

Municipality of Anchorage  
**Public Transportation Department**  
Memorandum



**Date:** 8 February 2024  
**TO:** Public Transit Advisory Board Chair Sarah Preskitt  
Public Transit Advisory Board Vice Chair Nathaniel Lackey  
**FROM:** Jamie Acton, Director  
**SUBJECT:** February 2024 Informational Updates by Division

**BACKGROUND**

The Public Transit Advisory Board (PTAB) consists of nine (9) members who advise the assembly and the mayor. At least two of the members shall be disabled. The board is intended to contribute to the long-range planning of a balanced public transit system in the municipality. The board is not intended to regulate the transportation industry or to adjudicate the rights and duties of public and private carriers. Currently PTAB has two (2) vacancies. If you are interested in serving on a Municipality of Anchorage (MOA) Board or Commission, please see the application form here: <https://onboard.muni.org/apply/>.

PTAB maintains an annual calendar of regularly scheduled monthly meetings identified for the second Thursday of each month. During the required call for agenda items process there were no business or action items identified for the February 2024 meeting.

In lieu of hosting the regularly scheduled monthly meeting where no business or action items were identified, PTD staff has prepared this brief informational update by division for PTAB and the public. The PTD Director is responsible for emailing this update to PTAB members and PTD staff. Additionally, this informational update will be posted at [www.peoplemover.org](http://www.peoplemover.org) for viewing.

**DEPARTMENT UPDATES**

**Director- Jamie Acton**

- As part of Mayor Bronson’s 2024 budget, full funding for Route 85 was identified as a priority. Operating dollars were required to continue Route 85. Route 85 was originally funded by a grant from the Federal Transit Administration (FTA) as a three (3) year pilot program. PTD would like to thank the mayor and his administration for the funding and support.
- [Update to the banned rider and trespassing procedure](#), riders who engage in the prohibited conduct as identified in [Anchorage Municipal Code \(AMC\) 11.70.030](#) may be subject to penalties ranging from a written warning letter to a lifetime ban from access to all Public Transportation Department vehicles and facilities. This update effort clearly outlines the process, provides access and examples of the documentation and correspondence used by PTD in the event a rider needs to be warned, suspended from transit services for a specific period, or ultimately issued a lifetime ban.
- PTD engaged the Anchorage Community Development Authority (ACDA) about the potential to reopen a small portion of the Downtown Transit Center. ACDA is the owner of the transit center and while the facility was open and operational PTD was a tenant. The existing proposal from ACDA includes construction of a 40x40 waiting space along 6<sup>th</sup> Avenue. As the only occupant of this space, PTD is expected to cover expenses related to janitorial, security/monitoring during normal operating hours, and a portion of utilities. Discussion will resume while PTD attempts to identify funding from its 2024 operating budget if this activity is to occur.

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**DIVISION PROJECT(S) & PROGRAM UPDATE(S)**

**People Mover Operations- Superintendent Wes Renfrew**

- One (1) new Bus Operator starting on Monday, February 12, 2024.
  - Four (4) Bus Operators pending the MOA HR hiring process.
  - Total of nine (9) Bus Operator vacancies currently.
- Transit Security is working on access to more PTD CCTV cameras located at bus stops and transit facilities.
- Route running time committee began their work for the proposed May 2024 service change.

**PTD Admin and Finance- Manager Amanda Beaujean**

- Three (3) vacancies: [Grants Accountant](#), [Project Analyst](#) and Reconciliation Accountant (not posted yet).
- Wrapping up PTD 2023 year-end financial activities.
- Kicking off the annual [National Transit Database](#) report for 2023. This report (due in April) addresses data for all three (3) modes of transit service (People Mover, AnchorRIDES, and RideShare) in the following areas:
  - Funding
  - Service
  - Assets
  - Maintenance
  - Labor

**People Mover Customer Service- Cherie Easley**

- Currently no vacancies.
- Team development through training with the goal of improving the customer service team's performance. Assuring the customer service team is intimately familiar with People Mover fares, routes, rider tools, and schedules so they can quickly answer questions raised during phone calls or by walk-in customers.
- Ongoing support for PTD Operations and Maintenance in resolving issues experienced on People Mover. This includes collecting and evaluating information and evidence associated with allegations to assist PTD in determining the best path forward.
- Continued promotion of public transit as the most economical transportation option in Anchorage.

**People Mover Maintenance- Superintendent Peter Erickson**

- Proceeding with the purchase of a new Steam Bay Lift. This equipment improves Maintenance efficiency and the cleanliness off the undercarriage and drivetrain of the People Mover fleet.
- 66 new wheels (rims) brought into People Mover inventory. This activity ensures an adequate spare ratio for wheel and tire maintenance after the addition of the 11 new 2022 buses and the additional buses currently being built.
- The second round of New Flyer buses went into production in January 2024 and delivery is expected this spring/summer.

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**AnchorRIDES Paratransit- Mobility Coordinator April White**

- Two (2) vacancies. The Family Services Counselor and the Eligibility Assessor are undergoing MOA HR position description rewrites to update various duties, responsibilities, and requirements.
- After a long-standing vacancy, the Travel Trainer starts Monday, February 12, 2024.
- Processing policy violations for no-shows, late cancellations, and at the door cancellations. For awareness purposes, policy violation warnings were issued to clients at the end of the 3<sup>rd</sup> quarter. During the 4<sup>th</sup> quarter, clients with continued policy violations were issued suspensions. Staff have been reviewing client records upon request and helping educate clients on the policy.

**People Mover Planning/Marketing/Communications/RideShare- Manager Bart Rudolph**

*Planning:*

The Transit Center Study Update Project Team is reviewing and revising draft site layout designs for the three (3) downtown locations.

- The Project Team will begin composing high level cost estimates this month for each site once the draft layout designs are finalized.
- Phase 2 of public outreach will run March-April 2024. This effort will solicit feedback on the draft site layouts from the Project Advisory Committee (PAC), PTAB, and the public. Feedback will be incorporated into final site layouts. The project is still on track for completion during summer of 2024.

Completed TOTM People Mover project #10

- January 2024 service change implemented Route 92 realignment.
- Two new bus stops added:
  - Eagle River Loop Road Park & Ride
  - VA Clinic

Progress on TOTM People Mover project #7

- January 2024 service change increased route 65 frequency from 60 minutes to 30 minutes on weekdays.

Progress on TOTM People Mover project #20

- Outreach & Business Coordinator position created and posted.
  - Featured at the 1<sup>st</sup> Annual Mayor's Citywide Job Fair.
  - Position closed Friday, February 2, 2024.

Progress on TOTM People Mover project #21

- Draft RFP for Fare Analysis Study has been submitted for internal review.

*Marketing/Communications:*

- Multi-year partnership with Fur Rondy established.
- Free rides with Fur Rondy collector pin February 20 – March 6, 2024.
- Free entry for People Mover in Fur Rondy Grand Parade and other promotional opportunities.

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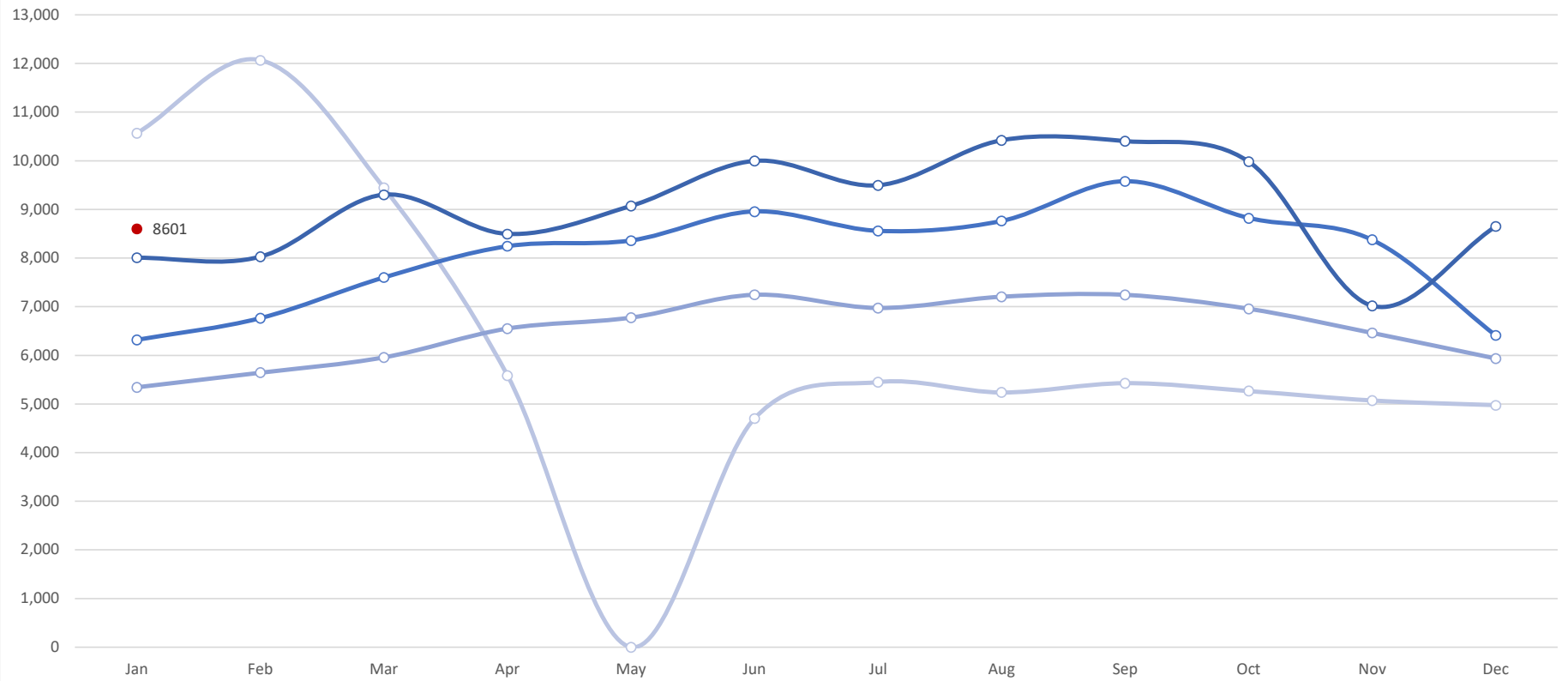
*RideShare:*

- PTD has a seven-year partnership with the current vanpool contractor, Commute with Enterprise. Due to MOA Purchasing requirements PTD went out for a request for proposal (RFP) in 2023.
- PTD entered a new multi-year contract with Commute with Enterprise which started January 1, 2024.
- PTD continues to use a long-standing federal grant intended to reduce the number of single occupancy vehicles (SOV) traveling to/from the MOA.
  - The Rideshare program provides participants with a \$350 per month rental discount, making it an affordable and attractive transportation option. Most participants travel from Mat-Su to JBER, with a handful commuting to other employers in Anchorage. The Hotel Alyeska in Girdwood continues to transport staff members via rideshare from Anchorage to the Hotel.
- What vehicle options are available for RideShare groups?
  - 7-passenger SUVs include Ford Explorer, Toyota Highlander, Nissan Pathfinder, Dodge Durango, and Kia Sorrento.
  - 8-passenger SUVs include Ford Expedition, GMC Yukon, Chevy Suburban, and Chevy Tahoe.
  - 10-passenger and above will utilize an AWD Ford Transit van.

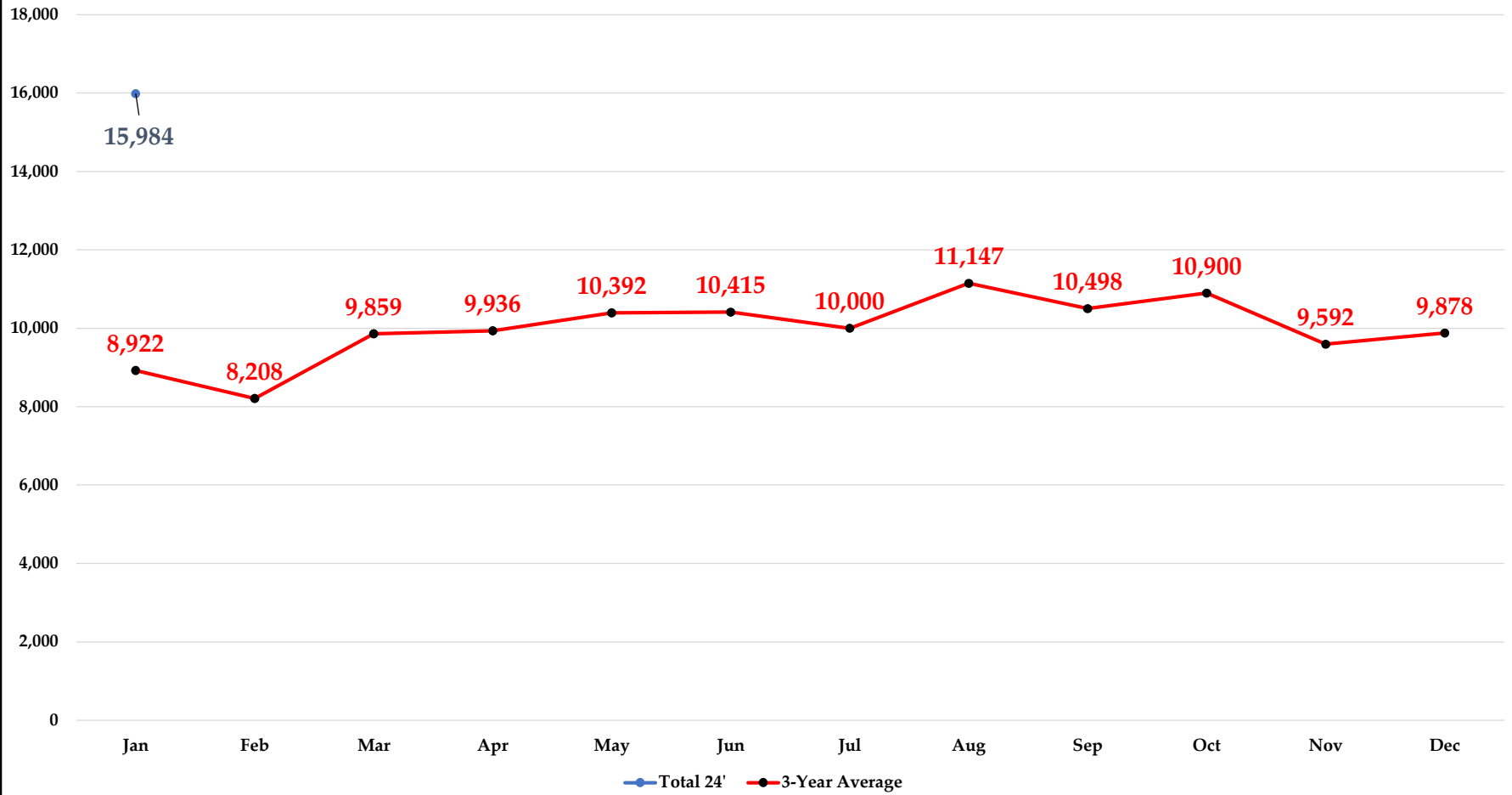
**RIDERSHIP UPDATES, NEXT PAGE.**

### Monthly Weekday Average Ridership History

2020 2021 2022 2023 2024

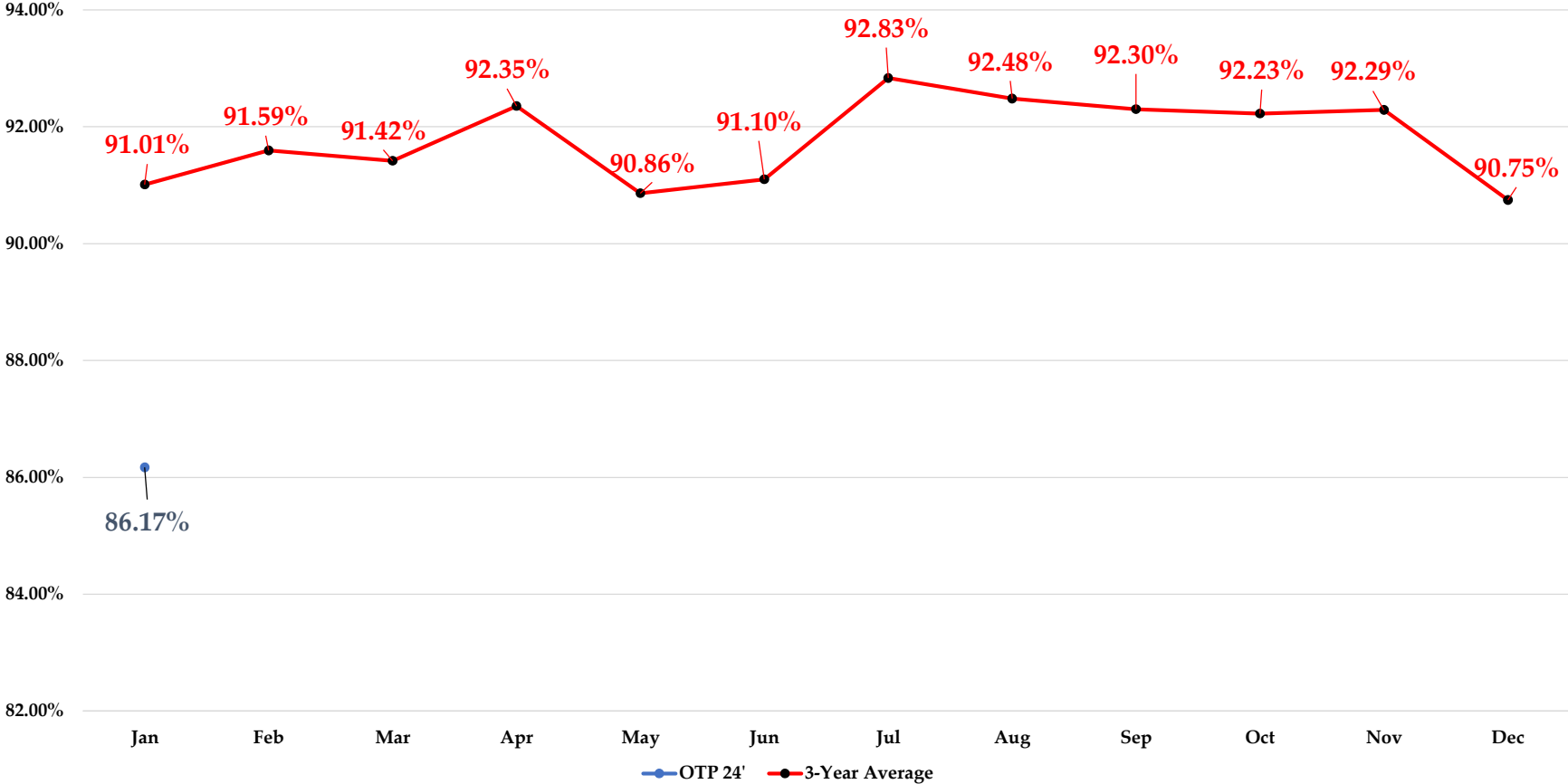


# AnchorRIDES 2024 Ridership

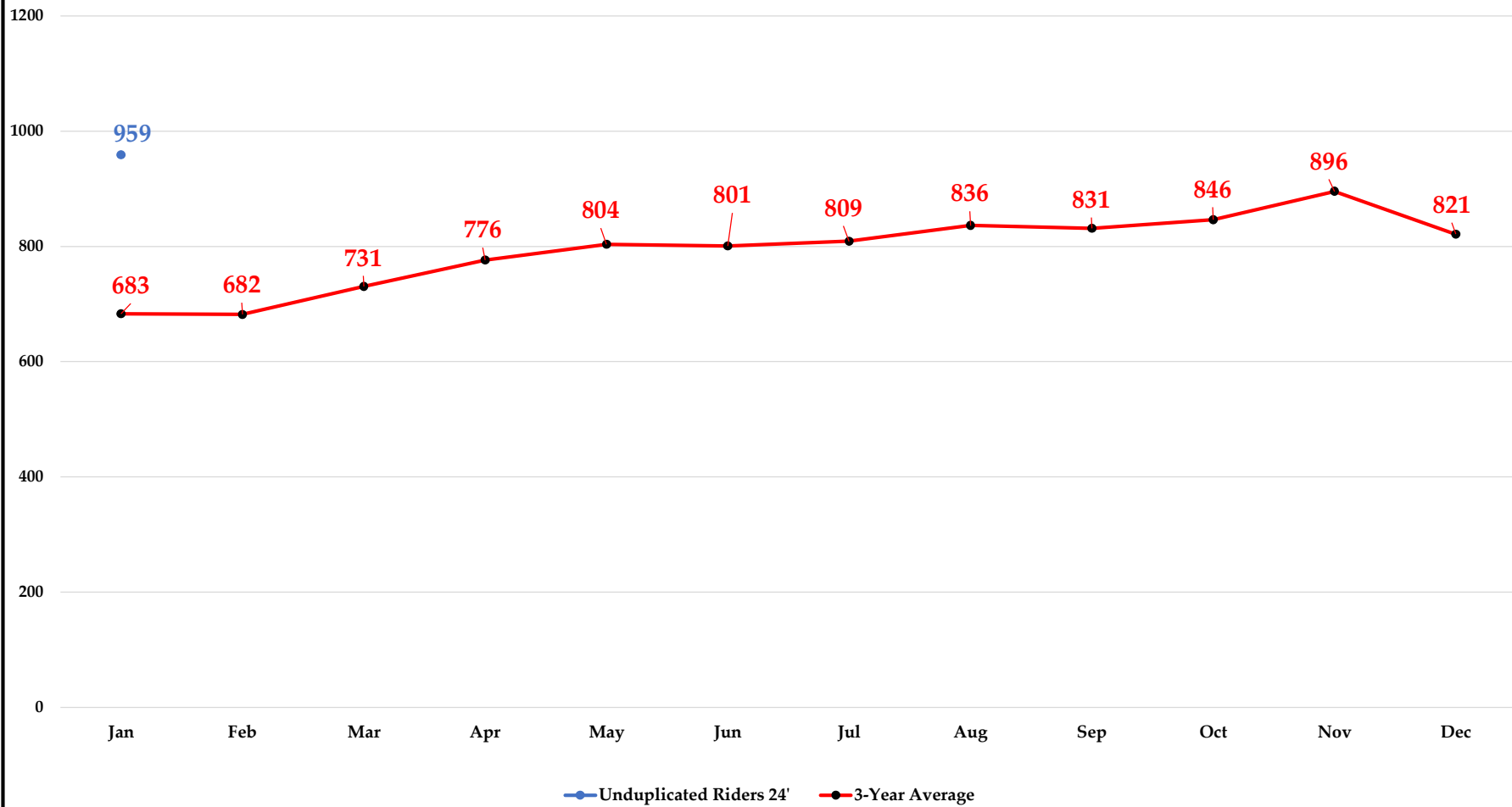


# 2024 AnchorRIDES On-Time Performance

15min +/-

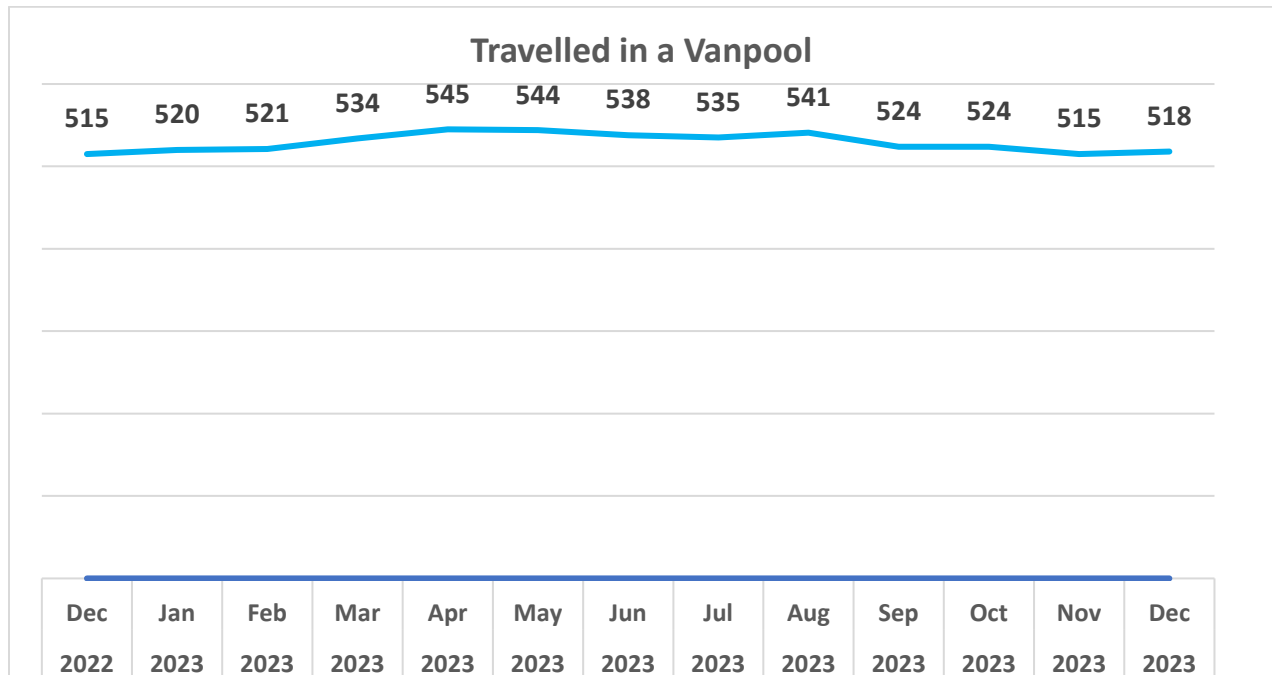
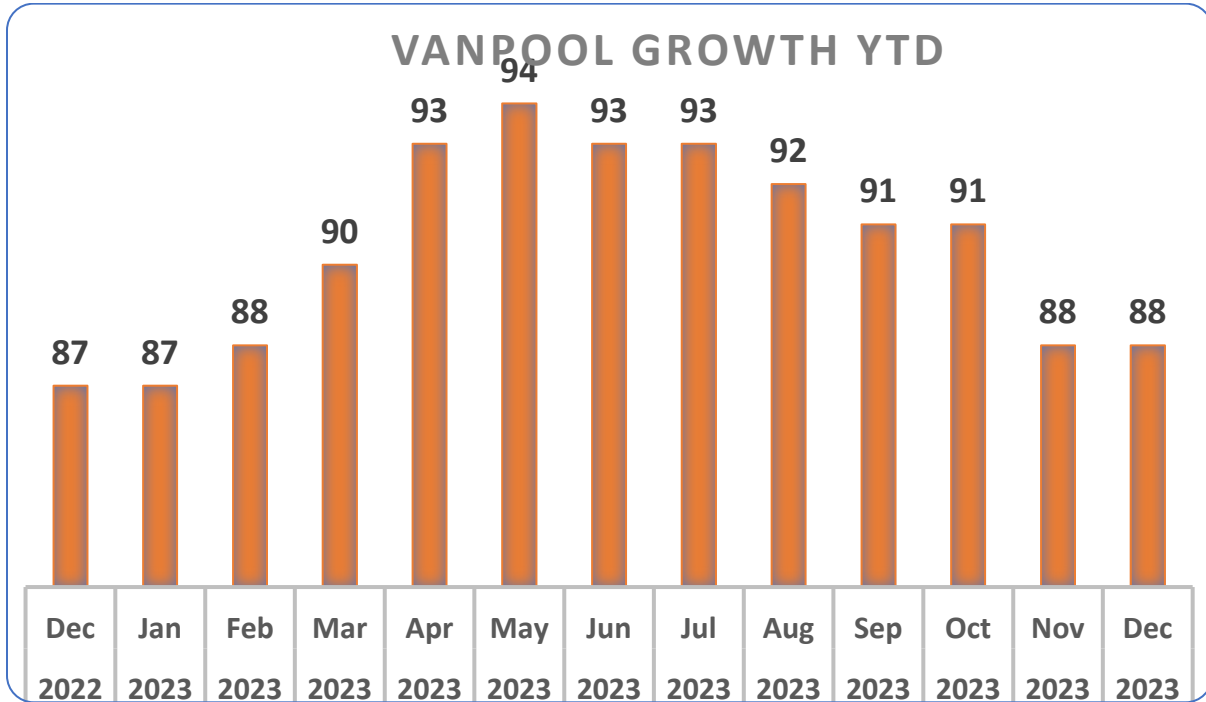


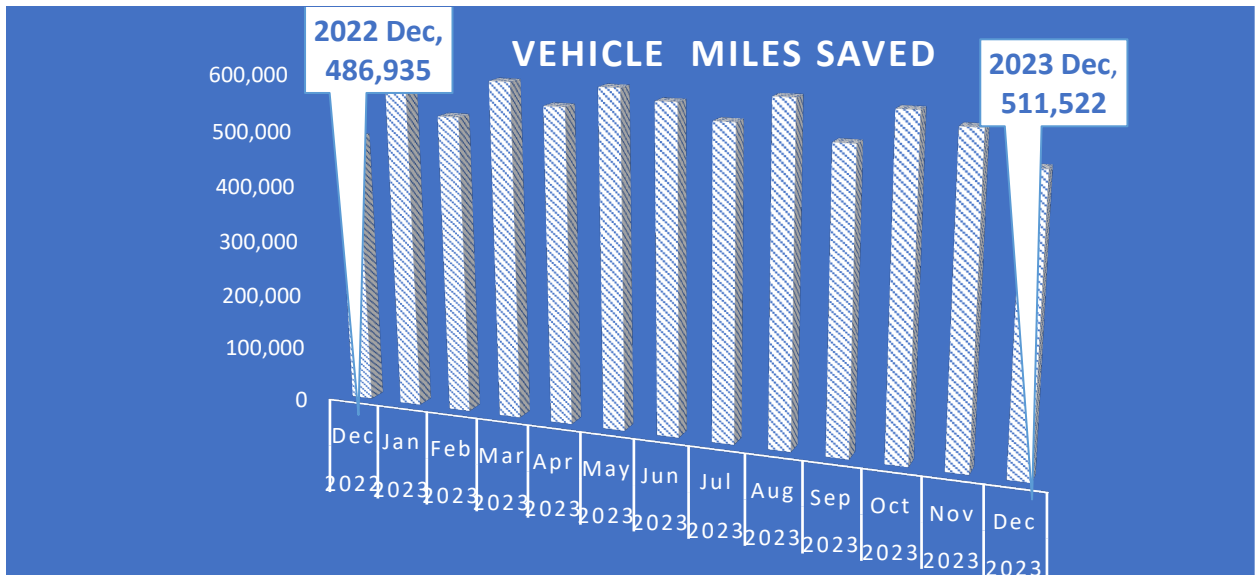
## 2024 Unduplicated Customers





# February 8, 2024, PTAB Meeting RideShare Report





**Program Goal is to reduce CO2 emissions**

