



Ann Arbor Area Transportation Authority

## Operations Report

For the Period Ended September 30, 2024

# Q4 Service Report

July - Sep 2024

### Fixed Route

Fixed Route Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Revenue Miles	873,224	881,700	898,466	942,466	102%	36%	9%	8%
Revenue Hours	67,800	68,416	68,600	77,169	75%	48%	20%	16%
Operational Cost	\$9,597,310	\$9,388,530	\$10,357,970	13,702,830	94%	77%	38%	31%
Boardings	1,205,355	1,201,786	1,090,795	1,288,645	299%	94%	32%	18%
Boardings/Revenue Hour	17.8	17.6	15.9	16.7	129%	31%	10%	2%
Cost/Revenue Hour	\$141.55	\$137.23	\$150.99	\$177.57	10%	20%	15%	13%
Cost/Boarding	\$7.96	\$7.81	\$9.50	\$10.63	-51%	-9%	4%	11%
Preventable Accidents Injury/100,000 miles	1.4	2.0	1.3	1.4	-36%	-5%	9%	34%
On-time Performance	83%	86%	82%	80%	NA	7%	NA	6%
Percent of Passengers on an On-time Bus	NA	NA	NA	NA	NA	NA	NA	NA
Avg Miles Between Road Calls	28,754	32,862	23,751	20,438	-27%	-25%	-33%	-38%
Average Age of Fleet	7.52	8	7.2	7.2	18%	13%	-5%	-8%
Complaints/100,000 Boardings	1.2	1.2	1.0	1.6	5%	171%	22%	-15%
Compliments/100,000 Boardings	1.3	3.4	1.6	1.3	-65%	-20%	17%	-31%



**Operational Cost** for Fixed Route is down 7% compared to Q3 of '24



**Boardings** for Q4 experienced a significant increase in ridership, demonstrating a strong rebound in transit usage and the community's growing confidence in public transportation.



**Complaints per 100,000 Boardings** for Fixed Route is down 37% compared to Q4 of '23

### Preventable Accidents Injury/100,000 miles

Compared to Q4 of 2023, the last quarter saw a 34% increase in preventable accidents. This rise is partly attributed to the onboarding of new Motor Coach Operators (MCOs). During this period, we hired 39 new operators.



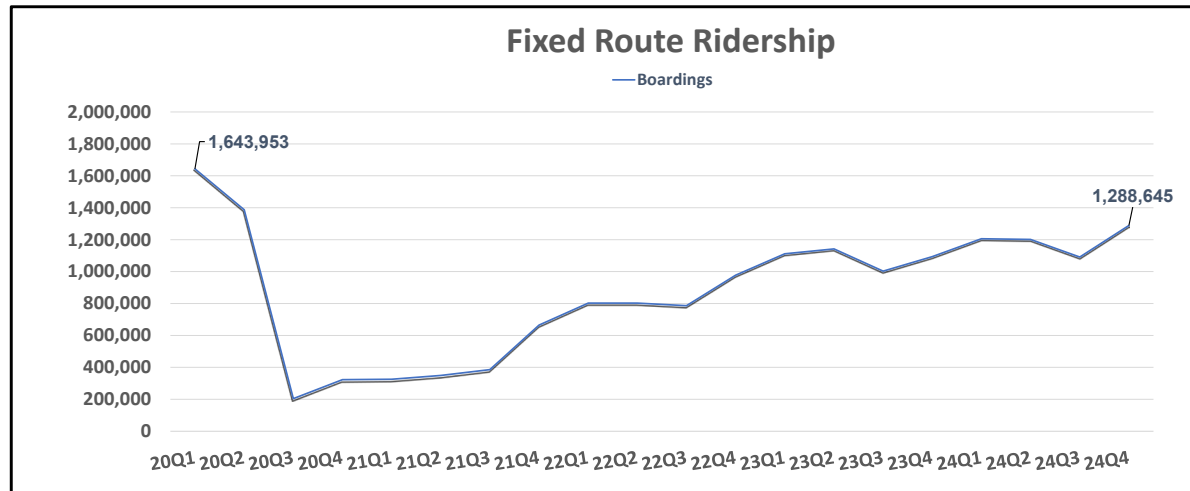
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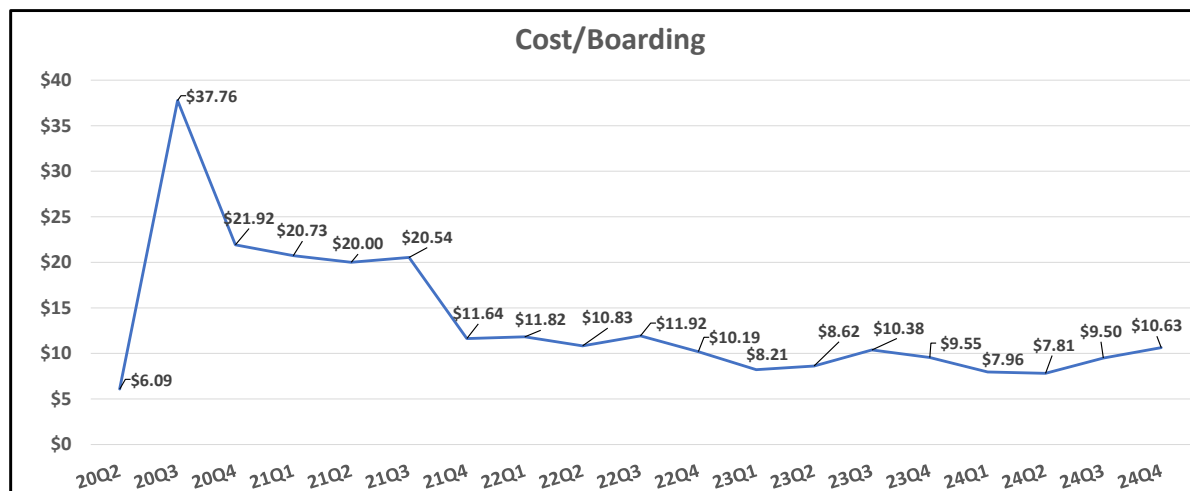
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### Fixed Route Ridership Comparison



### Fixed Route Cost Per Boarding





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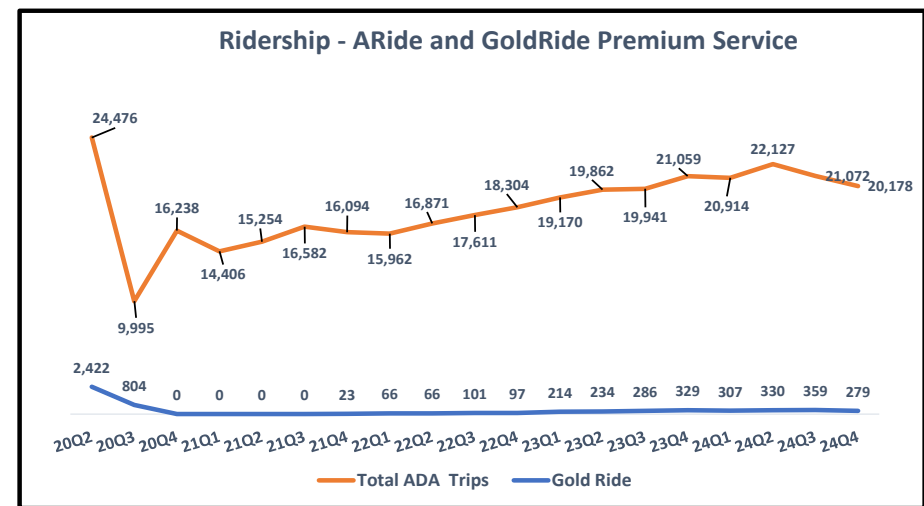
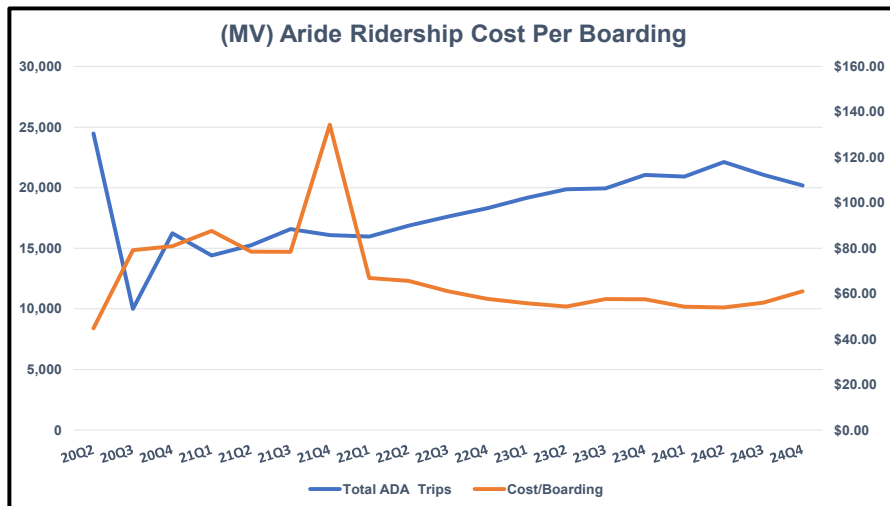
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### (MV) Aride / ParaTransit

MV - ARide/ParaTransit Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Revenue Miles	177,008	198,620	196,604	188,334	45%	30%	8%	1%
Revenue Hours	13,401	13,916	13,603	13,791	-19%	29%	15%	-3%
Operational Cost	\$1,577,640	\$1,193,382	\$1,180,821	\$1,233,161	-6%	-43%	17%	-28%
Senior Trips	307	330	359	279	NA	1113%	207%	-15%
Total ADA Trips	20,914	22,127	21,072	20,178	24%	25%	10%	-4%
Cost/Revenue Hour	\$82.80	\$85.75	\$86.81	\$89.42	16%	-56%	2%	-26%
Boardings/Revenue Hour	1.50	1.61	1.58	1.46	54%	14%	-4%	-3%
Cost/Boarding	\$54.27	\$53.93	\$56.04	\$61.11	-24%	-55%	6%	6%
Ontime Performance with 30 Minute Service Window	98%	98%	97%	98%	3%	1%	1%	1%
Complaints/100,000	76.5	49.7	75.9	34.7	-6%	-76%	-37%	-39%
Compliments/100,000	0.00	9.04	18.98	14.87	-83%	-20%	-89%	-61%
ADA Service Denials/ADA Boardings	0	0	2	2	NA	NA	NA	-71%

### (MV) Aride Ridership Cost Per Boarding





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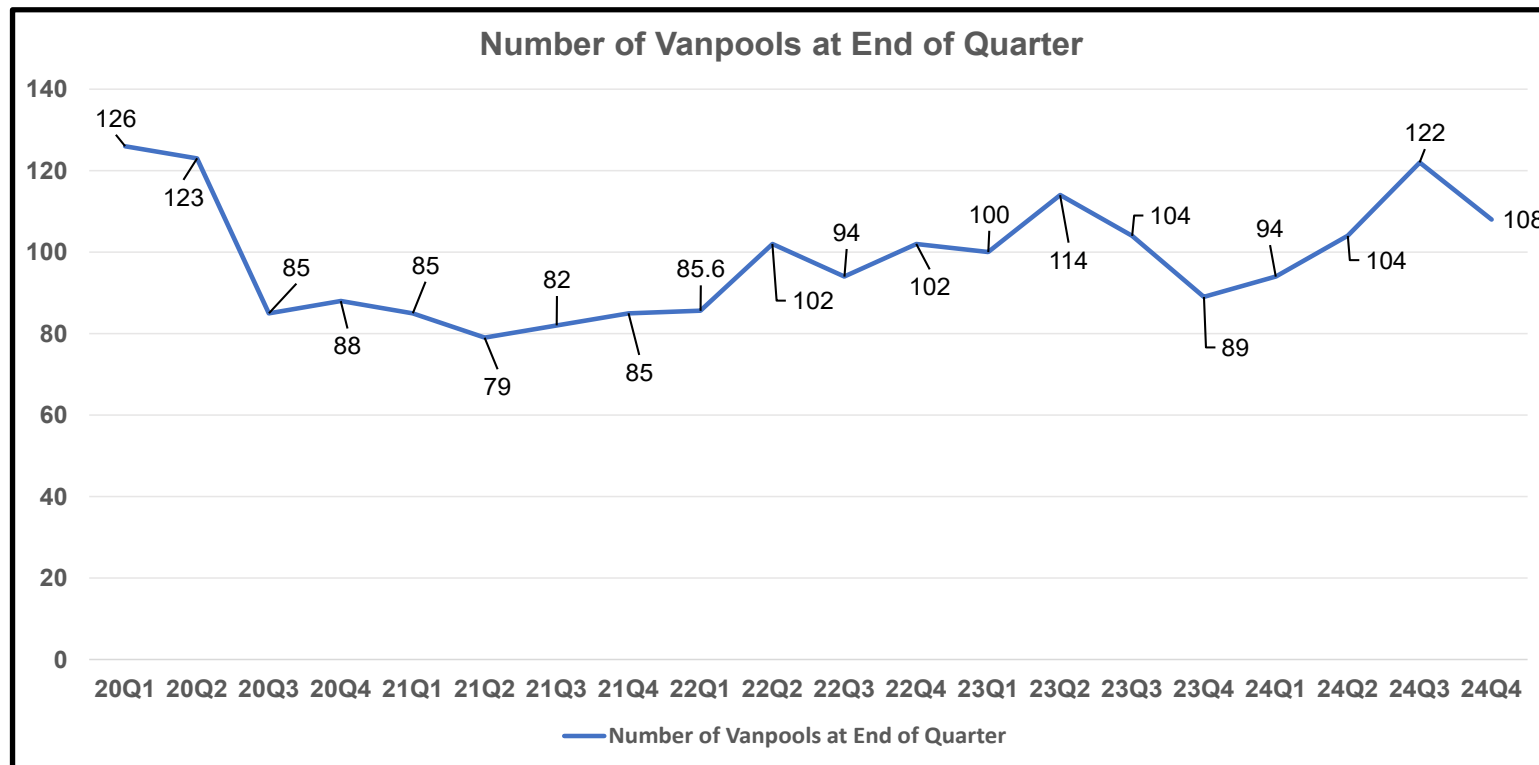
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# Q4 Service Report

July - Sep 2024

### Vanpool

VanPool	FY 2024	FY 2024	FY 2024	FY 2024	Q4 20 -	Q4 21 -	Q4 22 -	Q4 23 -
Measure	Q1	Q2	Q3	Q4	Q4 24	Q4 24	Q4 24	Q4 24
Number of Vanpools at End of Quarter	94	104	122	108	23%	27%	6%	21%
Number of Rider Trips Taken	42,590	46,860	44,060	46,854	35%	27%	235%	14%
Avg Fuel Cost to Rider	\$64.50	\$58.87	\$63.56	\$66.64	114%	43%	48%	7%
Avg Monthly Rider Miles	160,701	178,106	180,014	194,526	16655%	15097%	70991%	24%
Federal Subsidy/Rider Trip	\$3.68	\$3.58	\$3.14	\$3.68	-20%	-1%	NA	-3%
Rider Miles/Gallon	18.07	27.24	27.29	29.67	-62%	-66%	193%	4%





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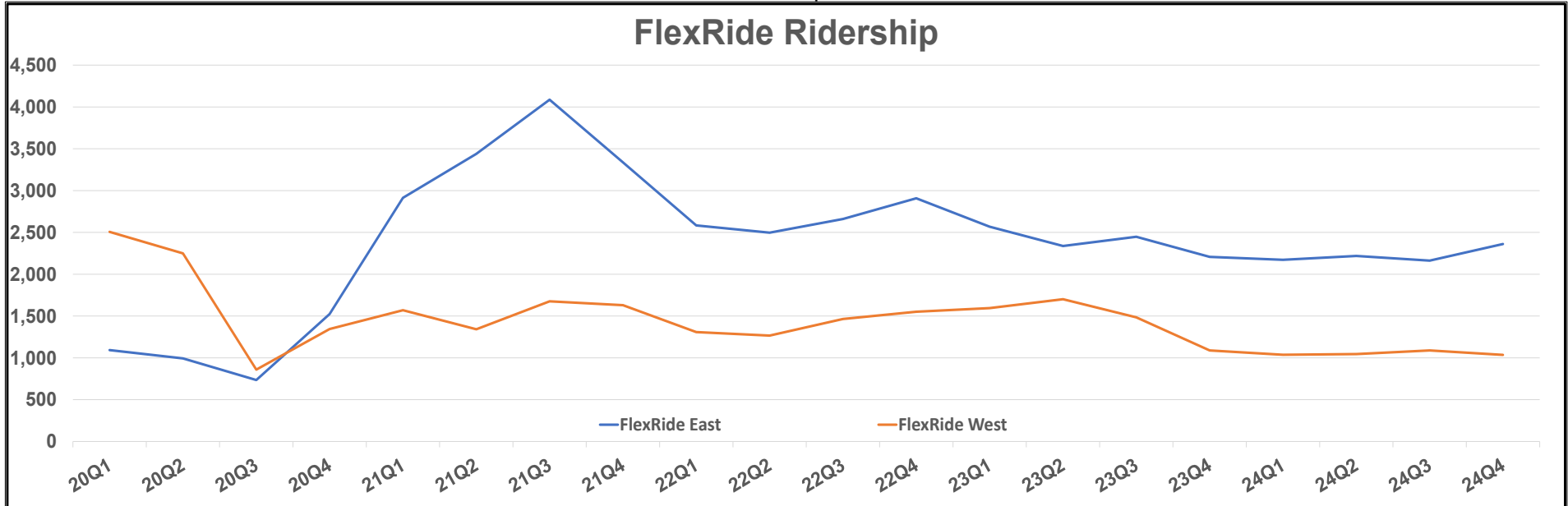
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### FlexRide

Golden/Via - FlexRide	FY 2024	FY 2024	FY 2024	FY 2024	Q4 20 - Q4 24	Q4 21 - Q4 24	Q4 22 - Q4 24	Q4 23 - Q4 24
Measure	Q1	Q2	Q3	Q4				
Operational Cost (Contractor)	\$217,978	\$159,079	\$161,265	\$284,025	NA	39%	84%	42%
Trips - East Service Area	2,173	2,219	2,163	2,361	-93%	-29%	-19%	7%
Trips - West Service Area	1,037	1,045	1,089	1,035	3221%	-36%	-33%	-5%
FlexRide - Late Night	2,555	2,490	2,475	2,881	NA	NA	NA	9%
Cost/Boarding	\$67.91	\$48.74	\$49.59	\$83.64	NA	104%	142%	38%
Complaints	3	1	9	18	NA	NA	NA	1700%
Compliments	0	0	1	0	NA	NA	NA	0
Denials East	8	8	3	22	NA	NA	NA	144%
Denials West	0	5	2	11	NA	NA	NA	NA
Denials Late Night/Holiday	26	24	41	244	NA	NA	NA	618%
Boardings	5,765	5,754	5,727	6,277	NA	NA	NA	6%
Trip Denials	34	37	46	277	NA	NA	NA	544%

Data for Q1 of FY23 is unavailable as it was not requested or measured until Q2 of FY23





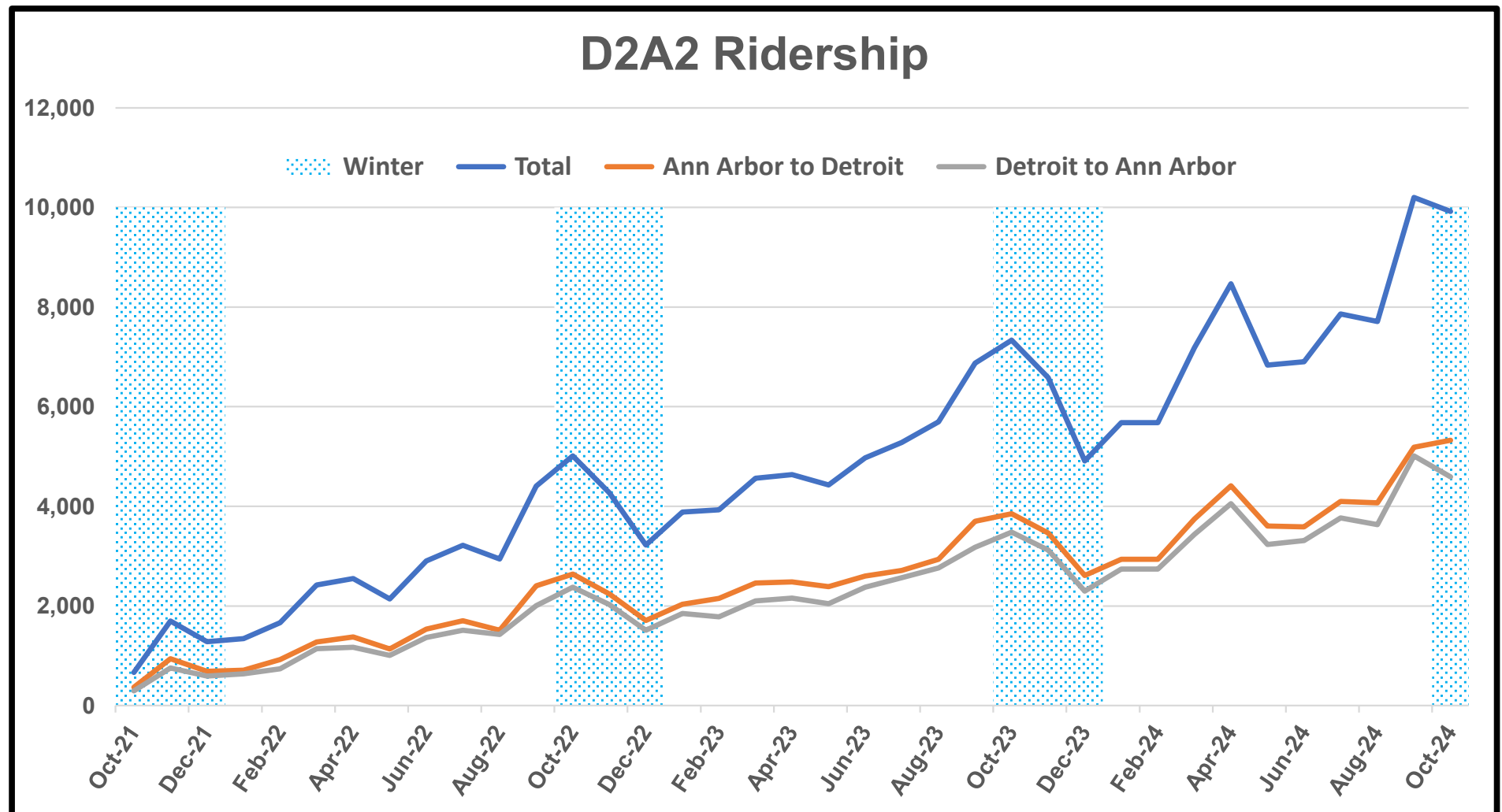
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For the Period Ended September 30, 2024

# Q4 Service Report

### D2A2





Ann Arbor Area Transportation Authority

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For the Period Ended March 31, 2024

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### Fixed Route On-Time Performance Trend

