

Public Transit Advisory Board  
March 8, 2018, 5:30 pm  
CITY HALL, MAYOR'S CONFERENCE ROOM #830

**PTAB PRESENT:**

Britta Hamre  
Jedediah Smith  
Gretchen Wehmhoff  
Andrew Ooms  
Samuel Moore

**STAFF:**

Abul Hassan  
Bart Rudolph  
Will Brown  
Wes Renfrew  
Kurt Hermes

**GUESTS:**

Doug Miller

**CITIZENS PRESENT:**

Patricia Olson  
Levora Morsford  
Karen Barnard  
Vera R.  
Marie Ann A NiD.  
Francis Cushingham  
Laurie B. Wood  
G. Paz  
Desiree C. Hotch  
Simon Charlie  
Linda Larsen  
Alan Rice

Helen Kolbeck  
Carl Kancir  
Sharon Stockard  
Charles Jorne  
Sonja Ellis  
Kim Ansaker  
Lt. James Brodee  
Gloria P.  
Emilia Nidoy  
Kristine Bradley  
Bonnie Lucas  
Elijah Haines

*I. CALL TO ORDER*

The meeting was called to order by **Chair Britta Hamre** at 5:35 PM.

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

After roll call a quorum was **present**. It was noted Andrew Watts was promoted to Operations and won't be present.

*III. PUBLIC INVOLVEMENT ANNOUNCEMENT*

An announcement was made to those attending by **Staff Member, Bart Rudolph** that there would be a public comment period in which those wishing to make comments will be allowed two minutes.

*IV. APPROVAL OF AGENDA*

The agenda was reviewed and approved as motioned by **Samuel Moore** and seconded by **Jed Smith**.

*V. APPROVAL OF MINUTES – DECEMBER 14, 2017*

A motion was made by **Jed Smith** to adopt the December 14<sup>th</sup> and February 8<sup>th</sup> meeting minutes as presented. **Chair Britta Hamre** wanted to note they are approving meeting minutes from February 15<sup>th</sup>, not February 8<sup>th</sup>. The meeting minutes were seconded by **Samuel Moore**.

*VI. PUBLIC COMMENT OPPORTUNITY*

**Chair Hamre** invited the members of the public attending to comment.

**Laurie Wood** noted the route 10 had public intoxication issues.

An **unidentified citizen** said he is disappointed with the new bus system and would like the route on Wisconsin returned. Noted the importance of a viable business system to support jobs and families.

**Patricia Olson** discussed the challenges of bus travel and walking on Minnesota. Asked the Transit

Department to reconsider adding the route from Wisconsin to Minnesota to Spenard Builders on 36<sup>th</sup>. Complimented everyone for their hard work doing what they can.

**Elijah Haines** working with Alaska Center for Blind and Visually Impaired wanted to discuss that announcements on the busses are sporadic and hit and miss. Noted that announcements used to be posted at Spenard and Taft, where their offices are located. Would like to have their location reinstituted for public outreach. He left his business card with Chair Hamre.

**Charles (last name unidentified)** lives on Wisconsin, noted that taking cab to town is costing him \$26 round trip versus lower bus fare. Would like to get Wisconsin route back, even if a smaller bus.

**Sonya Ellis** also lives on Wisconsin, and requested that the 36<sup>th</sup> to Wisconsin route be reinstated to help with her trips to pick up and drop off her grandson.

**Kristine Bradley** uses the AnchorRIDES system and appreciates the system because she couldn't get around otherwise. She noted, however, the customer service is lacking. Had been picked up from the Alaska Center for the Blind on Spenard/Taft and taken on very circuitous route, concerned about the poor route and lateness, and call center customer service.

**Charlie Jorne** rider on both AnchorRIDES and People Mover, noted it's much harder to get to his job with the new route (formerly used route 60.) Called AnchorRIDES customer service to find his route had been cancelled with poor road conditions, but he didn't receive notification and would have appreciated it to make other plans.

**Karen Barnard** noted extended costs of AnchorRIDES is substantial portion of the stipend for supported employment jobs, and concerned the routes don't support part-time, non 8-5 working hours. Loves the new system, fast service.

**Francis Cushingham** concerned that bus 'bunching' is reflection of rider demand, and made suggestions for recreating gap between busses on frequent routes. Noted he held up bus 20 on March 3<sup>rd</sup> because he wanted to speak with a supervisor. Asked for holiday travel.

An **unidentified citizen** discussed an uncomfortable experience on the bus with unruly passengers refusing to pay, and wanted to know are the drivers trained for handling such situations.

**Doug Miller** wanted to thank the Chair for writing a letter to the newspaper and likes the bus tracker system. Asked that route on 36<sup>th</sup> please be added to network, even if reduced service.

An **unidentified citizen** is concerned about safety issues at the Transit Center and bus stops, smoking, and has personally been threatened.

**Sharon Stockard** discussed route cuts and changes were too drastic for making it possible to get to work, school, etc.

**Linda Larsen** is having problems with Route 25 not coming on time, missing busses, and being full when it comes. Also concerned that snow plowing on State roads (Northern Lights), that there's no way to get onto the route with such high snow banks. Looking forward to updates on Transit Center.

**Carl Kancir** asked when routes 13, 36, and 60 will be reinstated. Route 13 provided access to senior center and 36 provided access to training center. Concerned about safety, drinking, and smoking.

An **unidentified woman** noted her frustration with not getting called back from customer service.

## VII. BUSINESS / INFORMATION ITEMS

### a. Item 7a – Downtown Transit Center Bathrooms

**Andrew Halcro** of the Anchorage Community Development Authority (ACDA) presented an update on the Downtown Transit Center bathrooms. The men's bathroom had a fire and \$20,000 worth of damage. Have sought reconstruction estimates and hope to reopen in 3-4 weeks. Further updates were provided on ACDA's vision to redevelop the building of which the transit center is a tenant. The developer selected is planning a 100 room boutique hotel and 45 one to two bedroom apartments, among other improvements. The transit center will be temporarily relocated when construction begins and those sites are being evaluated presently. Discussed ongoing challenges and costs of poor building design.

### b. Item 7b – June Service Change

**Bart Rudolph** discussed that the Department is working on concepts for service changes in June to neighborhood routes (11, 21, and 31). These routes are causing more problems being on time and confuse contracted drivers. Expected new concepts to improve efficiency. Concepts will be out soon for public comment.

### c. Item 7c – PTAB Advocacy

**Chair Hamre** asked if any mobilization and advocacy could be done. **Director Hassan** drew what the bus system should look like on a 15 minute schedule and explained why busses are delayed. He encouraged the public to call (907) 343-6543 so the Public Transportation Department can learn about poor transit and remedy it.

Asked PTAB advocacy to focus on advocating for local match to leverage federal funds for upgrading 15-year old transit computer technology. It was also discussed that a \$1.5M deficit is anticipated in 2019 when CMAQ funding is exhausted, which no solution has been identified to remedy. **Director Hassan** also asked the PTAB to support and encourage appropriate applications of public-private partnerships for additional financial sustainability.

**Gretchen Wehmhoff** asked if State funding could be used to leverage federal funds. **Director Hassan** responded yes, they can, but it is challenging when asked to spend State funds within six months that doesn't allow enough lead time to use tactfully.

A question was asked if transit service could be provided on the military base. **Director Hassan** responded saying he didn't know, but that they presently work with RideShare, and it is working well.

### d. Item 7d – Ridership Update

**Bart Rudolph** presented a *ridership* update for weekdays, Saturdays and Sundays. Previous transit system lost 6.97% every year month over month. Instead, the new system has only lost 3.3%. Saturday ridership also used to lose 8.79% but this year is showing a drop in loss to 3.49%. Sunday averaged 4.7% loss, and now has gained 8.2% ridership with new system. Noted that a drop in ridership with a new system was common among other transit agencies that developed a new network system.

The *on-time performance* measure expectation is 85%. Presently at 82% on-time performance. Experienced drivers on 40 foot busses are at 85% on time. It's the neighborhood routes (11, 21, 31, 91, and 92) that are at 70% on-time performance. This data doesn't include data on missed trips. Noted that picking up passengers using wheel-chairs is causing the neighborhood routes to be late, and the Department plans to address that by adding more time in between trips in June.

*Productivity* is measured by riders per service hour. Noted that ridership dropped per bus from 25 to 21.6 per service hour. Routes were ranked based on how they performed in first three months of service. Route 55, for instance, had high productivity, showing a possible need to increase frequency. Asked how long data should be collected to determine success. Mr. Rudolph suggested at least one year, based on feedback from other agencies. In response to a question, **Director Hassan** noted canceled holiday service is from Assembly budget cuts.

- e. Item 7e – Muni ADA and/or State DOT&PF  
No MOA or State DOT&PF staff were present.

#### *VIII. BOARD & STAFF COMMENTS*

**Andrew Ooms** discussed various tracking mechanisms and recent bus ridership.

**Gretchen Wehmhoff** has no complaints as a regular bus rider. Asked that real-time data get improved.

**Jed Smith** encouraged the mobile app to be used as a convenient tool for boarding faster. Thanked staff for pushing that technology. Noted this will be his last meeting, but wants to continue to advocate for transit funding needs. Thanked for the privilege to serve.

**Samuel Moore** shared his mixed experiences with the new bus system.

**Chair Hamre** stated her appreciation for everyone attending tonight and encouraged attendees to consider applying to the PTAB.

**Director Hassan** introduced Will to discuss customer service concerns; Wes, the Operations Superintendent for People Mover; and Kurt, the Contract Administrator, for overseeing AnchorRIDES issues and encouraged the public to stay after the meeting and ask them questions directly.

#### *IX. NEXT PTAB MEETING DATE*

Next Meeting Date: April 12, 2018 – Assembly Conference Room, #155 City Hall

#### *X. ADJOURNMENT*

All informational items having been discussed, **Samuel Moore** motioned to adjourn which was seconded by **Andrew Ooms**. The meeting was adjourned at 6:55 PM.