



August 2021 Service Recovery Proposal Q&A – External – Final, 3/18/21

Q: What is TheRide's Service Recovery Proposal?

A: The Service Recovery Proposal is TheRide's plan to bring back service to full-service levels starting in August 2021.

Q: Why is TheRide proposing service adjustments?

A: TheRide implemented a Temporary Service Plan in March 2020 as a result of the COVID-19 pandemic. The Temporary Service Plan focused on key corridors, allowing for physical distancing and on essential travel only. Since March 2020, TheRide has made adjustments to the plan. TheRide is now preparing to return to full service.

Q: When will the final service plan start?

A: Service changes will start Sunday, August 29.

Q: What routes have proposed adjustments?

A: All Routes and services have proposed adjustments.

Q: What are the A-Ride proposed adjustments?

A: A-Ride (ADA) service is available during TheRide's regularly scheduled fixed route bus service. All A-Ride trips must be completed by the end of these scheduled service hours. If published scheduled fixed route times change, the A-Ride times will change as well.

- **Base Service Area:**
The A-Ride Base Service Area is defined by a 3/4 mile radius either side of TheRide's scheduled fixed route bus service. Advance reserved trips, that begin and end within the Base Service Area, are considered ADA trips. Whenever the scheduled fixed route bus service area changes, the A-Ride Base Service Area changes as well
- Same day bookings are no longer available. Reservations will be available for Will-Call return trips for medical appointments, Health and Human service, Secretary of state and Social Security Administration only.

No Senior/GoldRide use, though GoldRide cardholders may apply for ADA services

Q: What are the GoldRide proposed adjustments?

A: GoldRide Demand Response service to be discontinued. Individuals with disabilities or substantially limited from riding regular fixed-routes are encouraged to apply for A-Ride ADA services. All GoldRide cardholders can travel for free on TheRide's fixed-route service.



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Q: What are the FlexRide proposed adjustments?

A:

- FlexRide-West:
 - Hours to return to prior hours:
 - Monday-Friday: 7:00am-7:00pm
Service to return to Pittsfield Township only. Scio Township and Ann Arbor areas served during the Temporary Service Plan by FlexRide will return to being served by Fixed-Routes
- FlexRide-East:
 - Hours to be revised:
Monday-Friday: 6:00am-10:00pm
Saturday: 8:00am-9:00pm
Sunday: 9:00am-7:00pm
FlexRide-East to continue service south of Huron River Drive and east of Harry Street. Areas served during the Temporary service plan will be served by reinstated Route 46. The option to directly connect to the Ypsilanti Transit Center to be maintained.

Q: What are the Night and Holiday FlexRide changes?

A: Service hours to return to full levels:

Monday-Friday: 12:00am – 6:00am
Saturday: 11:00pm- 7:30am
Sunday: 8:00pm – 7:30am
Holidays: All Day

There will no longer be a \$2 charge for trips not beginning in Ann Arbor. Trips can start and end anywhere in the FlexRide Night/Holiday service area.

Q: Is ExpressRide being discontinued?

A: Yes, ExpressRide is being discontinued. TheRide recommends forming a vanpool. More information on vanpool can be found at MyVanRide.org.

Q: Is AirRide returning?

A: Service between the Blake Transit Center and Detroit Metro Airport is scheduled to tentatively resume late Spring 2021.

Q: Is D2A2 returning?

A: Service between the Blake Transit Center and Detroit will be determined by the Regional Transportation Authority of Southeast Michigan.



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Q: How were the route changes in this proposal decided on?

A: TheRide reviews all its routes for ridership and productivity on a regular basis. Evaluations are also made of on-time performance and the ability of riders to make transfers. Any possible changes are then analyzed for how many buses and drivers would be needed to make that change. After reviewing all these issues, looking at the agency goals for service, and looking at the available resources, the proposal is developed and brought to the public.

Q: Will the public be able to provide feedback?

A: Yes, public input will be accepted March 4 – April 2. TheRide will hold public engagement sessions in late March to discuss the proposal. TheRide will also hold additional informational learning sessions in June for the public to learn about the final plans for August. The March public meetings will be held virtually via Zoom on:

- Monday, March 22 at 12:00 p.m. add days of the week
- Tuesday, March 23 at 6:00 p.m.
- Wednesday, March 24 at 12:00 p.m.
- Tuesday, March 30 at 6:00 p.m.
- Wednesday, March 31 at 12:00 p.m.
- Thursday, April 1 at 6:00 p.m.

Feedback will also be accepted:

Email: Planning@TheRide.org

Subject: "Service Recovery Proposal"

Mail: 2700 S. Industrial Hwy.

Ann Arbor, MI 48104

"Service Recovery Proposal"

Online: Fill out the feedback form at TheRide.org

Call: 734-794-1880

Q: Will employees that were laid off be rehired?

A: TheRide will continue to recall drivers as service levels resume.

Q: How is TheRide using Federal emergency relief funding?

A: Congress authorized the Coronavirus Aid, Relief, and Economic Security (CARES) Act in April 2020 and the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) in December 2020. These acts brought emergency federal relief funding to AAATA, which is being used to support transit operations, fare revenue losses, cleaning and sanitation, personal protective equipment, and other eligible operating expenses authorized by the legislation through 2021 and 2022.