

- 1. When do the service updates start?**
  - a. TheRide's service updates begin on Sunday, January 26, 2025
- 2. Why is TheRide making service updates?**
  - a. TheRide continually monitors its service and makes adjustments as needed to improve the customer experience and operational efficiencies.
- 3. What are the service changes?**
  - a. **Route 33, 34, 63, 64, 65, 67:**
    - i. Multiple timepoints adjusted
  - b. **Route 6:**
    - i. Route name will be changed from "Ellsworth" to "Ellsworth-State"
    - ii. Weekday evening service will increase to every 30 minutes
    - iii. 6A trips will depart the Blake Transit Center at X:45 minutes past the hour in the evening
    - iv. 6B trips will depart the Blake Transit Center at X:15 minutes past the hour in the evening
    - v. All 6B trips will connect to Route 67 at Briarwood
  - c. **Route 22 to Pierpont Commons:**
    - i. Routing moved to directly serve UM North Campus Research Complex campus
    - ii. New bus stop in front of Building 18
  - d. **Route 65:**
    - i. Route name will be changed from "UM-Downtown-Green" to "UM-Plymouth-Greenhills"
    - ii. The Eastern end of route will be adjusted to serve Greenhills School area
- 4. Why are some timepoints changing?**
  - a. Timepoints are changing to improve on-time performance and rider experience.
- 5. What are the updates to A-Ride?**
  - a. A-Ride is expanding its advance reservation booking window. Starting Sunday, January 26, A-Ride will allow advance reservations to be booked 5 days in advance, rather than the current 3 days