KEEPING PROMISES MADE. MAKING A DIFFERENCE.

“We’re proud to have delivered on our promises, and we are thrilled that residents are riding more often. And, ridership is at an all-time high. We are also excited about continuing to make a difference in people’s lives throughout the area and helping them get to jobs, medical appointments, shopping, and more.”

Matt Carpenter
CEO, TheRide

KEEPING OUR PROMISES
Service Implementation 2014-2018

**August 2014**

- Later Weekday Service on most routes until 11:00 p.m.
- New Saturday and Weekday Evening Service on 18 routes
- New Route 46 started serving residents of Ypsilanti with hourly service 7 days a week
- Expanded A-Ride Service to include new route and later service

**August 2015**

- New Sunday Service on Ypsilanti Local Routes
- Extended Service to Ypsilanti on Route 6 until 7:15 p.m. on Sundays
- Increased frequency on Route 46
- More frequent service on Route 2C
- New Route 67 Platt-MI Ave
- Later Saturday Service until 10:45 p.m.
- Later Sunday Service until 7:15 p.m. on most routes

**August 2016**

- New Route 61
- Increased frequency in Ann Arbor on Route 6 to run every 15 minutes on weekdays

**August 2015 cont.**

- Later hours for A-Ride on weekends; until 10:45 p.m. on Saturdays and 7:45 p.m. on Sundays
- Extended service to Pierpont Commons on Route 1 until 7:45 p.m. on Sundays

**May 2016**

- 12 new routes
- More frequent service
- More Direct Service in Ann Arbor and Ypsilanti
- Expanded A-Ride Service on new Routes 26, 27, 29, and 30
- New route names and numbers to make them easier to understand and use
- New service in Scio Township - Routes 26, 29, and 30
PERFORMANCE

Record Ridership

<table>
<thead>
<tr>
<th>Total Ridership:</th>
<th>Up 5%</th>
<th>Up 3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,879,996</td>
<td>Fixed route ridership from FY 2016 to FY 2017</td>
<td>Demand response ridership from FY 2016 to FY 2017</td>
</tr>
</tbody>
</table>

including Fixed-Route, NightRide, AirRide, A-Ride, Senior GoldRide, Express Routes

Rider & Community Satisfaction

Data collected in 2017 – on-board and community surveys.

ACCESSIBLE

81% surveyed agree AAATA's ongoing service improvements make it easier to get to local jobs

100% of fixed-route buses contain accessibility features for people with disabilities

98% surveyed agree that it's important to provide transit for seniors and people with disabilities

SAFETY

96% are neutral or satisfied with safety from bus accidents

95% are neutral or satisfied with level of personal security when using services

RELIABLE

100% scheduled local fixed-route trips operated

85% on-time performance

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August 2017

- Schedule adjustments made to improve timing between 32A/B/C trips on Miller Rd.
- Other service adjustments made to Routes 21, 24, 25, 32, and 64

Route 46

- Routes revised to provide service in both directions on Huron River Dr. and Textile Rd.
- Route expanded to serve Hitchingham, Merritt, and Whittaker Roads

Route 68/43

- Through-Route Service at Homes & Ridge. Riders can now connect between the two routes without changing buses.
- Riders in the Route 68 area can now ride in downtown Ypsilanti without a transfer.

September 2017

- FlexRide began operation

January 2018

- New Ypsilanti Township Express Route 81

For more details on the service implementation, visit TheRideYourWay.org
FINANCIALS
Fiscal Year 2017

AAATA’s commitment to delivering comprehensive mobility services to the community is matched only by our commitment to controlling costs and tightening our balanced budget. We have no long-term debt or unfunded liabilities, and we continually receive clean audits.

Operating Revenue
- Local Property Taxes: 36.4%
- State: 32.3%
- Federal: 9.4%
- Sponsored/Passenger Fares: 16.2%
- Other Cities & Townships: 5.2%
- Other: .5%

Operating Expenses
- Employee Costs: 59.3%
- Purchased Transportation: 19.6%
- Purchased Services: 6.1%
- Materials & Supplies: 4.7%
- Fuel & Lubricants: 3.5%
- Other: 3.7%
- Insurance: 1.9%
- Utilities: 1.2%
**FAMILY OF SERVICES**

- **TheRide**
  - 6,596,905 local fixed route rides

- **NightRide**
  - 23,634 rides

- **AirRide**
  - 84,752 rides

- **ExpressRide**
  - 26,212 rides

- **ARide**
  - 109,660 accessible vehicle rides

- **VanRide**
  - 524 vanpools

- **GoldRide**
  - 17,273 rides

- **iShareARide**
  - 119 registered carpools

- **MyRide**
  - 14,409 rides

- **Park&Ride**
  - 729 spots used daily

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Here’s what people are saying about TheRide:

- “The new Sunday service in Ypsilanti makes it so I can work.”
  
  Wayne

- “I enjoy the independence that I have being able to ride the bus and am happy with the expanded routes and times.”
  
  Kathleen

- “I use the bus tracking tool on my phone and it saves me from waiting out in the cold.”
  
  Daniel

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On-Board and Community Survey says our riders are either positive or neutral on...

- Driver courtesy: 95%
- Quality of service information: 92%
- Cleanliness of buses: 93%
- Conditions at bus stops: 93%

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**Board of Directors**
Eric Mahler, Chair  
Eli Cooper, Treasurer  
Gillian Ream Gainsley, Secretary  
Roger Hewitt  
Michael Allemang  
Sue Gott  
Jack Bernard  
Prashanth Gururaja  
Larry Krieg  
Kyra Sims

**Member Communities**
City of Ann Arbor  
Christopher Taylor, Mayor  
City of Ypsilanti  
Amanda Edmonds, Mayor  
Ypsilanti Township  
Brenda Stumbo, Supervisor

**Purchase of Service Communities**
Pittsfield Township  
Mandy Grewal, Supervisor  
Superior Township  
Kenneth Schwartz, Supervisor  
Scio Township  
M. Jack Knowles, Supervisor

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**TheRide**
Ann Arbor Area Transportation Authority  
Dawn Gabay Operations Center  
2700 S. Industrial Hwy. | Ann Arbor, MI 48104

734-996-0400 | TellUs@TheRide.org

@CatchTheRide