



Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended December 31, 2023

Q1 Service Report

Fixed Route

| Fixed Route Measure | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | Q1 20 - Q1 24 | Q1 21 - Q1 24 | Q1 22 - Q1 24 | Q1 23 - Q1 24 |
|--|-------------|------------|------------|------------|---------------|---------------|---------------|---------------|
| Revenue Miles | 873,224 | | | | 1% | 58% | 1% | 0% |
| Revenue Hours | 67,800 | | | | -19% | 41% | -1% | -2% |
| Operational Cost | \$9,597,310 | | | | 49% | 42% | 1% | 5% |
| Boardings | 1,205,355 | | | | -26% | 266% | 50% | 8% |
| Boardings/Revenue Hour | 17.8 | | | | -8% | 207% | 51% | 10% |
| Cost/Revenue Hour | \$141.55 | | | | 23% | 17% | 2% | 7% |
| Cost/Boarding | \$7.96 | | | | 104% | -62% | -33% | -3% |
| Preventable Accidents Injury/100,000 miles | 1.0 | | | | -48% | 11% | -34% | 1% |
| On-time Performance | 83% | | | | 16% | 8% | NA | NA |
| Percent of Passengers on an On-time Bus | NA | | | | NA | NA | NA | NA |
| Avg Miles Between Road Calls | 28,754 | | | | -24% | -57% | 274% | 21% |
| Average Age of Fleet | 7.52 | | | | 7% | 30% | 14% | 8% |
| Complaints/100,000 Boardings | 1.2 | | | | 78% | -41% | 399% | 98% |
| Compliments/100,000 Boardings | 1.3 | | | | -26% | 11% | 77% | 64% |



Avg Miles Between Road Calls shows a 21% increase in reliability when compared to Q1 of 23



Boardings were up 8% when compared to Q1 of 23



Cost/Boarding for Fixed Route is down 3% compared to Q1 of 23

Boardings Compared

Q1 of 2023 compared to Q1 of 2024 saw an 8% rise in ridership for TheRide

| | |
|-------------------|----------------|
| Boardings Q1 2024 | 9,597,310 |
| Boardings Q1 2023 | 9,124,272 |
| DIFFERENCE | 473,038 |



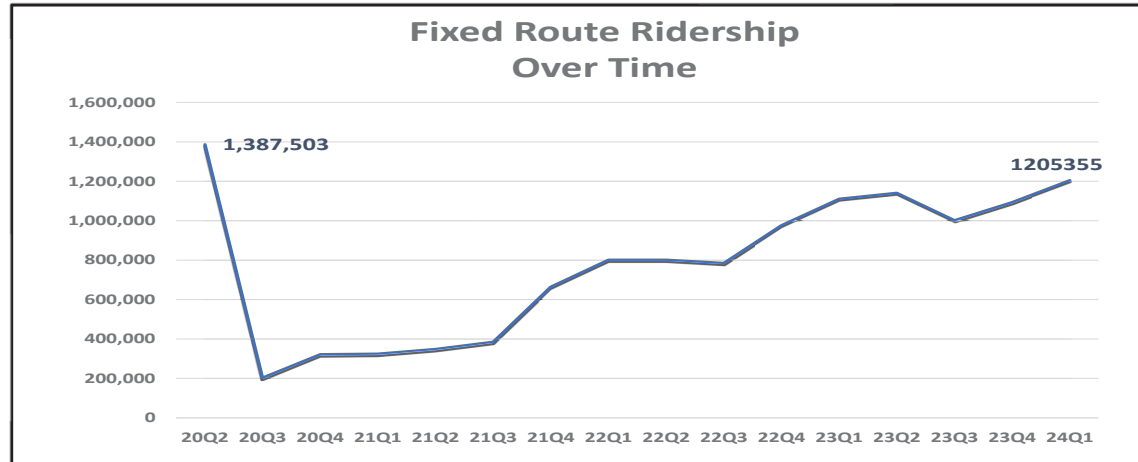
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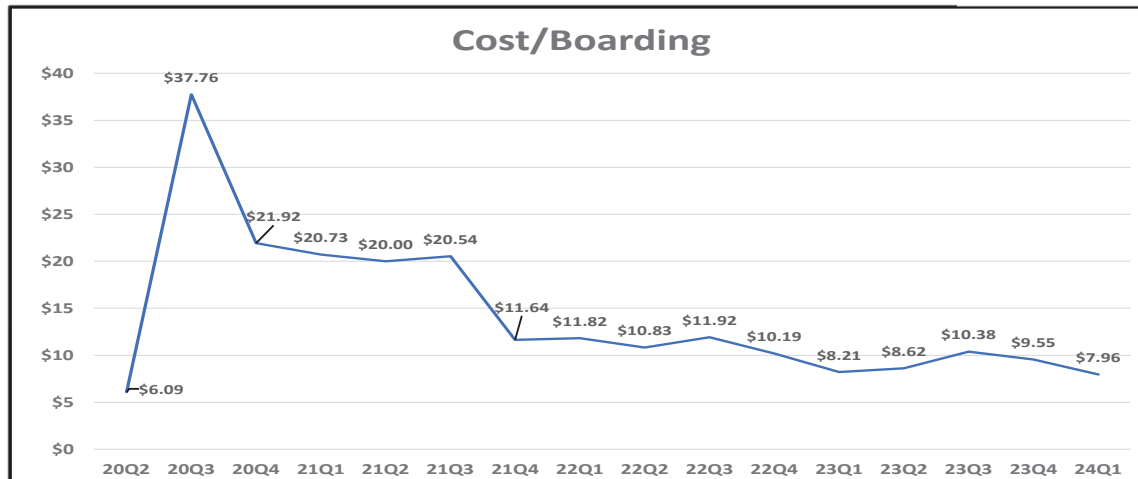
For the Period Ended December 31, 2023

Q1 Service Report

Fixed Route Ridership Comparison



Fixed Route Cost Per Boarding





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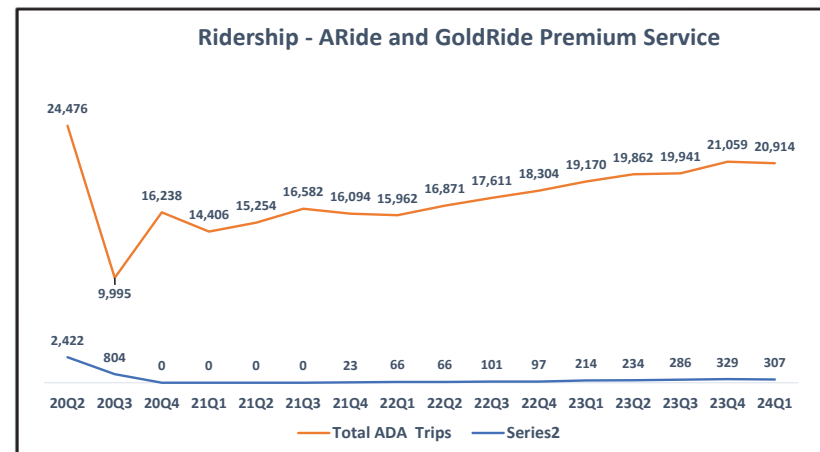
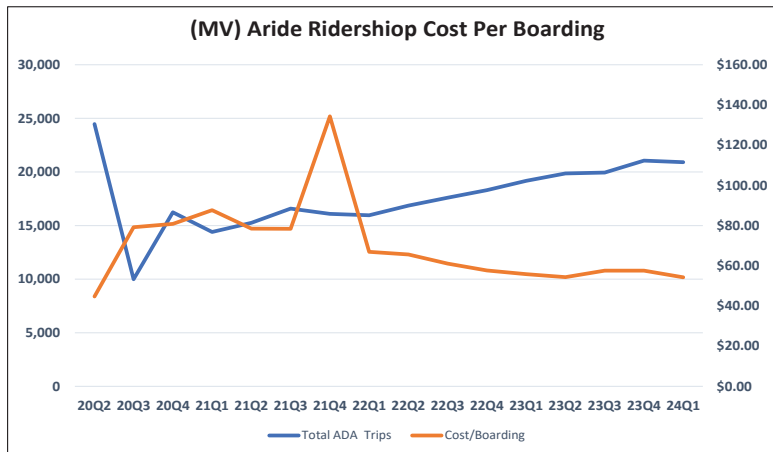
For the Period Ended December 31, 2023

Q1 Service Report

Aride / ParaTransit

| MV - ARide/ParaTransit Measure | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | Q1 20 - Q1 24 | Q1 21 - Q1 24 | Q1 22 - Q1 24 | Q1 23 - Q1 24 |
|--|-------------|------------|------------|------------|---------------|---------------|---------------|---------------|
| Revenue Miles | 177,008 | | | | -9% | 41% | 20% | 1% |
| Revenue Hours | 13401.30 | | | | -31% | 19% | 22% | 12% |
| Operational Cost | \$1,577,640 | | | | 35% | 25% | 48% | 47% |
| Senior Trips | 307 | | | | -89% | #DIV/0! | 365% | 43% |
| Total ADA Trips | 20,914 | | | | -36% | 45% | 31% | 9% |
| Cost/Revenue Hour | \$82.80 | | | | 38% | -26% | -15% | -8% |
| Boardings/Revenue Hour | 1.50 | | | | -10% | 17% | 3% | -7% |
| Cost/Boarding | \$54.27 | | | | 51% | -38% | -19% | -3% |
| Ontime Performance with 30 Minute Service Window | 98% | | | | 2% | 1% | 0% | 2% |
| Complaints/100,000 | 12.0 | | | | NA | -42% | -79% | -62% |
| Compliments/100,000 | 0.00 | | | | NA | -100% | -100% | -100% |
| ADA Service Denials/ADA Boardings | 0 | | | | NA | NA | -100% | -100% |

(MV) Aride Ridership Cost Per Boarding





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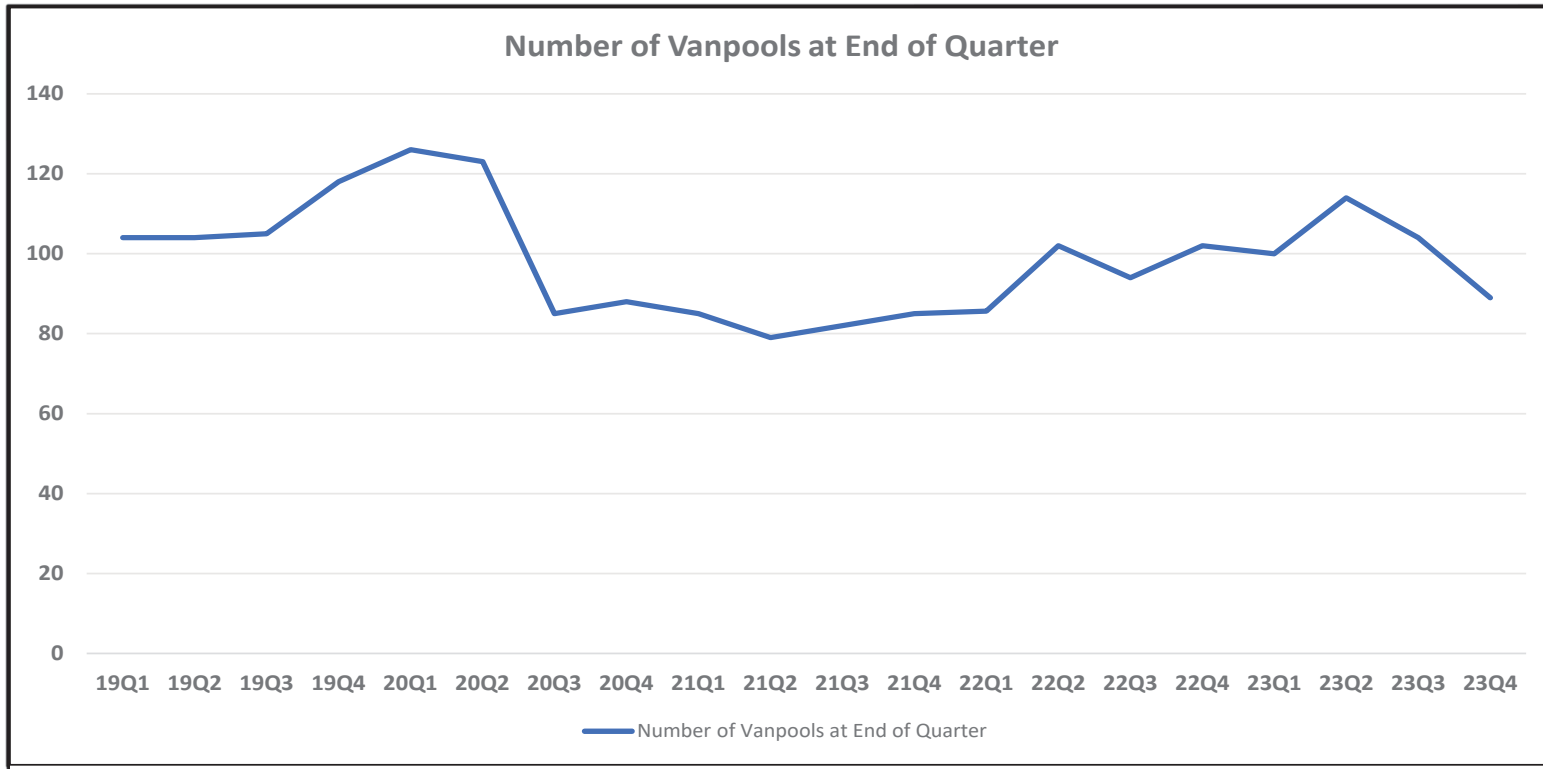
Operations Report

For the Period Ended December 31, 2023

Q1 Service Report

Vanpool

| VanPool Measure | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | Q1 20 - Q1 24 | Q1 21 - Q1 24 | Q1 22 - Q1 24 | Q1 23 - Q1 24 |
|--------------------------------------|-------------------|-------------------|-------------------|-------------------|----------------------|----------------------|----------------------|----------------------|
| Number of Vanpools at End of Quarter | 94 | | | | -25% | 11% | 10% | -6% |
| Number of Rider Trips Taken | 42,590 | | | | -35% | 31% | 22% | 13% |
| Avg Fuel Cost to Rider | \$64.50 | | | | 108% | 108% | 9% | 74% |
| Avg Monthly Rider Miles | 160,701 | | | | 146.03 | 142.36 | 0.19 | 0.04 |
| Federal Subsidy/Rider Trip | \$3.68 | | | | 30% | -11% | 18% | 11% |
| Rider Miles/Gallon | 18.07 | | | | -79% | -75% | -33% | 76% |





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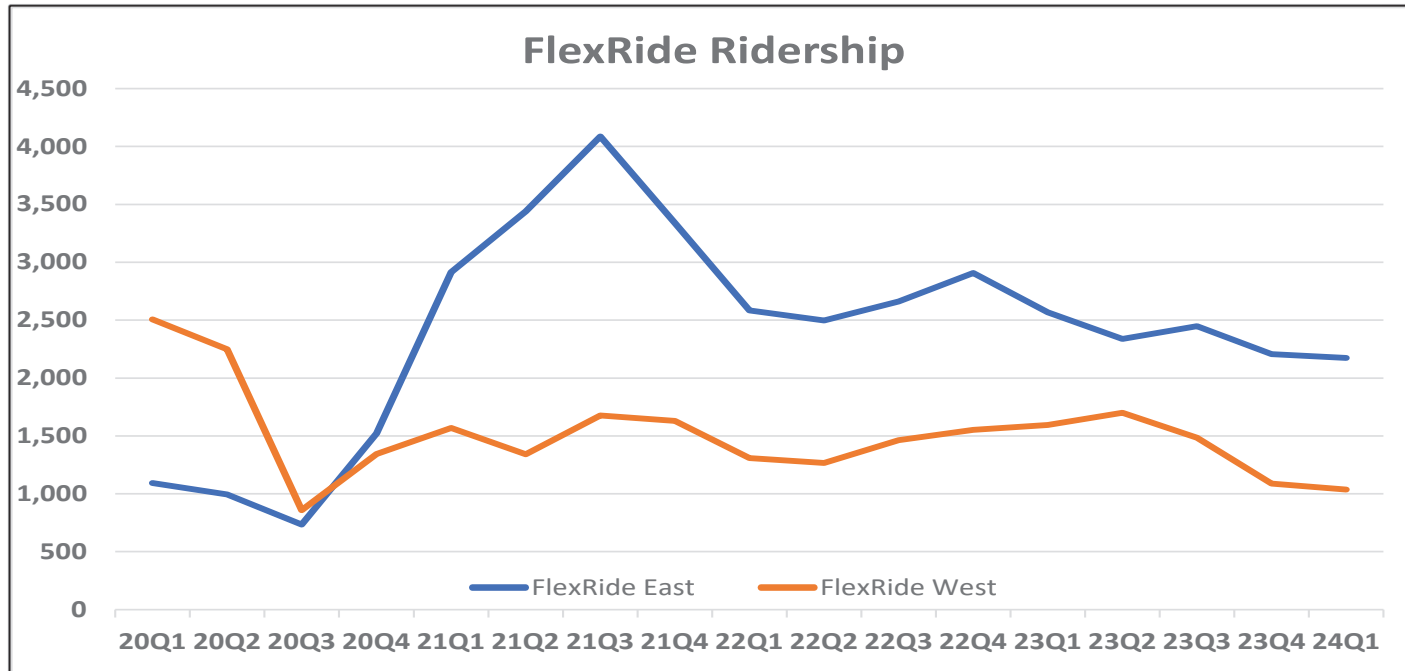
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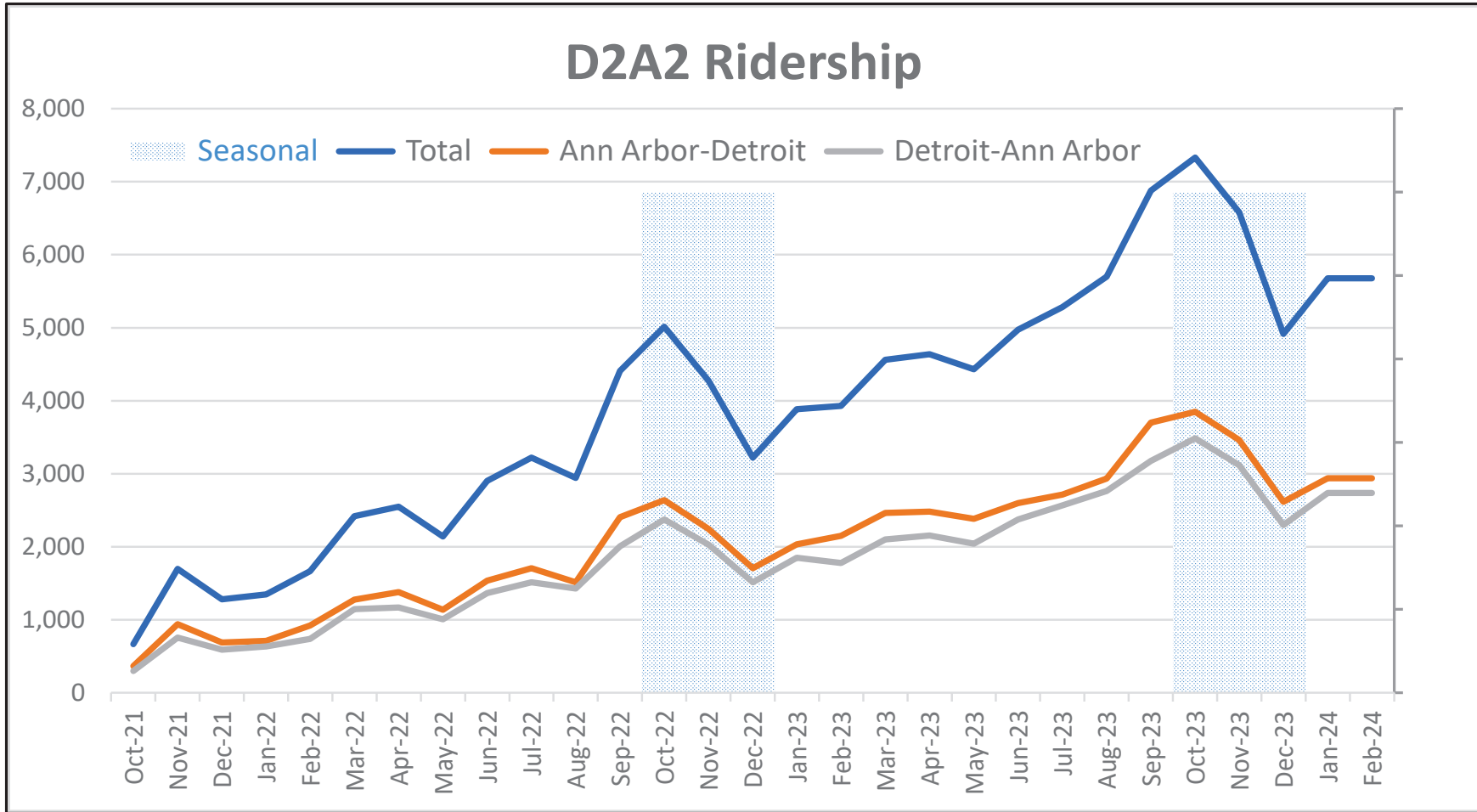
FlexRide

| Golden - FlexRide Measure | FY 2023 Q3 | FY 2023 Q4 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | Q1 20 - Q1 24 | Q1 21 - Q1 24 | Q1 22 - Q1 24 | Q1 23 - Q1 24 |
|-------------------------------|------------|------------|------------|------------|------------|------------|---------------|---------------|---------------|---------------|
| Operational Cost (Contractor) | \$99,050 | \$200,307 | \$217,978 | | | | #DIV/0! | 1% | 41% | -100% |
| Trips - East Service Area | 2,448 | 2,207 | 2,173 | | | | 99% | -25% | -16% | -57% |
| Trips - West Service Area | 1,484 | 1,089 | 1,037 | | | | -59% | -34% | -21% | 57% |
| FlexRide - Late Night | 2729 | 2646 | 2555 | | | | NA | #DIV/0! | #DIV/0! | -100% |
| Cost/Boarding | \$25.19 | \$60.77 | \$67.91 | | | | NA | 41% | 71% | -100% |
| Complaints | 2 | 1 | 3 | | | | | | | |
| Compliments | 0 | 0 | 0 | | | | | | | |
| Denials East | 29 | 9 | 8 | | | | | | | |
| Denials West | 3 | 0 | 0 | | | | | | | |
| Denials Late Night/Holiday | 36 | 34 | 26 | | | | | | | |
| Boardings | 6,661 | 5,942 | 5,765 | | | | | | | |
| Trip Denials | 68 | 43 | 34 | | | | | | | |

Data for Q1 of FY23 is unavailable as it was not requested or measured until Q2 of FY23



D2A2





Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended December 31, 2023

Q1 Service Report

Fixed Route On-Time Performance Trend

