A BRIGHTER FUTURE ONBOARD
2014: Later Weekday Hours; New Routes; New Weekend Service; Expanded A-Ride Service

2015: Later Weekend Hours; New Routes; New Sunday Service; Expanded A-Ride Service

2016: More Frequent Service; New Routes with More Direct Service

2017: FlexRide Pilot Service – Ypsilanti Township

2018: Express Service between Ypsilanti Township and Ann Arbor
RECORD RIDERSHIP

Total Ridership: 6,879,996
including Fixed-Route, NightRide, AirRide, A-Ride, Senior GoldRide, Express Routes

Fixed route ridership from FY 2016 to FY 2017 
Up 5%

Demand response ridership from FY 2016 to FY 2017 
Up 3%
"I enjoy the independence that I have being able to ride the bus and am happy with the expanded routes and times."
– Kathleen

"The new Sunday service in Ypsilanti makes it so I can work."
– Wayne

"Routes 28B, 30 and 29 give me three convenient ways to get home from WCC."
– Daniel

"I ride the bus at night and early mornings and I like the later weekend service."
– Nicole

"I live in Ypsilanti and work in Ann Arbor. I love taking the bus because parking is so hard in Ann Arbor."
– Erica
MAKING A DIFFERENCE

CUSTOMER SATISFACTION

88% Satisfied with driver courtesy
83% Satisfied with cleanliness of buses
84% Satisfied with quality of service information
84% Satisfied with conditions of bus stops

ENVIRONMENTAL RESPONSIBILITY

81% TheRide helps control air pollution
76% TheRide is mitigating climate change

AFFORDABILITY

82% More transit creates access to more affordable housing options
72% TheRide provides a good alternative to owning a car

Sources: Onboard and Community Surveys
MAKING A DIFFERENCE

ACCESSIBILITY
98% Agree providing transit for seniors and people with disabilities is important

ECONOMIC IMPACT
81% Agree New service make it easier to get to jobs
82% TheRide helps our economy
65% Riders use bus to get to work and shopping

Sources: Onboard and Community Surveys
Keeping our promises / Budget conscious

- Tightened and balanced budget
- Clean audits
- No unfunded liabilities
- No long-term debt
- Award winning budget
Millage Renewal Passed

- August 7, 2018
- Renews & Restores 0.7 mills
- Supports expanded services
- Does not increase tax rate

approved by voters in 2014