

Public Transit Advisory Board
February 9, 2017, 5:30pm-7:00pm
ASSEMBLY CONFERENCE ROOM, SUITE #155

PTAB PRESENT:

Jedediah Smith
Carlette Mack
David Levy
Kevin Jackson
Samuel Moore

PTAB ABSENT:

Andrew Ooms (excused)
Felix Rivera (excused)
Britta Hamre (excused)

STAFF:

Abul Hassan
Bart Rudolph
Collin Hodges
Andrew Watts

CITIZENS PRESENT:

David Freedman
Donna Boston
Patricia Olson
Lily Jae
Graciela Paz
Daryl Bowen
Bill Klemme
Lea Merritt
James Rowntree
Lenora Morford
Bev Wilkie

Robert Thomas
Arva & Merry Carlson
Kimberly Ansaknok
Linda Larson
Cheryl Carteeti
Floyd Hill
William Morris
Neneley Williams – Samuel,
Ezekiel, Nehemiah, & Ishmael
Rhonda Holmes
Aron Crowell

I. CALL TO ORDER

The meeting was called to order at 5:30pm by Chair Jed Smith.

II. ROLL CALL, INTRODUCTION OF MEMBERS, STAFF, AND GUESTS

After roll call a quorum was present. Mr. Ooms, Mr. Rivera, and Ms. Hamre's absences were noted as excused.

III. PUBLIC INVOLVEMENT ANNOUNCEMENT

An announcement was made to those attending by Mr. Smith that there will be a public comment period in which those wishing to make comments will be allowed three minutes.

IV. APPROVAL OF AGENDA

Mr. Moore made a motion to approve the agenda. Mr. Levy seconded the motion. Mr. Moore moved to remove the approval of the January 12 minutes owing to the absence of physical copies of them. Without objection, this change was agreed to. The amended agenda was approved unanimously.

V. PUBLIC COMMENT OPPORTUNITY

- a.* Lea Merritt – Ms. Merritt discussed several changes she would like to see adopted, including extension of frequent services to Girdwood and other ski areas and possibly statewide, expansion of frequent services throughout Anchorage, driverless vehicles, and a fare-free system. She also expressed concerns about South Anchorage being cut off as a result of the restructuring process.

- b. Kimberly Ansaknok - Ms. Ansaknok stated that she primarily rides route 13, and sometimes 15 and 45. She asked when the sidewalks and the roads would be plowed, because some of those sidewalks are horrible right now. She stated that she saw someone waiting for route 60 in a wheelchair who was in the road during the snow because the sidewalk was not cleared. That guy was endangering his life and others who were in private vehicles. It's a danger. She stated that she talked to one of the bus drivers, who stated that the roads with ice buildup develop ruts with repeated use, and it forces the bus drivers to put their bus in the other lane. The ice also is slippery, especially with new snow on top of it. She stated that she was just on a bus that slid and nearly hit a vehicle. She also asked whether the Board are regular bus riders or if they all drive private vehicles. She wonders if the Board experiences bus riding on a daily or frequent basis. If not, she suggests that before any changes are made, the Board should take the time to go ride the bus. Chair Smith asked Ms. Ansaknok specifically where the wheelchair passenger in the road was. She stated that the person was on Old Seward in between Tudor and International, in front of the U-Haul rental place. She stated that Debarr Road's sidewalks have not been plowed at all. She was on route 13 coming to the meeting, and that's where the bus almost slid. She also expressed concerns about people in wheelchairs, people with kids in strollers, and people who normally bike and can't do so safely. She also reiterated that those making decisions should ride the bus and experience some of the things the public goes through before making changes to any routes. Ms. Ansaknok later mentioned that in the last snowfall, her neighborhood was completely plowed, including sidewalks, 3 times in a week and a half. With the snow today, her streets and sidewalks have already been cleared, and that's in a neighborhood, not one of the main roads. Old Seward and Debarr still haven't been plowed. She doesn't know who in the upper echelons is living in her neighborhood, but she's kind of glad they are for the good service. She doesn't understand the rhyme and reason of who decides which streets and sidewalks are clear, but it doesn't make any sense. Route 13 is one of the routes proposed to be cut, but it's one of the ones that the drivers can drive freely right now. On Checkmate right now, it's perfectly clear, but then on Debarr it's not clear at all.
- c. Bev Wilkie - Ms. Wilkie stated that she wanted to second Ms. Ansaknok's comments about the roads not being cleared. In some areas, she is hardly able to reach the button to cross the street because the snow is piled so high. The route 60 and some areas of route 13 have bad areas. She stated that she isn't sure if it's part of their purview, but the bus drivers see this all the time. Are they asked to report these issues, or should the general public call? How much can the bus drivers help their passengers by reporting? Would they be able to spot these things and actually get something done about it? She stated that the drivers already have a lot to do, and they do a really good job. She isn't trying to push more onto them. Her other question is about the numbers on the printed schedules. She asked whether they were the numbers of the stops. Another citizen explained that it was the stop number, so you can call in and get the exact time for the bus. Ms. Wilkie asked whether it could be used for problem areas, which it can. Ms. Wilkie later mentioned the great picture on the front page of the paper of the job the Muni did hot-mopping Westchester Lagoon. She wonders why the Muni is expending resources on hot-mopping lagoons when the sidewalks are in such a state with snow banks on them.
- d. Merry Carlson - Ms. Carlson stated that she is here because she wants to stress the importance of how changes to People Mover can affect AnchorRIDES. Federal law links the transit for People Mover to the capacity for AnchorRIDES, so you only have to provide service for AnchorRIDES within 3/4 of a mile of a People Mover route. According to the Governor's Council on Disabilities, they have been assured that there are no plans to change AnchorRIDES based on any changes to People Mover, but once you enable that change, whatever it ends up being, the fact is that someone, not necessarily this Board, but anyone who has control over budget and concerns about that could shrink AnchorRIDES. It's

ironic that one of the tenets of the plan for Anchorage Talks Transit is to increase frequency of rides in certain areas when for AnchorRIDES you have to allow up to two hours to get to your destination for any given ride. This morning she left her house at 6:30 to go from South Anchorage to Midtown and get there by 8, and in order to get to the meeting, she went with another rider to Abbott, way past Fred Meyer, before coming back downtown. She wants there to be an awareness of the ramifications of what can happen when changes are made to People Mover that may be unintended consequences. She asked that if there are changes, something should be put in place that clearly protects AnchorRIDES, because individuals who rely on AnchorRIDES truly have no other options. She has no other way to work. She chose the house where she lives because it's within the ridership area. When she first moved there, it was within a bus stop, but it's shrunk, and she's now barely within the core area. There really aren't resources to move, and even if you did, there aren't really accessible homes available. She has put money into making her home accessible, so moving to accommodate changes to the route really isn't a solution for most individuals. Her ask is that the Board considers all ramifications.

- e. Patricia Olson - Ms. Olson stated that she rides the bus every day and has a monthly pass. She stated that the previous citizens' comments about clearing stops are accurate. She stated that she went to Dimond the other day, and it was horrific just to get to a bus stop. She stated that she knows there are people who go dump the garbage. Why can't they do the snow? She stated that she would volunteer to ride the bus around all day and shovel if the Department would hire her. She asked whether the Department had a way of seeing which stops are the worst. She stated that she did hard labor her whole life and could handle this.
- f. Aron Crowell - Mr. Crowell stated that the bus daily from Chugiak, and the Department has heard from him before. He was at one of the meetings out in Eagle River. He stated that he appreciates that some compromises have been made on service continuing to Eagle River, although not to Chugiak, using the minibuses with a similar schedule to the full-size buses now. He appreciates that it is a much better compromise solution than what was anticipated before. That isn't quite going to work because the stable ridership is higher than 13 people on many of those trips. He knows because he and other riders have been counting. The situation will end up being that people will drive to the Eagle River Transit Center not knowing whether they'd be able to get on the bus or not. That is going to discourage people from using the system. He doesn't know what the answer is. Maybe if one or two of those trips retained a full-size bus. The Department will get the ridership on those buses, and it will be predictable. He is going to have to drive from Chugiak to Eagle River, and that's his part of the compromise. Some people won't be able to.
- g. Arva Carlson - Ms. Carlson stated that she is really concerned about the Department putting all of its money into 15 minute rides and cutting off a good part of the city from any service at all. Take Ocean View as an example. How do those people get to a doctor's appointment, to work, or to school? Not everyone has a car, and not everyone can drive. It's not a money-saving thing, as she understands it, but just reallocating the resources to the north end of town without any resources for the south end of town. Once you pass Dimond there's nothing, and even getting there won't be very good. Once you get past Dimond, if you don't have a car, you have no resources. There are a number of people who will be affected. Oceanview Elementary has a summer program that has about 100 students who ride the bus to get there because there are no school buses in the summer. That program could be cut because there won't be access to that school. She doesn't understand the justification of doing this. She pays her taxes, and house taxes are not cheap here, so why is she not entitled to at least some service out in that end of town?
- h. Robert Thomas - Mr. Thomas stated that he was born in Anchorage and started riding route

45 in Mountain View in 1975. He stated that at Muldoon & 20th Ave, he had to be in the road to get to the bus stop. The bus won't stop at the light. You have to be at the bus stop, and the way the berm was going up to the Muldoon Transit Hub, he and his wife and child were almost in the roadway. The bus had to pull over halfway into the other lane, stopping both lanes of traffic to let them on. Is there a certain crew that goes around and shovels out the bus stops, and when do they do it? He understands that the neighborhoods need it too, but they always go for the main roads first, and it seems like the ones in the neighborhoods are always shoveled out, but on Muldoon you can't even see the leaner rails or benches there, and you're actually in the roadway. That's the only way to catch the bus. All the way from Carrs down the hill almost till you get to Muldoon & Debarr, you literally have to stand in the road to get the bus because there are no pullouts. There's one on the other side, but going down Muldoon you have to stand in the road.

VI. BUSINESS / INFORMATION ITEMS

a. Item 7a(i) – Anchorage Talks Transit – Recap of PTAB meeting with the Mayor

Chair Smith discussed the meeting that members of the Board (Smith, Ooms, Mack, and Hamre) had on 25 January 2017 with the heads of several departments, including Traffic, Planning, the Municipal Manager, Community and Economic Development, Health and Human Services, and others, including the Mayor and his staff. The meeting was to discuss the feedback that was received during the Anchorage Talks Transit public comment period. The members shared with the Mayor their concerns about the state of the Department, the declining ridership, and their concerns with the potential decline in relevancy of the Department. He stated that he thought it was a really good discussion because so many departments were represented. It was a holistic conversation, instead of just the Board and the Mayor, and he was encouraged by that. He stated that it was a very productive conversation. While there weren't necessarily any conclusions, the members relayed their concerns as discussed at the January PTAB meeting.

Ms. Mack added that she was optimistic that even though the Mayor has an idea which of the concepts he wants to move toward, there is an interest in working to continue to grow the system. Mr. Moore asked whether they felt heard, and Ms. Mack replied affirmatively and added, "and appreciated." Chair Smith added that the Board felt heard, and he thinks they were successful in relaying the public's concerns and comments. He thinks the Board is very much aware of the concerns that the public has. None of these are going to be easy decisions, and none of it has weighed lightly on the Board. He doesn't think it will weigh lightly on the Mayor either, when he ultimately makes decisions about what to do with the system. They did have consensus that the system that is currently in place is not working. It works for some people, but a 17% decline in ridership in the last 5 years is concerning to a lot of us and should be concerning to the riders as well. He thinks there was consensus that something will have to be done, and he thinks there will be ongoing conversation.

Chair Smith invited staff to discuss any follow-up. Director Hassan described the follow-up conversations that staff has had with the Mayor. These are not easy decisions. He has been presented with all of the comments that the Department compiled during the month of December. There are various angles of pursuit, including senior centers in a variety of locations like the route 13 are topics of discussion. The residual impact, if any, to AnchorRIDES is also a topic, as was the public process that took place in Eagle River and the fact that a community might be left out from this. He stated that one could come at it with the notion of, "If it ain't broke, don't fix it," but it is broken, and that's why we're here. The current model is not sustainable. The Mayor is fully aware of that, and the record of the past decade is that the Department has seen substantial cuts. If we do nothing, we will continue to dwindle away. For those who have mentioned that there used to be a bus stop at X and now it's gone, you've seen that erosion. A decision is forthcoming, but right now

staff is taking the concerns the Mayor has in terms of appealing to his constituencies and addressing their concerns by creating innovative concepts to bridge gaps. The issue is that the budget ceiling is the same. We know that the next 5 years will be financially abysmal for the Department and for the state as a whole. Within the confines of what we have, two outcomes need to happen. First, how can we mitigate the fall-out from a decision standpoint by compensating the existing level of service with something that is innovative? The concern about capacity is a real one. What happens if you show up and it gets full? What staff is doing is coming up with a level of redundancy, which might be staging an extra vehicle out there or duplicating trips to balance the loads. However, it's difficult, because our numbers suggest that the average number of riders in Eagle River per hour is about 16.5 people. The vehicles that are planned to be used will be able to hold about 16, despite currently being described as 13-passenger vehicles. They will use the AnchorRIDES vehicles that have 13 seating capacity but could be increased to 16, for example. Again, innovative concepts bridge the gap toward the ultimate goal of providing service to those communities. He also discussed feeder service to main lines. He wants to assure the Board and the public that the comments and effort were worthwhile.

b. Item 7a(ii) – PTAB Advocacy

Chair Smith invited staff to discuss PTAB Advocacy. Director Hassan discussed that the restructuring effort is happening because the Department and the Board are invested in having a working system. There is an opportunity to diversify funding to ensure that we have a system as time progresses. The second aspect, from the discussion with the Mayor, is advocacy for public transportation. It is safe to say that the Mayor had a task item for the Board itself, which is to have a grassroots campaign, similar to what we had toward the end of 2016, where public transportation is represented at a number of venues. He stated that he loves seeing this level of turnout at these meetings, and yet he finds himself scratching his head when the Assembly is making a decision to cut the transit budget and there is nobody there. So, when he says advocacy through the Board, it's a question of how we gather the public support, business support, or both, so that when budget decisions are being made, people are showing up at the Assembly, because the Assembly ultimately decides the budgets for the Municipality. The question is how the Board could assist staff and have a symbiotic relationship in creating a coalition, so that when transportation comes up as a topic, and we can all agree that public transportation is a lifeline for a lot of people in Anchorage, there is a concentrated effort to represent public transportation before those official bodies. When taxicab questions comes up, you'll see 100 cab driver show up at the Assembly. When public transportation comes up, you'll be surprised if you see one.

Mr. Levy asked whether it would be appropriate for the Board to have a work session halfway through the transition process with the Assembly to update them on the changes and encourage them to continue to support public transportation. Director Hassan stated that if Mr. Levy was asking for his opinion, he thinks that's a sound strategy, and he would perhaps even go a step further in saying that public officials, especially those that are voted in, listen to their constituency, so you can go and appeal to those individuals, and that appeal will be taken at face value. But ultimately, if the constituency of that district isn't turning up in such a volume to compel those individuals to make the decision that the public wants, then you're simply staff or a board having communications with representative officials.

Mr. Moore mentioned building a coalition of transit advocates, smart planning, and whatnot, and he asked whether there is a group anywhere in Alaska that asks potential candidates what their opinions are on the subject matter. Does anyone send a questionnaire and give elected officials a score on where they are on these issues?

Chair Smith stated that he doesn't think that this conversation should all be directed at staff, but instead it should take place among the Board. He described the job of the Board as to convey the

concerns and issues related to public transportation to the Mayor and to the Assembly. The Board has done that somewhat successfully in the time he has served on the Board, but based on the meeting with the Mayor, he thinks the Board should go deeper than that and reflect on what their role is going to be. Is it simply to have a work session with the Assembly, or is it to look more broadly at who the system is serving, both riders and employers, other agencies benefitting from the system, and putting together a coalition that is more than just one or two riders showing up at an Assembly hearing. It's in fact a coalition of broader interests. Mr. Moore asked whether the Chair was suggesting we should do some community organizing, and there was laughter. Chair Smith stated that those were Mr. Moore's words. He stated that he welcomes thoughts from the Board on what this looks like. Mr. Moore suggested identifying the other organizations that exist, such as pedestrian advocates and bicycle groups like Bike Anchorage, and reaching out to them to come to these meetings. The Board should also be going to theirs and working with them in a symbiotic relationship to organize people to show up and advocate for the transit and planning solutions that we want to see in Anchorage.

Ms. Mack stated that she agrees with that, and she mentioned that the Mayor said they needed to look at public transportation as more than just People Mover, and she thinks that maybe the coalition would help bring all these entities together to create an advocacy agenda around transit and not just People Mover.

Mr. Levy stated that he and Chair Smith have been around transit for a long time, and they have advocated on a local level and have been successful in making the public aware of the needs for public transportation. The broader question is, "What do you want?" We can get the bodies there, but the question is when you want it. There is a challenge once whatever plan is adopted by the Mayor to sell it to the public, given their concerns, and the Board can provide the Department with whatever support it needs. The public has shown in the past that it is willing to go to the Assembly and talk to them about public transportation. Director Hassan stated that staff is confined in terms of what it can do from an advocacy standpoint, but the Board is not. He thinks that there is a two-way conversation here where the Board can request things of staff. For example, if the Board is able to generate a group of individuals interested in advocating before the Assembly when issues of transportation come up, an appropriate request would be for transportation to get them there. Within federal guidelines, the Department is able to do so. The important question is why. If you look at the next 5 years, the economic horizon, there will be substantially reduced budgets. That's coming from economic experts across Anchorage, so it would be foolish for him to say that the Department is going to remain at its status quo budget line item as time progresses. This level of advocacy needs to happen, and soon, because the next iteration of budget changes will be due before the Assembly in October. That isn't very far away, and if that level of concentrated effort and cohesion needs to occur, those plans need to start now. October is the deadline. That's when budgets go before the Assembly, so that's the main item. The goal would be that that level of advocacy would allow the Mayor and the Assembly to say that public transportation needs to be left harmless, especially after going through this level of iteration and change. The worst that could happen is a decision gets made to redo the transportation line, and now the Department has done whatever it's done based on scraping the bottom of the financial barrel. What if the budget has to be cut again? All of this will have been a futile effort.

Ms. Mack mentioned that it was clear at the meeting that the Mayor was not comfortable making any commitments when it came to holding the budget harmless. Chair Smith stated that the Mayor wasn't hostile toward the idea and wasn't threatening to cut funding (like previous administrations might have), but there were no guarantees, and you can't blame him for that. The Mayor's Chief of Staff made the point that if you want the money for this service, you have to demonstrate that it's important for the constituency. Chair Smith thinks the Board can take a good look at what that means. He stated that he agrees with Mr. Levy's idea of having a work sessions with the Assembly, but he also thinks that the Board should consider having a work session for itself, to brainstorm

ideas of what it has the capacity and willingness to do. He stated that he is willing to get the ball rolling on this in the next month, and he thinks the Board can get started on that even before a decision comes down, because either way there will be a fight over resources come October. Sitting down and having a brainstorming session about capacity and advocacy is a good idea. He stated that he would send the members a poll to work on scheduling that.

c. Item 7a(iii) – Eagle River Service Options

Chair Smith noted that this had been addressed earlier in the meeting, and staff had no additional information to report at this time.

d. Item 7a(iv) – Timeline for Implementation

Mr. Rudolph stated that the Mayor mentioned that something will probably change, but we don't know which concept yet. Staff just wanted to let the Board know that they are thinking about next steps and the timeline it will take to get there, and a fairly aggressive approach that it will take to get there in 6 or 7 months. So whenever the Department gets the go-ahead, there is a plan on how to implement this. The key thing is #2 on the timeline - public notice. There has been a fairly robust public process up to this point, and then once there is a decision on which concept, there will have to be an equally robust public information period so that the Department can explain what the system is going to look like, give people time to adjust, and give them time to learn how to use it. A system closer to the 100% concept would be based on transferring, and the Department will have to talk about where people can transfer and the benefits of transferring on 15 minute routes, including how to use the system a little differently than how people use it today. That would be kicked off probably within a week or two after a decision. The rest are technical tasks to get there. This is the road map so far. It will get more specific once we know which concept we're moving toward.

Mr. Levy asked whether the Department anticipated this to start in August. Mr. Rudolph reported that the Department typically tries to do service changes in August right before school starts. Mr. Levy asked whether 5 months would be enough. Director Hassan reported that it is as tight as it's ever been, and this hinges on several other pieces coming together. An RFP is at Purchasing right now for a scheduling service with the capabilities to allow us to do this level of iteration. This is not something that we can do in-house given our resources. Mr. Levy asked whether there was a possibility that the Mayor might not make a decision by the end of the month. Director Hassan stated that the Mayor is being impressed upon to make a decision by a multitude of parties internal to the MOA, and he would be very surprised if he does not make one.

Chair Smith asked whether the Department felt there were sufficient marketing resources for this. He suggested that implementing a dramatic change like this would require some pretty substantial public outreach and marketing. He stated that there could always be more but asked whether there were sufficient resources. Director Hassan stated that he thinks the Department will do OK if it can leverage the Board for an additional level of advocacy on its part. He thinks that the Board's work session will bring that interactivity to better cohesion. Internally, two things are happening. One is the retention of two positions that have been brought to fruition and should be announced shortly. The other part is the RFP for the outside scheduling firm to assist with this. The Department's current ITS is antiquated, and when he says that there aren't resources in house, it's both from an individual standpoint and from the limitations of the software.

Mr. Hodges mentioned that from a marketing perspective, the Department is engaging with other agencies that have made similar big changes in the past and getting lessons learned from them, so that within the Department's resources it can maximize that push.

Chair Smith suggested that a big part of the Board's work session would be identifying who the partners will be for this effort.

Mr. Levy mentioned that it might be helpful to have a facilitator for the work session. He also suggested putting together a 6-month plan for how the Board fits into this process.

e. Item 7a(v) – Discussion of Coordinated Transportation

Chair Smith invited the Director to discuss coordinated transportation ideas. Director Hassan stated that Mr. Levy alluded to it in some degree. A lot of what the Department is doing are things that have not been done before in this department. The Department has 3 brands. Most people know it as People Mover, but holistically that's not the case. People Mover, AnchorRIDES, and Vanpool/Share-A-Ride all report up to the Department. As time progresses, what you see internal to the Department is a cohesiveness that brings back all of those brands together and leverages the assets and resources of each division to offset the weaknesses of others. The Department has taken an initial stab at going out and working with outside entities, but this will require a level of advocacy from the Board and others. The concept is that the Department has gone out and discovered that even though it does AnchorRIDES that caters to ADA and senior customers, outside of that there are still organizations, some for-profit and some non-profit that operate within the context of something very similar to this. The entry basis for this is through the transportation inspector, who oversees taxicabs in town, in addition to those other various entities, but he isn't in this department, so there's an effort to finesse the relationship to where the Department can get to a point of having a meaningful discussion with at least the larger of the players. The discussion would be centered on being able to leverage the Department's capital funding (which it usually has plenty of - not so with operating funds) with other organizations' operating funds. Being able to have a holistic solution is a win/win for both entities. Some of the names at this point include the Anchorage Neighborhood Health Center, Anchorage Senior Center, Centennial Village, and Chugiak Senior Center. He stated that the Department explored two models. One is that the nonprofit would contract with the Department's contracted entity (MV Transportation, in this case) and have their own relationship. Research shows that this leads to higher costs to the non-profit, however. The second possibility is that the Department may be able to do a volume purchasing thing, so it can get a discount from the contractor and then there would be an MOU between the non-profit and the Department that would spell out the menu of service that would be specific to the served clientele to reduce costs and provide a nuanced approach to benefit all parties. Director Hassan noted that as the entities have been engaged, they've been shocked that the Department is engaging them in this capacity, then there has been the question of what each does. He thinks that there's an opportunity here.

Mr. Levy stated that he has been doing this for a while, and there have been many attempts to try to work at coordinated transportation. Much of the issue comes down to what the city can and can't do. The challenge for the Department is getting the city to take a look at that. His larger concern is that the Department is sort of negotiating with a gun to its head, because it has 5 or 6 months to put something together. Director Hassan stated that the solutions going back and forth to the Mayor are now to a point where coordinated transportation isn't the basis for how we're looking at the level of service. The Department has come up with a solution that takes this part out for now, but it will be needed in the next 5 years, if not sooner, especially when the ride-share companies come back into town, and given all the various entities operating in town. Mr. Levy suggested that the Transportation Commission would be able to help with this effort.

f. Item 7b – January 2017 Ridership Report

Mr. Watts presented the January 2017 ridership report to the Board. He noted the continuing decrease in the year-over-year ridership (a 9.5% total decrease for January 2017 versus January

2016). He also discussed the increase in the percentage of riders using day passes last month compared to January 2016, and the decrease in the percentage of riders paying cash on board, which are both positive metrics. Finally, he pointed out the 4 routes that consistently have weekday average ridership of over 1000 passengers: routes 3, 7, 45, and 75. He gave a special mention that route 45 routinely serves around 2000 passengers a day, or just less than 20% of the total system weekday riders.

VII. BOARD COMMENTS

Mr. Jackson stated that he has a couple comments for the audience. He has heard a lot of complaints about the snow removal, or lack thereof. There's really nothing this Board can do about that. They need to make their concerns known to the State of Alaska Department of Transportation and the Mayor. Money is tight right now, and so everyone's hurting, but those are the people to make concerns known to. He also reiterated that the public needs to go to the Assembly if they care about the system and make their voices heard there. The Board can make recommendations, but the public needs to show up down there and let the Assembly know that they exist, they care, and the system means a lot to them. One of the attendees asked about the People Mover trucks that go around that have shovels. Mr. Jackson stated that staff can only do so much. Muldoon, for example, is a state route, and the Governor has really cut the budget for the State, and that is something that the public needs to contact their legislators about. A lot of time there's so much snow on the side of the road that hasn't been taken care of yet that People Mover staff don't have anywhere to put snow from bus stops. Director Hassan also noted that there are 3 individuals on the site enhancement crew and 1100 bus stops all over town. They spend 2 days removing garbage, and the other days are dedicated to the other items, whether removing snow or repairing amenities. Generally the focus is to reduce accidents, including others crashing into us, so much of what they do is putting down gravel to increase traction, and that is limited to smaller roads by light duty vehicles, so it typically doesn't get done on state right-of-way. For the citizen who mentioned route 13 and the neighborhood looking great, that's the Municipality at work, but if you go to a major road and you're seeing berms and icy conditions, those are predominantly State roads. Staff does the best it can.

Mr. Levy had no additional comments.

Mr. Moore noted that with 1100 bus stops and the most snow year-to-date since Alaska started keeping records, he wanted to commend staff on doing as good a job as they are in cleaning stops. To that, though, he also noted that he goes and shovels his stops, because he enjoys shoveling snow and having a clean stop. He wishes more people would do that. There would be less complaining and easier access. He also asked whether current software would allow more than two months of fare on his smartcard at a time. Since he moved up here 4 years ago, software has always been complained about, and he'd love to see software in a bond package one of these days.

Ms. Mack thanked staff for the depth of the information that the Board is continuing to receive about the process. The next steps timeline was very helpful, and she's able to follow it because it's in her language and not in planning language.

Chair Smith seconded Ms. Mack's thanks to the staff. It has been a long process, and it looks like the hard work is really going to kick off once the announcement is made as to what plan we're going to go with. He wished staff good luck going forward. He noted for the public that if they have complaints about a specific route or driver, or getting left at a stop, they should contact the Customer Service Division, who would appreciate as much specific detail as you can give. Their contact information is available on the website, or there's also a Facebook page to leave complaints.

The members of the Board are familiar with the public transportation system. They've all been on the Board for a while, and he personally rides the bus at least 3 days a week. They are familiar with how the system works, and more importantly what doesn't work about the system. He noted the concerns about mobility in this community. It's a complicated issue. It's easy to point the finger and ask why the city isn't plowing the sidewalks, but the fact is that there's a complicated network of State-maintained and Muni-maintained roads and sidewalks. That isn't always easy to see. The other day, a week after the big snow event in January, he got off route 9 at Arctic and Tudor. He was trying to walk west on Tudor, and that day at some point, the State had plowed a 6-foot berm on the sidewalk, so he had to walk in the road. That's not acceptable, and it's not safe. He was so furious when he got home that he wrote to the DOT, the Assembly, his state senator, and his state representative, and the senator responded to him. That's how these problems get addressed. Take pictures of what's concerning to you and send them to customer service, but send them to state legislators as well because they affect the road budget, and send them to the Assembly, because they have an impact on this Department's budget. He thanked everyone for attending the meeting and thanked them for their input and insight.

VIII. NEXT PTAB MEETING DATE

Next Meeting Date: March 9, 2017

IX. ADJOURNMENT

Mr. Levy made a motion to adjourn. Mr. Jackson seconded the motion. Without objection, the meeting adjourned at 6:45pm.