



**Anchor
RIDES**



**PEOPLE
MOVER**



**RIDE
SHARE**

Public Transportation 2020 System Report

JANUARY-DECEMBER 2020



Municipality of Anchorage Public Transportation Department

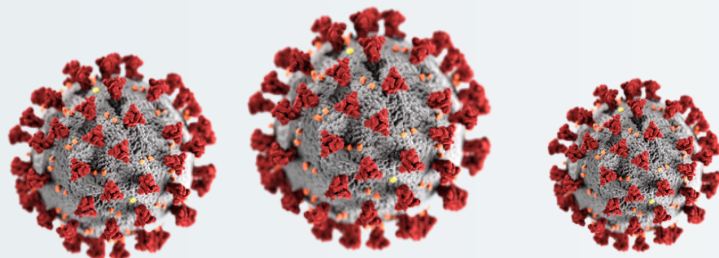
2020 System Report

A LOOK BACK AT 2020

At the beginning of 2020, the Anchorage Public Transportation Department (PTD) was wrapping up a year and a half long public process resulting in the 2020 transit plan, Transit on the Move. The plan built upon a system overhaul in 2017 which reversed the downward trend of ridership and contains a prioritized list of future projects when additional funding becomes available.



And then...

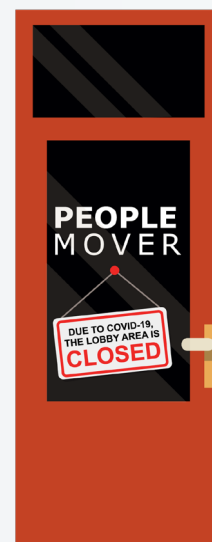


...that iconic picture that changed all of our lives. COVID-19, also known as the novel coronavirus, instilled caution in transit operations across the globe as concerns emerged over rider and bus operator safety. Across the United States, transit centers were closed, rider limits were put in place, routes were halted and some transit agencies ran weekend schedules on weekdays or suspended service altogether.

As people emerged from their homes, the best advice to slow the community spread of COVID-19 was behavioral in nature; wash your hands, wear a face mask, and stay at least 6 feet away from anyone outside of your household. That last one is problematic for full capacity public transportation. The concerns over using public transportation led many riders with alternative means of transport to self-isolate themselves from the service and led some transit agencies to experience a shortage of available workforce due to these same concerns for personal safety. Yet still, even with the concerns given, many people rely on public transportation to take essential trips throughout their day.

Local Response

On March 17, 2020, the Anchorage Public Transportation Department (PTD) shut down the Downtown Transit Center lobby in response to the threat of COVID-19 and established enhanced cleaning protocols on the buses. PTD closely monitored the recommendations coming out of the CDC, Anchorage Health Department, and the decisions of other transit agencies. On March 18, PTD went fare free to encourage rear boarding and eliminate the



Essential Trip Service

In March 2020, along with establishing rider limits, going fare free and encouraging rear boarding, riders were asked to only use public transportation for essential trips.

April 9 - June 1, fixed route bus service was suspended and a limited on-demand service was set up for essential trips using AnchorRIDES paratransit vehicles.



Doctor appointments and pharmacies



Critical Jobs



Grocery stores

interaction between the rider and bus operator at the farebox. Passenger limits were also enacted to increase social distancing opportunities and riders were asked to take only essential trips.

Trips characterized as essential were transport to healthcare services, access to critical jobs and government services, and grocery shopping trips.

PTD took these precautionary measures to help encourage social distancing and minimize the risk of exposure to the riders and bus operators. Taking these early measures allowed PTD to initially maintain normal levels of service while working with the Municipality's COVID-19 response team to adapt as things changed.

What Happened Next

With rider limits in place, some riders experienced a hardship when they were left at a bus stop due to the full capacity status of the approaching bus. This hardship was especially noticeable on the lower frequency routes that arrived every 30 or 60 minutes and on routes operated with smaller buses that had lower rider limits. The fare-free status may have exacerbated the issue, with reports that some riders were allegedly taking non-essential or "non-destination" trips, thus increasing the number of riders left behind at bus stops due to reached capacity. PTD does not discriminate or operate on perceived judgments of individual trip needs and continued to stress the importance of taking only necessary trips with increased messaging and outreach materials.

Service Paused

On April 9 the Municipality of Anchorage made the hard choice to suspend fixed route bus service temporarily in the face of a global pandemic. Weighing the safety and health concerns against the community's mobility needs is never an easy choice. As the city and the country assembled to plan for what was to come, a pause in People Mover fixed-route bus service was deemed necessary. During that pause, a limited on-demand service was set up for essential trips using AnchorRIDES paratransit vehicles. This allowed PTD to provide about 200 essential trips per day, but the need outnumbered the capacity.

While service was halted, PTD remained focused on reinstating the transportation freedom of the community and providing a safe travel environment for everyone.



Buses were equipped with plexiglass partitions between the bus operator and the farebox to help protect riders and the bus operators during the boarding process.



Operators were outfitted with person protection equipment (PPE) to include: masks, gloves, cleaning wipes, and hand sanitizer.



New cleaning protocols were set-up to spray the interior of the bus every night with disinfectant and high touch surfaces continued to be thoroughly wiped down with a bleach solution.

Resuming Service

On June 1, People Mover service resumed with fares reinstated. Rider limits continued and adjusted as the Municipality monitored active COVID-19 cases. Face masks were originally suggested and then required beginning June 29 to align with the Mayor's Emergency Order EO-13 that required face masks in public spaces throughout the Municipality.

On September 9, AnchorRIDES paratransit service started offering grocery store delivery service to current AnchorRIDES eligible customers. AnchorRIDES customers can place an order with a participating grocery or pet store offering curbside pick-up and have the items delivered directly to their homes.

In November, AnchorRIDES partnered with Anchorage Animal Care & Control to help make deliveries from their pet food bank to eligible riders who could not afford to buy pet food. Later that month AnchorRIDES partnered with the Food Bank of Alaska to help deliver Thanksgiving meals to 134 families.



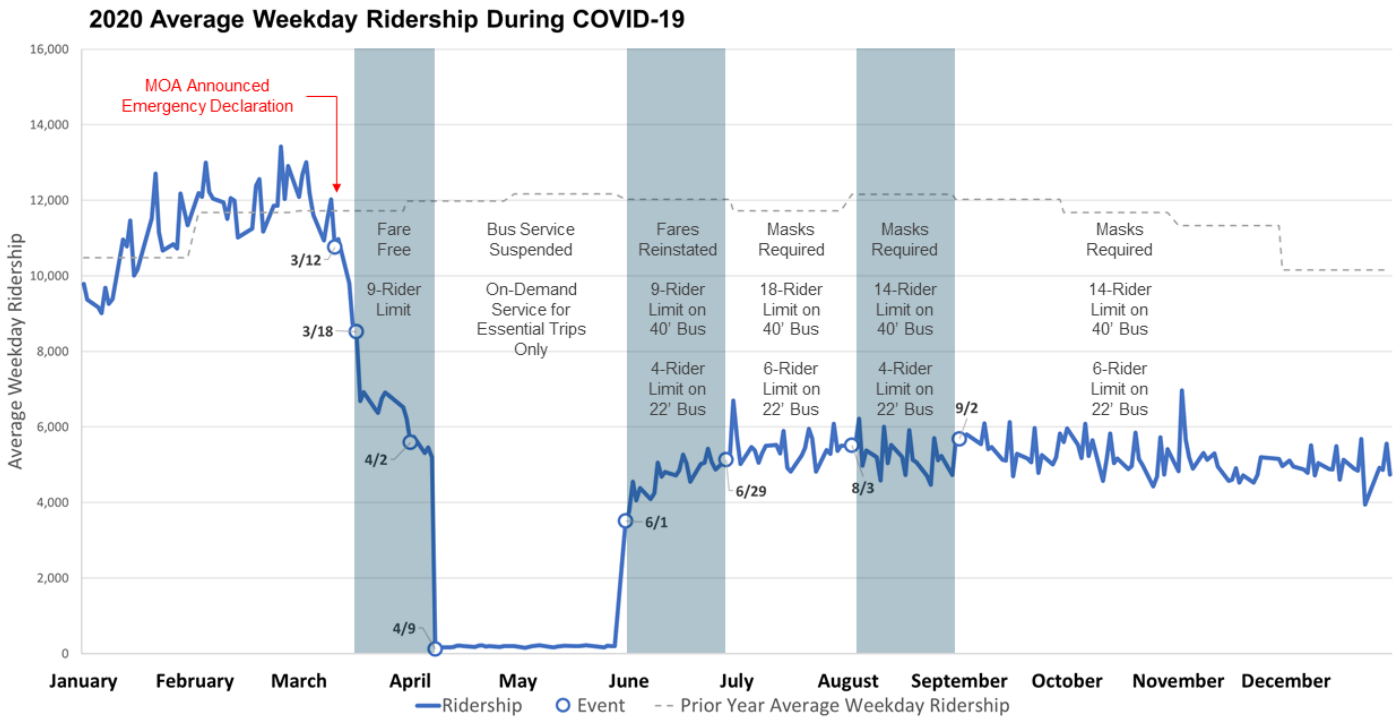
Moving Forward

PTD's response to COVID-19 continues to change and evolve. At the time of this publication, this is how public transportation looked for the Municipality of Anchorage. PTD will continue to monitor actions taken in response to COVID-19 and look for ways to ease public safety concerns while increasing capacity on the buses.

Central to urban mobility and transportation freedom is a well-oiled transit system. Public transportation connects people to jobs, housing, and opportunity. Public transportation alleviates congestion, making way for fewer roads and more economic activity. People Mover looks forward to a time when we can welcome riders back to the system and buses are full once again.



Ridership



Before the arrival of COVID-19, People Mover ridership was increasing as a result of the system overhaul in 2017. For more than a year and a half, starting in July 2018, ridership increased each month compared to the prior year. During this time, PTD was engaged in a public planning process to build on the system’s success, fill in service gaps, and prioritize future system enhancements. The resulting plan, Transit on the Move, was completed in February 2020, and a new route was recommended for implementation. During the COVID-19 pandemic, People Mover saw its ridership gains disappear. Emergency orders, rider limits, social distancing, and teleworking were among the many factors that dramatically impacted ridership. Between March 18 and April 8, weekday ridership fell by about 48%. When People Mover suspended regular fixed route bus service and implemented an on-demand service for essential trips only, ridership decreased by 98%. Since the reinstatement of bus service on June 1 through December 31, weekday ridership improved slightly: on average it was down about 56% compared to the same time last year. It is likely that ridership will not increase until it’s safe to remove the rider limits.

How to use this report

This report presents the various metrics used to help gauge the effectiveness of public transportation in the Municipality of Anchorage (MOA). Throughout the report, each metric is represented by an icon and is defined here. Pages 7 and 8 summarize the entire People Mover bus system. Each route is summarized independently on the following pages. AnchorRIDES and RideShare are summarized on pages 37 - 39.

Cost per Passenger

Transit fares only partially cover public transportation costs. PTD is reliant on federal and local funding to fill this gap and fund operations. The actual cost per passenger is determined by the total annual operating cost divided by the total annual boardings.



Annual Operating Cost per Route

The annual operating cost is based on the 2019 cost per Vehicle Revenue Hour (VRH) and the cost per Vehicle Revenue Mile (VRM).

Estimated cost of service = (Cost per VRM * Annual VRM) + (Cost per VRH * Annual VRH)

The operating costs presented in this report only reflect the service that was operated in 2020. It does not reflect the costs associated during the two months in which People Mover did not operate, nor the period essential trip on-demand service was operating.

This does not include PTD's "fixed costs" for non-vehicle maintenance and general administrative support.

Jobs and Residents within 1/4 Mile per Route

This report shows the percent of the MOA population (by Census Block Group) and jobs (by Traffic Analysis Zone) that are within 1/4 mile of the bus stops along each route. In this report, resident data is pulled from the 2019 (5-Year estimates) American Community Survey (ACS) dataset and job data is pulled from the 2016 (5-Year estimates) Census Transportation Planning Products (CTPP) dataset. CTPP data gives us a more accurate account of jobs by actual location.





Route Productivity

For this report, productivity is calculated by the average number of passengers per time-table revenue hour.

This measures ridership relative to cost and helps evaluate how well the system (or route) is maximizing potential ridership. In other words, productivity is strictly a measure of achievement towards obtaining higher ridership. Routes that are designed to provide coverage or have lower seating capacity, like the neighborhood and commuter routes, will expectedly have lower productivity.



Span of Service and Frequency

The span represents the hours of operation (when service starts in the morning and when it ends in the evening), while the frequency is how often the buses arrive throughout the day.



Number of Boardings per Stop

The maps show the average number of people getting on the bus (boarding) at each stop for each route.

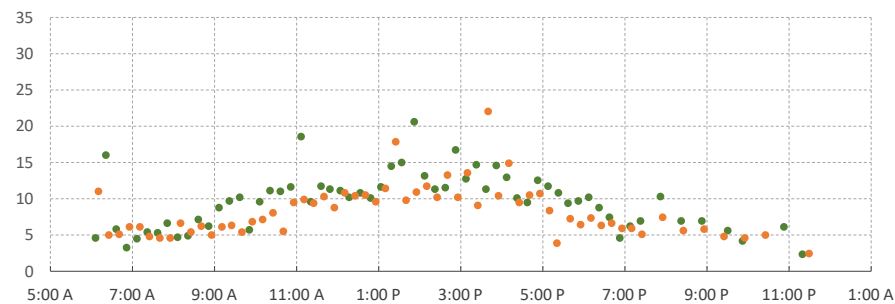


Ridership per Route

This reports the average number of passengers riding the route on a single day for weekday, Saturday, and Sunday service. Average ridership is total ridership divided by the number of days in service.

Ridership by Trip

The graphs compare the average weekday, Saturday, and Sunday ridership throughout the day per trip. The averages for both inbound and outbound trips are displayed.



On-Time Performance

This is measured by the percent of time a bus arrives at a published time-point as printed, up to five minutes later. This does not factor in missed trips.



Why do we report daily average ridership and not total ridership?

The number of weekdays each month vary from year to year. Also, some years have more operating days than others. To compare "apples to apples," we use average ridership. If a month has one extra weekday in it than the year before, it will give the false impression that the ridership was higher that month, just because it benefited from an extra day of service. We want to know about how many people are using People Mover each weekday, Saturday and Sunday.

People Mover

Legend

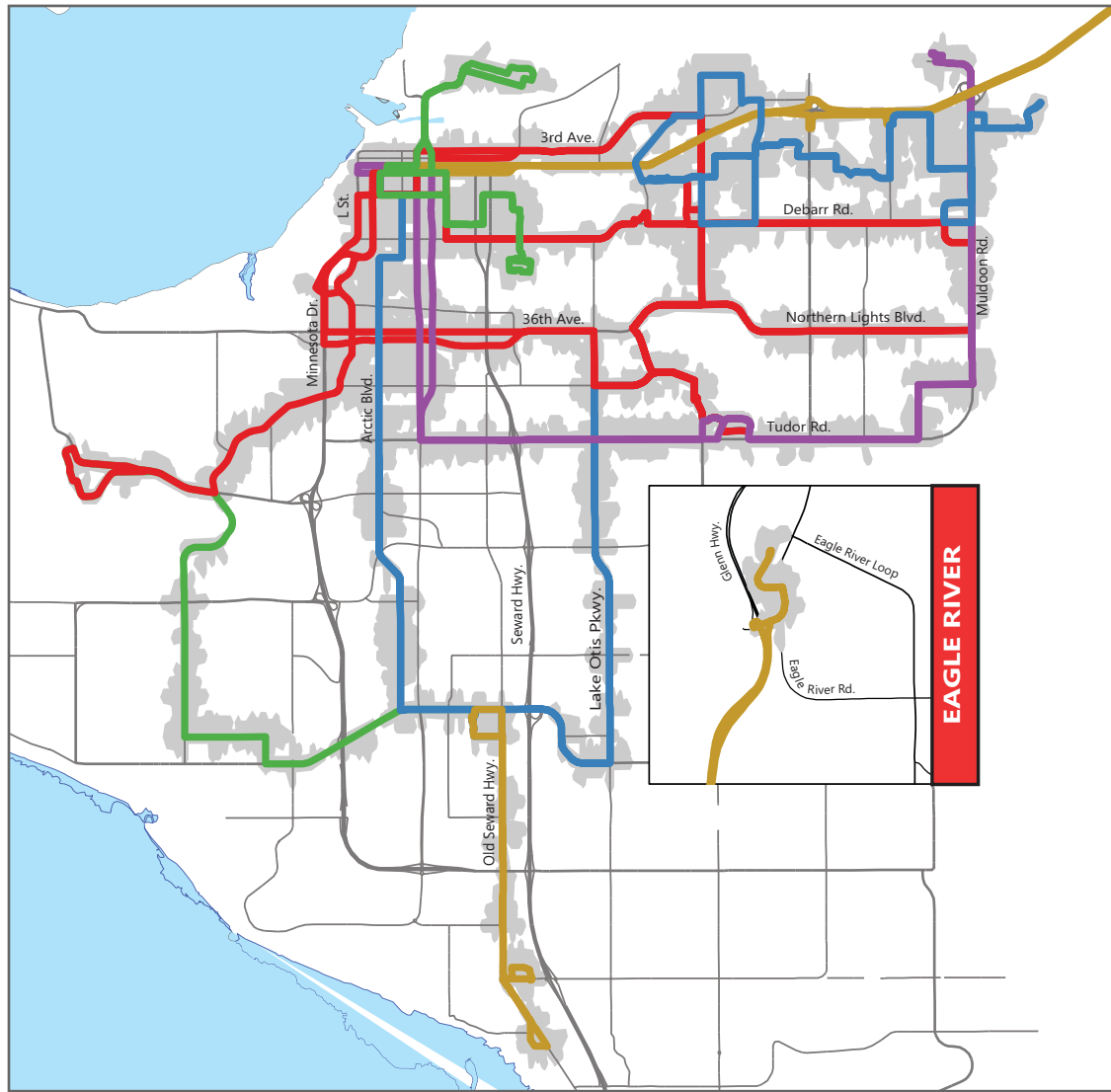
0 0.5 1 Mile

Map Orientation

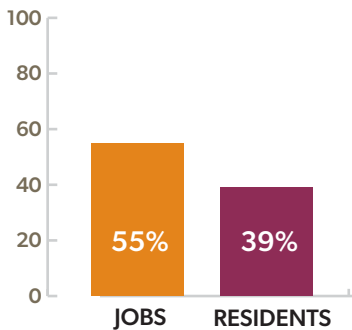
1/4 mile access buffer to each bus stop

Route Frequency

- 15 min.
- 15 - 30 min.
- 30 min.
- 60 min.
- Peak



1,710,144
Total Passengers



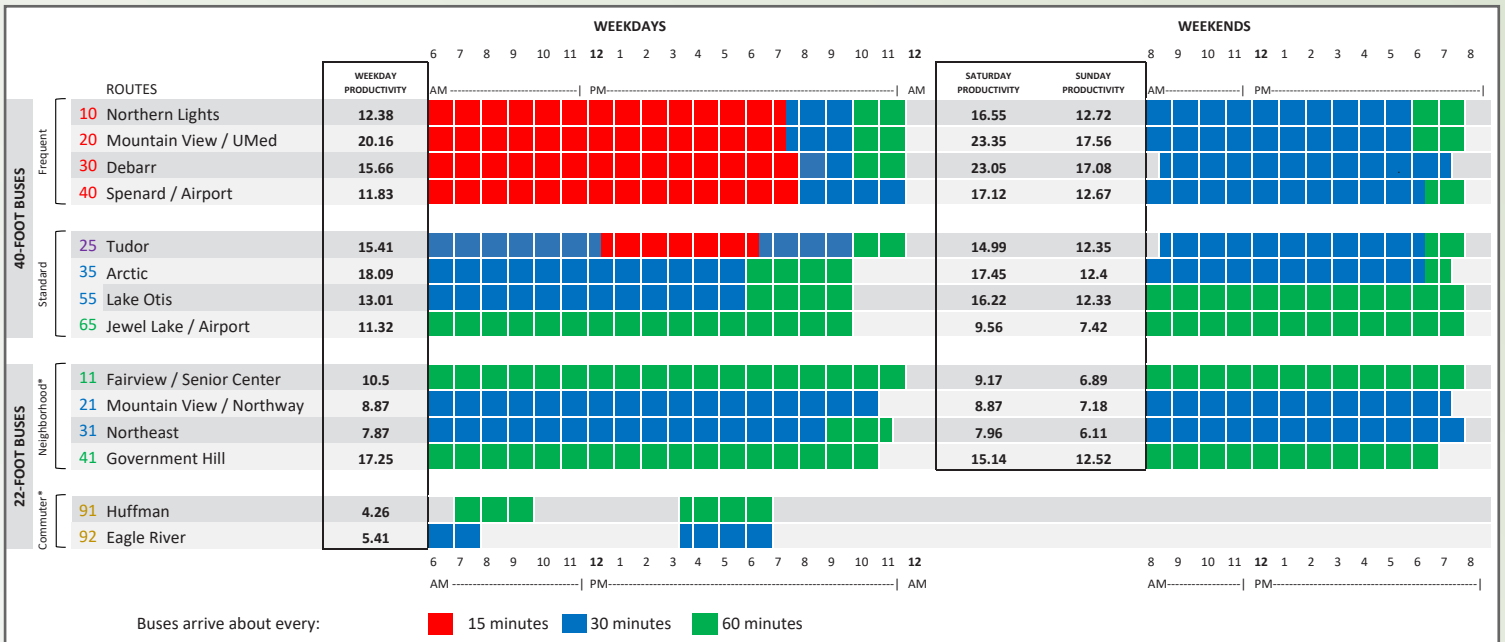
89%
of buses were on time



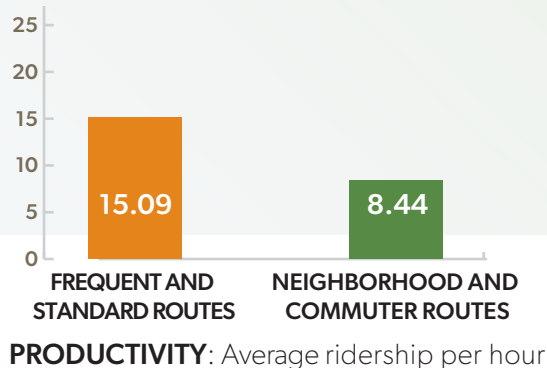
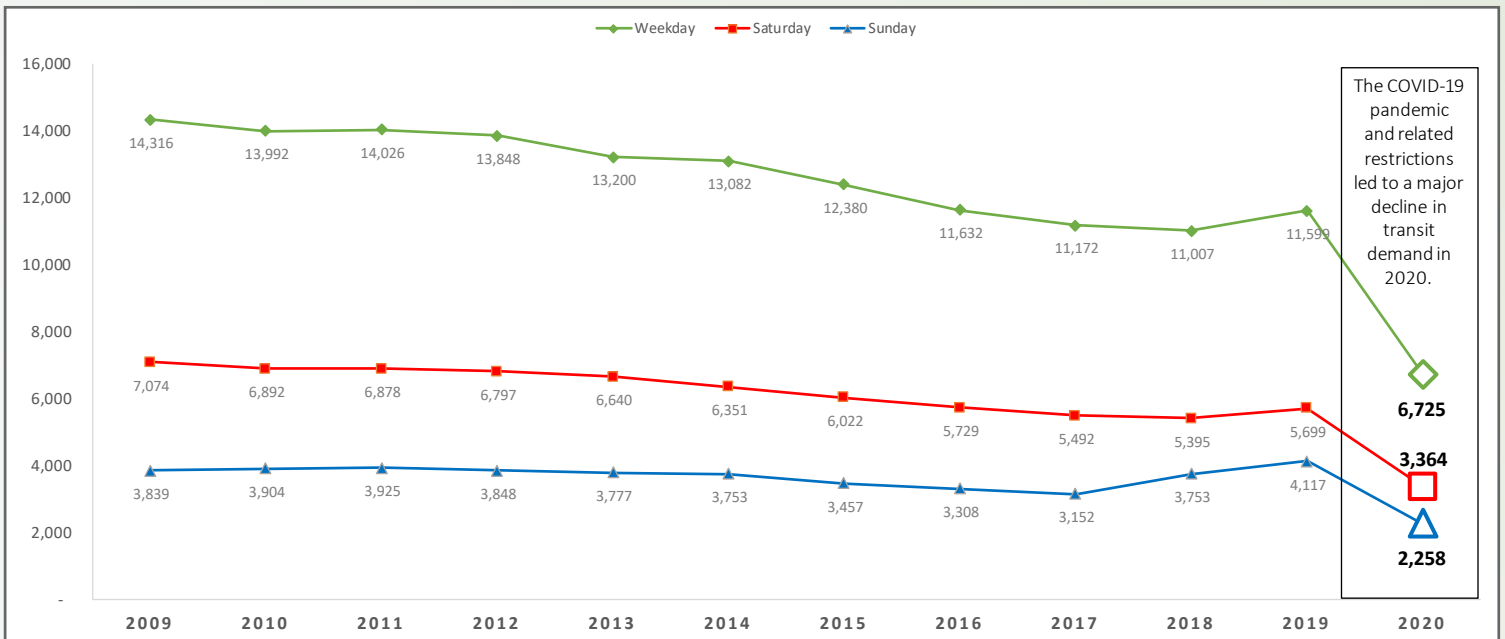
<1%
of all trips were missed

WITHIN 1/4 MILE of all routes

BUS ROUTE SPAN AND FREQUENCY



AVERAGE WEEKDAY RIDERSHIP



10

NORTHERN LIGHTS

Frequent Route: **15 min. peak frequency**

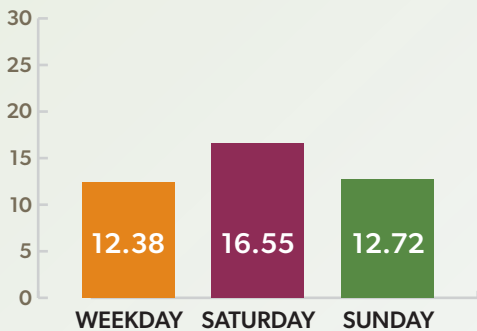
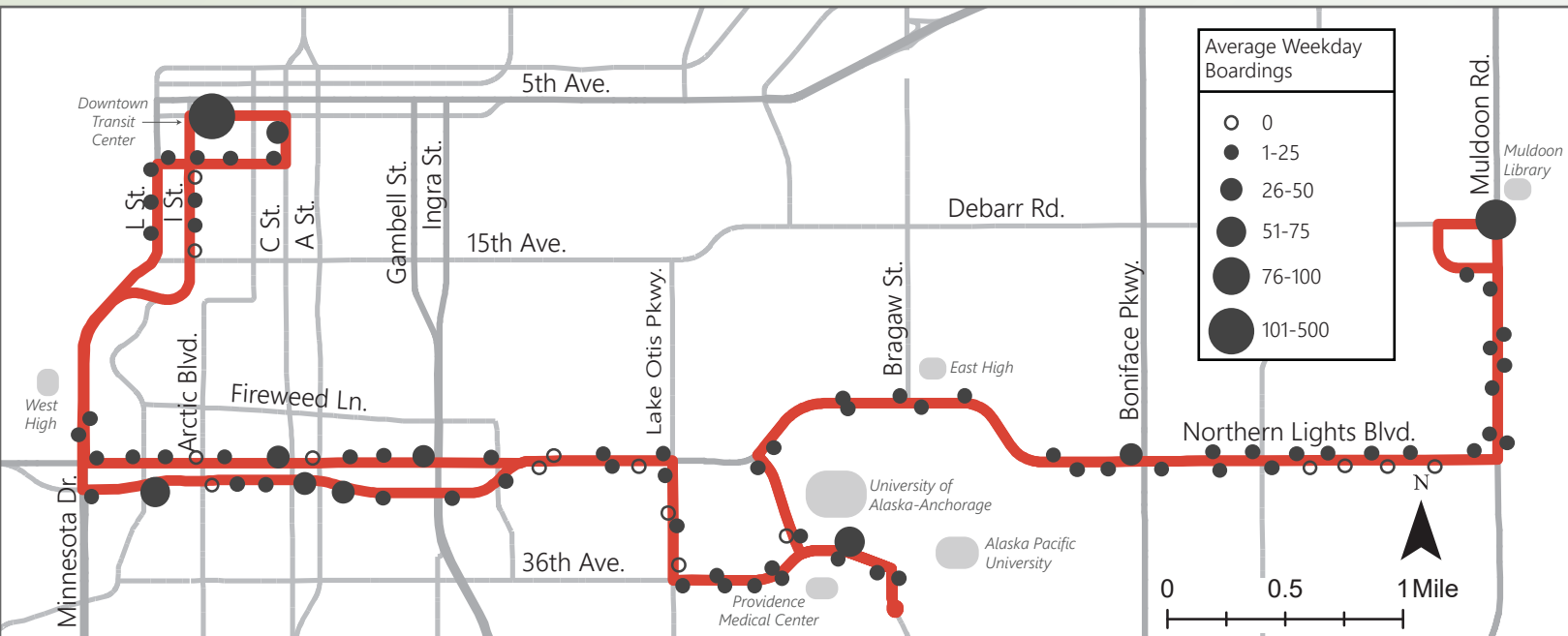
Route Length \approx **24 miles**

This route travels between the Downtown Transit Center and the Muldoon Transit Hub via Midtown, UMed, and Northern Lights Boulevard.

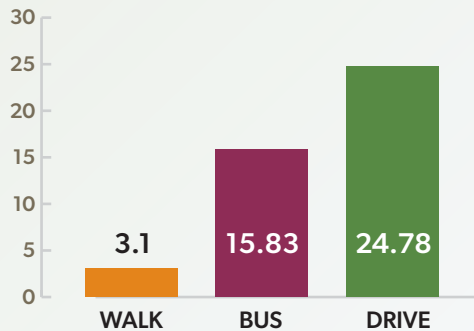
Hours of Operation

- ▶ The Route 10 is in service approximately 18 hours on the weekdays.
- ▶ 15-minute frequent service on weekdays between 6 am and 7:30 pm.

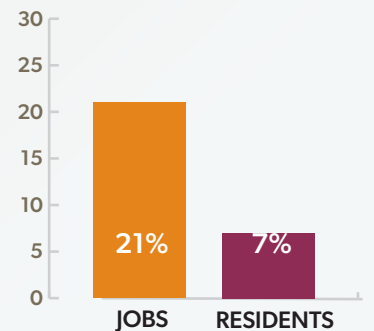
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour



AVERAGE SPEED: In miles per hour



WITHIN 1/4 MILE of Route



\$11.50

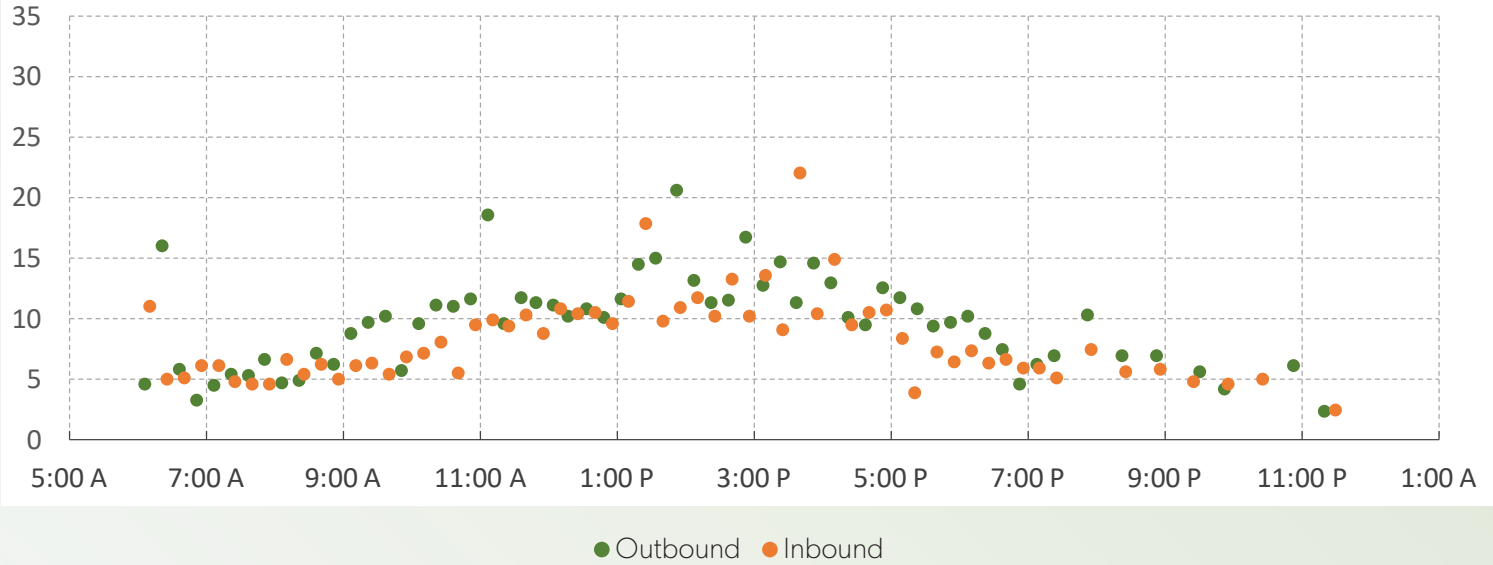
Estimated Cost per Passenger



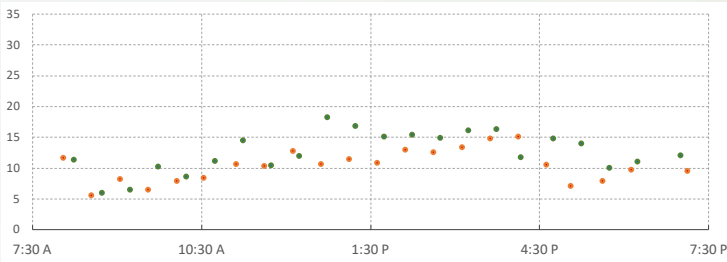
\$3,180,000

Estimated Annual Operating Cost

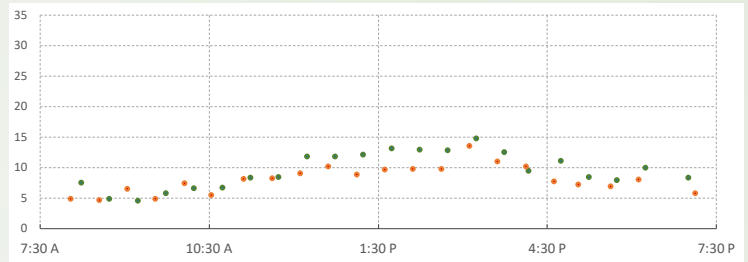
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
122	44	44



8 Number of buses
needed to operate the route at peak



1,090
Weekday Ridership Average

508
Saturday Ridership Average

390
Sunday Ridership Average



90%
of buses were on time

11

FAIRVIEW | SENIOR CENTER

Neighborhood Route: **60 min. peak frequency** Route Length \approx **6 miles**

This route travels between City Hall and the Anchorage Senior Center via Medfra Street, 9th Avenue, Hyder Street, 13th Avenue, and Cordova Street.

Hours of Operation

- ▶ The Route 11 is in service approximately 16.5 hours on weekdays.

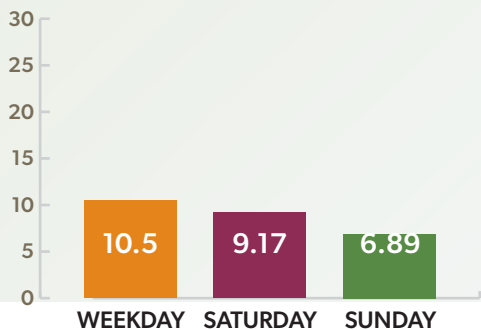
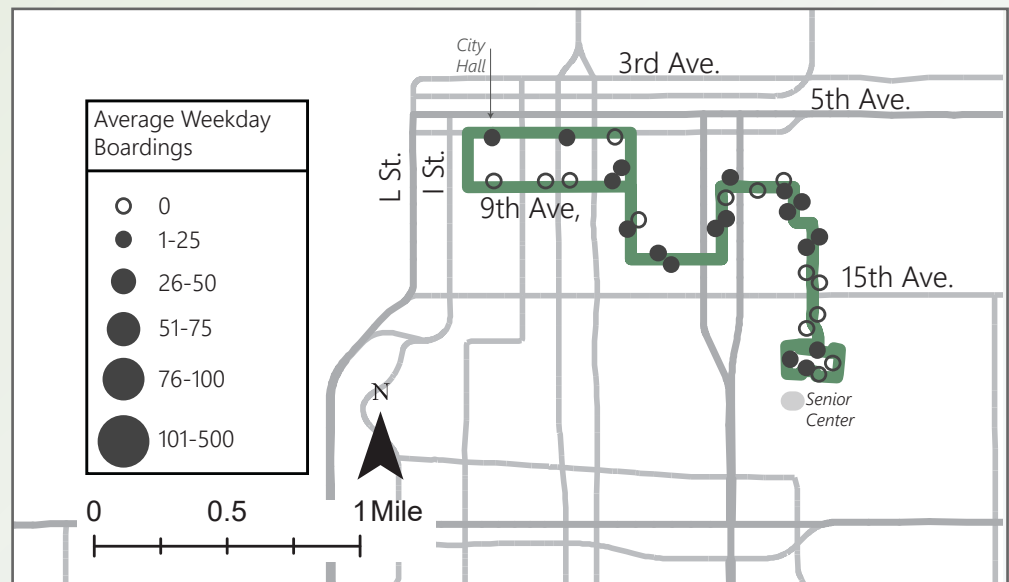


\$13.20
Estimated Cost
per Passenger

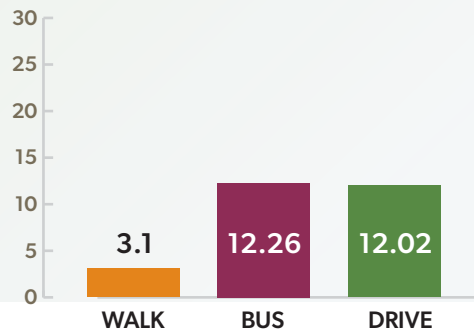


\$310,000
Estimated Annual
Operating Cost

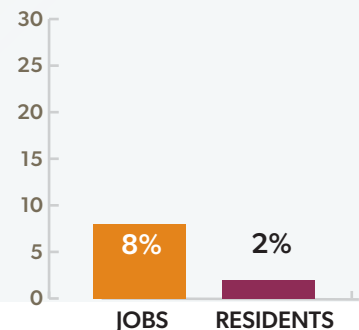
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour

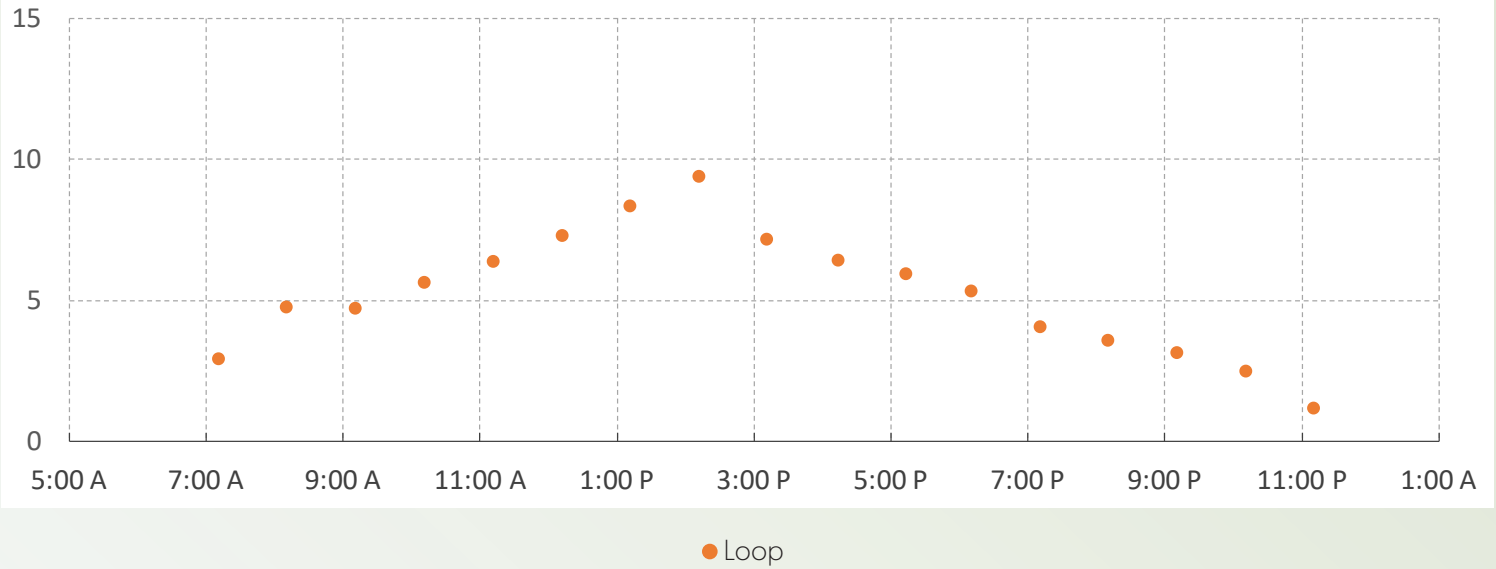


AVERAGE SPEED: In miles per hour

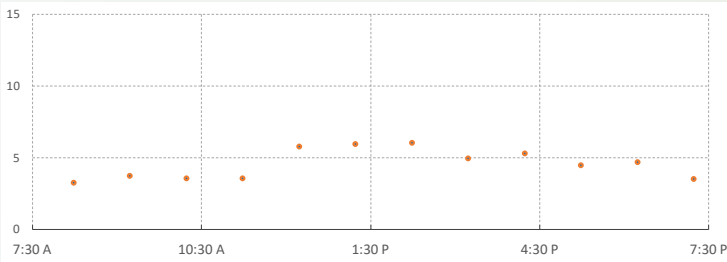


WITHIN 1/4 MILE of Route

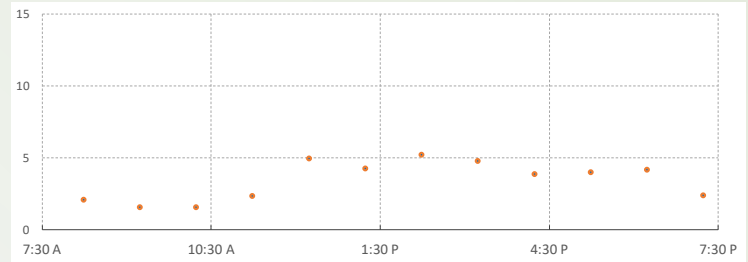
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
17	12	12



.5 Number of buses needed to operate the route at peak



89
Weekday Ridership Average

55
Saturday Ridership Average

41
Sunday Ridership Average



88%
of buses were on time

20

MOUNTAIN VIEW | UMED

Frequent Route: **15 min. peak frequency**

Route Length \approx **16 miles**

This route travels between the Downtown Transit Center and the Alaska Native Medical Center via 3rd & 4th Avenues, Mountain View Drive, Northway Mall, East High School, and UMed.

Hours of Operation

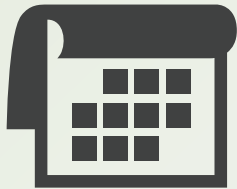
- ▶ The Route 20 is in service approximately 17.5 hours on weekdays.
- ▶ 15-minute frequent service on weekdays between 6 am and 7:30 pm.

AVERAGE WEEKDAY BOARDINGS



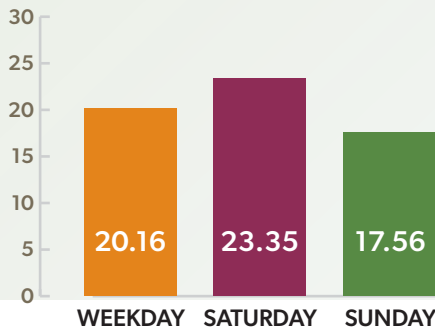
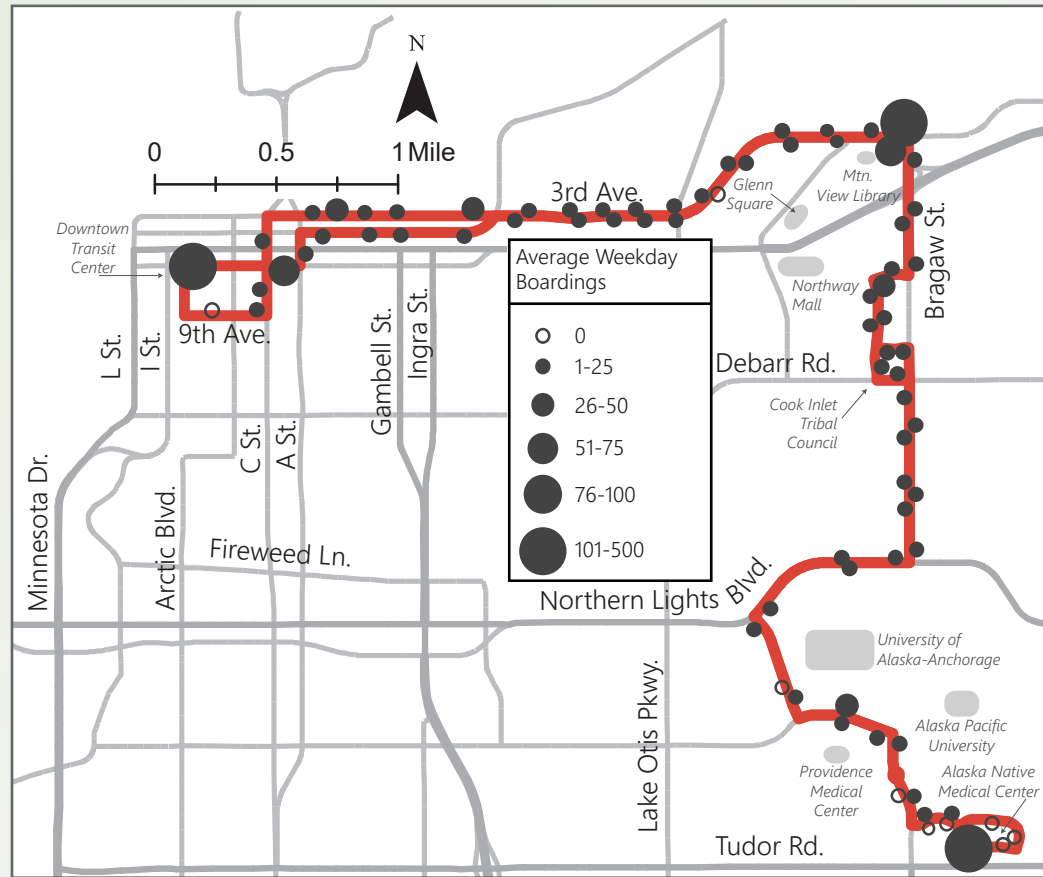
\$7.30

Estimated Cost per Passenger

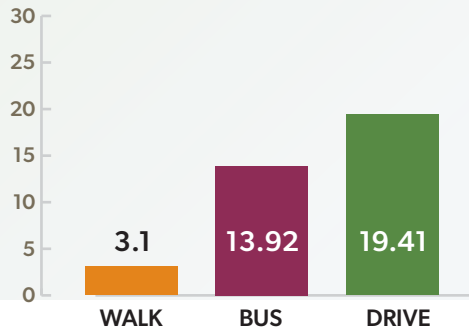


\$2,490,000

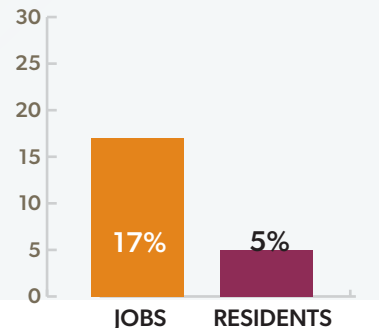
Estimated Annual Operating Cost



PRODUCTIVITY: Average ridership per hour

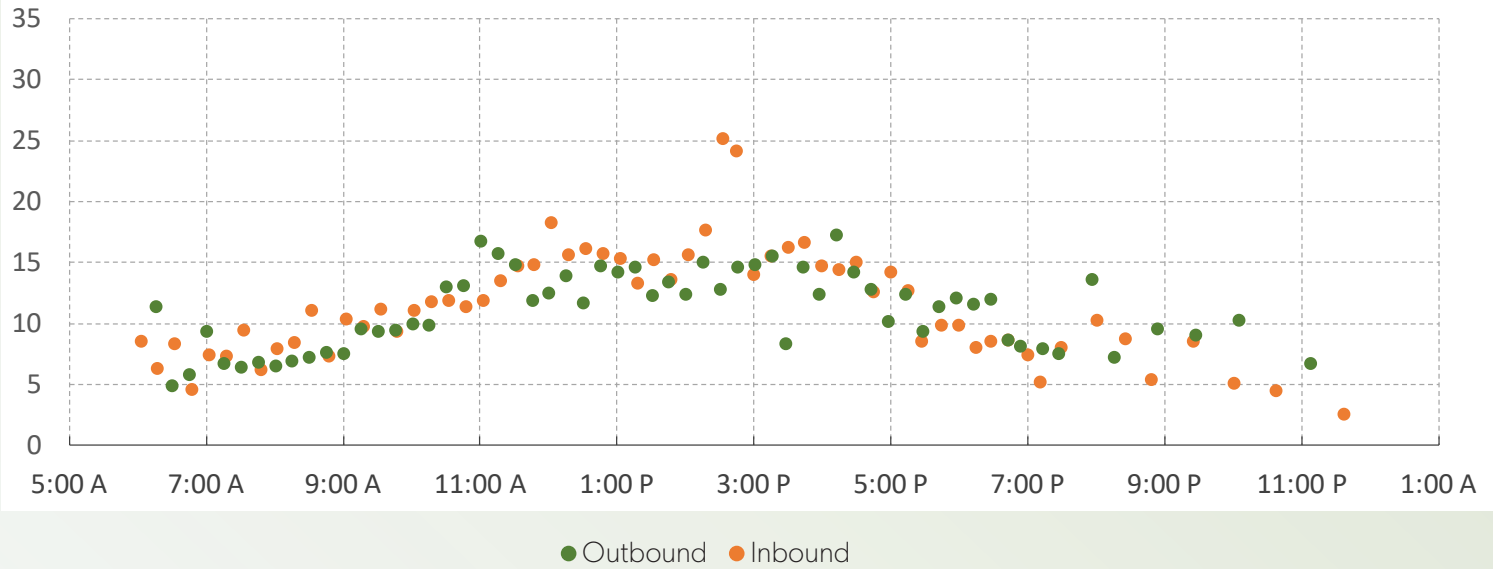


AVERAGE SPEED: In miles per hour

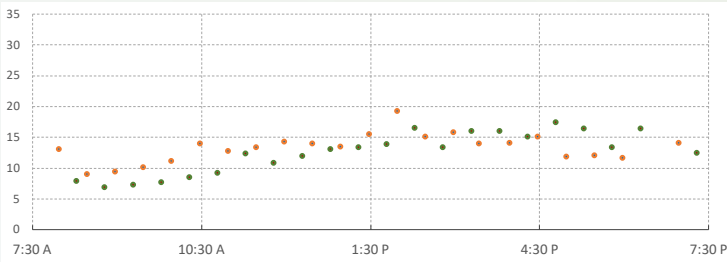


WITHIN 1/4 MILE of Route

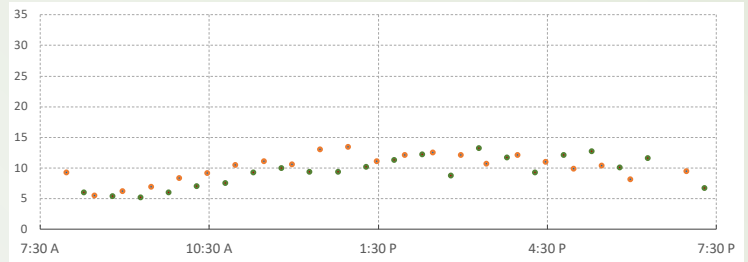
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
122	44	44



6 Number of buses
needed to operate the route at peak



1,366
Weekday Ridership Average

571
Saturday Ridership Average

429
Sunday Ridership Average



88%
of buses were on time

21

MTN. VIEW | NORTHWAY

Neighborhood Route: **30 min. peak frequency** Route Length \approx **5 miles**

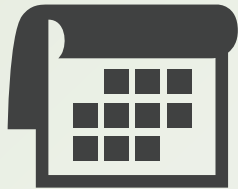
The Route 21 travels in a counterclockwise loop beginning on Penland Parkway at the Northway Mall. From Penland Parkway, the route travels on Bragaw Street, Debarr Road, Pine Street, McCarrey Street, Mountain View Drive, Lane Street, and Parsons Avenue before returning to the Penland Parkway via Bragaw Street and Mountain View Drive.

Hours of Operation

- ▶ The Route 21 is in service approximately 17.5 hours on weekdays.

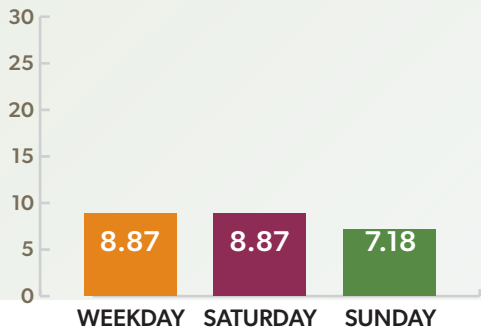
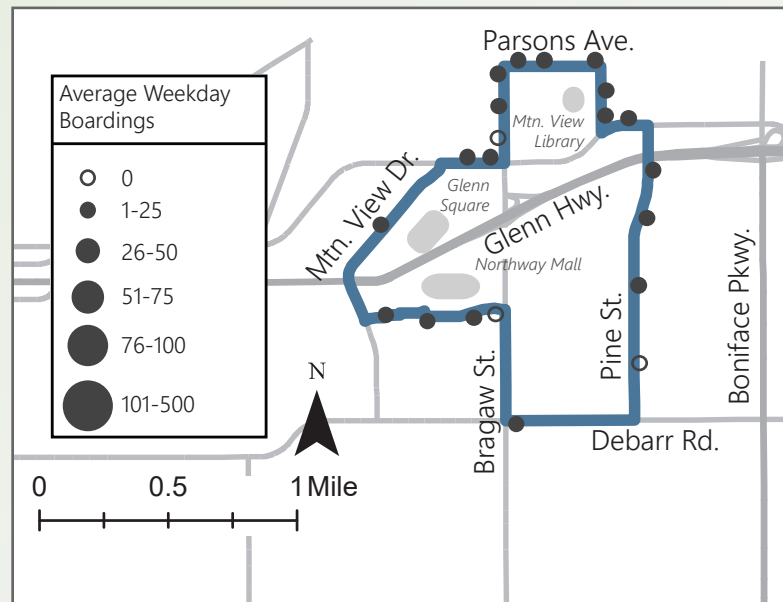


\$16.50
Estimated Cost
per Passenger

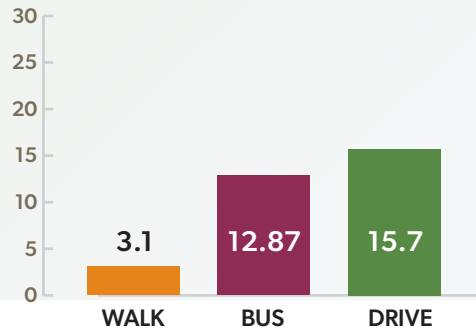


\$520,000
Estimated Annual
Operating Cost

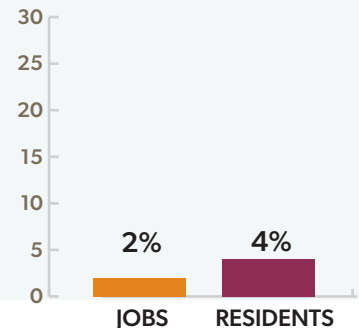
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour

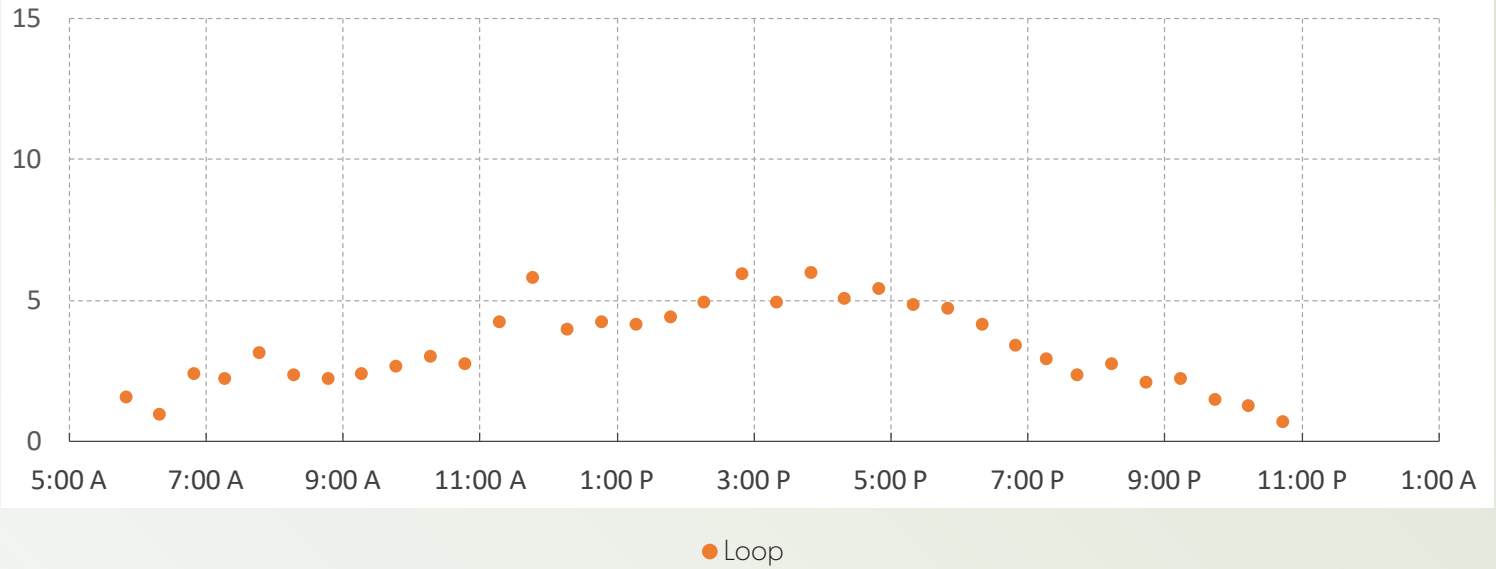


AVERAGE SPEED: In miles per hour

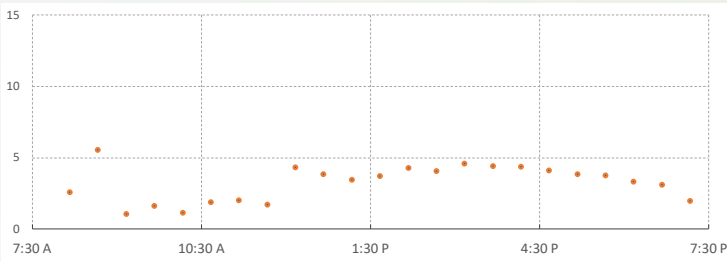


WITHIN 1/4 MILE of Route

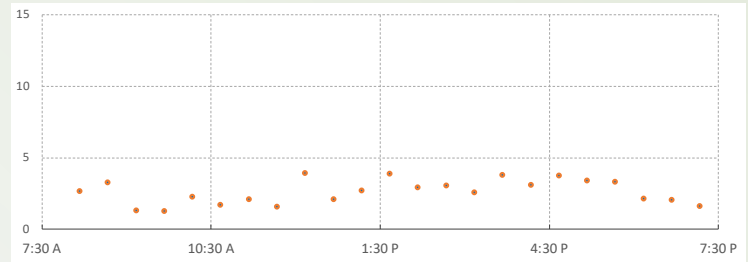
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
35	23	23



1 Number of buses
needed to operate the route at peak



118
Weekday Ridership Average

75
Saturday Ridership Average

61
Sunday Ridership Average



90%
of buses were on time

25 TUDOR

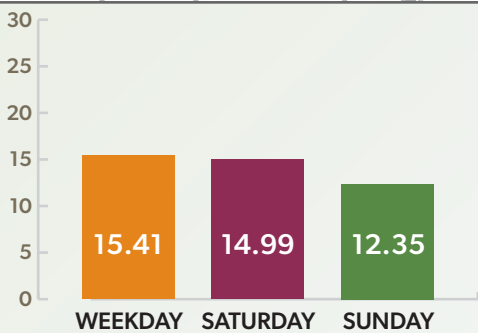
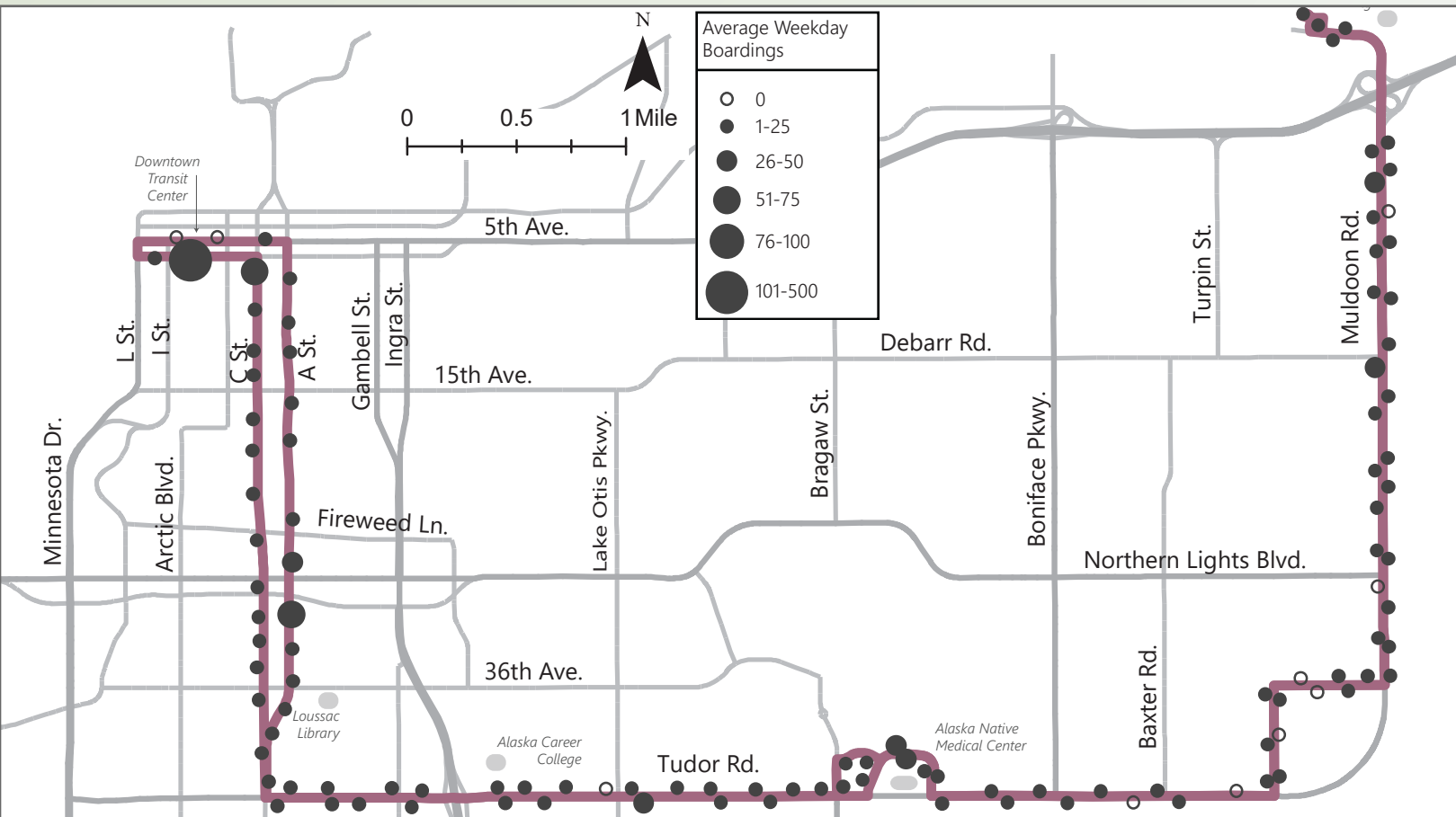
Standard Route: **15-30 min. peak frequency**

Route Length \approx **25 miles**

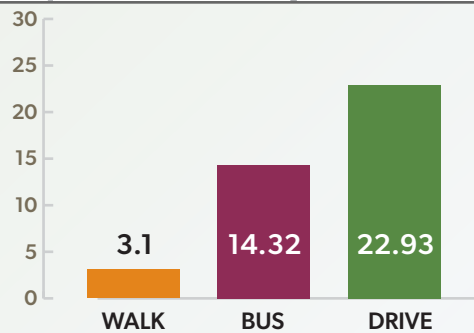
Hours of Operation

- ▶ The Route 25 is in service approximately 17.5 hours on weekdays.
- ▶ 15-minute frequent service between 12:30 pm and 6:30 pm.

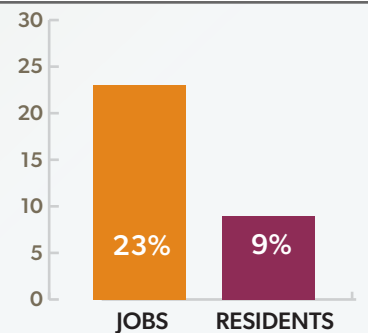
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour



AVERAGE SPEED: In miles per hour



WITHIN 1/4 MILE of Route

17



\$9.20

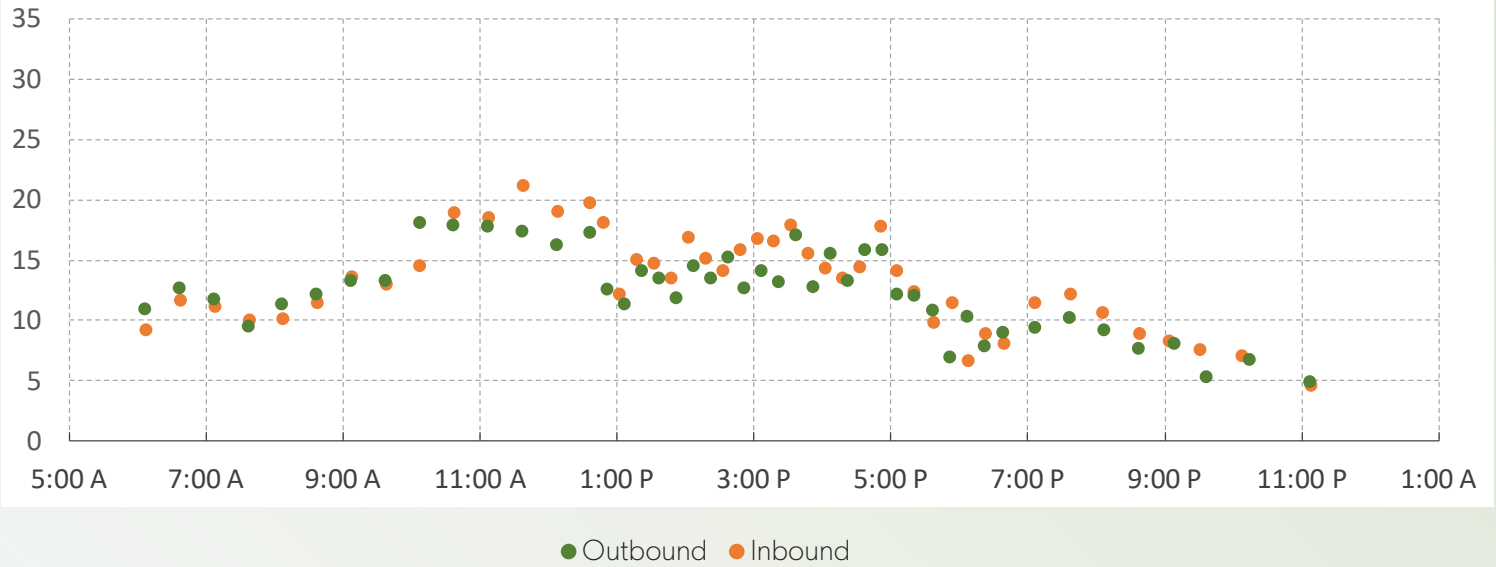
Estimated Cost per Passenger



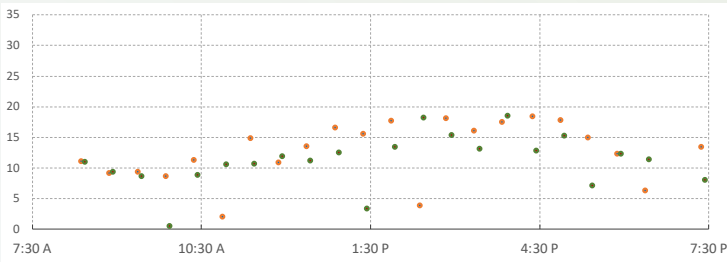
\$2,730,000

Estimated Annual Operating Cost

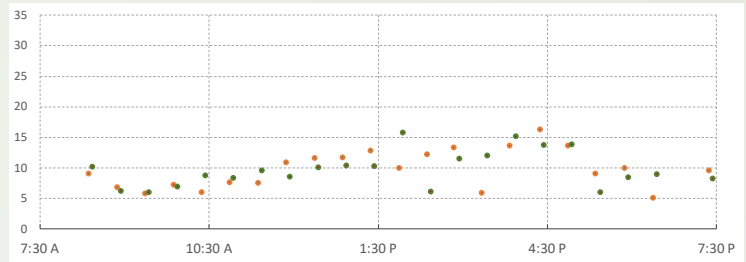
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
92	44	44



8 Number of buses
needed to operate the route at peak



1,175
Weekday Ridership Average

525
Saturday Ridership Average

432
Sunday Ridership Average



89%
of buses were on time

30 DEBARR

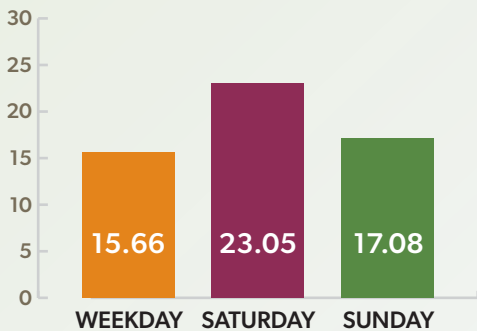
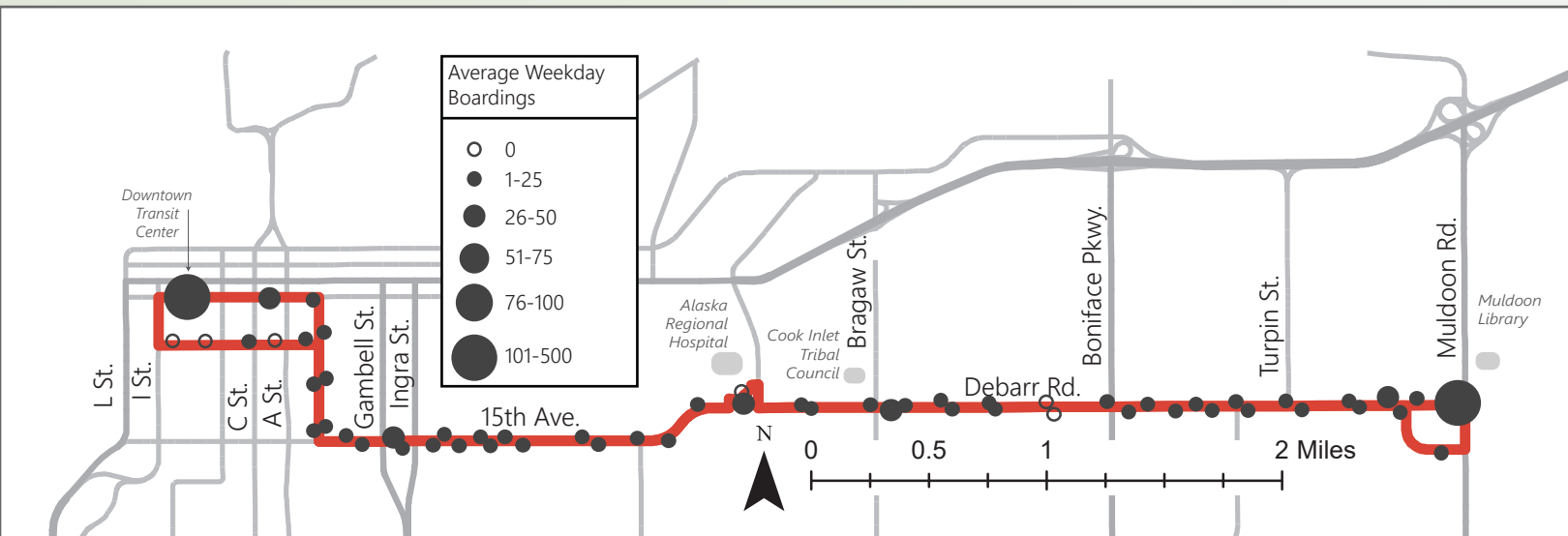
Frequent Route: **15 min. peak frequency** Route Length \approx **13 miles**

This route travels between the Downtown Transit Center and the Muldoon Transit Hub via Cordova Street, 15th Avenue, Alaska Regional Hospital, and Debarrr Road.

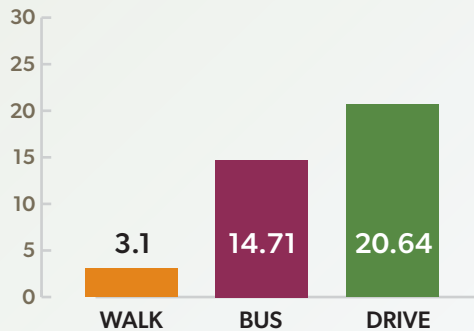
Hours of Operation

- ▶ The Route 30 is in service approximately 18 hours on weekdays.
- ▶ 15-minute frequent service on weekdays between 6 am and 8 pm.

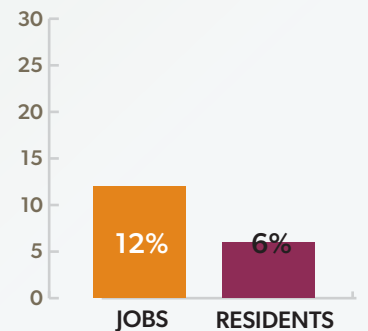
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour



AVERAGE SPEED: In miles per hour



WITHIN 1/4 MILE of Route

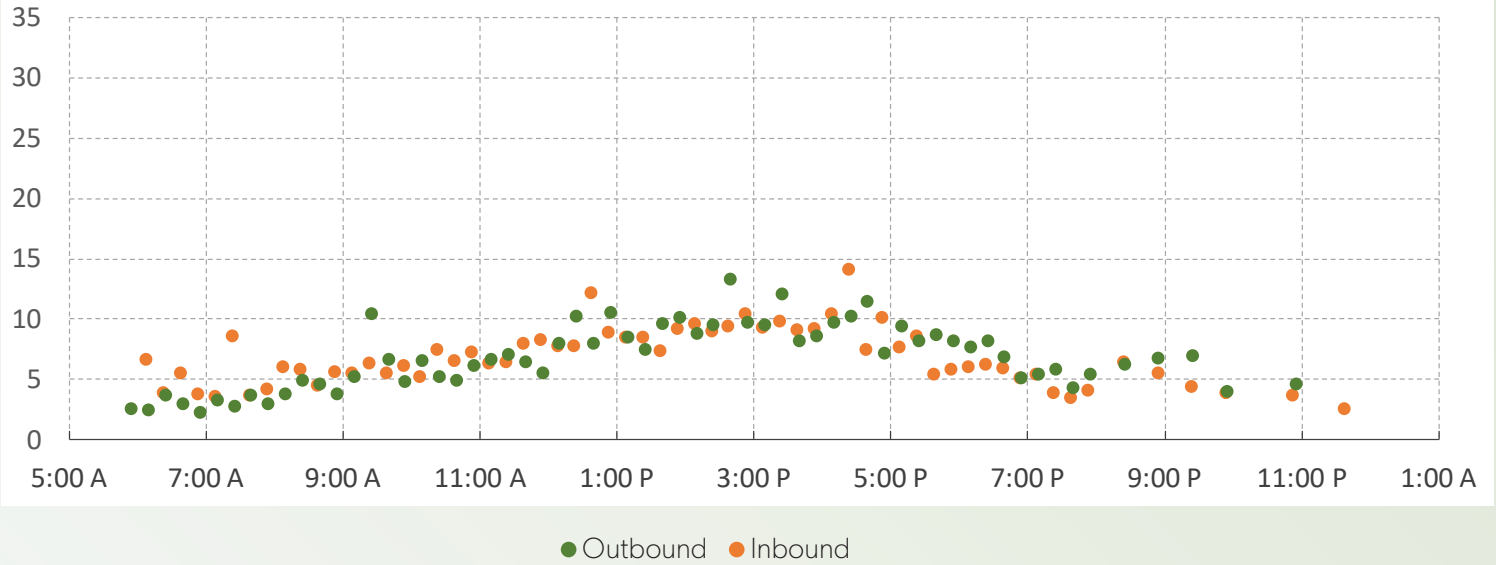


\$9.80
Estimated Cost per Passenger

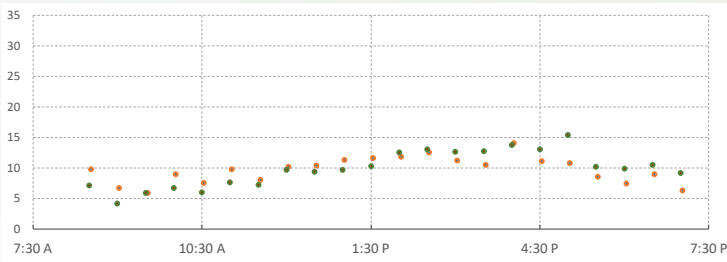


\$2,130,000
Estimated Annual Operating Cost

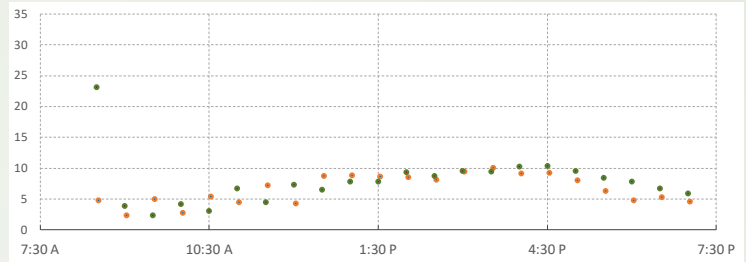
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
124	44	44



5 Number of buses
needed to operate the route at peak



851
Weekday Ridership Average

432
Saturday Ridership Average

320
Sunday Ridership Average



90%
of buses were on time

31

NORTHEAST

Neighborhood Route: **30 min. peak frequency** Route Length \approx **15 miles**

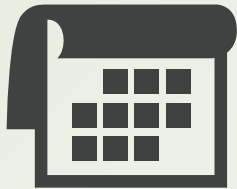
This route travels between Northway Mall, the Debarr and Muldoon Transit Hub, and Centennial Village via Penland Parkway, 4th Avenue, Turpin Street, Oklahoma Street, 6th Avenue, Muldoon Road, Creekside Center Drive, and Peck Avenue.

Hours of Operation

- ▶ The Route 31 is in service approximately 18 hours on weekdays.

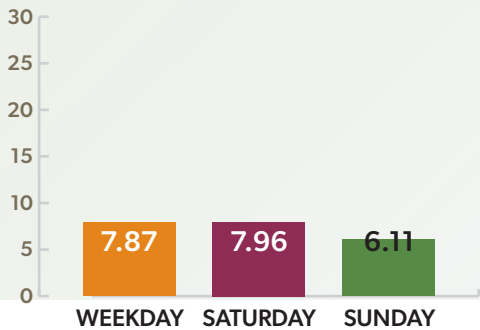
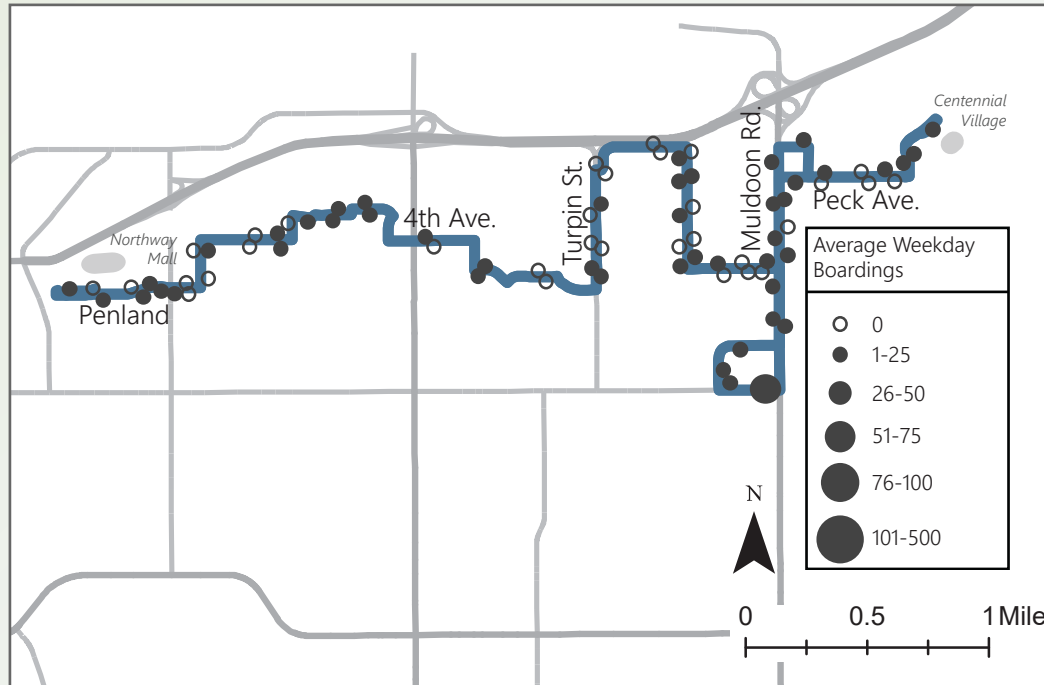


\$18.50
Estimated Cost
per Passenger

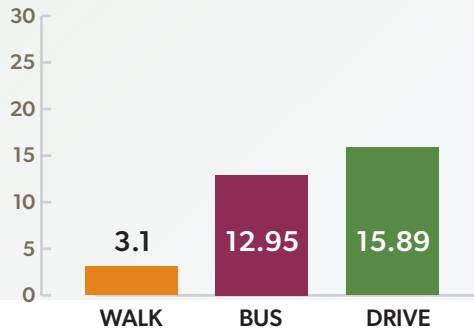


\$1,460,000
Estimated Annual
Operating Cost

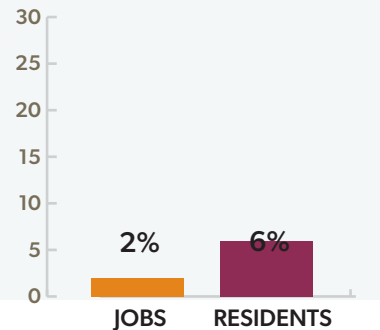
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour

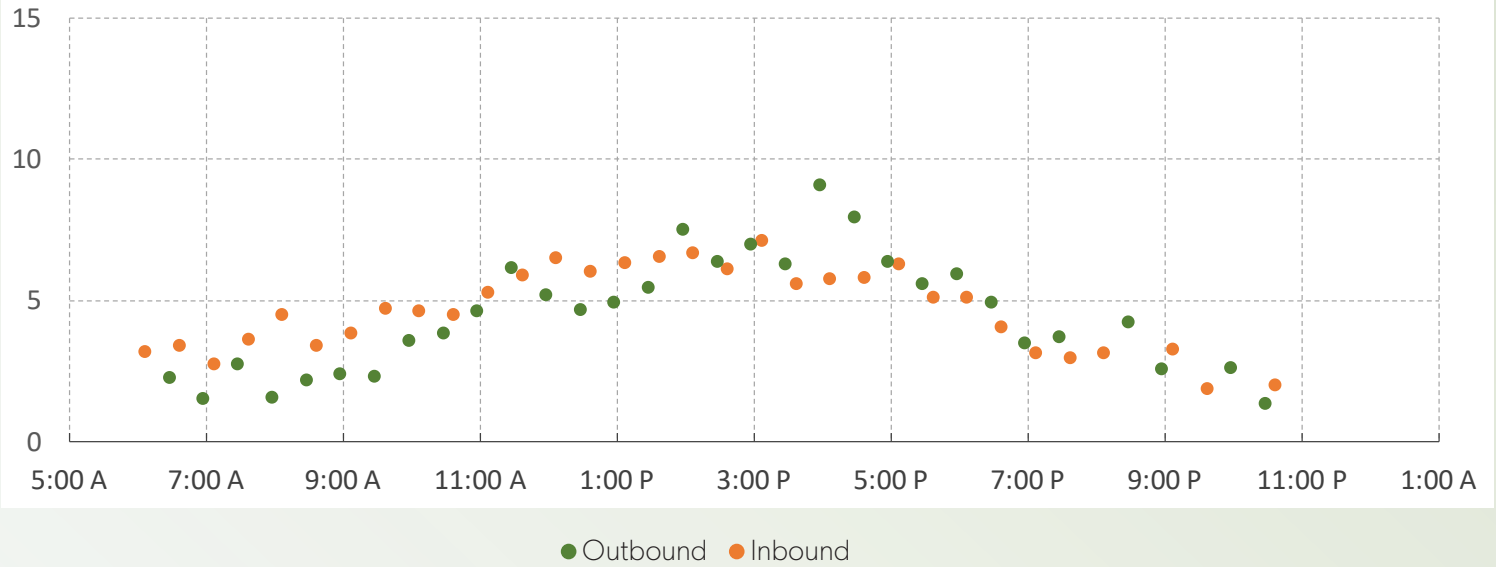


AVERAGE SPEED: In miles per hour

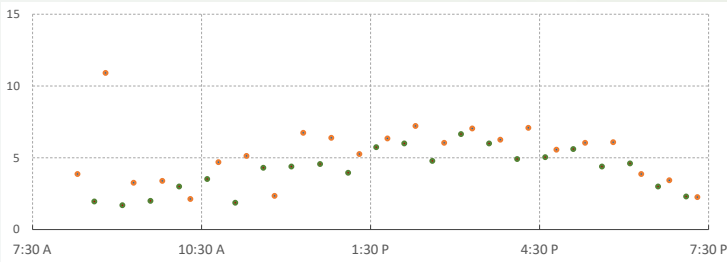


WITHIN 1/4 MILE of Route

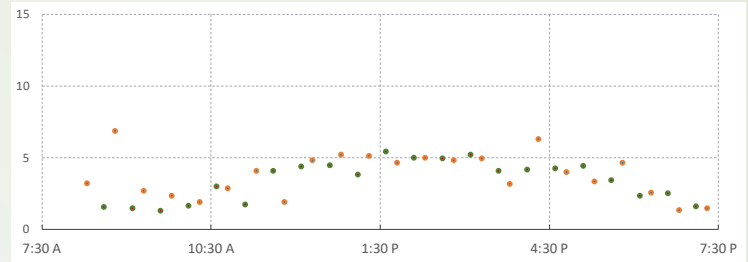
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
64	45	45



3 Number of buses
needed to operate the route at peak



289
Weekday Ridership Average

212
Saturday Ridership Average

163
Sunday Ridership Average



86%
of buses were on time

35 ARCTIC

Standard Route: **30 min. peak frequency**

Route Length \approx **13 miles**

This route travels between the Downtown Transit Center and the Dimond Transit Center via Valley of the Moon Park and Arctic Boulevard.

Hours of Operation

- ▶ The Route 35 is in service approximately 16 hours on weekdays.



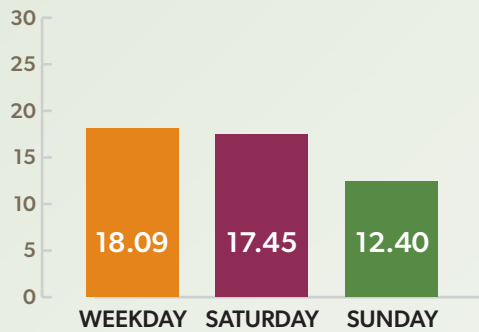
\$8.50

Estimated Cost per Passenger

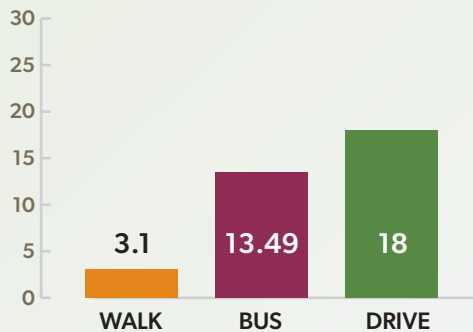


\$1,120,000

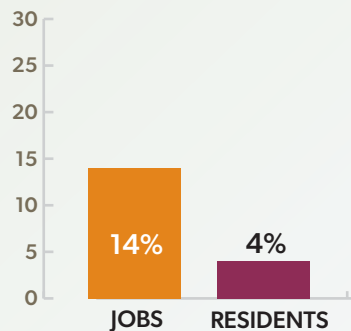
Estimated Annual Operating Cost



PRODUCTIVITY: Average ridership per hour

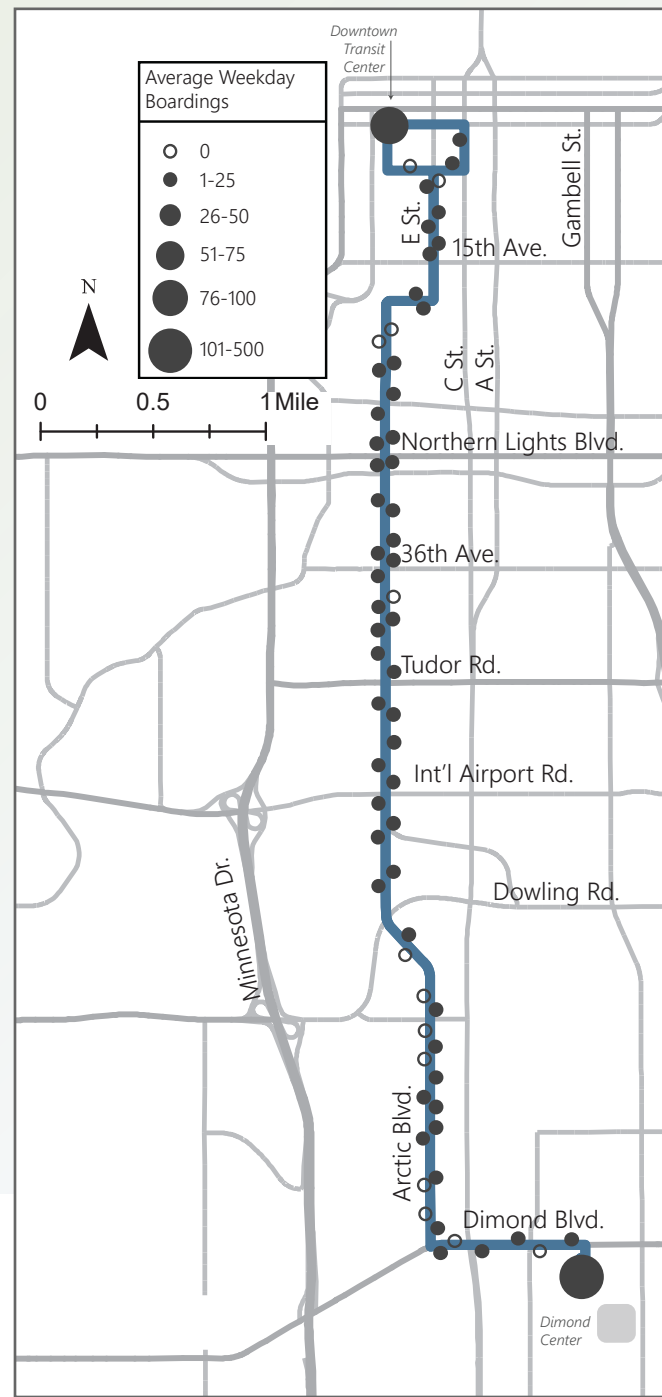


AVERAGE SPEED: In miles per hour

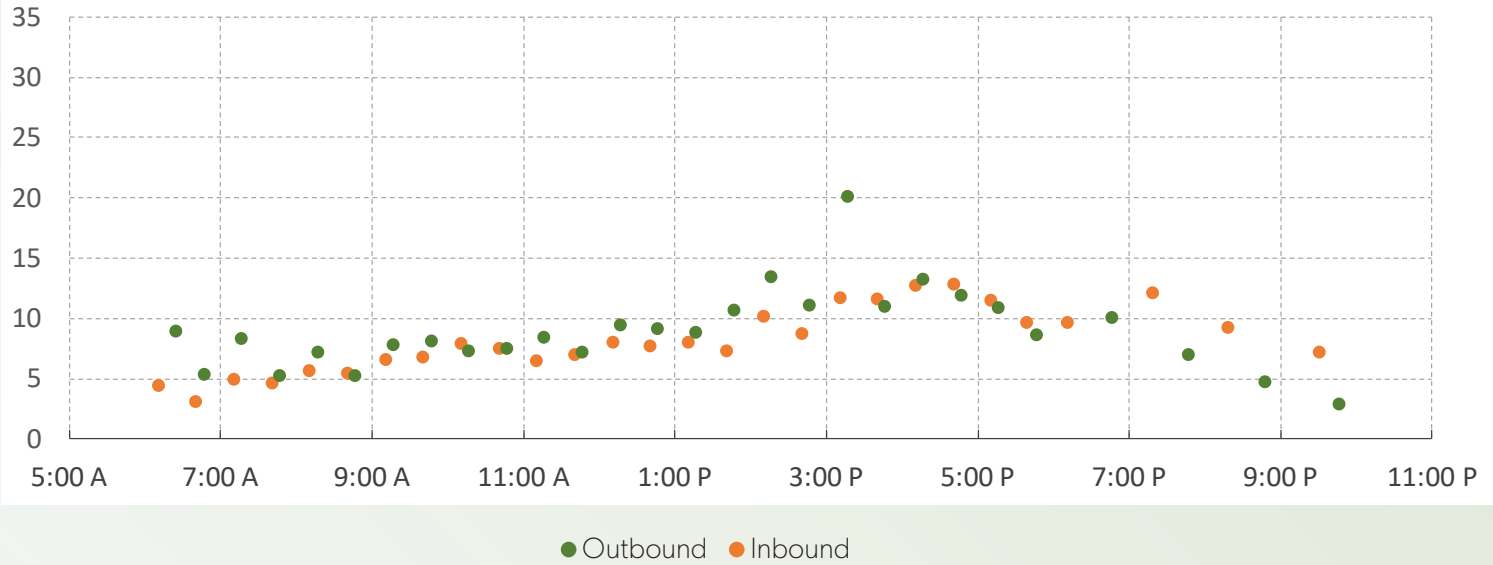


WITHIN 1/4 MILE of Route

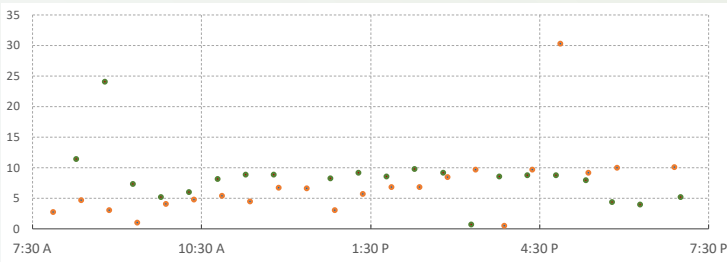
AVERAGE WEEKDAY BOARDINGS



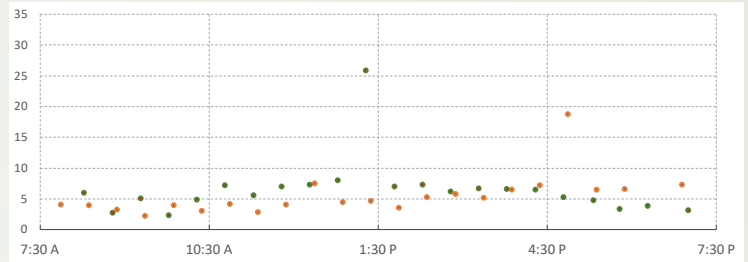
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
56	44	44



3 Number of buses
needed to operate the route at peak



479
Weekday Ridership Average
372
Saturday Ridership Average
265
Sunday Ridership Average



90%
of buses were on time

40 SPENARD | AIRPORT

Frequent Route: **15 min. peak frequency** Route Length \approx **12 miles**

This route travels in a loop between the Downtown Transit Center and the Ted Stevens Anchorage International Airport via Spenard Road. The route begins and ends at the Downtown Transit Center.

Hours of Operation

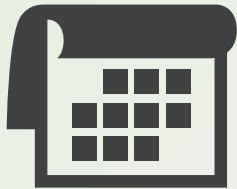
- ▶ The Route 40 is in service approximately 18 hours on weekdays.
- ▶ 15-minute frequent service on weekdays between 6 am and 8 pm.

AVERAGE WEEKDAY BOARDINGS



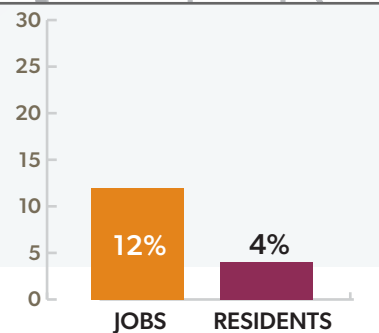
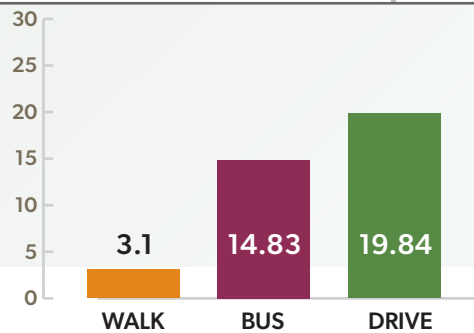
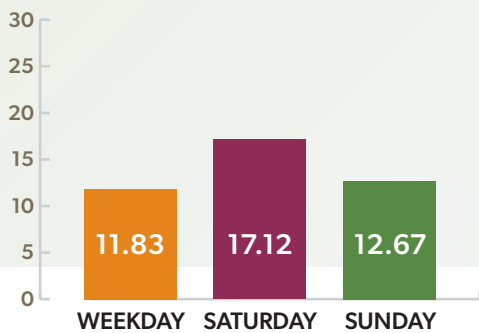
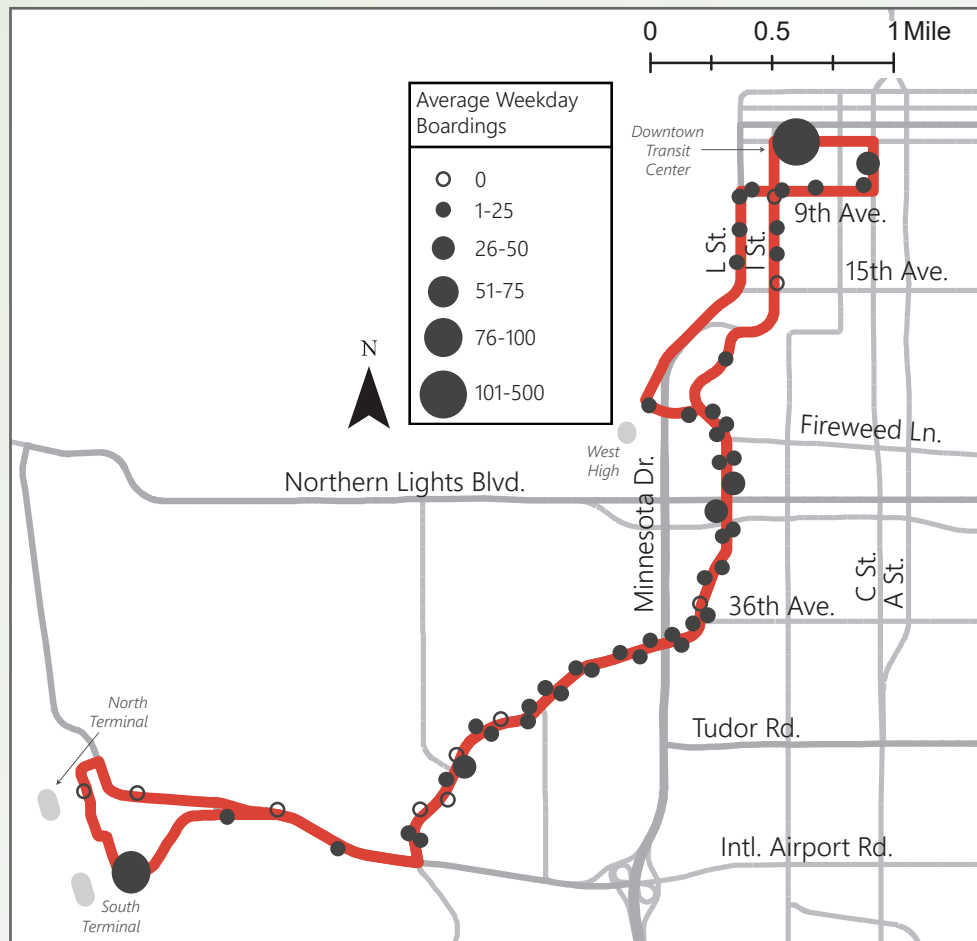
\$11.80

Estimated Cost per Passenger



\$1,780,000

Estimated Annual Operating Cost

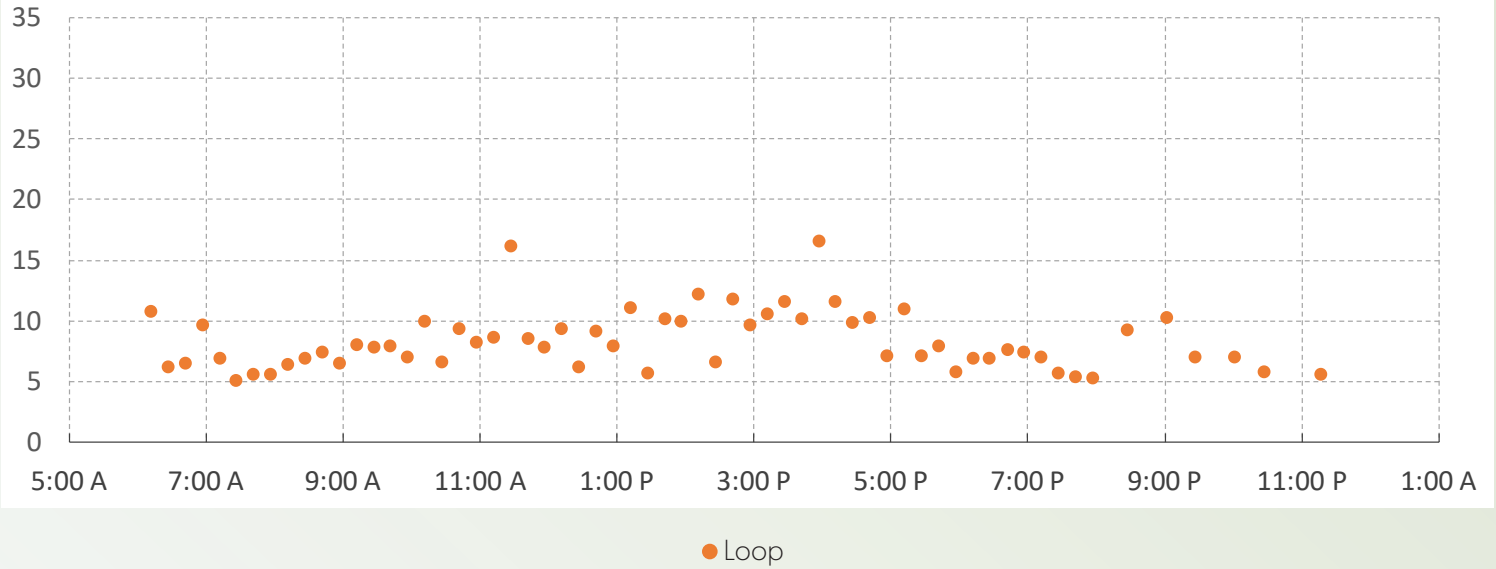


25 **PRODUCTIVITY:** Average ridership per hour

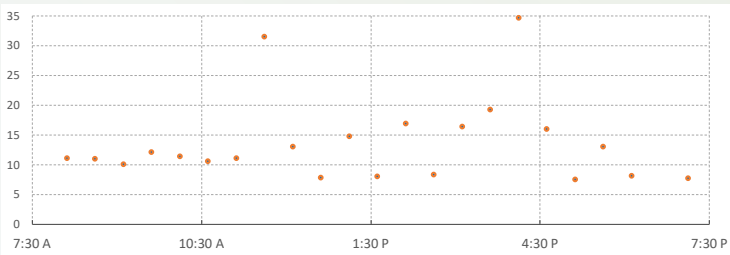
AVERAGE SPEED: In miles per hour

WITHIN 1/4 MILE of Route

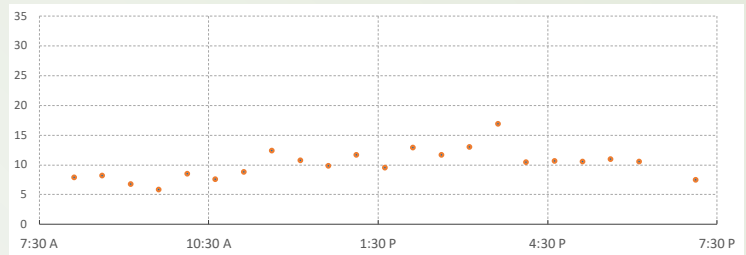
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
62	22	22



4 Number of buses
needed to operate the route at peak



591
Weekday Ridership Average
302
Saturday Ridership Average
223
Sunday Ridership Average



90%
of buses were on time

41

GOVERNMENT HILL

Neighborhood Route: **60 min. peak frequency** Route Length \approx **4.5 miles**

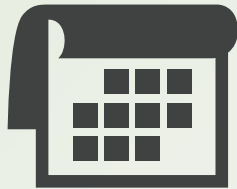
This route travels from City Hall to the Anchorage Museum, Bluff Drive, Richardson Vista Road, Ivy Street, Hollywood Drive and returns to City Hall.

Hours of Operation

- ▶ The Route 41 is in service approximately 16 hours on weekdays.

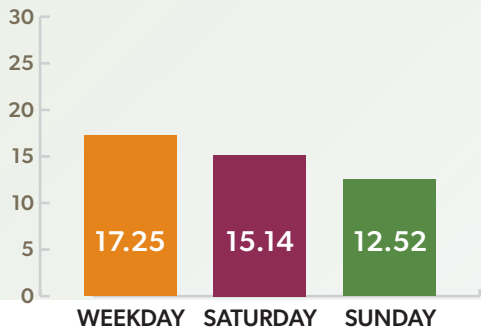
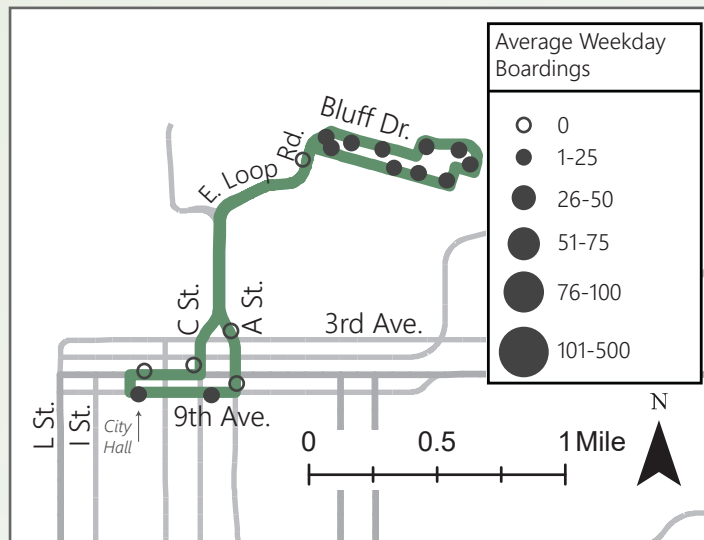


\$9.20
Estimated Cost
per Passenger

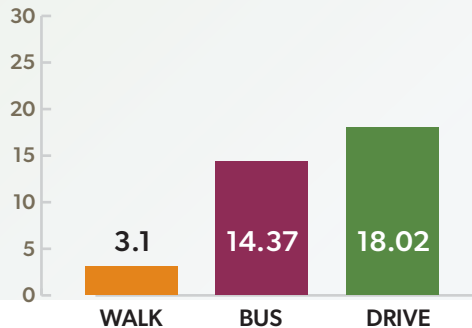


\$220,000
Estimated Annual
Operating Cost

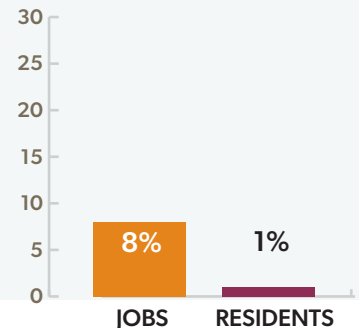
AVERAGE WEEKDAY BOARDINGS



PRODUCTIVITY: Average ridership per hour

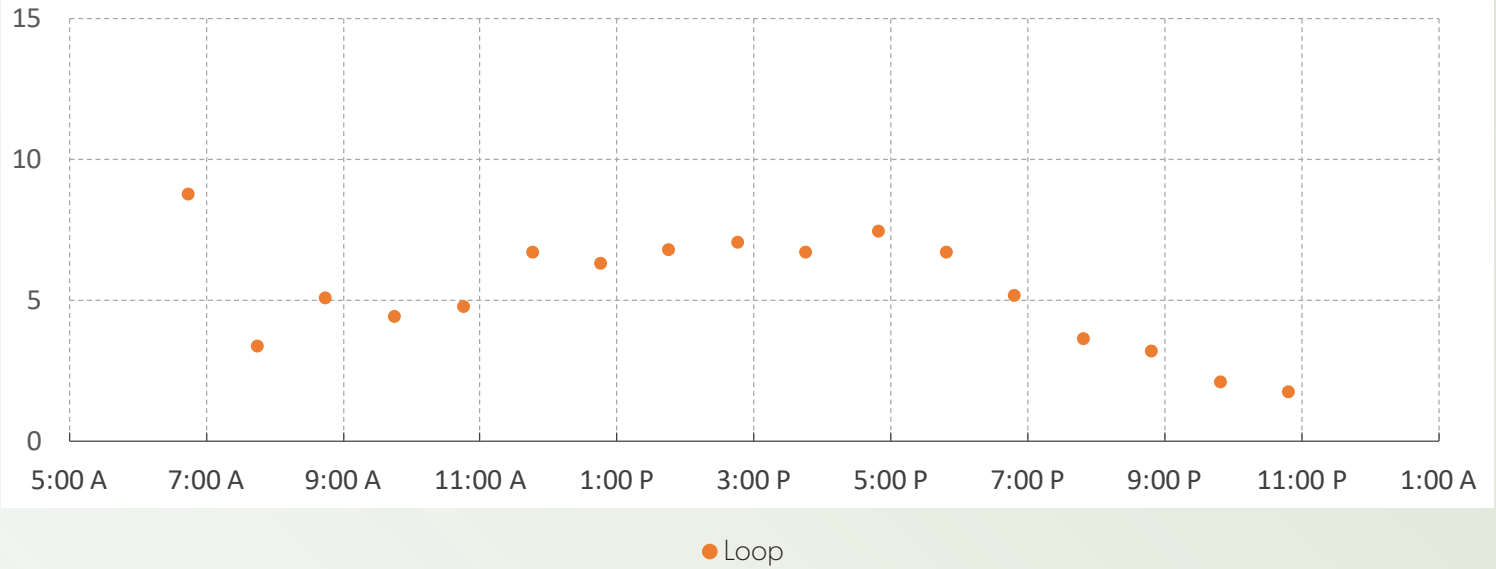


AVERAGE SPEED: In miles per hour

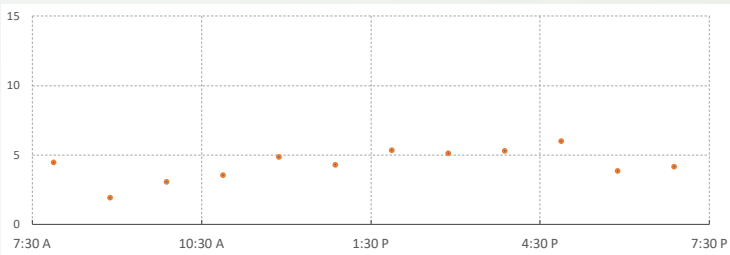


WITHIN 1/4 MILE of Route

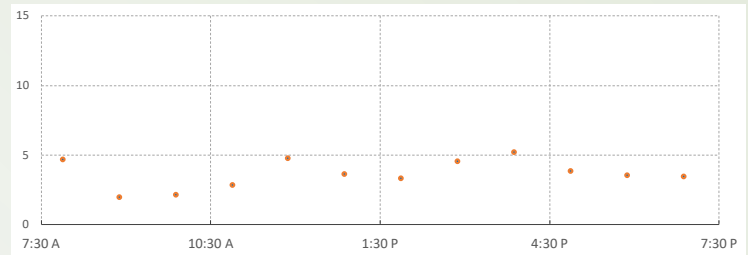
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
17	12	12



.5 Number of buses needed to operate the route at peak



90
Weekday Ridership Average

53
Saturday Ridership Average

44
Sunday Ridership Average



84%
of buses were on time

55 LAKE OTIS

Standard Route: **30 min. peak frequency** Route Length \approx **14 miles**

This route travels between the Dimond Transit Center and Alaska Native Medical Center via Abbott Road, Lake Otis Parkway, Providence Drive, and Tudor Centre Drive.

Hours of Operation

- ▶ The Route 55 is in service approximately 16.5 hours on weekdays.

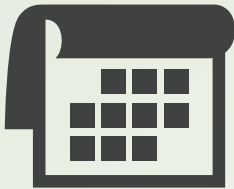
Notes

Seven additional bus stops were installed on this route in January 2020.



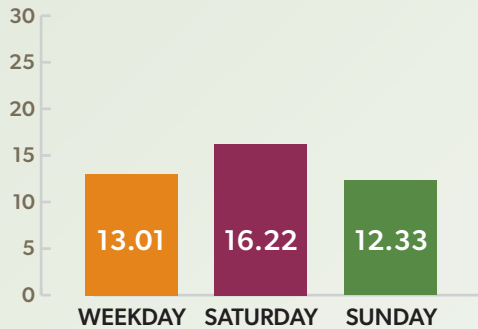
\$11.80

Estimated Cost per Passenger

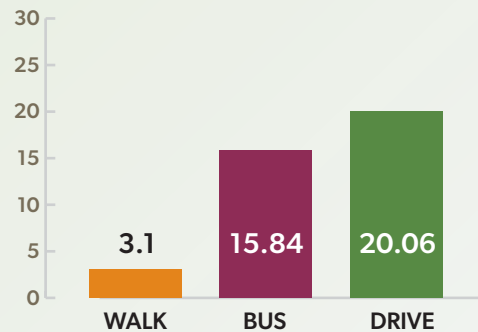


\$1,030,000

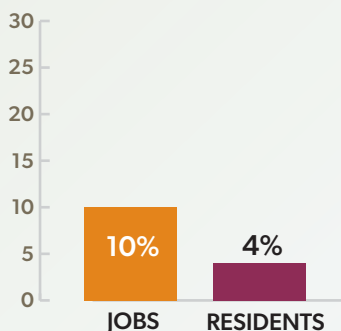
Estimated Annual Operating Cost



PRODUCTIVITY: Average ridership per hour

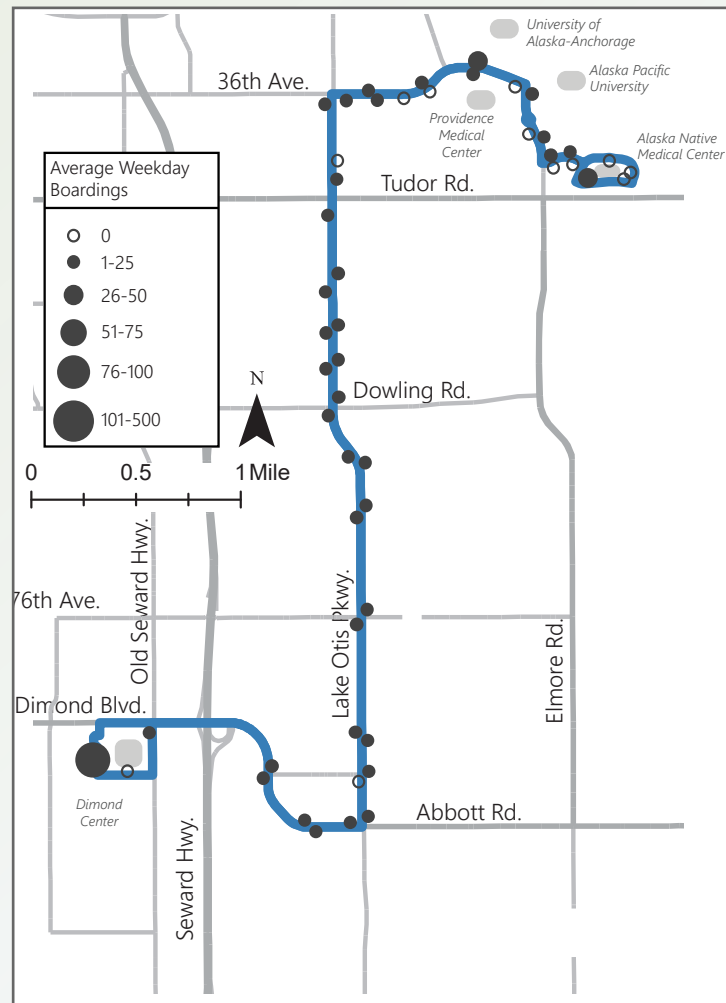


AVERAGE SPEED: In miles per hour

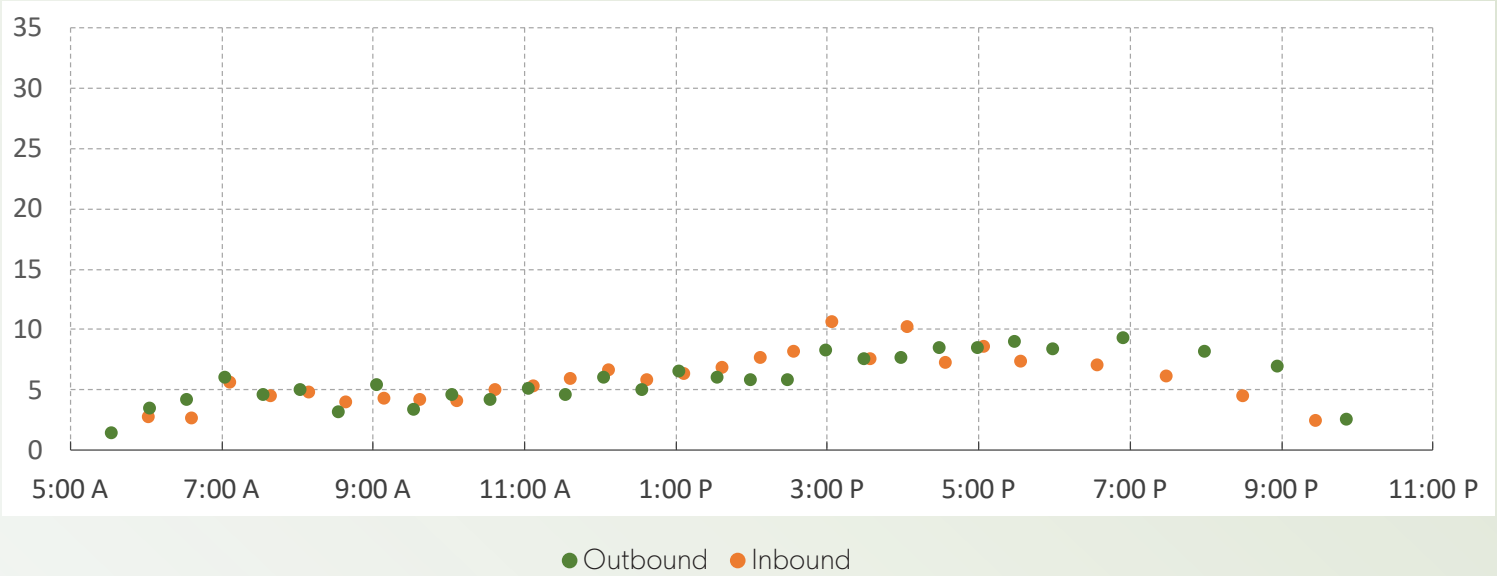


WITHIN 1/4 MILE of Route

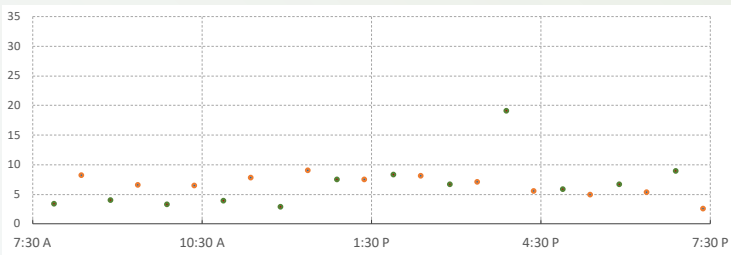
AVERAGE WEEKDAY BOARDINGS



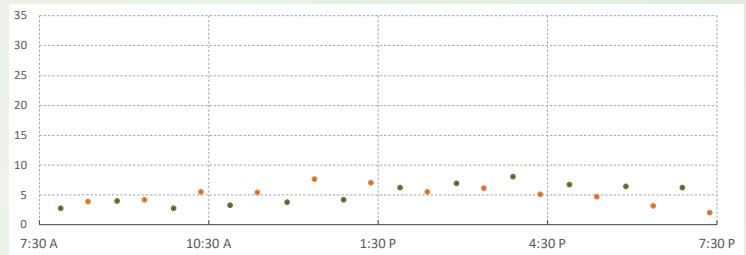
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
58	24	24



2 Number of buses needed to operate the route at peak



345
Weekday Ridership Average

161
Saturday Ridership Average

122
Sunday Ridership Average



93%
of buses were on time

65 JEWEL LAKE

Standard Route: **60 min. peak frequency** Route Length \approx **15 miles**

This route travels in a loop between the Dimond Transit Center and the airport via Dimond Boulevard, 88th Avenue, Jewel Lake Road, and International Airport Road. The route begins and ends at the Dimond Transit Center.

Hours of Operation

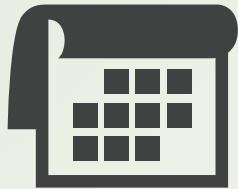
- ▶ The Route 65 is in service approximately 16 hours on weekdays.

AVERAGE WEEKDAY BOARDINGS



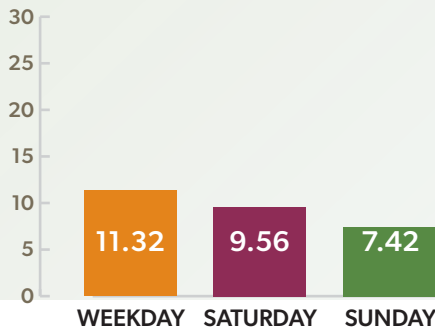
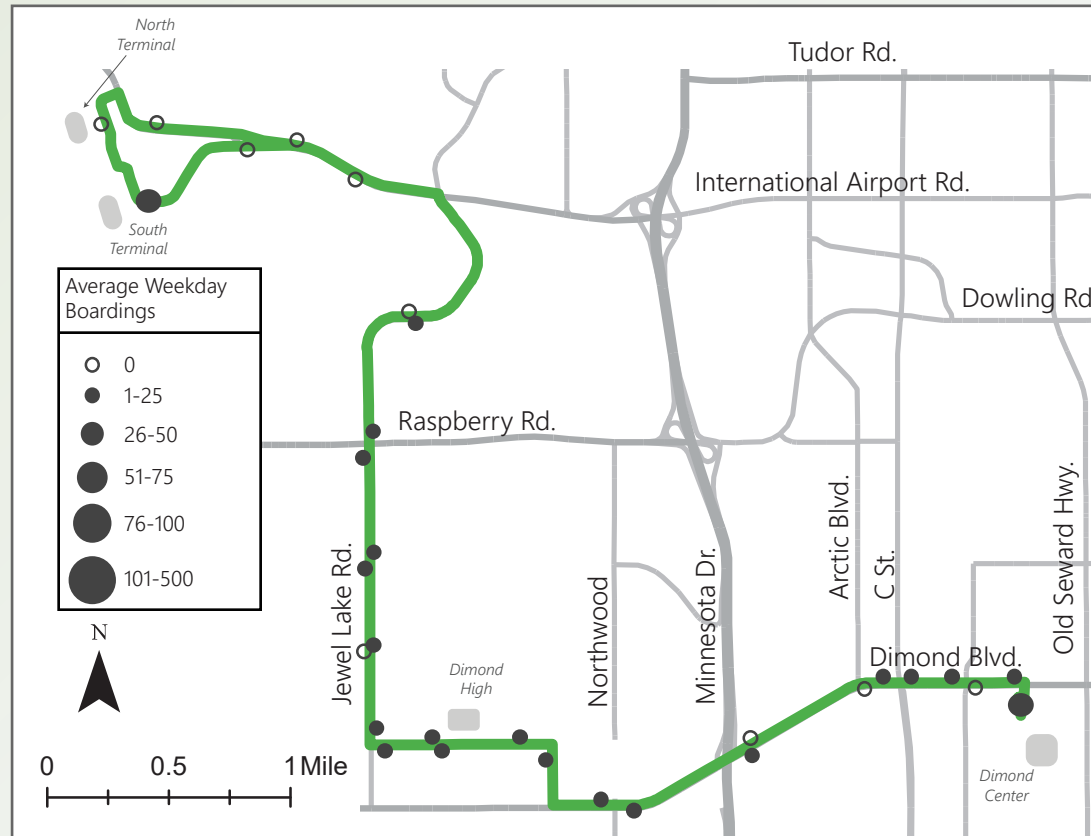
\$13.30

Estimated Cost per Passenger

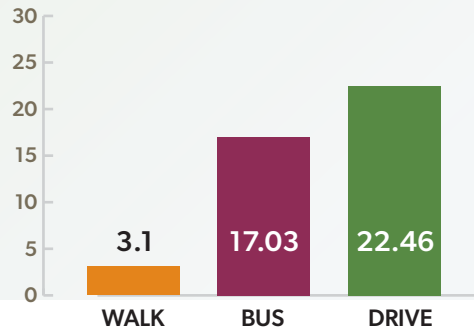


\$560,000

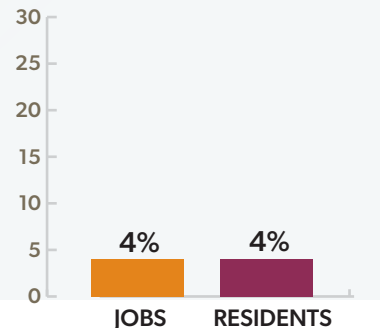
Estimated Annual Operating Cost



PRODUCTIVITY: Average ridership per hour

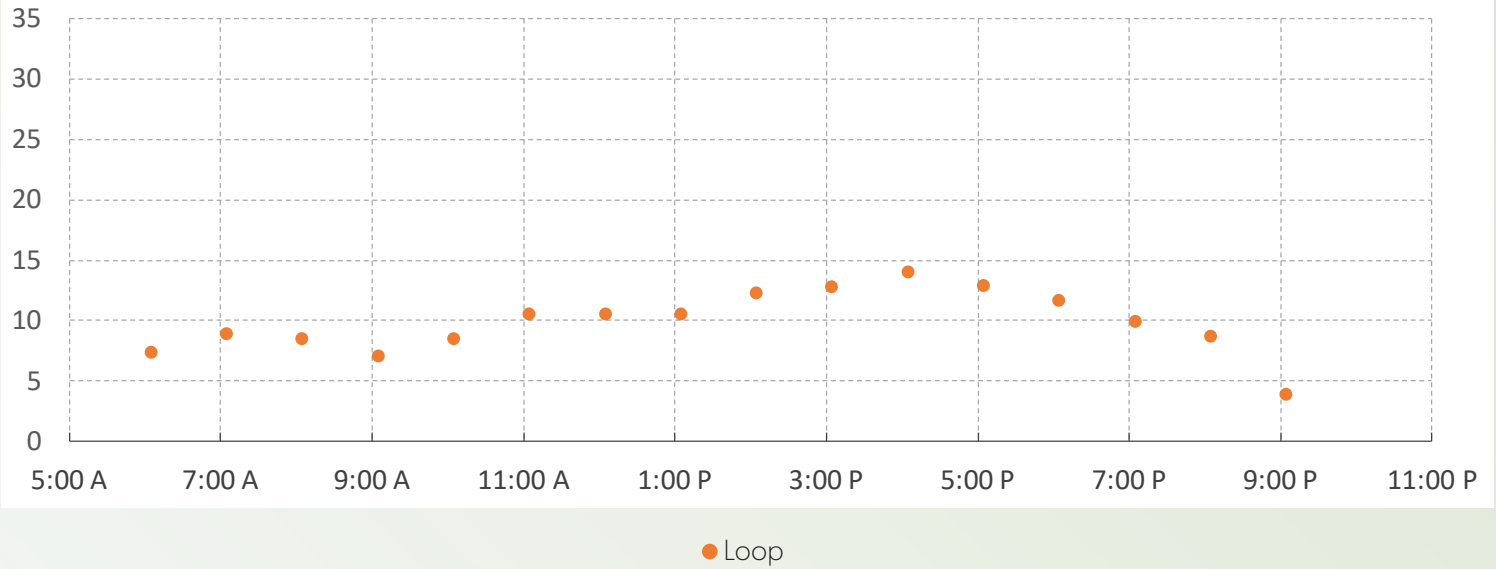


AVERAGE SPEED: In miles per hour

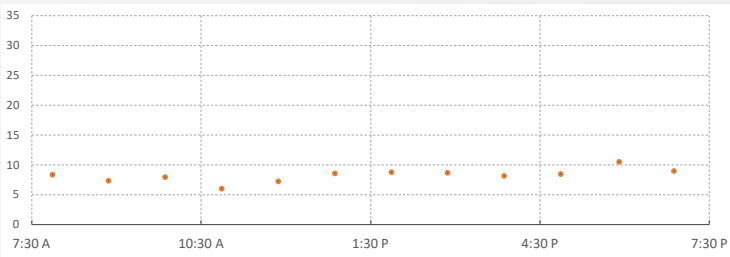


WITHIN 1/4 MILE of Route

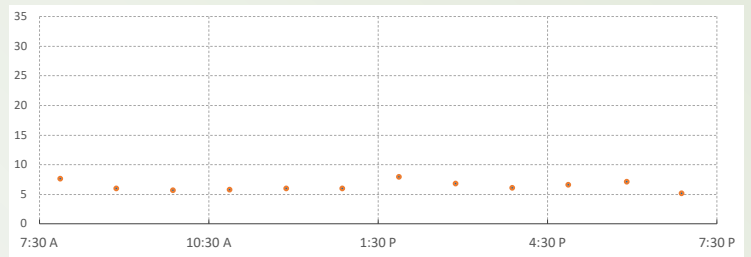
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
16	12	12



1 Number of buses
needed to operate the route at peak



159
Weekday Ridership Average

99
Saturday Ridership Average

77
Sunday Ridership Average



93%
of buses were on time

91

HUFFMAN

Commuter Route: **Peak Service Only**

Route Length \approx **8 miles**

This route is a limited-stop commuter route that travels to and from Huffman/Oceanview from the Dimond Transit Center via the Old Seward Highway.

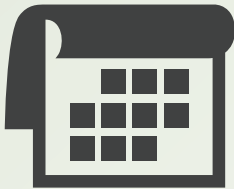
Hours of Operation

- ▶ The Route 91 is a limited-stop commuter route that travels just during the AM and PM peak travel times on weekdays.



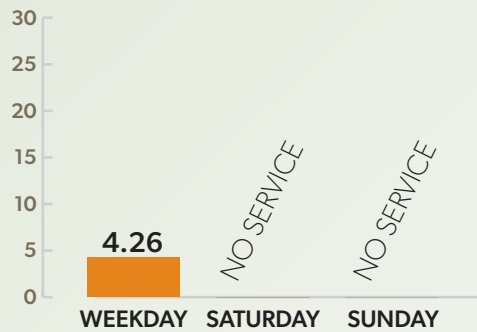
\$32.10

Estimated Cost per Passenger

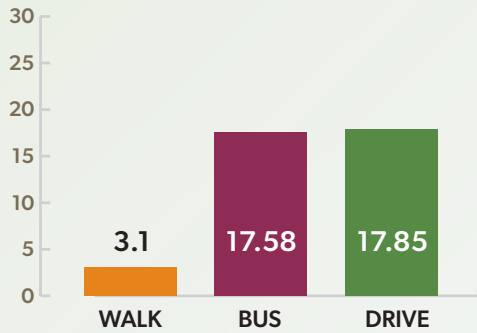


\$160,000

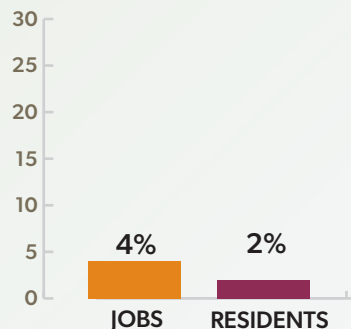
Estimated Annual Operating Cost



PRODUCTIVITY: Average ridership per hour

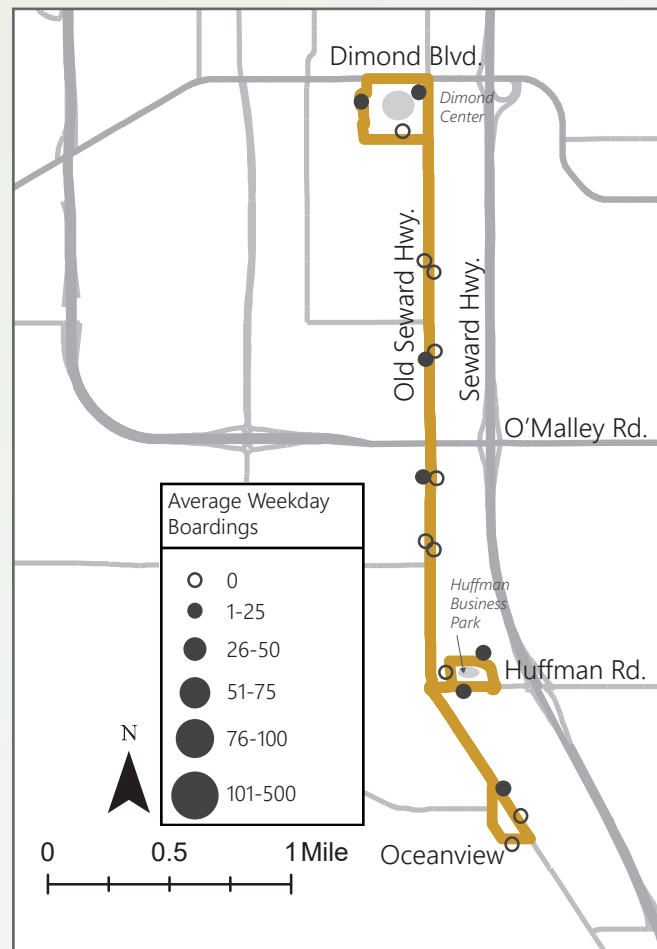


AVERAGE SPEED: In miles per hour

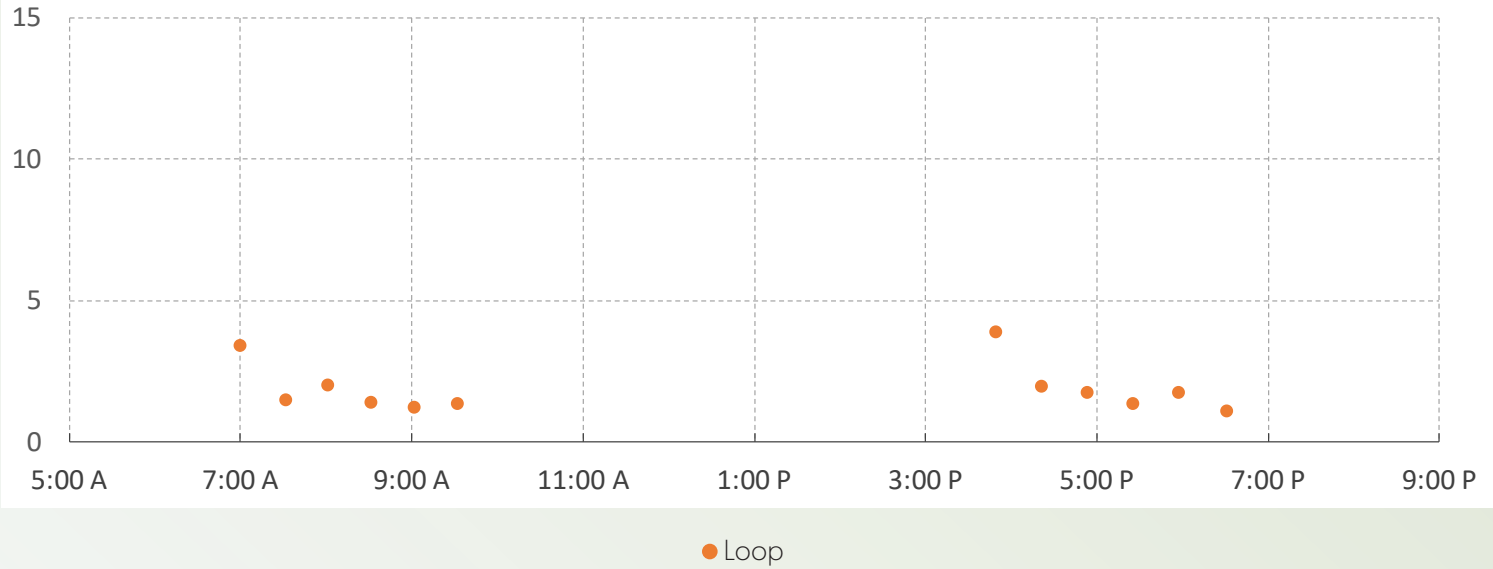


WITHIN 1/4 MILE of Route

AVERAGE WEEKDAY BOARDINGS



RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
12	N/A	N/A



1 Number of buses needed to operate the route at peak



23
Weekday Ridership Average
N/A
Saturday Ridership Average
N/A
Sunday Ridership Average



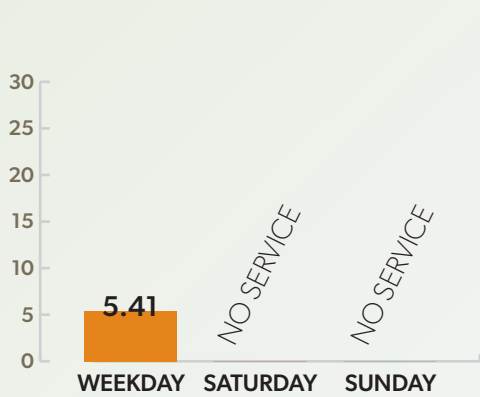
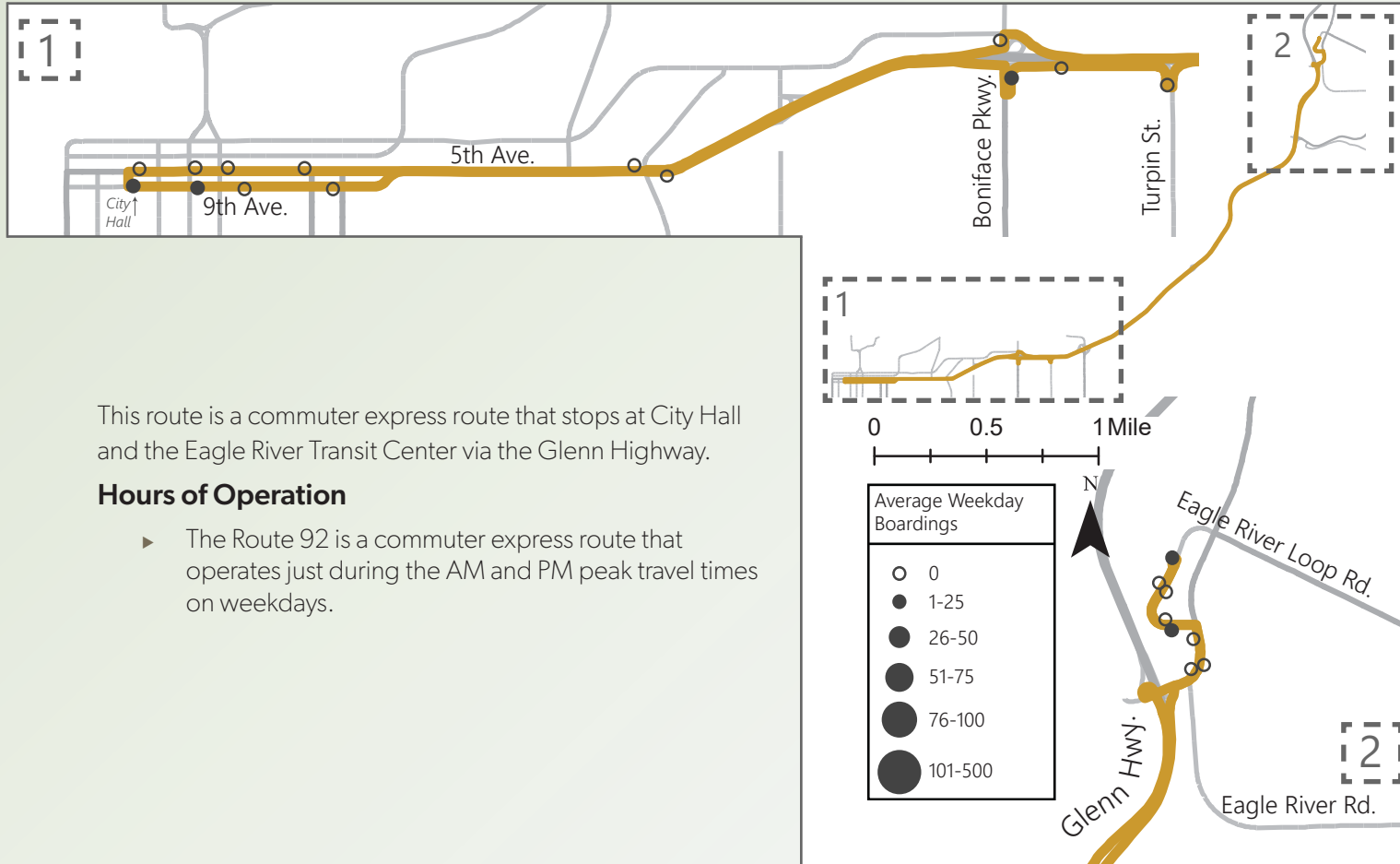
N/A
of buses were on time
**Due to limitations with software, on-time performance for the Route 91 was not captured.*

92

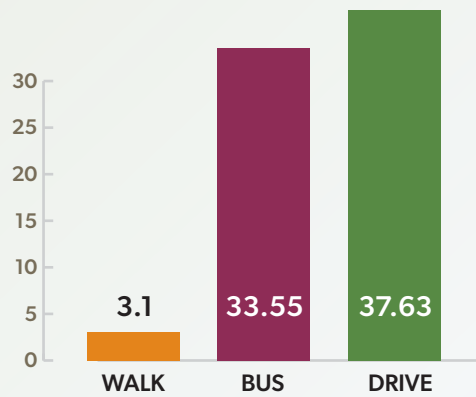
EAGLE RIVER

Commuter Route: **Peak Service Only**

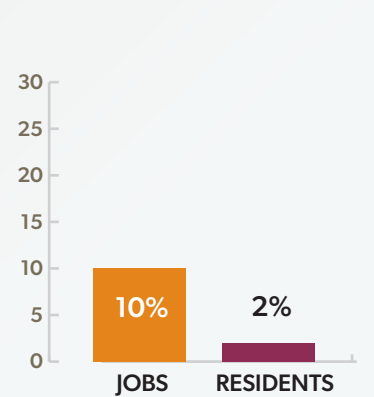
Route Length \approx **31 miles**



PRODUCTIVITY: Average ridership per hour



AVERAGE SPEED: In miles per hour



WITHIN 1/4 MILE of Route

35



\$37.90

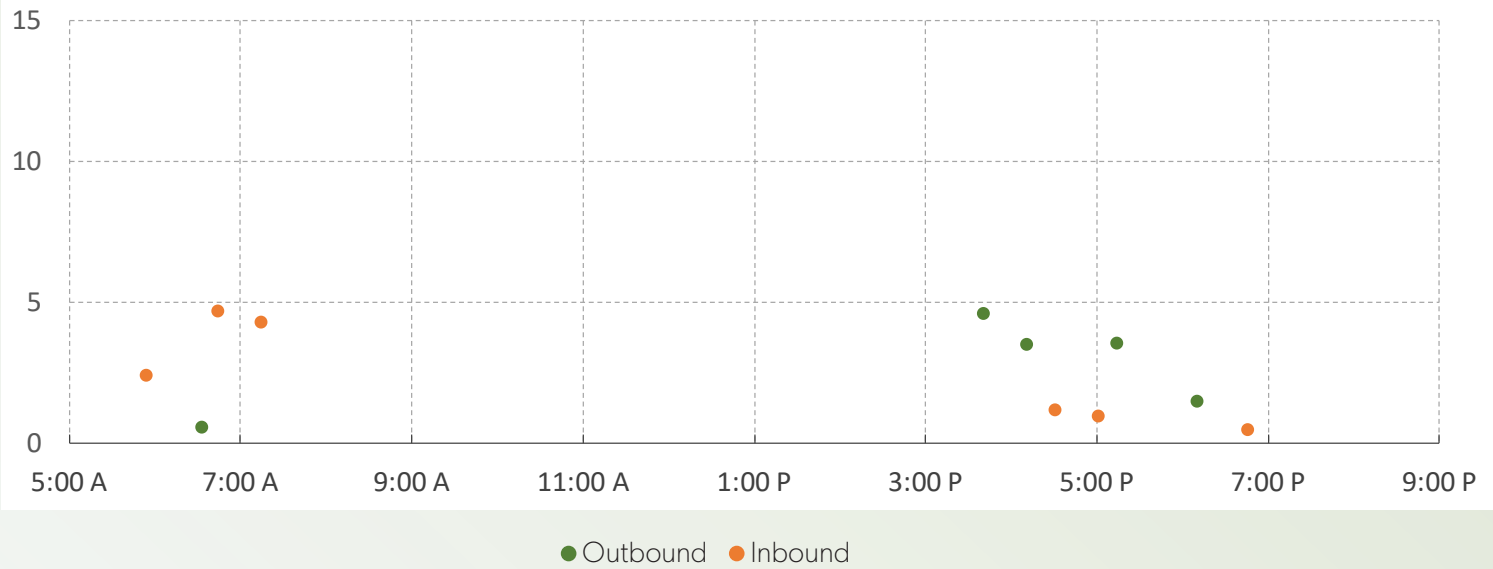
Estimated Cost per Passenger



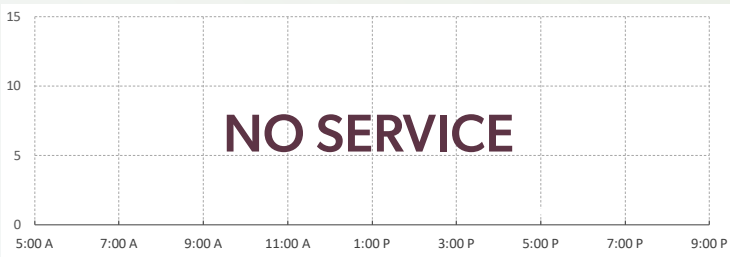
\$230,000

Estimated Annual Operating Cost

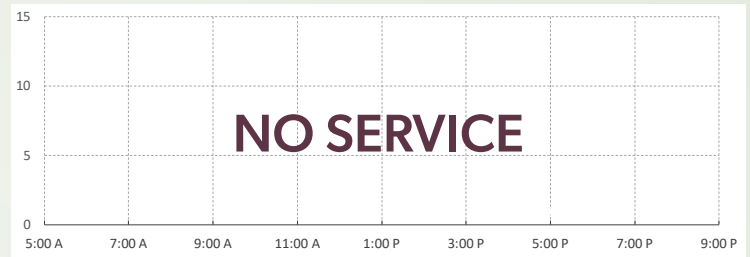
RIDERSHIP BY TRIP: WEEKDAY



SATURDAY



SUNDAY



Number of Trips

(includes inbound and outbound trips)

Weekday	Saturday	Sunday
11	N/A	N/A



2 Number of buses
needed to operate the route at peak



28
Weekday Ridership Average

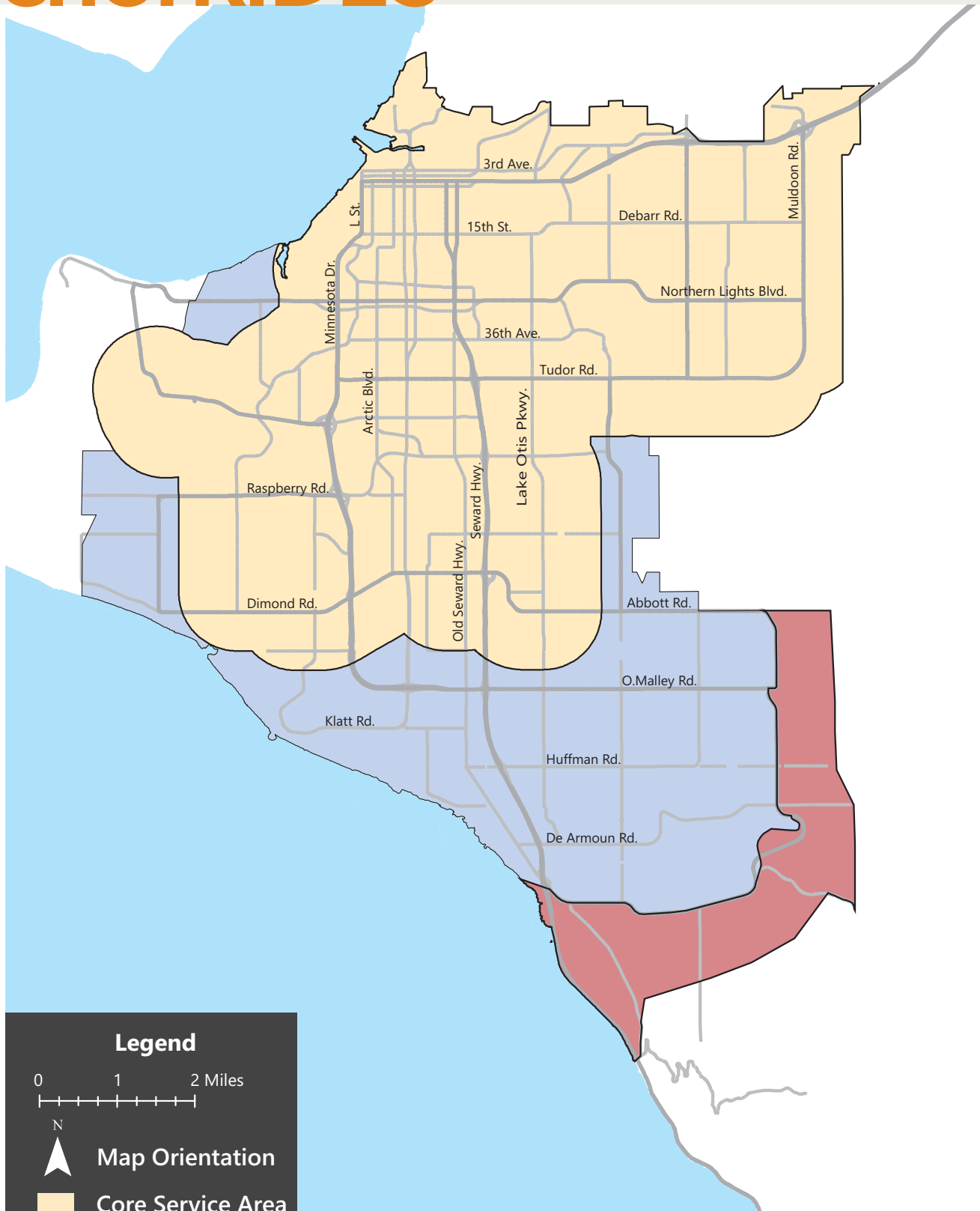
N/A
Saturday Ridership Average

N/A
Sunday Ridership Average



89%
of buses were on time

AnchorRIDES



Legend

0 1 2 Miles

N

Map Orientation

Core Service Area

Premium Zone 1

Premium Zone 2

The Core Service Area covers up to 3/4 mile from all People Mover routes. The Premium Service Zones extend beyond this boundary to selected areas.

2020 System Report

AnchorRIDES is a shared ride service that provides trips from origins to destinations by advanced reservations. Eligible riders include people with disabilities that prevent them from using People Mover bus service, senior citizens (60+), and Medicaid recipients authorized for NEMT or HCB Waiver trips. The core service area covers up to 3/4 mile from People Mover routes. The premium service areas cover most outlying areas in Anchorage.

A LOOK BACK AT 2020

On account of COVID-19 restrictions and rider limits throughout 2020, AnchorRIDES sustained a 40% decrease in performed trips, 35% drop in average monthly unique riders, and 16% drop in applicants from 2019. While People Mover services were suspended during the months of April and May AnchorRIDES stepped in to provide 8,061 essential transportation trips to 1,164 People Mover riders.



73,774
Total Trips



4,245
Eligible Riders

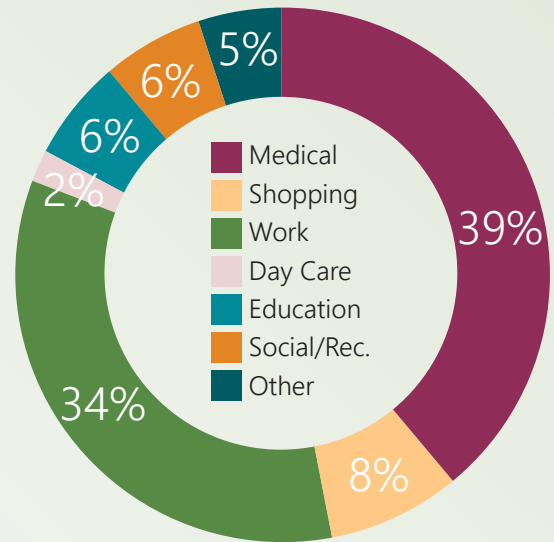


98%
of rides were on time

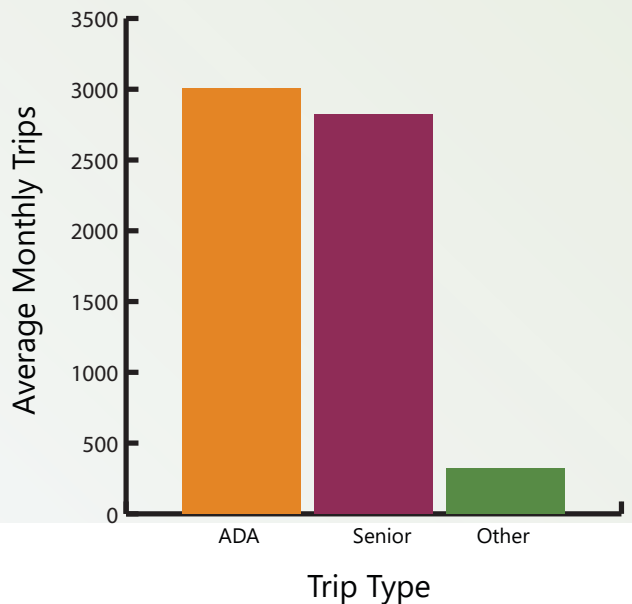


\$47.22
Operational Cost per Trip

AVERAGE TRIP PURPOSE



AVERAGE TRIP TYPE



RideShare

RideShare provides carpool group subsidies and oversight of Commute with Enterprise, hired to manage and operate carpooling services for the Anchorage commute area. A carpool is a group of five or more riders who work and travel at agreed upon times, days and locations. Carpool members receive a variety of benefits in one low, monthly rate plus fuel costs.

A LOOK BACK AT 2020

2020 began with 82 vanpools and 653 participants. In March 2020, as state and local emergency orders, known as “hunker down” took effect, Commute with Enterprise and RideShare provided options to vanpool groups to keep as many vanpools and participants intact as possible. Groups could temporarily pause travelling and vehicle rental. To promote social distancing, essential workers were given options to continue to travel. Commute with Enterprise offered to provide “empty seat subsidies.” Occupancy goals were waived. An option to split one van into two was offered. Vanpools who returned the Commute rental saw no 30-day notice requirement.

By mid-April, 15 vanpools suspended travelling. In May, two had resumed commuting; however, three vanpools returned the rental. As the months progressed, vans in suspended status either resumed commuting or returned the rental to Commute.

2020 ended with 69 vanpools and 491 participants, a loss of 15.8% of vanpools and a loss of 24.8% of participants due to the COVID-19 pandemic.

Major Supporting Employers

- ▶ Joint Base Elmendorf Richardson
- ▶ Alaska Regional Hospital
- ▶ Providence Alaska Medical Center
- ▶ Alaska Native Tribal Health Consortium
- ▶ State of Alaska



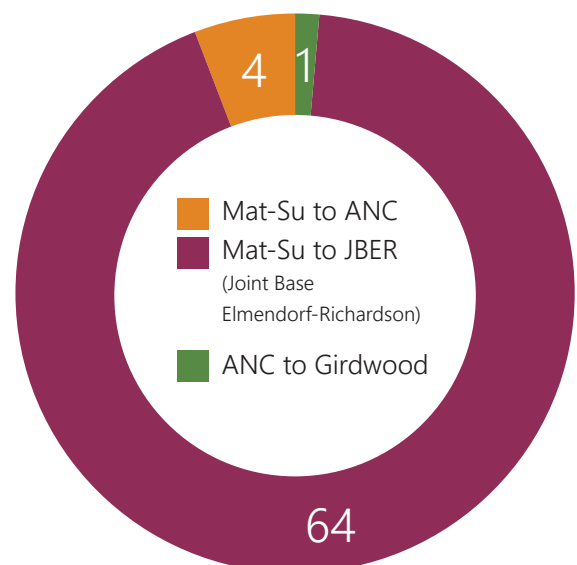
146,043
Total Trips



491
Total Participants

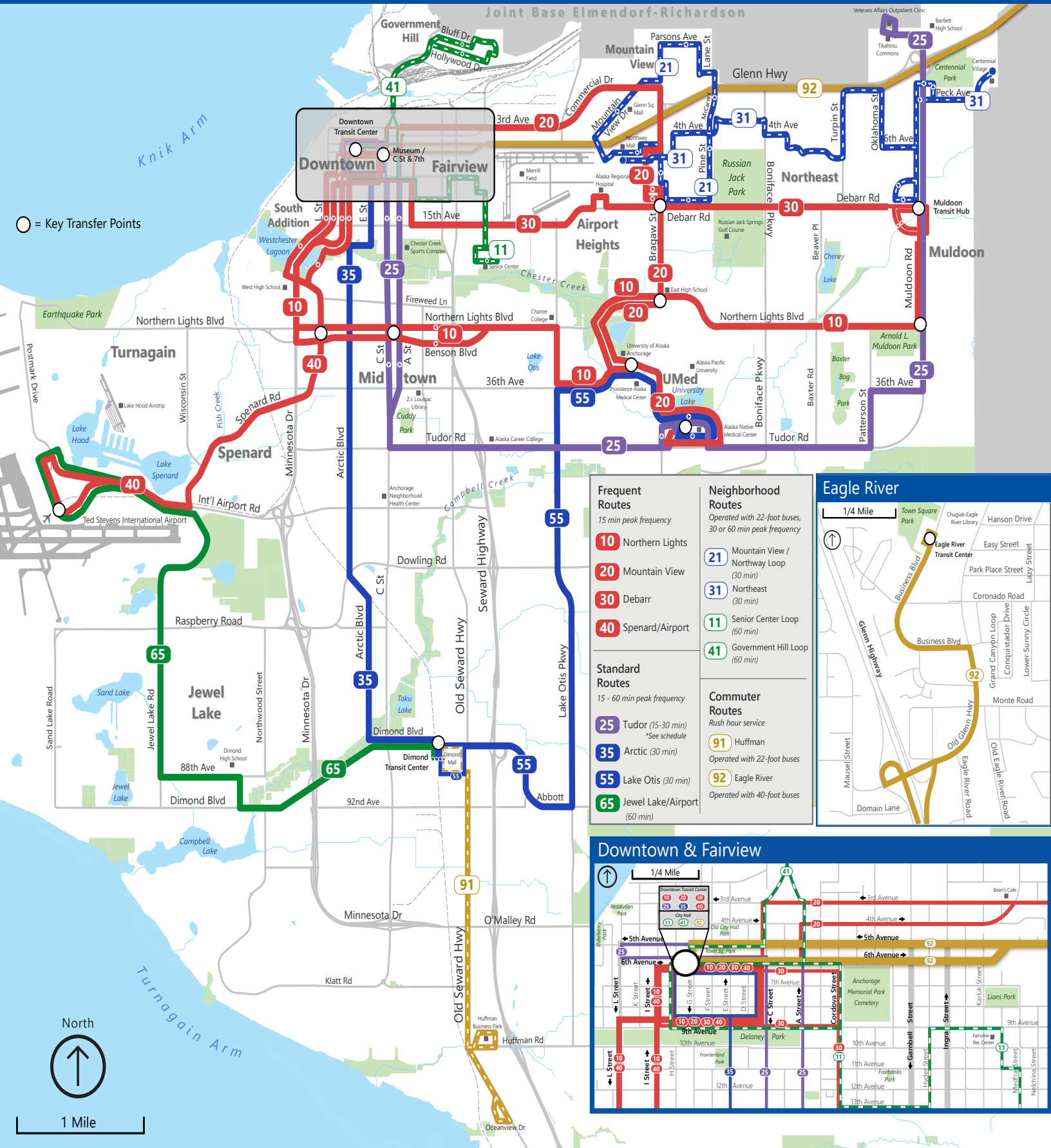
69
Total Vanpools

PATH OF TRAVEL



Anchorage Transit Map

Effective July, 01 2019



Frequent Routes	
15 min peak frequency	
10 Northern Lights	
20 Mountain View	
30 Debarr	
40 Spenard/Airport	
Standard Routes	
15 - 60 min peak frequency	
25 Tudor (15-30 min) <i>*See schedule</i>	
35 Arctic (30 min)	
55 Lake Otis (30 min)	
65 Jewel Lake/Airport (60 min)	
Neighborhood Routes	
Operated with 22-foot buses, 30 or 60 min peak frequency	
21 Mountain View / Northway Loop (30 min)	
31 Northeast (30 min)	
11 Senior Center Loop (60 min)	
41 Government Hill Loop (60 min)	
Commuter Routes	
Rush hour service	
91 Huffman Operated with 22-foot buses	
92 Eagle River Operated with 40-foot buses	

