

Ann Arbor Area Transportation
Authority

Title VI Program Update 2026

DRAFT

September 2026



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1. Title VI Program Introduction and Overview

This 2026 Title VI Program Update has been prepared to ensure that the Ann Arbor Area Transportation Authority (AAATA) is compliant with Title VI regulations of the Civil Rights Acts of 1964. As a recipient of federal funding under the programs of the Federal Transit Administration (FTA), AAATA has an obligation to ensure it does not discriminate or hinder the utilization of its services based on race, color, or national origin. Executive Order 13166, signed by President Clinton in 2000, further strengthened protections for users of federally funded services by requiring recipients ensure its users with limited English proficiency (LEP) can still meaningfully have access to and use its services.

“...no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.”

- Title VI of the U.S Civil Rights Act of 1964, 42 U.S. Code § 2000d

“Recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons...Each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

- Executive Order 13166 (Aug. 11, 2000), 65 Fed. Reg. 50, 121 (Aug. 16, 2000)

To provide clarity on the law’s impact on transit agencies, the FTA published Circular 4702.1B, which was last revised in October 2012. Within it there are guidelines that specify several reporting, monitoring, and analysis requirements an agency must perform to ensure that:

- The benefits of its transit services are shared equitably throughout its service area.
- The level and quality of its services are sufficient to provide equal access to all riders in its service area.
- No one is precluded from participating in public meetings related to major changes to the service, including changes to the fare.
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin.
- A mechanism is in place for the remediation of any discrimination which may occur, even if such discrimination is unintentional.

Within its available resources, and with full regard for the delivery of efficient and effective transit services, AAATA will continue complying with the regulations of the FTA and the Civil Rights Act of 1964.

AAATA acknowledges the publication in the Federal Register of 91 FR 35424, A Rule Rescinding Portions of Title VI Regulations to Conform more Closely with the Statutory Text and to Implement Executive Order 14281, as published by the U.S. Department of Transportation on June 11, 2026. Since the FTA has not updated the Title VI requirements and guidelines defined in FTA Circular 4702.1B or issued additional guidance at the time of this Program Update, AAATA continues to follow the requirements and guidelines as defined in Circular 4702.1B for this update.

2. Chapter III Requirements

Documentation of Board Approval of the Title VI Program Update

[To be added upon completion and approval of 2026 Title VI Program Update]

Title VI Notice to the Public

AAATA displays its Title VI notice to the public in the following locations:

- As a poster onboard every AAATA bus
- On the AAATA website at www.theride.org/title-vi
- In the printed AAATA RideGuide
- As a poster in the AAATA Headquarters lobby and Ypsilanti Transit Center, shown in Figure 2. The notice is also typically posted at the Blake Transit Center, which is currently closed to the public due to construction.

The content of AAATA's notice to the public is as follows:

Title VI Notification Procedure

Ann Arbor Area Transportation Authority (TheRide) provides programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. For information about TheRide's non-discrimination obligations, or to file a complaint if you believe you have been subject to unlawful discrimination, please contact TheRide.

By Mail:

*Ann Arbor Area Transportation Authority
Attn: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104*

Online:

*TellUs@TheRide.org
TheRide.org*

Figure 1: Title VI Notice to the Public on AAATA Website

Title VI Notification Procedure

Ann Arbor Area Transportation Authority (TheRide) provides programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. For information about TheRide's non-discrimination obligations, or to file a complaint if you believe you have been subject to unlawful discrimination, please contact TheRide.

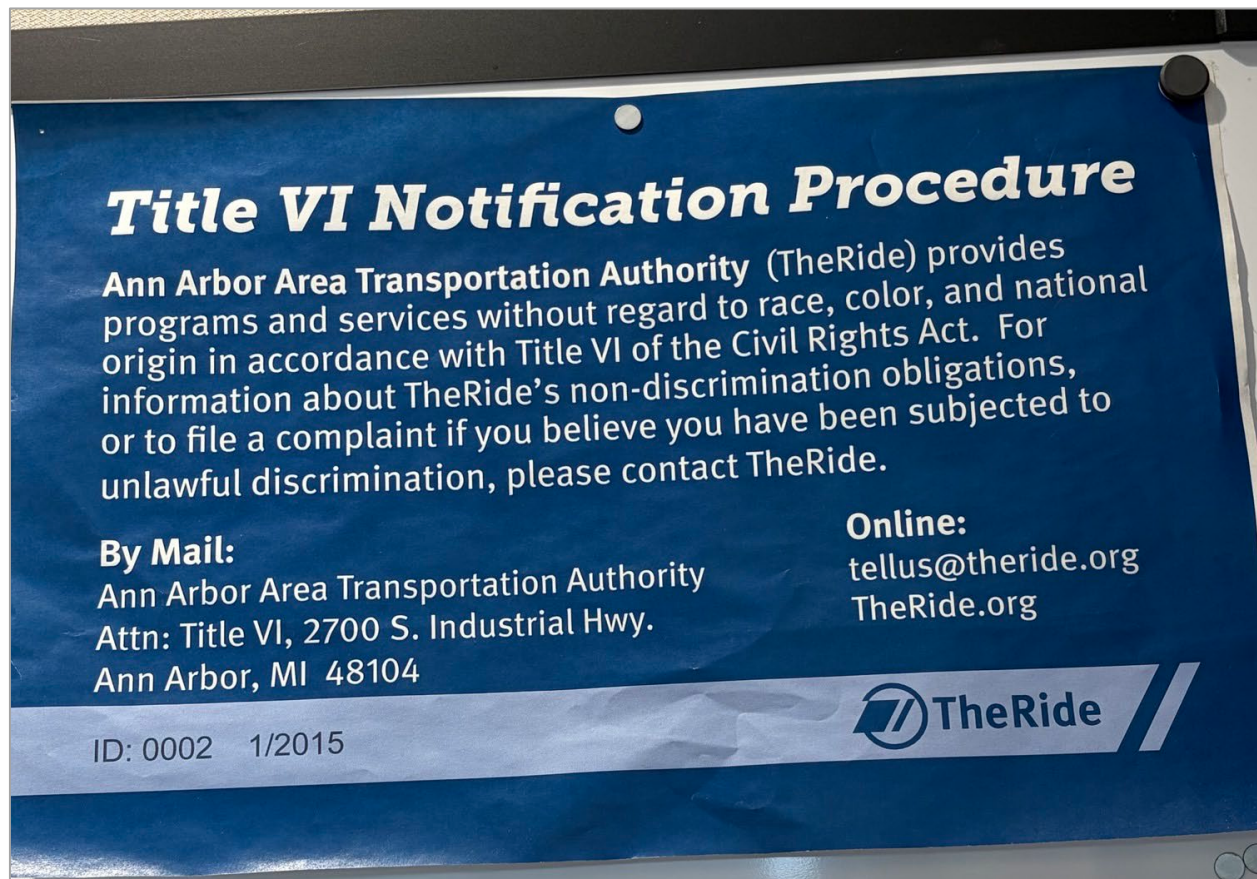
By Mail

Ann Arbor Area Transportation Authority
Attn: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

Online

TellUs@TheRide.org

Figure 2: Title VI Notice to the Public at AAATA Headquarters



Title VI Complaint Procedures

Ann Arbor Area Transportation Authority (AAATA/TheRide) is committed to ensuring that no person is excluded from participation in or denied the benefits of its programs and services based on race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. For information about TheRide's non-discrimination

obligations, or to file a complaint if you believe you have been subjected to unlawful discrimination, please contact TheRide by mail, using the AAATA Title VI Complaint Form to Ann Arbor Area Transportation Authority - Attn: Title VI, 2700 S. Industrial Hwy., Ann Arbor, MI 48104, or by email at the “Contact Us” section of TheRide’s website, www.theride.org.

A copy of AAATA’s Title VI Complaint Form is available in print, in English, Spanish, Chinese, Korean, and Arabic, at AAATA’s main office, as well as posted online at www.theride.org/title-vi under the Title VI Notification Procedure section.

Each complaint received that alleges discrimination based on race, color, or national origin will be investigated using the procedure below, whether it specifically references Title VI or not. All complaints must be received within 180 days of the alleged discrimination incident/occurrence. The complainant will be notified within 7 days confirming receipt and advised it is being investigated. This notice may include a request for additional information necessary to investigate the complaint (e.g. specific time of an incident). A written response of the determination will be provided by mail to the complainant within 30 days of the date of complaint.

If the allegation concerns a specific incident involving an operator or customer service staff member, a preliminary investigation of the facts will be conducted by AAATA Transportation Department management staff. It should be noted that all AAATA’s buses and facilities are equipped with cameras. Cameras have proved to be extremely useful in resolving alleged complaints about specific incidents. Transportation Management Staff will make a preliminary determination about the facts, recommend any disciplinary measures, and transmit the complaint to the Chief Executive Officer (CEO), Deputy CEO, or their delegate.

For more general allegations, such as AAATA service design or fares, the CEO, Deputy CEO, or their delegate will determine the appropriate senior staff member to conduct the preliminary investigation and report the findings and recommendations for corrective action to the CEO, Deputy CEO, or their delegate.

The CEO, Deputy CEO, or their delegate will review all alleged discrimination complaints based on race, color, or national origin and the results of the preliminary investigation. The CEO, Deputy CEO, or their delegate will make a determination as to whether the alleged discrimination based on race, color, or national origin was valid, and any corrective action that will be taken. Note that even if the alleged discrimination is determined to be invalid, corrective action may still be warranted in some cases.

The CEO, Deputy CEO, or their delegate will provide her or his findings in writing (by mail) to the complainant within 30 days of the date of the complaint, including whether the alleged discrimination was found to be valid based on race, color, or national origin, and the corrective actions AAATA has taken or promises to take. The letter will inform the complainant of the opportunity to provide additional information that may lead AAATA to reconsider its decision and of the complainant’s right to file a complaint with the Federal Transit Administration (FTA). In addition to this policy, AAATA also follows up on informal complaints made by telephone, Internet, social media and email.

Title VI Complaint Form

The AAATA Title VI Complaint Form is shown in Figure 3. The form is also available in Spanish, Chinese, Korean, and Arabic, which are provided in Appendix D.

Figure C-1

1

Section IV		
Have you previously filed a Title VI complaint with this agency?	☐ Yes	☐ No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
☐ Yes ☐ No		
If yes, check all that apply:		
☐ Federal Agency: _____		
☐ Federal Court _____	☐ State Agency _____	
☐ State Court _____	☐ Local Agency _____	
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Phone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Phone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway
Ann Arbor, MI 48103

List of Complaints, Investigations, and Lawsuits

From 2023 through 2026 to date, AAATA received 20 complaints alleging discrimination. All were submitted as informal complaints, and none of the complainants chose to complete the Title VI complaint form that they were offered. Nineteen of the complaints were found to be invalid following investigation, and one was found to be undetermined due to lack of video available. There were no other investigations or lawsuits during this period. A list of the complaints is provided in Appendix E.

Membership Demographics

The only transit-related, non-elected planning board, advisory council, or committee for which the Ann Arbor Area Transportation Authority (AAATA) selects the members is the Local Advisory Council (LAC) Executive Committee. The LAC advises the AAATA Board of Directors on issues of concern to people with disabilities and senior citizens. Monthly meetings are open to anyone who wishes to attend, and all who attend are encouraged to participate. LAC membership is conferred on anyone who attends more than one meeting. The AAATA Board appoints up to 10 people to the LAC executive committee for two-year terms. Any member can apply to serve on the executive committee.

There are currently five members of the Executive Committee, all of whom are Caucasian as indicated below in Figure 4. AAATA has attempted to encourage more minority participation and membership on the Executive Committee; through these efforts, there were three non-Caucasian members in 2023-2024, however, those members have since stopped attending. Based on the most recent Census, minority representation should include more Hispanic, African American, and Asian American members.

AAATA recruits members of its LAC through a series of actions:

- Reaching out to organizations devoted to minority population issues in the Ann Arbor MSA via emails, direct communications and notices on the website
- Reaching out to organizations devoted to low-income population issues in the Ann Arbor MSA via emails, direct communications and notices on the website
- Reaching out to other transit organizations within the MSA for potential candidates
- Contacting the Chamber of Commerce to find interested parties

Figure 4: Minority Representation on Non-Elected Committees and Councils Selected by AAATA

Committee or Council	Caucasian	Hispanic	African American	Asian American	Native American
Local Advisory Council (LAC)	100%	0%	0%	0%	0%

Description of Subrecipient Monitoring

AAATA monitored adherence to Title VI planning requirements for six subrecipients for the period 2023-2025. AAATA's subrecipients included:

- Western Washtenaw Area Value Express
- People's Express
- Avalon Housing
- Jewish Family Services
- Programs to Educate All Cyclists
- Milan Seniors for Healthy Living (MSHL)

There have been no Title VI complaints, investigations, or lawsuits for AAATA subrecipients over the past three years. AAATA uses the questionnaire below (Figure 5) as part of the monitoring program. Section 7 of the questionnaire covers the following areas:

1. Title VI program in place
2. Public Notices
3. Implemented LAP, complaints procedures and/or public participation procedures
4. List of Language Assistance Training for staff
5. List of Title VI investigations, complaints, lawsuits
6. Examples of public participation activities
7. List of transit facilities sited and equity analysis
8. List of transit facilities to be constructed/leased with equity analyses
9. List of fare increase or major service changes since 2018 with brief descriptions
10. List of fare change or service equity analyses completed since 2018

Receipt of questionnaires is tracked and AAATA staff review the answers and make appropriate comments to the documents. Title VI programs are requested of and provided by subrecipients, and AAATA tracks receipt and whether the plans have been updated in a timely manner. Responses from subrecipients are tracked for questionnaire receipt, Title VI program, receipt of Title VI complaints, and compliance determination. AAATA reviews the Title VI programs from subrecipients and provides feedback and requested corrective actions when required areas are determined to be missing or inadequate.

Figure 5: AAATA Subrecipient Questionnaire



AAATA Subrecipient Programs
Form: 2026 Subrecipient Desk Review Questionnaire
Reporting Period: FY25 (10/1/2024 - 9/30/2026)
Contact: Riley Kloepfer, rskloepfer@theride.org

Subrecipients of Federal funds are required to complete an annual desk review questionnaire as part of AAATA's risk-based subrecipient monitoring procedure. You may find several topics are not applicable to your agency for this year; please enter n/a. Please enter your responses into the *light blue* highlighted cells and return to khull@theride.org along with copies of any agency plans and policies that have changed. AAATA will review your responses and may request additional documentation or schedule a meeting/site visit as needed.

SECTION 1
Agency Information

Q: Please provide your organization's name and a staff contact for federally funded projects.
A:

SECTION 2
Legal/Lobbying

Federal Requirement: Subrecipients are prohibited from using appropriated Federal funds to lobby for Federal funds. If the subrecipient uses local funds to lobby for transit purposes, subrecipients must file OMB Standard Form LLL quarterly.

Q: Did your organization pay for lobbying activities in during the reporting period?
A:

Q: If yes, what type of funds were used?
A:

Q: If yes, was OMB Standard Form LLL filed quarterly with TheRide?
A:

SECTION 3
Financial Management and Capacity

Federal Requirement: Subrecipients must have financial management systems that meet standards for financial reporting, accounting records, internal control, budget control, allowable cost, source documentation, and cash management. Requirements for use of indirect cost when reimbursement is sought from a Federal award program must be met.

Q: Describe your organization's financial management systems, especially the method of accounting, how financial reports are prepared, and systems for internal control and cash management.
A:

Q: Does your organization use Federal funds to pay for indirect operating costs? (If yes, AAATA will contact you to review the calculation method.)
A:

SECTION 4
Satisfactory Continuing Control

Federal Requirement: Subrecipients must use FTA-funded property for project purposes.

Q: What vehicles, equipment, and property has your agency acquired with the assistance of FTA funds (e.g., Section 5310/5311), and how are these items being used in accordance with their intended project purpose?
A:

Q: Has your agency used any FTA-funded property for purposes other than purposes identified in a grant contract or subrecipient agreement?
A:

SECTION 5
Maintenance

Federal Requirement: Subrecipients that use FTA assistance to purchase assets must have maintenance programs for those assets. Such assets must be maintained in good condition and good operating order.

Q: Does your organization have a maintenance program for FTA-funded assets? (If yes, please ensure a copy has been provided to TheRide.)
A:

Q: Does the program address maintenance of wheelchair lifts and other accessibility features?
A:

Q: Is your organization following your program for preventive maintenance inspections? (Please attach any relevant documentation.)
A:

Q: Are your organization's FTA-funded assets under warranty, and are warranty claims pursued?
A:

SECTION 6
Title VI (Civil Rights Act of 1964)

Federal Requirement: Subrecipients must ensure that no person, on the basis of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal funds. All transit services and related benefits must be distributed in an equitable manner.

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Q: Does your organization have a Title VI program in place? (If yes, please ensure your current Title VI Plan has been provided to TheRide.)

A:

Q: If yes, have the Language Assistance Plan, complaint procedures, and/or public participation procedures been implemented as described?

A:

Q: How does your organization notify the public of its rights under Title VI?

A:

Q: Has your organization received any discrimination complaints in the past three years, FY2018-2020? (If yes, please describe the nature of the complaint and the outcome, and attach any relevant documentation.)

A:

SECTION 7

Americans with Disabilities Act (ADA)

Federal Requirement: Subrecipients must comply with ADA. No entity shall discriminate against an individual with a disability in connection with the provision of public transportation service. Subrecipients must track, resolve, and respond to ADA-related complaints. All new bus vehicles purchased or leased for use in fixed-route service by public entities must be accessible. Used bus vehicles must be made accessible for use to the maximum extent feasible. Vehicles used in contracted fixed-route service must be accessible. Vehicles used in demand-responsive service must be accessible unless equivalent service is provided. Newly constructed and altered facilities must meet US DOT accessibility requirements. Service must comply with the US DOT ADA regulations and be accessible to and usable by persons with disabilities.

Q: How does your agency track, resolve, respond to, and retain records of ADA-related complaints?

A:

Q: Has your organization received any ADA-related complaints in the past three years, FY2018-2020? (If yes, please describe the nature of the complaint and the outcome, and attach any relevant documentation.)

A:

Q: Are public transportation facilities constructed or altered during the reporting period accessible to and usable by individuals with disabilities?

A:

Q: Describe how your organization follows ADA provision of service requirements (e.g., lift/ramp availability, priority seating, stop identification, employee training, accessible information formats, reasonable modification requests).

A:

SECTION 8

Equal Employment Opportunity (EEO)

Federal Requirement: A full EEO program must be submitted to TheRide if your organization employs 100 or more transit-related employees and requests or receives capital or operating assistance > \$1 million in a fiscal year, or requests or receives planning assistance > \$250,000 in a fiscal year. An abbreviated program must be submitted to TheRide if your organization employs 50-99 transit-related employees and requests or receives capital or operating assistance in excess of \$1 million in a fiscal year, or requests or receives planning assistance in excess of \$250,000 in a fiscal year.

Q: Is your organization required to submit an EEO program based on the thresholds above? (If yes, please ensure it has been submitted to TheRide.)

A:

SECTION 9

Drug and Alcohol Program

Federal Requirement: Subrecipients must have a board-adopted anti-drug and alcohol misuse policy. Subrecipients are required to provide at least 60 minutes of drug and alcohol training for covered employees and at least 120 minutes of training for supervisors and other officers authorized by the employer to make reasonable suspicion determinations. Subrecipients must obtain previous drug and alcohol testing program records from prior employers for employees performing safety-sensitive functions and must retain drug and alcohol testing program records for all covered employees in a secure location with controlled access. Medical Review Officers, substance abuse professionals, breath alcohol technicians, and collectors in the drug and alcohol program must have required certifications.

Q: Does your agency have a board-adopted drug and alcohol misuse policy? (If yes, please ensure it has been submitted to TheRide.)

A:

Q: Does the policy include the following elements: proof of policy adoption by governing body, identification of D&A program contact, employee categories subject to testing, prohibited behavior, testing circumstances, consequences for refusing tests/positive tests with alcohol concentrations of 0.04 or greater, consequences for positive tests with alcohol concentrations of 0.02 or higher but lower than 0.04?

A:

Q: Does your organization provide the minimum required trainings and reasonable suspicion testing?

A:

Does your organization obtain drug and alcohol testing records from prior employers, and are records stored in a secure location with controlled access?

A:

Q: Do all medical review officers, substance abuse professionals, breath alcohol technicians, and collectors in the drug and alcohol testing program have the required qualifications, and are the qualifications records kept on file by your agency?

A:

SECTION 10

Additional Requirements

Please indicate below if the following service types are applicable to your agency, and AAATA will reach out to you for additional information.

Q: Does your organization operate School Bus or School Tripper service?

A:

Q: Does your organization operate Charter Bus service?

A:

Equity Analysis for Siting Facilities

Agencies are required to conduct a Title VI equity analysis during the planning stage of any effort to site transit facilities. Transit facilities include maintenance facilities, garages/yards, operations centers but exclude transit amenities (e.g., shelters) and transit stations. The analysis must compare the impacts of alternative locations and must occur before the selection of the preferred site. As AAATA is not in the planning phase of siting facilities, a Title VI equity analysis is not required or available to report on at this time.

Public Participation Plan

It is the intention of the AAATA to listen to and act on public input before making decisions that may have public impact. The AAATA focuses on the following goals regarding public participation:

- To inform the public of proposed new implementations or changes that may affect them.
- To provide the public with opportunities to ask questions and understand the reasons behind the proposed new implementations or changes.
- To encourage the public to state objections to proposed new implementations or changes and make suggestions for revisions.
- To provide the AAATA an opportunity to revise proposed new implementations or changes based on public input to reduce negative effects.

Notifications to the Public

The AAATA uses a variety of means and methods to communicate regularly with the public to inform and encourage input and participation. In addition to these ongoing efforts, the AAATA undertakes more focused and concerted efforts for certain issues.

People must first know about proposed new implementations or changes to have the opportunity to participate and provide input. The public is provided at minimum 30 days in which to participate, review, ask questions, and provide input. The AAATA uses the following notification methods to provide notice to the public:

- **AAATA Website:** The AAATA website provides multiple opportunities to provide notification. Notice of proposed new implementations or changes appears on the front page, typically in the “What’s Happening” section and in a section on the website that provides further details on the proposed new implementations or changes. Typical details include a presentation or document of information and information on how to provide feedback via website, phone, email, or letter. In addition, for any public meetings to be held, these also appear on the “Events” page on the website.
- **Social Media:** The AAATA regularly uses social media to promote public engagement opportunities. Facebook, Twitter, and LinkedIn are used for these initiatives.
- **Press Releases:** The AAATA issues a press release for all proposed new implementations or changes which describe the proposed implementation or change and how to provide input. Press releases are distributed to all media outlets, posted on the AAATA’s website, and are shared on social media.
- **E-Newsletter:** The AAATA includes information on public engagement opportunities in monthly e-newsletters. E-newsletters are sent to community leaders and individuals who have elected to sign up to receive monthly emails from TheRide on current projects.
- **Onboard Bus Communications:** The AAATA utilizes on-board bus communications such as bus cards and bus seat stickers to communicate information on public engagement opportunities.

- **Presentations:** The AAATA develops presentations as needed, dependent on the level of impact of the proposed new implementation or change and shares the presentations at public meetings and online at the AAATA website.
- **Paid Media:** Dependent on the level of impact of a proposed new implementation or change, paid media is utilized to announce to the public the engagement opportunities. This includes but is not limited to: Public Notice in MLive, other print ads, radio ads, paid social media, and digital ads.
- **Stakeholder and Community Leaders Notification:** As Needed, the AAATA reaches out directly to key stakeholders that could be affected by proposed new implementations or changes and provides a notification of them to these stakeholders.
- **Public Meetings:** The AAATA hosts meetings in strategic locations with epicenters of general, minority, LEP, and low-income populations, and typically includes virtual public meetings in addition to these engagements.
- **Translations:** The AAATA notifies the public that translations of the public engagement information materials are available upon request in Spanish, Korean, Chinese, and Arabic.

The methods used to engage the public are tailored to the scale of the proposed new implementation or change.

Opportunities for Public Input

It is the AAATA's intention to make it possible for people to choose how they wish to provide input and whether they want to only provide comment, whether they desire a response regarding their input, or whether they wish to engage in a conversation regarding the matter. As part of the notification methods above, people are provided with several possibilities for making comments and asking questions including:

- **E-Mail:** E-Mail goes to a mailbox set up specifically to receive input.
- **Telephone:** A hotline is set up to receive comments with a callback by AAATA staff upon request.
- **Written:** Written letters provide a means for more formal communication.
- **Form on Website:** A form is directly available on AAATA's website that individuals may complete to submit their feedback.
- **Face-to-Face:** At meetings and by appointment, opportunity for face-to-face communication is made available to the public. For proposed new implementations or changes of a larger scale or major impact, meetings are provided at multiple times and locations, with an emphasis on meeting locations in the area(s) affected by the proposed new implementation or change. Meetings are typically scheduled as drop-in sessions for a 2-5-hour period to permit people to attend at their convenience and to encourage dialogue. Virtual meetings are also often provided as an option in addition to the in-person meetings.
- **AAATA Board Meetings:** The public is provided time at all meetings of the AAATA Board of Directors. While an opportunity for dialogue is not always available at these meetings, the AAATA's staff conducts follow-up with each of the individuals who comment about proposed new implementations or changes following the meetings for clarity and applicability.

The AAATA's public input process emphasizes two-way communication. The intention is not just to receive comments, but to discuss the effect of the proposed new implementation or change. Whatever method is used by a member of the public to communicate their comment, the AAATA's staff provides a response if requested or needed. In many cases, public input and AAATA response is a dialogue, rather than a single communication. The AAATA's staff summarize all comments received for consideration. This public input summary is then provided to those responsible for decision making along with any proposed revisions based upon the public input received.

List of Public Participation Activities

A list of public participation activities over the last three years along with the opportunities provided for public input is shown in Figure 6.

Figure 6: List of Public Participation Activities, 2023-2026

Year	Time Period	Purpose, Project, or Activity	Opportunities for Public Input
2023	January – December (April 2023 cancelled)	Board Meetings	In-person and virtual option
2023	January – December (December 2023 cancelled)	Local Advisory Committee (LAC) Meetings	In-person and virtual option
2023	July 20 – August 20	Title VI Program Policy Plan Updates Community Input	Virtual meetings; In-person meetings (BTC, YTC); email, call, and write-in options
2023	August - September	FY 24 Budget Public Comment	In-person and virtual options for Board Meetings; online, email, call, and write-in options
2023	October – November	Disadvantaged Business Enterprise Goals Public Comment	Email and Write-in options
2023	October 23 – November 23	Service Improvements Approved in 2022 Millage (Long-Range Plan) Public Input	Virtual meetings; in-person meetings (BTC, YTC, Ypsilanti Library); dedicated website; email, mail, and call-in options
2024	January – December (August and October 2024 cancelled)	Board Meetings	In-person and virtual options
2024	January – December (May and June 2024 cancelled)	Local Advisory Committee (LAC) Meetings	In-person and virtual options
2024	April 22 – May 22	Ypsilanti Transit Center Proposed Project – Public Input	Virtual meeting; In-person meeting (YTC); Board Meeting; dedicated website; call, email, write-in options
2024	August – September	FY 25 Budget Public Comment	In-person and virtual options for Board Meetings; online, call, email, and write-in options
2024	March 14 – April 14	ArborBike Public Comment	Virtual meetings; online form; email, call, and write-in options

Year	Time Period	Purpose, Project, or Activity	Opportunities for Public Input
2025	January – December	Board Meetings	In-person and virtual options
2025	January – December (January, July, and August 2025 cancelled)	Local Advisory Committee (LAC) Meetings	In-person and virtual options
2025	April 15 – May 23	Service Standards Public Feedback	Virtual meeting; Board Meeting; email, call, and write-in options
2025	August – September	FY 26 Budget Public Comment	In-person and virtual options for Board Meetings; online, email, call, and write-in options
2026	January – December	Board Meetings	In-person and virtual options
2026	January – December (February 2026 cancelled)	Local Advisory Committee (LAC) Meetings	In-person and virtual options
2026	March 2 – March 30	Updated Service Standards Public Input	Virtual meeting; Board Meeting; email, call, and write-in options
2026	April 1 – April 24	Security and Safety Public Feedback	Online survey

2026 Title VI Program Update Public Outreach Materials

[To be added following 2026 Title VI Program Update public outreach]

Language Assistance Plan

Background and Intent of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with limited English proficiency, and Presidential Executive Order 13166 require entities that receive federal funds to provide guidance on how they will address the needs of limited English proficient (LEP) individuals. USDOT has developed a guidance document entitled “A Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons”. This guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The intent of this language assistance plan (LAP) is to ensure that residents of the region who have difficulty understanding English have access to the planning process and published information, and that public notification is provided to these individuals. In this analysis, a person is considered limited English proficient if they do not speak English as their primary language and have a limited ability to read, speak, write or understand English. To assist them, the production of multilingual publications and documents and/or interpretation at meetings/events will be provided upon request to the degree that funding permits, based on current laws and regulations.

Safe Harbor Provisions

Federal law through the Department of Justice establishes a Safe Harbor Provision so that a recipient of federal funds, like AAATA, can ensure with greater certainty that it is in compliance with its Title VI obligation to provide written translations of its documents to LEP persons. “Safe Harbor” is met if the recipient provides written translations in certain circumstances, then such action will be deemed as strong evidence of compliance with the recipient’s written-translation obligations under Title VI.

The failure to provide written translations, however, does not necessarily mean that there is non-compliance. Even if “Safe Harbor” is not used and if, for example, the written translation of certain documents would be so burdensome as to defeat the legitimate objectives of the program, then written translation will not be required. In such cases, other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, may suffice to meet the requirements of Title VI.

Strong evidence of compliance with Title VI under the “Safe Harbor” provision involves providing written translations of vital documents for each language group of LEP persons that constitutes 5% of the population or 1,000 persons, whichever is less, eligible to be served or likely to be affected or encountered by the recipient. If that 5% is comprised of less than 50 persons, then translation of vital documents can be provided orally. Also, under the “Safe Harbor” provision, oral translation of non-vital documents is deemed sufficient to meet the requirements of Title VI.

AAATA is mindful of the fact that the “Safe Harbor” provision applies only to the translation of written documents. It does not affect the requirement to provide meaningful access to LEP persons through competent oral interpreters where oral language services are needed and reasonable to provide on an advance request basis.

Four Factor Analysis

To ensure and provide meaningful access to AAATA services for LEP persons, the agency regularly conducts and updates the Four Factor analysis as detailed in the Circular. The analysis consists of a four-step process that determines the following:

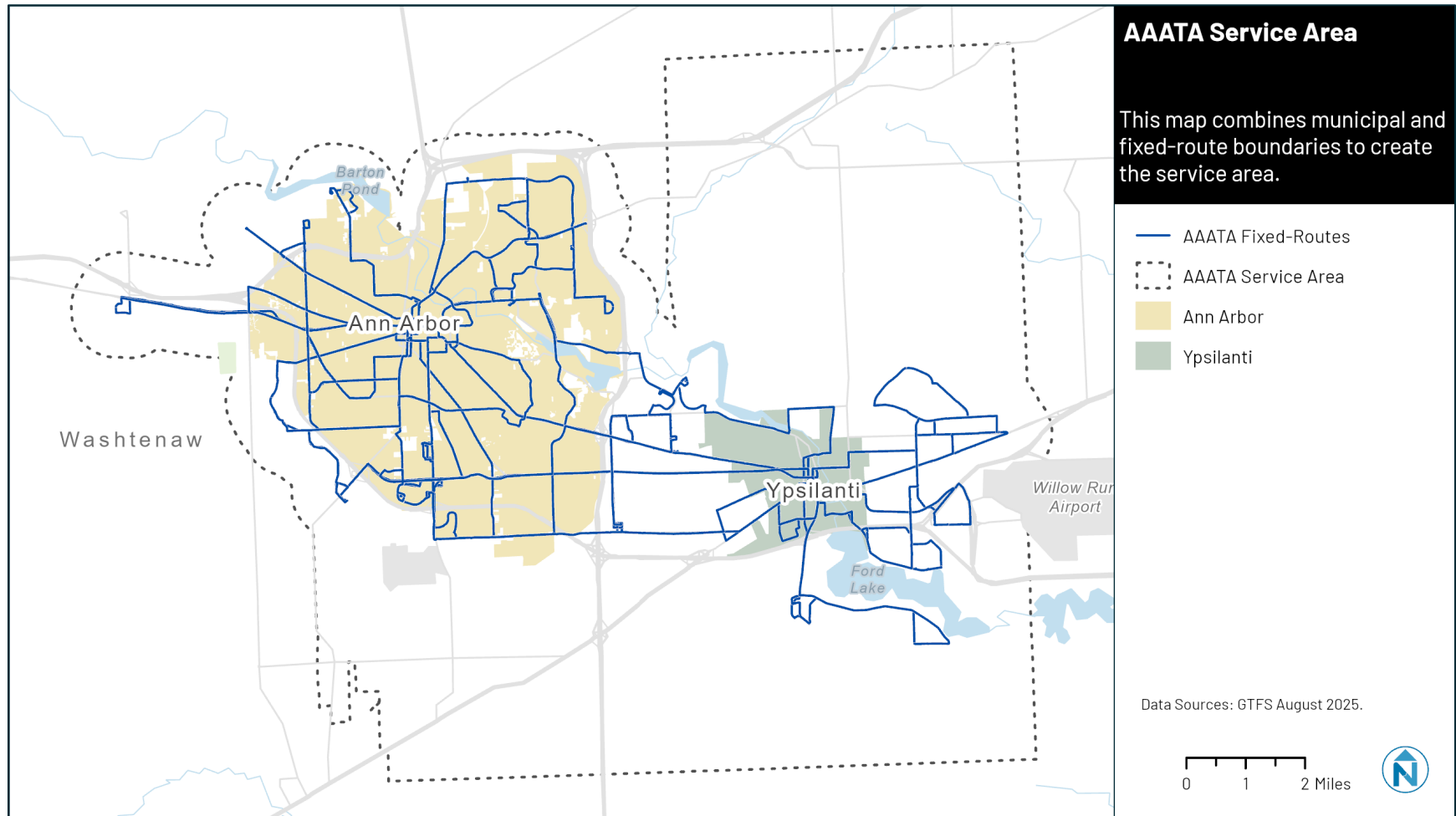
1. The number or proportion of LEP persons likely to be served by AAATA
2. The frequency with which LEP persons use AAATA services
3. An assessment of the importance of the AAATA to LEP persons
4. The resources available to assist the LEP population

Through the completion of these steps, the agency is able to gauge the extent, location, and characteristics of their LEP populations, which will help the agency determine the best approach to ensuring access to The Ride’s services within the resources available to the agency.

Methodology

This analysis primarily uses the most recently available U.S. Census data and the agency on board survey conducted in October 2024. The LEP population utilized Census Table B16001: Language Spoken at Home for the Population 5 Years and Over, using 5-year estimates from 2024. This table is available at the census-tract level, which allows a certain geographic specificity in the analysis as census tracts are typically sized to include a population ranging from 1,200 to 8,000 people. This census table includes one dozen languages (e.g., Spanish) or language groupings (e.g., Russian, Polish, or other Slavic languages are all one category). Within each of the twelve languages, the speaker is determined to have the ability to speak English either “very well” or “less than ‘very well’”. Persons that selected “less than ‘very well’” were assumed to be an LEP person.

Figure 7: AAATA Service Area for Four Factor Analysis



Factor 1: The number or proportion of LEP persons likely to be served by AAATA

In most cases, the LEP population that uses AAATA services will already reside in and around the service area. As a result, this analysis uses census data to estimate the number of LEP persons within the service area boundary defined in the methodology section. The results of the analysis, shown in Figure 8, shows that there are nearly 15,000 persons who are limited English proficient that reside within the service area, or roughly 5.8% of the total population. There are also three LEP populations (bolded) that either exceed 1,000 persons, or five percent of the total service area population (whichever is greater). These thresholds are used to determine if an agency is required to provide written translations for documents deemed vital by the agency. The languages that satisfy these requirements are Spanish, Chinese, and Korean. Arabic, which had met this requirement in the prior program update, no longer exceeds either of the two thresholds.

The table also shows that only other category to exceed the thresholds was “Other Indo-European”. However, due to the aggregated nature of the language category, it is not possible to discern which specific language they represent and were therefore not included in the list of languages that required vital document translations. However, due to the expansive list of languages included in this grouping, and based on local knowledge from the agency and recent translation requests called into the agency, it is extremely unlikely that a single language from this grouping would exceed the 1,000 person threshold on its own.

Figure 8: LEP Service Area Analysis, Source: Census Table C16001, 2024, 5-Year Estimates

Language ¹	Language Population	LEP Population	LEP Rate
All	248,852	14,537	5.8%
Spanish	10,101	3,302	1.3%
Chinese	9,338	3,599	1.4%
Korean	3,045	1,083	0.4%
Arabic	4,458	905	0.4%
French*	1,424	350	0.1%
German*	1,576	175	0.1%
Russian*	2,229	616	0.2%
Other Indo-European*	8,017	2,047	0.8%
Vietnamese	915	462	0.2%
Tagalog	828	314	0.1%
Other Asian*	4,180	929	0.4%

¹ Languages with an asterisk represent language groupings which may consist of a few, to several dozen languages.

Language ¹	Language Population	LEP Population	LEP Rate
Other*	2,076	756	0.3%

The map in Figure 9 shows the geographic distribution of the LEP population, inclusive of all languages. The map reveals several concentrations of census tracts that contain populations where 10% or more of the population is LEP. It is also evident that existing AAATA fixed-route services are serving all census tracts that exceed 15% LEP populations. Additional maps detailing the geographic distribution of LEP speakers of the three languages that exceeded the safe harbor threshold are shown in Figure 10 through Figure 12. The maps show the differences in the distribution of these populations. The highest concentration of Spanish LEP speakers is located in Ypsilanti, while Chinese and Korean LEP speakers are primarily located in southern Ann Arbor and north of the Huron River.

Figure 9: LEP Population Rate by Census Tract

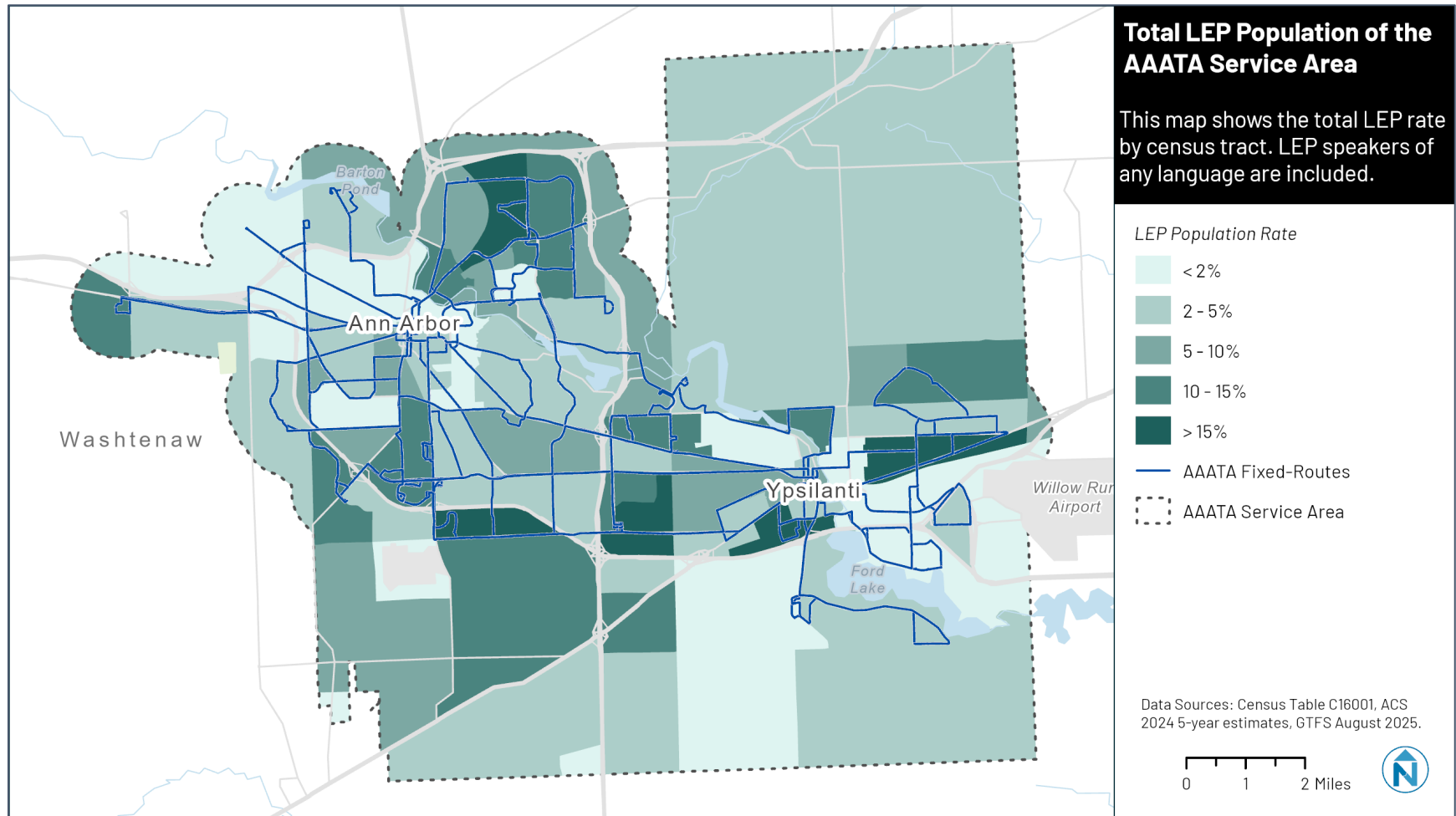


Figure 10: Spanish LEP Population Rate by Census Tract

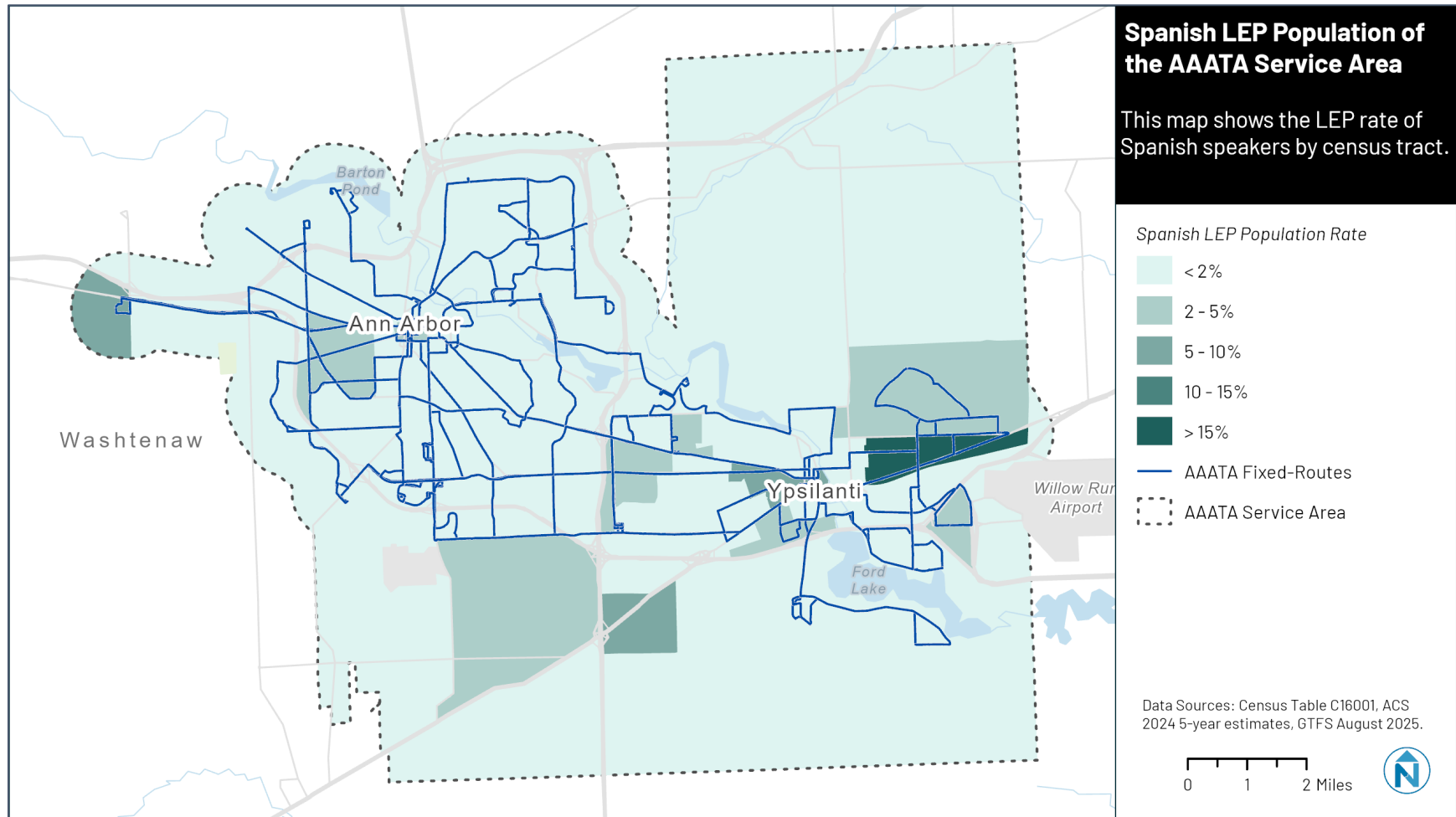


Figure 11: Chinese LEP Population Rate by Census Tract

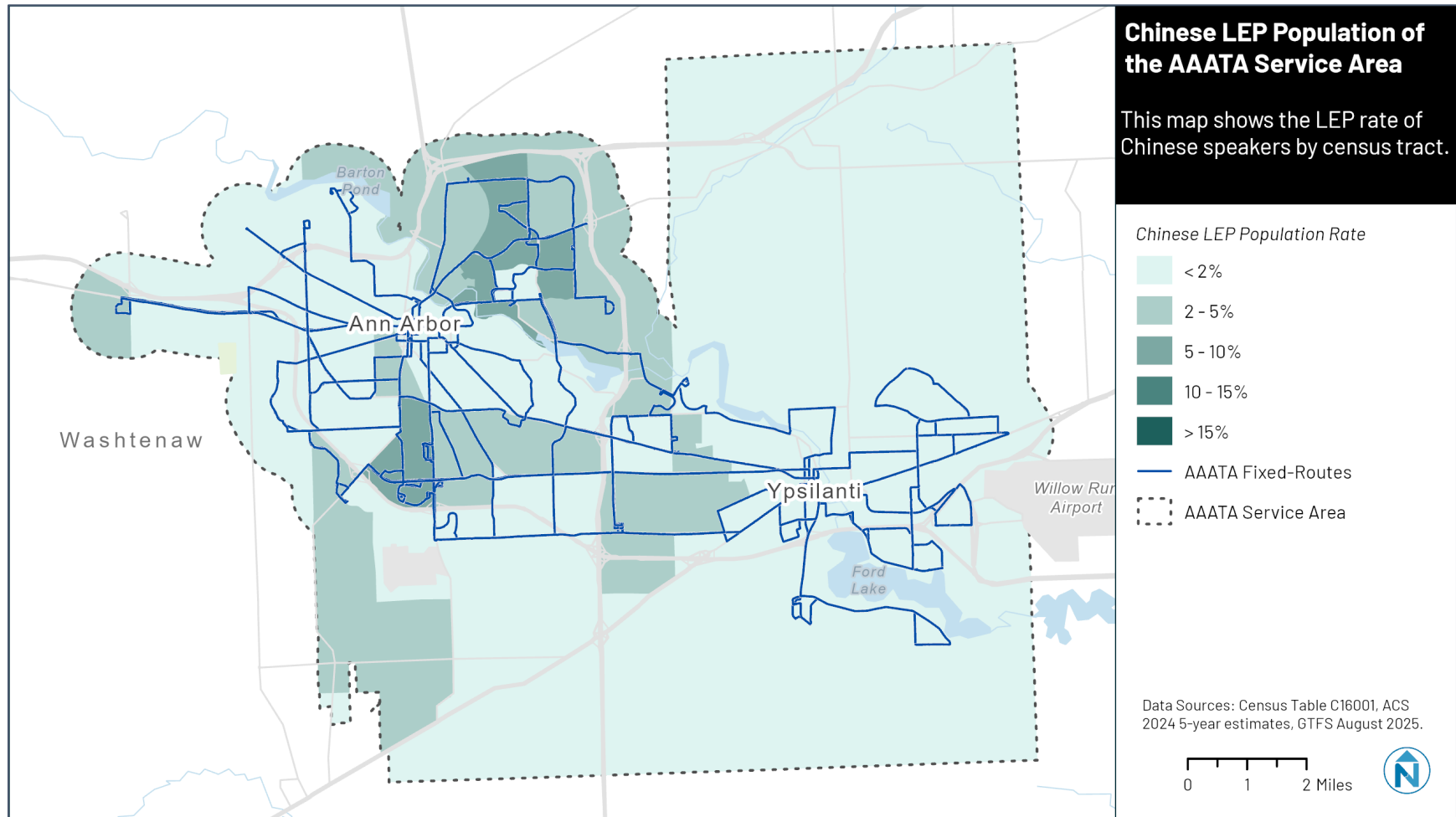
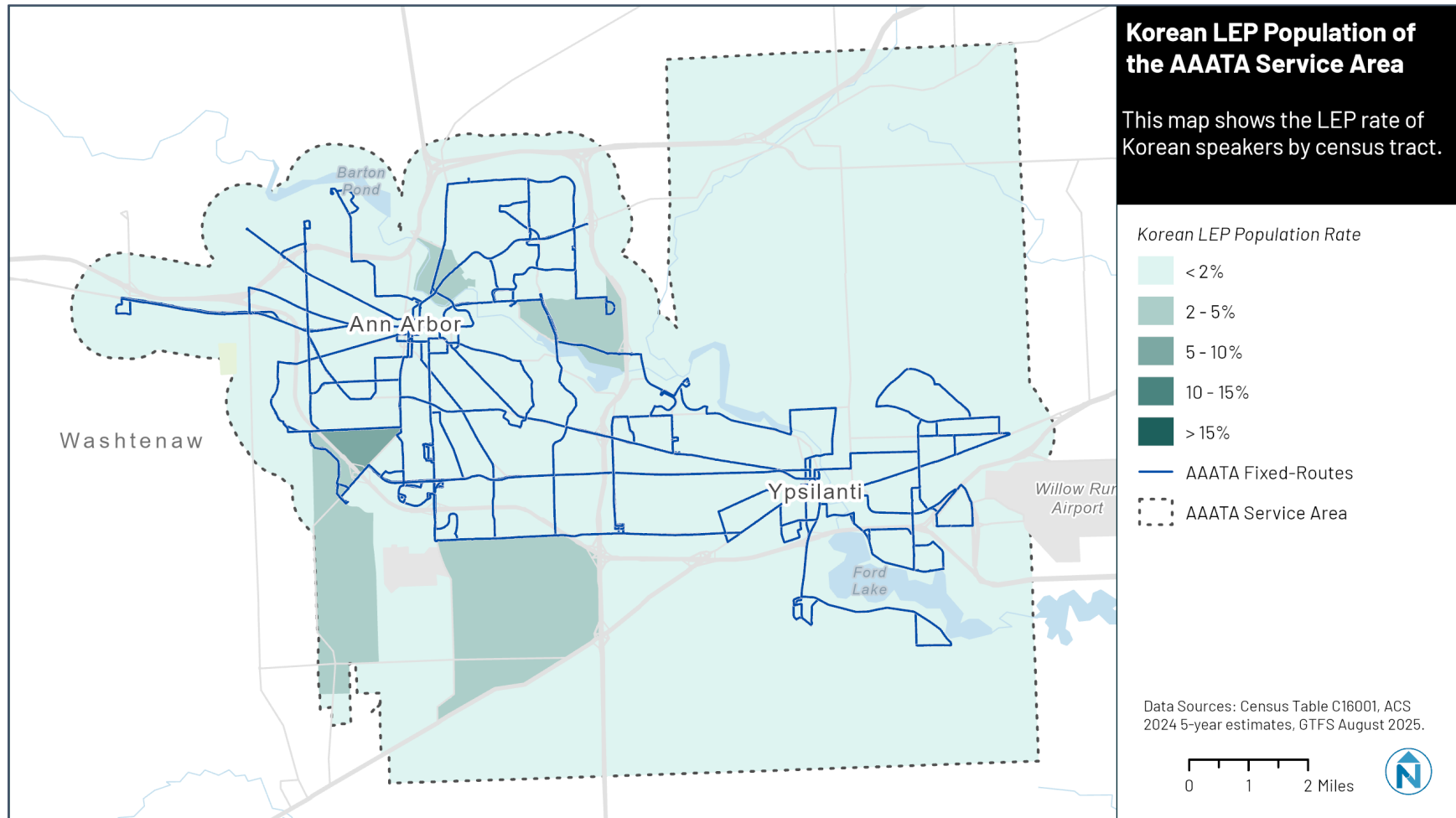


Figure 12: Korean LEP Population by Census Tract



Literacy

Another potential barrier to utilizing AAATA services is an inability for LEP persons to read and write in their own language. Below, in Figure 13, is information on literacy rates in countries where the three languages that exceed the vital document thresholds are used as an official language or predominately spoken. This information is paired with census table B05006: Place of Birth for the Foreign-Born Population of the United States for residents of Washtenaw County. This table does not measure the populations' ability to speak English, only where surveyed persons were born. However, it does serve as an imperfect methodology to gauge the need for alternative translation services (e.g., oral interpretation) if the county does exhibit a significant number of persons from a country with relatively low literacy rates. However, as the table shows, there are no countries from the three target languages where literacy is below 80%, indicating a low likelihood for AAATA staff to encounter illiterate LEP persons. However, this information serves as a reminder that publications in any language may be insufficient and that the availability of oral translation services or better visual signage that can communicate wayfinding, danger, or need for attention through symbols or other means, remains important.

Figure 13: Literacy Rates and Foreign-Born Populations

Country	Rate	Language	Year	Washtenaw County Origin Population
Argentina	99%	Spanish	2018	125
Bolivia	93%	Spanish	2015	26
Chile	97%	Spanish	2021	41
China	97%	Chinese	2018	8,901
Colombia	96%	Spanish	2020	597
Costa Rica	98%	Spanish	2021	250
Cuba	100%	Spanish	2021	110
Dominican Republic	96%	Spanish	2022	77
Ecuador	94%	Spanish	2022	78
El Salvador	89%	Spanish	2019	246
Guatemala	83%	Spanish	2021	1,124
Honduras	89%	Spanish	2019	349
Korea, South	99%	Korean	NA	3,085
Mexico	95%	Spanish	2020	2,540
Nicaragua	82%	Spanish	2015	9

Country	Rate	Language	Year	Washtenaw County Origin Population
Panama	96%	Spanish	2019	0
Paraguay	95%	Spanish	2020	-
Peru	95%	Spanish	2020	61
Puerto Rico	92%	Spanish	2021	-
Spain	99%	Spanish	2021	291
Uruguay	99%	Spanish	2019	53
Venezuela	98%	Spanish	2021	143

Source: CIA World Factbook and Census Table B05006, 2024, 5-Year Estimates

Factor 2: The frequency with which LEP persons use AAATA services

After estimating the LEP population in the AAATA service area, the second step in the analysis estimates the frequency with which these persons may utilize AAATA services. The most recent onboard survey from October 2024 made contacts with 4,439 riders. Of these, 252 (6%) were unable to participate in the survey due to language barriers. This rate is comparable to the LEP population in the service area. However, the rate of LEP riders is assuredly higher than the service area average (and the 252 riders identified) as Spanish versions of the survey were available to riders.² As a result of these findings, it is reasonable to assume that AAATA staff, particularly operators who serve hundreds of riders per day, may come into contact with and assist LEP riders.

AAATA has received no requests for translated materials and no requests for interpreters to date. The primary locations where the public comes into contact with AAATA are as follows:

- Main Office and Telephone Line (fare media sales, ID cards, general information)
- Downtown Information Center (fare media sales, route and schedule information)
- Paratransit Coordinator (ADA eligibility and paratransit information)
- Paratransit Telephone (paratransit reservations)
- Onboard fixed-route buses (specific trip information)
- AAATA website (TheRide.org)

AAATA works with a variety of governmental and human service agencies to assist in meeting the needs of their clients. Of particular importance in this context are the University of Michigan Office of International Programs (UMOIP) and Jewish Family Services (JFS). UMOIP provides services for foreign students, including families of married students. Jewish Family Services is the agency designated to provide services for refugees, migrants, and new arrivals in Washtenaw County.

RideGuides are produced in Chinese, Spanish, Korean, and Arabic, and are delivered to designated potential LEP population locations throughout the AAATA service area. No written correspondence regarding limited English

² The survey results did not indicate which were completed in English or Spanish.

proficiency has been received. The internet has become the dominant medium for people seeking general information about AAATA as well as specific information on routes and schedules. In addition, TheRide.org website includes language translation options. No internet inquiries or social media inquiries have been received.

Factor 3: Assessing the importance of AAATA to LEP persons

After determining the frequency with which LEP riders use the agency's services, the next step in the analysis estimates the importance of those services to LEP riders. AAATA operates scheduled fixed-route bus service and provides demand-response service for people with disabilities and senior citizens. Approximately 97% of AAATA riders are on fixed-route service and 3% use demand responsive service. Trip planning and in-trip information are the two most important areas that involve language skills in using fixed-route service. Essentially, to use fixed-route service, an individual first needs to determine bus stops, time, and bus routes to accomplish a particular trip, and then needs to wait at the correct bus stop, board the correct bus, and get off at the correct bus stop. A person who does not speak English very well may require assistance in trip planning, but this can occur before the time of the trip. During the trip, speaking and understanding English is not typically necessary, but may be required to deal with unusual situations.

Demand-responsive service has different requirements. To qualify, an individual must submit an application and, if approved, receive a picture identification card. English language skills are necessary for this process, and several social service agencies provide aid in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skills are required for this process, but another person can make the reservation on their behalf. Once again, agencies and family members may make reservations for clients. No additional language skills are necessary during the trip. The service is designed to provide service for people with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. The rider must have their identification card to ride, and their pick-up and drop-off locations are provided to the driver.

A final important area is participation in AAATA's public input process. Whenever an increase in fares or significant changes in service are considered, the AAATA actively seeks input from riders and other members of the public. Language skills are necessary for participation. However, the AAATA procedure provides a range of ways to make comments, ask questions, or make a suggestion. The most frequent method is via email.

Factor 4: Assessing the Resources Available and Associated Costs

The final factor details the resources available from AAATA to assist the LEP population and the costs associated with those efforts. These resources are available for both written and oral translation needs of the LEP population.

Currently, AAATA translates all vital documents, including the Title VI Notice, Complaint Form, and the Complaint Procedures into Spanish, Chinese, Korean, and Arabic.³ AAATA also translates The RideGuide into each of these languages and publishes them each time The RideGuide is updated. Additional resources allocated to assist the LEP population include funds for 24/7 oral interpretation services (via telephone); this information is located on multiple landing pages of the agency's website, as seen in Figure 14. This includes both the "Contact Us" webpage and the "Title VI" webpage. A log of the telephone calls by language is included in Figure 15.

³ Arabic is no longer a language that exceeds the safe harbor threshold as a result of this program update. Therefore, future vital documents or updates to existing vital documents would not need to be translated into Arabic. However, the agency will continue to maintain and update the existing Arabic translations of vital documents through the three-year horizon of this program update, whereupon the policy of providing Arabic translations will be reevaluated.

The agency website also provides contact information for two non-agency entities that may assist with translation services: Jewish Family Services and the University of Michigan Office of International Programs (UMOIP), the latter of which is for foreign students. The Jewish Family Services of Washtenaw County is a charitable organization that, among other activities, works extensively with immigrants and assists them in adapting to their new community, including translation services and configuring transportation options.

Figure 14: Agency website conveying translation assistance services

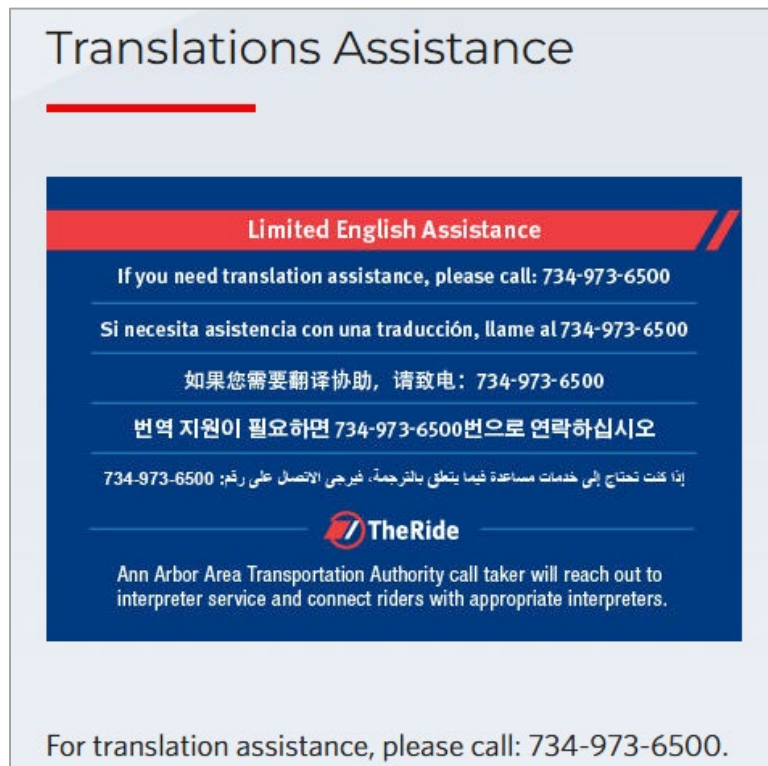


Figure 15: Log of telephone calls requesting translation assistance by language

Month/Year	Language	Requestor
January 2025	Spanish	AAATA Information Operator
February 2025	Spanish	AAATA Information Operator
May 2025	Spanish	AAATA Information Operator
August 2025	Spanish	AAATA Information Operator
August 2025	Arabic	AAATA Information Operator
January 2026	Spanish	AAATA Information Operator

Language Assistance Plan

Results of the Four Factor Analysis

The results of the Four Factor Analysis revealed a changing LEP population compared to the previous analysis from the 2023 program update. There continues to be a significant presence of LEP persons in the agency's service area of nearly 6%. These populations continue to be predominantly Spanish and Chinese, whereas LEP Koreans are fewer in number but continue to exceed the thresholds that would require the translation of vital documents. The analysis also revealed that the Arabic LEP population would no longer exceed the safe harbor threshold. However, the agency will continue to maintain and update the existing Arabic translations of vital documents through the three-year horizon of this program update, whereupon the policy of providing Arabic translations will be reevaluated.

The analysis of the onboard survey also revealed a LEP population that uses AAATA services as frequently as any non-LEP rider. The analysis also elucidated the importance of AAATA services to the lives of LEP riders as a majority do not have available vehicles, are in poverty, and are typically unable to work from home.

Provisioning and notice of language services

The agency assists LEP riders first and foremost by providing telephone translation services at any time, free of charge to the caller. This service includes languages beyond the three that are currently required to have written translations of vital documents. This information is displayed on multiple landing pages of the agency's website, at www.theride.org. Moreover, vital documents, including the Title VI notice, Complaint Form, and Complaint Procedures Form, are all available in English, Spanish, Chinese, Korean, and Arabic. Through the agency website, there are also two external organizations that the agency directs riders to for translation services and assistance in navigating transportation options. These are:

- Jewish Family Services of Washtenaw County (www.jfsann Arbor.org)
- University of Michigan Office of International Programs (<https://internationalcenter.umich.edu>)

Monitoring and evaluation of the Language Assistance Plan

The plan is monitored based on the feedback received from AAATA staff that records each request for translation assistance, which informs the agency if additional resources may be needed or reallocated to ensure service accessibility for LEP persons. This information will be used to assess if there are changes either in the frequency of the language encountered, or if there are new languages that are being requested that were not revealed in the updated four factor analysis. For example, although the updated four factor analysis revealed that Arabic no longer has an LEP population that requires the agency to translate vital documents into the language, repeated contacts between operators and Arabic LEP persons may inform and influence the agency to maintain and update Arabic as a safe harbor language, regardless of the safe harbor threshold.

If there are noticeable changes, AAATA will perform an evaluation and determine if the plan needs to be updated. Absent any noticeable change, AAATA will perform an evaluation and revise the plan with the next required Title VI program update.

LEP training for employees

Agency operators participate in annual retraining that includes a summary of the latest Language Assistance Plan, including aspects of the four factor analysis that details the languages and LEP populations that an operator can anticipate coming into contact with. Operators are also briefed on the resources available to them and the riders in case of language difficulties. Lastly, all employees are asked to record any language assistance requests. This data is then collated at least once every three years by the agency.

3. Chapter IV Requirements

AAATA is a public transit provider that operates more than 50 fixed-route vehicles in peak services and operates in an urbanized area with a population of 200,000 or more. Chapter IV requires that all transit agencies set systemwide service standards and policies, but has additional requirements for larger agencies: those with 50 or more vehicles operated in maximum service (VOMS) and located in an urbanized area of 200,000 or more in population. Therefore, AAATA must satisfy additional requirements for larger transit agencies by including the following:

- Present a demographic profile of the service area, as well as a demographic profile of ridership based on rider survey data *(required of larger agencies)*
- Set systemwide service standards and policies *(required of all agencies)*
- Analyze and monitor performance of service standards and policies based on the demographic profile of the service area *(required of larger agencies)*.
- Articulate policies for disparate impact and disproportionate burden analysis related to any major service changes or fare changes *(required of larger agencies)*
- Present major service changes and fare changes and an assessment of equity impacts *(required of larger agencies)*

Demographic Profile

Demographics of Service Area

The maps shown in Figure 16 and Figure 17 detail AAATA facilities and amenities (e.g., park & rides, shelters, transit centers), route alignments, and major destinations. This information is overlaid with census data that highlights block groups with minority or low-income rates that are above the service area average of 40% and 30%, respectively. As both maps show, the existing route network connects major destinations, such as shopping centers, civic centers, and hospitals, with areas exhibiting higher rates of minority or low-income populations.

Minority Map Analysis

Out of 261 block groups in the AAATA service area, 102 exhibit minority rates above the service area's average. Of these, 88 block groups (86%) intersect with fixed-route service. The block groups that are not located near fixed-route service are primarily located in the northern and southern parts of Ann Arbor northwest of Michigan Avenue and State Street.

Low-Income Map Analysis

Of the 261 block groups in the AAATA service area, 92 block groups exhibit low-income rates that exceed the service area's average. Of these, 84 block groups (91%) intersect with existing fixed-route service. The 8 block groups that do not intersect with fixed-route service are primarily located east of Ford Lake in Ypsilanti Township, on the southeastern edge of the service area.

Figure 16: Block groups with minority populations above the AAATA service area average

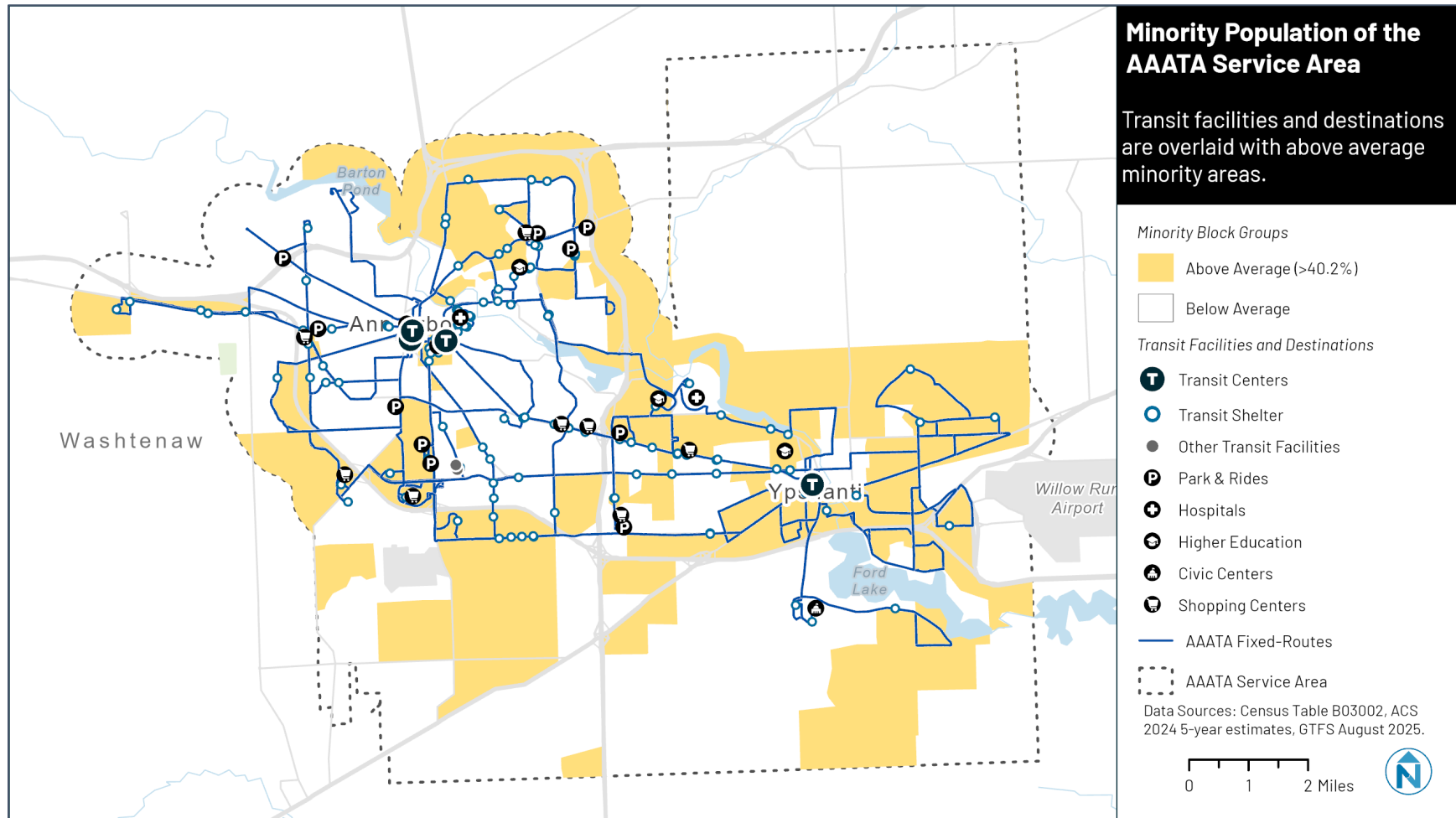
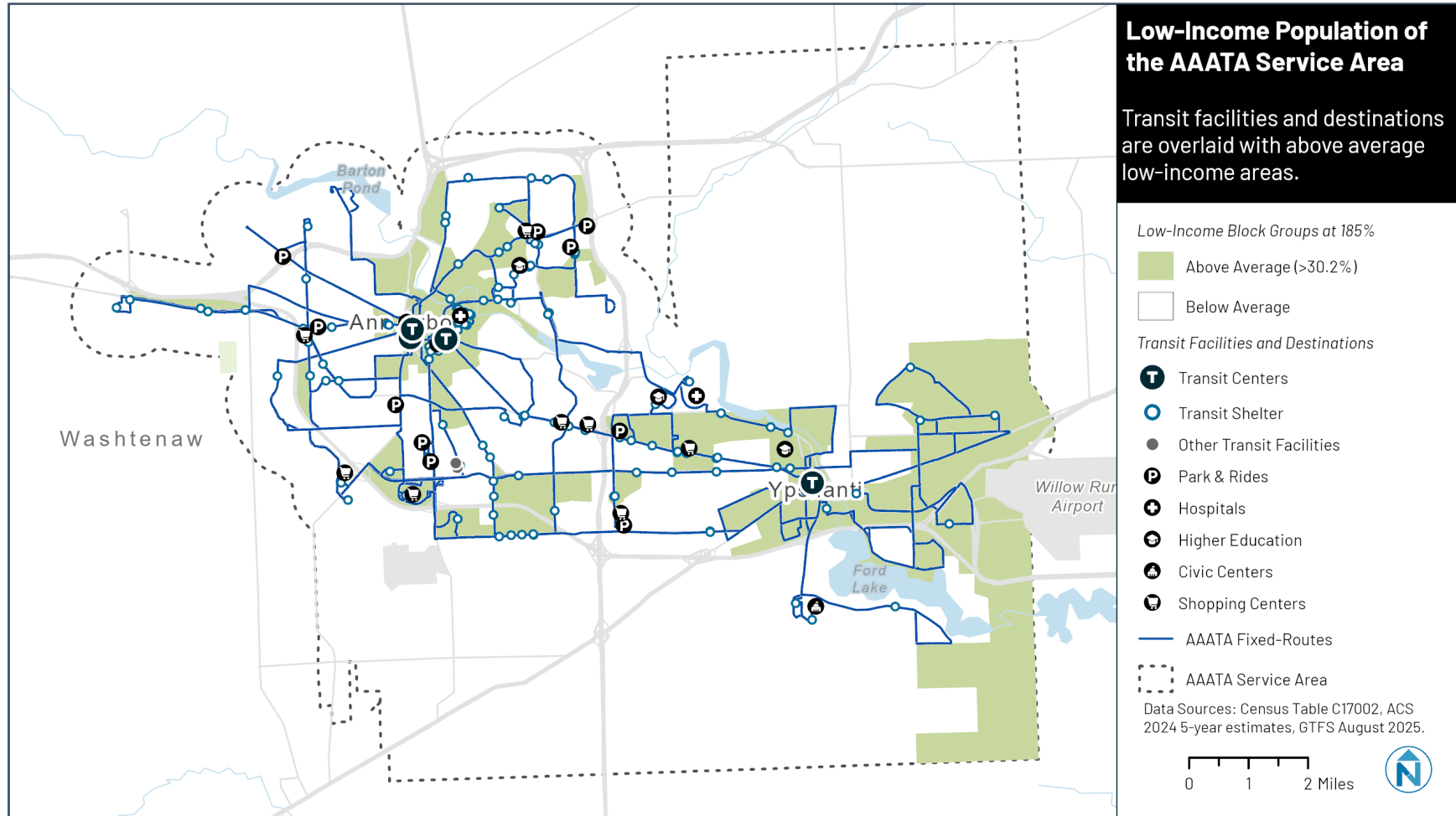


Figure 17: Block groups with low-income populations above the AAATA service area average



Demographic Ridership Analysis

Agencies of AAATA's size are required to collect and report on the demographic makeup of their ridership in order to perform an analysis that compares minority and low-income riders to non-minority and non-low-income riders. This comparative analysis of AAATA's ridership is gleaned from the October 2024 ridership survey. This survey, as shown in **Figure 18**, included 35 questions that elicited information ranging from how riders use the service and their impressions of service quality, to personal and demographic details. The results of the survey are below.

Survey Methodology

The 2024 passenger survey occurred in mid and late October at a time when the University of Michigan would be in session.⁴ The survey period also avoided times when the University of Michigan would host a football game to avoid distortions in the ridership that can result from the traffic disruptions that occur. Survey personnel rode an entire "run" of a bus and were directed to engage all riders who appeared 16 years of age or older. The survey was self-administered and assigned serial numbers to identify the route and day of week for the survey. The surveys were also available in both English and Spanish. A representative sample of runs was selected and modified to ensure a proportional response for all routes. This yielded a sample size of 1,707 surveys with varying degrees of completion and formed the basis for this analysis.

⁴ The previous survey collected data in April 2022, but the percentage of students surveyed were nearly identical, indicating that both survey periods are appropriate.

PASSENGER SURVEY — Please let TheRide know how to serve you better!



TheRide

1. Where were you before you went to the bus stop for this trip?

☐ Home	☐ Work	☐ Shopping	☐ School / college
☐ Social visit or recreation	☐ Doctor / medical	☐ Church	
☐ Other _____			

2. Will you transfer to another TheRide bus during this trip? ☐ Yes ☐ No

3. What are the cross streets at the place you are coming from now?

Street: _____

Cross street: _____

4. What city/Twp? (Circle one): ☐ Ann Arbor City ☐ Ypsilanti City ☐ Pittsfield Twp
☐ Scio Twp ☐ Superior Twp ☐ Ypsilanti Twp ☐ Other: _____

5. How did you get to the first bus stop you used on this trip?

☐ Walked ☐ Wheelchair/scooter ☐ Bike ☐ Drove ☐ Got a ride

6. How many minutes did it take to get to the first bus stop you used on this trip?
_____ Minutes

7. What is your FINAL destination for this trip?

☐ Home	☐ Work	☐ Shopping	☐ School / college
☐ Social visit or recreation	☐ Doctor / medical	☐ Church	
☐ Other _____			

8. What are the cross streets at your final destination?

Street: _____

Cross street: _____

9. What city/Twp? (Circle one): ☐ Ann Arbor City ☐ Ypsilanti City ☐ Pittsfield Twp
☐ Scio Twp ☐ Superior Twp ☐ Ypsilanti Twp ☐ Other: _____

10. About how many minutes will this total trip take? _____

11. How many separate one-way bus trips will you make today? (For example, even if you transfer, going to work is only one trip; going home from work is a second trip)

☐ 1 trip ☐ 2 trips ☐ 3 trips ☐ 4 trips Other _____ (how many?)

12. How did you pay for this trip?

☐ Cash	☐ EZFare	☐ MCard	☐ Transfer	☐ 30-Day pass
☐ goPASS	☐ Token	☐ EMU Pass	☐ Other _____	

13. Do you have one of the following:

☐ An ADA (green) card ☐ GoldRide card (senior card) ☐ Fare Deal card (for disability)
☐ Fare Deal card (for low income) ☐ Fare Deal Card (age 60-64)

14. Which routes do you use regularly on TheRide? (choose up to 4)

Routes: 3 4 5 6 22 23 25 26 27 28 29 30 31 32 33 34
 42 43 44 45 46 47 61 62 63 64 65 66 67 68 104

15. Including today, on which of the past seven days have you ridden on TheRide?
(All that apply)

☐ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun ☐ All 7 days

16. How satisfied or dissatisfied are you with TheRide service in each of the following areas?

	Don't know	Dissatisfied						Neutral						Satisfied
		☹️						😊						😊
a. Drivers' courtesy with passengers	☐	1	2	3	4	5	6	7						
b. Overall quality of customer information	☐	1	2	3	4	5	6	7						
c. Cleanliness of bus interiors	☐	1	2	3	4	5	6	7						
d. Safety from accidents	☐	1	2	3	4	5	6	7						
e. Personal security while using TheRide	☐	1	2	3	4	5	6	7						
f. Shelter at stops you use	☐	1	2	3	4	5	6	7						
g. Distance to bus stop you use most often	☐	1	2	3	4	5	6	7						
h. Sufficient service to areas you want to go to	☐	1	2	3	4	5	6	7						
i. Dependability of making transfers	☐	1	2	3	4	5	6	7						
j. Directness of routes	☐	1	2	3	4	5	6	7						
k. Total duration of your trip	☐	1	2	3	4	5	6	7						
l. Predictability of bus arrivals	☐	1	2	3	4	5	6	7						
m. TheRide Service overall	☐	1	2	3	4	5	6	7						

17. How likely are you to recommend TheRide to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10

Please turn the survey over and complete the questions on the back

PASSENGER SURVEY — Please let TheRide know how to serve you better!					
TheRide					
18. Was a car (or truck or motorcycle) available to you to make this trip? ☐ Yes ☐ No					
19. When using TheRide, how secure do you feel in each of these places?					
	Very insecure	Insecure	I don't think about it	Secure	Very secure
a. On the buses	1	2	3	4	5
b. Blake Transit Center	1	2	3	4	5
c. Ypsilanti Transit Center	1	2	3	4	5
d. Bus stops	1	2	3	4	5
20. Why do you feel that way? 					
21. For how long have you been using TheRide? ☐ Less than a year ☐ 1-2 years ☐ 3-5 years ☐ 6-10 years ☐ 11-15 years ☐ more than 15 years					
22. How important is each of these reasons for which you use TheRide?					
	Not important at all	Not very important	Somewhat important	Extremely important	
a. I don't have a car	1	2	3	4	
b. TheRide more convenient than having a car	1	2	3	4	
c. Using TheRide cheaper than a car	1	2	3	4	
d. Protect the climate	1	2	3	4	
e. TheRide less stressful than driving	1	2	3	4	
Which is the ONE MOST important reason? a b c d e					
23. Which one of the following best describes you? Are you (circle only one): ☐ Employed for pay outside your home ☐ Employed for pay in your home ☐ Student ☐ Homemaker ☐ Unemployed ☐ Retired					
A. If you are employed, in a typical week, do you usually?					
a. Work after 9:00 PM on any day?			☐ Yes ☐ No		
b. Work Saturday and/or Sunday			☐ Yes ☐ No		
c. Start work before 7:00 am on any day?			☐ Yes ☐ No		
d. If you are employed, can your type of work be done from home?			☐ Yes ☐ No		
24. Are you a student? ☐ Yes ☐ No ☐ High school student ☐ College student ☐ Not a student					
25. If you are a college student, which college? ☐ U of M ☐ EMU ☐ WCC ☐ Concordia ☐ Cleary ☐ Cooley ☐ Other: _____					
26. Do you identify as... ☐ Male ☐ Female ☐ Non-binary ☐ Prefer not to answer					
27. How old are you? _____ Years old					
28. What is your total combined annual household income? ☐ Less than \$10,000 ☐ \$10,000 to \$14,999 ☐ \$15,000 to \$19,999 ☐ \$20,000 to \$24,999 ☐ \$25,000 to \$34,999 ☐ \$35,000 to \$49,999 ☐ \$50,000 to \$74,999 ☐ \$75,000 to \$100,000 ☐ More than \$100,000					
29. Do you identify as... (Circle all that apply): ☐ African-American/Black ☐ Asian ☐ Caucasian/white ☐ Native-American Indian ☐ Pacific Islander/Hawaiian ☐ Other _____					
30. Do you (also) identify as Hispanic/Latino(a)? ☐ Yes ☐ No					
31. What language do you most often speak at home? ☐ English ☐ Spanish ☐ Other: _____					
32. Do you rent or own the home where you live? ☐ Rent ☐ Own					
33. How many people live in your household? 1 2 3 4 5 or more					
34. Where do you often get route and schedule information?					
a. TheRide website on a desktop/laptop			☐ Yes ☐ No		
b. TheRide website on a smartphone			☐ Yes ☐ No		
c. The printed Ride Guide			☐ Yes ☐ No		
d. 734-996-0400 information number			☐ Yes ☐ No		
e. A smartphone app			☐ Yes ☐ No		
f. Text messages on a cell phone			☐ Yes ☐ No		
g. Facebook, X/Twitter, Instagram, TikTok, Pinterest, Nixle, or other social media			☐ Yes ☐ No		
35. Have you any comments or suggestions for TheRide? 					

Minority and Non-Minority Riders

Of the 1,707 usable surveys, 1,115 riders provided information about their race or ethnicity. Of these, 725 riders identified as a minority and 430 riders identified as non-Hispanic White, resulting in a minority ridership of 63%, which is significantly higher than the service area average of 40% minority. Figure 19 below compares these two respondent populations to glean any differences in how these two populations use the service. The results reveal that minority riders tend to experience the same trip duration and routes used. However, minority riders use AAATA more frequently, at an average of five days per week versus four days per week for non-minority riders. Moreover, although the majority of both minority and non-minority riders have low incomes and lack vehicle access, minority riders experience both of these issues at higher rates.

Figure 19: Minority and Non-Minority Characteristics Comparison

Metric	Minority	# of Surveys	Non-Minority	# of Surveys
Average Trip Duration (minutes)	30	621	29	381
Average One-way Trips	2.0	661	2.2	397
Average Routes Used	2.6	670	2.5	400
How many Days a Week	5	641	4	386
Car Available	19%	664	27%	403
Poverty Status	77%	566	62%	358

The survey also asked riders to rank or select multiple answers on fare usage, information accessibility, and perceptions of the service. The comparison results are shown in Figure 20 through Figure 22. The fare usage chart refers to the specific trip the surveyed rider took, while acknowledging that riders may use more than one fare type over the course of their patronage. As a result, the sum of the shares of each fare type total to 100% for minority and non-minority riders. Fare usage for minority riders is similar to non-minority riders; the greatest difference is with Cash fares, which minority riders use at a rate 8% higher than non-minority riders. The most common fare type is Mcards (University of Michigan fare pass), which are used by 49% of minority riders and 47% of non-minority riders.⁵ Non-minority riders also tend to use “Other” fare media at higher rates. “Other” fare primarily consists of Gold Ride passes, which are for riders aged 65 years and older.

Riders were also asked about how they obtain information about AAATA services and were able to select multiple answers. The survey revealed that minority and non-minority riders obtain AAATA information similarly, with a majority in both groups relying predominantly on smartphones to obtain information either through an app or from the website. The starkest difference between minority and non-minority riders is in the use of customer service. Nearly one-third (29%) of minority riders reported using customer service as opposed to one-fifth (18%) of non-minority riders. Minority riders are also more likely to use social media (14%) than non-minority riders (5%) to obtain information, although the shares for both remain small.

Both minority and non-minority riders reported average satisfaction scores between 2 and 3 in nearly all categories (Figure 22), which translates to a slightly below neutral impression of the service. The lowest scoring category, “Shelters”, revealed the largest difference between minority and non-minority riders, with a score of 2.5 and 2.3, respectively.

⁵ Both University of Michigan students and workers are permitted to use MCards.

Figure 20: Minority and Non-Minority Fare Usage Comparison

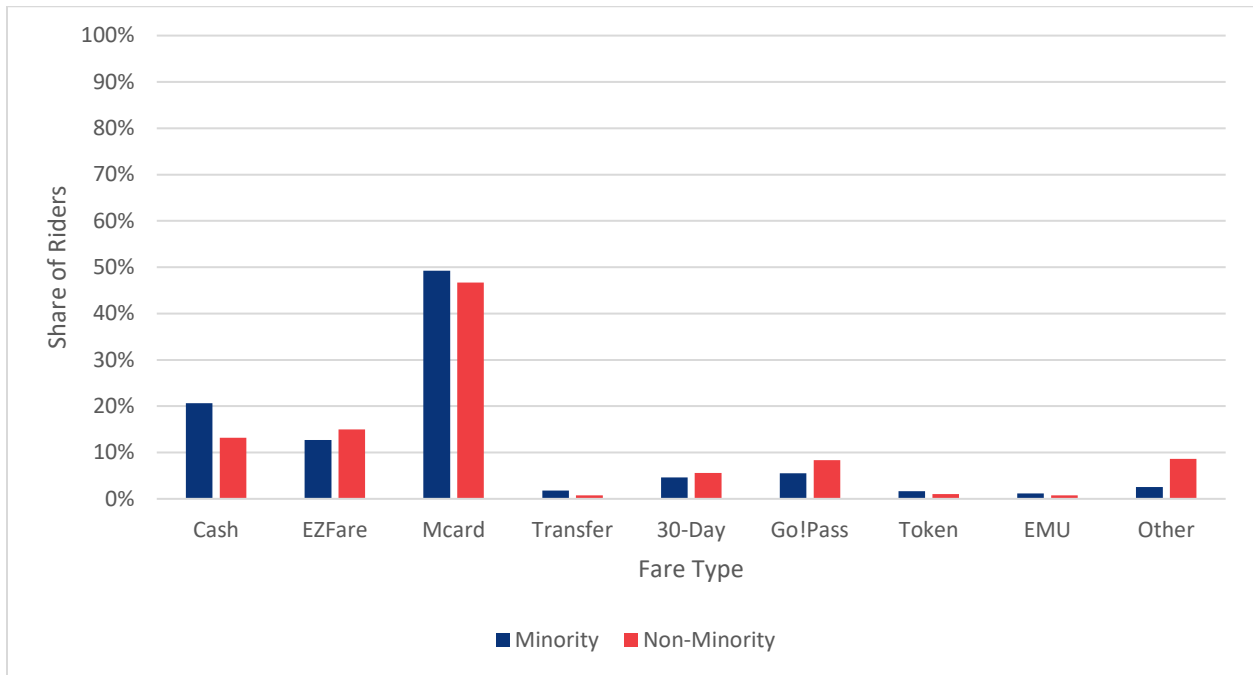


Figure 21: Minority and Non-Minority Information Source Comparison

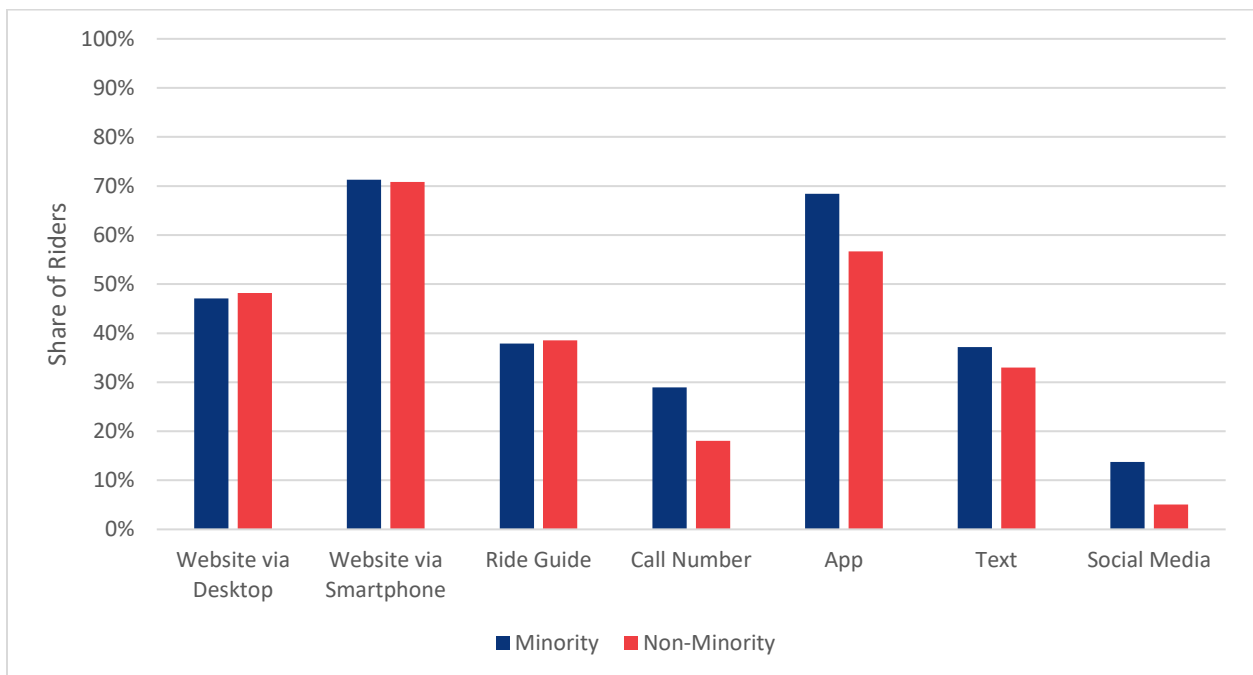
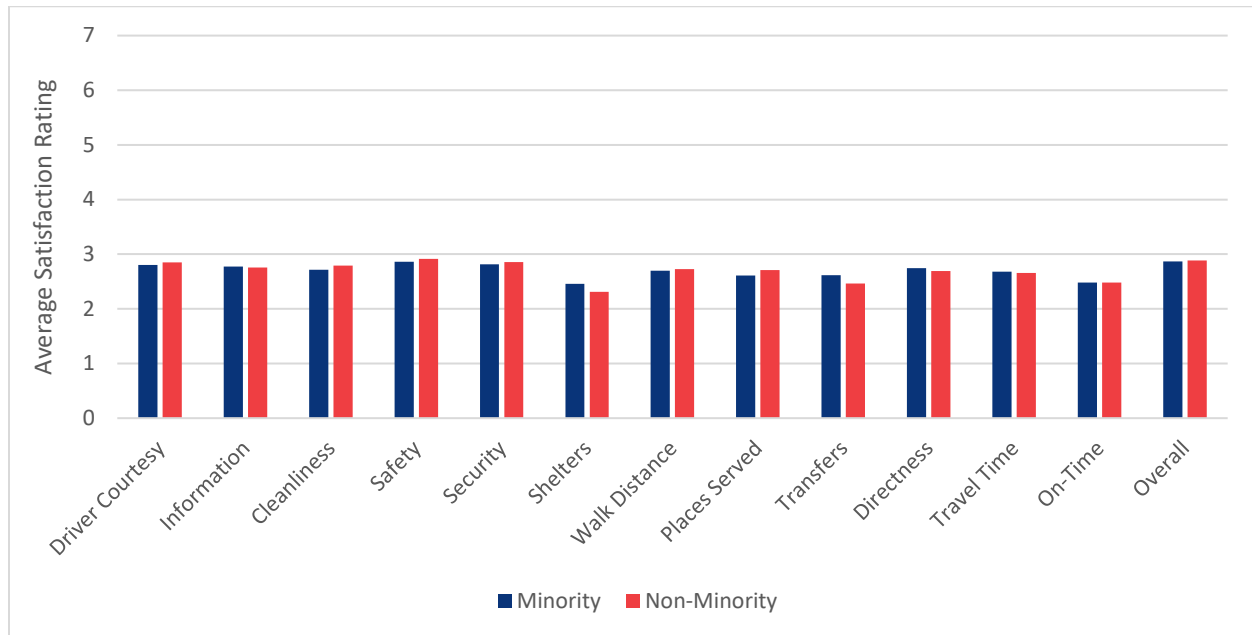


Figure 22: Minority and Non-Minority Rider Satisfaction Comparison



Low-Income and Non-Low-Income Riders

Of the 1,707 usable surveys, 959 riders provided information about income and household size, which is necessary to estimate the poverty status of the rider. Based on the reported household size and income, 685 riders were considered to be in poverty and 274 were considered to be above the poverty threshold, resulting in a low-income ridership of 71%, which is more than double the service area average of 30% low-income. The results in Figure 23 reveal that low-income riders, on average, have slightly longer trips and use more routes than non-low-income riders. The majority of low-income and non-low-income riders lack access to a vehicle but this issue is particularly high for low-income riders, where only 16% of low-income riders could have used a vehicle for their trip. Roughly two-thirds of low-income riders are also minority riders, compared to half of non-low-income riders.

Figure 23: Low-Income and Non-Low-Income Characteristics Comparison

Metric	Low-Income	Surveys	Non-Low-Income	Surveys
Average Trip Duration	31	596	28	252
Average One-way Trips	2.1	638	2.1	256
Average Routes Used	2.7	644	2.4	253
How many Days a Week	5	625	5	242

Metric	Low-Income	Surveys	Non-Low-Income	Surveys
Car available	16%	633	37%	265
Minority Status	66%	657	49%	267

The comparison results between low-income and non-low-income riders are shown in Figure 24 through Figure 26. Regarding fare media usage, the differences are far greater between the two income groups than between minority and non-minority riders. Low-income riders use cash fares at four times the rate of non-low-income riders. Moreover, although the use of the Mcard forms a plurality (37%) for low-income riders, it is a clear majority (72%) for non-low-income riders. Of the low-income riders using Mcard, 85% identified as being a student, whereas only 55% of non-low-income Mcard users identified as such. Another salient finding, EZfare usage, which is an electronic fare media that uses a mobile ticketing app, is roughly twice as high among low-income users. Although Mcard users might otherwise use EZfare mobile ticketing and erode the disparity between the two groups, when restricting EZfare usage to non-students, low-income users continue to utilize mobile ticketing at twice the rate of non-low-income users. Low-income users also purchase 30-day passes at higher rates than non-low-income users, although again, this disparity may be due to the predominance of Mcard usage among non-low-income users.

The results from Figure 25, which detail the sources of rider information, reveal that low-income riders tend to use traditional information sources (e.g., printed rider guide, customer service, and text messaging) at higher rates than non-low-income riders, indicating a continued need for these materials and points of access. Non-low-income users obtain their information primarily from their smartphone, with only 30% referencing printed materials and only 10% reported calling customer service.

Similar to the minority and non-minority comparison, the low-income status of a rider does not appear to have any impact on their perception of the service with both groups rating each of the 13 categories nearly identically, ranging between 2 and 3 (slightly below neutral).

Figure 24: Low-Income and Non-Low-Income Fare Usage Comparison

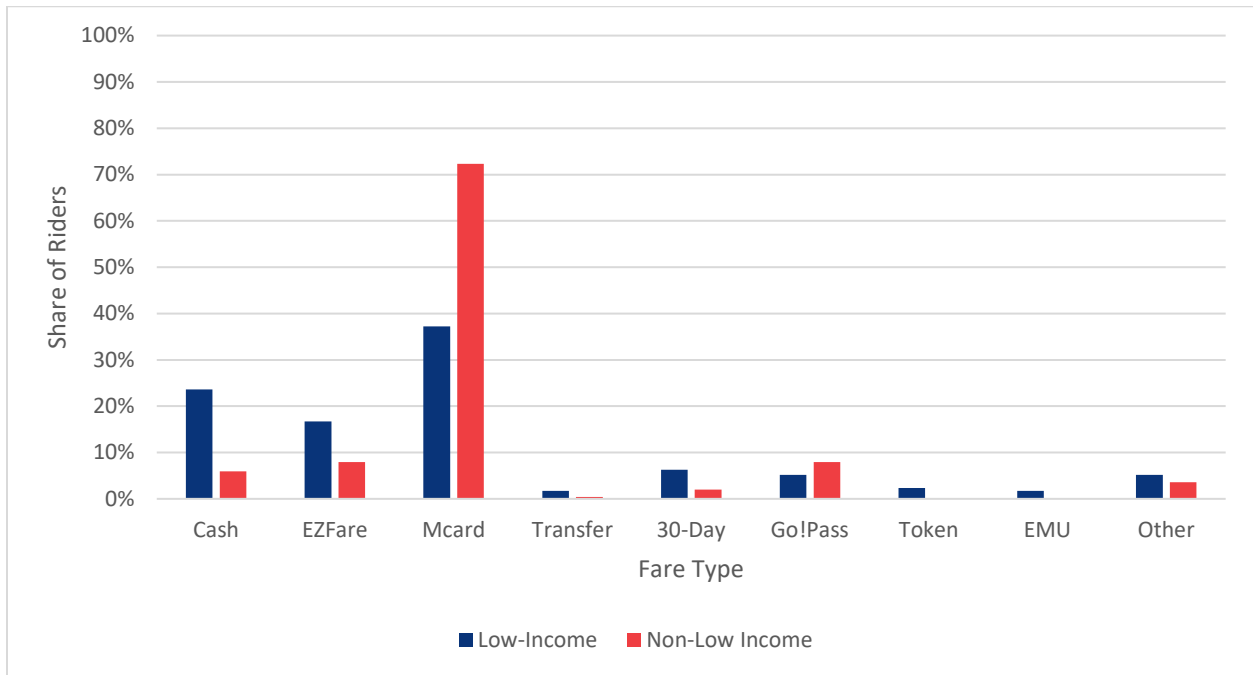
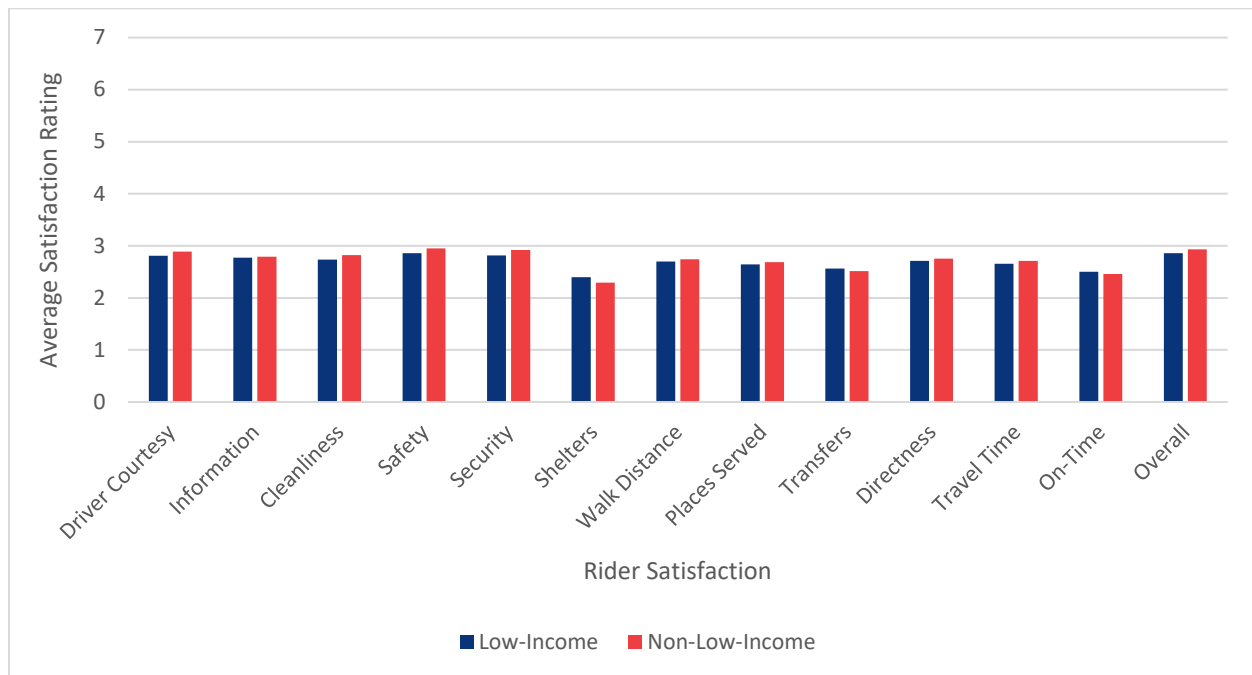


Figure 25: Low-Income and Non-Low-Income Information Source Comparison



Figure 26: Low-Income and Non-Low-Income Rider Satisfaction Comparison



Service Standards and Guidelines

AAATA has developed service standards and guidelines to promote service reliability, accessibility, and the equitable distribution of service.

Service Standards

The following service standards fulfill the requirement to establish specific quantitative and qualitative metrics as measurable rules that set minimum benchmarks for all fixed-route services. This allows both AAATA and the public to ensure that service is being delivered equitably and in a manner that is consistent with expectations.

Vehicle Load by Mode

Passenger loading in transit refers to the number of passengers on the bus at any given time. Managing passenger loads is an important aspect of maintaining efficient, comfortable, and safe public transportation. Crowding is the first condition riders notice once they are on board. A service that routinely forces riders to stand—especially for long distances—feels unreliable even if it is on time. High passenger loads can affect service quality, while low loads may indicate inefficiency in resource use. Low loads are addressed in this document under Ridership Productivity & Thresholds.

Passenger loads can be expressed as ratios to reflect the number of people on the vehicle in proportion to the number of seats. A standard of 1.0, for example, sets a goal of ensuring every passenger has a seat. A standard of 1.2 allows for some standing passengers. If a bus route consistently exceeds the vehicle loading standards, additional capacity (more or larger buses) should be added to the route.

Transit providers can adjust services to keep the number of passengers on their vehicles at a comfortable level, always within the limits of safety. Transit operators maintain passenger loads within acceptable levels by matching

capacity to demand. They can accomplish this by matching vehicle types with ridership levels (i.e., assigning larger vehicles to higher ridership routes) by increasing (or decreasing) the frequency of service.

AAATA's standards for maximum passenger loads are as follows:

- Trips will be flagged when load factors exceed 1.2 times seated capacity.
- Additional vehicles will be dispatched if loads pass 1.5 times seated capacity.

Vehicle Headway by Mode

The frequency of transit refers to how often the bus arrives, how often a bus passes a stop, or departs from a bus bay. High frequency services are expensive, so transit agencies must balance costs and the underlying demand for service. Ideally, service levels align with ridership.

Service frequency is critical to establish transit service as an attractive and viable travel mode and significantly influences transit ridership. Like span of service, frequency has a significant impact on operating costs. For example, improving a route from a 60-minute frequency to a 30 minute-frequency doubles the route's operating costs. Because operating high-frequency service is so expensive, frequency can vary throughout the day (i.e. peak and off-peak periods) to reflect existing or potential demand. Service frequencies are also set to ensure there are enough vehicles on the route to accommodate passenger volumes while not exceeding recommended loading standards (i.e. crowding).

Service frequency standards set the minimum expectation for the frequency of bus service to ensure network compatibility. Consistent with the span of service expectations, transit operators are permitted to provide higher service frequencies. However, these additional trips are expected to meet the minimum productivity expectations for the category of service.

The minimum standards for frequency are shown in Figure 27. Routes may exceed these standards, but they are designed to be the minimum standards that the routes should meet. Note that not all routes operate on all days. Frequency standards should apply to days when routes operate and will not imply that service should be added on days when routes are not scheduled to operate. The minimum frequency standards do not apply to Limited-Service Routes.

Figure 27: AAATA Minimum Frequency Standards (minutes)

Route Category	Weekday Peak 6-9am, 3-6pm	Weekday Midday 9am-3pm	Weekday Evening 6pm & later	Sat/Sun Day 6am-6pm	Sat/Sun Evening 6pm & later
Frequent	15	30	60	30	60
Local	30	30	60	30	60

On-Time Performance

Maintaining a high OTP is important to maintain reliability and trust of riders, efficiency within the transit network, positive rider experience, and operational cost savings.

Travel time plays a critical role in determining service quality. A rider's trip begins before boarding the vehicle and includes walking to the stop, waiting, and often transferring between routes. Delays at any point can extend the total trip time and create frustration. If a bus departs early, riders who arrive on time need to wait for the following trip and may miss their connections to other services, creating lengthy delays if the gaps between trips or

services is significant. If the bus departs late, the trip becomes longer and less reliable. Over time, inconsistent service discourages regular use of transit.

AAATA defines its on-time performance goal for fixed-route service as departures from timepoints within 0 minutes early and up to 5 minutes after the scheduled time, averaged over the entire network yearly. The on-time performance standard that AAATA aims to achieve is 85%.

Service Availability

Transit service availability refers to the extent to which public transportation services are accessible to people, in terms of the physical proximity to transit stops.

AAATA's service standard is that a minimum of 90% of the population of the fixed-route service area in the member jurisdictions (Ann Arbor, Ypsilanti, and Ypsilanti Township) will have service within 0.5 mile.

Vehicle Assignment

Vehicle assignment refers to the process that is used to determine which buses are used on which routes. While this may seem operational in nature, vehicle assignment has a significant impact on the rider experience. Newer vehicles tend to offer better reliability, accessibility, and amenities (such as USB ports or real-time information displays), and some agencies assign them strategically to higher-ridership or longer-distance routes to maximize rider benefit. Other agencies ensure consistency across routes through random or uniform fleet rotation. Assignment can also affect branding and fleet maintenance cycles, especially for services like BRT that use specialized vehicles.

AAATA assigns vehicles randomly from its single operating garage. Vehicle deployment does not vary by route or ridership level, and all vehicles are maintained under a uniform age policy.

Service Guidelines

Transit service guidelines are recommended practices that help shape decisions but allow for flexibility. Guidelines provide direction for all fixed-route services, but can be adapted to fit local needs or unique situations.

Transit Amenities

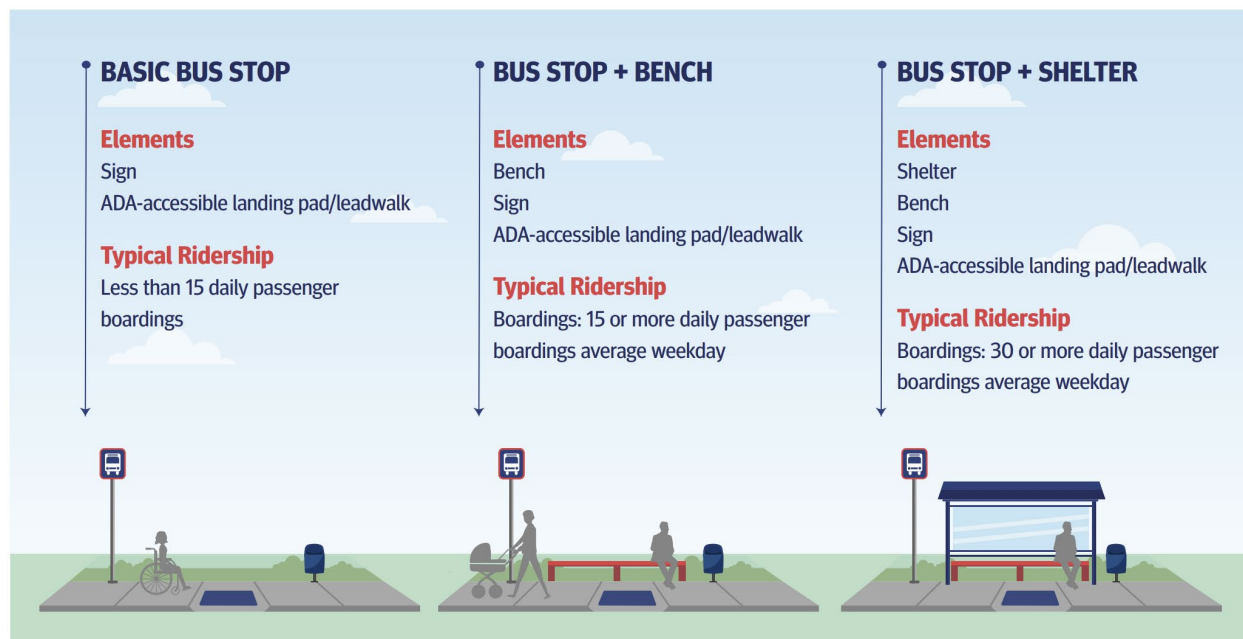
Bus stop amenities are the features and facilities provided at bus stops to improve the comfort, convenience, and safety of passengers. These amenities are designed to enhance the overall rider experience, making it easier for people to wait for and use public transportation. The right combination of amenities can encourage more people to rely on public transit and make the experience more enjoyable. Although popular, amenities are expensive and create ongoing operating costs, so they are used primarily at stops with larger numbers of boardings. AAATA cannot afford to provide amenities at low-use bus stops. The agency tries to avoid creating resentment by placing amenities at some under-used stops but not others.

The installation of transit amenities in the AAATA system is based on the number of passengers boarding at that stop, permitting requirements, right-of-way feasibility or private property owner approval, existing pedestrian infrastructure, and budgetary constraints. Bus stop amenities and thresholds for inclusion are shown below in Figure 28 and Figure 29, and documented in AAATA's 2025 Design Guidelines and Service Standards.

Figure 28: AAATA Bus Stop Amenities Thresholds by Stop Type

	Basic Bus Stop	Bus Stop + Bench	Bus Stop + Shelter
Typical Ridership (average weekday)	Less than 15 daily passenger boardings	15 or more daily passenger boardings	30 or more daily passenger boardings
Elements at Stop	- Sign - ADA-accessible landing pad/leadwalk	- Bench - Sign - ADA-accessible landing pad/leadwalk	- Shelter - Bench - Sign - ADA-accessible landing pad/leadwalk

Figure 29: AAATA Bus Stop Amenities Thresholds



Service Monitoring

Route Classification

AAATA utilizes passenger survey demographic data to assign minority classifications to their fixed-route services as opposed to relying on census data. This is done to more accurately reflect the existing users of the system, rather than relying on the surrounding demographics, who may or may not use the service. The racial composition of the surveyed route's ridership is compared to the service area average of 40% minority population. Routes with minority percentages that exceed the service area average are classified as minority routes, as shown in Figure 30. As a result, 10 out of the 31 fixed routes exceed the service area average and were classified as a minority route. This classification will be used to compare the performance of minority and non-minority routes to assess if there are excessive differences in meeting AAATA service standards and policies.

Figure 30: Minority Route Classification

Route	Route Name	Minority Rate	Minority Route Status
3	Huron River	40%	No
4	Washtenaw	38%	No
5	Packard	36%	No
6	Ellsworth – State	39%	No
22	Pontiac – Dhu Varren	43%	Yes
23	Plymouth	40%	Yes
25	Ann Arbor – Saline Road	35%	No
26	Scio Church	32%	No
27	West Stadium – Oak Valley	36%	No
28	Pauline	36%	No
29	Liberty	29%	No
30	Jackson Road	35%	No
31	Dexter Avenue	37%	No
32	Miller – Maple	37%	No
33	Newport	36%	No
34	Maple – Dexter	31%	No
42	Forest – MacArthur	41%	Yes
43	East Michigan Avenue	34%	No
44	Ecorse – Tyler	44%	Yes
45	Grove	41%	Yes
46	Paint Creek	41%	Yes
47	Harriet – West Michigan	42%	Yes

Route	Route Name	Minority Rate	Minority Route Status
61	U-M Miller	37%	No
62	U-M State	38%	No
63	U-M Pontiac	47%	Yes
64	Geddes – East Stadium	26%	No
65	U-M Plymouth – Greenhills	43%	Yes
66	Carpenter – Huron Parkway	45%	Yes
67	Eisenhower – Golfside	37%	No
68	Harris – Ford	33%	No
104	Washtenaw Express	35%	No

Analysis of Service Standards and Policies

This section compares minority routes and non-minority route performance with regards to the agency's service standards and policies to determine if there are disparate impact findings. AAATA currently identifies their disparate impact threshold as a 10% difference between minority and non-minority routes. Moreover, routes that fail to meet the standard are identified and excessive differences from the standard are analyzed for potential causes.

Vehicle Load

Passenger loading performance from Fall 2025 is detailed in Figure 31. The maximum load for each trip that occurred during the fall period was analyzed to determine if it exceeded the 1.2 and 1.5 load factors. Route 23, which is a minority route, had the highest number of trips that exceeded both load factors in terms of volume and percentage of trips observed. However, no routes exceeded the 1.2 load factor standard on more than 6% of all trips or the 1.5 load factor standard on more than 2.2% of the trips. In general, rider capacity on AAATA routes is not a widespread issue, but is rather localized to a few routes at low rates. Moreover, 11 of the 31 routes never exceeded the 1.2 load factor standard and 21 of the 31 routes never exceeded the 1.5 load factor standard. Of the three routes that exceed 2% of trips breaking the 1.2 load factor standard, Routes 4 and 23 are both frequent routes with 15-minute peak frequencies and Route 5 is a Local route that offers 15-minute peak frequencies on the trunk alignment.

When comparing the load performance of minority and non-minority routes, as shown in Figure 32, nearly 2% of trips on minority routes exceed the 1.2 load factor standard and 0.6% of trips exceed the 1.5 load factor standard. This compares to 0.8% and 0.2% for non-minority routes. This results in a difference that is below the threshold of a 10% difference between the performance of minority and non-minority routes. Nevertheless, the instances of routes regularly exceeding the 1.5 load factor standard, namely Route 23, should be further monitored for frequency increases to address the high load factor on the route.

Figure 31: Vehicle Load Performance, Fall 2025

Route	Trips Observed	Trips with Loads Exceeding 1.2	1.2 Load Rate	Trips with Loads Exceeding 1.5	1.5 Load Rate	Minority Status
3	1,773	19	1.1%	2	0.1%	No
4	7,429	276	3.7%	51	0.7%	No
5	5,436	114	2.1%	29	0.5%	No
6	1,751	1	0.1%	0	0.0%	No
22	2,531	64	2.5%	18	0.7%	Yes
23	5,642	340	6.0%	124	2.2%	Yes
25	3,028	1	0.0%	0	0.0%	No
26	2,239	0	0.0%	0	0.0%	No
27	3,160	0	0.0%	0	0.0%	No
28	2,626	1	0.0%	0	0.0%	No
29	1,787	3	0.2%	0	0.0%	No
30	2,191	0	0.0%	0	0.0%	No
31	2,796	0	0.0%	0	0.0%	No
32	666	0	0.0%	0	0.0%	No
33	2,992	3	0.1%	3	0.1%	No
34	619	0	0.0%	0	0.0%	No
42	2,905	1	0.0%	0	0.0%	Yes
43	3,056	0	0.0%	0	0.0%	No
44	2,022	0	0.0%	0	0.0%	Yes
45	2,829	1	0.0%	0	0.0%	Yes
46	1,724	7	0.4%	0	0.0%	Yes

Route	Trips Observed	Trips with Loads Exceeding 1.2	1.2 Load Rate	Trips with Loads Exceeding 1.5	1.5 Load Rate	Minority Status
47	1,931	0	0.0%	0	0.0%	Yes
61	193	0	0.0%	0	0.0%	No
62	767	4	0.5%	0	0.0%	No
63	772	1	0.1%	0	0.0%	Yes
64	1046	7	0.7%	2	0.2%	No
65	2,472	12	0.5%	0	0.0%	Yes
66	2,883	24	0.8%	4	0.1%	Yes
67	2,993	2	0.1%	1	0.0%	No
68	2,282	0	0.0%	0	0.0%	No
104	2,352	2	0.1%	1	0.0%	No

Figure 32: Vehicle Load Minority and Non-Minority Route Performance Comparison, Fall 2025

Route Classification	Trips Observed	Trips with Loads Exceeding 1.2	1.2 Load Rate	Trips with Loads Exceeding 1.5	1.5 Load Rate
Minority	25,711	450	1.8%	146	0.6%
Non-Minority	51,182	433	0.8%	89	0.2%
Total	76,893	883	1.1%	235	0.3%

Vehicle Headway

The published general transit feed specification (GTFS) representing the August 2025 schedule was utilized to determine the frequencies of the route during the weekday peak, midday, and weekend service. Referencing the standards identified earlier in Figure 27, the frequencies for all frequent and local routes meet or exceed the standards. Scheduled headways for all Frequent routes meet or exceed the 15-minute frequencies during the weekday peak, 30-minutes during the weekday midday service, and hourly or better after the p.m. peak period. All local routes also meet the 30-minute frequencies during the weekday peak and weekday midday service period and hourly or better after the p.m. peak period. Routes 5 & 6 are categorized as local service but provide frequent-level frequencies due to the overlapping branches of the 5A/5B and 6A/6B on the shared alignment in much of Ann

Arbor. All Frequent and Local routes also met the standard for weekend service, which are identical across both route categories. As a result of these findings, there is no disparate impact between minority and non-minority routes with regards to the scheduled frequencies and the route classification standards.⁶

Figure 33: Vehicle Frequencies, August 2025

Route Number ⁷	Route Category	Weekday Peak 6-9am, 3-6pm	Weekday Midday 9am-3pm	Weekday Evening 6pm & later	Sat/Sun Day ⁸ 6am-6pm	Sat/Sun Evening 6pm & later	Minority Status
3	Local	30	30	60	30	60	No
4	Frequent	8	15	30	30	30	No
5*	Local	15	15	30	30	60	No
6*	Local	15	15	30	30	60	No
22	Local	30	30	60	30	60	Yes
23	Frequent	15	15	30	30	30	Yes
25	Local	30	30	60	30	60	No
26	Local	30	30	60	30	60	No
27	Local	30	30	60	30	60	No
28	Local	30	30	60	30	60	No
29	Limited	30	30	60	30	-	No
30	Local	30	30	60	30	60	No
31	Local	30	30	60	30	60	No
32	Local	30	30	60	30	60	No
33	Local	30	30	60	30	60	No
34	Limited	30	-	-	-	-	No
42	Local	30	30	60	30	60	Yes

⁶ Limited-service routes do not have a frequency standard.

⁷ The routes with asterisks represent the headways associated with the trunk service, not the branches. Branch headways are roughly half of the trunk headways.

⁸ Bolded figures represent Saturday-only service.

Route Number ⁷	Route Category	Weekday Peak 6-9am, 3-6pm	Weekday Midday 9am-3pm	Weekday Evening 6pm & later	Sat/Sun Day ⁸ 6am-6pm	Sat/Sun Evening 6pm & later	Minority Status
43	Local	30	30	60	30	60	No
44	Local	30	30	60	30	60	Yes
45	Local	30	30	60	30	60	Yes
46	Local	30	30	60	30	60	Yes
47	Local	30	30	60	30	60	Yes
61	Local	30	30	-	-	-	No
62	Frequent	9-13	14	30	-	-	No
63	Limited	30	-	-	-	-	Yes
64	Limited	30	-	-	-	-	No
65	Local	30	30	30	-	-	Yes
66	Local	30	30	60	30	60	Yes
67	Local	30	30	60	30	60	No
68	Local	30	30	60	-	-	No
104	Limited	30	30	-	-	-	No

On-Time Performance

The on-time performance of AAATA fixed-route service in the August 2025 period are detailed in Figure 34. Percentages that did not meet or exceed the service standard of 85% are bolded. A comparison of the on-time performance of minority and non-minority routes are detailed in Figure 35. As demonstrated in the table, although most routes did not meet the standard for weekday service, minority and non-minority routes performed comparably in providing punctual service, with the difference between minority and non-minority routes not exceeding 10%. Minority routes also performed better than non-minority routes across both Saturday and Sunday, with at least 50% of minority routes meeting the standard. As a result of these findings, there is no disparate impact with regards to the on-time performance of minority and non-minority routes.

Figure 34: On-Time Performance

Route	Route Name	Weekday	Saturday	Sunday	Minority Status
3	Huron River	86%	93%	90%	No
4	Washtenaw	80%	70%	83%	No
5	Packard	69%	64%	87%	No
6	Ellsworth – State	76%	72%	76%	No
22	Pontiac – Dhu Varren	84%	63%	73%	Yes
23	Plymouth	80%	79%	83%	Yes
25	Ann Arbor – Saline Road	75%	81%	84%	No
26	Scio Church	71%	87%	88%	No
27	West Stadium – Oak Valley	88%	87%	93%	No
28	Pauline	91%	93%	91%	No
29	Liberty	81%	90%	-	No
30	Jackson Road	86%	78%	79%	No
31	Dexter Avenue	56%	64%	63%	No
32	Miller – Maple	70%	69%	74%	No
33	Newport	87%	-	-	No
34	Maple – Dexter	77%	-	-	No
42	Forest – MacArthur	85%	92%	86%	Yes
43	East Michigan Avenue	93%	98%	94%	No
44	Ecorse – Tyler	80%	84%	82%	Yes
45	Grove	94%	93%	94%	Yes
46	Paint Creek	84%	91%	87%	Yes
47	Harriet – West Michigan	94%	97%	93%	Yes

Route	Route Name	Weekday	Saturday	Sunday	Minority Status
61	U-M Miller	79%	-	-	No
62	U-M State	45%	-	-	No
63	U-M Pontiac	78%	-	-	Yes
64	Geddes – East Stadium	73%	-	-	No
65	U-M Plymouth – Greenhills	71%	-	-	Yes
66	Carpenter – Huron Parkway	74%	84%	-	Yes
67	Eisenhower – Golfside	70%	78%	82%	No
68	Harris – Ford	89%	-	-	No
104	Washtenaw Express	82%	-	-	No

Figure 35: On-Time Performance Minority and Non-Minority Route Comparison

Route Status	Total Routes	Weekday	Saturday	Sunday
Minority	10	30%	50%	57%
Non-Minority	21	33%	43%	46%

Service Availability

This analysis assesses the populations that are accessible within 0.5 mile of fixed route service in three member jurisdictions of Ann Arbor, Ypsilanti, and Ypsilanti Township.⁹ Buffers of one-half mile were applied to fixed-route bus stops to estimate the population access, using the same dataset described in the demographic profile chapter. The result of the analysis is shown in Figure 36. Using the half-mile buffer around the existing fixed-route transit stops, the entire population of both Ann Arbor and Ypsilanti are considered to have access to AAATA fixed-route service. Ypsilanti Township has a lower percentage of 60%, however, the minority population has increased access with roughly two-thirds of minority residents having access to AAATA fixed-route service. As a result, there does not appear to be a disparate impact finding with regards to service availability.

⁹ Pittsfield and Superior Townships primarily receive paratransit service and are not part of this analysis.

Figure 36: Service Availability Performance, Fall 2025

Route Status	Population	Population Access	Minority Population	Minority Access
Ann Arbor	116,835	100%	38,576	100%
Ypsilanti	19,380	100%	8,692	100%
Ypsilanti Township	64,333	60%	29,725	68%

Transit Amenities

Amenities such as signage and landing pads are required at all bus stops. The provisioning of amenities such as benches and shelters is primarily based on the average weekday boardings that occur at a stop. The agency also partners with non-agency partners (e.g., University of Michigan) to provide and maintain their own shelters.

Vehicle Assignment

As of March 2026, the agency maintains an active fleet of 100 vehicles with an average age of approximately seven years and eight months. The majority of the fleet are 40-foot buses with a seating capacity ranging from 36 to 38 riders and an additional eight 35-foot vehicles with a seating capacity for 32 riders. As AAATA assigns vehicles randomly, there is no disparate impact finding with regards to vehicle assignment. A profile of the active fleet, including information about the model & manufacturer, seating capacity, and vehicle age, is located in Appendix G.

Major Service Change, Disparate Impact, and Disproportionate Burden Process

The *Public Input Policy for Service and Fare Changes* as well as the *Equity Analysis Policy* have recently been updated and adopted by the AAATA Board of Directors in September 2023 and were included in the 2023 program update. These policies were last updated in 2011 and 2014, respectively. The text from both policy documents is below.

Public Input Policy for Service and Fare Changes

This policy supersedes the previous policy which was most recently revised in November 2011.

The intention of this policy is to listen to and act on public input before the AAATA makes a decision to change service or make fare changes with the following goals:

- To inform riders and others affected by a proposed change;
- To provide affected people with opportunities to ask questions, and understand the reasons why changes are being proposed;
- To provide AAATA with a better understanding of how riders use service and the effects of a proposed change;
- To encourage affected people to state objections to proposed changes and make suggestions for revisions;

- To provide AAATA with the opportunity to revise proposed changes based on public input to reduce negative effects.

The methods and level of effort to accomplish these goals depend on the size of the proposed change and the number of people/riders affected.

Major Service Changes

- A change affecting more than 25% of weekly revenue service hours or miles for any transit route or service at one time or cumulatively within a period of thirty-six months, or
- Implementation of a new route, or
- Elimination of a route.

Fare Changes

- Any change in the fare, or
- Any change to payment or fare media that would be subject to the fare change.

Notification of Proposed Changes

People must first know about proposed changes in order to have the opportunity to provide input. The public input period is a minimum of 30 days. The notification methods to be used include the following:

- AAATA Website. The AAATA website provides multiple opportunities to provide notification. Notice of proposed changes appears on the front page, typically in the “What’s Happening” section and in a section on the website that provides further details on the proposed changes. Typical details include a presentation or document of information and information on how to provide feedback via website, phone, email, letter. In addition, for any public meetings, they also appear on the “Events” page on the website.
- Social Media. AAATA regularly uses social media to promote public engagement opportunities. Facebook, Twitter and LinkedIn are used for these initiatives.
- Press Releases – AAATA issues a press release for all proposed major service changes and fare changes which describe the proposed change and how to provide input. Press releases are distributed to all media outlets, posted on our website, and shared on social media.
- E-Newsletter – AAATA includes information on public engagement opportunities in monthly newsletters. E-newsletters are sent to community leaders and individuals who have elected to sign-up to receive monthly emails from TheRide on current projects.
- On-Board Bus Communications – AAATA can utilize on-board bus communications such as bus cards and bus seat stickers to communicate information on the public engagement opportunities, depending on the level of impact of the proposed change.
- Presentations – AAATA develops presentations as needed, dependent on the level of impact of the change and share the presentations at public meeting and online
- Paid Media – Dependent on the level of impact of proposed change, paid media will be utilized to announce to public the engagement opportunity. This includes, but not limited to: Public Notice in MLive, other print ads, radio ads, paid social media, digital ads.
- Stakeholder and Community Leaders Notification – As Needed, AAATA notifies key stakeholders that will be affected by proposed changes and provides a notification of them.

- Public Meetings – AAATA hosts meetings in strategic locations with epicenters of general, minority, limited English proficiency (LEP), and low-income populations, and typically allows for a virtual public meeting.
- Translations – AAATA notifies the public that translations of the public engagement information materials is available upon request in Spanish, Korean, Chinese, and Arabic.

All of these methods would be used for major service changes and fare changes. For other changes, the methods used will be tailored to the scale of the proposed change. In addition, paid media may be used for some proposed changes.

Opportunities for Public Input

AAATA's intention is to make it possible for people to choose how they wish to provide input and whether they want to only comment or whether they desire a response or to engage in a conversation. As part of the notification methods above, people are provided with several possibilities for making comments and asking questions including:

- E-Mail – E-Mail goes to a mailbox set up specifically to receive input.
- Telephone – A hotline is set up to receive comments with a callback by AAATA staff upon request.
- Written – Letters provide a means for more formal communication.
- Form on Website – a form directly on our website that individuals can fill out with feedback will be made available.
- Face-to-Face – At meetings and by appointment. For major service changes and fare changes, meetings are provided at multiple times and locations, with an emphasis on meeting locations in the area(s) affected by the proposed change. Meetings are typically scheduled as drop-in sessions for a 2-5-hour period to permit people to attend at their convenience and to encourage dialogue. Virtual meetings are also often provided as an option.

Whatever method is used, AAATA staff provides a response to public comments if requested or needed. The nature of AAATA's response depends on the comments. AAATA answers questions, explains the rationale for the aspects of the proposed change that is the subject of the comments, and replies to suggestions. In some cases, AAATA's response includes questions to make sure staff understands the input and suggestions. In many cases, input and response is a dialogue, rather than a single communication. AAATA staff summarize received comments for consideration.

In addition, public time is provided at all meetings of the AAATA Board of Directors. While an opportunity for dialogue is not always available at these meetings, staff follows up with people who comment about proposed service and fare changes after the meetings for clarity and applicability.

Use of Public Input

During the public input period, AAATA staff considers the input that is being received. Depending on both the quantity as well as the specific concerns that are raised, potential alternatives may be developed.

At the end of the public input period, the input is compiled. Recommended service or fare changes are developed taking into consideration the public input. The public input summary is provided to the decision makers along with the recommended changes.

Revised Procedures for Exceptional Circumstances

Under exceptional circumstances which require a service change or fare change to be adopted and implemented on short notice, the procedures above may be altered to the extent necessary. However, at a minimum, the public will be afforded an opportunity to be heard at the AAATA Board meeting at which any action is taken and a notice of the proposed change with the date and time of the Board meeting will be published on the AAATA website before the Board meeting.

Figure 37: Board Resolution adopting the revised Public Input Policy for Service and Fare Changes

Resolution 04/2023

ADOPTION OF REVISED PUBLIC INPUT POLICY FOR SERVICE AND FARE CHANGES

WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) is required to have a policy for public input before major service and fare changes as a condition of federal assistance, and

WHEREAS, the current policy meets the minimum requirements, but is out of date and is no longer consistent with how AAATA collects and uses public input, and

WHEREAS, staff has prepared a draft policy that reflects the importance that AAATA places on soliciting and receiving public input before making service and fare changes, and

WHEREAS, the AAATA published the draft policy, solicited comments from the public and groups, and received no concerns with or suggested changes to the draft policy,

NOW THEREFORE, BE IT RESOLVED that the Ann Arbor Area Transportation Authority Board of Directors hereby adopts the attached *Public Input Policy for Service and Fare Changes* dated September 2023.


Kathleen M. Mozak, Chair

September 21, 2023


Jesse Miller, Secretary

September 21, 2023

Equity Analysis Policy for Service and Fare Changes

This policy supersedes the previous policy which was most recently revised in April 2014.

The Ann Arbor Area Transportation Authority (AAATA) has been identified by the Federal Transit Administration (FTA) as a transit provider that operates 50 or more fixed-route vehicles in peak service and is located in an Urbanized Area of 200,000 or more in population. As a result, the AAATA is required to complete equity analyses for the proposed major service and fare changes as described in FTA Circular 4702.1B. In promulgating these requirements and guidelines, the FTA is acting under authority of federal law (Title VI of the Civil Rights Act of 1964 42 U.S.C §2000 et. seq.) and regulations (49 CFR part 21).

Service Change Equity Analysis Policy and Requirements

When Is a Service Equity Analysis Required?

The FTA Circular requires transit agencies to prepare an equity analysis for all major service changes. Each agency is responsible for defining what constitutes a major service change. At the AAATA, the definition of a major service change is

- A change affecting more than 25% of weekly revenue service hours or miles for any transit route or service at one time or cumulatively within a period of thirty-six months, or
- Implementation of a new route, or
- Elimination of a route.

These thresholds are based on the actual service being provided, and they fully meet the FTA requirement to define a major service change.

Increases in service for experimental or demonstration service or changes in emergency service may be implemented for twelve months or less without preparation of an equity analysis. If the experimental, demonstration, or emergency services are operated for more than twelve months, then a service equity analysis must be completed before the end of the twelve-month period.

How Are Disparate Impacts and Disproportionate Burdens Determined?

Public Transit agencies are required by FTA Circular 4702.1B to develop and approve a local threshold for identifying a disparate impact and a disproportionate burden caused by service changes.

Disparate impact's threshold will be used to evaluate the impact of a service change on minority riders or populations. Minority is defined as all persons who self-identify as not being white or white and Hispanic, or Latino.

A possible disparate impact is determined by either

- Comparing the proportion of the minority population within a quarter mile of the changed route or segment of the bus route with the proportion of the population that is a minority for the entire service area, or
- Comparing the proportion of minority riders on the route or segment of the route being changed with the proportion of minority riders on the entire system.

A possible disparate impact is deemed to occur when the difference between the two measures (existing riders or the population and system-wide ridership or the service area population) is 10 percent or greater. The rate of 10 percent is consistent with the commonly used standard for disparate impact and allows for variations in the statistical reliability of the underlying data.

A disproportionate burden threshold will be used to evaluate the impact of a service change on riders or populations with low income. AAATA has determined that low-income individuals are those persons whose income is at or below 150% of the poverty guidelines defined by the Department of Health and Human Services or the poverty thresholds used by the US Census Bureau.

A possible disproportionate burden is determined by either

- Comparing the proportion of the low-income population within a quarter mile of the changed route or segment of the bus route with the proportion of the population that is low-income for the entire service area, or
- Comparing the proportion of low-income riders on the route or segment of the route being changed with the proportion of low-income riders on the entire system.

A possible disproportionate burden is deemed to occur when the difference between the two comparators (existing riders, or population and system-wide ridership, or service area population) is 10 percent or greater.

The FTA prefers that actual rider demographics, rather than census data, are used for determining disparate impact and/or disproportionate burden; however, up-to-date surveys of rider demographics may not always be available. Also, if a service change only affects a particular geographic or temporal segment of a route, then the margin of error for the survey data may be unacceptable. There is low margin of error when using data from the decennial US census, but the data can quickly go out of date. Data from the US Census Bureau American Community Survey (ACS) are usually more current. However, the data are based on sampling techniques rather than a full census and are reported with a margin of error of 10 percent with a 90 percent confidence level. The AAATA will prioritize the use of rider demographics over census data if available.

What if There Is a Finding of Disparate Impact and/or Disproportionate Burden?

If the analysis shows that the proposed transit service change(s) creates a disparate impact, then the AAATA will evaluate whether there is an alternative that would serve the same objectives without a disparate impact. The AAATA may implement the proposed service change with the disparate impact only if there is a substantial justification for the change and there are no alternatives that would have a less disparate impact but would still accomplish AAATA's legitimate program goals.

If the results of the analysis show a finding of disproportionate burden, then the AAATA will take steps to avoid, minimize, or mitigate the impacts where possible. However, if there is no alternative that avoids, minimizes, or mitigates the disproportionate burden, then the service change may proceed with proper documentation of the analysis that identifies attempts to avoid, minimize, or mitigate the disproportionate burden.

Data Types

As stated above, the FTA allows transit agencies to use either rider demographics (minority status and income) or census data (the decennial census or American Community Survey) when preparing an equity analysis for a service change. Although the AAATA can choose which data source can be used, the same data source must be used for all changes analyzed at the same time. The AAATA will describe the data set being used for the analysis and will select from rider surveys, census blocks, or block groups for minority status. The smallest unit of geography for which poverty data are available is a census tract.

Cumulative Changes

When preparing a service equity analysis, The AAATA will evaluate the changes by consolidating and totaling results from each individual change and consider them cumulatively as a cohesive whole. Only the cumulative results for each change will be used to determine whether there is a disparate impact. Results for individual routes

will not be evaluated for disparate impacts unless fully eliminated or added. During the tabulation of cumulative impacts, the effects of service improvements will be used to offset the effects of service reductions or vice versa.

Change Equity Analysis Policy and Requirements

When Is a Fare Equity Analysis Required?

The FTA Circular requires transit agencies to prepare equity analyses each time there is a fare, fare media, or fare system change. Every fare change, regardless of size or scope, is subject to this requirement. This includes changes such as increases or decreases in price and any change of fare rules, fare media, or distribution of fare media. The fare change equity analysis must determine whether there are impacts on minority (disparate impacts) or low-income populations (disproportionate burdens).

A fare change equity analysis is not required in three special cases:

- When the AAATA has declared that all rides are free.
- For temporary fare reductions that are mitigating measures for other actions such as detours or closures.
- Promotion fare reductions for up to six months. If a promotion reduction lasts longer than six months, then a fare equity analysis must be completed before the end of the six-month period for the reductions to continue in place.

In the service change equity analysis, the impacts are looked at cumulatively. That is not possible with fare changes since the amount of the fare increase for each fare category must be assessed individually in conjunction with the proportionality of the ridership based on income or minority status.

How Are Fare Change Disparate Impacts and/or Disproportionate Burden Determined?

The AAATA is required by FTA Circular 4702.1B to develop and approve a local threshold for identifying a disparate impact for fare changes.

Disparate Impact's threshold will be used to evaluate the impact of a fare change on minority riders. A minority is defined as all riders who self-identify as not being white, Hispanic, or Latino.

A possible disparate impact is determined by comparing the fare changes for fare categories used disproportionately by minorities with the fare changes for the entire system. A possible disparate impact is deemed to occur when particular fare categories are increased more than the average overall system fare increase and the proportion of minority riders in the fare category is more than 10 percent greater than the proportion of minority riders system-wide.

A disproportionate burden threshold will be used to evaluate the impact of a fare change on riders with low income. The AAATA has determined that low-income individuals are those persons whose income is at or below the poverty guidelines defined by the Department of Health and Human Services or the poverty thresholds used by the US Census Bureau.

A possible disproportionate burden is determined by comparing the fare changes for fare categories used disproportionately by persons with low incomes with the fare changes for the entire system. A possible disparate impact is deemed to occur when particular fare categories are increased more than the average overall system fare increase and the proportion of low-income riders in the fare category are more than 10 percent greater than the proportion of low-income riders system-wide.

What if There Is a Finding of Disparate Impact and/or Disproportionate Burden?

If the analysis shows that the proposed transit fare change creates a disparate impact, then the AAATA will evaluate whether there is an alternative that would serve the same objectives without a disparate impact.

Disparate impacts derived from fare changes can be eliminated by adjusting the fare increases or decreases. The AAATA may implement the proposed fare change with the disparate impact only if there is a substantial justification for the change and there are no alternatives that would have a less disparate impact but would still accomplish AAATA's legitimate program goals.

If the results of the analysis show a finding of disproportionate burden, then the AAATA will take steps to avoid, minimize, or mitigate the impacts where possible. However, if there is no alternative that avoids, minimizes, or mitigates the disproportionate burden, then the fare change may proceed with proper documentation of the analysis that identifies attempts to avoid, minimize, or mitigate the disproportionate burden. In the case of changes in fare prices, adjusting the amount of the increase (or decrease) can be cited as a minimizing or mitigation strategy.

Figure 38: Board Resolution adopting the revised Equity Analysis Policy for Service and Fare Changes

Resolution 05/2023

ADOPTION OF REVISED EQUITY ANALYSIS POLICY FOR SERVICE AND FARE
CHANGES

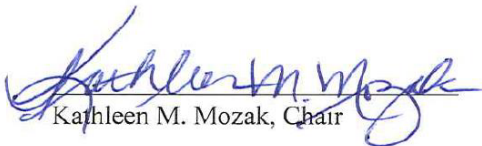
WHEREAS, the Ann Arbor Area Transportation Authority (AAATA) conducts an equity analysis prior to adopting major service changes or fare changes, and

WHEREAS, Federal guidance requires the AAATA to define thresholds for when a proposed service change will have a disparate impact on minorities or disproportionate burden on low-income population, and

WHEREAS, the AAATA has developed the required thresholds as part of the attached Service Equity Analysis Policy, and

WHEREAS, the AAATA published the draft policy, solicited comments from the public and groups, and received no concerns with or suggested changes to the draft policy,

NOW THEREFORE, BE IT RESOLVED, that the Ann Arbor Area Transportation Authority Board of Directors hereby adopts the attached *Equity Analysis Policy for Service and Fare Changes* dated September 2023.


Kathleen M. Mozak, Chair

September 21, 2023


Jesse Miller, Secretary

September 21, 2023

Summary of Major Service Changes and Fare Equity Analyses

Service changes made since the 2023 Title VI Program Update are listed in Figure 39. A complete list of service changes and any accompanying analyses are included in Appendix F.

Figure 39: Summary of Major Service Changes, November 2023–March 2026

Effective Date	Major Service Change?	Title VI Analysis?
January 28, 2024	No major service changes	-
May 5, 2024	Major service change (new route)	Title VI Analysis conducted
August 25, 2024	Major service change	Title VI Analysis conducted
January 26, 2025	No major service changes	-
May 4, 2025	No major service changes	-
August 24, 2025	No major service changes	-
January 25, 2026	No major service changes	-

Appendices

- A. Review and Approval: Letter of Approval from CEO, Board meeting minutes recording approval, and public comments received in response to the 2026 Title VI Program Update**
- B. Notice to the Public (all languages)**
- C. Title VI Complaint Procedure (all languages)**
- D. Title VI Complaint Form (all languages)**
- E. Title VI Complaints, 2023-2026**
- F. Major Service Changes or Fare Equity Analyses since 2023 Title VI Program Update**
- G. Fleet Profile**

Appendix A: Review and Approval: Letter of Approval from CEO, Board meeting minutes recording approval, and public comments received in response to the 2026 Title VI Program Update

[To be added upon completion and approval of 2026 Title VI Program Update]

Appendix B: Notice to the Public

AAATA Title VI Notification Procedure – English

Title VI Notification Procedure

Ann Arbor Area Transportation Authority (TheRide) provides programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. For information about TheRide's non-discrimination obligations, or to file a complaint if you believe you have been subject to unlawful discrimination, please contact TheRide.

By Mail

Ann Arbor Area Transportation Authority
Attn: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

Online

TellUs@TheRide.org

AAATA Title VI Notification Procedure – Spanish

Procedimiento de reclamación en virtud del Título VI

La Ann Arbor Area Transportation Authority (TheRide) ofrece programas y servicios sin distinción de raza, color y nacionalidad de conformidad con el Título VI de la Civil Rights Act (Ley de Derechos Civiles). Para obtener información sobre las obligaciones de no discriminación que se le exigen a TheRide o para presentar un reclamo si cree que usted fue víctima de discriminación ilegal, póngase en contacto con TheRide.

Por correo

Ann Arbor Area Transportation Authority
Attn: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

Por Internet

TellUs@TheRide.org

AAATA Title VI Notification Procedure – Chinese**第六篇通知程序**

安娜堡地区交通管理局 (TheRide) 依据《民权法案》第六篇提供计划与服务, 无关种族、肤色和国籍。如需了解关于 TheRide 非歧视义务的信息, 或者如果您认为自己遭受了非法歧视并希望提起投诉, 请联系 TheRide。

邮寄方式

安娜堡地区交通管理局
接收者: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

线上方式

TellUs@TheRide.org

AAATA Title VI Notification Procedure – Korean**민권법 제6장 통지 절차**

앤아버 지역 교통국(TheRide)은 민권법 제6장에 따라 인종, 피부색 및 출신 국가에 관계없이 프로그램과 서비스를 제공합니다. TheRide의 차별 금지 의무에 대한 자세한 내용을 확인하거나 불법적인 차별을 당했다고 판단되는 경우 민원을 제기하려면 TheRide에 문의하십시오.

우편

Ann Arbor Area Transportation Authority
Attn: Title VI
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

온라인

TellUs@TheRide.org

AAATA Title VI Notification Procedure – Arabic**إجراءات تقديم الشكاوى بموجب الباب السادس**

تتيح هيئة النقل في منطقة آن أربور (AAATA)، التي تحمل علامة "ذا رايد"/"TheRide" برامجها وخدماتها بغض النظر عن اختلافات العرق واللون والأصل القومي وذلك وفقاً لما ينص عليه الباب السادس من قانون الحقوق المدنية لعام 1964. للاطلاع على مزيد من المعلومات حول التزام "ذا رايد" بتطبيق عدم التمييز، أو لتقديم شكوى إذا كنت تعتقد أنك تعرضت لتمييز غير قانوني، يرجى المبادرة بالاتصال بـ "ذا رايد" عن طريق:

التواصل عبر الإنترنت
TellUs@TheRide.org

إرسال خطاب بالبريد العادي إلى:
هيئة النقل في منطقة آن أربور
بخصوص: ما ينص عليه الباب السادس
2700 جنوب الطريق السريع الصناعي.
آن أربور، ميشيغان 48104

Appendix C: Title VI Complaint Procedure

AAATA Title VI Complaint Procedure – English

Title VI Complaint Procedure

Each complaint received that alleges discrimination based on race, color, or national origin will be investigated using the procedure below, whether it specifically references Title VI or not. All complaints must be received within 180 days of the alleged discrimination incident/occurrence. The complainant will be notified within 7 days confirming receipt and advised it is being investigated. This notice may include a request for additional information necessary to investigate the complaint (e.g. specific time of an incident). A written response of the determination will be provided by mail to the complainant within 30 days of the date of complaint.

If the allegation concerns a specific incident involving an operator or customer service staff member, a preliminary investigation of the facts will be conducted by AAATA Transportation Department management staff. It should be noted that all AAATA's buses and facilities are equipped with cameras. Cameras have proved to be extremely useful in resolving alleged complaints about specific incidents. Transportation Management Staff will make a preliminary determination about the facts, recommend any disciplinary measures, and transmit the complaint to the Chief Executive Officer (CEO), Deputy CEO, or their delegate.

For more general allegations, such as AAATA service design or fares, the CEO, Deputy CEO, or their delegate will determine the appropriate senior staff member to conduct the preliminary investigation and report the findings and recommendations for corrective action to the CEO, Deputy CEO, or their delegate.

The CEO, Deputy CEO, or their delegate will review all alleged discrimination complaints based on race, color, or national origin and the results of the preliminary investigation. The CEO, Deputy CEO, or their delegate will make a determination as to whether the alleged discrimination based on race, color, or national origin was valid, and any corrective action that Tab C: Complaint Procedure Title VI Program Update 2023 23 will be taken. Note that even if the alleged discrimination is determined to be invalid, corrective action may still be warranted in some cases.

Title VI Complaint Procedure

The CEO, Deputy CEO, or their delegate will provide her or his findings in writing (by mail) to the complainant within 30 days of the date of the complaint, including whether the alleged discrimination was found to be valid based on race, color, or national origin, and the corrective actions AAATA has taken or promises to take. The letter will inform the complainant of the opportunity to provide additional information that may lead AAATA to reconsider its decision and of the complainant's right to file a complaint with the Federal Transit Administration (FTA). In addition to this policy, AAATA also follows up on informal complaints made by telephone, Internet, social media and email.

*AAATA Title VI Complaint Procedure – Spanish***Procedimiento de Quejas del Título VI**

Cada queja recibida que alegue discriminación por raza, color u origen nacional será investigada utilizando el procedimiento a continuación, ya sea que haga referencia específicamente al Título VI o no. Todas las quejas deben ser recibidas dentro de los 180 días posteriores al incidente/ocurrencia de la presunta discriminación. El denunciante será notificado dentro de 7 días confirmando la recepción y se le informará que está siendo investigado. Este aviso puede incluir una solicitud de información adicional necesaria para investigar la queja (p. ej. hora específica de un incidente). Se proporcionará una respuesta escrita de la determinación por correo al denunciante dentro de los 30 días a partir de la fecha de la queja.

Si la acusación se refiere a un incidente específico que involucra a un operador o miembro del personal de servicio al cliente, el personal de gestión del Departamento de Transporte de AAATA llevará a cabo una investigación preliminar de los hechos. Cabe señalar que todos los autobuses e instalaciones de AAATA están equipados con cámaras. Las cámaras han demostrado ser extremadamente útiles para resolver quejas alegadas sobre incidentes específicos. El personal de Gestión de Transporte hará una determinación preliminar sobre los hechos, recomendará cualquier medida disciplinaria y transmitirá la queja al Chief Executive Officer (CEO), Deputy CEO, o su delegado.

Para acusaciones más generales, como el diseño del servicio de AAATA o las tarifas, el CEO, el Subdirector Ejecutivo o su delegado determinarán el miembro del personal senior apropiado para llevar a cabo la investigación preliminar y reportar los hallazgos y recomendaciones para acciones correctivas al CEO, Subdirector Ejecutivo o su delegado.

El CEO, el Deputy CEO, o su delegado revisarán todas las quejas de discriminación alegadas basadas en raza, color, u origen nacional y los

Procedimiento de Quejas del Título VI

resultados de la investigación preliminar. El CEO, el Subdirector Ejecutivo, o su delegado tomarán una determinación sobre si la supuesta discriminación basada en raza, color, o origen nacional fue válida, y cualquier acción correctiva que Tab C: Complaint Procedure Title VI Program Update 2023 23 se tomará. Tenga en cuenta que incluso si se determina que la supuesta discriminación es inválida, en algunos casos aún puede ser necesario tomar medidas correctivas.

El CEO, el Subdirector Ejecutivo, o su delegado proporcionará sus hallazgos por escrito (por correo) al demandante dentro de los 30 días a partir de la fecha de la queja, incluyendo si se determinó que la supuesta discriminación era válida basada en raza, color, o origen nacional, y las acciones correctivas que AAATA ha tomado o promete tomar. La carta informará al reclamante de la oportunidad de proporcionar información adicional que pueda llevar a AAATA a reconsiderar su decisión y del derecho del reclamante a presentar una queja ante la Federal Transit Administration (FTA). Además de esta política, AAATA también da seguimiento a las quejas informales realizadas por teléfono, Internet, redes sociales y correo electrónico.

*AAATA Title VI Complaint Procedure – Chinese***Title VI 投诉程序**

在收到的每一份投诉中，凡是指控基于种族、肤色或原国籍的歧视行为的，无论其是否具体提到 Title VI，均将依照下述程序进行调查。所有投诉必须在所指控的歧视事件/行为发生后的 180 天内提交。投诉人将在 7 日内收到确认提交投诉的通知，并获知该投诉正在调查中。此通知可能包括要求提供调查投诉所需的补充信息（如：事件发生的具体时间）。在提交投诉之日起的 30 天内，投诉人将通过邮寄方式获得书面答复。

如果指控内容涉及与运营人员或客服人员相关的具体事件，AAATA 交通部门管理人员将对事实开展初步调查。需要注意的是，所有 AAATA 的公交车和设施都配备了摄像头。事实证明，摄像头在解决针对具体事件的投诉时极为有用。运输管理人员将对事实作出初步判断，提出纪律处分建议，并将投诉传达给首席执行官 (CEO)、副首席执行官或其代表。

对于更为普遍的指控（如：AAATA 服务设计或票价），首席执行官、副首席执行官或其代表将确定合适的高级员工开展初步调查，并由该高级员工将调查结果和整改措施建议汇报给首席执行官、副首席执行官或其代表。

首席执行官、副首席执行官或其代表将审查所有指控存在种族、肤色或原国籍的歧视投诉以及初步调查结果。首席执行官、副首席执行官或其代表将做出最终裁决，判定所指控的基于种族、肤色或原国籍的歧视是否成立，并确定将采取的任何整改措施（见《附表 C：Title VI 项目 2023 年度更新——投诉

Title VI 投诉程序

程序》第 23 页)。请注意,即使所指控的歧视行为被判定不成立,在某些情况下仍可能需要采取整改措施。

首席执行官、副首席执行官或其代表将在投诉之日起 30 天内通过邮件形式向投诉人提供书面调查结果,其中包括基于种族、肤色或原国籍的歧视指控是否被判定成立,以及 AAATA 已采取或承诺采取的整改措施。该信函将告知投诉人:有机会提供可能导致 AAATA 重新审议其决定的补充信息,同时有权向美国联邦运输管理局 (FTA) 提出投诉。除了这项政策外,AAATA 还会跟进通过电话、互联网、社交媒体和电子邮件提出的非正式投诉。

*AAATA Title VI Complaint Procedure – Korean***Title VI 민원 처리 절차**

인종, 피부색 또는 출신 국가를 이유로 한 차별을 주장하는 모든 민원은 Title VI를 구체적으로 언급하는지 여부와 관계없이 아래 절차에 따라 조사합니다. 모든 민원은 차별이 있었다고 주장하는 사건/상황이 발생한 날로부터 180일 이내에 접수해야 합니다. 민원인에게는 7일 이내에 민원이 접수되었음을 확인하고 해당 민원이 조사 중임을 통지합니다. 이 통지에는 민원 조사에 필요한 추가 정보(예: 특정 사건의 구체적인 발생 시간)에 대한 요청이 포함될 수 있습니다. 민원 접수일로부터 30일 이내에 결정 결과에 대한 서면 답변을 민원인에게 우편으로 발송합니다.

주장 내용이 운전원 또는 고객 서비스 담당 직원이 관련된 특정 사건에 관한 것이라면, AAATA 교통부 관리 직원이 사실관계에 대한 예비 조사를 실시합니다. AAATA의 모든 버스와 시설에는 카메라가 설치되어 있다는 점에 유의해야 합니다. 카메라는 특정 사건과 관련하여 제기된 민원을 해결하는 데 매우 유용한 것으로 입증되었습니다. 교통부 관리 직원은 사실관계에 대한 예비 판단을 내리고, 징계 조치를 권고하며, 해당 민원을 최고경영자(CEO), 부최고경영자(Deputy CEO) 또는 그 위임을 받은 자에게 전달합니다.

AAATA의 서비스 설계 또는 요금과 같은 보다 일반적인 주장에 대해서는 최고경영자(CEO), 부최고경영자 또는 그 위임을 받은 자가 예비 조사를 실시할 적절한 고위 직원을 지정하고, 조사 결과 및 시정 조치 권고 사항을 최고경영자(CEO), 부최고경영자 또는 그 위임을 받은 자에게 보고하도록 합니다.

Title VI 민원 처리 절차

최고경영자(CEO), 부최고경영자 또는 그 위임을 받은 자는 인종, 피부색 또는 출신 국가를 이유로 한 모든 차별 민원과 예비 조사 결과를 검토합니다.

최고경영자(CEO), 부최고경영자 또는 그 위임을 받은 자는 인종, 피부색 또는 출신 국가를 이유로 한 차별 주장이 타당한지 여부와 취할 시정 조치를 결정합니다. 차별 주장이 타당하지 않은 것으로 판단되더라도 경우에 따라 시정 조치가 필요할 수 있다는 점에 유의해야 합니다.

최고경영자(CEO), 부최고경영자 또는 그 위임을 받은 자는 민원 접수일로부터 30일 이내에 조사 결과를 서면(우편)으로 민원인에게 발송합니다. 여기에는 인종, 피부색 또는 출신 국가를 이유로 한 차별 주장이 타당한 것으로 확인되었는지 여부와 AAATA가 이미 취했거나 향후 취하기로 약속하는 시정 조치가 포함됩니다. 해당 서신에서는 민원인에게 AAATA로 하여금 결정을 재검토하도록 할 수 있는 추가 정보를 제출할 기회가 있음을 안내하고, 연방교통청(FTA)에 민원을 제기할 수 있는 민원인의 권리를 고지합니다. AAATA는 본 정책에 따른 절차 외에도 전화, 인터넷, 소셜 미디어 및 이메일을 통해 제기된 비공식 민원에 대해서도 후속 조치를 취합니다.

AAATA Title VI Complaint Procedure – Arabic

إجراءات تقديم الشكاوى بموجب الباب السادس

سيتم التحقيق في كل شكوى ترد إلينا تتضمن ادعاء بوجود تمييز على أساس العرق أو اللون أو الأصل القومي، وفقاً للإجراءات الموضحة أدناه، سواء أشارت الشكاوى صراحةً إلى الباب السادس أم لم تُنشر إليه. ويجب تقديم جميع الشكاوى خلال 180 يوماً من تاريخ وقوع حادثة التمييز المزعومة. وسيتم إخطار مقدم الشكاوى خلال 7 أيام لتأكيد استلام الشكاوى وإبلاغه بأنها قيد التحقيق. وقد يتضمن هذا الإخطار طلباً للحصول على معلومات إضافية لازمة لاستكمال التحقيق (مثل الوقت المحدد لوقوع الحادثة). كما سيتم إرسال رد مكتوب يتضمن نتيجة التحقيق إلى مقدم الشكاوى بالبريد خلال 30 يوماً من تاريخ تقديم الشكاوى.

إذا كان الادعاء يتعلق بحادثة محددة تورط فيها أحد السائقين أو أحد موظفي خدمة العملاء، فسيجري فريق إدارة النقل في هيئة النقل في منطقة أن أربور (AAATA) تحقيقاً أولياً في الوقف. وتجدر الإشارة إلى أن جميع حافلات ومرافق هيئة النقل في منطقة أن أربور (AAATA) مزودة بكاميرات مراقبة، وقد أثبتت هذه الكاميرات فعالية كبيرة في المساعدة على الفصل في الشكاوى المتعلقة بحوادث محددة. وبعد ذلك، يحدد فريق إدارة النقل الوقائع بشكل أولي، ويوصي بأي إجراءات تأديبية مناسبة، ثم يحيل الشكاوى إلى الرئيس التنفيذي أو نائب الرئيس التنفيذي أو من يفوضه.

أما بالنسبة للادعاءات ذات الطابع العام، مثل تصميم خدمات هيئة النقل في منطقة أن أربور (AAATA) أو أسعار تعريف الركوب، فإن الرئيس التنفيذي أو نائب الرئيس التنفيذي أو من يفوضه يحدد الموظف الإداري المختص لإجراء التحقيق الأولي، ورفع النتائج والتوصيات الخاصة بالإجراءات التصحيحية إلى الرئيس التنفيذي أو نائبه أو من يفوضه.

يقوم الرئيس التنفيذي أو نائب الرئيس التنفيذي أو من يفوضه بمراجعة جميع شكاوى التمييز المزعوم القائمة على العرق أو اللون أو الأصل القومي، إلى جانب نتائج التحقيق الأولي. كما يقرر ما إذا كانت مزاعم التمييز صحيحة، ويحدد الإجراءات التصحيحية التي ستتخذها هيئة النقل في منطقة أن أربور (AAATA) وفقاً للتبويب (ج): إجراءات تقديم الشكاوى – تحديث برنامج الباب السادس لعام 2023. وتجدر الإشارة إلى أنه حتى في حال ثبوت عدم صحة ادعاء التمييز، فقد تظل هناك حاجة إلى اتخاذ إجراءات تصحيحية في بعض الحالات.

يقدم الرئيس التنفيذي أو نائب الرئيس التنفيذي أو من يفوضه النتائج كتابياً إلى مقدم الشكاوى عن طريق البريد خلال 30 يوماً من تاريخ تقديم الشكاوى، موضحاً ما إذا ثبتت صحة ادعاء التمييز على أساس العرق أو اللون أو الأصل القومي، والإجراءات التصحيحية التي اتخذتها هيئة النقل في منطقة أن أربور (AAATA) أو التي تعتزم اتخاذها. كما توضح الرسالة حق مقدم الشكاوى في تقديم معلومات إضافية قد

إجراءات تقديم الشكاوى بموجب الباب السادس

تدفع هيئة النقل في منطقة آن أربور (AAATA) إلى إعادة النظر في قرارها، وحقه أيضًا في تقديم شكاوى إلى إدارة النقل الفيدرالية (FTA). وبالإضافة إلى هذه السياسة، تتابع هيئة النقل في منطقة آن أربور (AAATA) أيضًا الشكاوى غير الرسمية المقدمة عبر الهاتف أو الإنترنت أو وسائل التواصل الاجتماعي أو البريد الإلكتروني.

Appendix D: Title VI Complaint Form

AAATA Title VI Complaint Form – English

Figure C-1

AAATA TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Phone (home):			Phone (work):	
E-mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach any additional details.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	☐ Yes	☐ No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
☐ Yes ☐ No		
If yes, check all that apply:		
☐ Federal Agency: _____		
☐ Federal Court _____ ☐ State Agency _____		
☐ State Court _____ ☐ Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Phone: _____		
Section VI		
Name of agency complaint is against: _____		
Contact person: _____		
Title: _____		
Phone number: _____		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway
Ann Arbor, MI 48103

AAATA Title VI Complaint Form – Spanish

Figura C-1

**FORMULARIO DE QUEJAS SEGÚN EL TÍTULO VI DE LA AUTORIDAD DE TRANSPORTE
DEL ÁREA DE ANN ARBOR**

Sección I				
Nombre:				
Dirección:				
Teléfono (domicilio):			Teléfono (trabajo):	
Dirección de correo electrónico:				
¿Requiere algún formato	Letra grande		Audio	
	TDD		Otro	
Sección II				
¿Presenta esta queja en nombre propio?			Sí*	No
*Si respondió "Sí" a esta pregunta, pase a la Sección III.				
De lo contrario, indique el nombre y su relación con la persona para la cual presenta esta queja:				
Explique por qué realiza la presentación por un tercero: _____				
Si presenta la queja en nombre de un tercero, confirme que obtuvo el permiso de la parte afectada.			Sí	No
Sección III				
Creo que la discriminación de la que fui víctima fue por motivos de (marque todas las opciones que correspondan): ☐ Raza ☐ Color ☐ Nacionalidad Fecha de la presunta discriminación (mes, día, año): _____ Explique con la mayor claridad posible qué sucedió y por qué considera que fue víctima de discriminación. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si conoce esta información), así como los nombres y la información de contacto de algún testigo. Si necesita más espacio, adjunte los detalles adicionales. _____ _____ _____ _____ _____ _____ _____ _____ _____				

Sección IV		
¿Presentó anteriormente ante esta agencia una queja según el Título VI?	☐ Sí	☐ No
Sección V		
¿Presentó esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?		
☐ Sí ☐ No		
Si la respuesta es afirmativa, marque todas las opciones que correspondan:		
☐ Agencia federal _____		
☐ Tribunal federal _____	☐ Agencia estatal _____	
☐ Tribunal estatal _____	☐ Agencia local _____	
Proporcione información sobre una persona de contacto de la agencia o el tribunal donde se presentó la queja.		
Nombre:		
Cargo:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI		
Nombre de la agencia en contra de la cual se presenta la queja:		
Persona de contacto:		
Cargo:		
Número de teléfono:		

Puede adjuntar documentos escritos u otra información que considere relevante para su queja.

Firme y escriba la fecha a continuación

Firma

Fecha

Entregue este formulario en persona en la dirección que se indica a continuación o envíelo por correo a esta dirección:

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway Ann
Arbor, MI 48103

AAATA Title VI Complaint Form – Chinese

图 C-1

AAATA 标题 六 申诉表

第一部分:				
姓名:				
地址:				
电话 (住宅):			电话 (工作):	
电子邮件地址:				
访问格式要求?	大号字体		录音带	
	TDD		其它	
第二部分:				
您是代表自己提出申诉的吗?			是*	否
*如果您对这个问题的回答“是”，请转到第三部分。				
如果回答“否”，请提供您所投诉的人的姓名和关系:				
请解释您代表第三方提出的原因:				
如果您是代表第三方提交文件，请确认您已获得受害方的允许。			是	否
第三部分				

图 C-1

我相信我所经历的歧视是基于以下原因（勾选所有适用的选项）： ☐

种族 ☐ 肤色 ☐ 国籍

指控的歧视日期 _____

尽可能清楚地解释发生了什么，以及为什么您认为自己受到了歧视。描述所有参与的人。包括歧视您的人员姓名和联系信息(如果知道)，以及任何证人的姓名和联系信息。如果需要更多的空间，请附上任何其他细节。

第四部分		
您是否曾向本机构提交过第六章的投诉？	☐ 是	☐ 否
第五部分		
您是否向任何其它联邦、州或地方机构，或任何联邦或州法院提出过这一申诉？		
☐ 是 ☐ 否		
如果是，勾选所有适用的选项。		
☐ 联邦机构：_____		
☐ 联邦法院_____ ☐ 州政府机构_____		
☐ 州法院_____ ☐ 地方机关_____		
请提供关于提出申诉的机构/法院的联系人的资料。		
姓名：		
职务：		
机构：		
地址：		
电话：		
第六部分		
向机构投诉的对象：		
联系人：		
职务：		
电话号码：		

签署和日期要求如下

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway
Ann Arbor, MI 48103

AAATA Title VI Complaint Form – Korean

AAATA TITLE VI 불만 신고서

양식 C-1

섹션 I:				
이름:				
주소:				
전화번호 (집):			전화번호 (회사):	
이메일 주소:				
이용 가능한 형식 필요사항	큰 활자 인쇄본 TDD		오디오 테이프 기타	
섹션 II:				
본인과 관련된 불만 사항을 제기하시는 겁니까?			예*	아니오*
이 질문에 "예"라고 답한 경우, 섹션 III 으로 넘어가십시오.				
그렇지 않은 경우, 불만을 제기하는 사람의 이름과 그 사람과의 관계를 명시하십시오.				
왜 제 3 자를 대신하여 본 불만 신청서를 작성하게 되었는지 설명하십시오.				
제 3 자를 대신하여 불만 신청서를 작성하시는 경우 불만을 가진 당사자의 허락을 받았는지 확인하십시오.			예	아니오
섹션 III:				
본인이 당한 차별과 관련된 사항에 모두 표시하십시오. [] 인종 [] 피부색 [] 출신국가 차별을 경험한 날짜 (월, 일, 년): _____ 가능한 무슨 일이 일어났는지, 왜 차별을 당했다고 생각하는 지 자세히 설명하십시오. 연관된 모든 사람들에 대해 설명하십시오. 차별을 가한 사람(들)의 이름과 연락처 정보 (알고있는 경우)와 증인의 이름과 연락처 정보를 기입하십시오. 더 많은 공간이 필요한 경우 추가 세부 정보를 첨부하십시오. _____ _____ _____ _____ _____ _____ _____ _____				

섹션 IV		
이전에도 기관에 Title VI 불만 사항을 제출 한적이 있습니까?	☐ 예	☐ 아니오
섹션 V		
연방, 주 또는 지방 정부 기관 또는 연방 또는 주 법원에 이 신고서를 제출 했습니까?		
☐ 예 ☐ 아니오		
'예'인 경우, 해당 사항을 모두 표시하십시오.		
☐ 연방 기관: _____		
☐ 연방 법원 _____ ☐ 주정부 기관 _____		
차별 불만 사항이 접수 된 기관 / 법원에 연락 담당자에 대한 정보를 작성해주십시오.		
이름:		
타이틀:		
기관:		
주소:		
전화번호:		
섹션 VI		
불만 신고한 기관의 이름:		
연락인:		
호칭:		
전화번호:		

귀하는 본 불만과 관련이 있다고 생각하는 서면 자료 또는 기타 정보를 첨부할 수 있습니다.

아래에 서명 및 날짜를 작성해주시요.

서명

날짜

이 신고서를 아래 주소로 직접 제출하거나, 우편으로 보내주십시오:

Ann Arbor Area Transportation Authority
Attention: Title VI Coordinator
2700 South Industrial Highway
Ann Arbor, MI 48103

AAATA Title VI Complaint Form – Arabic

الشكل (C-1)

نموذج هيئة النقل في منطقة آن أربور
للتشكوى المتعلقة بما ينص عليه الباب السادس

القسم الأول (I):			
الاسم:			
العنوان:			
رقم الهاتف (المنزل):		رقم الهاتف (العمل):	
عنوان البريد الإلكتروني:			
متطلبات إتاحة شكل ميسر للاطلاع؟	الطباعة بخط كبير	شريط صوتي	
	جهاز اتصال لأصحاب الإعاقة السمعية	أخرى	
القسم الثاني (II):			
هل تقدم هذه الشكوى نيابة عن نفسك؟			
لا	نعم*		
*إذا أجبت بـ "نعم" على هذا السؤال، فانتقل إلى القسم الثالث.			
إذا لم يكن الأمر كذلك، فيرجى ذكر اسم الشخص الذي تشتكي من أجله وعلاقتك به:			
يرجى توضيح سبب التقدم بطلب لصالح الغير:			
يرجى تأكيد حصولك على تصريح من الطرف المتضرر إذا كنت تقدم الشكوى نيابة عن الغير.			
لا	نعم		
القسم الثالث (III):			
أعتقد أن التمييز الذي تعرضت له كان على أساس (ضع علامة على كل ما ينطبق):			
[] العرق		[] اللون	
[] الأصل الوطني		[]	
تاريخ التعرض لواقعة التمييز المزعومة (الشهر، اليوم، السنة):			
أشرح بأكبر قدر ممكن من الوضوح ما حدث أثناء الواقعة، ولماذا تعتقد أنك تعرضت للتمييز. صف جميع الأشخاص الذين شاركوا في الواقعة. اذكر اسم الشخص (الأشخاص) الذين مارسوا التمييز ضدك ومعلومات الاتصال بهم (حال معرفتك إياها)، بالإضافة إلى أسماء أي شهود على الواقعة ومعلومات الاتصال الخاصة بهم. إذا كنت بحاجة لمزيد من المساحة لوصف الواقعة، يرجى إرفاق أي تفاصيل إضافية.			

القسم الرابع (IV):		
هل سبق لك تقديم شكوى تتعلق بما ينص عليه الباب السادس إلى هذه الوكالة؟	[] نعم	[] لا
القسم الخامس (V):		
هل سبق لك تقديم نفس الشكوى إلى أي وكالة اتحادية أو حكومية أو محلية أخرى، أو إلى أي محكمة اتحادية أو محكمة ولاية؟		
[] نعم [] لا		
إذا كان الجواب على السؤال السابق بـ (نعم)، ضع علامة أمام جميع الأجوبة التي تنطبق.		
[] وكالة اتحادية:	[] محكمة اتحادية	[] وكالة حكومية
[] محكمة ولاية	[] وكالة محلية	
يرجى توفير معلومات عن جهة الاتصال في الوكالة/المحكمة التي قدمت إليها الشكوى.		
الاسم:		
المنصب:		
الوكالة:		
العنوان:		
رقم الهاتف:		
القسم السادس (VI):		
اسم الوكالة المقدم ضدها الشكوى:		
مسؤول الاتصال:		
المنصب:		
رقم الهاتف:		

بإمكانك إرفاق أي مستندات مكتوبة أو معلومات أخرى تعتقد أنها ذات صلة بشكواك.

يرجى التوقيع وذكر التاريخ أدناه

التوقيع التاريخ

يرجى تسليم هذا النموذج شخصيًا على العنوان أدناه، أو إرسال هذا النموذج بالبريد إلى العنوان التالي:

هيئة النقل في منطقة آن أربور
عناية: منسق تطبيق ما ينص عليه الباب السادس
2700 الطريق السريع الصناعي الجنوبي
آن أربور، ميشيغان 48103

Appendix E: Title VI Complaints, 2023-2026

From 2023 through 2026 to date, AAATA received 20 complaints alleging discrimination. All were submitted as informal complaints, and none of the complainants chose to complete the Title VI complaint form that they were offered. Nineteen of the complaints were found to be invalid following investigation, and one was found to be undetermined due to lack of video available. There were no other investigations or lawsuits during this period. A list of the complaints is provided below.

AAATA Title VI Complaints received 2023-2026

Month and Year	Complaint Form Received?	Informal or Formal Complaint?	Nature of Complaint	Finding
March 2023	Customer did not complete a form	Informal	Passenger claimed discrimination due to being asked to move cart from blocking the aisle.	Investigation found discrimination complaint was not valid.
March 2023	Customer did not complete a form	Informal	Passenger claimed discrimination due to shared ride being extended to accommodate another passenger's pick-up window.	Investigation found complaint of bad shared ride was valid but complaint about discrimination was not valid.
April 2023	Customer did not complete a form	Informal	Passenger claimed discrimination due to not being permitted to board as bus was pulling away from stop.	Investigation found discrimination complaint was not valid.
April 2023	Customer did not complete a form	Informal	Passenger claimed discrimination due to bus not stopping to pick them up.	Investigation found discrimination complaint was not valid.
February 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to tone of driver.	Investigation closed due to insufficient evidence and lack of response from passenger.
March 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to tone of driver.	Investigation found discrimination complaint was not valid based on video evidence.
July 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to conflict when trying to pay fare while boarding bus.	Investigation found discrimination complaint was not valid based on video evidence.
September 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to verbal harassment from another passenger.	Investigation closed due to insufficient evidence and lack of response from passenger.

Month and Year	Complaint Form Received?	Informal or Formal Complaint?	Nature of Complaint	Finding
September 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to driver pulling away from bus stop.	Investigation found discrimination complaint was not valid due to lack of evidence.
October 2024	Customer did not complete a form	Informal	Passenger claimed discrimination, circumstances unclear from complaint.	Investigation closed due to lack of information from the passenger.
October 2024	Customer did not complete a form	Informal	Passenger claimed discrimination due to driver behavior.	Investigation found discrimination complaint was not valid based on video evidence.
January 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to interaction with transit center security personnel.	Investigation found discrimination complaint was not valid based on video evidence.
February 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to bus passing stop and not being permitted to board.	Investigation found discrimination complaint was invalid due to lack of evidence and required driver practices.
May 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to driver expression and not kneeling the bus.	Investigation found discrimination complaint was invalid based on video evidence.
June 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to being asked for fare card after swiping fare card.	Investigation closed due to lack of information and lack of response from passenger.
August 2025	Customer did not complete a form	Informal	Passenger claimed discrimination, circumstances unclear from complaint.	Investigation closed due to lack of information from the passenger.
September 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to not being permitted to board bus when it was departing.	Investigation found discrimination complaint was not valid.
October 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to observed behavior of transit center security personnel.	Investigation closed due to lack of information from the passenger.
October 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to driver behavior.	Discrimination complaint unable to be determined due to lack of video available.

Month and Year	Complaint Form Received?	Informal or Formal Complaint?	Nature of Complaint	Finding
November 2025	Customer did not complete a form	Informal	Passenger claimed discrimination due to fare payment and transfer conflict.	Investigation found discrimination complaint was invalid based on video evidence.

Appendix F: Major Service Changes or Fare Equity Analyses since 2023 Title VI Program Update

Effective January 28, 2024

Route 22: Pontiac–Dhu Varren
To Pierpont Commons

- Change routing from Blake Transit Center to north on Fourth Ave. to Liberty St. to Division St. to resume current routing.

Route 24: Eisenhower–Golfside

- Schedules will include a timepoint for the 'Northbrook & Oakbrook' bus stop.

Route 66: Carpenter–Huron Pkwy

- All trips will pull into VA Hospital on weekdays before 7:00pm only. Buses will not pull into the VA after 7pm and on Saturdays.

➔ *No major service changes*

Effective May 5, 2024

NEW - Route 104: Washtenaw Avenue Express

- A new limited-stop express bus route between Ann Arbor and Ypsilanti along Washtenaw Avenue operating every 30 minutes Monday-Friday from 6:00 a.m. – 6:45 p.m.
- Buses will stop at 4 locations between the Blake Transit Center in Ann Arbor and the Ypsilanti Transit Center in Ypsilanti:
 - The University of Michigan Central Campus Transit Center
 - Washtenaw Ave & Pittsfield Blvd in Ann Arbor
 - Washtenaw Ave & Golfside Rd in Ypsilanti Township
 - Washtenaw Ave & Cross St in Ypsilanti City near the Eastern Michigan University Main Campus

➔ *Major Service change, Title VI Analysis conducted in conjunction with August 2024 bid*

Route 4: Washtenaw

- Multiple timepoints will be adjusted to improve on-time performance
- Spring/Summer schedule goes into effect due to school breaks

Route 62: UM – State

- Spring/Summer schedule goes into effect due to school breaks

➔ *No major service changes for routes 4 + 62*

Effective August 25, 2024

Expanded hours of weekday service:

- Weekday service hours are expanding to: 6:00 a.m. – 11:30 p.m.
 - Routes 3, 4, 5, 6, 22, 23, 25, 26, 27, 28, 30, 31, 32, 33, 42, 44, 45, 46, 47, 62, 66, 67, 68
- NOTE: starting/ending times may vary by route.

Expanded hours of Saturday service:

- Saturday service hours are expanding to: 7:00 a.m. – 11:30 p.m.
 - Routes 3, 4, 5, 6, 22, 23, 25, 26, 27, 28, 30, 31, 32, 42, 43, 44, 45, 46, 47, 66, 67
- NOTE: starting/ending times may vary by route.

Expanded hours of Sunday service:

- Sunday service hours are expanding to: 8:00 a.m. – 9:00 p.m.
 - Routes 3, 4, 5, 6, 22, 23, 25, 26, 27, 28, 30, 31, 32, 42, 43, 44, 45, 46, 47, 67
- NOTE: starting/ending times may vary by route.

Frequency of service increased to every 30 minutes before 6:00pm on Saturdays:

- Routes 3, 5, 6, 22, 25, 26/29, 27, 28, 30, 31, 32, 42, 43, 44, 45, 46, 47, 66, 67

Frequency of service increased to every 30 minutes before 6:00pm on Sundays:

- Routes 3, 5, 6, 22, 23, 25, 26, 27, 28, 30, 31, 32, 42, 43, 44, 45, 46, 47, 67

Route 4: Washtenaw – Local

- Seasonal changes - restore fall/winter schedule.

Route 6: Ellsworth

- New route variations:
 - 6A trips will serve Ann Arbor to Ypsilanti using existing routing 7 days a week.
 - 6B trips will replace Route 24 to serve downtown Ann Arbor to Briarwood Mall Monday - Friday.
- Multiple timepoint adjustments to improve on-time performance.

Route 22: Pontiac – Dhu Varren

- The Dhu Varren + Omlesaad timepoint location is being moved to Traver + Logan School.
- Multiple timepoint adjustments to improve on-time performance.

Route 23: Plymouth

- The E Medical Center Dr + Taubman timepoint location is being moved to E Medical Center Dr + Mott Hospital.

Route 24: Eisenhower – Golfside

- Route 24 will be replaced by two routes:

- 6B will use routing from the Blake Transit Center to Briarwood Mall.
- Route 67 will use routing from Briarwood Mall to Washtenaw Community College and Trinity Health Ann Arbor Hospital.

Route 29: Liberty

- To Scio Ridge: The Liberty + Maple timepoint location will be moved to Liberty + Stadium.
- To Blake Transit Center: The final Saturday evening trip will depart at 6:26 p.m.
- To Scio Ridge: The final Saturday evening trip will depart at 6:15 p.m.

Route 31: Dexter Ave

- To Blake Transit Center: Saturday and Sunday evening trips adjusted at depart to X:24 past the hour.
- To Jackson & Wagner: Saturday and Sunday evening trips adjusted to depart at X:15 past the hour.

Route 33: Newport

- The morning Rudolf Steiner School trip will be removed.

Route 42: Forest – MacArthur

- First 'to Ypsilanti Transit Center' trip of morning to start at Clark East Tower 7 days a week.
- The Cross + Prospect timepoint location will be moved to Forest + Campbell.
- The Ford + Holmes timepoint will be removed.
- Multiple timepoint adjustments to improve on-time performance.

Route 43: E. Michigan Ave

- Adjust routing to the following:
- To Holmes & Ridge: Start at YTC – west on Pearl St. – (L) Adams St. – (L) Michigan Ave. – (L) Holmes Rd. – end at Homes + Ridge.
- To Ypsilanti Transit Center: Start at Holmes + Ridge – west on Holmes Rd. – (L) Spencer Ln. – (R) Michigan Ave. (R) Huron St. – (L) Pearl St. – end at YTC.

Route 46: Huron – Paint Creek

- The Ypsilanti Township District Library timepoint location will move to Ypsilanti Township Civic Center.

Route 62: U-M – State

- Seasonal changes - restore fall/winter schedule.

Route 63: U-M - Pontiac

- The E Medical Center Dr + Taubman timepoint location will move to E Medical Center Dr + Mott Hospital.

Route 64: Geddes – E. Stadium

- The Geddes + Arlington timepoint will be removed.

Route 67: Eisenhower - Golfside – NEW Route

- New route will replace Route 24, operating 7 days a week.
- Will serve Briarwood Mall, Northbrook + Oakbrook, Washtenaw Community College, and Trinity Health Ann Arbor Hospital before 6:30pm.

- Will serve Briarwood Mall to WCC after 6:30pm.
- Service will be extended to the WCC/Trinity Health Ann Arbor Hospital area on Sundays.

Route 104: Washtenaw Express

- To Blake Transit Center: New trip starting at 6:15am. Last trip of evening to depart at 5:45pm.
- To Ypsilanti Transit Center: First trip of morning to depart at 6:30am. New trip starting at 6:00pm.

FlexRide Night service

- Expanded service area to include all of Ypsilanti City and Ypsilanti Township, north of Textile Road, to match the fixed-route bus service area.
- Greater booking capacity and new service provider and technologies.

➔ *Major Service Changes. Title VI Analysis conducted*

Effective January 26, 2025

Route 33, 63, 64, 65, 67:

- Multiple timepoints adjusted

Route 6:

- Route name will be changed from “Ellsworth” to “Ellsworth-State”
- Weekday evening service will increase to every 30 minutes
- 6A trips will depart the Blake Transit Center at X:45 minutes past the hour
- 6B trips will depart at X:15 minutes past the hour
- All 6B trips will connect to Route 67 at Briarwood

Route 22 to Pierpont Commons:

- Routing moved to directly serve UM North Campus Research Complex campus
- New bus stop in front of Building 18

Route 65:

- Route name will be changed from “UM-Downtown-Green” to “UM-Plymouth-Greenhills”
- The Eastern end of route will be adjusted to serve Greenhills School area

➔ *No major service changes*

Effective May 4, 2025

Route 4: Washtenaw

- Spring/Summer schedule goes into effect due to school breaks

Route 62:

- Spring/Summer schedule goes into effect due to school breaks

➔ *No major service changes*

Effective August 24, 2025

Route 4: Washtenaw - Local

- Seasonal changes to restore fall/winter schedule.
- Adjust multiple timepoints.
- New 3:43pm inbound trip added to Blake Transit Center.

Route 22: Pontiac – Dhu Varren

- Multiple timepoint adjustments for weekday schedules.

Route 23: Plymouth

- New 9:07am inbound trip added to Blake Transit Center to address overcrowding issues.
- Adjust multiple timepoints.
- Remove evening service to Plymouth Rd Park & Ride lot from inbound trips to improve on-time performance.

Route 28: Pauline

- Adjust multiple timepoints.
- Adjust departure frequencies at Blake Transit Center to every 20 minutes during rush hours to improve rider experience.

Route 30: Jackson Rd

- Adjust multiple timepoints.

Route 32: Miller - Maple

- Adjust routing to reverse loop on south end of route to eliminate a sharp and complicated right turn from Stadium onto Pauline.
- Adjust multiple timepoints.

Route 44: Ecorse - Tyler

- Adjust routing to reverse loop on Harris Rd, Russell St, and Ford Blvd. to help with on-time performance and create opportunities for future bus stop amenities.
- Multiple timepoint adjustments.

Route 62: U-M - State

- Seasonal changes to restore fall/winter schedule.

Route 66: Carpenter - Huron Pkwy

- New 7:07am northbound trip to Green Rd Park & Ride Lot to address overcrowding.
- New 2:58pm southbound trip to Meijer to address overcrowding.

Route 104: Washtenaw Express

- New stops at Washtenaw Ave and Sheridan Dr in both directions.
- Multiple timepoint adjustments.

➔ *No major service changes*

Effective January 25, 2026**Route 62:**

- Remove service from Wolverine Tower parking lots. Buses will stay on State St. to serve a stop south of the Wolverine Tower entrance drive.

➔ *No major service changes*

Effective May 3, 2026**Temporarily Closed: Blake Transit Center & Fourth Ave.**

As of May 3rd, 2026, the Blake Transit Center is temporarily closed for the 4th Ave. Street and Transit Improvements Construction Project. The following routes will temporarily change their Blake Transit Center boarding locations to the Fifth Ave./Washington St. area:

- 5th Ave. between Huron St. and Liberty St:
 - Routes 22, 25, 26, 27, 28, 32, 33, 34, and 104
- Washington St. between 5th Ave. and just east of Division St:
 - Routes 3, 4, 5, 6, 23, 30, and 31

In addition to boarding location changes, the following updates will be made:**Route 4: Washtenaw Local**

- Spring/Summer schedule goes into effect

Route 25: Ann Arbor–Saline Rd.

- Schedule adjustments

Route 26: Scio Church

- Midday frequency increased to every 30 minutes

Route 27: W. Stadium–Oak Valley

- Temporary BTC departure times moved from X:15/X:45 to X:00/X:30

Route 29: Liberty

- Temporarily suspended due to construction in the downtown Ann Arbor area (use Route 26: Scio Church as an alternative)

Route 34: Maple-Dexter

- Temporary BTC departure times moved from X:15/X:45 to X:00/X:30

Route 62: U-M–State

- Spring/Summer schedule goes into effect

Route 66: Carpenter–Huron Pkwy

- Temporarily suspend 2:58 p.m. school trip

Route 104: Washtenaw Express

- Routing and schedule adjustments

➔ *Defined as temporary service changes (less than one year). No major service changes*

Appendix G: Fleet Inventory

AAATA Fleet Inventory 2026

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	461	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD3018B1180072	36
A. Fixed Rt	462	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD301XB1180073	36
A. Fixed Rt	465	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD3015B1180076	36
A. Fixed Rt	466	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD3017B1180077	36
A. Fixed Rt	469	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD3017B1180080	36
A. Fixed Rt	470	GILLIG HYBRID LOW FLOOR 40' 2011	15GGD3019B1180081	36
A. Fixed Rt	471	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3012D1181351	36
A. Fixed Rt	472	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3014D1181352	36
A. Fixed Rt	473	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3016D1181353	36
A. Fixed Rt	474	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3018D1181354	36
A. Fixed Rt	475	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD301XD1181355	36
A. Fixed Rt	476	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3015D1181327	36
A. Fixed Rt	477	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3017D1181328	36
A. Fixed Rt	478	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3019D1181329	36
A. Fixed Rt	479	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3015D1181330	36
A. Fixed Rt	480	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3017D1181331	36

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	481	GILLIG HYBRID LOW FLOOR 40' 2013	15GGD3019D1181332	36
A. Fixed Rt	482	GILLIG LOW FLOOR 40' 2013	15GGD2716D1181322	38
A. Fixed Rt	483	GILLIG LOW FLOOR 40' 2013	15GGD2718D1181323	38
A. Fixed Rt	484	GILLIG LOW FLOOR 40' 2013	15GGD271XD1181324	38
A. Fixed Rt	485	GILLIG LOW FLOOR 40' 2013	15GGD2711D1181325	38
A. Fixed Rt	486	GILLIG LOW FLOOR 40' 2013	15GGD2713D1181326	38
A. Fixed Rt	487	GILLIG LOW FLOOR 35' 2015	15GGB2718F1187129	32
A. Fixed Rt	488	GILLIG LOW FLOOR 35' 2015	15GGB2714F1187130	32
A. Fixed Rt	489	GILLIG LOW FLOOR 35' 2015	15GGB2716F1187131	32
A. Fixed Rt	490	GILLIG LOW FLOOR 35' 2015	15GGB2718F1187132	32
A. Fixed Rt	491	GILLIG LOW FLOOR 40' 2015	15GGD2718F1187125	36
A. Fixed Rt	492	GILLIG LOW FLOOR 40' 2015	15GGD271XF1187126	36
A. Fixed Rt	493	GILLIG LOW FLOOR 40' 2015	15GGD2711F1187127	36
A. Fixed Rt	494	GILLIG LOW FLOOR 40' 2015	15GGD2713F1187128	36
A. Fixed Rt	495	GILLIG LOW FLOOR 40' 2015	15GGD2715F1187115	36
A. Fixed Rt	496	GILLIG LOW FLOOR 40' 2015	15GGD2717F1187116	36
A. Fixed Rt	497	GILLIG LOW FLOOR 40' 2015	15GGD2719F1187117	36
A. Fixed Rt	498	GILLIG LOW FLOOR 35' 2015	15GGB2713F1187118	32
A. Fixed Rt	499	GILLIG LOW FLOOR 35' 2015	15GGB2715F1187119	32

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	500	GILLIG LOW FLOOR 35' 2015	15GGB2711F1187120	32
A. Fixed Rt	501	GILLIG LOW FLOOR 35' 2015	15GGB2713F1187121	32
A. Fixed Rt	502	GILLIG HYBRID LOW FLOOR 40' 2015	15GGD3012F1187122	36
A. Fixed Rt	503	GILLIG HYBRID LOW FLOOR 40' 2015	15GGD3014F1187123	36
A. Fixed Rt	504	GILLIG HYBRID LOW FLOOR 40' 2015	15GGD3016F1187124	36
A. Fixed Rt	505	GILLIG LOW FLOOR 40' 2016	15GGD2717G1187683	36
A. Fixed Rt	506	GILLIG LOW FLOOR 40' 2016	15GGD2719G1187684	36
A. Fixed Rt	507	GILLIG LOW FLOOR 40' 2016	15GGD2710G1187685	36
A. Fixed Rt	508	GILLIG LOW FLOOR 40' 2016	15GGD2712G1187686	36
A. Fixed Rt	509	GILLIG LOW FLOOR 40' 2016	15GGD2714G1187687	36
A. Fixed Rt	510	GILLIG LOW FLOOR 40' 2016	15GGD2716G1187688	36
A. Fixed Rt	511	GILLIG LOW FLOOR 40' 2016	15GGD2718G1187689	36
A. Fixed Rt	512	GILLIG LOW FLOOR 40' 2016	15GGD2714G1187690	36
A. Fixed Rt	513	GILLIG LOW FLOOR 40' 2016	15GGD2716G1187691	36
A. Fixed Rt	514	GILLIG LOW FLOOR 40' 2017	15GGD2716H3187759	36
A. Fixed Rt	515	GILLIG LOW FLOOR 40' 2017	15GGD2712H3187760	36
A. Fixed Rt	516	GILLIG LOW FLOOR 40' 2017	15GGD2714H3187761	36
A. Fixed Rt	517	GILLIG LOW FLOOR 40' 2017	15GGD2716H3187762	36
A. Fixed Rt	518	GILLIG LOW FLOOR 40' 2017	15GGD2718H3187763	36

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	519	GILLIG LOW FLOOR 40' 2017	15GGD271XH3187764	36
A. Fixed Rt	520	GILLIG LOW FLOOR 40' 2017	15GGD2711H3187765	36
A. Fixed Rt	523	GILLIG HYBRID LOW FLOOR 40' 2017	15GGD3017H3187768	36
A. Fixed Rt	524	GILLIG HYBRID LOW FLOOR 40' 2017	15GGD3019H3187769	36
A. Fixed Rt	525	GILLIG HYBRID LOW FLOOR 40' 2017	15GGD3015H3187770	36
A. Fixed Rt	521	GILLIG LOW FLOOR 40' 2018	15GGD2716J3187766	36
A. Fixed Rt	522	GILLIG LOW FLOOR 40' 2018	15GGD2718J3187767	36
A. Fixed Rt	526	GILLIG LOW FLOOR 40' 2018	15GGD2715J3190562	36
A. Fixed Rt	527	GILLIG LOW FLOOR 40' 2018	15GGD2717J3190563	36
A. Fixed Rt	528	GILLIG LOW FLOOR 40' 2018	15GGD2710J3192591	36
A. Fixed Rt	529	GILLIG LOW FLOOR 40' 2018	15GGD2712J3192592	36
A. Fixed Rt	1930	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193771	36
A. Fixed Rt	1931	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193772	36
A. Fixed Rt	1932	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193773	36
A. Fixed Rt	1933	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193774	36
A. Fixed Rt	1934	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193775	36
A. Fixed Rt	1935	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193776	36
A. Fixed Rt	1936	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193777	36
A. Fixed Rt	1937	GILLIG LOW FLOOR 40' 2019	15GGD2715K3193778	36

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	2000	NOVB LFS-40 Bus	4RKYL82J9L9777669	36
A. Fixed Rt	2001	NOVB LFS-40 Bus	4RKYL82J1M9777893	36
A. Fixed Rt	2002	NOVB LFS-40 Bus	4RKYL82J3M9777894	36
A. Fixed Rt	2003	NOVB LFS-40 Bus	4RKYL82J5M9777895	36
A. Fixed Rt	2004	NOVB LFS-40 Bus	4RKYL82J7M9777896	36
A. Fixed Rt	2005	NOVB LFS-40 Bus	4RKYL82J9M9777897	36
A. Fixed Rt	2006	NOVB LFS-40 Bus	4RKYL82J0M9777898	36
A. Fixed Rt	2007	NOVB LFS-40 Bus	4RKYL82J2M9777899	36
A. Fixed Rt	538	NOVB LFS-40 Bus	4RKYL82JXN9778509	36
A. Fixed Rt	539	NOVB LFS-40 Bus	4RKYL82J6N9778510	36
A. Fixed Rt	540	NOVB LFS-40 Bus	4RKYL82J8N9778511	36
A. Fixed Rt	541	NOVB LFS-40 Bus	4RKYL82JXN9778512	36
A. Fixed Rt	542	NOVB LFS-40 Bus	4RKYL82J1N9778513	36
A. Fixed Rt	543	NOVB LFS-40 Bus	4RKYL82J3N9778514	36
A. Fixed Rt	544	NOVB LFS-40 Bus	4RKYL82J5N9778515	36
A. Fixed Rt	545	NOVB LFS-40 Bus	4RKYL82J7N9778516	36
A. Fixed Rt	546	GILLIG Low Floor 40' Bus	15GGD2718R3201436	37
A. Fixed Rt	547	GILLIG Low Floor 40' Bus	15GGD271XR3201437	37
A. Fixed Rt	548	GILLIG Low Floor 40' Bus	15GGD2711R3201438	37

Mode	Vehicle #	Model & Manufacturer	VIN	Seats
A. Fixed Rt	549	GILLIG Low Floor 40' Bus	15GGD2713R3201439	37
A. Fixed Rt	550	GILLIG Low Floor 40' Bus	15GGD271XR3201440	37
A. Fixed Rt	551	GILLIG Low Floor 40' Bus	15GGD2711R3201441	37
A. Fixed Rt	552	GILLIG Low Floor 40' Bus	15GGD2715R3201443	37
A. Fixed Rt	553	GILLIG Low Floor 40' Bus	15GGD2713R3201442	37
A. Fixed Rt	554	GILLIG Low Floor 40' Bus	15GGD2717R3201444	37
A. Fixed Rt	555	GILLIG Low Floor 40' Bus	15GGD2719R3201445	37
A. Fixed Rt	556	GILLIG Low Floor 40' Bus	15GGD2710R3201446	37
A. Fixed Rt	557	GILLIG Low Floor 40' Bus	15GGD2717S3202924	37
A. Fixed Rt	558	GILLIG Low Floor 40' Bus	15GGD2719S3202925	37
A. Fixed Rt	559	GILLIG Low Floor 40' Bus	15GGD2710S3202926	37
A. Fixed Rt	560	GILLIG Low Floor 40' Bus	15GGD2712S3202927	37
A. Fixed Rt	561	GILLIG Low Floor 40' Bus	15GGD2714S3202928	37
A. Fixed Rt	562	GILLIG Low Floor 40' Bus	15GGD2716S3202929	37
A. Fixed Rt	563	GILLIG Low Floor 40' Bus	15GGD2712S3202930	37
A. Fixed Rt	564	GILLIG Low Floor 40' Bus	15GGD2714S3202931	37