

1. When do the service updates start?

- a. TheRide's service updates begin on Sunday, August 25.

2. What are the service changes?

- a. Most bus routes will have:
 - i. Extended weekday and weekend service hours
 - ii. More frequent weekend service
- b. Many routes will have minor service adjustments and timepoints will be adjusted
- c. NEW Route 67 will replace Route 24
- d. Route 6 will have new route variations to help support Route 67
 - i. 6B will serve Blake Transit Center to Briarwood Mall.
- e. FlexRide Late Night and Holiday will have expanded locations and greater booking capacity.

3. Why are some routes changing for the season?

- a. When local schools and colleges return from their summer break, routes that heavily serve students return to their regular frequencies in response to higher ridership. In the summers, those routes have reduced service to accommodate the lower ridership.

4. Why are some timepoints changing?

- a. Timepoints are changing to improve on-time performance and rider experience.

5. Why is TheRide increasing service and frequency?

- a. In August 2022, TheRide's millage was approved by voters. Though approved in 2022, monies were not available to put service into effect until August 2024. This millage, which was a part of TheRide's Long-Range Plan allows for increased service and frequency of service.

6. What is changing with FlexRide Night and Holiday?

- a. FlexRide Night and Holiday service is increasing its service locations. In addition, TheRide is working with a new partner to provide this service which will allow for greater booking capacity.

7. Is TheRide looking to expand service to other places?

- a. Services to a few locations outside of TheRide's service area are being explored, but there are no plans at this time.