

Attachment B
2021 AnchorRIDES Service Statistics

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Days														
Weekdays	19	19	22	22	20	22	21	22	21	21	19	22	250	
Saturdays	5	4	4	4	5	4	5	4	4	5	4	4	52	
Sundays	5	4	5	4	5	4	4	5	4	5	4	4	53	
Closed Holidays	2	1	1	0	1	0	1	0	1	0	3	1	11	
MOA CONTRACT TRIPS BY FUNDING SOURCE														
ADA														
PCA's & Guests	89	103	95	105	129	159	170	112	140	127	82		1,311	
Average Weekday Trips	75	87	88	96	95	110	99	100	98	105	95		95	Average
Average Saturday Trips	25	31	23	28	24	27	31	26	23	25	20		26	
Average Sunday Trips	14	15	18	20	24	22	10	19	12	18	20		17	
TOTAL	1788	1934	2207	2294	2239	2614	2370	2401	2305	2421	2245		24,818	
Eligibility Assessment														
PCA's & Guests	0	0	0	0	0	0	0	0	0	0	0		-	
Average Weekday Trips	0	0	0	0	0	0	0	0	0	0	0		-	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
TOTAL	0	0	0	0	0	0	0	0	0	0	0		-	
UPASS														
PCA's & Guests	0	0	0	0	0	0	0	0	3	0	11		-	
Average Weekday Trips	0	0	0	0	0	0	0	0	2	3	2		1	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	1	1	1		0	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	1		0	
TOTAL	2	0	1	0	0	0	0	0	9	48	0	54	114	
Social Service Agency A.O.A														
PCA's & Guests	2	4	0	5	6	2	6	9	48	0	54		12	
Average Weekday Trips	1	6	7	22	25	27	30	33	35	33	33		23	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
TOTAL	30	120	166	477	524	599	668	716	777	693	727		5,497	
Social Service Agency C&V														
PCA's & Guests	0	0	0	0	1	0	1	0	0	0	2		4	
Average Weekday Trips	0	2	4	6	7	9	7	8	9	8	7		6	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
TOTAL	8	44	99	140	146	188	160	170	189	177	155		1,476	
Social Service Agency H.C.R														
PCA's & Guests						0	0	0	0	0	2		2	
Average Weekday Trips						2	7	6	7	8	7			
Average Saturday Trips						1	1	0	0	0	0			
Average Sunday Trips						0	0	0	0	0	0			
TOTAL						39	159	134	147	158	148		785	
Special Events														
PCA's & Guests	0	0	0	253	292	0	0	0	0	0	0		545	
ADA Grocery Delivery	0	0	0	0	14	0	0	0	0	0	5		27	Requires Fare
Senior Grocery Delivery	18	18	14	8	10	11	8	8	6	3	66		170	Requires No Fare
Senior Medical Trips														
PCA's & Guests	160	168	165	202	171	215	234	250	263	218	179		2,225	
Average Weekday Trips	74	89	89	89	88	102	101	104	94	102	99		94	Average
Average Saturday Trips	32	32	30	28	30	33	33	36	31	34	27		31	
Average Sunday Trips	5	8	6	4	6	7	4	5	6	5	8		6	
TOTAL	1744	1951	2197	2075	2023	2402	2411	2451	2213	2342	2313		24,122	
Nt'l Senior Service Corp														
Average Weekday Trips	0	0	0	0	0	0	0	0	0	0	0		-	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0		-	
TOTAL	0	0	0	0	0	0	0	0	0	0	0		-	

Attachment B
2021 AnchorRIDES Service Statistics

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Senior Non-Medical Trips (Required Fare)														
PCA's & Guests Total	22	39	44	52	55	55	51	74	63	51	73		579	
Average Weekday Trips	34	42	41	48	47	47	51	51	52	61	58		48	Average
Average Saturday Trips	24	24	32	32	34	29	32	36	31	38	43		32	
Average Sunday Trips	18	18	20	23	30	37	25	34	26	28	37		27	
TOTAL	921	1015	1154	1277	1311	1295	1373	1439	1375	1606	1600		14,366	
Contracted Eagle River Trips														
	102	118	135	169	158	172	162	133	134				1,283	
Medicaid Waiver														
PCA's & Guests Total	5	3	13	17	8	7	11	17	22	26	22		151	Average
Average Weekday Trips	6	8	8	14	11	11	20	22	23	23	22		15	
Average Saturday Trips	3	5	9	9	12	12	14	11	15	14	12		11	
Average Sunday Trips	2	3	8	7	10	10	9	13	14	10	6		8	
TOTAL	142	196	249	359	345	318	554	585	613	608	548		4,517	
Trip Total														
	4755	5396	6222	6799	6756	7599	7706	7912	7660	7850	7708		76,363	
Service Area Trips														
Core Service%	93.3%	92.2%	92.7%	91.9%	91.9%	90.3%	90.3%	89.4%	89.5%	90.0%	91.6%		91.2%	Average
Premium Service%	6.7%	7.8%	7.3%	8.1%	8.1%	9.7%	9.7%	10.6%	10.5%	10.0%	8.4%		8.8%	Average
Trip Type Percentages														
Subscription	19.86%	18.57%	20.20%	17.26%	17.97%	18.39%	18.45%	18.68%	19.73%	17.38%	17.68%		18.6%	Average
Demand-Advance	78.30%	78.90%	78.20%	81.10%	80.60%	80.30%	80.30%	80.12%	78.87%	81.22%	81.22%		79.9%	Average
Demand Same Day/Will Call*	1.80%	2.50%	1.60%	1.60%	1.40%	1.30%	1.30%	1.20%	1.40%	1.40%	1.10%			Average-*Primarily appointments that run late and require a later pick-up
Space Types														
Ambulatory/Walker Without Lift/Ramp	65.0%	64.0%	64.9%	68.3%	68.3%	65.0%	65.1%	66.1%	67.7%	70.2%	70.2%		66.8%	% of all trips not requiring assistance of the vehicle lift/ramp
Ambulatory/Walker With Lift/Ramp Use	16.5%	16.4%	16.8%	17.9%	17.5%	16.9%	16.8%	17.5%	16.1%	15.8%	15.4%		16.7%	% of all trips requiring the use of lift/ramp
Non-Ambulatory	18.5%	19.6%	18.2%	13.8%	14.2%	18.2%	18.1%	16.4%	16.2%	13.9%	14.4%		16.5%	% of all trips requiring the use of lift/ramp and mobility aid to be secured
ADA Core Capacity Denials														
ADA Core Capacity	0	0	0	0	0	0	0	0	0	0	0		-	
U-PASS Capacity	0	0	0	0	0	0	0	0	0	0	0		-	
Non-ADA Capacity Denials														
SEN MED Capacity	0	0	0	0	0	0	0	0	0	0	0		-	
NSSC & SEN Other Capacity	0	0	0	0	0	0	0	0	0	0	0		-	
Medicaid Waiver Capacity	0	0	0	0	0	0	0	0	0	0	0		-	
No Shows/Late Cancels														
Rider Late Cancels	235	265	288	312	362	359	336	360	326	379	333		3,555	
Rider Cancels at Door	47	42	59	76	59	96	87	81	73	99	93		812	
Rider No Shows	145	169	211	192	197	226	215	224	238	265	250		2,332	
Call Performance														
Requested Trip Bookings	6,155	6,829	8,081	9,123	9,029	9,705	10,013	10,438	10,217	10,705	10,501		100,796	
Presented Calls (#)	3,365	3,666	4,331	4,534	4,427	5,021	5,083	5,243	4,617	4,911	5,037		50,235	
Presented Calls Handled (#)	3,249	3,485	3,985	4,237	4,155	4,691	4,649	4,866	4,363	4,617	4,503		46,800	
Calls Abandoned (#)	115	181	342	297	272	330	434	377	254	293	533		3,428	
Performance Metrics														
Avg Speed to Answer (Mins:Secs)	0:55	1:05	1:31	1:45	1:25	1:41	1:51	1:40	1:17	1:40	2:34		1:34	Average
Avg Time to Abandon (Mins:Secs)	3:32	3:15	5:29	3:02	2:56	3:26	3:46	3:19	3:34	4:56	7:18		4:03	Average
PERFORMANCE STANDARDS														
Provider Missed Trips	3	0	2	0	3	0	14	12	7	3	9		53	
Missed Trip rate	0.06%	0.00%	0.03%	0.00%	0.04%	0.00%	0.18%	0.15%	0.09%	0.04%	0.12%		0.07%	Average
On-Time (PU +/- 15 Minutes)	98.56%	98.59%	98.10%	98.57%	96.14%	94.70%	95.70%	95.31%	96.91%	97.8%	96.1%		97.0%	Average
Ride Length Performance Standard														
% Trips with Excessive Length	0.0%	0.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.0%	Average
ADA Trip Length Violations	0	0	0	0	0	0	0	0	0	0	0		-	
Total System Trip Violations	0	0	0	0	0	0	0	0	0	0	0		-	

Attachment B
2021 AnchorRIDES Service Statistics

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Hours	3158	3,495	4,031	4,608	4,366	4,424	4,590	4,668	4,616	4,835	4,773		47,564	
Revenue Hours	2894	3,247	3,750	3,666	3,459	3,573	3,676	3,767	3,683	3,900	3,827		39,442	
Deadhead Hours	264	248	281	942	907	851	914	901	933	935	946		8,122	
Service Miles	37,057	41,073	48,726	54,220	53,374	55,477	58,141	59,177	57,204	58,392	52,718		575,559	
Revenue Miles	32,030	36,049	42,850	47,298	47,180	50,367	51,169	52,764	50,851	51,712	47,218		509,488	
Deadhead Miles	5,027	5,024	5,876	6,922	6,194	5,110	6,972	6,413	6,353	6,680	5,500		66,071	
Passengers per Rev Hour	1.71	1.74	1.72	1.98	2.10	2.21	2.22	2.22	2.22	2.16	2.15		2.04	
Maximum Vehicle Used	19	23	23	23	22	21	24	24	23	25	25		23	
Total Fuel Use	\$ 13,639	\$ 16,491	\$ 22,290	\$ 25,249	\$ 25,120	\$ 25,844	\$ 26,877	\$ 30,152	\$ 28,935	\$ 30,672	\$ 29,107		\$ 274,375.21	
Fuel Use For Contracted Services	\$ 13,223	\$ 15,879	\$ 21,378	\$ 23,932	\$ 23,932	\$ 24,746	\$ 24,944	\$ 27,923	\$ 26,624	\$ 28,361	\$ 27,078		\$ 258,019.32	
Total Gallons	5,491	6,201	7,363	8,150	7,862	7,698	7,996	8,182	7,836	8,349	7,971		83,100	
Avg cost / gallon	\$ 2.48	\$ 2.66	\$ 3.03	\$ 3.10	\$ 3.19	\$ 3.36	\$ 3.36	\$ 3.69	\$ 3.69	\$ 3.67	\$ 3.65		\$ 3.26	Average
MOA Fare Revenue	\$ 10,140	\$ 11,746	\$ 13,749	\$ 16,238	\$ 16,445	\$ 18,173	\$ 18,320	\$ 18,667	\$ 18,388	\$ 19,622	\$ 18,815		\$ 180,304	No Fare charged in April and May
Medicaid Waiver Revenue	\$ 4,477.00	\$ 6,072.08	\$ 7,884.41	\$ 11,354.17	\$ 10,750.06	\$ 9,960.07	\$ 17,723.01	\$ 18,671.61	\$ 17,248.71	\$ 19,651.83	\$ 16,379.16		\$ 140,172.11	
Safety														
Preventable Incidents	0	1	0	0	0	0	0	0	0	0	0		1	
Preventable Accidents	1	1	0	1	2	2	3	0	0	0	1		11	
Non-preventable Accidents	3	1	4	0	1	2	0	0	0	0	0		11	
Non-Preventable Incidents	2	0	3	0	4	2	1	2	3	1	0		18	
Total Accidents/Incidents	6	3	7	1	7	6	4	2	3	1	1		41	
Roadcalls	2	3	2	3	0	1	0	0	4	1	2		18	
Rider Registrations														
Total AR Applications Received	57	52	59	62	59	55	68	65	65	70	53		665	
ADA Funding Source														
ADA Elig. Approved	19	12	20	22	17	16	23	12	24	26	15		206	
Senior Funding Source														
Approved Senior Eligible	28	40	38	40	42	39	45	53	41	44	38		448	
Unduplicated Eligible Customers														
ADA	1,462	1,438	1,421	1,404	1,402	1,385	1,362	1,378	1,357	1,349	1,340		1,391	
Senior	3,133	3,110	3,086	3,074	3,057	3,036	3,016	3,009	2,981	2,955	2,930		3,035	
Medicaid	309	302	296	293	288	280	277	277	270	267	258		283	
Total Eligible Customers	4,904	4,850	4,803	4,771	4,747	4,701	4,655	4,664	4,608	4,571	4,528		4,709	Average
Unduplicated Riders Used Service	486	527	539	604	617	640	663	675	686	697	760		627	

Attachment B
2020 AnchorRIDES Service Statistics

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Days														
Weekdays	21	19	21	22	20	22	22	21	21	22	18	22	251	
Saturdays	4	5	4	4	5	4	4	5	4	5	4	4	52	
Sundays	4	4	5	4	5	4	4	5	4	4	5	4	52	
Closed Holidays	2	1	1	0	1	0	1	0	1	0	3	1	11	
MOA CONTRACT TRIPS BY FUNDING SOURCE														
ADA														
PCA's & Guests	154	172	140	128	101	129	89	53	99	129	89	118	1,401	
Average Weekday Trips	127	146	105	50	49	68	70	67	75	81	73	78	82	Average
Average Saturday Trips	47	44	32	18	17	22	17	22	27	29	27	29	28	
Average Sunday Trips	42	46	26	15	15	13	11	13	14	15	18	19	21	
TOTAL	3307	3341	2572	1232	1195	1663	1735	1601	1826	2000	1750	1996	24,218	
Eligibility Assessment														
PCA's & Guests	0	4	3	0	0	0	0	0	0	0	0	0	7	
Average Weekday Trips	0	1	0	0	0	0	0	0	0	0	0	0	0	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	4	15	8	0	0	0	0	0	0	0	0	0	27	
UPASS														
PCA's & Guests	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Weekday Trips	1	3	2	0	0	0	0	0	0	0	0	0	1	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	1	0	0	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	23	54	39	0	0	0	0	0	2	0	1	2	121	
Social Service Agency A.O.A														
PCA's & Guests	4	0	0	0	0	0	0	4	5	4	0	7	2	
Average Weekday Trips	49	52	26	0	0	0	0	1	3	7	0	2	12	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	1	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	1133	1045	567	0	0	0	0	22	73	150	0	42	253	
Social Service Agency C&V														
PCA's & Guests	2	0	0	0	0	0	0	0	0	0	0	0	2	
Average Weekday Trips	12	13	6	0	0	0	0	0	0	1	0	0	3	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	272	266	136	0	0	0	0	0	0	13	0	0	57	
Special Events														
PCA's & Guests	0	0	0	3435	4530	0	0	0	0	0	0	0	7,965	
ADA Grocery Delivery	0	0	0	16	36	0	0	0	0	0	0	0	52	
Senior Grocery Delivery									0	0	35	1	36	Requires Fare
									3	12	109	17	141	Requires No Fare
Senior Medical Trips														
PCA's & Guests	311	284	162	73	70	122	160	169	165	191	141	167	2,015	
Average Weekday Trips	103	117	88	48	49	70	77	81	86	84	70	75	79	Average
Average Saturday Trips	35	33	28	21	23	28	20	32	33	28	25	26	28	
Average Sunday Trips	3	4	6	1	3	4	4	6	6	6	4	8	5	
TOTAL	2509	2520	2073	1140	1148	1668	1878	1900	2036	2005	1585	1859	22,321	
Nt'l Senior Service Corp														
Average Weekday Trips	7	8	2	0	0	0	0	0	0	0	0	0	1	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	172	158	49	0	0	0	0	0	0	0	0	0	379	

Attachment B
2020 AnchorRIDES Service Statistics

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Senior Non-Medical Trips (Required Fare)														
PCA's & Guests Total	86	67	46	11	2	0	30	25	25	20	23	31	366	
Average Weekday Trips	62	74	49	21	22	26	27	28	27	29	28	29	35	Average
Average Saturday Trips	29	33	21	11	14	19	11	22	20	19	24	18	20	
Average Sunday Trips	25	28	21	6	7	12	14	13	15	15	20	12	16	
TOTAL	1651	1760	1278	521	575	703	718	770	735	789	775	786	11,061	
Contracted Eagle River Trips														
	208	208	208	208	52	130	141	147	143	120	82	96	1,743	
Medicaid Waiver														
PCA's & Guests Total	33	20	8	0	0	0	0	2	8	24	13	14	122	Average
Average Weekday Trips	40	42	23	5	3	6	5	4	4	4	3	4	12	
Average Saturday Trips	26	23	11	6	3	5	3	3	4	4	3	3	8	
Average Sunday Trips	21	22	11	1	1	3	1	1	3	5	1	3	6	
TOTAL	1116	1045	614	140	74	153	134	113	111	131	86	108	3,825	
Trip Total														
	10395	10412	7544	3241	3044	4317	4606	4553	4926	5208	4279	4889	67,414	
Service Area Trips														
Core Service%	90.1%	89.9%	89.6%	92.1%	93.6%	91.3%	92.2%	91.2%	91.2%	90.8%	91.6%	93.3%	91.4%	Average
Premium Service%	9.9%	10.1%	10.4%	7.9%	6.4%	8.7%	7.8%	8.8%	8.8%	9.2%	8.4%	6.7%	8.6%	Average
Trip Type Percentages														
Subscription	23.66%	22.34%	23.82%	12.26%	9.47%	21.15%	21.29%	22.30%	20.18%	19.64%	20.56%	19.83%	19.7%	Average
Demand-Advance	74.80%	76.22%	74.26%	85.67%	88.50%	76.89%	76.85%	75.60%	78.00%	78.04%	77.51%	78.02%	78.4%	Average
Demand Same Day/Will Call*	1.50%	1.40%	1.90%	2.10%	2.00%	2.00%	1.90%	2.10%	1.80%	2.30%	1.90%	2.20%	1.9%	Average-*Primarily appointments that run late and require a later pick-up
Space Types														
Ambulatory/Walker Without Lift/Ramp	62.4%	62.0%	63.0%	169.9%	215.8%	60.7%	61.4%	62.2%	63.8%	63.4%	70.7%	69.0%	85.3%	% of all trips not requiring assistance of the vehicle lift/ramp
Ambulatory/Walker With Lift/Ramp Use	14.5%	14.6%	14.8%	12.7%	12.1%	15.1%	15.6%	15.9%	17.2%	17.1%	15.5%	13.0%	14.8%	% of all trips requiring the use of lift/ramp
Non-Ambulatory	23.2%	23.4%	22.2%	-82.5%	-127.9%	24.2%	23.1%	22.0%	19.0%	19.5%	13.8%	18.0%	-0.2%	% of all trips requiring the use of lift/ramp and mobility aid to be secured
ADA Core Capacity Denials														
ADA Core Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
U-PASS Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
Non-ADA Capacity Denials														
SEN MED Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
NSSC & SEN Other Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
Medicaid Waiver Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
No Shows/Late Cancels														
Rider Late Cancels	307	278	305	50	53	191	198	217	199	211	188	242	2,439	
Rider Cancels at Door	150	116	123	10	10	45	73	63	71	66	75	63	865	
Rider No Shows	268	203	191	73	71	16	129	149	155	172	177	170	1,774	
Requested Trip Bookings														
	13,242	13,040	10,783	10,022	12,683	5,704	5,968	5,790	6,047	6,521	5,920	6,318	102,038	
Presented Calls (#)	6,150	5,816	4,595	4,387	5,152	2,703	2,966	2,907	3,050	3,177	2,987	3,175	47,065	
Presented Calls Handled (#)	5,463	5,361	4,333	4,085	4,763	2,645	2,837	2,844	2,957	3,089	2,859	3,115	44,351	
Calls Abandoned (#)	683	453	260	302	388	56	129	62	93	88	128	60	2,702	
Avg Speed to Answer (Mins:Secs)														
	1:53	1:48	1:21	1:47	1:54	0:39	1:00	0:38	0:59	0:45	0:58	0:36	1:11	Average
Avg Time to Abandon (Mins:Secs)														
	5:13	3:42	3:02	5:16	5:20	3:08	3:40	2:45	2:55	1:46	5:18	1:40	3:38	Average
PERFORMANCE STANDARDS														
Provider Missed Trips	14	10	4	0	0	0	2	0	1	2	0	0	33	
Missed Trip rate	0.13%	0.10%	0.05%	0.00%	0.00%	0.00%	0.04%	0.00%	0.02%	0.04%	0.00%	0.00%	0.03%	Average
On-Time (PU +/- 15 Minutes)	97.00%	95.27%	97.53%	98.57%	96.30%	97.80%	97.09%	98.01%	98.16%	98.9%	98.4%	98.5%	97.6%	Average
Ride Length Performance Standard														
% Trips with Excessive Length	1.1%	0.9%	0.37%	0.41%	0.60%	0.45%	0.28%	0.22%	0.36%	0.37%	0.60%	0.78%	0.5%	Average
ADA Trip Length Violations	21	16	7	0	0	0	1	0	0	1	0	0	46	
Total System Trip Violations	37	45	17	0	0	0	1	0	0	1	1	0	102	

Attachment B
2020 AnchorRIDES Service Statistics

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Hours	6969.3	6,574	4,923	4,795	5,333	2,893	3,009	2,964	3,066	3,440	2,920	3,294	50,180	
Revenue Hours	6409	6,140	4,551	4,363	4,898	2,629	2,766	2,729	2,827	3,173	2,681	3,033	46,199	
Deadhead Hours	561	434	372	432	435	264	243	235	239	267	239	261	3,982	
Service Miles	74,696	72,007	54,774	61,439	71,587	35,455	37,450	37,175	38,678	42,211	34,480	37,926	597,878	
Revenue Miles	65,881	63,583	48,050	53,529	63,617	30,832	32,774	32,519	33,992	36,799	29,937	32,822	524,335	
Deadhead Miles	8,815	8,424	6,724	7,910	7,970	4,623	4,676	4,656	4,686	5,412	4,543	5,104	73,543	
Passengers per Rev Hour	1.69	1.76	1.70	1.54	1.58	1.70	1.73	1.71	1.81	1.73	1.72	1.71	1.70	
Maximum Vehicle Used	37	37	31	25	25	18	18	18	18	21	21	20	24	
Total Fuel Use	\$ 29,702	\$ 27,923	\$ 20,747	\$ 16,474	\$ 17,369	\$ 12,028	\$ 13,819	\$ 12,670	\$ 13,561	\$ 15,616	\$ 12,813	\$ 14,697	\$ 207,418.91	
Fuel Use For Contracted Services	\$ 26,448	\$ 25,063	\$ 19,011	\$ 16,118	\$ 17,198	\$ 11,588	\$ 13,404	\$ 12,345	\$ 13,247	\$ 15,215	\$ 12,559	\$ 14,367	\$ 196,563.45	
Total Gallons	10,353	10,107	7,696	8,463	8,823	5,137	5,734	5,261	5,471	6,332	5,172	5,969	84,518	
Avg cost / gallon	\$ 2.87	\$ 2.76	\$ 2.70	\$ 1.95	\$ 1.97	\$ 2.34	\$ 2.41	\$ 2.41	\$ 2.48	\$ 2.47	\$ 2.48	\$ 2.46	\$ 2.44	Average
MOA Fare Revenue	\$ 24,446	\$ 23,706	\$ 13,865			\$ 9,082	\$ 8,815	\$ 9,104	\$ 10,109	\$ 10,904	\$ 8,922	\$ 10,416	\$ 129,368	No Fare charged in April and May
Medicaid Waiver Revenue	\$ 34,224	\$ 31,882	\$ 18,676	\$ 4,231	\$ 2,236	\$ 4,624	\$ 4,151	\$ 3,563	\$ 3,563	\$ 4,446	\$ 2,866	\$ 3,563	\$ 118,023.99	
Safety														
Preventable Incidents	0	0	0	0	0	0	0	1	0	0	0	0	1	Accident= Vehicle Contact with another vehicle or fixed object
Preventable Accidents	5	3	1	1	0	0	0	0	1	0	1	1	13	Incident= Non-vehicle collision incidents.
Non-preventable Accidents	4	3	2	2	3	3	2	2	1	0	0	2	24	
Non-Preventable Incidents	4	5	3	2	0	0	1	2	1	0	3	2	23	
Total Accidents/Incidents	13	11	6	5	3	3	3	5	3	0	4	5	61	
Roadcalls	8	39	3	2	0	2	1	0	0	0	2	1	58	
Rider Registrations														
Total AR Applications Received	77	62	35	31	36	40	43	38	56	58	27	39	542	
ADA Funding Source														
ADA Elig. Approved	10	18	7	19	21	15	13	13	24	14	11	10	175	
Assessed	11	18	-	-	-	-	-	13	26	14	11	10	103	
Senior Funding Source														
Approved Senior Eligible	44	28	20	12	15	25	30	25	30	44	27	29	329	
Unduplicated Eligible Customers														
ADA	1,933	1,919	1,857	1,813	1,776	1,751	1,709	1,690	1,663	1,605	1,557	1,476	1,729	
Senior	3,740	3,737	3,720	3,646	3,585	3,456	3,404	3,334	3,292	3,269	3,219	3,185	3,466	
Medicaid	336	328	331	329	326	328	325	324	327	320	314	312	325	
Total Eligible Customers	6,009	5,984	5,908	5,788	5,687	5,535	5,438	5,348	5,282	5,194	5,090	4,973	5,520	Average
Unduplicated Riders Used Service	825	823	748	637	673	409	431	424	468	466	562	452	577	

Attachment B
2019 AnchorRIDES Service Statistics

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Days														
Weekdays	21	19	20	22	22	20	22	22	20	22	19	21	250	
Saturdays	4	4	5	4	4	5	4	5	4	4	5	4	52	
Sundays	4	4	5	4	4	5	4	4	5	4	4	5	52	
Closed Holidays	2	1	1	0	1	0	1	0	1	0	3	1	11	
MOA CONTRACT TRIPS BY FUNDING SOURCE														
ADA														
PCA's & Guests	218	179	162	183	221	173	206	171	161	192	163	184	2,213	
Average Weekday Trips	198	203	213	224	192	156	144	153	138	143	120	123	167	Average
Average Saturday Trips	52	50	47	46	45	43	46	46	42	39	38	49	45	
Average Sunday Trips	43	45	47	45	41	40	42	46	43	38	38	40	42	
TOTAL	4940	4462	4956	5315	4786	3552	3678	3795	3298	3619	2877	3119	48,397	
Eligibility Assessment														
PCA's & Guests	2	0	0	8	4	2	2	0	2	8	0	2	30	
Average Weekday Trips	0	1	0	1	1	1	1	1	0	1	1	1	1	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	7	12	9	21	16	16	13	14	10	15	17	13	163	
UPASS														
PCA's & Guests	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Weekday Trips	1	2	2	1	2	2	2	2	2	2	2	1	2	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	1	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	31	38	32	20	52	45	50	50	50	37	34	26	465	
Social Service Agency A.O.A														
PCA's & Guests					0	0	1	0	1	1	0	0	3	
Average Weekday Trips					7	43	41	42	39	49	43	46	39	Average
Average Saturday Trips					0	3	4	1	4	0	0	0	2	
Average Sunday Trips					0	0	0	0	0	0	0	0	-	
TOTAL					162	865	968	927	834	1124	901	973	6,754	
Social Service Agency C&V														
PCA's & Guests				0	0	0	2	2	0	1	0	0	5	
Average Weekday Trips				5	13	13	12	13	13	16	12	12	12	Average
Average Saturday Trips				0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips				0	0	0	0	0	0	0	0	0	-	
TOTAL				110	309	267	278	290	267	363	260	268	2,412	
Federal Furloughed Employees														
PCA's & Guests	3	0	0	0	0	0	0	0	0	0	0	0	3	
PCA's & Guests	0	0	0	0	0	0	0	0	0	0	0	0	-	
Senior Medical Trips														
PCA's & Guests	392	267	331	376	371	401	377	401	311	378	275	227	4,107	
Average Weekday Trips	104	108	105	115	113	119	110	117	115	115	98	97	110	Average
Average Saturday Trips	26	25	26	28	24	27	30	29	33	35	34	33	29	
Average Sunday Trips	3	3	3	2	4	3	3	3	3	4	3	7	3	
TOTAL	2517	2287	2357	2649	2705	2526	2655	2735	2561	2792	2249	2308	30,341	
Nt'l Senior Service Corp														
Average Weekday Trips	7	9	10	10	9	6	6	6	7	7	8	6	8	Average
Average Saturday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
Average Sunday Trips	0	0	0	0	0	0	0	0	0	0	0	0	-	
TOTAL	170	181	219	226	199	129	127	136	149	159	171	142	2,008	

Attachment B
2019 AnchorRIDES Service Statistics

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Senior Non-Medical Trips (Required Fare)														
PCA's & Guests Total	95	90	91	108	101	114	143	108	83	105	80	98	1,216	
Average Weekday Trips	62	67	66	68	69	64	56	59	66	72	62	58	64	Average
Average Saturday Trips	28	30	28	27	31	23	30	28	28	29	24	38	29	
Average Sunday Trips	27	24	24	22	26	24	28	33	28	27	28	30	27	
TOTAL	1636	1560	1635	1695	1823	1511	1527	1580	1641	1867	1533	1573	19,581	
Contracted Eagle River Trips	208	208	208	208	208	208	208	208	208	208	208	208	2,496	
Medicaid Waiver														
PCA's & Guests Total	39	16	34	24	46	19	21	25	51	37	29	41	382	
Average Weekday Trips	40	40	46	43	45	43	41	47	45	43	40	43	43	Average
Average Saturday Trips	21	20	24	24	24	22	16	19	25	23	23	29	23	
Average Sunday Trips	13	16	17	14	21	17	19	21	25	20	19	19	18	
TOTAL	1067	965	1171	1092	1214	1060	1086	1221	1167	1161	1035	1145	13,384	
Trip Total	10579	9713	10587	11336	11474	10179	10590	10956	10185	11345	9285	9775	126,004	
Service Area Trips														
Core Service%	91.8%	91.2%	90.4%	88.9%	88.4%	88.7%	88.6%	89.2%	88.3%	88.6%	89.9%	90.4%	89.5%	Average
Premium Service%	8.2%	8.8%	9.6%	11.1%	11.6%	11.3%	11.4%	10.8%	11.7%	11.4%	10.1%	9.6%	10.5%	Average
Trip Type Percentages														
Subscription	27.13%	24.85%	23.69%	22.56%	21.41%	21.56%	22.45%	21.82%	21.38%	21.28%	23.16%	23.27%	22.9%	Average
Demand-Advance	71.67%	74.15%	76.31%	76.14%	76.99%	77.24%	76.05%	76.88%	77.12%	77.42%	75.54%	75.33%	75.9%	Average
Demand Same Day/Will Call*	1.20%	1.00%	0.90%	1.30%	1.60%	1.20%	1.50%	1.30%	1.50%	1.30%	1.30%	1.40%	1.3%	Average-*Primarily appointments that run late and require a later pick-up
Space Types														
Ambulatory/Walker Without Lift/Ramp	60.6%	60.9%	61.1%	63.8%	61.6%	60.4%	61.3%	60.1%	59.8%	61.5%	60.9%	61.8%	61.2%	% of all trips not requiring assistance of the vehicle lift/ramp
Ambulatory/Walker With Lift/Ramp Use	15.0%	16.1%	15.0%	14.8%	15.6%	14.9%	14.2%	14.7%	14.6%	14.0%	13.9%	13.6%	14.7%	% of all trips requiring the use of lift/ramp
Non-Ambulatory	24.4%	23.1%	23.8%	21.3%	22.8%	24.7%	24.4%	25.2%	25.6%	24.5%	25.2%	24.6%	24.1%	% of all trips requiring the use of lift/ramp and mobility aid to be secured
ADA Core Capacity Denials														
ADA Core Capacity	0	0	0	0	0	0	0	0	0	0	0	1	1	
U-PASS Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
Non-ADA Capacity Denials														
SEN MED Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
NSSC & SEN Other Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
Medicaid Waiver Capacity	0	0	0	0	0	0	0	0	0	0	0	0	-	
No Shows/Late Cancels														
Rider Late Cancels	406	303	339	330	340	311	317	324	351	352	356	371	4,100	
Rider Cancels at Door	122	93	103	106	107	111	104	110	147	189	125	172	1,489	
Rider No Shows	244	187	250	264	243	214	259	254	205	198	179	276	2,773	
Site Clousre Cancels	386	166	150	21	116	35	133	36	119	26	363	201	1,752	
Requested Trip Bookings	13,930	12,427	13,204	13,631	13,954	12,603	12,914	13,655	12,989	14,444	11,961	12,830	158,542	
Presented Calls (#)	6,885	6,126	6,256	6,137	6,311	5,767	6,059	6,061	6,169	6,274	5,588	6,323	73,956	
Presented Calls Handled (#)	5,606	5,006	5,498	5,520	5,502	5,362	5,539	5,544	5,593	5,798	4,949	5,700	65,617	
Calls Abandoned (#)	1,263	1,107	750	613	808	403	512	516	574	472	632	618	8,268	
Avg Speed to Answer (Mins:Secs)	3:20	3:51	2:45	2:11	2:35	1:23	1:55	2:00	1:49	1:53	1:58	2:08	2:19	Average
Avg Time to Abandon (Mins:Secs)	5:12	4:54	3:32	3:43	4:29	3:03	3:17	3:38	5:09	3:23	6:18	3:28	4:10	Average
PERFORMANCE STANDARDS														
Provider Missed Trips	31	16	25	20	21	26	22	17	10	7	25	14	234	
Missed Trip rate	0.293%	0.165%	0.236%	0.176%	0.183%	0.255%	0.208%	0.155%	0.098%	0.060%	0.140%	0.140%	0.18%	Average
On-Time (PU +/- 15 Minutes)	92.01%	94.48%	95.15%	95.60%	93.65%	94.50%	95.75%	96.22%	96.62%	97.0%	94.8%	95.3%	95%	Average
Ride Length Performance Standard														
% Trips with Excessive Length	1.1%	0.9%	0.37%	0.41%	0.60%	0.45%	0.28%	0.22%	0.36%	0.37%	0.60%	0.78%	0.5%	Average
ADA Trip Length Violations	46	37	14	14	22	15	15	14	15	18	20	39	269	
Total System Trip Violations	112	85	39	46	69	46	30	24	37	41	58	76	663	

Attachment B
2019 AnchorRIDES Service Statistics

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Notes
Service Hours	6977	6,169	6,776	6,793	6,743	5,934	6,583	6,762	6,511	7,092	6,412	6,800	79,552	
Revenue Hours	5580	4,925	5,427	5,491	5,479	4,860	5,197	5,330	5,112	5,582	4,981	5,323	63,287	
Deadhead Hours	1,397	1,244	1,349	1,302	1,264	1,074	1,386	1,432	1,399	1,510	1,431	1,477	16,265	
Service Miles	78,406	71,174	78,844	82,373	83,222	75,206	77,835	80,569	75,018	82,834	66,481	70,892	922,854	
Revenue Miles	67,117	61,283	68,092	71,937	72,507	66,492	68,881	71,050	65,315	72,602	58,069	62,500	805,845	
Deadhead Miles	11,289	9,891	10,752	10,436	10,715	8,714	8,954	9,519	9,703	10,232	8,412	8,392	117,009	
Passengers per Rev Hour	1.99	2.04	2.03	2.15	2.19	2.20	2.14	2.15	2.07	2.12	1.93	1.90	2.08	
Maximum Vehicle Used	38	40	35	38	34	34	34	33	34	36	35	35	36	
Total Fuel Use	\$ 31,214	\$ 25,738	\$ 26,959	\$ 29,581	\$ 33,934	\$ 28,641	\$ 31,644	\$ 25,036	\$ 23,763	\$ 29,453	\$ 25,865	\$ 29,277	\$ 341,104.92	
Fuel Use For Contracted Services	\$ 28,002	\$ 23,125	\$ 23,918	\$ 26,649	\$ 30,277	\$ 25,597	\$ 28,334	\$ 22,191	\$ 20,983	\$ 26,382	\$ 22,916	\$ 25,773	\$ 304,147.66	
Total Gallons	10,810	11,016	11,216	10,219	10,779	9,744	9,894	8,760	8,715	10,106	8,436	9,936	119,631	
Avg cost / gallon	\$ 2.89	\$ 2.34	\$ 2.40	\$ 2.89	\$ 3.15	\$ 2.94	\$ 3.20	\$ 2.86	\$ 2.73	\$ 2.91	\$ 3.07	\$ 2.95	\$ 2.86	Average
MOA Fare Revenue	\$ 25,282	\$ 22,197	\$ 24,414	\$ 26,966	\$ 26,692	\$ 23,608	\$ 24,521	\$ 25,207	\$ 23,354	\$ 27,168	\$ 21,299	\$ 23,041	\$ 293,749.87	
Medicaid Waiver Revenue	\$ 32,834	\$ 29,374	\$ 35,901	\$ 28,407	\$ 37,110	\$ 31,519	\$ 33,136	\$ 37,276	\$ 35,992	\$ 35,584	\$ 31,686	\$ 23,269	\$ 392,089.39	
Safety														
Preventable Accidents	1	0	0	3	3	2	0	2	3	1	1	2	18	Accident= Vehicle Contact with another vehicle or fixed object
Preventable Incidents	0	0	0	0	0	0	1	0	1	0	1	0	3	Incident= Non-vehicle collision incidents.
Non-preventable Accidents	2	0	0	1	1	1	1	1	1	5	0	3	16	
Non-preventable Incidents	3	0	0	2	1	5	3	4	4	5	3	3	33	
Total Accidents/Incidents	6	0	0	6	5	8	5	7	9	11	5	8	70	
Roadcalls	0	1	1	2	1	1	0	2	3	5	2	1	19	
Rider Registrations														
Total AR Applications Received	54	74	72	47	69	43	41	58	46	61	33	51	649	
ADA Funding Source														
ADA Elig. Approved	11	16	8	13	10	9	11	9	7	11	9	7	121	
Senior Funding Source														
Approved Senior Eligible	30	45	57	34	42	23	24	34	31	40	21	22	403	
Unduplicated Eligible Customers														
ADA	2,230	2,215	2,180	2,168	2,149	2,135	2,124	2,098	2,062	2,038	2,016	1,998	2,118	
Senior	3,356	3,403	3,455	3,487	3,530	3,560	3,585	3,612	3,628	3,666	3,687	3,706	3,556	
Medicaid	360	357	354	349	346	341	334	336	330	335	335	334	343	Average
Total Eligible Customers	5,946	5,975	5,989	6,004	6,025	6,036	6,043	6,046	6,020	6,039	6,038	6,038	6,017	
Unduplicated Riders Used Service	864	841	891	894	900	854	846	878	872	886	812	821	863	

Attachment B

Eagle River Deviated Fixed Route Service Levels

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2015													
DR Trips	277	266	232	234	215	269	233	226	200	240	199	224	2815
Fixed Route Passenger Trips	82	96	117	126	183	156	210	258	220	277	225	260	2210
Total Trips	359	362	349	360	398	425	443	484	420	517	424	484	5025
DR Rev. Hours	315	300	330	330	331.5	374	391	357	357	407	366	407	4266
Service Weekdays	21	20	22	22	20	22	23	21	21	22	20	22	256
2016													
DR Trips	213	245	308	274	253	247	264	303	338	248	263	239	3195
Fixed Route Passenger Trips	160	237	288	200	250	275	229	282	289	328	308	304	3150
Total Trips	373	482	596	474	503	522	493	585	627	576	571	543	6345
DR Rev. Hours	370	388.5	425.5	388.5	388.5	407	370	425.5	388.5	388.5	407	388.5	4736
Service Weekdays	20	21	23	21	21	22	20	23	21	21	22	22	257