



Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended June 30, 2024

Fixed Route

Fixed Route Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q3 20 - Q3 24	Q3 21 - Q3 24	Q3 22 - Q3 24	Q3 23 - Q3 24
Revenue Miles	873,224	881,700	898,466		177%	55%	14%	3%
Revenue Hours	67,800	68,416	68,600		29%	33%	11%	3%
Operational Cost	\$9,597,310	\$9,388,530	\$10,357,970		43%	31%	11%	0%
Boardings	1,205,355	1,201,786	1,090,795		432%	183%	39%	9%
Boardings/Revenue Hour	17.8	17.6	15.9		340%	113%	25%	6%
Cost/Revenue Hour	\$141.55	\$137.23	\$150.99		11%	-2%	0%	-3%
Cost/Boarding	\$7.96	\$7.81	\$9.50		-73%	-54%	-20%	-9%
Preventable Accidents Injury/100,000 miles	1.0	1.5	1.1		-50%	-61%	-27%	-8%
On-time Performance	83%	86%	82%		NA	6%	NA	2%
Percent of Passengers on an On-time Bus	NA	NA	NA		NA	NA	NA	NA
Avg Miles Between Road Calls	28,754	32,862	23,751		-72%	-78%	16%	-24%
Average Age of Fleet	7.52	8	7.2		18%	13%	-5%	-10%
Complaints/100,000 Boardings	1.2	1.2	1.0		-70%	-22%	-21%	-61%
Compliments/100,000 Boardings	1.3	3.4	1.6		-85%	-54%	-23%	-22%



Avg Age of Fleet shows a 10% decrease



Revenue Miles compared to Q3 of '24 shows a 3% increase



Complaints per 100,000 Boardings for Fixed Route is down 61% compared to Q3 of '24

Boardings Compared

Q3 of 2024 compared to Q3 of 2023 saw a 9% rise in ridership for TheRide

Boardings Q3 2024	1,090,795
Boardings Q3 2023	1,002,837
DIFFERENCE	87,958

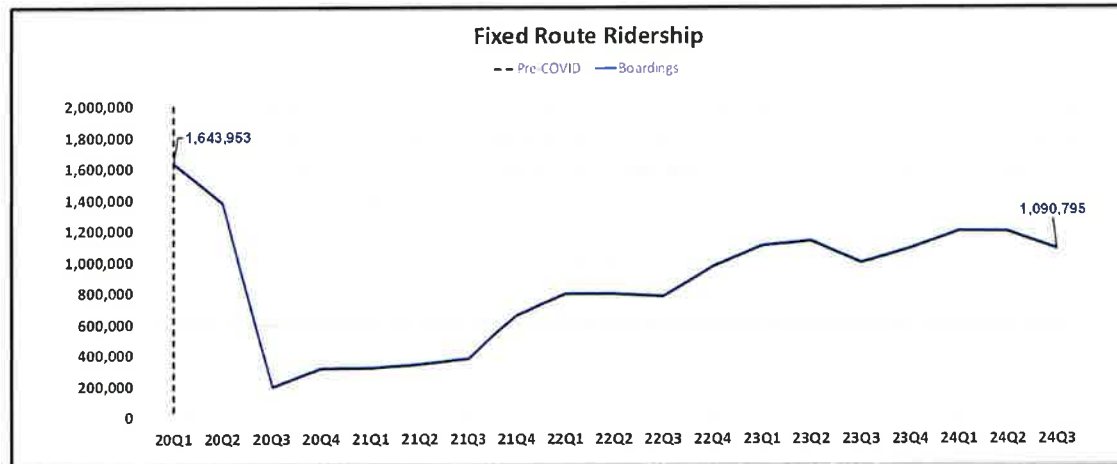


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Fixed Route Ridership Comparison



Fixed Route Cost Per Boarding





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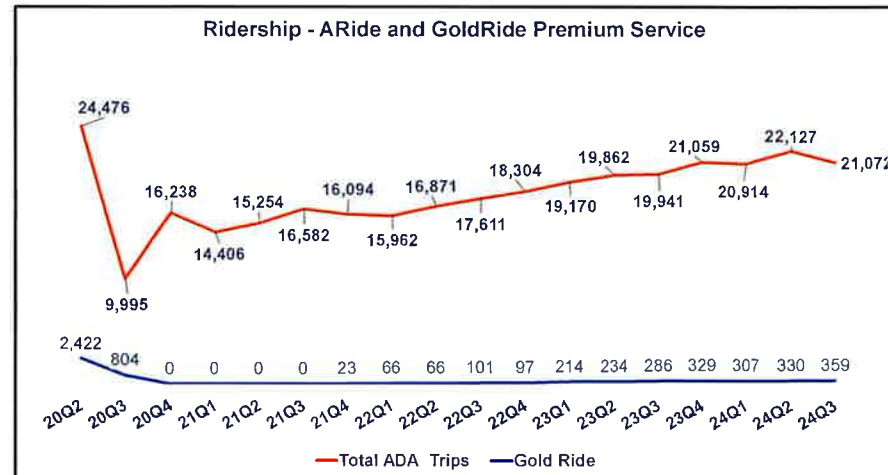
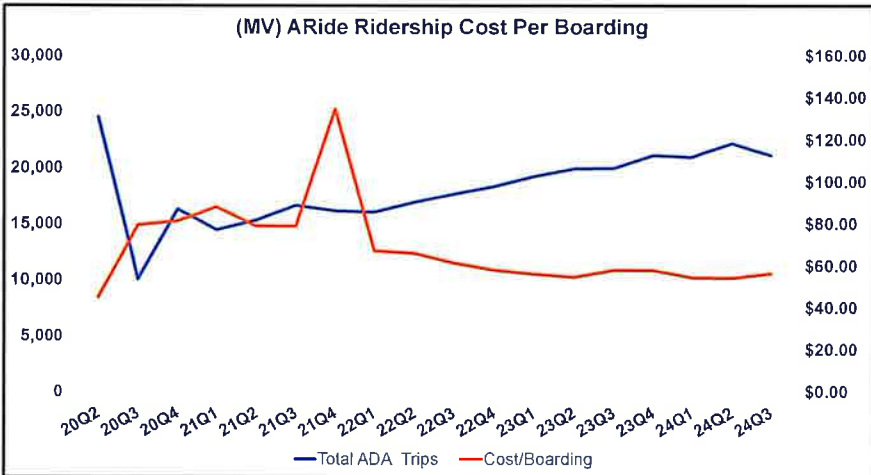
For the Period Ended June 30, 2024

Q3 Service Report
April - June 2024

(MV) Aride / ParaTransit

MV - ARide/ParaTransit Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q3 20 - Q3 24	Q3 21 - Q3 24	Q3 22 - Q3 24	Q3 23 - Q3 24
Revenue Miles	177,008	198,620	196,604		245%	46%	18%	5%
Revenue Hours	13,401	13,916	13,603		2353%	33%	23%	0%
Operational Cost	\$1,577,640	\$1,193,382	\$1,180,821		49%	-9%	10%	3%
Senior Trips	307	330	359		-55%	NA	255%	26%
Total ADA Trips	20,914	22,127	21,072		111%	27%	20%	6%
Cost/Revenue Hour	\$82.80	\$85.75	\$86.81		-94%	-32%	-11%	2%
Boardings/Revenue Hour	1.50	1.61	1.58		9%	156%	-2%	5%
Cost/Boarding	\$54.27	\$53.93	\$56.04		-29%	-29%	-8%	-3%
Overtime Performance with 30 Minute Service Window	98%	98%	97%		-2%	0%	1%	-1%
Complaints/100,000	76.5	49.7	75.9		153%	320%	123%	-16%
Compliments/100,000	0.00	9.04	18.98		-81%	-48%	-87%	-37%
ADA Service Denials/ADA Boardings	0	0	2		NA	NA	NA	NA

(MV) Aride Ridership Cost Per Boarding





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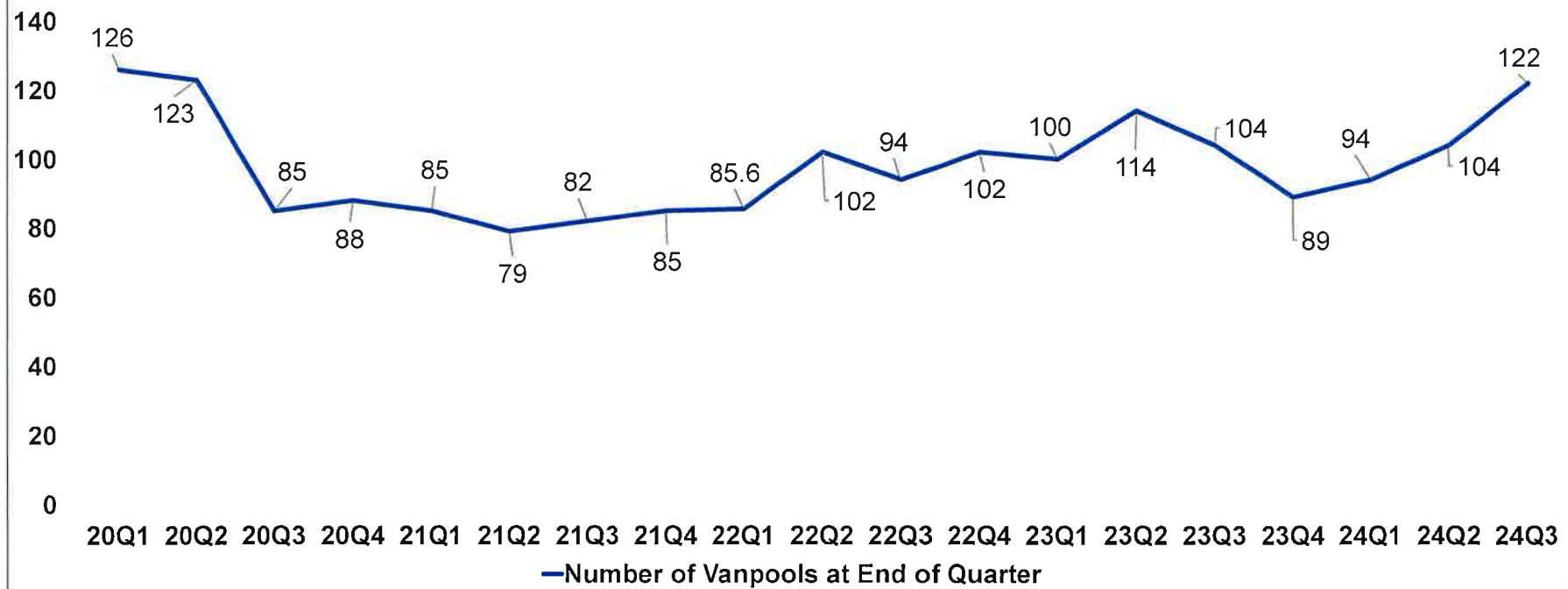
Operations Report

For the Period Ended June 30, 2024

Vanpool

VanPool Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q3 20 - Q3 24	Q3 21 - Q3 24	Q3 22 - Q3 24	Q3 23 - Q3 24
Number of Vanpools at End of Quarter	94	104	122		44%	49%	30%	17%
Number of Rider Trips Taken	42,590	46,860	44,060		54%	24%	NA	5%
Avg Fuel Cost to Rider	\$64.50	\$58.87	\$63.56		158%	46%	NA	17%
Avg Monthly Rider Miles	160,701	178,106	180,014		18256%	14210%	NA	11%
Federal Subsidy/Rider Trip	\$3.68	\$3.58	\$3.14		-53%	-15%	NA	-2%
Rider Miles/Gallon	18.07	27.24	27.29		-62%	-68%	NA	-7%

Number of Vanpools at End of Quarter





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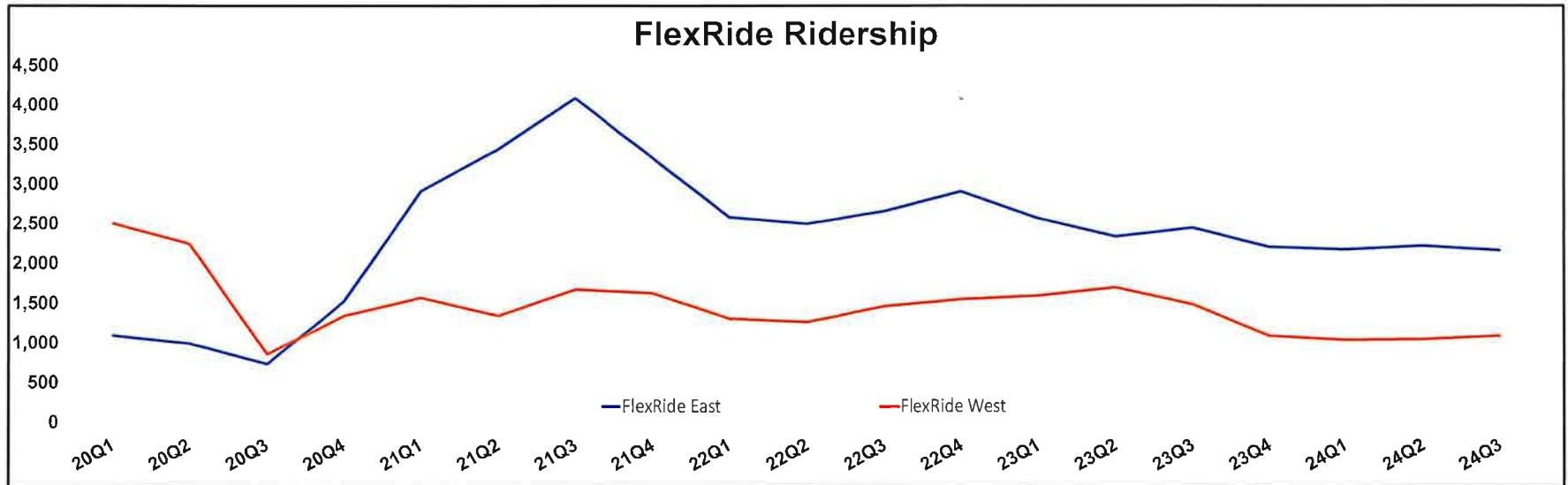
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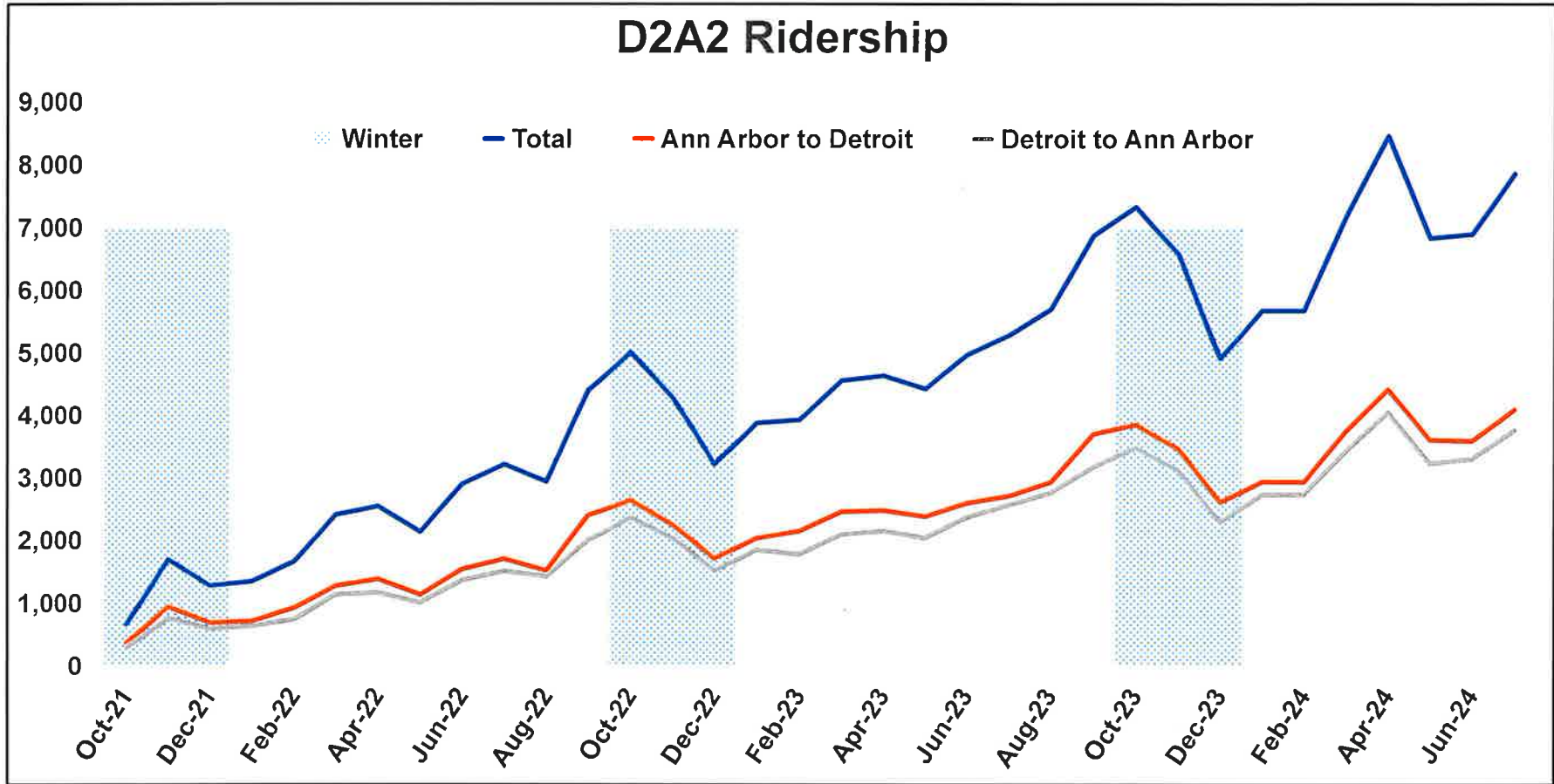
For the Period Ended June 30, 2024

FlexRide

Golden - FlexRide Measure	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	Q3 20 - Q3 24	Q3 21 - Q3 24	Q3 22 - Q3 24	Q3 23 - Q3 24
Operational Cost (Contractor)	\$217,978	\$159,079	\$161,265		NA	-28%	4%	63%
Trips - East Service Area	2,173	2,219	2,163		194%	-47%	-19%	-12%
Trips - West Service Area	1,037	1,045	1,089		27%	-35%	-26%	-27%
FlexRide - Late Night	2,555	2,490	2,475		NA	NA	NA	-9%
Cost/Boarding	\$67.91	\$48.74	\$49.59		NA	27%	31%	97%
Complaints	3	1	9		NA	NA	NA	350%
Compliments	0	0	1		NA	NA	NA	NA
Denials East	8	8	3		NA	NA	NA	-90%
Denials West	0	5	2		NA	NA	NA	-33%
Denials Late Night/Holiday	26	24	41		NA	NA	NA	14%
Boardings	5,765	5,754	5,727		NA	NA	NA	-14%
Trip Denials	34	37	46		NA	NA	NA	-32%

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



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Ann Arbor Area Transportation Authority

Operations Report

For the Period Ended June 30, 2024

Q3 Service Report

April - June 2024

Fixed Route On-Time Performance Trend

