

Ann Arbor Area Transportation Authority (AAATA)/The Ride Questions and Answers

August 2020

Commissioner questions and comments, and staff responses where applicable, are provided below.

- 1) Concern that AAATA is not restoring bus service to Ward 1, one of the poorest neighborhoods in Ypsi. Discussion of the reopening plans; urging AAATA to prioritize restoring service for lower income users, or something along those lines. (pandemic related, raised July 2020)

AAATA Response: We did end up restoring service to Ward 1, with Route 47 being brought back to its pre-pandemic schedule.

- 2) Is AAATA evaluating any methods to streamline bus fare payment for occasional transit riders? if so what they're considering, and what the timeline for adoption is? (this is non-pandemic related and was raised February 2020)

AAATA Response: TheRide is launching EZfare mobile ticketing by the end of October. Users will be able to purchase and use fares in the EZfare app, Transit app, and/or Uber app. Select fixed route fares and A-Ride fares will be launched initially, with later implementations possible for Go!Pass, M-Ride and other fares. Customers will be able to buy a single ride fare, day pass, or monthly pass within Ezfare. See info online at <https://www.ezfare.us/>. This is a two-year pilot project that will also study how to provide cashless/contactless fare options for people without mobile devices or who are unbanked.

- 3) TheRide Long Range Plan update

AAATA Response: AAATA has just recently filled the Deputy CEO of Planning and Innovation position after a delay because of the pandemic. Mr. Forest Yang has started working for AAATA in July. At this time, we are in the process to develop a plan to complete that project.

- 4) TheRide Detroit-Ann Arbor Connector update

AAATA Response: Much-anticipated Detroit to Ann Arbor Commuter Bus service known as D2A2 was launched in March, operated 2 weeks, and then suspended for COVID. AAATA operates the service in partnership with RTA and Michigan Flyer, RTA provides state and federal funding for the service. The RTA board has asked for a survey to be completed to help determine when service should relaunch. Details and info available at <https://d2a2.com/>.