

Public Transit Advisory Board  
June 13, 2019, 5:30 p.m.  
*ASSEMBLY CONFERENCE ROOM (#155), CITY HALL*

**PTAB PRESENT:**

Andrew Ooms  
Jennifer Ham  
Doug Miller  
Genevieve Mina  
Chelsea Ward-Waller  
Dawn Groth

**CITIZENS PRESENT:**

Lucy Odden  
Jaynelle Rosser  
Alan Rice  
David Borney  
Alice Hjellen  
Jackie Pagadna  
Kim Ansakeke  
Kay Kloss

Linda Larsen  
Karen Barnard  
Charlie Rogge  
Charles Mumchuck  
Raynette Hose  
Wendy Williams  
Samuel Williams  
Ezekiel Williams  
Neheriah Williams

**STAFF:**

Jamie Acton  
Bart Rudolph  
Nicholas Abugel  
Wes Renfrew  
Allison Gutacker  
Will Brown  
Jeff Barney  
Paris Butler

Brian Kloss  
Jeffrey Manfull  
Tyler Crothers  
Iris Crothers  
Melissa Akpik  
Selina Metoyer  
Sean P. Ryan  
Steve Bollerid  
Jerry Riddle

*I. CALL TO ORDER*

**Mr. Andrew Ooms** called the meeting to order at 5:35 p.m.

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

**Mr. Andrew Ooms, Ms. Jennifer Ham, Mr. Doug Miller, Ms. Genevieve Mina, Ms. Chelsea Ward-Waller** and **Ms. Dawn Groth** were present. **Mr. Elijah Luke** had an excused absence. After roll call, a quorum was present.

*III. PUBLIC INVOLVEMENT ANNOUNCEMENT*

An announcement was made by **Mr. Andrew Ooms** to those in attendance that there would be a public comment period in which those wishing to make comments would be allowed two minutes each. Comments would also be accepted after any informational item. Comments would be accepted both during the public comment period and during the informational item period so long as the comment made during the informational period related to that item.

*IV. APPROVAL OF AGENDA*

**Ms. Chelsea Ward-Waller** moved to approve the agenda. **Ms. Jennifer Ham** seconded. The June 13, 2019 agenda was unanimously approved.

*V. Approval of Minutes*

The April 11, 2019 minutes were unanimously approved.  
The May 9, 2019 minutes were unanimously approved.

## VI. PUBLIC COMMENT OPPORTUNITY

**Selina Metoyer** – Stated that she lives on the corner of 6<sup>th</sup> and Oklahoma. She would like to know if the corner could be beautified, i.e. flower baskets, cosmetic improvements. She also asked if there was a bus stop between Tudor and Providence Drive for route 55.

**Unknown** – Stated that she was concerned about AnchorRIDES. She explained that it takes a very long time (45 minutes) to get a customer service representative on the phone when she calls. She added that she cares for an individual who uses AnchorRIDES and that person experiences trips which are exceedingly long and result in him getting to work late. She added that she is not happy with driver training and suggested they take a sign language class and disability awareness training.

**Melissa Akpik** – Stated that the previous Sunday (06/09/19) she had lost a personal item on the bus. She stated that when she tried to get the item from the bus, the driver told her it was gone. **Mr. Wes Renfrew** asked which route she lost her item on. **Ms. Akpik** replied route 31.

**Unknown** – Stated that while she was on the bus this last week, she observed an injured woman dripping blood onto the floor of the bus. The driver provided her with a paper towel to cover the injury. However, there was no clean up completed after the woman had alighted. **Mr. Jeff Barney** asked for clarifying information (time/date, route, etc.). He asked if the bus was traded out.

**Unknown** stated that the bus was not traded out. **Mr. Barney** added that all the buses are cleaned at night and he would investigate what happened during this instance.

**Alan Rice** – Stated that while riding the bus he has noticed that most, if not all, buses have a bodily fluids cleanup kit installed. He added for all the time he has been riding People Mover, he has not noticed a significant mess on the bus that wasn't already attended to. **Mr. Rice** added that he wanted to thank the People Mover staff for enabling him to save a significant amount of money by using the bus versus purchasing and maintaining a personal vehicle.

**Unknown** – Stated that she was concerned about the brakes and braking habits of the drivers. Specifically, she noted that the brakes squeak loudly and that the drivers "notoriously, always slam on the brakes." She stated that the drivers need to do a better job driving the buses. She added that maybe there should be a bus attendant for disruptive passengers and for the loading and unloading of persons in wheelchairs.

**Linda Larsen** – Stated that she wanted to thank People Mover for removing graffiti at bus stop #0434 and for putting out a trash can on the southside of the Providence Hospital stop.

**Brandon M. Reed** – Stated that he has a broken ankle and he is concerned about the drivers pulling into traffic before he can sit down. He stated that his broken ankle makes him unstable and he would appreciate it if the drivers wait until he is seated before they start driving. **Mr. Reed** also requested to talk to Mr. Wes Renfrew after the meeting.

**Sean P. Ryan** – Stated that he would like to add a comment about the brakes on buses. He stated that he is unsatisfied with driver braking habits and the brakes themselves.

**Unknown** – [Written comment] 1. Earlier bus 31, 10 on Saturday and Sunday on June 7<sup>th</sup>. 2. Late bus 31, 10 on Saturday and Sunday 3 hours later on June 7<sup>th</sup>. 3. Drivers need to not threaten persons in wheelchairs with denial of service because driver does not approve of tie down on chair. 4. Clerks need to never disrespect veterans saying they don't care about veterans, they have never done anything for her! June 3, morning. 5. Bus meetings for Public need to be 2:00 p.m. – 4:00 p.m. or 9:00 a.m. - 11:00 a.m. 6. AnchorRIDES needs to operate Saturdays and Sundays, 7:00 a.m. to 11:00 p.m.

Public comment was closed at 5:54 p.m.

## **VII. BUSINESS / INFORMATION ITEMS**

### **a. July 1, 2019 Service Change**

- i. **Mr. Bart Rudolph** stated that this is an informational item and a reminder that there is a service change July 1. New timetables and schedules are in brochures on the buses. Also, new ride guides are available at customer service, along with the service change packet that highlights the upcoming changes. **Mr. Rudolph** added that the main changes are: The route 55 is going from every hour to every half hour and it has been extended to Alaska Native Medical Center from Providence hospital. In addition, 2 stops are being added back to route 55 at Lake Otis and Waldron. The route 40 is going to be a loop. Service will conclude at midnight instead of 2 a.m. The route 65 is going to be a loop. Weekend schedules for all routes will be the same duration. Both services will end at 8:00 p.m. instead of 7:00 p.m. All times will change for the routes. **Mr. Doug Miller** asked if there was an announcement or explanation of all these changes in previous PTAB meetings. **Mr. Rudolph** stated that none of these changes are late developing and that People Mover had a public comment period about four months ago. **Mr. Andrew Ooms** added that he thinks all the new changes are very thoughtful. He also asked if the new scheduling software was in place. **Ms. Allison Gutacker** stated that it was and was helpful. **Ms. Dawn Groth** added that she really likes the new weekend schedule.

**Mr. Andrew Ooms** opened this topic for public comment. **Mr. Alan Rice** stated that he hasn't noticed that many full buses. He suggested cutting back on some fifteen-minute routes and making them 20 or 40-minute routes. **Unknown** asked if BusTracker will be online on July 1. **Mr. Rudolph** replied that the goal is to get everything functioning July 1. He anticipates BusTracker will be working.

### **b. Transit on The Move Update**

- i. **Mr. Bart Rudolph** stated that Transit on The Move is in the middle of a review period and is still taking votes for route proposals. **Mr. Rudolph** explained that there are nine options to get a route to the Loussac Library and other locations around town. The process has enabled the public to voice their opinions and help choose future route alignments. He added that information on the project could be found on [PeopleMover.org/TransitOnTheMove](http://PeopleMover.org/TransitOnTheMove) and encouraged those in attendance to vote if they haven't already. **Mr. Andrew Ooms** asked when someone could expect to see the results of this project. **Mr. Rudolph** replied that there is no money to implement anything currently. However, the goal is to get prioritized list if People Mover gets additional funding.

### **c. Public Safety Advisory Commission Update**

- i. **Ms. Jamie Acton** stated that she, **Mr. Bart Rudolph** and **Mr. Wes Renfrew** attended the Assembly's Public Safety Advisory Commission in reference to violence at bus stops. They learned that the Public Safety Committee recognized that violence anywhere in the Anchorage community is a community issue, not something unique to bus stops. **Ms. Dawn Groth** stated that she received a response from Pete Peterson thanking the PTAB board for their letter. **Ms. Genevieve Mina** read the letter Ms. Groth sent. **Ms. Acton** suggested that if the board felt inclined to take further action, they could write a letter of support. **Ms. Dawn Groth** stated that she would draft a letter. **Ms. Chelsea Ward-Waller** asked if it would be helpful to have a PTAB member in attendance at the Assembly meeting next week. **Ms. Acton** stated that she would be happy to have someone. **Mr. Andrew Ooms** opened this topic for public comment.

**Unknown** – Stated that she was at the Dimond Transit Center and observed youth throwing rocks at the transit accommodations. She stated that security did nothing to stop them.

**Unknown** – Stated that she wanted the PTAB members to take accountability for violence at bus stops/on buses and find a way to provide safety and security to those who use People Mover.

**Alan Rice** – Asked that in the upcoming Assembly meeting, responsibility for public safety will be discussed; specifically, related to security at bus stops.

d. Ridership Update

- i. **Mr. Nicholas Abugel** stated that weekday ridership for May 2019 has increased 10.4%. Saturday ridership has increased 10.9% and Sunday ridership has increased 8.2%. Overall, ridership has increased 10.4%. **Mr. Andrew Ooms** stated that he is very excited to see double digit gains in ridership. **Mr. Alan Rice** stated that its great that ridership is up more than 10%.

**VIII. NEXT PTAB MEETING DATE**

Next Meeting Date: July 11, 2019, 5:30pm - 7:00pm (Mayor's Conference Room (#830), City Hall)

Board Comments:

**Ms. Dawn Groth** – Stated that she was concerned about the lack of public comments for the Transit on The Move effort. However, she is happy that comments are now being collected where the riders are, i.e. at the transit centers.

**Mr. Doug Miller** – Stated that he has some concerns about the driver breaks. He asked if buses are assigned to only perform one route. **Ms. Acton** replied that buses are not assigned routes. **Mr. Miller** added that drivers are in a difficult position; they are not police and can't be expected to manage all behavior exhibited by the public.

**Ms. Jennifer Ham** – Stated that she is appreciative of the driver's skill to avoid accidents. She recounted an incident a few weeks ago where she observed a driver practice defensive driving techniques to avoid a crash.

**Ms. Genevieve Mina** – Asked what kind of discretion a driver has to report an issue on the bus. **Mr. Wes Renfrew** stated that if a driver feels unsafe, they have the authority to press a panic button or call into base using codes to describe their current situation. After they indicate that they are in distress, dispatch contacts the police department for assistance. In addition, an Operations Supervisor can be dispatched to help. **Ms. Mina** added that she is very happy about Transit on The Move’s efforts to track down votes.

**Ms. Chelsea Ward-Waller** – Stated that she echoes the other board members’ positive reactions to Transit on The Move’s efforts. She also stated that she is excited about the ridership update and Assembly efforts to curb community violence.

**Mr. Andrew Ooms** – Stated that he would like to thank the drivers for their difficult task of getting people safely to their destinations by both driving safely and dealing with disruptive passengers. He looks forward to action from the Assembly. **Mr. Ooms** also reported that he and his wife took route 10 to the hospital two weeks ago to have their baby and everything went well.

Staff Comments:

**Ms. Jamie Acton** – Stated that she wanted to touch on a few things. She stated that the Dimond Center accommodation building is still being worked on; it was flooded and needed additional work. The U-Med shelter has not been delivered; there were delays with the shipping. Specifically, it did not meet the specifications that the federal government used to assess it. The new ETA is early August.

## *IX. ADJOURNMENT*

The meeting adjourned at 6:48 p.m.