



Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended March 31, 2025

Service Q2 Report

January - March 2025

Fixed Route

Fixed Route	FY 2024	FY 2024	FY 2024	FY 2025	FY 2025	Q2 24 -
Measure	Q2	Q3	Q4	Q1	Q2	Q2 25
Revenue Miles	881,700	898,466	942,466	987,825	1,007,165	14%
Revenue Hours	68,416	68,600	77,169	79,241	79,453	16%
Operational Cost	\$9,388,530	\$10,357,970	\$13,702,830	\$12,053,030	\$11,436,180	22%
Boardings	1,201,786	1,090,795	1,288,645	1,395,485	1,394,619	16%
Boardings/Revenue Hour	17.6	15.9	16.7	17.6	17.6	0%
Cost/Revenue Hour	\$137.23	\$150.99	\$177.57	\$152.11	\$143.94	5%
Cost/Boarding	\$7.81	\$9.50	\$10.63	\$8.64	\$8.20	5%
On-time Performance	86%	82%	80%	82%	87%	1%
Collisions (New Metric)	NA	NA	NA	74	76	NA
Avg Miles Between Road Calls	32,862	23,751	20,438	24,440	22,107	-33%
Average Age of Fleet	8	7.2	7.2	8.5	7.93	-1%
Complaints/100,000 Boardings	1.25	1.01	1.63	1.15	1.00	-20%
Compliments/100,000 Boardings	3.4	1.6	1.3	1.4	2.5	-26%



Boardings increased by 16% compared to Q2 of FY24, highlighting sustained year-over-year growth and continued success in attracting new riders to the system.



Complaints per 100,000 Boardings for Q2 decreased compared to Q2 of FY24, supported by a notable increase in ridership. This reflects improved service reliability and growing public confidence in the Authority's transit operations.

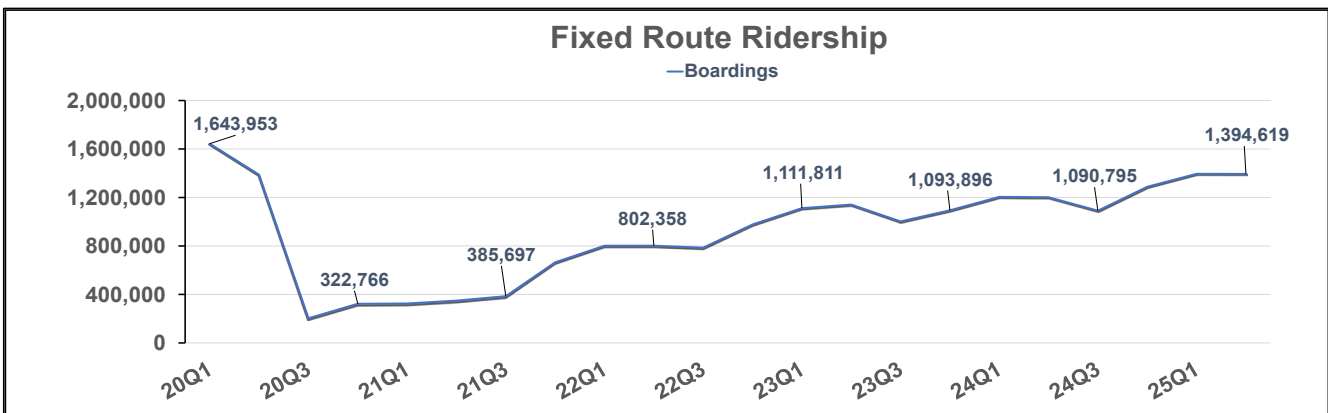


On-time Performance improved by 1% in Q2 compared to Q2 of FY24, reflecting steady operational focus despite the impacts of road construction season.

Preventable Accidents Injury/100,000 Miles Now Collisions

Preventable accidents were previously defined as any incident that could have been avoided by a driver's actions. We are now also reporting on collisions to track how often our buses are involved in any collision.

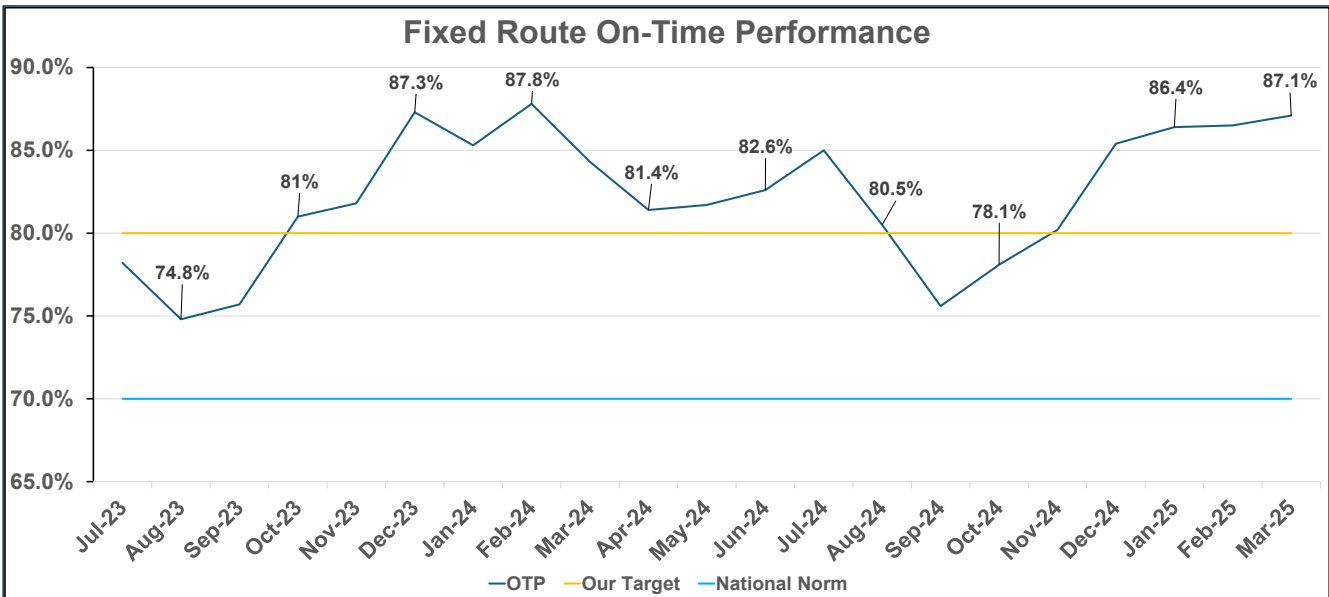
Fixed Route Ridership Comparison



Fixed Route Cost Per Boarding



Fixed Route On-Time Performance



Q2 showed an improvement in Fixed Route On-Time Performance; however, Q3 may be negatively impacted by 13 routes currently on detour as we enter road construction season.



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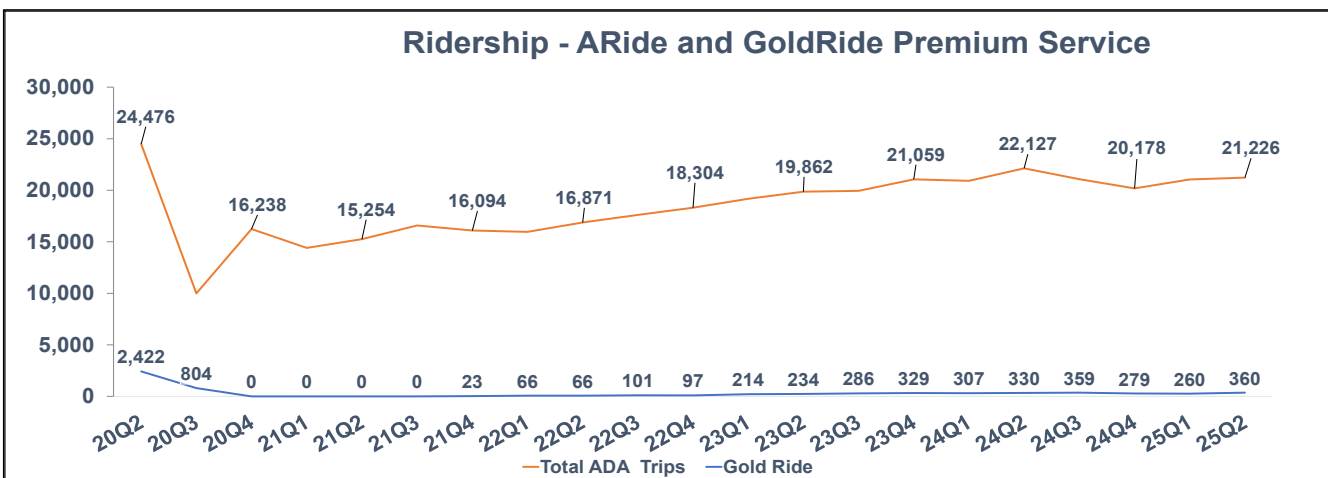
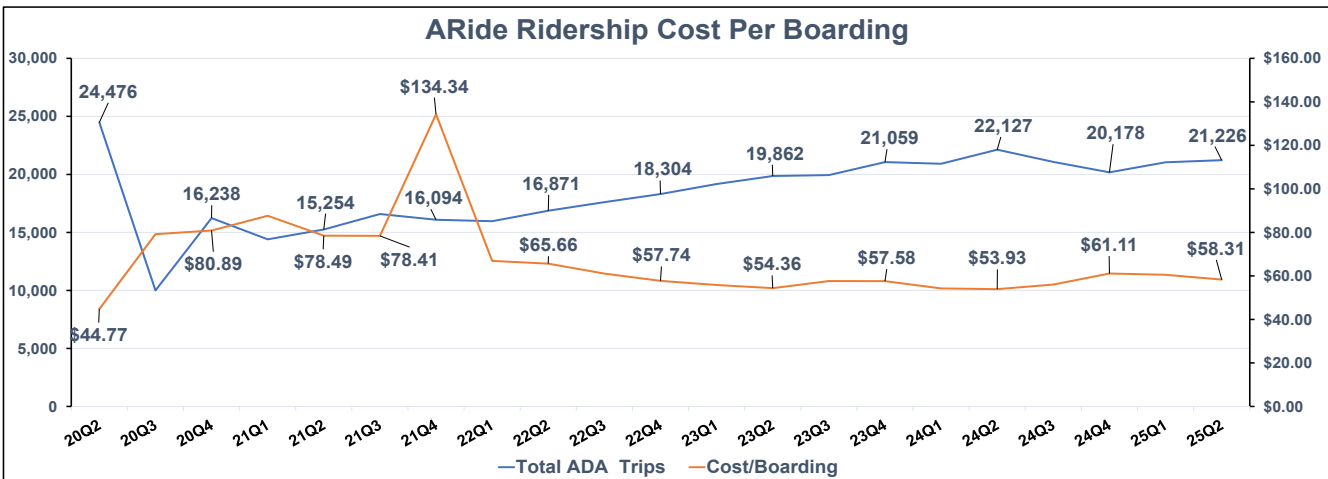
Service Q2 Report

January - March 2025

ARide / Paratransit

ARide/Paratransit	FY 2024	FY 2024	FY 2024	FY 2025	FY 2025	Q2 24 -
Measure	Q2	Q3	Q4	Q1	Q2	Q2 25
Revenue Miles	198,620	196,604	188,334	182,255	189,672	-5%
Revenue Hours	13,916	13,603	13,791	14,076	13,499	-3%
Operational Cost	\$1,193,382	\$1,180,821	\$1,233,161	\$1,232,389	\$1,237,586	4%
Senior Trips	330	359	279	260	360	9%
Total ADA Trips	22,127	21,072	20,178	21,045	21,226	-4%
Cost/Revenue Hour	\$85.75	\$86.81	\$89.42	\$89.75	\$91.68	7%
Boardings/Revenue Hour	1.61	1.58	1.46	1.48	1.57	-3%
Cost/Boarding	\$53.93	\$56.04	\$61.11	\$60.51	\$58.31	8%
Ontime Performance with 30 Minute Service Window	98%	97%	98%	98%	96%	-2%
Complaints/100,000	49.7	75.9	42.8	33.3	18.8	-62%
Compliments/100,000	9.04	18.98	4.75	14.26	4.71	-48%
Trip Denials	0.00	2	2	3	2	NA
Total Trip Requests	22,457	21,433	20,459	21,308	21,588	-4%
Percentage Provided	100.00%	99.99%	99.99%	99.99%	99.99%	0%

ARide Ridership Cost Per Boarding





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Service Q2 Report

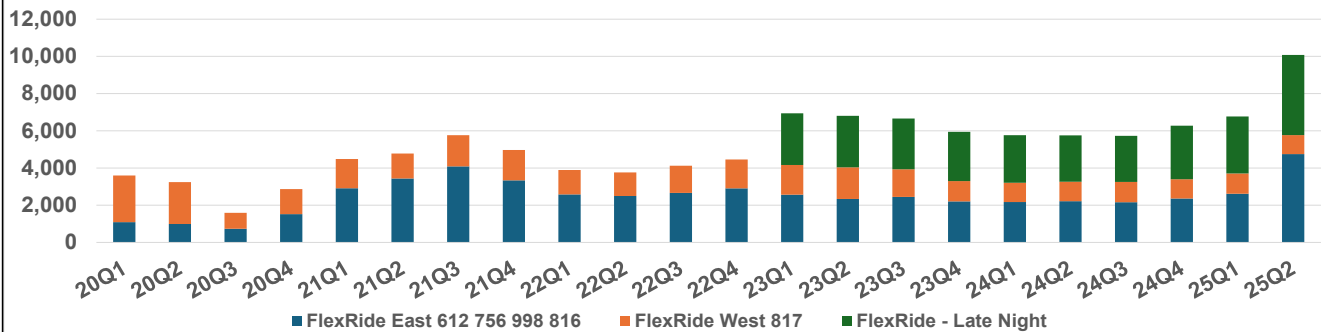
January - March 2025

FlexRide

FlexRide Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2	Q2 24 - Q2 25
Operational Cost (Contractor)	\$159,079	\$161,265	\$284,025	\$278,295	\$303,538	91%
Trips - East Service Area	2,219	2,163	2,361	2,618	4,751	114%
Trips - West Service Area	1,045	1,089	1,035	1,090	1,019	-2%
FlexRide - Late Night	2,490	2,475	2,881	3,062	4,305	73%
Cost/Boarding	\$48.74	\$49.59	\$83.64	\$75.05	\$52.61	8%
Complaints	1	9	18	24	7	600%
Compliments	0	1	0	1	0	NA
Denials East	8	3	22	191	120	1400%
Denials West	5	2	11	32	16	NA
Denials Late Night/Holiday	24	41	244	162	151	529%
Boardings	5,754	5,727	6,277	6,770	10,075	75%
Trip Denials	37	46	277	385	287	676%
Total Trip Requests	3,301	3,298	3,673	4,093	6,057	83%
Percentage Provided	98.88%	98.61%	92.46%	90.59%	95.26%	-4%

FlexRide services have experienced a **68.5% increase** in overall trip requests since Via began operating the service in late August. In Q2 of FY2025, there were **10,075 total trip requests**, compared to **5,980 total trip requests** in Q2 of FY2024. While 287 trip denials were recorded—accounting for **2.8%** of total requests—this figure is not ideal but remains relatively low. Notably, the majority of these denials originated from the FlexRide Holiday service.

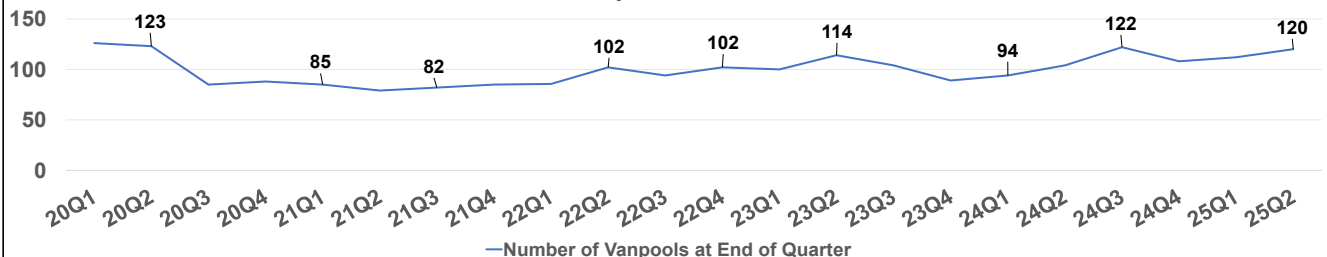
FlexRide Ridership



Vanpool

Vanpool Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2	Q2 24 - Q2 25
Number of Vanpools at End of Quarter	104	122	108	112	120	15%
Number of Rider Trips Taken	46,860	44,060	46,854	47,781	54,942	17%
Avg Fuel Cost to Rider	\$58.87	\$63.56	\$66.64	\$55.46	\$53.60	-9%
Avg Monthly Rider Miles	178,106	180,014	194,526	196,555	205,922	16%
Federal Subsidy/Rider Trip	\$3.58	\$3.14	\$3.68	\$3.67	\$3.32	-7%
Rider Miles/Gallon	27.24	27.29	29.67	18.12	28.06	3%

Number of Vanpools at End of Quarter



D2A2 Ridership

