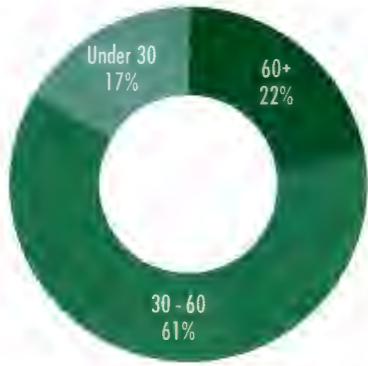


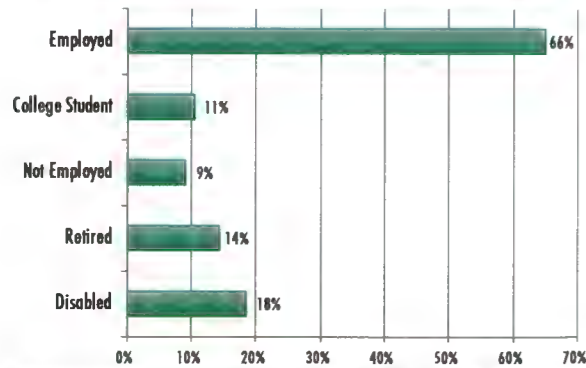
Who is using CARTS

2018 Riders Surveys, 80 Respondents

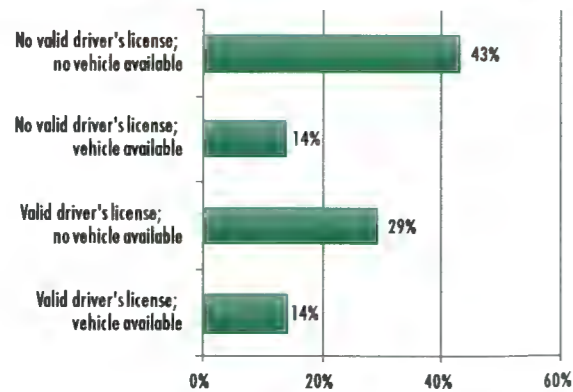
Riders by Age



Current Status



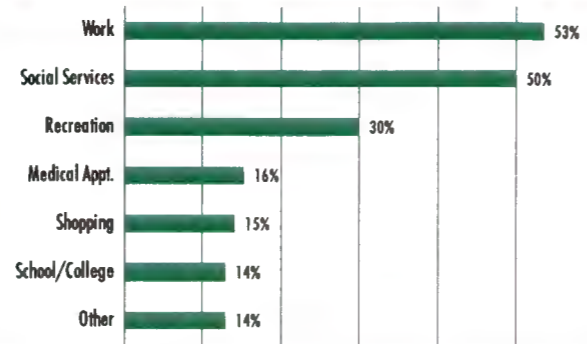
Driver's License/Vehicle Availability



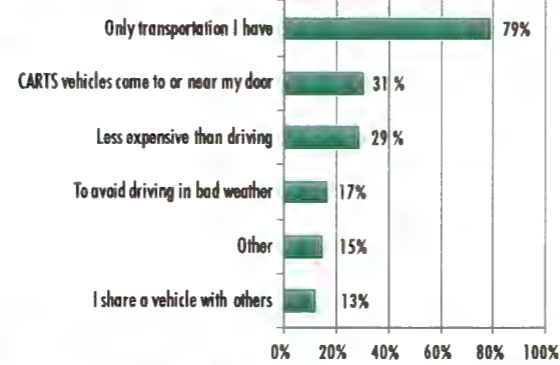
Why people use CARTS

2018 Riders Surveys, 80 Respondents

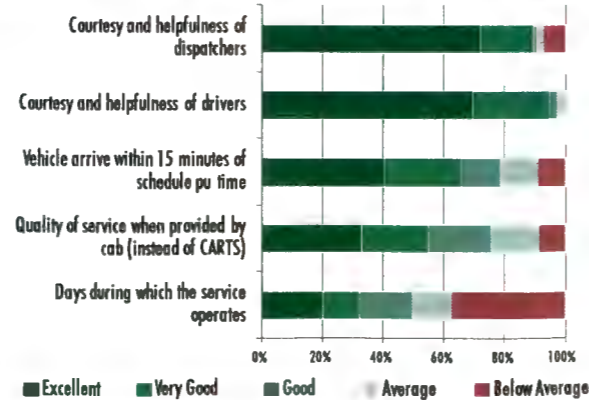
Common Trip Purpose



Reasons I ride

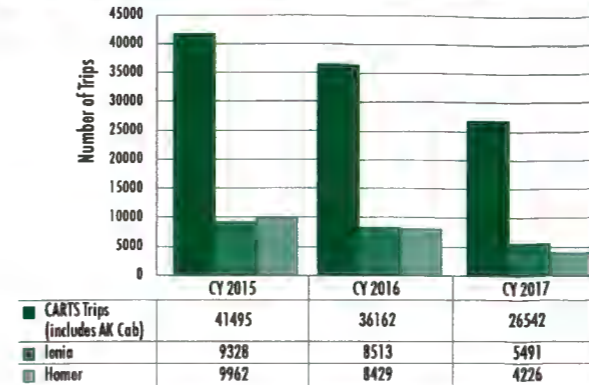


Rating CARTS Service

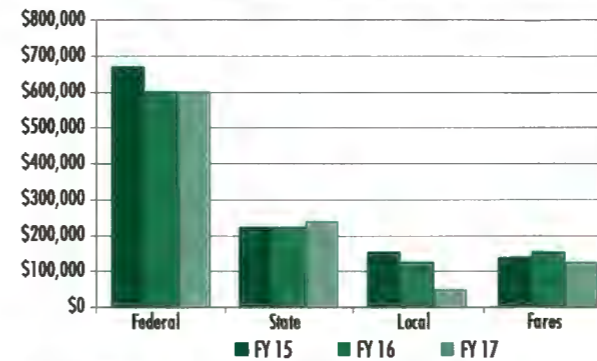


CARTS at a Glance

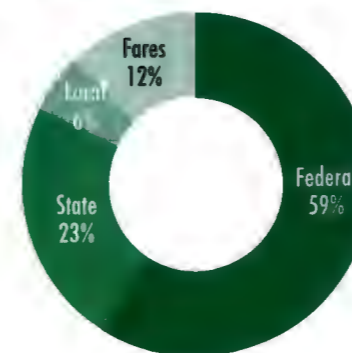
Number of Trips Provided (2015-17)



Change in Revenue (2015-17)

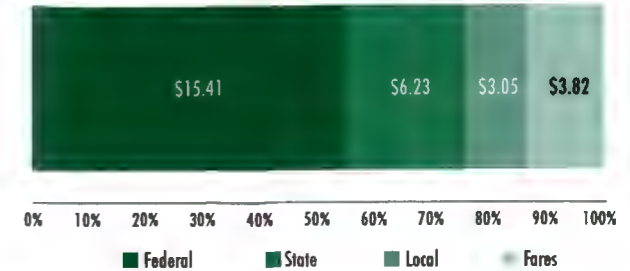


Revenue Sources for 2017



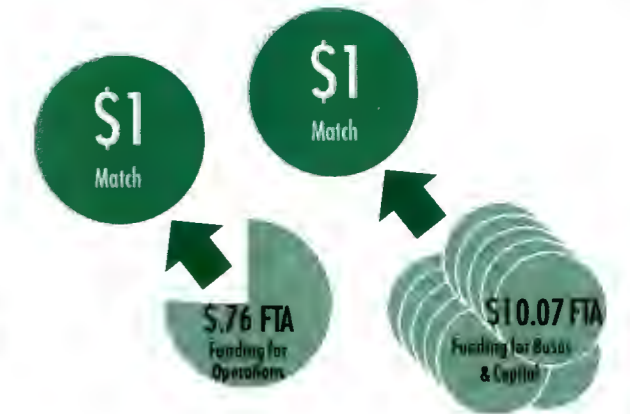
How much each passenger trip costs and where the money comes from

Average Cost per Trip - \$28.51



Return on Investment

Local and state match allow CARTS to secure Federal Transit Administration (FTA) funding through Alaska DOT.



Letter from Our Board President

The CARTS five-member, volunteer Board of Directors understands the unique challenges facing residents of the Kenai Peninsula during their travels for work, recreation, school, medical, and other daily needs. Public transit service is essential for many of our residents as they have no driver's license, no access to personal vehicles, or are uncomfortable with poor weather and/or night-time conditions.

CARTS is in its 18th year of providing personalized, door-to-door transit service to everyone in the Central Peninsula through its fleet based in Soldotna, Alaska Cab, and assisting community agencies in acquiring vehicles of their own. CARTS provided or funded over 36,000 one-way trips during the past year. Our FY18 budget exceeds \$1 million despite lost funding from the Borough and the Cities. Unfortunately, the reduced funds required us to reduce service in some areas and eliminate weekend service.

CARTS is a leader in the use of technology to improve everyone's ride and maximize the level of service we may provide with the available funds.

- **For our passengers** we offer an innovative website fare calculator, on-line ticketless fare payment and text message reminders of trips.
- **For our drivers and dispatchers** we use on-board tablets, geolocation of vehicles and commuter-assisted vehicle dispatching.

As CARTS is always looking to improve our service in the community, the Board has undertaken the development of the CARTS Transit Plan for the next five year period. This plan will provide an understanding of what we are doing right and what areas we need to improve. It will also provide a blueprint for new service opportunities and renewed partnerships by which to secure critical local funding needed as match for available state and federal funds.

On behalf of the Board, we encourage you to get involved with this planning process during the next six months. We look forward to hearing from you and we will continue to serve the residents and agencies of the Central Peninsula and Homer.

Gary Katsion, President of the Board

Supporting Mobility on the Kenai Peninsula

Central Peninsula

Since 2000, the Central Area Rural Transportation Service (CARTS) has been providing public transportation services to residents of Nikiski, Kenai, Soldotna, Funny River, Kalifornisky and Kasilof through its door-to-door, advance reservation transportation program. CARTS trips have cost the same \$2.50 per zone since it began serving riders almost two decades ago.

CARTS operates six vehicles during the busiest times of day from a fleet of nine vehicles. It took delivery of four replacement vehicles this fiscal year. Alaska Cab provides CARTS trips during some periods of the day to supplement CARTS directly-operated vehicles.

Homer Services

In Homer, CARTS has supported transportation services since 2012, in partnership with the South Peninsula Hospital, The Center and the Independent Living Center. During this year, the Homer taxi voucher program was discontinued, due to various factors.

The CARTS Board of Directors expects to receive recommendations during FY 17/18 through its in-progress Transit Service Plan as to how best to provide public transportation for Homer residents.

Helping Other Organizations Provide Trips

CARTS, in addition to directly providing trips, has long supported numerous organizations on the Kenai Peninsula by helping them obtain vehicles to provide their own transportation. CARTS has donated vehicles from its own fleet, written grants, prepared vehicle specifications and secured delivery of vehicles for organizations that include: Cooper Landing Senior Center, Ionia, Ninilchik Senior Center (in progress), and an accessible vehicle for Homer.

About the CARTS 5-Year Transit Service Plan

During 2017, the CARTS Board of Directors sought consultant assistance to develop a CARTS Transit Service Plan. This Plan will provide direction for the next five years for public transportation on the Central Kenai Peninsula and for Homer.

To develop the plan, the CARTS Board engaged AMMA Transit Planning, of Riverside, California, a firm with a strong portfolio in demand responsive transportation and rural transit services. The AMMA team also includes three other well-respected firms with expertise in marketing, in transit public engagement and in technology: Transit Marketing, Jarrett Walker and Assoc., and Trillium Solutions.

AMMA's approach to developing the CARTS Transit Service Plan has three phases:

1. LISTENING

(Dec 2017-Mar 2018)

Conduct of a series of three community open houses, multiple individual interviews and small group meetings with key stakeholders across the central peninsula and in the City of Homer.

2. CONSIDERING CHOICES

(Apr-Jun 2018)

Develop service alternatives for CARTS that are realistic, responsive, sustainable and equitable. Two workshops will be held with community leaders to develop consensus around the choices.

3. PRESENTING RECOMMENDATIONS AND A SERVICE PLAN

(Jul-Aug 2018)

Prepare a plan of recommended services, service structures and operating guidelines that are feasible within existing or anticipated revenues. This plan will be presented to the CARTS Board of Directors.



ANNUAL REPORT 2016-2017



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