



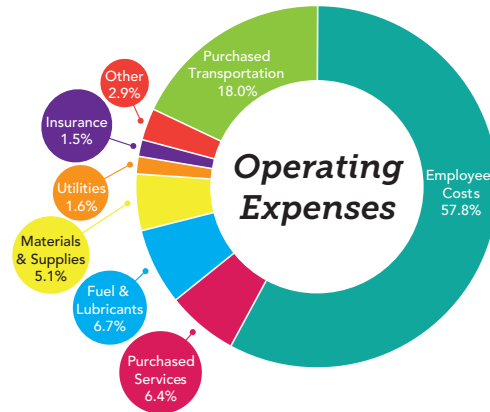
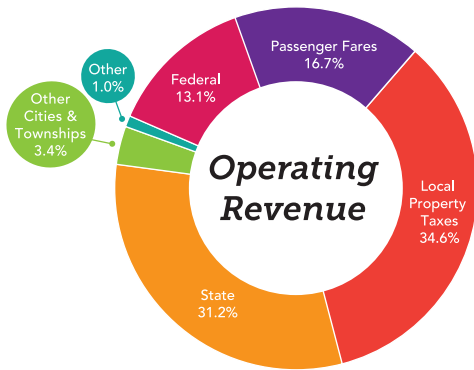
# Our way of life

TheRide Community Report, Spring 2016



## Financials – Fiscal Year 2015

For full audited report, visit [TheRideCitizenReport.org](http://TheRideCitizenReport.org)



## Performance Star – Fiscal Year 2015

### Benefits Riders & Community

**87%** rider satisfaction

### Safe

**86%** rider satisfaction with personal safety

### Accessible

**100%** fixed-route buses contain accessibility features for people with disabilities

**6,604,309** total ridership

### Environmentally Responsible

**100%** buses use biodiesel fuel

**72%** buses are hybrid-electric or low-emission conventional diesel

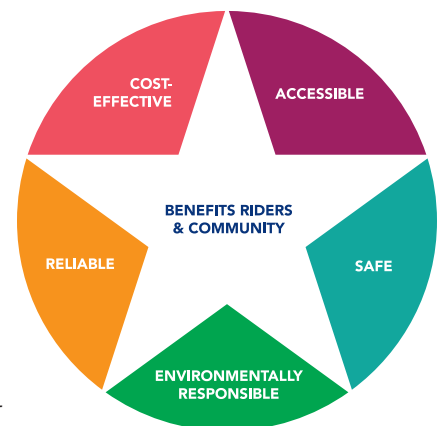
### Reliable

**100%** scheduled local fixed-route trips completed

**89%** on-time performance

### Cost-Effective

**\$4.11** operating costs per passenger trip



# Service Improvements








Following the successful passage of the Public Transportation millage in 2014, we began implementing our Five-Year Transit Improvement Program. Below is a review of Phase 1 and Phase 2 of the improvements.

## Review of Improvements

### Phase 1, Aug. 2014







-  Later Weekday and Saturday Service
-  New Sunday Service
-  New Route 46
-  Expanded A-Ride Service

### Phase 2, Aug. 2015

-  New Sunday Service on Ypsilanti Local Routes
-  Extended Service on Route 6
-  Increased Frequency on Route 46
-  More Frequent Service on Route 2C
-  New Route 67 Platt-MI Ave
-  Later Saturday and Sunday Service
-  Later Hours for A-Ride on Weekends



## Phase 3 – Service Improvements

-  More Routes
-  More Direct Routes in Ann Arbor and Ypsilanti
-  New Route Names and Numbers
-  More Frequent Service
-  Expanded ARide Service
-  New Service in Scio Township

# NEW ROUTE NUMBERS – May 2016

The May 2016 service expansion will be the biggest in TheRide’s history, creating more ways to connect with jobs, school, appointments, shopping, and family and friends. With these improvements come new route names and numbers to make it easier to understand and for us to serve you better.

Routes through April 30, 2016	Starting May 1, 2016 your new route(s) will be:
1	22 Pontiac - DhuVaren
1U	63 U-M Campus - Pontiac Trail
2A	23 Plymouth
2B	
2C	65 U-M/Downtown - Green Connector
3	3 Huron River
4	4 Washtenaw (no change)
5	5 Packard (no change)
6	6 Ellsworth (no change)
7	24 S. Main - East
8	28 Pauline
9	30 Jackson
	31 Dexter

Routes through April 30, 2016	Starting May 1, 2016 your new route(s) will be:
	42 Forest - MacArthur
10	43 E. Michigan Ave
	43 E. Michigan Ave
11	45 Grove
	47 Harriet - W. Michigan
	29 Liberty
12	32 Miller- Maple
13	33 Newport
14	64 Geddes - E. Stadium
15	26 Scio Church
	27 W. Stadium - Oak Valley
16	25 Ann Arbor - Saline Rd
17	21 Amtrak - Depot St

Routes through April 30, 2016	Starting May 1, 2016 your new route(s) will be:
18	32 Miller - Maple
	44 Ecorse - Tyler
20	45 Grove
	68 Harris - Ford
22	66 Carpenter - Huron Pkwy
33	41 EMU College of Business Shuttle
36	62 U-M Campus - State St
46	46 Huron - Textile (no change)
67	67 Platt - Michigan Ave (no change)
609	61 U-M Campus - Miller Rd
710	91 ExpressRide - Chelsea
711	92 ExpressRide - Canton
787	98 AirRide

Let us help you get ready!

Visit: [TheRideYourWay.org](http://TheRideYourWay.org)

Email: [AskUs@TheRide.org](mailto:AskUs@TheRide.org) (use the subject line: "May 2016")

Call: 734-996-0400

## Find Out What People Are Saying



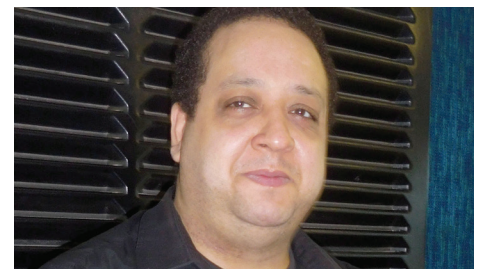
"The bus is my only transportation. I get to use the new Sunday service to go to Strong Tower Ministries every Sunday with the new Sunday bus service. They drop me off right at the door and I really like the new service."

**Lolita Stevens**  
YPSILANTI



"The new Sunday service in Ypsilanti makes it so I can work on Sundays, I couldn't do that before. I use a lot of the later night and weekend service to get to work and back home. The bus always gets me there on time."

**Wayne Rankin**  
YPSILANTI



"The later bus service is really useful because I work late hours in downtown Ann Arbor."

**Patrick Scott**  
YPSILANTI

## Family of Services



Local fixed-route bus service.  
**6,327,729 Rides**



Public transit service between Ann Arbor and Detroit Metropolitan Airport. **80,350 Rides**



Shared-ride public transportation service available to eligible individuals whose disabilities prevent them from riding the regular fixed-route bus service. **116,231 Rides**



Shared-ride, public transportation service provided for individuals 65 years of age or older.  
**14,773 Rides**



Mobility management service that coordinates transportation for eligible individuals. **19,515 Rides**



Free ride matching service for carpools and vanpools.  
**76 Carpools Formed**



Shared ride service for workers commuting into Washtenaw County.  
**474 Riders**



Express commuter bus service to/from various locations. **34,245 Rides**



Late-night and early-morning shared-ride taxi service. **31,043 Rides**



Park free all day at one of our Park&Ride lots and catch one of our many routes to your final destination.  
**837 parking spaces used per day**



## TheRide Your Way: Continuing to Improve the Ways You Connect

2015 was a big year filled with exciting new transit improvements for the Ann Arbor-Ypsilanti area! In August, we rolled

out more service improvements that were approved by voters in 2014. We are proud to say that this included expanded service on Saturdays and Sundays in Ann Arbor, Ypsilanti, and Pittsfield Township, and for seniors and people with disabilities on our ARide service. We are happy to say that we have seen an increase in ridership on all of these new services.

Thanks to your helpful input, we're about to deliver the biggest service improvement in TheRide's history, creating more ways to connect with jobs, school, appointments, shopping, and family and friends. Starting May 1, there will be new Ann Arbor and

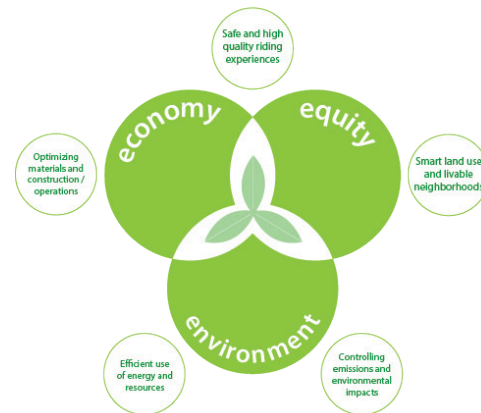
Ypsilanti local routes and expanded service in Pittsfield and Scio Townships, along with expanded A-Ride service for seniors and riders with disabilities.

Over the next few months, we will be replacing our older technology on our buses with a new system to better meet the needs of our riders; improving the tools that help you track buses in real time, plan your trips, and access important information. We will also continue to make improvements to our website, TheRide.org, to make it more accessible and reliable.

We are very excited about the big improvements coming May 1, 2016. To find out more, visit TheRideYourWay.org. Thank you for your continued support and ridership. We're looking forward to continuing to serve you with even more and better service ahead.

Sincerely,  
Matt Carpenter  
CEO, TheRide

## Sustainability



Transit service provides affordable mobility, reduces greenhouse gases, improves air quality, facilitates smart land use, and saves energy. For instance, a rider who has chosen to leave his or her car at home offsets over four million kilograms of CO<sub>2</sub>e annually by using TheRide.

Due to the global need to address climate change, TheRide adopted a Sustainability Policy and Plan, setting goals to enhance the sustainability of transit services and the greater community. To date, TheRide has invested in the largest-known proportion of hybrid-electric bus fleet in the nation, eco-conscious facilities, and extensive recycling. As service grows, TheRide will continue to strive to be a good steward of resources, while contributing to the future of the communities it serves. More information about the Plan can be found online at [bit.ly/SustainableRide](http://bit.ly/SustainableRide).

### AAATA BOARD OF DIRECTORS

Eric Mahler, Chair  
Stephen Wade, Secretary  
Eli Cooper, Treasurer  
Jack Bernard  
Michael Allemang  
Sue Gott  
Larry Krieg  
Gillian Ream Gainsley  
Charles Griffith

### Member Communities

City of Ann Arbor  
Christopher Taylor, Mayor  
  
City of Ypsilanti  
Amanda Edmonds, Mayor  
  
Ypsilanti Township  
Brenda Stumbo, Supervisor

### Purchase of Service Communities

Pittsfield Township Board  
Mandy Grewal, Supervisor  
  
Superior Township Board  
Kenneth Schwartz, Supervisor  
  
Scio Township Board  
E. Spaulding Clark, Supervisor