Route #41 resumes on September 7) and service frequency on Route #62 (increases for service to UM campus)

Ms. Gainsley requested a succinct communication piece about changes to Route #32. Ms. Stasiak indicated that a document is being developed and will be provided. Ms. Gott thanked staff for the quality work on the RideGuide.

4.4 RTA Plan

Mr. Carpenter shared recent developments at the Regional Transit Authority (RTA). The RTA board recently voted to place a request for 1.2 mills on the November ballot and to create a Funding Allocation Committee (FAC) which must approve changes in allocations, changes in the RTA plan, and monitor plan spending and revenues. The RTA FAC will be comprised of one board member from each of the four counties and one member from Detroit; its actions must be approved unanimously. Mr. Carpenter reported that there do not appear to be any immediate implications from the change for Washtenaw County, but staff will continue to keep the board informed. Ms. Gryniewicz responded to questions on possible implications on fund allocation, but indicated that the terms are yet to be defined.

Committee members discussed the RTA. Ms. Gott requested that the AAATA board be provided information on the tools the RTA will be using for monitoring processes and procedures to track the development of projects benefiting Washtenaw County (at least at a conceptual level). Mr. Carpenter noted that updates on projects can be requested once the millage is approved and projects are started. Ms. Gryniewicz noted that a few further changes to the RTA Plan are scheduled to be discussed at the RTA board's August 18 board meeting. Mr. Carpenter made a commitment to continue to provide the board with updates on the RTA.

5.0 Public Participation

No one appearing, Ms. Gainsley declared Public Time closed.

6.0 Adjourn

There being no further business, Ms. Gainsley adjourned the meeting at 10:30 am.

Respectfully Submitted,

Karen Wheeler



Meeting Summary
August 9, 2016
Ann Arbor Area Transportation Authority
Performance Monitoring and External Relations Committee

Committee: Mike Allemang (Chair), Eli Cooper (telephone), Prashanth Gururaja (telephone)

Absent with Notice: Jack Bernard

Staff: Michael Benham, Matt Carpenter, Dawn Gabay, Sarah Pressprich Gryniewicz, Mary Stasiak, Phil Webb, Chris White, Michelle Whitlow

Mr. Allemang called the meeting to order at 3:36pm.

1 Additions to Agenda

Mr. Allemang added an RTA Update to the meeting agenda.

2 Communications and Announcements

There were no communications or announcements.

3 RTA Update

Mr. Carpenter reported on recent developments with the Regional Transit Authority (RTA). Oakland and Macomb counties raised some concerns that have been resolved. A Funding Allocation Committee (FAC) was created and will consist of the board member from Detroit and include one member from each of the four counties. Action by the FAC will require unanimous consent of its members. Mr. Carpenter confirmed that the RTA board voted to submit language to the election commissions to place a referendum on the November ballot.

Mr. Carpenter responded to a question on the potential implications on AAATA funding, if the RTA's millage is not successful. It was noted that the RTA could use a portion of AAATA's Local Bus Operating funding for administrative expenses, if the millage is defeated. Mr. Carpenter agreed to provide an update on the potential impact. Mr. Cooper suggested that a statutory amendment may be necessary to remedy anticipated issues. Mr. Carpenter noted the importance of communicating AAATA's needs to Washtenaw County RTA board members.

4 New Service Update

Mr. Carpenter reported that new service rolled out in May continues to do well. Mr. White reported on new service and service changes for August 28 which includes seasonal changes to routing serving college campuses. In addition, frequency on Route #6 between the Blake Transit Center and the Meijer store on Carpenter Road will be every 15 minutes. Route #6 will also serve Airport Boulevard near Costco and employers on Plaza Drive. A new route #61 will provide circulator service to business parks south of Ellsworth Road on State Street during peak hours. The circulator will connect to a transfer point on Airport Boulevard to get to Route #6. Mr. White reported on changes to Route #32 (implemented in May) that will reduce service to Skyline High School and provide more direct service to the Miller Road park and ride lot during afternoon peak hours.

5 Financials

Mr. Webb reported on the financials ten months into the fiscal year. Total revenues are under budget due to lower ridership. Expenses are under budget due to vacant positions and contracted maintenance (due to timing differences for projects). Mr. Webb reported that it is anticipated that AAATA will receive \$250,000 more than projected from the Ann Arbor local tax levy for the current fiscal year. The budget projection was flat and there was an increase. Overall the budget has a \$681,000 surplus. The surplus will decrease closer to September when drawing down of federal operating is stopped. A small surplus is projected for the budget at year end.

Mr. Webb referred to the Report to Treasurer which is consistent with recent months. Mr. Webb noted that the level of reserves is under the 2.5-month limit set by the Board. Mr. Carpenter reported that work will begin on a plan to address the shortage, noting that the item is identified in the draft FY2017 budget as an issue.

6 Performance

Mr. White reviewed the performance data. Fixed-route ridership continues to be down from the previous year. Mr. White noted that there were three fewer weekdays in July and the July 4 holiday was on a weekday. It is hoped that ridership will be made up in August which has two extra weekdays. Mr. White added that there was a decline in ARide ridership for the month. The reasons are unknown at this point, but will be investigated. Mr. White reported that ExpressRide ridership was down similar to previous years. AirRide continues to perform well and had a 6% ridership increase in July.

Mr. White reviewed the chart of Productivity by Route for fixed-route service for the third quarter. Productivity is down slightly on most routes with service changes in May. Productivity on routes with service expansion in May productivity down slightly on most routes. Mr. White noted that the service improvements were intentionally made during a low ridership period to allow for implementation at a time when it is easier to inform passengers and make service adjustments before the fall and significant increases in

ridership. Mr. Gururaja encouraged staff to think about where ridership can be increased. Mr. White reported that staff will be looking anxiously at what happens throughout September.

Mr. White referred to the Quarterly Service Standard Report which is missing data in several areas due to the phased implementation of the CAD/AVL system. Mr. White reported that the service standards are being met where there is data.

7 Response to Ridership Trends

Mr. Carpenter reported that discussions on ridership trends will resume after September. Ms. Stasiak reported on the following outreach campaigns to boost ridership:

- Securing a new contract with Ann Arbor Public Schools for more Exceptional Bus Passes
- Conversations with Ypsilanti Community Schools to contract for some students to ride AAATA to get to school
- Training 130 “student staff” at EMU to teach them how to use AAATA service so the “student staff” can then teach other EMU students
- Major outreach events with the International Student association at UM
- Participation in the Ann Arbor District Library Summer Game campaign; library card holders can ride AAATA buses for free on Fridays in August

8 Survey Research Services

Ms. Whitlow reported on a recommendation for approval of a contract with CJI Research Corporation for survey research services for up to five years. CJI’S services will be used to perform surveys to develop new services, shape promotional and educational programs and inform AAATA’s communication to riders and the community. Ms. Whitlow reported that staff followed a comprehensive bid process. Mr. White responded to questions on estimated costs for the different types of surveys. The rider survey usually costs \$50,000 and the survey of voters just under \$50,000. Mr. White noted that the annual contract expenditure is dependent on the timing of surveys which often cross two fiscal years.

Mr. Allemang suggested citing the average cost per year over the last contract. Mr. Carpenter agreed that information could be added to the Issue Brief to state the intention of the magnitude of the expenditure. Mr. Cooper recommended adding a reference in the resolution indicating that the annual amount expended on the contract will not exceed the budgeted amount.

The committee reached consensus on moving the resolution forward to the full board with the suggested amendments.

9 AirRide

Mr. Carpenter reported on an upcoming meeting with representatives from the RTA to discuss possible coordination of AirRide service. Regional control of AirRide is included in the RTA's Master Transit Plan for 2017. Mr. Carpenter reported that following the meeting it is expected that a technical recommendation on how to proceed with AirRide service can be brought to the board.

10 Adjourn

There being no further business, Mr. Allemang adjourned the meeting at 4:48pm.

Respectfully Submitted,

Karen Wheeler

**Ann Arbor Area Transportation Authority
Financial Report of Operations - Unaudited
For the Ten Months Ended July 31, 2016**

					Comparison to Prior Year		
	7/31/2016	7/31/2016	Favorable		7/31/2015	Favorable	
	Year to Date	Year to Date	(Unfavorable)	Percent	Year to Date	(Unfavorable)	Percent
	Budget	Actual	Variance		Actual	Variance	
Revenues:							
Passenger Revenue	\$1,993,490	\$1,827,244	(\$166,246)	-8.3% 1	\$1,866,850	(\$39,606)	-2.1%
Subcontracted Revenue	1,412,487	1,482,773	70,286	5.0% 1	1,386,967	95,806	6.9%
Special Fares (EMU,UofM,go!Pass)	1,890,800	1,694,938	(195,862)	-10.4% 1	1,895,983	(201,045)	-10.6%
Advertising, Interest, and Other	246,740	260,935	14,195	5.8%	269,859	(8,924)	-3.3%
Local Property Tax Revenue	11,477,300	11,725,669	248,369	2.2% 2	11,344,383	381,286	3.4%
Purchase of Service Agreements	1,175,910	1,227,612	51,702	4.4%	887,897	339,715	38.3%
State Operating Assistance	9,809,172	9,309,197	(499,975)	-5.1% 3	8,731,922	577,275	6.6%
Federal Operating Assistance	4,428,410	4,223,648	(204,762)	-4.6%	3,141,766	1,081,882	34.4%
Total Revenues	32,434,309	31,752,016	(682,293)	-2.1%	29,525,627	2,226,389	7.5%
Expenses:							
Operations Wages	9,067,868	8,752,474	315,394	3.5%	7,889,358	(863,116)	-10.9%
Maintenance Wages	2,365,072	2,272,674	92,398	3.9%	1,945,820	(326,854)	-16.8%
Administrative Wages	2,598,509	2,468,177	130,332	5.0%	2,347,822	(120,355)	-5.1%
Total Wages	14,031,449	13,493,325	538,124	3.8% 4	12,183,000	(1,310,325)	-10.8%
Fringe Benefits:							
Payroll Taxes	1,067,612	989,468	78,144	7.3%	891,878	(97,590)	-10.9%
Pension	1,072,427	996,750	75,677	7.1%	905,744	(91,006)	-10.0%
Medical Insurance	2,402,434	2,260,436	141,998	5.9%	2,001,565	(258,871)	-12.9%
Post-Retirement Benefits & HCSP	417,668	393,785	23,883	5.7%	346,585	(47,200)	-13.6%
Other Fringe Benefits	888,793	813,916	74,877	8.4%	739,963	(73,953)	-10.0%
Fringe Benefits	5,848,934	5,454,355	394,579	6.7% 5	4,885,735	(568,620)	-11.6%
	41.7%	40.4%					
Purchased Services:							
Contracted Maintenance	615,564	489,227	126,337	20.5% 6	465,524	(23,703)	-5.1%
Consulting Fees	433,213	349,436	83,777	19.3% 6	266,334	(83,102)	-31.2%
Security Services	286,400	268,465	17,935	6.3%	271,162	2,697	1.0%
Other Purchased Services	A 692,171	576,478	115,693	16.7%	740,884	164,406	22.2%
Purchased Services	2,027,348	1,683,606	343,742	17.0%	1,743,904	60,298	3.5%
Materials and Supplies:							
Diesel Fuel and Gasoline	1,648,920	967,585	681,335	41.3% 7	1,314,249	346,664	26.4%
Fuel Futures (Gains) or Losses	0	239,564	(239,564)	100.0% 7	374,993	135,429	36.1%
Bus Parts	730,160	727,437	2,723	0.4%	625,432	(102,005)	-16.3%
Printing	194,620	143,103	51,517	26.5% 8	132,446	(10,657)	-8.0%
Other Materials and Supplies	B 1,009,470	957,121	52,349	5.2%	824,252	(132,869)	-16.1%
Materials and Supplies	3,583,170	3,034,810	548,360	15.3%	3,271,372	236,562	7.2%
Utilities	C 470,855	362,222	108,633	23.1% 9	502,418	140,196	27.9%
Casualty & Liability Insurance	645,830	610,038	35,792	5.5%	438,223	(171,815)	-39.2%
Purchased Transportation:							
ARide and Good as Gold	2,285,623	2,911,866	(626,243)	-27.4% 10	2,543,968	(367,898)	-14.5%
Night Ride	473,689	459,737	13,952	2.9%	478,678	18,941	4.0%
Air Ride	941,130	1,016,256	(75,126)	-8.0%	1,017,222	966	0.1%
WWAVE, Northfield, MyRide, GRH	1,235,200	1,211,078	24,122	2.0%	1,243,942	32,864	2.6%
Purchased Transportation	4,935,642	5,598,937	(663,295)	-13.4%	5,283,810	(315,127)	-6.0%
Other Expenses	D 605,150	494,076	111,074	18.4%	487,600	(6,476)	-1.3%
Local Depreciation	248,330	339,500	(91,170)	-36.7% 11	247,500	(92,000)	-37.2%
Total Expenses	32,396,708	31,070,869	1,325,839	4.1%	29,043,562	(2,027,307)	-7.0%
Gain (Loss) from Operations	\$37,601	\$681,147	\$643,546		\$482,065	199,082	

Variations:

Detail of Budget Variances - Positive (Negative):

	July	July
	Year to Date	Year to Date
A: Other Purchased Services Variances:		
Management & Agency Fees	16,585	
Physical Exam Fees	5,723	
Legal Fees	45,698	
IT Services	10,485	
Custodial Services	(7,360)	
Internet Services	36,576	
Towing	(2,034)	
Admin Fee - Benefit Source	10,020	
	115,693	
B: Other Materials and Supplies Variances:		
Lubricants	(2,245)	
Tires, Tubes and Wheels	8,614	
Tools and Equipment	2,042	
Equipment Repair	3,944	
Other Materials and Supplies	4,655	
Computer Software	35,339	
	52,349	
C: Utilities Variances:		
Natural Gas		54,791
Electricity		37,961
Water		6,445
Telephone		9,436
		108,633
D: Other Expenses Variances:		
Uniform Expense		2,902
Postage		10,388
Dues and Subscriptions		7,137
Conference and Travel		7,407
Media costs		30,547
Employee Development		56,909
Wellness & Appreciation		10,649
Recruitment and Hiring		4,872
Equipment Rental		(19,737)
		111,074



2700 S. Industrial Highway
Ann Arbor, MI 48104

734.973.6500 Phone
734.973.6338 Fax
TheRide.org Online

MEMO

To: Board of Directors, Ann Arbor Area Transportation Authority
From: Philip Webb, Controller/Manager of Finance
Date: August 8, 2016
Re: Notes to the Financial Report of Operations – July 31, 2016

Message: The following are the explanations and notes for budget to actual variances for the AAATA's year-to-date unaudited financial report of operations, generally +/- 5.0% and \$20,000.

OVERALL – The Report of Operations reflects a **\$681,000** surplus for the first ten months of the fiscal year. As planned, a portion of the July 2016 property tax millage will be allocated toward the purchase of vehicles rather than used for operating expenses in FY 2016. This will amount to \$1.0 million in FY 2016.

REVENUES: Total Revenues are 2.1% under budget (unfavorable).

1. Passenger fares are under budget for fares on the bus from cash, tokens and 30-day passes. Subcontracted fares are higher than budget for ARide and AirRide. Special fares are under budget for UofM and go!passes due to lower ridership. Overall, fares are \$292,000 under budget or 5.5%.
2. Property taxes reflects all the property tax millages which was levied on July 1, 2016, along with the deferment of \$1.0 million from operating to capital for bus purchases in FY 2016. We will use \$3.85 million from the July 1, 2014 levy from FY 2014 and \$2.4 million from the July 1, 2015 levy and \$1.0 million from the July 1, 2016 levy to purchase 15 large buses and 2 small buses to provide the additional 5YTIP services. We received 9 buses in April 2016 and used \$4.3 million of the additional property taxes to pay for them.
3. State Urban Operating Assistance is under budget by \$517,000, because it is calculated on incurred eligible expenses x 30.8%, which are less than budgeted.

EXPENSES: Total Expenses are 4.1% under budget (favorable).

4. Wages are under budget for operations, maintenance and administration due to a few vacant positions, which are gradually being filled. The budget assumed we would need to hire 11 additional drivers to continue to operate ARide lift-van services on May 1, 2016, but we started contracting out the lift-van service out. The drivers that were operating the lift-van services before May 1, 2016 were transferred to fixed route to operate the additional service hours we implemented on May 1, 2016.
5. Fringe Benefits are under budget due to overall wages being under budget. Overall fringes are 40.4% of wages compared to the budgeted amount of 41.7%.
6. Contracted maintenance is under budget due to timing differences for projects. We expect to use the majority of the budget by the end of the fiscal year, including YTC renovation work. We had fewer snow storms this winter. Consulting fees are under budget due to timing of projects.
7. Fuel and fuel futures expenses are under budget by \$442,000, after consideration of the loss on fuel futures. We have averaged \$1.45 per gallon for fuel deliveries for October through July, compared to the budget of \$2.45 per gallon. However, we have had realized losses on fuel futures of \$240,000. Fuel prices have decreased slightly, with the August 3, 2016 ultra-low sulfur biodiesel (B10%) fuel delivery at \$1.30 per gallon.
8. Printing is under budget by \$47,700 due to timing of projects. We incurred more printing for the service expansion and some of those invoices are still coming in.
9. Utilities are under budget by \$108,600 due to timing of bills received and a milder winter.
10. ARide is over budget as demand and expenses have increased throughout the year and since May 1, 2016 when the subcontractor started operating the lift-van services, which were budgeted to be provided in-house.
11. Local depreciation is over budget due to the recent purchase of minivans for the VanRide program in late FY 2015. These vehicles were purchased with local funds.

Ann Arbor Area Transportation Authority
 Report to the Treasurer: Summary Operating Statement by Mode
 For the Ten Months Ended July 31, 2016

Year-To-Date Summary Operating Statement by Mode							
	Fixed	Demand	Express		N/S Rail, GDT,	Total	
Revenues (except Property Tax):	Route	Response	NonUrban	Ride	AirRide	UrbanCore, Van	Actual
Passenger Revenue	\$1,676,103	\$151,141	\$0	\$0	\$0	\$0	\$1,827,244
Subcontracted Revenue	\$0	\$450,203	\$87,000	\$0	\$901,793	\$43,777	\$1,482,773
Special Fares (EMU,UofM,go!Pass)	\$1,583,398	\$12,354	\$0	\$99,186	\$0	\$0	\$1,694,938
Advertising, Interest, and Other	\$226,907	\$7,984	\$0	\$0	\$0	\$26,044	\$260,935
Purchase of Service Agreements	\$625,446	204,454	\$332,404	\$12,500	\$0	\$52,808	\$1,227,612
State Operating Assistance	\$6,902,093	\$1,587,811	\$381,872	\$76,770	\$280,411	\$80,240	\$9,309,197
Federal Operating Assistance	\$2,928,479	\$180,841	\$171,220	\$60,796	\$0	\$882,312	\$4,223,648
Total Revenues	\$13,942,426	\$2,594,788	\$972,496	\$249,252	\$1,182,204	\$1,085,181	\$20,026,347
Expenses:							
Wages	12,093,664	743,812	30,095	128,784	72,211	424,758	\$13,493,325
Fringe Benefits	4,854,500	318,777	12,898	55,193	30,948	182,039	5,454,355
Purchased Services	1,300,395	0	5,051	15,670	14	362,476	1,683,606
Diesel Fuel, Net of Futures	1,177,118	19,600	0	10,431	0	0	1,207,149
Materials and Supplies	1,725,096	43,322	3,655	16,158	2,688	36,741	1,827,661
Utilities	342,756	16,336	0	3,130	0	0	362,222
Insurance	536,023	48,803	4,575	5,271	15,365	0	610,038
Purchased Transportation	0	3,648,770	914,245	0	1,016,256	19,666	5,598,937
Other Expenses	369,013	7,184	1,976	11,679	44,722	59,501	494,076
Local Depreciation	336,566	0	0	2,934	0	0	339,500
Total Expenses	22,735,131	4,846,605	972,496	249,252	1,182,204	1,085,181	31,070,869
Net Local Property Tax Applied	\$8,792,705	\$2,251,817	\$0	\$0	\$0	\$0	\$11,044,522
Percent of Total	79.6%	20.4%	0.0%	0.0%	0.0%	0.0%	100.0%
Local Property Taxes							\$11,725,669
Authority Wide Surplus (Loss)							\$681,147
Service Hours	199,509	94,530		1,724	7,642		303,405
Cost per Service Hour	\$ 113.96	\$ 51.27		\$ 144.58	\$ 154.70		
Passengers	5,164,644	139,190		24,450	72,114		5,400,398
Cost per Passenger	\$ 4.40	\$ 34.82		\$ 10.19	\$ 16.39		\$ 5.75
Percent of Expenses Paid by Riders	14.3%	12.7%	8.9%	39.8%	76.3%		16.1%
Percent of Expenses Paid by Local Tax	38.7%	46.5%	0.0%	0.0%	0.0%		35.5%

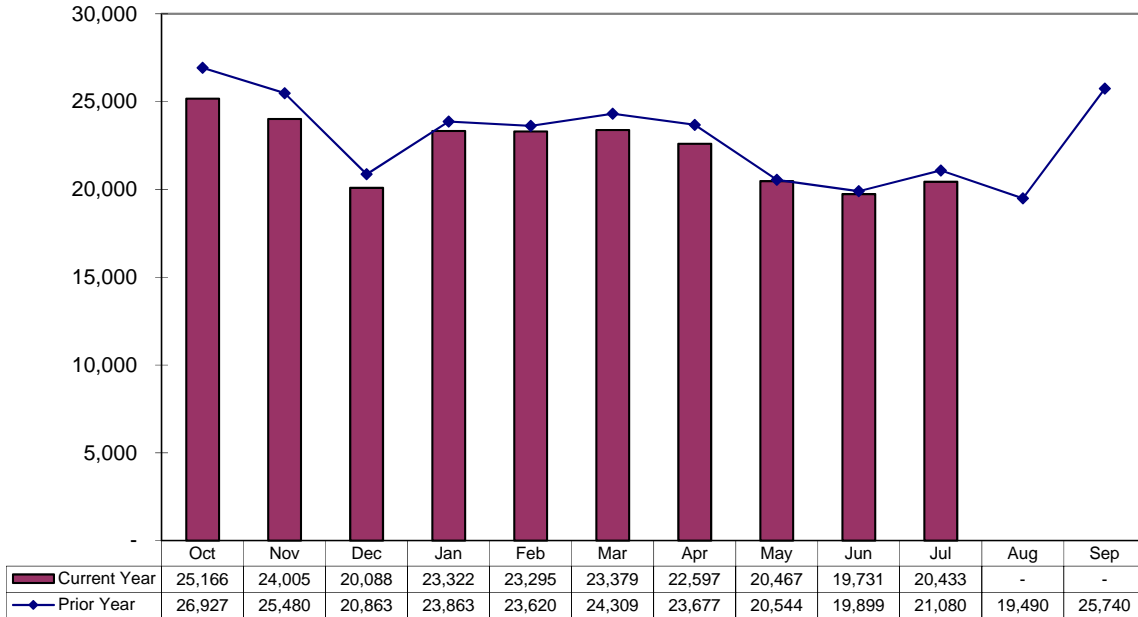
Balance Sheet	
Assets:	7/31/2016
Cash & Investments	\$7,404,688
Accounts Receivables	245,189
Grants Receivables	2,204,715
Other Receivables	10,367,933
Inventory (Parts, Fuel)	843,805
Prepaid Expenses	477,757
Total Current Assets	21,544,087
Land & Buildings	36,103,440
Equipment	72,784,103
Accum Depreciation	(48,616,316)
Net Capital Assets	60,271,227
Total Assets	\$81,815,314
Liabilities:	
Accounts payable	\$598,141
Accrued Payroll	332,469
Accrued Sick/Vacation	1,524,808
Other Accruals	977,117
Unearned Revenue	1,082,824
Post-Retire Benefits	275,145
Total Liabilities	4,790,504
Net Position	
Unrestricted (GASB 31)	11,087,523
Unrestricted (Fuel Savings)	271,256
Unrestricted (Available)	5,394,804
Total Unrestricted	16,753,583
Invested in Capital Assets	60,271,227
Total Net Position	77,024,810
Total Liab & Net Position	81,815,314
Total FY 2016 Expenses*	\$38,655,850
Months in Unrestricted	
Net Assets (Min 2.5)	1.67
Amount below Minimum	(\$2,658,498)

*Expenses do not include R&D projects

Average Weekday Passengers

July 2016

Fixed Route Average Weekday Passengers



A-Ride Average Weekday Passengers



Ann Arbor Area Transportation Authority

Performance Report - Year to Date

Urban Fixed-Route Service

July 2016

Performance Indicators	Actual		Budgeted		Previous Year	
	Year to Date		Year to Date	% Variance	to Same Date	% Variance
Average # of Weekday Passengers	21,885				22,648	-3%
Passengers per Service Hour	25.9		31.4	-18%	29.1	-11%
Operating Expense per Passenger	\$ 4.40		\$ 3.93	12%	\$ 4.05	9%
Operating Expense per Service Hour	\$ 113.96		\$ 123.66	-8%	\$ 117.78	-3%
Operating Expense per Service Mile	\$ 8.46		\$ 8.85	-4%	\$ 8.62	-2%
Percent of Cost paid by Passenger	14.3%		15.7%	-9%	16.3%	-12%

Base Data	Actual		Previous Year	
	Year to Date		to Same Date	% Variance
Service Inputs				
AAATA Operating Expenses	\$ 22,735,131		\$ 21,363,186	6.4%
Service Outputs				
AAATA Service Hours	199,509		181,388	10.0%
AAATA Service Miles	2,686,064		2,479,678	8.3%
Service Consumption				
AAATA Passengers	5,164,644		5,275,958	-2.1%
AAATA Passenger Revenue	\$ 3,259,501		\$ 3,484,002	-6.4%
Total # of Weekday Passengers	4,639,624		4,846,740	-4.3%

Number of Weekdays
 Fy 2015: 214
 Fy 2016: 212

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

Urban Demand-Response Service

July 2016

Performance Indicators	Actual		Budgeted		Previous Year	
	Year to Date		Year to Date	% Variance	to Same Date	% Variance
Average # of Weekday Passengers	532				515	3%
Passengers per Service Mile	0.124		0.145	-15%	0.124	0%
Operating Expense per Passenger	\$ 34.82		\$ 27.81	25%	\$ 30.66	14%
Operating Expense per Service Mile	\$ 4.31		\$ 4.04	7%	\$ 3.79	14%
Percent of Cost paid by Passenger	13%		18%	-29%	14%	-10%

Base Data	Actual		Previous Year	
	Year to Date		to Same Date	% Variance
Service Inputs				
Urban DR Operating Expenses	\$ 4,846,605		\$ 4,190,321	16%
Service Outputs				
Urban DR Service Miles	1,124,443		1,104,738	2%
Service Consumption				
Urban DR Passengers	139,190		136,649	2%
Urban DR Passenger Revenue	\$ 613,698		\$ 589,503	4%
Total # of Weekday Passengers	115,392		111,774	3%

Number of Weekdays Fy 2015: 218
 Fy 2016: 217

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

ExpressRide - Fixed-Route Service			July 2016			
Performance Indicators	Actual		Budgeted		Previous Year	
	Year to Date		Year to Date	% Variance	to Same Date	% Variance
Average # of Weekday Passengers	115				139	-17%
Passengers per Service Hour	14.2		19.9	-29%	17.0	-17%
Operating Expense per Passenger	\$ 10.19	\$	6.79	50%	\$ 8.31	23%
Operating Expense per Service Hour	\$ 144.61	\$	135.39	7%	\$ 141.63	2%
Operating Expense per Service Mile	\$ 5.46	\$	5.14	6%	\$ 5.35	2%
Percent of Cost paid by Passenger	39.8%		60.0%	-34%	51.7%	-23%

Base Data	Actual		Previous Year	
	Year to Date		to Same Date	% Variance
Service Inputs				
Operating Expenses	\$ 249,252	\$	246,409	1%
Service Outputs				
Service Hours	1,724		1,740	-1%
Service Miles	45,612		46,042	-1%
Service Consumption				
Passengers	24,450		29,653	-18%
Passenger Revenue	\$ 99,186	\$	127,394	-22%
Total # of Weekday Passengers	24,450		29,653	-18%

Number of Weekdays Fy 2015: 214
 Fy 2016: 212

Ann Arbor Area Transportation Authority

Performance Report - Year to Date

AirRide - Fixed Route Service

July 2016

Performance Indicators	Actual		Budgeted		Previous Year			
	Year to Date		Year to Date	% Variance	to Same Date	% Variance		
Average # of Weekday Passengers	246				228	8%		
Passengers per Service Hour	9.4		8.4	13%	9.1	3%		
Operating Expense per Passenger	\$	16.39	\$	19.06	-14%	\$	17.47	-6%
Operating Expense per Service Hour	\$	154.70	\$	159.44	-3%	\$	159.71	-3%
Operating Expense per Service Mile	\$	4.77	\$	4.93	-3%	\$	4.92	-3%
Percent of Cost paid by Passenger	76.3%		53.0%	44%	70.8%	8%		

Base Data	Actual		Previous Year		
	Year to Date		to Same Date	% Variance	
Service Inputs					
Operating Expenses	\$	1,182,204	\$	1,191,959	-1%
Service Outputs					
Service Hours	7,642		7,463	2%	
Service Miles	248,009		242,209	2%	
Service Consumption					
Passengers	72,114		68,235	6%	
Passenger Revenue	\$	901,793	\$	844,062	7%
Total # of Weekday Passengers	53,290		49,716	7%	

Number of Weekdays
 Fy 2015: 218
 Fy 2016: 217

SERVICE STANDARD REPORT

April - June 2016

1. **Reliability Goal:** 90% of trips completed on-time

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent on-time – route endpoint	XX%	91%	90%	88%	91%

Data is not available this quarter due to the implementation of AAATA's new CAD/AVL system from Clever Devices.

2. **Condition of Bus Goal:** *80% of buses will score 80 or higher on the 100-point scale which measures vehicle cleanliness and condition for riders.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	85	85	85	85	84
Percent of buses exceeding 80 points	95%	91%	90%	93%	81%

3. **Safety Goal:** *3.5 accidents / incidents or less per 100,000 miles of service.*

The goal is based on the AAATA definition of an accident which is included in the labor agreement: "A vehicle accident is defined as any occurrence wherein an AAATA vehicle comes into contact with another vehicle, object, or person causing property damage or personal injury. All rear-end collisions, all collisions resulting from backing of vehicles, and all collisions with people will be considered as accidents regardless of the degree of resulting damage or injury. A passenger accident is defined as any occurrence wherein passengers onboard, boarding, or alighting from a vehicle, stumble or fall or are thrown by the movement of a vehicle."

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
<u>Labor Agreement Definition</u>					
Total Accidents / Incidents	31	27	30	29	12
Accidents / Incidents per 100,000 miles	3.5	3.4	3.8	3.8	1.6
Preventable Accidents /Incidents	13	11	17	14	7

Preventable Accidents / Incidents
per 100,000 mi. **1.5** 1.4 2.2 1.9 0.9

The AAATA also reports on accidents and incidents to the National Transit Database (NTD). To be reportable to NTD, the accident or incident must result in property damage in excess of \$25,000, an injury requiring immediate medical attention away from the scene, a fatality, or an evacuation for safety reasons.

National Transit Database Definition

Reportable Crashes / Incidents **2** 1 3 3 2

4. **Vehicle Load Factor:** *Routes with more than 2% of trips with standing loads will be evaluated for potential action*

Data is not available this quarter due to the implementation of AAATA's new CAD/AVL system from Clever Devices.

5. **Driver Courtesy and System Performance Goal:** *All complaints will be investigated.*

All complaints are being investigated. The following provides a tabulation of complaints for the quarter.

Category	April		May		June		Total		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	1	1	2	0	1	2	4	3	7
Careless/Unsafe Driving	0	2	0	2	0	6	0	10	10
Rudeness/Lack of Courtesy	3	6	3	9	3	11	9	26	35
Other Operator Actions	1	16	2	5	2	6	5	27	32
Bus Off Schedule	1	4	1	4	0	2	2	10	12
Incorrect Information	0	0	0	0	0	0	0	0	0
Equipment/Facilities	0	0	0	1	0	0	0	1	1
System (policies/rates/etc.)	5	7	6	11	3	11	14	29	43
Other AATA	0	0	0	0	0	0	0	0	0
Subcontracted Service	6	1	3	4	2	1	11	6	17
TOTAL	17	37	17	36	11	39	45	112	157

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	112	133	159	178	252
Valid Complaints	45	33	43	51	101
Compliments	34	32	39	40	33

6. **Fixed-Route Service in the Urbanized Area Productivity Goal:** *25 passengers per service hour or higher in local, fixed-route service.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	23.1	27.9	27.9	27.6	27.8

A major service revision was implemented on May 1 which significantly increased service hours:

Weekdays - +14%

Saturdays - +13%

Sundays - +20%

The service revision includes service in some new areas, but primarily increases the frequency and directness of service. As a result, the initial drop in productivity was expected. Over time, the increase in service is expected to grow ridership to meet this service standard.

7. **Overall AAATA System Productivity Goal:** *20 passengers per service hour or higher in all fixed route service including ExpressRide, AirRide and event services.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	22.4	27.2	27.1	27.3	26.9

Express services like ExpressRide and AirRide have fewer stops and longer trips. As a result, they average between 8 and 20 riders per service hour. Inclusion of these services results in a slightly lower productivity for the system as a whole compared to the local fixed-route services alone in standard #6, above.

PRODUCTIVITY BY ROUTE

Fixed-Route Service 3rd Quarter FY 2016

Route No. and Name		April - June 2016						
		Rides	Service Hours	Rides per Service Hour	Jan - Mar 2016	Oct - Dec 2016	Jul - Sep 2015	Apr - Jun 2015
3 (3)	Huron River	65,830	3,486	18.9	21.9	20.9	23.2	25.6
4 (4)	Washtenaw	285,003	8,422	33.8	35.5	36.6	36.2	35.9
5 (5)	Packard	138,308	5,765	24.0	26.8	24.7	23.7	24.1
6 (6)	Ellsworth	139,552	4,503	31.0	32.2	34.8	34.6	34.4
Total Ann Arbor to Ypsilanti		628,693	22,177	28.3	30.6	30.8	30.8	31.2
21 (17)	Amtrak - Depot	5,943	574	10.3	12.8	10.9	11.6	15.1
22 (1)	Pontiac - Dhu Varren	61,613	2,213	27.8	33.6	32.5	29.7	26.1
23 (2)	Plymouth	148,857	5,497	27.1	28.0	28.5	30.5	28.4
24 (7)	South Main East	78,235	4,034	19.4	20.5	21.4	21.5	20.9
25 (16)	Ann Arbor Saline Road	26,438	1,702	15.5	16.7	19.0	19.2	18.7
26	Scio Church	5,206	609	8.6	-	-	-	-
27	W Stadium - Oak Valley	11,917	1,093	10.9	-	-	-	-
28 (8)	Pauline	53,640	1,403	38.2	45.9	41.2	42.5	42.8
29	Liberty	9,831	744	13.2	-	-	-	-
30	Jackson	23,383	1,135	20.6	-	-	-	-
31	Dexter	14,123	751	18.8	-	-	-	-
32	Miller - Skyline - W Stadium	36,961	2,302	16.1	-	-	-	-
33 (13)	Newport	9,859	704	14.0	17.1	18.3	16.0	16.2
Old Routes without equivalent new Route		50,011	1,783	28.1	29.7	27.8	25.8	26.5
Total Ann Arbor Locals		536,017	24,543	21.8	27.2	26.8	26.6	25.8
41 (33)	EMU College of Business	9,825	244	40.2	52.8	53.6	53.0	40.9
42	Forest MacArthur	25,877	1,125	23.0	-	-	-	-
43	E Michigan Ave	10,128	752	13.5	-	-	-	-
44	Ecorse - Tyler	16,332	751	21.7	-	-	-	-
45	Grove	16,788	1,077	15.6	-	-	-	-
46 (46)	Huron - Textile	23,218	2,166	10.7	16.5	9.7	11.3	11.3
47	Harriet - W Michigan	9,690	748	13.0	-	-	-	-
Old Routes without equivalent new Route		34,147	969	35.2	35.6	36.3	37.7	39.3
Total Ypsilanti Locals		146,005	7,831	18.6	32.9	28.4	25.0	30.4
60 (609)	Dexter - UM	11,983	410	29.3	38.5	28.0	24.6	26.1
61	Airport - Avis Farms	-	-	-	-	-	-	-
62 (36)	State - UM	59,938	2,042	29.3	34.5	33.7	26.5	29.6
63 (1U)	Pontiac - UM	4,154	294	14.1	10.9	19.4	17.1	13.4
64 (14)	Geddes - E Stadium	9,775	689	14.2	19.2	18.8	16.8	16.5
65 (2)	Green - UM	16,342	1,048	15.6	-	-	-	-
66 (22)	Carpenter - Huron Pkwy	45,297	2,909	15.6	18.3	18.9	16.5	17.1
67 (67)	Platt - Michigan	1,293	765	1.7	1.3	2.1	3.2	-
68	Harris - Ford	414	516	0.8	-	-	-	-
Total Cross Town		149,196	8,674	17.2	23.1	22.7	19.8	21.5
Local Fixed-Route Subtotal		1,459,911	63,225	23.1	28.4	27.9	27.3	27.8
Community Services								
	Senior Ride	837	73	11.5	11.2	5.4	8.8	10.7
	Art Fair	-	-	-	-	-	72.9	-
	FootBall	-	-	-	-	39.8	50.3	-
Total Community Service		837	73	11.5	11.2	33.8	62.8	10.7
ExpressRide Services								
91	ExpressRide Chelsea	3,753	246	15.2	16.2	13.8	14.5	16.6
92	ExpressRide Canton	3,701	274	13.5	14.9	12.9	13.8	14.7
Total ExpressRide Service		7,454	520	14.3	15.5	13.3	14.1	15.6
98	AirRide	13,119	2,235	5.9	9.3	10.7	5.4	8.7
Total AirRide Service		13,119	2,235	5.9	9.3	10.7	5.4	8.7
Total		1,481,321	66,053	22.4	27.5	27.1	27.0	26.9

Issue Brief: Survey Research Services

Meeting: Board

Date: August 18, 2016

Agenda Item: 8.1

Recommended Committee Action(s):

Receive for information.

Review for consideration of Board Approval at August 18, 2016 meeting.

Summary:

Ann Arbor Area Transportation Authority (AAATA) staff requests that the Board of Directors approve award of a contract for survey research services.

Background:

AAATA contracts for professional survey research and data analysis services in an effort to learn the views and needs of our riders as well as those of the general public. AAATA staff uses the information gleaned through surveys and analysis to modify existing service (i.e., adjusting time points on a bus route), develop new services (*RideGuides* in Spanish, the Transit Master Plan), shape promotional and educational programs, and inform AAATA's communication to riders and the community.

With this service, AAATA will be able to identify more clearly the needs of the riders and community, resulting in more-timely and better-informed decisions, backed up with solid research. In addition, the efficiency gained from having an informed direction reduces the risk of waste of time and money, and encourages the community's confidence in AAATA to make the best of available resources.

AAATA's current contract for survey research services expires August 25, 2016. To maintain the availability of research services, staff issued a Request for Proposal (RFP) for Survey Research Services, and received and evaluated competitive proposals. As a result of this process, staff requests that the Board of Directors approve award of a contract to CJI Research Corporation for survey research services.

Impacts of Recommended Action(s):

- **Budgetary/Fiscal:** AAATA has spent an average of \$73,600 per year under its' current contract for survey research services. Planned expenditures for FY2017 are about \$45,000.
- **Environmental:** None.
- **Social:** An accurate view of rider and community priorities helps AAATA provide the best service and information about AAATA. It also helps promote a sense of rider and community inclusion in AAATA decision making.
- **Governance:** None

Resolution 24/2016

APPROVAL OF CONTRACT FOR SURVEY RESEARCH SERVICES

WHEREAS, Ann Arbor Area Transportation Authority (AAATA) contracts for professional survey research and data analysis services in an effort to learn the views and needs of our riders and those of the general public, and

WHEREAS, AAATA uses the data to modify existing service, develop new services, shape promotional and educational programs, and inform AAATA's communication to riders and the community, and

WHEREAS, AAATA's current contract for survey research services will expire on August 25, 2016, and

WHEREAS, AAATA staff issued Request for Proposals (RFP) #2016-21 for Survey Research Services, and received and evaluated competitive proposals, and

WHEREAS, the Proposal from CJI Research Corporation of Columbus, OH has been determined to be the most advantageous to AAATA, and

WHEREAS, the cost of survey research services is expected to exceed \$100,000 over five years, and Board policy requires advance authorization to incur products or services over \$100,000, and

WHEREAS, the annual costs for survey services will be included in each annual budget, and expenditures will not exceed the budgeted amount,

NOW, THEREFORE, BE IT RESOLVED, that the AAATA Board of Directors hereby authorizes execution of a contract with CJI Research Corporation to provide survey research services for a one-year term, with up to four (4) one-year renewal options.

Eric A. Mahler, Chair

August 18, 2016

Acting Secretary

August 18, 2016

AUGUST 9, 2016 LAC MEETING MINUTES

UNLESS POSTED, LAC MEETINGS ARE HELD THE SECOND TUESDAY OF EVERY MONTH (EXCEPT JULY) FROM 10 A.M. TO 12 NOON AT AAATA's MAIN OFFICE: 2700 S. INDUSTRIAL HWY., ANN ARBOR (734) 973-6500

1.0 INTRODUCTION OF ATTENDEES

LAC Executive Members Present:

Rebeca Burke, Cheryl Weber, Jody Slowins, Stephen McNutt, Liz Aldridge, Deb Poster

Board Liaison:

TheRide Liaison: Brian Clouse

LAC Members: Cathy-Alice Koyanagi (Rider)

LAC Guests: Darryl Johnson (RideCorp), Kathleen Mozak-Betts (Rider) Mary Stasiak (AAATA), Bill De Groot (AAATA), Matt Carpenter (AAATA CEO)

Commonly Used Acronyms	
AACIL	Ann Arbor Center for Independent Living
AAATA	Ann Arbor Area Transportation Authority
AAA1B	Area Agency on Aging 1B
AADL	Ann Arbor District Library
ADA	Americans With Disabilities Act
BTC	Blake Transit Center
CAC	Citizens Advisory Council (RTA)
CSR	Customer Service Representatives
ETA	Estimated Time of Arrival
FOIA	Freedom of Information Act
JFS	Jewish Family Services
LAC	Local Advisory Council
MDOT	Michigan Department of Transportation
PPA	Partners in Personal Assistance
PEX	Peoples Express
PMER	Performance Monitoring and External Relations
RICC	Regional Interagency Consumer Committee
RFP	Request For Proposal
RTA	Regional Transportation Authority
SMART	Suburban Mobility Authority for Regional Transportation
WATS	Washtenaw Area Transportation Study
WCC	Washtenaw Community College
WAVE	Washtenaw Area Value Express

AUGUST 9, 2016 LAC MEETING MINUTES

2.0 COMMUNICATIONS AND ANNOUNCEMENTS

2.1 Ms. Burke informed the LAC of service closure on Monday, September 5 due to the Labor Day holiday.

3.0 REVIEW AND APPROVAL OF MINUTES

The LAC approved the June minutes with an amendment to the first sentence in item 6.2 to include the missing word (**and**), and spelling correction to Ms. Aldridge's name.

4.0 PUBLIC COMMENT TIME (5 MINUTE TIME LIMIT PER SPEAKER)

4.1 Mr. Carpenter introduced the prospect of AAATA hiring a consultant to help with AAATA's review of the paratransit program and services. He explained the review as a proactive means to involve the community in understanding paratransit services, what their expectations of service are, and to ensure the sustainability of paratransit services for the future. Mr. Carpenter explained that should the AAATA Board approve this project, that he will be asking the LAC for their assistance in developing a plan of work for the consultant as well as best methods to introduce and communicate this project with the community. Mr. Clouse distributed the FY 2017 Project Overview handout.

4.2 Ms. Koyanagi inquired on the structure of AAATA's Board and committees. Mr. Carpenter explained the structure. Ms. Stasiak informed Ms. Koyanagi of Board-related meeting times. Mr. Clouse stated he would provide her with more information following the meeting.

4.3 Ms. Burke inquired on the level of public input Mr. Carpenter was interested in. Ms. Stasiak explained that Mr. Carpenter is asking for the LAC's help to structure the dialogue with the community.

4.4 Ms. Aldridge asked what community Mr. Carpenter was referring to. Ms. Stasiak responded that the community Mr. Carpenter referred to was with persons who travel by paratransit and fixed-route bus lines.

4.5 Ms. Mozak-Betts explained that she loves to ride the buses every day but experienced one trip that she was unable to board because there was no space for her wheelchair, and that the driver did not provide the assistance she expected. Mr. Copeland explained that the new buses are narrower and that boarding two riders who use wheelchairs is challenging but the driver should have attempted to rearrange the first rider in order to board her. Mr. Copeland stated that AAATA is looking into the matter.

AUGUST 9, 2016 LAC MEETING MINUTES

- 4.6** Mr. Clouse announced the new expansion of fixed route 61 along State Street in Pittsfield Township and explained how A-Ride will expand in-kind.

5.0 AAATA BOARD MEETING REPORT

- 5.1** There was no Board report

Governance Committee LAC Items: None

6.0 BUSINESS ITEMS

6.1 LAC Retreat Debrief

Ms. Slowins submitted an email describing her satisfaction with the LAC retreat and presentation. Ms. Aldridge stated she was pleased with the organization of the retreat but felt additional time would be beneficial. Ms. Koyanagi suggested the next retreat should include a tour of AAATA and RideCorp business offices. Comments taken at the retreat regarding Mr. Bernard were positive and noted that he is actively concerned with services for people who have disabilities.

6.2 LAC Terms / LAC Executive Application

Mr. Clouse presented the list of current LAC Executive members and their terms. He reported that the terms of Ms. Burke and Ms. Slowins will end at the September meeting and there will be three open seats on the LAC Board at that time. Ms. Koyanagi submitted her verbal application for appointment to the LAC Executive Board. The LAC unanimously nominated Ms. Koyanagi for recommendation to AAATA's Executive Board for appointment on the LAC Board. Mr. Clouse stated he would prepare the annual letter of appointment for approval by the AAATA Board at their September meeting.

6.3 Dial-A-Ride Plus

Mr. De Groot described the new pilot program called Dial-A-Ride Plus that is anticipated to go into limited service in 2017 in southern Ypsilanti Township. Mr. De Groot explained that at some point along the development process the LAC would be involved and one or two board members would be invited to participate in the provider evaluation process.

6.4 Disability Training

Mr. Clouse explained his vision on developing a practical training video with collaboration and involvement from riders with disabilities and local community resources. Open discussion ensued.

AUGUST 9, 2016 LAC MEETING MINUTES

7.0 PUBLIC COMMENT TIME (5 MINUTE TIME LIMIT PER SPEAKER)

7.1 Ms. Mozak-Betts stated that a bus stop on Eisenhower is not accessible to people who use wheelchairs because the grassy ground is lower than the curb. She explained how drivers help her by stopping at a level and hard surface at a driveway entrance for her to exit.

8.0 FUTURE AGENDA ITEMS

1. TBA

9.0 ADJOURN

The meeting unanimously adjourned at 12:00 noon

Respectfully Submitted,

Brian Clouse, TheRide Paratransit Coordinator

Next Meeting, Tuesday, September 13, 2016, 10:00 a.m. to 12 noon