

Teamwork. Safety. Excellence.

Citizen Report: Fiscal Year 2019

October 1, 2018 – September 30, 2019

TheRideCitizenReport.org





50th Anniversary:

On May 7, 2019, we celebrated the 50th anniversary of TheRide. The Ann Arbor Transportation Authority started with 4 motor coaches and 2 fixed-routes. Since then, we've grown to serve the greater Ann Arbor-Ypsilanti area with over 30 routes and 100 buses.

Thank you to the entire community and our valued employees for a half century of support. TheRide wouldn't be here without you.



Ridership Numbers:



(Fixed-Route, NightRide/HolidayRide, AirRide, A-Ride/Senior GoldRide, Express Routes, FlexRide, VanRide and MyRide)

6,383,790

TheRide Fixed-Route

93,321

AirRide

163,476

A-Ride/GoldRide

16,918

MyRide

56

Commuter Connect
carpool accounts

246,575

VanRide passenger
trips

29,070

ExpressRide

26,448

NightRide/HolidayRide

3,999

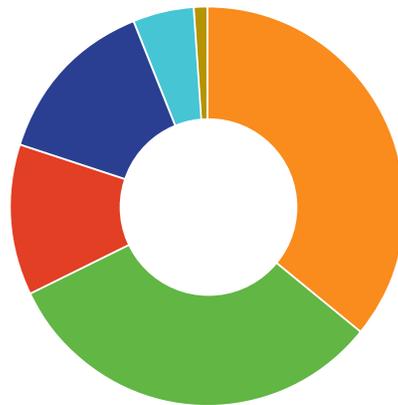
FlexRide

Financials:

Fiscal Year 2019

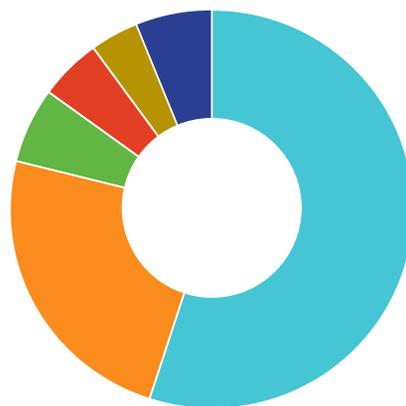
2019 Operating Revenue

Local Property Taxes:	36%
State:	32%
Federal:	12%
Sponsored/Passenger Fares:	14%
Other Cities & Townships:	5%
Other:	1%



2019 Operating Expenses

Employee Costs:	55%
Purchased Transportation:	24%
Purchased Services:	6%
Materials & Supplies:	5%
Fuel & Lubricants:	4%
Other:	6%



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.

GFOA Budget Award:

For the second year in a row, TheRide has been awarded the **Government Finance Officers Association Distinguished Budget Presentation Award** for our Fiscal Year 2019 Operating and Capital Budget. Congratulations to our finance team and the rest of our staff for receiving the highest honor given in governmental budgeting.



Manager of the Year Award:

Congratulations to TheRide's **Michelle Whitlow**, Manager of Purchasing, for being recognized as the Manager of the Year by the Michigan Public Purchasing Officers Association (MPPOA). This honor is annually bestowed on individuals for excellence in public purchasing, community involvement, and contributions to MPPOA and the purchasing profession.

Long-Range Plan:

TheRide is developing its next long-range public transportation plan. In the Fall of 2019, TheRide met with the public to obtain feedback on what they'd like to see with the future of public transportation in the greater Ann Arbor-Ypsilanti area. TheRide is currently reviewing the feedback and developing scenarios based on this feedback. The public will be given further opportunities for feedback on the scenarios which will be used in a final recommended long-range plan.

Five Categories of Improvement:



Frequency



Access



Availability



Experience



Flexibility

Phase 1

- Public Input
- Develop Scenarios

Phase 2

- Feedback on Scenarios
- Revise and Present Final Recommended LRP

Phase 3

- Approval
- Develop 5-Year Implementation Plan
- Funding Decision



Mobility Technology:

TheRide is dedicated to improving the transportation experience for all riders, regardless of their physical capabilities.

In the spring of 2019, we installed **Q'Straint** automated wheelchair securements on 10 of our buses as a pilot program. We've also been working with **Feonix - Mobility Rising** to help people with disabilities navigate bus routes and stops. To better understand the impact these and other technologies can have, we participated in disability-awareness training to become more familiar with the mobility challenges people with disabilities face when using transit systems.



In our continuing pursuit of public safety, we're currently partnering with **Humanising Autonomy** to test technology that predicts pedestrian behavior and alerts drivers.

And in June 2019, we partnered with **SPARK** and **Token Transit** to test a mobile day pass pilot program with registered attendees of **a2Tech360**. 115 passes were issued.

Safety:

At TheRide, safety and security are always a top priority, and we're constantly working to ensure our riders and community agree. To that end, our safety program is always evolving with the help of local agencies and security personnel.

Our operations staff receives annual training in the best ways to respond to emergency situations on buses and at transit centers. We also regularly conduct evacuation drills at all facilities to educate our staff and the public alike.

TheRide's driver training program was recently enhanced with a Transit Operator Development Course to help prevent accidents and keep riders safe.

In keeping with our commitment to transparency, all accidents and incidents are reported, investigated, and reviewed to identify root causes and develop preventative measures.



Neutral Zone Partnership:

TheRide and **The Neutral Zone** are partnering to help area teens to achieve success. The Neutral Zone is a teen center dedicated to promoting personal growth and community leadership. They're educating TheRide on youth development needs and, in return, we're providing complimentary bus passes for young people involved in Neutral Zone programs.



Ozone Partnership:



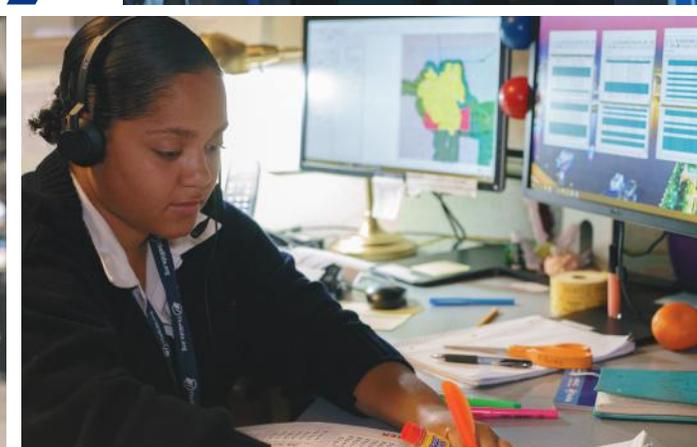
TheRide and **Ozone House** are partnering together to have the Ozone House provide a licensed social worker at the Ypsilanti Transit Center (YTC). The social worker is at the YTC during peak hours of afternoon service. They work closely with our on-site supervisor to help address any issues that arise and offer assistance on concerns regarding health, housing, school and family. The social worker is working with youth to develop peer outreach workers to help spread the message about the services available.





Employee Spotlight:

Our employees are the heart and soul of TheRide. We owe every success to their unending dedication.



TheRide is YOUR ride:



“With super friendly staff and amazing bus service, TheRide is absolutely the answer to anyone traveling to and from campus.”

- Thomas



“You just go into an alternative mind set where you get on the bus and don’t worry about getting there.”

- Lissa



“Having a variety of bus routes to choose from turns my logistical commuting problems into no problem at all!”

- Courtney



“2019 was an exciting year as we celebrated 50 years of serving the community. We’re proud to provide service to the greater Ann Arbor-Ypsilanti area and look forward to continuing to do so for years to come. We thank our dedicated staff and the community for your support.”

– Matt Carpenter, CEO

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Purchase of Service Communities

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Mandy Grewal,
Supervisor
Superior Township
Kenneth Schwartz,
Supervisor
Scio Township
M. Jack Knowles,
Supervisor



@CatchTheRide

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Available in alternative formats upon request.

TheRideCitizenReport.org