



Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended March 31, 2024

Q2 Service Report

Fixed Route

Fixed Route Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q2 20 - Q2 24	Q2 21 - Q2 24	Q2 22 - Q2 24	Q2 23 - Q2 24
Revenue Miles	873,224	881,700			6%	58%	10%	0%
Revenue Hours	67,800	68,416			-1%	45%	9%	1%
Operational Cost	\$9,597,310	9,388,530			12%	34%	8%	-8%
Boardings	1,205,355	1,201,786			-13%	244%	50%	5%
Boardings/Revenue Hour	17.8	17.6			-12%	128%	38%	4%
Cost/Revenue Hour	\$141.55	\$137.23			13%	-10%	-1%	-9%
Cost/Boarding	\$7.96	\$7.81			29%	-61%	-28%	-13%
Preventable Accidents Injury/100,000 miles	1.0	1.5			NA	-56%	9%	55%
On-time Performance	83%	86%			NA	10%	NA	NA
Percent of Passengers on an On-time Bus	NA	NA			NA	NA	NA	NA
Avg Miles Between Road Calls	28,754	32,862			-12%	-42%	43%	22%
Average Age of Fleet	7.52	8			29%	25%	6%	25%
Complaints/100,000 Boardings	1.2	1.2			4%	-66%	-33%	-35%
Compliments/100,000 Boardings	1.3	3.4			26%	32%	44%	-11%



Avg Miles Between Road Calls shows a 14% increase in reliability when compared to Q1 of '24



On-time Performance compared to Q1 shows a 3% increase



Complaints per 100,000 Boardings for Fixed Route is down 35% compared to Q2 of '23

Boardings Compared

Q2 of 2024 compared to Q2 of 2023 saw a 5% rise in ridership for TheRide

Boardings Q2 2024	1,201,786
Boardings Q2 2023	1,151,926
DIFFERENCE	49,860



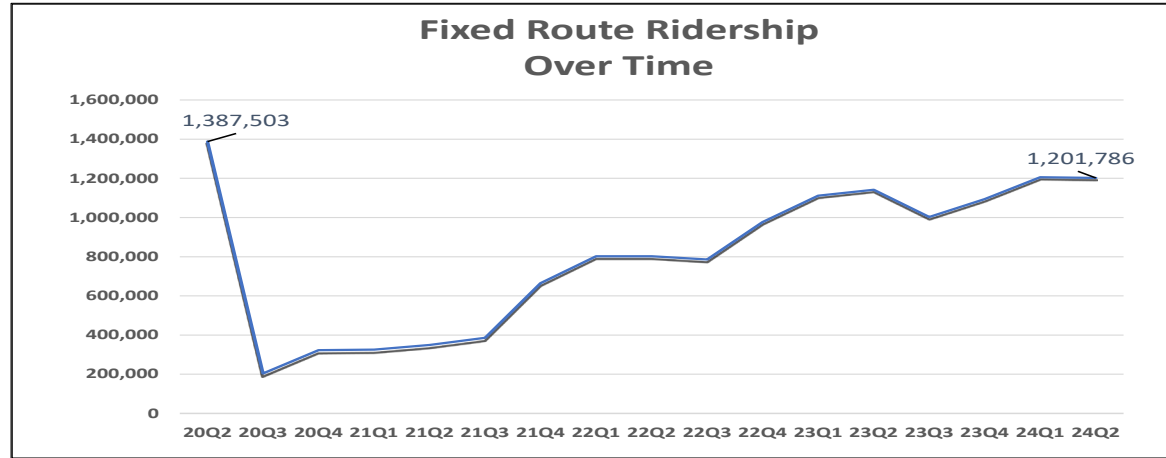
Ann Arbor Area Transportation Authority

Operations Report

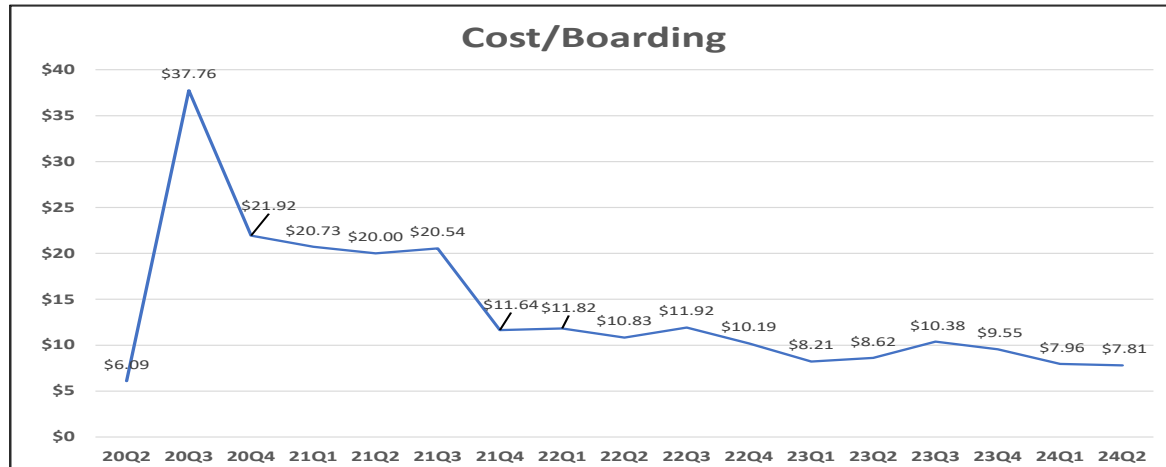
For the Period Ended March 31, 2024

Q2 Service Report

Fixed Route Ridership Comparison



Fixed Route Cost Per Boarding





Ann Arbor Area Transportation Authority

Operations Report

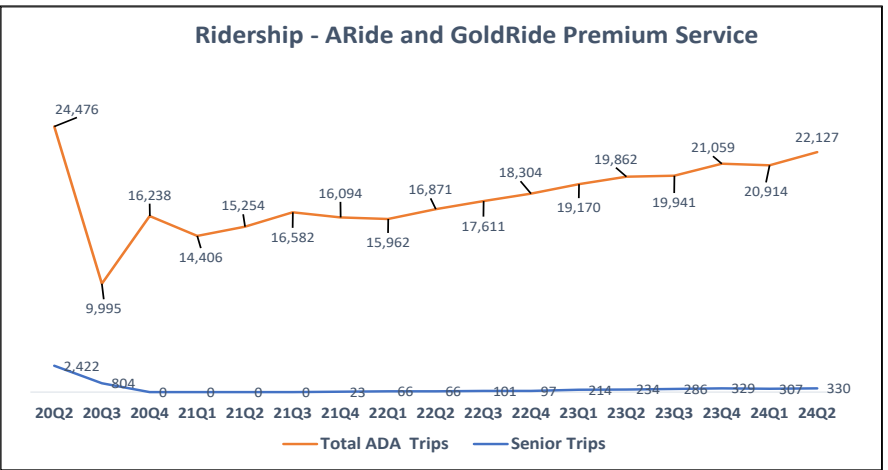
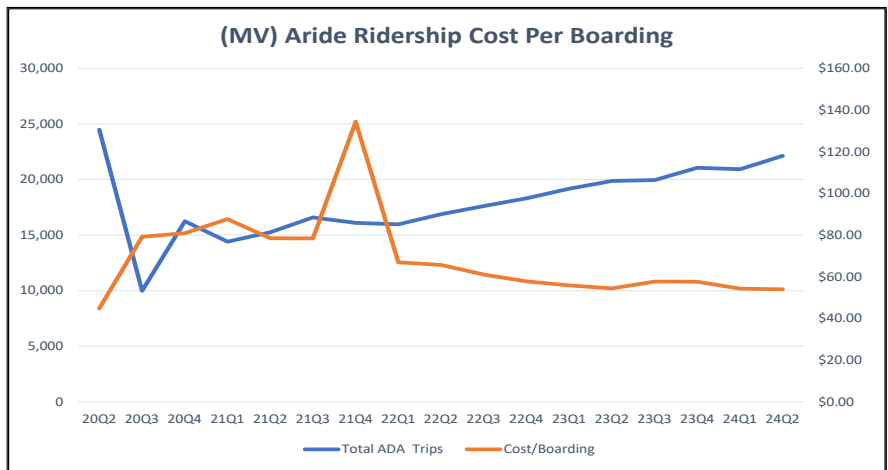
For the Period Ended March 31, 2024

Q2 Service Report

(MV) Aride / ParaTransit

MV - ARide/ParaTransit Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q2 20 - Q2 24	Q2 21 - Q2 24	Q2 22 - Q2 24	Q2 23 - Q2 24
Revenue Miles	177,008	198,620.00			22%	66%	26%	9%
Revenue Hours	13401.30	13,916.20			-29%	45%	25%	14%
Operational Cost	\$1,577,640	\$1,193,382			9%	0%	8%	-44%
Senior Trips	307	330			-86%	NA	400%	41%
Total ADA Trips	20,914	22,127			-10%	45%	31%	11%
Cost/Revenue Hour	\$82.80	\$85.75			54%	-31%	-14%	-50%
Boardings/Revenue Hour	1.50	1.61			30%	1%	6%	-2%
Cost/Boarding	\$54.27	\$53.93			20%	-31%	-18%	-1%
Ontime Performance with 30 Minute Service Window	98%	98%			2%	1%	1%	3%
Complaints/100,000	12.0	11			817%	180%	-83%	-87%
Compliments/100,000	0.00	2			NA	-98%	-97%	-98%
ADA Service Denials/ADA Boardings	0	0			-100%	NA	-100%	-100%

(MV) Aride Ridership Cost Per Boarding





Ann Arbor Area Transportation Authority

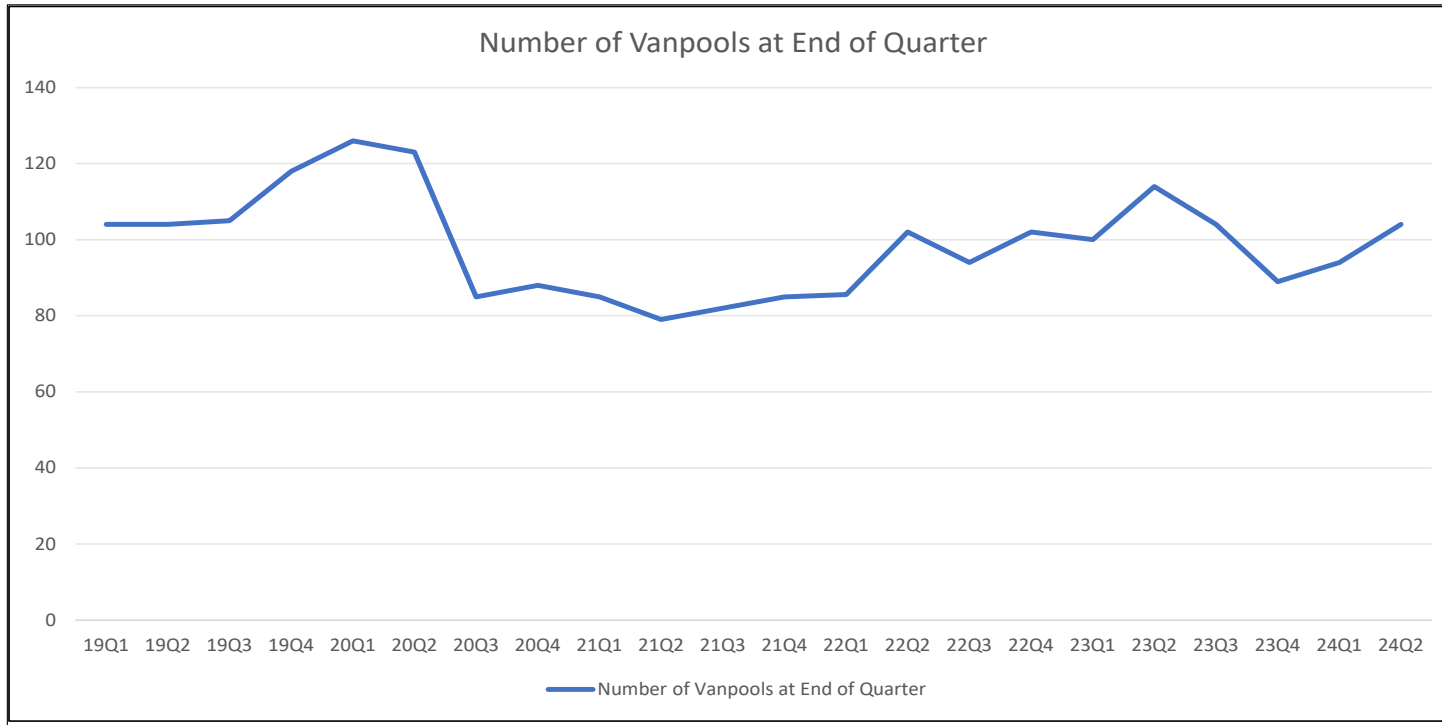
Operations Report

For the Period Ended March 31, 2024

Q2 Service Report

Vanpool

VanPool Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q2 20 - Q2 24	Q2 21 - Q2 24	Q2 22 - Q2 24	Q2 23 - Q2 24
Number of Vanpools at End of Quarter	94	104			-15%	32%	2%	-9%
Number of Rider Trips Taken	42,590	46,860			-27%	35%	32%	17%
Avg Fuel Cost to Rider	\$64.50	\$58.87			111%	46%	-9%	-4%
Avg Monthly Rider Miles	160,701	178,106			16639%	13675%	25%	17%
Federal Subsidy/Rider Trip	\$3.68	\$3.58			17%	-7%	-23%	-10%
Rider Miles/Gallon	18.07	27.24			-69%	-66%	49%	8%





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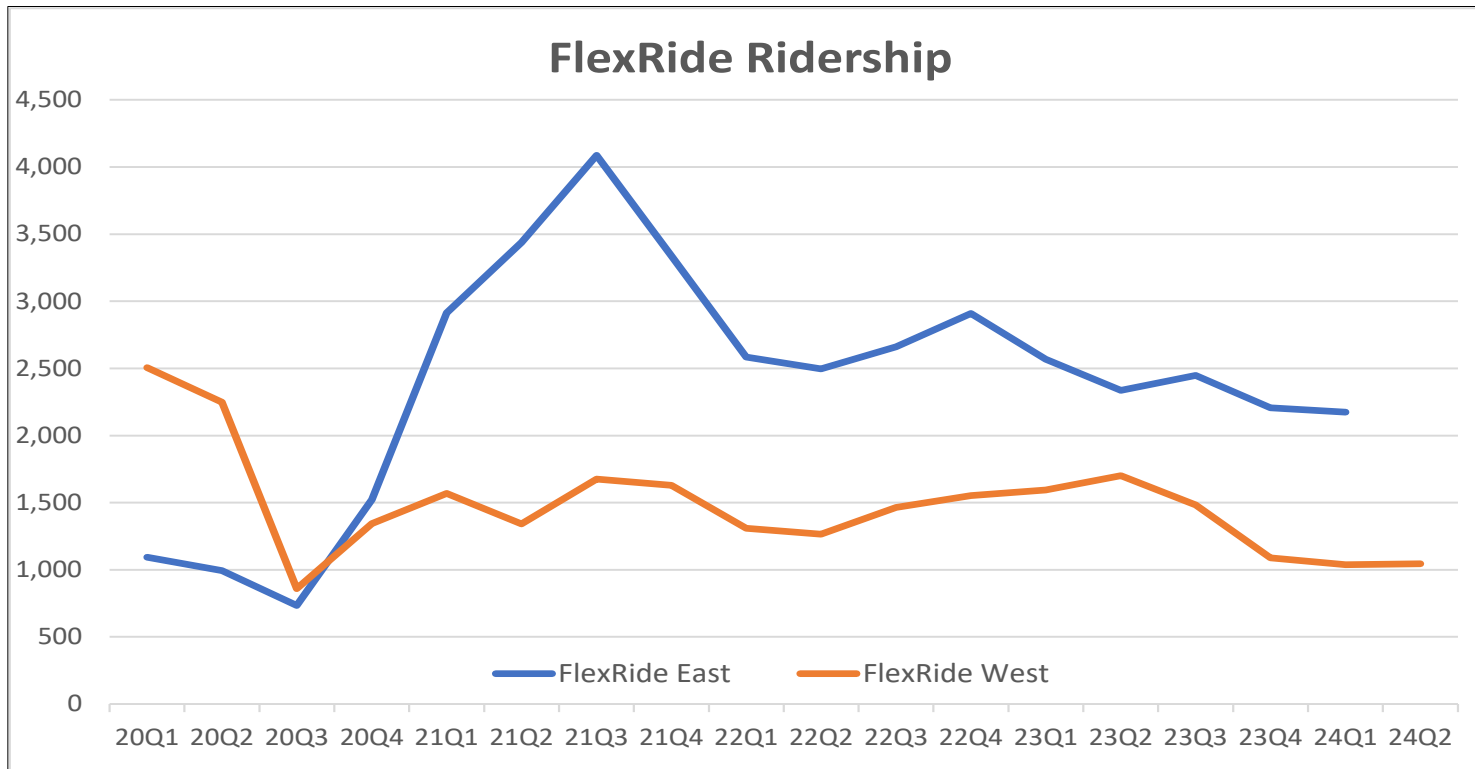
For the Period Ended March 31, 2024

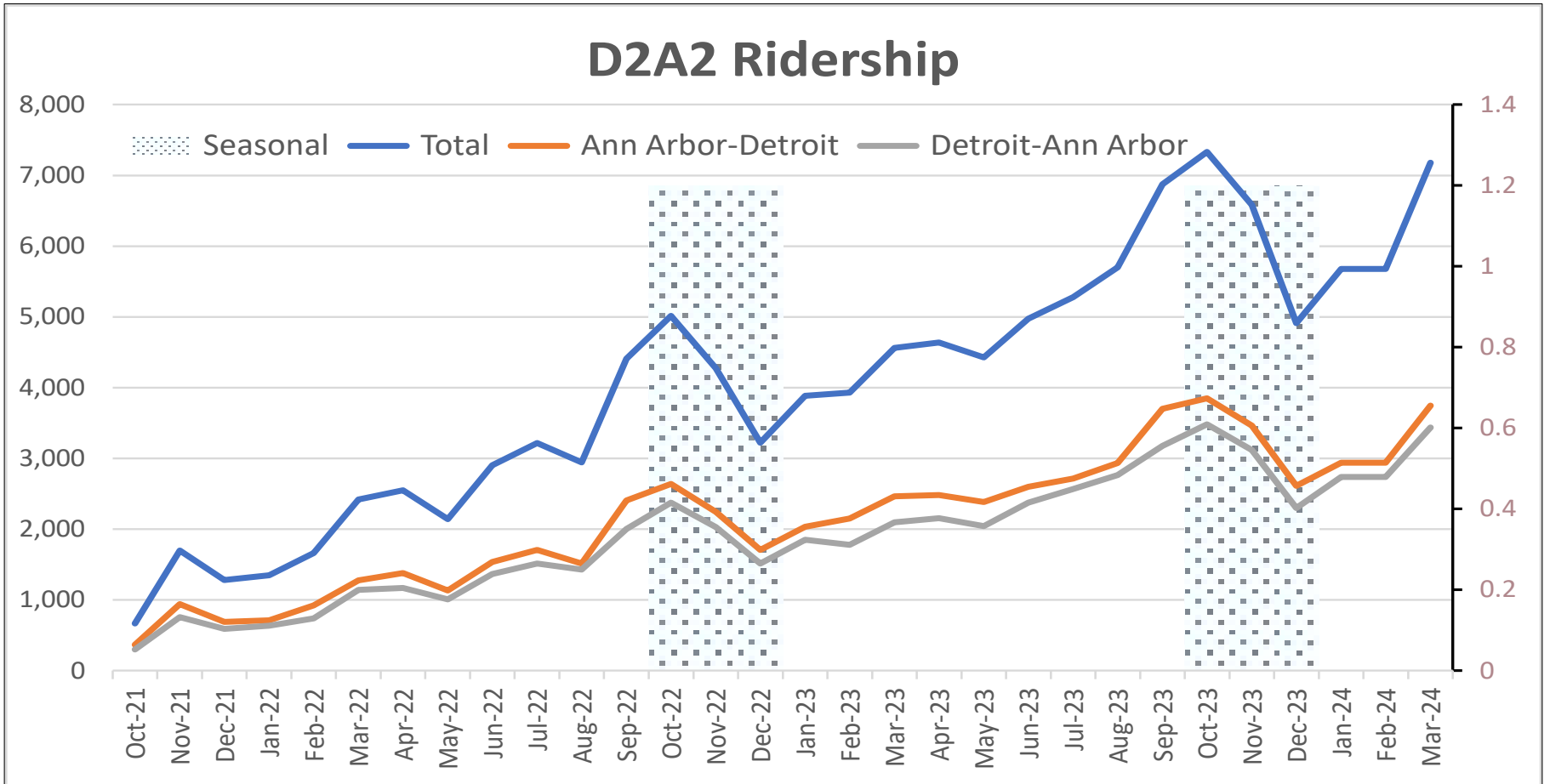
Q2 Service Report

FlexRide

Golden - FlexRide	FY 2024	FY 2024	FY 2024	FY 2024	Q2 20 -	Q2 21 -	Q2 22 -	Q2 23 -
Measure	Q1	Q2	Q3	Q4	Q2 24	Q2 24	Q2 24	Q2 24
Operational Cost (Contractor)	\$217,978	\$159,079			91%	-9%	-55%	-9%
Trips - East Service Area	2,173	2,219			123%	-35%	-5%	-35%
Trips - West Service Area	1,037	1,045			-54%	-22%	-39%	-22%
FlexRide - Late Night	2,555	2,490			NA	NA	-10%	NA
Cost/Boarding	\$67.91	\$48.74			89%	34%	-44%	34%
Complaints	3	1			NA	NA	NA	NA
Compliments	0	0			NA	NA	NA	NA
Denials East	8	8			NA	NA	-27%	-27%
Denials West	0	5			NA	NA	-17%	-17%
Denials Late Night/Holiday	26	24			NA	NA	14%	14%
Boardings	5,765	5,754			NA	NA	-15%	-15%
Trip Denials	34	32			NA	NA	-16%	-16%

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



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For the Period Ended March 31, 2024

Q2 Service Report

Fixed Route On-Time Performance Trend

