



*Providing essential services while  
looking to the future.*

## **Citizen Report | Fiscal Year 2022**

October 1, 2021–September 30, 2022

[TheRideCitizenReport.org](http://TheRideCitizenReport.org)





“Our fiscal year 2022 was an exciting time for TheRide as we look to the future of public transportation in our community. From finalizing our Long-Range Plan to gaining the communities’ support with our millage, TheRide continues to show their commitment to our area’s future.”

—Matt Carpenter, CEO

## Ridership Numbers

In August 2022, TheRide restored full-service levels that were previously reduced due to COVID. By September 2022, AAATA fixed-route monthly ridership recovery was at 69% of pre-pandemic ridership, which was on par with the national average of 70%.



**367**

rides



**74,355**

rides



**7,684**

rides



**27,243\***

rides



**148,083**

passenger trips



**529**

rides



**11,278**

rides



**16,238**

rides

\*service resumed October 18, 2021

# FY2022 Financials



	Federal Funding	36%
	Local Property Taxes	32%
	State Funding	24%
	Passenger Fares	5%
	Cities & Townships	3%
	Other	0%



	Employee Costs	57%
	Purchased Transportation	20%
	Materials & Supplies	11%
	Purchased Services	7%
	Utilities & Insurance	4%
	Other	1%

Compliant 2022 Audit



# TheRide 2045

TheRide 2045 is a Long-Range Plan for transit in the greater Ann Arbor-Ypsilanti area. The plan lays out a shared vision and strategy for transit up to 2045 and recommends incorporating many community preferred projects while reflecting a transformational shift to the entire transit system. TheRide is already working hard to implement the first five years of TheRide 2045.

## Long-Range Plan Vision:

Later weekend and weeknight service hours

A minimum of 30 minute frequency service throughout the service area, 7 days per week

High frequency and priority networks with buses every 10–15 minutes and other priority features

Transit hubs outside the urban core, expanded service coverage, and additional service options

Greater investment in services for people with disabilities and older adults, including better integration with fixed routes

Rapid Transit: Dedicated lanes for high-capacity buses on major corridors

## FY22 Public Input

TheRide thanks everyone who took the time to provide their feedback on TheRide's Long-Range Plan, TheRide 2045. TheRide took the community's feedback to help develop the final recommendations.

## Board Adoption of the Plan

TheRide's Board of Directors approved TheRide 2045 in July 2022.



Learn more about TheRide 2045 at

[www.TheRide.org/about/projects/TheRide-2045](http://www.TheRide.org/about/projects/TheRide-2045)



# Continued COVID safety precautions

- TheRide continued to keep COVID safety precautions in place to ensure the health and safety of our riders and employees. Masks are not required, but are strongly encouraged when riding. In addition, each bus has a protective barrier separating the driver.
- In August 2022, TheRide restored full-service levels that were previously reduced due to COVID.



# Lower pass prices/new half-fare day pass



TheRide reduced the cost for its 30-day and 1-day unlimited ride passes.



TheRide also introduced a new half-fare one-day pass.



In addition to the reduced pass prices, TheRide also eliminated the \$2 surcharge for traveling outside of Ann Arbor when using the FlexRide Night/Holiday Service.

The reduced costs enhanced the benefits of using public transit over the higher costs of driving.



Changes went into effect August 28, 2022.

# Procurement Awards

TheRide congratulates its Procurement Department for winning multiple awards from the Michigan Public Purchasing Officers Association (MPPOA) in 2022.

**Michelle Whitlow, Manager of Procurement**, was awarded the highest honor from MPPOA, the Marvin F. Klang Award. This award is presented each year to the individual with the highest regard for the ideals that MMPOA stands for: Respect for the public trust and a strong commitment to ethics and encouragement of the public purchasing profession.



**Miriam Flagler, Procurement Specialist**, was presented with the Buyer of the Year award, which recognizes individuals for their work in public purchasing, involvement with their community and contributes to MPPOA and the purchasing profession.



# Looking Ahead to the Future

## Text My Bus

In the Winter of 2023, TheRide began rolling out helpful signage to make it even easier for riders to use the Text My Bus tool. New bus stop signage includes a QR Code to scan to get your bus stop number. With the bus stop number, you're able to text to find out when the next bus will arrive at your stop! Signage continues to be installed with all stops having the new signage by the Spring 2023.





## SEMCOG Grant

### TheRide awarded funding for Ann Arbor-Ypsilanti Express Route Service

TheRide was selected to receive \$2.1 million in federal funding from the Southeast Michigan Council of Governments (SEMCOG) as part of their Carbon Reduction Program. TheRide's Ann Arbor-Ypsilanti Express Route was selected for this program. The Ann Arbor-Ypsilanti Express Route is a part of TheRide 2045 and is a limited-stop express service to allow for more frequent, faster and reliable service along the corridor, enhancing the connections between Ann Arbor and Ypsilanti. Service is scheduled to begin in 2024 and public input will occur in Fall 2023.



## Mobile Ticketing

Riders who want to purchase bus passes online can do so through EZ Fare. Download the free app and get started!

The logo for EZfare is displayed in white on a dark blue background. The word "EZfare" is written in a bold, sans-serif font. The letter "f" is stylized with a white arrow pointing to the right, positioned between the "Ez" and "fare" parts. The letter "a" is replaced by a white silhouette of a bus.



## **YTC Study Initial Funding**

### **TheRide received funding for Planning of the Expansion of the Ypsilanti Transit Center**

TheRide is proud to have received \$300,000 funding from a bipartisan federal funding bill that was recently signed into law. The funding request supports the planning of the Ypsilanti Transit Center expansion. TheRide thanks Senator Gary Peters for his support in securing the funding.

## **YTC Construction Funding**

### **Funding Received for Construction of Proposed Expansion of Ypsilanti Transit Center**

TheRide is proud to have received a \$7 million funding request for the construction of a new, larger and improved Ypsilanti Transit Center. The funding request was supported by Congresswoman Dingell. We thank Congresswoman Dingell for helping TheRide secure this funding and for Senator Stabenow's support. Staff are working to recruit a consulting firm to conduct planning work later this year.

## **Zero Emission Buses**

TheRide presented its Alternative Propulsion Bus Study to its Board in October 2022. This study explored zero emission bus propulsion technologies and assessed the benefits and challenges of transitioning from a fossil fuel bus fleet to a zero emissions bus fleet. TheRide also shared its findings with the public in the Fall of 2022. Looking ahead, TheRide will explore next steps and timing in 2024.



## D2A2 Service Returns

After a hiatus due to the pandemic, D2A2 which is a service of RTA and connects Ann Arbor and Detroit **returned in October 2021.**



# Community Support

## Millage Success

In August 2022, the citizens of Ann Arbor, Ypsilanti and Ypsilanti Township approved TheRide's millage request to expand and improve transit service with a majority vote of 61%. Millage funding and services will go into effect in Fall 2024. TheRide is hard at work to fully utilize this funding, including implementation of the first five years of 'TheRide 2045' Long-Range Plan (see inside for more details):

### **Maintain Current Services**

Continue providing essential transportation service in the greater Ann Arbor-Ypsilanti Area.

### **Ann Arbor-Ypsilanti**

#### **Express Route**

*(tentative start in April 2024)*

Limited-stop express route along Washtenaw Ave., significantly decreasing travel time between the cities.

### **Increased Frequency of Service**

More buses on the weekends, including every 30 minutes days and every 60 minutes evenings on most routes.

### **Longer Hours of Service**

Earlier and consistent start of service and longer hours of operation on both weekday and weekend evenings.

### **Expand Overnight Service**

Add overnight and holiday service and expand NightRide into Ypsilanti Twp and all of the City of Ypsilanti.

### **Customer Service Agents (YTC)**

In-person agents and office improvements at Ypsilanti Transit Center allowing ticket sales and in-person customer service.

### **Capital Improvements**

Capital funding for future projects such as terminals, BRT, zero-emission buses, garage, etc.

TheRide thanks the community for supporting our vision for the future of public transit. TheRide is working now to implement the above services in 2024. To stay up to date on the plans, **visit [TheRideYourWay.org](https://www.therideyourway.org)**.



"On behalf of TheRide's Board of Directors, we thank you, the citizens of our community, for seeing and believing in the importance of public transportation in our area. By approving the millage for 2024, TheRide can continue to increase equity among our communities."

—Kathleen Mozak, TheRide Board of Directors

# Board of Directors

Kathleen Mozak, *Chair*  
Michael Allemang, *Treasurer*  
Jesse Miller, *Secretary*  
Kyra Sims  
Simi Barr  
Rich Chang  
Susan Pollay  
Chris Allen

## Member Communities

**City of Ann Arbor**  
Christopher Taylor, *Mayor*

**City of Ypsilanti**  
Nicole Brown, *Mayor*

**Ypsilanti Township**  
Brenda Stumbo, *Supervisor*

## Purchase of Service Communities

**Pittsfield Township**  
Mandy Grewal, *Supervisor*

**Scio Township**  
Will Hathaway, *Supervisor*

**Superior Township**  
Kenneth Schwartz, *Supervisor*