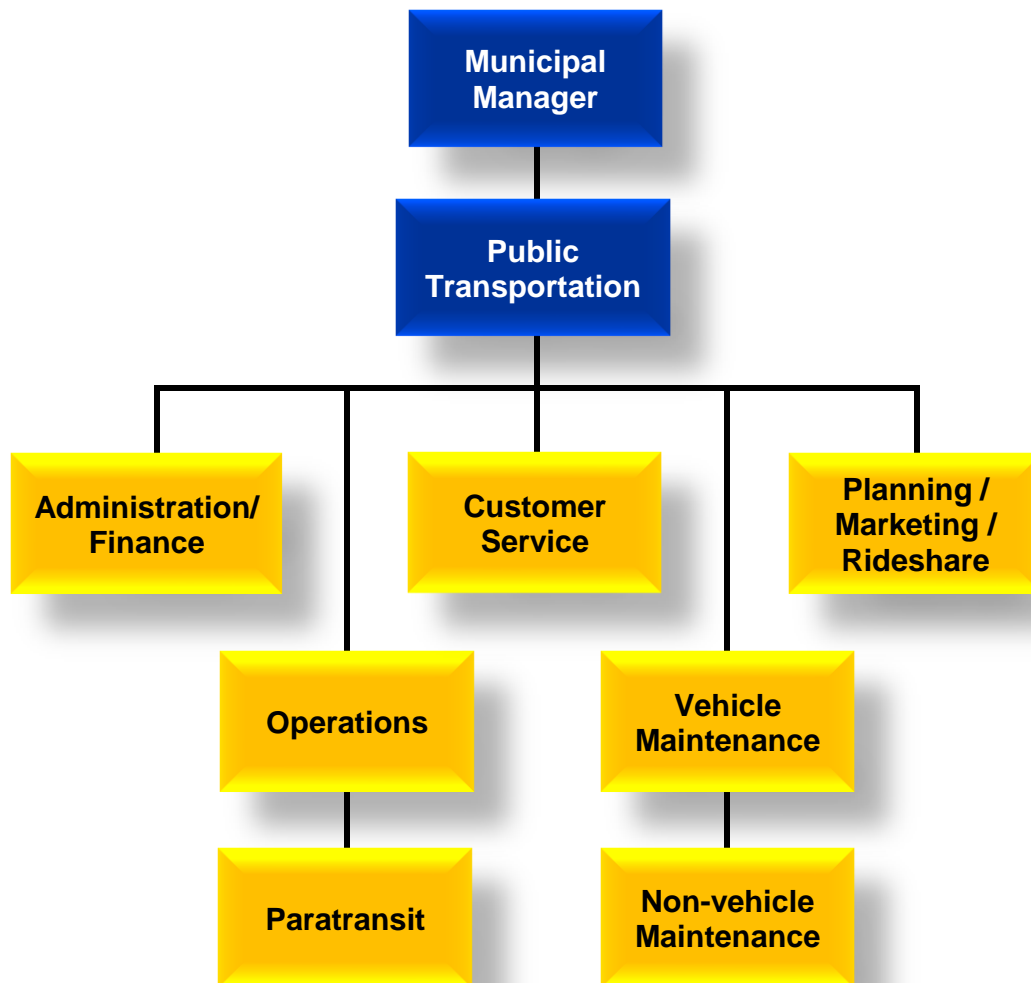


Public Transportation



Public Transportation

Description

Public Transportation's mission is to serve Anchorage residents and visitors by providing public transportation that emphasizes quality, safety, cost effectiveness, and economic vitality. The department provides three transportation services: People Mover fixed route, AnchorRIDES paratransit, and RideShare carpool.

Department Services

People Mover

The largest transit system in the state provides service that connects our community with a reliable transportation option for work, education, grocery, medical, and leisure trips.

People Mover maintains a fleet of 63 fully accessible buses that transports about 2.7 million riders annually. Professional bus operators serve the Anchorage and Eagle River areas with 15 transit routes (4 frequent routes, 5 standard routes, 4 neighborhood routes, and 1 commuter routes).

AnchorRIDES

AnchorRIDES is a shared ride service providing accessible transportation throughout the Anchorage Bowl in compliance with various local, state, and federal guidelines:

- **Americans with Disabilities Act (ADA)** - Complementary paratransit service for people whose disabilities prevent them from using People Mover.
- **Senior Citizen Transportation** - Transportation service for individuals age 60 and over for health care and pharmacy related trips.
- **HCB Medicaid Waiver** - Transportation service for persons eligible for the Medicaid Home and Community Based Waiver through the State of Alaska, Senior and Disabilities Services.

RideShare

RideShare provides carpool group subsidies and contractual oversight of COMMUTE with Enterprise for the Municipality of Anchorage (MOA) 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. In 2023, more than 5 million lbs. of CO2 emissions were eliminated and congestion on the Glenn Highway was reduced by removing over 219,000 single-occupancy vehicle trips.

Department Goals that Contribute to Achieving the Mayor's Mission:



Good Government – Staffing up departments, balancing the budget, and delivering better services.

- Provide a cost-effective service by maximizing local tax dollars which support transit efforts in coordination with eligible state and federal grants.
- Maximize administrative resources to reduce redundancy, promote concise processes, and clear communication.
- Maintain hardware and software applications for providing automated operating systems to meet the needs of transit customers most efficiently and effectively.
- Ensure effective and efficient bus route planning and scheduling.

- Explore best practices in three key areas: engagement and support, engineering and maintenance, and enforcement and monitoring.



Safe Streets and Trails – Tackling homelessness, staffing up the Anchorage Police Department, and improving public safety for everyone.

- Provide public transportation services which are safe, convenient, accessible, and reliable.
- Ensure vehicles, bus stops, and transit assets are maintained in an accessible, safe, and reliable condition.
- Implement a transit safety and security program.
- Provide operator safety and training.
- Treat all individuals with dignity and respect, serve the entire community. Provide training and education for public transportation employees to be more effective and responsive to those who are experiencing homelessness.
- Provide education and outreach to social service organizations serving the homeless population.

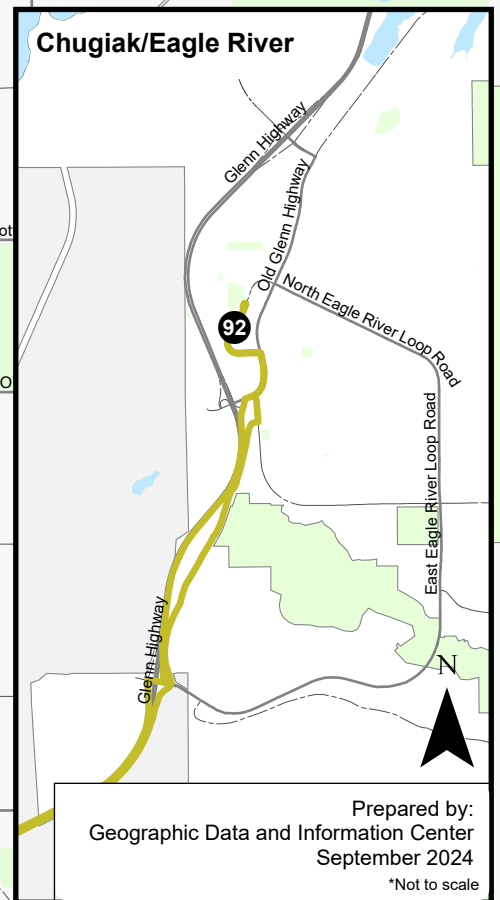
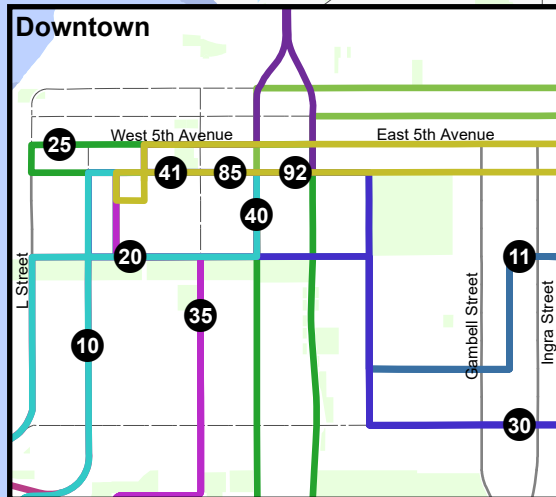
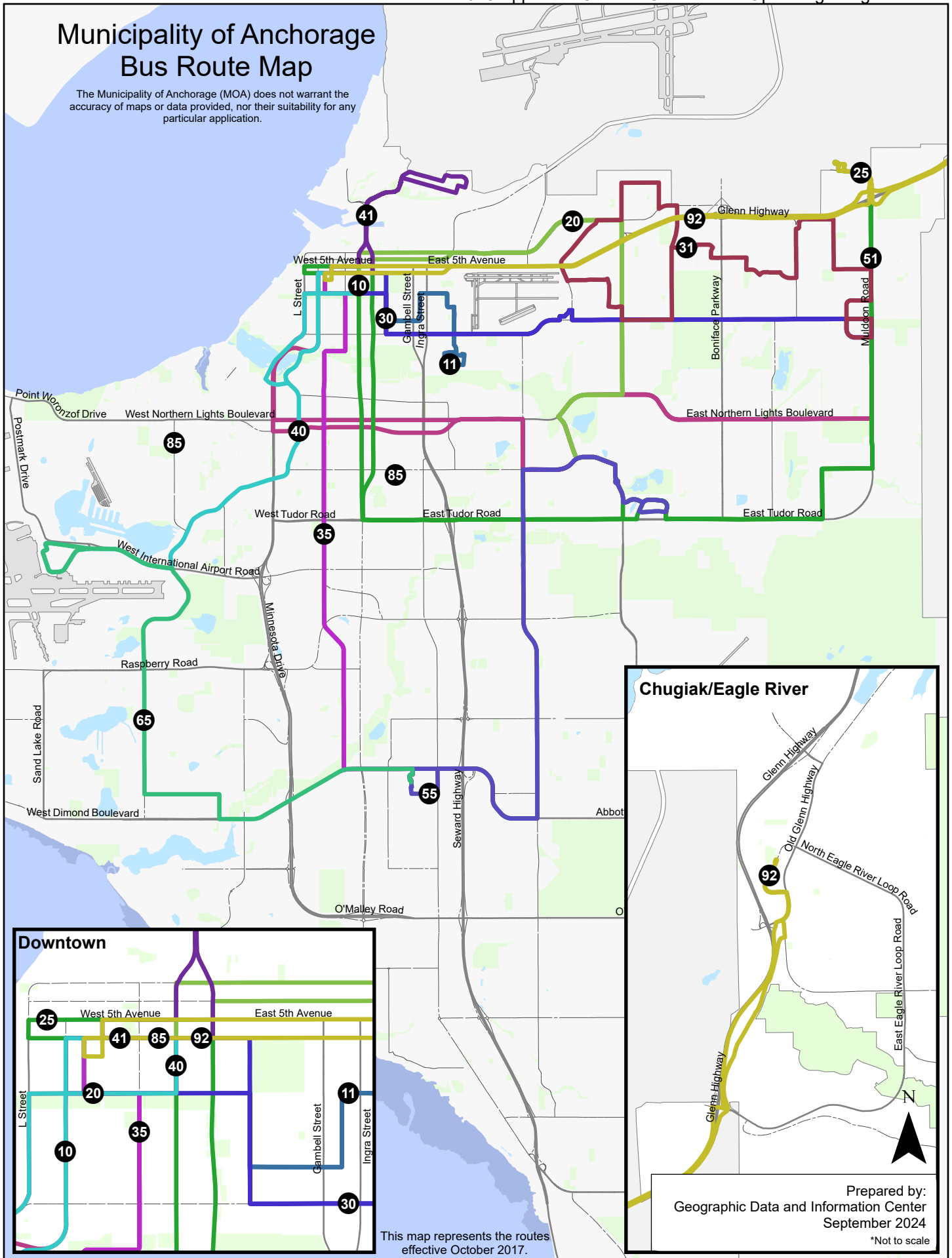


Building Our Future – Delivering better economic opportunities, more housing, affordable childcare, and a reliable energy future.

- Operate an equitable transportation system that connects people to opportunity.
- Connect people to jobs and jobs with people.
- Increase mobility options to help the community get to school, church, grocery store, medical services, and other supporting businesses.
- Provide fast and frequent service to make public transportation a viable option for residents and tourists and allow employers to tap into a larger workforce.
- Expand access to People Mover fare sales using new and existing technology.
- Contribute to economic development, improved environmental quality, better public health, land use, and improved quality of life.
- Operate an equitable transportation system that offers individuals greater opportunity to better themselves and provide for their families.
- Connect social service agencies with people experiencing homelessness through transit services and facilities.
- Support parking reductions that lower development costs in transit supportive development corridors.

Municipality of Anchorage Bus Route Map

The Municipality of Anchorage (MOA) does not warrant the accuracy of maps or data provided, nor their suitability for any particular application.



This map represents the routes effective October 2017.

Prepared by:
Geographic Data and Information Center
September 2024

*Not to scale

Public Transportation Department Summary

	2023 Actuals Unaudited	2024 Revised	2025 Approved	25 v 24 % Chg
Direct Cost by Division				
PTD Administration	3,526,781	3,169,910	3,322,988	4.83%
PTD Customer Service	429,171	458,060	461,544	0.76%
PTD Operations	20,581,616	22,604,263	23,439,343	3.69%
PTD Planning/Marketing/Rideshare	4,790,491	5,958,421	5,950,433	(0.13%)
Direct Cost Total	29,328,060	32,190,654	33,174,308	3.06%
Intragovernmental Charges				
Charges by/to Other Departments	2,808,667	3,475,433	3,726,893	7.24%
Function Cost Total	32,136,727	35,666,087	36,901,201	3.46%
Program Generated Revenue	(3,788,282)	(3,329,924)	(3,328,424)	(0.05%)
Net Cost Total	28,348,445	32,336,163	33,572,777	3.82%
Direct Cost by Category				
Salaries and Benefits	18,287,767	21,024,291	21,918,353	4.25%
Supplies	3,516,184	3,457,155	3,506,755	1.43%
Travel	2,292	-	-	-
Contractual/OtherServices	6,663,426	7,009,528	6,959,928	(0.71%)
Debt Service	786,097	699,680	789,272	12.80%
Equipment, Furnishings	72,292	-	-	-
Direct Cost Total	29,328,060	32,190,654	33,174,308	3.06%
Position Summary as Budgeted				
Full-Time	168	180	182	1.11%
Part-Time	-	-	-	-
Position Total	168	180	182	1.11%

Public Transportation

Reconciliation from 2024 Revised Budget to 2025 Approved Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2024 Revised Budget	32,190,654	182	-	-
Debt Service Changes				
- General Obligation (GO) Bonds	89,592	-	-	-
Changes in Existing Programs/Funding for 2025				
- Salaries and benefits adjustments	740,395	-	-	-
2025 Continuation Level	33,020,641	182	-	-
2025 Proposed Budget Changes				
- None	-	-	-	-
2025 S Version Budget Changes				
- IBEW-Technicians collective bargaining agreements adjustments (contingent upon Assembly approval of AR2024-335)	153,667	-	-	-
2025 Approved Budget	33,174,308	182	-	-

Public Transportation Operating Grant and Alternative Funded Programs

Program	Fund Center	Award Amount	Prior Expenses	Expected Expenditures Thru 12/31/2024	Expected Expenditures in 2025	Expected Balance at End of 2025	FT	Personnel PT	T	Program Expiration
Program Planning/Marketing/Rideshare Division										
TRANSIT SECTION 5303 - FTA TRANSIT PLANNING										
(FHWA/UPWP AMATS Pass-Thru) #1000100	614000	1,393,794	180,329	150,000	500,000	563,465	2.60	-	-	Sep-25
- Provide partial funding for Public Transportation planning function.										
Rideshare & Marketing										
(State Grant - Revenue Pass Thru) #6000079	614000	2,771,097	1,585,975	300,000	800,000	85,122	4	-	-	Mar-27
- Promote carpools, vanpools and other ridesharing services to assist Anchorage in compliance with the Federal Clean Air Act.										
- Develop and implement marketing programs to reduce single-occupant vehicle travel.										
Transportation Operation and Maintenance Division										
SENIOR TRANSPORTATION (ALASKA COMMISSION ON AGING)										
(State Grant - Direct / Partial Federal Pass-Thru) #6000085	615000	545,693	-	250,000	295,693	-	-	-	-	Jun-25
- Provide senior transportation services										
ACT AMHT Grant										
(State Grant) #PendingGrantAgreement	615000	250,000	-	-	250,000	-	-	-	-	Jun-25
- AMHT Grant for AnchorRIDES Services										
FTA Section 5310 - Travel Training Program										
(Federal Grant) #6000068	615000	188,947	28,268	50,000	100,000	10,679	3			Mar-28
- Provide funds to assist public transportation operations for seniors and disabled patrons.										
FTA Section 5307 - CARES Act										
(Federal Grant) #6000062	622000 / 630	18,580,864	10,311,265	2,000,000	4,600,000	1,669,599	8	-	-	Mar-29
Prepare, Prevent, and Respond to COVID										
- Provide funds for vehicle maintenance										
- Provide funds for facility maintenance										
- Provide funds for security										
- Provide funds for operating assistance										
Total Grant and Alternative Operating Funding for Department		23,730,395	12,105,837	2,750,000	6,545,693	2,328,865	18	-	-	
Total General Government Operating Direct Cost for Department					33,174,308		182	-	-	
Total Operating Budget for Department					39,720,001		200	-	-	

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 2022	Total 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
PEOPLE MOVER						
% of trips on time*	86.1%	72%	68%	72%		
Number of trips with insufficient capacity	0	0	0	236	0	0
Number of passengers bypassed	0 out of 2,412,095 passengers	0 out of 2,791,081 passengers	0 out of 680,504 passengers	0 out of 849,947 passengers	0 out of X passengers	0 out of X passengers
ANCHORRIDES						
% of trips on time **	94.5%	83.1%	85.51%	85.79%		
System Trip Denials (capacity)	0	0	0	0	0	0
ADA Trip Denials (capacity)	0	0	0	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

	2022	2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
CPI/U*	255.001	259.245	259.326	267.559		
PEOPLE MOVER						
Passenger trips	2,412,095	2,791,081	680,504	849,947		
Annual Local Tax Supported Expenditures	\$22,213,165	\$22,418,708	\$5,009,839	\$7,624,708		
Cost per Trip	\$9.21	\$8.03	\$7.36	\$7.48		
Adjusted Cost per Trip for CPI^	\$8.13	\$7.02	\$6.43	\$6.34		
AnchorRIDES						
Passenger trips **	128,854	137,607	39,454	38,748		
Annual Local Tax Supported Expenditures	\$3,803,412	\$4,571,775	\$552,153	\$1,818,496		
Cost per Trip	\$29.52	\$32.19	\$13.99	\$32.68		
Adjusted Cost per Trip^	\$26.06	\$28.14	\$12.23	\$27.68		
VANPOOL						
Passenger trips	189,684	219,074	55,146	56,113		
Annual Tax Supported Expenditures	\$0	\$0	\$0	\$0		
Adjusted Cost per Passenger	N/A	N/A	N/A	N/A		
Note Reference #						

* Consumer Price Index All-Urban Consumers (CPI/U) for Anchorage, AK is obtained from: (<https://www.bls.gov/regions/west/cpi-summary/ro9xg01a.htm>) -Urban Alaska. 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)

Customer Services/AnchorRIDES Division Public Transportation Department

Anchorage: Performance. Value. Results.

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 2022	Total 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Total AnchorRIDES Trips	120,104	146,979	39,454	38,748		
Trips funded by M.O.A.*	91,299	103,135	29,897	24,211		
% funded by Non-MOA sources (Medicaid Waiver, UPASS, Federal Transit Administration grants, and State of Alaska operating budgets and grants)	64.6%	29.8%	24%	28%		
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)

Marketing/Share-a-Ride Division Public Transportation Department

Anchorage: Performance. Value. Results.

*****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 \$396,000 annually

Measure #4: Percent change in number of vanpool participants

	Total 2022	Total 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Vanpool Participants	6,345	7,440	1781	1,816		
% change over prior year (same period)	+11.0%	+14.7%	-7.8%	-3.9%		
Note Reference #						

Comments/Notes:

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

Description	Total Budgeted	% of Budget Realized	Q1	Q2	Q3	Q4	Total
2024	\$396,000	48.52%	\$71,980.76	\$120,166.06			
% change over prior year (same period)			-4.49%	+300.09%			
2023	\$396,000	28.84%	\$75,366.08	\$38,832.32	\$0	\$276,117.95	\$390,316.35
% change over prior year (same period)			-29.26%	-69.23%	-100%	+227.35%	-19.73%
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)			-17.88%	-27.07%	+333.82%	+151.86%	+116.50%
Note Reference#							

Comments/Notes:

Planning and Scheduling Division Public Transportation Department

Anchorage: Performance. Value. Results.

*****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.

	12/31/2021	12/31/2022	12/31/2023	12/31/2024
# of Bus Stops	674	674	690	
# meeting ADA Standards	225	225	399	
% meeting ADA Standards	33%	33%	58	
Note Reference #	1	2		

1. 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.
2. 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).

	2022	2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
People Mover Passengers per timetable revenue hour	16.00	18.43	18.43	21.81		
% change from prior year (same period)	15.41%	15.18%	17.83%	9.59%		
Note Reference #						

Comments/Notes:

ROUTE	PEAK /OFF PEAK	1/24	2/24	3/24	4/24	5/24	6/24	7/24	8/24	9/24	10/24	11/24	12/24
10 – N Lights	:15/:30	15.6	18.2	19.2	20.3	20.1	19.2						
11 – City Hall / Senior Center	:60/:60	10.1	10.2	10.8	10.9	11.5	12.9						
20 – Mtn View	:15/:30	22.8	30.5	32.7	32.2	32.1	32.2						
21 – Mtn View Connector	:30/:30	15.0	X	X	X	X	X						
25 - Tudor	:15/:30	19.8	21.1	22.8	23.6	25.4	26.0						
30 - Debarr	:15/:30	15.0	20.3	22.6	23.0	23.8	24.9						
31 – East Anchorage	:30/:60	13.8	11.1	11.9	13.3	13.3	12.9						
35 – Arctic	:30/:60	18.8	22.4	23.8	24.7	27.1	27.1						
40 – Spenard / Airport	:15/:30	17.3	21.2	23.2	20.8	22.6	24.8						
41 – City Hall / Gov't Hill	:60/:60	12.5	15.0	16.4	9.7	10.8	12.6						
51 – MULDOON - CENTENNIAL	:60/:60	16.8	14.6	16.3	16.4	17.3	17.4						
55 – Lk Otis	:60/:60	11.0	18.5	20.9	20.2	21.3	22.2						
65 – Jewel Lk	:60/:60	16.8	12.2	13.2	13.5	14.0	14.3						
85 – City Hall / Dimond	:60/:60	5.4	17.5	19.2	19.7	20.7	20.2						
91 – Huffman	PEAK HOURS	15.3	X	X	X	X	X						
92 – E. R.	PEAK HOURS	17.5	4.5	4.6	4.9	5.1	5.5						
System		16.8	19.4	21.0	21.2	22.0	22.4						
Note Ref #		1	1										

Comments/Notes:

- On January 22, 2024 People Mover had a service change Route 51 was added. Route 91 was merged with Route 85.

Administration Division Public Transportation Department

Anchorage: Performance. Value. Results.

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

Anchorage: Performance. Value. Results.

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)

	2019	2020	2021	2022	2023
Fleet Miles	2,005,247	1,847,049	2,398,736	2,444,711	2,251,025
Safety/Major Mechanical	59	217	354	278	289
Miles between	33,987	8,512	6,776	8,794	7,789

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 2022	Total 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Fleet Miles	2,500,407	2,339,859	624,455	662,002		
Preventable Accidents	27	54	9	5		
Preventable Accidents per 100,000 miles	.93	0.43	1.44	1.32		
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.

