

Detroit to Ann Arbor Service **Frequently Asked Questions (FAQs)**

The following information has been assembled to answer questions regarding a proposed new mobility service connecting Detroit and Ann Arbor, Michigan. A public hearing will be held on January 9th to present additional information and take comment on the proposed service.

General Information

Q. What is this service?

A. A pilot Commuter Bus Service connecting Detroit and Ann Arbor.

Q. Who operates this service?

A. The Regional Transit Authority of Southeast Michigan (RTA) in partnership with the Ann Arbor Area Transportation Authority (TheRide) and operated by Michigan Flyer.

Q. Who can use this service?

A. Anyone is welcome to use the service. Riders are encouraged to book their trip in advance guaranteeing a seat for the selected trip.

Q. How do I get a ride?

A. Customers can make advance reservations or walk-on at bus stops located in both Detroit and Ann Arbor.

Q. How much does it cost to ride?

A. The proposed cost for a one-way ride is \$12 and \$10 with an advance reservation. Special discounts are also proposed for senior citizens (65+), and persons with disabilities. To be eligible, an individual must show one of the following: a valid AAATA, DDOT, SMART, or State of Michigan Senior/Disability ID Card, or a valid disability ID from another transit agency with any valid government issued photo ID card.

Q. How is this service funded?

A. The pilot service is proposed to be funded by grants awarded to the RTA by the State of Michigan and the Federal government.

Q. Are the vehicles wheelchair accessible?

A. Yes.

Q. What amenities do the vehicles have?

A. Deluxe seating with arm rests and foot rests, individual lighting and climate controls, restrooms, Wi-Fi, USB charging ports, cupholders, overhead storage bins, and storage underneath for bikes.

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Service Availability

Q. When does the service operate?

A. It is envisioned to operate from 6:00 a.m. – 10:00 p.m. on Mondays through Fridays with limited weekend schedules

Q. How long will it take to get from one destination to another?

A. The trip from Ann Arbor to Detroit and Detroit to Ann Arbor is designed to take approximately 60 minutes.

Q. How often does the Service Run?

A. As proposed, hourly service would be provided connecting downtown Detroit (Grand Circus Park) to downtown Ann Arbor. Less frequent service would be provided on the weekends.

Q. What days of the week does service operate?

A. Monday through Friday (32 trips), Saturday and Sunday (8 trips)

Q. Will the service be available for special events?

A. The service will not run specifically for special events, though you can travel between Detroit and Ann Arbor during the operating time for any event.

Q. Will this service be available on holidays?

A. We will not be providing service on holidays at this time.

Q. Will there be equivalent paratransit service?

A. The buses can accommodate two wheelchairs and there are lifts available for easy boarding. Paratransit service is not part of this service.

Fares

Q. How much does it cost to ride?

A. The proposed base fare for the service is \$12 (one-way). Because of insurance requirements, all riders must be seated in a seat. To assure all riders have a seat, passengers are encouraged to advanced book their trip. By advance booking, a \$2 discount will be applied to the base fare (\$10 one-way). Discounts will also be provided to qualifying seniors and the disabled riders. Additionally a commuter discount would be offered at \$8 if a weeks' worth of trips were pre-purchased.

Q. Are there multi-use passes?

A. Yes, a weekly commuter book of 10 trips can be purchased for \$8 each (\$80 total).

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Paying Your Fare

Q. Can I make a reservation from a mobile device?

A. Yes, reservations and payments can be made from your mobile device

Q. Do I need a reservation or can I walk-on?

A. Passengers are encouraged to make an advance reservation, guaranteeing a seat on their preferred trip. However, the service will also accept walk on riders.

Q. Is the cost to ride different if I make a reservation or I walk-on?

A. Yes, there is a savings when making a reservation up to 15 minutes prior to boarding.

Bus Stop Information

Q. Where are the bus stops located?

A. In Ann Arbor, the bus stop is located on 4th Ave at William St. In Detroit, the bus stop will be located at Grand Circus Park, a short walk to DDOT, SMART, PeopleMover, and QLine stops.

Q. Where can I park? How much is parking?

A. We will not be providing parking; however, there are parking options in downtown Ann Arbor and Detroit.