
Public Transportation Department

Anchorage: Performance. Value. Results.

Mission

Serve Anchorage residents and visitors by providing public transportation that emphasizes quality, safety, cost effectiveness, and economic vitality.

Core Services

- People Mover fixed route buses
- Share-a-Ride carpool and vanpool service
- AnchorRIDES service

Accomplishment Goals

- Provide public transportation services which are safe, convenient, accessible and reliable
- Provide cost effective service
- Increase ridership

Performance Measures

Progress in achieving goals shall be measured by

- Percent of trips that are on-time, total number of trips with insufficient capacity, and total number of passengers by-passed due to full trips. AnchorRIDES denials are those trips unable to be provided due to capacity issues.
- Local taxpayer cost per passenger trip, adjusted for CPI/U
- Percent change in system ridership

Measure #1: Percent of trips that are on time, and the number of trips with insufficient capacity including total passengers by-passed due to full trips or those AnchorRIDES trips unable to be provided due to insufficient capacity.

	Total 2012	Total 2013	Q1 2014
PEOPLE MOVER			
% of trips on time*	72.5%	78.9%	81.7%
Number of trips with insufficient capacity	29	12	56
Number of passengers bypassed	191 of 4,088,549 passengers	58 of 3,986,877 Passengers	56 of 968,434 passengers
ANCHORRIDES			
% of trips on time **	90.1	89.4%	90.5%
System Trip Denials (capacity)	1,696 of 188,933 trips	522	701
ADA Trip Denials (capacity)	71 of 92,950 trips	215	37
Note Reference #	2	3	

* On-Time = Trips within 5 minutes of scheduled time. Trips are delayed due to weather, construction, detours, and/or accidents.

** Trips performed within a 15 minute window after the negotiated pick up time.

Note 1: Trips with insufficient capacity, People Mover began reporting passengers by-passed June 2011.

Note 2: Q1-2012 and 2013 experienced record level snowfall, icy side streets and parking lots. This increased applicants and demand led to substantial capacity denials trips and decreased on-time performance.

Note 3: Twice in this quarter people Mover was forced to suspend service due to several icy / hazardous road conditions on Nov.22 and Dec 5th affecting the on-time performance during this quarter. Anchor RIDES contractor has performance improvement plan submitted to MOA Contract Administrator on a weekly basis to increase driver availability, improve on-time performance and decrease capacity denials. Weekly driver training classes occurring, ADA trip priority enforcement, route re-bidding to extend shift times are occurring by MV.

Measure #2: Cost per passenger, adjusted for CPI/U

	2012	2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
CPI/U*	205.916	212.381	212.381			
PEOPLE MOVER						
Passenger trips	4,088,549	3,986,877	968,434			
Annual Local Tax Supported Expenditures	\$15,959,055	\$15,560,256	\$4,017,307			
Cost per Trip	\$3.90	\$3.90	\$4.15			
Adjusted Cost per Trip for CPI^	\$3.90	\$3.78	\$4.02			
AnchorRIDES						
Passenger trips	188,933	177,646	43,088			
Annual Local Tax Supported Expenditures	\$3,335,266	\$3,338,643	\$727,873			
Cost per Trip	\$17.65	\$18.79	\$16.89			
Adjusted Cost per Trip^	\$17.65	\$18.22	\$16.38			
VANPOOL						
Passenger trips	217,445	256,221	62,523			
Annual Tax Supported Expenditures	\$0	#0	\$0			
Adjusted Cost per Passenger	N/A	N/A	N/A			
Note Reference #	**					

* Consumer Price Index All-Urban Consumers (CPI/U) for Anchorage, AK is obtained from: http://www.bls.gov/eag/eag.ak_anchorage_msa.htm. The most recent CPI/U is used when the current quarter's CPI/U is not yet available.

^ Adjusted Cost per Trip is the CPI-adjusted cost per trip indexed to CY 2012 price-levels

Customer Services/AnchorRIDES Division

Public Transportation Department

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Purpose

Provide information about and support of riding the various public transportation choices, enabling and ensuring equitable access to the systems.

Direct Services

- Public information and education campaigns to inform the public about fares, schedules, routes, special events, lost and found, complaints, passenger ID's and the many benefits of utilizing the public transportation system
- Conduct in-person assessments of AnchorRIDES applicants to determine ability to ride People Mover buses
- Travel training of customers to use People Mover buses
- Program coordination and contract management of complementary paratransit service and other coordinated transportation activities
- Distribution and sales of various public transportation fares

Accomplishment Goals

- Expand access to People Mover fare sales using new and existing technology.
- Increase the number of agencies participating in coordinated transportation by purchasing AnchorRIDES trips.

Performance Measures

- Percent of AnchorRIDES trips provided from non-municipal funds including Medicaid, Anchorage School District, Federal Transit Administration grants, and State of Alaska operating budgets and grants.

Measure #3: Percent of AnchorRIDES trips funded by non-MOA sources

	Total 2012	Total 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	YTD 2014
Total AnchorRIDES Trips	188,935	175,263	43088				
Trips funded by M.O.A.	111,556	111,422	25976				
% funded by Non-MOA sources (Medicaid, Anchorage School District, Federal Transit Administration grants, and State of Alaska operating budgets and grants)	41%	36%	40%				
Note Reference #	1	1	1	1	1		

1: Trips funded by the MOA include ADA, Senior trips above the NTS senior grant, and Eagle River Connect. This measure is targeted at operating AnchorRIDES as a brokerage and encouraging other organizations to participate in coordinated efforts including the purchase of trips. Non-MOA trips include Medicaid Waiver, ASD Title 1/CIT, Senior NTS and Anchorage Neighborhood Health Center Patient Shuttle.

Marketing/Share-a-Ride Division
Public Transportation Department
Anchorage: Performance. Value. Results.

*******PRIMARILY GRANT FUNDED PROGRAMS*******

Purpose

Provide information about and support of riding various People Mover transportation options including carpooling and vanpooling between Anchorage and the Matanuska-Susitna Borough; improve the economic vitality of Anchorage and the Mat-Su Valley by assisting with workforce delivery with the support of Employer Transportation Coordinators; and improve air quality by promoting alternatives to driving alone.

Direct Services

- Marketing campaigns
- Program coordination and contract management of vanpool services
- Share-a-Ride carpool matching services
- Contract management of transit advertising

Accomplishment Goals

- Increase the number of participants using vanpool services

Performance Measures

Progress in achieving goals shall be measured by:

- A 2% increase in number of vanpool participants
- Transit advertising revenue to be \$402,000 annually

Measure #4: Percent change in number of vanpool participants

	Total 2012	Total 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	2014 YTD
Vanpool Participants	992	972	468				
% change over prior year (same period)	-13.8%	-2%	-47%				
Note Reference #			1				

Comments/Notes:

Note 1. Vanpool contractor (vRide) took over ridematching responsibilities and is still importing current participant information.

Measure #5: Percent change in advertising revenues received by the Municipality
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Description	Total Budgeted	% of Budget Realized	Q1	Q2	Q3	Q4	Total
2014	\$402,000	45.40%	\$182,516.50				
% change over prior year (same period)							
2013	\$402,000	90.44%	\$41,515.50	\$144,170.00	\$50,550.50	\$127,348.25	\$363,584.25
% change over prior year (same period)			-22%	16%	-59%	37%	-5%
2012	\$361,000	106.21%	\$53,368.25	\$124,706.53	\$112,144.22	\$93,187.00	\$383,406.00
% change over prior year (same period)			-2%	-11.8%	30.72%	-13.55%	-3.86%
Note Reference#			2				1

Comments/Notes:

Note 1. Above is representative of payments received, not value of placements.

Note 2. Payments reflect 1.5 bus wraps and a substantial State of Alaska buy

Planning & Scheduling Division
Public Transportation Department
Anchorage: Performance. Value. Results.

*****PRIMARILY GRANT FUNDED PROGRAMS*****

Purpose

Develop transportation improvement plans and programs by developing innovative programs and improved strategies to reduce bus travel times, and continued support and research of possible solutions to congestion.

Direct Services

- Perform passenger surveys and transportation studies as required by granting agencies, local government and other agencies or to assess service needs of the public
- Develop programs, plans and strategies that enhance the quality of public transportation and its benefits to the community
- Coordinate service change activities throughout the department and external agencies

Accomplishment Goals

- Provide safe and accessible bus stops
- Ensure effective and efficient bus route planning and scheduling

Performance Measures

Progress in achieving goals shall be measured by:

- Percent of bus stops meeting ADA standards
- Percent change in People Mover system productivity (measured by ridership per timetable hour of service)

Measure #6: Percent of bus stops meeting ADA standards.
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	12/31/2011	12/31/2012	12/31/2013	12/31/2014
# of Bus Stops	1085	1087	1082	
# meeting ADA Standards	839	848	805	
% meeting ADA Standards	77%	78%	74%	
Note Reference #			1	

1. Bus stop database is in the process of being updated and verified. Adjustments will be reported at a later date. Changes to bus routes can influence % of bus stops meeting ADA Stds.

Measure #7: Percent change in People Mover productivity (measured by riders per timetable revenue hour.

	2012	2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
People Mover Passengers per timetable revenue hour	33.44	32.33	32.4			
% change from prior year (same period)	-0.3%	-3.3%	2.2%			
Note Reference #		1				

FREQUENCY

Weekday Passengers per Timetable Revenue Hour by Route

ROUTE	PEAK/OFFPEAK	1/14	2/14	3/14	4/14	5/14	6/14	7/14	8/14	9/14	10/14	11/14	12/14
1-Crosstown	:60/:60	27.77	29.98	28.63									
2-Lake Otis	:30/:60	31.04	31.27	33.29									
3 - Northern Lights	:30/:30	29.32	30.06	29.90									
7 - Spenard	:30/:30	29.07	30.97	32.73									
8 - Northway	:30/:60	31.05	32.42	31.54									
9 - Arctic	:30/:30	34.19	34.60	34.92									
13 - University	:30/:60	22.72	23.25	22.72									
14 - Gov't Hill	:60/:60	36.14	36.67	35.09									
15 - 15th Ave	:30/:30	33.72	33.41	35.92									
36 - 36th Ave	:30/:60	21.13	22.55	23.12									
45 - Mountain View	:20/:30	47.90	47.73	48.38									
60 - Old Seward	:30/:60	28.51	26.96	28.07									
75 - Tudor	:30/:60	34.31	33.12	35.36									
102 - E. R. Park & Ride	PEAK HOURS ONLY	20.10	19.06	18.83									
System		31.36	31.76	32.44									
Note Reference #													

1: August 19, 2013 Service change realigned Route 8 off Staedem Hill to serve Boniface/DeBarr/Turpin. Route # 75 terminates at VA Clinic and removed from Tikahnu property. Route #45 increase 5 mid-day trips to eliminate overcrowding.

Administration Division Public Transportation Department

Anchorage: Performance. Value. Results.

Purpose

Implement fiscal policies, procedures and practices that are both efficient and effective in the collection and expenditure of public funds, to provide complete accountability of all assets and to maintain the human resource controls and data processing support needed to comply with internal and external requirements.

Direct Services

- Preparation and administration of capital and operating budgets and application for and administration of federal and state grants
- Maintenance of current inventories and property records and replacement plans
- Collection and computations of employee time and attendance information for payment of wages to employees of the department
- Development of IT Plan and execution of the plan to provide replacements, upgrades, and new acquisitions of software and hardware
- Collection, accounting and fiscal management of transit revenues
- Support development of fiscal management of service and other contracts

Accomplishment Goals

- Install and maintain hardware and application providing automated operating systems to most efficiently and effectively meet the needs of transit customers.

Performance Measures

Progress in achieving goals shall be measured by:

- Percentage of time operating systems are available to transit customers without failure.

Measure #8: Percentage of time Automated Operating systems are available to transit customers without failures.
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	2012	2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Percentage on Time Operating systems Available:						
AnchorRIDES, Rideshare, People Mover	N/A	N/A	N/A	N/A	N/A	N/A

Note Reference #

Operating systems include: CCTV at major transit centers, variable message signs, BusTracker, and the IVR phone system.

Operations & Maintenance Division
Public Transportation Department
Anchorage: Performance. Value. Results.

Purpose

Operate and maintain a safe, reliable bus fleet with trained, professional bus operators.

Direct Services

- Vehicle maintenance for People Mover fleet
- Train, dispatch and manage People Mover Bus Operators
- Safety and security of public transportation employees and customers

Accomplishment Goals

- Ensure People Mover buses are operated in a safe and reliable manner.
- Ensure People Mover buses are maintained in a safe and reliable condition.

Performance Measures

Progress in achieving goals shall be measured by:

- Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)
- Preventable accidents per 100,000 vehicle miles traveled

Measure #9: Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)

	2010	2011	2012	2013	2014
Fleet Miles	2,216,676	2,131,576	2,126,842	2,160,907	
Safety/Major Mechanical	104	65	76	71	
Miles between	21,314	32,793	27,985	30,435	

Major mechanical failures are computed during preparation of the annual NTD report and will be available during the 2nd quarter of the calendar year.

Measure #10: Preventable accidents per 100,000 vehicle miles traveled.

	Total 2012	Total 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Fleet Miles	2,126,842	2,163,177	350,315			
Preventable Accidents	37	20	2			
Preventable Accidents per 100,000 miles	1.74	0.92	0.57			
Note Reference #						

Performance Measure Methodology Sheet
Public Transportation Department

Measure #1: Percent of trips that are on time and the number of trips with insufficient capacity including total passengers by-passed due to full trips or those AnchorRIDES trips unable to be provided due to insufficient capacity.

Type

Effectiveness

Accomplishment Goal Supported

Provide public transportation services which are safe, accessible and reliable.

Definition

Measures reliability of service

Data Collection Method

Calculates the percent of the total number of trips provided on time (within 0-5 minutes of published timepoints for People Mover and within 15 minutes of the before/after window for AnchorRIDES), the number of trips with insufficient capacity and the number of passengers by-passed because of full buses. AnchorRIDES insufficient capacity results in trip denials. People Mover information collected from Daily Incident Reports and DataPoint On-time Performance Report. AnchorRIDES information collected from Trapeze software program.

Frequency

The measurement will be performed at the end of each month and/or quarter.

Measured By

The Planning Division Senior Planning Technician running the on-time performance report from DataPoint for the appropriate quarter to determine the percent of trips on time. Capacity issues and People Mover passengers unable to be served are calculated by the Senior Planning Technician from the Daily Incident Reports. AnchorRIDES capacity denials are calculated from Trapeze software by the AnchorRIDES Contract Administrator.

Reporting

The Planning Division Senior Planning Technician creates and maintains People Mover quarterly and annual reports in Excel. On-time performance information is displayed numerically as a percentage of all trips on time. Capacity issues will discuss the actual number of trips over-capacity and will be reported as an actual number as well as the number of passenger trips by-passed because of capacity issues. The AnchorRIDES Contract Administrator calculates on-time performance and trip denials on a quarterly and annual basis.

Used By

The Department Director and all Division Managers will use the information to monitor performance and reliability.

Performance Measure Methodology Sheet
Public Transportation Department

Measure #2: Cost per passenger, adjusted for CPI/U

Type

Efficiency

Accomplishment Goal Supported

Provide cost effective public transportation services.

Definition

Measure the cost effectiveness of public transportation services.

Data Collection Method

Calculated through the tax supported operating budget expended annually divided by the total number of passenger trips provided annually.

Frequency

The measurement will be performed at the end of each year.

Measured By

The Planning Division Senior Planning Technician and the AnchorRIDES Contract Administrator will pull the number of passengers served for the year from the ridership reports. The Administration Division Manager will calculate the annual tax supported operating budget expended, will establish the cost per passenger (adjusted for CPI/U) and will store the data in an Excel spreadsheet.

Reporting

The Administration Division Manager will create and maintain annual reports in Excel. The information will be displayed numerically.

Used By

The Department Director and all Division Managers will use the information to improve the efficiency of the service provided.

Performance Measure Methodology Sheet
Customer Service/AnchorRIDES Division
Public Transportation Department

Measure #3: Percent of AnchorRIDES trips funded by non-MOA sources

Type

Effectiveness

Accomplishment Goal Supported

Increase the number of AnchorRIDES coordinated transportation trips funded by sources other than Municipal Operating funds.

Definition

Measure the effectiveness of coordinated public transportation efforts.

Data Collection Method

Calculated through municipal-funded AnchorRIDES trips provided divided by total AnchorRIDES trips provided.

Frequency

The measurement will be performed at the end of each quarter.

Measured By

The Division AnchorRIDES Contract Administrator will pull the appropriate trip volume information from the quarterly ridership report and will store the data in an Excel spreadsheet.

Reporting

The Customer Services Division Manager will create and maintain a quarterly and annual report in Excel from the data received from the AnchorRIDES Contract Administrator. The information will be displayed numerically.

Used By

The Customer Services Division Manager and Department Director will use the information to gain a clearer understanding of AnchorRIDES operations to help manage growth of paratransit service.

Performance Measure Methodology Sheet
Marketing/Share-a-Ride Division
Public Transportation Department

Measure #4: Percent change in number of vanpool participants

Type

Effectiveness

Accomplishment Goal Supported

Increase the number of people using vanpool services.

Definition

Measure the effectiveness of vanpool marketing efforts.

Data Collection Method

Using RidePro (ridematching software) monthly reports, calculate the number of participants using vanpool services.

Frequency

The measurement will be performed monthly.

Measured By

The division Contract Administrator will pull the appropriate ridership information from the quarterly report and will store the data in an Excel spreadsheet.

Reporting

The Contract Administrator will create and maintain a quarterly and annual report in Excel from the data obtained. The information will be displayed numerically and graphically.

Used By

The Marketing & Share-a-Ride Division Manager and Department Director will use the information to target select vanpools for additional marketing promotion activities to increase the effectiveness of vehicle use.

Performance Measure Methodology Sheet
Division of Marketing/Share-a-Ride
Public Transportation Department

Measure #5: Percent change in advertising revenues received by the Municipality.

Type

Effectiveness

Accomplishment Goal Supported

Maximize revenues from transit advertising.

Definition

Measures the effectiveness of contracted advertising sales

Data Collection Method

Using contractor monthly reports, calculate the sales generated by the transit advertising program and the Municipality's share of the advertising revenue and compare the actual revenue received by the minimum contract guarantee.

Frequency

The measurement will be performed monthly.

Measured By

The Marketing/Share-a-Ride Division Manager will pull the appropriate revenue information from monthly contractor reports and will store the data in an Excel spreadsheet.

Reporting

The Marketing/Share-a-Ride Division Manager will create and maintain a quarterly and annual report in Excel from the data obtained. The information will be displayed numerically.

Used By

The Marketing & Share-a-Ride Division Manager and Department Director will use the information to monitor the contracted transit advertising program.

Performance Measure Methodology Sheet
Planning & Scheduling Division
Public Transportation Department

Measure #6: Percent of bus stops meeting ADA standards.
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Type

Effectiveness

Accomplishment Goal Supported

Provide safe and accessible bus stops

Definition

Measure the safety and accessibility of the transit system bus stops.

Data Collection Method

Calculated through the total number of bus stops meeting ADA standards divided by the total number bus stops

Frequency

The measurement will be performed at the end of each year.

Measured By

The Planning division Project Engineer will provide the number of bus stop improvements to an assigned Senior Planning Tech. to update the bus stop inventory and to update the status of all current bus stops. This data will be stored in an Excel spreadsheet.

Reporting

The Planning division manager will create and maintain a quarterly and annual report in Excel from the data received from a Senior Planning Technician. The information will be displayed numerically and graphically.

Used By

The Planning Manager and Department Director will use the information to prioritize future bus stop improvements.

Performance Measure Methodology Sheet
Planning & Scheduling Division
Public Transportation Department

Measure #7: Percent change in People Mover productivity (measured by riders per timetable revenue hour.
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Type

Efficiency

Accomplishment Goal Supported

Ensure efficient bus route planning and scheduling

Definition

Ensure that transit resources (vehicles and staff) are allocated to routes, balancing ridership with hours of service provided.

Data Collection Method

Calculated through the total number of daily passengers divided by the number of daily scheduled timetable revenue hours

Frequency

The measurement will be performed monthly.

Measured By

The Planning division assigned Senior Planning Technician will provide the average number of daily passengers per scheduled timetable revenue hours for weekdays, Saturdays and Sundays. This data will be stored in an Excel spreadsheet.

Reporting

A Senior Planning Technician will create and maintain a quarterly and annual report in Excel. The information will be displayed numerically.

Used By

The Planning Manager and Department Director will use the information to monitor the efficiency of People Mover routes and schedules.

Performance Measure Methodology Sheet
Administration Division
Public Transportation Department

Measure #8: Percentage of time Automated Operating systems are available to transit customers without failures.
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Type

Effectiveness

Accomplishment Goal Supported

Install and maintain hardware and application providing automated operating systems to most efficiently and effectively meet the needs of transit customers.

Definition

Measure the effectiveness of the department in providing automated operating systems to meet the needs of transit customers.

Data Collection Method

The performance tracking is performed through the use of staff resources to report exceptions in the availability and reliability of active automated operating systems

Frequency

The measurement will be performed at the beginning of each month.

Measured By

The division Info Center Consultant I will accumulate exceptions for the previous month and store the data in an Excel spreadsheet, along with documentation for major items requiring follow-up and disclosure information for the reporting.

Reporting

The Administration division manager will, through the assistance of the department Info Center Consultant I, create and maintain a monthly and annual report in Excel. The information will be displayed numerically and graphically as appropriate.

Used By

The Administration Division Manager and Department Director will use the information to gain a clearer understanding of whether or not the resources and measures deployed to meet the department MIS needs are met.

Performance Measure Methodology Sheet
Operations & Maintenance Division
Public Transportation Department

Measure #9: Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)
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Type

Effectiveness

Accomplishment Goal Supported

Ensure People Mover buses are maintained in a safe and reliable condition.

Definition

Measure the efficiency of maintenance staff effort and condition of equipment.

Data Collection Method

Calculated through the total number of miles operated divided by the number of major mechanical system failures

Frequency

The measurement will be performed annually.

Measured By

The Operations Safety Supervisor will calculate the number of miles between major mechanical system failures from daily incident reports and will store the data in an Excel spreadsheet.

Reporting

The O&M Superintendent will maintain the annual report in Excel from the data received from the National Transit Database Reporting process.

Used By

The O&M Superintendent and Department Director will use the information to monitor the age of the fleet and will balance maintenance staffing levels with the needs.

Performance Measure Methodology Sheet
Operations & Maintenance Division
Public Transportation Department

Measure #10: Preventable accidents per 100,000 vehicle miles traveled.

Type

Effectiveness

Accomplishment Goal Supported

Ensure People Mover buses are operated in a safe manner.

Definition

Accident is defined as any damage to a revenue vehicle resulting from incidents (e.g., collisions with stationary or moving objects, floods and accidentally ignited fires, etc.)

A preventable accident is one which occurs because the driver fails to act in a reasonably expected manner to prevent it. In judging whether the driver's actions were reasonable, one seeks to determine whether the driver drove defensively and demonstrated an acceptable level of skill and knowledge.

Data Collection Method

Calculated through the total number of miles operated divided by the number of preventable accidents

Frequency

The measurement will be performed at the end of each month.

Measured By

The Operations Safety Supervisor will calculate the appropriate number of fleet miles and the number of preventable accidents and will store the data in an Excel spreadsheet.

Reporting

The Operations Safety Supervisor will create and maintain a quarterly and annual report in Excel.

Used By

The O&M Superintendent and Department Director will use the information to monitor the safety of bus operations to improve driver training and reduce worker compensation and risk claims.