



It is the Mission of the Ann Arbor Area Transportation Authority to provide accessible, reliable, safe, environmentally responsible, and cost-effective public transportation options for the benefit of the Ann Arbor Area Community.

Proposed Minutes
Ann Arbor Area Transportation Authority
Board of Directors Meeting
Thursday, September 17, 2015
Ann Arbor District Library, 343 South Fifth Avenue, Ann Arbor, Michigan, 6:30 p.m.

Board Present: Mike Allemang, Susan Baskett, Jack Bernard, Eli Cooper, Gillian Ream Gainsley, Sue Gott, Charles Griffith (Chair), Larry Krieg, Eric Mahler, Stephen Wade

Staff: Michael Benham, Jan Black, Terry Black, Matt Carpenter, Ron Copeland, Bill De Groot, Deb Freer, Dawn Gabay, Nancy Shore, Mary Stasiak, Phil Webb, Chris White, Michelle Whitlow

LAC Representative: Rebecca Burke

Recording Secretary: Karen Wheeler

Board Chair Charles Griffith declared that a quorum was present and called the meeting to order at 6:31 p.m.

1.0 Public Hearing – None Scheduled

There was no Public Hearing.

2.0 Communications and Announcements

There were no communications or announcements.

3.0 Public Time – Comment on Agenda Items

Carolyn Grawi appeared before the Board. Ms. Grawi commented on performance monitoring indicators, shared details of the inability of some A-Ride passengers to book trips when needed. Ms. Grawi indicated that she received a communication from AAATA staff about her concerns. Ms. Grawi suggested modifying A-Ride driver assignments to accommodate more trips. Ms. Grawi commented on overcrowding on some fixed-route service despite extra services, noting the same experience on the A-

Ride program. Ms. Grawi requested that work is done to provide efficient, effective service all the time.

Jack Bernard asked if customers are not able to schedule same-day rides or advance reservations at desired times. Ms. Grawi responded that people are not able to schedule rides when they need them, and suggested that there are a myriad of issues in the call center including inaccurate information being given and unacceptable timeliness of calls.

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

4.0 Review and Approval of Minutes

4.1 Review and Approval of Minutes of August 20, 2015

Larry Krieg moved approval of the minutes as written with support from Eli Cooper. The motion carried.

5.0 Election of Officers – Term of Office October 1, 2015-September 30, 2016

5.1 Election of Board Chair, Treasurer and Secretary

Charles Griffith thanked the Nominating Committee for their work. Committee representative Jack Bernard reported on the Committee's recommended slate of officers: Chair – Eric Mahler, Treasurer – Eli Cooper, and Secretary – Susan Baskett.

Ms. Griffith called for other nominations from the floor. Hearing none, Mr. Griffith declared the nominations closed.

Jack Bernard moved that the Board appoint Susan Baskett to the office of Secretary for the 2015-16 Fiscal Year. Larry Krieg supported the motion which passed unanimously.

Jack Bernard moved that the Board appoint Eli Cooper to the office of Treasurer for the 2015-16 Fiscal Year. Mike Allemang supported the motion which passed unanimously.

Jack Bernard moved that the Board appoint Eric Mahler to the office of Chair for the 2015-16 Fiscal Year. Susan Baskett supported the motion which passed unanimously.

5.2 Local Advisory Council Liaison Appointment

Charles Griffith appointed Jack Bernard Local Advisory Council Liaison for the FY2015-16 Fiscal Year.

6.0 Board and Staff Reports

6.1 Chief Executive Officer

Matt Carpenter reported that the Board committee meetings occurred as planned and were successful. Mr. Carpenter welcomed Brian Clouse back following an extended absence, and announced the retirement of Ed Robertson, Manager of Human Resources. Mr. Carpenter highlighted some of the significant contributions Mr. Robertson made during his 20 year tenure with the organization. Mr. Carpenter shared details of upcoming public presentations by the Regional Transit Authority to share information on major planning initiatives for the greater southeast Michigan area.

6.2 Planning and Development Committee

Larry Krieg presented the Planning and Development Committee report. Dr. Krieg reported that the committee received an update on development of the Sustainability Plan, the purchase of vehicles for the VanRide Program, and the annual operating budget. Dr. Krieg noted that the Sustainability Plan was prepared with a great deal of cooperation from representatives from other parts of the Ann Arbor community. The Sustainability report will be available for comment through October. The action items on the purchase of VanRide vehicles and the annual operating budget were moved forward to the full Board with the Committee's recommendation.

6.3 Performance Monitoring and External Relations Committee

Susan Baskett presented the Performance Monitoring and External Relations Committee report. The Committee received reports on three action items, all contracts with the Michigan Department of Transportation. The Committee endorsed the action items for consideration by the full Board.

The committee received the financial and operating reports for 11 months of the fiscal year. The Report of Operations includes a small surplus. Weekday fixed-route ridership is down slightly, while weekend ridership is steady. The reduction in weekday riders is believed to be attributed to the Labor Day holiday and the opening of school falling later this year.

The committee received a report on revisions to the 5-Year Transportation Improvement Program. A significant outreach effort is planned, including nine public meetings to receive input on the plan and explain the changes. The

committee agreed on their FY2016 meeting schedule and received updates on the CAD/AVL project, A-Ride service, and planning work underway at the Regional Transit Authority.

Presentation on 5YTIP

Chris White made a [presentation](#) on the 5YTIP service changes that will be implemented in May, 2016. Mr. White referred to a booklet detailing the service changes including pages from the RideGuide (maps and schedules for the routes). The booklet will be available at public meetings and online. Mr. White reported that a presentation on the specific changes will be made at each of the nine public meetings, and input sought from attendees. Mr. White added that staff would also spend time talking with individuals about how the service impacts them.

Mr. White reported on recent service improvement progress: 2012-13 advance implementation with additional service on routes #4 and #5 and new AirRide service; adoption of the 5YTIP in January 2014; millage approval in Ann Arbor, Ypsilanti and Ypsilanti Township in May 2014 for 5YTIP service; and Phases I and II of the 5YTIP implemented in August 2014 and August 2015 respectively.

Mr. White reported on the service improvements scheduled for May 2016. The three Ypsilanti local service routes will be replaced with replaced with 6 new routes. Four routes providing Ann Arbor local service will be replaced with 6 new routes with more direct service.

Mr. White displayed the complete system map in the booklet, noting that the map includes only those routes scheduled for change. Mr. White reported on details of the route changes which are included in the service change booklet.

Mr. White reported on next steps. The public input process concludes on October 18 with final recommendations by staff due for presentation to the Board in November. New service will begin on May 1, 2016.

Board members commented on the presentation. Suggestions included adding information to the map to depict the fact that new service to Scio Township is dependent on a successful millage initiative; adding a key to the route numbering system (including letters), identifying current routes *and* proposed routes; adding route variations to the departure board at the BTC; and adding the public meeting schedule to social media and sharing the schedule with public radio stations.

There was some discussion around the use of letters as part of the route identification convention which staff agreed to explore further. Suggestions

included using a font that clearly differentiates letters from numbers, better spacing, and consideration for whether including letters in route identification is too confusing.

Staff confirmed that some amendments to the map could be made, and it was noted that the public meeting schedule would be posted to social media and announced to news outlets through a press release to be issued following the board meeting.

Mr. White explained the purpose of the information package which is to highlight the last set of potential changes to the routes. Larger scale materials will be prepared later to explain the renumbering system as discussing it too early may cause confusion. Mr. White added that while it is important to share an understanding of all service changes, highlights to the 5YTIP service will be emphasized as once the Board adopts the service changes in November, the changes will be fixed.

6.4 Washtenaw Area Transportation Study

Larry Krieg reported that the Washtenaw Area Transportation Study Policy Committee did not meet this month due to lack of material.

6.5 Local Advisory Council

Rebecca Burke presented the Local Advisory Council report. Attendees discussed difficulty accessing reports on the website. It is hoped that work will continue to make the website more accessible and friendly. Ms. Burke reported that there have been concerns about A-Ride reservation call wait times with calls averaging six minutes. Ron Copeland responded to concerns about call wait times noting that bookings can take time. Ms. Burke and Tracy Byrd, Travel Trainer, reported on the work of the Designated A-Ride Stop Committee to designate stops at multi-entrance destinations such hospitals and medical campuses. Ms. Burke reported that Bill De Groot addressed some issues with A-Ride scheduling difficulties explaining how the Trapeze system works with regard to that.

Board members commented on the report. Additional information was provided on work of the Designated A-Ride Stop Committee. The Committee is considering offering passengers specific drop-off and pick-up points at large locations to reduce confusion. Passengers would still have the option of being picked up or dropped off elsewhere.

In response to an inquiry, Ron Copeland confirmed that six minutes is the average hold time for A-Ride reservation calls.

7.0 Question Time

Larry Krieg stated that an average wait time of six minutes for A-Ride reservation calls is too long as the time would be longer during high volume call periods. Dr. Krieg asked for staff to seek a better solution.

Jack Bernard reported that the current A-Ride service provider, RideCorp, recently discovered multiple iterations of rules for booking A-Ride trips. RideCorp agreed to apply the best rule for passengers. Mr. Bernard indicated that it is now incumbent on AAATA to publicize the rules. Mr. Bernard applauded efforts to transition to a new A-Ride service provider noting that there have been some hiccups, and there may be room for improvement in meeting trip demand. Mr. Bernard requested that specific information on complaints be shared with AAATA in order to have data to make decisions that maximize the use of resources.

Sue Gott requested that a response to comments on A-Ride be reviewed, data studied, and an update provided to the Board in October. Matt Carpenter responded that staff is working through LAC to determine what is behind the perceptions being shared in an effort to get to the root of the matter. Mr. Carpenter agreed to bring some conclusions back to the Board.

Jack Bernard encouraged board members to attend an LAC meeting in the next year noting that the meetings, open to the public, are held on the second Tuesday of the month at the AAATA main office from 10 a.m. to 12 Noon.

Eli Cooper asked about call wait time standards and exploring technology that would provide an automated option for callers to request a call-back and not wait on the line. Dawn Gabay responded that technology is available to notify callers of how long they have to wait. Ms. Gabay added that depending on the research needed, calls to book A-Ride trips can be longer than routine information calls. Mr. Cooper requested that staff look into deploying technology and employee resources to address the matter in a way that improves the customer experience.

8.0 Old Business

There was no Old Business for the Board to consider.

9.0 New Business

Eli Cooper moved approval of the FY2016 Board Meeting Schedule with support from Eric Mahler.

9.1 Approve FY2016 Board Meeting Schedule

AAATA Board Meetings for FY2016

Thursday, **October 15**, 2015 [meeting date subsequently changed to October 29, 2015]

Thursday, November 19, 2015

Thursday, December 17, 2015

Thursday, January 21, 2016

Thursday, February 18, 2016

Thursday, March 17, 2016

Thursday, April 21, 2016

Thursday, May 19, 2016

Thursday, June 23, 2016

July – No Scheduled Meeting

Thursday, August 18, 2016

Thursday, September 15, 2016

The motion passed unanimously.

Larry Krieg moved the following resolution with support from Eric Mahler.

9.2 Consideration of Resolution **38/2015 Adoption of FY2016 Operating Budget**

WHEREAS, the Ann Arbor Area Transportation Authority (TheRide) is required to develop and present to the Board of Directors (Board) a balanced operating budget on or before September 30 for its next fiscal year, which begins on October 1, and

WHEREAS, on September 8, 2015, the Planning and Development Committee (PDC) and TheRide Staff completed a balanced operating budget for FY 2016 for presentation to the Board that maintains and improves TheRide's core services, properly funds the FY 2016 Work Plan (adopted by the Board on August 20, 2015), and

WHEREAS, the FY 2016 operating budget continues the implementation the second year of the Five Year Transit Improvement Program (5YTIP), which began on August 23, 2015 and implements the third year of the 5YTIP, scheduled to begin on May 1, 2016,

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors hereby approves the FY2016 Operating Budget totaling \$40,024,236, to become effective October 1, 2015, and that the budget is assigned to the Performance Monitoring and External Relations Committee (PMER) for appropriate monitoring.

Board members commented on the resolution. Staff was complimented for providing an understandable budget document and for holding meetings with individual board members to respond to detailed questions. It was noted that the budget is a planning document and the board will face key decisions in the coming year including the A-Ride service model and the types of vehicles to purchase based on the Sustainability Plan. An inquiry was made about the board's vision for capital spending plans, and it was noted that the Capital and Categorical Grant program was scheduled to be introduced to PDC in October with board adoption sought in December. For next year, staff was asked to consider a more integrated approach to budgeting operating and capital expenditures by developing a framework that recognizes both sets of needs concurrently.

The motion passed unanimously.

Larry Krieg moved the following resolution with support from Eli Cooper.

9.3 **Consideration of Resolution 39/2015 Authorize Purchase of Vehicles for Van Pool Program**

WHEREAS, Ann Arbor Area Transportation Authority (TheRide) manages a vanpool program and is responsible for providing vehicles for the program's vanpool groups, and

WHEREAS, a number of vehicles currently used by the vanpool groups are reaching the end of their useful lifecycle and new vanpool groups are forming continually, and

WHEREAS, TheRide needs to acquire new vehicles to replace aging vehicles in the vanpool fleet and also meet the growing demand for vehicles as a result of the successful and expanding vanpool program, and

WHEREAS, TheRide estimates that the vanpool program will require up to 25 vehicles to meet replacement and expansion needs over the next year, and,

WHEREAS, TheRide has obtained bids for the procurement of the needed vehicles through Request for Proposal (RFP) # 2015-20,

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors hereby authorizes the Chief Executive Officer to purchase up to 25 Chevrolet Traverse LS' from Berger Chevrolet, Inc., of Grand Rapids, Michigan at a price of \$24,426.86 each, and

BE IT FURTHER RESOLVED that TheRide shall use funds included in its Capital and Categorical Grant Program for this purchase.

The motion passed unanimously.

Jack Bernard moved the following resolution with support from Larry Krieg.

9.4 **Consideration of Resolution 40/2015 Authorize Execution of Michigan Department of Transportation (MDOT) Agreement 15-5375**

WHEREAS, Michigan Department of Transportation (MDOT), the City of Ypsilanti, Eastern Michigan University (EMU), and AAATA have worked together to design and fund a pedestrian crossing of Washtenaw Avenue at Cross St. in Ypsilanti; and

WHEREAS the parties agreed to a funding arrangement with most of the funding coming from a federal TAP grant, with the non-federal share from the City, EMU, and AAATA, and

WHEREAS AAATA riders will specifically benefit from the crossing to get to and from bus stops on the north and south side of Washtenaw Ave.,

NOW THEREFORE, BE IT RESOLVED that the AAATA Chief Executive Officer is hereby authorized to enter into and execute on behalf of the AAATA a contract with the Michigan Department of Transportation to provide \$5,600 for the pedestrian crossing.

Chris White clarified the make-up of cost sharing by resource for the pedestrian crossing at Summit and Washtenaw noting that AAATA will pay the lowest share.

The motion passed unanimously.

Mike Allemang moved the following resolution with support from Susan Baskett.

9.5 **Consideration of Resolution 41/2015 Authorize Execution of Michigan Department of Transportation (MDOT) Agreements**

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) has the authority to contract with the Michigan Department of Transportation (MDOT) for State and Federal funds; and

WHEREAS the AAATA submits an annual application to MDOT which is approved by the Board of Directors, and

WHEREAS the annual application results in several contracts for State and Federal funds which are submitted by MDOT to the AAATA for execution, and

WHEREAS, the AAATA wishes to expedite the execution of such contracts;

NOW THEREFORE, BE IT RESOLVED that the AAATA Chief Executive Officer is hereby authorized to enter into and execute on behalf of the AAATA all contracts with the

Michigan Department of Transportation for \$1,000,000 or less, which result from the annual application to MDOT which is approved of by the Board, for the period October 1, 2015 through September 30, 2016, and

BE IT FURTHER RESOLVED that staff will report on the MDOT contracts received to the Performance Monitoring and External Relations Committee at their monthly meeting.

The motion passed unanimously.

Larry Krieg moved the following resolution with support from Eli Cooper.

9.6 **Consideration of Resolution 42/2015 Authorize Execution of Michigan Department of Transportation (MDOT) Agreement 2012-0033 P17/R1**

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) submits an annual application to the Michigan Department of Transportation (MDOT) for capital and operating projects which is approved by the Board of Directors, and

WHEREAS, the annual application results in several contracts submitted by MDOT to the AAATA for execution, and

WHEREAS, MDOT has submitted contract 2012-0033 P17/R1 to AAATA for execution, and

WHEREAS, contract 2012-0033 P17/R1 is for \$1,235,803 to provide the non-federal match for AAATA's FY 2015 federal Section 5307 grant under MDOT standard terms and condition, and

WHEREAS, the contract includes funding for replacement buses (\$416,685), CAD/AVL system replacement (\$220,000), preventive maintenance (\$220,000), and smaller items including small buses, vanpool vehicles, associated capital maintenance and support equipment, computer hardware and software, capital cost of contracting, and bus shelter and other bus stop improvements, and

WHEREAS, execution requires a separate resolution because the total amount is in excess of \$1,000,000;

NOW THEREFORE, BE IT RESOLVED that the AAATA Chief Executive Officer is hereby authorized to enter into and execute on behalf of the AAATA contract 2012-0033 P17/R1.

The motion passed unanimously.

10.0 **Public Time**

Carolyn Grawi appeared before the Board. Ms. Grawi commented on services provided by TheRide. Ms. Grawi acknowledged the outgoing and incoming board officers. Ms. Grawi distributed handouts promoting two events for the Ann Arbor Center for Independent Living. Ms. Grawi requested that every change to published information include community involvement and public comment outside of the Local Advisory Council. Ms. Grawi requested looking into additional options for changing advance

reservations on the day of the trip. Ms. Grawi suggested that riders are afraid of making complaints directly as they may be retaliated against by drivers, so people depend on community advocates to share their experiences. Ms. Grawi requested that two-way bus service on Research Park is added to a list of future service improvements. Ms. Grawi conveyed details of an experience where a driver was not familiar with a bus stop, and requested training for bus drivers to know where bus routes and stops are.

Ed Vielmetti appeared before the Board. Mr. Vielmetti commented on his experience as a bus rider. Mr. Vielmetti reported problems with locating information on the website, and requested that information remain accessible while repairs and improvements are made to the site. Mr. Vielmetti commented on AAATA on-time performance data on the website and his personal analysis of the data, obtained from AAATA, to identify late buses. Mr. Vielmetti suggested that there have been noticeable delays in service at off-peak times, and offered to share what he has learned.

Michelle Barney appeared before the Board. Ms. Barney requested that the service change booklet be available in large print. Ms. Barney requested information on how A-Ride will be impacted with the changes to fixed-route service expressing concern that there will be a reduction to A-Ride service. Ms. Barney requested a formal answer to a previous inquiry about expanding NightRide and HolidayRide service to Ypsilanti.

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

11.0 Executive Session – MCL 15.268 Sec. 8(d) To consider purchase or lease of real property

Eli Cooper moved to adjourn to Executive Session for the purpose of considering the purchase or lease of real property. Gillian Ream Gainsley supported the motion. The motion carried on a unanimous roll call vote: Gainsley – Yes; Cooper – Yes; Baskett – Yes; Griffith – Yes; Bernard – Yes; Gott – Yes; Wade – Yes; Mahler – Yes; Allemang – Yes; Krieg – Yes. The Executive Session commenced at 8:42 p.m.

Eric Mahler moved to adjourn the Executive Session with support from Eli Cooper. The motion carried, and the Executive Session adjourned at 9:45 p.m.

12.0 Adjourn

Sue Gott moved to adjourn the meeting with support from Gillian Ream Gainsley. The motion carried, and the meeting adjourned at 9:50 p.m.

Respectfully Submitted,

Susan Baskett, Secretary