



Public Transportation 2023 System Report

JANUARY-DECEMBER 2023



Municipality of Anchorage Public Transportation Department

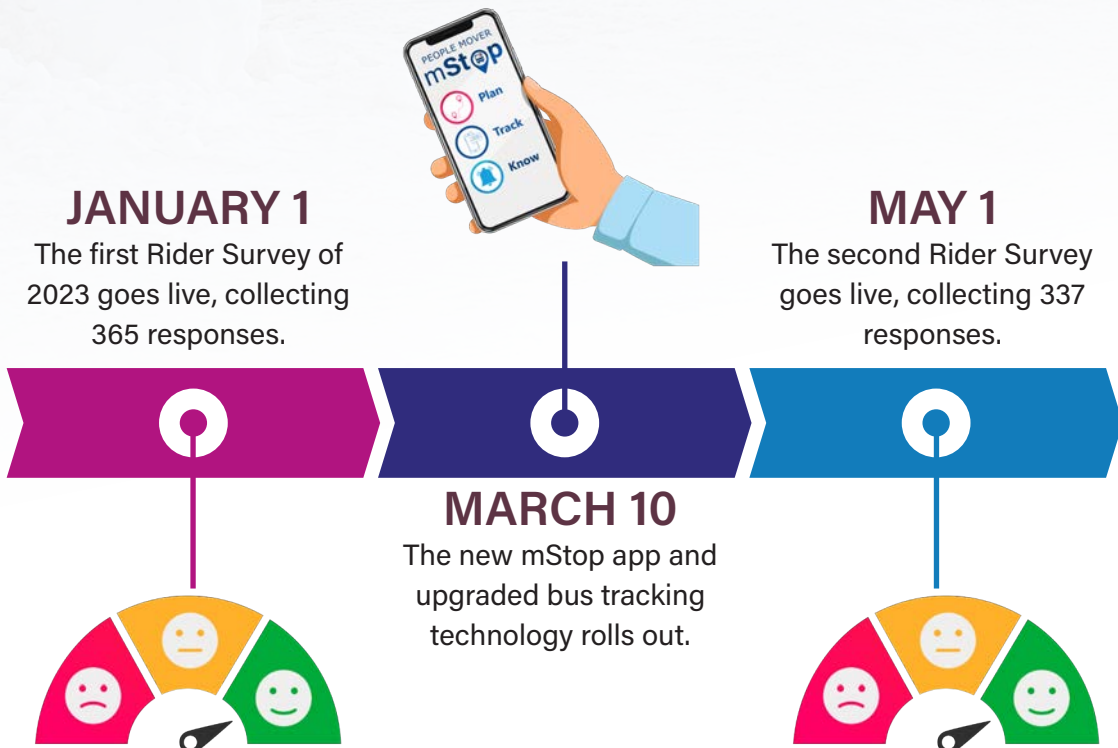
2023 SYSTEM REPORT

2023: A YEAR OF PROGRESS AND INNOVATION

In 2023, the Public Transportation Department (PTD) made significant developments to enhance the rider experience, regain ridership, and modernize the bus fleet for the community.

PTD initiated a Rider Survey in September 2022. Each year, this triannual survey, conducted in January, May, and September, aims to gather feedback from riders to understand their experiences and identify areas for improvement. The last survey in 2023 took place in September. PTD saw record participation, and revealed notable increases in positive feedback across various aspects, including safety, cleanliness, timeliness, and ease of use. However, on-time performance and detour management still require attention. PTD is committed to ongoing efforts to address these rider concerns and continues to enhance services.

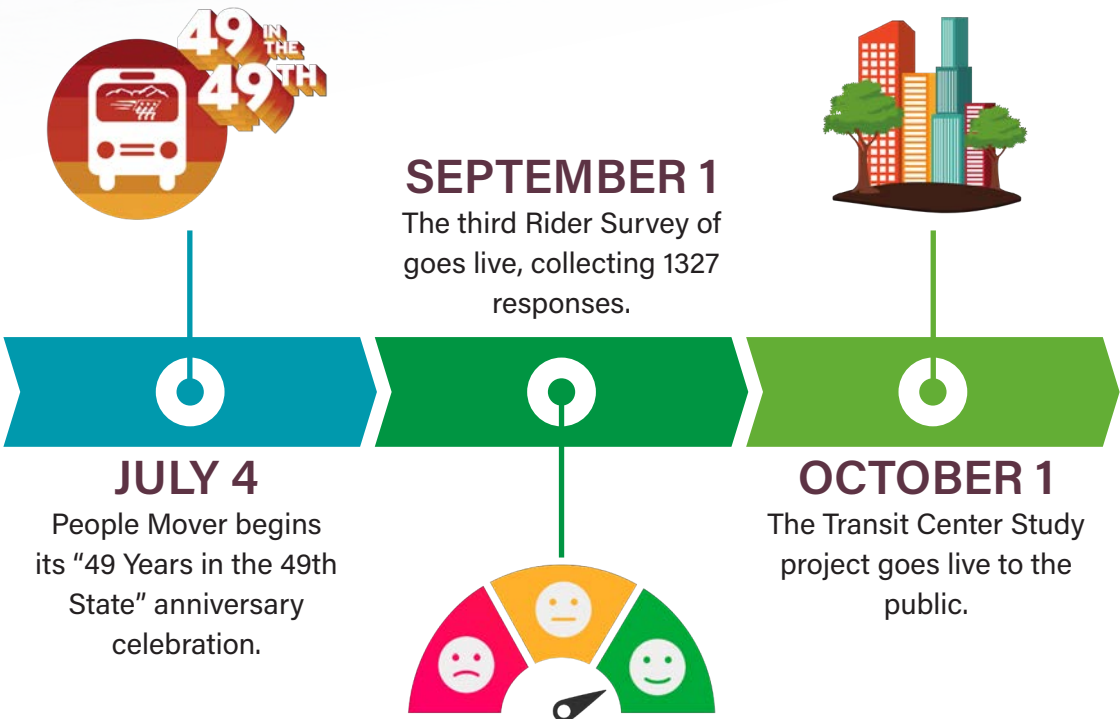
In addition to gathering feedback, People Mover introduced innovative technologies to improve communication and transparency with riders. Much of 2022 was spent upgrading software and equipment on buses, in Dispatch, and at bus stops. In March 2023, PTD officially introduced and rolled out the mStop app, and upgraded its bus tracking technology, allowing riders real-time access to bus arrival times, receive personalized notifications about detours and schedule changes, and track buses on a map. Moreover, installing digital information screens on buses and key stops gave riders essential service-related information.



Furthermore, in late 2022 PTD welcomed 25 new buses to the People Mover and AnchorRIDES fleets that continued to hit the road in 2023. Mayor Dave Bronson announced the arrival of new buses, marking the first delivery of new 40-foot buses for People Mover since 2013. These buses, equipped with advanced technology and improved amenities, aimed to provide riders with a quieter, more comfortable, and reliable transportation experience. Similarly, AnchorRIDES received new all-wheel-drive buses, enhancing reliability and on-time performance, especially in challenging weather conditions.

Despite the progress made in 2023, ridership challenges remain from the impact of the pandemic. While bus ridership has increased 14% compared to 2022, it still lagged behind pre-pandemic levels by -19% in 2023.

As we look ahead to the future, PTD remains dedicated to delivering safe, reliable, and efficient transportation options for the community. By continuing to engage and listen to rider feedback, embracing innovation and technology, and investing in modernizing its fleets, PTD strives to provide accessible, inclusive mobility options for the community.



DIVISION HIGHLIGHTS

2023 Public Transportation Department Achievements

OPERATIONS



Implemented new equipment management and workforce dispatching system, a collaborative effort with Finance.



Fulfilled community and staff request for Transit Security, as identified in Transit on the Move 2023-25.



Successfully negotiated an updated Teamsters Union Contract.

FINANCE



Replaced and implemented new workforce dispatching system which integrates with the Municipality's timekeeping system, a collaborative effort with Operations.



Successfully coordinated and closed out the Federal Transit Administration Triennial Review for the period of 2019-2023. This 6-8 month process reviews 23 areas of federal compliance of all federally-funded transit activities.

CUSTOMER SERVICE

Approved 1,500 half-fare rider applications (67% more than in 2022)



Fielded 15,600 phone calls to provide bus schedule information, answer questions, and address issues

Established eight Universal Pass agreements to promote People Mover use to local schools, universities, and businesses.



Improved efficiency with bus pass sales by upgrading point of sale software.

RIDESHARE



Celebrated seven years with vanpool contractor, Commute with Enterprise.

Reached peak of 94 vanpools.



Introduced 2024 Ford Explorer/Expedition, Toyota Highlander, Nissan Pathfinder, Dodge Durango, Kia Sorrento, GMC Yukon, and Chevy Suburban/Tahoe into the fleet.

MAINTENANCE



Implemented safety improvements across entire bus fleet, increasing the efficiency of regular vehicle wheel maintenance.



Raised standards for bus cleanliness and air filtration maintenance to reduce the presence of airborne and surface dust.



Received and prepared 11 new buses for service which contribute to improved reliability and rider experience.

PLANNING/MARKETING



Initiated a Transit Center Site Selection Study to determine the best location for a transit center in Anchorage.



Established a partnership between the PTD and Fur Rendezvous allowing free rides for current year Fur Rendezvous collector pin wearers.



Introduced new rider tools for real-time bus tracking including mStop app, electronic displays at bus stops and on buses, and updated website.



Prepared January 2024 service change. Changes included increased frequency, more trips, route realignments, and improved running times.

AnchorRIDES



Four drivers earned the Katherine McClary Award based on safety and customer service standards.



Delivered more than 100 turkey dinners to seniors in Anchorage.

PUBLIC TRANSIT ADVISORY BOARD

Signed and approved three resolutions supporting:

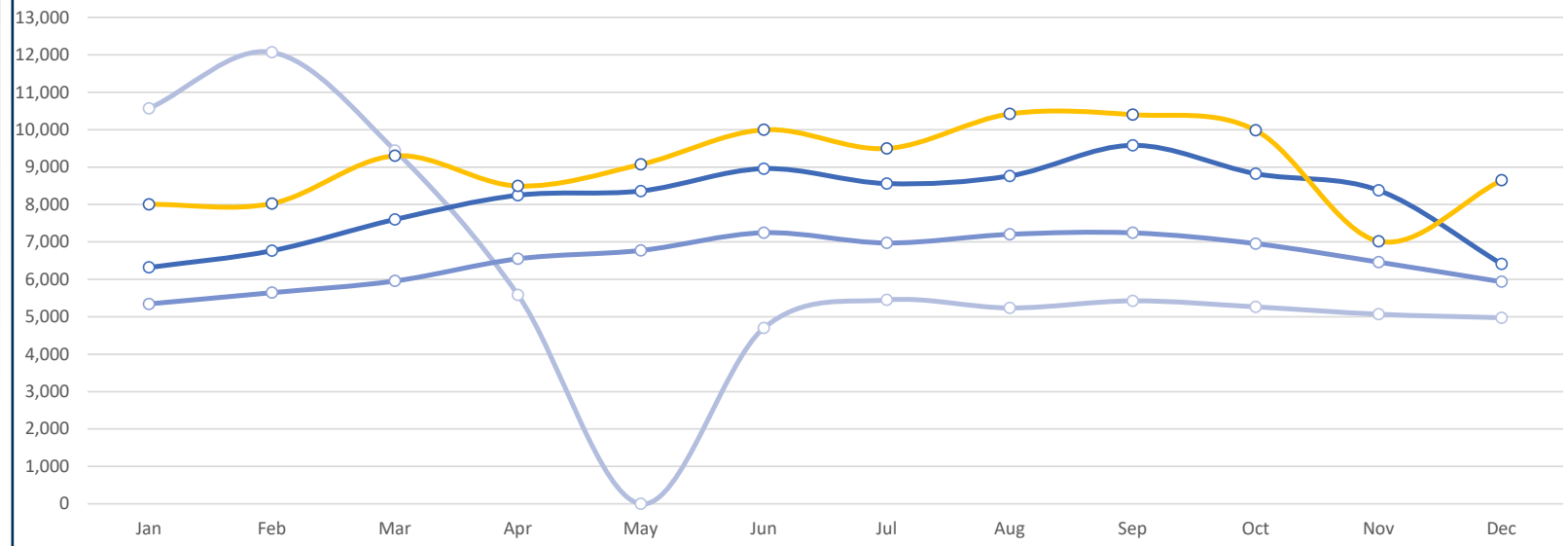
- Protective measures to improve safety of public paved surface users outside of automobiles
- Recognition of Transit Employee Appreciation Week
- Application for SFY2025 Alaska Mental Health Trust Grant (for AnchorRIDES services)



RIDERSHIP

Monthly Weekday Average Ridership History

—○— 2020 —○— 2021 —○— 2022 —○— 2023



The chart above illustrates average monthly weekday ridership on People Mover from January 1, 2020 to December 31, 2023.

Key insights include:

- **Growth pre-pandemic:** After a system redesign in 2017, People Mover experienced a sustained period of growth in ridership, with each month exceeding levels from the previous year.
- **COVID-19 Impact:** The pandemic caused a dramatic plunge in ridership beginning in March 2020. Service was suspended for nearly eight weeks between April and June. Once service was reinstated, ridership remained consistently low throughout the remainder of the year.
- **Partial Recovery:** While 2021 showed improvement over 2020, weekday ridership remained significantly below pre-pandemic levels. Despite this, there was an overall increase in ridership from 2021 to 2023.

Note: The chart might provide a limited picture. Factors like the specific system redesign changes, evolving pandemic conditions, and other local circumstances could further explain these trends.

HOW TO USE THIS REPORT

This report presents the various metrics used to help gauge the effectiveness of public transportation in the Municipality of Anchorage (MOA). Throughout the report, each metric is represented by an icon and is defined here. Pages 7 and 8 summarize the entire People Mover (fixed route) bus system. Each route is summarized independently on the following pages. AnchorRIDES (paratransit) and RideShare are summarized on pages 39 - 41.

Cost per Rider

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



Annual Operating Cost per Route

The annual operating cost is based on the 2022 cost per Vehicle Revenue Hour (VRH) and the cost per Vehicle Revenue Mile (VRM).

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

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



Jobs and Residents within 1/4 Mile per Route

This report shows the percent of the MOA population (by Census Block Group) and jobs (by Traffic Analysis Zone) that are within 1/4 mile of the bus stops along each route. In this report, resident data is pulled from the 2020 (5-Year estimates) American Community Survey (ACS) dataset and job data is pulled from the 2016 (5-Year estimates) Census Transportation Planning Products (CTPP) dataset. CTPP data gives us a more accurate account of jobs by actual location.



Travel Time Ratio

Travel time is a major consideration for reasons people may not travel by transit. The PTD measures commute efficiency as the ratio between transit commute times (often the longest commutes) and single occupancy vehicle times (often the shortest commute). A ratio of two (2) indicates that, on average, transit commuters take twice as long to get to work than commuters who drive alone. The PTD has an established performance target of 1.5 in the Transit on the Move Transit Plan.

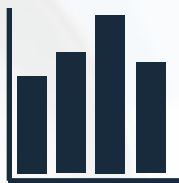


Route Productivity

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



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



Span of Service and Frequency

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



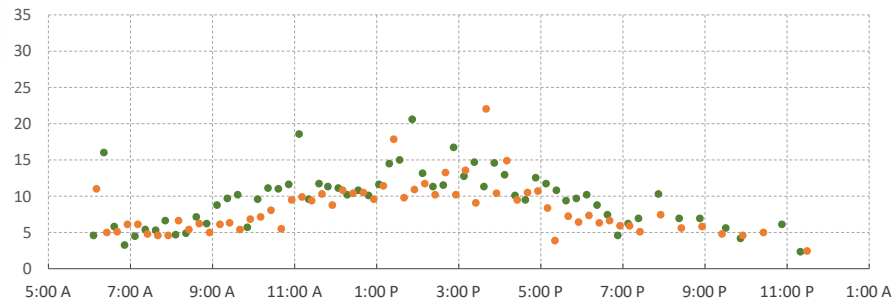
Ridership per Route

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



Ridership by Trip

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



On-Time Performance

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

Due to technological upgrades in 2023, on-time performance data was only partially captured.



Missed Trips

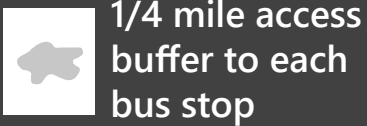
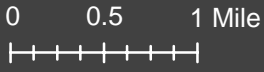
A trip is considered missed if the vehicle arrives outside of the pickup window and the rider does not take the trip.

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

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

PEOPLE MOVER

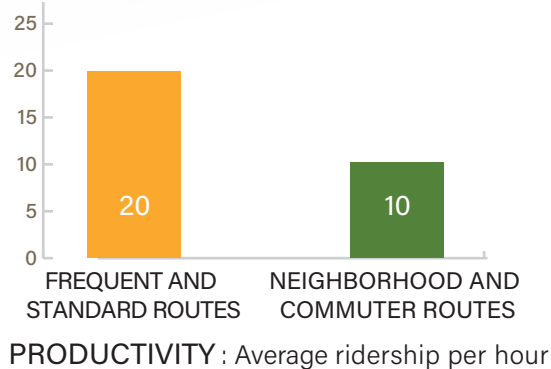
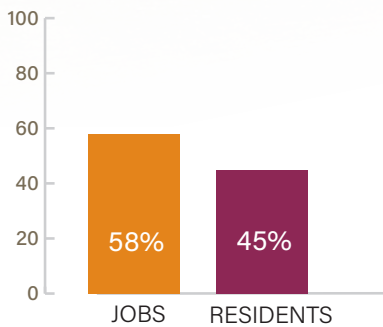
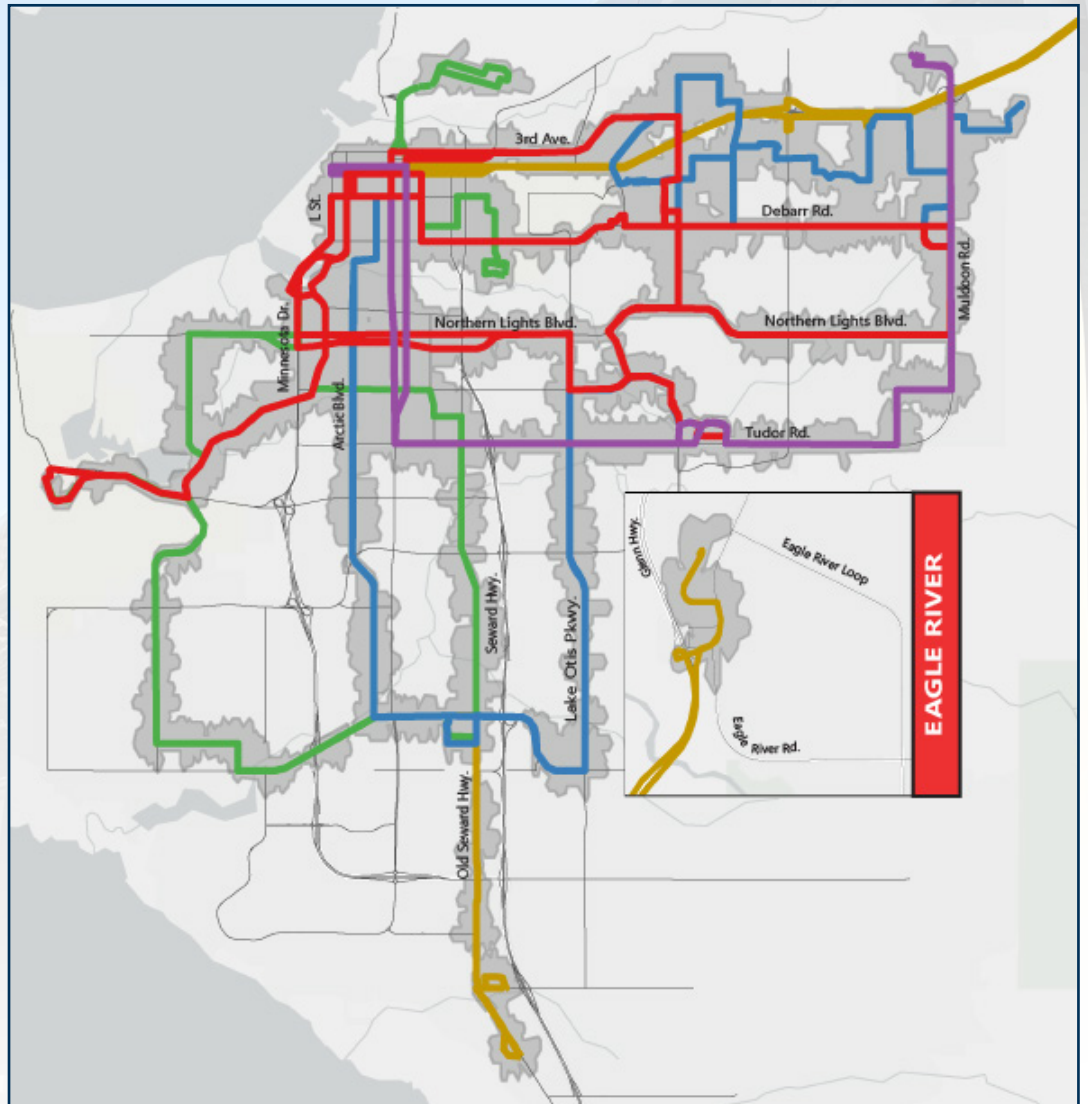
Legend



Route Frequency



2,745,046
Total Passengers

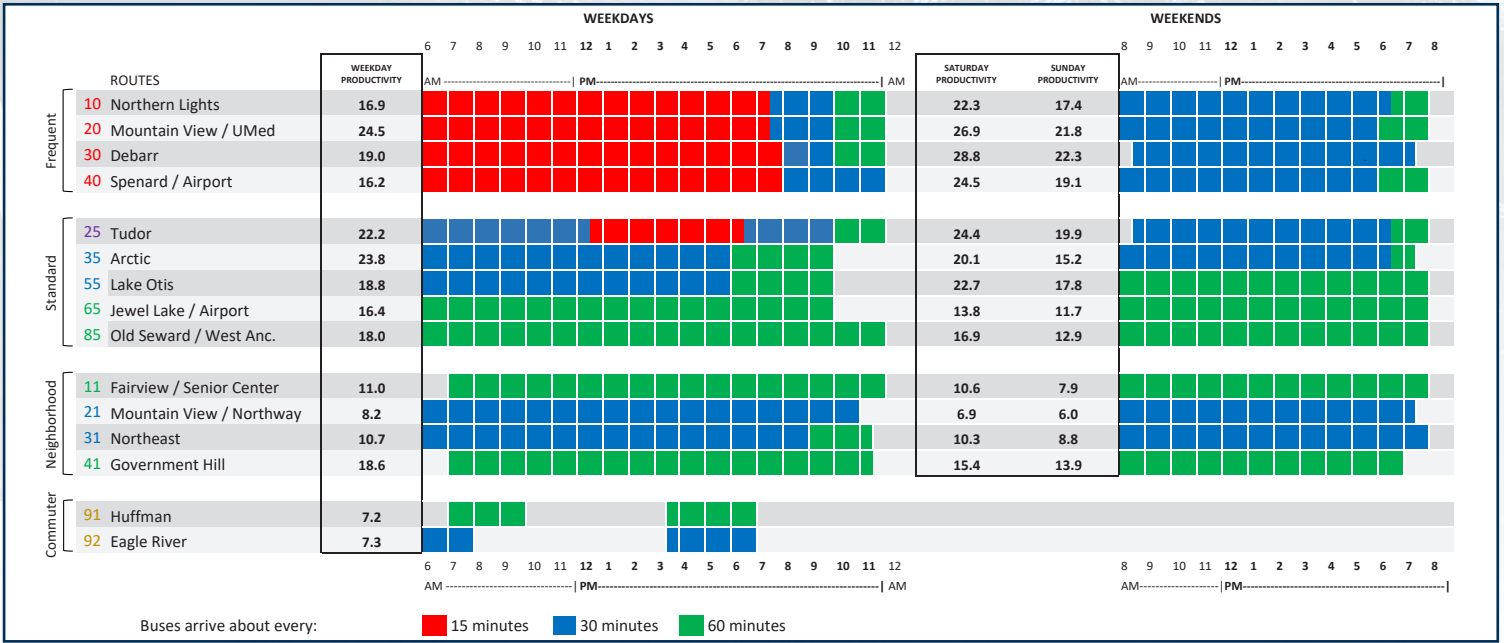


72%
of buses were on time

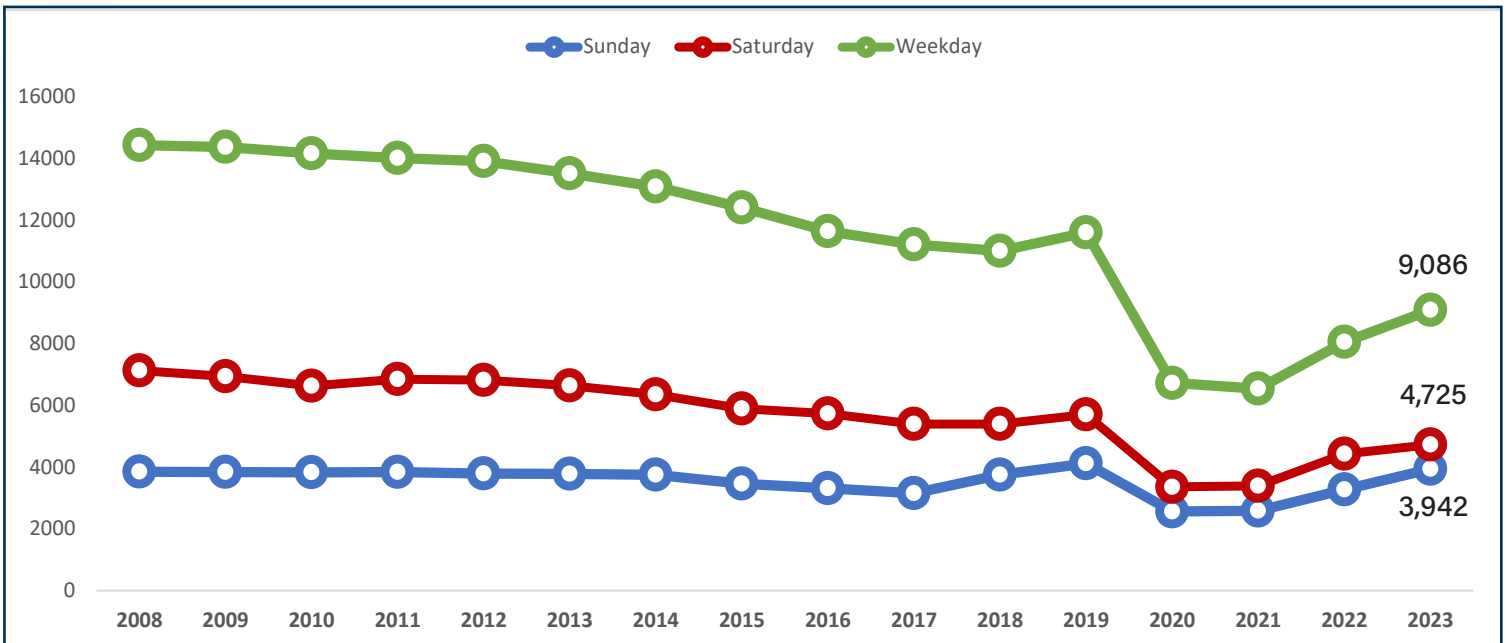


<1%
of all trips were missed

BUS ROUTE SPAN AND FREQUENCY



AVERAGE RIDERSHIP 2008 - 2023



10 NORTHERN LIGHTS

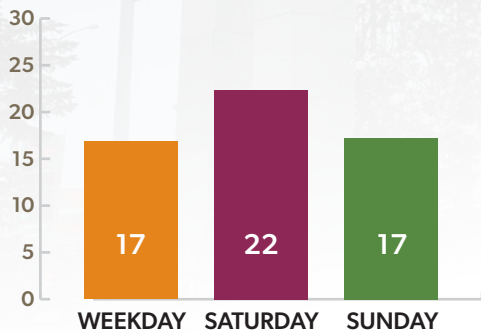
ROUTE DETAILS

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

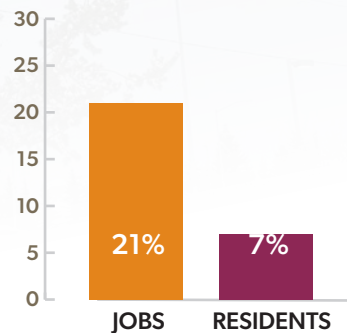
Route Length \approx **24 miles**

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

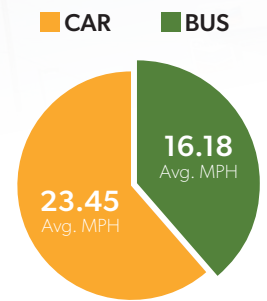
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

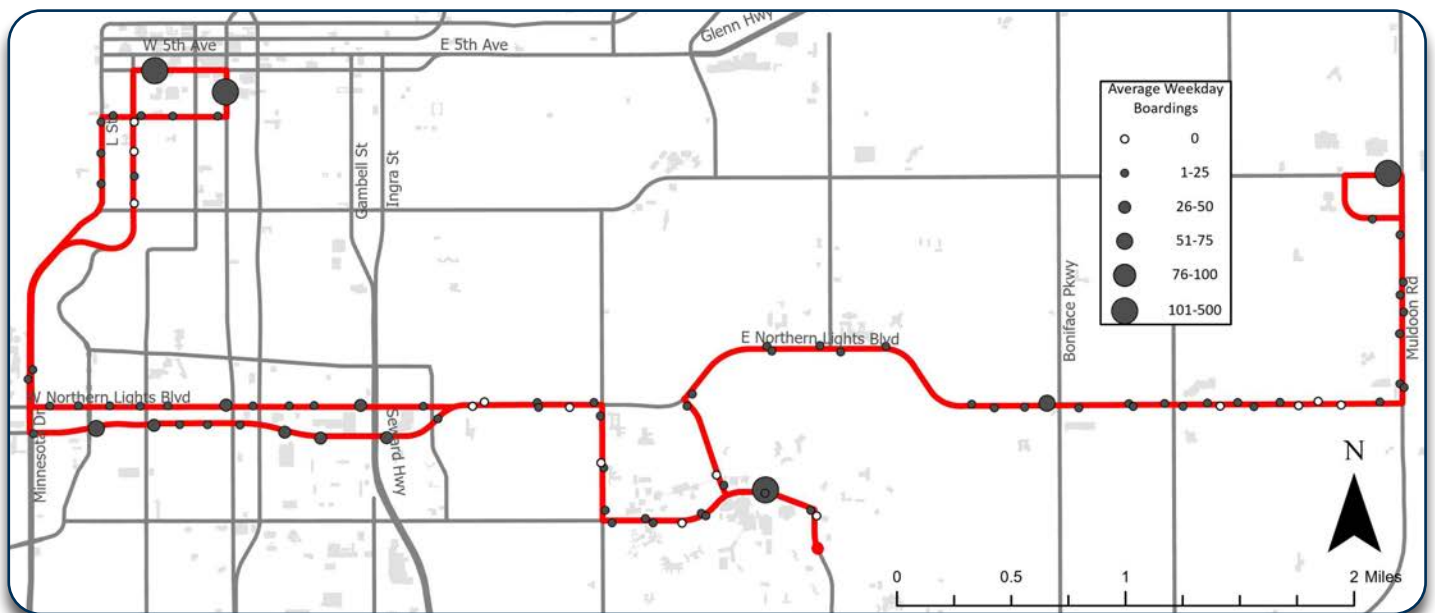


WITHIN 1/4 MILE of Route



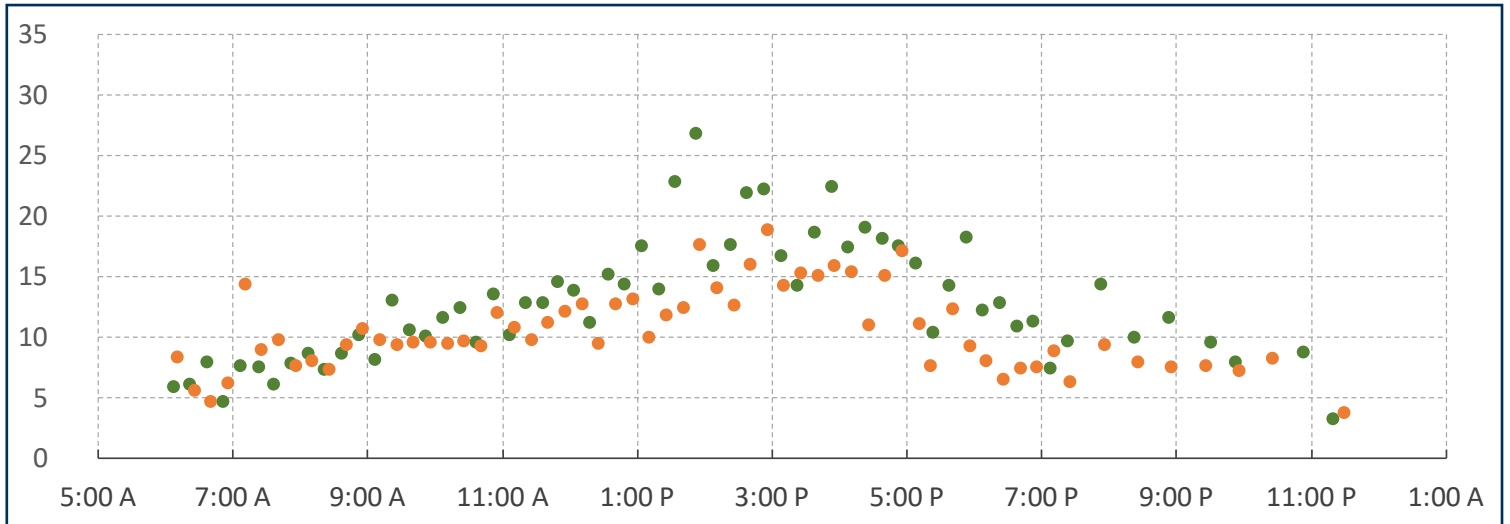
TRAVEL TIME RATIO = 1.57

AVERAGE WEEKDAY BOARDINGS

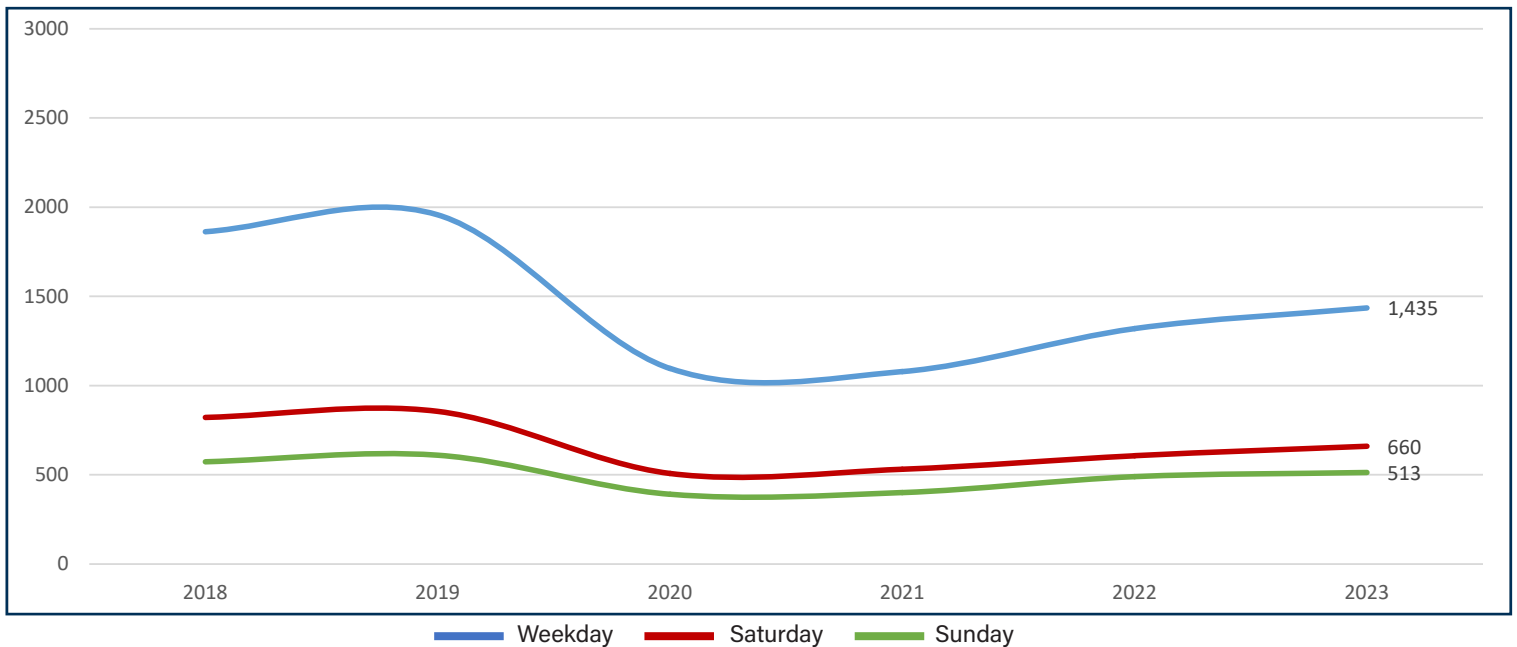


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$7.61
Estimated Cost per Passenger



7 buses
needed to operate the route at peak



\$3,200,000
Estimated Annual Operating Cost



72%
of buses were on time

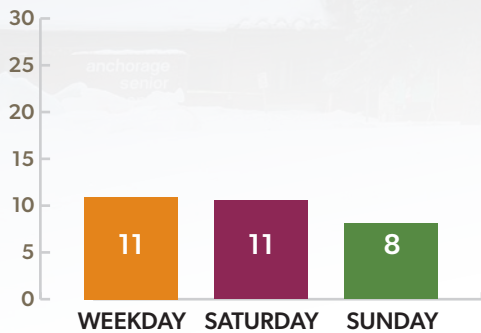
11 FAIRVIEW | SR. CENTER

ROUTE DETAILS

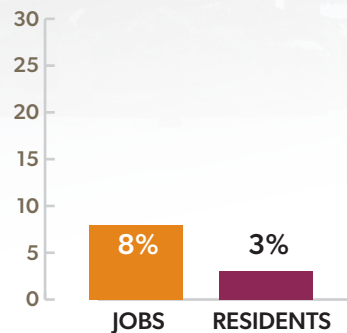
Neighborhood Route: **60 min. peak frequency** Route Length \approx **6 miles**

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

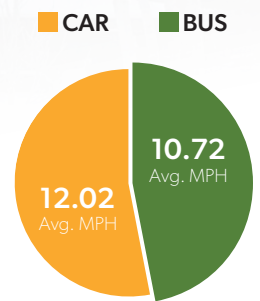
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

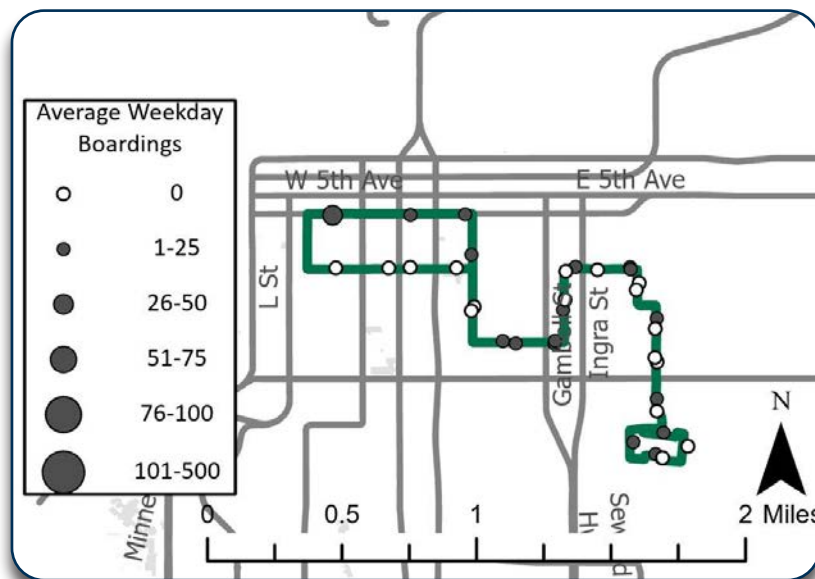


WITHIN 1/4 MILE of Route



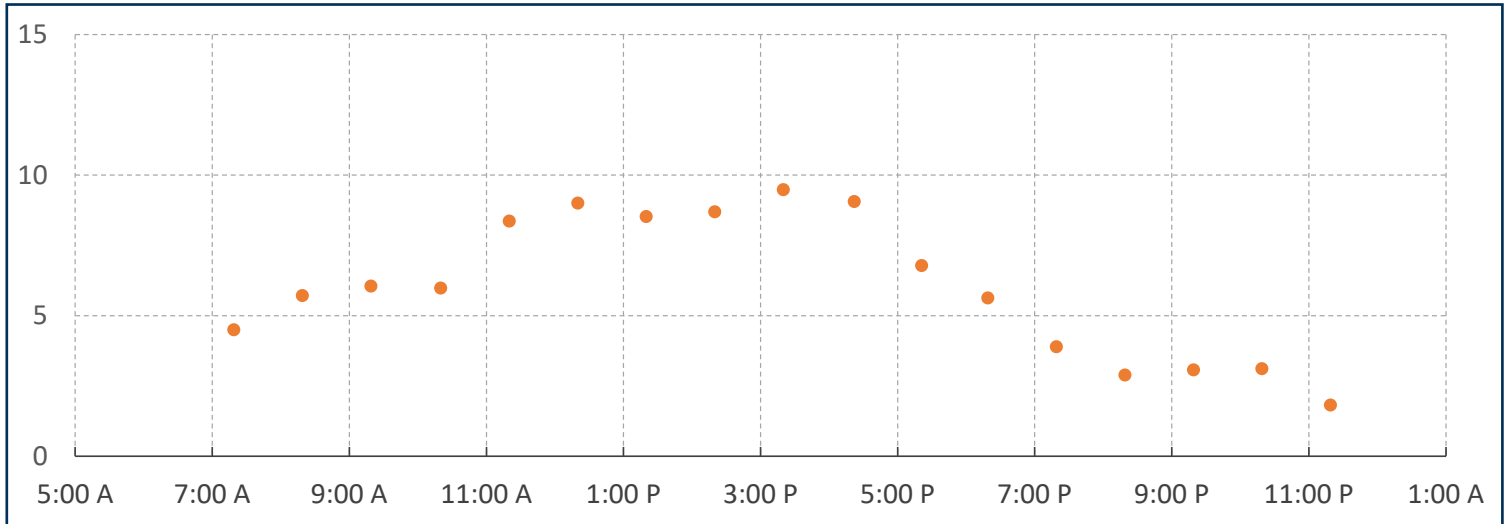
TRAVEL TIME RATIO = 1.12

AVERAGE WEEKDAY BOARDINGS

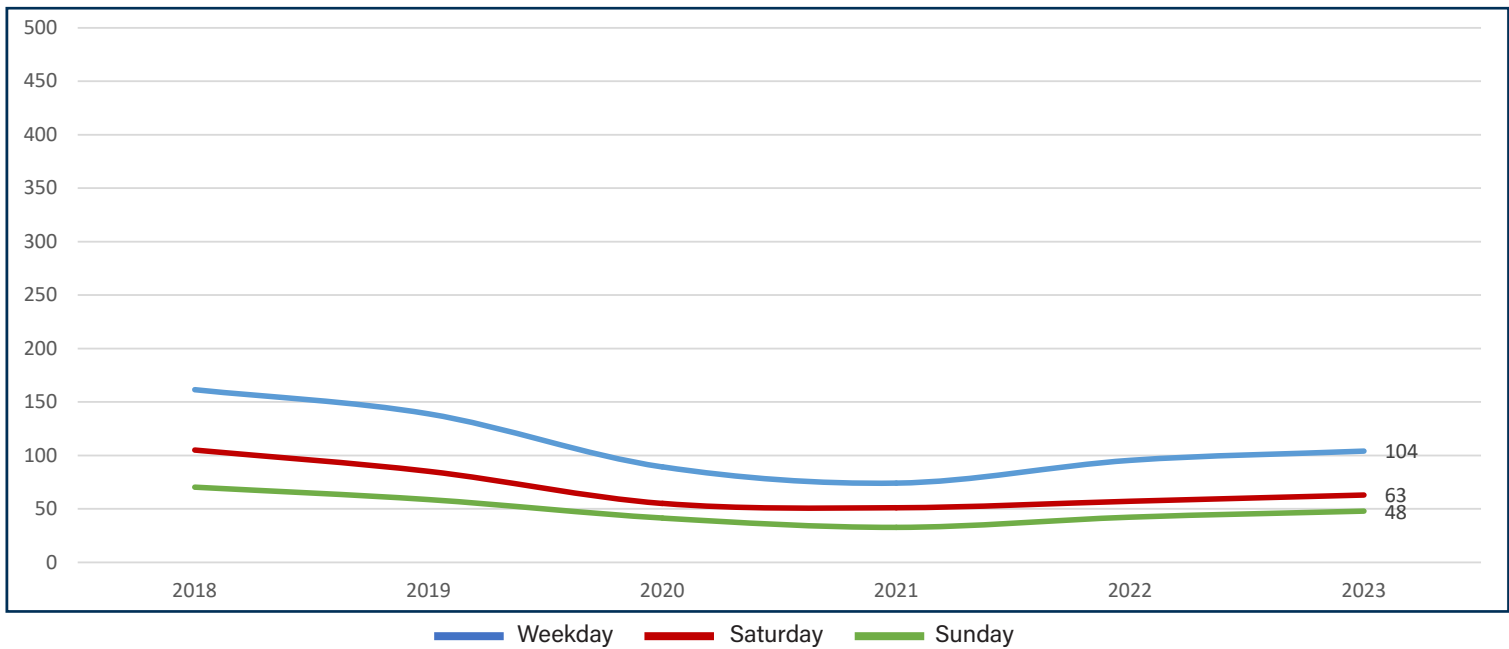


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



\$10.98

Estimated Cost per Passenger



.5 buses

needed to operate the route at peak



\$350,000

Estimated Annual Operating Cost



78%

of buses were on time

20 MOUNTAIN VIEW | UMED

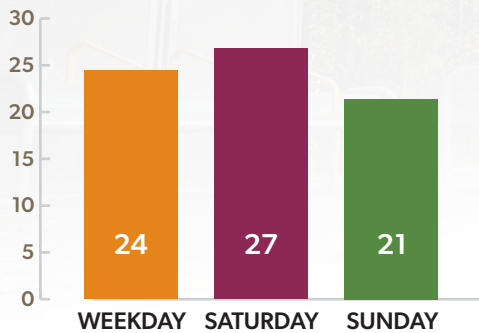
ROUTE DETAILS

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

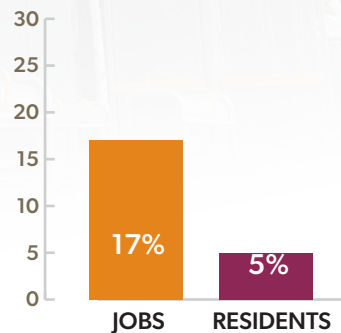
Route Length \approx **16 miles**

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

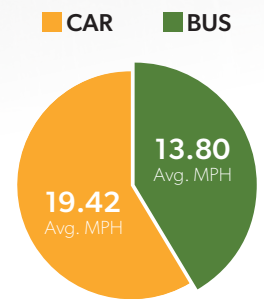
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

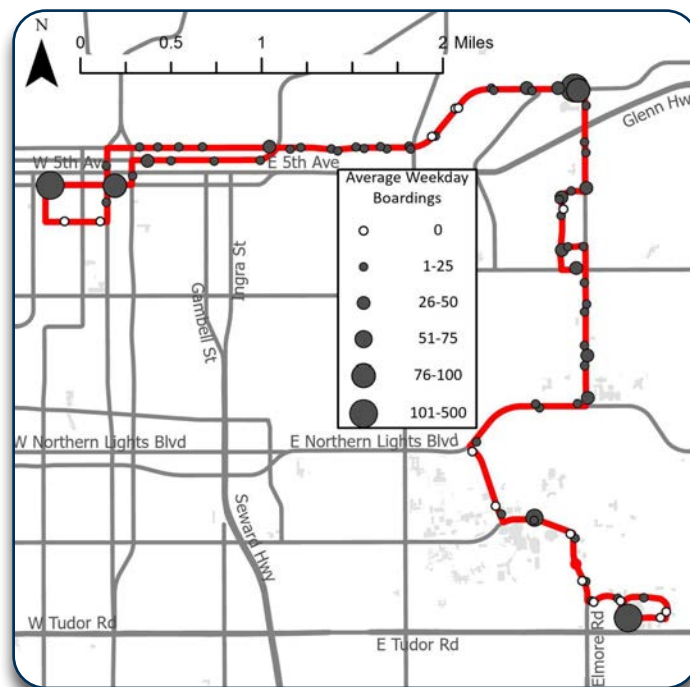


WITHIN 1/4 MILE of Route



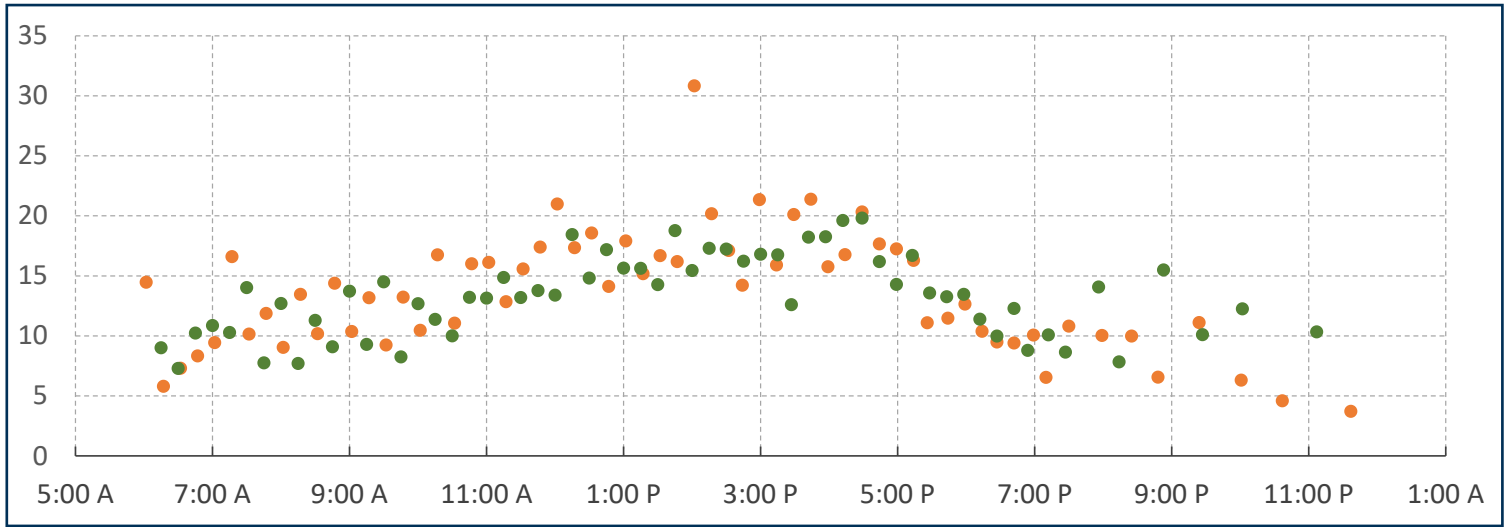
TRAVEL TIME RATIO = 1.41

AVERAGE WEEKDAY BOARDINGS

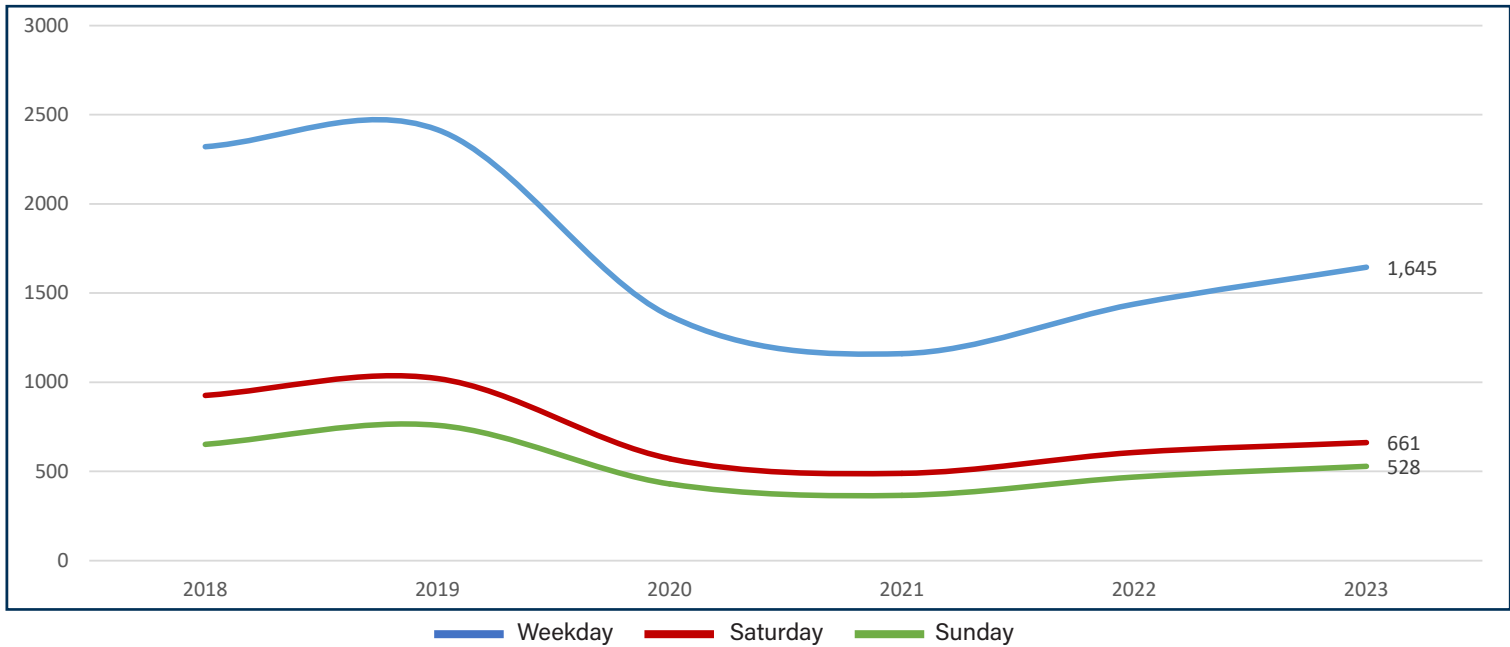


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



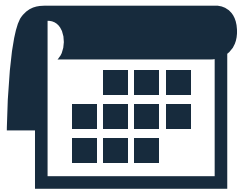
AVERAGE RIDERSHIP



\$5.13
Estimated Cost per Passenger



6 buses
needed to operate the route at peak



\$2,430,000
Estimated Annual Operating Cost



74%
of buses were on time

21 MTN. VIEW | NORTHWAY

ROUTE DETAILS

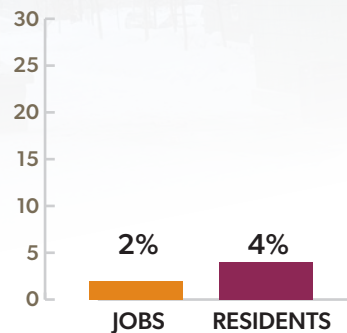
Neighborhood Route: **30 min. peak frequency** Route Length \approx **5 miles**

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

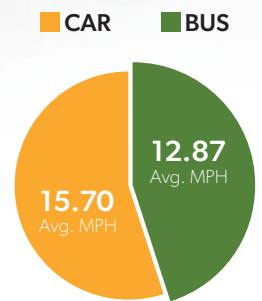
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

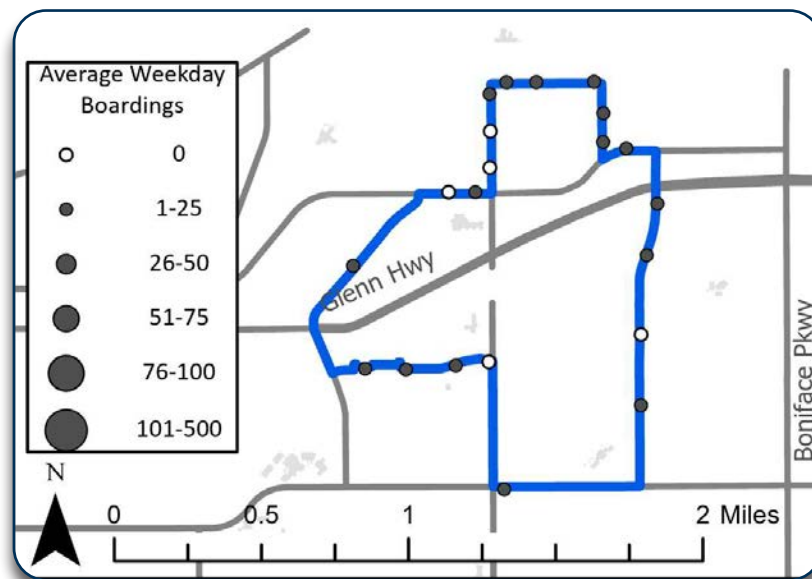


WITHIN 1/4 MILE of Route



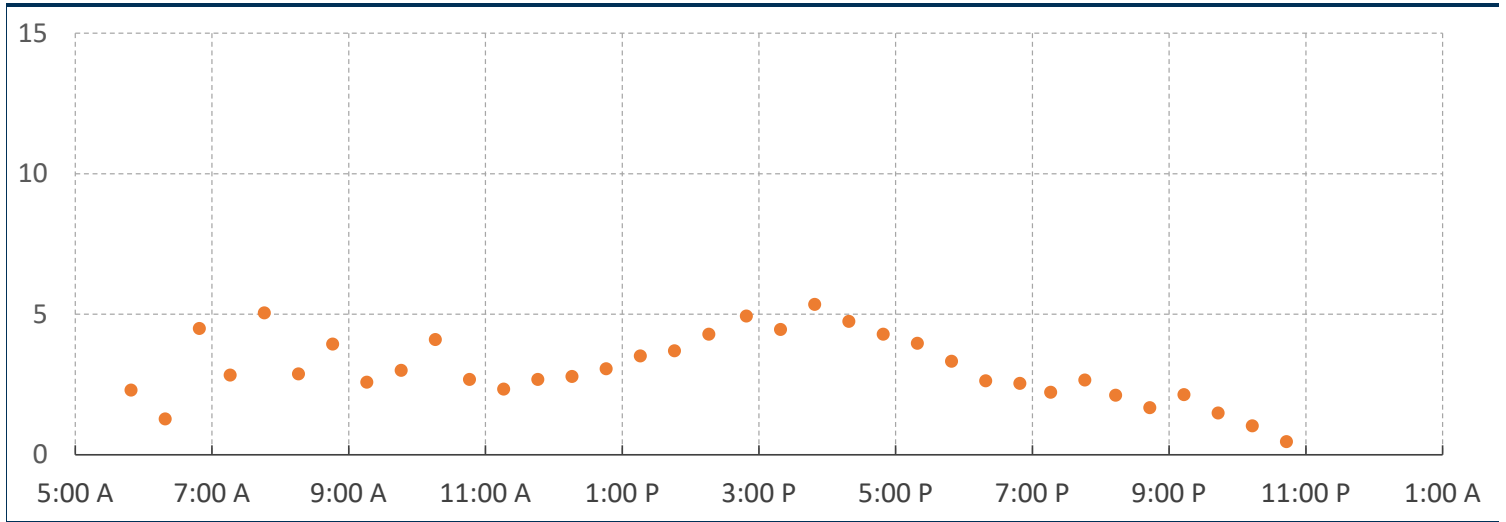
TRAVEL TIME RATIO = 1.22

AVERAGE WEEKDAY BOARDINGS

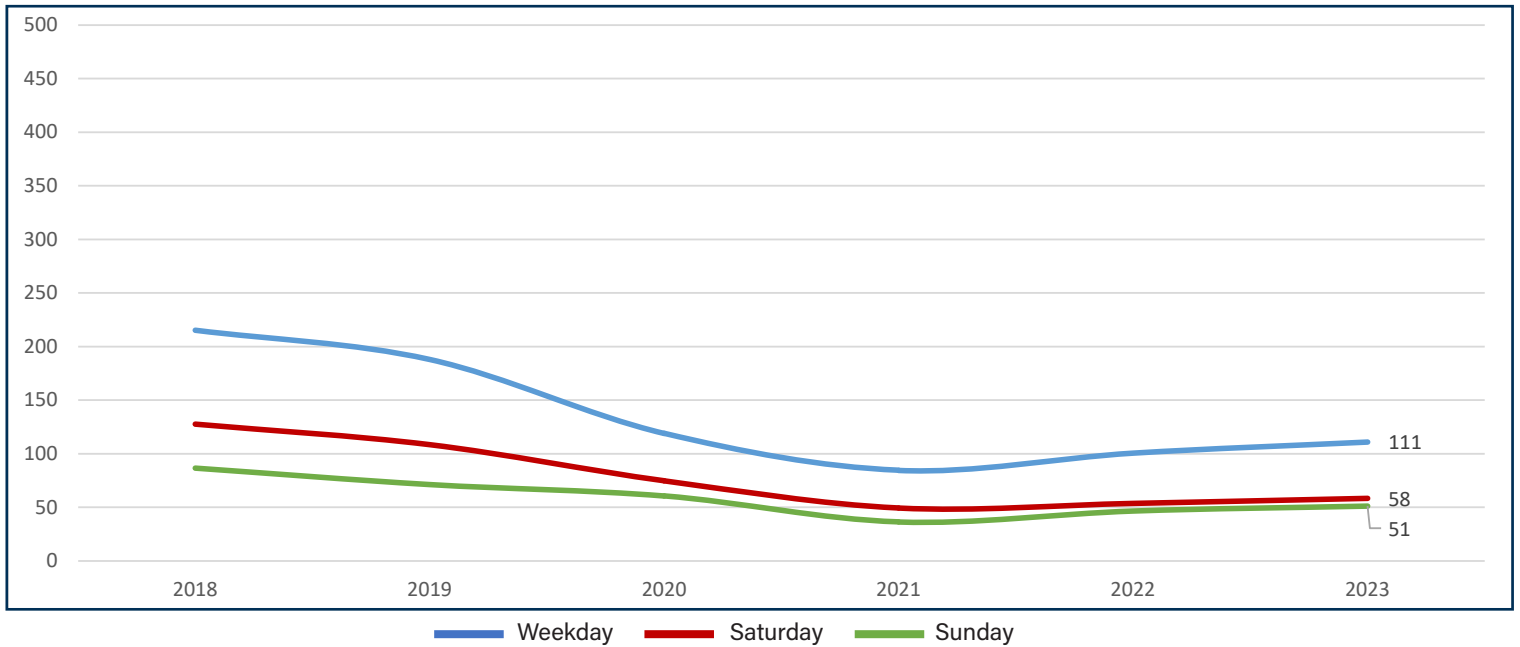


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



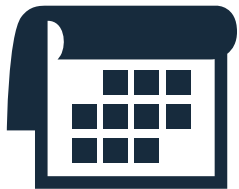
\$15.23

Estimated Cost per Passenger



1 bus

needed to operate the route at peak



\$510,000

Estimated Annual Operating Cost



62%

of buses were on time

25 TUDOR

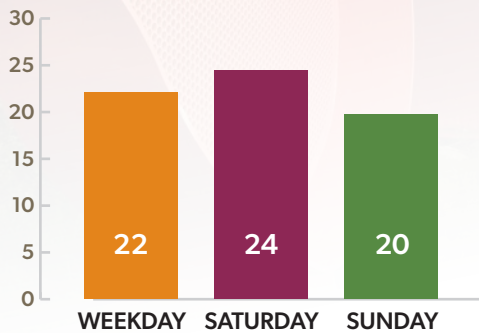
ROUTE DETAILS

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

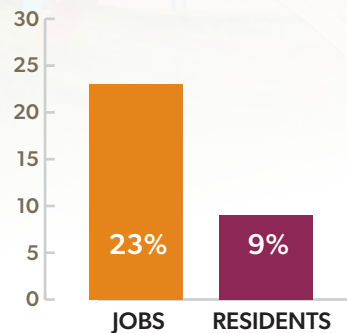
Route Length \approx **25 miles**

This route travels between the Downtown Transit Center and the V.A. Clinic via A & C Streets, Tudor Road, the Alaska Native Medical Center, and Muldoon Road.

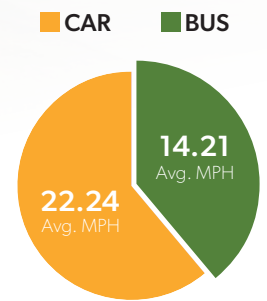
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

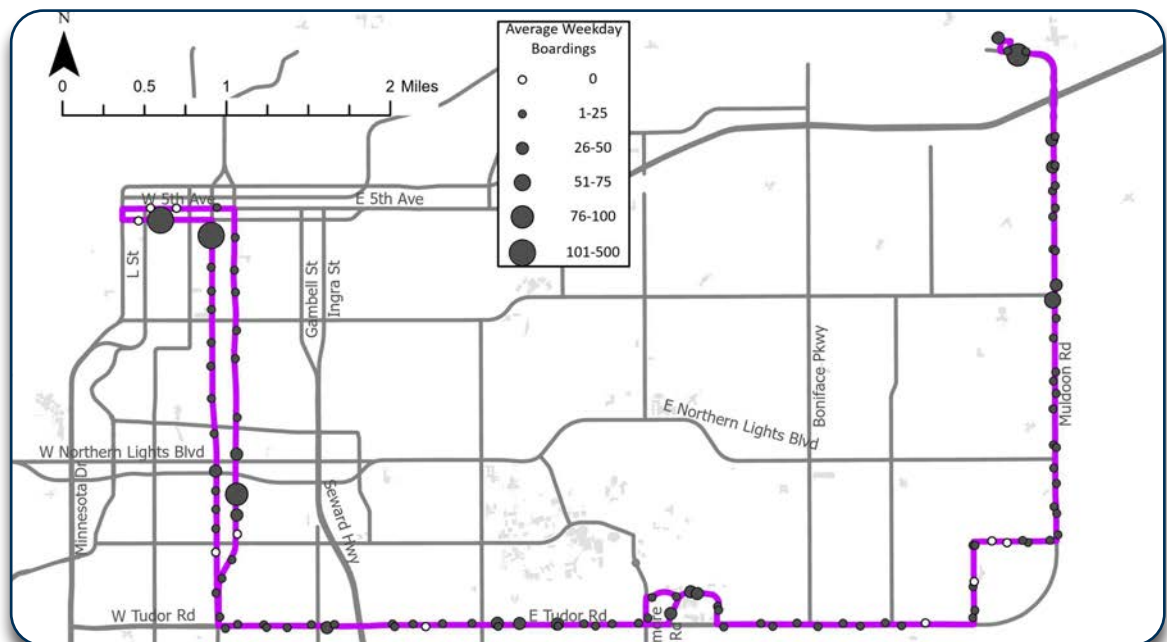


WITHIN 1/4 MILE of Route



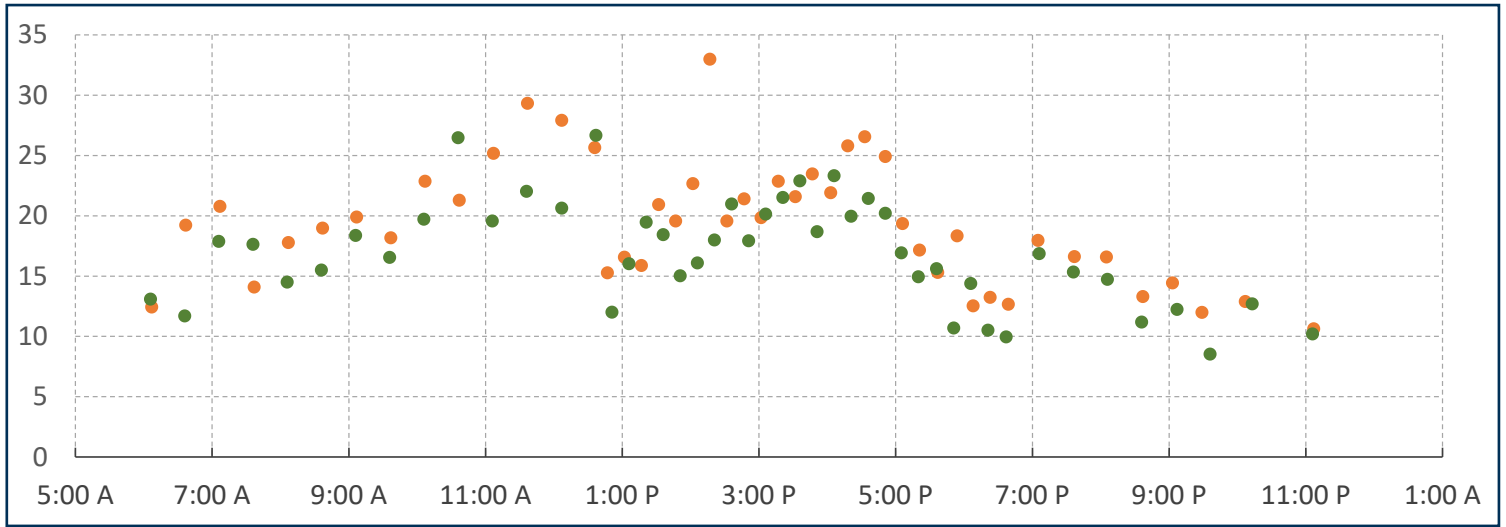
TRAVEL TIME RATIO = 1.56

AVERAGE WEEKDAY BOARDINGS

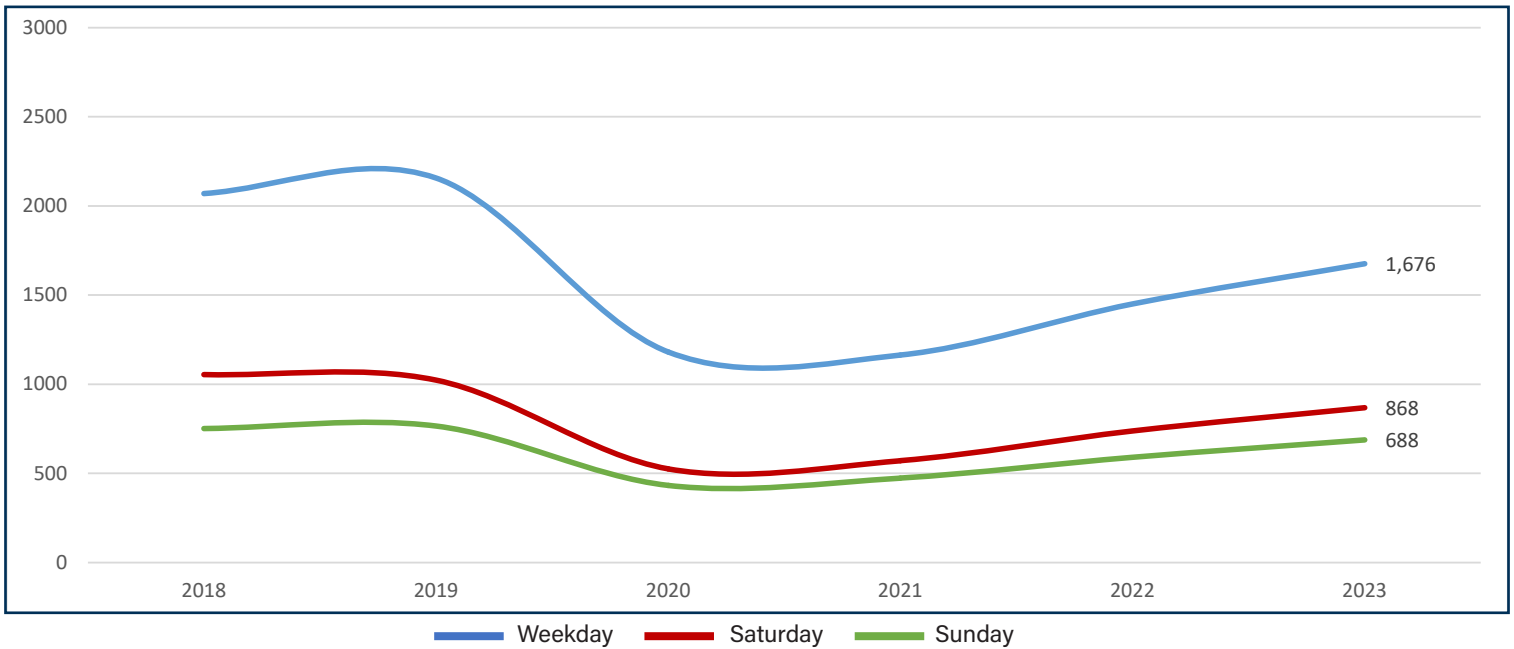


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$5.71
Estimated Cost per Passenger



9 buses
needed to operate the route at peak



\$2,860,000
Estimated Annual Operating Cost



68%
of buses were on time

30 DEBARR

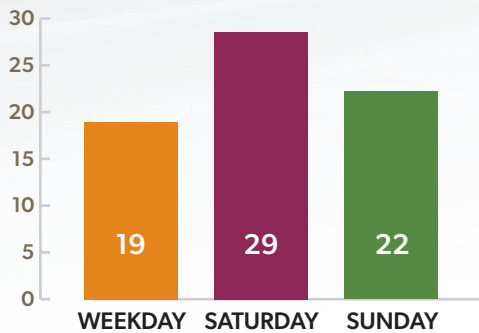
ROUTE DETAILS

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

Route Length **≈ 13 miles**

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

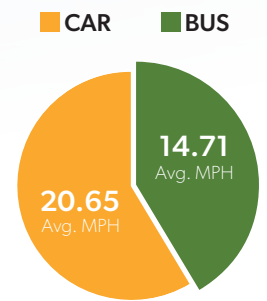
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

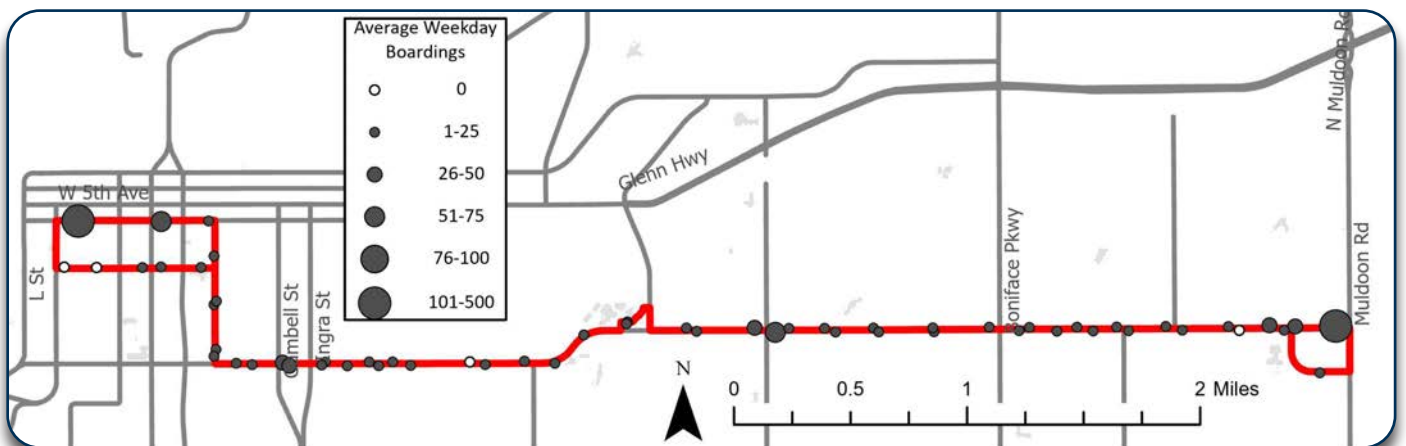


WITHIN 1/4 MILE of Route



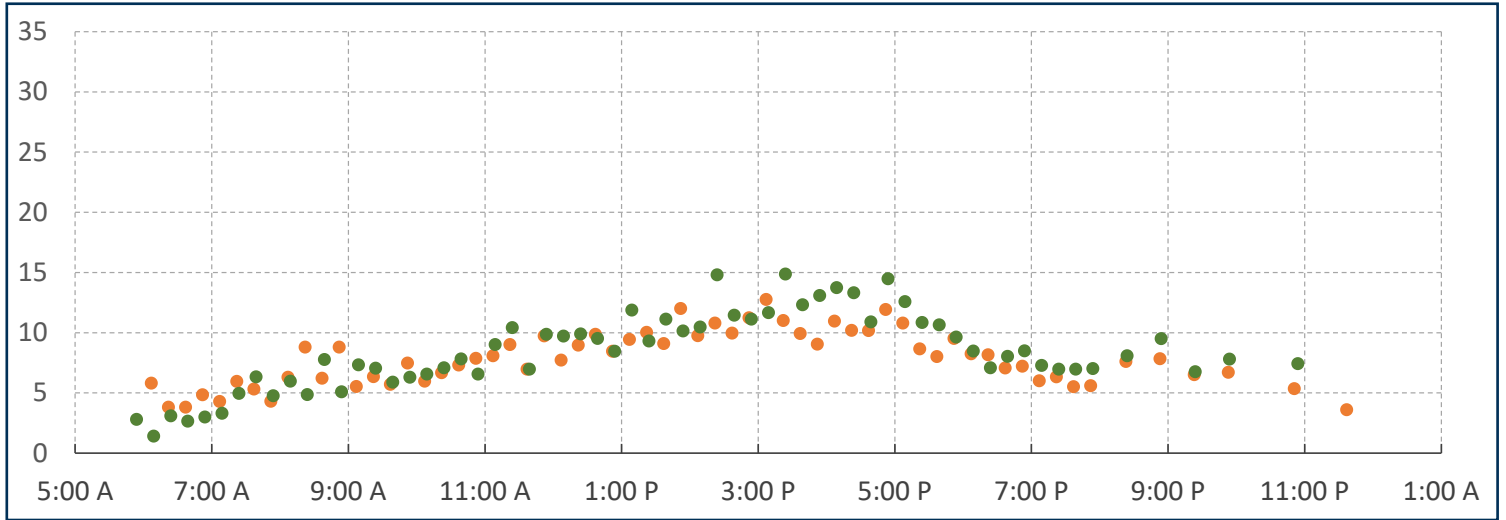
TRAVEL TIME RATIO = 1.40

AVERAGE WEEKDAY BOARDINGS

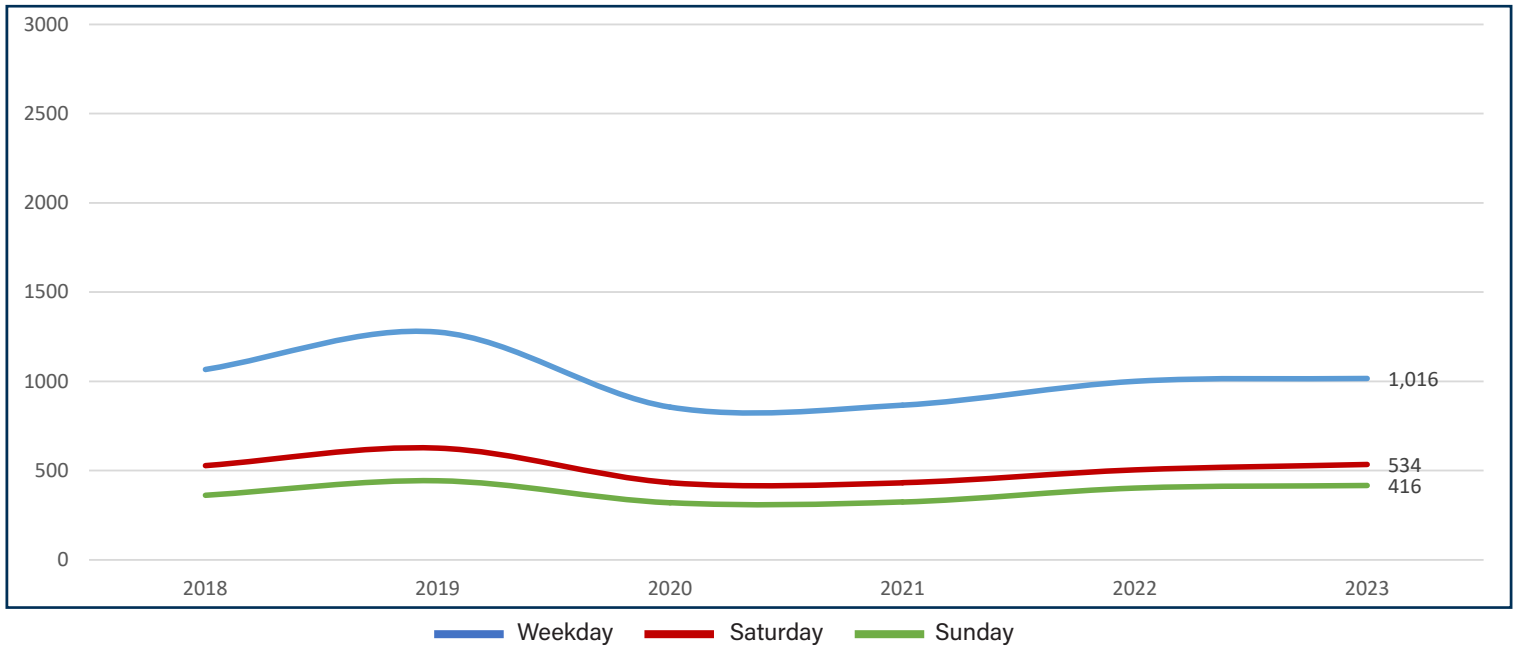


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$6.39

Estimated Cost per Passenger



5 buses

needed to operate the route at peak



\$1,940,000

Estimated Annual Operating Cost



72%

of buses were on time

31 NORTHEAST

ROUTE DETAILS

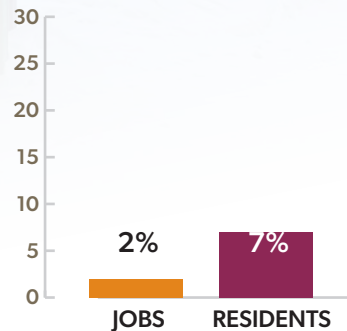
Neighborhood Route: **30 min. peak frequency** Route Length \approx **15 miles**

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

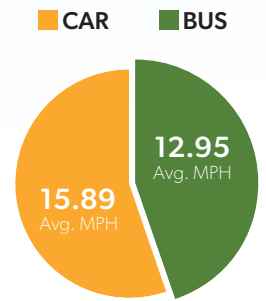
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour



WITHIN 1/4 MILE of Route



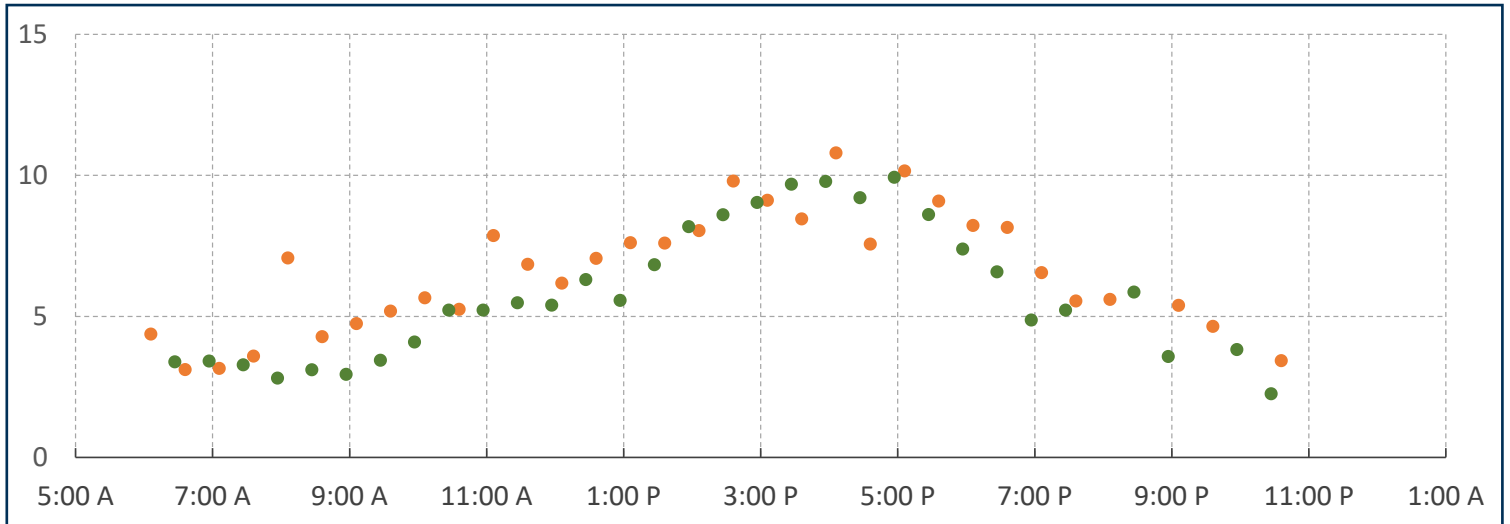
TRAVEL TIME RATIO = 1.23

AVERAGE WEEKDAY BOARDINGS

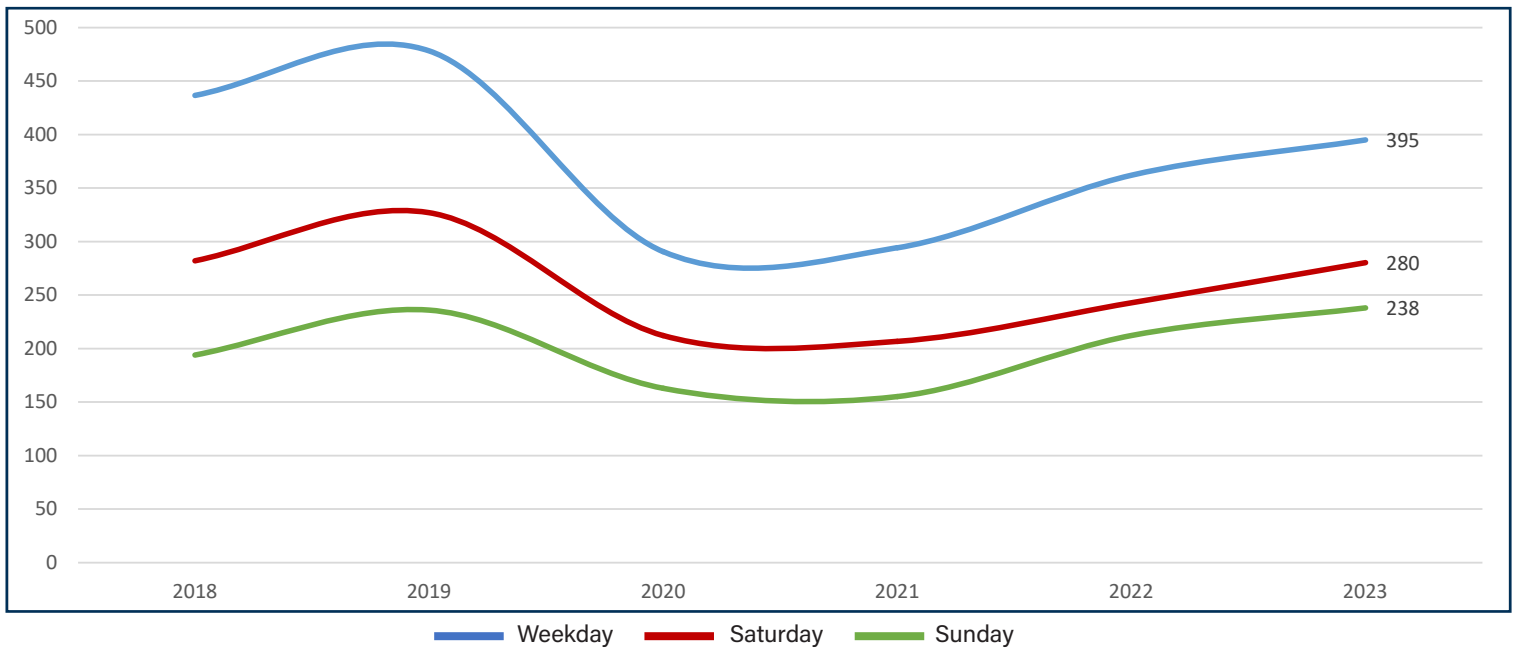


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$11.37
Estimated Cost per Passenger



3 buses
needed to operate the route at peak



\$1,430,000
Estimated Annual Operating Cost



70%
of buses were on time

35 ARCTIC

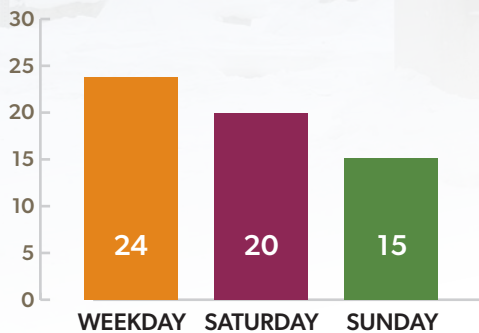
ROUTE DETAILS

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

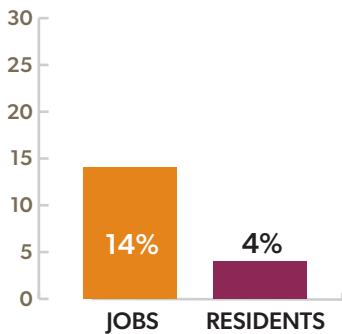
Route Length \approx **13 miles**

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

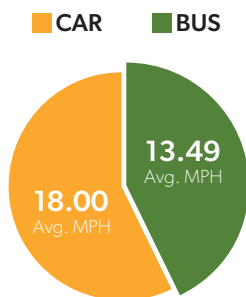
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

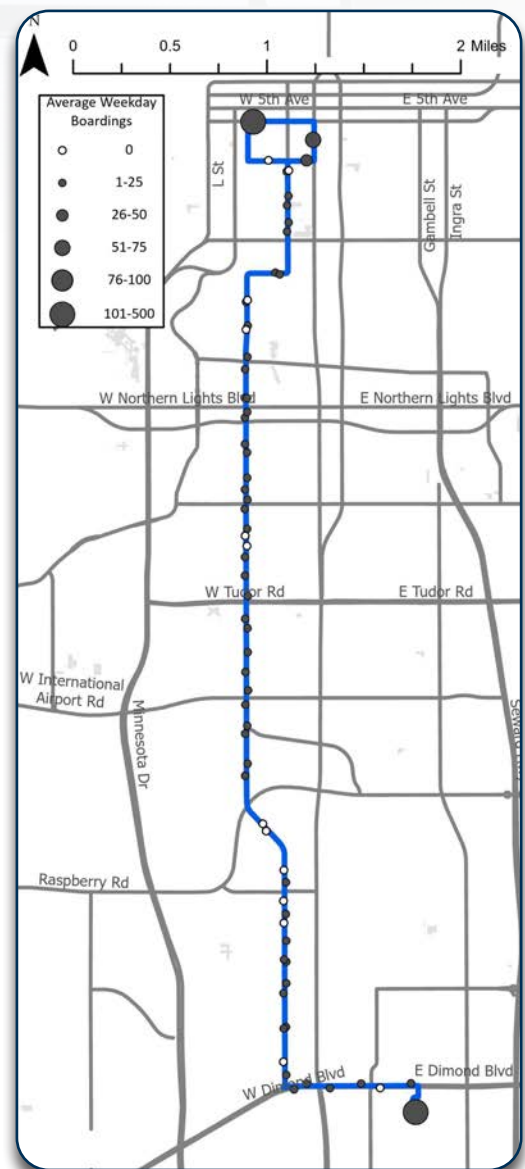


WITHIN 1/4 MILE of Route



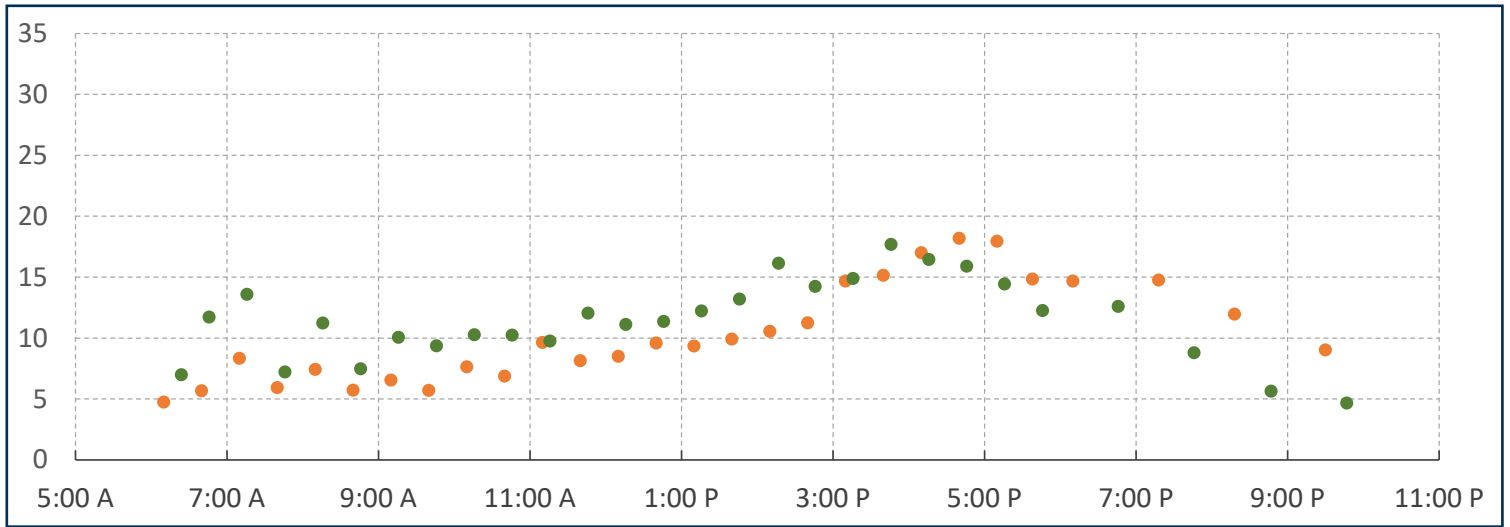
TRAVEL TIME RATIO = 1.33

AVERAGE WEEKDAY BOARDINGS

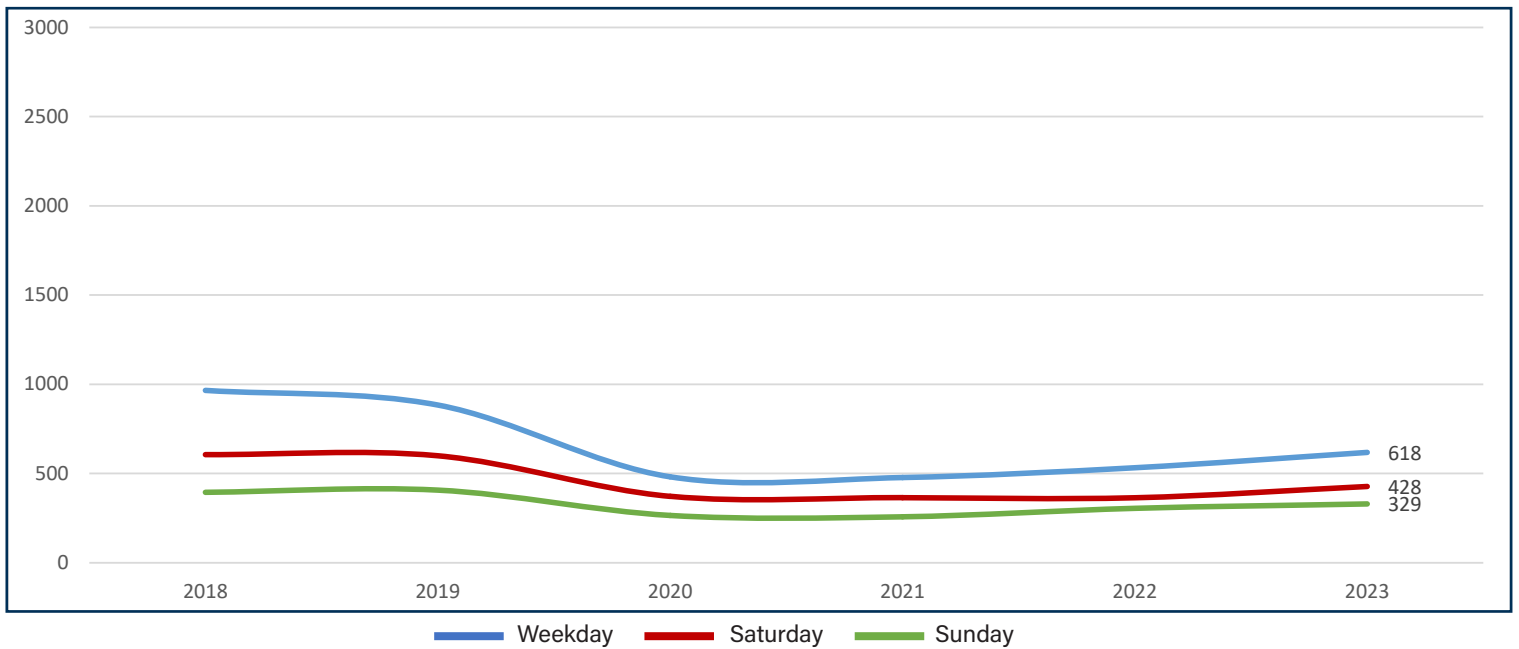


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$5.51
Estimated Cost per Passenger



3 buses
needed to operate the route at peak



\$1,070,000
Estimated Annual Operating Cost



72%
of buses were on time

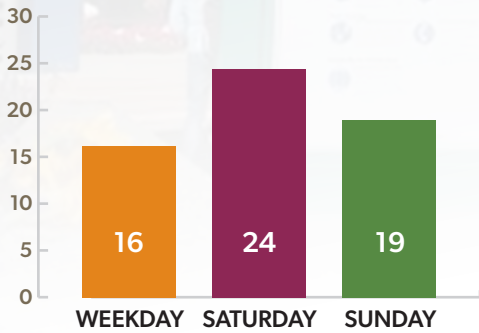
40 SPENARD | AIRPORT

ROUTE DETAILS

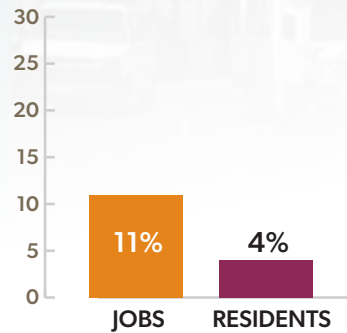
Frequent Route: **15 min. peak frequency** Route Length \approx **16 miles**

Route 40 travels in a loop between the Downtown Transit Center and the Ted Stevens Anchorage International Airport via Spenard Road. The route begins and ends at the Downtown Transit Center.

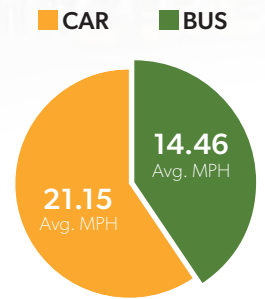
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

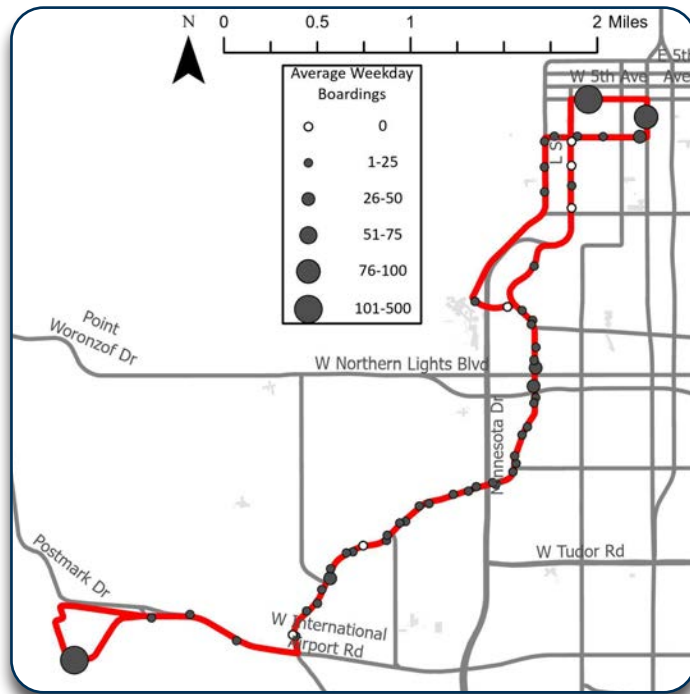


WITHIN 1/4 MILE of Route



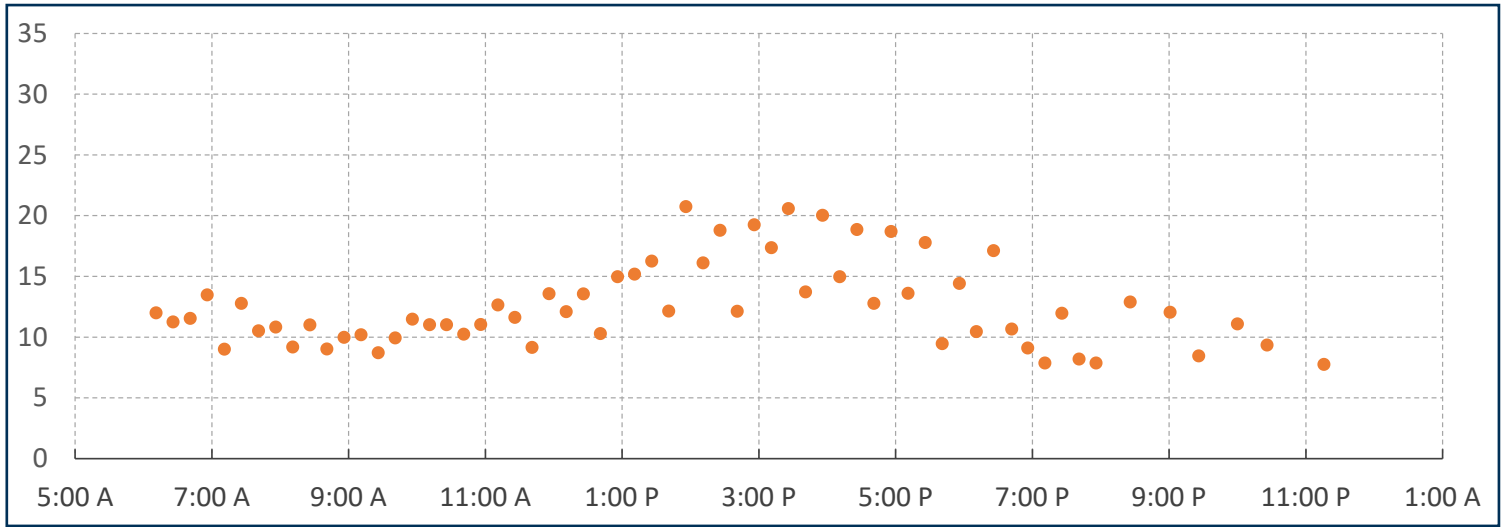
TRAVEL TIME RATIO = 1.46

AVERAGE WEEKDAY BOARDINGS

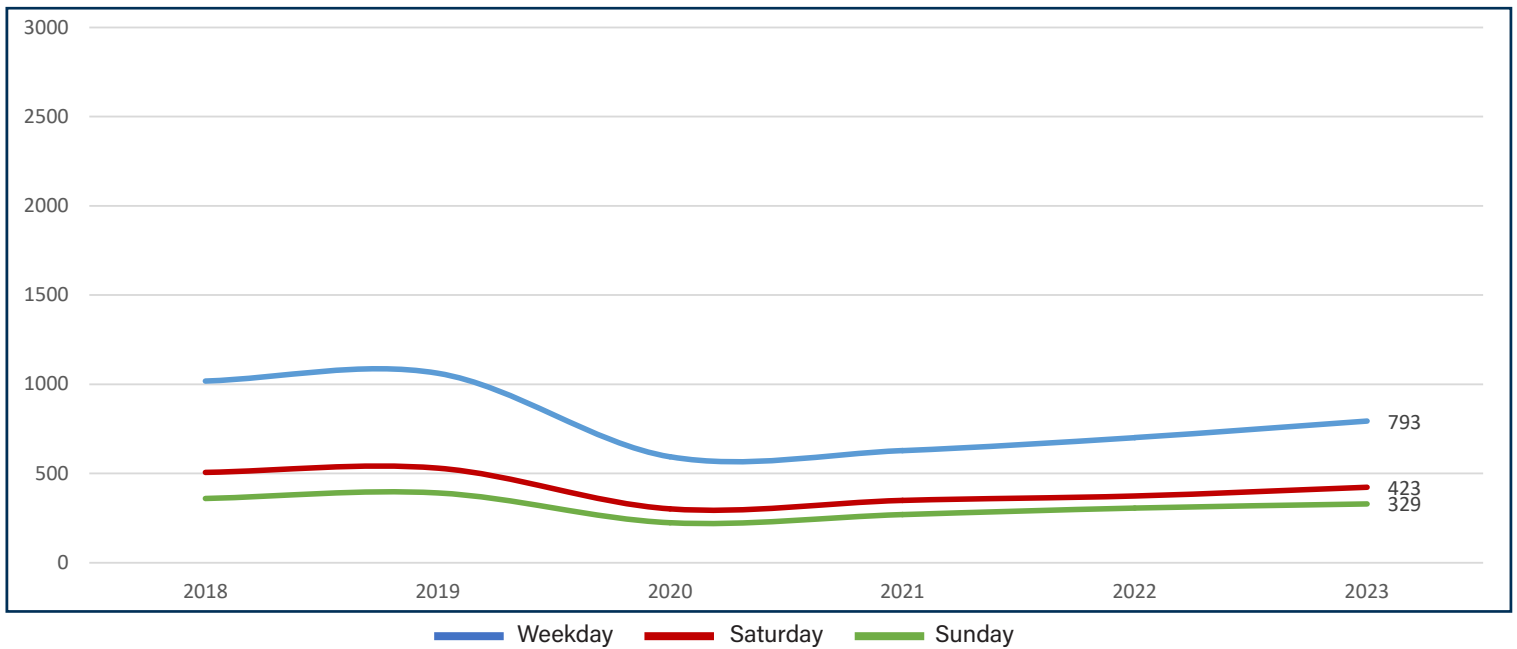


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



\$7.49

Estimated Cost per Passenger



4 buses

needed to operate the route at peak



\$1,780,000

Estimated Annual Operating Cost



71%

of buses were on time

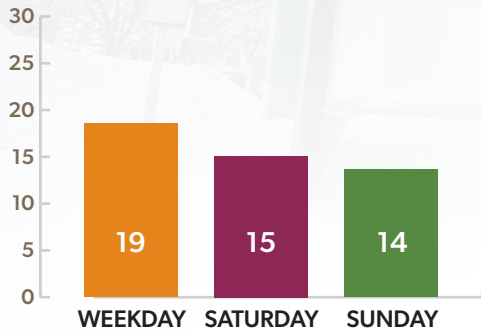
41 GOVERNMENT HILL

ROUTE DETAILS

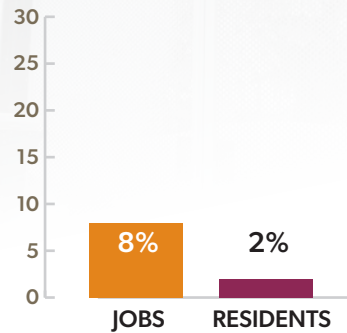
Neighborhood Route: **60 min. peak frequency** Route Length \approx **4.5 miles**

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

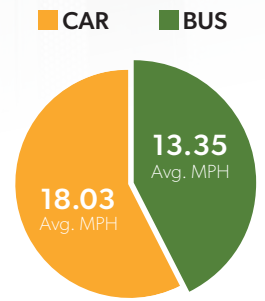
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

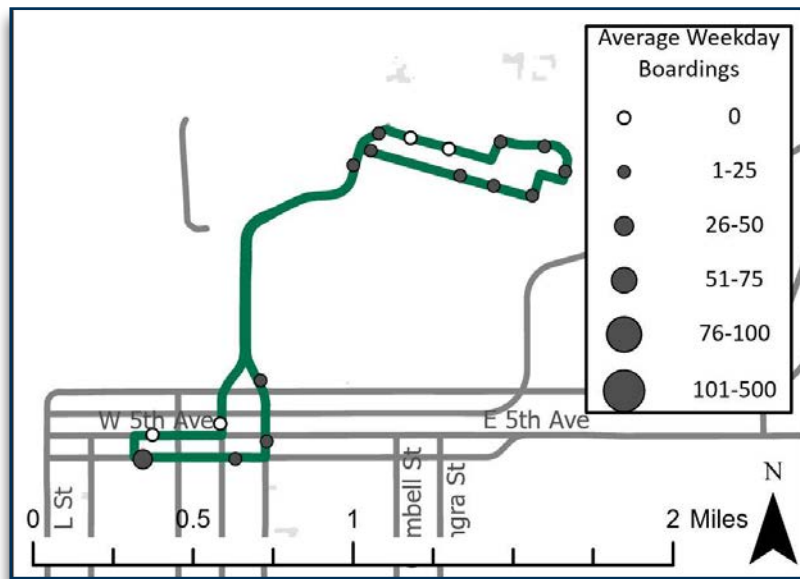


WITHIN 1/4 MILE of Route



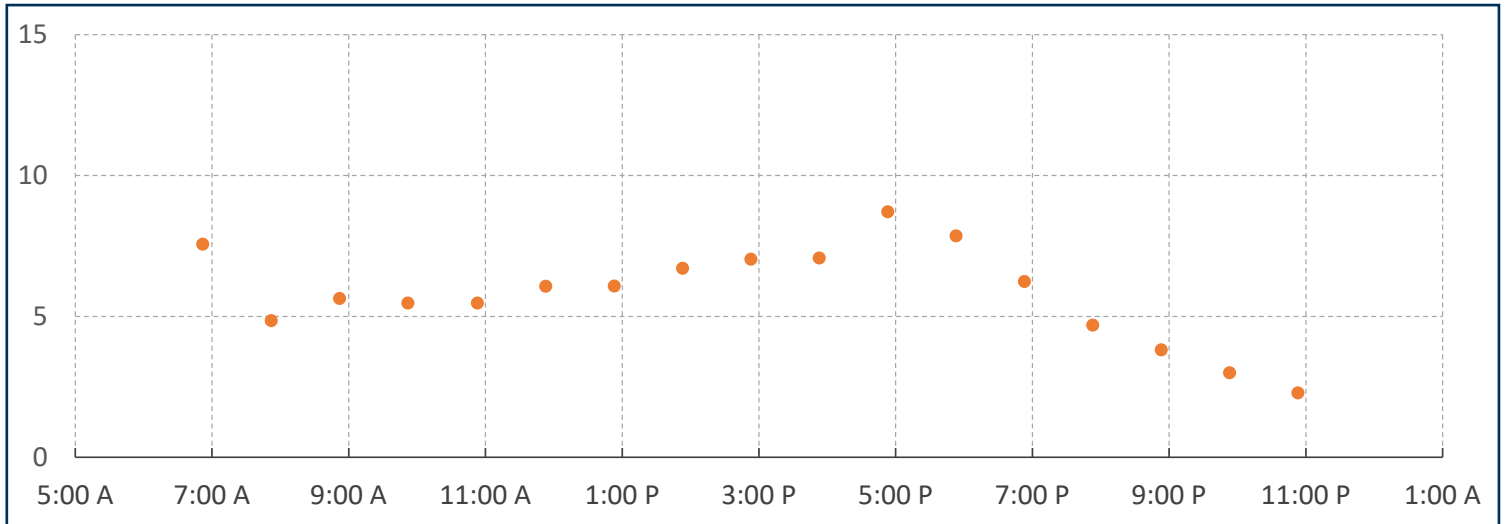
TRAVEL TIME RATIO = 1.35

AVERAGE WEEKDAY BOARDINGS

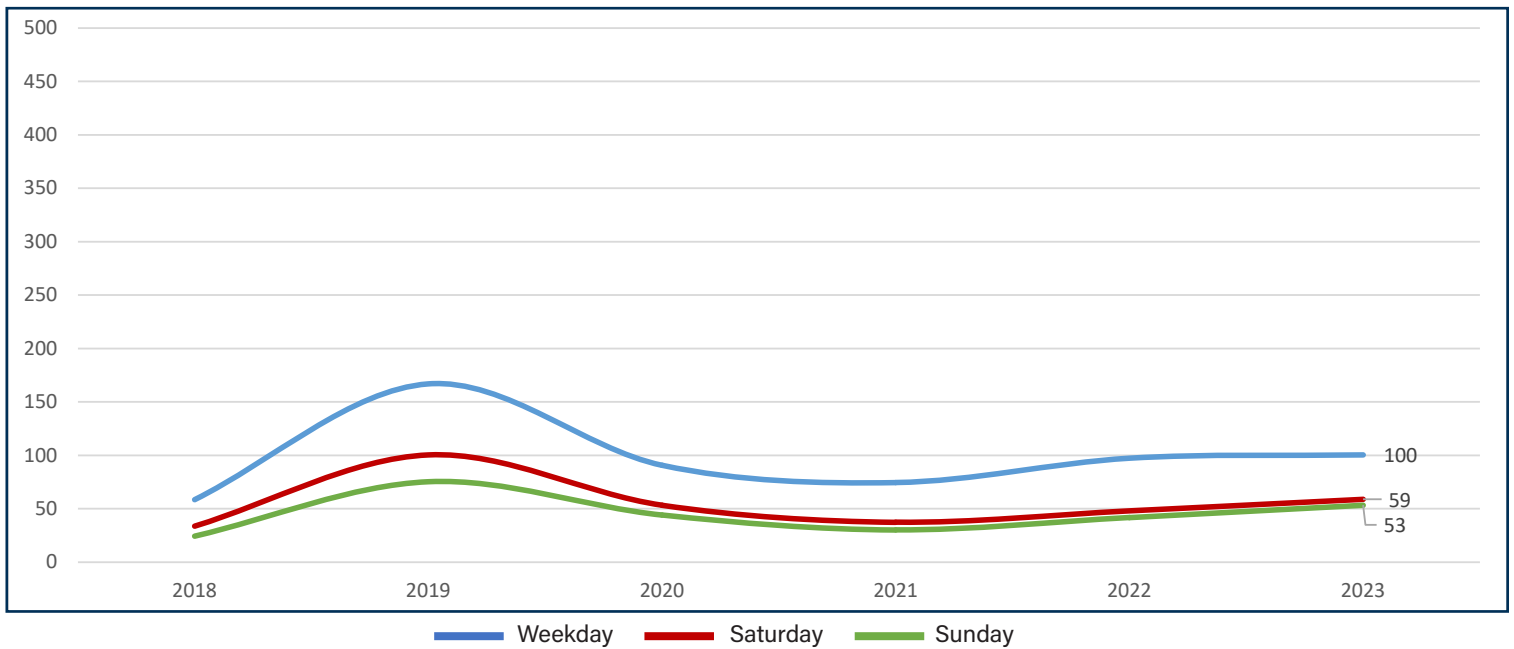


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



\$7.75

Estimated Cost per Passenger



.5 buses

needed to operate the route at peak



\$240,000

Estimated Annual Operating Cost



78%

of buses were on time

55 LAKE OTIS

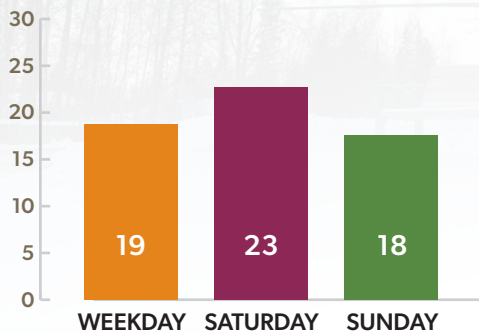
ROUTE DETAILS

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

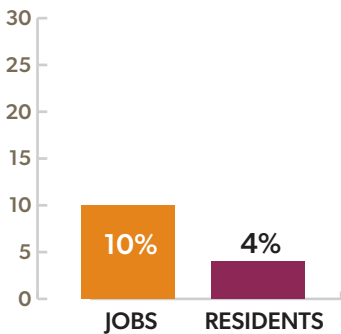
Route Length \approx **14 miles**

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

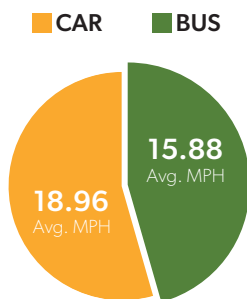
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

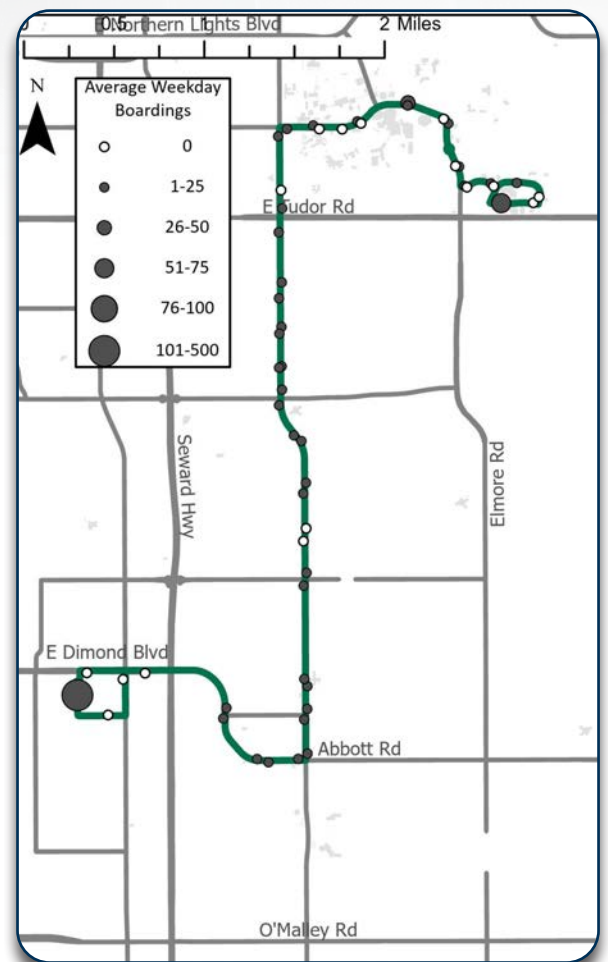


WITHIN 1/4 MILE of Route



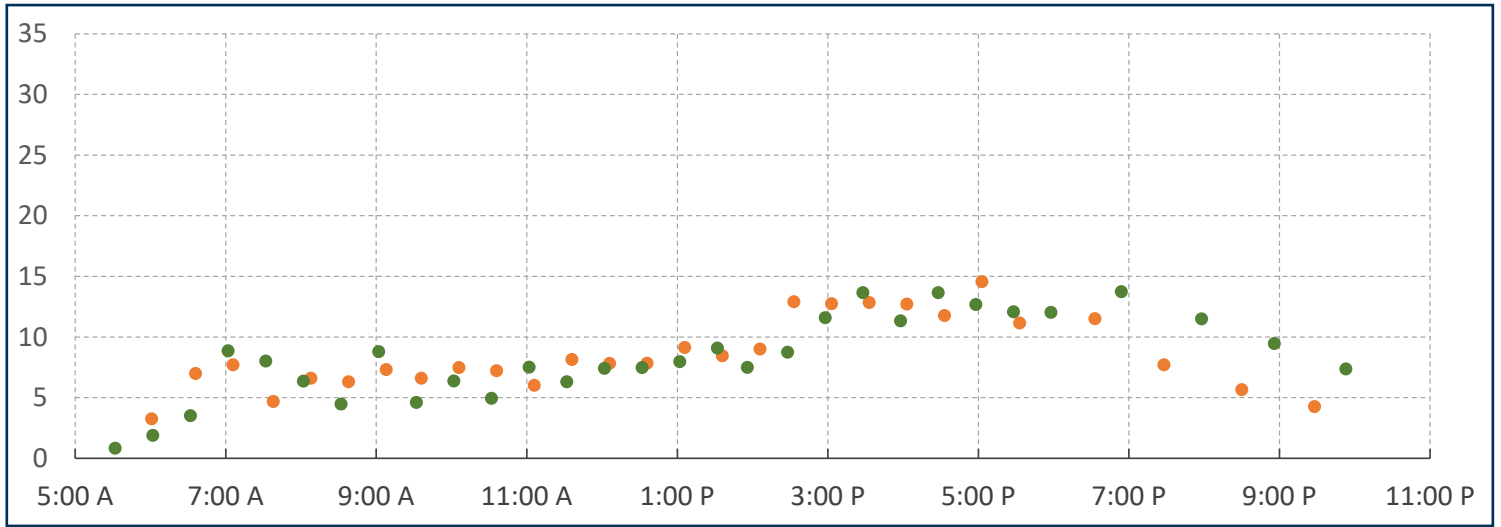
TRAVEL TIME RATIO = 1.19

AVERAGE WEEKDAY BOARDINGS

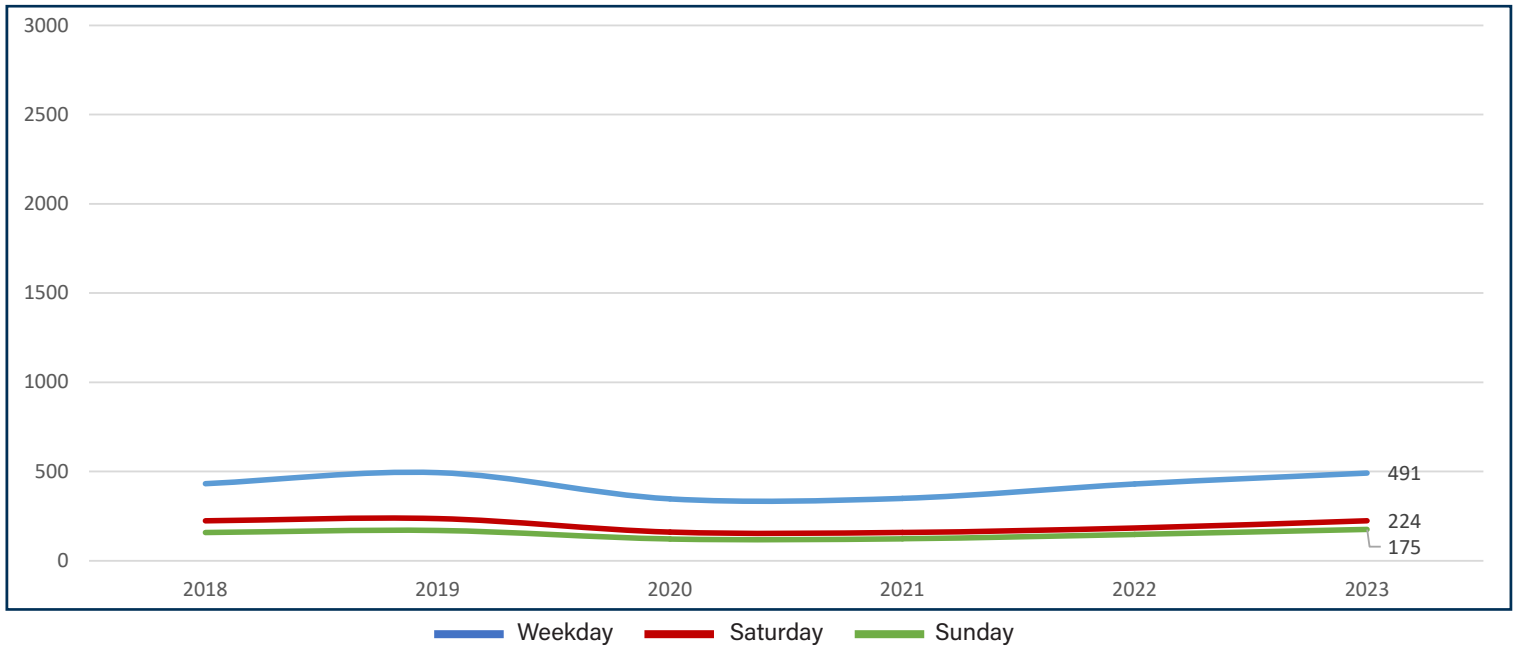


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$6.81
Estimated Cost per Passenger



3 buses
needed to operate the route at peak



\$980,000
Estimated Annual Operating Cost



77%
of buses were on time

65 JEWEL LAKE

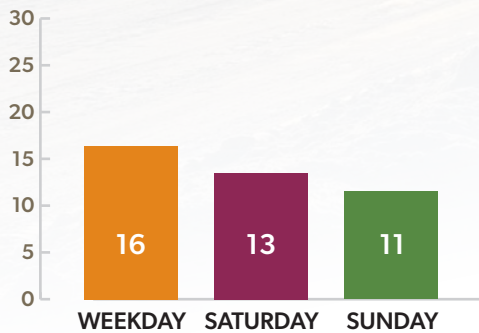
ROUTE DETAILS

Standard Route: **60 min. peak frequency**

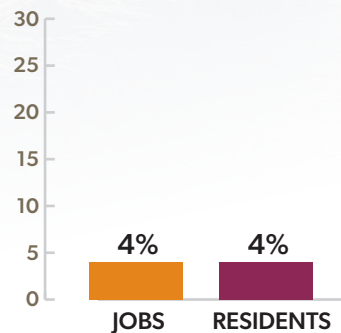
Route Length **≈ 15 miles**

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

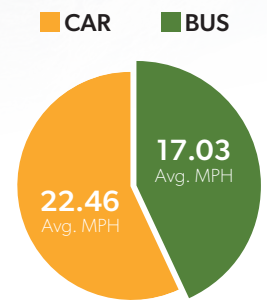
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

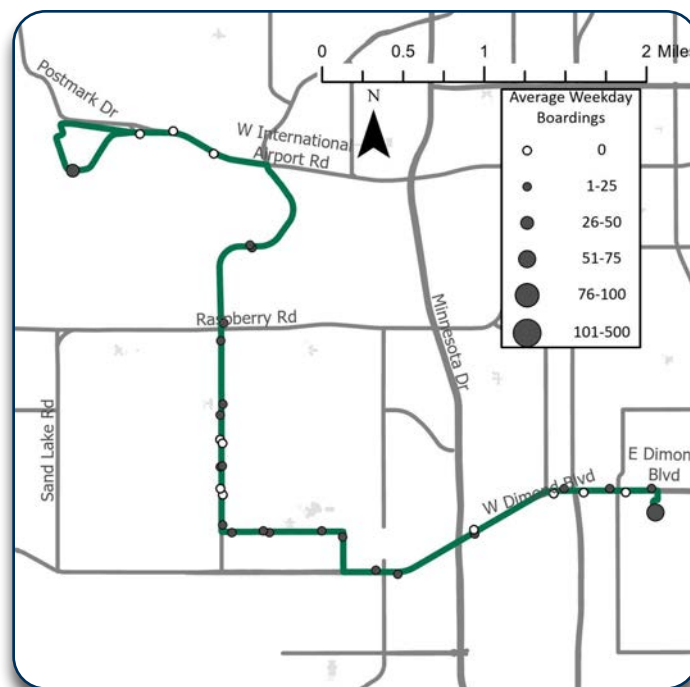


WITHIN 1/4 MILE of Route



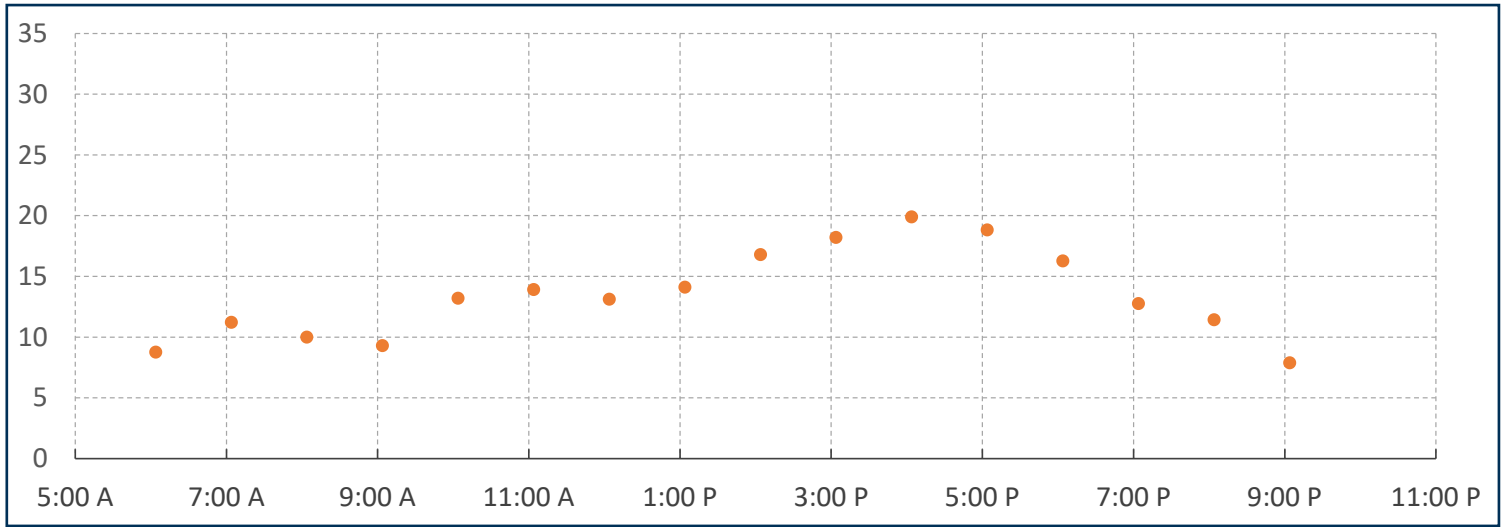
TRAVEL TIME RATIO = 1.32

AVERAGE WEEKDAY BOARDINGS

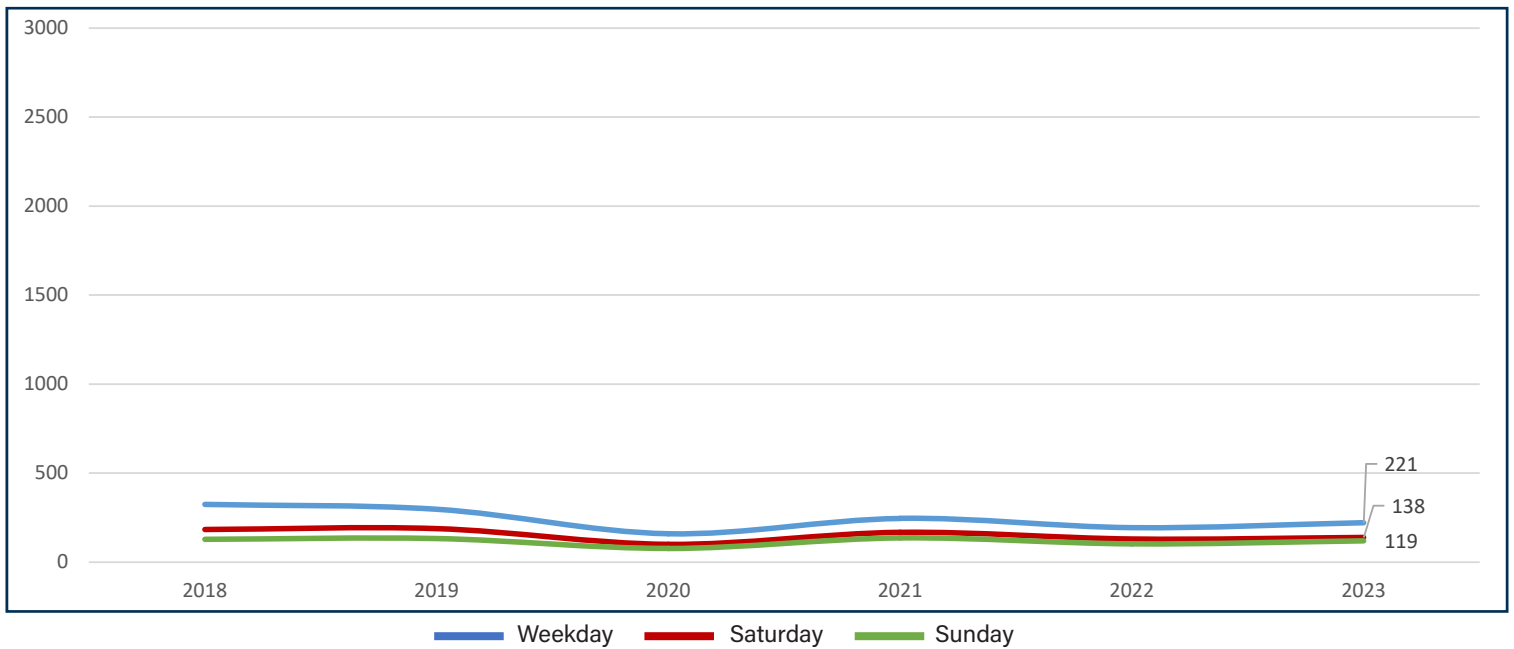


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



\$8.59

Estimated Cost per Passenger



1 bus

needed to operate the route at peak



\$590,000

Estimated Annual Operating Cost



70%

of buses were on time

85 OLD SEWARD

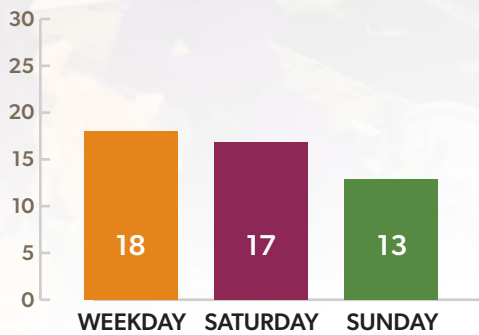
ROUTE DETAILS

Standard Route: **60 min. peak frequency**

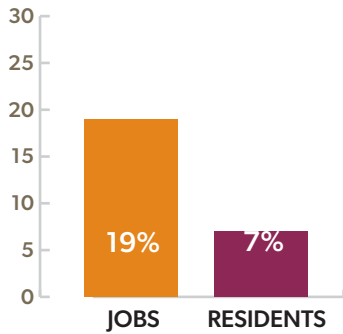
Route Length **≈ 21 miles**

This route travels between City Hall, the Anchorage Museum, and the Dimond Transit Center via Wisconsin Street, 36th Avenue, the Loussac Library, and the Old Seward Highway.

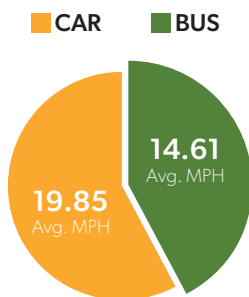
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

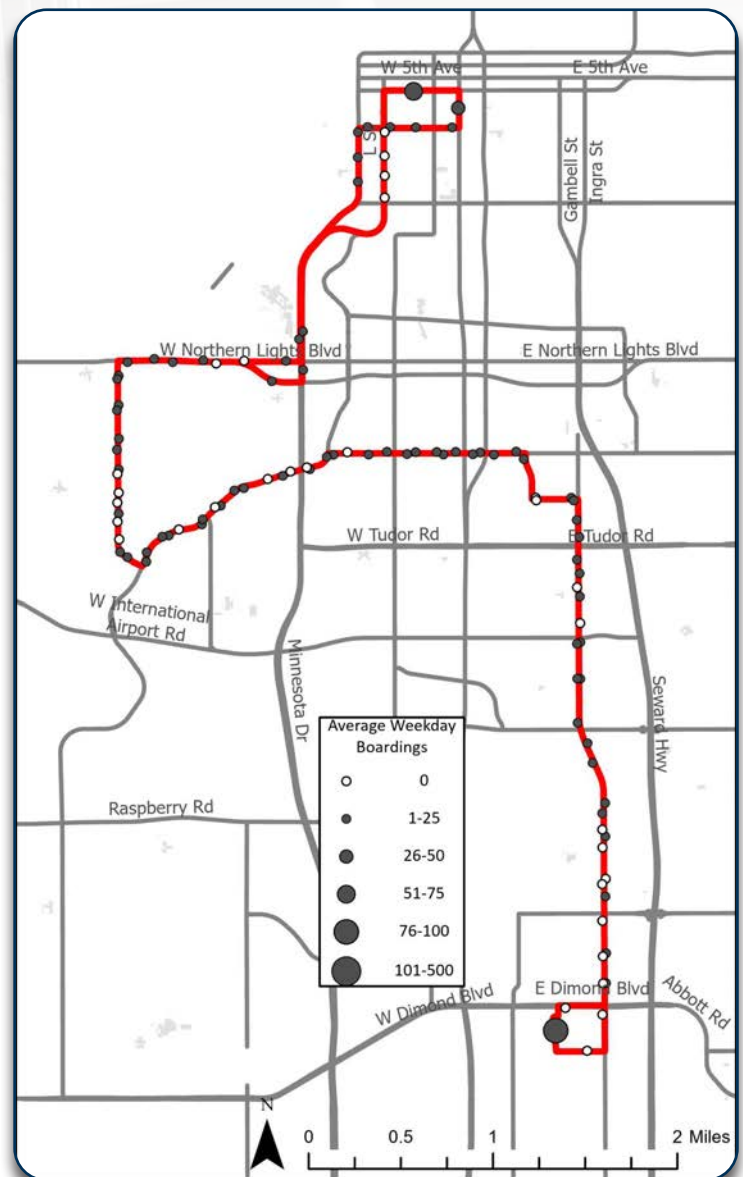


WITHIN 1/4 MILE of Route



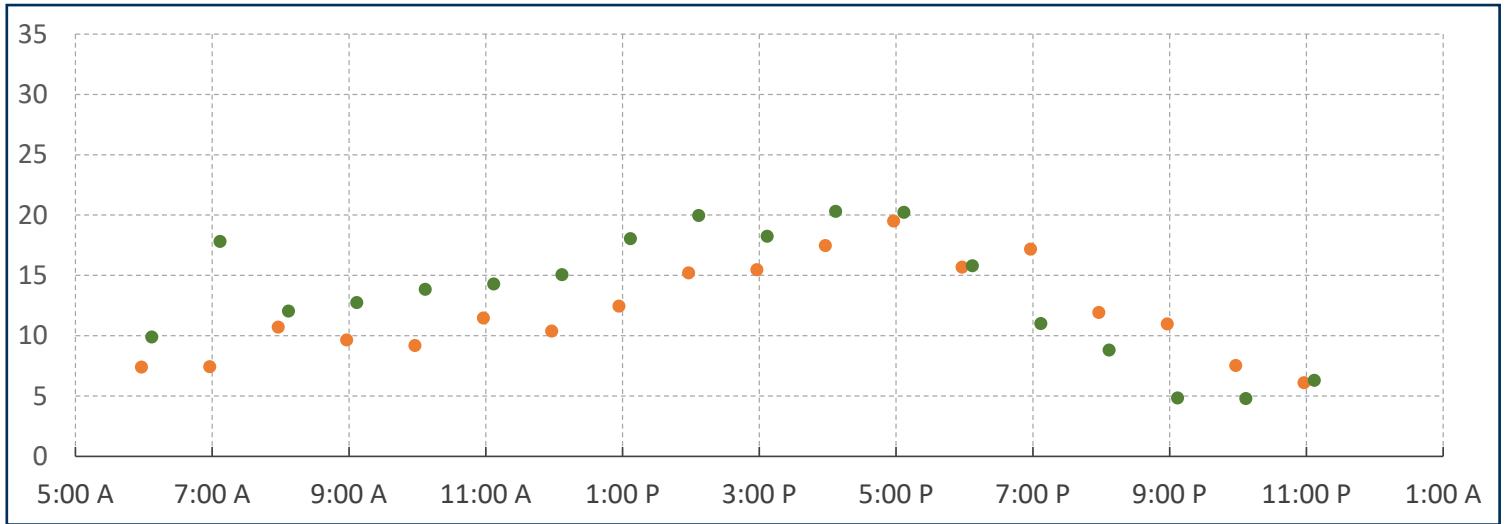
TRAVEL TIME RATIO = 1.36

AVERAGE WEEKDAY BOARDINGS

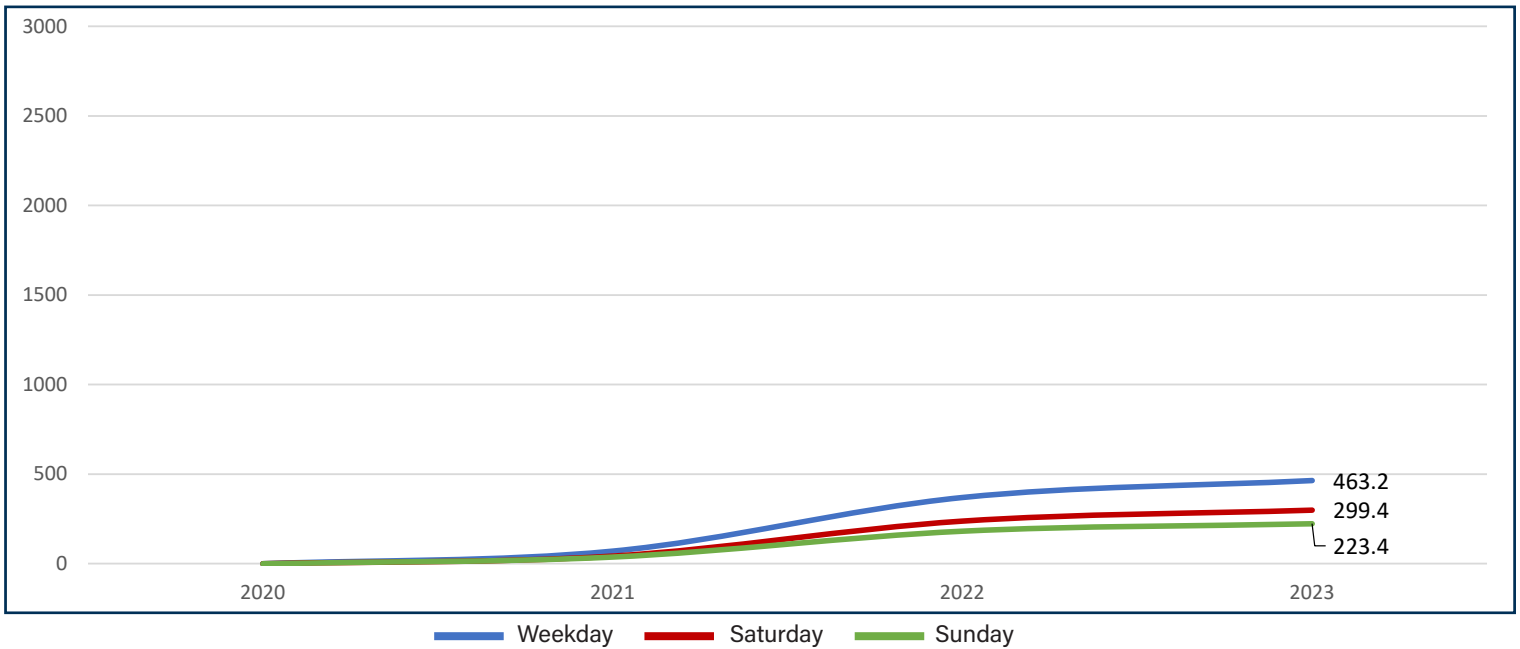


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$7.19
Estimated Cost per Passenger



2 buses
needed to operate the route at peak



\$1,030,000
Estimated Annual Operating Cost



72%
of buses were on time

91 HUFFMAN

ROUTE DETAILS

Commuter Route: **Peak Service Only**

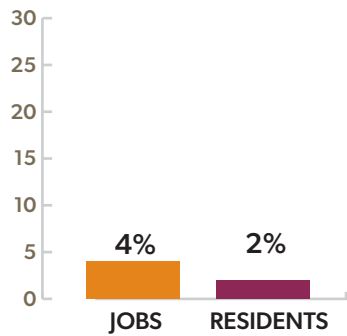
Route Length **≈ 8 miles**

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

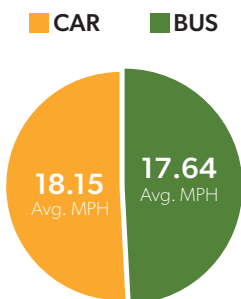
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

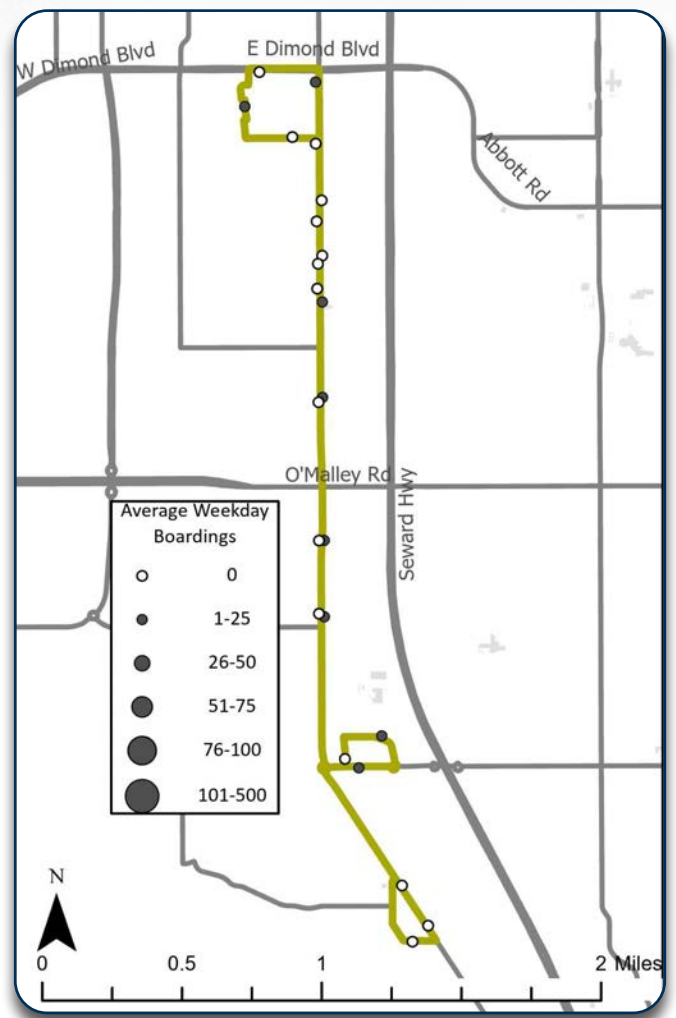


WITHIN 1/4 MILE of Route



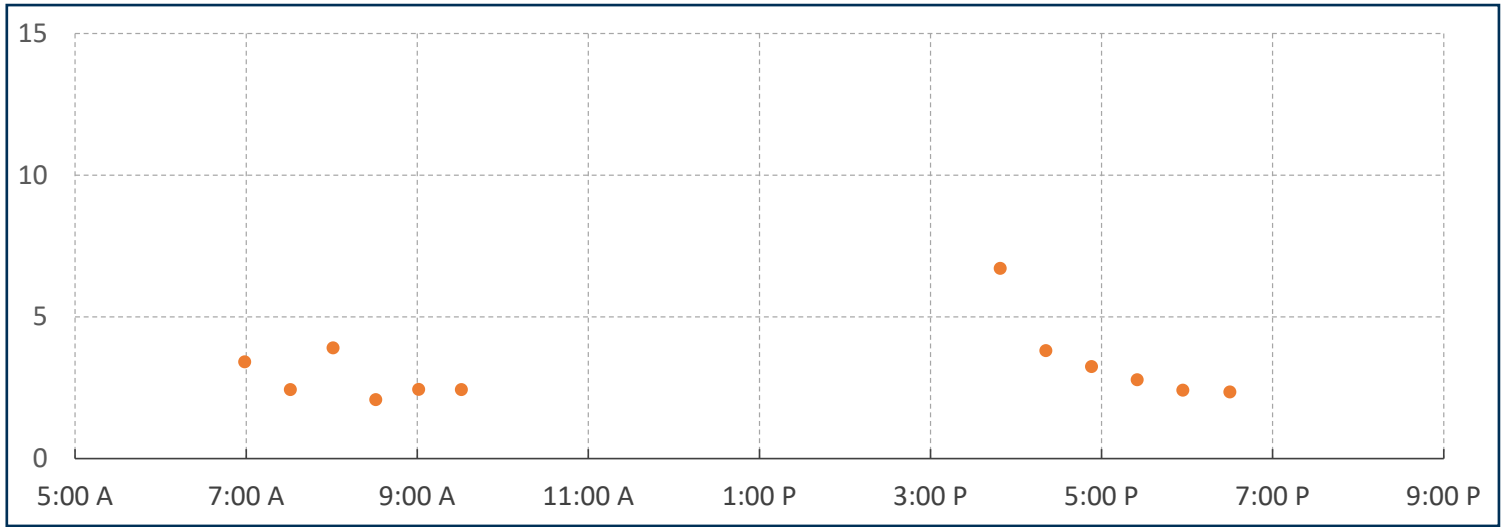
TRAVEL TIME RATIO = 1.03

AVERAGE WEEKDAY BOARDINGS

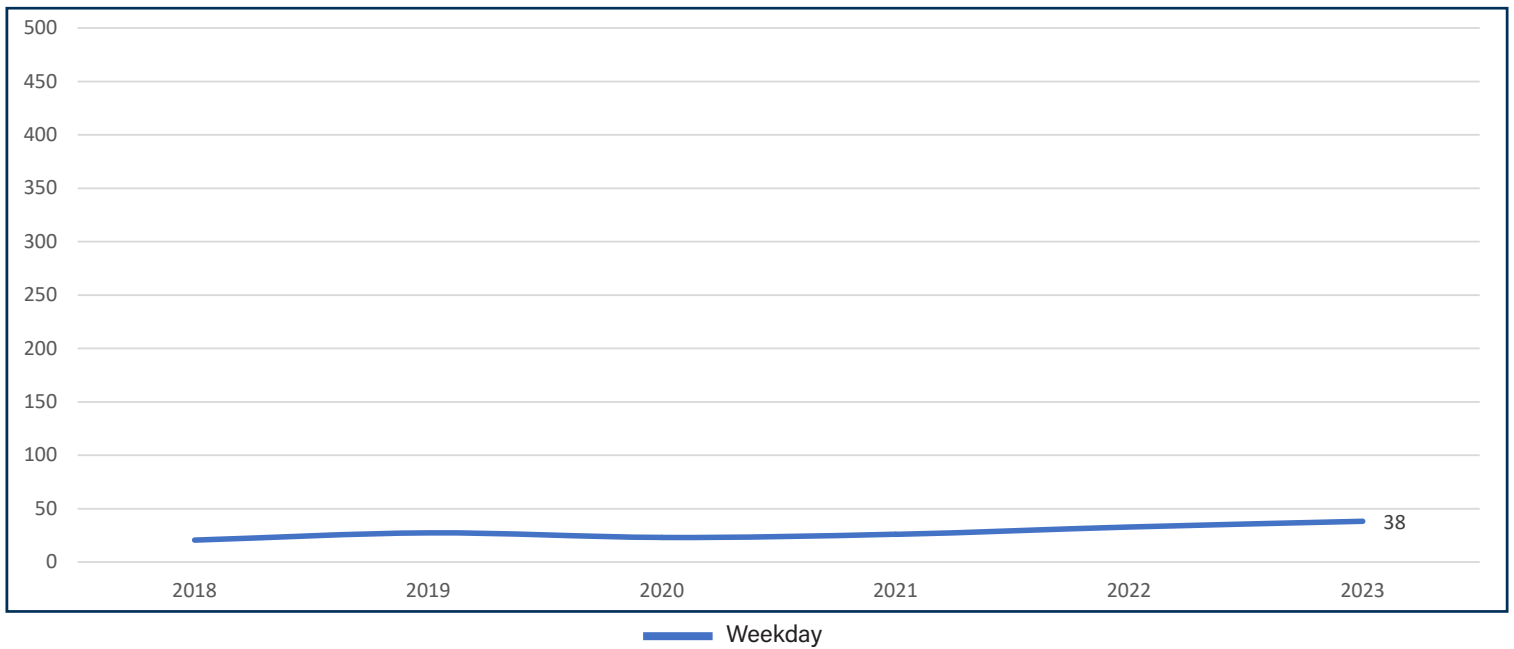


RIDERSHIP BY TRIP: WEEKDAY

● Loop



AVERAGE RIDERSHIP



\$18.72
Estimated Cost per Passenger



1 bus
needed to operate the route at peak



\$180,000
Estimated Annual Operating Cost



69%
of buses were on time

92 EAGLE RIVER

ROUTE DETAILS

Commuter Route: **Peak Service Only**

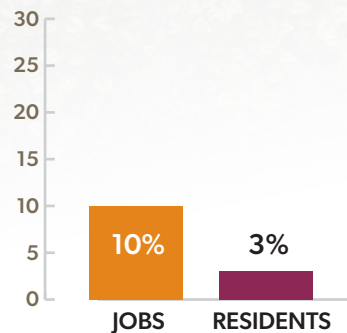
Route Length **≈ 31 miles**

This route is a commuter express route that stops at City Hall and the Eagle River Transit Center via the Glenn Highway.

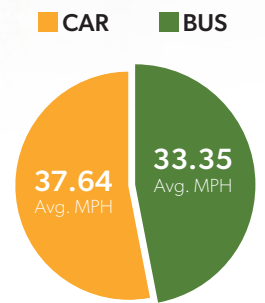
BY THE NUMBERS



PRODUCTIVITY: Average ridership per hour

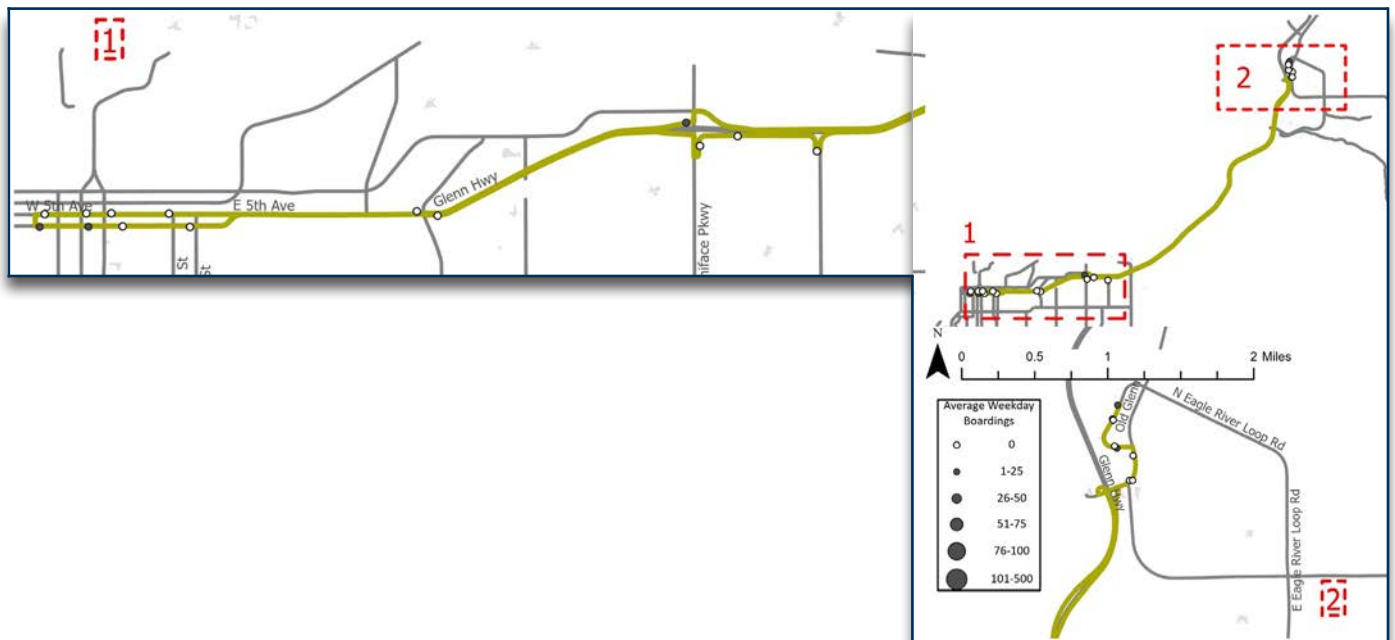


WITHIN 1/4 MILE of Route



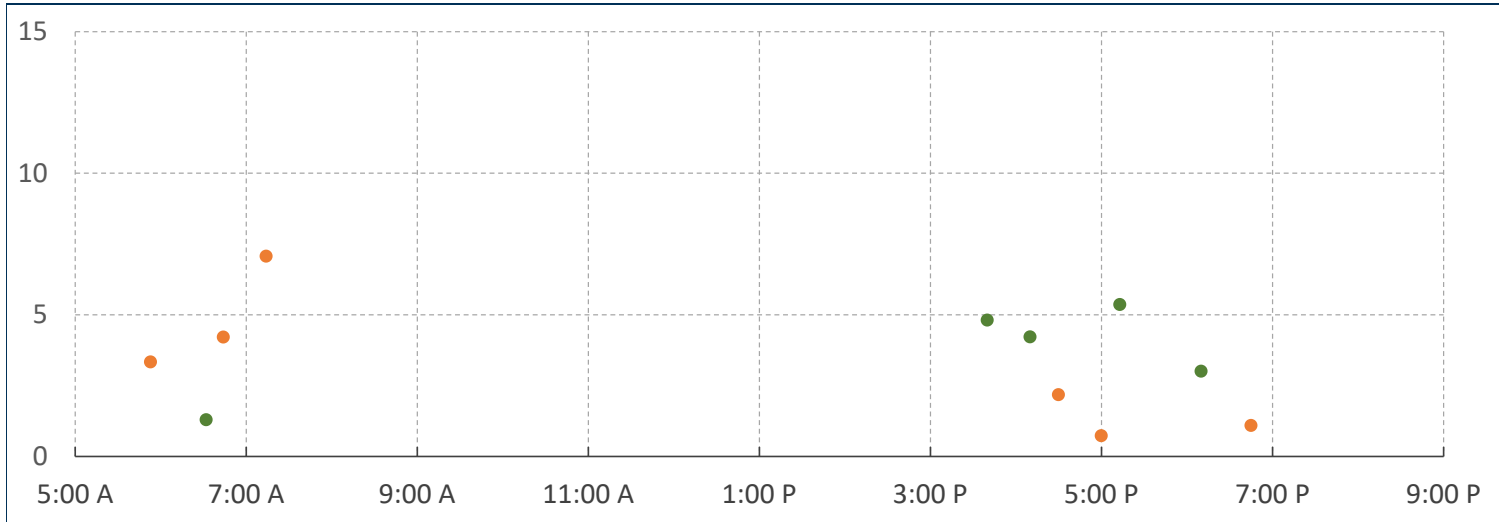
TRAVEL TIME RATIO = 1.13

AVERAGE WEEKDAY BOARDINGS

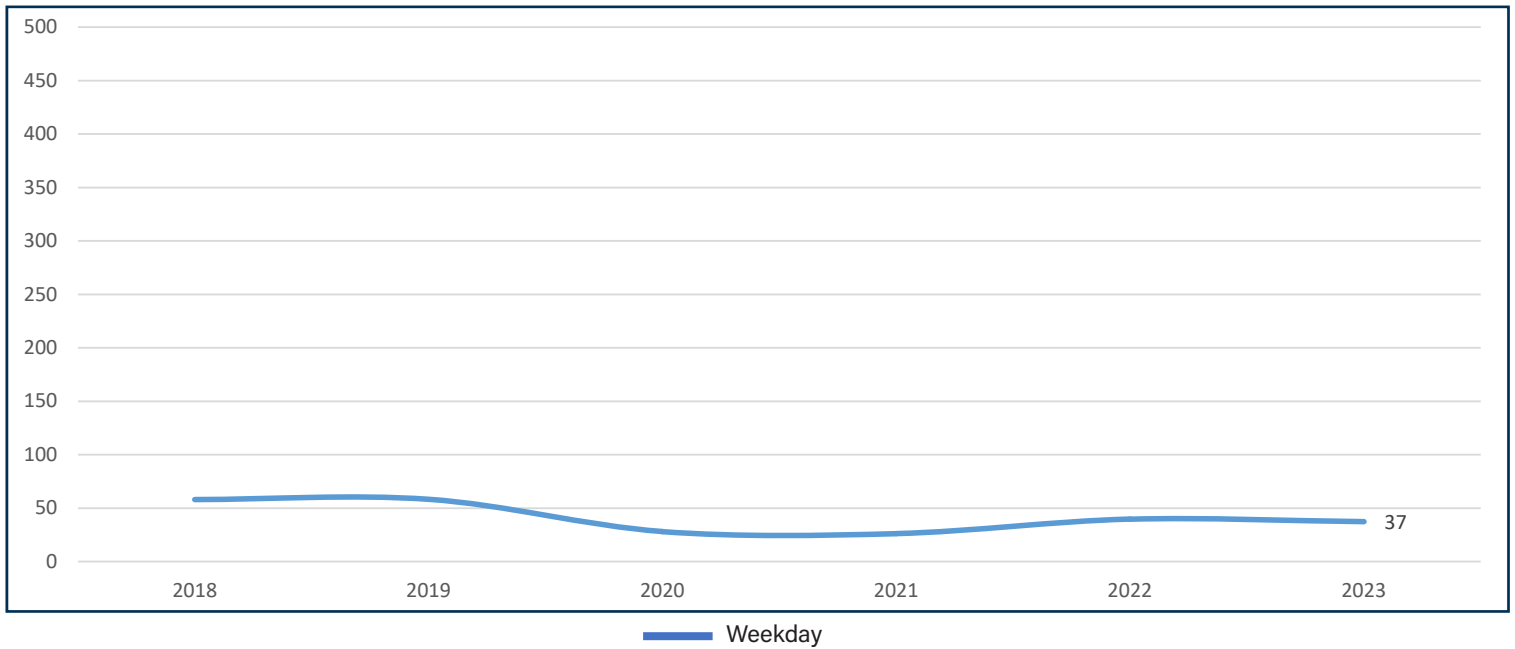


RIDERSHIP BY TRIP: WEEKDAY

● Outbound ● Inbound



AVERAGE RIDERSHIP



\$23.43

Estimated Cost per Passenger



1 bus

needed to operate the route at peak



\$220,000

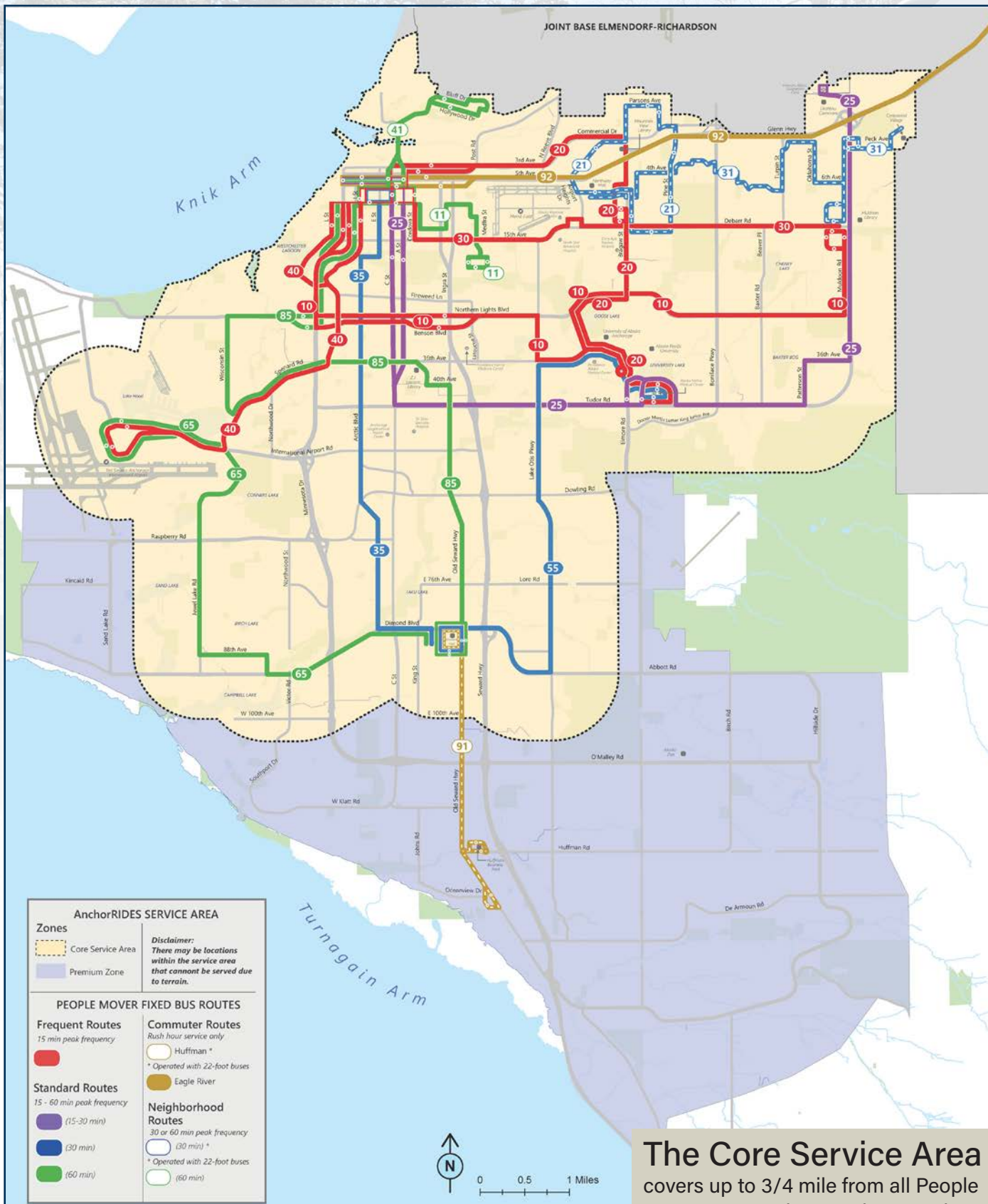
Estimated Annual Operating Cost



76%

of buses were on time

ANCHORRIDES



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

2023 SYSTEM REPORT

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

UPGRADING THE FLEET

AnchorRIDES received fourteen (14) new 22-foot ARBOC buses. These buses are the first all-wheel-drive buses in AnchorRIDES' history and allow for greater reliability and improved on-time performance during the winter, especially in areas like the hillside.



150,053
Total Trips



7,237
Eligible Riders

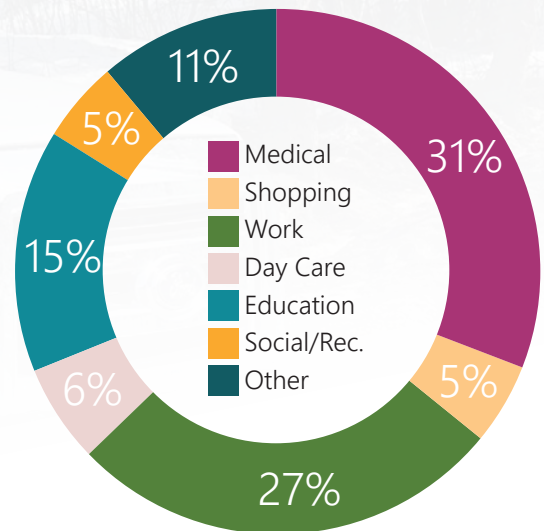


84%
of rides were on time

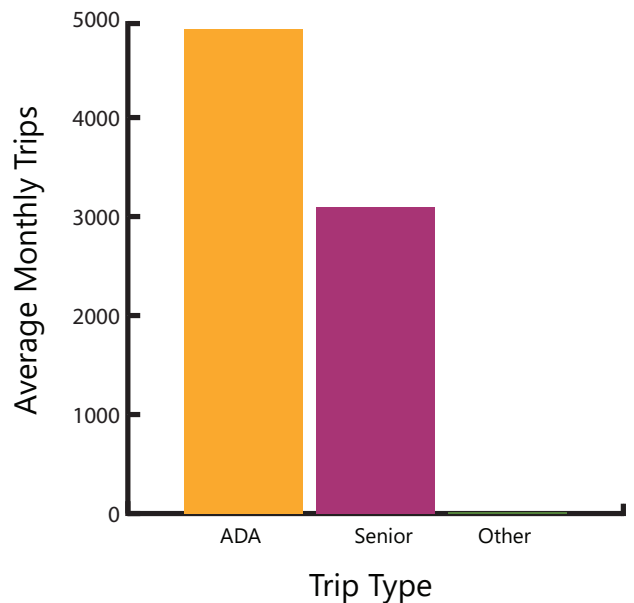


\$45.20
Operational Cost per Trip
as recorded in the
2022 National Transit Database

AVERAGE TRIP PURPOSE



AVERAGE TRIP TYPE



RIDESHARE

RideShare provides carpool group subsidies and oversight of a contract with Commute with Enterprise, hired to manage and operate carpooling services. 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.

The purpose of this program is to improve air quality and reduce the number of single occupancy vehicles traveling to and/or through the Municipality of Anchorage.

Major Supporting Employers

- ▶ Joint Base Elmendorf Richardson
- ▶ Alaska Regional Hospital
- ▶ Providence Alaska Medical Center
- ▶ TSA/Alaska Airlines
- ▶ The Hotel Alyeska



593
Total Participants

88
Total Vanpools



5,255,449 lbs.
Carbon Dioxide reduction

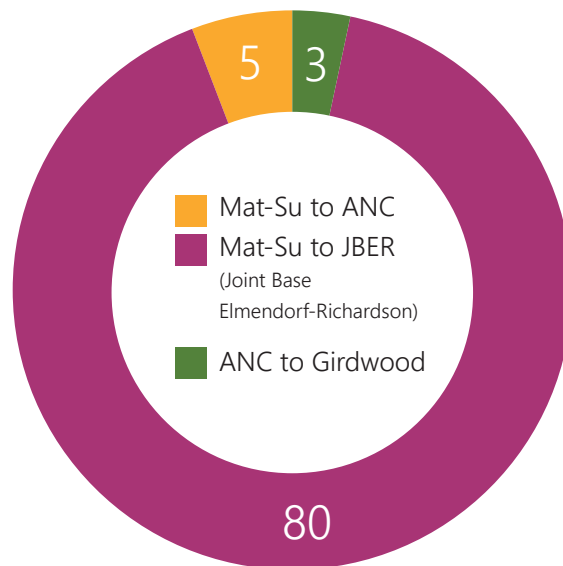


219,094
Total Trips



6,896,131
Vehicle Miles Saved

PATH OF TRAVEL

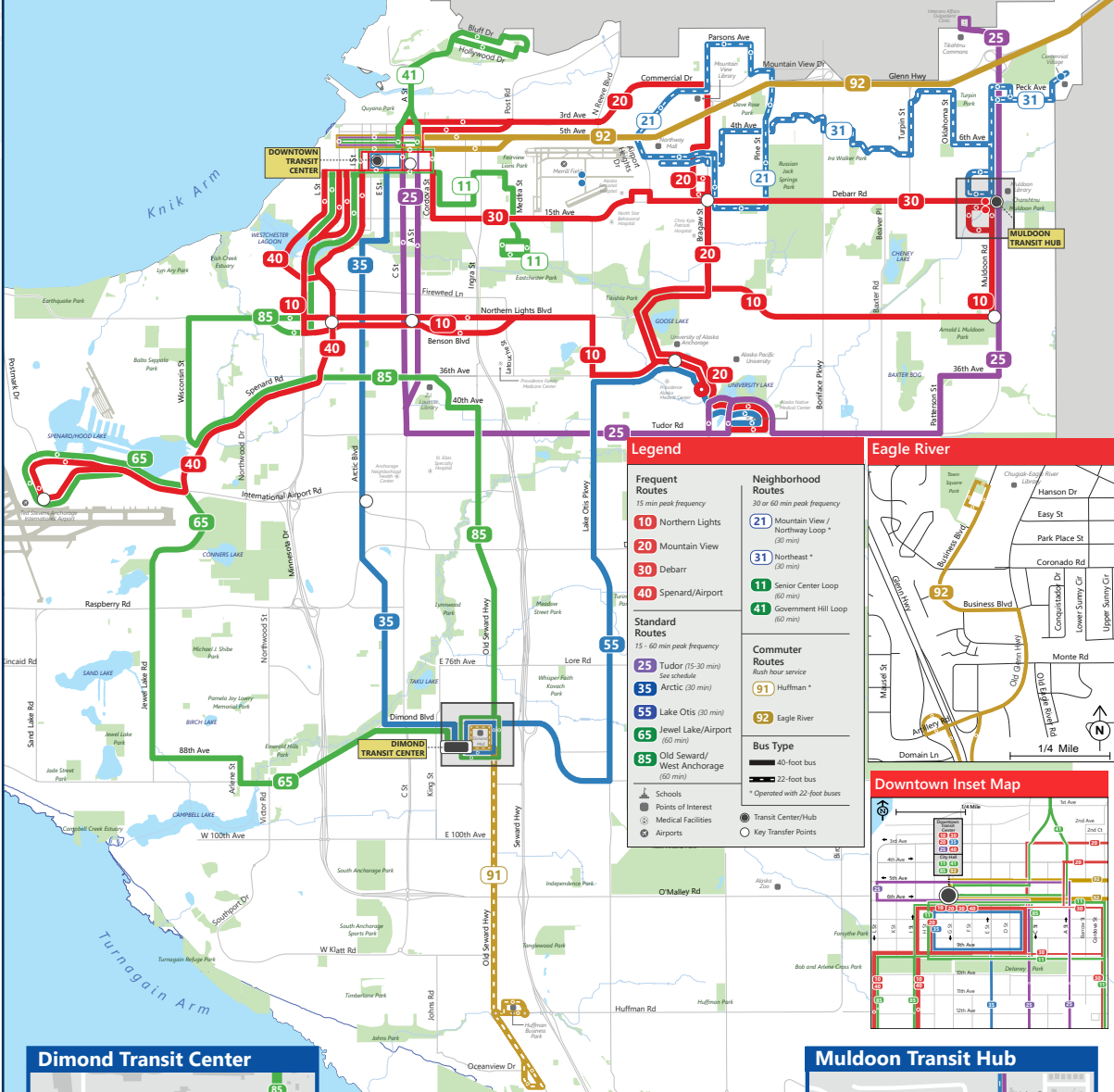


Anchorage Transit Map



Effective September 20, 2021

JOINT BASE ELMENDORF-RICHARDSON



Legend

Frequent Routes
15 min peak frequency

- 10 Northern Lights
- 20 Mountain View
- 30 DeBarr
- 40 Seward/Airport

Standard Routes
15 - 60 min peak frequency

- 25 Tudor (15-30 min)
- 35 Arctic (30 min)
- 55 Lake Otis (30 min)
- 65 Jewel Lake/Airport (60 min)
- 85 Old Seward/West Anchorage (60 min)

Neighborhood Routes
30 or 60 min peak frequency

- 21 Mountain View / Northway Loop* (30 min)
- 31 Northeast* (30 min)
- 11 Senior Center Loop (60 min)
- 41 Government Hill Loop (60 min)

Commuter Routes
Rush hour service

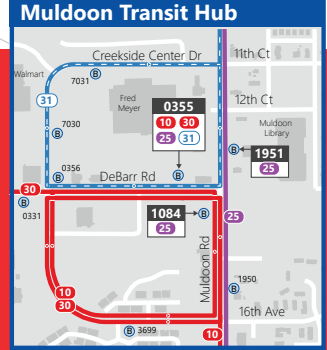
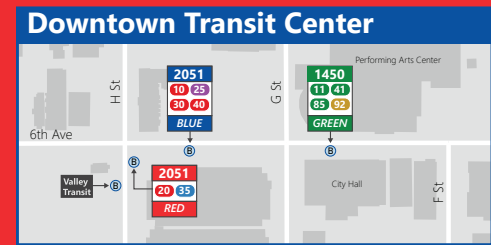
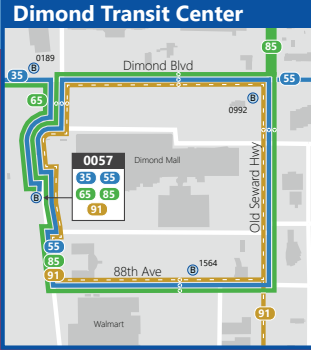
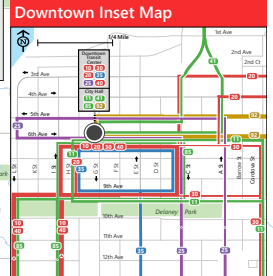
- 91 Huffman*
- 92 Eagle River

Bus Type

- 40-foot bus
- 22-foot bus

Other Icons:

- Schools
- Points of Interest
- Medical Facilities
- Airports
- Transit Center/Hub
- Key Transfer Points



peoplesmover.org • 907.343.6543





**Anchor
RIDES**



**PEOPLE
MOVER**



**RIDE
SHARE**

If you would like to receive a translated copy of this report, please email transitplanning@muni.org or call 907-343-6543, option 1, then option 2.

A translator can then be made available to help speak with the customer service agent.

Yog tias koj xav tau daim ntawv qhia no txais lub hmoob luam ntawm rau koj, thov email transitplanning@muni.org lossis hu rau 907-343-6543, xaiv 1, ces kev xaiv 2. Ib tug neeg txhais lus tuaj yeem pab tau koj tham nrog tus neeg sawv cev pabcuam.

만약귀하께서이보고서의번역본을받아보기원하신다면, transitplanning@muni.org으로이메일을보내시거나혹은907-343-6543로전화해, 옵션1, 그런다음 옵션 2를 선택합니다. 그런 다음 통역사가 소비자 서비스 에이전트와의 대화를 도와드릴 수 있습니다.

Si desea recibir una copia traducida de este reporte, por favor mande un correo electrónico a transitplanning@muni.org o llame al 907-343-6543, opción 1, después opción 2. Un traductor estará disponible para ayudarle a hablar con un agente de servicio al cliente.

Afai e te mana'o i se kopi o lenei ripoti ua uma ona fa'aliliu, fa'amolemole imeli mai se talosaga ia transitplanning@muni.org pe vala'au mai i le 907-343-6543, filifili ile numer 1, ona filifili lea ile numer 2. E maua se tagata fa'aliliu upu e mafai ona fesoasoani atu ia te oe pe a e talanoa ma se auaunaga i tagata.

Kung nais ninyo ng kopya ng ulat na ito na isinaling wika mag-email lamang sa transitplanning@muni.org o tumawag sa 907-343-6543, Opsyon 1, at saka sa opsyon 2. Ang isang taga-saling wika ay maaaring tumulong na makipag-usap sa ahente na tagapagbigay ng serbisyo sa kustomer/[customer service agent]