

**1. What are TheRide's current Service Standards?**

Currently, TheRide has service standards in place as follows:

- *On-Time Performance:* 90% of scheduled trips will be completed within 5 minutes of the scheduled time
- *Service Frequency:* Local fixed-route service is every 30 minutes during weekday peak hours (6-9am and 3-6pm) and 60 minutes at other times. Express Service between downtown Ann Arbor and downtown Detroit is also available every 45-60 minutes on weekdays and every 90-120 minutes on weekends.
- *Service Availability:* A minimum of 90% of the population of the fixed-route service area in Ann Arbor, Ypsilanti, and Ypsilanti Township will have service within 0.5 miles.
- *Vehicle Assignment:* Describes the availability of vehicles in service, such as buses, and their characteristics.
- *Passenger Load:* Defines the number of people occupying a vehicle as it travels a route versus its overall capacity (a measure of crowding).
- *Transit Amenities:* Outlines the availability of accessibility-related enhancements at bus stops, including concrete leadwalks that connect sidewalks to curbs, benches, and waiting shelters.

**2. Why is TheRide updating its Service Standards?**

TheRide's current Service Standards were adopted over 10 years ago, and a lot of things have changed since then. TheRide is to review and update its current standards based on current industry best practices and changing local environment to better address the needs of the community. Any future major service changes will take these standards into account.

**3. What are the proposed new Service Standards?**

TheRide is currently in the process of developing the new Service Standards. In addition to reviewing the current service standards, TheRide is also considering including additional service standards, such as:

- Hours of Operation
- Bus Stop Spacing
- Service Productivity
- Cost Effectiveness

**4. What types of data are these Standards being based on?**

The Standards are being developed by reviewing TheRide's services, analyzing operational statistics and trends, and examining what standards peer agencies have in place. Peer agencies are other transit agencies of a similar size and service area that offer similar services to TheRide, located both in Michigan and in other areas across the country.

**5. Are these a part of the Long-Range Plan?**

Yes, [TheRide's 2045 Long-Range Plan](#) recommended a review and update of its current Service Standards.

**6. How do I give feedback?**

The public input period runs **April 15 – May 23**. The public is encouraged to provide feedback in several ways:



## Service Standards Public Engagement FAQs | April - May 2025

- Visit [TheRide-Engage.org](https://TheRide-Engage.org) to review the service standards and to provide your feedback via an online survey
- Attend TheRide's [May 15 Board of Directors meeting](#)  
Thursday, May 15 6:30-9:00 PM  
Riverside Arts Center  
76 N Huron St.  
Ypsilanti, MI 48197
- Write a letter:  
Ann Arbor Area Transportation Authority  
Attn: Service Standards Feedback  
2700 S. Industrial Highway  
Ann Arbor, MI 48104
- Call:  
734-794-1882
- Email:  
[Planning@TheRide.org](mailto:Planning@TheRide.org)

### 7. How long is public engagement for?

The public input period runs **April 15 – May 23**.