

General Information

Q: What is TheRide's Service Plan starting August 29th?

A: TheRide is bringing back full-service levels, with adjustments to routes and services, starting August 29, 2021.

Q: Why is TheRide making service adjustments?

A: TheRide implemented a Temporary Service Plan in March 2020 as a result of the COVID-19 pandemic. In March, we sought feedback from our riders and the community in preparation for returning to our full service levels. The August service plan reflects the feedback we received. The goals we have for the August Service Plan include:

- Restoring full pre-pandemic service hours;
- Maintaining similar service coverage;
- Improving service reliability with focus on routes with high ridership;
- Modifying routes and service levels with low ridership to better utilize limited resources. This includes both geographic areas and different service periods where routes are not performing well; and
- Simplifying route variations to make them easier to understand, communicate and use.

Q: When will the August service plan start?

A: The August service plan will start Sunday, August 29.

Q: What routes and services have adjustments?

A: All Routes and services are being adjusted to reflect returning to full-service levels operated prior to the pandemic. Many routes and services have changes to the routing used, the hours the service operates, how frequent a route operates, etc. Some routes and services have been discontinued where other alternatives are available. For details visit TheRide.org (add link) or call 734-996-0400

A-Ride (ADA) Service

Q: What are the A-Ride adjustments?

A:

- **A-Ride Hours of Service:** A-Ride (ADA) service is available during TheRide's regularly scheduled fixed route bus service. A-Ride service hours will be adjusted to reflect the changes to the fixed route times. All A-Ride trips must be completed by the end of these scheduled service hours.
- **A-Ride Base Service Area:** The A-Ride Base Service Area is defined by a 3/4-mile radius on 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. There are no changes to the A-Ride Base Service Area.
- **Reservations:** Advance reservations will continue to be required. Reservations will be available for same-day Will-Call return trips for medical appointments, Health and Human Service, Secretary of state and Social Security Administration only. All other same-day reservations will no longer be available.

Premium GoldRide Demand Response Service

Q: What are the adjustments to the Premium GoldRide Demand Response service?

A: The GoldRide service area is being expanded and TheRide is proposing a fare adjustment to reduce costs.

Q: What is the service area for Premium GoldRide Demand Response Service?

A: GoldRide premium demand response service for seniors ages 65 and older will be returned for the City of Ann Arbor and a portion of Pittsfield Township, and expanded to serve the City of Ypsilanti and portions of Ypsilanti Township.

Q: When will Premium GoldRide Demand Response Service operate?

A: Monday -Friday 6:30 a.m. - 11:45 p.m.

Saturday 7:30 a.m. - 10:45 p.m.

Sunday, 8:00 a.m. - 7:45 p.m.

Q: Are the fares the same for Premium GoldRide Demand Response Service?

A: To reduce higher subsidies and manage costs, new fares for the premium GoldRide demand response service are being proposed. All GoldRide cardholders can continue to travel for free on TheRide's fixed-route service. Comments are being accepted on the fare proposal prior to a Board of Directors vote at their July meeting.

TheRide encourages individuals who have mobility limitations that interfere with riding regular fixed-routes to apply for A-Ride ADA services.

FlexRide

Q: What are the FlexRide adjustments?

A: Adjustments are being made to FlexRide-East, FlexRide-West and FlexRide-Night/Holiday Services

- ***FlexRide-West: Operating hours and service area returns to pre-pandemic levels***

- FlexRide-West Operating Hours:

Monday-Friday: 7:00am-7:00pm

- FlexRide-West Service Area:

FlexRide-West service to return to Pittsfield Township only, and include some areas no longer served by a fixed route

Scio Township and Ann Arbor areas served during the Temporary Service Plan by FlexRide will return to being served by Fixed-Routes.

- ***FlexRide-East: Operating hours and service area adjusted***

- FlexRide-East Operating Hours:

Monday-Friday: 6:00am-10:00pm

Saturday: 8:00am-9:00pm

Sunday: 9:00am-7:00pm

- FlexRide-East Service Area:

FlexRide-East to continue service south of Huron River Drive and east of Harry Street. The Lakewood Shopping Center will be served. 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 adjustments?

A: FlexRide Night/Holiday Service hours to return to full levels:

Monday-Friday: 11:45pm – 6:00am

Saturday: 10:45pm- 8:00am

Sunday: 8:00pm – 6:00am

Designated Holidays: All Day

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

Other Services

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 resumed in April 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.

Fare Proposal

Q: Why is TheRide changing fares at this time?

A: TheRide conducted a fare study in 2019 to examine its overall fare structure. That study provided a number of recommendations to reform TheRide's fare structure and payment systems. This fare proposal has been introduced as the first step in a multi-year process towards improving the equity and clarity of the agency's fare structure.

Q: What are the goals of the fare proposal?

A: This year's fare proposal is focused on:

- Adjusting the prices of passes to promote ridership
- Clarifying transfer policy and reducing change card use

Q: What is the timing of the fare proposal?

A: Public input is occurring from June 7 -July 7, 2021.

- The Fixed-route fare changes will be included for Board approval with the fiscal year 2022 budget and implemented in January 2022.
- Premium GoldRide Demand Response fare changes will be voted on by the Board at its July 2021 Board meeting and implemented August 29, 2021.

Q: What are the proposed fare adjustments?

A: Proposed fixed-route pass prices:

Fares	Current (FY2021)	Proposed (FY2022)
Day Pass	\$4.50	\$3.00
Reduced Day Pass	N/A	\$1.50
30 Day Pass	\$58.00	\$45.00
Reduced 30 Day Pass	\$29.00	\$22.50

Additional Changes Include:

- Night/Holiday Service Surcharge: Discontinue \$2.00 trip surcharge for trips between Ann Arbor and Ypsilanti
- Transfers: Transfers valid for any ride within 90 minutes of time of issue

Proposed Premium GoldRide Demand Response Service Fares:

Ride Type	Current (FY2021)	Proposed Fare (Aug. 29, 2021)
One-Way Trip	\$3/advance reservation, \$4/same day	\$20
Additional Passenger	\$3/adult, \$1.50/youth	\$5
Low-Income Reduced Fare	Fare not offered	\$5

Q: How will reduced fare eligibility be determined?

A: Reduced fare/low income eligibility is determined through an application submitted to TheRide. See <https://www.theride.org/fares-passes/discounts> for more details.

Eligibility for low-income fares on GoldRide does NOT include a Medicare card, but does include the certification from another social service agency.

Q. When would these fare changes be implemented?

A: GoldRide fare changes would be implemented in August 2021 with the service restarting.

Fixed-route fare changes would be implemented in January 2022. The additional adjustments, which are currently in place on a temporary basis, would become permanent in October 2021.

Q. Is there a change to the regular fare on the bus?

A. No, there is no change to the \$1.50 one-way adult fare or any other single trip fares at this time.

Public Meetings

Q. How can I comment on service or fares?

A: Public meetings are being held between June 15 – June 24. These meetings will go through the final August Service Plan, as well as a proposal to change some fares. Comments for the August Service Plan will be considered for future service changes. The June public meetings will be held virtually via Zoom on:

- Tuesday, June 15 at 6:00 p.m.
- Wednesday, June 16 at 12:00 p.m.
- Thursday, June 17 at 12:00 p.m.
- Tuesday, June 22 at 12:00 p.m.
- Wednesday, June 23 at 6:00 p.m.
- Thursday, June 24 at 6:00 p.m.

Comments are also accepted by:

Email: Planning@TheRide.org

Subject: "Fare Proposal"

Mail: 2700 S. Industrial Hwy.

Ann Arbor, MI 48104

"Fare Proposal"

Online: Fill out the feedback form at TheRide.org

Call: 734-794-1880

Q: How is TheRide using Federal emergency relief funding?

A: Congress authorized the Coronavirus Aid, Relief, and Economic Security (CARES) Act in April 2020, the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) in December 2020, and the American Rescue Plan Act in March 2021. 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, 2022, and 2023. To learn more about TheRide's budget, visit TheRide.org/about/performance/business-plan-budget.