



Ann Arbor Area Transportation Authority

Operations Report

For the period ending March 31st

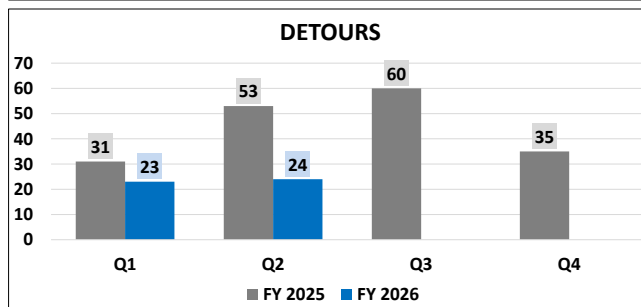
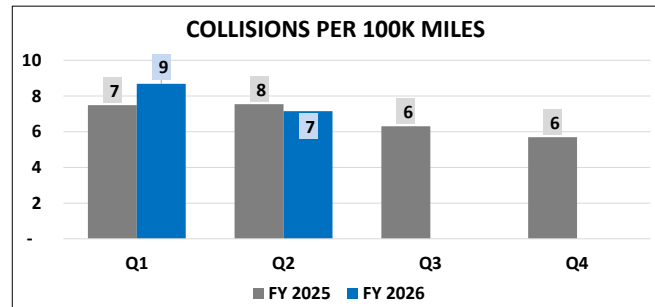
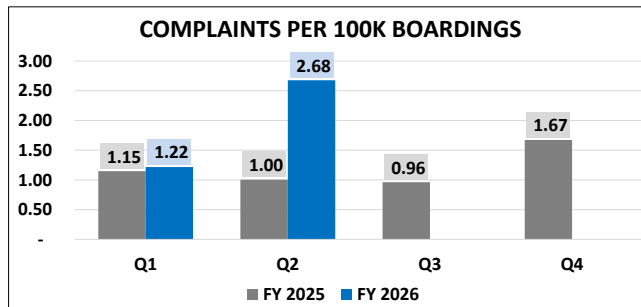
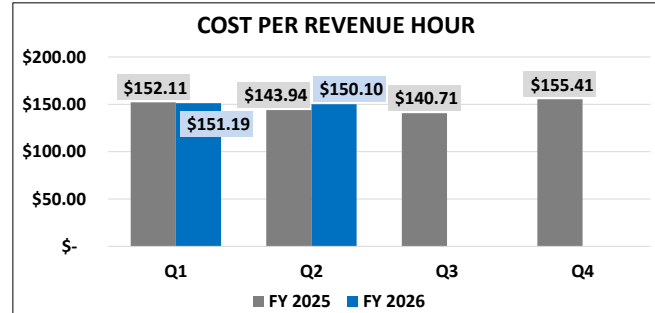
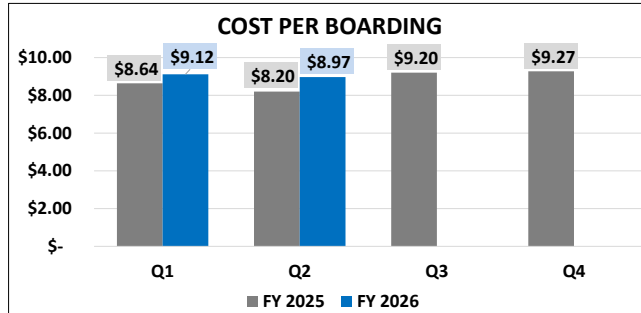
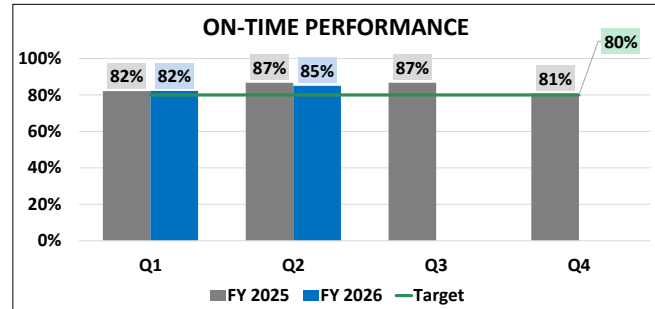
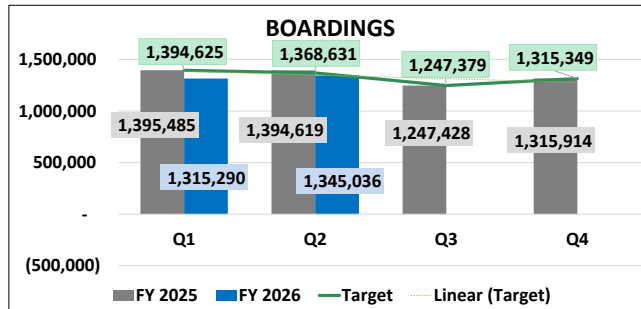
Q2 Service Report

From January to March 2026

Fixed Route

Ridership dropped by 3.5% year over year. Operational metrics remained stable as evidenced by on-time performance consistently surpassing the **80% benchmark**, and operating costs and collision rates **remaining within budgetary and safety thresholds**. Passenger complaints increased beyond established threshold.

Note: Operational costs and revenue hours targets are based on the FY 2026 Budget projections.





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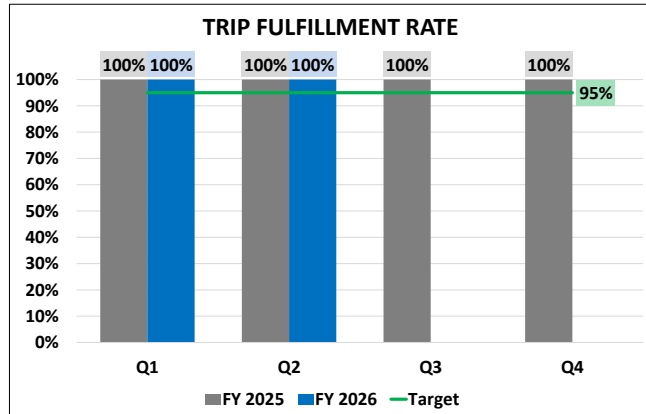
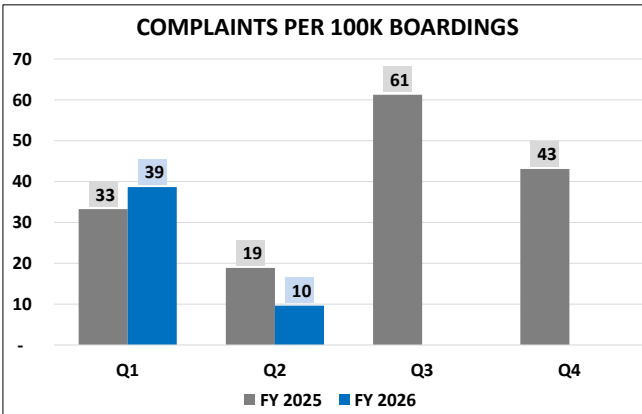
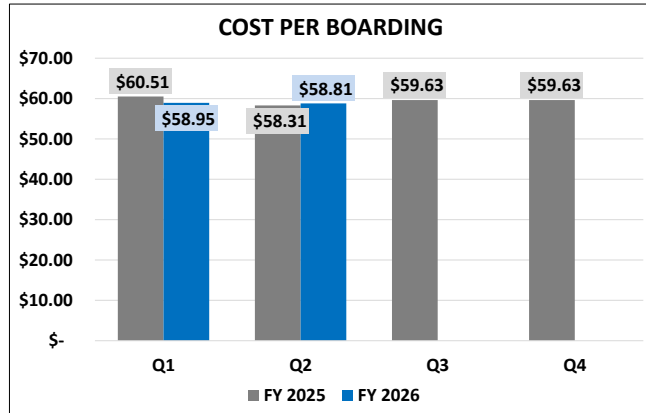
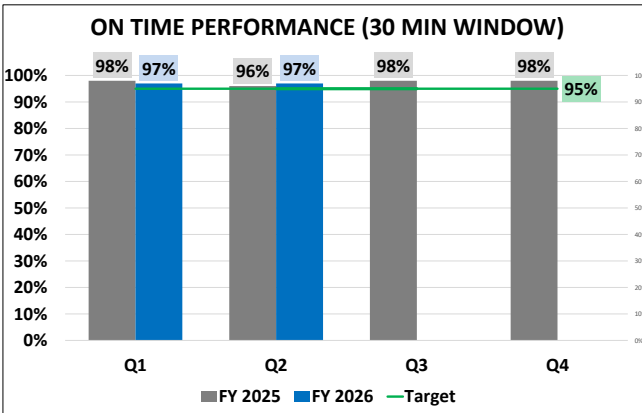
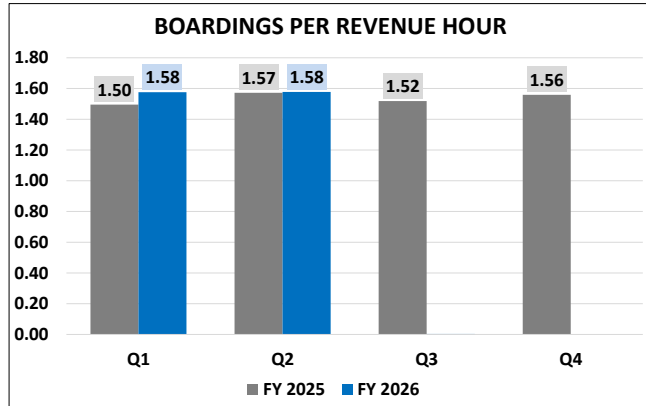
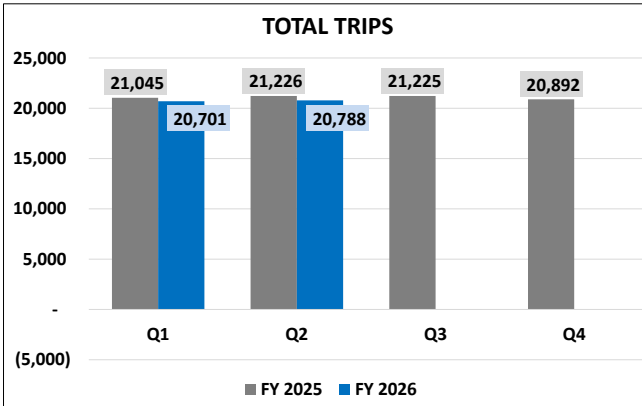
For the period ending March 31st

Q2 Service Report

From January to March 2026

ARide / Paratransit (MV)

Paratransit Ridership saw a marginal 2% decline. Operational efficiency improved as evidenced by the slight increase in boardings per revenue hour. On-time performance consistently exceeding the 95% target and the fulfillment of all requested trips.





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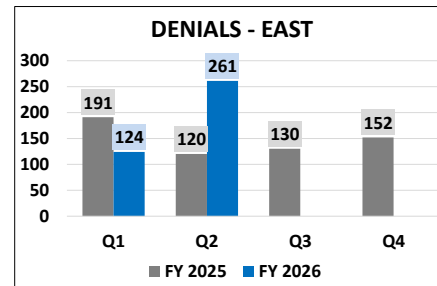
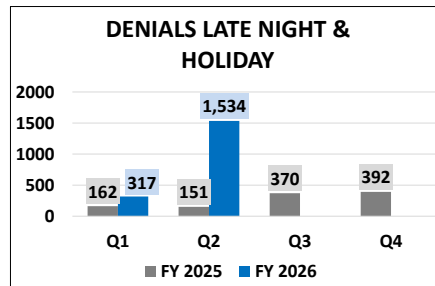
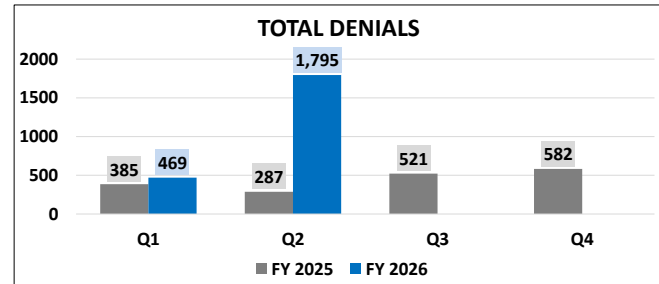
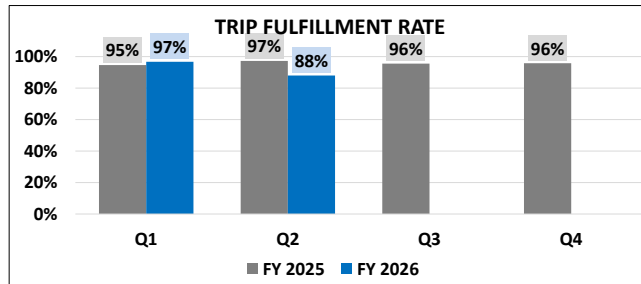
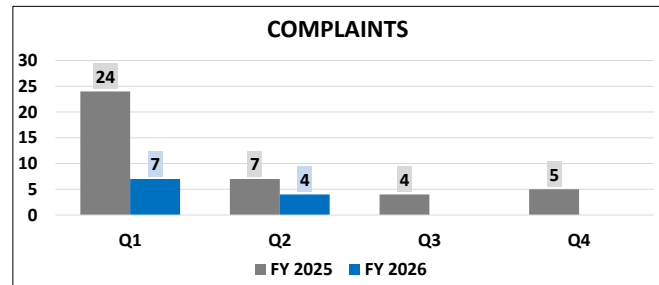
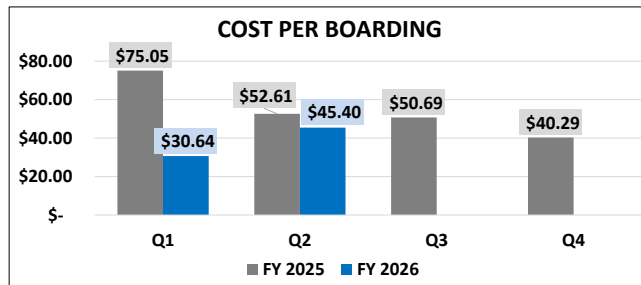
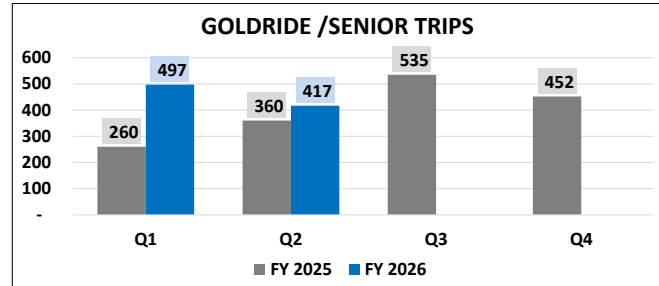
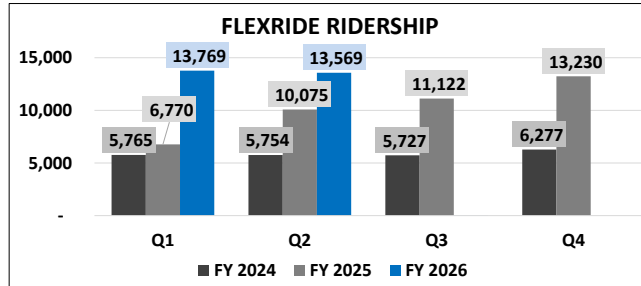
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From January to March 2026

FlexRide (Via)

The FlexRide App's intuitive scheduling process and low cost have resulted in a **35% increase in ridership year over year and ridership has reached 236% of its Q2 2024 level**. Trip requests increased by **117%**, and despite increasing vehicles from **8 to 12**, it is **becoming harder to meet demand, as evidenced by increased denials**. Trip cancellations negatively affect our ability to honor requests. Late Night/Holiday experiences a larger impact as it covers a larger area compared to FlexRide East. FlexRide West is no longer operational.





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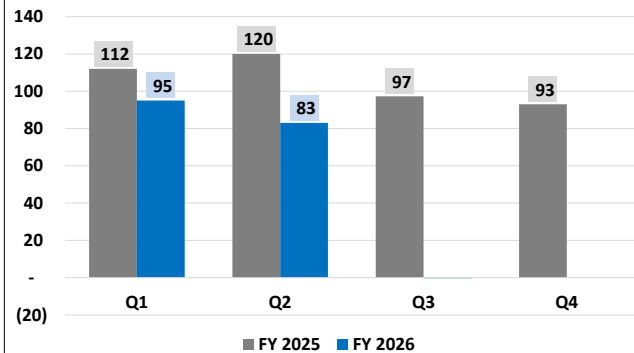
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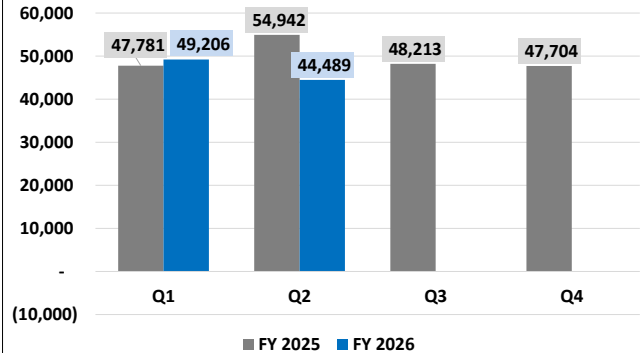
Vanpool

The VA recently consolidated its vanpool operations to improve overall efficiency. While a slight decrease in ridership and total passenger miles was anticipated during this transition, the VA continues to promote demand to maximize service utility. It is still too early to fully analyze the impact of these changes; additional performance data and trends are required to provide a comprehensive evaluation.

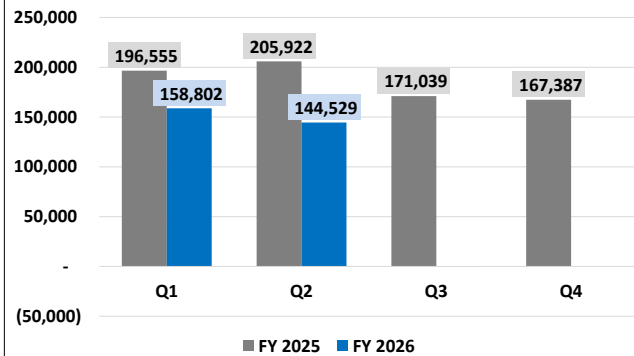
NUMBER OF VANPOOLS



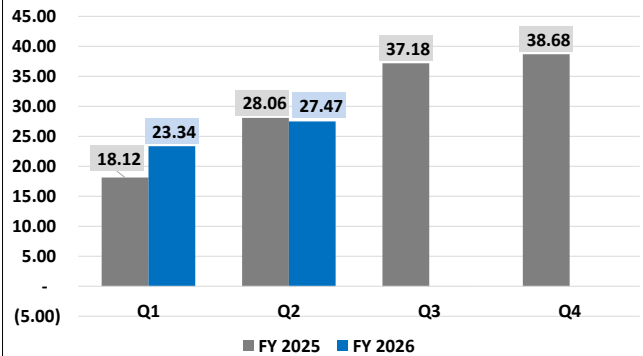
RIDERSHIP



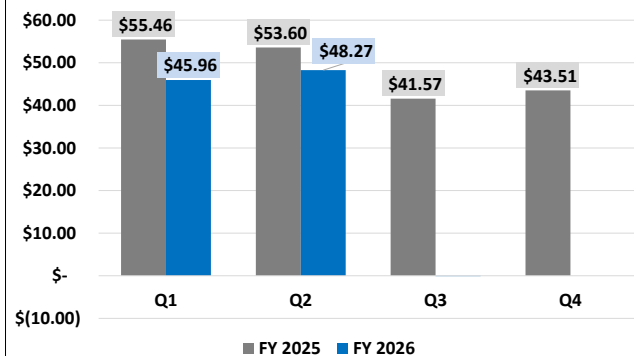
AVERAGE RIDER MILES



RIDER MILES PER GALLON



AVERAGE FUEL COST PER RIDER



FEDERAL SUBSIDY PER RIDER TRIP

