

# CARTS 2017

## CARTS Mission & Goal

To provide safe public transportation o all service area residents in a timely, courteous, cost effective manner that eliminates duplication, increases agency coordination, addresses service gaps and contributes to their quality of life.

Our goal is to provide the best service we can with the funds we have. We work to deliver the most cost effective rides possible. CARTS trips are door-to-door and all trips are subsidized – public transportation is subsidized throughout the United States.

## Service Snapshot

CARTS central Service Area includes the cities of Kenai and Soldotna, the communities of Sterling, Nikiski, Funny River, Kasilof, Clam Gulch and all points in between.

CARTS southern Service Area includes the city of Homer and surrounding communities as far as Anchor Point.

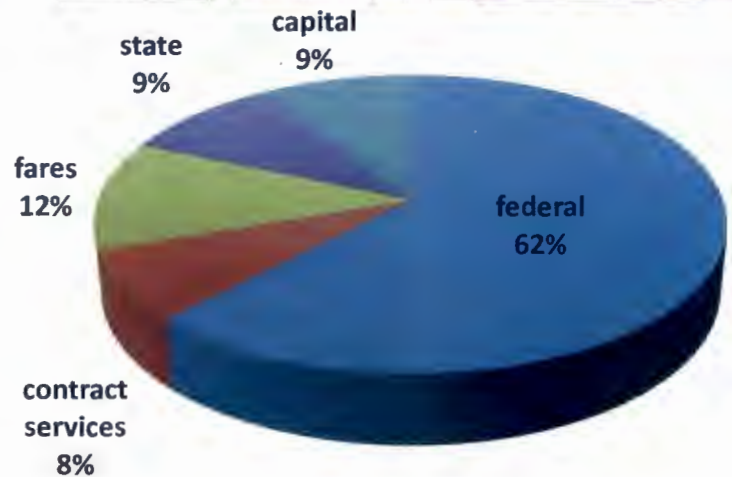
47,562 Population served (approx)

46,094 annual trips  
(8,432 trips in Homer)

Revenue Hours: 15,596

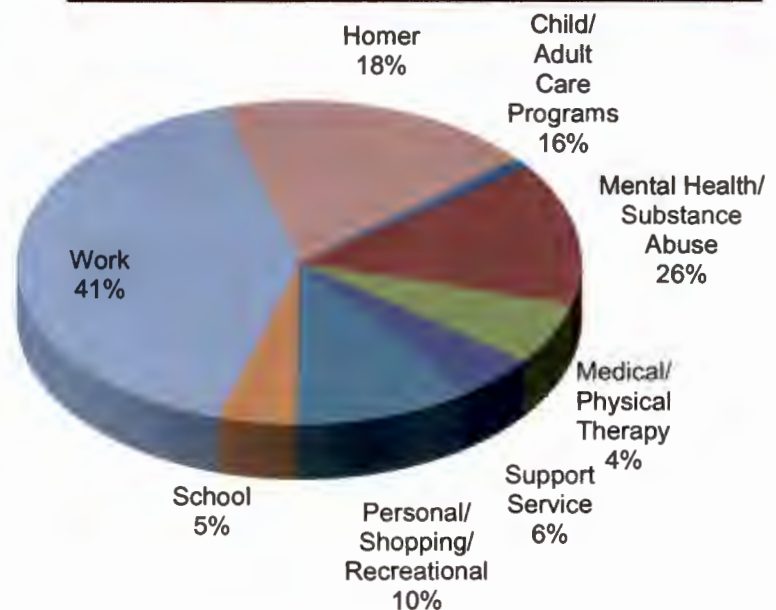
Revenue Miles: 375,420

## How CARTS is Funded



All Federal grants require match. Match is the non-federal share of the costs the grantee is required to contribute to accomplish the purpose of the grant. Match can come from many sources but it must be non-federal funds.

## Why people ride with CARTS



\*70% of CARTS passengers pay for their own ride

## How CARTS is Performing

No Shows/Trips Provided: 0.85%

Cancellation Rate: 16.03%

Number of customers provided service: 1,648

Number of Complaints/1,000 Trips: 1.21

Average Trip Length: 9.08 miles

Cost per Mile: \$2.94

Operating Cost/Revenue Hour: \$68.83

Trips/Revenue Hour: 2.65

Number of Trips Using Lift/Ramp: 3,973

## On Time Performance

	2015	2016
Early	4.95%	4.52%
On time	82.17%	83.40%
Late	12.88%	12.07%

\* On Time is within the established 15-minute window.

## What CARTS is Requesting

CARTS is requesting \$50,000 Borough funds for FY18. A \$50,000 investment from the Borough would allow CARTS to leverage \$119,328 of Federal Transit Administration Section 5311 funds, for a total of \$169,328.

## What the Public Gets from the Borough Funding

In order to balance the budget after not being awarded Borough funds for FY17 CARTS had to suspend weekend service in the central and southern service areas resulting in a loss of more than 6,500 one way trips.

If CARTS is awarded these funds for FY18 we will be able to restore weekend service allowing more than 250 regular weekend riders to get back and forth to work, shopping, church and recreational opportunities.

## Recent Tech Improvements

CARTS recently added a Dial-a-Ride Fare map to our website. Customers can Click in the origination and destination zones and their fare will be calculated for them.

CARTS also switched out our Ranger MDTs (mobile data terminals, installed in 2012) for tablets, which offer more flexibility for collecting data and required performance measure information.