



# Transit On the move

2020 TRANSIT PLAN

# ACKNOWLEDGMENTS



This publication was released by the Anchorage Public Transportation Department (PTD) and the Municipality of Anchorage (MOA) for the purpose of informing the public of the PTD Transit Plan. This report was funded in part through grants from the U.S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration.

**SPECIAL THANKS** We would like to thank the Anchorage Health Department for hosting an additional series of public meetings at the Loussac Library, as well as Catholic Social Services and Seeds of Change for hosting meetings during Public Event Series #2.

## Public Transit Advisory Board

- Andrew Ooms
- Doug Miller
- Chelsea Ward-Waller
- Dawn Groth
- Elijah Haines
- Genevieve Mina
- Jennifer Ham
- Samuel Moore - *former*
- Gretchen Wehmhoff - *former*

## Interagency Committee

- Craig Lyon  
MOA - AMATS
- Darrel Hess  
MOA - Ombudsman
- Dave Post  
DOT & PF Planning
- Rashaud Joseph  
DOT & PF Civil Rights
- Michelle McNulty  
MOA - Planning
- Pamela Basler  
Anchorage Equal Rights  
Commission
- Natasha Pineda  
MOA - Health & Human Services
- Stephanie Morillo  
MOA - Traffic
- Heather MacAlpine  
MOA - Office of Equal Opportunity
- Amy Coffmann  
MOA - Mayor's Office
- Paul Deery  
MOA - ADA Coordinator
- Paul VanLandingham  
MOA - Street Maintenance
- Nancy Burke  
MOA - Homeless & Housing Coordinator

As we leave 2019, I want to thank our customers and community for the tremendous support and patronage. We are honored to serve you as a vital transportation resource by providing significant value, while enhancing the wellbeing of our community.

I have had the pleasure of leading the Public Transportation Department for just under 2 years now. Before my tenure, the People Mover transit system had a significant overhaul in October of 2017. With that came more frequent bus service, but what I was hearing from the community was that there were some gaps in service that made accessing the new system hard for some people in the Municipality.

Transit on the Move is an important planning document that addresses those concerns. It was developed with a great deal of outreach and facilitation with the public and key stakeholders. This plan will guide the service enhancements for People Mover, AnchorRIDES, and RideShare. We believe that it is important to continue to improve the efficiency of the public transportation services within the Municipality, address future land use development and transportation investments, and enhance connectivity across our community.

Overall, the analysis has culminated in recommendations for route additions and revisions, system enhancements, and additional planning efforts to address future population growth, transit-dependent needs, and the anticipated

financial contributions and transit investments needed to reach our performance targets.

Most importantly, Transit on the Move responds to key issues identified by Transit customers and stakeholders to create a system that will be more attractive to existing and new riders in the years to come.

It's now 2020; this fiscal year brings some positive news for riders because of the public input received as part of this planning effort! For the first time since the system redesign (October 2017) the Municipal Assembly approved funding that allows PTD to add service. This will add access and improve connectivity to places like the Dimond Center, the Loussac Library, West Anchorage, and downtown.

Again, we thank you for your support and look forward to serving your transportation needs in the future.



**Director**  
Public Transportation  
Department



# TABLE OF CONTENTS

## WHY WE ARE PLANNING

PAGE 5

## WHAT WE HAVE NOW

PAGE 13

## WHERE WE ARE GOING

PAGE 33

## HOW WE WILL GET THERE

PAGE 43

## APPENDIX

PAGE 85

## WHY A TRANSIT PLAN?

October 2019 marked two years since the Municipality of Anchorage's Public Transportation Department (PTD) launched an overhaul of the People Mover bus system, and as a result, ridership is again growing following a decade of decline. At the core of the changes was a shift from providing basic service to a larger area of the city to providing frequent service in areas where ridership is most concentrated. That means densely populated parts of Anchorage now see buses arriving every 15 minutes on some routes. While the change was positive for many riders, it left some gaps in the system for others. The Transit Plan works to hone and improve the recently implemented system, and - through community input - develops a list of future priority projects to determine what comes next. We will update this plan every 3-5 years.

## What is Transit on the Move?

**Transit on the Move** identifies goals and objectives for PTD to work toward and identifies performance measures and targets to track progress in achieving those goals. The plan creates a list of priority projects to improve the transit system, which are queued up and ready for implementation as additional funding is made available.



People Mover



AnchorRIDES



RideShare



# Transit on the move

2020 TRANSIT PLAN

## WHY WE ARE PLANNING

INTRODUCTION

BUS SYSTEM REDESIGN

COORDINATED PLANS

PROJECT SCOPE

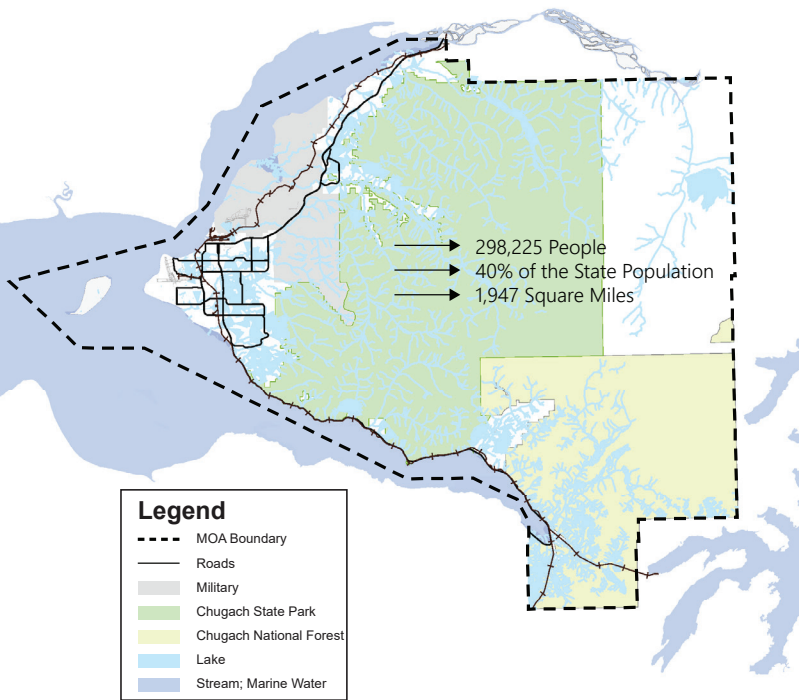


Figure 1: Municipality of Anchorage  
Source: ACS 2013-2017 5 Year Estimates

## INTRODUCTION

Transportation is the key to economic success. Good transportation is about access, connecting people and place. Great public transportation is both equal and equitable. All people are connected to the system (equality) and they can use it to access the places that they need to go (equity). Successful public transportation is also about the rider – pedestrian/bicyclist access and safety, both en route to the system and during the ride.

### PTD MISSION STATEMENT

*Connect the community with safe, reliable transportation options, emphasizing customer service while providing economic, social and environmental benefits*

PTD provides three public transportation services: **People Mover**, a fixed-route bus service; **AnchorRIDES**, a paratransit service for seniors and people with disabilities; and **RideShare**, a vanpool service connecting passengers with longer commutes with other participants for a shared commuting experience. The three services work together to provide valuable public transportation options within the Municipality.

People Mover ridership grew by 1.1 million riders between 2002 and 2008. A 2010 report identified several factors contributed to the increased use of the bus system. Figure 2 identifies the factors that helped grow ridership between 2002 and 2008.

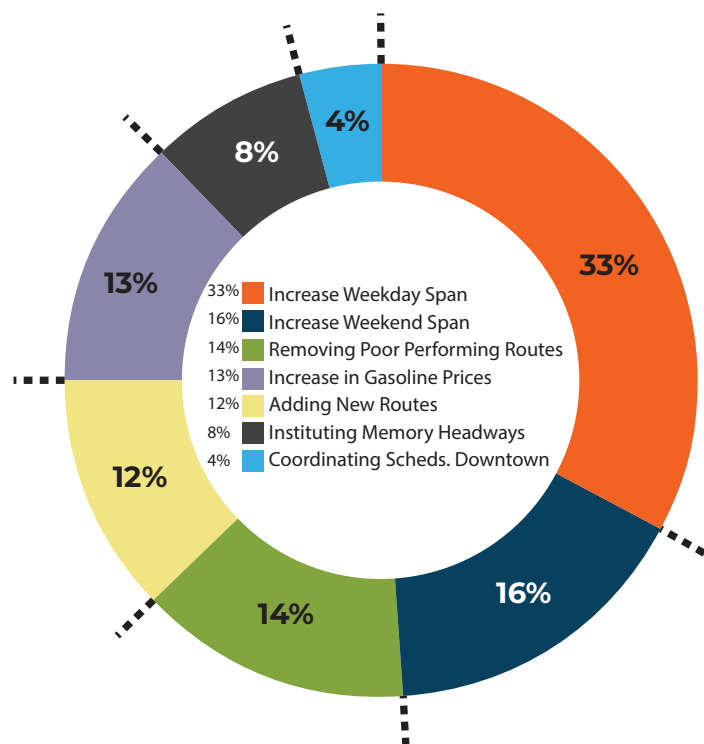


Figure 2: Ridership Growth 2002 - 2008  
Source: High Priority Transportation Plan Study, 2010

In 2008, bus ridership reached its highest level. Every year after, People Mover experienced a steady decline in ridership. Between 2009 and 2017, ridership declined, on average, 3.3% annually.



## ANCHORAGE TALKS TRANSIT

To address this challenge, the Anchorage Talks Transit public participation process kicked off in May 2016. An

analysis of the old system concluded that 50% of the routes focused on attracting ridership and the other 50% focused on providing basic coverage needs within the Municipality. Routes that are designed for coverage are spread out, serve less dense areas of the city, provide infrequent service, and typically have lower ridership.

Anchorage Talks Transit focused on gathering feedback from the community on desired system improvements. Through the process, most participants said they were willing to walk further for shorter wait times at bus stops and shorter travel times on the routes. Increased weekend and evening service were also emphasized.

## BUS SYSTEM REDESIGN

In October 2017, People Mover implemented the redesign of the bus system tailored towards the feedback received through Anchorage Talks Transit. Service shifted from an infrequent system to more direct and frequent service with buses arriving every 15 minutes in the most densely populated areas of the Mu-

nicipality. The hours of service expanded to midnight on the weekdays, and the number of trips on the weekends nearly doubled.

Changes made to the bus routes also impacted AnchorRIDES. Paratransit service is federally mandated to serve an area up to  $\frac{3}{4}$  of a mile surrounding the fixed route bus system and align its hours of operation with the bus. The bus system redesign changed the core service area and extended the hours of operation for AnchorRIDES service.

## COORDINATED PLANS

Good public transportation is a shared goal across the Municipality. Transit accessibility, community connectivity, linked land-use and travel choice are all shared visions of the overarching Anchorage area-wide plans. Several planning efforts include specific recommendations for improved access to public transportation.

***Increase the accessibility, convenience, and efficiency of transit - "Anchorage 2020 Comprehensive Plan"***

***Trails & Transit are Critical to Growth - "Anchorage 2040 Land Use Plan"***

Access to adequate public transportation is a three-pronged goal: geographic access between origins and destinations year-round, economic access that is affordable, and informational access that keeps all community members informed of their mobility choices.

Identified Transit-Supportive Development Corridors	Transit Route
Spenard Rd.	40
15th Avenue / Debarr Rd.	30
Northern Lights / Benson Blvd.	10
Mountain View Dr. / Bragaw St.	20
Arctic Blvd	35
Muldoon Rd.	25
A/C Street & Tudor Rd.	25
Lake Otis Pkwy. / Abbott Rd./92nd Ave	55
Jewel Lake Rd.	65

Table 1: Transit Supportive Development Corridors

The new bus system in 2017 was designed in coordination with the development of the “Anchorage 2040 Land Use Plan.” Nine Transit-Supportive Development Corridors (TSDC) were identified, and frequent service was established on the top four corridors. Transit-Supportive Development Corridors encourage focused development on dense, walkable,

mixed-use spaces with access to transit. Table 1 lists the TSDC’s in order of established priority.

The Comprehensive Plan’s long-term vision for transit includes high frequency bus routes along transit friendly street corridors. The changes made to the bus system in 2017 incorporate a few high frequency routes (highlighted in orange) where density and ridership exist. Targeted future development, in line with the “2040 Land Use Plan,” will be needed to sustain the existing high frequency routes and increase frequency throughout the network.

## HOW CAN WE MAKE BUS TRANSIT MORE CONVENIENT?

Several neighborhood plans address public transportation needs, as well.

AREA-WIDE PLANS	Transit Oriented Development	Transit Accessibility	Year Round Use	Safety
Anchorage 2020 Comprehensive	X	X	X	X
Anchorage 2040 Land-Use Plan	X	X	X	X
2035 Metropolitan Transportation Plan	X	X	X	X
2014 Official Streets and Highways Plan	X		X	
2010 High Priority Transportation Plan		X		
2018 Vision Zero Action Plan	X	X		X
2019 Climate Action Plan	X	X		
NEIGHBORHOOD PLANS				
2006 Chugiak-Eagle River Comp Plan	X	X		X
2007 Downtown Comprehensive Plan	X	X		X
2010 Hillside District Plan		X		
2012 West Anchorage District Plan	X			
2013 Government Hill Neighborhood Plan	X			
2014 East Anchorage District Plan	X	X		X
2014 Fairview Neighborhood Plan		X		
2016 Mountain View Targeted Neighborhood Plan		X		
2016 UMED District Plan		X	X	X

Table 2: Coordinated Plans: Key Transit Themes



This question was asked in a community survey for the “2016 Mountain View Targeted Plan.”

***“It’s more of a citywide issue... the business community needs to realize they would benefit by greater investment, and that as the city grows and development pattern becomes more dense, transit will be a better way to get around, and the better it is, the more it will be utilized.”*** “Mountain View Targeted Neighborhood Plan – 2016”

Some transit improvements suggested by Mt. View residents in the survey were:

- Lower the fares
- Increase the span of service
- Increase frequency
- Improve bus stop amenities and seasonal maintenance
- Decrease bus stop spacing

The Land Use and Transportation section of the “2019 Anchorage Climate Action Plan” emphasizes three main areas of focus affecting transit use.

1. Improve transit options and non-motorized accessibility to major centers
2. Encourage land use planning that reduces the distance people must travel by car and increases community resiliency
3. Transition to vehicles that are highly efficient and run on low-carbon and renewable energy fuels

***Shift trips from motorized to active transportation & transit to reduce crashes, lessen congestion, improve air quality, and improve health - “2018 Vision Zero Action Plan”***

Table 2 lists all the plans that were reviewed and the common transit themes shared.

## PLAN SCOPE

Examining the 2017 implementation of a more frequent transit system, Transit on the Move updates the public transportation needs in the Municipality of Anchorage and addresses the following questions:

- Should we add a new route?
- Should we modify the existing bus system?
- Should we make changes to AnchorRIDES?
- How can we improve the RideShare program?

All **new service** is dependent on additional funding. The plan combines PTD’s performance targets with the needs, values, and desires of the public and prioritizes a list of system improvements to implement, as funding opportunities become available.

Figures 3 & 4 on the following pages display the timeline and committees involved in the development of this plan.



# PROJECT TIMELINE

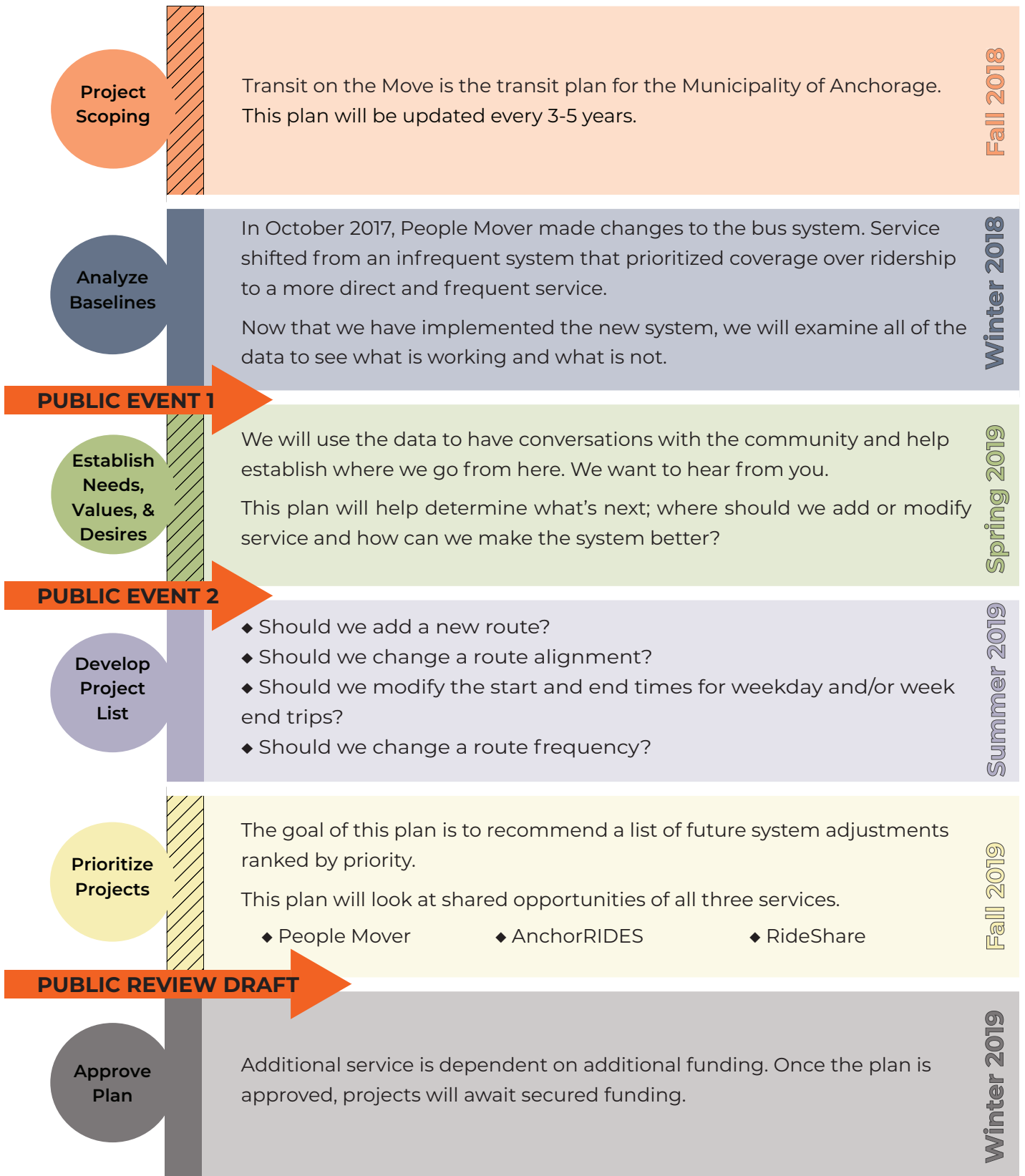


Figure 3: Transit on the Move Timeline

# COMMITTEES

Several groups collaborated and shared in the responsibility of developing and shaping this plan.

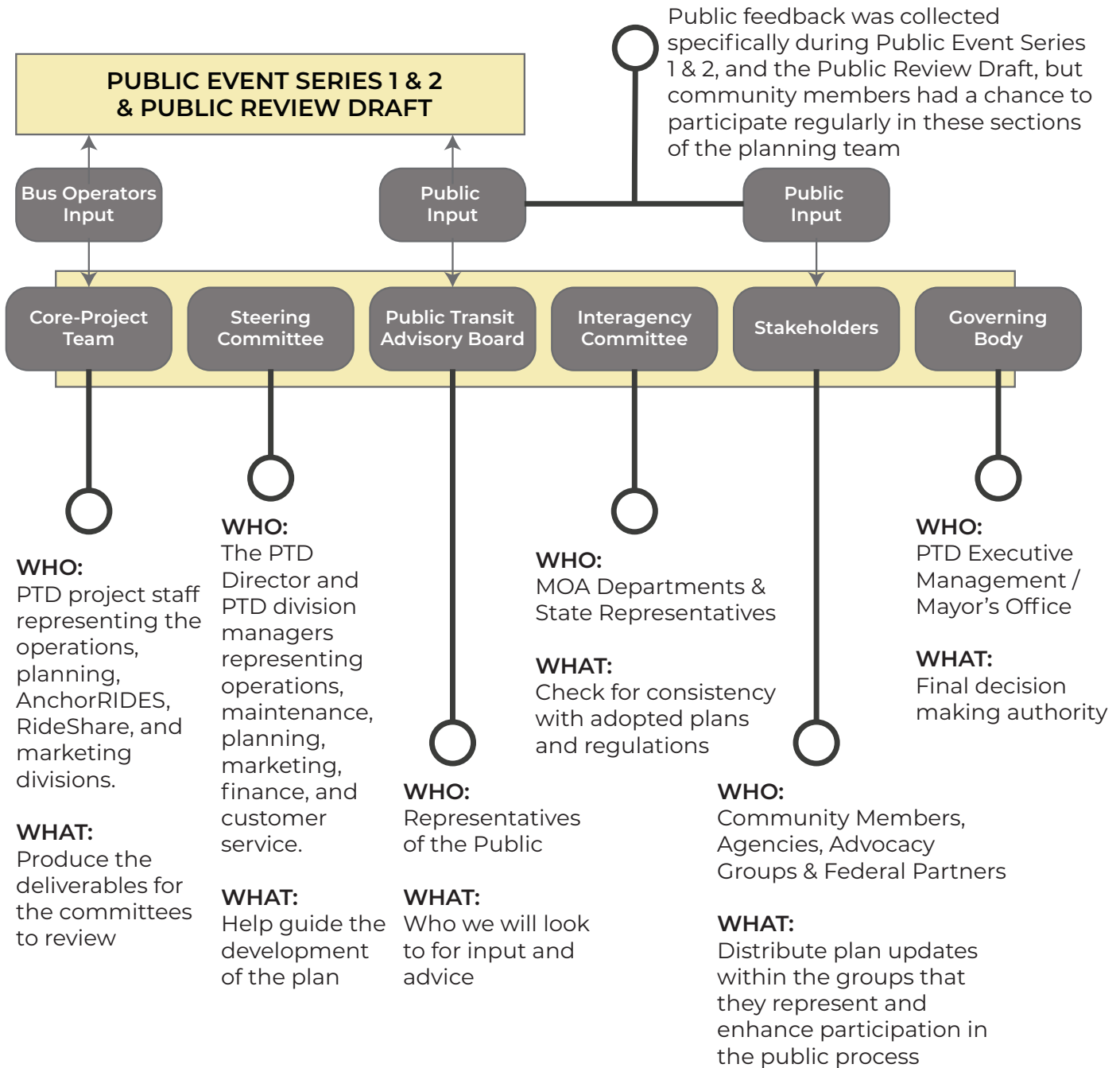
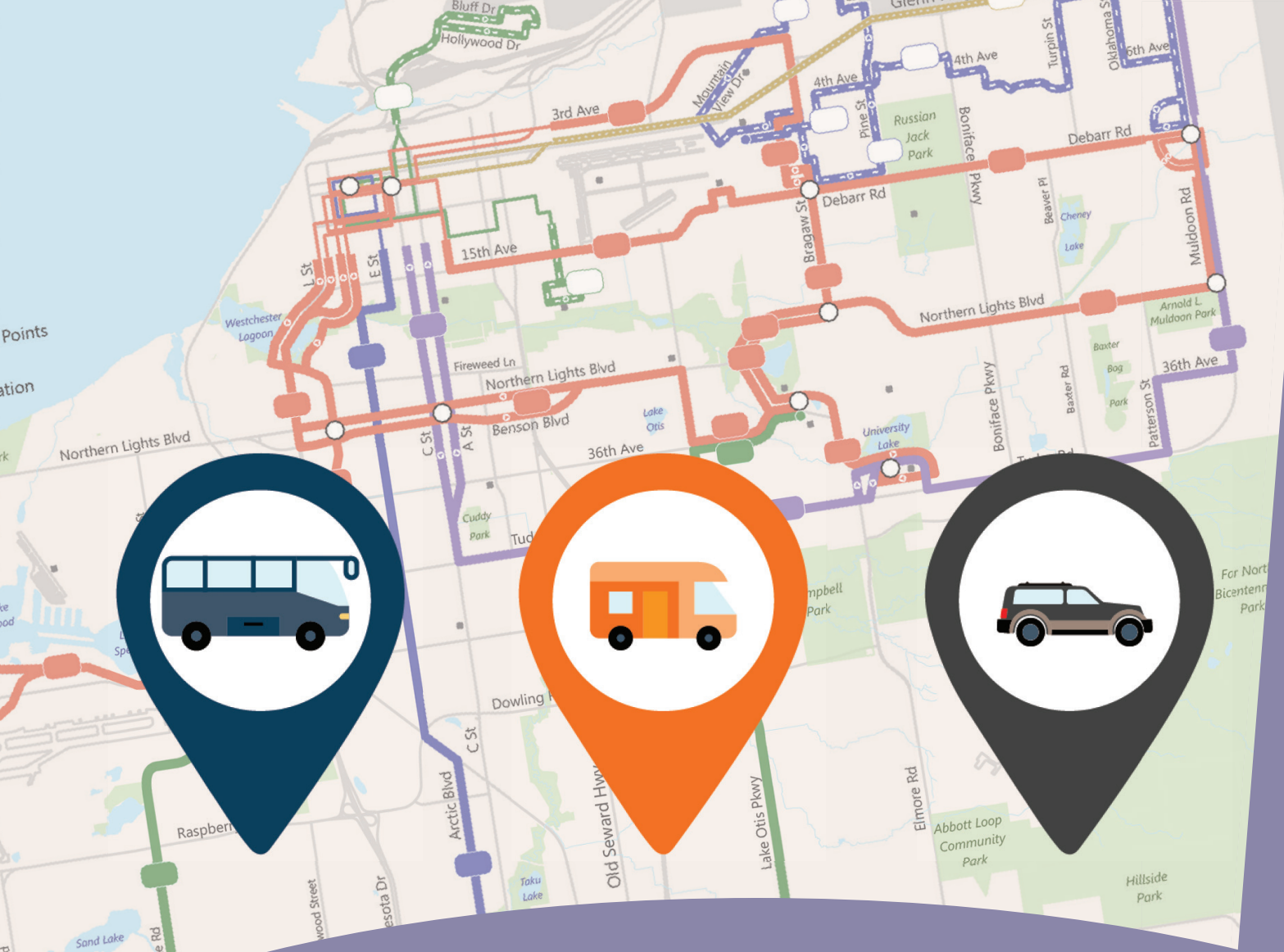


Figure 4: Transit on the Move Committees





# Transit on the move

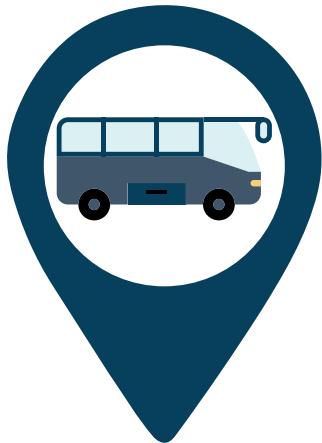
2020 TRANSIT PLAN

## WHAT WE HAVE NOW

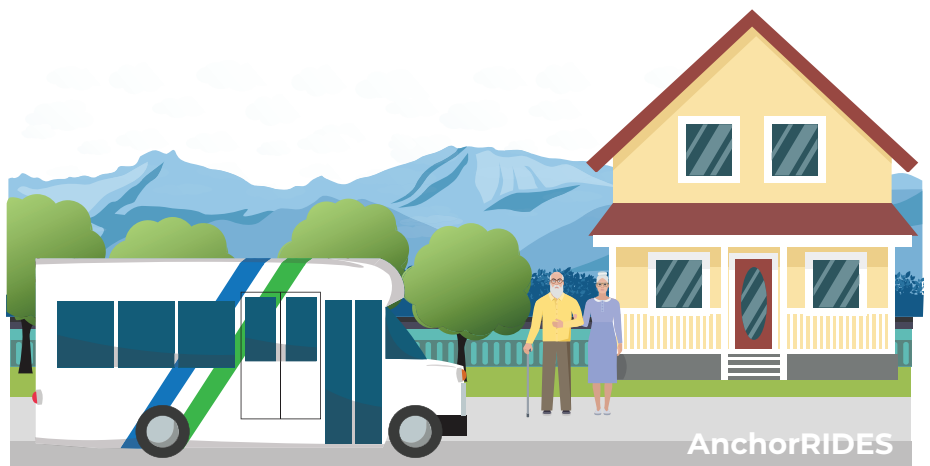
- FIXED ROUTE BUS SYSTEM
- BASELINE ANALYSIS
- PARATRANSIT
- VANPOOL

# SERVICES

The Municipality of Anchorage Public Transportation Department provides three services for community members: a fixed route bus service - People Mover, paratransit service - AnchorRIDES, and a carpooling enterprise - RideShare. Each service is operated independently, but coordinates to make up the complete picture of public transportation options in Anchorage.



People Mover

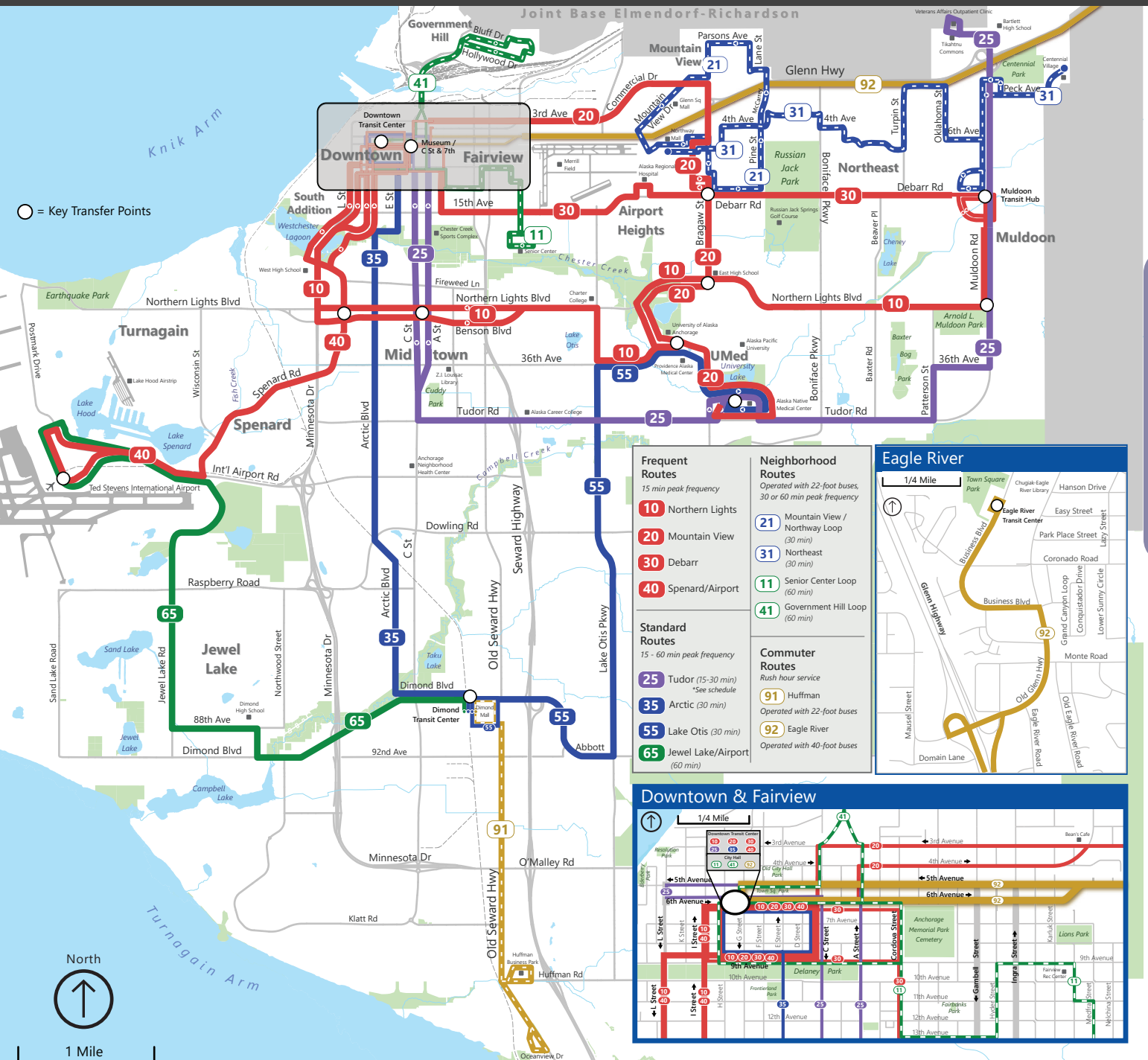


AnchorRIDES



RideShare

# FIXED ROUTE BUS SYSTEM



WHAT

Figure 5: Current System Map

## PEOPLE MOVER

People Mover fixed route bus service began in 1974. A feasibility study in 1972 determined that most cities the size of Anchorage – 126,333 people at the time – had a public transportation system. Today, Anchorage has more than twice as many residents, and the transit system

now has 14 routes. Figure 5 displays a map of all routes in the current fixed route bus system. Fifty five percent of the jobs in the Municipality and 39% of the residents are within a ¼ mile (or five-minute walk) of the bus system. There are four high frequency routes with peak service every 15-minutes, four standard routes

ranging in frequency up to 60 minutes, four neighborhood routes, designed to bring people from the neighborhoods to the frequent network with service every 30 to 60 minutes, and two commuter routes. One commuter route brings people into Anchorage from Eagle River. The other commuter route brings South Anchorage residents to Dimond Center, connecting them with the rest of the fixed route bus system.

**Peak bus service** in Anchorage does not follow the typical morning and evening commute. Through the Anchorage Talks Transit planning process that initiated the changes to the system, it was discovered that weekday peak travel times along most of the bus routes were between 12:30 pm and 4:30 pm. Some routes had another spike in ridership between 8:00 pm and 10:00 pm. Today, at peak service there are 39 (40-foot) buses in operation and 6 (22-foot) buses. On average, the current fleet of 40-foot buses is approximately 11 years old, and the 22-foot buses are appropriately 3 years old. The Federal Transit Administration (FTA) requires a bus to meet its “useful life” before it can be replaced. The useful life for a 40-foot bus is 12-15 years.

The system redesign in 2017 brought new **route numbers**. The basis for the new numbering system gives insight into each of the route types. The routes 10, 20, 30, and 40 all end in a zero and are high frequency routes. The routes 25, 35, 55, and 65 all end in a five and are the

standard routes ranging in frequency up to 60 minutes. The routes 11, 21, 31, and 41 all end in a one and are neighborhood routes operated by 22-foot buses. The routes 91 and 92 begin with a nine and are commuter routes.

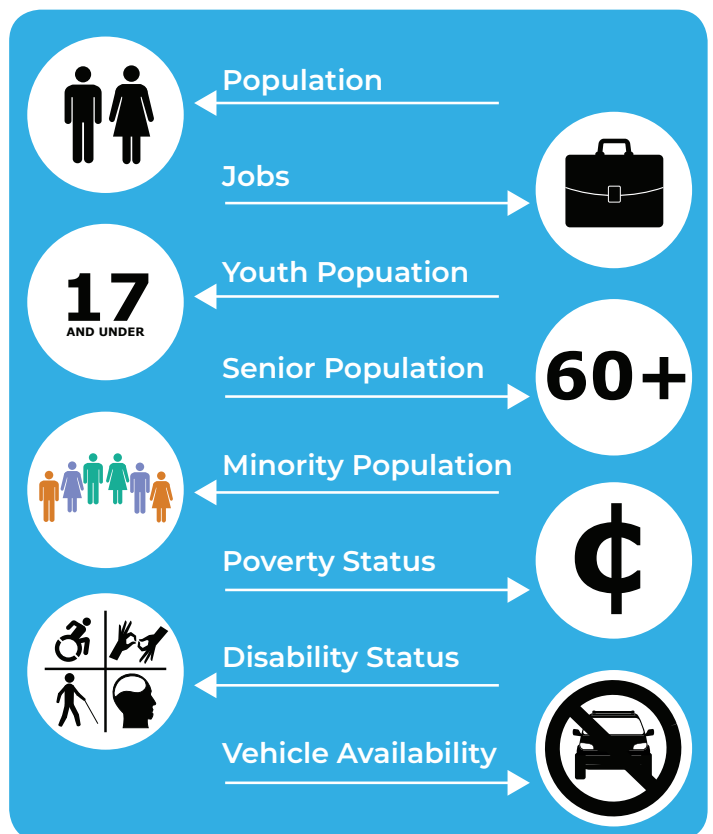
## THE RIDERS

In the “2014 Onboard Origin Destination Study,” funded by Anchorage Metropolitan Area Transportation Solutions (AM-ATS), 58% of the weekday riders and 68% of weekend riders surveyed did not have access to a vehicle.

Additionally, about 40% of riders earned less than \$15,000 a year.

Several external and internal factors play a role in the potential for increased ridership. **External factors** include variables that are not directly in the control of the Municipality.

Some important community dynamics that affect public transit use are:





Each of these demographic variables is discussed and visually displayed in the map Figures 6-14 on the following pages. Among other goals, the system change in 2017 focused on reversing the downward trend of ridership and strived to make transit in Anchorage relevant again. Several **internal factors** were listed in the “2010 *High Priority Transportation Plan Study*,” referenced on page 6, to increase the effectiveness of transit

service in the Municipality of Anchorage:

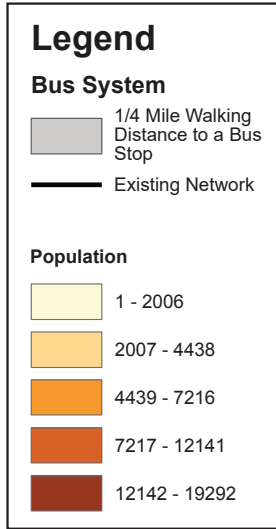
- Span of service
- Replacing poor performing routes with new ones
- Instituting memory headways
- Coordinating schedules

The system change in 2017 addressed all of these factors.

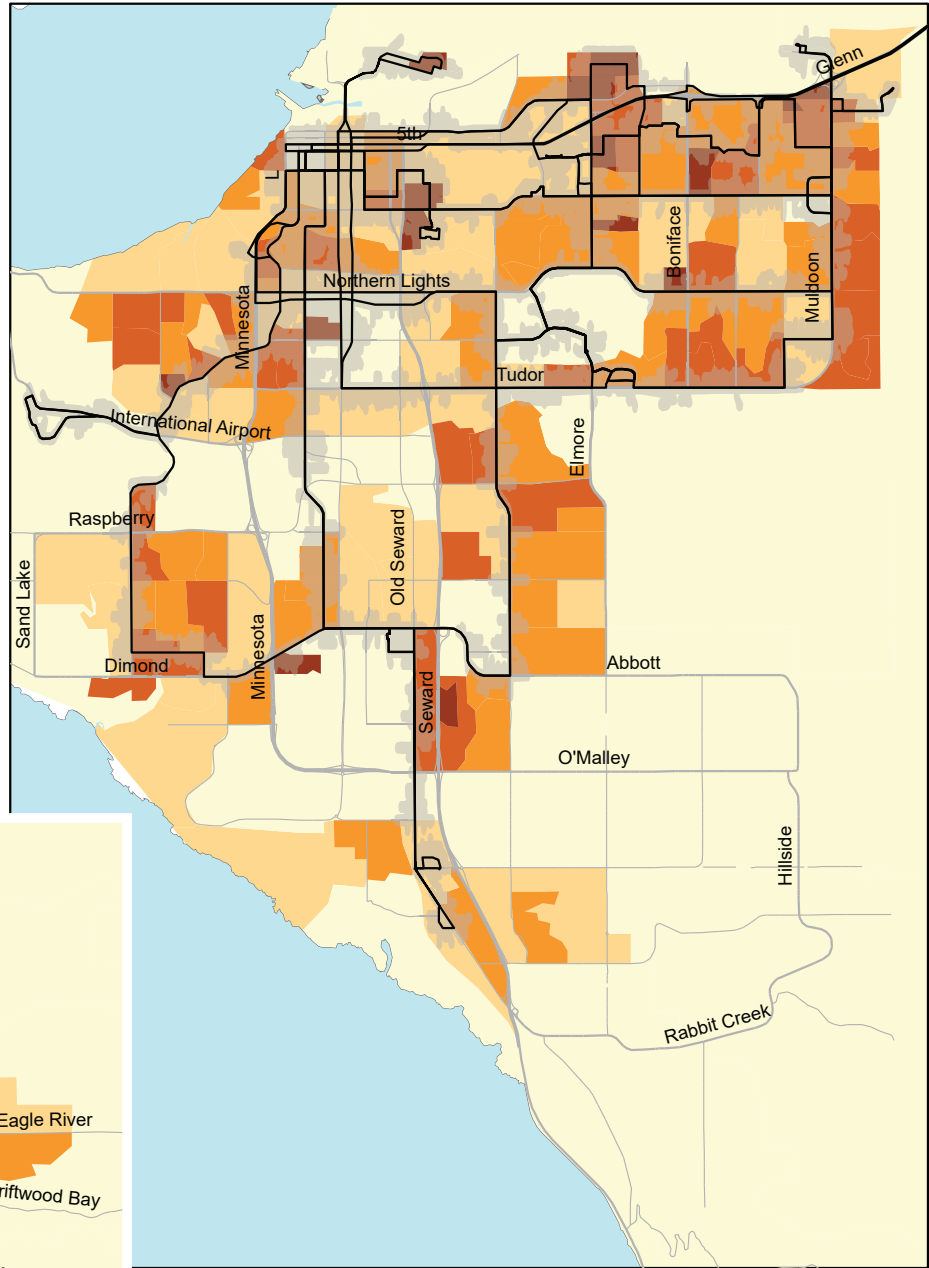


# POPULATION

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

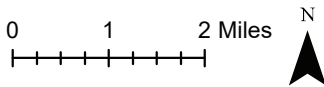
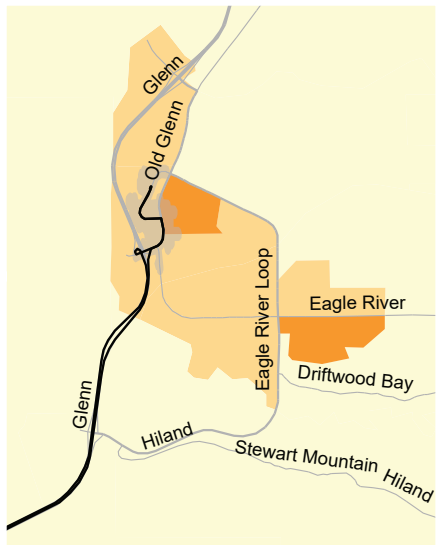


Figure 6: Population Map

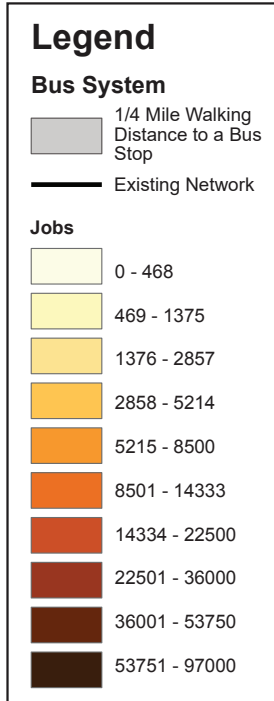
*Population estimates, per square mile by Census Block Group*



**39%**  
of MOA Residents  
are within a 1/4 mile  
of a bus stop

# JOBS

## Anchorage Bowl



Source:  
CTPP data based on ACS, 2016.

## Eagle River

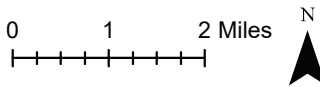
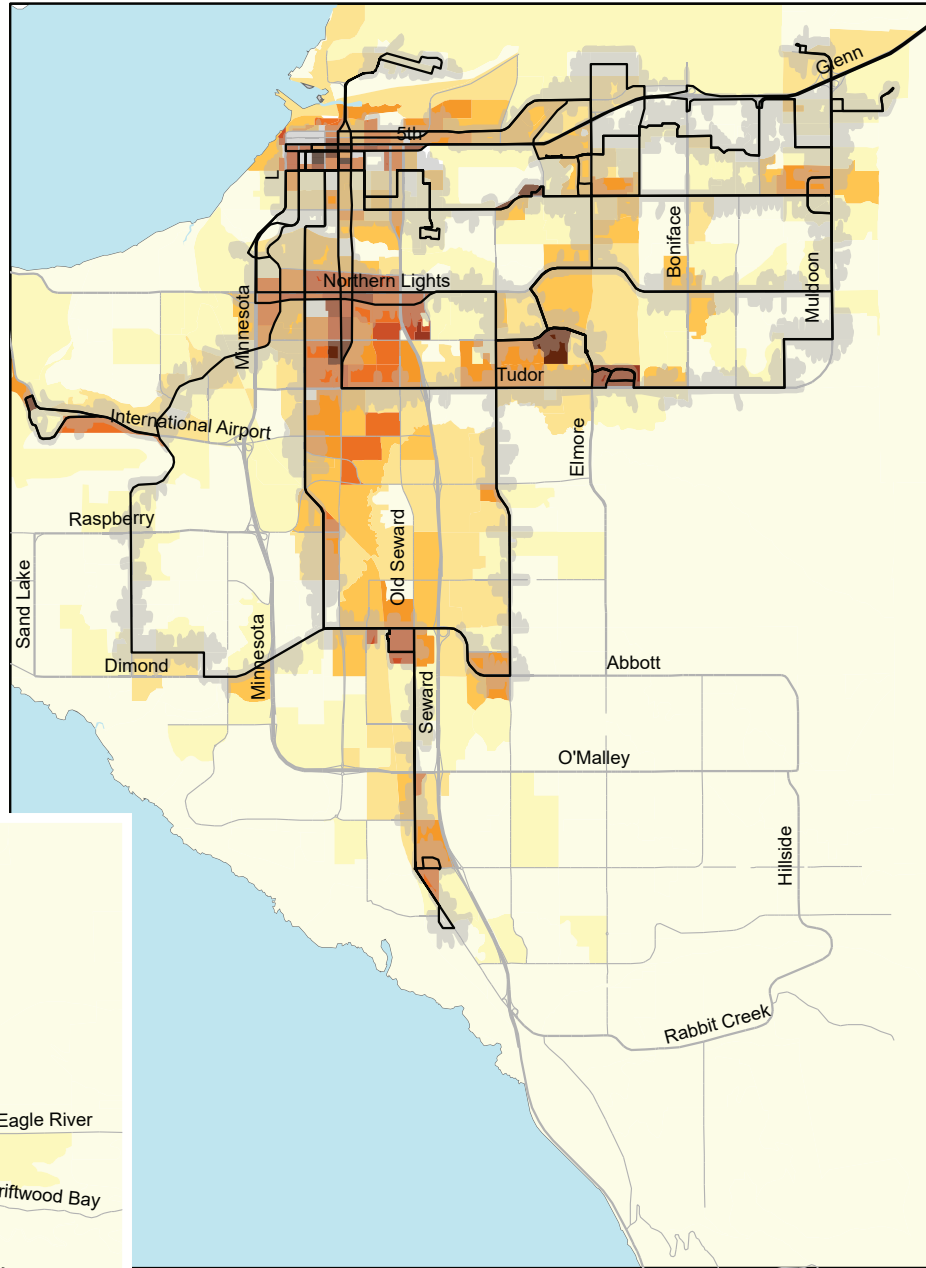
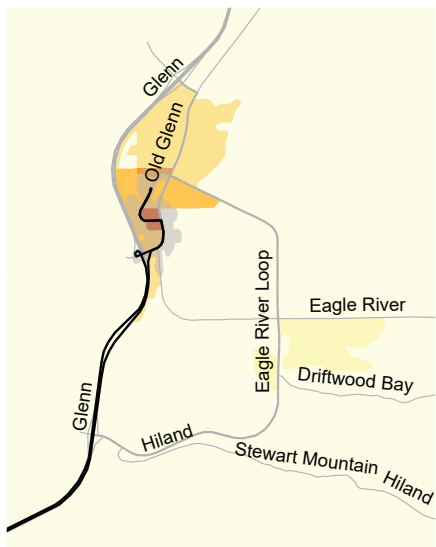


Figure 7: Jobs Map

*Jobs per square mile by  
Transportation Analysis  
Zone*

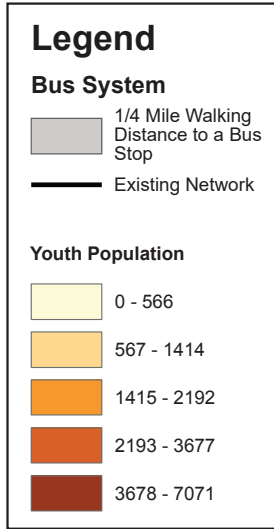


**55%**  
of the Jobs in the  
MOA are within a 1/4  
mile of a bus stop

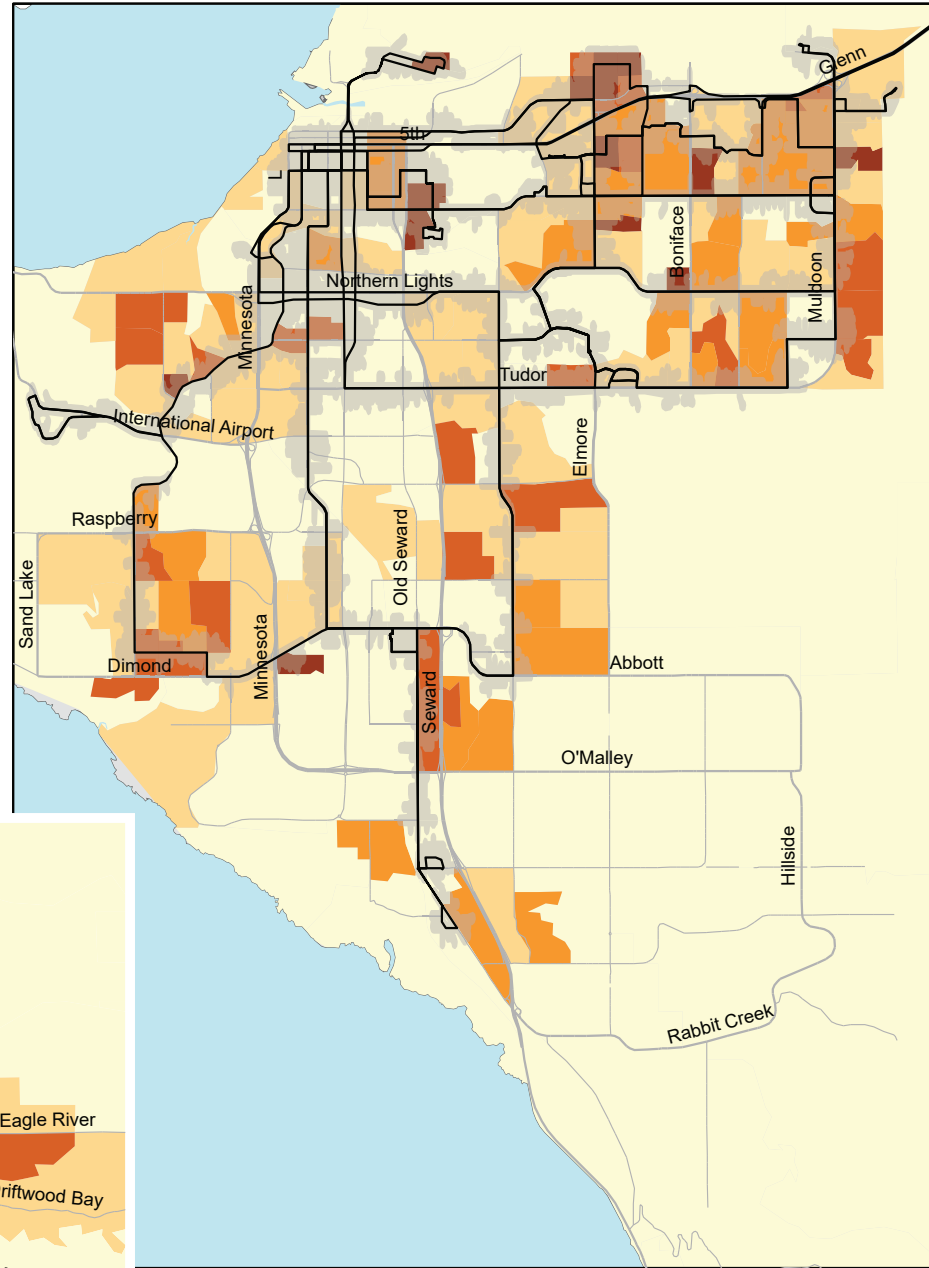
WHAT

# YOUTH POPULATION

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

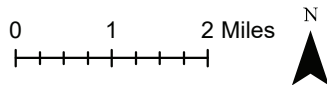
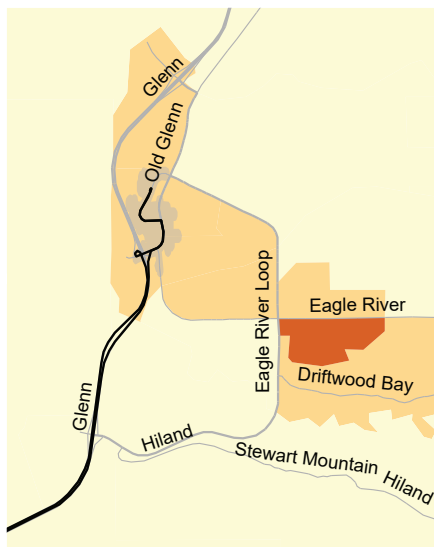


Figure 8: Youth Population Map

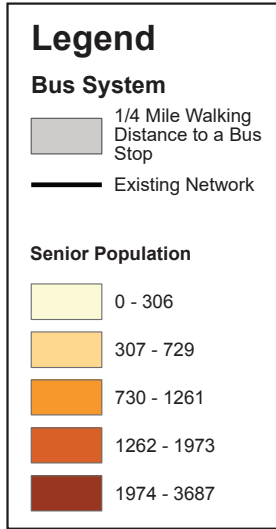
*Population estimates, per square mile by Census Block Group, of individuals who are 17 years and younger*

**17**  
AND UNDER

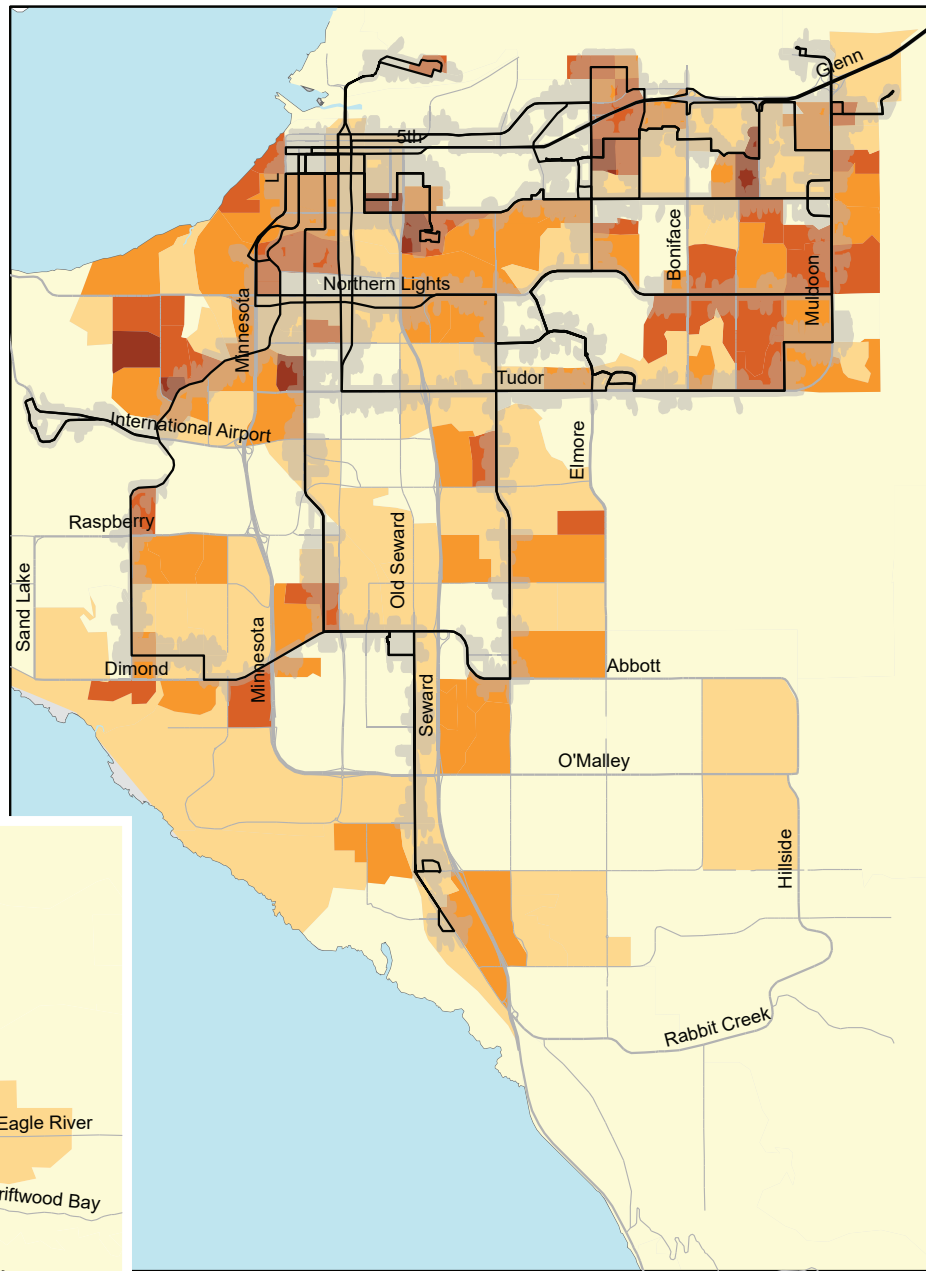
**36%** of the Population 17 Years and Under is within a 1/4 mile of a bus stop

# SENIOR POPULATION

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

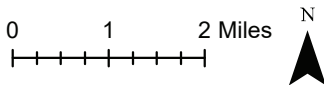
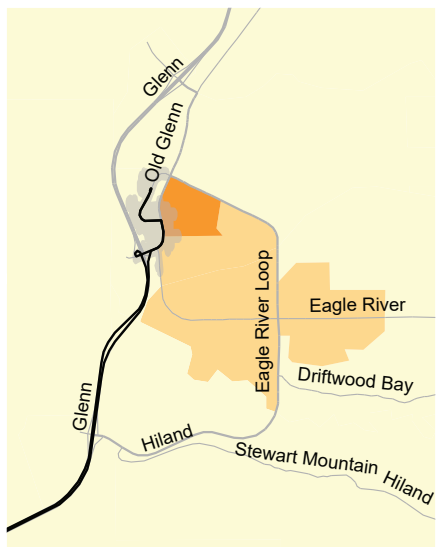


Figure 9: Senior Population Map

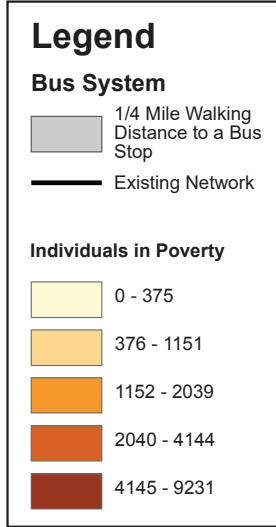
*Population estimates, per square mile by Census Block Group, of individuals who are 60 years and older*

**60+** **39%** of the Population 60 Years or Older is within a 1/4 mile of a bus stop

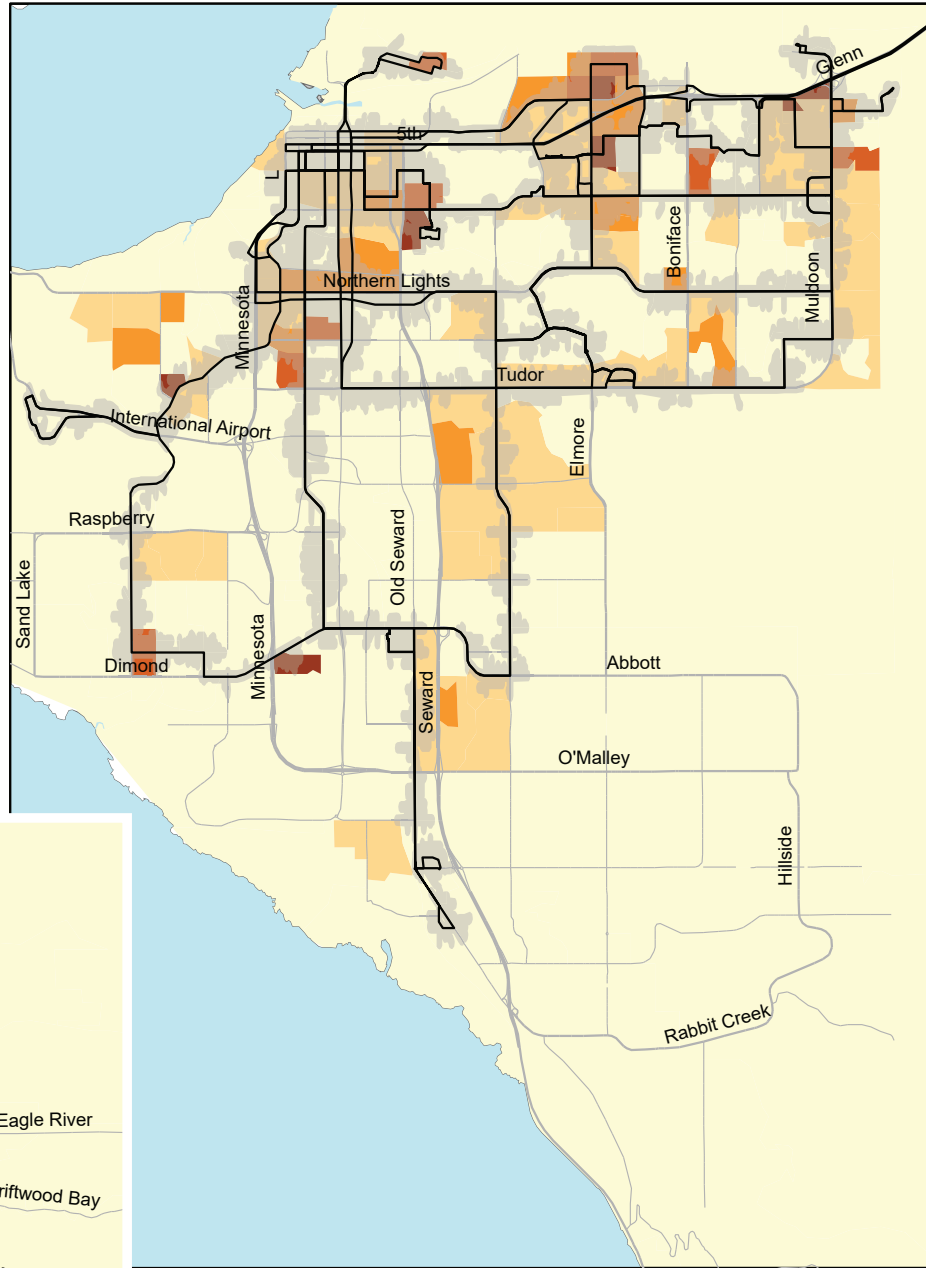
WHAT

# INDIVIDUALS IN POVERTY

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

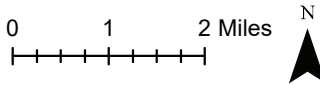
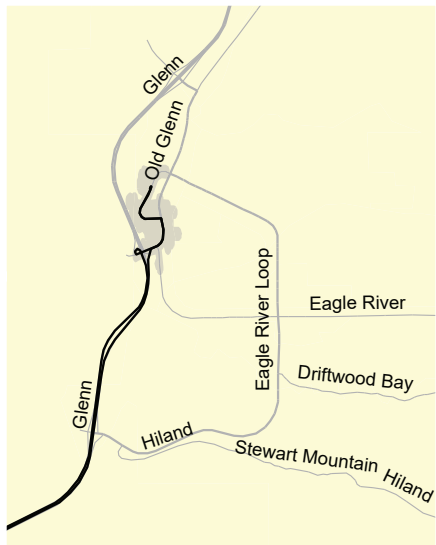


Figure 10: Poverty Map

*Population estimates, per square mile by Census Block Group, of individuals below the nationally established poverty level*

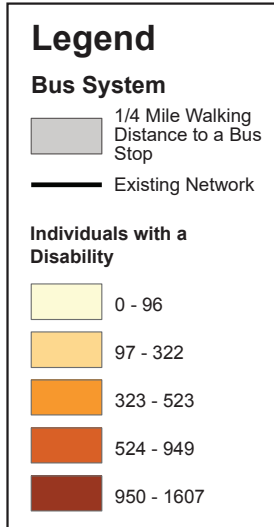


**58%**

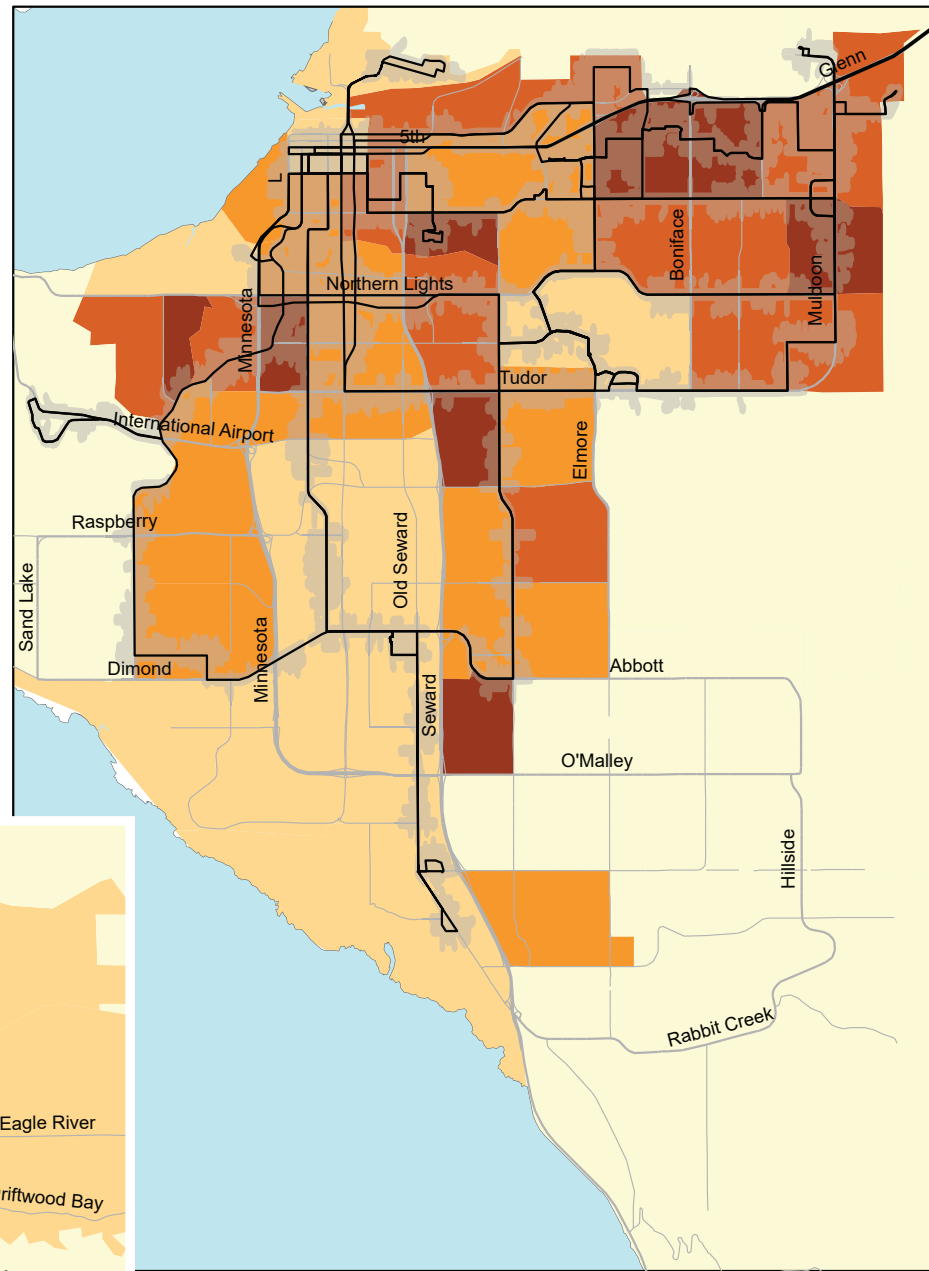
of Individuals living in Poverty are within a 1/4 mile of a bus stop

# INDIVIDUALS WITH A DISABILITY

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

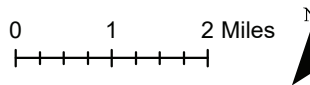


Figure 11: Disability Map

*Population estimates, per square mile by Census Tract, of individuals with a disability*

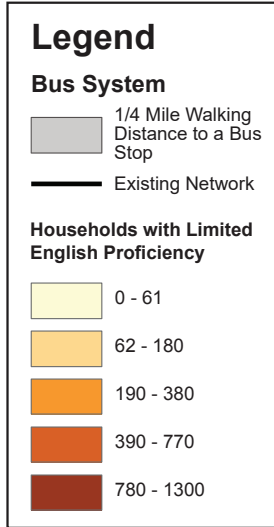


**44%**  
of Individuals with a Disability are within a 1/4 mile of a bus stop

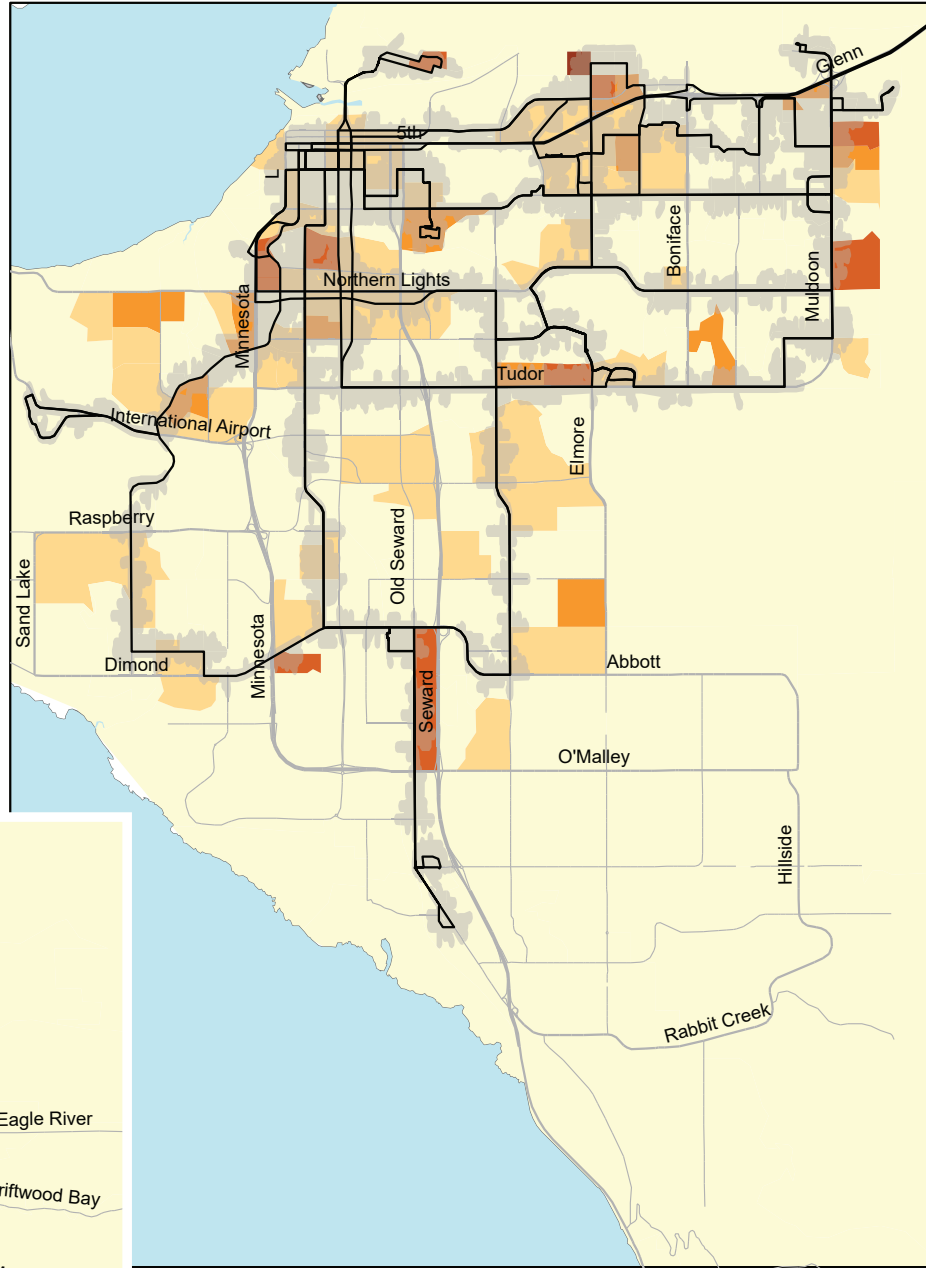
WHAT

# LIMITED ENGLISH SPEAKING HOUSEHOLDS

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

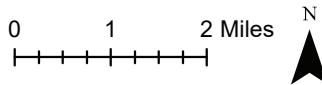
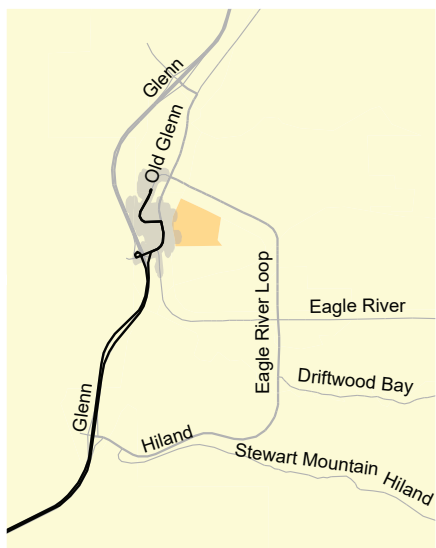


Figure 12: LEP Map

*Households, per square mile by Census Block Group, with limited English speaking abilities*

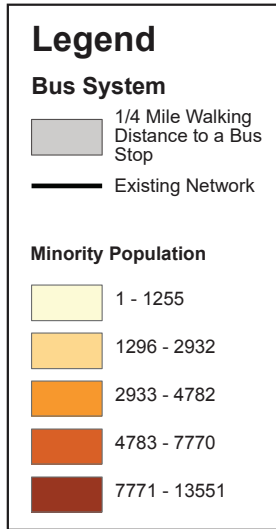


**60%**  
of Limited English Speaking Households are within a 1/4 mile of a bus stop

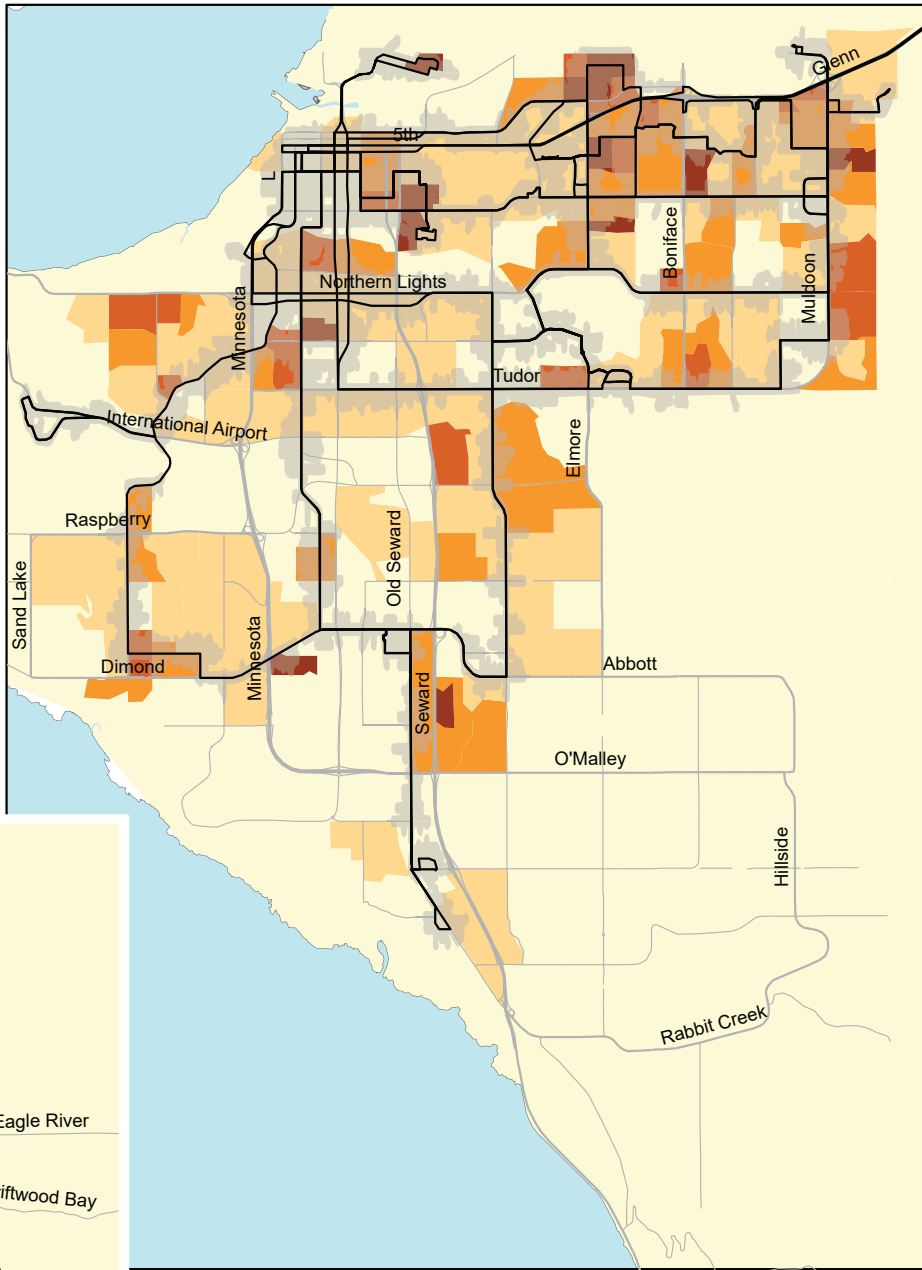


# MINORITY POPULATION

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

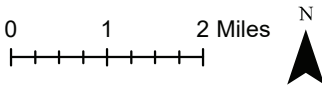
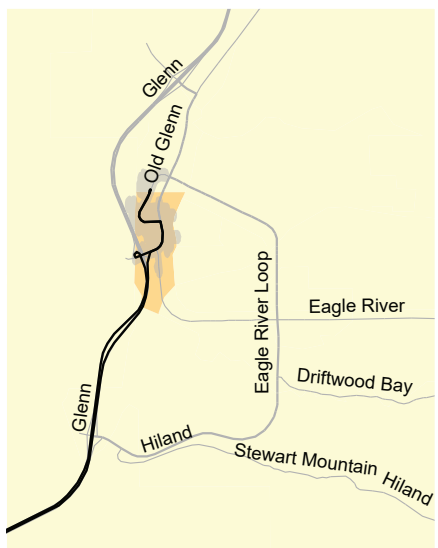


Figure 13: Minority Map

*Population estimates, per square mile by Census Block Group, of the non-white population*

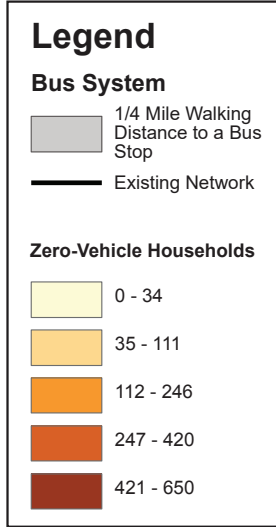


**48%**  
of the Minority Population is within a 1/4 mile of a bus stop

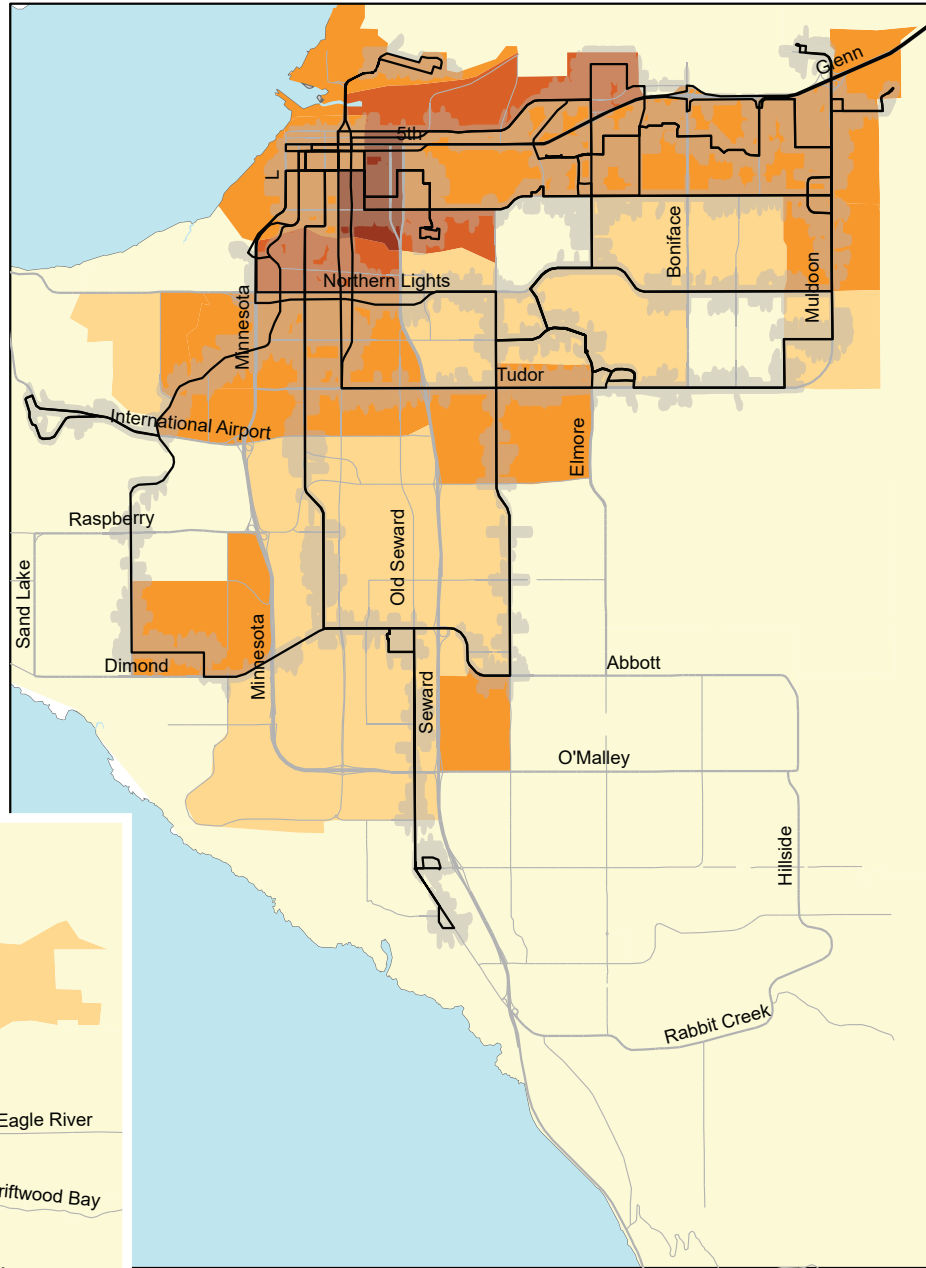
WHAT

# ZERO VEHICLE HOUSEHOLDS

## Anchorage Bowl



Source:  
ACS 2013-2017 5 Year Estimates



## Eagle River

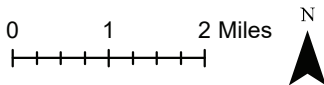
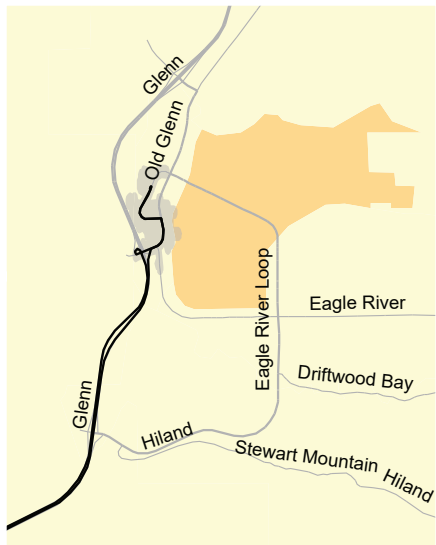


Figure 14: Zero Vehicle Household Map

*Population estimates, per square mile by Census Tract, of households without access to a vehicle*



**56%**  
of Households Without Access to a Vehicle are within a 1/4 mile of a bus stop

# BASELINE ANALYSIS

In December 2018, PTD released the first System Report Card analyzing how the new bus system performed during its first year of operation.

Before the new bus system, People Mover had grappled with declining ridership. In 2015, average weekday ridership was down 5.5% from 2014. In 2016, it decreased by 5.9%. In the first 10 months of 2017 - before People Mover implemented the bus system redesign - ridership had decreased by 3.9%.

People Mover stayed above the forecasted rate of decline during the first few months of the new bus system. During the first year of the new bus system, weekday average ridership decreased by just 1.9%, significantly less than what was projected had nothing changed. Meanwhile, Saturday average ridership decreased 3.0%, and Sunday average ridership **increased** 17.2%. Figures 15-16 display average weekday and Sunday ridership since 2008, showing the projected decline and what actually happened with the system redesign.

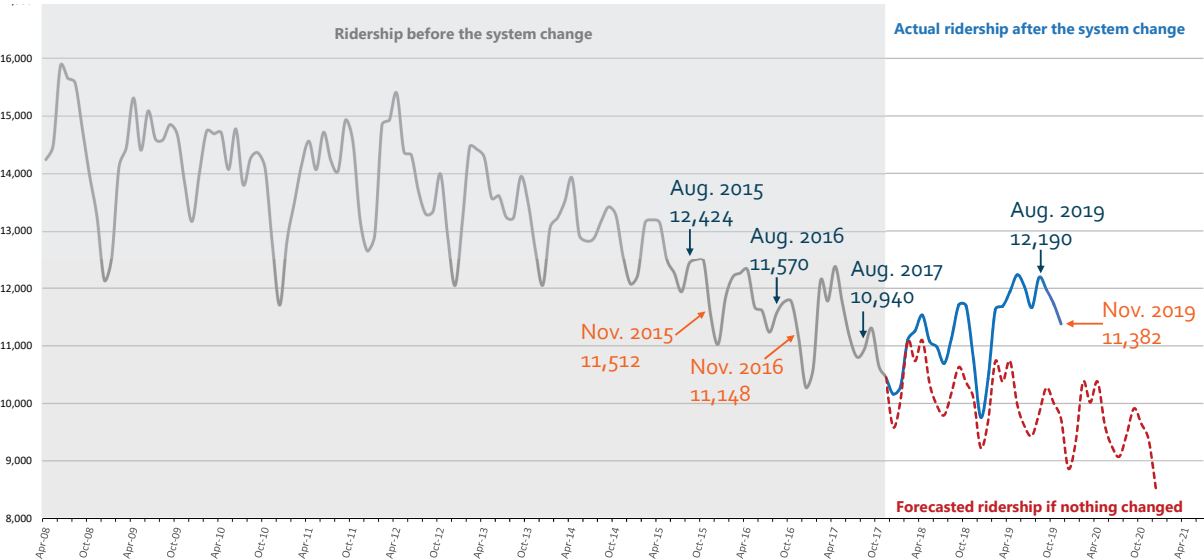


Figure 15: Average Weekday Ridership

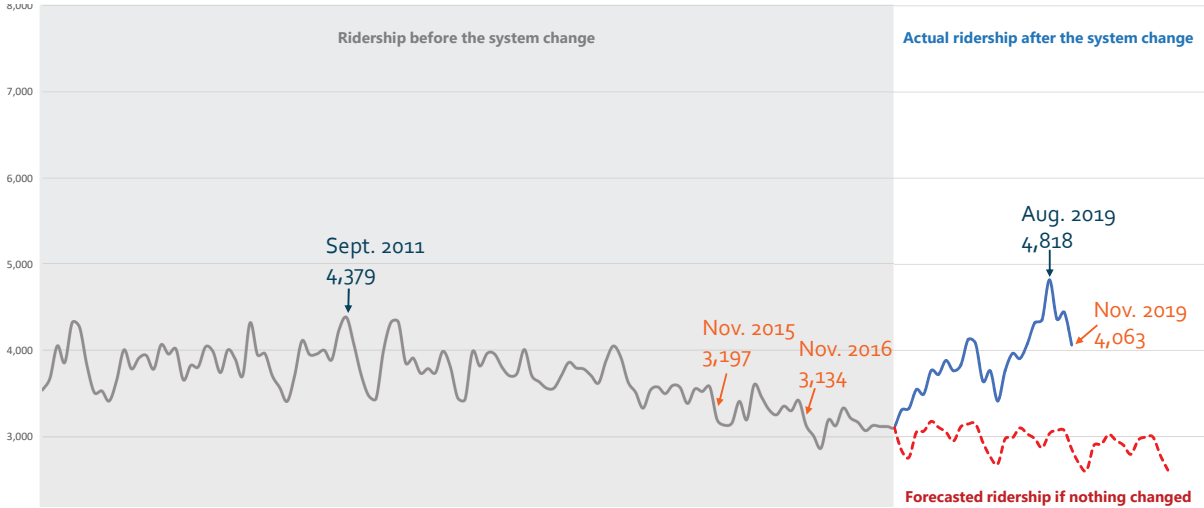


Figure 16: Average Sunday Ridership

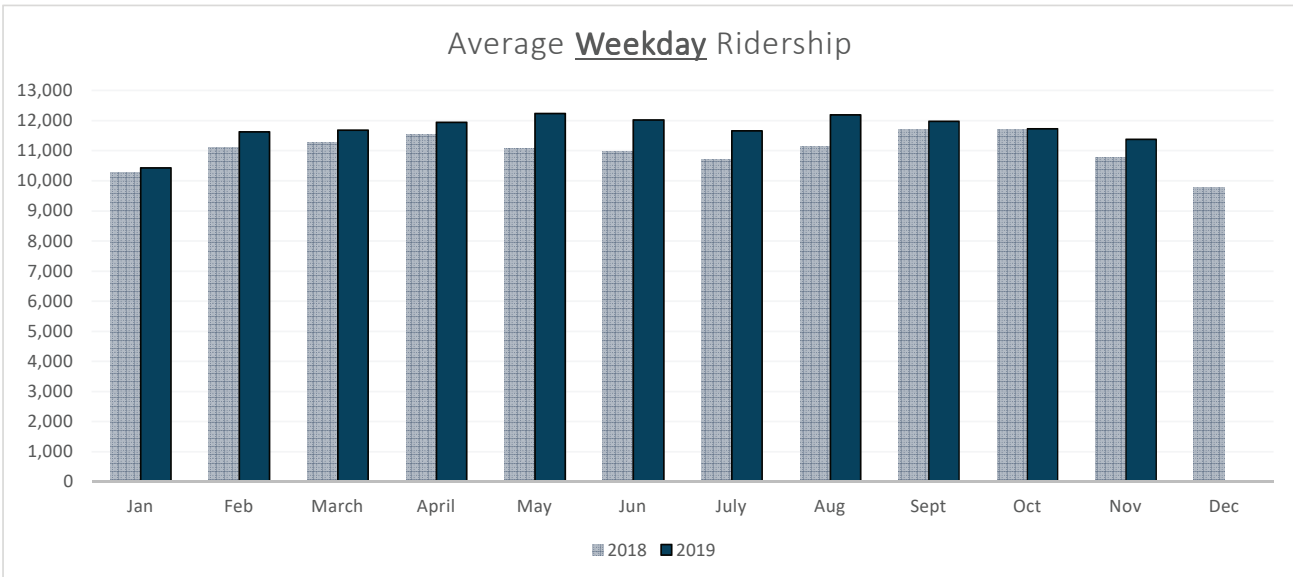


Figure 17: 2018 - 2019 Ridership Comparison

By July 2018, weekday ridership began to increase. Those increases continued, and every month in 2019 saw ridership increases. Figure 17 compares 2018 to 2019 ridership each month.

Weekend ridership also increased. Sunday ridership hit an all-time high in August 2019. Sunday average ridership was 10% higher than the previous record set in September 2011.

PTD is always monitoring its service and makes minor adjustments annually during each service change to improve performance. Two service changes have been implemented since the new system began in 2017.

To improve on-time performance, the neighborhood routes were realigned, and the Route 11 was split into two separate routes in July 2018.

In July 2019, the neighborhood route operations were transferred from a 3<sup>rd</sup> party contractor to PTD. Other significant changes were implemented based on rider feedback that included:

- Realigning the **Route 65** to provide service to the airport
- Adding additional trips to the **Route 91**
- Extending the **Route 55** to the Alaska Native Medical Center and increasing the frequency to every 30 minutes
- Expanding **Sunday service** to 8 pm to match Saturday service
- Adjusting the span of service on the **Route 40** to end at midnight instead of 2 am

**System Performance** for People Mover is analyzed annually and includes metrics like: ridership, on-time performance, productivity, cost per passenger, and average speed. For more information about current conditions, visit the People Mover website and download the latest System Report Card at:

<http://www.muni.org/Departments/transit/PeopleMover/Pages/SystemReportCard.aspx>

## RIDESHARE

### 2018 System

- 79 Vanpools
- 680 Participants

The RideShare Program matches riders by geographical area to provide groups of five or more riders with a convenient, relaxing, and economical commute to work.

Funded by a federal grant through AM-ATS, PTD provides a monthly subsidy to each vanpool to help offset the shared commuting costs.

In June 2016, the program partnered with *Commute with Enterprise*. Enterprise now provides brand new vehicles of smaller size, allowing for groups with as few as five people to form a vanpool.

This also opened the possibility of allowing Eagle River and surrounding areas to participate in the program.

Currently, there are approximately 680 participants between 79 different vanpools. Twenty of those participants are commuting from the Chugiak, Birchwood, and Eagle River areas.

To help expand the program and eliminate a common barrier to vanpooling, RideShare participants were given the opportunity to receive a complimentary monthly bus pass beginning July 2019. This allows for more mobility options throughout the day when the vanpool is not operating.



# PARATRANSIT

## ANCHORRIDES

### 2018 System

- 94,810 Trips Annually
- 4,973 Eligible Riders

AnchorRIDES provides supplementary service to seniors and community members who are not capable of using the fixed route bus service. This service complements the geographical coverage that People Mover operates. The core-area of AnchorRIDES includes a federally required buffer area of  $\frac{3}{4}$  mile around the bus system. In addition to the core-area, AnchorRIDES also operates two premium service areas that extend outside the required buffer zone at a higher fare rate.

The 2017 bus system redesign decreased the core-service area and increased pressure on the premium zones that are more expensive to operate. The service change also extended the hours of operation that AnchorRIDES is in service. Coverage of the Eagle River area was turned over to the Chugiak Senior Center as part of the July 2018 service change in order to gain efficiencies and improve the customer experience. Figures 18 and 19 display rider statistics for 2018. Figure 20, on the following page, displays the trip origin requests made for one year between April 2018 and April 2019.

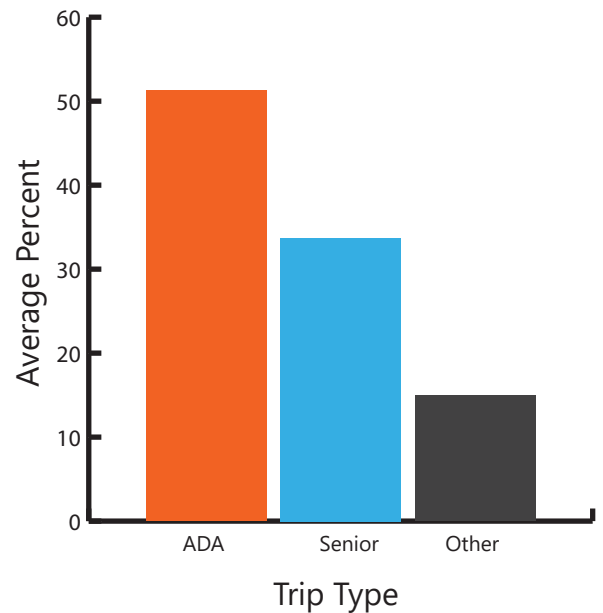


Figure 18: AnchorRIDES 2018 Riders

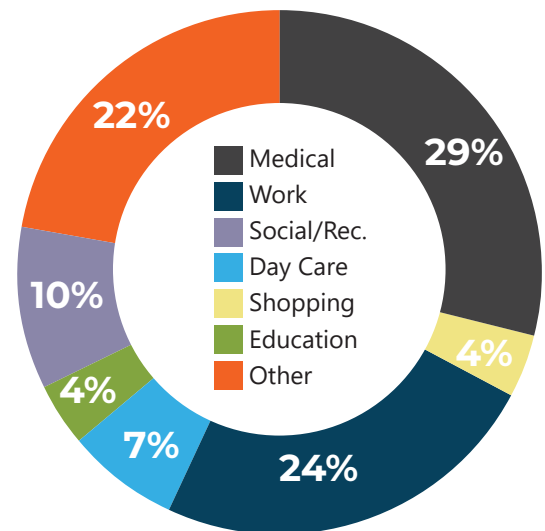
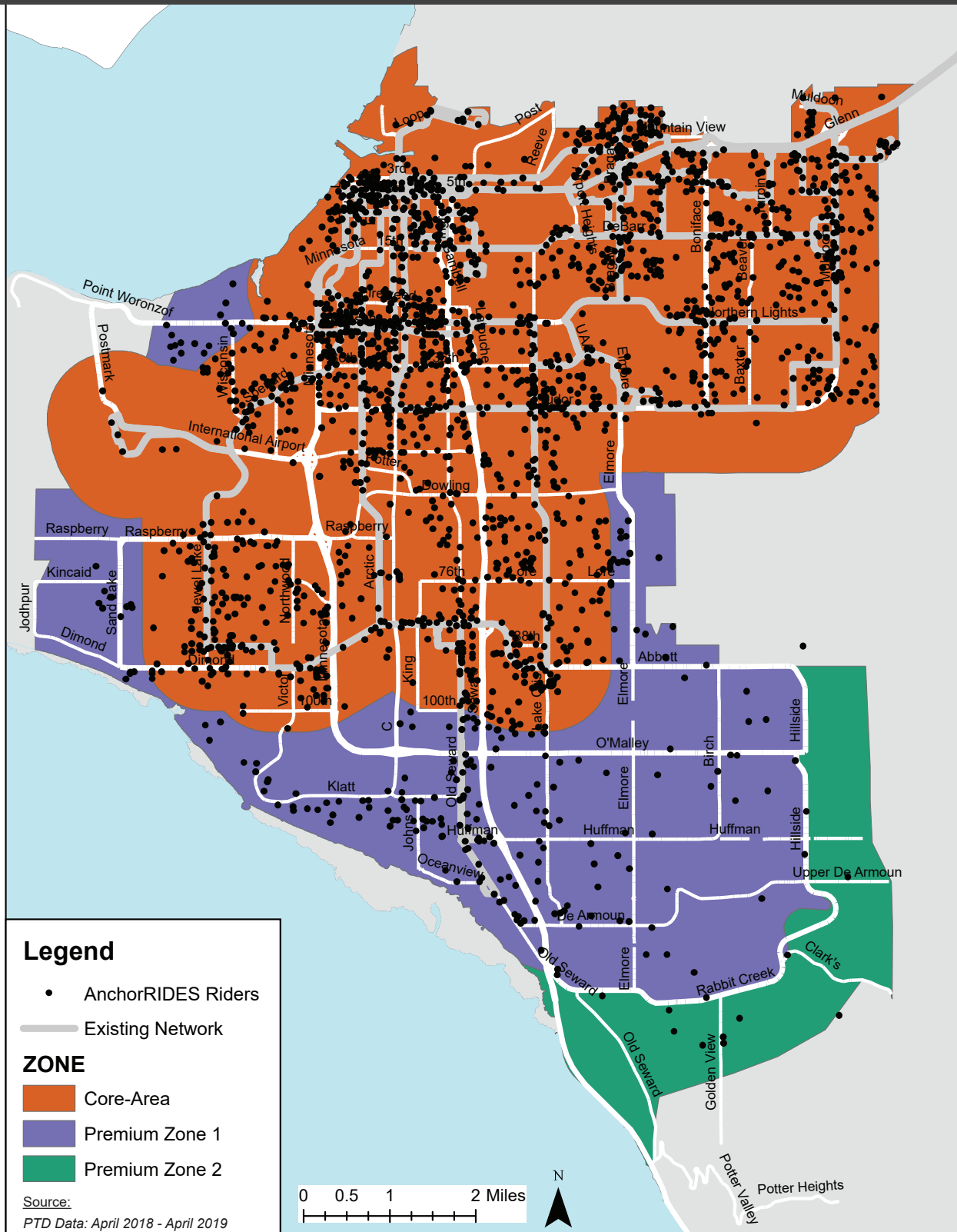


Figure 19: AnchorRIDES 2018 Trip Purpose

# ANCHORRIDES RIDERS



WHAT

Figure 20: AnchorRIDES Trip Map

## Origins of AnchorRIDES Ride Requests between April 2018 and April 2019







# Transit on the move

2020 TRANSIT PLAN

## WHERE WE ARE GOING

NEEDS · VALUES · DESIRES  
PERFORMANCE-BASED  
PLANNING MATRIX  
PUBLIC EVENT SERIES #1  
PUBLIC EVENT SERIES #2  
PROJECT LIST

# NEEDS · VALUES · DESIRES

## PUBLIC EVENT SERIES #1

In February 2019, PTD conducted Public Event Series #1 (PES1) of Transit on the Move to review the 2018 report card and get feedback on how the system was performing for the riders.

One hundred and fifty-five individuals came out to those first events, and over 500 comments were received. Table 3 displays the eight public meetings held and the number of participants at each meeting.

At the events, participants were asked to think about three over-arching goals for public transportation: accessibility, convenience, and reliability.

### Accessibility

Is the service **where** I need it?

### Convenience

Is the service there **when** I need it, and is it easy to use?

### Reliability

Is the service **performing** as expected?

Participants used sticky notes to express their ideas and staff assisted them with posting their thoughts in the appropriate category.

Locations	Attendees
Public Meeting 1 - City Hall	45
Public Meeting 2 - Mountain View	27
Public Meeting 3 - Eagle River	18
Public Meeting 4 - Dimond Mall	35
Public Meeting 5 - Romig Middle School	10
Public Meeting 6 - Muldoon Library	8
Public Meeting 7 - Fairview Rec Center	12
Transportation Fair	16

Table 3: Public Event Series #1 Events

## EVENT RESULTS

Two hundred and thirty-eight comments made throughout PES1 were about accessibility.

There are three parts to the goal of accessibility. **Geographic Accessibility** asks the question – “can I get to it?,” **Economic Accessibility** asks the question – “can I afford it?,” and **Informational Accessibility** asks the question – “do I know about all of my options?” The majority of the comments received related to geographic accessibility.

Two hundred and forty-eight comments pertained to the goal of convenience and included comments about route alignments, bus stops, frequency, span of service, and transit amenities.

Ninety-eight comments pertained to reliability and included comments about scheduling, on-time performance, maintenance, safety concerns, and feedback on the bus drivers.

Fifty comments that did not pertain to those three goals were placed in the Other category.

Figures 21 & 22 summarize all comments by goal and by comment category. See the appendix for more details on Public Event Series #1 materials and results.

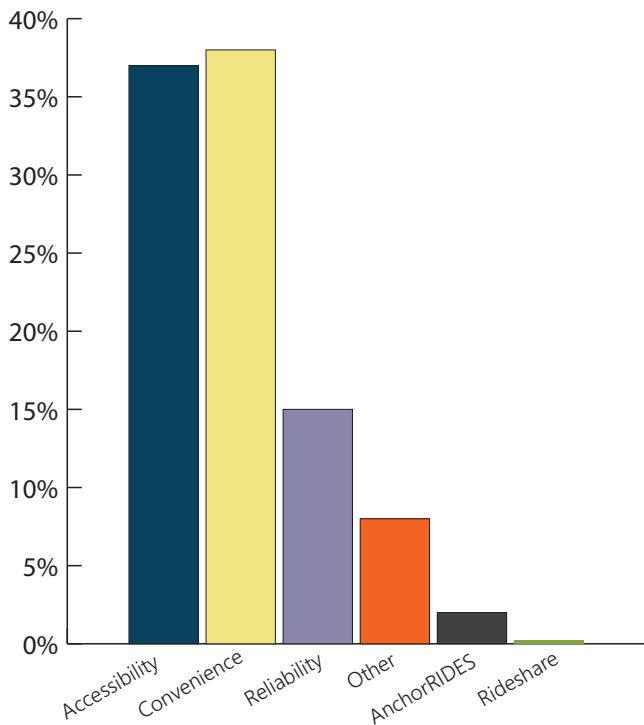


Figure 21: Public Event Series #1 Comments by PTD Goal

## PERFORMANCE-BASED PLANNING MATRIX

Performance-based planning focuses on connecting the vision and goals of a plan to the desired outcomes.

Comments from PES1 helped shape the performance measures and targets of this plan. Four hundred and thirty eight of the 651 individual ideas expressed were goal-oriented and applied to the performance-based planning matrix revisions. The remaining 213 ideas were general comments or project proposals and were recorded and saved for project development in PES2.

In total, there are **4** goals, **12** objectives, **19** performance measures, and **20** performance targets for the plan. The complete list of system improvements will help guide planning processes for coordinated planning efforts, such as the “Metropolitan Transportation Plan”

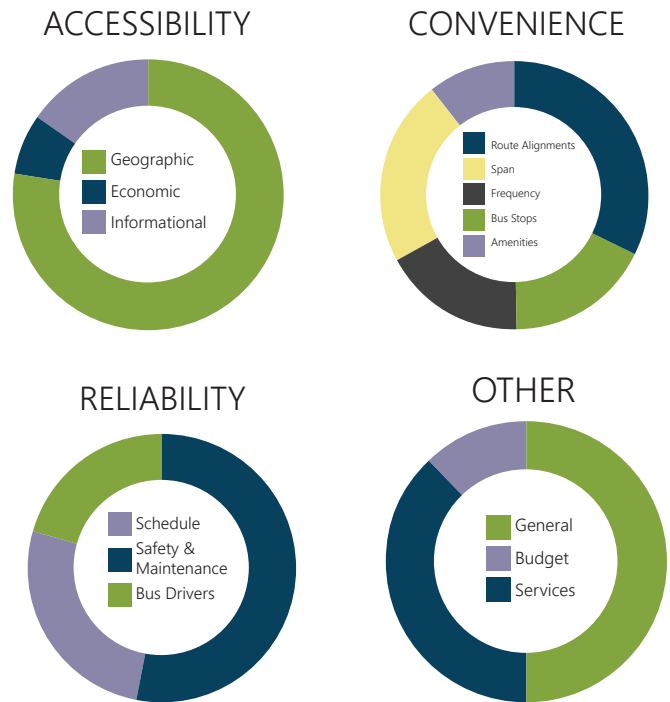
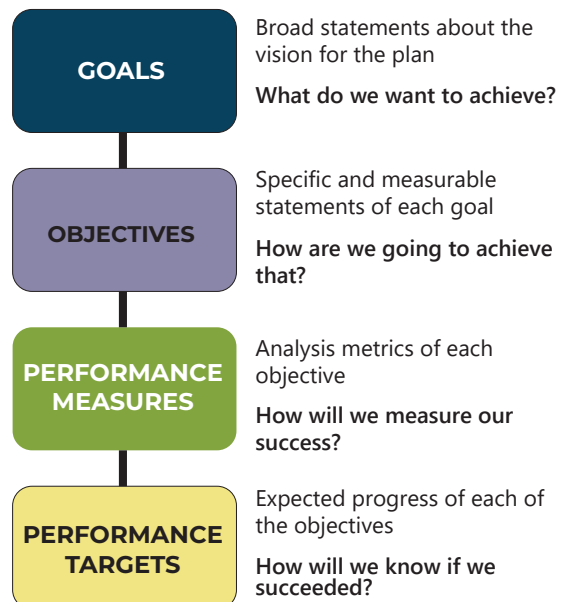


Figure 22: Public Event Series #1 Comment Categories

(MTP).

The Public Transit Advisory Board (PTAB) recommended approval of the performance-based planning matrix as presented in Tables 4, 5, and 6 at their May 9, 2019 meeting.

### PERFORMANCE-BASED PLANNING



# GOAL: ACCESSIBILITY

Is the service where I need it? Can I afford it?  
Do I know about all of my options?



People Mover  
*fixed route*  
*service*



AnchorRIDES  
*paratransit*  
*service*



RideShare  
*vanpool*  
*service*

OBJECTIVES		PERFORMANCE MEASURES	TARGETS		SERVICE
Geographic	Increase access to jobs / residents	Percent of jobs / residents within 1/4 mile of bus stops	A-1:	Increase the number of jobs by 5% & residents by 10% within 1/4 mile of bus stops	
	Increase seasonal accessibility of bus stops	Bus stop seasonal maintenance plan	A-2:	Complete a bus stop analysis to assess how we can implement best practices for bus stop seasonal maintenance & coordinate with MOA/DOT street & sidewalk maintenance	
Economic	Evaluate the cost of public transit	Fare structure	A-3:	Complete a fare analysis study	
Informational	Increase our reach	Number of business partnerships	A-4:	Add one new business partnership annually	
		Number of marketing campaigns / web hits / mailings / social media reach / public meetings / technology upgrades	A-5:	Add three new marketing campaigns & increase our reach through all methods of communication by 5%	

Table 4: Performance Based Planning Matrix - Accessibility

# GOAL: CONVENIENCE

Is the service there when I need it?  
Is it easy to use?



People Mover  
fixed route  
service



AnchorRIDES  
paratransit  
service



RideShare  
vanpool  
service

OBJECTIVES	PERFORMANCE MEASURES	TARGETS	SERVICE
Decrease wait time	Frequency of routes	C-1: All fixed routes $\leq$ 30 minutes peak frequency	
	Minutes between transfers	C-2: Synchronize 80% of fixed route transfers to $\leq$ 8 minutes at key locations	
	Wait time buffer for scheduled trips	C-3: Decrease wait to 10 minutes on either side of a trip	
	Flexibility when scheduling appointments	C-4: Provide same day scheduling	
Expand service	Weekday Vehicle Revenue Hours (VRH)	C-5: Increase VRH by 5% by adding trips or expanding span of service	
	Weekend Vehicle Revenue Hours (VRH)	C-6: Increase VRH by 5% by adding trips or expanding span of service	
	Holiday service schedule	C-7: Restore service to the 5 holidays cut in 2016: (Martin Luther King Jr. Day, President's Day, Seward's Day, Veteran's Day, Day After Thanksgiving)	
Travel time	Transit / Single Occupancy Vehicle (SOV) travel time ratio	C-8: Transit / SOV travel time ratio to be $\leq$ 1.5	
	Trip time	C-9: 95% of trips $\leq$ 5 miles are completed in $\leq$ 50 minutes	
Increase amenities at bus stops	Percent of bus stops that meet amenities distribution guidelines	C-10: Increase compliance by 10%	

WHERE

Table 5: Performance Based Planning Matrix - Convenience

# GOALS: RELIABILITY & SAFETY

Is the service performing as expected?  
Do I feel comfortable using the service?



People Mover  
fixed route  
service



AnchorRIDES  
paratransit  
service



RideShare  
vanpool  
service

OBJECTIVES	PERFORMANCE MEASURES	TARGETS		SERVICE
Increase vanpool participants	Number of vanpool participants	R-1:	Increase vanpool participants by 5%	
Improve on-time performance	Percent of trips that are on-time	R-2:	All fixed routes to be on-time $\geq$ 90% of the time	
		R-3:	$\leq$ 5% of trips to be late or early	
Decrease number of missed trips	Percent of missed trips	R-4:	Decrease the number of missed trips by 20%	
Improve security at bus stops and on buses	Percent of preventable security related incidents	S-1:	Decrease preventable security incidents by 15%	

Table 6: Performance Based Planning Matrix - Reliability & Safety

## PROJECT LIST

Using the data displayed in the system report card, the plan aims to understand the impacts of the system change in 2017 on the users of each of the public transportation services. Feedback from PES1 helped to establish a list of project proposals.

Projects are identified for each of the performance targets and are designed to help PTD achieve those targets.

## PUBLIC EVENT SERIES #2

In May and June 2019, PTD conducted Public Event Series #2 (PES2). Draft project proposals were presented for review, comment, and a vote.

Project proposals that added coverage to the system or realigned existing service were displayed on maps. Three maps presented projects for the Anchorage Bowl, and one map displayed projects for the Chugiak/Eagle River area. Twenty-two projects in total were displayed.

Seven additional project proposals that improved existing services, but did not add or realign a route, were also presented:

- Transit security
- Extended weekend service
- Extended weekday service
- Service on the holidays
- Increased frequencies
- Same day scheduling for AnchorRIDES
- Decreased wait-time for AnchorRIDES

There were 33 events held to collect feedback on project proposals. Eight public meetings were held in May 2019 and 25 additional events in June 2019 to solicit more participation in the voting process. Table 7 lists all the event locations and how many people voted at each event. In addition to the 33 events, voting also took place by email, by mail, and over the phone.

Participants were asked to pick the three projects that were most important to them. Votes could be cast for three different projects or all three votes for one. If a project idea was not captured in the 29 project options, participants could also write in their own ideas and/or draw them out on blank maps provided at the meetings.

Five new ideas were written in by the public and one additional route alignment was drawn for consideration.

Locations	Voters
<b>Public Meetings</b>	
Public Meeting 1 - City Hall	21
Public Meeting 2 - Oceanview Elementary	2
Public Meeting 3 - West High School	4
Public Meeting 4 - Eagle River Transit Center	15
Public Meeting 5 - Dimond Center	7
Public Meeting 6 - Muldoon Library	0
Public Meeting 7 - Fairview Rec Center	3
Public Meeting 8 - Mountain View Library	4
<b>Other Outreach Events</b>	
Bus Operators - PTD (x10)	45
Turnagain Community Council	1
Downtown Transit (x3)	52
Sand Lake Community Council	0
Loussac Library (x4)	18
Centennial Village	7
Dimond Transit Center	21
Senior Center	0
Catholic Social Services	9
Climate Action Plan Celebration Event	30
Seeds of Change	11

Table 7: Public Event Series #2 Events

## MICROTRANSIT

One project proposal that would add a fourth service to the PTD umbrella was Microtransit. Microtransit is like other ride-share services where customers can use a smartphone app (or phone call) to request a ride that will pick up and drop off passengers wherever they wish to travel within the service area boundary. If the desired destination is outside the service area boundary, the passenger will be dropped off at the nearest transfer location on the bus system. When someone makes a request, the Microtransit app will provide passengers with an estimated pick-up time and be able to track their bus in real-time. Trip requests are typically made on the same day and wait times for service are subject to vehicle availability and demand.

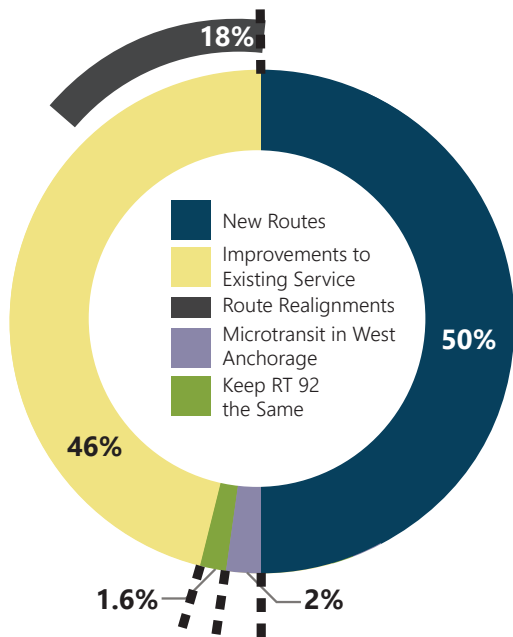


Figure 23: Public Event Series #2 Votes

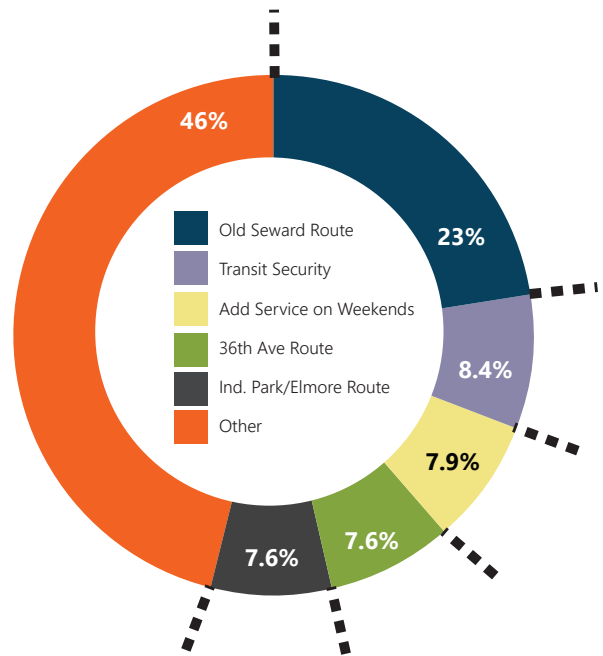


Figure 24: Public Event Series #2 Vote: Top Five Project Categories

## VOTING RESULTS

Figures 23 & 24 display the voting distribution and the project categories that received the most votes in PES2. Projects were categorized if they represented project choices. An example of a project choice is added coverage on Old Seward Highway. There were three options for service on Old Seward Highway. Only one of the three could ultimately be implemented, so collectively the three options represented 23% of the total vote. Project H, the Old Seward Highway route connecting the Dimond Center, Loussac Library, West Anchorage and downtown, received the most votes of the three. The different route options, as well as all projects that add coverage to the bus system, can be seen on the prioritization maps in the following chapter.

Fifty percent of the total votes were cast for new routes. Thirty eight percent of those votes were cast for a route going to

the Loussac Library.

Forty six percent of the total votes were cast for project improvements to the existing system. Eighteen percent of those votes were cast for route realignments. The top five project categories during PES2 were the following:

- A new route on Old Seward Highway
- Transit security
- More service on the weekends
- A new route on 36th Avenue
- A new route that goes through Independence Park and on Elmore Road

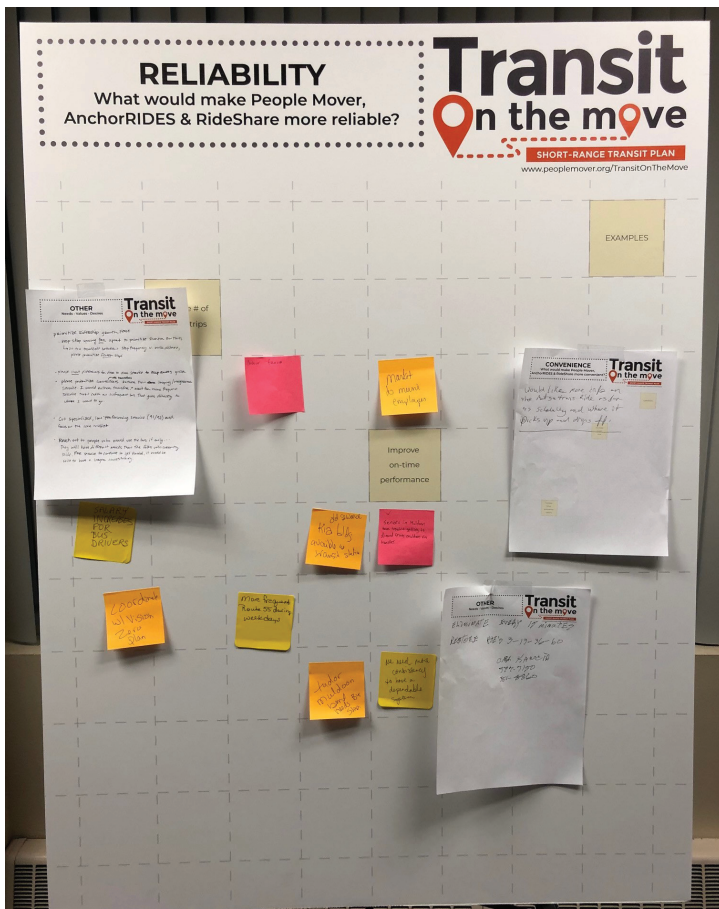
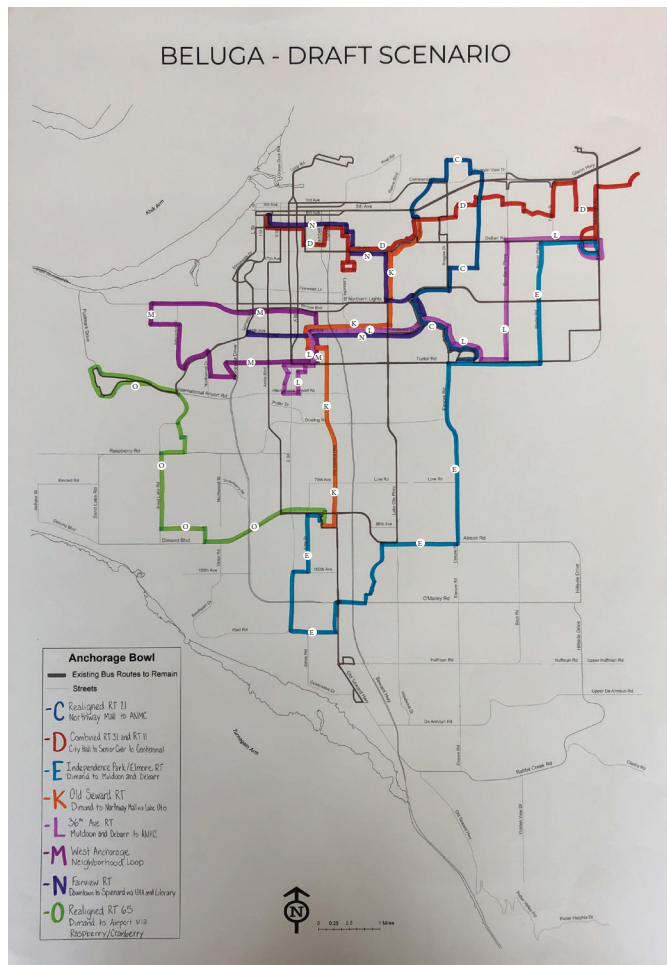
To see more voting results and how people voted at each event, see the PES2 summary in the appendix.

**38%** of the votes for new routes were cast for a route going to the Loussac Library





# PUBLIC EVENT SERIES #1 & #2



WHERE





# Transit on the move

2020 TRANSIT PLAN

## HOW WE WILL GET THERE

PRIORITIZED PROJECTS  
COST ESTIMATES  
PROJECT MAPS

# PROJECT PRIORITIZATION

Transit on the Move prioritizes projects based on all the public comments received throughout the planning process and how they align with the established performance targets. The Public Transit Advisory Board recommended the prioritized list as presented in Table 8 at the November 14, 2019 meeting.

Projects are organized by service provided, starting with projects for People Mover. Table 8 on pages 45-50 presents the complete list of projects in priority order, along with the associated cost estimates. The **top project** in each category appears in the project tables. For example, there were three route ideas that provided service on the Old Seward Highway (Routes H, A, and K). Route H received the most votes and is thus presented in the prioritized table. You can see all the route alignments proposed for each route on the maps beginning on page 53.

## PROJECT TABLES

The **Rank** column lists each project by prioritization as a result of the combined votes received during PES#1 and PES#2. The **Total Votes** column reflects the combined public support received from PES#1 and PES#2. The **Rank Option** column provides sub letters when there are multiple project parts and/or project options each with their own cost estimate. For example, the first ranked project (a route on the Old Seward Highway) has option A and option B to show the differ-

ent cost estimates for providing 30-minute or 60-minute frequency on the new route. Additionally, the 11th ranked project (adding weekday span of service) has three different project options that would lengthen the span of service during the week: (A) changing the route 91 from a commuter route to all-day service, (B) adding mid-day trips on the route 92, or (C) extending the end time of all routes to midnight.


**Capital costs** are one-time costs that typically include the purchase of additional buses, bus stop improvements & installations, and plans and studies.

**Operational costs** are annual costs required to operate the route or service. When changes to the fixed route bus system would affect paratransit service, an estimated operating cost for **AnchorRIDES** is provided.

The **Notes** column offers details about the cost estimates or more information about the project.

The **Target** column identifies which performance target the project helps achieve.

All cost estimates are planning level estimates and are subject to change. Cost estimates are not used in the process of prioritizing projects but will ultimately help determine when projects get implemented based on the type and amount of funding available.

	PEOPLE MOVER PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
1	New Route: <b>Old Seward Highway (Loussac Library) - Project H</b>	216	1A	Capital: <b>\$2.8 M</b> Operating: <b>\$3 M</b> AnchorRIDES: <b>\$5,000</b>	6 new/ 67 reinstated bus stops, 4 buses <b>30 min. frequency</b> Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor	A-1
			1B	Capital: <b>\$1.8 M</b> Operating: <b>\$1.5 M</b> AnchorRIDES: <b>\$5,000</b>	6 new/ 67 reinstated bus stops, 2 buses <b>60 min. frequency</b> See above	
2	Increase Weekend Span of Service	97	2A	Operating: <b>\$900,000</b> AnchorRIDES: <b>\$30,000</b>	<b>14 Hr. Day (06:00 - 20:00)</b> Increased cost reflects the larger volume of trip requests that are estimated to come in by extending service in the morning rather than the evening	C-6
			2B	Operating: <b>\$900,000</b> AnchorRIDES: <b>\$10,000</b>	<b>14 Hr. Day (08:00 - 22:00)</b> 14 Hr. Day	
			2C	Operating: <b>\$1.4 M</b> AnchorRIDES: <b>\$35,000</b>	<b>16 hr. Day (06:00 - 22:00)</b> 16 Hr. Day	
			2D	Operating: <b>\$150,000</b> AnchorRIDES: <b>\$25,000</b>	RT 91 - <b>14 Hr. Day (08:00 - 22:00)</b> AnchorRIDES: Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor	
			2E	<b>Operating: \$300,000</b>	RT 92 - <b>Match Existing Schedule with mid day trips</b>	
3	Implement <b>Transit Security</b>	93	3	Operating: <b>\$800,000 - \$1.2 M</b>	Range determined by officer type	S-1
4	* New Route: <b>36th Ave - Project B.1</b> OR	73	4A	Capital: <b>\$3.4 M</b> Operating: <b>\$3.5 M</b>	19 new/ 30 reinstated bus stops, 5 buses <b>30 min. frequency</b>	A-1
			4B	Capital: <b>\$2.4 M</b> Operating: <b>\$1.8 M</b>	19 new/ 30 reinstated bus stops, 3 buses <b>60 min. frequency</b>	
5	* New Route: <b>Fairview - Project F</b>	54	5A	Capital: <b>\$2.3 M</b> Operating: <b>\$2.2 M</b>	21 new/ 16 reinstated bus stops, 3 buses <b>30 min. frequency</b>	A-1
			5B	Capital: <b>\$1.8 M</b> Operating: <b>\$1.1 M</b>	21 new/ 16 reinstated bus stops, 2 buses <b>60 min. frequency</b>	

**HOW**

\* Project 4 and 5 would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.

Table 8: Prioritized Projects & Associated Costs

	PEOPLE MOVER PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
6	New Route: <b>Independence Park/Elmore - Project E</b>	73	6A	Capital: <b>\$4.2 M</b> Operating: <b>\$4.1 M</b> AnchorRIDES: <b>\$10,000</b>	36 new/ 75 reinstated bus stops, 5 buses <b>30 min. frequency</b> AnchorRIDES: Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor	A-1
			6B	Capital: <b>\$3.2 M</b> Operating: <b>\$2.1 M</b> AnchorRIDES: <b>\$10,000</b>	36 new/ 75 reinstated bus stops, 3 buses <b>60 min. frequency</b> See above	
7	<b>Increase Frequencies</b>	69	7	Capital: <b>\$1 M</b> Operating: <b>\$1.9 M</b>	All 60 min. routes are estimated at 30 min., 7 days a week	C-1
8	Realignment: <b>RT 21 - Project C</b>	47	8	Capital: <b>\$1.6 M</b> Operating: <b>\$1.6 M</b>	16 new/ 11 reinstated bus stops, 2 buses <b>30 min. frequency</b>	A-1
9	<b>Restore holiday service</b> and approve through the assembly	45	9	Operating: <b>\$800,000</b>  AnchorRIDES: <b>\$65,000</b>	Adding service on <b>5 holidays</b> : ( <i>Martin Luther King Jr. Day, President's Day, Seward's Day, Veteran's Day, Day After Thanksgiving</i> ) Estimated addition to the paratransit provider service contract	C-7
10	Realignment: <b>RT 92 Eagle River - Project P</b>	39	10	Capital: <b>\$60,000</b> Operating: <b>\$100,000</b>	2 new bus stops <b>Commuter service</b>	A-1
11	<b>Increase Weekday Span of Service</b>	38	11A	Operating: <b>\$200,000</b> AnchorRIDES: <b>\$25,000</b>	RT 91 - 60 min. frequency until <b>midnight</b>	C-5
			11B	Operating: <b>\$400,000</b>	RT 92 - with <b>mid day trips</b>	
			11C	Operating: <b>\$400,000</b>	RT's: 21, 35, 41, 55, 65 to operate until <b>midnight</b>	
12	Realignment: <b>Combine RT 11 &amp; RT 31 - Project D</b>	36	12	Capital: <b>\$1.25 M</b> Operating: <b>\$1.4 M</b>	No new bus stops added, 3 buses <b>30 min. frequency</b>	C-2
13	Realignment: <b>RT 65 - Project I</b>	32	13	Capital: <b>\$0</b> Operating: <b>\$0</b>	No new bus stops or buses <b>60 min. frequency</b>	C-2
14	Study: <b>Winter City Maintenance Plan</b>	24	14	Capital: <b>\$100,000</b>	Develop a plan based on analysis of peer cities' winter maintenance plans, cost estimate based on consultant fees	A-2

Table 8: Prioritized Projects & Associated Costs - Continued

 PEOPLE MOVER PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
<b>15</b> Study: <b>Review on-time performance</b>	24	15	Capital: <b>TBD</b>	Cost dependent on recommendations  Make recommendations, including but not limited to: <ul style="list-style-type: none"> <li>• Improve travel times by adjusting route alignments or evaluating bus stop spacing</li> <li>• Implement Yield to Bus policy through the assembly</li> <li>• Improve fare collection processes</li> <li>• Evaluate running times &amp; look for efficiencies on every service change</li> <li>• Work with Traffic to implement signal priority at key intersections, road design improvements, and bus only lanes</li> </ul>	<b>R-2</b>
<b>16</b> New Route: <b>Eagle River Neighborhood Route - Project R</b>	23	16A	Capital: <b>\$4.9 M</b> Operating: <b>\$3.2 M</b> AnchorRIDES: <b>\$170,000 - \$350,000</b>	85 new/ 34 reinstated bus stops, 4 buses <b>30 min. frequency</b> Range determined by base of operator	<b>A-1</b>
		16B	Capital: <b>\$3.9 M</b> Operating: <b>\$1.7 M</b> AnchorRIDES: <b>\$170,000 - \$350,000</b>	85 new/ 34 reinstated bus stops, 2 buses <b>60 min. frequency</b> Range determined by base of operator	
<b>17</b> <b>Microtransit - Project G</b>	22	17	Capital: <b>\$500,000</b> Operating: <b>\$2.5 M</b>	Estimated at 600 trips per day, using the same cost per mile and cost per hour as our fixed route service. Estimated VRM & VRH are based off of the TransLoc Microtransit Simulation	<b>A-1</b>
<b>18</b> New Route: <b>West Anchorage Neighborhood Route - Project M</b>	20	18A	Capital: <b>\$1.4 M</b> Operating: <b>\$1.2 M</b>	4 new/ 25 reinstated bus stops, 2 buses <b>30 min. frequency</b>	<b>A-1</b>
		18B	Capital: <b>\$900,000</b> Operating: <b>\$600,000</b>	4 new/ 25 reinstated bus stops, 1 buses <b>60 min. frequency</b>	
<b>19</b> Realignment: <b>RT 91 - Project V</b>	19	19	Capital: <b>\$590,000</b> Operating: <b>\$40,000</b>	11 reinstated bus stops, 1 bus <b>Commuter service</b>	<b>A-1</b>
<b>20</b> <b>Create a business development position</b>	17	20	Operating: <b>\$125,000</b>	Non-Rep Range 14 position, the position would work to expand the UPASS & Employer Benefits Programs	<b>A-4</b>

**HOW**

Table 8: Prioritized Projects & Associated Costs - Continued


 PEOPLE MOVER PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
<b>21</b> Study: <b>Fare Analysis Study</b>	17	21	Capital: <b>\$100,000</b>	Examine existing fares for each service and best practices policies for transfers of peer cities, cost estimate based on consultant fees	<b>A-3</b>
<b>22</b> New Route: <b>Southeast Anchorage Neighborhood RT - Project T</b> <i>* this project would have adverse operational impacts to AnchorRIDES regarding accessing certain areas of the municipality in the winter months *</i>	15	22A	Capital: <b>\$3.2 M</b> Operating: <b>\$1.7 M</b> AnchorRIDES: <b>\$5,000</b>	70 new/ 6 reinstated bus stops, 2 buses <b>30 min. frequency</b> Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor	<b>A-1</b>
		22B	Capital: <b>\$2.7 M</b> Operating: <b>\$900,000</b> AnchorRIDES: <b>\$5,000</b>	70 new/ 6 reinstated bus stops, 1 bus <b>60 min. frequency</b> See above	
<b>23</b> <b>Enhanced Rider Communication</b>	14	23	Operating: <b>\$350,000</b>	Continue the marketing program funded through AMATS & implement new technology	<b>A-5</b>
<b>24</b> Study: <b>Bus Stop Amenity Plan</b>	12	24A	Capital: <b>\$300,000</b>	Inventory bus stops amenities & create a bus stop plan to phase in amenities, cost estimate based on consultant fees	<b>C-10</b>
		24B	Capital: <b>\$10 M</b>	Capital Improvement: Muldoon & Debarr	
		24C	Capital: <b>\$5 M</b>	Capital Improvement: Northway Mall	
<b>25</b> Study: <b>Missed Trip Analysis Study</b>	8	25	Capital: <b>TBD</b>	Implement strategies for improving missed trip variables that are in PTD's control  Make recommendations, including but not limited to: <ul style="list-style-type: none"> <li>• Update maintenance procedures</li> <li>• Upgrade 22' buses to improve passenger loading</li> <li>• Improve on-time performance</li> <li>• Improve workforce management</li> <li>• Implement new technology to integrate with workforce management</li> </ul>	<b>R-4</b>

Table 8: Prioritized Projects & Associated Costs - Continued



	PEOPLE MOVER PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
26	New Route: <b>Southwest Anchorage Neighborhood RT - Project S</b>	7	26A	Capital: <b>\$2 M</b> Operating: <b>\$1.6 M</b> AnchorRIDES: <b>\$5,000</b>	28 new/ 11 reinstated bus stops, 2 buses <b>30 min. frequency</b> Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor	A-1
			26B	Capital: <b>\$1.5 M</b> Operating: <b>\$900,000</b> AnchorRIDES: <b>\$5,000</b>	28 new/ 11 reinstated bus stops, 1 bus <b>60 min. frequency</b> See above	
27	Study: <b>Route Analysis Study</b>	6	27	Capital: <b>TBD</b>	Cost dependent on recommendations Make recommendations, including but not limited to: <ul style="list-style-type: none"> <li>• Improve travel times by adjusting route alignments or evaluating bus stop spacing</li> <li>• Implement Yield to Bus policy through the assembly</li> <li>• Improve fare collection processes</li> <li>• Evaluate running times &amp; look for efficiencies on every service change</li> <li>• Work with Traffic to implement signal priority at key intersections, road design improvements, and bus only lanes</li> </ul>	C-8
28	New Route: <b>Downtown Circulator RT - Project U</b>	3	28	Capital: <b>\$800,000</b> Operating: <b>\$700,000</b>	7 new bus stops, 1 bus <b>15 min. frequency</b>	A-1
29	Study: <b>Review and identify key transfer opportunities</b>	2	29	Capital: <b>TBD</b>	Cost dependent on recommendations <ul style="list-style-type: none"> <li>• Work with Traffic to time pedestrian crossing signal timing to coordinate with transfer opportunities</li> <li>• Examine bus stop locations at key intersections and make recommendations</li> <li>• Work towards compliance with each service change</li> </ul>	C-2

**HOW**

Table 8: Prioritized Projects & Associated Costs - Continued

 AnchorRIDES PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
<b>1</b> Same Day Scheduling	16	1	AnchorRIDES: <b>\$250,000</b>	Revise policy standards / change contract Estimated addition to the contract	<b>C-4</b>
<b>2</b> Decrease Wait-Time	10	2	AnchorRIDES: <b>\$1.4 M</b>	Revise policy standards / change contract Estimated addition to the contract	<b>C-3</b>
<b>3</b> Improve on-time performance	1	3	AnchorRIDES: <b>\$350,000</b>	Ensure ≤ 5% of trips are late or early Revise policy standards / change contract Estimated addition to the contract	<b>R-3</b>
<b>4</b> Decrease Travel Time	0	4	AnchorRIDES: <b>\$400,000</b>	Ensure 95% of trips that are ≤ 5 miles are completed within 50 minutes or less Revise policy standards / change contract Estimated addition to the contract	<b>C-9</b>
 RideShare PROJECTS	TOTAL VOTES	RANK OPTION	COST	NOTES	TARGET
<b>1</b> Increase Marketing Efforts	0	1	Operating: <b>\$350,000</b>	Continue marketing program funded through AMATS	<b>R-1</b>
<b>2</b> Increase Vanpool Subsidy	0	2A	Operating: <b>\$8,000 - \$20,000</b>	<b>Empty seat subsidy:</b> range determined by # of vanpools & amount of subsidy given	<b>R-1</b>
	0	2B	Operating: <b>\$15,500 - \$20,000</b>	<b>New rider subsidy:</b> range determined by # of vanpools & amount of subsidy given	
<b>3</b> Establish Coordinator Subsidy	0	3	Operating: <b>\$45,000 - 75,000</b>	Range determined by # of vanpools & amount of subsidy given- would require an amendment to the contract	<b>R-1</b>

Table 8: Prioritized Projects & Associated Costs - Continued

## PROJECT MAPS

Figures 25-38 (pages 53-79) provide more detail for each of the prioritized route options. Each map shows all the route options the public voted on with the most preferred shown in the thicker, orange, dotted line. The demographic analysis shows how the preferred alignment increases transit access for different targeted population groups. It also shows how the alignment helps meet the performance target of increasing PTD's reach to more residents and jobs.

Operating cost estimates, what would be needed annually to sustain the new service, and how the public voted during Public Event Series #2 are also presented. More detailed information, including cost estimates and demographic analysis for the non-preferred route options, is presented in the appendix.

## MICROTRANSIT

Figures 39 and 40 (pages 80-81) display three area options for microtransit and how the service would tie into the fixed route bus system. The service of microtransit was explained on page 39. Project G - microtransit in West Anchorage - received 2.3% of the vote during PES#2. It was not the most popular solution for West Anchorage, so the plan proposes two other similar sized areas within the Municipality where microtransit could be explored further: South Anchorage and Eagle River. Microtransit works best where there are not enough transit riders to support a fixed route, but transportation needs still exist.

## IF THINGS CHANGE

The performance targets in Tables 4-6 (pages 36-38) will serve as a guide if funding is decreased. If future, budget-related service cuts need to be made, cuts should be made where they are least impactful to the riders and PTD's performance goals and objectives.





**1st**  
Project Rank



**18.9%**  
of the Combined  
PES1 & PES2 Vote



**6.9%** ↑  
Population



**5.7%** ↑  
Jobs



**6.5%** ↑  
Minority  
Populations



**7.0%** ↑  
Limited English  
Proficiency Populations



**4.1%** ↑  
Individuals in  
Poverty



**5.0%** ↑  
Population without  
Access to a Vehicle



**7.9%** ↑  
Over 60 Population



**7.1%** ↑  
Individuals with  
Disabilities



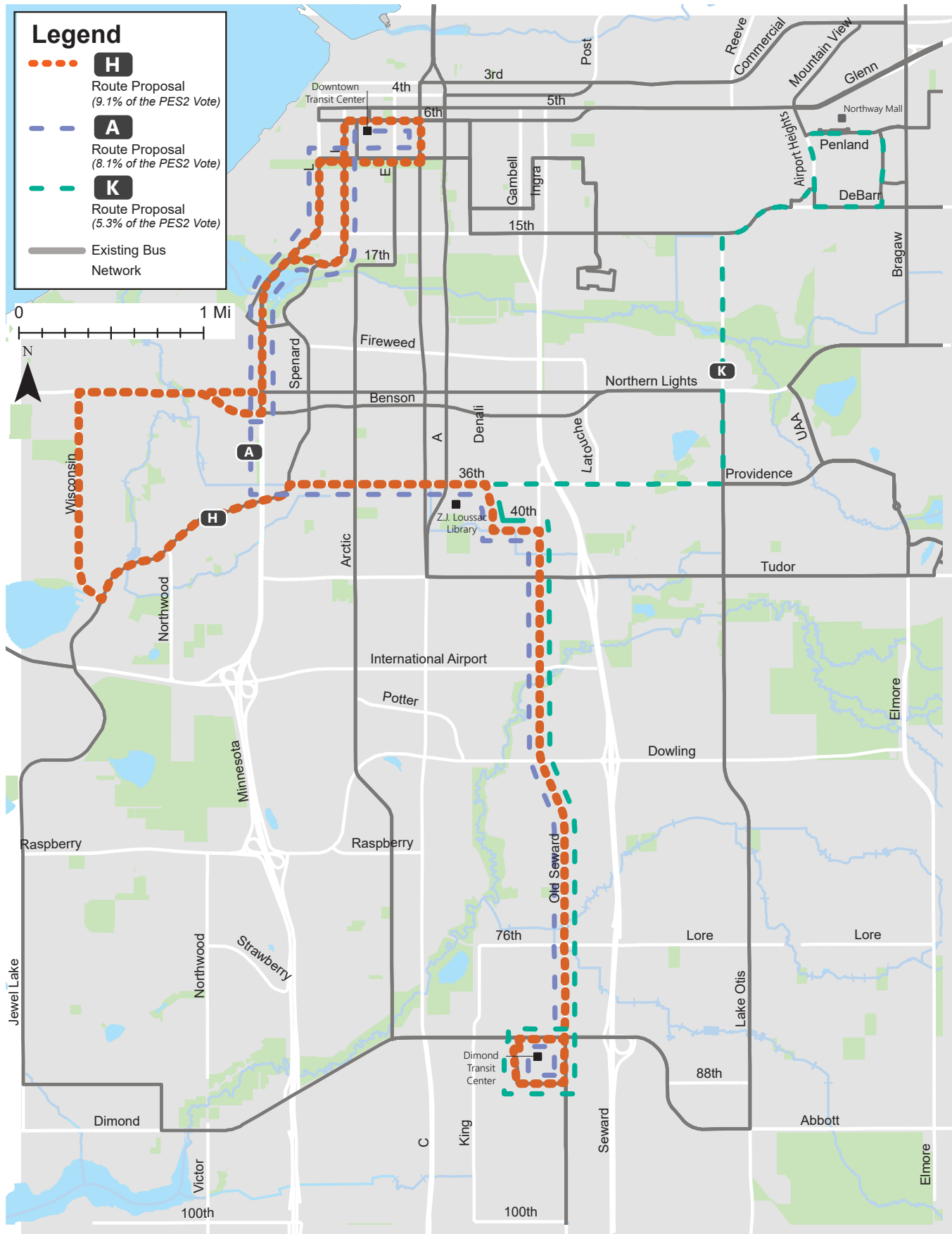
**6.1%** ↑  
17 and under  
Population



**\$3 M**      **\$1.5 M**  
30 Min.      60 Min.

*Route H connects the Downtown Transit Center with the Dimond Transit Center via the Old Seward Highway and West Anchorage with direct access to the Loussac Library. This route would allow most people, with access to transit, to reach the Loussac Library with zero or one transfers. There were two other route proposals during Public Event Series #2 for providing service to the Old Seward Highway. Route A had a similar alignment but did not go through West Anchorage. Route K connected the Dimond Transit Center with the Loussac Library via the Old Seward Highway, but then traveled east on 36th Avenue and ended at the Northway Mall instead of the Downtown Transit Center. Route H received the most votes during Public Event Series #2.*

# OLD SEWARD HWY ROUTE



HOW

Figure 25: Projects: Old Seward Highway Map



**4th**  
Project Rank



**\* 6.4%**  
of the Combined  
PES1 & PES2 Vote



**5.4%** ↑  
Population



**5.8%** ↑  
Jobs



**5.2%** ↑  
Minority  
Populations



**3.3%** ↑  
Limited English  
Proficiency Populations



**2.9%** ↑  
Individuals in  
Poverty



**4.0%** ↑  
Population without  
Access to a Vehicle



**5.4%** ↑  
Over 60 Population



**5.7%** ↑  
Individuals with  
Disabilities



**5.2%** ↑  
17 and under  
Population

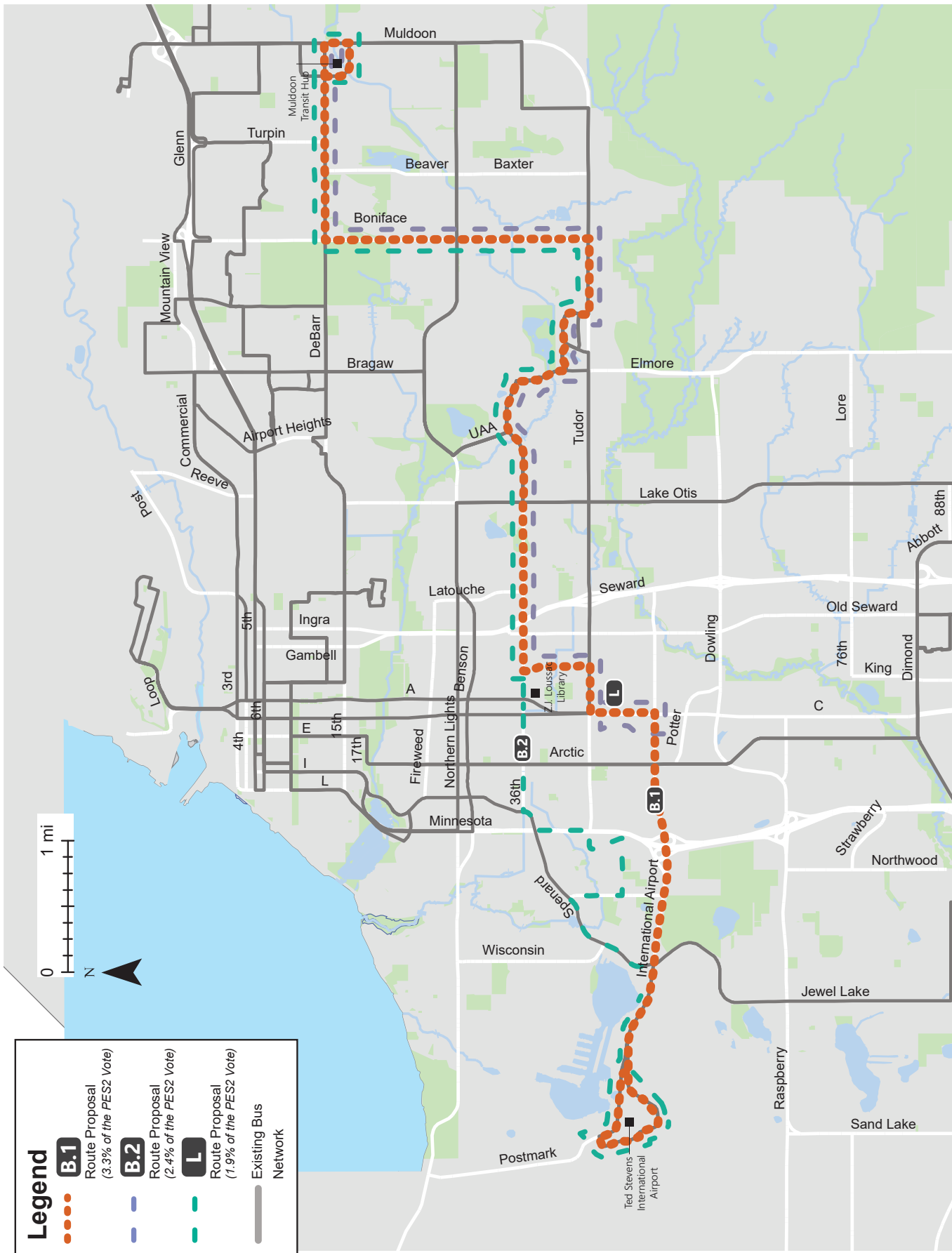


**\$3.5 M**   **\$1.8 M**  
30 Min.   60 Min.

*Route B.1 establishes a new east/west connection between the airport and the Muldoon and Debarr Transit Hub. It provides service on International Airport Road, 36th Avenue, C Street and Boniface Parkway with direct access to the Loussac Library and the Anchorage Neighborhood Health Center (ANHC). There were two other route proposals during Public Event Series #2 for providing service to 36th Avenue. Route L only traveled between the ANHC and the Muldoon and Debarr Transit Hub, while Route B.2 had a similar alignment to B.1 but traveled through a Spenard neighborhood instead of International Airport Road and did not access the ANHC. Route B.1 received more votes than Routes B.2 and L during Public Event Series #2.*

\* Even though Route B.1 and Route E received equal support during PES1 & PES2, Route B.1 remained priority 4 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue. Route B.1 and F would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.

# 36TH AVENUE ROUTE



**HOW**

Figure 27: Projects: 36th Avenue Map



**5th**  
Project Rank



**\* 4.7%**  
of the Combined  
PES1 & PES2 Vote



**2.4% ↑**  
Population



**5.3% ↑**  
Jobs



**2.0% ↑**  
Minority  
Populations



**1.5% ↑**  
Limited English  
Proficiency Populations



**1.0% ↑**  
Individuals in  
Poverty



**3.1% ↑**  
Population without  
Access to a Vehicle



**3.0% ↑**  
Over 60 Population



**3.4% ↑**  
Individuals with  
Disabilities



**2.0% ↑**  
17 and under  
Population



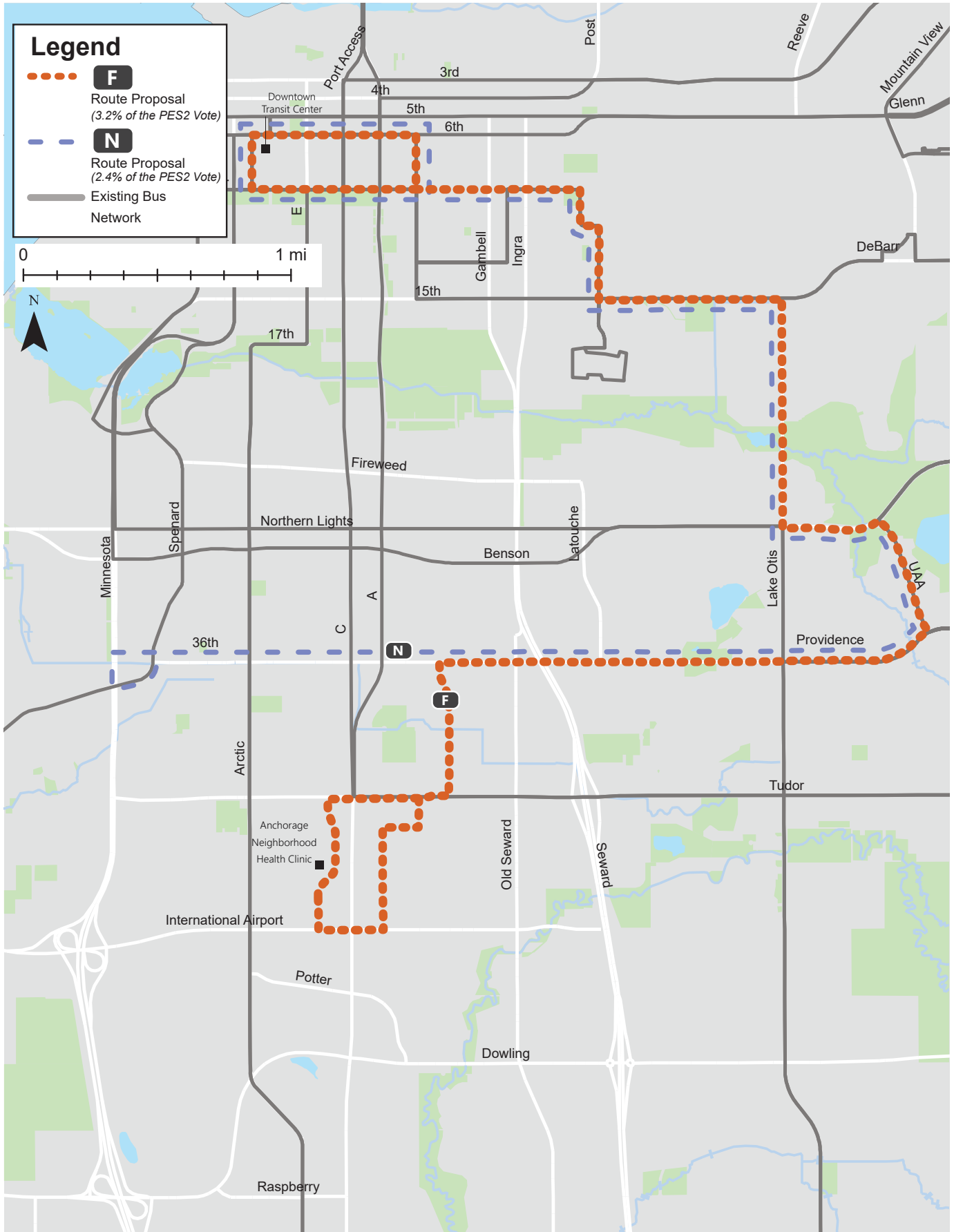
**\$2.2 M**   **\$1.1 M**  
30 Min.   60 Min.

*Route F connects the Downtown Transit Center with the Anchorage Neighborhood Health Center (ANHC) via Fairview and the UMED area with direct access to the Loussac Library. The other route proposal presented in Public Event Series #2 for this part of town (Route N) had a similar alignment but traveled the length of 36th Avenue instead of providing service to the ANHC. Route F received more votes than Route N during Public Event Series #2.*

\* Route F moved to priority 5 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue. Route F and B.1 would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.



# FAIRVIEW ROUTE



**HOW**

Figure 28: Projects: Fairview Map



**6th**  
Project Rank



**\* 6.4%**  
of the Combined  
PES1 & PES2 Vote



**12.0%** ↑  
Population



**2.3%** ↑  
Jobs



**9.8%** ↑  
Minority  
Populations



**7.8%** ↑  
Limited English  
Proficiency Populations



**7.1%** ↑  
Individuals in  
Poverty



**6.7%** ↑  
Population without  
Access to a Vehicle



**12.0%** ↑  
Over 60 Population



**11.3%** ↑  
Individuals with  
Disabilities



**12.8%** ↑  
17 and under  
Population

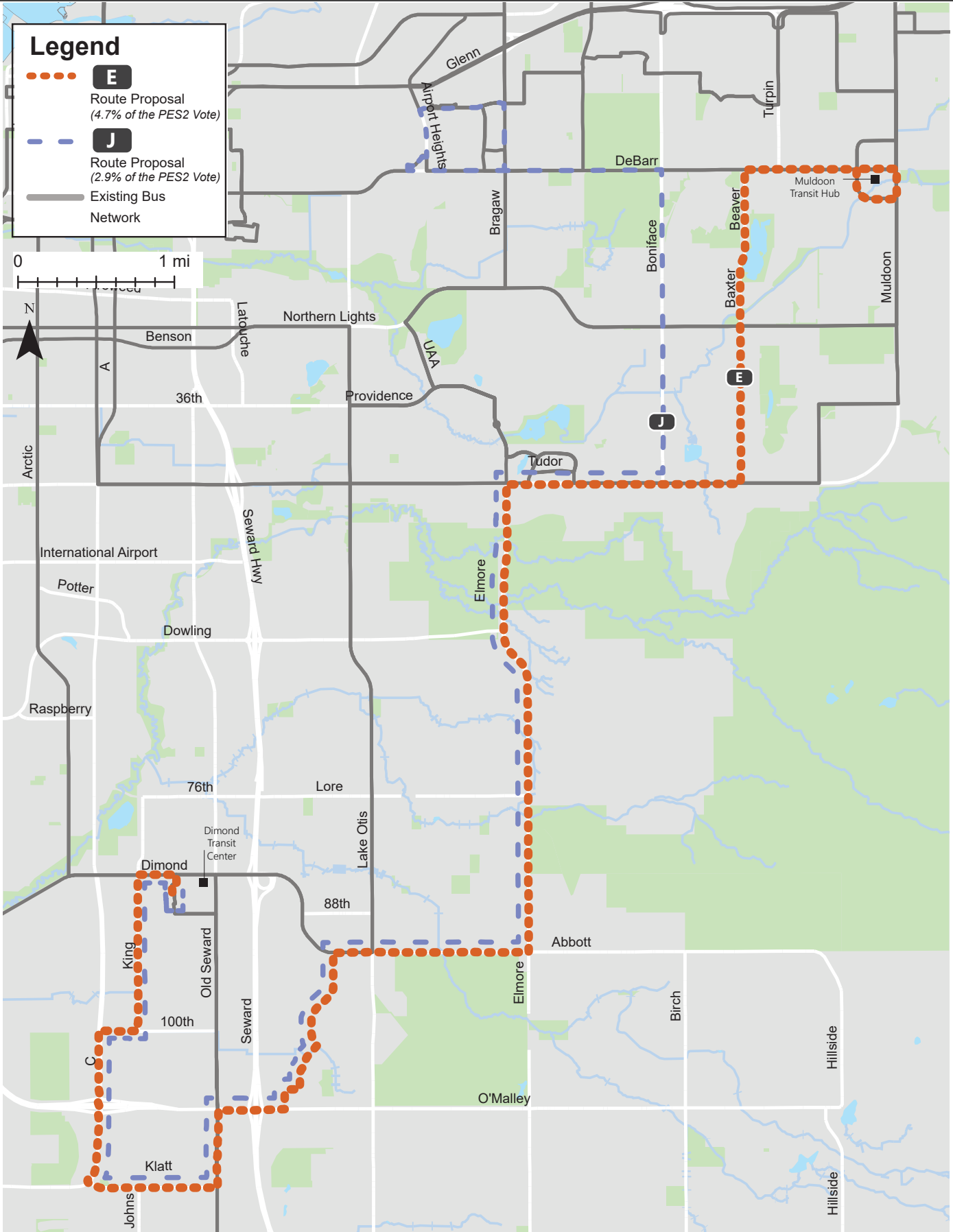


**\$4.1 M**   **\$2.1 M**  
30 Min.   60 Min.

*Route E provides additional service in South Anchorage and connects the Dimond Transit Center with the Muldoon and Debarr Transit Hub via Independence Park, Elmore Road and Baxter Road. This route would provide direct access to the shopping center at C Street and 100th Avenue and the Alaska Native Medical Center. The other route proposal presented in Public Event Series #2 for this part of town (Route J) had a similar alignment but traveled along Boniface Parkway, instead of Baxter Road, and ended at the Northway Mall instead of the Muldoon and Debarr Transit Hub. Route E received more votes during Public Event Series #2. Route E increases the reach to all the targeted population groups the most, except minority and limited English-speaking households.*

\* Even though Route E received equal support as Route B.1 during PES1 & PES2, Route E moved to priority 6 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue.

# INDEPENDENCE PARK / ELMORE ROUTE



**HOW**

Figure 26: Projects: Independence Park / Elmore Road Map

# ROUTE C

## Realignment



**8th**  
Project Rank



**4.1%**  
of the Combined  
PES1 & PES2 Vote



**1.0%** ↑  
Population



**0.5%** ↑  
Jobs



**1.1%** ↑  
Minority  
Populations



**0.4%** ↑  
Limited English  
Proficiency Populations



**0.8%** ↑  
Individuals in  
Poverty



**0.3%** ↑  
Population without  
Access to a Vehicle



**0.9%** ↑  
Over 60 Population



**0.9%** ↑  
Individuals with  
Disabilities



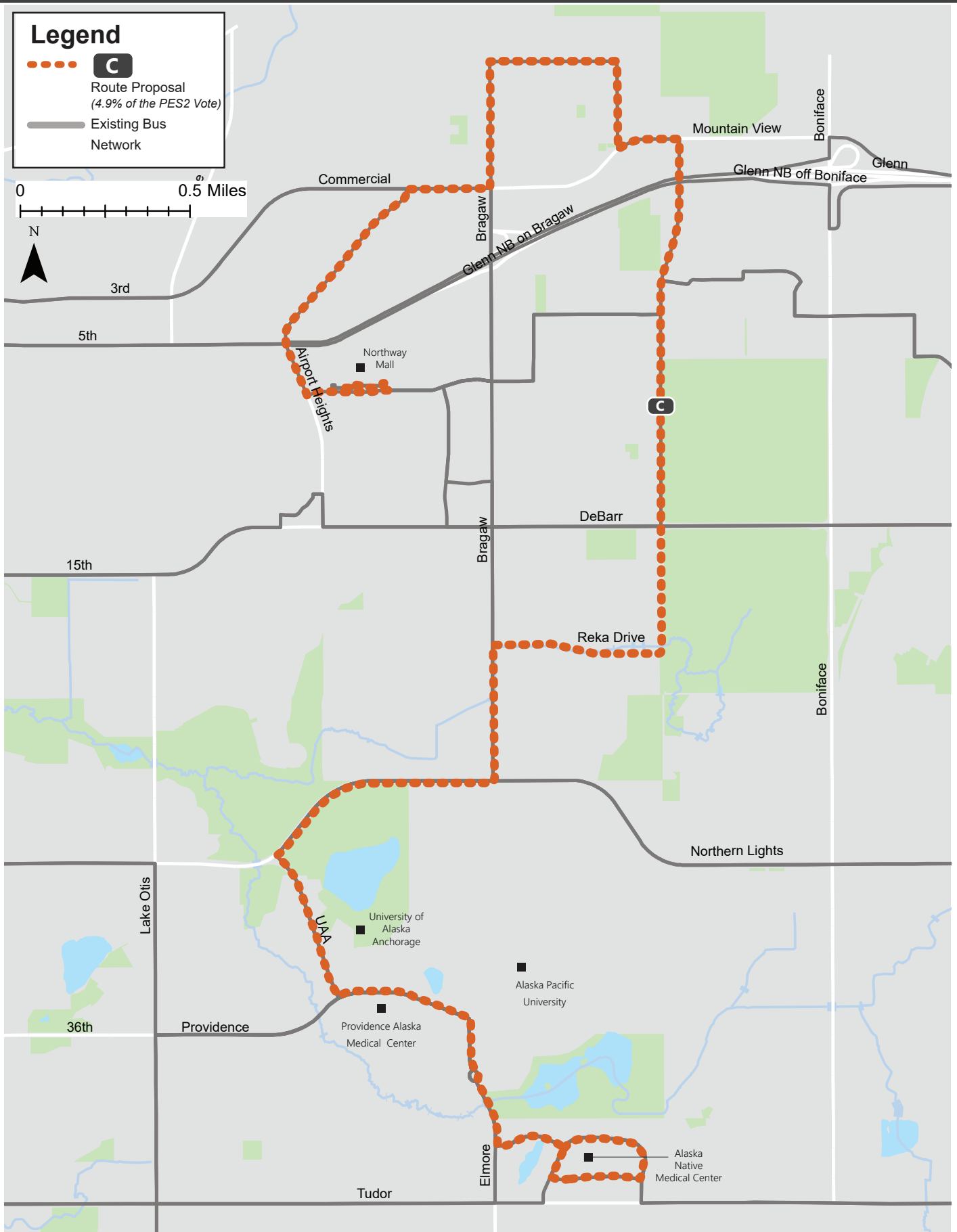
**1.0%** ↑  
17 and under  
Population



**\$1.6 M**  
30 Min.

*Route C realigns and extends the Route 21 to connect the Northway Mall with the Alaska Native Medical Center (ANMC). The Route 21 would no longer travel in a loop, and service would be added on Pine Street and Reka Drive. Route C received the most votes of all the realignment project proposals.*

# REALIGNMENT OF ROUTE 21



HOW

Figure 29: Projects: Realignment of Route 21 Map



**10th**  
Project Rank



**3.4%**  
of the Combined  
PES1 & PES2 Vote



**0.4%** ↑  
Population



**0.1%** ↑  
Jobs



**0.3%** ↑  
Minority  
Populations



**0.1%** ↑  
Limited English  
Proficiency Populations



**0.1%** ↑  
Individuals in  
Poverty



**0.1%** ↑  
Population without  
Access to a Vehicle



**0.3%** ↑  
Over 60 Population



**0.2%** ↑  
Individuals with  
Disabilities



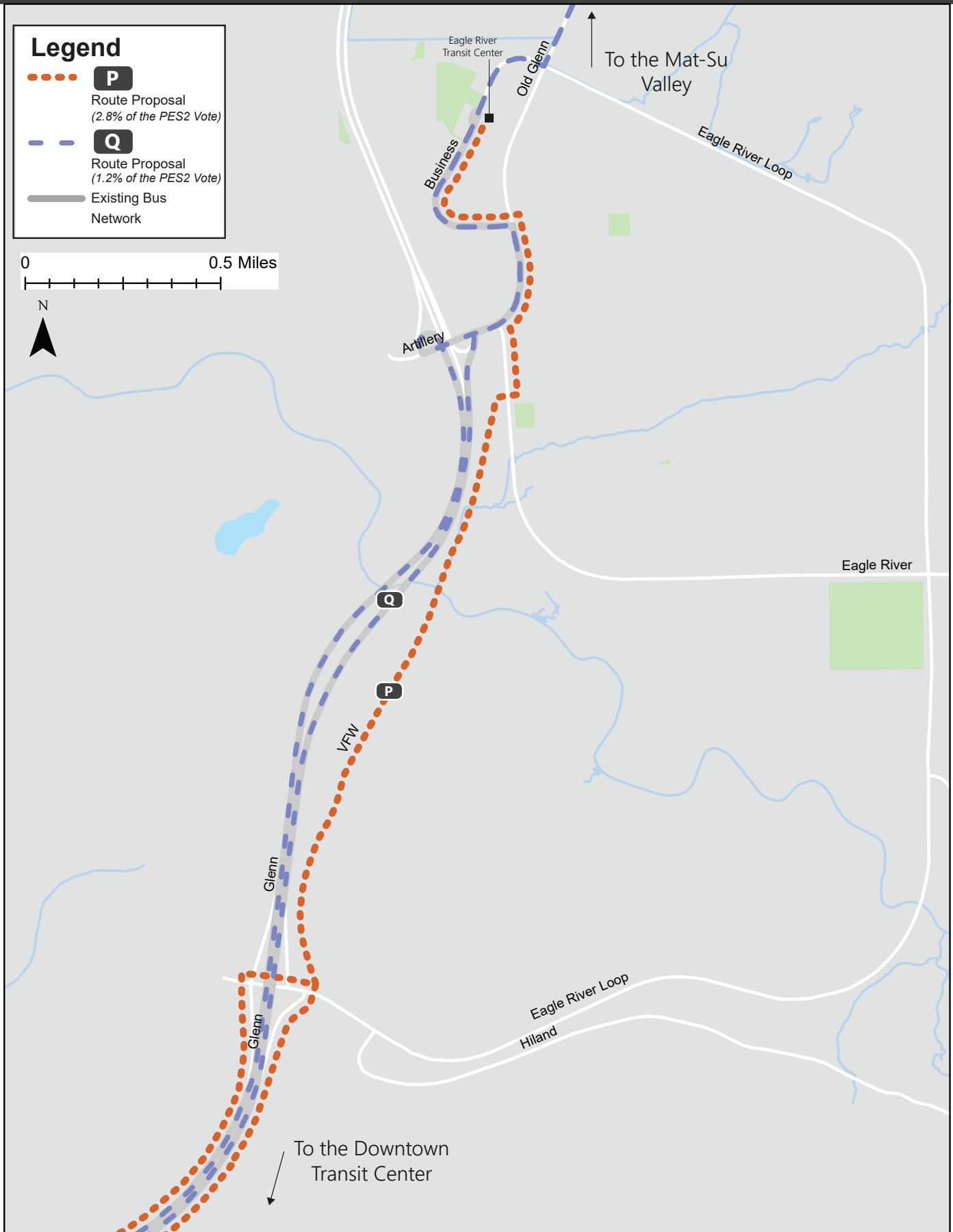
**0.6%** ↑  
17 and under  
Population



**\$ 100,000**  
Commuter

*Route P realigns the Route 92 by using the Eagle River Loop Road interchange instead of the Artillery Road. This provides service to an additional park & ride lot and closer access to Eagle River High School. The other route proposal from Public Event Series #2 that provided commuter service to Chugiak/Eagle River was Route Q. Route Q replaced and extended the Route 92 to the Mat-Su Valley with stops at the Eagle River Transit Center and the North Birchwood Loop Road park & ride lot. Route P received more votes than Route Q during Public Event Series #2.*

# REALIGNMENT OF ROUTE 92



**HOW**

Figure 30: Projects: Realignment of Route 92 Map

# ROUTE D

## Realignment



**12th**  
Project Rank



**3.1%**  
of the Combined  
PES1 & PES2 Vote



**0.0%** ↑  
Population



**0.0%** ↑  
Jobs



**0.0%** ↑  
Minority  
Populations



**0.0%** ↑  
Limited English  
Proficiency Populations



**0.0%** ↑  
Individuals in  
Poverty



**0.0%** ↑  
Population without  
Access to a Vehicle



**0.0%** ↑  
Over 60 Population



**0.0%** ↑  
Individuals with  
Disabilities



**0.0%** ↑  
17 and under  
Population



**\$1.4 M**  
30 Min.

*Route D combines the Route 11 and Route 31 into one route. This project would not add any additional coverage to the overall bus system, but would decrease the amount of transfers needed within the area.*



# REALIGNMENT OF ROUTES 11 & 31

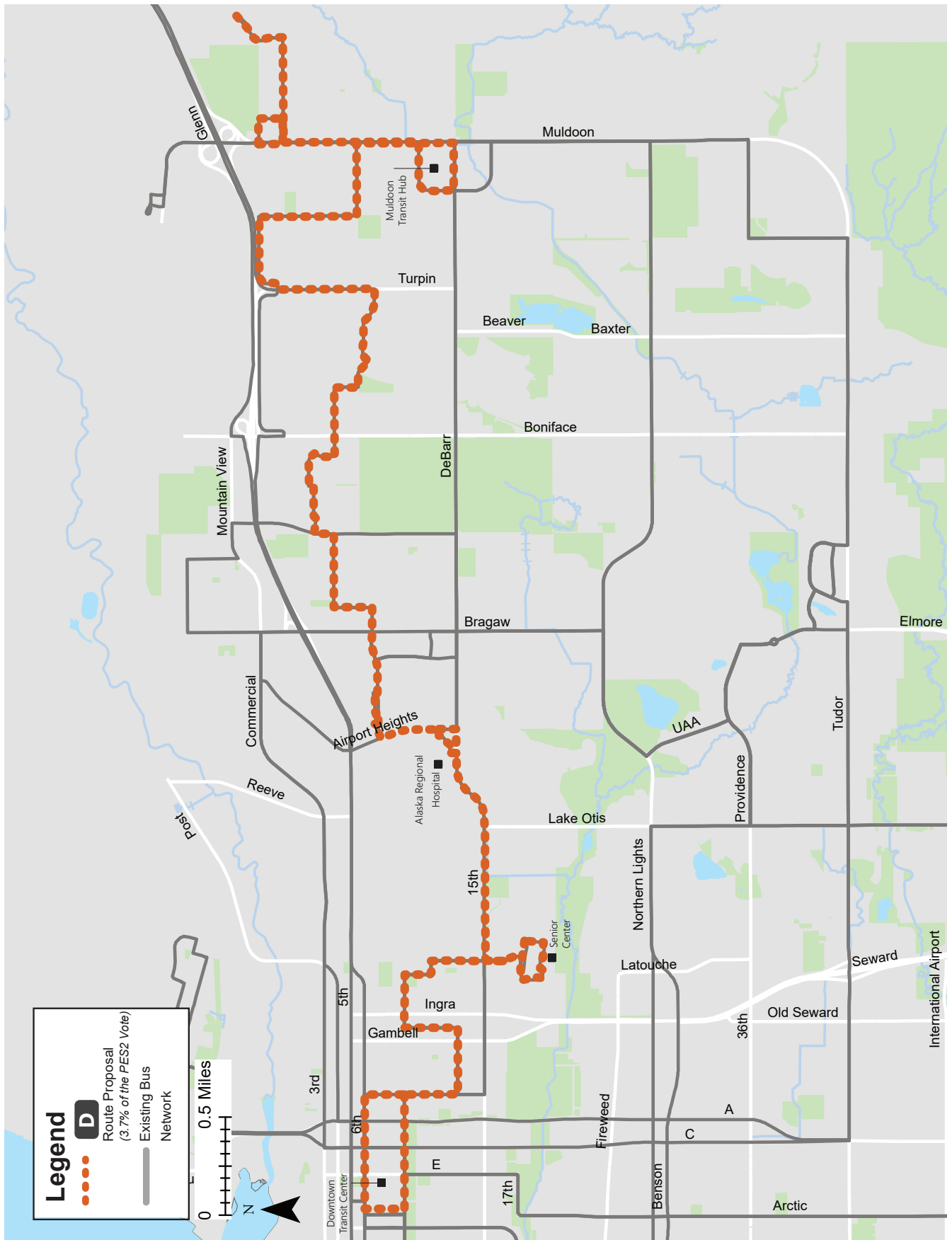


Figure 31: Projects: Realignment of Routes 11 & 31 Map



**13th**  
Project Rank



**2.8%**  
of the Combined  
PES1 & PES2 Vote



**0.0%** ↑  
Population



**0.0%** ↑  
Jobs



**0.0%** ↑  
Minority  
Populations



**0.0%** ↑  
Limited English  
Proficiency Populations



**0.0%** ↑  
Individuals in  
Poverty



**0.0%** ↑  
Population without  
Access to a Vehicle



**0.0%** ↑  
Over 60 Population



**0.0%** ↑  
Individuals with  
Disabilities



**0.0%** ↑  
17 and under  
Population



**\$0**  
60 Min.

*Route I extends the Route 65 from the airport to the Downtown Transit Center using the same alignment of the Route 40. This route replaces one trip of the Route 40 with a trip on the Route 65. This would not add any additional coverage or cost to the overall bus system and would decrease the amount of transfers needed within the area. There were two other route proposals from Public Event Series #2 for realigning the Route 65. Route Z extends the Route 65 to the Downtown Transit Center but no longer serves the airport, while Route O realigns the Route 65 by providing service in the neighborhood along Collins Way and Cranberry Street. Route I received more votes than Routes O and Z during Public Event Series #2.*



# ROUTE R

## New Neighborhood Route



**16th**  
Project Rank



**2.0%**  
of the Combined  
PES1 & PES2 Vote



**7.9%** ↑  
Population



**1.9%** ↑  
Jobs



**2.9%** ↑  
Minority  
Populations



**1.0%** ↑  
Limited English  
Proficiency Populations



**2.9%** ↑  
Individuals in  
Poverty



**2.2%** ↑  
Population without  
Access to a Vehicle



**7.4%** ↑  
Over 60 Population



**3.2%** ↑  
Individuals with  
Disabilities



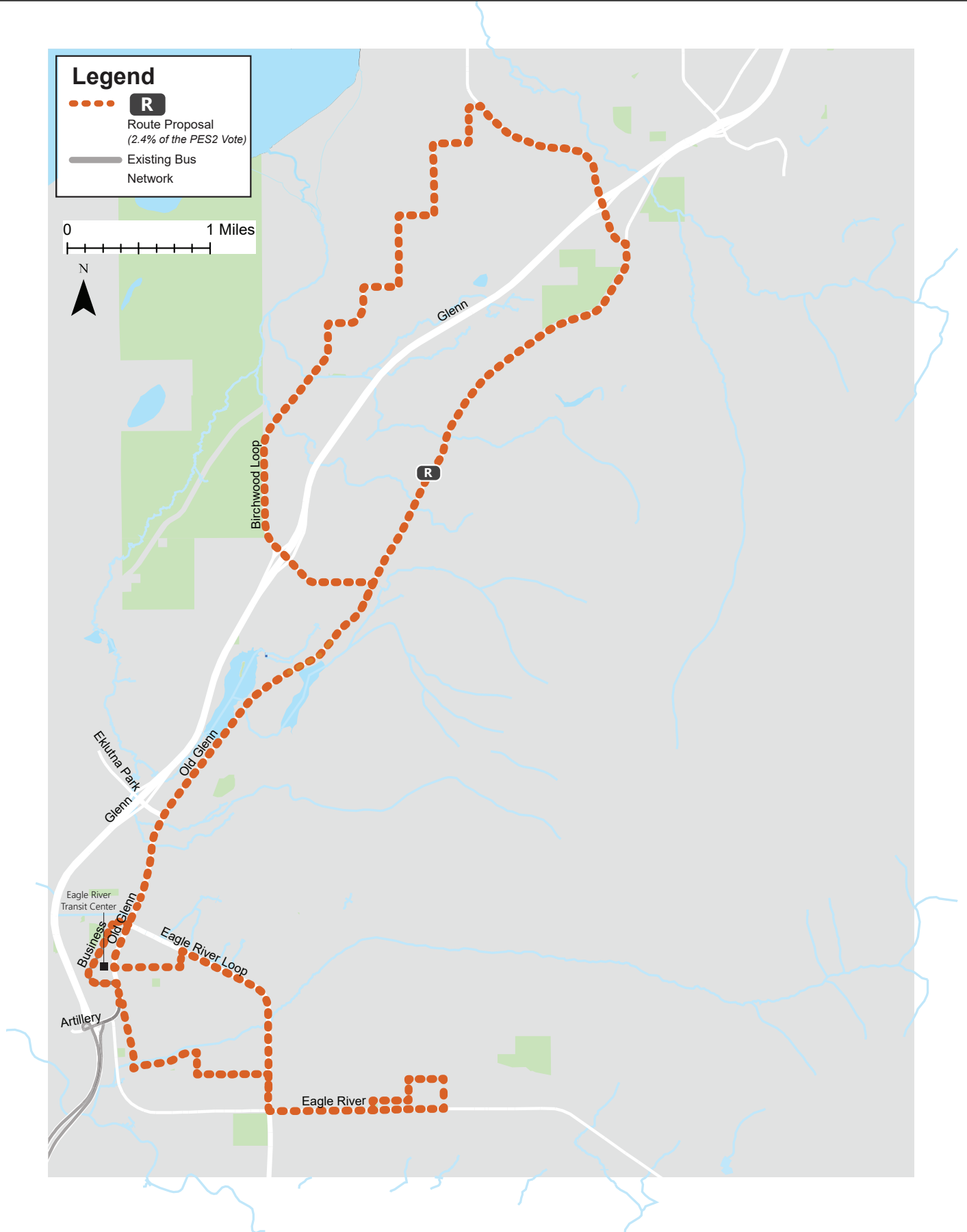
**10.1%** ↑  
17 and under  
Population



**\$3.2 M** **\$1.7 M**  
30 Min. 60 Min.

*Route R restores neighborhood service in Eagle River. Of the four neighborhood route project proposals, Route R would increase the extent of the system's reach by the most individuals to the youth and overall population.*

# EAGLE RIVER ROUTE



HOW

Figure 33: Projects: Eagle River Neighborhood Map

# ROUTE M

## New Neighborhood Route



**18th**  
Project Rank



**1.7%**  
of the Combined  
PES1 & PES2 Vote



**7.8%** ↑  
Population



**2.5%** ↑  
Jobs



**7.3%** ↑  
Minority  
Populations



**8.0%** ↑  
Limited English  
Proficiency Populations



**4.7%** ↑  
Individuals in  
Poverty



**5.4%** ↑  
Population without  
Access to a Vehicle



**9.2%** ↑  
Over 60 Population



**7.4%** ↑  
Individuals with  
Disabilities



**6.7%** ↑  
17 and under  
Population



**\$1.2 M**  
30 Min.  
**\$600,000**  
60 Min.

*Route M provides service to the neighborhoods in West Anchorage and Spenard via a circulator route. This route would also connect the neighborhoods to the Loussac Library and Spenard Community Recreation Center. Route M reaches more targeted population groups, except the youth and overall population, than the other four proposed neighborhood routes. This project would not be implemented if either Route H or Microtransit in West Anchorage was implemented.*

# WEST ANCHORAGE ROUTE



**HOW**

Figure 34: Projects: West Anchorage Neighborhood Map



**19th**  
Project Rank



**1.7%**  
of the Combined  
PES1 & PES2 Vote



**3.0%** ↑  
Population



**0.7%** ↑  
Jobs



**1.9%** ↑  
Minority  
Populations



**3.1%** ↑  
Limited English  
Proficiency Populations



**2.4%** ↑  
Individuals in  
Poverty



**0.5%** ↑  
Population without  
Access to a Vehicle



**2.1%** ↑  
Over 60 Population



**0.9%** ↑  
Individuals with  
Disabilities



**3.0%** ↑  
17 and under  
Population



**\$40,000**  
Commuter

*Route V realigns the Route 91 by adding service on Klatt Road, Johns Road and Oceanview Drive. This project was submitted by a member of the public during Public Event Series #2.*



# REALIGNMENT OF ROUTE 91



HOW

Figure 35: Projects: Route 91 Realignment

# ROUTE T

## New Neighborhood Route



**22nd**  
Project Rank



**1.3%**  
of the Combined  
PES1 & PES2 Vote



**5.8%** ↑  
Population



**1.4%** ↑  
Jobs



**3.6%** ↑  
Minority  
Populations



**3.4%** ↑  
Limited English  
Proficiency Populations



**2.5%** ↑  
Individuals in  
Poverty



**2.3%** ↑  
Population without  
Access to a Vehicle



**6.8%** ↑  
Over 60 Population



**4.0%** ↑  
Individuals with  
Disabilities



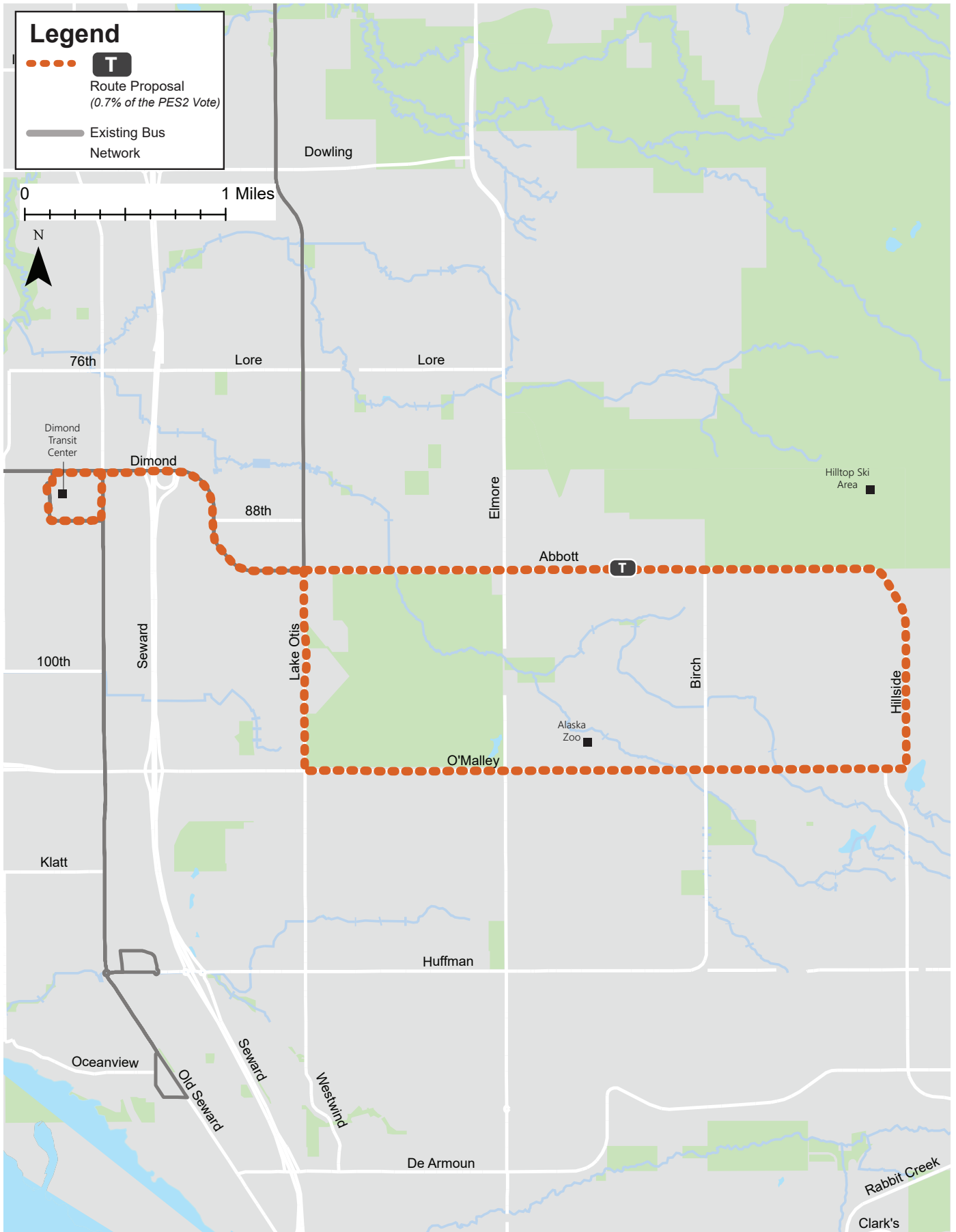
**6.4%** ↑  
17 and under  
Population



**\$1.7 M**  
30 Min.  
**\$900,000**  
60 Min.

*Route T provides service in the southeast area of the Anchorage Bowl via a circulator route. Service would be provided along Abbott Road, Hillside Drive, O'Malley Road, and Lake Otis Parkway. The route starts and ends at the Dimond Transit Center. This route would have direct operational impacts to AnchorRIDES accessing certain areas of the Municipality in the winter months. In order to implement this route, the Public Transportation Department would need to make sure AnchorRIDES is equipped with vehicles that can traverse the federally required service zone within ¾ mile of the route alignment in snow and ice conditions.*

# SOUTHEAST ANCHORAGE ROUTE



HOW

Figure 36: Projects: Southeast Anchorage Neighborhood Map

# ROUTE S

## New Neighborhood Route



**26th**  
Project Rank



**0.6%**  
of the Combined  
PES1 & PES2 Vote



**7.3%** ↑  
Population



**1.0%** ↑  
Jobs



**5.9%** ↑  
Minority  
Populations



**3.4%** ↑  
Limited English  
Proficiency Populations



**3.3%** ↑  
Individuals in  
Poverty



**2.8%** ↑  
Population without  
Access to a Vehicle



**6.5%** ↑  
Over 60 Population



**2.6%** ↑  
Individuals with  
Disabilities



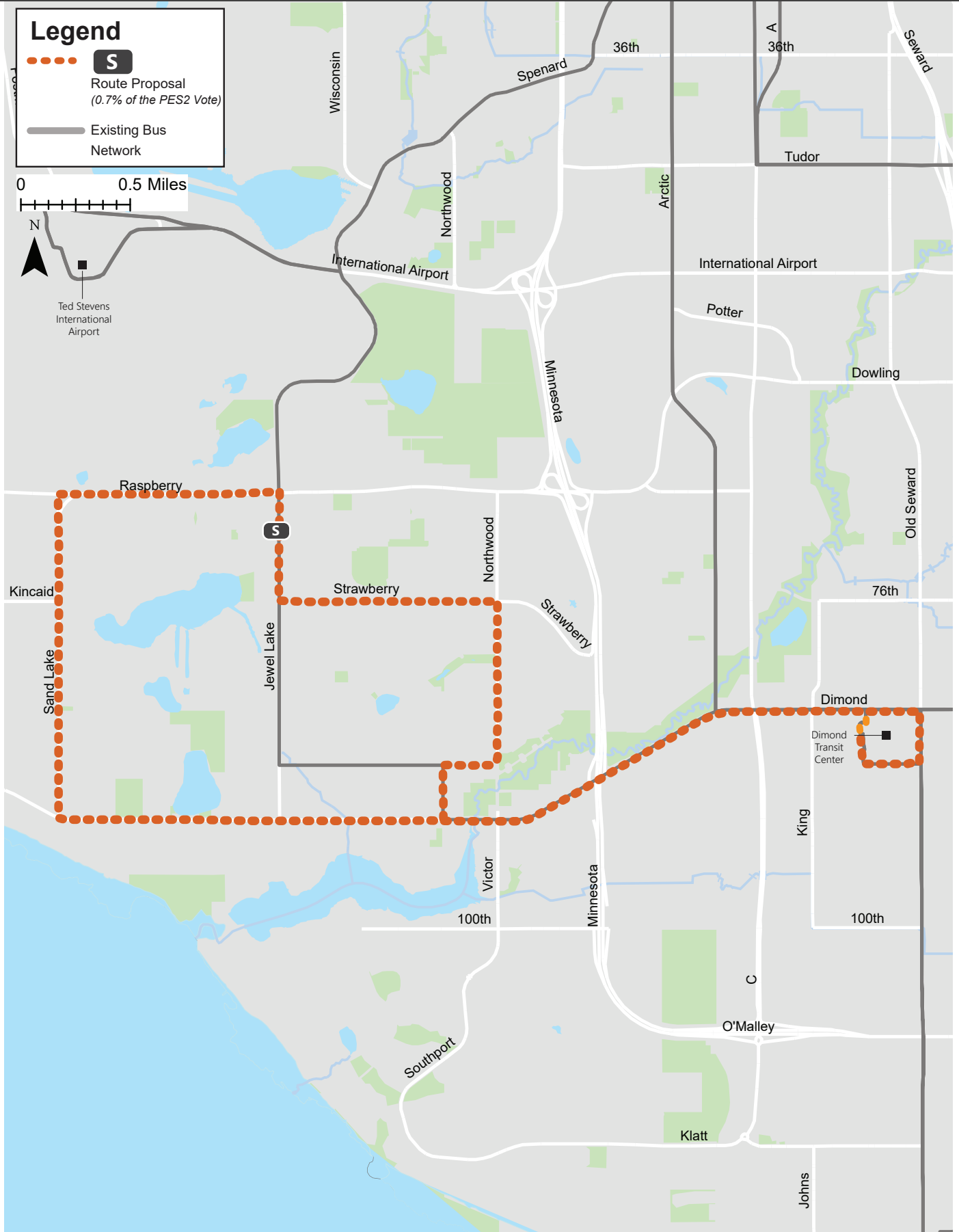
**8.9%** ↑  
17 and under  
Population



**\$1.6 M**  
30 Min.  
**\$900,000**  
60 Min.

*Route S provides service in the southwest of the Anchorage Bowl via a circulator route. Service would be provided along Dimond Boulevard, Sand Lake Road, Raspberry Road, and Strawberry Road. This route starts and ends at the Dimond Transit Center.*

# SOUTHWEST ANCHORAGE ROUTE



**HOW**

Figure 37: Projects: Southwest Anchorage Neighborhood Map

# ROUTE U

New



**28th**  
Project Rank



**0.3%**  
of the Combined  
PES1 & PES2 Vote



**0.1%** ↑  
Population



**0.2%** ↑  
Jobs



**0.05%** ↑  
Minority  
Populations



**0.1%** ↑  
Limited English  
Proficiency Populations



**0.1%** ↑  
Individuals in  
Poverty



**0.3%** ↑  
Population without  
Access to a Vehicle



**0.2%** ↑  
Over 60 Population



**0.2%** ↑  
Individuals with  
Disabilities



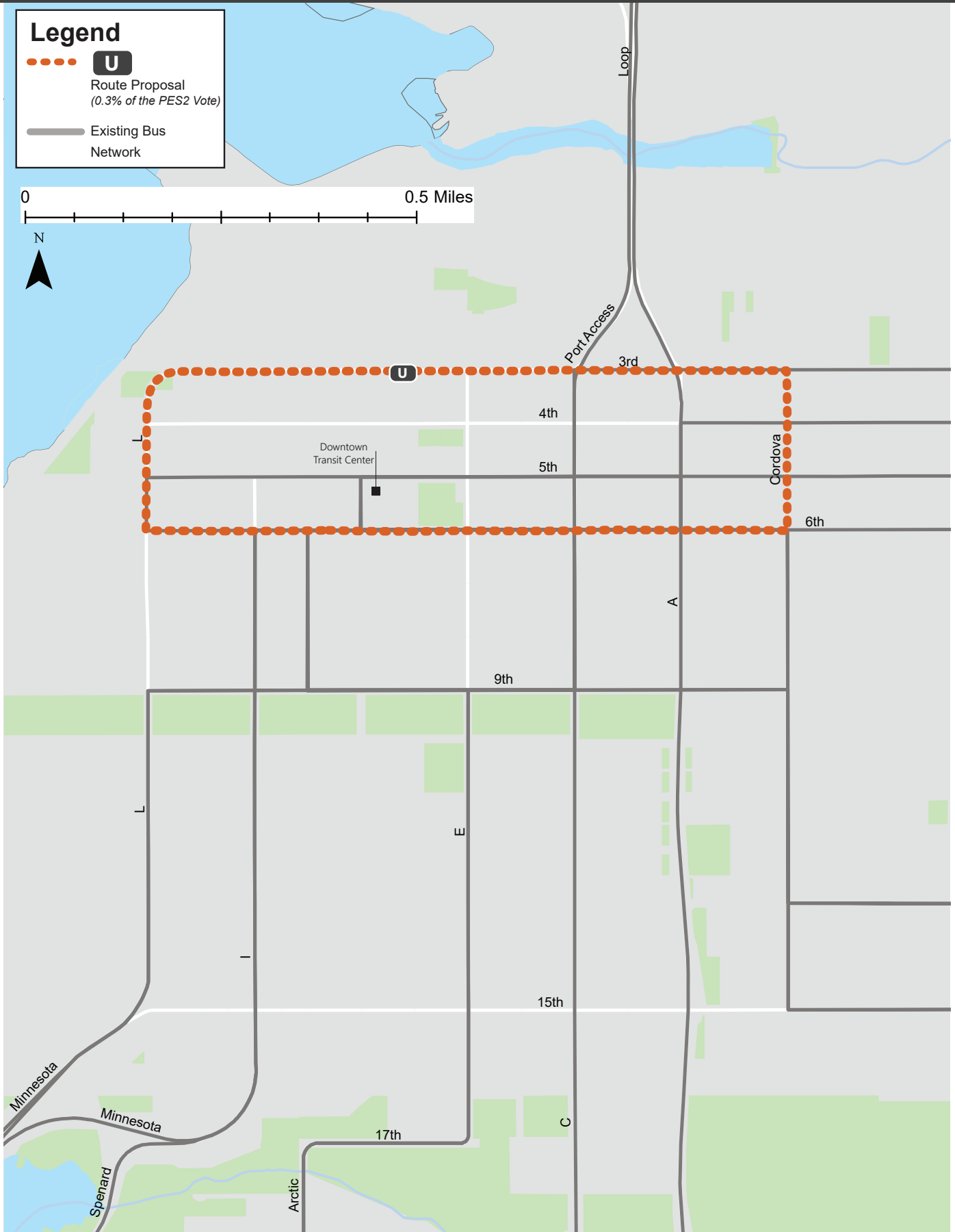
**0.1%** ↑  
17 and under  
Population



**\$700,000**  
15 Min.

*Route U adds a circulator route within downtown Anchorage. Due to the length and purpose of the route, it is only proposed at 15 minute frequency.*

# DOWNTOWN CIRCULATOR



**HOW**

Figure 38: Projects: Downtown Circulator Map

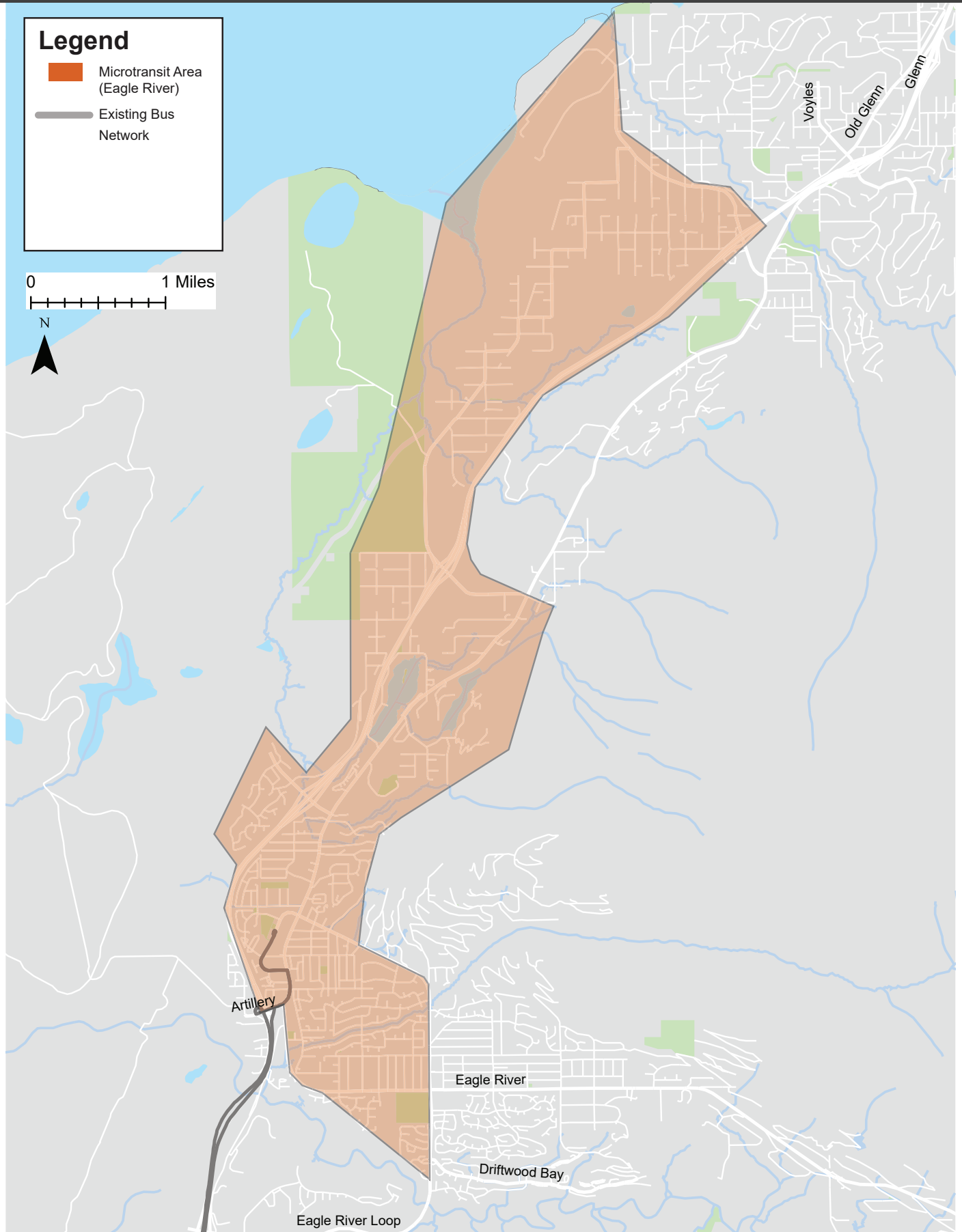
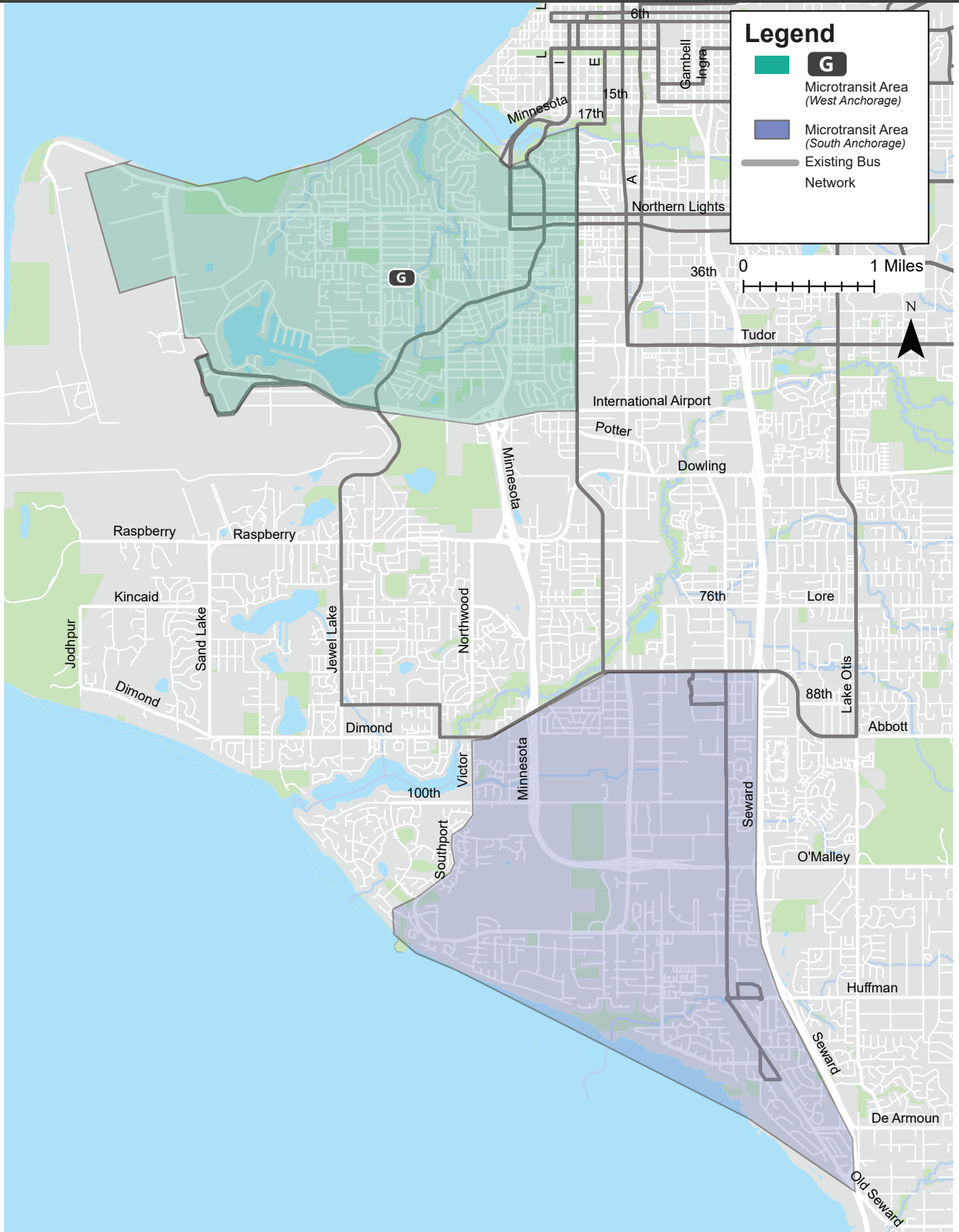


Figure 39: Projects: Microtransit in Eagle River Map





## HOW

Figure 40: Projects: Microtransit in the Anchorage Bowl Map

# ALL TOP PROJECTS

## PROJECT IMPLEMENTATION

Figures 41 and 42 present all the top projects that would add coverage or realign existing service for the Anchorage Bowl and Eagle River. The demographic analysis shows how implementing all the projects impacts different transit user groups in the MOA.

All projects would require additional funding, and there are more projects presented in the plan than could be implemented in the short-term. The goal of Transit on the Move is to capture the complete needs of the public and offer a range of solutions. Decision makers may choose to implement projects based on a number of reasons, including funding availability, demographic analysis, or land use (where people live and work). Each project presented in this plan is linked to at least one performance target in Tables 4, 5, and 6 on pages 36-38. Studies and projects that only require staff time will be implemented as time allows.



**57%**  
of MOA residents would be within 1/4 mile of the bus system



**64%**  
of MOA Jobs would be within 1/4 mile of the bus system



**64%**  
of the Minority Population would be within 1/4 mile of the bus system



**72%**  
of Individuals in Poverty would be within 1/4 mile of the bus system



**57%**  
of the 60 + Population would be within 1/4 mile of the bus system



**55%**  
of the 17 and under Population would be within 1/4 mile of the bus system



**76%**  
of Individuals with Limited English Proficiency would be within 1/4 mile of the bus system

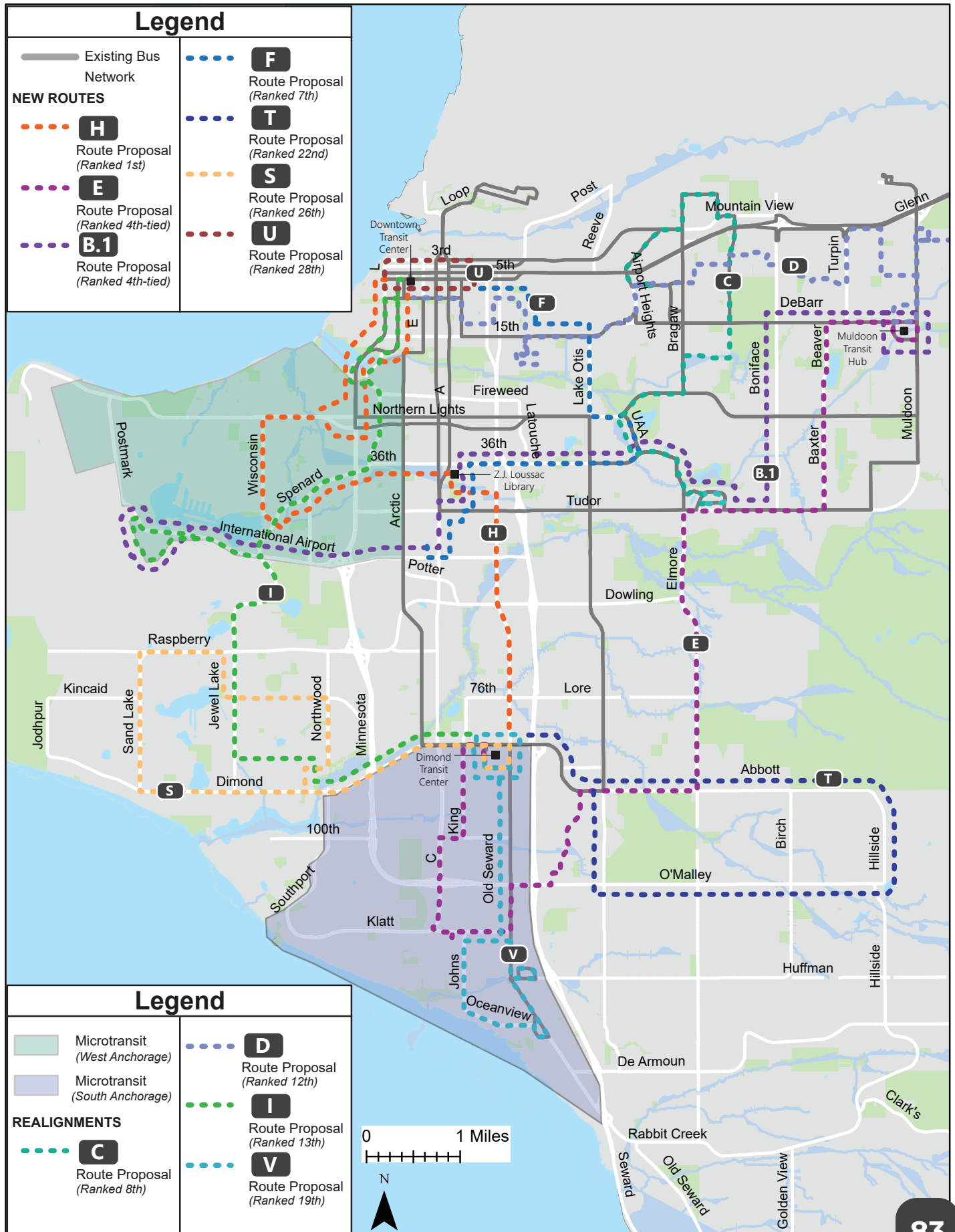


**69%**  
of Households without Access to a Vehicle would be within 1/4 mile of the bus system



**59%**  
of Individuals with a disability would be within 1/4 mile of the bus system

# ANCHORAGE BOWL



**HOW**

Figure 41: Top Projects - Anchorage Bowl

# ALL TOP PROJECTS - EAGLE RIVER

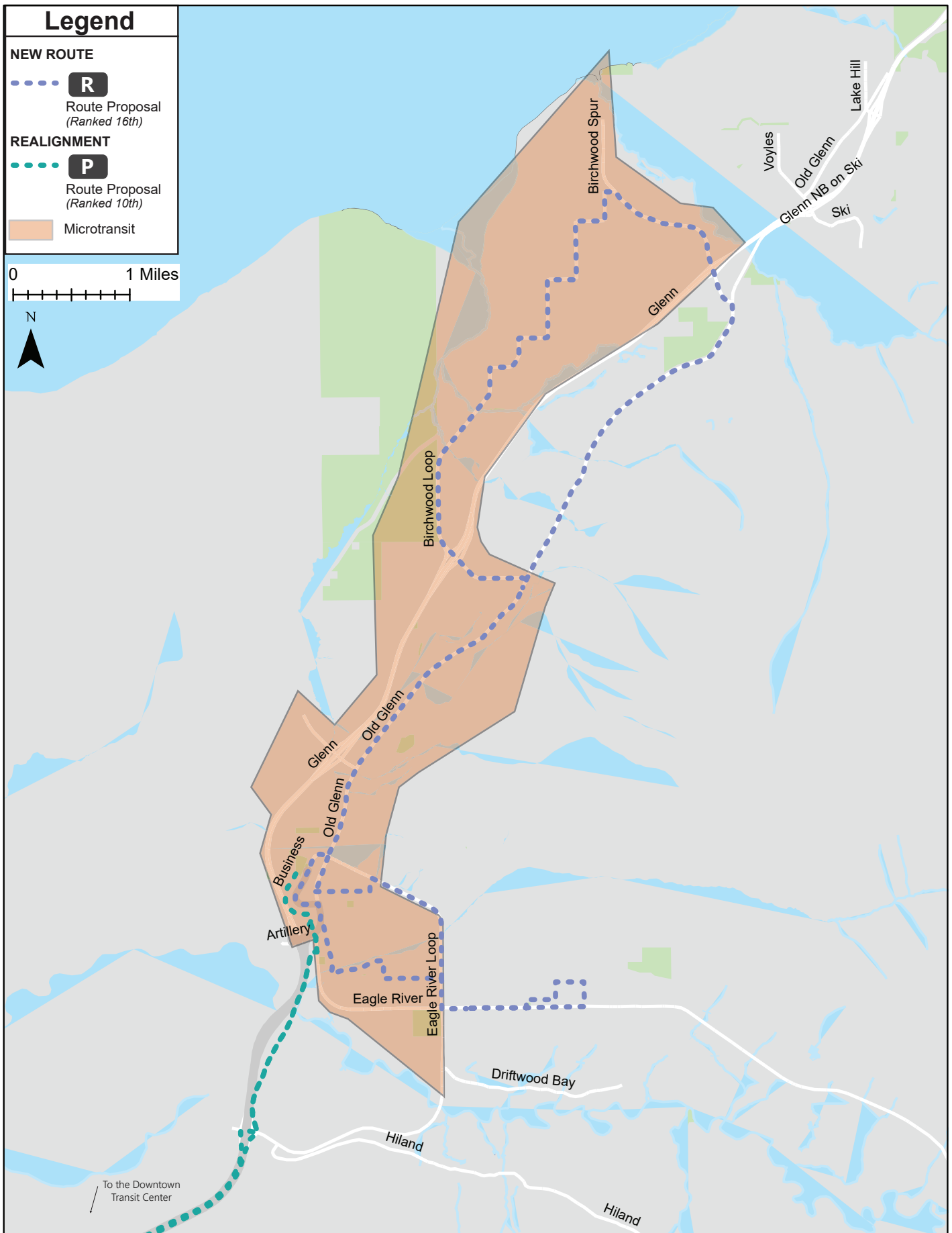
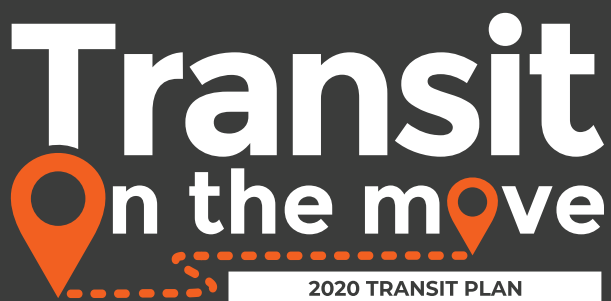


Figure 42: Top Projects - Eagle River

**COMMENTS**

**COMMENTS**



2020 TRANSIT PLAN

## APPENDIX

ACRONYMS

DATA DEFINITIONS

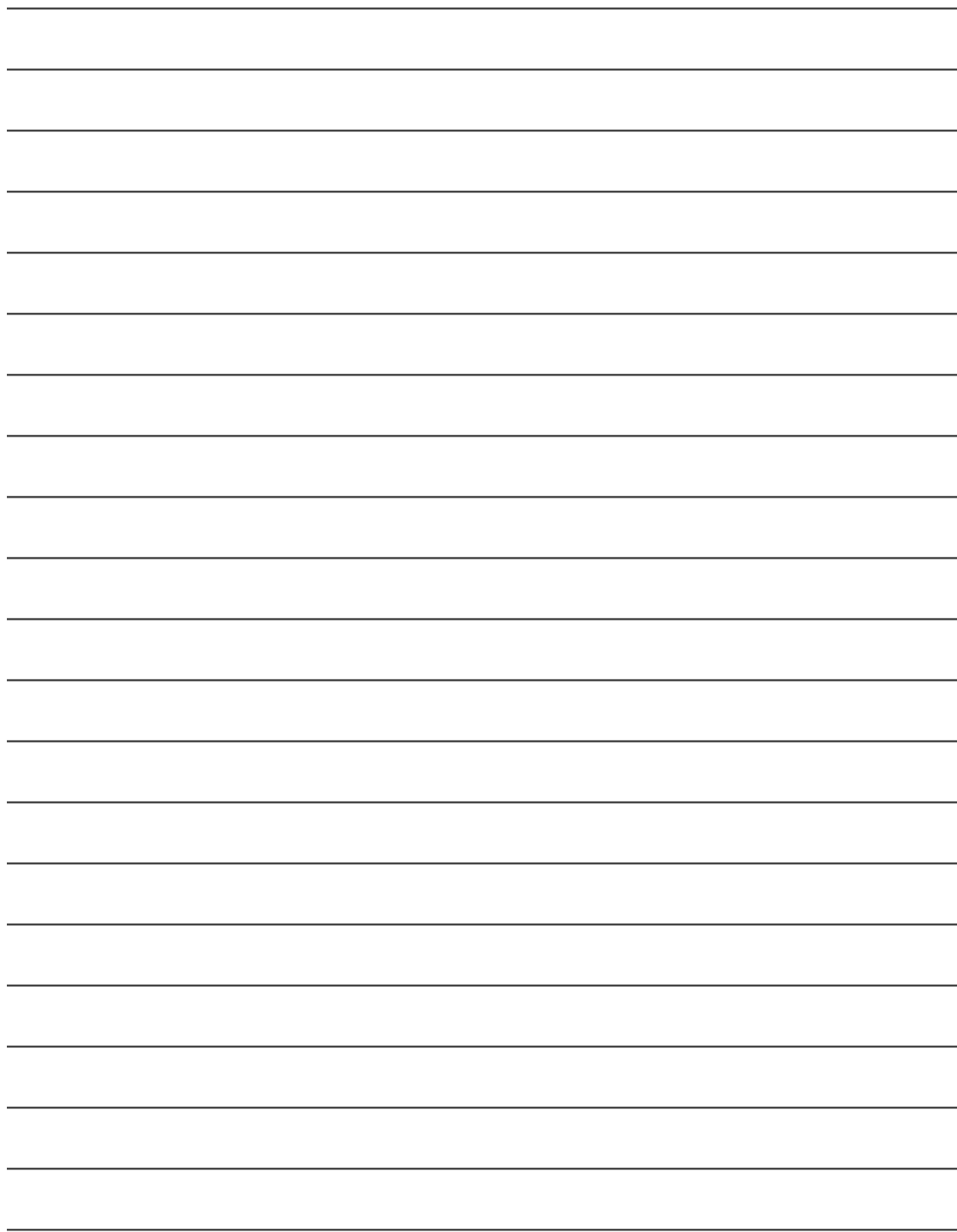
DEMOGRAPHIC ANALYSIS

COST ESTIMATES

PES#1 SUMMARY

PES#2 SUMMARY

# INTENTIONALLY BLANK



## Census Block

A census block is the smallest geographic unit used by the United States Census Bureau for tabulation of 100-percent data (data collected from all houses, rather than a sample of houses).

## Census Block Group

Census Block Groups are the next level above census blocks in the geographic hierarchy and are a combination of census blocks.

## Census Tract

The Census Tract is an area roughly equivalent to a neighborhood established by the Bureau of Census for analyzing populations. The area generally encompass a population between 2,500 to 8,000 people.

## Transportation Analysis Zone

A transportation analysis zone is the unit of geography most commonly used in conventional transportation planning models. The size of a zone varies, but for a typical metropolitan planning software, a zone of under 3,000 people is common. The spatial extent of zones typically varies in models, ranging from very large areas in the exurb to as small as city blocks or buildings in central business districts.

## Demographic Maps

Data variables are presented in the finest resolution provided by the Census Bureau. Each variable is standardized by square miles. Data values for each demographic variable are distributed within color-coded class bins using ArcGIS calculations based on the Jenks-Caspell algorithm. The Jenks-Caspell classification method is used to apply natural breaks to the dataset and achieve the least amount of variation between all values within each bin.

## Project Demographics

The percent increases for each targeted population group represent the increase to the population within a 1/4 mile of the bus system if the route or realignment were implemented. The demographic analysis for each proposed new route or realignment is calculated using route planning software called “*Remix*.”

# ACRONYMS

## ACS

The American Community Survey is an ongoing survey by the U.S. Census Bureau. It regularly gathers information previously contained only in the long form of the decennial census, such as ancestry, citizenship, educational attainment, income, language proficiency, migration, disability, employment, and housing characteristics. Sent to approximately 295,000 addresses monthly (or 3.5 million per year), it is the largest household survey that the Census Bureau administers. This plan uses the most recently available survey data between 2013-2017.

## AMATS

Anchorage Metropolitan Area Transportation Solutions. Every metropolitan area with a population of more than 50,000 residents must have a designated Metropolitan Planning Organization (MPO) for transportation in order to qualify for federal highway or transit assistance. AMATS is the MPO for the Anchorage Bowl and Chugiak-Eagle River areas when federal transportation funds are used.

## DOT&PF

Alaska Department of Transportation and Public Facilities designs, constructs, operates and maintains the State's transportation infrastructure systems, buildings, and other facilities used by Alaskans and visitors.

## FTA

The Federal Transit Administration provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys, and ferries.

## MOA

The Municipality of Anchorage is a unified home rule municipality in the U.S. state of Alaska. With an estimated 291,538 residents in 2018, it is Alaska's most populous city and contains more than 40% of the state's population.

## MTP

The Metropolitan Transportation Plan identifies how the metropolitan area will manage and operate a multi-modal transportation system (including transit, highway, bicycle, pedestrian, and accessible transportation) to meet the region's economic, transportation, development and sustainability goals – among others – for a 20+ year planning horizon, while remaining fiscally constrained.

## PES1

Public Event Series #1 was held between February 14-22, 2019. Event participants reviewed the 2018 System Report Card and wrote down their suggestions and comments on Post-it notes and placed them on large boards labeled with three overarching goals for public transportation: Accessibility, Convenience, and Reliability. If an idea did not fit under any of those categories, community members



could place their comments on a board labeled “Other,” and discuss their ideas with staff.

## **PES2**

Public Event Series #2 was held in May and June 2019. Event participants voted on project proposals to include in the transit plan.

## **PTAB**

The Public Transit Advisory Board consists of appointed members of the community and exists to advise the assembly and the mayor, as well as to contribute to the long-range planning of a balanced public transit system in the Municipality.

## **PTD**

Public Transportation Department

## **RT**

Route

## **TSDC**

Transit-Supportive Development Corridors identify corridors where expanded public transit service will support a compact, walkable pattern of commercial, residential, and/or mixed-use development as defined in the Anchorage 2040 Land Use Plan.

# DEMOGRAPHIC ANALYSIS

<b>PES2 VOTING RESULTS</b>	<b>% OF PES#2 VOTE</b>	<b>% ↑ POP</b>	<b>% ↑ JOB</b>	<b>% ↑ POV</b>	<b>% ↑ MIN</b>	<b>% ↑ SEN</b>	<b>% ↑ YOU</b>	<b>% ↑ LEP</b>	<b>% ↑ DIS</b>	<b>% ↑ VEH</b>
<b>Old Seward Route</b>	<b>22.5%</b>									
Project H	9.1%	6.9%	5.7%	4.1%	6.5%	7.9%	6.1%	7.0%	7.1%	5.0%
Project A	8.1%	2.8%	5.2%	1.6%	2.8%	2.7%	2.5%	3.2%	3.0%	2.6%
Project K	5.3%	4.3%	6.9%	2.1%	4.0%	4.7%	3.9%	3.3%	5.1%	4.2%
<b>Independence Park/Elmore Route</b>	<b>7.6%</b>									
Project E	4.7%	12.0%	2.3%	7.1%	9.8%	12.0%	12.8%	7.8%	11.3%	6.7%
Project J	2.9%	11.9%	2.7%	6.6%	10.1%	11.1%	12.5%	7.8%	10.8%	6.6%
<b>36th Avenue Route</b>	<b>7.6%</b>									
Project B.1	3.3%	5.4%	5.8%	2.9%	5.2%	5.4%	5.2%	3.3%	5.7%	4.0%
Project B.2	2.4%	5.7%	4.6%	3.1%	5.4%	5.7%	5.2%	3.2%	5.5%	4.1%
Project L	1.9%	4.4%	5.9%	2.5%	4.2%	4.3%	4.3%	2.3%	4.5%	2.9%
<b>Fairview Route</b>	<b>5.6%</b>									
Project F	3.2%	2.4%	5.3%	1.0%	2.0%	3.0%	2.0%	1.5%	3.4%	3.1%
Project N	2.4%	2.0%	3.4%	0.8%	1.6%	2.7%	1.7%	0.8%	2.8%	2.5%
<b>Eagle River Neighborhood Route: Project R</b>	<b>2.4%</b>	<b>7.9%</b>	<b>1.9%</b>	<b>2.9%</b>	<b>2.9%</b>	<b>7.4%</b>	<b>10.1%</b>	<b>1.0%</b>	<b>3.2%</b>	<b>2.2%</b>
<b>W Anchorage Neighborhood Route: Project M</b>	<b>2.1%</b>	<b>7.8%</b>	<b>2.5%</b>	<b>4.7%</b>	<b>7.3%</b>	<b>9.2%</b>	<b>6.7%</b>	<b>8.0%</b>	<b>7.4%</b>	<b>5.4%</b>
<b>SE Anchorage Neighborhood Route: Project T</b>	<b>1.6%</b>	<b>5.8%</b>	<b>1.4%</b>	<b>2.5%</b>	<b>3.6%</b>	<b>6.8%</b>	<b>6.4%</b>	<b>3.4%</b>	<b>4.0%</b>	<b>2.3%</b>
<b>SW Anchorage Neighborhood Route: Project S</b>	<b>0.7%</b>	<b>7.3%</b>	<b>1.0%</b>	<b>3.3%</b>	<b>5.9%</b>	<b>6.5%</b>	<b>8.9%</b>	<b>3.4%</b>	<b>2.6%</b>	<b>2.8%</b>
<b>Downtown Circulator Route: Project U</b>	<b>0.3%</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>0.05%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.3%</b>
<b>Eagle River Commuter Route</b>	<b>5.6%</b>									
Project P	2.8%	0.4%	0.1%	0.1%	0.3%	0.3%	0.6%	0.1%	0.2%	0.1%
Project Q	1.2%									
<b>Realignment of the RT 21: Project C</b>	<b>4.9%</b>	<b>1.0%</b>	<b>0.5%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.4%</b>	<b>0.9%</b>	<b>0.3%</b>
<b>Combined RT 11 &amp; RT 31: Project D</b>	<b>3.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>Realignment of the RT 65</b>	<b>3.3%</b>									
Project I	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Project O	0.6%	1.8%	0.6%	1.6%	1.5%	1.9%	1.9%	2.3%	1.6%	0.8%
Project Z	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Realignment of the RT 91: Project V</b>	<b>2.0%</b>	<b>3.0%</b>	<b>0.7%</b>	<b>2.4%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>3.0%</b>	<b>3.1%</b>	<b>0.9%</b>	<b>0.5%</b>

# COST ESTIMATES

PES2 VOTING RESULTS	Operational Costs				Capital Costs				
	15 Min	30 Min	60 Min	Commuter	Bus Stops	Bus Cost 15 Min	Bus Cost 30 Min	Bus Cost 60 Min	Bus Cost Commuter
<b>Old Seward Route</b>									
Project H		\$ 3,000,000	\$ 1,500,000		\$ 800,000		\$ 2,000,000	\$ 1,000,000	
Project A		\$ 2,200,000	\$ 1,100,000		\$ 700,000		\$ 1,500,000	\$ 1,000,000	
Project K		\$ 2,200,000	\$ 1,100,000		\$ 600,000		\$ 1,500,000	\$ 1,000,000	
<b>Independence Park/Elmore Route</b>									
Project E		\$ 4,100,000	\$ 2,100,000		\$ 1,700,000		\$ 2,500,000	\$ 1,500,000	
Project J		\$ 4,200,000	\$ 2,100,000		\$ 1,700,000		\$ 3,000,000	\$ 1,500,000	
<b>36th Avenue Route</b>									
Project B.1		\$ 3,500,000	\$ 1,800,000		\$ 900,000		\$ 2,500,000	\$ 1,500,000	
Project B.2		\$ 3,600,000	\$ 1,800,000		\$ 900,000		\$ 2,500,000	\$ 1,500,000	
Project L		\$ 2,800,000	\$ 1,400,000		\$ 1,100,000		\$ 2,000,000	\$ 1,000,000	
<b>Fairview Route</b>									
Project F		\$ 2,200,000	\$ 1,100,000		\$ 800,000		\$ 1,500,000	\$ 1,000,000	
Project N		\$ 2,200,000	\$ 1,100,000		\$ 500,000		\$ 1,500,000	\$ 1,000,000	
<b>Eagle River Neighborhood Route: Project R</b>		\$ 3,200,000	\$ 1,700,000		\$ 2,900,000		\$ 2,000,000	\$ 1,000,000	
<b>W Anchorage Neighborhood Route: Project M</b>		\$ 1,200,000	\$ 600,000		\$ 400,000		\$ 1,000,000	\$ 500,000	
<b>SE Anchorage Neighborhood Route: Project T</b>		\$ 1,700,000	\$ 900,000		\$ 2,200,000		\$ 1,000,000	\$ 500,000	
<b>SW Anchorage Neighborhood Route: Project S</b>		\$ 1,600,000	\$ 900,000		\$ 1,000,000		\$ 1,000,000	\$ 500,000	
<b>Downtown Circulator Route: Project U</b>	\$ 700,000				\$ 300,000	\$ 500,000			
<b>Eagle River Commuter Route</b>									
Project P				\$ 100,000	\$ 60,000				
Project Q				\$ 3,100,000					\$ 2,500,000
<b>Realignment of the RT 21: Project C</b>		\$ 1,600,000			\$ 600,000		\$ 1,000,000		
<b>Combined RT 11 &amp; RT 31: Project D</b>		\$ 1,400,000					\$ 1,250,000		
<b>Realignment of the RT 65</b>									
Project I		\$ -			\$ -			\$ -	
Project O		\$ 300,000			\$ 200,000			\$ 500,000	
Project Z		\$ 600,000			\$ -			\$ 500,000	
<b>Realignment of the RT 91: Project V</b>				\$ 40,000	\$ 90,000				\$ 500,000



## Public Event Series 1 - Meeting Summary

**541**  
Total Comments Received

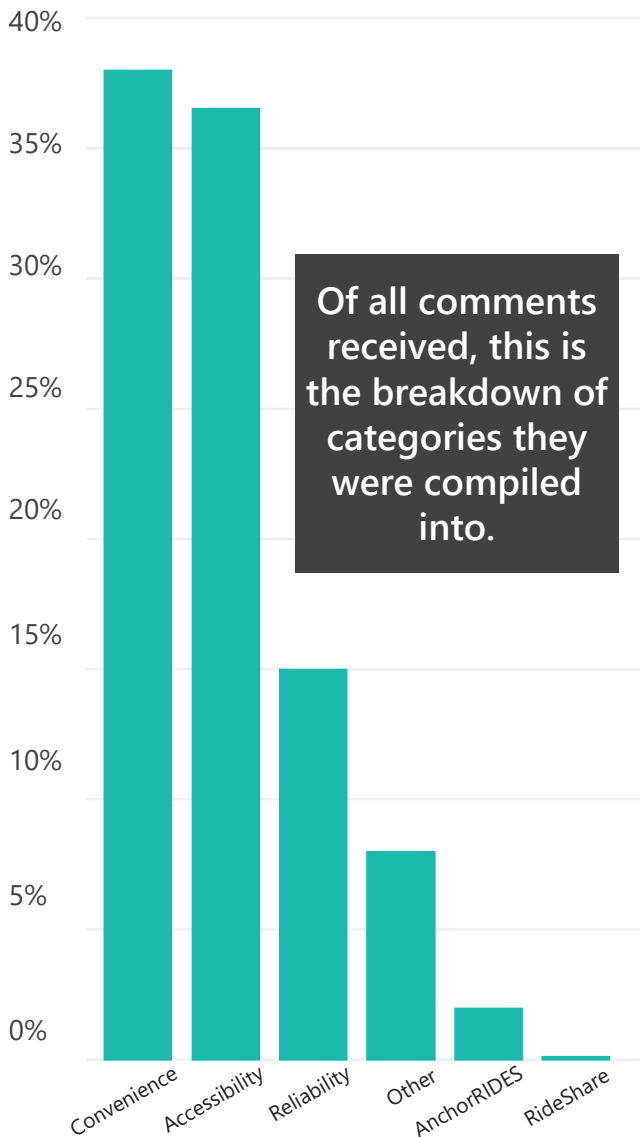
**651**  
Topics Covered



### Comments Received Via:

Mail.....	1
Email.....	24
Phone.....	4
Web Sign-Up.....	10
Events.....	502

### Topics of Conversation



Of all comments received, this is the breakdown of categories they were compiled into.

An individual may have submitted more than one comment, and each comment may have covered multiple topics.



## Public Event Series 1

**155 total attendees**

Public Meeting 1 - City Hall.....	45
Public Meeting 2 - Mountain View.....	27
Public Meeting 3 - Eagle River.....	18
Public Meeting 4 - Dimond Mall.....	35
Public Meeting 5 - Romig Middle School.....	10
Public Meeting 6 - Muldoon Library.....	8
Public Meeting 7 - Fairview.....	12

**486 comments received**

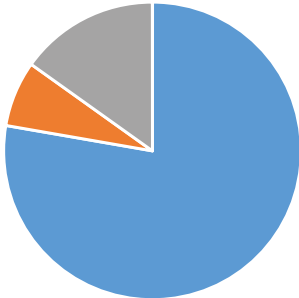
## Transportation Fair

**16 comments received**



## Comments Received - Topic Breakdown

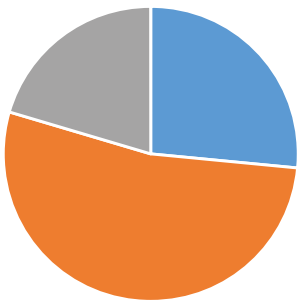
### Accessibility Comments Received - 238



■ Geographic ■ Economic ■ Informational

<b>More Coverage</b> .....	<b>185</b>
· To Major Services & Shopping Areas.....	17
· To Major Rec & Education Centers.....	43
· In Neighborhoods.....	49
· Put Service Back on Old Routes.....	41
· Service Along Specific Street Sections.....	29
<b>Decrease Fares</b> .....	<b>13</b>
<b>Increase Fares</b> .....	<b>4</b>
Partner with Local Organizations.....	16
Public Transit Advisory Board.....	4
System Report Card.....	2
Advertisements.....	14

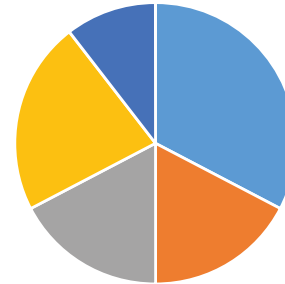
### Reliability Comments Received - 98



■ Schedule ■ Safety & Maintenance ■ Bus Drivers

<b>On-Time Performance</b> .....	<b>16</b>
<b>Running Times</b> .....	<b>5</b>
<b>Ridership</b> .....	<b>4</b>
<b>Detour</b> .....	<b>1</b>
<b>Maintenance</b> .....	<b>12</b>
<b>Seasonal - Maintenance</b> .....	<b>21</b>
<b>Safety</b> .....	<b>16</b>
<b>Technical Errors</b> .....	<b>3</b>
Bus Driver Positive Feedback.....	2
Bus Driver Feedback.....	18

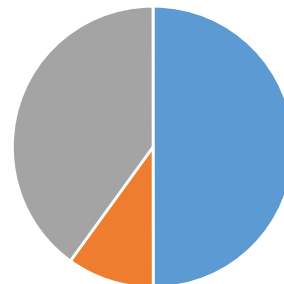
### Convenience Comments Received - 248



■ Routes ■ Bus Stops ■ Frequency ■ Span ■ Amenities

<b>Positive Feedback</b> .....	<b>11</b>
<b>Direct Route Proposals</b> .....	<b>31</b>
<b>Feedback on Transfers</b> .....	<b>6</b>
<b>Proposed Route Realignments</b> .....	<b>24</b>
<b>New Route Proposals</b> .....	<b>8</b>
<b>Bus Stop Positive Feedback</b> .....	<b>4</b>
<b>Decrease Bus Stop Spacing</b> .....	<b>12</b>
<b>Increase Bus Stop Spacing</b> .....	<b>4</b>
<b>New Bus Stops Needed</b> .....	<b>23</b>
Frequency Positive Feedback.....	4
Decrease Frequency.....	8
Increase Frequency.....	30
Research.....	1
<b>Add More Service</b> .....	<b>54</b>
<b>Holiday Service</b> .....	<b>1</b>
<b>At Bus Stops</b> .....	<b>8</b>
<b>On Buses</b> .....	<b>8</b>
<b>At Transit Centers</b> .....	<b>10</b>

### Other Comments Received - 50



■ General Comments ■ Budget ■ Services

<b>Positive Feedback</b> .....	<b>8</b>
<b>Negative Feedback</b> .....	<b>10</b>
<b>Questions</b> .....	<b>7</b>
<b>Budget Feedback</b> .....	<b>6</b>
New Bus Technology & Services.....	11
New Policies and Programs.....	6
Infrastructure.....	2



## Public Notification Efforts

The most popular way participants said that they heard about the meeting

- ◆ Bulkhead Sign
- ◆ Postcard Mailer

## Notification Methods:

ADN Digital Ads.....	2/19/19 - 2/22/19
ADN Print Ads.....	2/18/19
Automatic Message on Rideline	2/19/19 - 2/22/19
<b>Bulkhead Sign on the Bus</b> .....	2/07/19 - 2/22/19
KTBY (Fox, ABC, CW)	
TV Commercials (255 spots).....	2/12/19 - 2/22/19
<u>Email</u> .....	2/08/19

- Agency Stakeholders
- Assembly
- Federation of Community Councils
- Interagency Committee
- PeopleMover public contact list
- AnchorRIDES public contact list
- RideShare participants via Enterprise

* <u>Flyers</u> - translations.....	2/15/19 - 2/22/19
32 translated flyers posted at 22 locations	

<u>Flyers</u> - at meeting locations.....	2/19/19 - 2/22/19
8 Dimond Mall flyers	
Muldoon Library flyer & digital ads	

Alaska Public Media.....	2/18/19
Home Town Alaska	

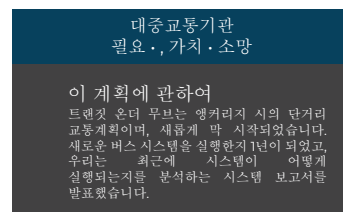
MOA Internal Bulletin.....	2/11/19
----------------------------	---------

<u>Press Release</u> .....	2/08/19
KTVA News Article.....	2/08/19
Echo News Article.....	2/08/19
KTUU News Article.....	2/18/19

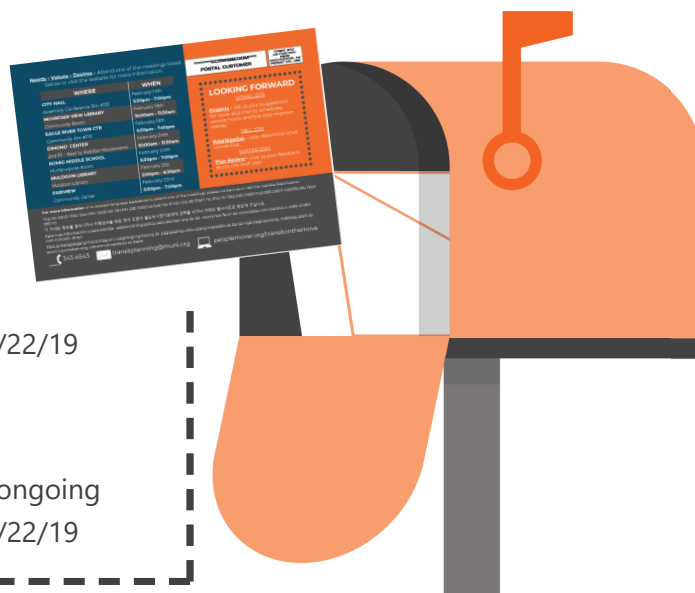
* <b>Postcard Mailer</b> .....	2/08/19
112,882 households in the Anchorage Bowl and Eagle River/Chugiak area partially translated	

<u>Social Media</u> .....	2/08/19 - 2/22/19
16 posts on Facebook, Instagram & Twitter	

* <u>Website</u>	
Launched.....	12/19/18 - ongoing
Public Event Series 1 Web Banner...	2/08/19 - 2/22/19



## \* Translated materials



# PUBLIC EVENT SERIES #1 DETAILS

## GEOGRAPHIC ACCESSIBILITY

185 Comments Received About Geographic Accessibility

### **Provide more coverage**

#### **Provide Coverage in the Neighborhoods**

Go back into the neighborhoods  
Peter's Creek  
Independence Park  
Turnagain  
Eagle River  
South Anchorage  
Chugiak  
Midtown  
Abbott  
Birchwood  
Distressed neighborhoods  
Eklutna  
MUNI areas - all  
Nunaka  
Palmer  
Sand Lake  
Seacliff Plaza Condominiums  
Seward  
University Area  
Wasilla  
West Anchorage

#### **Provide Coverage to Recreation & Education Centers**

Loussac Library  
Parks & Nature  
Campbell Creek Science Center  
Schools  
Arctic Thunder Event  
Boardwalk off Seward Hwy  
Century 16 Theater  
Hilltop Ski Area  
The Point  
Zoo

### **41 Put Service Back on the Old Routes**

18 Old Route 60  
10 Old Route 36  
5 Old Route 2  
3 Old Route 13  
2 Old Route 1  
2 Old Route 3  
1 Old Route 45

### **29 Provide Service Along These Street Sections**

10 Old Seward  
3 36 Ave - Lake Otis - Arctic  
2 36th Ave - Lake Otis & LaTouche  
2 Fairview to midtown  
2 Wisconsin St.  
1 Klatt roundabout to John's Rd  
1 36 Ave - LaTouche St. & Providence to C St.  
1 36th Ave - David Green Park/MacInnes area  
1 Boniface - serve the hospitals  
1 C St corridor south of Tudor  
1 East/West on 100th Ave  
1 East/West on Tudor, Chugach & Arctic  
1 Elmore between Abbott & Tudor  
1 Elmore Road  
1 West on 100th Ave

### **17 Provide Coverage to Services & Shopping Areas**

4 36 Ave - to access Medical & UAA Offices  
3 Huffman Business Park  
2 Church Services  
2 Natural Pantry  
1 5th Avenue Mall - to access services  
1 Assembly Chambers  
1 First CME Church  
1 Heart and Hands  
1 ML&P Office  
1 Social Security Building

## ECONOMIC ACCESSIBILITY

17 Comments Received About Economic Accessibility

### **Decrease Fares**

Week pass - should be \$15  
Compensate monthly pass riders for non-service days  
Decrease fares  
Free bus passes - offer more  
Wednesday - everybody should ride free or nobody  
30 day punch - offer instead of a monthly pass  
Transfer cost

### **4 Increase Fares**

3 Increase Fares  
1 RT 92 - increase fares

# PUBLIC EVENT SERIES #1 DETAILS

## INFORMATIONAL ACCESSIBILITY

36 Comments Received About Informational Accessibility

### **Partner with Local Organizations**

Coordinate with other  
Provide Employer Incentives  
Providence, UAA (large employers)  
Artistic community & musicians & sketch artists  
Bear Tooth  
Cabs, Lyft, etc \*for a night bus\*  
Hire handicap individuals to advise on projects  
Homeless Youth  
Mid-town Congestion Relief Project \*independent bus lane\*  
Support Snow Fighters  
Valley Mover  
Vision Zero

### **Advertisements**

Advertise the warming center  
Advertise to MOA employees  
Advertise public meetings earlier  
Advertise the system changes earlier  
Bulkhead - make the "Cover Your Mouth" sign a bulkhead  
Meeting In a Box - provide more information  
No Smoking sign - make bigger  
Postcard - offended by the multiple languages delivered to his mailbox  
Send mail to PO Boxes too  
Survey choice riders to see what would get them to ride the bus  
TV commercials - say AnchorRIDES too, not just People Mover  
TV commercials - stop spending money on these

### **4 Public Transit Advisory Board**

- 1 Allow handicap board members to call into the meetings
- 1 Brings senior free passes to the meetings too
- 1 I would like to be part of the planning board
- 1 Vary where meetings are held

### **2 System Report Card**

- 1 System Report Card - include spreadsheet
- 1 System Report Card - standardizing Y Axis on trip graphs makes it hard to see the variation in lower ridership routes



# PUBLIC EVENT SERIES #1 DETAILS

## CONVENIENCE - ROUTES

81 Comments Received About Routes

### Direct Route Proposals

Add more direct route service

#### To the Airport

Airport - Dimond Center

Airport - Downtown - Dimond\*non-stop service\*

Airport - Muldoon

Airport - Wasilla

Airport - more than one route

#### To Dimond Center

Dimond Center - Muldoon

Dimond Center - ANMC

#### To Downtown

Downtown - South Anchorage

Downtown - Northway Mall

Downtown - Boniface - express route for safety

Downtown - Muldoon

Downtown - Tikahtnu

#### Other Direct Routes

Hospitals - Neighborhoods (each)

Midtown Shuttle

South Anchorage - Northway Mall

Spenard & Turnagain - UMED & Univ

UAA - Loussac Library

### New Route Proposals

Providence to Minn. or Turnagain area on 36th (MED/APU/UAA)

DDTC to Hwy, Boniface to Tudor, then hospitals.36th to A St.

36th Ave during peak afternoon and weekend hours for the library

New route proposal in Eagle River - see attached map

New route realignment proposals - see attached map

New route proposal downtown to Midtown - see attached map

### 11 Routes - Positive Feedback

4 RT 92 - E/R Transit : City Hall is perfect

3 RT 55 - Great job

2 RT 30 is good

1 RT 10 & 25 are great

1 RT 31 - keep it the way it is

### 25 Proposed Route Realignments

3 RT 55 - take to ANMC

2 RT 55 - Downtown

2 RT 92 - Remove Frontage Road

2 RT 92 - UAA/Providence

1 RT 10 - take LaTouche instead of Lake Otis

1 RT 10 - take to ANMC

1 RT 11 - take to Alaska Regional, then the airport

1 RT 20 - Pine St/ Mountain View Drive

1 RT 25 - Muldoon to Tikahtnu only

1 RT 25 - C then Northern Lights over to Denali, then down Tudor

1 RT 25 - take to Muldoon Curve

1 RT 25 - route through UAA

1 RT 55 - down O'Malley from Fred Meyers off Abbott

1 Rt 55 - Lake Otis to 36th & over to Arctic & the DTTC

1 RT 55 - 2 parts: Independence Park / O'Malley & Abbott /Dimond

1 RT 65 - Raspberry, Cranberry, Collins

1 RT 65 & RT 91 - meet at Northwood street

1 RT 91 - Downtown & Midtown

1 RT 91 - include St John's Rd

1 RT 92 - start one of the buses in Peter's Creek

### 6 Feedback on Transfers

2 Provide more transfer opportunities

1 Decrease wait time for transfers

1 Improve Intermodal connectivity

1 Provide more East/West connections to North/South

1 RT 55 & RT 10 - synchronize connection times

# PUBLIC EVENT SERIES #1 DETAILS

## CONVENIENCE - BUS STOPS

[43 Comments Received About Bus Stops](#)

### **Bus Stops Positive Feedback**

Rt 25 - do not eliminate last stop before Tudor. It is used by many students  
RT 10 - I like the new stop at Benson & Minnesota  
RT 92 - I like the stop across from Jitters & on F St.

### **New Bus Stops Needed**

NE corner of DeBarr & Pine.  
RT 55 - Dimond Blvd (south) next to AK Neuro Center  
88th & Lake Otis  
Aircraft Drive / Int'l Road  
Between Benson & 36th  
C.V. by hill  
Costco entrance  
Fred Meyers entrance  
Independence Drive  
Put back the UAA and Jewel Lake bus stops  
Remove bus stops near school bus crossing signs  
RT 13 (old) - too many taken away  
RT 20 - between Shell & VFW  
RT 21 - between Bragaw & Pine  
RT 21 - more stops  
RT 25(OB) - you have to walk 1/2 a mile if you are going to Wal-Mart  
RT 31 - change the Four Seasons bus stop to directly in front of Four Seasons  
RT 55 - Lake Otis - UPD & Walgreens stops  
RT 91 - more  
Tudor & Muldoon Curve  
Wal-Mart entrance

### **12 Decrease Bus Stop Spacing**

7 RT 92 - Remove Timepoint at Boniface  
3 Decrease bus stop spacing  
1 RT 10 - Northern Lights & Benson section  
1 Remove discontinued ones

### **4 Increase bus stop spacing**

3 Seasonal - stops need to be closer together in the winter  
1 Increase bus stop spacing

## CONVENIENCE - FREQUENCY & SPAN

[43 Comments Received About Frequency](#)

### **Frequency: Positive Feedback**

Keep the 15 min. frequency on the routes  
RT 10 - keep 15 min frequency

### **Increase Frequency**

RT 55 - - increase frequency  
15 min - increase to this frequency on more routes  
RT 65 - - increase frequency  
Rt 35 - increase frequency

RT 91 - - increase frequency

RT 92 - increase frequency to 30 min.  
RT 25 - increase frequency

RT 25 - 15 min frequency between 7am-9am  
RTs going to Dimond Center/Wal-Mart  
RTs going to Fairview - increase frequency

Sat - increase frequency to 15 min service

### **Decrease Frequency**

15 min frequencies are too frequent  
RT 25 - 15 min frequency is too much  
30 min & 60 min frequencies were fine because they were reliable

### **Research Frequencies**

Review 15 min frequencies to see if they are working

[55 Comments Received About Span](#)

### **46 Span: Add More Service**

17 RT 91 - more trips  
8 RT 91 - Sat/Sun Service  
8 Sat/Sun Service - more evening service  
7 RT 92 - more trips  
3 RT 92 - Sat/Sun Service  
1 Add peak service & have less mid-day service  
1 RT 10 & RT 30: Sat/Sun Service - more morning service (6:00am - 7:00am)  
1 Summer - add more service and alter schedule and routes to accommodate school being out  
accommodate school being out

### **9 Holiday Service**

4 Holiday Service  
4 Holiday Service - minor  
1 Bus schedule should observe the actual holiday, not the observed office one

# PUBLIC EVENT SERIES #1 DETAILS

## CONVENIENCE - AMENITIES

26 Comments Received About Amenities

### At Transit Centers

Dimond Transit Center - open it  
Dimond Transit Center - provide more services here  
Downtown Transit Center - open it when buses are running  
Transit Center Lockers

### At Bus Stops

Trash cans  
Benches  
Heat  
Hooks on the poles so people can hang up their groceries

### On the Buses

WiFi  
RT 92 - use 40 ft. buses  
USB - charging stations  
Bike Racks - fat tire

## RELIABILITY - SCHEDULE & BUS DRIVER FEEDBACK

26 Comments Received About The Schedule

### On-Time Performance

Buses are not reliable  
RT 25 - too long, never on schedule  
RT 55 - is reliable from Dimond - Providence  
Timepoints are off - buses rushing to those stops  
15 min routes are more like 23 min  
Out Of Service - buses shouldn't be out of service when late  
RT 10 & RT 20 & RT 55 - lots of missed trips  
RT 11 - not on-time enough  
RT 25 - 4:40 OB is notoriously late  
Seasonal - buses are not adhering to schedule

### Running Times

7:00 start time - align with work schedules  
RT 91 & RT 92 - cut low performing service  
RT 92 - change 3:35 departure from ANC to 3:40?  
The new shorter routes nice for short trips, but to cross town it takes longer than before.  
RT 92 - house 2 buses in Eagle River so they start the day there

### Ridership

RT 21 & RT 31 - ridership is low  
RT 11 - delete route and double frequency of RT 41  
RT 35 & RT 55- ridership is high only because RT 60 went away

### Detour

When buses are on detour they won't stop to let people off

20 Comments Received About Bus Drivers

### 2 Bus Driver Positive Feedback

- 1 Many thanks to the bus driver who checked his bus & turned in my tote bag w/ laptop computer
- 1 The drivers I ride with on the bus are very reliable - the bus usually arrives/departs on time. Route 92 @ 7:48 AM 6:10 PM

### 18 Bus Driver Feedback

- 3 Buses sometimes pass by without picking up passengers
- 3 We would like kind and understanding drivers
- 2 Dimond Center - drivers are taking long breaks
- 2 Don't ask wheelchair passengers to announce which stop they are
- 1 Awareness training for people's safety
- 1 Have the post-truck drivers teach the other drivers how to not jerk
- 1 Make sure people don't sit in the handicap seats if they aren't handicap
- 1 RT 20 & 55 stop break 5 min-10 min for restroom
- 1 RT 92 - drivers don't always push the button when boarding with ID
- 1 RT 92 - more driver training of the route
- 1 RT 92 - whole trips missed when driver calls in sick
- 1 Inform riders to have there fares ready before boarding

## RELIABILITY - SAFETY & MAINTENANCE

52 Comments Received About Safety and Maintenance

### Maintenance

Clean bus stops  
Clean buses  
Lighting needed at bus stops

### Seasonal - Maintenance

Bus Stops -clear snow and ice  
Improve snow and ice removal  
Sidewalks - clear snow and ice  
Sidewalks - DOT street cleaning makes sidewalks unwalkable  
36th Ave, Benson, Northern Lights - clear snow and ice  
International Rd - clear snow and ice  
Northway Mall parking - clear snow and ice  
Sidewalks - 36th Ave hill - sidewalk/bike path are not well maintained.  
Sidewalks - LaTouche Ave - clear snow and ice

### 16 Safety

- 4 Homeless Issues
- 2 22 ft. buses - steps are dangerous
- 2 Dimond Transit Center security
- 2 Downtown transit center security
- 2 RT 65 - Spenard/Wisconsin is unsafe to wait at in the dark
- 1 Passenger injury reported 19 months ago was not addressed by
- 1 RT 20 - Need a signal light at Cordova and 3rd
- 1 RT 25 - bus pulling out from ANMC onto Tudor is difficult for the bus
- 1 We need to feel safe

### 3 Technical Errors

- 2 Text system not always accurate
- 1 RT 31 does not show up on Google

# PUBLIC EVENT SERIES #1 DETAILS

## OTHERS - GENERAL COMMENTS

25 General Comments Received

### Positive Feedback

mTicket app - great app  
Great job!!  
I like these meetings more than PTAB  
Love AnchorRIDES & PeopleMover  
Love the blinkly lights/reflectors that are handed out --> keep that!  
New schedule is working much better  
We all love the bus system. Thank you!

### Questions

Why does Mountain View have two routes and other areas don't have any?  
What can we do to make positive changes?  
Would some smaller buses be quicker and more economical?  
Where's the updated Title VI & LEP plan located online?  
What % of lessened decrease of ridership is due to riders having to take 2 or 3 buses in new route vs 1 under old?  
Mat-Su Trans Ride - more information

### 10 Negative Feedback

- 2 Restore old system
- 2 Make staff changes
- 1 The change should have been done in pieces.
- 1 Route numbers should not have been changed.
- 1 It should not have been done in winter.
- 1 Data varies - the need for public transportation coverage does not.
- 1 New system made individuals buy old cheap cars that are polluting.
- 1 Customer Service -be more friendly and do what's right

## OTHERS - BUDGET & SERVICES

20 Comments Received About Services

### New Bus Technology & Services

Bus Rapid Transit \*express routes\*  
Electric buses  
Micro-transit  
MOA event buses

### New Policies and Programs

Emergency Ride Home Program  
Voice of the Riders Program  
Homeless Issues - No fare - no ride  
Provide handicap awareness classes for all employees

### Infrastructure

Old Seward Kia Building available for a transit center

5 Comments Received About The Budget

### 6 Budget Feedback

- 1 Balance the needs and wants
- 1 Increase funding by reducing the amount of rides given away for free
- 1 Reallocate the budget
- 1 Salary increases for bus drivers
- 1 Stable funding for transit needed
- 1 Volkswagen settlement \$\$\$ for ASD buses

## ANCHORRIDES & RIDESHARE

16 Comments Received About AnchorRIDES

### AnchorRIDES Positive Feedback

AnchorRIDES drivers - friendly, call when they are on their way  
Love AnchorRIDES & PeopleMover - live in McCarrey and system is working well

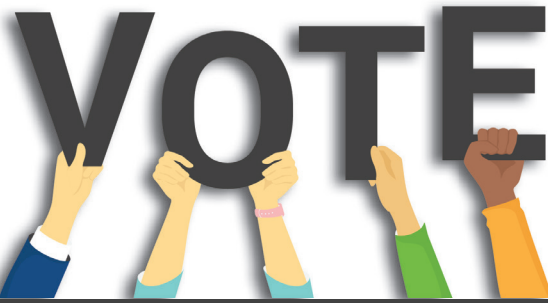
### AnchorRIDES Feedback

Same day pick up  
Decrease wait times  
Expand service to include a broader definition of disabilities  
Availability for seniors to Eagle River, not just for the disabled  
Drivers show up too early  
Expand from Elmore to O'Malley to cover the most senior citizens  
More staff and better trained for reservations  
Sat/Sun Service - more trips  
What would be needed to change the 24HR notice to shorter time within 12 hrs.?  
Wheel chair on van-style buses puts riders in the back too close to other riders

1 Comment Received About RideShare

### 1 RideShare

- 1 LinkAK method of rideshare recruitment outside of private vehicle



## Public Event Series #2

### EVENTS HELD TO COLLECT FEEDBACK

- 8 Public Meetings
- 4 Loussac Library Hosted Meetings
- 4 Tabling Sessions at Transit Centers
- 10 Bus Operator Meetings
- 5 Additional Outreach Events
- 2 Community Council Meetings
- 33 TOTAL EVENTS**

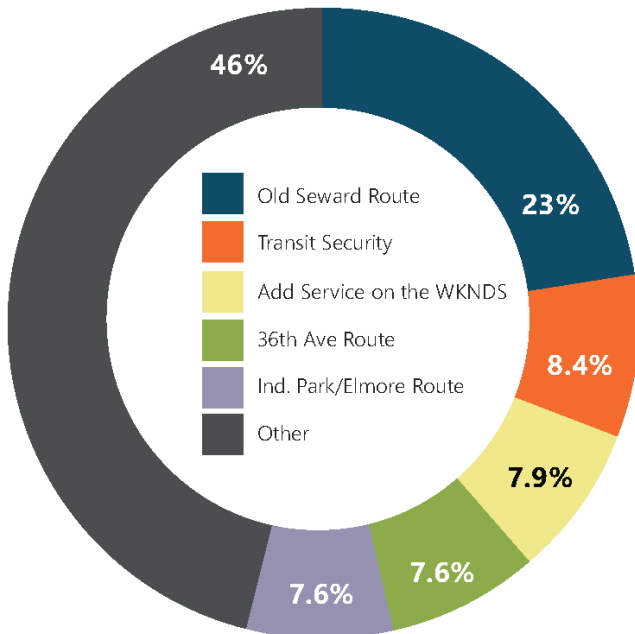


### HOW PEOPLE VOTED

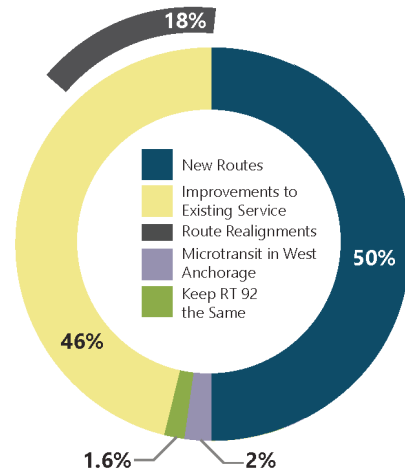
- 250 At Events
- 68 By Email
- 2 By Mail
- 3 Over the Phone
- 323 TOTAL VOTERS**



### TOP FIVE PROJECT CATEGORIES



### VOTING TOPICS



**VOTES**  
 38% of the votes for new routes were cast for a route going to the Loussac Library



# PUBLIC EVENT SERIES #2 SUMMARY

## Votes Received from Public Event Series #2



PROJECT CATEGORIES	VOTES CAST	PERCENT OF TOTAL VOTE
<b>Old Seward Route</b>	<b>216</b>	<b>22.5%</b>
Project H	87	9.1%
Project A	78	8.1%
Project K	51	5.3%
<b>Add Transit Security</b>	<b>81</b>	<b>8.4%</b>
<b>Add Service on the Weekends</b>	<b>76</b>	<b>7.9%</b>
<b>Independence Park/Elmore Route</b>	<b>73</b>	<b>7.6%</b>
Project E	45	4.7%
Project J	28	2.9%
<b>36th Avenue Route</b>	<b>73</b>	<b>7.6%</b>
Project B.1	32	3.3%
Project B.2	23	2.4%
Project L	18	1.9%
<b>Eagle River Commuter Route</b>	<b>54</b>	<b>5.6%</b>
Project P	27	2.8%
Project W	15	1.6%
Project Q	12	1.2%
<b>Fairview Route</b>	<b>54</b>	<b>5.6%</b>
Project F	31	3.2%
Project N	23	2.4%
<b>Realignment of the RT 21: Project C</b>	<b>47</b>	<b>4.9%</b>
<b>Restore Holiday Service</b>	<b>37</b>	<b>3.9%</b>
<b>Combined RT 11 &amp; RT 31: Project D</b>	<b>36</b>	<b>3.7%</b>
<b>Increase Frequency</b>	<b>35</b>	<b>3.6%</b>
<b>Realignment of the RT 65</b>	<b>32</b>	<b>3.3%</b>
Project I	23	2.4%
Project O	6	0.6%
Project Z	3	0.3%
<b>Eagle River Neighborhood Route: Project R</b>	<b>23</b>	<b>2.4%</b>
<b>Microtransit in West Anchorage: Project G</b>	<b>22</b>	<b>2.3%</b>
<b>W Anchorage Neighborhood Route: Project M</b>	<b>20</b>	<b>2.1%</b>
<b>Realignment of the RT 91: Project V</b>	<b>19</b>	<b>2.0%</b>
<b>SE Anchorage Neighborhood Route: Project T</b>	<b>15</b>	<b>1.6%</b>
<b>Add Service on Weekdays</b>	<b>13</b>	<b>1.4%</b>
<b>AnchorRIDES: Allow Same Day Scheduling</b>	<b>12</b>	<b>1.2%</b>
<b>AnchorRIDES: Decrease Wait Time for Pick-up</b>	<b>8</b>	<b>0.8%</b>
<b>SW Anchorage Neighborhood Route: Project S</b>	<b>7</b>	<b>0.7%</b>
<b>New Bus Tracking App: Project X</b>	<b>4</b>	<b>0.4%</b>
<b>Downtown Circulator Route: Project U</b>	<b>3</b>	<b>0.3%</b>
<b>Heat the Bus Stops: Project Y</b>	<b>1</b>	<b>0.1%</b>
<b>TOTALS</b>	<b>961</b>	<b>100.0%</b>

Projects that received the majority votes categorized by voting group.

### PUBLIC MEETINGS (Anchorage Bowl)

Span of Service on Weekends



### PUBLIC MEETINGS (Eagle River)

Route Proposal Option P



### BUS OPERATORS

Transit Security



### EMAIL/MAIL/PHONE

Route Proposal Options C & H



### TRANSIT CENTERS (Pop Up Meeting)

Span of Service on Weekends



### MEETINGS UPON REQUEST

Route Proposal Option K



# PUBLIC EVENT SERIES #2 SUMMARY



## Public Notification Efforts for Public Event Series #2

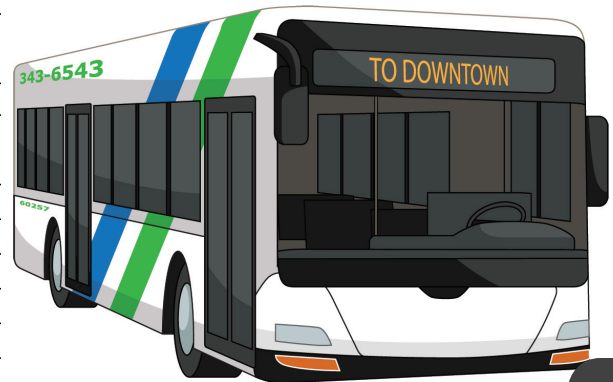
### Dates

### NOTIFICATION METHODS

4/23/2019	5/22/2019	Bulkhead Sign on the Bus
4/25/2019		Email
		Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list, AnchorRIDES public contact list
4/25/2019	5/17/2019	Social Media
		36 posts on Facebook, Instagram & Twitter
4/26/2019		* Flyer
		41 flyers posted at 26 locations
5/1/2019	5/21/2019	Electronic Sign at Bus Shelters
5/1/2019	5/21/2019	Automatic Message on Rideline
5/2/2019	5/17/2019	KTBY (Fox, ABC, CW)
		TV Commercial (255 spots per week)
5/6/2019	5/23/2019	Web Banner
5/6/2019		MOA Internal Bulletin
5/9/2019		<b>Public comment period - OPENS</b>
5/10/2019		ADN Print Ad
5/12/2019		ADN Print Ad
5/13/2019		Press Release
5/15/2019		Event Notification Poster
5/16/2019		Flyer
		Posted at 17 locations
5/22/2019	6/3/2019	Bulkhead Sign on the Bus
5/23/2019		Website Updates
5/24/2019		Email
		Same lists as 4/25/19
6/7/2019	6/24/2019	Social Media
		12 posts on Facebook, Instagram & Twitter
5/9/2019	5/17/2019	<b>MEETINGS</b>
		Public Meetings
		City Hall, Ocean View Elementary, West High School, Eagle River Transit Center, Dimond Center, Muldoon Library, Fairview Rec Center, Mountain View Library
5/13/2019		Press Release
6/5/2019		Bus Operator Input Meeting
		10 meetings in total
6/6/2019		Turnagain Community Council Meeting
6/7/2019	6/18/2019	Downtown Transit Center Meeting
		3 Pop-up Meetings
6/10/2019		Sand Lake Community Council Meeting
6/13/2019	6/26/2019	Loussac Library Meeting
		4 library hosted meetings
6/14/2019		Cenntennial Village Meeting
6/19/2019		Climate Action Plan Celebration
6/21/2019		Dimond Transit Center Meeting
6/25/2019		Senior Center Meeting
6/26/2019		Seeds of Change Meeting
6/26/2019		Catholic Social Services Meeting
6/30/2019		<b>Public Comment Period - CLOSED</b>



**\*Translated Materials Available in Hmong, Korean, Spanish, and Tagalog.**



# PUBLIC EVENT SERIES #2 VOTES

		EVENTS																				TOTALS
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
PROJECTS	Holidays	4				1	0			4	9	4	5	0		9		1	0		37	
	Frequency	2					0		1	1	6	11		0	3		7		4	0	35	
	Span/WK	1			2		0			1	3	2	0			3		1	0		13	
	Span/WKD	7		1	1	3	0	2		6	6	17	20	0		2	7	2	2	0	76	
	Transit Security	5					0	1		46	2	9	1	0		1	15		1	0	81	
	AnchorRIDES: Wait Time	0					0					1		0	4				2	0	1	8
	AnchorRIDES: Schedule	1					0				1	1	1	0	3	1	3			0	1	12
	A	3		1		2	0	1	2	29	15	17	3	0		2	1	1	1	0	78	
	B.1	4				1	0			5	7	3		0		3	3	6		0	32	
	B.2			3			0			1	6	1		0		2	5	5		0	23	
	C	4					0		1		31	4		0			3	4		0	47	
	D	1					0	2	2	2	11	6		0	7	3	2			0	36	
	E	1				1	0		1	15	14	5	3	0		1	3	1		0	45	
	F	4	1				0	1		3	9	3	1	0		4	1	1	3	0	31	
	G	2		1			0	1			9	4		0		4		1		0	22	
	H		2	3		1	0			9	31	22	2	0		6	2		8	0	1	87
	I	3					0			1	4	6	4	0		3	1		1	0	23	
	J	4				1	0			3	5	9	3	0		1			2	0	28	
	K	7		1			0		2	2	5	7	8	0	2	9	4	2	2	0	51	
	L	1				2	0		1		1	3		0		5	4	1		0	18	
	M						0		1		14			0		1	2		2	0	20	
	N	5		1			0	1			4	7		0		3		2		0	23	
	O						0			1	1	3		0			1			0	6	
	P	1			18		0			1				0		1	6			0	27	
	Q						0				6	1	1	0			2		2	0	12	
	R				10		0			2	5	1	1	0			3	1		0	23	
	S						0						7	0						0	7	
T			1			0		1	1	8	2	1	0		1				0	15		
U	1				1	0							0		1				0	3		
V		3			8	0				2	6		0						0	19		
W				14		0			1				0						0	15		
X						0				2			0			1		1	0	4		
Y						0							0			1			0	1		
Z						0				3			0						0	3		
<b>TOTALS</b>	<b>21</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>45</b>	<b>73</b>	<b>52</b>	<b>21</b>	<b>0</b>	<b>7</b>	<b>18</b>	<b>30</b>	<b>9</b>	<b>11</b>	<b>0</b>	<b>1</b>		

1	CITY HALL
2	OCEANVIEW ELEMENTARY
3	WEST HIGH SCHOOL
4	EAGLE RIVER
5	DIMOND MALL
6	MULDOON LIBRARY
7	FAIRVIEW REC CENTER
8	MTN VIEW LIBRARY
9	BUS OPERATORS
10	EMAIL/MAIL/PHONE

11	DOWNTOWN TRANSIT CENTER (x3)
12	DIMOND TRANSIT CENTER
13	SENIOR CENTER
14	CENTENNIAL VILLAGE
15	LOUSSAC LIBRARY (x4)
16	CLIMATE ACTION PLAN CELEBRATION
17	CATHOLIC SOCIAL SERVICES
18	SEEDS OF CHANGE
19	SAND LAKE COMMUNITY COUNCIL
20	TURNAGAIN COMMUNITY COUNCIL



# PUBLIC EVENT SERIES #2 VOTES

The table displays how participants at each event voted on projects during Public Event Series #2. Locations are labeled by number and correspond to the events.

The far right column summarizes the total votes received for each project. The last row summarizes the total participants at each event.

Each participant was given three votes although not all participants cast all of their votes.

# PUBLIC REVIEW DRAFT SUMMARY



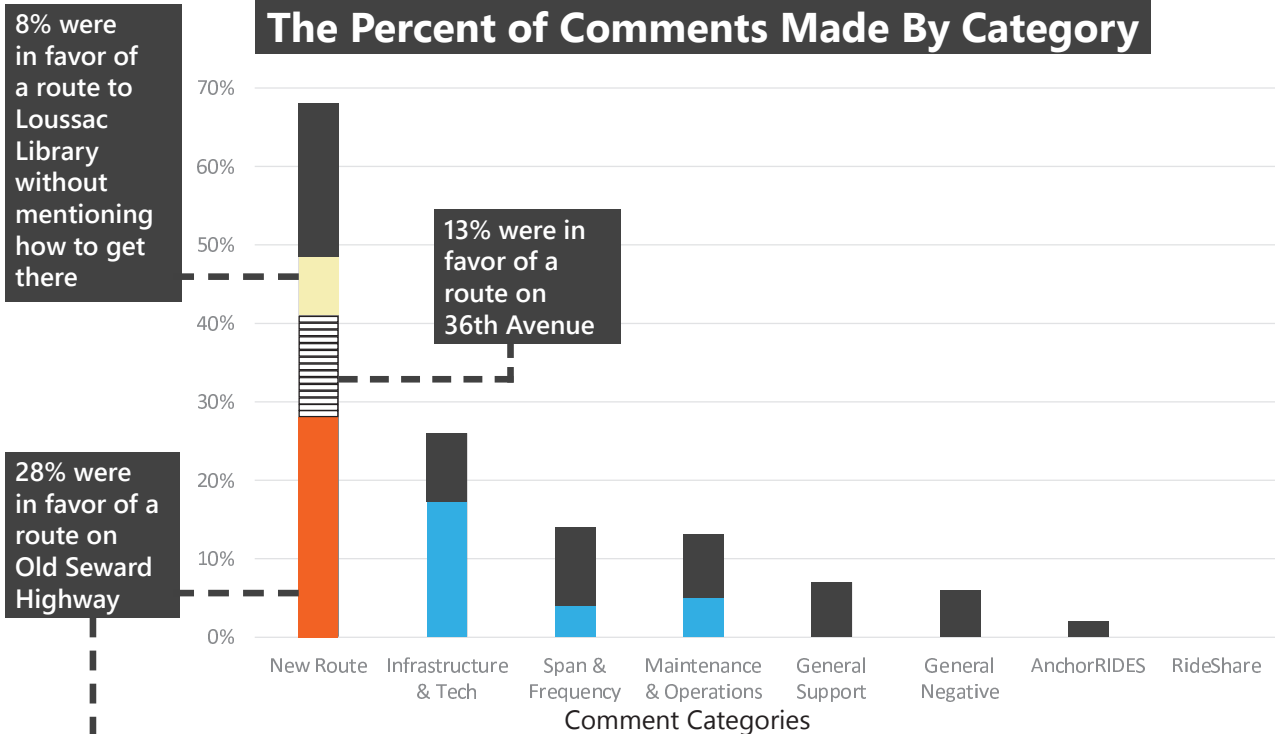
## Public Review Draft Comment Period

### HOW PEOPLE PROVIDED FEEDBACK

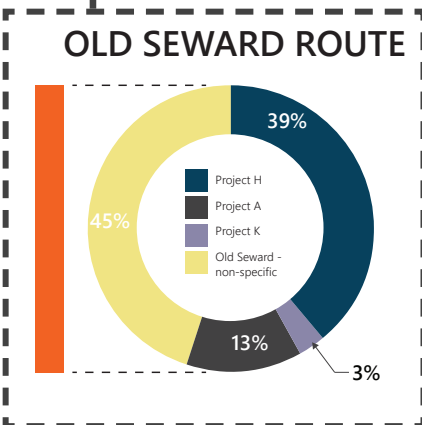
- 8 At Events
- 92 By Email
- 114 TOTAL COMMENTS
- 5 By Mail
- 9 Bus Driver Feedback



### The Percent of Comments Made By Category



### OLD SEWARD ROUTE



#### INFRASTRUCTURE & TECH

- 17% Buses & Bus Stops
- 5% Dimond Transit Center
- 4% Fat Tire Bike Racks
- 4% Enhanced Rider Communications
- 3% Mixed-Use Develop. / HOV / Rail

#### MAINTENANCE & OPERATIONS

- 5% Operations
- 4% Winter City Maintenance
- 3% Advertising
- 3% Fare Analysis
- 2% On-time Performance
- 2% Key Transfers
- 1% Missed Trips Analysis
- 1% Route Analysis

#### SPAN & FREQUENCY

- 4% Weekday Span - RT 91
- 3% Increase Frequencies
- 3% Holiday
- 2% Weekend Span
- 2% Morning Span
- 2% Weekend Span - RT 91
- 2% Decrease Frequency
- 1% Weekday Span
- 1% Weekday Span - RT 92
- 1% Weekend Span - RT 92

# PUBLIC REVIEW DRAFT SUMMARY



## Notification Efforts for the Public Review Draft

Dates	NOTIFICATION METHODS
12/18/2019	<b>Public comment period - OPENS</b>
12/18/2019	Bulkhead Sign on the Bus
12/18/2019	Plans Available at the Downtown Transit Center
12/18/2019	Email <i>Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list, AnchorRIDES public contact list</i>
12/18/2019	Social Media - ran until 1/29/20 <i>20 posts on Facebook, Instagram &amp; Twitter</i>
12/19/2019	Automatic Message on Rideline
12/18/2019	TV Commercial (255 spots per week) <i>KTBY (Fox, ABC, CW)</i>
12/18/2019	Website Banner & Updates
12/18/2019	ADN Digital Ad - ran until 1/31/20
12/19/2019	Email <i>Federation of Community Councils Email</i>
12/20/2019	Email <i>MOA Planning Staff</i>
12/28/2019	Postcard Mailer (includes translations) <i>107,215 households in the Anchorage Bowl and Eagle River/Chugiak area</i>
01/02/2020	Alaska Public Media's Community Calendar - up until 1/31/2020
1/2/2020	Flyers (includes translations) <i>24 flyers posted at 24 locations</i>
1/2/2020	Postcards & Desk Copies of the Draft Plan <i>Delivered to the : Loussac, Muldoon, Mtn. View Libraries</i>
1/23/2020	Press Release
1/23/2020	Email <i>Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list</i>



**THE PUBLIC COMMENT PERIOD WAS OPEN FOR 45 DAYS**

### IN PERSON EVENTS

11/22/2019	Assembly Work Session
12/10/2019	AMATS: Bicycle & Pedestrian Advisory Committee
1/09/2020	AMATS: Technical Advisory Committee
1/09/2020	Public Transit Advisory Board Meeting
1/23/2020	AMATS: Policy Committee
1/23/2020	Transportation Fair
1/25/2020	ADN Best of Alaska Showcase
1/31/20	Public Comment Period - CLOSED

### IN THE NEWS

1/23/2020	KTVA: New People Mover route to start in the fall
1/23/2020	KTUU: Transit officials say People Mover ridership saw significant increases in 2019
1/24/2020	ADN: With People Mover ridership increasing, Anchorage proposes a new route
1/27/2020	KSKA: Home Town Alaska
1/29/2020	KFQD: Morning News

