



**Municipality of Anchorage
Public Transportation Department
Memorandum**

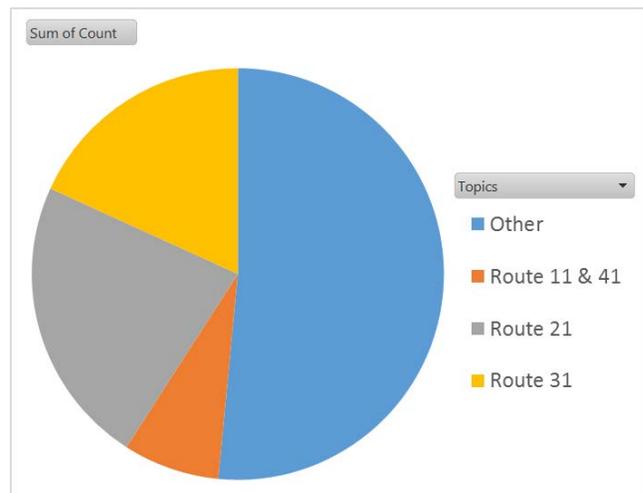
DATE: May 10, 2018
 TO: Abul Hassan | *Public Transportation Director*
 THROUGH: Bart Rudolph | *Planning & Communications Manager*
 FROM: Christine Schuette | *Transit Planner*
 SUBJECT: **Public Comments Summary –
 Service Change: 07-02-2018**

Service Changes Addressed	
Count	Topics
5	Route 11 & 41 - Positive Feedback
0	Route 11 & 41 - Negative Feedback
7	Route 21 - Option 1
0	Route 21 - Option 2
8	Route 21 - Negative Feedback <i>(Want a Downtown Transfer)</i>
2	Route 31 - Positive Feedback <i>(Likes the Muldoon/Debarr Loop)</i>
1	Route 31 - Positive Feedback <i>(Change Running Time 5 Min. later)</i>
2	Route 31 - Negative Feedback <i>(Do not change)</i>
7	Route 31 - Negative Feedback <i>(Want a Downtown Transfer)</i>
5	Other - Not Related to the 07-2018 Service Change <i>(Bring back the 36)</i>
3	Other - Not Related to the 07-2018 Service Change <i>(Bring back the 36 - stop at the library)</i>
6	Other - Not Related to the 07-2018 Service Change <i>(Bring back the 60)</i>
40	Other - Not Related to the 07-2018 Service Change <i>(varies)</i>
168	Signed Petition

*** Each topic covered was tallied separately
within each comment received**

Public Comments	
Count	Source
27	Email
1	Facebook
1	Petition
8	PM - City Hall
1	PM - Eagle River
6	PM - Mountain View Library
4	PM - Muldoon
48	Total

Public Meeting Attendance	
Count	Location
10	City Hall
2	Eagle River
9	Mountain View
6	Muldoon
27	Total



PUBLIC COMMENTS

I am an Administrator with the Federal Aviation Administration. I do not drive. I am writing to express my displeasure with the new bus system. Prior to the implementation of the new bus system, I used to take the bus from work every day. My apartment is on 4th Avenue and Denali Street and my office is on 36th Avenue and C Street. Everyday, I used to board a 75 bus at 36th and A Street to the 5th Avenue Mall, then walk to my apartment. Because 36th and A Street was a designated stop, I could plan my day and leave the office 10 minutes prior to the posted bus departure time.

Since the implementation, which moved the scheduled stop to Fireweed and A St., the bus has no fixed schedule from my stop. I have tried to catch the bus many times, but I frequently leave the office 10 days before a scheduled bus, only to find out at the stop that the bus was early and passed my stop before my arrival. Often the following bus would ultimately arrive late, so I end up waiting outside for 20-25 minutes.

My reaction to the new bus system has been to avoid People Mover entirely. I now use a combination of carpooling, teleworking, and taxis, to avoid having to use the bus at all.

That said, I have two questions;

Firstly, how many riders use the Fireweed and A St. stop versus the 36th and A Street stop?

Secondly, would restoring scheduled departure times to this and similar high-traffic significantly slow route completion times? Lastly, I pose the following rhetorical question.

What share of People Mover riders have the flexibility and resources to escape from a bus system that doesn't work for them?

I just have to say, WOW! Just when you thought an already crumbly new service could not get any worse, then... BAM! We are having service change. How about just getting your shuttle drivers to learn how to stay ontime with what is written on the schedules, and not blow on through their runs, which leaves customers hanging?

I think terminating 31 at northway mall is an awful idea, why do this when the shuttle runs are not big at all? Or for that matter, not that great at all from having some drivers that seem to think that schedule times do not apply to them.

I don't know how this affects the late run, which I would not want to see go away, but seeing how things are changing for the worst, it wouldn't surprise me to see times cut on this so-called new great service. I am a long time people mover customer that has not been happy with the new changes, and I have been putting in my complaints, which seems to not do anything at all.

We generally like the new bus system... much quicker to get across Anchorage w/ the 15 minute buses!!

System needs to support riders during evening hours: Seems you tailored the Old Seward Hwy bus to favor commuters FROM south Anchorage. Lower income people commonly work shifts that run 1-10 pm.

- REALLY need to add lunchtime, late eve busses out to Huffman so employees aren't stranded.

- No way to get to the shopping, industrial corridor of Old Seward Highway north of Diamond Blvd.

- only rich people get to shop Goodwill, New Sagaya, Prov Family Med Ctr now... bus 36 gone...

I can not!

VERY DISINGENUOUS to claim People Mover runs til 2am. ONLY the tourists, employees using the airport OR bar hoppers which live in Spenard Rd hotels get 2am service... err... use the Bus 40.

Saturday, Sunday NIGHTS... VERY depressing to be left out of fun events. Can GET there... but NO WAY HOME. Do you feel like walking 5-10 miles... in the dark.... cold... tired.... late at night? Toting a music instrument? ... YOU have a car. So u get to go when you feel like it.

- Bus not leaving downtown after 6:15pm PREVENTS riders from attending CULTURAL and SOCIAL and WORK events which typically end 10:30pm.

- Think PAC, theater, music, faith based events, employees.... mmm...

- Evening Service CAN be extended by cutting out the daytime buses which have the LOWEST riders... mmm??

mmmm.

Any thing you are/will do about South Anchorage = Ocean View ??

I still do not appreciate your cancelling Old route 60 and not having any replacement

To whom it may concern,

Please stop messing with the routes. Please dear god, stop messing with the routes.

I don't take route 21, or route 11. I take the 31.

Last year when we suddenly had to figure out how to adjust our lives after the removal of several routes and stops, I counted every single blessing that my stop was not effected, and that I could still get to work on one ride.

And now you're threatening to take that from me. A loyal rider who has no drivers liscense, no car, who is forced to make housing decisions based on the bus routes served. I feel helpless, and scared that this is being forced upon me without my consent.

I didn't choose for my bus to start running every 30 minutes instead it taking me where I needed to go. And I don't care if my connection bus runs every fifteen minutes. Because I already get to work on one ride.

I'm finally adjusting to this new schedule. The drivers are just now figuring out their routes, and managing to show up on time.

Adding a loop up to Debarr and Muldoon doesn't really add value to this new route. Riders can disembark at 6th and Muldoon and walk to that intersection in a reasonable time. And for those that can't walk, bus 25 runs every 15 minutes during the week and has a stop right around the corner on Muldoon and 6th.

I would much rather see more training for your drivers, more focus on Timeliness for these buses. The 31 at 3:50 from downtown regularly does not show up on time or at all. And the buses during rush hour are routinely filled to standing room only which is dangerous in those short buses.

If your proposal for fixing those issues is not going downtown at all to avoid rush hour traffic during shift change, then perhaps you should change the manner in which the bus gets downtown, instead of removing that portion of the route. Regardless, this route needs more support not less coverage.

What I see happening here is people who are already taking two buses to get where the need to go, now having to take three buses. And even if all of those buses run every 15 minutes, your rider isn't saving time, or enjoying the service.

I am lucky that I only have to take one bus to get from my house to my office without adding a half mile walk in either direction.

If you make this change, that will be my new routine and I will resent every single dollar I spend on this new poorer service because I won't have a choice. Either take two buses which may still take up to an hour to get downtown each day, or add a twenty minute walk in each way.

You, who are reading this. Do you take the bus to work every day, or do you drive? What effort do you have to put out each day to make your commute? Are you able bodied? Do you have an auto immune disease wrecking your knees?

I wish I was in a position to just eschew the whole bus system in the first place, but I am not, and neither are the hundreds of people I ride with every day.

Please leave bus 31 alone. Fix your systems first. Get your drivers better trained. Most of them don't even know how to use the ticket app.

The elimination of service to Downtown Anchorage will be disastrous for Northeast commuters to reach their workplace. There appears no logical reason to not have a transfer location to Downtown at the Northway Mall stop. Please reconsider this change. Also, there are no times posted to determine whether an alternate route would be beneficial.

I use Rt11 to go to the Senior Center. I like the change as I always get on the bus in time to take the scenic route to Gov Hill. Hopefully this means the bus will go to the Senior Center more frequently; one hour is a long wait.

To whom it may concern,

I am writing to express my opinion regarding the proposed changes to the #21 and #31. I think that neither of the proposed changes does anything to improve service for passengers along those routes. Cutting those 2 routes off from Downtown will force many people to transfer to reach a major destination, and will force people who currently transfer Downtown to have to make an additional transfer.

Additionally, the truncation of the #31 to the Northway Mall adversely affects the northern sections of Fairview. In addition to cutting off access from Fairview to the Northeast, it also reduces the amount of buses traveling from Fairview to Downtown. The #30 is not easily accessible from the northern portion of the neighborhood (and the crossing 5th/6th Avenue couplet makes it difficult to access the #20). Since the #31 is presently twice as frequent as the #11 (running every 30 minutes instead of every 60 minutes), effectively, those riders see their service reduced by two-thirds (and on top of that, the #11 takes a less direct route to reach Downtown, compared to the #31).

Additionally, nothing in the proposed changes addresses the lack of service along the Old Seward Highway corridor or along the Wisconsin Street/36th Avenue corridor. If the system was upgraded to become more ridership-oriented, then I would think it would result in more ridership, and thus more funding available for service. At the very least, the #91 (which has a 30 minute cycle time, but 60 minute headways) can be extended further north to Tudor Road to address a coverage gap along that portion of Old Seward Highway and allow riders to connect to the #25 towards both Midtown/Downtown and Northeast Anchorage (VA Hospital, Tikahtnu Commons, Muldoon Transfer Center, Bartlett High School, etc). The Wisconsin Street corridor can be covered with an extended #65 and the 36th Street corridor can be covered with an extended #55 (Perhaps running Tudor Road, Elmore Road, and Providence Drive). This

would allow for riders along both the Lake Otis Parkway and Jewel Lake Road corridors to have a one-seat ride Downtown, and (assuming hourly headways on both routes), can be done with 2 additional buses.

In any case, if it's non-negotiable and these changes are just being put forward for informational purposes, I would say that Option 1 for the #21 is a better option, but with a stop added at Pine Street & Debarr Road (for riders transferring from the #30 coming from the east who may not make the transfer if they ride all the way to Bragaw Street and back). I do believe that the upcoming changes in July 2018 present the opportunity to rectify some of the issues that were created as a result of the October 2017 changes, and People Mover should take advantage of this to provide better service for the passengers instead of looking to reduce service.

Feel free to contact me if you have any questions regarding my ideas.

4/20/18 Email: To whom it may concern,

As part of the service changes proposed for July 2018, I would like to address the practice of having all trips run the full length of a given route. Prior to October 2017, there were some trips on the #25 (formerly the #75) which ran from Tudor & Elmore to either Downtown or the VA Hospital (or Muldoon Transfer Center to start a trip on another route). I think that practice should be restored. Providence Hospital and the Alaska Native Medical Center are close to the People Mover headquarters and partial trips on the #10 and #25 (and full trips on the #20 and #55) can be made by having some trips operate in revenue service instead of deadheading to the garage.

Additionally, short-turn trips can be provided on the #30 route that start/finish at Alaska Regional Hospital (by deadheading up Lake Otis Parkway) instead of having those trips deadhead from Downtown or Muldoon.

In addition to increasing frequency, this can also allow for a simple way to increase the span of some routes. I hope you will consider this as a cost-effective way to improve service on People Mover.

Great idea for those of us who travel the #11. Thanks.

I am writing to let you know the proposed changes do not help me get to work. I live in South Anchorage and do not have a car. If I pay for an Uber and only work a few hours because there are no costumers I make no money. All of Anchorage needs access to public transportation for getting to work.

ROUTE 31 outbound

I see that changes are coming to this route, I take outbound weekdays to work w/a transfer. If possible i would like to leave 5 minutes later so as not to arrive @ 6th & muldoon inbound 25 so early, as it was a 15 minute wait for that this winter, which was a long wait in the winter.. Thanks for your consideration.

I think the proposed change to serve Government Hill separately from bus 11 is a good idea.

Dear Transit folks,

In today's Daily News I saw your ad for comments regarding the proposed People Mover Service Change scheduled for July.

Looking at the proposed changes on your website, I see that no mention is made of adding

back the bus stop at the Loussac Library. Perhaps this has already been done and I am unaware of it? If not, I would strongly suggest that you provide a bus stop next to Loussac Library to make the library easily accessible again to all the people of Anchorage. It is not logical to me that the City would spend millions of dollars to fund the library while, at the same time, making it harder for many library users to get to the library.

Thank you for your consideration.

I would like to suggest that a map of the new routes be in a more visible, safer, convenient place on the bus. That it can be viewed whilst being seated. As is standard on public transportation outside of Anchorage/Alaska.

With such a drastic change of service in October system wide and individual route maps should have been on the paper timetables at each stop. Not just in a timetable that is purchased or inside the transit center...it would be very helpful if the lovely large map of the system was visible from the outside to assist with route planning.

It would also be extremely helpful if the first 4 times of bus departure/arrival was listed on the timetables of the frequent services. Trying to calculate from the first given line of times when the bus will arrived when is 15 below is extremely difficult.

Do administration actually use the People Mover service to go about their daily life?

Not everyone has a smartphone!

I use the now route 21 or 31 to get from Downtown to North Way Mall/Glen Square.

I used to frequently use routes 15 and 8 to shop at stores that are not else where in the city or that carry items that are not found at their Dimond branches, combining shopping dDowntown with shopping at Northway Mall/Glen Square. Efficiently using my time and frequently using public transport to meet my needs.

Now because I need to walk 30 minutes to get to a bus to get Downtown...my use of the new route 31 has been limited....once month at most as opposed to weekly before October 21, 2017.

This is for several reasons...the inability to carry my often substantial and heavy purchases for a 30 minute walk to my house...now that there is no longer a route 36 within a 2 minute walk...the snow and ice conditions made the walking at times quite perilous...not to mention cars spinning out of control on the snow/ice on to the sidewalk..almost hit by car spinning onto sidewalk corner of A and 36th....and encounters with moose on the sidewalk (4 separate occasions) a most terrifying incident each time. A trip that could be done in a few hours takes twice as long or several separate trips over a few days...due to the lack of a service that once was.

This latest change will make it impossible for me to do my shopping to support my very small humble small business. I will no longer be a consumer of local stores...forced to shop online.

I was a frequent user of People Mover...at least 4 times a week...using route 36 to my destination or to connect to routes to Downtown, Northway Mall, East High/UAA, Dimond Mall, Airport, Loussac Library. These past 6 months...I have used the service at most 3 times in a month and no longer the purchase of a day pass but a single each way trip.

I can no longer use the airport service...although ironically now that is more frequent...I can not roll my small luggage or carry an overnight bag for a Fairbanks flight for a 30 minute walk along icy, snowy, broken sidewalks...

I can no longer get to Lousacc library safely, easily and conveniently once a week.

I can no longer do my complete shopping in one visit at Carrs Minnesota/Northernlights and then bus home with the heavy groceries...some weeks..no grocery shopping could be done due to unsafe walking...the recent freeze/thaw made it absolutely perilous to walk along Northern lights. I was house bound for almost 2 weeks...and then it took 40 minutes of walking cautiously on ice to get to the store even with ice grips on my shoes, along with several encounters on the sidewalk with moose.

And now it seems I will no longer be able to shop Downtown and then get out and back to Northway Mall easily or conveniently.

The extra travel time is taking me away from my being able to spend time working.

I would also like to write about the other possible direction I can take to get to public transport...down Wisconsin to Spenard..another 30 minute walk to the nearest stop.

I have being harassed and needed to step around sleeping homeless, drinking persons and abandoned shopping carts at the nearest stop for me to get to Dimond (route 65 start on Spenard/Wisconsin) each and every time in the last 6 months.

Always the 9.59am bus....even the humiliation of a driver laughing at me when I stated how insecure I had felt one particular morning waiting for the bus next to the people drinking alcohol and smoking (not cigarettes!) the abandoned trash filled shopping carts, and the sidewalk covered in thrown fast food.

This was the last time I took the bus from this stop. I will not ever again endanger myself by going to this stop...no matter how inconvenient and necessary for me to get to Dimond...I will not use this route.

This is not "better service, less waiting"...it is reduced service only hourly and not from a place I feel safe.

Please consider supporting the residents of areas other than Spenard and Muldoon. The residents of Turnagain also need a service that they can use and feel safe with. Safe from the at times very difficult, dangerous weather conditions, the wildlife and people who are threatening to others.

Please consider this suggestion to run the 65 Downtown along Wisconsin and Northern Lights...so that we, the people of this area who now have to walk unsafely can at least get to and from the grocery store more safely with heavy groceries and/or connect better and more timely with other routes and not find ourselves in unsafe areas. Never before have there been so many pedestrians along Northern Lights up to Minnesota.

I had never felt unsafe waiting for a bus at any time in the last 5 years prior to October 21 2017. I have never at any time up to now felt unsafe when actually on the bus. The drivers who have been driving prior to the changes know me, greet me, are very kind, cheerful and are for the most part appalled when I tell them of my experiences each time I need to use the public transport service.

It is my hope that the Administration will show the same understanding, compassion and try to make this a safe, usable service for all not just a service to meet the needs of those living in one area...the east of the city.

Is cutting a key route more important that the safety of its users? Public transport should be able to safely serve the whole community not a select few.

Taking taxi or any other ride service is not a financial option.

In 2017 there was a total of 23 pedestrians and cyclists struck by oncoming traffic in

Anchorage.

As I write there is an active man hunt for 2 armed suspects getting quite close to my area. Thank you for your consideration of my concerns.

Transit Planning,

I appreciate People Mover services and Transit Planning taking the time to make important changes; however, I noticed with numerous changes in routes, People Mover fares has remained the same. The change in routes has also increased my fare from \$ 2 to \$ 5 by forcing me to take additional routes in order to arrive on time at my destination.

In my opinion, \$ 60.00 regular monthly fare to work and offsite work training is excessive for a Federally-funded program; especially, when the Alaska PFD has drastically decreased. Being in touch with the community also involves understanding political factors that may impact our society. Everyone doesn't qualify for a half-fare. People Mover riders are not all students that attend local colleges or universities.

Discrimination of discounted fare based on socioeconomic factors include providing preferential treatment for a protected class of people while forcing the working-class to pay full priced fare. A change in the amount of regular monthly fares consistent with Alaska PFD unpredictable changes combats discrimination based on socioeconomic factors.

Civil rights laws and regulations, which prohibit workplace discrimination on the basis of race, color, national origin, sex, disability, religion, age, genetic information, equal pay compensation, and reprisal in employment and the provision of government...are referenced online at the following web link

<https://www.transportation.gov/civil-rights>

Thank-You For Your Service

I am questioning your planning decision to end the bus service on the Old Seward Highway between Tudor Road and Dimond Blvd. Perhaps you can share the statistics that caused your decision? And now that you travel on C Street may I have the numbers on that route too? Between Tudor and Dimond Blvd.

I am withholding any judgement of your decision until I have all the facts because It appears to be a faulty one!

Need to put the minor holidays back on the schedule - most people work them

Restore bus service on 36th Avenue, service to the library from the former #2 route down Lake Otis, down 36th Avenue and to Minnesota on Spenard

Bring back 20-ride tickets for frequent riders

There have been times for the night route that I have missed both routes. Asking to put one more night route for the # 91.

Peter Creek bus route dropped. Need rides to Anchorage. :(

The changes to the old #11 look good - thanks

The #11 should be better for us, especially disabled.

Looking forward to trying the #41!

Rider's work schedule in Anchorage OPA is 8:30 am - 4:00 pm. Picking him up at the proposed 8:30 am time will not work for his present employment. Please adjust the hours or operation for the senior center so ridership can start at 7:00 am pick-up.

Need to get the minor holidays back on the bus schedule because most people must ride the bus and for doctor's appointment scheduling.

Restore the #2 from Lake Otis on 36th going to the Loussac Library and route #36.

Meeting: Prefer option #1, but would prefer to keep the City Hall portion to downtown with either option to get to the VA. I would have to catch 3 buses where as with keeping the city hall trip portion I would just need to catch 2. The amount of time on the buses doesn't not matter to me.

Email: The changes do not make since. If someone needs to get downtown, they should not have to take 2 buses. Right now with the routes going to city hall it is perfect. I can catch the route 21 and go straight downtown but with the purposed changes I would have to transfer to a second bus.

The proposed July 2018 changes are good. The option #1 that runs up Bragaw to Debarr for better bus connection is preferred on route #21.

BUT we need to still keep a connection via Glen Highway. This is a MISSING LINK. There are nice restaurants on the Glen Highway, that would not be covered with the #20 route. It splits and goes down to 3rd Avenue which does not cover that area (especially with a large embankment encountered).

Since February when you cut the bus stops around 5th Avenue and Karluk, on #91 and NOW you are cutting any connection to that area by cutting bus route #21 also. You even cut bus #31 which would have been the only lasting link.

Since #21 is covering a much greater needed area, it would be more advisable to have #31 cover the Glenn Highway connectin between Northway Mall and downtown.

This is a terrible idea. This bus needs to go downtown, many people who use this bus, use it to go to work. Changing the route and making us have to go to debarr street and catch the 30 will add time and significant hardship. It is already hard to make the trip and having to change buses will add to that problem. This bus struggled to get on track and it is just now getting reliable, and for those of us who use it to get back and forth to work a new adjustment period not only hurts us but our employers as well. I encourage you to not be hasty and give this some more thought. It was never a good Idea to have this stop in front of the city hall building, I am sure a big part of this issue is just that the people who work there don't want the aggravation of all the people who hang out waiting for a bus. The planners should have thought of that before hand. Don't make me pay for your bad decisions. Don't change this bus....

The stops at 4ABN should be on different sides (East/West) of the street because it is difficult to cross. One before the light & one after the light - opposite ways.

Bus drivers are not currently allowing passengers to safely exit the bus. They start driving before I can exit. People with walkers are getting shuffled.

Between 4th & Pine, no one is riding the bus

Time limit for how long it takes to pay

Wished the bus went town to 10th & Turpin

Fewer bus stops between OKBD & MD-6.

Prefer to have comment submitted first, then propose changes

I am the guardian for a recipient of anchor rides in the eagle river area. She currently pays \$5.50 per one way ride to anchorage and return back to eagle river for another \$5.50. Her

pick up times are on a schedule and we do not have to call to request pick up. Her funding for riding Anchor Rides is thru the people mover financial assistance for disabled adults. Will the Chugiak Senior Service bus provide the same services?

I am opposed to the proposed changes to Route #21. Route #21 should continue to provide direct service to downtown.

The community in north Mountain View that is served by Route #21 is a low income and high minority population community. That People Mover passengers traveling from this area will be required to transfer to another vehicle and pay an additional fare in get to a transit hub causes "disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations which is against Title VI guidelines as state on the People Mover website (<http://www.muni.org/Departments/transit/PeopleMover/Pages/TitleVI.aspx>).

Not every passenger can afford weekly or monthly bus passes and for some lower income households even coming up with the money for a day pass each morning can be a hardship. The old Route 45 which served this neighborhood used to provide access to multiple transit hubs with one fare and no transfers to downtown and to the U-Med/Alaska Native Medical Center area. Your current proposal will provide service to bus stops on the side of the road where passengers can wait for another bus and pay an additional fare to travel to a transit hub.

I currently know of passengers who travel on Route 21 and 31 to downtown to transfer opportunities to Route 30 for travel to the Muldoon Transit Hub and REQUIRE TRANSFERS to travel to downtown.

I do like the changes to the Route 31 to serve the Muldoon Transit Hub. While I would prefer that this route still served downtown, Route 31 passengers could transfer to Route 21 at Northway Mall or at he Muldoon Transfer Center and this route would continue to serve a transit hub. Route 21 passengers could transfer to Route 31 if they want to go to the Muldoon Transit Hub.

All other People Mover Routes serve at least one transit hub and Route 21 should continue to serve the Downtown Transit Center.

If an "unwritten" goal of these changes is to have fewer buses at City Hall then I suggest that the four parking meters be removed from in front of the transit center and have the smaller buses load there.

I am a resident of Eage River. We would like the hours of operation to be where if you are working a swing shift or something they could get home, to stores, local doctor's offices and even church functions. 6:00 am - 12:30 pm or something similar so residents can actually get things completed riding public transportation not just the hours that the senior center operates.

I reside at Centennial Village, Route 31. Monday thru Friday I have lunch with about 20 other residents and we're hoping with the proposed changes of Route 31, you change it back so that it goes to Muldoon Fred Meyers. Most of us rely on People Mover to go shopping, GCI, and the banks. We were not able to use the present route with changing over to Route 25 because of the inclimate weather along with our age and infirmities.

Change anything as long as it includes Route 31 going to Fred Meyers on Muldoon and DeBarr Thank you.

Change Ride Guide to incorporate actual times instead of "every 15 minutes"

I live in Airport Heights, which lost residential bus service in the Oct-Nov 2017 changes. There are 3 adults & 1 car in my household. We rely on the bus for my 20-year old son to get to APU & to his 2 jobs. He can no longer take the bus to get to school/work because of the new scaled-back system. It is a disaster all over town to eliminate residential bus service everywhere except Mountain View, which is getting all of the residential bus service. My questions: Why is my neighborhood denied bus service while Mountain View gets very good residential service? Why is Turnagain/Wisconsin denied service? Why is Spenard denied service in it's neighborhood? This is inequal bus service. What doesn't my neighborhood count? Bus service is an essential service. It's not about money when the city has \$80 million to spend on a payroll system that doesn't work. Take a few million from that and put it towards the bus system and you could fix it.

If People Mover wants to continue route 21 (loop), option #1 would make "the loop" a little better for me. However Route 20 buses are usually sufficient (and excellent) for me 99% of the time. If People Mover would like to save some money, I would be fine with them re-allocating all of route 21 assets to other People Mover purposes. Thank you for the meeting freebies at the Mountain View Library Meeting

I favor option #1 for route #21 and feel that increasing the frequency of route #11 to every half hours would be beneficial for Senior Center access and the Saturday Weekly Food Pantry at MLK Jr / Shiloh Mission Church at 1928 Juenau Street.

My comment on this matter: I have ridden the bus 45 which has been changed to the 21 & 20 in the Mtn. View area. And with the change that was made in Oct, we have to wait 1 hour or 2 for a bus to come. There is no good shelter for us to stand in and the structure you do have there freezes up and is not covered. We always here about budget money, what about the people who have to wait? The old bus system that worked for 40 years should be reinstalled. Also, the bus drivers should talk more to the passengers. When you have someone unruly on the bus, get out of your seat and get them off the bus or call the police. The older drivers would not take this. Your driver should be trained better than they are. Plus, Anchorage Bus fares are too high. I have been out of the city and the bus fares are all much lower. Put the 45 back on route, keep the 45 going downtown and have a place to wait when your buses are late.

I oppose eliminating route #21 going downtown and requiring riders to take 2 buses in the same neighborhood for access to downtown. Please eliminate the shelter on Mtn. View Dr west of Bragaw as has been requested numerous times. Eliminate route #21 off Parson Ave. and move it out the Mtn. View with access to downtown

For route 21, I think that Option #1 is best! It allows people to transfer to the #30 bus easily, which takes people to the Muldoon Job Center (very important). Also in regards to shopping at Wal-mart & Fred Meyer, with the #2 option on the route 21 there are too many transfers, it would be really unpleasant.

I prefer #1 it is a better option, then I can transfer buses.

First, I want to tell you how much I appreciate the city's willingness to look at changing the 31 to include Fred Meyer and Walmart stores.

I live in Centennial Village in the area of Peck Ave. My brother also lives here and depends heavily on taking the bus to the store. I have a car that we sometimes share, but it's old and if it breaks down, then I will also be without a vehicle. We used the #3 bus to get to Fred Meyer, the Library, and were able to walk to Walmart, although it wasn't easy in the winter. The change in the route for #31 has had a direct impact to the quality of life for many of the elder and vehicle less people in this area. When you're 70+ years old and somewhat frail having to get off the 31 and wait for the 75 (I think it's called #75) is not conducive to safety and health. It also doesn't make sense for the 31 to not go such a short distance to get to Fred Meyer. Although getting off at 6th Ave. is not a long distance for someone young to walk, it can be very difficult for someone that is old. I ask that you change the 31 to include the Fred Meyer, Walgreen's and Walmart stores. If you go to the Fred Meyer store this will enable people to get to the library and public assistance office as well.

I hope you will continue to drive to the main office of Centennial Village to pick up passengers. People that live at the end of Peck can take the tram up the hill to get to this pick up point.

Again, I thank you,

Please! dont change or discontinue this bus route. It is my only transportation and I depend on it coming to Centennial Village. Thank you.

I am a care provider for two adults with disabilities and we live in the Chugiak area. Both of these adults attend day programs (Cindy and Vic's, Hope Studios) and supportive employment (Assets, Inc) positions in Anchorage. They have participated in these programs for many years and they are such an important part of their life. They have been dependent on the Anchor Rides to get to and from their programs. I am requesting that the routes to and from Eagle River and Chugiak continue or that similarly scheduled and priced rides be available as an alternative. Without these rides, these two young adults will not be able to continue participating in these programs and job opportunities, and this would be devastating to them. Uber and Taxi services would be very cost prohibitive on their very limited income. Please contact me if you would like their ride schedule details or other information.

I would prefer: Option 1 on Route 21

route 11 split: this is a no brainer to do for people who can't read bus schedules. The biggest advantage will be that it can show the time for departures for City Hall to Senior Center leg on the board outside City Hall.

While the objective of improving on time performance is a good one, doing it by eliminating a large part of the routes is not an advantage because it cuts out access to Northway Mall, leaving the only route passing near there to route 20. I try not to take buses on this route because it is not pleasant to ride with drunks and people who are rude, belligerent or acting crazy and there are more of those people on this route than any other one. The last time I rode a bus on this route from the transit center, the bus driver finally put a guy off the bus for cussing and harassing passengers. The lady next to him repeatedly asked him not to cuss on the bus as there were children present.

I also am unhappy that there is no access to bus stops on routes 21 or 31 in the areas between Karluk (route 31 and Northway Mall, leaving quite a long walk to get to some of the businesses on east 5th Avenue.

I have been using the bus service for over 16 years. I recommend that you do not further disrupt riders and create hardship by the proposed changes to Route 21 and 31. Catching multiple busses to get to one location increases travel time, is less efficient, and may create hardships for disabled passengers.

I keep hearing that the bus system needed to be changed because of a decline in ridership. Somehow this led to the conclusion that the routes needed to be severely modified. However, according to Peoplemover.org the ridership reached its peak in 2008. The routes in 2008 were very similar to the routes that we had in 2017. This would imply that it is not the routes themselves that caused the decline in ridership and that there were other factors that led to the decline in ridership. The Anchorage School District, the Municipality of Anchorage, and the State of Alaska all had populations decline during from 2008 to 2017.

Below is my general comments regarding the new bus system that was effective October 23, 2017.

Route 40

There seems to be a severe over allocation of resources to the airport. It seems strange that access to the airport was more than quadrupled under the new system. I just don't understand why it is more important to make the bus system more convenient for someone traveling in Anchorage once a year while at the same time making it more inconvenient for people that take the bus every day.

It is very awkward watching route 40s travel through Spenard with the lights off inside the bus because they are empty. I work in a tall building in midtown, so I see routes 10 and 40 drive by all day and in the evening. This is just going to lead to more complaints from the taxpayers and stakeholders of why my taxpayer dollars are being spent on "empty busses".

It just seems like the new combination of Route 40/65 is dramatically less efficient/productive than the prior route 7A, 7J combo. I don't think this is just my experience because the minutes of the PTAB seem to indicate route 40 is having "productivity" issues. I don't think increasing marketing to hotels and airports is going to help much. I used to work for a company that owned a hotel. The hotel always had multiple ride guides in the lobby and informed guests about the public transportation options.

I don't think there are enough passengers to sustain route 40 as a high frequency. This is just my personal observation from riding route 40. The changes that went in effect in October appear to have resulted in less passengers per bus. I have frequently rode route 40 from downtown to Spenard with less than 5 people on the bus the entire trip. For the majority of my trips, by the time route 40 gets to the intersection Spenard and International Airport road, the bus is empty because the majority of bus riders do not actually need to go to the airport. This would have been obvious to anyone who used to ride/drive the old Route 7A or when the airport route used to go all the way to the Fedex building. Even with hourly service to the airport, the old Route 7A was rarely full in the summertime, so I don't know why service to the airport was dramatically increased. The current route 40 seems less efficient than the productivity of the old the routes 36 and 60 which were eliminated. Not to mention that almost daily occurrence of route. I remember the old days of route 7j when I could not even find a seat.

Most of the drivers have expressed similar opinion. Recently, one driver stated the high frequency routes should run every 20 or 30 minutes instead of every fifteen minutes.

Out of Service Policy

I recommend you publicly disclose your “out of service” policy with regards to the high frequency routes. A stated policy will let the riders know under what conditions a bus’s status to out of service status. Since October, riders have been separately discovering this new inconvenient policy. Currently the out of service policy an unknown policy that leads to massive confusion, anger, and many complaints to customer service and on Facebook. I think disclosing the policy in the ride guide will reduce the amount of calls to customer service. I was perplexed when I first experienced an “out of service” bus because this has never happened to me in the past 16 years. I planned my trip with multiple connections of course. Saw the bus on the tracking system and watched it drive by all the passengers. What was amazing is that on this day, there were 20 riders between Tudor and Fireweed that were waiting on that route 25 that went “out of service”.

Please update the Info point bus tracker system to include a status of “Out of Service”. This feature will let riders know that even the route is only 7 minutes late and is traveling down its designate route, it will not necessarily be stopping to pick up more passengers.

Stressing out drivers

The high frequent routes appear to be adding stress to the drivers. One day I stood in the downtown transit center and observed the drivers. They seemed really stressed and were walking very quickly in the process of switching busses. Then they would complain that why I am rushing, there are only a couple of people on the bus anyway. During evening rush hour, I observed 3 high frequency routes depart the downtown transit center with less than 3 people on each bus.

One day I observed one driver making disparaging remarks about how another driver is slow, lazy and keeps getting lapped on the high frequency routes.

Route 65 Proposed Service /Route Modification

I recommend that you modify route 65, so that it continues all the way to downtown via Spenard Road like the old route 7J. Having route 65 terminate in middle of Spenard has created hardship and safety issues for riders traveling North/South and for Spenard residents traveling south.

One potential way to accomplish/pay for this modification is to cut one of the route 40s. I don’t think this will cause hardship to people in Spenard because under my proposed modification, Spenard residents will still have 4 routes going through their neighborhood every hour: 3 route 40s and 1 route 65.

Restore all stops on route 65. People have to walk 1/4 to 1/3 of a mile to and from the stops. It is interesting to watch the drivers reaction when they see how many stops have been removed and how far people have to walk. There does not appear to be any measurable benefit to removing the stops because many of the drivers still stop at the removed stops anyway when idling or when letting passengers off.

The biggest problem with removed stops is the intersection of Raspberry and Jewel Lake. Most of the people getting off in this area are trying to get to the south east portion of this intersection: Wells Fargo, Kaladi Bros, Daycare center, National Insurance etc.. However, there is no stop there. So they get off at the bus stop at the northeast corner of the intersection. Then they have to wait to cross Raspberry to get to their actual destination. At a minimum, the stop outside the National Insurance building should be restored.

These route 65 modifications would:

1. Reduce travel time for all passengers traveling north and south.
2. Provide direct access to south anchorage for Spenard and Midtown residents
3. Provide direct access to midtown and downtown for South Anchorage residents
4. Eliminate the need for the inbound Route 65 to idle on the side of the road. The inbound Route 65 currently idles to 5 to 7 minutes out of a 24-30 minute total route time.
5. Provide a safer way to travel through Spenard

Route 65/40 Safety issues:

Almost every week, I hear at least one person state how they uncomfortable waiting for a bus near the intersection of Spenard and Wisconsin. I have seen more bizarre behavior and criminal activity in the past 7 months in the Spenard and Wisconsin area than I have in the entire 16 years of riding the bus.

There is rampant drug abuse and prostitution. I have seen both men and women urinating on the side of the Tesoro building. I have not even mentioned all the major crime events that have occurred near the intersection of Spenard and Wisconsin over the past seven months.

Riders are congregating near the Tesoro gas station. The sidewalks are very narrow, so in the winter time riders waiting for the bus block sidewalk traffic.

Riders are now also congregating in front of the Tesoro or inside the arctic entry of the Tesoro. Several times I have seen Tesoro staff members kick riders out of Tesoro's arctic entry.

One time I saw a woman with two kids in a stroller waiting in the arctic entry of the Tesoro trying to stay warm in the winter.

Busses stopped outside the Tesoro are creating traffic problems. One day I saw a car try to pass the bus. The car hit the median and drove over the median veering into oncoming traffic in the northbound lanes.

Conclusion:

Please do not further disrupt the bus service for riders using route 21 and 31 with the proposed modifications. The proposed modifications will increase travel times and hardships. Please modify Route 65 by restoring the eliminated bus stops and by extending Route 65's service area to the downtown transit center. My proposed modification Reduce travel time for all passengers traveling north and south.

1. Provide direct access to south anchorage for Spenard and Midtown residents
2. Provide direct access to midtown and downtown for South Anchorage residents
3. Eliminate the need for the inbound Route 65 to idle on the side of the road. e.
4. Provide a safer way to travel through Spenard

If the city hall buses dropped off at the transit center or maybe at the stop by the musk-ox store as a second-to-last stop. for senior/disabled bus users to walk or wheel to their buses easier esp. in winter, and people with babies and preschool kids, and people on their way to work or school.

Since you and I last spoke at length in your office about People Mover on March 7, 2014 many serious problems have remained unaddressed. In my opinion, the root cause is a management team that condones a schedule that forces speed, compromises safety, discourages customer service, creates low morale and leads to a high turnover of drivers that is not in the public's best interests. Ridership has been falling since 2008 and I think

mismanagement is largely to blame.

In your role as budget director, and with your past experience with PM management, I hope your concern with the bottom line includes worker's compensation, accident liability, property damage, addressing assaults on the bus, and decreasing pedestrians risks in preventable accidents.

INADEQUATE SCHEDULING AFFECTS SAFETY AND SERVICE

In the most basic of decisions, management has failed to address drivers' physical needs, and so has created unnecessary risks. People Mover has for years written a schedule that does not respect a driver's need for bathroom breaks! You stated in the 12/7/11 safety meeting that only 4 minutes for recovery time was not adequate and needed to be adjusted. It usually takes a minimum 7 minutes for a bathroom visit at Downtown Transit when sidewalks are not icy. There is not adequate time in the schedule for loading and unloading and not a real cushion for other variables. That is a management decision that does not support drivers, customer service or safety. Buses start late, customers are upset and drivers are unnecessarily stressed and demoralized and fatigued. I told you when we met in March 2014 about continuing problems with drivers ignoring yellow and red lights in an attempt to keep an unrealistic schedule. Other drivers in the Tigger schedule meetings told you the same. No Tigger meetings have been held for a long time. The four minutes "recovery time" at the end of a run is still routine. How discouraging for a driver who wants to do a good job and is thwarted from performing real customer service!

An irresponsible schedule with inadequate breaks leads to driver fatigue. I met with MOA Risk manager [REDACTED] and Safety manager [REDACTED] in May 2016 to talk about the dangers of a risky schedule that is too tight. They did not know how many pedestrians have been hit by buses, and told me it was not their issue! (9 incidents that I know about in my 5 years) [REDACTED] was surprised that drivers do not get a coffee break or that 4 minutes at the end of the route was routine scheduling. They did not want to investigate and implied it was a personnel issue! I believe an unrealistic schedule that pressures drivers to speed and push yellow and red lights, with little time for bathroom breaks (4 minutes really!) contributes to fatigue, risky behavior, and preventable accidents. Drivers are automatically fired for running a red light while trying to stay on an unattainable schedule. But the irresponsible schedule is a management choice and they consistently fail to acknowledge their role, instead shifting the blame to solely the driver's error when accidents happen.

Please consider recording the number of pedestrians hit and investigate the reasons through an independent agency. Risk Management clearly told me they were not doing that.

SAFETY from ASSAULTS

Assaults on drivers are escalating, both physical and verbal. Management has insisted that drivers must tolerate drunken and drugged behavior on the bus so the schedule is kept on time. Other customers are troubled and drivers are distracted at the very least. How safe are those passengers with troublemakers acting out on the bus? Because of the long response time, APD is rarely called to intervene. Drivers have been physically attacked while in the driver's seat, and management likes to keep that quiet. The Code of Conduct posted on buses is rarely enforced.

With the increasing attacks on drivers, management's laissez faire policies are clearly not working. As drivers are not backed by management and problems are not confronted, drivers are left to tolerate too much abuse, and problems are escalating. Drivers are discouraged from insisting on even basic rules like paying the fare, which is upsetting for other customers and contributes to more bad behavior. Better reporting of incidents and followup is needed, but that is actually discouraged by management. Troublemakers on the bus will brag that nothing will happen when they are asked to follow the rules. Director Hassan stated at a February 15, 2018 meeting of the Public Transportation Advisory Board (PTAB) that he wants to avoid confrontation and so condones giving free rides to avoid medical costs from drivers being attacked. What effect does this have on the customers who pay to ride? How much does this disempower the driver? Who is in control? Why is MOA waiting for a lawsuit? Lawlessness on the bus and the worker's compensation numbers for drivers are climbing. In Seattle it is a felony to attack a driver.

According to the 2015 Marketing Plan presented by the Public Transportation Department in Nov. 2014, "there is a stigma associated with using fixed route transportation.....furthermore, in 2014 the department continued to struggle with small segments of the overall ridership that present on-going, poor passenger conduct including public inebriation, poor hygiene and fare evasion. These activities impact customer experience." These problems are still being ignored.

A past Public Transportation Advisory Board member [REDACTED] has publicly said that he does not feel safe at Downtown Transit. Minutes from PTAB May 2017 notes Levy suggested a new safety committee be created to make sure buses and the transit center were safe. Unfortunately he stepped down from the board and safety on buses has not been addressed by PTAB.

MORALE

I have seen excellent drivers give up hope that management would ever address these real problems. There is a 20% turnover of drivers per year (1% where I drove in Minnesota), and the driver vacancies were 10% in this past summer. Almost no one is able to take vacation time in the summer. In 2017 there was \$700,000 in overtime, and some overtime is FORCED (not voluntary) because there are not enough drivers to cover routes. Why would so many drivers leave a \$45,000 plus job with benefits in this economy? Ask the MOA Employee Relations office how many drivers have been hired and quit in the past 10 years. It will be a shocking number.

Evaluation and monitoring of management choices is desperately needed. Last year bus routes were assessed, but not the management practices that are the root problem.

Obstructing with spin and reassurance is not really indicative of good management. Falling ridership, high driver turnover, large amounts in overtime, less experienced drivers, more training costs, more accidents due to fatigue, and a real lack of concern for customer service (discouraging drivers from assisting transfers to another bus) are all management choices that affect customer service.

True oversight and monitoring of management could reap savings in overtime that could make a serious investigation worth the time and money. It is a management shake up that is desperately needed to save People Mover. Current practices are not how a well run system

operates!

WHAT COULD BE DONE

*** One important change that the mayor's office could do inexpensively is when APD is needed, the bus will not wait in place but will continue on route until APD can respond. The current policy is that a bus has to stop until APD arrives. That can often be 30 minutes or more, so drivers are reluctant to ask for assistance because that would make them very late and interfere with transfers. Dispatch does not assist drivers to catch up time when buses are running late. GPS and Bustracker could be used to find the bus in real time when APD is ready to respond. That would be an important change. Because when the driver is being harassed and calls on the radio for assistance, that radio is broadcasting to all other buses on the road. Not only are the passengers on that bus alarmed, but all other customers who are listening could also be scared. Paying customers are giving up. Is it safe to be on the bus when even the driver cannot control the situation? This is distracted driving to the extreme. The issue of a few chronic bad actors is instead ignored.

*** Assign several APD officers part time or hire a liaison that could be familiar with bus drivers and their specific issues, and who could be called when there is trouble. The transit system has chronic alcoholic, homeless, drug related troubled social/mental problem customers who know there is no enforcement and so are free to harass the drivers and customers. A liaison could act as community outreach and prevention counseling. Why not deal with the problems where they are and stop the effect on the riding public? This is a huge distracted driving issue that is not recognized. Do not the homeless panhandlers have an APD liaison of this type?

*** Insist that PM management create an honest schedule. Only 4 minutes between routes does not support safety, pedestrians, customer service or driver morale. Counting unloading times as a driver's break is not ethical or fair, and has been all too common. To do a good job drivers need time for customer service, for information requests, and to address escalating troublemaker disputes on the bus. Driver stress and fatigue created by the current schedule has a correlation with ridership in decline. Additionally drivers resent the disrespect of no reliable bathroom breaks!

*** Encourage reliable reporting of incidents on the bus by drivers to an outside office, like APD or a liaison. Many drivers are afraid they will be blamed, no matter what, if they write an incident report. That has been the pattern in the past. For example one supervisor accused a female driver of being at fault when she was the one punched in the arm by a passenger! With no management support and only criticism, few drivers write incident reports. It is an escalating problem that management will not address, because if they discourage driver reports, they can plead ignorance and do not have to deal with the increasing problems. "You cannot fix what you do not know." A retired shop steward told me that management does use incident reports when considering discipline, even when the two are not at all related. Drivers are fearful of retaliation.

*** Record and investigate the pedestrians "bumped" by buses instead of condoning management's habit of pretending it was solely a driver error. I know drivers who are fatigued and feel forced to drive faster than they feel is safe, and that creates excessive risk of mistakes.

*** Conduct exit interviews. Why are so many drivers willing to resign? Consider an anonymous questionnaire for current and past drivers to find their suggestions for improvement. Retaliation has been prevalent in the past for complaints about management and thus drivers do have good reason for not wanting their names shared with management. Someone needs to get the truth and a wider picture of the management system currently at People Mover.

*** Contact First Group, an international transit management company, to evaluate the current management culture at People Mover. [REDACTED]

[REDACTED] Management's decisions to keep too many schedules under too much pressure has caused too much stress for drivers. Buses that cannot be on time most of the time, especially in the winter, will have more accidents. Management has not accepted full responsibility for the problems they have caused. Consistently shorting drivers breaks and not assisting drivers to catch up so as to start the next route on time is a management mistake. Blaming drivers when their breaks are fictional, on-paper breaks, and not real actual breaks should be corrected immediately.

Even though I was told several times by People Mover staff that the Duluth Transit Authority (DTA) had been contacted as I had urged, that was not true. I contacted DTA director [REDACTED] 5 times in the past 4 years and he told me he never heard from People Mover. [REDACTED] was eager to offer help. The real loss was the missed opportunity to compare a system similar to PM but with DTA's greater success in ridership percentage numbers, low driver turnover, one Teamster grievance per YEAR, 96% on time performance, 7 electric buses, AND all on a lower budget than People Mover.

[REDACTED] had 37 years experience managing Duluth Transit and was an evaluator for other regional transit companies in the Midwest. I visited [REDACTED] in August 2017 in Minnesota to ask him about the differences in PM management and DTA's. He confirmed to me that PM practices are not the industry norm. Since [REDACTED] recently retired, he suggested that First Group, an international transit company for whom he worked, be contacted. First Group could evaluate if People Mover was within the norms of standard operations for a well run transit system. They could make suggestions about how to save money, and to improve the current system. I was told that First Group would not charge for an initial evaluation.

There is a real need for transformation and a SUBSTANTIAL OVERHAUL at People Mover. A change in management could be the most effective way of saving a deteriorating system and could save money. The MANAGEMENT CULTURE has no real respect for drivers, and has failed the very basic bathroom needs of drivers. This affects customer service, safety, and reliability and trust in the whole system.

What is the cost of preventable accidents, unnecessary property damage, workers compensation injuries, liabilities, or a future lawsuit due to knowingly tolerating risky behavior from management choices? The ridership numbers are still falling, and drivers are leaving a job where management is not trusted to do the right thing, to treat them fairly and to feel supported or valued. Please ask the drivers themselves through an anonymous survey.

The architects of the failed system defend their choices so reassuringly that major problems have festered for years with no real improvement. True oversight has to come from outside

with authority to override PM management which will probably throw up roadblocks and resist real change. They cannot cure themselves, only offer excuses to avoid a true shakeup. The future of PM will depend on your decision for PM management. I strongly believe that inertia will lead to failure at this risky juncture. There needs to be an honest evaluation of current PM management practices. Because of your background at PM, you should realize the cost of not preventing one major pedestrian accident is too great a threat not to act. Thank you for your attention to this important issue,

April 20, 2018

Mayor Ethan Berkowitz
City Hall, 632 W. Sixth Ave., Suite 603
Anchorage, AK 99501

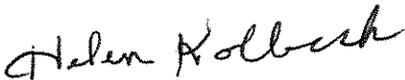
Dear Mayor Berkowitz,

We are presenting a Petition to Improve PeopleMover Bus Service to you to urge you to make changes to the bus schedule/routes to better serve the city's bus riders. The City of Anchorage has an obligation to provide for the basic needs of its bus riders, and the overhaul of the system in October 2017 has been a disservice to riders all over the city, with the exception of Mountain View. The new system increased bus service frequency in Mountain View/Russian Jack but at the expense of the rest of the city, which lost service to most neighborhoods. That means riders – including the elderly, mothers with small children, and people who depend on the bus to get to jobs and to school – are forced to walk a mile or more, often on icy sidewalks and roads without sidewalks, to reach a now-distant bus stop. The heavy snowfall this past winter exacerbated the situation.

Bus service is an essential city service, just like police and fire. It deserves the full support of the city to ensure the city's economic health and that of its residents, especially those who depend on the bus to meet their basic needs and to get to jobs, school, medical appointment and shopping. A strong public transit system is an economic issue because it enables people without cars to work and support their families, and for employers to fill jobs and provide products/services. It is an environmental issue because it helps reduce cars on the road, and therefore pollution. It is a budget issue because more road congestion requires more road construction and maintenance dollars.

We are available at your convenience to talk about ways to improve this system. We have concrete suggestions on how to make the system work better and more equitably for all riders. The signatures we have gathered are just a glimpse of the complaints we have heard from other riders, our neighbors and people who have attended the public transit advisory meetings to voice their frustrations at the new bus system.

Sincerely,



Helen Kolbeck
907-248-4799
rbkolbeck@hotmail.com



Sharon Stockard
907-278-1505
sharonstockard@yahoo.com



Carl Kancir
907-337-7150

cc: Anchorage Assembly Members

April 12, 2018

Mayor Ethan Berkowitz
City Hall
632 W. Sixth Ave., Suite 603
Anchorage, AK 99501

Dear Mayor Berkowitz,

This letter addresses the removal of People Mover route No. 36 from West Anchorage.

It is a sad day for the city of Anchorage when the transit department gets to pick and choose who gets to ride and who is left to find their own way to get around town. Signs on all the bus stops in West Anchorage announcing the closing of bus services Oct. 23, 2017, was a sad testament to the poor organization of the transit system. Left out are people who need to get to work but have no car or are disabled and yet willing to carry on working instead of relying on government programs to support them. Left out are the elderly who can no longer drive but still need to get to doctor appointments, go shopping and to church. Left out are the young people who want to travel the city for work, school or to see their friends.

Advertising the new and improved bus routes is offensive. It touts how wonderful it is and what a great decision it was. This decision did not take into account the whole of the city and what is best for all citizens. It leaves out much needed services from Minnesota Drive west to the airport. The money spent on advertising and signs could have gone a long way in paying to keep route No. 36 viable, and the firm from out of state that did the survey, what was that cost?

We were told this change was made to promote ridership and increase it, and to establish 15-minute wait times. But to do that in one part of the city and eliminate the west side is not the answer to increasing ridership. The way to increase ridership is to increase service in all areas of town with better wait times. With more reliable service, more people would be attracted to and choose to take the bus, especially to the downtown area, where parking is so limited and costly.

We were also told budget cuts were the reasons for the closure of the route. A whole lot of money was spent to survey, promote and advertise these changes. These are poor excuses for completely changing a system that only needed to add 15-minute wait times for two routes.

Sincerely,



Deborah Gadomski

2003 W. 48th Ave.
Anchorage, AK 99517
March 30, 2018

Mayor Ethan Berkowitz
City Hall
632 W. Sixth Ave., Suite 603
Anchorage, AK 99501

Dear Mayor Berkowitz,

As a mother with a disabled son who has used Route 36 everyday, it's very upsetting to him and to us that this and other routes have been canceled. He is a retired state employee who used the bus for 30 years to get to his job. He wouldn't have been able to work and now financially care for himself in retirement if the Anchorage bus service hadn't offered him transportation. Bus service, in any city, is critical to people's ability to support themselves!

We attended the meetings the Municipality held, spoke out, and wrote letters, but it seemed they had turned a deaf ear to us. The meetings felt like they were being held for our benefit, and not to actually gather information. In other words, the dice had been cast.

Decreasing wait times between buses is a laudable goal for People Mover, but not at the expense of thousands of riders who will cease to have any bus service. Does it make sense to have zero wait times for 25% of ridership, if, to accomplish that, you have to cut service to 75% of your riders? While wait times will go down, bus ridership will undoubtedly as well. I'm curious to know if any of the cost savings from canceling routes will be funneled into actually maintaining sidewalks during winter? Will bus riders be able to safely get themselves to their bus stop along plowed sidewalks?

Limiting service to Tudor Road, west of Muldoon, is a poor excuse for providing the quality service needed for Anchorage area riders, especially those people all over Anchorage without funds for a vehicle, who depend on the bus system to get to their jobs. We need a quality bus system again. Let's find a way to make the entire system great and not disenfranchise half the city.

Thank you for your time with this issue.

Sincerely,



Helen Kolbeck
(907) 248-4799
rbkolbeck@hotmail.com

1518 Garden St.
Anchorage, AK 99508
March 28, 2018

Mayor Ethan Berkowitz
City Hall
632 W. Sixth Ave., Suite 603
Anchorage, AK 99501

Dear Mayor Berkowitz,

The new bus system is an utter failure, not only in my neighborhood but all over the city. You have eliminated every bus stop from my Airport Heights neighborhood, and now my son (and others in the neighborhood) have to walk more than a half-mile to reach the nearest bus stop to go to school and work. That means waiting in the cold, which this past winter frequently hovered at zero or below, and struggling through deep snow and on icy roads and sidewalks. Additionally, you have removed the only bus stop at Alaska Pacific University.

Throughout high school, my son rode the PeopleMover to school. When he started attending APU, where he also works, he continued to ride the bus. He also rode it to the YMCA, where he works a second job. That independence ended in October 2017, when the city instituted the new system. Now I have to take him to and from work and school every day because the bus system no longer meets his needs. Many bus riders do not have the option of a friend or parent who can transport them to school and jobs. I have never felt such a sense of failure from the city.

City officials built this new schedule on the presumption that everyone who rides the bus is healthy and able-bodied, able to walk up to a mile or more in the dark, on ice and snow, often on unplowed sidewalks and roads, and in below-zero weather. Some of these people are elderly, or mothers with small children or baby carriages, or people using walkers or wheelchairs. These factors, which exist in Anchorage for nine months of the year, create inaccessibility and safety problems. For example, during years with heavy snowfall, the sidewalk along DeBarr Road is used for snow storage, as it was last year. People are forced to walk in the street on DeBarr, often in the dark. That is dangerous for pedestrians and an unconscionable way for the city to save money. Bus riders all over town are often forced to walk in roadways without sidewalks to reach the now-distant bus stops. I have seen elderly people slip and fall trying to walk to the bus stops in the winter.

And it's not just the walk, it's the wait. If you are a bus rider, you would know that you don't show up at exactly the time the bus is supposed to be there because the bus could be early, so you show up 5 or 10 minutes early to be sure you catch it. By the time you have walked 25 to 30 minutes or more to the bus stop, then wait 10 or 15 minutes for the bus, you are exposed to temperatures below zero (as it was in February) for an hour. Some stops don't have scheduled times when the bus will be there; riders are just told the bus comes "every 15 minutes." That's not always true. Sometimes the bus is late, and sometimes two buses show up at once. And most neighborhoods don't get service "every 15 minutes" as your ads claim.

Further, it was ludicrous to eliminate the bus stop from Loussac Library. Not only are you restricting access to the library and everything it offers – books, computers, job help, etc. – but you are also limiting access to Assembly meetings.

You took a good bus system and made it terrible. You have made Anchorage into an unwelcoming city for its poorer residents, as well as making Anchorage more reliant on cars because public transit does not meet our needs.

As ridership continues to decline, the city's response was to cut service — while at the same time proposing to buy a fleet of expensive electric buses. Your focus should be on people, not on shiny new buses that will serve fewer people. The city has a ridiculous set of priorities when it comes to public transit and meeting the needs of bus riders. A public transit system that serves its riders' needs is an essential city service. It should not be used to balance the budget, especially on the backs of people who have few transportation options and no voice.

Sincerely,

A handwritten signature in black ink that reads "Sharon Stockard". The signature is written in a cursive, flowing style.

Sharon Stockard

P.O. Box 40072
Anchorage, AK 99520-0472
March 30, 2018

Mayor Ethan Berkowitz
City Hall
632 W. Sixth Ave., Suite 603
Anchorage, AK 99501

Dear Mayor Berkowitz,

I'm a bus rider, and I live east of Muldoon Road – near 11th Avenue and Cherry. I use the bus quite frequently to go shopping, to go to the post office, to my business on Old Seward Highway, to doctor appointments, etc. The current system does not meet my needs.

I recently left my house to go shopping at the Muldoon Fred Meyer's for 5-10 minutes, to the post office at Ninth Avenue and Ingra, to Costco on DeBarr Road, and back to Fred Meyer for 10-15 minutes. I used the bus, and it took me four hours because of the distance I had to walk to the new bus stops and the long wait times for the bus. The old Route 13 used to go to the senior center, stopping at my post office at Ninth Avenue and Ingra along the way. That route and stops have been eliminated. Now I must walk from 15th Avenue and Ingra to catch the bus at the post office at Ninth and Ingra.

Another day I took the bus (#30 downtown, then #40) to the Jewel Lake True Value, then to Sam's Club on Dimond Boulevard. To get to Sam's Club, I took bus #65 from Jewel Lake Road to the transit center at Dimond Center, then walked nearly a mile to Sam's Club, then almost a mile back to the bus stop at Dimond Center. From there I took bus #35 downtown to catch bus #30 to 15th Avenue and Ingra. I walked from there to the post office at Ninth and Ingra, then walked back to 15th and Ingra to catch bus #30 to go home. The entire trip took nearly eight hours, and the temperature was zero or below, and the sidewalks and roads I had to walk on were icy. (Some of the roads do not have sidewalks.)

The old route #13 used to go to the senior center, but that route was eliminated. I now have to take route #30 to Medfra to transfer to route #11 to go to the senior center, which is a wait of about a half hour; the alternative is to walk down a steep hill (and back) in zero temperature and on icy, slippery roads. If I don't want to wait for the transfer to senior center, I can take route #30 to the downtown transit center, then catch #11 going back to the senior center. That route, which uses the small bus, takes me all the way downtown just to double back to 15th Avenue to go to the senior center. Plus, route #11 uses the small bus, which is difficult to get my cart onto, which I need to carry my items I've bought while shopping. I have stopped going to the senior center because it is such a hassle to get there under the new schedule.

The new bus system is absolutely terrible. When the bus system underwent drastic changes in October 2017, it eliminated bus stops and service from many parts of town. It lengthened the walk to bus stops as well as the wait times. Often, I wait 35 to 40 minutes for a bus in zero or subzero weather.

The new system claims that the wait times are no more than 15-20 minutes, but that's not true. I frequently wait twice that amount of time. The only improvement to the bus schedule is in Mountain View, where the wait time is 15 minutes, and the walk is no more than 900 feet to catch a bus. That's

three blocks. Where I live, the neighborhood is not only icy but is also hilly without sidewalks. It is .7 mile – almost a mile – to the nearest bus stop. Why do residents in Mountain View get to walk no more than three blocks to a bus stop, while the rest of us have to walk a mile or more?

Additionally, it was stupid of the city to institute a new bus system in the winter, and to create new route numbers. People not only have to learn new routes and bus stops in the winter, but they also have to learn new route numbers. This was a poorly thought-out schedule in every way.

The PeopleMover is like the police and fire department; it's supposed to provide a service. Unless you live in Mountain View it doesn't. You even eliminated the bus stop at Loussac Library.

The city is trying out electric buses with the idea of buying a fleet of electric buses at a cost of \$1 million apiece. But my experience as a mechanic and someone who has lived in Anchorage since 1962, batteries lose power drastically in cold weather. Further, charging stations will be used to recharge the buses, but what will power the charging stations? Natural gas or oil – fossil fuels!

The new bus system eliminates not only bus stops and service to many parts of town, it also eliminates the ability of people to go to school, to work, to the grocery store, the mall and doctor/dentist appointments. Charter College sits near Old Seward Highway and Dowling Road, but it is harder to reach now because of the elimination of Route #60. It's now over a mile to walk to the bus stop at Tudor Road. The new system has made it more difficult for people who are trying to improve themselves, get to their jobs or get career training at places like Charter College.

You did not put a lot of thought in this. If you want to save money, I can suggest to you how to save money and still provide a good bus system. The current bus system is unacceptable.

Sincerely,

A handwritten signature in black ink that reads "Carl Kancir". The signature is written in a cursive, flowing style.

Carl Kancir
Phone 337-7150

Petition to Improve PeopleMover Bus Service

We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
Gordon Hoob	6837 E TUDOR RD	907-440-9348	
Sharon Stockard	1518 Barden St. 99508	907-278-1505	Sharon Stockard
NORA ELLIOTT	2464 Colton Way	907-563-8243	Nora Elliott
Sharon English	3333 Vassar Dr.	907-277-0711	Sharon English
Aluel Bol	3443 Alexander Ave	907-764-3179	Aluel Bol
Achupil Achese	3443 Alexander Ave	907-764-6025	Achupil Achese
Ayak Deng	3443 Alexander Ave	907-	Ayak Deng
Achoui	3307 U6 Ave	907-205-7249	Achoui
Deng Teng	3443 Alexander	907-764-1530	Deng Teng

Name (printed)	Address	Phone #	Signature
Ayak Ani	3443 Alexander	907-764-1530	Ayak Ani
Terri Atwell	1517 Garden	907-272-1807	Terri Atwell
Mary Rastetter	102 Stewart St.	907-538-9840	Mary Rastetter
Leslie Boyd	4033 Kingstan Dr	907-350-7451	Leslie Boyd
USA Aprue	6010 Longm. Cir	907-602-0095	USA Aprue
Shakti Rai	1353 W 27th Ave.	907-205-2556	Shakti Rai
Chandra Subba	1353 W 27th Ave 1353 W 27th Ave Anchorage 99503	907-360-2306	Chandra Subba
Sumitra Subba	1353 W 27th Ave	907-538-9071	Sumitra Subba
Mukom Subba	1353 W 27th Ave	907-306-8935	Mukom Subba
Leela Subba	1353 W 27th Ave	907-538-1052	Leela Subba
Annette Allera	2430 Kardek St.	907-444-9239	Annette Allera
Mike Malloy	3173 Dorington Dr	907-529-2057	Mike Malloy
Arleta Malloy	3173 Dorington	907- 529 6340	Arleta Malloy
Steven Foy	7131 E. Chester Hts circle	907 338 2600	Steven Foy
Marsha K Foy	7131 E. Chester Hts Cir.	907 338 2600	Marsha K Foy
Georgiane Corcoran	4601 Peka Dr C26	676-0311	Georgiane Corcoran
Ryan Corcoran	4601 Peka Dr C26	466-741-4196	Ryan Corcoran
Ae S ALLEN	100 Benise Dr #418	907-338-0240	Ae S ALLEN
Luanna Greybear	4941 Klondike Ave	907-770-5902	Luanna Greybear
A. GREYBEAR	4941 Klondike Ave	907-770-5902	A. GREYBEAR
Elizabeth Bragg	7230 Foothill	907-337 3241	Elizabeth Bragg
MARIE ANNA NIMON	3062 W. 60th Ave Apt. C	907-764 1640	MARIE ANNA NIMON
DESIREE	4201 PARSONS APT #4	907-884-6311	DESIREE
GRACIELA RAY	1101 E 3rd St	907-274-9595	GRACIELA RAY
Kimberly Anderson	43rd Ave		Kimberly Anderson

Petition to Improve PeopleMover Bus Service

We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and, families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
Paul Tomlinson	2005 Roosevelt	907 980 9588	<i>Paul Tomlinson</i>
Helen Kolbeck	2003 W 48 th Ave	907 248-4799	<i>Helen Kolbeck</i>
Russell Kolbeck	2003 W 48 th Ave	907 248-4799	<i>Russell Kolbeck</i>
Mary E. Olson	3460 Nebula Circle	310-1664	<i>Mary E. Olson</i>
Deborah Gadomski	3103 W. 31st #8 A/A 99517	310 4339	<i>Deborah Gadomski</i>
Edna Resari	4031 No. Star Anch. AK 99503	561-0182	<i>Edna Resari</i>
Sonyia K. Ellis	3103 W. 33 rd Anch 99517	229-3090	<i>Sonyia K. Ellis</i>
P. J. Wander	Box 453 Talkville	907-733-3791	<i>P. J. Wander</i>
Shirley Terusa	3009 W. 30th, Ave., Anch.	268-8646	<i>Shirley Terusa</i>

Name (printed)	Address	Phone #	Signature
ERIC ELLIS	3133 W 35 th Ave ⁹⁹⁵¹⁷	258-1228	Eric Ellis
Julietta LEON	7100 Wisconsin St	349-2790	Julietta Leon
Fr. Gabriel Medina	907 947 12 80 th Wisconsin 3900		Fr. Medina
Anthony Leukowski	2260 Belmont Dr	272-7777	Anthony Leukowski
John C FLEMING	4201 Cambridge	563-6100	John C Fleming
Carl W. Fundeen	2200 Churchill Dr.	272 8540	Carl W. Fundeen
CHARLES JEROME	3431 Wilbur Post Ln.	575-9646	Charles Jerome
Dr. Josephine ABRALREN	3005 West 37 th Ave	385-7716	Dr. Josephine Abalren
OFFIT TUNGU	3924 West 37 th Ct.	885-5373	Offit Tungu
Vito & Faust	4631 Galveston	952-5482	roulers
Dolores Ingram	3205 W. Lyly Post Ln	243-5742	Dolores Ingram
Annie Route	2516 Douglas Dr.	248-7616	Annie Route
Fulvia Soto	3101 TURKAGAIN	310 5887	Fulvia Soto
Milena Uek	639 Highland Park	344-7710	Milena R. Uek
GENEVIEK	" " "	" "	Geneviek
MARISE CASHOSKI	6927 Fountain Dr	230-5611	Marise Cashoski
Stevette Hedorn	6927 Fountain	360-7110	St. Hedorn
JOHN BERNA	3221 Knute Ave	243-8506	John Berna
Georgina Wina	4006 Ko is	563-6197	Georgina Wina
MAEY ANN MUIR	3701 Kain. Ave.	223-0611	Mae Ann Muir
PEGGY BAUMERTER	1091 POTHATCH	258-2205	Peggy Baumertter
Elaine Snowden	3808 Lincoln ²¹¹⁵⁰⁰⁰⁴	272-0603	Elaine Snowden
Jim Durand	720 Breckwelder	345-4591	Jim Durand
Chad Resari	4031 North Star	561-0122	Chad Resari
MELINDA DAWLEY	2417 McKENZIE Dr.	243-7937	Melinda Dawley

Name (printed)	Address	Phone #	Signature
Bonnie Green	2224 Fairbanks	907-272-2333	Bonnie Green
ALISA STRANG	333 N ST.	907-248-1039	Alisa Strang
BEVERLY WALSH	1926 LOUSSAC	907-248-4973	Beverly H. Walsh
Ray Sawicki	2707 W 31 st AVE.	907-248-4389	RAY SAWICKY
BERNICE Sawicki	2707 W 31 st Ave	907-248-4389	Bernice Sawicki
JAMES Morgan	2825 W 42 Apt 9	907-538-7518	James Morgan
Fred Walatka	3107 W 29 th Ave	907 229-6088	Fred Walatka
Michal Stryszek	2500 Wiby Post	350-1285	Michal Stryszek
Lorena Gomez	7320 Branche cr	441 4905	Lorena Gomez
Erike Sasu	7900 Crescent Hill Cir.	907 903-0386	Erike Sasu
John Hinzvark	3901 Dunsmuir Ct	907-646-2335	John Hinzvark
JOANN WHITE	4157 COSMOS DR	248-0900	Joann White
HAN Lee	3701 Challenger Cir	249-7797	HAN Lee
Cecilia Vance	4443 Forest Rd	248-6545	Cecilia Vance
James Vance	4443 Forest Rd	248-6545	James Vance
Chris Vance	4443 Forest Rd	248-6545	Chris Vance
Kathann	2928 McCollis	249 8148	Kathann
Terry Johannes	"	"	Terry Johannes
Vince Dooley	²⁹⁵¹⁷ 2539 TORAKEN DR	830-1056	Vince Dooley
LOIDA BENA	1832 S Heather Meadows Ln (A)	224-4667	Loida Bena
Christine Mainot	1200 W Diamond Blvd	907-360-1168	Christine Mainot
Alejandro Tiniquil	1776 12 th DR	907-258-6268	Alejandro Tiniquil
Cara Mambour	2140 Sunrise Dr	907-277-7060	Cara Mambour
Chelsie Kochanowski	8118 FRANK ST	907-717-5211	Chelsie Kochanowski
Ronald Kolbeck	2003 W 48 th Ave	907-529-7192	Ronald Kolbeck

Petition to Improve PeopleMover Bus Service

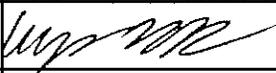
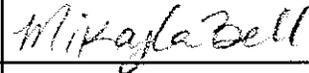
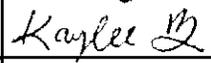
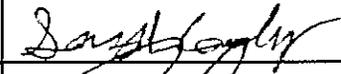
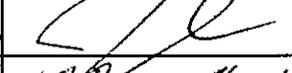
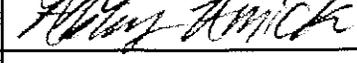
We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and, families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
Emily Hearth	4042 Sylvan Loop Anchorage AK 99504	231-424-5655	
Macab Lafontz	461 University Drive Anchorage AK 99508	320-260-1712	
Ran. Malone	7127 Meadow St Anchorage, AK 99507	214-799-2956	
Mikayla Bell	4755 University Dr. Anchorage AK	(253) 279-8614	
Kaylee Bendixen	4755 University Drive Anchorage, AK 99508	(907) 599-0013	
Sarah Cooley	4101 University Dr. Anchorage AK 99508	(907) 602-0191	
John Larson	17645 Meadow Creek Eagle River, AK 99571	907 854 0669	
Abby Amick	1350 Zarns Place Anchorage AK 99508	907-268-7091	
Karissa DuPre	2117 Hann. Bay Anchorage, AK 99515	907-350-3140	

Petition to Improve PeopleMover Bus Service

We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and, families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
Susan Bremner	2721 Katuk St	349-4542	<i>Susan Bremner</i>
SARAH HAYNES-CRONK	PO BOX 927 GIRDWOOD, AK	783-2835	<i>Sarah Haynes Cronk</i>
Cheyenne Fausett	6048 Austin Street Anchorage, AK 99518	830-8994	<i>Cheyenne Fausett</i>
Katherine Cronk	518 Davos / PO Box 927 Girdwood, AK	829-4817	<i>Katherine Cronk</i>
Hannah Hill	5305 Dorbrandt St #1 Anchorage, AK 99518	891-3457	<i>Hannah Hill</i>
SUSAN ELLIOTT	1540 W. 12 th 99501	277-7475	<i>Susan Elliott</i>
Betsy Howard	2525 Ingra 99508	272-2868	<i>Betsy Howard</i>
JAMES A. DIEHL	1624 W. 14 th Ave 99501	783-2708	<i>James A. Diehl</i>
LAURIE RHYMES	3719 RHODE	227-9979	<i>Laurie Rhymes</i>

Petition to Improve PeopleMover Bus Service

We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and, families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
CHERYL B. CHAPMAN	2210 YORKSHIRE LAWE ANCHORAGE AK 99504	907-727-4706	Cheryl B. Chapman
Dax M. Panamarioff	8231 SUE ST ANCHORAGE AK 99502	907-302-1547	Dax M Panoff
Glenda Kruger	4031 Lore Rd #8 99507	223-2415	Glenda Kruger
David Nees	2542 Cuulew	522-1118	David Nees
Angela Moore	70 Box 41034 Anch AK 99514	(907) 444-0479	Angela M Moore
Renée Nicholson	2903 Iris Dr	907-243-2280	Renée Nicholson
CEline Bolewicz	5324 Lecky Rd	907-248-2156	Celine Bolewicz
Yoshie Takasaka	3263 Alexander Ave	907-258-6655	Yoshie Takasaka
Jemma Haudo	4017 San Ernesto	337-2583	Jemma Haudo

Sharon Stockard

Petition to Improve PeopleMover Bus Service

We support an adequate public transit service that meets the needs of Anchorage's bus riders. The city made drastic cuts to the PeopleMover transit system in October 2017, which resulted in the reduction and elimination of bus service throughout many parts of the city. For some people, this has meant walking a mile or more to reach a bus stop — often on streets without sidewalks. Women with small children, including infants in carriages, especially struggle in the winter through ice, snow and subfreezing temperatures.

The city improved bus service in Mountain View, but at the expense of the rest of the city, which experienced the elimination of bus stops in many neighborhoods. Further,

- Reducing and eliminating bus service discourages ridership, making it more difficult to use the bus to get to work, shopping at stores for groceries, doctor appointments and school. Taxis are cost prohibitive.
- Ridership has already declined 8% to 9% since last year and continues to decline.
- This continued decline of ridership will force more cars on the road, creating more congestion and pollution problems for the city.
- It is illogical to spend millions of dollars on electric buses while neglecting the needs of bus riders.
- The city has an obligation to provide for the basic needs of its residents — including bus riders. A viable bus system supports jobs and, families, and provides alternatives to traffic congestion.

We urge the city to improve the PeopleMover Bus Service by restoring some of the main bus routes that are most needed by the city's bus riders. A good public transit system that serves the needs of its riders is an essential city service. At the very least, we ask that these old bus routes/neighborhoods be restored:

- **Route 36**, to serve Spenard, Minnesota, Wisconsin, Center Bowl, Natural Pantry, Loussac Library, 36th Avenue to Providence Hospital/UAA/APU
- **Route 60**, to serve downtown, C Street, E Street, Valley of the Moon Park, Fireweed, Denali, Old Seward Highway to Huffman Business Park
- **Route 13**, to serve downtown to Ingra, Anchorage Senior Center, 15th Avenue/DeBarr to Airport Heights Road through City View/Airport Heights to Providence/UAA/APU to Elmore Road to Muldoon Road
- **Route 2**, to serve downtown, C Street, 36th, Lake Otis, Independence Park, Old Seward to Dimond Center

Name (printed)	Address	Phone #	Signature
Carla Williams	99502 3541 Alamosa Dr.	907-227-7324	Carla Williams
Ann Desir	1462 W 26 th Ave	885 1114	Ann Desir
Laura E. Owens	1415 Hardwood Ct	202-41664	Laura Owens
Melissa Hill	5751 Fiji St.	764-5191	Melissa Hill
Alexis Amann	4908 E 43 rd Ave.	907-205-6223	Alexis Amann
Chandra Jones	Homeless	NA	see name
Travis Montgomery	3305 Wentworth Street	918-281-9663	Travis Montgomery
Bob Thwing	3358 Monticello Ct	513-3248	Bob Thwing
Sarah Stanley	2051 Stonegate Circle	529-7908	Sarah Stanley

