

## 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 2015	Total 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
<b>PEOPLE MOVER</b>						
% of trips on time*	86.2%	86.1%	82.5%			
Number of trips with insufficient capacity	7	4	2			
Number of passengers bypassed	43 out of 3,650,508 Passengers	4 out of 3,450,261 Passengers	21 out of 814,795 Passengers			
<b>ANCHORRIDES</b>						
% of trips on time **	90.0%	91.6%	91.7			
System Trip Denials (capacity)	1032	245	7			
ADA Trip Denials (capacity)	81	9	3			
Note Reference #						

\* 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.

<b>Measure #2: Cost per passenger, adjusted for CPI/U</b>
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	2015	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
CPI/U*	217.111	216.999	218.660			
<b>PEOPLE MOVER</b>						
Passenger trips	3,650,508	3,450,261	814,795			
Annual Local Tax Supported Expenditures	\$18,620,949	\$17,553,790	\$4,077,702			
Cost per Trip	\$5.12	\$5.10	\$5.00			
Adjusted Cost per Trip for CPI^	\$4.85	\$4.99	\$4.92			
<b>AnchorRIDES</b>						
Passenger trips**	163,223	167,212	38,454			
Annual Local Tax Supported Expenditures	\$3,078,704	\$3,650,930	\$613,557			
Cost per Trip	\$18.85	\$21.87	\$15.96			
Adjusted Cost per Trip^	\$17.88	\$21.42	\$15.68			
<b>VANPOOL</b>						
Passenger trips	232,765	194,636	49,796			
Annual Tax Supported Expenditures	\$0	\$0	\$0			
Adjusted Cost per Passenger	N/A	N/A	N/A			
Note Reference #						

\* Consumer Price Index All-Urban Consumers (CPI/U) for Anchorage, AK is obtained from: [http://www.bls.gov/eag/eag.ak\\_anchorage\\_msa.htm](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)

**Customer Services/AnchorRIDES Division**  
**Public Transportation Department**

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**Purpose**

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

**Direct Services**

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

**Accomplishment Goals**

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

**Performance Measures**

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

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

	Total 2015	Total 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Total AnchorRIDES Trips	163,223	167,212	38,454			
Trips funded by M.O.A.	106,474	106,956	25,600			
% funded by Non-MOA sources (Medicaid Waiver, Anchorage School District, Federal Transit Administration grants, and State of Alaska operating budgets and grants)	35%	36%	33%			
Note Reference #	1, 2	1	1			

- 1: Trips funded by the MOA include ADA, Senior trips above the NTS senior grant, and Eagle River Connect. This measure is targeted at operating AnchorRIDES as a brokerage and encouraging other organizations to participate in coordinated efforts including the purchase of trips. Non-MOA trips include Medicaid Waiver and SOA Senior NTS grant. (excludes Personal Care Attendants)
- 2: In 2015 ASD Title 1/CIT began using Reliant as provider. ANHC Shuttle is not counted in trip totals as service doesn't use MOA owned vehicles. Senior NTS grant trips were promoted in Q2 & Q3 to ensure full use of grant during summer when usage usually drops. It was successful.

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**Marketing/Share-a-Ride Division**  
**Public Transportation Department**

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

**Purpose**

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

**Direct Services**

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

**Accomplishment Goals**

- Increase the number of participants using vanpool services

**Performance Measures**

Progress in achieving goals shall be measured by:

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

<b>Measure #4: Percent change in number of vanpool participants</b>
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	Total 2015	Total 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017 YTD
Vanpool Participants	841	663	662				
% change over prior year (same period)	0	-21%	-15%				
Note Reference #	1	2	2				

Comments/Notes:

- 1: Vanpool contractor (vRide) noted that vanpool ridership usually sees a dip during summer
- 2: Contractor (Enterprise) provides data and is working to increase participants in 2017.

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

Description	Total Budgeted	% of Budget Realized	Q1	Q2	Q3	Q4	Total
2017	\$350,000	0%	\$0.00				
% change over prior year (same period)			-100.00%				
2016	\$350,000	81.51%	\$47,309.62	\$80,503.80	\$135,930.76	\$21,559.37	\$285,303.55
% change over prior year (same period)			-27.23%	129.27%	51.04%	-36.42%	27.35%
2015	\$440,000	50.91%	\$65,009.50	\$35,113.00	\$89,991.68	\$33,906.33	\$224,020.51
% change over prior year (same period)			49.7%	-81.5%	-2.4%	-69.6%	-48.7%
Note Reference#				1			

Comments/Notes:

1. Total Budgeted for 2016 changed from \$440,000 to \$350,000 as of Q2.

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**Planning and Scheduling Division**  
**Public Transportation Department**

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

**Purpose**

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

**Direct Services**

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

**Accomplishment Goals**

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

**Performance Measures**

Progress in achieving goals shall be measured by:

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

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

	12/31/2014	12/31/2015	12/31/2016	12/31/2017
# of Bus Stops	1078	1076	1078	
# meeting ADA Standards	800	841	802	
% meeting ADA Standards	74%	78%	74%	
Note Reference #			1	

1. Bus stop database is in the process of being updated and verified again. Adjustments will be reported at a later date. Proposed redesign of the transit system can influence % of bus stops meeting ADA standards.

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

	2015	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
People Mover Passengers per timetable revenue hour	29.19	27.39	27.11			
% change from prior year (same period)	-5.56%	-6.13%	-4.44%			
Note Reference #						

ROUTE	PEAK /OFF PEAK	1/17	2/17	3/17	4/17	5/17	6/17	7/17	8/17	9/17	10/17	11/17	12/17
1-Crosstown	:60/:60	23.7	29.2	28.3									
2-Lake Otis	:30/:60	25.9	28.2	28.3									
3 - Northern Lights	:30/:30	23.7	28.4	26.7									
7 - Spenard	:30/:30	22.5	26.0	26.0									
8 - Northway	:30/:60	24.3	26.7	26.6									
9 - Arctic	:30/:30	25.4	27.7	27.8									
13 - University	:30/:60	17.9	21.5	19.8									
14 - Gov't Hill	:60/:60	28.0	31.4	27.3									
15 - 15th Ave	:30/:30	28.2	34.5	32.9									
36 - 36th Ave	:30/:60	17.6	20.2	19.0									
45 - Mountain View	:20/:30	38.7	43.0	41.9									
60 - Old Seward	:30/:60	18.7	21.2	20.6									
75 - Tudor	:30/:60	31.2	34.6	34.0									
102 - E. R. Park & Ride	PEAK HOURS ONLY	12.5	14.4	13.3									
System		25.2	28.8	27.9									
Note Reference #													

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**Administration Division**  
**Public Transportation Department**

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**Purpose**

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

**Direct Services**

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

**Accomplishment Goals**

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

**Performance Measures**

Progress in achieving goals shall be measured by:

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



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## Operations & Maintenance Division Public Transportation Department

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### Purpose

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

### Direct Services

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

### Accomplishment Goals

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

### Performance Measures

Progress in achieving goals shall be measured by:

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

<b>Measure #8: Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip)</b>
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	2013	2014	2015	2016	2017
Fleet Miles	2,160,907	2,160,336	2,160,517	2,172,970	
Safety/Major Mechanical	71	172	336	417	
Miles between	30,435	12,560	6,430	5,211	

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

<b>Measure #9 Preventable accidents per 100,000 vehicle miles traveled.</b>
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	Total 2015	Total 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Fleet Miles	2,160,695	2,172,970	505,436			
Preventable Accidents	19	18	17			
Preventable Accidents per 100,000 miles	0.88	0.83	3.36			
Note Reference #						

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**Performance Measure Methodology Sheet**  
**Public Transportation Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

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

**Definition**

Measures reliability of service

**Data Collection Method**

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

**Frequency**

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

**Measured By**

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

**Reporting**

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

**Used By**

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

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**Performance Measure Methodology Sheet**  
**Public Transportation Department**

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

**Type**

Efficiency

**Accomplishment Goal Supported**

Provide cost effective public transportation services.

**Definition**

Measure the cost effectiveness of public transportation services.

**Data Collection Method**

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

**Frequency**

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

**Measured By**

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

**Reporting**

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

**Used By**

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

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

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

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

**Definition**

Measure the effectiveness of coordinated public transportation efforts.

**Data Collection Method**

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

**Frequency**

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

**Measured By**

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

**Reporting**

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

**Used By**

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

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

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<b>Measure #4: Percent change in number of vanpool participants</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Increase the number of people using vanpool services.

**Definition**

Measure the effectiveness of vanpool marketing efforts.

**Data Collection Method**

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

**Frequency**

The measurement will be performed monthly.

**Measured By**

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

**Reporting**

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

**Used By**

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

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

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Maximize revenues from transit advertising.

**Definition**

Measures the effectiveness of contracted advertising sales

**Data Collection Method**

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

**Frequency**

The measurement will be performed monthly.

**Measured By**

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

**Reporting**

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

**Used By**

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

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**Performance Measure Methodology Sheet  
Planning & Scheduling Division  
Public Transportation Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Provide safe and accessible bus stops

**Definition**

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

**Data Collection Method**

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

**Frequency**

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

**Measured By**

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

**Reporting**

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

**Used By**

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

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**Performance Measure Methodology Sheet**  
**Planning & Scheduling Division**  
**Public Transportation Department**

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

**Type**

Efficiency

**Accomplishment Goal Supported**

Ensure efficient bus route planning and scheduling

**Definition**

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

**Data Collection Method**

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

**Frequency**

The measurement will be performed monthly.

**Measured By**

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

**Reporting**

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

**Used By**

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



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**Performance Measure Methodology Sheet  
Operations & Maintenance Division  
Public Transportation Department**

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**Measure #8: Actual miles between major mechanical system failures (when a vehicle cannot complete a scheduled trip).**

**Type**

Effectiveness

**Accomplishment Goal Supported**

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

**Definition**

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

**Data Collection Method**

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

**Frequency**

The measurement will be performed annually.

**Measured By**

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

**Reporting**

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

**Used By**

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

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**Performance Measure Methodology Sheet  
Operations & Maintenance Division  
Public Transportation Department**

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**Measure #9: Preventable accidents per 100,000 vehicle miles traveled.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Ensure People Mover buses are operated in a safe manner.

**Definition**

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

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

**Data Collection Method**

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

**Frequency**

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

**Measured By**

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

**Reporting**

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

**Used By**

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

**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.

