



Ann Arbor Area Transportation Authority

## Operations Report

For the Period Ended June 30, 2025

# Service Q3 Report

April - June 2025

### Fixed Route

| Fixed Route Measure                     | FY 2024 Q3   | FY 2024 Q4   | FY 2025 Q1   | FY 2025 Q2   | FY 2025 Q3   | Q3 24 - Q3 25 |
|---|--------------|--------------|--------------|--------------|--------------|---------------|
| Revenue Miles                           | 898,466      | 942,466      | 987,825      | 1,007,165    | 999,320      | 11%           |
| Revenue Hours                           | 68,600       | 77,169       | 79,241       | 79,453       | 81,566       | 19%           |
| Operational Cost                        | \$10,357,970 | \$13,702,830 | \$12,053,030 | \$11,436,180 | \$11,477,060 | 11%           |
| Boardings                               | 1,090,795    | 1,288,645    | 1,395,485    | 1,394,619    | 1,247,428    | 14%           |
| Boardings/Revenue Hour                  | 15.9         | 16.7         | 17.6         | 17.6         | 15.3         | -4%           |
| Cost/Revenue Hour                       | \$150.99     | \$177.57     | \$152.11     | \$143.94     | \$140.71     | -7%           |
| Cost/Boarding                           | \$9.50       | \$10.63      | \$8.64       | \$8.20       | \$9.20       | -3%           |
| On-time Performance                     | 82%          | 80%          | 82%          | 87%          | 87%          | 6%            |
| Collisions (New Metric)                 | NA           | NA           | 74           | 76           | 63           | NA            |
| Percent of Passengers on an On-time Bus | NA           | NA           | NA           | NA           | NA           | NA            |
| Avg Miles Between Road Calls            | 23,751       | 20,438       | 24,440       | 22,107       | 25,248       | 6%            |
| Average Age of Fleet                    | 7.2          | 7.2          | 8.5          | 7.93         | 7.93         | 10%           |
| Complaints/100,000 Boardings            | 1.0          | 1.6          | 1.1          | 1.0          | 1.0          | -5%           |
| Compliments/100,000 Boardings           | 1.6          | 1.3          | 1.4          | 2.5          | 1.7          | 8%            |



**Boardings** increased by 14% compared to Q3 of FY24, highlighting sustained year-over-year growth and continued success in attracting new riders to the system.



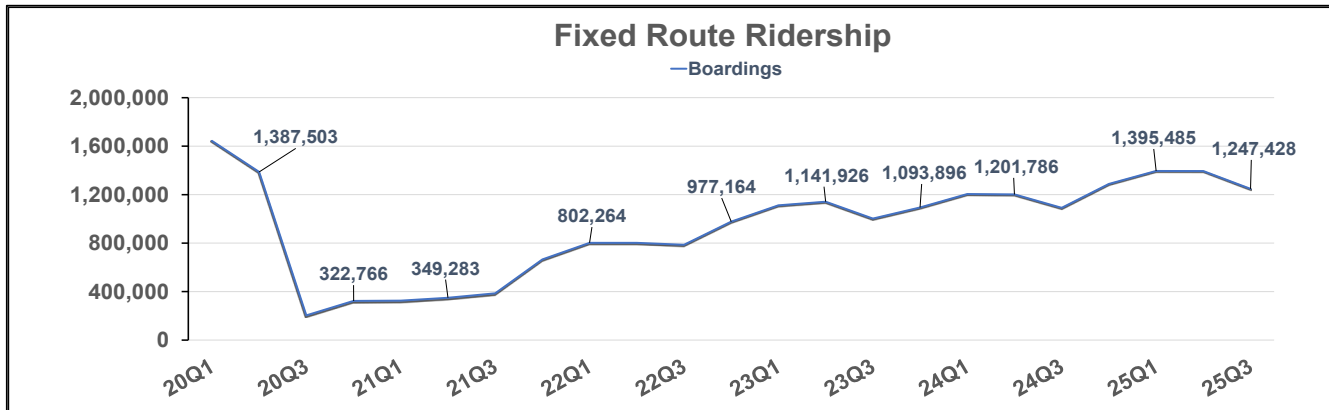
**Complaints per 100,000 Boardings** for Q3 decreased compared to Q3 of FY24, supported by a notable increase in ridership. This reflects improved service reliability and growing public confidence in the Authority's transit operations.



**Complaints per 100,000 Boardings** improved compared to Q3 of FY24, reflecting steady operational focus despite the impacts of road construction season.

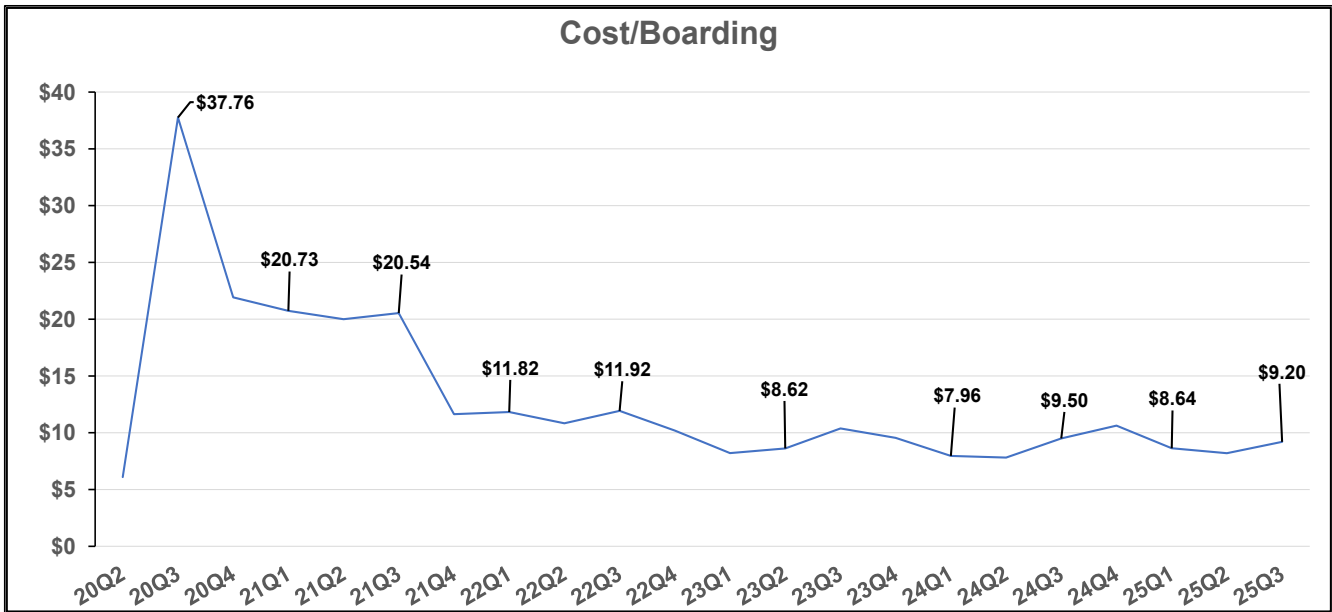
This quarter's **Collision** totals decreased compared to prior quarters, even while contending with the challenges of summer construction and detour season.

### Fixed Route Ridership Comparison

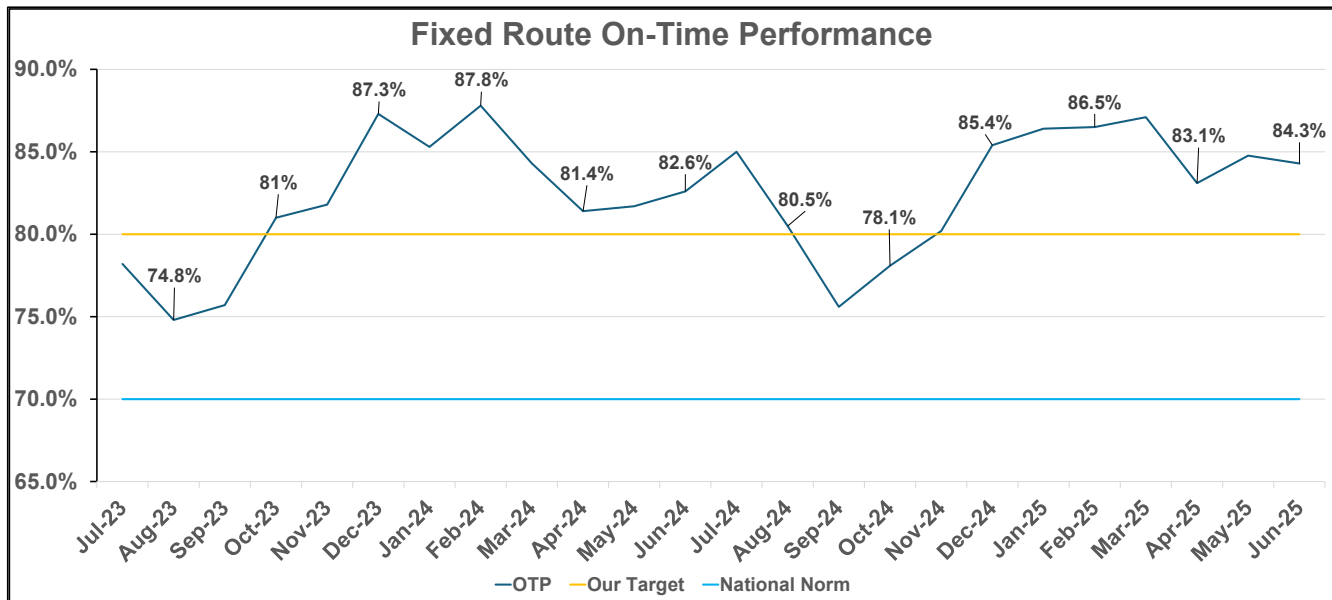




## Fixed Route Cost Per Boarding



## Fixed Route On-Time Performance





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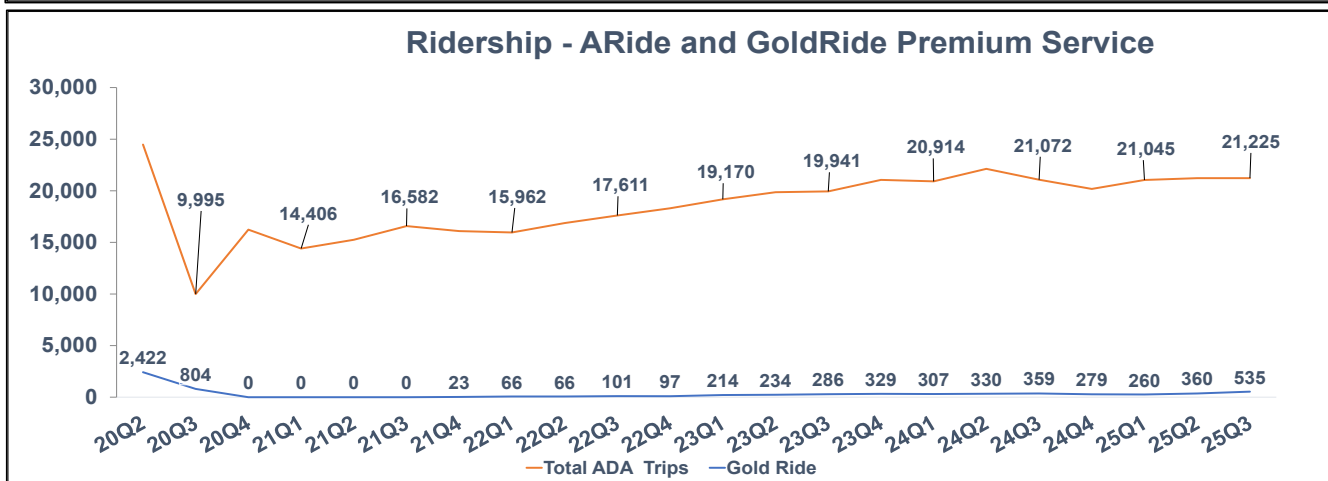
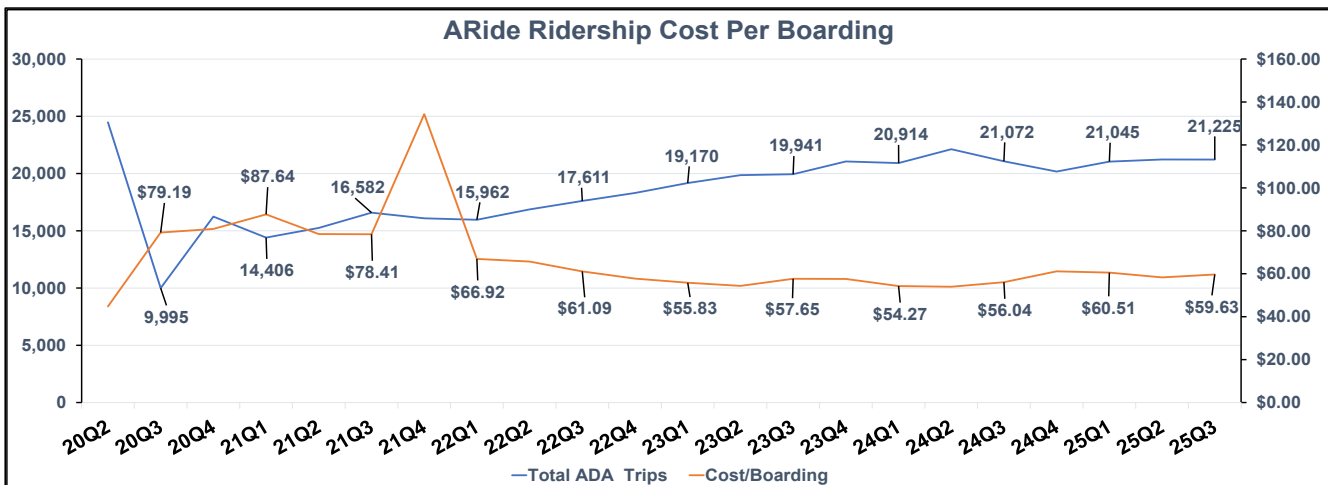
# Service Q3 Report

April - June 2025

### ARide / ParaTransit (MV)

| ARide/ParaTransit (MV)                           | FY 2024<br>Q3 | FY 2024<br>Q4 | FY 2025<br>Q1 | FY 2025<br>Q2 | FY 2025<br>Q3 | Q3 24 -<br>Q3 25 |
|--|---------------|---------------|---------------|---------------|---------------|------------------|
| Revenue Miles                                    | 196,604       | 188,334       | 182,255       | 189,672       | 195,171       | -1%              |
| Revenue Hours                                    | 13,603        | 13,791        | 14,076        | 13,499        | 13,980        | 3%               |
| Operational Cost                                 | \$1,180,821   | \$1,233,161   | \$1,232,389   | \$1,237,586   | \$1,265,585   | 7%               |
| Senior Trips                                     | 359           | 279           | 260           | 360           | 535           | 49%              |
| Total ADA Trips                                  | 21,072        | 20,178        | 21,045        | 21,226        | 21,225        | 1%               |
| Cost/Revenue Hour                                | \$86.81       | \$89.42       | \$89.75       | \$91.68       | \$90.53       | 4%               |
| Boardings/Revenue Hour                           | 1.58          | 1.46          | 1.48          | 1.57          | 1.65          | 5%               |
| Cost/Boarding                                    | \$56.04       | \$61.11       | \$60.51       | \$58.31       | \$59.63       | 6%               |
| Ontime Performance with 30 Minute Service Window | 97%           | 98%           | 98%           | 96%           | 98%           | 1%               |
| Complaints/100,000                               | 75.9          | 42.8          | 33.3          | 18.8          | 61.2          | -19%             |
| Compliments/100,000                              | 18.98         | 4.75          | 14.26         | 4.71          | 0.00          | -100%            |
| Trip Denials                                     | 2             | 2             | 3             | 2             | 0             | -100%            |
| Total Trip Requests                              | 21,433        | 20,459        | 21,308        | 21,588        | 21,760        | 2%               |
| Percentage Provided                              | 99.99%        | 99.99%        | 99.99%        | 99.99%        | 100.00%       | 0%               |

### ARide Ridership Cost Per Boarding (MV)





Ann Arbor Area Transportation Authority

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For the Period Ended June 30, 2025

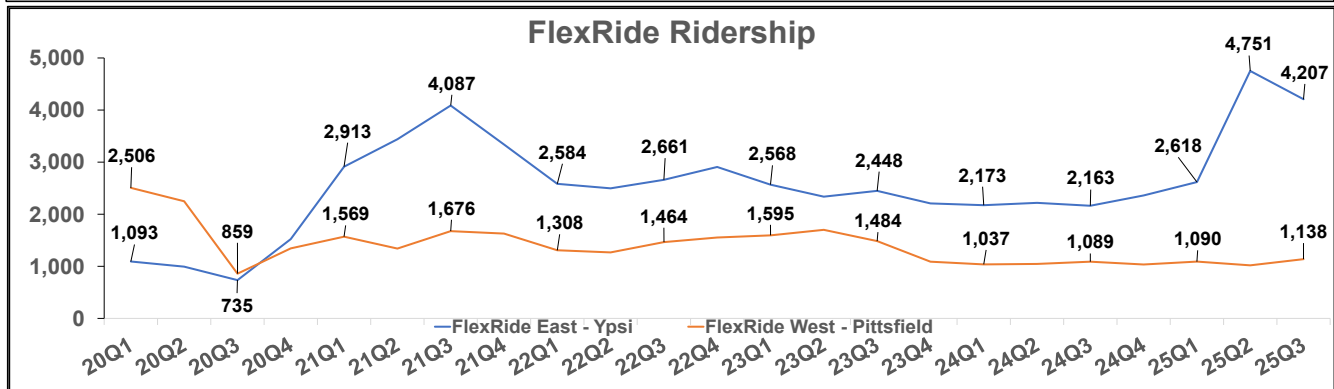
# Service Q3 Report

April - June 2025

### FlexRide (Via)

| FlexRide (Via)                | FY 2024   | FY 2024   | FY 2025   | FY 2025   | FY 2025   | Q3 24 - |
|-------------------------------|-----------|-----------|-----------|-----------|-----------|---------|
| Measure                       | Q3        | Q4        | Q1        | Q2        | Q3        | Q3 25   |
| Operational Cost (Contractor) | \$161,265 | \$284,025 | \$278,295 | \$303,538 | \$270,943 | 68%     |
| Trips - East Service Area     | 2,163     | 2,361     | 2,618     | 4,751     | 4,207     | 94%     |
| Trips - West Service Area     | 1,089     | 1,035     | 1,090     | 1,019     | 1,138     | 4%      |
| FlexRide - Late Night         | 2,475     | 2,881     | 3,062     | 4,305     | 5,777     | 133%    |
| Cost/Boarding                 | \$49.59   | \$83.64   | \$75.05   | \$52.61   | \$50.69   | 2%      |
| Complaints                    | 9         | 18        | 24        | 7         | 4         | -56%    |
| Compliments                   | 1         | 0         | 1         | 0         | 0         | -100%   |
| Denials East                  | 3         | 22        | 191       | 120       | 130       | 4233%   |
| Denials West                  | 2         | 11        | 32        | 16        | 21        | 950%    |
| Denials Late Night/Holiday    | 41        | 244       | 162       | 151       | 370       | 802%    |
| Boardings                     | 5,727     | 6,277     | 6,770     | 10,075    | 11,122    | 94%     |
| Trip Denials                  | 46        | 277       | 385       | 287       | 521       | 1033%   |
| Total Trip Requests           | 3,298     | 3,673     | 4,093     | 6,057     | 5,866     | 78%     |
| Percentage Provided           | 98.61%    | 92.46%    | 90.59%    | 95.26%    | 91.12%    | -8%     |

FlexRide services continue to see strong growth, with boardings up **94%** and total trip requests up **78%**. Much of this increase is driven by the Late Night service, which grew by an impressive **133% compared to Q3 2024**.



### Vanpool

| VanPool                              | FY 2024 | FY 2024 | FY 2024 | FY 2025 | FY 2025 | Q2 24 - |
|--------------------------------------|---------|---------|---------|---------|---------|---------|
| Measure                              | Q2      | Q3      | Q4      | Q1      | Q2      | 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%      |

