Department Mission

To connect our community with safe, reliable transportation options, emphasizing customer service while providing economic, social, and environmental benefits.

Core Services

- People Mover Fixed Route Buses
- AnchorRIDES Paratransit Services
- RideShare Program

Accomplishment Goals

- Provide public transportation services which are safe, convenient, accessible, and reliable.
- Provide cost-effective services.
- Increase public awareness of public transportation services.

Purpose

Implement fiscal policies, procedures and practices that are both efficient and effective in the collection and expenditure of public and federal 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
- Grant acquisition and administration of both State and Federal funding sources
- Procurement and Asset Management
- Payroll
- Development of IT Plan and execution of the plan to provide replacements, upgrades, and new acquisitions of software and hardware.
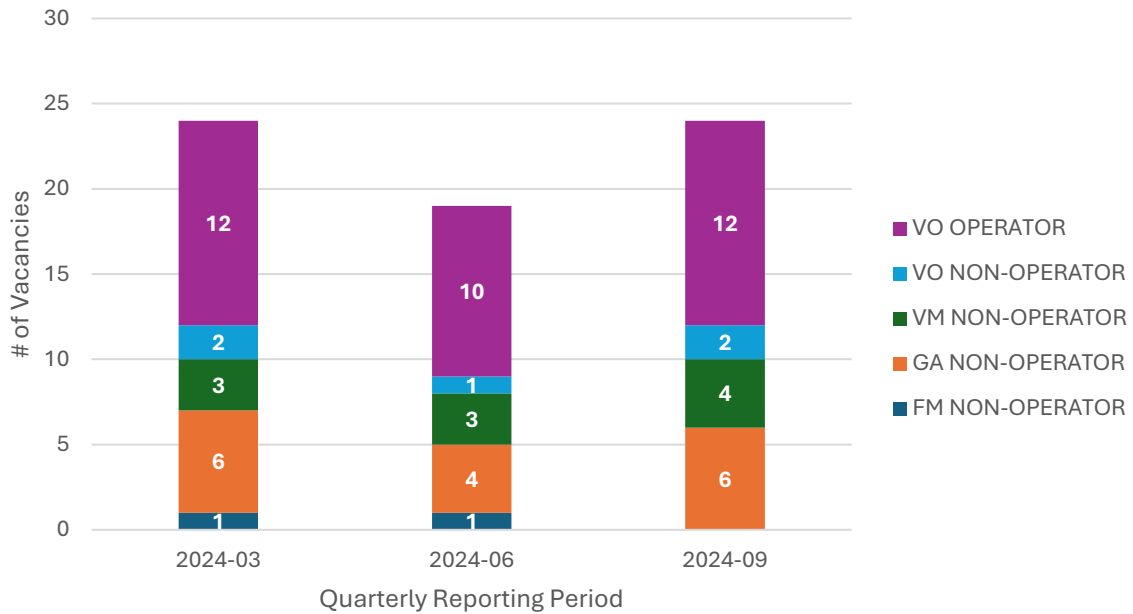- Collection, accounting, and fiscal management of transit revenues

Accomplishment Goals

- Provide adequate staffing levels to support safe, convenient, accessible, and reliable public transportation services.
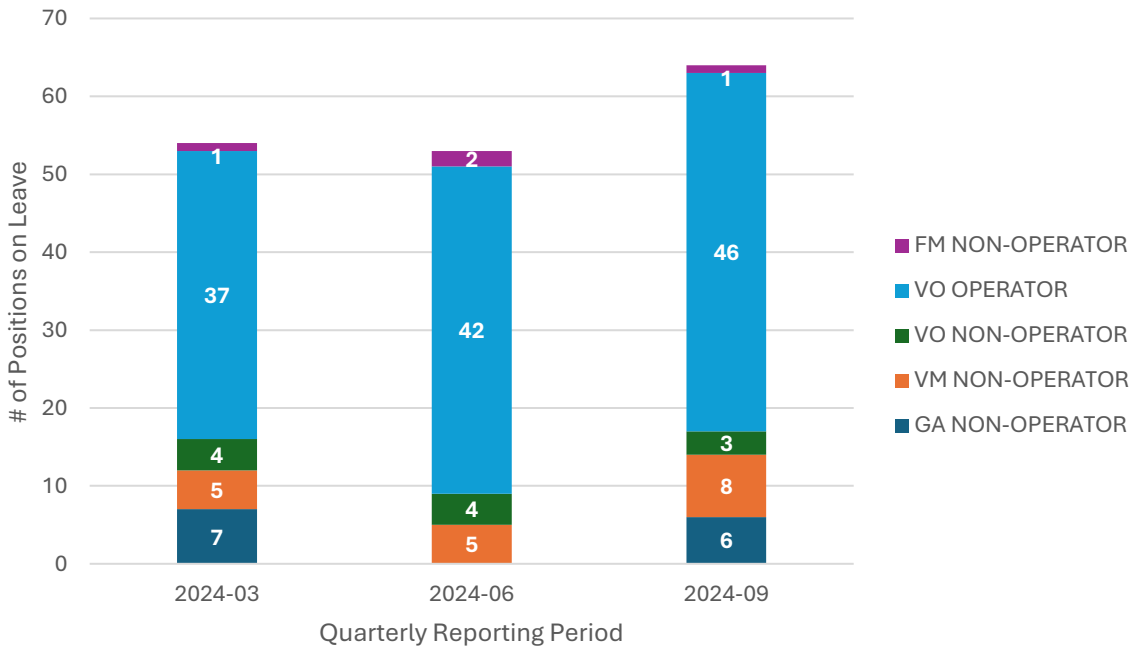- Provide cost-effective public transportation services.

Performance Measures
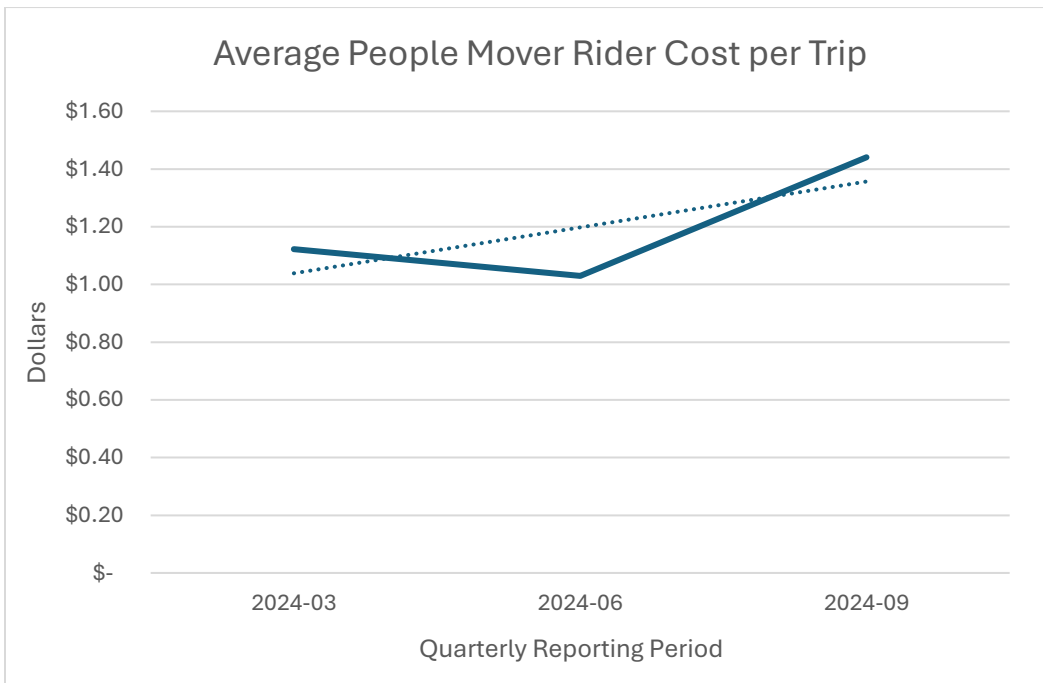
Performance Measure #1: Staffing

VACANCIES

Stacked bar chart titled "VACANCIES" showing # of Vacancies by Quarterly Reporting Period.

Category	2024-03	2024-06	2024-09
VO OPERATOR	12	10	12
VO NON-OPERATOR	2	1	2
VM NON-OPERATOR	3	3	4
GA NON-OPERATOR	6	4	6
FM NON-OPERATOR	1	1	

ABSENCES OVER 80 HOURS

Stacked bar chart titled "ABSENCES OVER 80 HOURS" showing # of Positions on Leave by Quarterly Reporting Period.

Category	2024-03	2024-06	2024-09
FM NON-OPERATOR	1	2	1
VO OPERATOR	37	42	46
VO NON-OPERATOR	4	4	3
VM NON-OPERATOR	5	5	8
GA NON-OPERATOR	7		6

Performance Measure #2: Fare Analysis

Average People Mover Rider Cost per Trip

Purpose

AnchorRIDES is a shared ride service providing accessible human service transportation in the urbanized greater Anchorage area. The Public Transportation Department (PTD) administers AnchorRIDES as part of the state designated coordinated paratransit system.

Direct Services

- Transportation service to people whose disabilities prevent them from independently using People Mover buses for some or all their trips.
- Operate within three quarter miles on either side of the People Mover bus routes.
- Provide door-to-door service for people with physical, cognitive, or sensory disabilities that prevent them from using People Mover. Disability alone does not qualify an individual for ADA paratransit service.
- Makes ADA paratransit eligibility determinations using federal regulations of the Americans with Disabilities Act of 1990, Title 49 – Transportation, Subpart F 37.125 covering ADA paratransit eligibility standards and process to issue Full, Temporary, or Conditional Eligibility.
- Provides Senior Citizen Transportation to people age sixty (60) and over and may include those who are ADA eligible.
- Provides temporary eligibility to visitors seeking accessible services for their stay in Anchorage.
- Provide service for the State of Alaska Senior and Disability Services to people eligible for the Home and Community Based Medicaid Waiver Service (HCB). Eligibility and transportation must be preauthorized by the State of Alaska. Recipients Care Coordinators submits the enrollment and Plans of Care with pre-authorization information.
- Offers free travel training to provide riders with the skills needed to successfully travel the fixed route system.
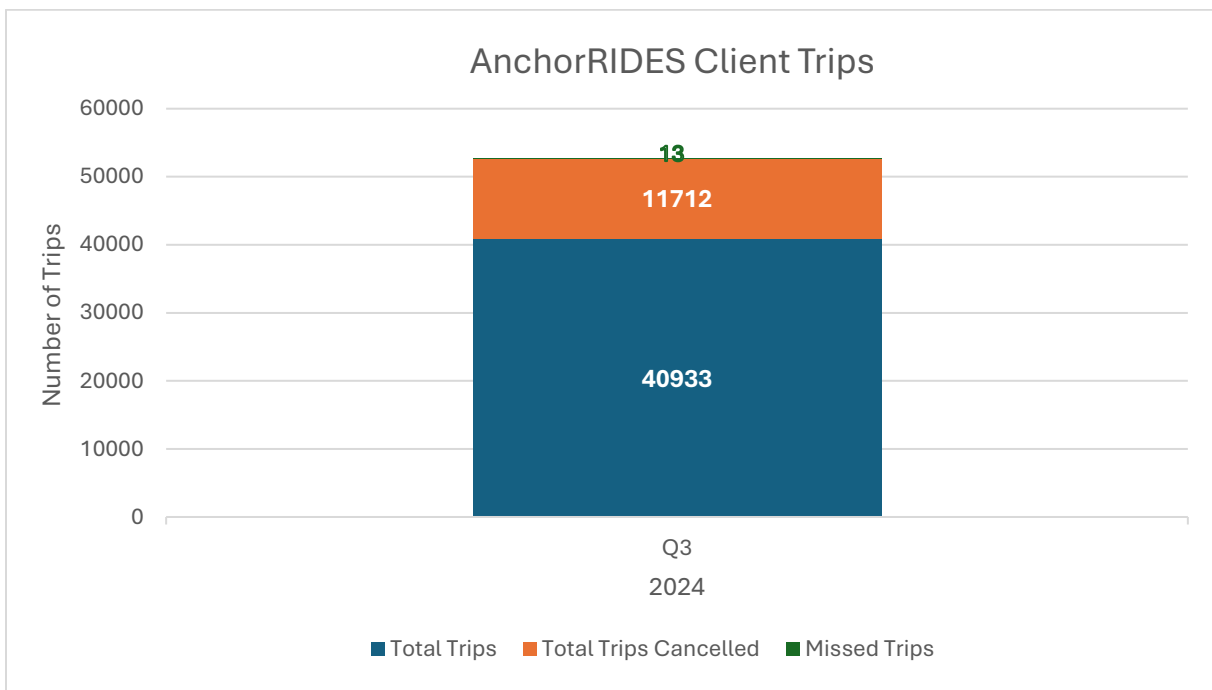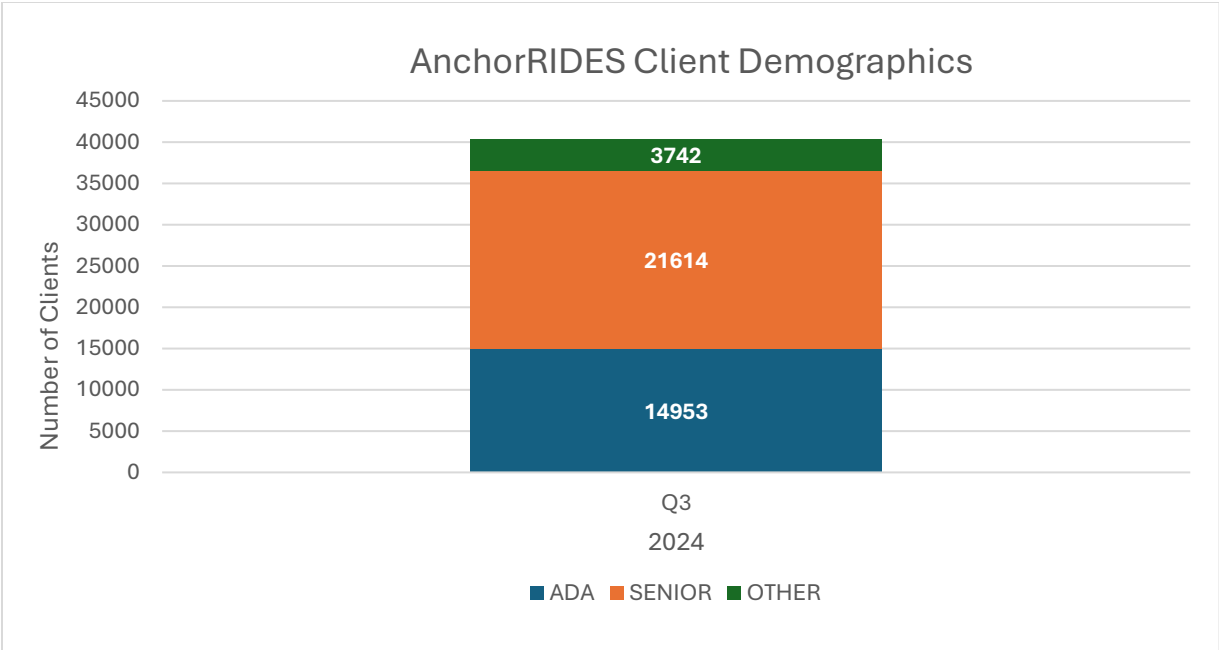
Accomplishment Goals

- Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities, ensuring efficiency by monitoring and regulating cancelled and missed trips, to keep inefficiencies at a minimum.
- Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities exhibiting the clients time on board the revenue vehicle to ensure timeliness of trips to specified destinations within a set time frame.
- Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities ensuring compliant resource allocation by type of trip.
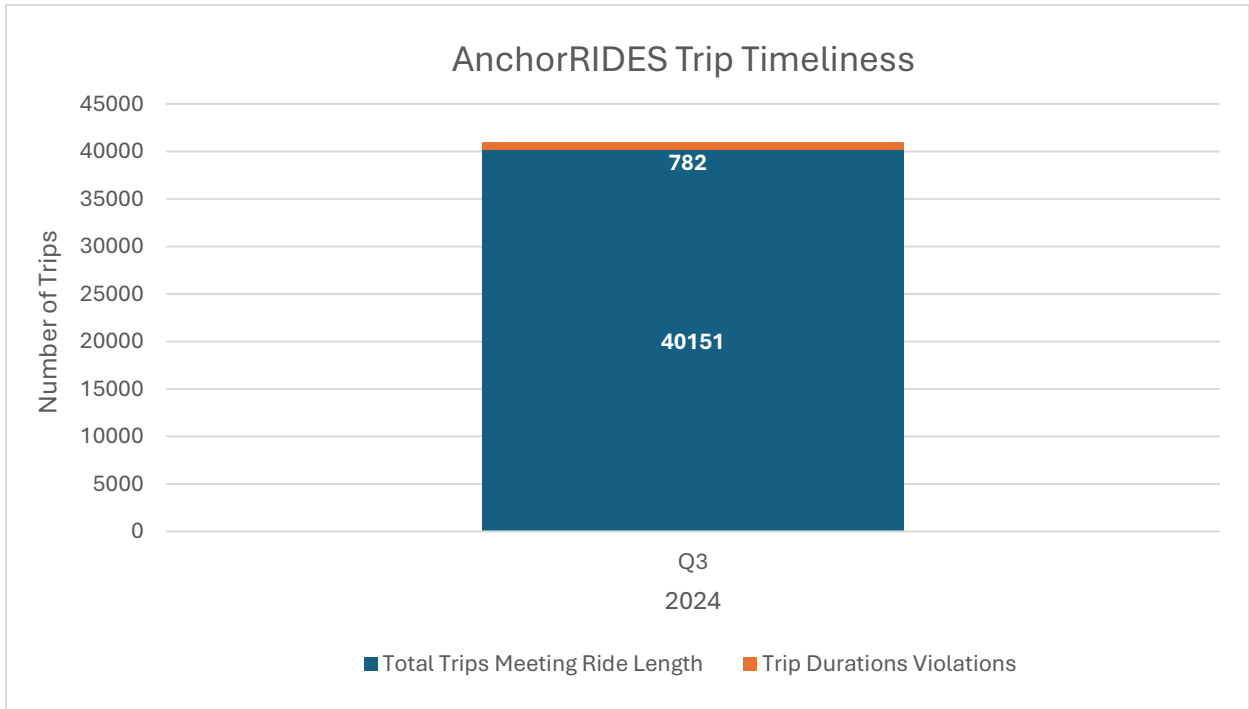
Performance Measures

Explanatory Information: Data derived and analyzed from operations is used to promote quality in service delivery by adjusting programs and processes when needed to accomplish our goals.

Performance Measure #1: AnchorRIDES Client Trips

AnchorRIDES Client Trips

AnchorRIDES Client Demographics

Q3
2024

ADA — SENIOR — OTHER

Values shown: 3742, 21614, 14953

Performance Measure #2: AnchorRIDES Trip Timeliness

AnchorRIDES Trip Timeliness

Q3
2024

Total Trips Meeting Ride Length — Trip Durations Violations

Values shown: 782, 40151

Performance Measure #3: AnchorRIDES Client Trip Type
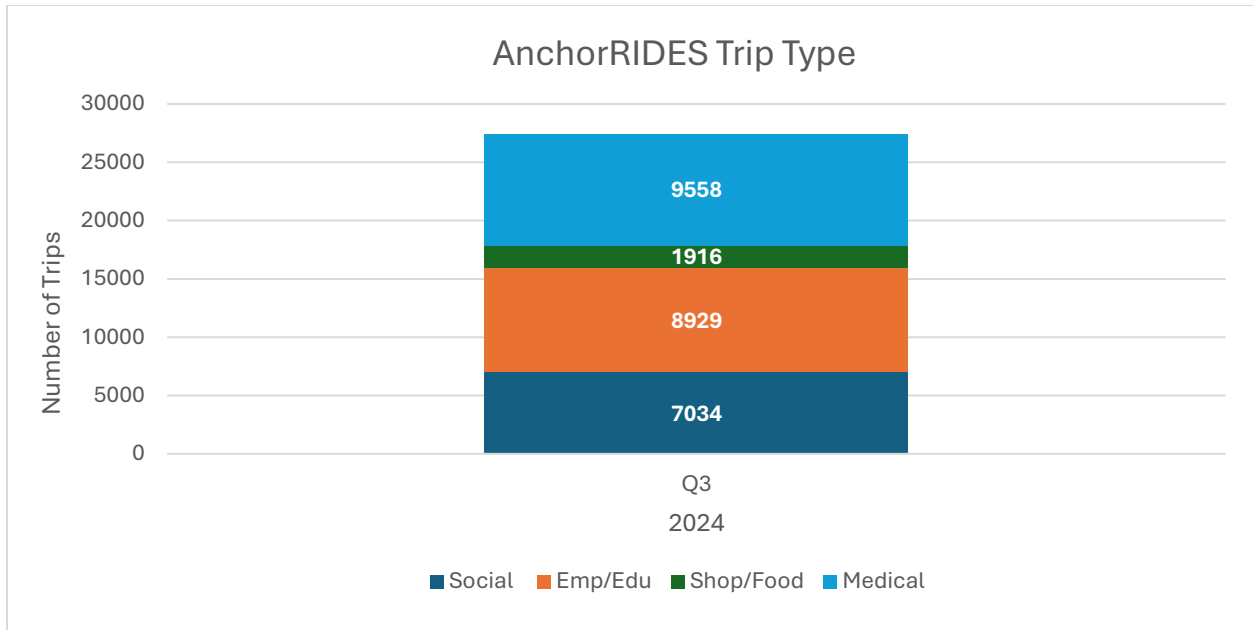
AnchorRIDES Trip Type

Legend: Social · Emp/Edu · Shop/Food · Medical

Stacked bar for Q3 2024:
- Medical: 9558
- Shop/Food: 1916
- Emp/Edu: 8929
- Social: 7034

Y-axis: Number of Trips

Purpose

Provide a positive experience for passengers ensuring that public transportation remains accessible, efficient, and responsive to the needs of the passengers.
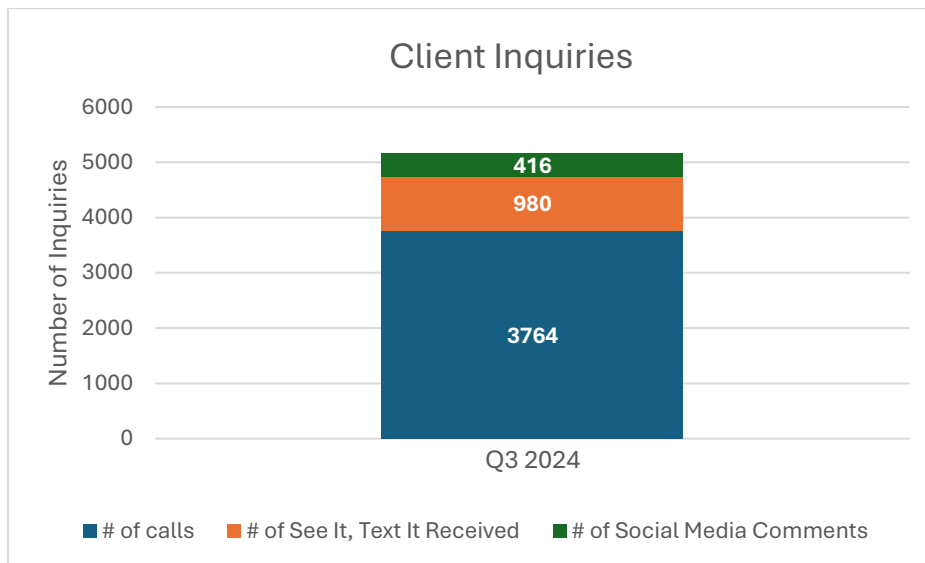
Direct Services

- Respond to passenger inquiries providing information and addressing issues
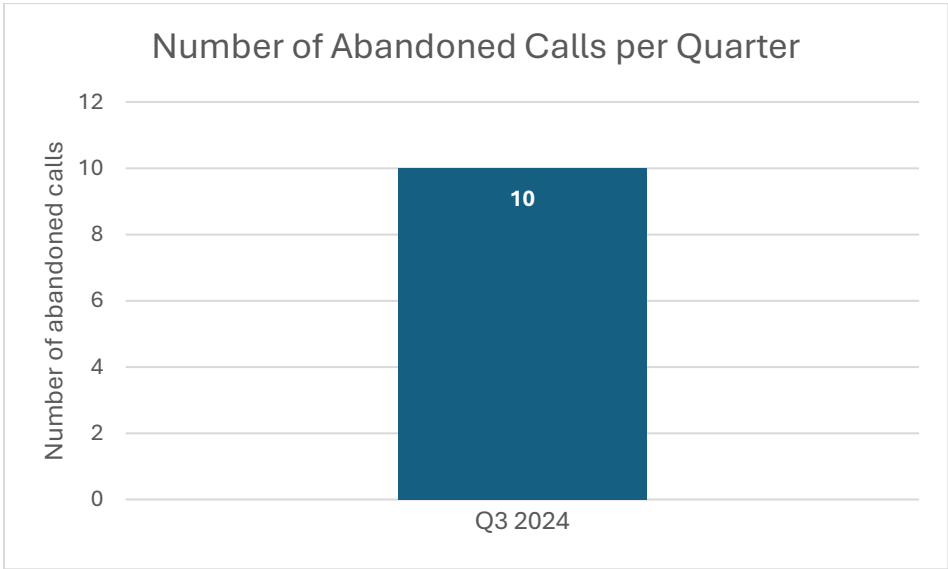- Bus Pass Sales

Accomplishment Goals

- Respond to customer inquiries in a timely manner and provide exceptional customer service to all passengers.

Performance Measures

Performance Measure #1: Customer Experience
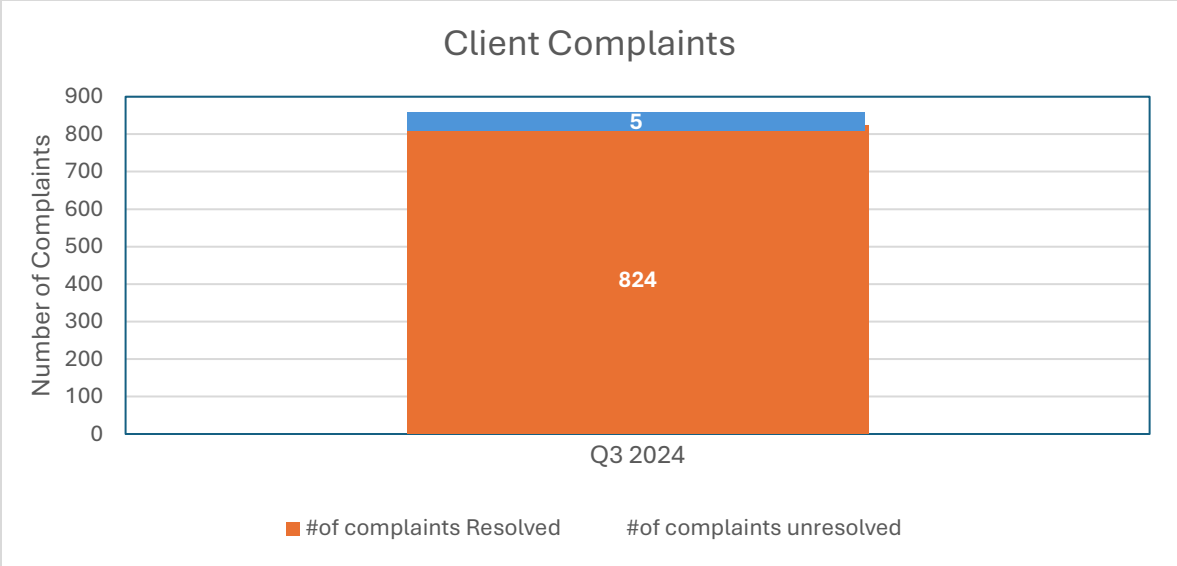
Client Complaints

Number of Complaints (y-axis: 0–900)

- #of complaints unresolved: 5
- #of complaints Resolved: 824

Q3 2024

Legend: ■ #of complaints Resolved   #of complaints unresolved

Number of Abandoned Calls per Quarter

Number of abandoned calls (y-axis: 0–12)

- Q3 2024: 10

Purpose

The Marketing division focuses on promoting the transit system, increasing ridership, and improving public perception and engagement. The transit marketing activities are mandated in the State of Alaska Air Quality Control Plan as a control strategy to help improve air quality in Anchorage and Eagle River.

Direct Services

The division works to inform the public about the services offered, including routes, schedules, and fare options. It runs advertising campaigns across various media platforms to highlight the benefits of using public transit, special promotions, and new services. It also helps educate the public on how to use the transit system effectively, including understanding routes and schedules and using technology such as mobile apps and online tools.

Accomplishment Goals

By promoting the benefits and availability of transit services, the division helps increase ridership, and feedback gathered through marketing efforts can help the agency optimize routes and schedules to better meet the community's needs. Transparent communication and effective public relations foster trust between the community and the PTD. Transit marketing emphasizes the role of public transit in reducing environmental impact and improving access to essential services, enhancing the community's quality of life.

- Creating a positive and inclusive image of the public transit system by maintaining rider satisfaction.
- Increase ridership by encouraging ridership among new customers and continued use among existing riders.
- Increase the number of formalized business partnerships and targeted marketing campaigns implemented to promote the public transportation system.

Performance Measures
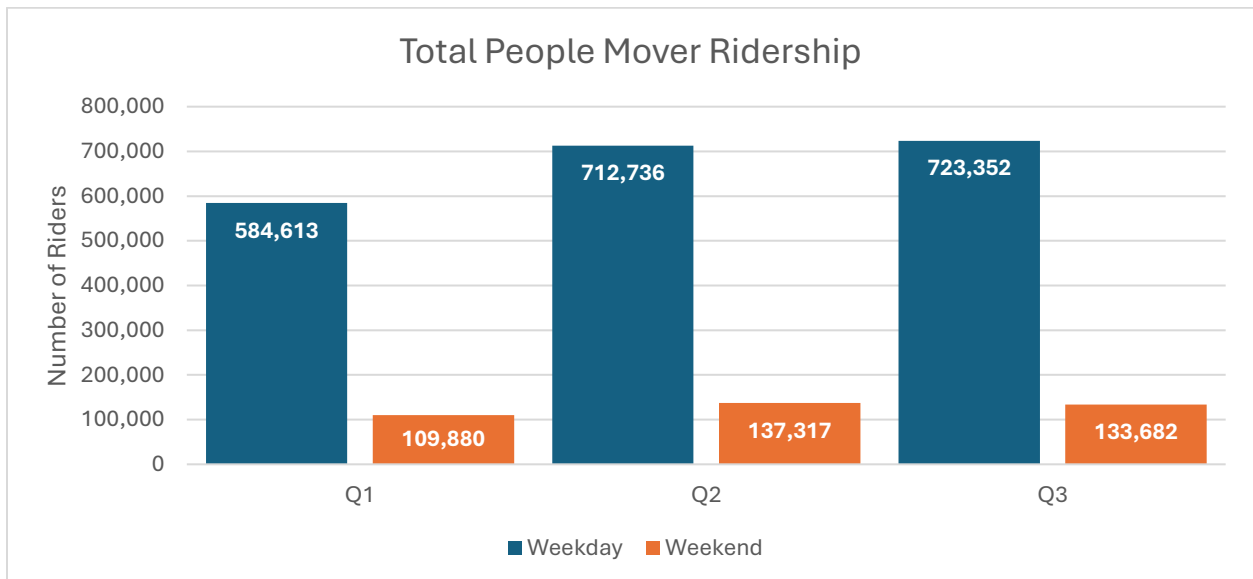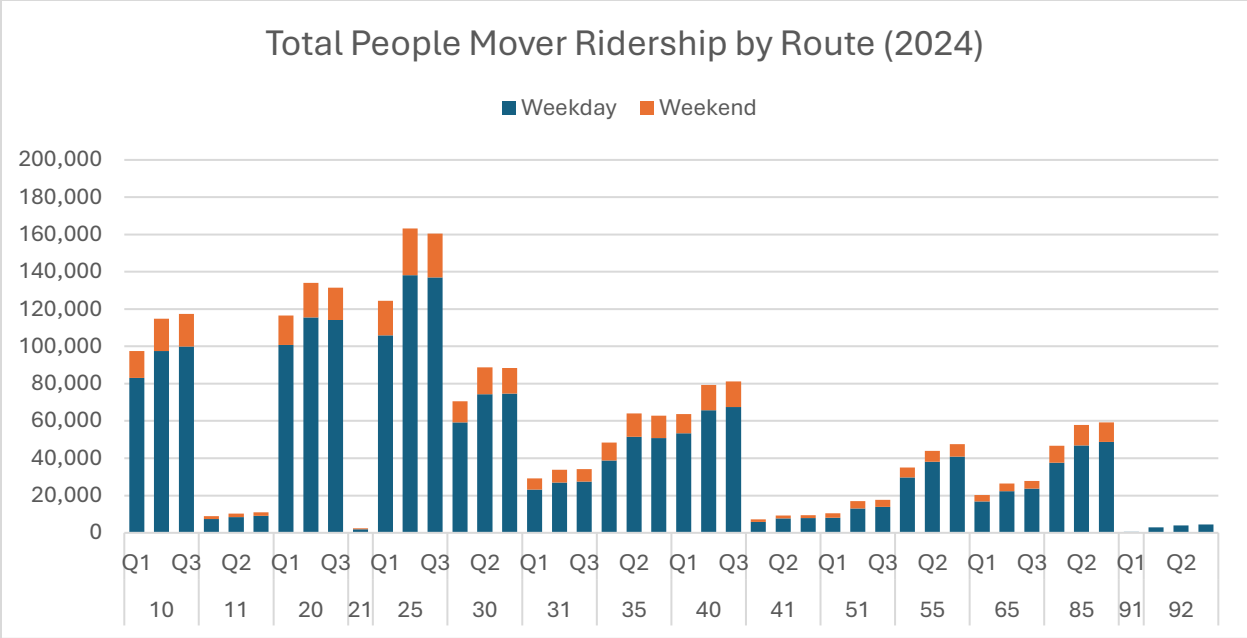
Performance Measure #1: **Rider Satisfaction and Community Image**

How likely are you to recommend People Mover to friends, family, or coworkers?
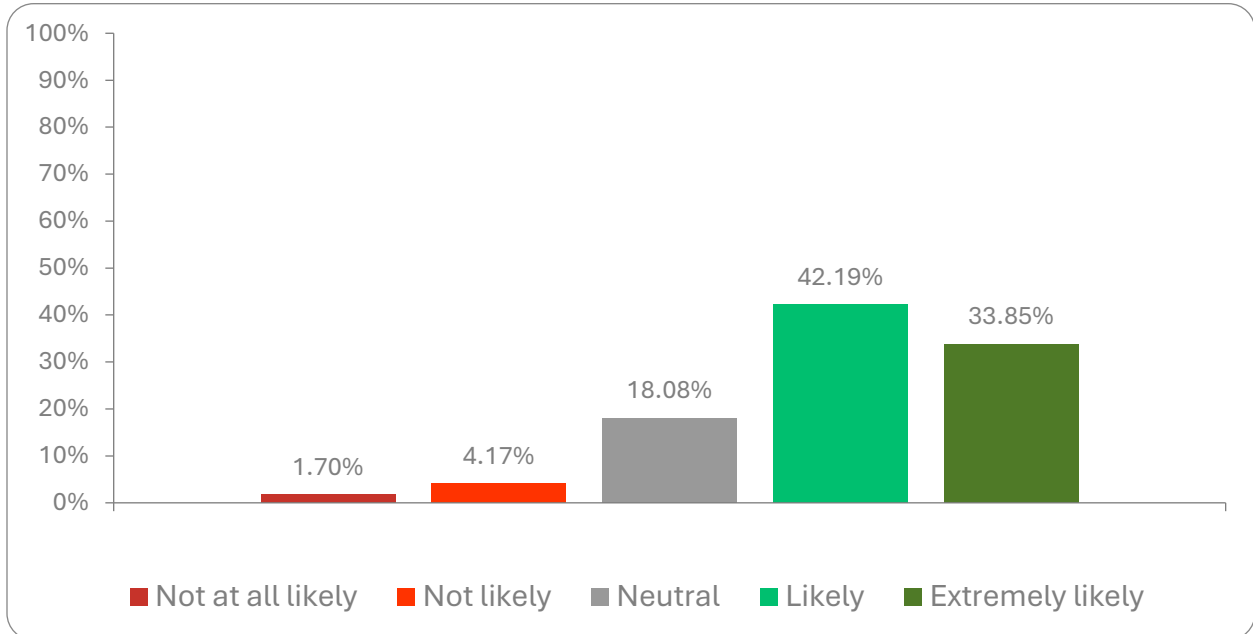
Performance Measure #2: **Maintain and Increase People Mover Ridership**

Total People Mover Ridership by Route (2024)

Performance Measure #3: Building Awareness and Support in the Community

Current Business Partnerships
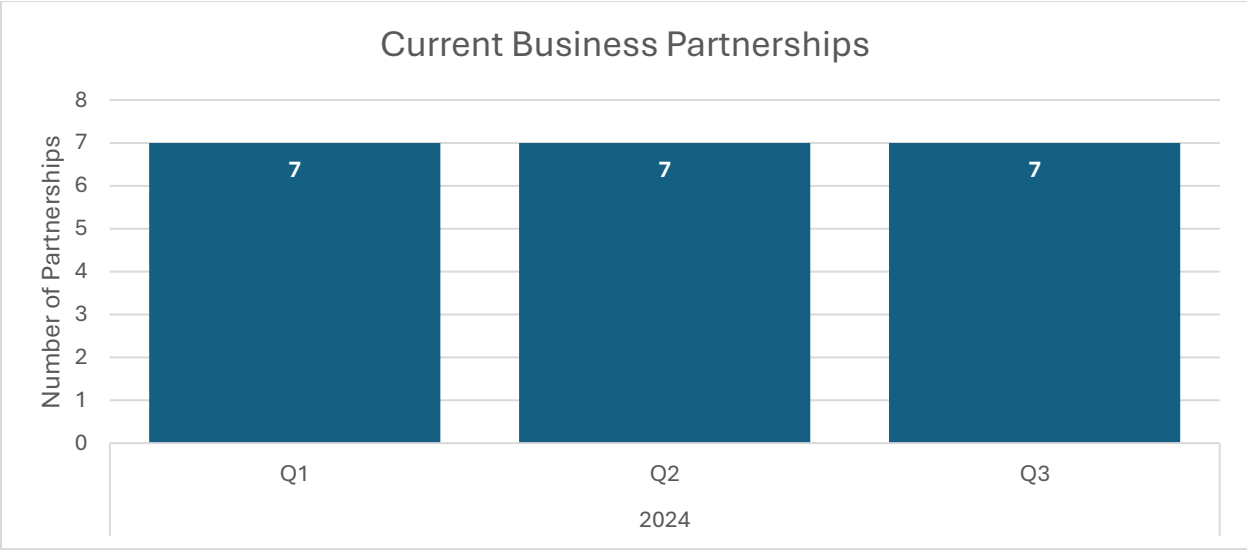
Q2: 3 new partnerships identified/in-progress (SOA DOT&PF@AIA, ANMC, Regional Hospital)

Q3: UPass Program revisions (*see memo)* to provide more equitable/scalable solutions for interested business partners, and additional measurable results. The new program parameters increase opportunities to add more potential partners. Also, local partnership with Starbucks in the Muldoon-Debarr Transit Hub area for operator meal break and relief access.

Marketing Campaigns
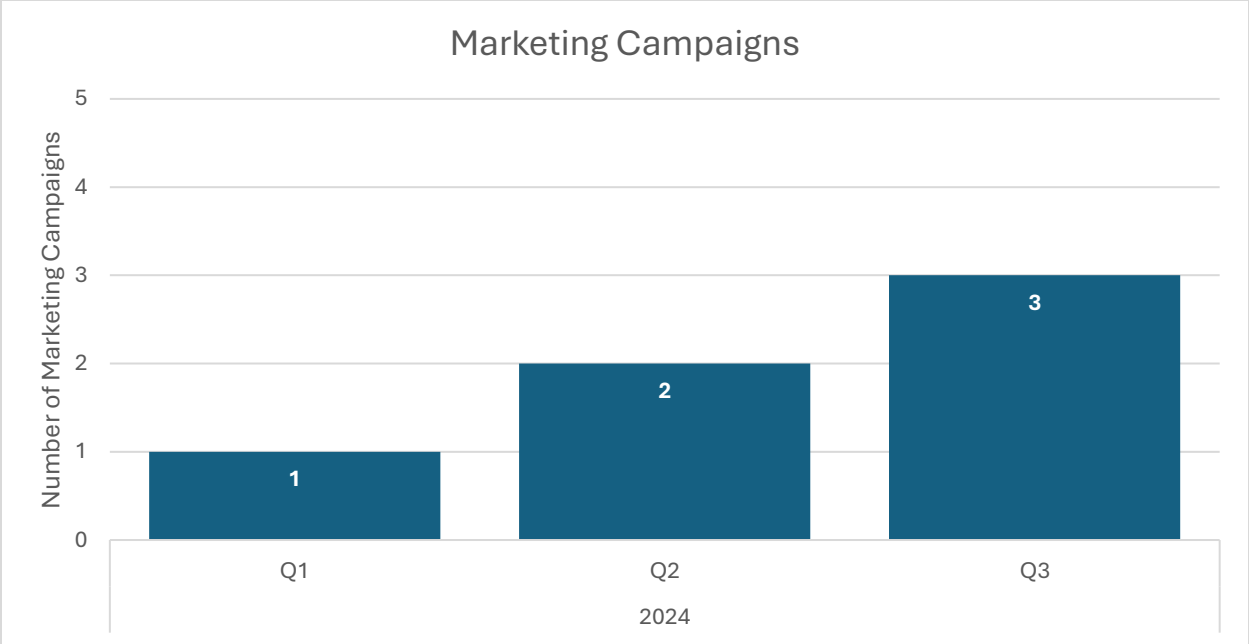
Q1 Marketing Campaign – Fur Rondy
The campaign included free rides during the event with a current 2024 Rondy Pin displayed. Exterior bus signage, web, print ad in the Fur Rondy guide, and social media postings used to promote the event. We participated in the parade with a bus and employees holding messaging signage during the parade.

Q2 Marketing Campaign – Transit Center Study Open House #2
The campaign solicited for public voting/comments about three potential sites for a downtown transit center location. Participants reviewed the project webpage for site locations, design concepts, and financial information. Voting was conducted via online survey linked from the project webpage. Advertising included social media posts, paid TV, radio, and digital ads, along with signage at the Customer Service office, Downtown Transit Center window wraps, mTicket and mStop alerts, and screens on buses and at select bus stops.

Q3 Marketing Campaign – October Service Reduction
The campaign solicited for public voting/comments about service reduction options due to workforce shortages. Participants reviewed the service reduction webpage for reduction scenarios. Voting was conducted via online survey linked from the service reduction webpage. Advertising included social media posts, paid TV, radio and digital ads, along with signage at the Customer Service office, Downtown Transit Center window wrap, mTicket and mStop alerts, and screen on buses and at select bus stops.

Purpose

Create a positive experience for public transportation users by maintaining safe, clean, and accessible bus stops, transit centers and facilities.

Direct Services

- Maintain inventory of bus stops and bus shelters, manage procurement and installation of new bus shelters and bus stop amenities.
- Provide maintenance and cleaning services to bus stops and transit centers.

Accomplishment Goals

- Provide safe and accessible bus stops meeting ADA standards.

- Maintain active bus shelters within recommended industry useful life standards.

- Provide adequate maintenance and cleaning to bus stops and transit centers to enhance passenger experience and safety.

Performance Measures

Performance Measure #1: People Mover Bus Stops – Americans with Disabilities Act (ADA Compliancy)
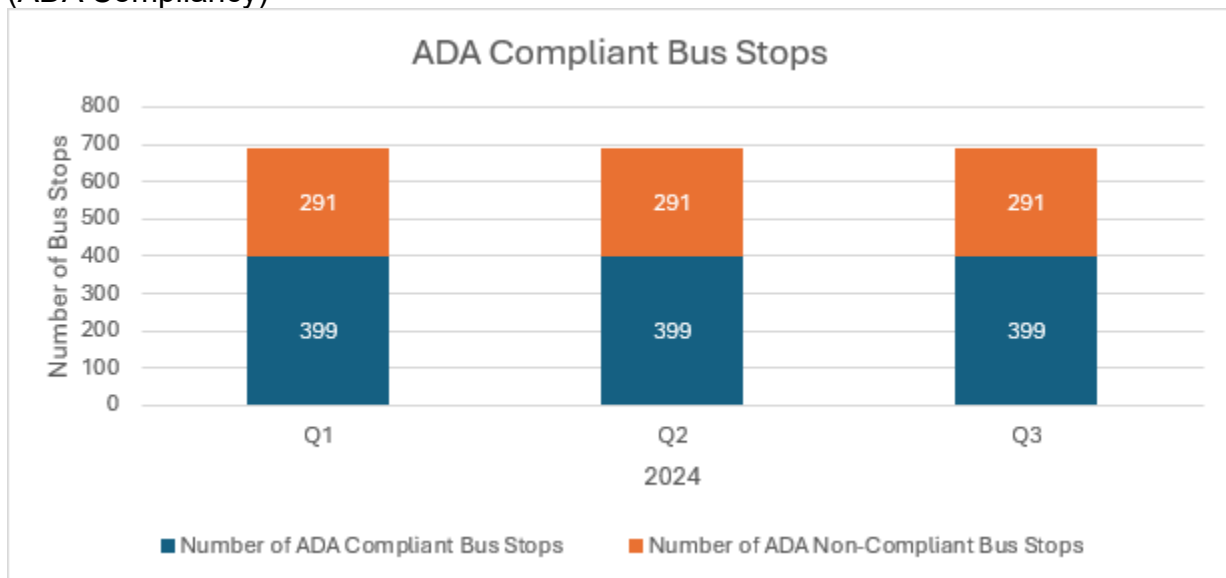
Performance Measure #2: Bus Shelter Useful Life

Bus Shelter Useful Life
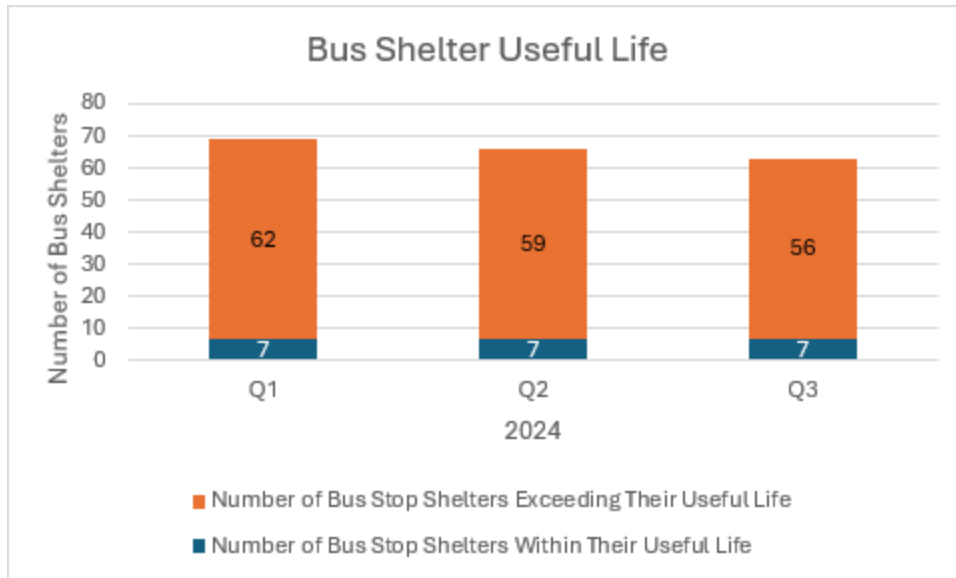
Performance Measure #3: Bus Stop and Transit Center Maintenance and Cleanliness

*This is a new measure; data collection started 10/1/2024.

Purpose

Provide safe, efficient, and accessible transportation options to the community operated by trained, professional operators.

Direct Services

- Hire, train, dispatch and manage People Mover Bus Operators.
- Manage safety and security of the public transportation system, employees, and clients.
- Maintain fixed route services per the published schedule.

Accomplishment Goals

- Minimize the number of reportable accidents related to facilities and bus stops within the public transportation system.
- Minimize accidents within the public transportation system.
- Reduce the number of incidents that require escalated response.
- Improve on-time performance of People Mover buses in comparison to the published schedule.

Performance Measures

Performance Measure #1: **Facility and Bus Stop Accidents**

Facilities & Bus Stop Accidents

Performance Measure #2: **Vehicle Accidents**

Vehicle Accidents   - Preventable & Nonpreventable
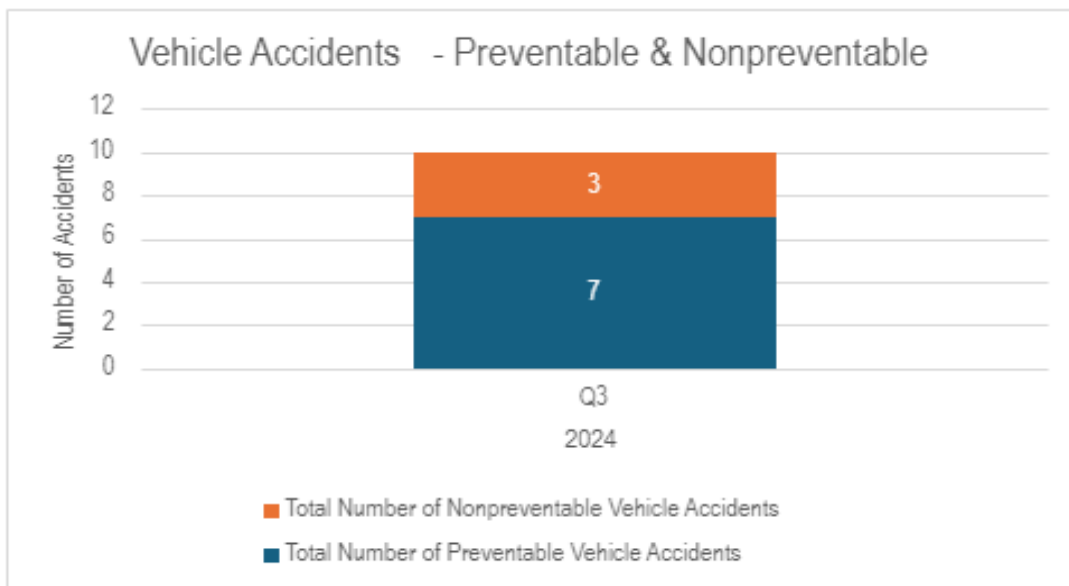
Performance Measure #3: Transit Security Incidents
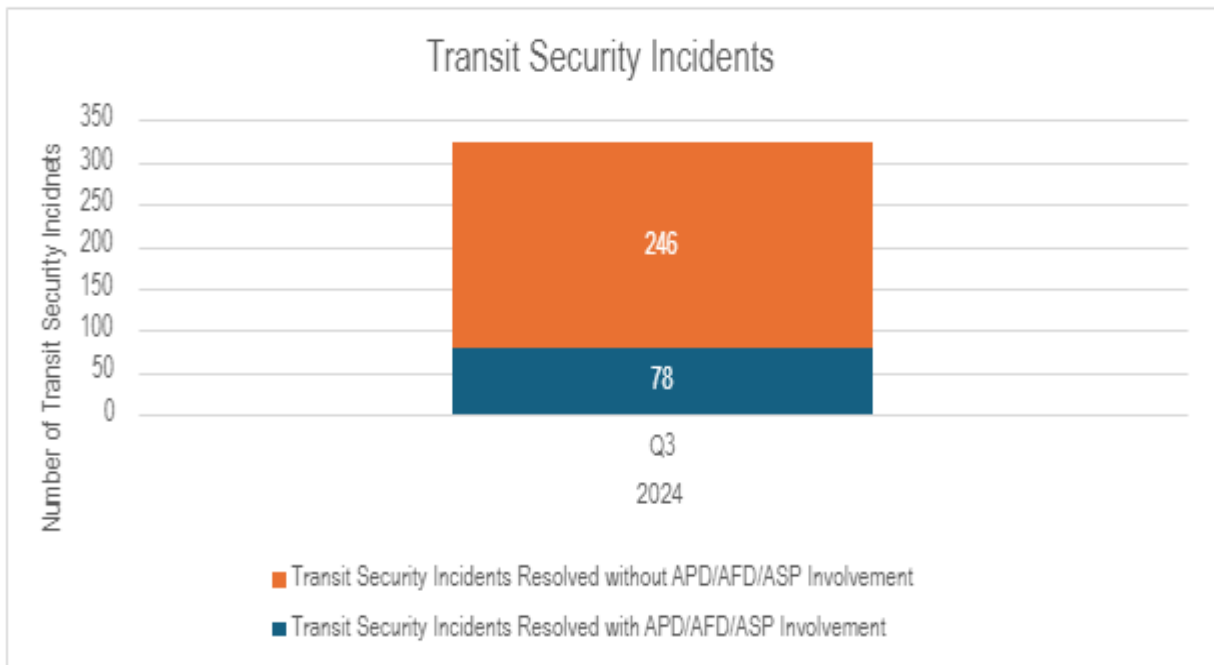
Performance Measure #4: People Mover On-Time Performance
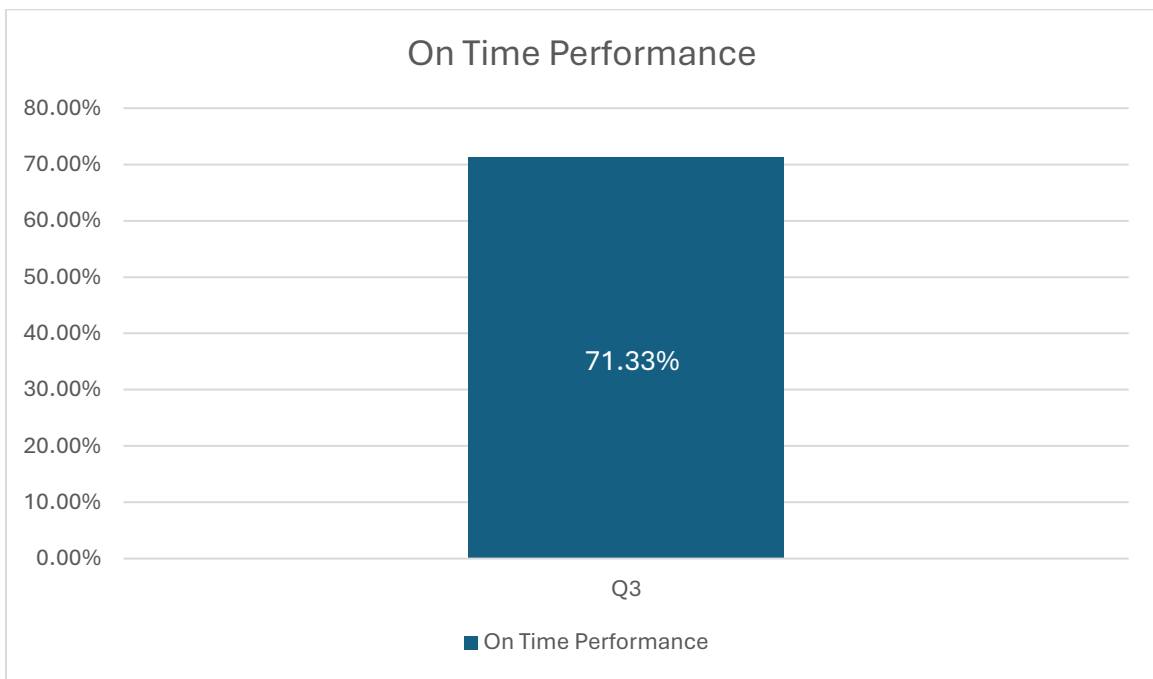
Planning Division
Public Transportation Department
Anchorage: Performance. Value. Results

Purpose

The Planning Division plays a crucial role in shaping the future of public transportation services. It develops long-term plans that align with the city's growth and evolving needs. It analyzes and designs bus routes, schedules, and services to ensure efficiency, coverage, and effectiveness. It ensures optimal use of available resources, including funding, personnel, and infrastructure. Also, it gathers input from the public and stakeholders to inform planning decisions and foster community support.

Direct Services

- Provide performance-based planning to provide efficient public transportation services.
- Coordinate service changes to improve overall service or align with annual budgets.

Accomplishment Goals

- Maintain or increase Vehicle Revenue Hours (VRH) for each service change, enhancing the availability and reliability of public transportation services. (dependent on budget)

- Ensure efficient transportation route planning and scheduling to maintain or increase service productivity.

Performance Measures

Explanatory Information: Vehicle revenue hours depend on budget (e.g., MOA Operating Budget ↑ = VRH ↑ or Operating Budget ↓ = VRH ↓).

Performance Measure #1: **Maintain or Increase Vehicle Revenue Hours (VRH) Each Service Change**

Vehicle Revenue Hours

Service Hours

Q1	Q2	Q3
35,451	37,650	39,657

2024
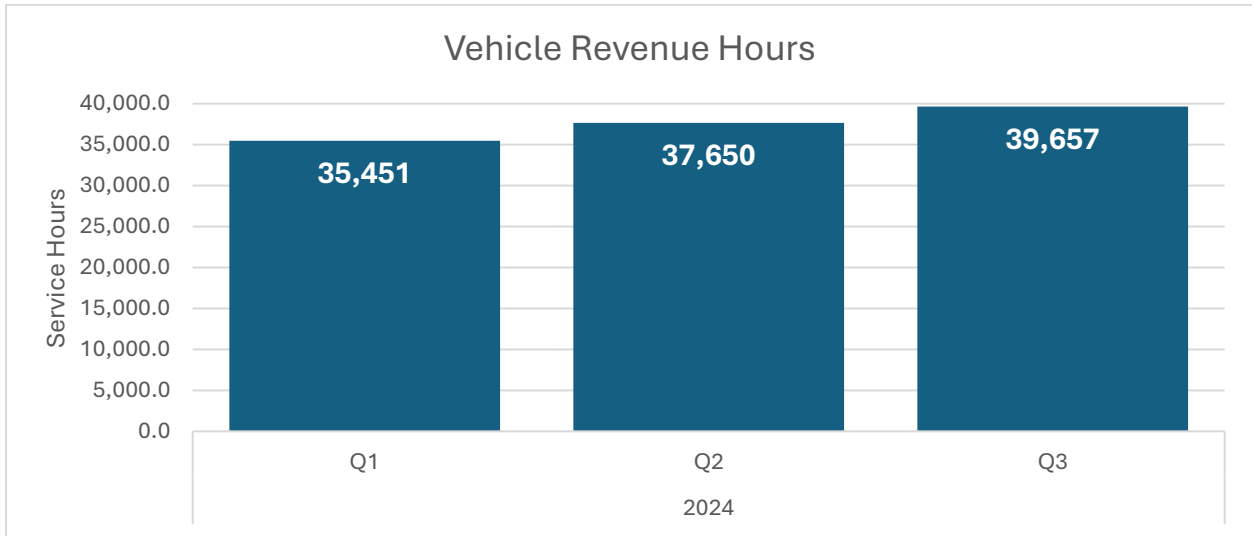
Performance Measure #2: **Service Productivity**

Total Service Productivity

Service Productivity

Q1	Q2	Q3
17.9	21.8	21.2

2024

Purpose

The RideShare division aims to reduce traffic congestion, provide an additional transportation option, especially for individuals who live in areas with limited public transit services and improve air quality by reducing the number of single occupancy vehicles traveling to and/or through the municipality. The RideShare program is mandated in the State of Alaska Air Quality Control Plan as a control strategy to help improve air quality in Anchorage and Eagle River.

Direct Services

- Online Ride-Matching Services: Facilitating the process of finding and joining a vanpool through an online platform.
- Emergency Ride Home Programs: Providing a backup option for vanpool participants in case of emergencies, ensuring they can get home even if they miss their vanpool ride.
- Customized Vanpool Options: Offering different types of vanpool arrangements based on the size of the vanpool to better meet the needs of diverse user groups.
- Participant Support: Providing customer service that allows participants to report issues, suggest improvements, and feel valued as part of the program.
- Marketing and Outreach: Actively promoting the benefits of the vanpool program through various channels to help raise awareness and drive participation.

Accomplishment Goals

- Provide rideshare participation opportunities that support the maintenance of air quality and reduction of congestion in our community.

- Provide the RideShare program to support the maintenance of air quality in our community through reduced vehicle miles traveled (RVMT).

Performance Measures

Performance Measure #1: Rideshare Participation

Total Active Rideshare Participants

	Q1	Q2	Q3
Total Active Rideshare Participants	1,551	1,591	1,619

2024
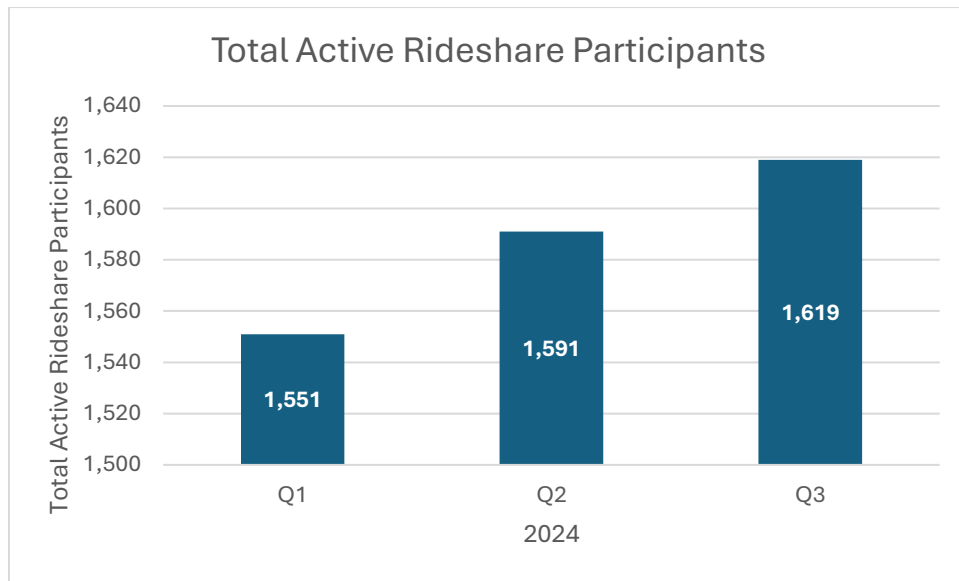
Performance Measure #2: RideShare Reduction of Vehicle Miles Traveled
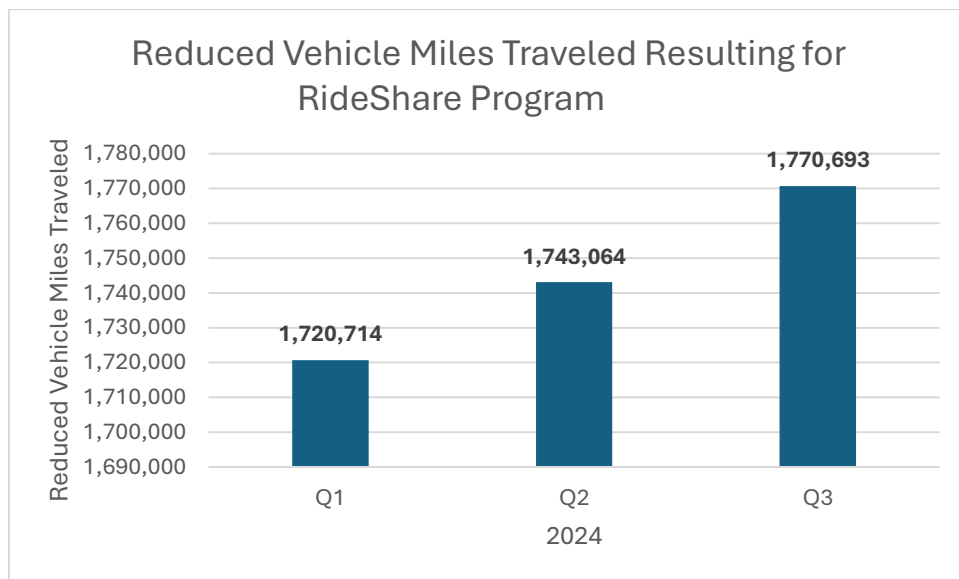
Reduced Vehicle Miles Traveled Resulting for RideShare Program

	Q1	Q2	Q3
Reduced Vehicle Miles Traveled	1,720,714	1,743,064	1,770,693

2024

Purpose

Create a positive experience for public transportation users by maintaining safe, clean, and reliable transit buses.

Direct Services

- Preventative maintenance, minor and major repairs to buses.
- Replacement of buses at their end of life.
- Scheduled detailing and daily cleaning of buses.

Accomplishment Goals

- Improve the reliability of the fleet, increase the mileage between breakdowns.
- Maintain a modern, efficient fleet by reducing the number of buses in the fleet that meet or exceed their useful life.
- Ensure that buses receive timely preventative maintenance to prevent breakdowns, extend their lifespan, and maintain safety standards.

- Reduce the number of days between a full detail service to each bus in the People Mover Fleet.

Performance Measures
Performance Measure #1: Reliability and Condition of Fleet

Total Fleet Miles & Total Miles Between Breakdowns Per Quarter
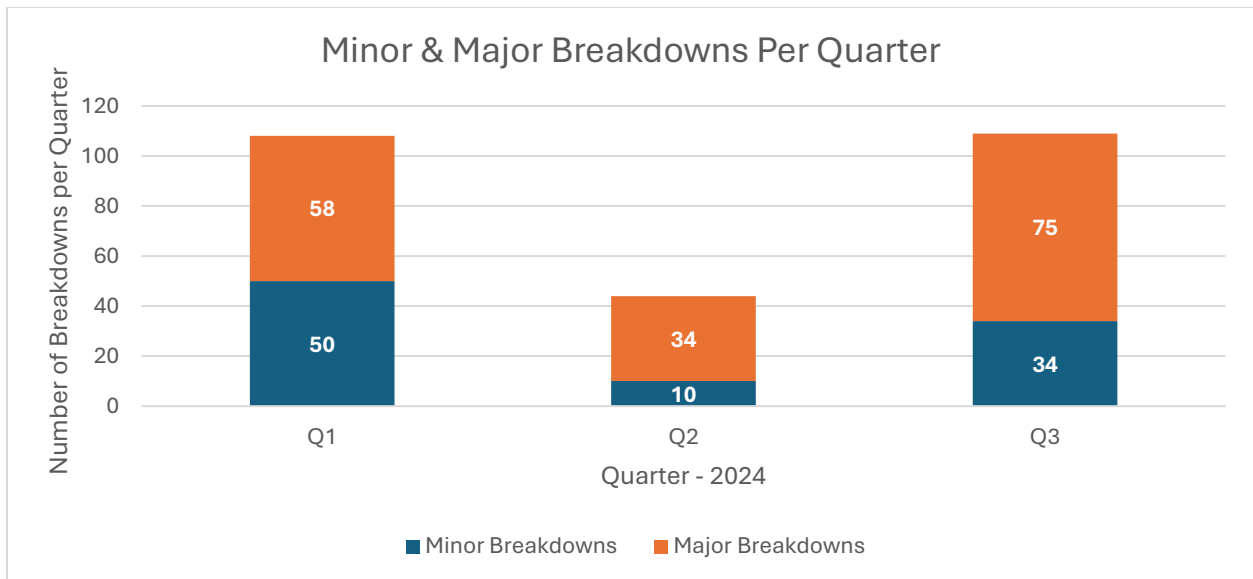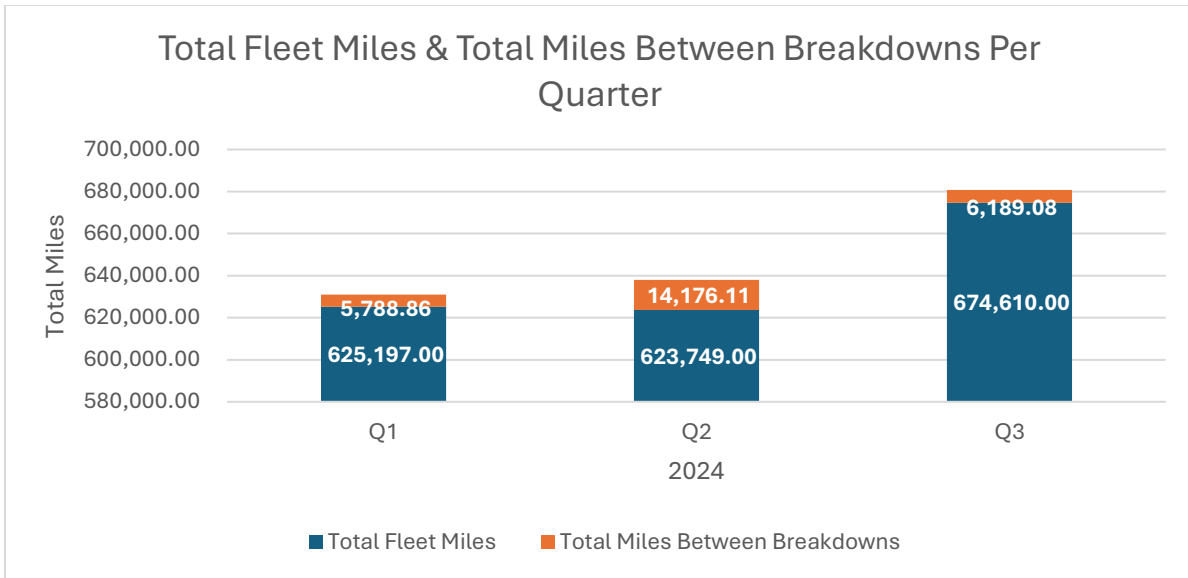
Performance Measure #2: Age of the People Mover Fleet
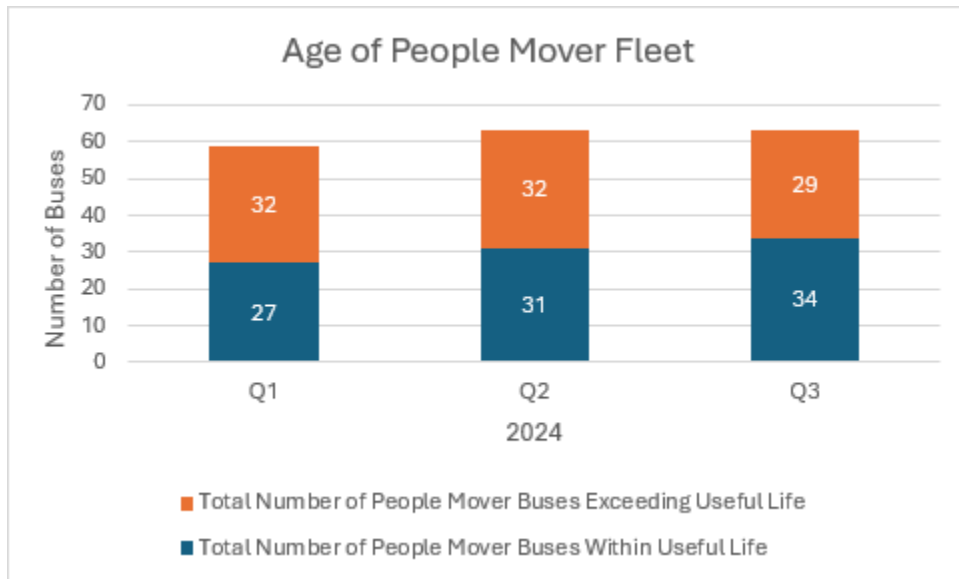
Performance Measure #3: People Mover On-Time Preventative Maintenance Compliance Rate
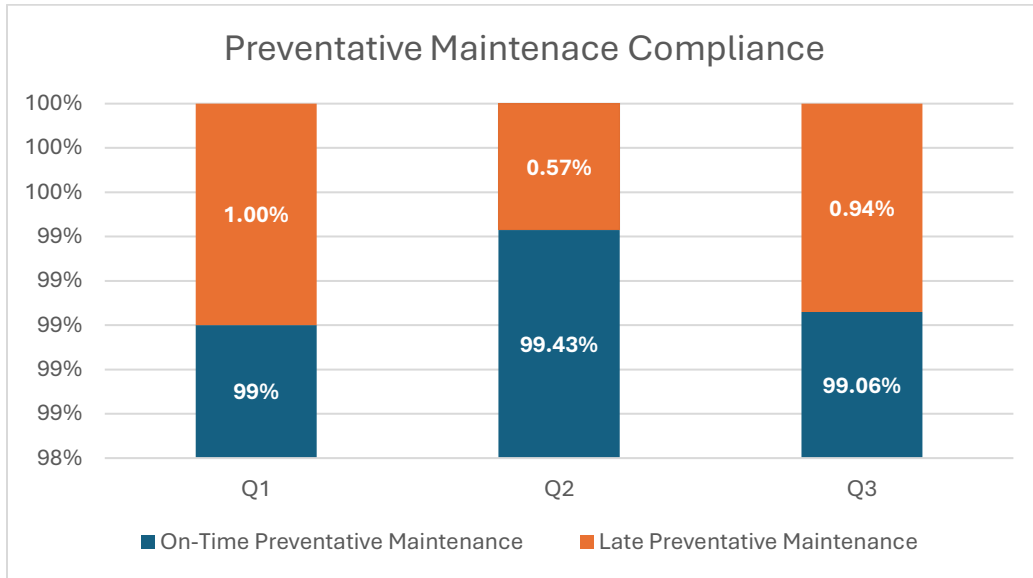
Preventative Maintenace Compliance

Q1: On-Time Preventative Maintenance 99%, Late Preventative Maintenance 1.00%
Q2: On-Time Preventative Maintenance 99.43%, Late Preventative Maintenance 0.57%
Q3: On-Time Preventative Maintenance 99.06%, Late Preventative Maintenance 0.94%

■ On-Time Preventative Maintenance ■ Late Preventative Maintenance

Performance Measure #4: People Mover Fleet Full Detailing Frequency

Average Number of Days Between Full Detail Per Bus

Q1: 62
Q2: 61.33
Q3: 39.89
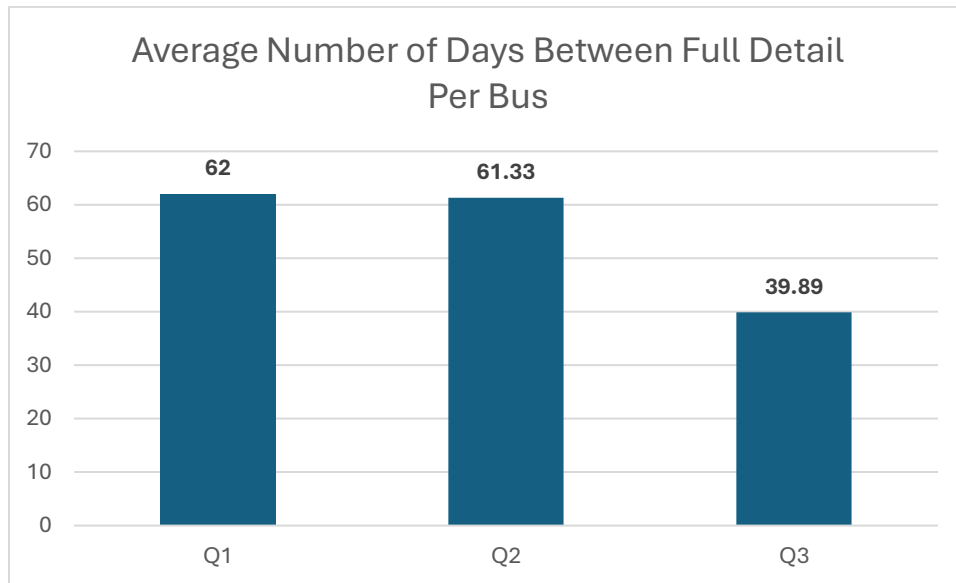
Performance Measure Methodology Sheet

Administration and Finance Division
Public Transportation Department

Measure #1: Staffing

Type

Effectiveness

Accomplishment Goal Supported

Provide adequate staffing levels to support safe, convenient, accessible, and reliable public transportation services.

Definition

This measure reports vacancies and absences according to position type. Absences that exceed 80 hours of time off in a quarter will be reported. A quarter equates to an average of 496 hours of regular time worked. 40 hours per week multiplied by 13 weeks less an average of 24 hours (3 holidays) per quarter. Position types are categorized within the Public Transportation Department (PTD) as Operator or Non-Operator by Vehicle Operations (VO), Vehicle Maintenance (VM), Facility Maintenance (FM), General Administration (GA), and Capital; all according to Full Time or Part Time. Position types are categorized according to the Federal Transit Administration Uniform System of Accounts definitions.

Data Collection Method

Vacancies and absences are recorded in the SAP system. Data from SAP will be categorized according to position number and reported by position class to ensure anonymity.

Frequency

Quarterly

Measured By

The total number of vacant positions at the end of each reporting period will be exported and categorized according to position type. The total number of absence hours for the duration of a quarter will be exported, categorized by position number, totaled, and sorted according to position type.

Reporting

This information is reported by the Administration and Finance Division.

Used By

This information is used by department management to assess staffing impacts and ensure proper staffing levels for the support of existing transportation services. Inadequate staffing levels affect ridership, community partners, and financial resources.

Measure #2: Fare Analysis

Type

Efficiency

Accomplishment Goal Supported

Provide cost effective public transportation services.

Definition

This measure reports the average cost a passenger pays, per unlinked passenger trip, to ride People Mover and AnchorRIDES.

Data Collection Method

Ridership data is collected using an automatic passenger counter (APC) as recorded in the department's AVAIL system. Fare revenues are collected and recorded in SAP, in accordance with General Acceptable Accounting Principles (GAAP), Governmental Accounting, and Federal Uniform Guidance.

Frequency

Annually

Measured By

People Mover revenues posted in SAP are exported, totaled, and divided by the number of unlinked passenger trips performed within the same period.

Reporting

This information is reported by the Administration and Finance Division in coordination with the Planning and Customer Service Divisions.

Used By

This information is used by the department, MOA administration, the public to ensure fares are reasonable and affordable to the riders using People Mover services.

Performance Measure Methodology Sheet

AnchorRIDES – Paratransit Division
Public Transportation Department

Measure #1: AnchorRIDES Client Trips

Type
    Efficiency

Accomplishment Goal Supported
    Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities, ensuring efficiency by monitoring and regulating cancelled and missed trips, to keep inefficiencies at a minimum.

Definition
    This measure reports the total number of completed client trips provided by AnchorRIDES per quarter, the number of cancelled trips, missed trips and client demographics.

    Completed Trips – The total number of trips provided per quarter. Reflects the overall demand for paratransit services.

    Cancelled Trips – The number of trips that were scheduled and later cancelled by the client including trips where the destination is unavailable upon arrival.

    Missed Trips – The number of trips where the client did not get picked up as scheduled.

    Revenue Vehicles – Active vehicles used to provide transportation to the passengers.

Data Collection Method
    Trapeze, a transportation management software, manages trips and collects client data. Information is being fed to Trapeze through hardware located on each revenue vehicle.

Frequency
    Quarterly

Measured By
    Total data recorded for the quarter will be exported and categorized according to trip type: completed trips, cancelled trips, and missed trips.

Reporting

This information is reported by the Paratransit Division.

Used By

This information is used by the Public Transportation Department to track trends, support required reporting, regulate the effective allocation of resources, ensure that service goals and compliance measures are met while enhancing the overall experience for clients.

Measure #2: AnchorRIDES Trip Timeliness

Type

Effectiveness

Accomplishment Goal Supported

Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities exhibiting the clients time on board the revenue vehicle to ensure timeliness of trips to specified destinations within a set time frame.

Definition

This measure reports the number of total trips completed that meet ride length standards and total trips that are in violation of AnchorRIDES' determined ride length standards. Acceptable ride length standards are:
- 0.1-3 Miles ≤ 30 Minutes
- 3.1-5 Miles ≤ 60 Minutes
- 5.1-10 Miles ≤ 75 Minutes
- 10.1-20 Miles ≤ 90 Minutes
- 20+ Miles ≤ 100 Minutes

Trip Violation – Trips outside of the acceptable ride length standards.

Revenue Vehicle – Active vehicles used to provide transportation to the passengers.

Data Collection Method

Trapeze, a transportation management software, manages trips and collects client data. Information is being fed to Trapeze through hardware located on each revenue vehicle.

Frequency

Quarterly

Measured By

Data will be exported from Trapeze and categorized into trips that meet ride length standards and trips that are in violation of ride length standards. Total of trips in each category will be reported.

Reporting

This information is reported by the Paratransit Division.

Used By

This information is used by the Public Transportation Department to track trends, support required reporting and regulate the effective allocation of resources ensuring that service goals and compliance measures are met while enhancing the overall experience for clients.

Measure #3: AnchorRIDES Client Trip Type

Type

Effectiveness

Accomplishment Goal Supported

Provide accessible and effective shared ride transportation service for seniors and individuals with disabilities ensuring compliant resource allocation by type of trip.

Definition

This measure reports the total number of AnchorRIDES client trips by type per quarter.

Trip Types are categorized as:

Medical – Medical Appointments and Pharmacy
Grocery/Food
Social – Adult Day Care Services
Employment and Education

Data Collection Method

Trapeze, a transportation management software, manages trips and collects client data.
The trip purpose and demographic information will be requested during the reservation process or at the time of service and added to the client trip record in Trapeze. Information is being fed to Trapeze through hardware located on each revenue vehicle.

Frequency

Quarterly

Measured By

Total data recorded for the quarter will be exported from Trapeze and categorized according to trip type. The total number of trips in each category will be reported.

Reporting

This information is reported by the Paratransit Division.

Used By

This information is used by the Public Transportation Department to track trends, support required reporting, and regulate the effective allocation of resources, ensuring that service goals and compliance measures are met while enhancing the overall experience for clients.

Performance Measure Methodology Sheet

Customer Service Division
Public Transportation Department

Measure #1: Customer Experience

Type
    Effectiveness

Accomplishment Goal Supported
    Respond to customer inquiries in a timely manner and provide exceptional customer service to all passengers.

Definition
    This measure reports customer contact through phone calls, text, and social media.

    See It, Text It application is available for customers by texting ANC321123 to share feedback and complaints.

Data Collection Method
    Telephone calls are monitored through Customer Service using Cisco Finesse application. Cisco Unified Intelligence Center measures call data, the number of calls, wait times, call durations, and the origin of the calls.

    Texts are monitored using the See It, Text It application by the Operations Division.

    Social Media activity is tracked on Facebook, Instagram, and #ANCWorks by the Marketing Division.

Frequency
    Quarterly

Measured By
    Total data recorded will be exported from the corresponding databases, categorized, and totaled.

Reporting
    This information is reported by the Customer Service and Operations Divisions.

Used By

This information is used by the Public Transportation department staff to assess the passengers' overall satisfaction with the Department and identify areas for improvement.

Performance Measure Methodology Sheet

Marketing Division
Public Transportation Department

Measure #1: Rider Satisfaction and Community Image

Type
Effectiveness

Accomplishment Goal Supported
Creating a positive and inclusive image of the public transit system by maintaining rider satisfaction.

Definition
This measure reports on rider satisfaction measured by how likely clients are to recommend the public transit system to friends, family, or co-workers. Rider satisfaction will be measured by the tri annual Rider Survey question that asks, "How likely are you to recommend People Mover to friends, family, or co-workers?" Responses that include "neutral," "likely," and "very likely" will be categorized together as satisfied riders.

The public will be notified of the survey by the following methods:
- Printed and laminated signage placed at 25 (15 typically need print signs—10 are digital) of the busiest stops across the service area and at the Customer Service office. These signs shall also include a QR code for riders to easily access the survey.
- Electronic signs inside every bus throughout the system that include a QR to access the survey at.
- Audio recordings on board each revenue service vehicle to play every 15 minutes (Check with Transit Scheduling).
- Feature the survey notification prominently on People Mover's website home page with a link to complete the survey.
- Mobile app notification(s)
  - mTicket
  - mStop
- Newsletter

Data Collection Method
A client survey is conducted via Survey Monkey tri annually to measure rider satisfaction. Aggregate survey responses for data analysis.

Frequency
Tri annually

Measured By

A Survey Monkey survey is conducted, and the results analyzed three times per year. The data is exported from Survey Monkey and stored on the PTD shared drive in Excel and PowerPoint.

Reporting

The information is reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to determine the quality of service provided, assess rider satisfaction, and enhance the community's perception of public transit services.

Measure #2: Maintain and Increase People Mover Ridership

Type

Effectiveness

Accomplishment Goal Supported

Increase ridership by encouraging ridership among new customers and continued use among existing riders.

Definition

This measure reports on the number of riders for both weekday and weekend service during the quarter.

Ridership per Route reports the number of riders traveling the route on weekday and weekend service.

Data Collection Method

Ridership is recorded as Unlinked Passenger Trips. Passengers are counted each time they board vehicles by Automated Passenger Counters, no matter how many vehicles they use to travel from their origin to their destination, regardless of whether they pay a fare, use a pass or transfer, ride for free, or pay in some other way.

Frequency

Quarterly

Measured By

Data is exported from the Automatic Passenger Counters sorted and summed by weekday/weekend riders and ridership by route and reported.

Reporting

This information will be reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to evaluate usage of the People Mover services provided.

Measure #3: Building Awareness and Support in the Community

Type

Effectiveness

Accomplishment Goal Supported

Increase the number of formalized business partnerships and targeted marketing campaigns implemented to promote the public transportation system.

Definition

This measure will report the total number of formalized business partnerships and the number of marketing campaigns that have been run within the quarter.

Business partnerships are contractual agreements between PTD and an institution/organization that allow students and/or employees to ride free for an annual fee as part of the U-Pass program. Business partnerships could also be formal agreements between local businesses/organizations that allow an exchange of services for marketing activities promoting People Mover.

Marketing campaigns are targeted at promotional efforts designed to reach a specific audience. These campaigns can promote the bus system, service changes, events, or public involvement activities.

Data Collection Method

Executed contracts or Memorandum of Understandings (MOU) will be tracked to record business partnerships. TORA reports created by PTD for the Department of Transportation and Public Facilities (DOT&PF) will be used to track the marketing campaigns.

Frequency

Quarterly

Measured By

Executed contracts, MOU's, TORA's and Marketing Campaign reports finalized during the quarter will be tracked in a database. The data will be exported and categorized as either business partnership or marketing campaign, totaled and reported.

Reporting

This information will be reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to guide adjustments to community engagement strategies and assess the effectiveness of its efforts in building awareness and support in the community.

Non-Vehicle Maintenance / Facility Maintenance Division
Public Transportation Department

Measure #1: People Mover Bus Stops – Americans with Disabilities Act (ADA Compliancy)

Type
Effectiveness

Accomplishment Goal Supported
Provide safe and accessible bus stops meeting ADA standards.

Definition
This measure reports on the number of bus stops that meet ADA standards.

ADA Accessible Bus Stop – Pre-defined location where passengers can board/alight from a public transit vehicle in compliance with ADA requirements and does not have physical barriers that prohibit and/or restrict access by individuals with disabilities, including individuals who use wheelchairs. Accommodate the needs of all passengers, ensuring equal access to public transportation services. The ADA standards for bus boarding and alighting areas shall comply with ADA Accessibility Standards 810.2.

Equity and Environmental Justice Factors - Guide the development and management of bus stops to create a more inclusive, sustainable, and accessible public transportation system for all residents. Aim to ensure fairness, inclusivity, and environmental sustainability in the public transportation system by creating a fair distribution of transportation resources across different communities, especially those historically underserved or marginalized. Assesses whether bus stops are evenly distributed across neighborhoods, regardless of socioeconomic status, race, or ethnicity. Equity and Environmental Justice Factors can qualify a bus stop for additional amenities through written request and approval through environmental/justice concerns. The formula outlined in the Bus Stop Amenity Guidelines can be used to gain additional consideration based on environmental justice concerns.

Data Collection Method
A comprehensive inventory of all bus stops within the Municipality is maintained that identifies each stop's amenities including if they are ADA compliant.

Frequency
Quarterly

Measured By

Data will be sorted in the inventory and totals calculated for both ADA compliant bus stops and non-compliant bus stops.

Reporting

This information will be reported by the Non-Vehicle Maintenance Division.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to identify bus stop upgrades and future construction projects, prioritize upgrades and enhancements for non-compliant bus stops, ensure that vulnerable communities are not disproportionately affected, and ensure that compliant bus stops are evenly distributed across neighborhoods.

Measure #2: Bus Shelter Useful Life

Type

Effectiveness

Accomplishment Goal Supported

Maintain active bus shelters within recommended industry useful life standards.

Definition

This measure reports the total number of active bus shelters that have exceeded the industry useful life standards and the total number of active bus shelters that are within their useful life.

Useful Life of a bus shelter is the estimated duration during which it remains functional and provides value to passengers considering wear and tear, technological advancements, and economic factors. The useful life expectancy of bus stop shelter facilities is identified by the manufacturer and agreed upon in the funding source.

Data Collection Method

A comprehensive inventory of all bus shelters will be maintained in a database that identifies each shelter's installation date, amenities installed, maintenance history, latitude/longitude, and the current physical condition of the shelter (e.g. corrosion, structural integrity, and aesthetic appeal).

Frequency

Quarterly

Measured By

Total years of service will be calculated by subtracting the current year from installation year.

Reporting

This information will be reported by the Non-Vehicle Maintenance Division.

Used By

This information is used by the department management to assess shelter and amenity needs to enhance user experience.

Measure #3: Bus Stop and Transit Center Maintenance and Cleanliness

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Type

Efficiency

Accomplishment Goal Supported

Provide adequate maintenance and cleaning to bus stops and transit centers to enhance passenger experience and safety.

Definition

This measure reports the percentage of bus stops and transit centers meeting maintenance and cleanliness standards during the quarter.

Maintenance Standards include regular inspections and repairs, ground maintenance, landscaping, lawn care, planting flowers, snow, and ice removal, ensuring proper lighting, paver brick maintenance, and installing new furniture.

Cleanliness Standards include sweeping, cleaning debris, trash removal, pressure washing, and graffiti removal.

Data Collection Method

A servicing schedule is created each week identifying the number of bus stops and transit centers that will be receiving maintenance and cleaning services. Service records are gathered and recorded in a database.

Frequency

Quarterly

Measured By

Data will be exported from data base and the percentage of bus stops and transit centers meeting maintenance and cleanliness standards will be calculated and reported.

Reporting

The Non-Vehicle Maintenance Division will complete this report.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to ensure the cleanliness and safety of bus stops to improve ridership experience, allocate resources based on maintenance needs identified in the data collection, and prioritize servicing of stops that are being serviced less frequently.

*This is a new measure; data collection started 10/1/2024.

Performance Measure Methodology Sheet

Operations Division
Public Transportation Department

Measure #1: Facility and Bus Stop Accidents

Type
Effectiveness

Accomplishment Goal Supported
Minimize the number of reportable accidents related to facilities and bus stops within the public transportation system.

Definition
This measure will report the total number of reportable facilities and bus stop accidents resulting in $500 or greater in damages.

Reportable Facility Accident – Incident that occurred in a Municipal owned transit facility or bus stop.

Data Collection Method
Reported facilities and bus stop accidents will be tracked through MOA Employee Injury, Illness, Exposure Form, Bus Operator Incident Reports, and #ANCworks complaints.

Frequency
Quarterly

Measured By
An Excel spreadsheet will be maintained that will categorize and track all reportable facilities and bus stop accidents. The sum of all reportable facilities and bus stop accidents will be reported.

Reporting
This information is reported by the Operations Division.

Used By
This information is used by the Public Transportation department staff, the MOA Administration, and the public to monitor overall safety performance, address safety issues, allocate resources for incident prevention and response, evaluate the effectiveness of the PTD safety program, and enhance safety training.

Measure #2: Vehicle Accidents

Type
> Effectiveness

Accomplishment Goal Supported
> Minimize accidents within the public transportation system.

Definition
> This measure reports all vehicle accidents that result in $500 or greater in damages. Each accident is thoroughly investigated to determine if it was preventable or nonpreventable. Review of maintenance logs and driver interviews are tools available during investigations.
>
> Preventable Accident – Incidents where human error, inadequate maintenance, or other avoidable factors contribute to the accident. Examples include driver negligence and equipment failures that could have been avoided.
>
> Nonpreventable Accident – These incidents are caused by external factors beyond the control of the transportation agency. Examples include severe weather, sudden medical emergencies, or unavoidable collisions with pedestrians.

Data Collection Method
> The MOA Automobile/Equipment Damage or Incident Report and the Post-Crash Task Check-Off Forms will be collected for each vehicle accident.

Frequency
> Quarterly

Measured By
> This information will be tracked using an Excel Spreadsheet and categorized by preventable or nonpreventable accidents. The sum of accidents will be calculated and reported.

Reporting
> This information is reported by the Operations Division.

Used By
> This information is used by the Public Transportation department staff, the MOA Administration, and the public to enhance safety training programs, allocate resources to address preventable accidents and assess overall safety.

Measure #3: Transit Security Incidents

Type

Effectiveness

Accomplishment Goal Supported

Reduce the number of incidents that require escalated response.

Definition

This measure reports on the total number of security incidents within the public transportation system and the number that PTD is able to resolve without APD/AFD/ASP involvement.

Security Incidents: Include assaults, vandalism, theft, fare evasion, sudden attacks, and natural disasters.

Data Collection Method

Transit Security data is collected through Transit Security Incident Reports and Bus Operator Incident Reports, See It Text It, #ANCWorks and social media.

Frequency

Quarterly

Measured By

All transit security incidents will be categorized and tracked by the Operations Division an Excel spreadsheet on the PTD share drive.

Reporting

This information is reported by the Operations Division.

Used By

This information is used by the Public Transportation department staff, the MOA Administration, and the public to create a safer environment for passengers and staff, reduce preventable accidents and enhance overall transit security.

Measure #4: People Mover On-Time Performance

Type

Effectiveness

Accomplishment Goal Supported

Improve on-time performance of People Mover buses in comparison to the published schedule.

Definition

This measure reports the percentage of time People Mover buses adhere to their published schedules.

On-time performance means that the bus arrives at the timepoint at the published time, or up to five minutes later, and/or when a bus leaves a timepoint early. This does not factor in missed trips.

Data Collection Method

On-time performance is automatically captured by the Avail CAD/AVL system (Computer-Aided Dispatch / Automatic Vehicle Location) using GPS location. Avail CAD/AVL collects the actual arrival and departure data. The system tracks the buses in real-time. Actual arrival and departure times with scheduled arrival and departure times to calculate the percentage of on-time arrivals.

Frequency

Quarterly

Measured By

Data will be exported from the Avail software and reported.

Reporting

This information is reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, the MOA Administration, and the public to assess the reliability of the People Mover services, monitor performance trends, identify routes, or time periods with consistent delays, and adjust schedules or allocate resources accordingly.

Performance Measure Methodology Sheet

Planning Division
Public Transportation Department

Measure #1: Maintain or Increase Vehicle Revenue Hours (VRH) Each Service Change

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Type

Efficiency

Accomplishment Goal Supported

Maintain or increase Vehicle Revenue Hours (VRH) for each service change, enhancing the availability and reliability of public transportation services. This depends on budget (e.g., MOA Operating Budget ↑ = VRH ↑ or Operating Budget ↓ = VRH ↓).

Definition

This measure will report Vehicle Revenue Hours (VRH) per quarter. VRH's are hours vehicles are scheduled to travel while in revenue-generating service. VRH includes layover/recovery time but excludes deadhead, operator training, and vehicle maintenance testing. Vehicle Revenue Hours indicate how much bus service is available to the public. Increased VRH can lead to improved service reliability, shorter wait times and better coverage for passengers. Maintaining or expanding VRH supports the mission of Public Transportation to provide accessible, efficient, and reliable transportation options to our community.

Data Collection Method

VRH's are automatically recorded in the Hastus scheduling software.

Frequency

Quarterly

Measured By

The information is exported from Hastus for reporting. The formula for calculating the VRH is VRH = Total Operating Hours – Non-Revenue Hours.

Reporting

This information is reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, the MOA Administration, and the public to evaluate the effectiveness of service changes to meet passenger demand, assess whether sufficient service hours are being

offered to accommodate ridership needs and inform resource allocation decision, indicate the quantity of bus service available to the public. Service productivity helps assess how effectively and efficiently a transit system utilizes its resources to provide transportation services.

Measure #2: Service Productivity

Type

Efficiency

Accomplishment Goal Supported

Ensure efficient transportation route planning and scheduling to maintain or increase service productivity.

Definition

This measure reports on ridership relative to cost and helps evaluate how well the system (or route) maximizes potential ridership.

Routes that are designed to provide coverage, like the neighborhood and commuter routes, have expected lower productivity.

Automatic Passenger Counter (APC) – Electronic device situated near the doors of the buses to count the number of passengers that enter and exit at every stop. The APC syncs to Avail to provide real-time monitoring and inform route optimizations based on passenger counts.

Data Collection Method

Ridership is collected by Automatic Passenger Counters on the buses. Timetable revenue hours are collected in the Hastus scheduling software.

Frequency

Quarterly

Measured By

Service productivity is measured by the number of boardings divided by the number of timetable revenue hours.

Reporting

This information is reported by the Planning, Marketing, and Rideshare Division.

Used By

This information is used by the Public Transportation Department staff, the MOA Administration, and the public to indicate how much bus service is available to

the public. Service productivity helps assess how effectively and efficiently a transit system utilizes its resources to provide transportation services.

Performance Measure Methodology Sheet

RideShare Division
Public Transportation Department

Measure #1: RideShare Participation

Type

Efficiency

Accomplishment Goal Supported

Provide rideshare participation opportunities that support the maintenance of air quality and reduction of congestion in our community.

Definition

This measure reports the total number of active participants registered in the RideShare program, assigned to a vanpool, and rode in the vanpool during the quarter reported.

Data Collection Method

The designated coordinator for each vanpool reports the number of active participants each month.

Frequency

Quarterly

Measured By

Active participants in a vanpool are tracked and reported as the number of individuals who regularly use the vanpool service for commuting during the specified quarter. The vanpool coordinator reports this information online through an application to collect the monthly RideShare subsidy.

Reporting

This information is reported by the RideShare Division.

Used By

This information is used by the Public Transportation Department staff, MOA Administration, and the public to provide insights into how the community is adopting and utilizing the program.

Measure #2: RideShare Reduction of Vehicle Miles Traveled

Type

      Effectiveness

Accomplishment Goal Supported

      Provide the RideShare program to support the maintenance of air quality in our community through reduced vehicle miles traveled (RVMT).

Definition

      This measure reports the reduced vehicle miles traveled per quarter as a result of the rideshare program.

      Reduced Vehicle Miles Traveled (RVMT) represents the reduction in total miles that would have been traveled if each participant in the vanpool had driven alone in their own vehicle instead of sharing a van. The reduction in vehicle miles helps indicate a decrease in overall traffic congestion, lowers emissions, and reduces individual commuting costs compared to driving alone.

Data Collection Method

      The software program used by Rideshare program calculates the reduction in RVMT based on who rode and their origin/destination.

Frequency

      Quarterly

Measured By

      Measuring the RVMT in ride sharing involves calculating the difference between the total miles traveled by participants in ride share compared to the total miles that would have been traveled if each participant had driven alone in their own vehicle.

Reporting

      This information is reported by the RideShare Division.

Used By

      This information is used by the Public Transportation Department staff, MOA Administration, and the public to analyze the program's impact on traffic congestion and the air quality in our community.

Performance Measure Methodology Sheet

Vehicle Maintenance Division
Public Transportation Department

Measure #1: Reliability and Condition of Fleet

Type

Effectiveness

Accomplishment Goal Supported

Improve the reliability of the fleet, increase the mileage between breakdowns.

Definition

This measure reports on the total number of minor/major breakdowns, the total fleet miles, and the number of miles between minor and major breakdowns per quarter.

Total Fleet Miles means the cumulative distance traveled by all revenue vehicles in the Public Transportation Departments fleet over a quarter. These miles include both revenue service miles and deadhead miles.

Revenue Service Miles are the miles traveled by vehicles while actively providing transit service to passengers.

Deadhead Miles are the miles traveled by vehicles when not in revenue service.

Minor Breakdown means a mechanical issue or failure that does not prevent a vehicle from completing its scheduled trip but may require maintenance or repairs soon. These can include problems that are not critical to the vehicle's immediate operational safety and performance. Vehicles with minor breakdowns are often still in service but are marked for routine maintenance and minor repairs.

Major Breakdown means significant mechanical failures that prevent a vehicle from completing a scheduled revenue trip or from starting the next scheduled trip. This is due to either actual movement being limited or safety concerns. Major breakdowns require immediate attention, and the vehicle is usually taken out of service until the issue is resolved.

Data Collection Method

Mechanical issues and Incidents that are reported to Dispatch (minor/major) are entered into the Avail software by the Dispatch staff, this data can be accessed in the Avail software and will be exported per quarter. Total fleet miles are tracked in the maintenance software Asset Works M5 and will be exported per quarter.

Frequency
> Quarterly

Measured By
> The total number of breakdowns at the end of each reporting period will be exported from the Avail software and categorized according to breakdown type and totaled. The total fleet miles at the end of each reporting period will be exported from the Asset Works M5 software. To calculate the total number of miles between breakdowns per quarter the total fleet miles will be divided by the number of total breakdowns for the quarter. All exported data will be stored on the PTD share drive in excel spreadsheets.

Reporting
> This information is reported by the Maintenance Division.

Used By
> This information is used by the Public Transportation department staff, the MOA Administration, and the public to track and improve the reliability and safety of the public transportation fleet, fleet maintenance planning and fleet maintenance budgeting.

Measure #2: Age of the People Mover Fleet

Type
> Efficiency

Accomplishment Goal Supported
> Maintain a modern, efficient fleet by reducing the number of buses in the fleet that meet or exceed their useful life.

Definition
> This measure reports on the total number of People Mover Buses in the fleet and the total number of People Mover Buses in the fleet that have met or exceeded their useful life.
>
> Useful life means the expected lifetime of the bus or the acceptable period of use in service. The useful life of revenue rolling stock begins on the date the vehicle is placed in revenue service and continues until it is removed from service. A

younger fleet can lead to more reliable service as newer buses are less likely to experience breakdowns.

Data Collection Method

Years in service per bus data is tracked in the maintenance software Asset Works M5 and can be exported into Excel Spreadsheets for reporting. The useful life considers the years in service of each bus compared to the PTD useful life benchmark of 14 years.

Frequency

Quarterly

Measured By

Years in service data will be exported from the Asset Works M5 software to a excel spreadsheet to calculate the number of buses that have met or are past the useful life. The age of the bus will be compared to the useful life benchmark of 14 years to determine if they have met or exceeded their useful life. All exported data will be stored on the PTD share drive in excel spreadsheets.

Reporting

This information is reported by the Maintenance Division.

Used By

This information is used by the Public Transportation department staff and the MOA Administration to track the fleet's condition, plan for bus replacements and budget allocations.

Measure #3: People Mover On-Time Preventative Maintenance Compliance Rate

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Type

Efficiency

Accomplishment Goal Supported

Ensure that buses receive timely preventative maintenance to prevent breakdowns, extend their lifespan, and maintain safety standards.

Definition

This measure reports the on-time preventative maintenance percentage per quarter.

Federal Transit Administration (FTA) regulations related to on-time preventative maintenance for transit agencies requires that transit agencies must achieve a minimum of 80% on-time preventative maintenance for their fleet, this means at

least 80% of scheduled maintenance tasks should be completed within the designated timeframe. Compliance with preventative maintenance directly impacts safety and reliability and transit agencies are obligated to comply.

Preventative maintenance means identifying and repairing worn or defective vehicle components before they result in a failure. This involves scheduled inspections, adjustments, and replacement of parts to keep vehicles in optimal condition. Certain maintenance tasks are tied to specific mileage intervals and include but are not limited to oil changes, tire rotations, fluid checks and replacements, and filter replacements.

Data Collection Method

This data is tracked in Asset Works M5. The weekly forecast report in Asset Works M5 is used to document the vehicle mileage every week and create the preventative maintenance schedule.

Frequency

Quarterly

Measured By

Data will be exported from Asset Works M5. The preventative maintenance compliance rate is calculated by dividing the number of on-time preventative maintenance tasks by the total scheduled tasks.

Reporting

This information is reported by the Maintenance Division.

Used By

This information is used by the Public Transportation department staff, the MOA Administration, and the public to monitor compliance with maintenance schedules, identify trends or areas needing improvement, allocate resources appropriately, prioritize maintenance tasks.

Measure #4: People Mover Fleet Full Detailing Frequency

Type

Efficiency

Accomplishment Goal Supported

Reduce the number of days between a full detail service to each bus in the People Mover Fleet.

Definition

This measure reports the frequency of full detailing service for each bus in the People Mover fleet.

The full detail process includes pressure washing all heater filters, replacing worn or torn seats, and cleaning all surfaces. The bus assigned to a full detail would be in rotating date order ensuring each unit receives the full detail on schedule. Note: When a biohazard event occurs in a unit, that unit requires a full detail that night and becomes the priority unit.

Data Collection Method

The Maintenance Division uses a checklist to document the staff member that completed the detail, the unit number, the date, and confirmation that they completed each task required for a full detail. They also note any other defects found. This checklist is submitted to management and then documented on a master Excel spreadsheet stored on the PTD share drive and on the whiteboard in the wash bay. The master spreadsheet is monitored by management to identify any units that need full detail and assign the full details as needed.

Frequency

Quarterly

Measured By

The number of days since the last full detail for each unit is calculated by subtracting the date of the last full detail from the current date for each unit.

Reporting

This information is reported by the Maintenance Division.

Used By

This information is used by the Public Transportation Department staff, the MOA Administration, and the public to provide a visual representation of how clean our fleet is. The aim is to increase the cleanliness of the fleet to improve the rider's experience.

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.

Workers' Compensation Claims
Public Transportation