
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 2021	Total 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
PEOPLE MOVER						
% of trips on time*	89.6%	86.1%	73%			
Number of trips with insufficient capacity	0	0	0	0	0	0
Number of passengers bypassed	1,478 out of 1,878,749 passengers	0 out of 2,412,095 passengers	0 out of 628,370 passengers	0 out of passengers	0 out of passengers	0 out of passengers
ANCHORRIDES						
% of trips on time **	96.8%	94.5%	85.07%			
System Trip Denials (capacity)	0	0	0			
ADA Trip Denials (capacity)	0	0	0			
Note Reference #		1	2			

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

** Trips performed within 15 minutes from scheduled/negotiated pick-up time. Trips delayed due to weather, construction, detours, and/or accidents beyond AnchorRIDES control are exempted, and on-time percentage is recalculated.

1. On-time performance for Q4 2022 is unavailable. This data is unavailable because the source data is split between two databases creating a unique and difficult problem to correct.
2. This is the first time People Mover is reporting On-time performance with our new software.

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

	2021	2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
CPI/U*	243.568	255.001	254.887			
PEOPLE MOVER						
Passenger trips	1,878,749	2,412,095	628,370			
Annual Local Tax Supported Expenditures	\$21,762,989	\$22,213,165	\$4,924,913			
Cost per Trip	\$11.58	\$9.21	\$7.84			
Adjusted Cost per Trip for CPI^	\$10.42	\$8.13	\$6.92			
AnchorRIDES						
Passenger trips **	87,066	128,854	34,596			
Annual Local Tax Supported Expenditures	\$3,707,037	\$3,803,412	\$1,015,056			
Cost per Trip	\$42.58	\$29.52	\$29.34			
Adjusted Cost per Trip^	\$38.31	\$26.06	\$25.92			
VANPOOL						
Passenger trips	150,954	189,684	55,000			
Annual Tax Supported Expenditures	\$0	\$0	\$0			
Adjusted Cost per Passenger	N/A	N/A	N/A			
Note Reference #	1	2,3				

* 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.

**Revenue Passenger Trips (excludes Personal Care Attendants)

1. Passenger Trips reduction due to COVID-19.
2. AnchorRIDES Passenger trips have been updated to reflect correct data
3. People Mover passenger trips used a different database (GFI) and process during this period.

Customer Services/AnchorRIDES Division Public Transportation Department

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Mission

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

Core 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 2021	Total 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Total AnchorRIDES Trips	87,384	120,104	34,596			
Trips funded by M.O.A.**	55,626	91,299	21,896			
% funded by Non-MOA sources (Medicaid Waiver, UPASS, Federal Transit Administration grants, and State of Alaska operating budgets and grants)	36.6%	64.6%	34.90%			
Note Reference #						

* Trips funded by the MOA include ADA, Senior Citizen trips ineligible for the NTS senior grant, Eligibility Assessment, and Eagle River transportation. 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 and SOA Senior NTS grant. (Excludes Personal Care Attendants)

**AnchorRIDES Passenger trips have been updated to reflect correct data.

Marketing/Share-a-Ride Division Public Transportation Department

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

Mission

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.

Core 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 2021	Total 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Vanpool Participants	5,712	6,345	1,933			
% change over prior year (same period)	-16.43%	11.0%	27.6%			
Note Reference #	1					

Comments/Notes:

1. COVID-19 impacts participant numbers.

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
2023	\$316,000	23.85%	\$75,366.08				\$75,366.08
% change over prior year (same period)			-29.26%				
2022	\$316,000	153.87%	\$106,543.94	\$126,233.99	\$132,006.00	\$121,450.64	\$486,234.57
% change over prior year (same period)			+29.55%	+48.85%	-42.72%	+22.39%	+12.47%
2021	\$316,000	132.08%	\$129,746.96	\$173,097.40	\$39,543.32	\$79,974.47	\$417,362.15
% change over prior year (same period)			+257.31%	-19.6%	-31.4%	50.4%	1.72%
Note Reference#							

Comments/Notes:

Planning and Scheduling Division Public Transportation Department

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

Mission

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.

Core 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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	12/31/2020	12/31/2021	12/31/2022	12/31/2023
# of Bus Stops	608	674	674	
# meeting ADA Standards	220	225	225	
% meeting ADA Standards	36%	33%	33%	
Note Reference #	2	3	4	

1. The bus stop database is currently being updated. Adjustments made during the 7/2019 service change added 2 stops.
2. The bus stop database has been updated. A partial audit of all the bus stops took place between 2019 – 2020 to better understand ADA compliance within the People Mover system. 608 bus stops were present; 220 met ADA standards, 260 failed, 128 remain uncategorized. This number is expected to change as the audit is ongoing.
3. In 2021 a new route was added to the People Mover system, increasing the total number of active stops. Updates to the database also added additional stops that were excluded in previous counts. 674 bus stops are active; 225 met ADA standards, 260 failed, and 189 remain uncategorized.
4. An updated inventory is being completed by a 3rd party and will be available soon. There were no changes from the previous year.

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

	2021	2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
People Mover Passengers per timetable revenue hour	14.00	16.00				
% change from prior year (same period)	37.03%	15.41%				
Note Reference #	1,2,3		4			

Comments/Notes:

1. People Mover experienced low ridership due to rider limits set in place due to COVID-19.
2. People Mover lifted ridership limits.
3. On 9/20/2021 People Mover had a service change, route 85 was added.
4. Due to technical problems, productivity is unavailable for Q1 2023. People Mover is working with the vendor to address the issue.

[illegible]

Administration Division Public Transportation Department

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Mission

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.

Core 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.

Operations & Maintenance Division Public Transportation Department

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Mission

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

Core 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)
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	2018	2019	2020	2021	2022
Fleet Miles	2,343,197	2,005,247	1,847,049	2,398,736	2,444,711
Safety/Major Mechanical	65	59	217	354	278
Miles between	36,049	33,987	8,512	6,776	8,794

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

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

	Total 2021	Total 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Fleet Miles	2,398,736	2,500,407	578,653			
Preventable Accidents	16	27	36			
Preventable Accidents per 100,000 miles	.68	.93	.16			
Note Reference #						

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

