

PROMISES KEPT



Citizen Report: Fiscal Year 2017

October 1, 2016 – September 30, 2017

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 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

August 2016

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

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

PERFORMANCE

Record Ridership



Fixed route ridership from FY 2016 to FY 2017



Demand response ridership from FY 2016 to FY 2017



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



TheRide

Ann Arbor Area Transportation Authority

ENVIRONMENTALLY RESPONSIBLE



100%
of buses use
biodiesel fuel

81%
surveyed agree
AAATA helps control
local air pollution

56%
of buses are
hybrid electric

76%
surveyed agree
AAATA is mitigating
climate change

ECONOMICALLY RESPONSIBLE



82%
agree more transit creates access
to more affordable housing
options

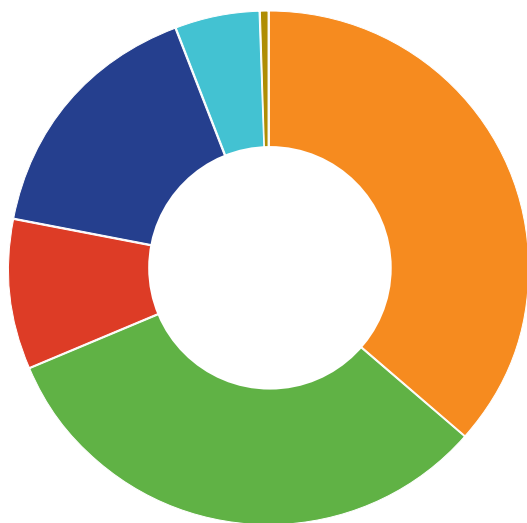
72%
agree AAATA provides a good
alternative to owning a car

82%
agree AAATA helps the economy

FINANCIALS

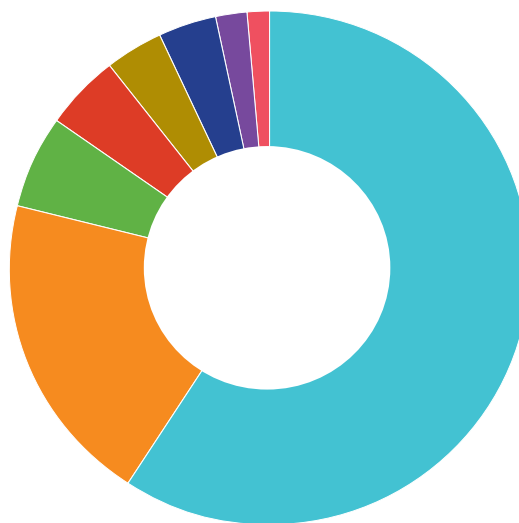
Fiscal Year 2017

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%



TheRide

Ann Arbor Area Transportation Authority

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

Here's what
people are
saying about
TheRide:



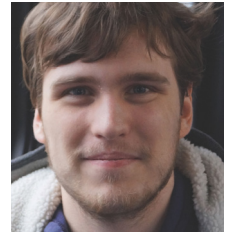
**"The new Sunday service
in Ypsilanti makes it so I
can work."**

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

**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%

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



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

734-996-0400 | TellUs@TheRide.org



@CatchTheRide