

BATA Regular Board of Directors Meeting Agenda

416 Front St, Suttons Bay, MI 49682

1:00pm Thursday, May 30, 2024

1. Call to Order by Chairperson
2. Pledge of Allegiance and Moment of Silence
3. Roll Call
4. First Public Comment*
5. Approval of Agenda/Declaration of Conflict of Interest
6. Consent Calendar
The purpose of the consent calendar is to expedite business by grouping non-controversial items together to be dealt with in one Board motion without discussion. Any member of the Board, staff or the public may ask that any item on the consent calendar be removed and placed elsewhere on the agenda for full discussion. Such requests will be automatically respected. If an item is not removed from the consent calendar, the action noted in parentheses on the agenda is approved by a single Board action adopting the consent calendar.

Consideration of Approving the following Minutes
 - a. *Regular Board Meeting Minutes of April 25, 2024*
 - b. *Study Session Meeting Minutes of April 25, 2024*
Consideration of Accepting the following Reports
 - c. *LAC Meeting Minutes of April 29, 2024*
 - d. *Correspondence – Staff Compliments*
 - e. *April 2024 Income Statement*
 - f. *Transit Asset Management Plan*
7. Any items removed from the Consent Calendar
8. Executive Director's Report – Kelly Dunham
 - a. HQ Facility/Owner's Representative Report
Jerry Tomczak, Program Manager, Cunningham-Limp
 - b. Five-year technology plan update. Paul Clausen, IT Manager
9. Chairperson's Report
10. Old Business
11. New Business
 - a. 2024 Tax Rate Request Resolution, L-4029 for Grand Traverse and Leelanau Counties - Justin Weston
 - b. Public Transit Agency Safety Plan (PTASP) – Erik Falcon

- c. NTD Validation Vendor Recommendation – Eric Lingaur
- 12. Discussion Topic
- 13. Second Public Comment*
- 14. Directors' Comments and Announcements/Open Floor
- 15. Adjournment

*Public Comment:

Any interested party or person may address the board on any matter of BATA concern during public comment. Comments will be limited to 5 minutes and a one-minute warning will be given when needed. Any public comment that becomes disruptive, unduly repetitive, or impedes the orderly progress of the meeting may be terminated by the presiding officer. Once you have completed your public comment the board may ask any clarifying questions. If needed, you will be assigned a member of BATA's staff to follow up directly on any open concerns.

BATA Regular Board of Directors Meeting Minutes

115 Hall St, Traverse City, MI 49684

1:00pm Thursday, April 25, 2024

1. Call to Order by Chairperson
The meeting was called to order by Richard Cochrun at 1:01pm.

2. Pledge of Allegiance and Moment of Silence

3. Roll Call

John Sommavilla	PRESENT
Wayne Schmidt	PRESENT
Jamie Kramer	PRESENT
Joe Underwood	PRESENT
Scott Sieffert	PRESENT
Brad Jewett	PRESENT
Richard Cochrun	PRESENT

4. First Public Comment
Justin Reed spoke to the Board and asked, what is the board of directors? What should the board consist of? Justin also mentioned that he thought BATA was doing a terrific job. The new east and west Baylines were doing a great job in navigating the construction.
5. Approval of Agenda/Declaration of Conflict of Interest
Kelly Dunham informed the Board of Jerry Tomczak's time constraint and asked the Board if we could move agenda item number 8 (Executive Director's Report) ahead.

Moved by Joe Underwood and supported by Scott Sieffert, the BATA Board of Directors approved the agenda with moving up agenda item number 8.

Ayes -7

Nays-0

Motion Carries

6. Consent Calendar
The purpose of the consent calendar is to expedite business by grouping non-controversial items together to be dealt with in one Board motion without discussion. Any member of the Board, staff or the public may ask that any item on the consent calendar be removed and placed elsewhere on the agenda for full discussion. Such requests will be automatically respected. If an item is not removed from the consent calendar, the action noted in parentheses on the agenda is approved by a single Board action adopting the consent calendar.

Consideration of Approving the following Minutes

- a. *Regular Board Meeting Minutes of February 15, 2024*
- b. *Organizational Meeting Minutes of February 15, 2024*

c. *Special Board Meeting Minutes of February 27, 2024*

Consideration of Accepting the following Reports

d. *FY24 Q2 Ridership Report*

e. *FY24 Q1 & Q2 Turnover Reports*

f. *Correspondence – Staff Compliments, 5572 Report, Garfield Township letter*

Moved by Brad Jewett and supported by Scott Sieffert, the BATA Board of Directors moves to approve the April 25, 2024, Consent Calendar as presented.

Ayes-7

Nays-0

Motion Carries 7-0

7. Any items removed from the Consent Calendar
No items were removed from the Consent Calendar.

8. Executive Director's Report – Kelly Dunham
Kelly gave an update on the sale of Diamond. The verbal offer discussed at the last meeting is still currently being worked on and as of 4/24/2024 we are very close to a written purchase agreement. As of now September 15, 2024, is the proposed exit date of Diamond.
The Traverse City Housing Commission received funding and is ready to start phase 1 of their project.
Kelly introduced Rich Cherry, BATA's attorney. Rich gave an update that the current litigation is scheduled for mediation on July 8, 2024.
The FY 2025 State Budget shows a significant reduction for transit by 15% and expenses for transit went up 9%. Kelly and Wayne Schmidt will be attending a legislative meeting in May and will advocate for additional funding.
 - a. HQ Facility/Owner's Representative Report
Jerry Tomczak, Program Manager, Cunningham-Limp
Jerry gave an update on the progress of the new facility. The project continues to be ahead of schedule and under budget. The recent work completed to date are, the epoxy floors in the garage, polished concrete, painting 95% finished, final grading and topsoil installed, and majority of siding installed. Jerry also provided what the next projects will be started and the dates when those should be started.
 - b. May Service and Capital Improvements, Eric Lingaur and Bill Clark
(presentation in packet)
Bill Clark presented to the Board all the upcoming route changes to current routes that will be coming to BATA beginning in June. Some of these changes will include the new transfer center on LaFranier Road. Changes to existing routes that will add more stops, BATA will be able to provide more service and incorporate new/more stops to the west side of town. Will also be adding a new Leelanau Flex route to help transfer people into town.
Bill gave an update on new shelters and benches that BATA has placed throughout the service area.

9. Chairperson's Report

Richard Cochrun stated that there will not be a Financial Oversight Team this year. Items will instead be presented to the full Board of Directors.

- a. Committee Appointments
John Somnavilla, Wayne Schmidt, and Scott Sieffert have been appointed to the Governance Committee.

10. Finance Reports – Justin Weston
FY24 Q2 Finance Reports

Justin shared with the Board the current financial status which included updates on cash, which was moved to Michigan Class Investment Pool. The sale of Cass Rd is included in this. Accounts receivable up a little due to TCHC infrastructure. The State line due from and due to shows negative, which means we came in under budget, same for the Federal. Federal, 5311 funded quarterly. Property tax receivable, Leland TWP collected early on summer taxes. Increasing property tax values and timing for summer collection. Deferred Outflows and Inflows for net pension liability range from when they looked at it, which was 2022. Those adjustments are reflected. Deferred Revenue is up with the amount of advertisements that have come in. Net Position shows an increase from last year.

Moved by Joe Underwood and supported by Scott Sieffert, the BATA Board of Directors moves to approve the FY24 Q2 Finance Report as presented.

**Ayes -7
Nays -0**

Motion Carries

11. Old Business
No old business at this time.

12. New Business

- a. Fiscal Year 23 Audit- Josh Sullivan, Rehmann
Josh presented the FY Audit for 2023. Items included that were discussed are as follows:
Statements of Net Position, Statements of Revenues, Expenses and Changes in Fund Net Position. Statements of Cash Flow. Notes to financial statements. Deposits and investments. Pension plan. Selling of BATA properties.
Single Audit, which included Summary of Auditor Results. Financial Statements, Federal Awards and Assistance Listing Number.

Moved by Scott Sieffert and supported by Wayne Schmidt, the BATA Board of Directors move to approve the FY 2023 Audit as presented.

**Ayes -7
Nays-0**

Motion Carries

b. Strategic Plan Refresh-

Moved by Brad Jewett and supported by Scott Sieffert, the BATA Board of Directors moved to approve the Strategic Plan Refresh as modified in the study session.

Ayes -7

Nays -0

Motion Carries

c. Federal Transit Administration Authorizing Resolution
Authorizes BATA to receive the Federal Funding 5307.

Moved by Wayne Schmidt and supported by Joe Underwood, the BATA Board of Directors moved to approve the FTA Authorizing Resolution as presented.

Ayes- 7

Nays- 0

Motion Carries

13. Discussion Topic

a. Vehicle Procurement Process, Kurt Braun, BATA Facilities & Fleet Manager. Kurt spoke to the Board on how we procure our vehicles. There are two funding mechanisms which are formulative (5339) and competitive (5339b & 5339c). We previously received the formulative 5339 funds through the State of Michigan but will not receive the direct allocation from the FTA. BATA's goals include standardization of fleet, operational cost efficiency, and maximizing funding.

14. Second Public Comment – No public comment was made.

15. Directors' Comments and Announcements/Open Floor

16. Adjournment

Moved by Brad Jewett and supported by John Somnavilla, the BATA Board of Directors move to adjourn the April 25, 2024, Regular Meeting of the BATA Board of Directors at 2:42pm.

BATA Study Session Minutes
Thursday, April 25, 2024, 11:00am
115 Hall Street
Traverse City, Michigan 49684

1. Call to Order – Chairperson Richard Cochrun called the meeting to order at 11:00 am.

2. Roll Call

Richard Cochrun	PRESENT
John Somnavilla	PRESENT
Wayne Schmidt	TARDY ARRIVED @ 11:46am
Jamie Kramer	TARDY ARRIVED @ 11:46am
Joe Underwood	PRESENT
Scott Sieffert	PRESENT
Brad Jewitt	PRESENT

3. First Public Comment – No public comment was made.

4. Topics of Discussion

a. Strategic Plan Refresh Presentation by Matt Webb of TransPro Consulting

The Board of Directors received an overview of BATA’s new mission and value statements.

New Mission Statement: *Improving lives by linking people and communities.*

New Vision Statement: *To be a transportation mode and employer of choice, prepared to accept any larger mission that might be needed by the community.*

Discussion was had regarding the word choice of “mode” with Scott Seiffert suggesting that we replace it with “provider” to be consistent with other types of services such as insurance provider or cable provider. Consensus support was present for using provider in lieu of mode.

5. Second Public Comment – No public comment was made.

6. Adjournment

Moved by Brad Jewitt, the BATA Board of Directors moves to adjourn the April 25, Study Session and supported by Scott Sieffert. The meeting was adjourned at 12:43pm.



BATA - Local Advisory Council Minutes

Monday, April 29, 2024

12:00 – 1:00pm

Council Members in Attendance:

- Fern Spence, Community Representative, LAC Chair
- Matt Morritz, Community Representative
- Mandy Joppich, Community Representative
- Linda Joppich, Community Representative
- Lena Vander Meulen, Leelanau County Senior Services
- Heidi Gustine, Area Agency on Aging
- Demarie Jones, Disability Network No. Michigan
- Susan Odgers, Community Representative
- Michelle Krumm, Senior Center Network
- Mitch Treadwell, Traverse City Commissioner
- Fern Spence, Community Representative

BATA Staff in Attendance:

- Kelly Dunham / BATA
- Bill Clark / BATA
- Eric Lingaur / BATA
- Tracy Melville / BATA

- 1) Welcome to the 2024 LAC spring meeting: Bill Clark called the meeting to order at 12:03 pm.
- 2) Introductions: Members introduced themselves and shared new things happening within their community.
- 3) Last quarter ridership: Bill Clark shared the Q2 2024 ridership report.
 - Fixed Routes showed a 1% increase over last year because of more services offered.
 - Link service showed a 3% decrease over last year – switch to Via Link system wide but growing daily.
 - Total ridership across all platforms (fixed routes, Link, and Agency) showed a 1% increase.
- 4) Looking Forward: BATA summer 2024
 - Update on new facility and new transfer station. Potential move in dates for the new building (late July or early August) and possible start dates to include the transfer station (possibly June 10th).
 - We have four new 100% electric vans that seat ten people each. Two more will be delivered soon that will have mobility lifts. They are quiet and modern and will be used for City Links for quality transportation service in-town and to maximize energy and charging-time efficiency.
 - Service Improvements 2024: Spring 2024 will see many fixed route additions. Adding new stops, adding new routes, and adjusting start times for certain routes.
 - May 18th: Bike-N-Ride service with the big 11-bike bus begins service to Suttons Bay.
 - May 28th: Introducing the new year-long West Flex (similar to old Route 4), the summer seasonal Leelanau Flex (similar to old Route 11) and adding some new requested stops to other existing routes.
 - June 10, 2024, opening date for Lafranier Transfer Station to enable better frequency and earlier/later connections to Kingsley & Acme.

- Special Services: BATA will once again be teaming up with the Bayshore Marathon, Cherry Fest, Polka Fest, and more to provide transportation.
- Bus stops improvements: GT Crossings and Meadowlane both received new shelters this year, and more shelters will be coming soon to stops at Airport Access Road, the best Western, and Family Fare.
- BATA added benches to some temporary stops to help our riders, new signage that includes QR codes and maps have been put into shelters that provide information.
- Education and marketing for summer 2024: BATA is working on building BATA's community value and building our brand value. BATA will be working with Brand Tonic for a survey of the communities that BATA serves.

5) Board of Directors update: BATA accepted the recommendation from their new general counsel to enter mediation with Grand Traverse County Board of Commissioners. Mediation is scheduled for July 8, 2024.

6) Open Discussion:

- Susan Odgers asked if BATA is working with Benzie County and NMC for adding service? Kelly Dunham shared that this is on the ballot. If the vote does pass, we will revisit at that time and would be able to work with Benzie County to see the level of service needed. We do have a great working relationship with Benzie.
- Susan Odgers asked if BATA has considered modeling our buses like Indian Trails where they have stops at fast food stops along its route. Kelly Dunham responded that at this time, we currently do not model our stops like the rest stops for long-distance buses but are looking into providing stops at places where people want to access.
- Fern Spence shared her concern of the visibility of the Tom's East Bay shelter. With the trees and bushes that are around the shelter, it does seem a little secluded. Bill Clark and Kelly Dunham responded that BATA could look into getting the trees/bushes trimmed back.
- Fern Spence asked if Munson or anyone offers tickets to their employees to encourage using the bus. Eric Lingaur responded the DDA does pass out "Destination Downtown" commuter passes, so people who work downtown could utilize the bus to get to and from work. At no cost to them. BATA is hoping to market this more and promote our park and rides along with the new transfer station.
- Susan Odgers asked how common it is that a business offers to pay for a shelter. Bill Clark responded that although we have some shelters that are privately owned, it's not very common. Nevertheless, we have found businesses to be supportive of shelters on or near their property because of the accessibility and convenience for their employees.
- Susan Odgers asked if any of the solar or shelter stops have an audio feature. Bill Clark responded that currently our stops do not have an audio feature, but riders can use the Transit app or Google, which has an audio feature, that will inform you when your bus will be arriving and how to get to the next stop. Eric Lingaur offered that BATA could do a BATA 101 class and educate people how BATA works, how to use the different apps, and answer questions.
- Susan Odgers asked what BATA is currently using for security on the buses. Eric Lingaur responded that our contract just ended at the end of March with STT Security. We would be looking back into bringing them back in the winter season and possibly during Cherry Fest.
- Susan Odgers asked who BATA is using as current legal counsel. Kelly Dunham responded that BATA is using Miller-Johnson, and Richard Cherry is our representative.

7) Adjournment. Eric Lingaur adjourned the meeting at 1:06pm.



2024 Local Advisory Council Membership

- Fern Spence: Chair / Community Representative
- Matt Morritz: Community Representative
- Dan Buron: Goodwill Northern Michigan
- Lana Payne: Commission on Aging
- Mandy Joppich: Community Representative
- Linda Joppich: Community Representative
- Lena Vander Meulen: Leelanau County Senior Services
- Amanda Molski / Heidi Gustine: Area Agency on Aging
- Demarie Jones: Disability Network No. Michigan
- Susan Odgers: Community Representative
- Michelle Krumm: Senior Center Network
- Mitch Treadwell: Traverse City Commissioner

CC: Alex Simonetti/MDOT, Kelly Dunham/BATA, Eric Lingaur/BATA, Bill Clark/BATA

4/17/2024	Matt Kaple	Maintenace	This is for your maintenance department. I am standing at BAM waiting for the bus in this new shelter and it looks like it is going to rain. I am so thankful for them putting up this wonderful new shelter. You have a great service to the community by doing this. Thank you.
4/22/2024	Joy Luebke	1B	The driver was miraculous today and more than gracious with me, I know I can be too much at times and the driver was great today.
4/24/2024	Dispatch, Konrad Kuzma, Todd Lentz		My Dr. Appt was running late, and I was going to miss my scheduled ride, so I called to get a new ride. I talked to a few different dispatchers trying to arrange a ride home and they were all very helpful. My new ride was going to be a couple of hours wait, the route 13 driver (Konrad) stopped and checked on me as I was waiting outside the doctor's office and driver Todd was able to pick me up an hour earlier than my expected time. I just want to say thank you to everyone involved in helping to get me home and making sure I was taken care of.
4/25/2024	Logan Cibik, Tim Wittersheim	Link	I had two wonderful drivers today
5/16/2024	Matt Kaple	Maintenace	I would like to say thank you for fixing the shelter on the east side of the library. It no longer leaks, and you even put a sign inside not to put dog poop in the garbage can. I would like to ask for a bench on the outside of the shelter because it often gets very hot in that shelter during the summer. Thank you.
5/18/2024	Mackenley Jospeh (Mac)	Link	Mac is a great driver. He picked me up in a timely manner and got me to my doctor's appointment on time. He is a very good driver and avoided the huge potholes and we are lucky to have him as a driver.

BATA Income Statement April 2024

	April 2024		\$ Over (Under)	April 2023
	Actual	Budget	Budget	Actual
Income				
Fare Box Revenue	\$ 382,482	\$ 309,308	\$ 73,174	\$ 303,449
Local Service Contracts	188,958	175,702	13,256	166,798
Auxiliary Trans Revenue	154,675 <u>1</u>	84,000	70,675	128,198
Non-Trans Revenue	1,944,676 <u>2</u>	438	1,944,238	10,318
Local Revenue	1,794,787 <u>3</u>	2,785,241	(990,454)	1,685,073
State Formula & Contracts	2,563,663	2,865,119	(301,456)	1,827,800
Federal Operating Grants	1,228,368	1,295,344	(66,976)	1,023,518
CRRSAA/CARES Act	-	-	-	946,576
SDNT/New Freedom			-	
Other Revenue	560,827 <u>4</u>	175,000	385,827	230,527
Refunds and Credits	137,043	58,333	78,710	214,952
Total Income	\$ 8,955,480	\$ 7,748,486	\$ 1,206,994	\$ 6,537,207
Expense				
Salaries & Wages	\$ 3,626,562	\$ 3,843,328	\$ (216,767)	\$ 2,777,817
Paid Leave	304,780	304,777	4	257,404
Fringe Benefits	1,068,689	1,115,886	(47,197)	905,008
Services	347,621	409,828	(62,207)	429,485
SDNT/New Freedom			-	
Fuel & Lubricants	388,358 <u>5</u>	541,645	(153,287)	360,626
Materials & Supplies	231,002	262,831	(31,830)	198,037
Utilities	83,757	105,022	(21,265)	80,519
Insurance	434,224 <u>6</u>	366,221	68,003	388,858
Misc Expense	44,172 <u>7</u>	30,024	14,149	35,199
Operating Leases & Rentals	10,381	9,508	873	9,722
Total Expense	\$ 6,539,546	\$ 6,989,070	\$ (449,524)	\$ 5,442,674
Net Income before Depreciation	\$ 2,415,934	\$ 759,416	\$ 1,656,518	\$ 1,094,534
Depreciation	697,137	647,864	49,273	647,864
Net Income (Loss)	\$ 1,718,797	\$ 111,552	\$ 1,607,245	\$ 446,670

BATA Income Statement Notes
April 2024 YTD

	<u>Account(s)</u>	<u>Explanation</u>
<u>1</u>	Auxiliary Trans Revenue	Continue to see Advertising Revenues: Quarter 1 - \$56,558 Quarter 2 - \$60,944 Quarter 3 - \$17,058 (April Only)
<u>2</u>	Non-Trans Revenue	Sale of Cass Building Included
<u>3</u>	Local Revenue	Primary Tax Collection during Summer Months
<u>4</u>	Other Revenue	Investment Rates continue to range from 5.25% - 5.50%
<u>5</u>	Fuel & Lubricants	Fuel Consumption & Prices are below budget/predicted usage
<u>6</u>	Insurance	Expenses for Bus Repairs Ineligible Expenses Offset by Refunds/Credits (Revenue 44000)
<u>7</u>	Miscellaneous Expense	Related to increased costs regarding Travel, Meetings, and Training. Transition from Large Rural to Small Urban, and new Administrators.

May 2024 Executive Director's Report

The Highlight Reel:

Internal

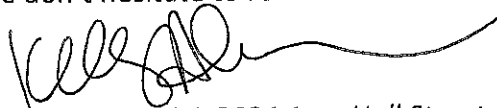
- Executed the purchase agreement for the sale of BATA's Diamond facility.
- Submitted an application to be a host site for a Mobility Fellow. The fellowship is funded through the Community Economic Development Association of Michigan (CEDAM) in partnership with the MEDC. If selected, the Fellow will focus on research and recommendations of BATA's Fare System Replacement project, slated for FY25/26.
- Launched the 2024 Bike-n-Ride service.
- BATA's first IT intern will be joining the team June 3rd. Paul Clausen has been developing the program to ensure a valuable experience is provided.
- Hosted the spring Local Advisory Council (LAC) meeting to share information about upcoming service initiatives, construction impacts, and the new EVs.
- Working through the FTA Direct Recipient responsibilities, ensuring compliance and timelines are being met.
- A lot of miscellaneous final detail prep work for the new facility...cross access easements, technology, furniture, budget reviews, etc.

External

- Attended the MPTA Legislative Day in Lansing to advocate for public transportation funding in the FY25 budget and for a more sustainable, long-term solution to be implemented. A record number of legislators and transit systems were in attendance and the FY25 budget is looking much better than the Executive budget originally released.
- Met with Kevin Klein, Cherry Capital Airport Director, to discuss an airport service pilot in response to demand requests...we're working with our on-demand vendor (VIA) to determine how this could be implemented.
- Joined the Rail Project Advisory Committee to ensure that a comprehensive ground transportation plan is included in the planning process.
- BATA participated in the Kingsley Schools Jobs on Wheels/Career Day to expose students to the potential of careers in transit in the future.
- BATA participated in the MiCareer Quest event at the Civic Center, interacting with 2000+ 9th graders from the region.
- Participated in the East Bay Beach District planning activities and public engagement.
- Worked with our new communications partner, Brand Tonic to develop and execute a community value survey to establish a baseline of the community's perception and awareness of BATA and its services.
- Planning for hosting Smart Commute breakfast at Hall Street on **Try Transit Day – June 5th from 7-9am.**
Please mark your calendars and come by if you are able!

If you have any questions, please don't hesitate to reach out to me.

Submitted by: Kelly Dunham



Next meeting dates: Regular Meeting June 27, 2024 1pm Hall Street



Transit Technology Plan Update



BATA Board Presentation
May 30, 2024

Why did BATA develop a Technology Road Map?

- **Fulfilling Millage Promises:** Adding new user-friendly technology is one of the top improvements the community has requested.
- **Aging Technology:** BATA's technology has started to become antiquated and is having trouble meeting the current needs of the community and positioning to adapt to future growth.
- **Timeline and Budget and Integration:** Acquiring new technology takes planning and establishing a 5-year road map helps prioritize and provide direction to meet BATA's technology goals. Selecting technologies that integrate and allow future growth with a new facility on the horizon.
- **Approved:** BATA's Board approved the plan in February 2021.
- **Progress:** BATA has implemented several new technologies since approval and has completed 4 of the 6 projects outlined on the initial technology road map.

Approved Projects & Estimated Costs – Feb. 2021

Project Recommendations – Improvement Areas & Costs

Project / Capital Expense Item	Improves Operations	Improves Customer Experience	2021 Expense	2022 Expense	2023 Expense	2024 Expense	2025 Expense	Total Budget (5 years)
Project A: Fixed Route CAD/AVL	√	√	\$2,579,150					
Project B: Demand Response CAD/AVL	√	√	\$284,000					
Project C: Automated Planning & Scheduling System	√			\$300,000				
Project D: Automatic Passenger Counter	√				\$228,000			
Project E: Fare System (Farebox & Central System Replacement)	√	√				\$1,350,000		
Project F: Fleet Asset Management	√						\$450,000	
Total Estimated Expense			\$ 2,863,150	\$ 300,000	\$ 228,000	\$ 1,350,000	\$ 450,000	\$ 5,191,150

- All project capital expenses are conservative estimates and include full system features and functionality. Project costs can be potentially lowered by adjusting project scope and through a competitive bidding RFP process.

Approved Projects & Actual Costs

Project Improvement Areas

<u>Project / Capital Expense Item</u>	<u>Improves Operations</u>	<u>Improves Customer Experience</u>	<u>Actual Expense</u>	<u>FY 25 Estimate</u>	<u>Total Expense (5 years)</u>
Project A: Fixed Route CAD/AVL & Automated Vehicle Announcements	✓	✓	\$583,410		
Project B: On-Demand / Demand Response CAD/AVL	✓	✓	\$416,958		
Project C: Facility, Fleet and Yard Asset Management System	✓		\$224,817		
Project D: Automatic Passenger Counter (APCs)	✓		\$148,325		
Project E: Automated Planning and Scheduling Software	✓	✓	\$39,500		
Project F: Fare System (Farebox & Central System Replacement)	✓	✓		\$1,350,000	
Total Expense			\$1,413,010	\$ 1,350,000	\$ 2,763,010

- Projects A, B & D – Paid for with previous year grant funds.
- Project C – Covered by remaining FY23 and new FY24 grant funds.
- Project E – Seeking Board approval at the June 2024 meeting.
- Project F – Combination of grant and capital improvement funding.

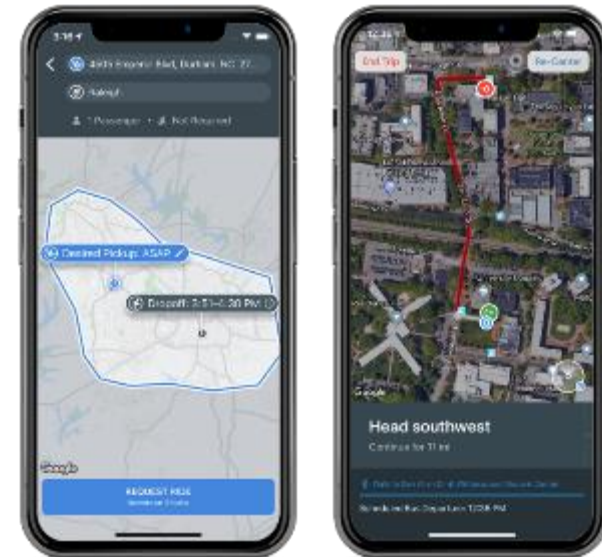
Priority Projects & Benefits

- **Project A: Fixed Route CAD/AVL (Computer Aided Dispatch and Automotive Vehicle Location) – Completed June 2023**
 - Benefits and Opportunities:
 - Installed new on-board tablet with user-friendly functionality that will be the central point of interface and control between central systems and on-board components.
 - Improved data and voice communications between on-board and central systems.
 - Provide real-time vehicle tracking information to staff and customers that supplies real-time data information to third parties for arrival time predictions.
 - Enhanced reporting capabilities include NTD reporting which is required now that BATA is a “Small Urban” transit system.
 - Additional capabilities include Audio Automated Vehicle Announcements (AVA).



Priority Projects & Benefits

- **Project B: Demand Response / On-Demand / Specialized Paratransit CAD/AVL (Computer Aided Dispatch and Automotive Vehicle Location) – Completed June 2023**
 - Benefits and Opportunities:
 - On-Demand service availability for BATA’s entire service area.
 - Real-time vehicle tracking.
 - Vehicle routing (scheduling) in real time.
 - Service provider management and paratransit capabilities.
 - Online and app booking functionality.
 - Enhanced reporting capabilities include NTD reporting which is required now that BATA is a “Small Urban” transit system.



Priority Projects & Benefits

- **Project C: Fleet Yard Asset Management – In progress / completion by July 2024**
 - BATA has a basic manual fleet tracking system for vehicle management, but it can be hard to find and navigate the vehicle resources needed for daily operation.
 - In the new HQ facility buses will be parked indoors in a lane formation, which will make timing and tracking of vehicle assets even more essential.
 - Benefits:
 - Support tracking of all BATA assets.
 - Supports Transit Asset Management (TAM) reporting.
 - Provides data to optimize maintenance operations and maximize vehicle availability.
 - Automated vehicle inspection reports will create a lean digital process to retain required maintenance documents.
 - Schedule periodic maintenance, create and process work orders and track warrant.
 - Yard management.
 - Track parts inventories using technologies such as barcode enabled workstations.



Priority Projects & Benefits

- **Project D: Automatic Passenger Counting System – Completed May 2024**
 - BATA was tracking ridership and passenger traffic manually.
 - Previous process for tracking ridership was time consuming, adds another driver function and delays real-time ridership data collection.
 - Benefits:
 - Provides consistent up to date ridership data with boarding and alightings.
 - Reduces manual work to collect ridership data.
 - Supports NTD reporting.



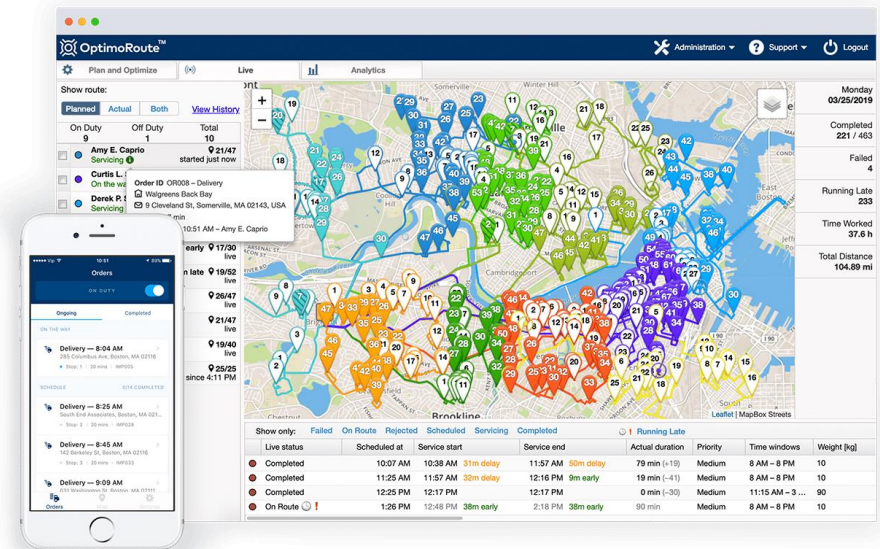
Priority Projects & Benefits

- **Project E: Automated Planning & Scheduling System – Piloting (seek Board approval in June)**

- BATA currently has no fixed route planning or scheduling software solution.
- Routes are developed manually and involve multiple processes.

- Benefits:

- Route design software for stops, stations, timing points, and other location data.
- Improves payroll process (integrated planned work time, via interface with payroll system). Can also help automate scheduling and bid management.
- Automated generation of GTFS files with automatic schedule updates to Transit App, Google Maps and Apple Maps.
- Enhanced data functionality that can build on census and other data for future route planning and adjustments.
- Incorporating interactive Remix features into www.bata.net.



Priority Projects & Benefits

- **Project F: Fare System (Farebox & Central Fare System Replacement) - 2025**
 - BATA's current fare system has reached the end of its useful life and is no longer supported by the vendor.
 - The current fare software is old and difficult to navigate limiting reporting and functionality.
 - Maintenance and repair of the mechanical fare box components is time consuming and disruptive to service delivery.
 - Benefits:
 - Reduced required maintenance.
 - Better data reporting.
 - Automated farebox issue logging.
 - Self-serve reload web-portal for riders to purchase fare or renew fare passes.
 - Supporting all fare types on-board.



Outside Original Technology Plan

- **Samsara – April 2023**

- GPS and vehicle telematics hardware and software for NTD reporting.



- **Workforce and Payroll Software Replacement – Nov. 2023**

- BATA's previous workforce and payroll software vendor (Ascentis) was acquired by another company, and they shut down the product.
- The new product offering is called UKG and is live.



- **Fleetio – In progress (digital DVIR portion is live)**

- Improved vehicle maintenance software replacing antiquated paper driver's vehicle inspection report DVIR and current RTA software replacement



- **APC Validation and NTD Certification**

- The FTA requires certification of APCs and NTD data to be considered valid reportable information.

New Facility Technology Plan

- **IAMGIS – Summer 2024**
 - Facility mapping, service and inventory software tool.
- **Phone System for New Facility – Summer 2024**
 - Upgrading to a new cloud-based phone system as part of the new Operations Headquarters that is less costly to modify and maintain and has better functionality to suite BATA's evolving needs.
- **New solid-state servers/storage, security cameras and door control interface (both locations), fiber internet/wi-fi, network, upgrade digital 2-way radio interface**

Future Technology Plan 2025-2030

- **Windows 10/11 Licensing and PC Replacement – 2025+ ongoing**
 - Windows 10 is reaching end of support in October 2025. Current PCs will need to be upgraded or replaced to run Windows 11.
- **Cradlepoint Vehicle Router Replacements - 2026**
 - Current on-board cellular routers are reaching end of life. This hardware provides cellular connectivity for all technology systems and provides on-board wi-fi.
 - Need to upgrade the hardware to meet higher bandwidth requirements for new technologies being added to the fleet.
- **Bus Camera System Replacement - 2027**
 - Current on-board camera system (REI) has temperamental hardware and an antiquated interface to view video footage.
 - Exploring solid state hard drives with remote connectivity capabilities and user-friendly software interface.

Future Technology Plan 2025-2030

- **Vehicle Tablet Replacements – 2028**
 - Hardware refresh for GMV and Via solutions.
- **Head Sign (Marquee) Integration - 2028**
 - Connect external head signs to CAD/AVL system to automatically update on route and provide directional information.
- **APC / NTD Re-Certification – 2028**
 - The FTA requires re-certification of APC/NTD data every 3 years.
- **Financial Software Upgrade - TBD**
 - Current Quickbooks software has limited functionality and BATA needs a financial software with better customization.
- **Rider Experience Improvements – TBD**
 - On-board charging stations for passenger digital devices.
 - On-board and stop location digital signage for real-time bus and stop information.

Bay Area Transportation Authority



Resolution: 2024-02
Approval of 2024 Tax Rate Request Form L-4029

WHEREAS, the Bay Area Transportation Authority (the “Authority”) was created pursuant to the Michigan Public Transportation Act of 1986, P.A. 196, to provide public transportation in Grand Traverse and Leelanau Counties, and;

WHEREAS, on November 8, 2022, the voters of Grand Traverse and Leelanau Counties approved a renewal of the original .5000 millage and establishing the maximum allowable millage levy of .4788, and;

WHEREAS, the Authority is authorized to collect property taxes in Grand Traverse and Leelanau Counties, and;

WHEREAS, the Authority’s Board of Directors have reviewed and approved the 2024 Tax Rate Request Form L-4029, and;

WHEREAS, the Authority has historically collected on the summer tax roll in conjunction with Traverse City Area Public Schools (“TCAPS”) and reimburse TCAPS for its share of the collection costs, and;

WHEREAS, the following municipalities collect on the summer tax roll; Acme Township, Blair Township, East Bay Charter Township, Garfield Charter Township, Grant Township, Green Lake Township, Long Lake Township, Peninsula Township, Whitewater Township, City of Traverse City, and;

WHEREAS, the following municipalities collect on the winter tax roll; Fife Lake Township, Mayfield Township, Paradise Township, Union Township, and all townships in Leelanau County, and;

WHEREAS, the Authority operates on a fiscal year end basis ending on September 30, and;

WHEREAS, tax collections from the summer tax roll will be used for operations in the fiscal year ending September 30, 2024, and;

WHEREAS, tax collections from the winter tax roll will be used for operations in the fiscal year ending September 30, 2025.

NOW, THEREFORE, BE IT RESOLVED that at a regular meeting of the Board of Directors of the Authority held on this 30th day of May 2024, that this Authority, in accordance with the truth in budgeting act, hereby makes its intentions known to issue the maximum allowable millage levy of .4726 mills in 2024.

Richard Cochrun, Chairman

Dated: _____

ORIGINAL TO: County Clerk(s)
COPY TO: Equalization Department(s)
COPY TO: Each township or city clerk

2024 Tax Rate Request (This form must be completed and submitted on or before September 30, 2024)

MILLAGE REQUEST REPORT TO COUNTY BOARD OF COMMISSIONERS

This form is issued under authority of MCL Sections 211.24e, 211.34 and 211.34d. Filing is mandatory. Penalty applies.

Carefully read the instructions on page 2.

County(ies) Where the Local Government Unit Levies Taxes Grand Traverse and Leelanau	2024 Taxable Value of ALL Properties in the Unit as of 5-28-2024 \$11,558,970,202
Local Government Unit Requesting Millage Levy Bay Area Transportation Authority (BATA)	For LOCAL School Districts: 2024 Taxable Value excluding Principal Residence, Qualified Agricultural, Qualified Forest, Industrial Personal and Commercial Personal Properties.

This form must be completed for each unit of government for which a property tax is levied. Penalty for non-filing is provided under MCL Sec 211.119. The following tax rates have been authorized for levy on the 2024 tax roll.

(1) Source	(2) Purpose of Millage	(3) Date of Election	(4) Original Millage Authorized by Election Charter, etc.	(5) ** 2023 Millage Rate Permanently Reduced by MCL 211.34d "Headlee"	(6) 2024 Current Year "Headlee" Millage Reduction Fraction	(7) 2024 Millage Rate Permanently Reduced by MCL 211.34d "Headlee"	(8) Sec. 211.34 Truth in Assessing or Equalization Millage Rollback Fraction	(9) Maximum Allowable Millage Levy *	(10) Millage Requested to be Levied July 1	(11) Millage Requested to be Levied Dec. 1	(12) Expiration Date of Millage Authorized
VOTED	OPERATING	1/18/22	.50000	.4788	.9872	.4726	1.0000	.4726	.4726	.4726	12/2027

Prepared by Justin Weston	Telephone Number (231) 933-5546	Date
Title of Preparer Director of Finance		

CERTIFICATION: As the representatives for the local government unit named above, we certify that these requested tax levy rates have been reduced, if necessary to comply with the state constitution (Article 9, Section 31), and that the requested levy rates have also been reduced, if necessary, to comply with MCL Sections 211.24e, 211.34 and, for LOCAL school districts which levy a Supplemental (Hold Harmless) Millage, 380.121(3).

<input type="checkbox"/> Clerk	Signature	Date
<input checked="" type="checkbox"/> Secretary	Print Name	Date
<input checked="" type="checkbox"/> Chairperson	Signature	Date
<input type="checkbox"/> President	Print Name	Date

* Under Truth in Taxation, MCL Section 211.24e, the governing body may decide to levy a rate which will not exceed the maximum authorized rate allowed in column 9. The requirements of MCL 211.24e must be met prior to levying an operating levy which is larger than the base tax rate but not larger than the rate in column 9.

**** IMPORTANT:** See instructions on page 2 regarding where to find the millage rate used in column (5).

Instructions For Completing Form 614 (L-4029) 2024 Tax Rate Request, Millage Request Report To County Board Of Commissioners

These instructions are provided under MCL Sections 211.24e (truth in taxation), 211.34 (truth in county equalization and truth in assessing), 211.34d (Headlee), and 211.36 and 211.37 (apportionment).

Column 1: Source. Enter the source of each millage. For example, allocated millage, separate millage limitations voted, charter, approved extra-voted millage, public act number, etc. Do not include taxes levied on the Industrial Facilities Tax Roll.

Column 2: Purpose of millage. Examples are: operating, debt service, special assessments, school enhancement millage, sinking fund millage, etc. A local school district must separately list operating millages by whether they are levied against ALL PROPERTIES in the school district or against the NON-HOME group of properties. (See State Tax Commission Bulletin 2 of 2024 for more explanation.) A local school district may use the following abbreviations when completing Column 2: "Operating ALL" and "Operating NON-HOME". "Operating ALL" is short for "Operating millage to be levied on ALL PROPERTIES in the local school district" such as Supplemental (Hold Harmless) Millages and Building and Site Sinking Fund Millages. "Operating NON-HOME" is short for "Operating millage to be levied on ALL PROPERTIES EXCLUDING PRINCIPAL RESIDENCE, QUALIFIED AGRICULTURAL, QUALIFIED FOREST AND INDUSTRIAL PERSONAL PROPERTIES in the local school district" such as the 18 mills in a district which does not levy a Supplemental (Hold Harmless) Millage.

Column 3: Date of Election. Enter the month and year of the election for each millage authorized by direct voter approval.

Column 4: Millage Authorized. List the allocated rate, charter aggregate rate, extra-voted authorized before 1979, each separate rate authorized by voters after 1978, debt service rate, etc. (This rate is the rate before any reductions.)

Column 5: 2023 Millage Rate Permanently Reduced by MCL 211.34d ("Headlee") Rollback. Starting with taxes levied in 1994, the "Headlee" rollback permanently reduces the maximum rate or rates authorized by law or charter. The 2023 permanently reduced rate can be found in column 7 of the 2023 Form L-4029. For operating millage approved by the voters after April 30, 2023, enter the millage approved by the voters. For debt service or special assessments not subject to a millage reduction fraction, enter "NA" signifying "not applicable."

Column 6: Current Year Millage Reduction Fraction. List the millage reduction fraction certified by the county treasurer for the current year as calculated on Form 2166 (L-4034), *2024 Millage Reduction Fraction Calculations Worksheet*. The millage reduction fraction shall be rounded to four (4) decimal places. The current year millage reduction fraction shall not exceed 1.0000 for 2024 and future years. This prevents any increase or "roll up" of millage rates. Use

1.0000 for new millage approved by the voters after April 30, 2024. For debt service or special assessments not subject to a millage reduction fraction, enter 1.0000.

Column 7: 2024 Millage Rate Permanently Reduced by MCL 211.34d ("Headlee") Rollback. The number in column 7 is found by multiplying column 5 by column 6 on this 2024 Form L-4029. This rate must be rounded DOWN to 4 decimal places. (See STC Bulletin No. 11 of 1999, Supplemented by Letter of 6/7/2000.) For debt service or special assessments not subject to a millage reduction fraction, enter "NA" signifying "not applicable."

Column 8: Section 211.34 Millage Rollback Fraction (Truth in Assessing or Truth in Equalization). List the millage rollback fraction for 2024 for each millage which is an operating rate. Round this millage rollback fraction to 4 decimal places. Use 1.0000 for school districts, for special assessments and for bonded debt retirement levies. For counties, villages and authorities, enter the Truth in Equalization Rollback Fraction calculated on STC Form L-4034 as TOTAL TAXABLE VALUE BASED ON CEV FOR ALL CLASSES/TOTAL TAXABLE VALUE BASED ON SEV FOR ALL CLASSES. Use 1.0000 for an authority located in more than one county. For further information, see State Tax Commission Bulletin 2 of 2024. For townships and cities, enter the Truth in Assessing Rollback Fraction calculated on STC Form L-4034 as TOTAL TAXABLE VALUE BASED ON ASSESSED VALUE FOR ALL CLASSES/TOTAL TAXABLE VALUE BASED ON SEV FOR ALL CLASSES. The Section 211.34 Millage Rollback Fraction shall not exceed 1.0000.

Column 9: Maximum Allowable Millage Levy. Multiply column 7 (2024 Millage Rate Permanently Reduced by MCL 211.34d) by column 8 (Section 211.34 millage rollback fraction). Round the rate DOWN to 4 decimal places. (See STC Bulletin No. 11 of 1999, Supplemented by Letter of 6/7/2000.) For debt service or special assessments not subject to a millage reduction fraction, enter millage from Column 4.

Column 10/Column 11: Millage Requested to be Levied. Enter the tax rate approved by the unit of local government provided that the rate does not exceed the maximum allowable millage levy (column 9). A millage rate that exceeds the base tax rate (Truth in Taxation) cannot be requested unless the requirements of MCL 211.24e have been met. For further information, see State Tax Commission Bulletin 2 of 2024. A LOCAL School District which levies a Supplemental (Hold Harmless) Millage shall not levy a Supplemental Millage in excess of that allowed by MCL 380.1211(3). Please see the memo to assessors dated October 26, 2004, regarding the change in the collection date of certain county taxes.

Column 12: Expiration Date of Millage. Enter the month and year on which the millage will expire.

Bay Area Transportation Authority: Public Transportation Agency Safety Plan (PTASP)

1. Transit Agency Information

Transit Agency Name	Bay Area Transportation Authority (BATA)		
Transit Agency Address	1340 W Hammond Rd, Traverse City, MI 49686		
Name and Title of Accountable Executive	Executive Director: Kelly Dunham		
Name of Chief Safety Officer or SMS Executive	Operations Manager: Erik Falcon		
Mode(s) of Service Covered by This Plan	Bus (MB) Demand Response (DR)	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5307, 5311, 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Bus (MB) Demand Response (DR)		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s) NA
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	NA		

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	BATA	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature

Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Relevant Documentation (Title and Location)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Relevant Documentation (Title and Location)	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued

Annual Review and Update of the Agency Safety Plan
<i>Describe the process and timeline for conducting an annual review and update of the ASP.</i>
<p>BATA management will review the PTASP annually, update the document as necessary, and implement the changes within a time frame that will allow BATA to submit the annual self-certification of compliance in a timely manner and no later than July 15th. Annual self-certification will consist of the Accountable Executive reviewing, approving and signing the document and submitting to the BATA Board for their approval. Necessary updates outside the annual update window will be handled as PTASP addenda which will be incorporated in the body of the PTASP. The PTASP updates will be shared with the MPO and FTA.</p>

3. Safety Performance Targets

Safety Performance Targets
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate per 500k miles)	Injuries (Total)	Injuries (Rate per 500k miles)	Safety Events (Total)	Safety Events (Rate per 100k miles)	System Reliability (% of Fleet Availability per month (long term % & short term % divided by daily #'s))
MB	0	0	1	0.08	23	1.96	86%
DR	0	0	0	0	10	1.52	86%

Safety Performance Target Coordination		
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
BATA Executive Director and the BATA board share the BATA PTASP, including Safety performance Targets with the MPO each year after the board has adopted the plan and BATA staff have assured that its content has met the requirements of CFR 49,part 673;PTASP.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Traverse Transportation Coordinating Initiative (TTCI)	

4. Safety Management Policy

Safety Management Policy Statement
<i>Use the written statement of safety management policy, including safety objectives.</i>
<p>BATA strives to provide a Safe environment for employees, passengers and guests. BATA aims to support a Robust Safety Culture, and achieve a High Level of Safety Performance. We also work to ensure that all employees are provided with adequate and appropriate safety information and training. We have established Safety performance targets to help us measure effectiveness of our processes.</p> <p>Communicating the purpose and benefits of the Safety Management System (SMS) to all supervisors, and employees.</p> <p>Providing a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through BATA’s Employee Safety Reporting Program (ESRP), unless such discloser indicates, beyond a doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.</p> <p>Identifying hazards and unsafe work conditions and analyzing data from all sources. (After analyzing provided data,BATA Management will develop processes and procedures to mitigate safety risks to an acceptable level.)</p> <p>Establishing Safety Performance Targets that are realistic, measurable, and data driven.Continually improving our Safety Performance through management processes that ensure appropriate safety management action is taken and is</p>

effective. BATA takes these commitments seriously as the lives of BATA employees, riders, and the general public depend on BATA's ability to operate in a culture of Safety.

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.

BATA realizes the importance of employee engagement is crucial to a functioning Safety Management System (SMS). Communication is in place to enable awareness of BATA's Safety Objectives/Safety Performance Targets as well as provide on-going safety communications up, down, and across the organization. Management proactivity engages employees and works to keep the lines of safety communications honest and open.

Employees:

BATA is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, BATA seeks input from all staff to determine if change is necessary based on trends, data analysis, operational changes, or new assets. Several methods are used to communicate policy and/or procedure changes, including:

Employee memorandum / Mail Boxes

Bulletin board notices

Employee email notification

Monthly communications meetings / Training sessions

BATA includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Riders:

If a rider policy is changed or added, BATA notifies riders through the following methods:

Notice posted on vehicle and facilities including effective date and who to contact for more information

Changes to digital rider guidance including schedules and ride guides as appropriate

Public Meetings

Social Media

Any services impacted by policies changes will include outreach as required by Federal Guidance.

Authorities, Accountabilities, and Responsibilities

Describe the role of the following individuals for the development and management of the transit agency's Safety Management System (SMS).

<p>Accountable Executive</p>	<p>The Executive Director serves as BATA's Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan: Responsible for ensuring an SMS culture for BATA employees Controls and directs human and capital resources needed to develop and maintain the PTASP and SMS. A single person who has ultimate responsibility for carrying out the PTASP; and control or direction over the human and capital resources needed to develop and maintain both in accordance with 49U.S.C.5329(d). Designates a Chief Safety Officer who reports directly to the Accountable Executive, the AE.</p>
<p>Chief Safety Officer or SMS Executive</p>	<p>Developing and maintaining SMS documentation; Directing hazard identification and safety risk assessment; Monitoring safety risk mitigation activities; Providing periodic reports on safety performance;</p>

	<p>Briefing the Accountable Executive and Board of Directors on SMS implementation progress;</p> <p>Planning safety management training.</p>
Agency Leadership and Executive Management	<p>Agency Leadership are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Human Resources Department.</p>
Key Staff	<p>All BATA personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.</p> <p>BATA's staff are responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO and AE. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.</p> <p>BATA staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at BATA. Those opportunities include:</p> <p>Monthly employee meetings, and Safety training, Employee and Customer surveys BATA has an open-door policy with access to all management staff.</p>
<p>Employee Safety Reporting Program</p> <p><i>Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).</i></p>	
<p>BATA is committed to the safest operating standards possible. To achieve this, it is imperative that BATA have uninhibited reporting of all incidents and occurrences which may compromise the safe conduct of our operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. BATA encourages employees to identify safety concerns in their day-to-day duties and to report them to management in good faith without fear of retribution.</p> <p>BATA encourages participation in the ESRP by protecting employees that report safety conditions in good faith. However, BATA may take disciplinary action if the safety report received is from a source other than the employee, or involves an illegal act, gross negligence, or a deliberate or willful disregard of promulgated regulations or procedures.</p> <p>There are many ways employees can report Safety conditions</p> <p>Pre/Post Trip Inspections</p> <p>Report conditions directly, in person or via email, to a Supervisor, an Operations Manager, the Fleet and Facilities Manager, the CSO, and the AE, or any office management staff at that time.</p> <p>Report conditions to a member of the Safety Team</p> <p>Report conditions through the Training Program</p> <p>Rider and Public Complaint/Compliment Process</p> <p>All Staff Monthly Communications Meetings</p> <p>Incident/Accident Reports and Investigations</p>	

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

BATA provides training to all personnel in the identification of hazards and security threats while also providing tools to enable personnel to report these risks. Once the risk has been identified, BATA conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat, and follow-up assessment to ensure action taken is appropriate and effective.

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee, and asset assessments conducted daily and on incremental basis. Additionally, BATA communicates with peers across the state, FTA and MDOT, MPTA, and CTAA, to identify common hazards impacting multiple systems. BATA conducts the following routine and random evaluations of the system in the following departments:

Personnel

Each BATA employee is evaluated annually to ensure they are performing their job to the expectations of the Agency. As part of their orientation process the employee is provided training and tools to perform their job.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. If through spot-check or annual evaluation it is determined the employees' performance does not meet expectations or training standards, remedial training will be provided and additional evaluations will take place to ensure remedial training was effective.

Assets

Rolling stock, facilities, and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. The Maintenance Department coordinates the preventive maintenance program including Daily Vehicle Inspection Reports (DVIR) and incremental/semi-annual inspections.

BATA updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles) and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows BATA management to plan asset replacement or rehabilitation for future years.

System

As part of BATA's safety management system monitoring, the agency uses service evaluations when planning, spot-checking or responding to an event like an accident or incident. New routes are strategically developed with safety being the first priority. BATA route planners plan and test all routes before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule, or vehicle.

All front-line staff have been trained to note any changes to service which may be considered a hazard or security threat and through the ESRP, notify their supervisors immediately or upon return to BATA depending on the severity of the hazard.

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard are instructed to immediately report that hazard to dispatch or the immediate supervisor regardless of the perceived level of threat.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been

taken. Some hazards may not pose an immediate risk but are still reported and the CSO will be responsible for risk assessment, investigation and mitigation strategy.

In some cases, a passenger or member of the general public may call BATA with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. BATA documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Safety Risk Assessment

All BATA staff have been provided with training appropriate for their positions within the organization. BATA expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.

Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.

Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat or hazard. The deficiency, threat, or hazard does not pose immediate danger but if no action is taken could elevate to an immediate level risk.

Level 3 - Long Term: A deficiency, threat, or hazard has been identified but does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.

Safety Risk Mitigation

In response to all identified and assessed hazards, BATA will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk can include all employees, riders, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. BATA will communicate actions to appropriate staff through methods appropriate for risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, email, or web alert) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented, BATA will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk is important. Safety is a top priority.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

Safety performance monitoring and measurement involves the continual monitoring of the transit agency's activities to understand safety performance. Through these efforts, BATA can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

BATA is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow BATA to determine the need to make changes to improve policies, employee training, and service delivery.

The CSO will monitor operations daily through observation, data analysis, communication, and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective additional strategies will be developed through key and impacted staff feedback.

In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are

maintained. Daily bus inspections, an active Preventive Maintenance Program, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Operator Inspections. All operators are required to perform one or more of the following: a pre-trip, mid-trip, and/or post-trip inspection to ensure that the vehicle is safe and in good operating condition. If defects are noted by the operator in the DVIR, the fleet services coordinator and mechanics will determine the appropriate follow-up actions, depending on the severity and extent of the defect. In the case of a defect that develops or is noted once a vehicle is in service, the operator is instructed to communicate the problem to Dispatch, who will then notify Maintenance and receive guidance.

Mileage-Based Maintenance Inspections. All buses receive preventive maintenance inspections at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. A description of the schedule and type of inspection and service performed for each bus series is included in the BATA Maintenance Plan.

Semi-annual Safety Inspections. All buses receive preventative maintenance and safety inspections at least once every six months, however it is usually closer to every 4 months. A description of the schedule, type of inspection, and service performed for each bus series is included in the BATA Maintenance Plan.

Frequency

Mechanics and Facilities Maintenance employees look for potential hazards with equipment whenever they are using that equipment. The vehicle hoists in the vehicle maintenance shop are inspected annually by contractors. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturers' recommended practice. Hazards are also identified by analyzing work accident trends.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. BATA's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, BATA uses TAPTCO (Transit and Paratransit) LLLC defensive driving training, National Safety Council, RTAP, other guidelines to determine if a collision or onboard incident could have been prevented. All personnel operating any BATA vehicle are held to this standard.

Transit Operations coordinates with outside law enforcement agencies if they investigate an event.

Administrative staff coordinates with outside insurance providers and provides support among BATA departments and independent investigations to manage BATA's liability and claims.

Most accidents and incidents involving BATA are relatively minor in severity and are investigated by Operations Supervisors and Managers. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated.

Notification

Bus Operators are to notify Dispatch anytime a BATA vehicle might have been damaged, anytime a BATA vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. Management on duty will be directed to the scene. Police and ambulance will be dispatched, if necessary.

At-Scene Procedures

Bus Operators will adhere to the following procedures defined in the BATA Operator's Handbook :

- Make sure everyone is o.k., ask the obvious, "Is everyone o.k.?", then call dispatch using the two-way radio.
- Safety first, property damage later
- When police arrive, be prepared to give them your driver's license, vehicle registration and proof of insurance.
- Make no apologies and make no admissions of guilt.
- Get the other driver's insurance information, address and license number. Remember, we cannot force them to do so.
- Get information from the agency law enforcement officer, report #, business card, etc.
- Talk to witnesses and passengers on the bus. Have them complete the Courtesy Cards and collect them.
- Whenever possible, take pictures (this is very important) – specifically of the vehicles involved, all sides (especially of the back of the car with the license plate). Remember, no pictures of any persons at the scene of an accident should be shared with a third party.
- Memories can fade quickly, try to write down the details of the accident at the time with as much information as you can. Don't forget to collect the Courtesy Cards from your passengers.
- Complete an accident report by the end of your work day and submit your photos and police information along with it.

Management On-Duty are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, observations, and other on-board technologies.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, BATA can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

Maintenance

Fleet Maintenance Compliance – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturers, MDOT, and BATA mileage/calendar intervals.

Annual Vehicle Condition Assessment – through vehicle inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates to BATA's Transit Asset Management Plan.

Operations

Customer Complaints Per Month – tracks all customer complaints to identify areas of deficiency with vehicle, driver or other BATA areas. All customer comments are routed to the appropriate department(s) for investigation, mitigation, and response. Complaints may be a result of phone calls, email, or other BATA public forums.

On-time Performance – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.

Customer Surveys – conducted annually, allow BATA to receive rider feedback about bus operator performance, customer service, and vehicle safety.

Safety

Safety Performance Measure: Fatalities (total number of reportable fatalities and rate per total vehicle revenue miles by mode)

Safety Performance Measure: Injuries (total number of reportable injuries and rate per total vehicle revenue miles by mode)

Safety Performance Measure: Safety Events (total number of reportable events and rate per total vehicle revenue miles by mode)

Safety Performance Measure: System Reliability (% of Fleet Availability per month (long term % & short term % divided by daily #'s))

Describe activities to conduct investigations of safety events, including the identification of causal factors.

Accident Review Process

Accidents and Incidents are classified as Preventable or Non-Preventable. Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the National Safety Council Guidelines, the LLLC system of TAPTCO , and/or Operations Procedures and Policies.

After reviewing all related documents and evidence, the investigating Supervisor or Manager makes an independent preliminary determination of whether the accident was preventable. The final accident determination is made by a committee of at least two of the following: the HR Director, the Fleet and Facilities Manager, and/or an Operations Manager. Vehicle accident determinations consider, but are not limited to, policies, procedures, training, traffic code, law enforcement accident reports, driver statements, video, witness statements, and/or other information gathered from onboard technologies.

Follow-up

Follow-up in the form of corrective actions is the responsibility of the employee's manager or supervisor.

Any disciplinary action will be assessed using the Collective Bargaining Agreement procedures and/or

BATA's work rules. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Training will be provided, in most cases, for employees who have been involved in a preventable event. Training and re-training are not disciplinary in nature.

Describe activities to monitor information reported through internal safety reporting programs.

BATA responds to safety issue reports with the appropriate priority level for the issue. The Operations team meets weekly and keeps operations related safety issues on its agenda or schedules follow up until long term results indicate the issue has been mitigated. If there is a need for a policy or procedural change, the operations team works with HR to update or create the new policy/procedure. Operations managers meet biweekly with the Executive Director. These meetings include updates on the progress of existing safety issues.

The Maintenance team have daily passdown meetings that include safety issue reporting follow up. Safety issues on vehicles are reported through the DVIR process. Follow up is tracked through maintenance software. Fleet wide issues are tracked by project.

BATA's management team consists of the Executive Director, the Director of HR, the Director of Marketing and Communications, the Director of Finance, the Operations Managers, the Fleet and Facilities Manager, and the IT Manager. BATA's management team meet bi-weekly. The primary goal of these meetings is to ensure team alignment, provide information, and maintain focus on achieving goals pertinent to the organization's current projects and tasks. Department scorecard results are shared monthly/quarterly. Scorecards include many safety metrics. Updates and follow up results to safety issues are shared in these meetings.

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the Bus Operator job requirements is critical to safe transit operations. The transit Bus Operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, drivers, and all others who share the road with the transit vehicle. BATA's hiring process includes the following components:

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posted on BATA's website, and applications filed by prospective candidates when there are no positions available. The applications are screened by key personnel in Human Resources and Operations.

Interview

After application reviews, applicants are then interviewed by a panel comprised of two of the following: an Operations Supervisor, an Operators Manager, and a member of the HR Department. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

To be eligible for hire, a candidate must have a Michigan driver's license. The HR Department will review applicants Motor Vehicle Record (MVR) dating back five years. This establishes 21 years as the de-facto minimum age requirement for new hire Bus Operators.

Licensing

To be eligible for hire, a candidate must be able to earn a CDL B with Air Brake and Passenger endorsements.

Criminal Background Check

To be eligible for hire, a candidate must submit to a Criminal Background Check. The results must meet all statutory and BATA standards for the Bus Operator position.

Drug Testing

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test.

Training

There are formal training programs for Bus Operators, Maintenance employees, and Operations employees. These include training classes, manuals, BATA Operating Procedures, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher.

Initial Bus Operator Training

New Bus Operators receive an intensive 48 hours of classroom training that covers every aspect of their new job. There is also another two weeks of Coach Ridealong training, or on-route training with experienced bus operators. The training includes, but is not limited to, the following areas:

TAPTCO (Transit and Paratransit Company training courses including LLLC Defensive Driving)

Orientation to Bus System

Basic Bus Maneuvers

Advanced Bus Maneuvers

Service Stops

System Overview

System Procedures

Communication skills

Customer Service

Accessible Service

Emergency Management

Fleet Services

Personal Safety

Health/Injury Prevention

Stress Management

CDL Preparation, if required.

De-escalating Customer Interactions

Vehicle Orientation

On-route training provides real service experience with an experienced operator during regularly scheduled work shifts. Trainees rotating amongst coaches provides each trainee with experiences across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

Annual Training for All Bus Operators

Every year, each Bus Operator receives refresher and topical training. The training addresses, but is not limited to, a rotation of the following topics:

Fatigue Awareness

Dealing With Difficult People

Resolving Conflict

Harassment

Effectively Dealing With People of Differing Ages

Proper Securement of Mobility Devices

LLLC Defensive Driving

Bloodborne Pathogens

Injury Prevention

Accessible Service Sensitivity

Initial Operations Supervisor Training

An Operations Supervisor receives training initially, but not limited to, the following areas:

Drug & Alcohol (Policy and procedures for all types of FTA-mandated testing)

Accident Investigation

Emergency Procedures
Security Procedures
Data Entry and Recordkeeping
Harassment
Coaching/Criticism/Discipline
Dispatch Operations
Field Operations
Conflict Resolution

Maintenance and Facilities Department Training

Mechanics are required to be licensed by the state of Michigan. They also complete specialized training from Roush to repair propane powered vehicles.

Facilities Support staff receive training

- Slips, Trips, and Falls
- Personal Protection Equipment
- Safety Data Sheets (SDS) and Labels
- Bloodborne Pathogens
- Hazardous Materials Storage
- Fall Protection/Ladder Safety

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Safety performance targets are set and tracked by each department. Targets are communicated to the organization through monthly all-staff communications meetings, weekly department meetings, emails, and bulletin boards. Sharing scorecard metrics is part of BATA's performance based culture and is tracked on the Organization level scorecard.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the ASP that are not included elsewhere in this Plan.

FY2023 Organization Scorecard included below

2023 Organization Performance Scorecard																
	Strategy	Metric	2022 Benchmark	Performance Goal	Points	Metric Definition	Data Source	Q1	Pts	Q2	Pts	Q3	Pts	Q4	Pts	
Safe	Safety	Preventable Passenger Injuries per 500k miles	0.34	0.34	5	Number of preventable passenger injuries per 500k miles.	Passenger Injury Log & Max miles report	0	5	0	5	0	5	0	5	
		Days Since Last Preventable Accident	45	48	5	Highest number of days between all preventable accidents. This includes both non-reportable and reportable collisions. Number can roll over from previous quarters.	Accident Log	20	2.1	45	4.7	45	5	36	3.75	
		Preventable Reportable Collisions (per 100k miles)	0.3	0.2	10	Number of preventable, reportable vehicle collisions recorded each quarter per 100k miles driven	(Recordable Accident Log (801/802)/ Total Miles) x 100,000	0.5	4.0	0.7	2.9	0.7	10	0.4	7	
		# of days between employee injuries	118	40	5	Number of days between employee reportable injuries	Injury log	50	5	52	5	127	5	107	5	
					25			16	18	25	21					
Efficient	Financial Success	Cost recovery	9.25%	9.25%	5	The percent of eligible operating expenses recovered by direct revenues	QuickBooks	10.93%	5.0	12.15%	5.0	11.09%	5.0	11.20%	5.0	
		Operating Expense per Hour	\$77.64	\$77.64	5	Total eligible operating costs divided by number of service hours	QuickBooks	\$75.50	5.0	\$79.56	4.9	\$76.47	5.0	\$78.16	5.0	
		Operating Expense per Mile	\$5.35	\$5.35	5	Total eligible operating costs divided by number of miles	QuickBooks	\$5.03	5.0	\$5.44	4.9	\$5.18	5.0	\$4.95	5.0	
		Operating Expense per Trip	\$33.84	\$33.84	5	Total eligible operating costs divided by number trips	QuickBooks	\$23.47	5.0	\$24.76	5.0	\$25.58	5.0	\$27.01	5.0	
					20			20	20	20	20					
High-Quality	Customer Experience	Net Promoter Score	64%	67%	10	The percentage of promoters minus the percentage of detractors in response to the Net Promoter Score question (Annually)	Customer Survey	56%	8.4	56%	8.4	56%	8.4	58%	8.7	
		Overall Customer Satisfaction	84%	88%	10	Average percentage of customer satisfaction with BATA's service delivery. (Annually)	Customer Survey	79%	9.0	79%	9.0	79%	9.0	82%	9.3	
						20			17.3	17.4	17.4	18.0				
	Employee Success	Employee Satisfaction	84%	88%	10	Overall score on annual survey which determines if employees feel they would refer BATA to their friends/family	Annual survey in June	84%	10	84%	10	84%	10	79%	9	
Employees' Equipped for Success		88%	92%	10	Overall score on annual survey which determines if employees feel as though they have the tools needed to deliver quality service	Annual survey in June	88%	10	88%	10	88%	10	96%	10		
					20			20.0	20.0	20.0	19.0					
Reliable	Performance-Based Culture	Average Department Scorecard Score	92%	95%	5	A quarterly average of departmental performance scores	Dept. Scorecards	94%	4.9	94%	4.9	98%	5	89%	4.7	
		Monthly Departmental Scorecard Results Shared	NA	100%	5	Departmental Scorecard results shared within each department each month	Monthly Departmental Report	100%	5	100%	5	100%	5	100%	5	
		Bus Observations by Admin Staff		100%	5	An average of 3 bus observations/quarter performed by each member of the admin staff	SmartSheet Dataset	86%	4.3	82%	4.1	92%	4.6	83%	4.15	
					15			14.2	14.0	14.6	13.8					
Overall Performance Score					100			88	89	97	92					



MEMO

05.30.24

Memo to: BATA Board of Directors
From: Eric Lingaur, Communications and Development Director
Re: APC / NTD Certification

With Board approval BATA recently purchased and installed Automatic Passenger Counters (APC) on all its fixed route vehicles to improve ridership tracking and reporting. BATA is already seeing the benefits of the APC technology with more timely and accurate ridership data that includes both boarding and alighting information. Another important feature of this technology is that it provides essential ridership data that is now required by the Federal Transit Administration (FTA) as part of BATA’s National Transit Database (NTD) small urban transit system reporting.

The FTA requires transit agencies using APCs to have the NTD data they report certified through an extensive validation process. This process can be done manually by the transit agency, or it can be facilitated by a third party vendor. BATA has been exploring both options and has determined that using a third party vendor is the best approach based on the following factors:

- **Staff Resources:** APC/NTD certification is a lengthy process and requires a lot of manual time to count passengers through visual validation and compare the findings to the digital APC collected data. Utilizing a vendor would free up staff time for day to day operations and other projects as BATA transitions into a new headquarters facility.
- **Experience:** BATA staff does not have the experience or knowledge base for completing an APC/NTD certification process. Using an experienced vendor will make sure the process is done right and help BATA gain knowledge for future certifications.
- **Accurate Data:** Ridership data accuracy is necessary for NTD reporting because it ties directly into BATA’s new small urban transit funding model and is required by the FTA for direct recipients. Having a software solution that provides the highest level of analysis and actively monitors and detects APC functionality is essential.

Cost estimates and proposals were gathered from three different vendors that provide NTD certification:

APC/NTD Certification Costs			
	UTA	HopThru	TransTrack (Budgetary Estimates)
Yr1 Cost	\$ 50,345.00	\$ 36,362.00	\$234,654
Yr 2+ Costs	\$ 4,845.00	\$ 47,740.00	\$74,466 (+) 5% increase yearly

Based on our findings and proposals received, BATA recommends selecting HopThru for the following reasons:

- **Manual Counting / Validation Included:** HopThru is the only vendor that offers manual counting and visual validation services, which is required as part of the APC/NTD certification process. BATA estimates it would take about 200+ hours of BATA staff time to complete this process internally.



- Timeline: HopThru offered the shortest project timeline (4 months) to meet BATA's goal of being certified by the start of fiscal year 2025 (Oct. 1, 2024).
- Cost: HopThru's year one costs are the most affordable and include manual counting. Year two costs are higher, but BATA eventually hopes to reduce costs by phasing out some of the HopThru modules in year two as it gains NTD reporting and certification experience.
- User Interface: HopThru's interface was the most user friendly, while the other vendors only provided exportable data into spreadsheets or rudimentary interface designs.
- Experience: BATA has been working with HopThru in various capacities for more than six years and has complete confidence in their ability to complete BATA's APC/NTD certification process.

Total cost for the first year of the agreement (enclosed) will be \$36,362.

Thank you for your consideration.

###



HOPTHRU ORDER FORM #38D8DBAE-0001

Customer: Bay Area Transportation Authority		
Address: 3233 Cass Rd. Traverse City, MI 49684		
Billing Contact Name:	Billing Email:	Billing Phone:
Effective Date: The last signature date set forth in the Signature Page	Initial Service Term: 1 Year	
<p>Billing Terms: Annually in Advance</p> <p>Marketing Terms: Willingness to work with Hopthru to develop a case study, mutually agreeable press release, and ability to use your agency as a reference (website, presentations, etc.).</p> <p>Required Data: Customer agrees to provide Hopthru with the required raw data (as described in Exhibit A) to power the Hopthru Cleanse and Diagnostics modules.</p> <p>Sampling Data: Customer agrees to provide Hopthru with sample trip data in accordance with Customer’s sampling plan. Customer agrees that these samples will be collected manually and will be true and accurate beyond all reasonable doubt. Customer can choose its method of manual collection (people counters, security cameras, etc.).</p> <p>Video Camera Footage: Customer agrees to provide Hopthru with video camera footage for every trip in the Sampling Plan as defined by Hopthru and approved by the Customer. Video camera footage must provide sufficient visibility such that Hopthru personnel can accurately determine the number of boardings, alightings and passengers onboard for each trip in the Sampling Plan. Hopthru agrees that video camera footage provided by the Customer will be used for the sole purpose of providing the Services.</p> <p>Implementation Services: Hopthru will use commercially reasonable efforts to provide Customer with an automated or semi-automated method of uploading its data to the Services.</p> <p>Terms of Service: By signing this Order Form, Customer agrees that this Order Form is subject to, and Customer is bound by, the Hopthru SaaS Terms of Service located at: https://hopthru.com/saas-terms-of-service (the “Hopthru Terms”). Unless otherwise specifically stated in an Addendum, in the event of a conflict between the Addendum and the Hopthru Terms, the Hopthru Terms shall govern.</p>		

SERVICES AND FEES

Term	Product / Service	Type	QTY / Limit	Total Cost
Year 1	Hopthru Cleanse	Annually Recurring	Up to 50 VOMS (vehicles operated at maximum service)	\$26,610 / Year (USD)
	Hopthru Diagnostics	Annually Recurring	Up to 50 VOMS (vehicles operated at maximum service)	\$11,130 / Year (USD)
	Hopthru Analyze	Annually Recurring	Up to 50 VOMS (vehicles operated at maximum service)	\$10,000 / Year (USD)
	NTD Certification Services	Fixed	1	\$9,450
	Integration Fee	Fixed	1	Included
	BATA Custom Discount**	-	-	-\$13,328 during Year 1
	Hopthru Analyze Discount (Prorated for 9 months)	-	-	-\$7,500 during year 1
TOTAL COST (USD)				Year 1: \$36,362

* VOMS = Vehicles Operated in Maximum Service

** This discount is being applied to account for the 16 months BATA has not provided ridership data to Hopthru Analyze during Terms 3 & 4

HOPTHRU ORDER FORM (Signature Page)

Hopthru, Inc.:

Customer:

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

EXHIBIT A

Required Data

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Required Data

Below is a list of data sets that Hopthru requires to power its Hopthru Cleanse and Diagnostics modules.

1. UP-TO-DATE STATIC GTFS

2. RAW APC DATA:

The data described below should be the rawest form of APC Data; before any processing has been applied. Each event in the data set should, at a minimum, include the following attributes.

FIELD	NOTES
ons	
offs	
actual_timestamp	
vehicle_number	This should be identical to the associated vehicle_number in the vehicle assignment data described below
latitude	
longitude	

3. VEHICLE ASSIGNMENT DATA:

The data described below should be the daily block assignments for each vehicle that provided service. Each event in the data set should, at a minimum, include the following attributes. All listed "IDs" should adhere to the agency's GTFS data.

FIELD	NOTES
<u>block_id</u>	
<u>vehicle_number</u>	This should be identical to the associated vehicle_number in the raw apc data described above
<u>service_date</u>	