

**A
BRIGHTER
FUTURE
ONBOARD**



KEEPING OUR PROMISES



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



Fixed route ridership
from FY 2016 to FY 2017



Demand response ridership
from FY 2016 to FY 2017

MAKING A DIFFERENCE



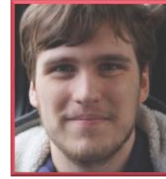
“I enjoy the independence that I have being able to ride the bus and am happy with the expanded routes and times.”

– 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

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

KEEPING OUR PROMISES / BUDGET CONSCIOUS



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

KEEPING OUR PROMISES

Millage Renewal **Passed**



- August 7, 2018
- Renews & Restores 0.7 mills
- Supports expanded services
- Does not increase tax rate approved by voters in 2014



Ann Arbor Area Transportation Authority
Dawn Gabay Operations Center
2700 S. Industrial Hwy. | Ann Arbor, MI 48104

TheRide.org / TheRideYourWay.org