



Coordinated Human Services Transportation Plan (CHSTP) Update **APPENDICES**



SociusAmica

August 2025

APPENDICES

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APPENDIX A. PUBLIC INVOLVEMENT PLAN

APPENDIX A.

PUBLIC INVOLVEMENT PLAN

Metropolitan regions, such as Anchorage, are required to have a Coordinated Human Services Transportation Plan (CHSTP) to access funds through the FTA Section 5310: Enhanced Mobility for Seniors and Individuals with Disabilities program. This document is a vital part of the transportation funding landscape that helps guide a city's allocation of resources for transportation of disadvantaged residents. This project will update the 2019 CHSTP to account for changes in the region including demographics, technology, and policy. The work will encompass data collection and analysis, public input, and strategic planning. The result will be an updated CHSTP document.

This public involvement plan serves to outline the strategies and tactics for engaging stakeholders to generate meaningful input to the CHSTP.

Outreach Goals and Objectives

The Municipality of Anchorage's (MOA) public involvement goals for the CHSTP update are:

- Provide meaningful opportunities for stakeholders to share input.
- Listen to and acknowledge stakeholder input and concerns and incorporate them into the CHSTP.
- Set the stage for future CHSTP implementation.

Public engagement objectives are to gather key data about Anchorage's mobility needs from customers and operators and to understand the needs and service gaps for project target populations.

Stakeholders

Key stakeholders are organizations that serve seniors, individuals with disabilities, persons with limited English proficiency (LEP), veterans, and people with low income as well as representatives of public, private, and

nonprofit transportation and human services providers and other members of the public utilizing transportation services. A stakeholder list detailing over 100 such organizations is located on Teams.

Strategies, Tactics, and Timeline

Outreach Strategies

The project will use four primary strategies to reach key stakeholders.

1. A Transportation Work Group (TWG) will be established to provide regular detailed feedback for the plan update. This group will have an informational role on the project, both providing input to the project team and sharing information out to engage their memberships and networks. The TWG member organizations may have an implementation role. The project team will recommend an initial list of 10-15 nominees for the TWG. These are intended to include key social service agencies, mobility providers, and riders or community activists in the city. The committee will be small enough to encourage meaningful dialogue and deliver detailed data , but also deep enough to help implement future mobility projects. Members should have access to the community of transit users to push out user surveys and information and to share important community considerations with the project team.
2. An organizational service survey will be used to gather data and perspectives from the TWG and allied organizations providing transit services or otherwise serving target populations.
3. A separate rider survey will allow riders to share their perspectives and suggestions directly with the project.
4. Collaboration with AMATS and PTAB through their regularly scheduled meetings will set the stage for post-project implementation of the CHSTP.

Tactics for Reaching Stakeholders

1. **Anchorage Metropolitan Area Transportation Solutions (AMATS) and Public Transit Advisory Board (PTAB) engagement:** Project staff will present project status and findings at 2025 AMATS and PTAB meetings and focus conversation on aligning for future implementation.
2. **TWG engagement:** The TWG will meet regularly with the project team and will offer a detailed assessment of the needs and service gaps for

target populations as well as strategic planning for implementation. Activities include:

- Kickoff meeting (virtual/Teams)
- Up to 8 half hour focused interview sessions with selected TWG members
- Half-day Solutions Workshop (in-person) where brainstorming will coalesce into a consensus list of projects and actions for the future—some that will be led by the public sector, and many that the stakeholders will own.
- Final Presentation meeting (virtual)

3. Stakeholder Survey: HDR will develop an electronic survey to gather critical information from operators and allied organizations. The survey will be substantially based on the previous survey.

- The project will send an email to TWG and allied organizations on the stakeholder list asking them to take the survey.
- The project will follow up with calls to organizations to solicit participation.

4. Rider Survey: HDR will develop an electronic survey to gather critical information from riders. The survey will primarily seek quantitative data. See Language Translation section of this document for how data will be gathered from limited English speakers.

- **Incentivization:** Entrance into the survey will be incentivized with ten \$25 gift cards available to enter to win. Every person completing the survey will be sent to a page to enter a raffle to win a gift card. The raffle entry is not linked to the survey, so the survey is anonymized. Cards will be sent to winners selected on August 28, 2025.

• **Survey dissemination to TWG and allied organizations:** Survey responses are critical to project success.

- The project will send an email to TWG and allied organizations on the stakeholder list asking them to distribute the rider survey to their constituents within the study's target populations to encourage survey participation.
- The email will include an outreach package for organizational use consisting of a flyer to hang in prominent locations, a draft email to send to their constituencies, a text message, phone operator script, and two social media posts. All will feature a QR code directing stakeholders to the survey.

- The project will follow up with another email and direct calls to organizations to solicit participation.
 - **Format:**
 - **Digital:** The rider survey will be available online in English with options to translate to numerous other languages including Spanish and Korean.
 - **Dissemination through TWG and allied organizations:** The project will send an email to TWG and allied organizations asking them to distribute the rider survey to their constituents within the study's target populations in the places that the riders access services to encourage survey participation. Places could include buses, ride share apps, social media channels, text groups, website, ride set up confirmation emails, and more.
 - The project will produce an introduction email for the survey and send it to the TWG and allied organizations. The email will be followed up with calls and subsequent emails to support survey dissemination.
 - The email will include a rider outreach package for organizational use consisting of materials promoting and urging rider survey participation. Materials will include a flyer to hang in prominent locations, a draft email to send to riders, a text message, postcard, script for operators scheduling rides, and two social media posts. All will feature a QR code directing stakeholders to the survey.
 - **Survey messaging:** Materials promoting the rider survey will focus on the theme of entering to win.
- 5. Media relations:** To create content to support social media posts and otherwise promote the survey and educate about the plan update, MOA will consider producing a press release and pursue earned media coverage about the project.
- 6. Project website:** The project website can be found at AroundAnchorage2025.com. It will share project purpose and need and provide easy access to the survey as well as an FAQ, study timeline, and other information to support stakeholder education and

To boost reach into key stakeholder populations, MOA could create an audience-segmented social media and streaming ad campaign to encourage survey participation.

engagement. The final CHSTP will be published on the website.

7. Social media: MOA will post about the survey during the project data collection timeframe.

8. Bus Ads: MOA will post flyers and posters at bus shelters and on vehicles.

9. Branding: Project materials will use the CHSTP update branding that combines elements of MOA, AMATS, and PTD logos and names the project, "Around Anchorage 2025 Coordinated Plan". The project branding package is located on Teams.

10. Accessibility:

- **Website:** The project website contains accessibility features, design and development techniques that make the website usable by people with disabilities. These features ensure that everyone, regardless of their abilities, can access and interact with online content. Features include:
 - Alternative Text (Alt Text) for Images
 - Keyboard Navigation
 - Sufficient Color Contrast
 - Captions and Transcripts for Multimedia
 - Accessible Forms
 - Clear and Descriptive Link Text
 - Responsive Design
 - Proper Heading Structure:
 - Resizable Text
 - Skip Navigation Links
- **Seniors** are traditionally less likely to use digital engagement tools. The project specifically involves engaging independent and assisted living homes as allied organizations to provide the survey to transit users and their caregivers. The survey is also available in PDF format for handwritten survey responses.

11. Language translation:

- Feedback from limited English speakers is important. According to MOA data, over 66% of transit users who request language services are Spanish speaking. Other language service requests from MOA transit include Korean (10.3% of requests), Arabic (7.7%) Russian (5.1%), Armenian (2.6%), Tagalog (2.6%), French (2.6%), and Vietnamese (2.6%).
- To make the project accessible and responsive to the needs of MOA's diverse rider base, both the website and the rider survey allow users to translate content into these languages:
 - Arabic
 - Armenian
 - Chinese
 - Filipino
 - Lao
 - Russian
 - Samoan
 - Spanish

- French
- German
- Hmong
- Japanese
- Korean
- Thai
- Tagalog
- Ukrainian
- Vietnamese

Public Involvement Timeline

The general project schedule follows, and a detailed project workback schedule is on Teams.

Time Period	Activity
April 15, 2025 - August 29, 2025	Develop public involvement plan and stakeholder list; set up and maintain document filing
April – July 2025	Stakeholder engagement and survey dissemination; TWG interviews; earned and social media; AMATS and PTAB presentations
June 24, 2025	TWG in-person Projects & Actions Workshop
Early August 2025	Presentation of draft report to TWG; document production
August 29, 2025	Final CHSTP document production; Final shared on project website and in physical copies

Roles and Responsibilities

The project's public engagement team and roles are as follows and key staff are listed in the Project Management Plan with contact details. The table also includes roles and responsibilities for key stakeholders.

Organization	Public Involvement Role	Activity + Level of Influence
MOA	Earned media, social media, TWG selection	Empower – decision maker
HDR	PIP development; AMTS & PTAB presentation; Outreach to TWG and allied organizations; language translation; Survey development and distribution; Documentation	Collaborate – co-develop solutions
Socius Amica	Branding; Collaboration on materials; survey form creation; CHSTP document development including graphic design	Collaborate – co-develop solutions
TWG	Take stakeholder survey and provide data based on their use and experience; Share rider survey with transit users	Involve – participate in developing plan
Allied Organizations	Share survey with rider transit users	Consult – provide survey responses Involve – disseminate survey
Riders	Complete survey	Consult – provide survey responses
AMATS	Host presentation and discussion	Consult - provide input on post-project implementation; Empower – decision maker on future resolution adopting the CHSTP and future plan implementation
PTAB	Host presentation and discussion	Consult - provide input on post-project implementation Empower – decision maker on future plan implementation

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APPENDIX B. WORKING GROUP MEETINGS

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CHSTP Working Group Meeting #1

June 24, 2025

Quick Assessment: Plan Themes (Poster Session)

The working group broke out into smaller groups and rotated between four tables that focused on two themes each. Facilitators led the groups in brainstorming gut-level needs and opportunities relative to each theme.

Throughout the exercise, participants stressed the importance of education, consistency, partnership, and safety as needs that crossed all themes. They also identified opportunities in the creation of new programs and partnerships to develop a more user-friendly and cohesive plan. Their specific feedback is listed below.

Strategic Investment and Plan Coordination

Needs:

- Budget for equipment replacements.
- Use 4-wheel drive vehicles in rural areas.
- Use smaller occupancy area feeder routes.
- Consider future growth needs.
- Long term planning in terms of grant applications/deadlines.
- Hire dedicated MOA [Municipality of Anchorage] staff to facilitate the work, community building, data, and planning.
- Encourage remote work for bus riders.
- Provide more education/training for bus drivers.
- Expand ongoing communication between transportation industry partners.

- Continue stakeholder meetings and outreach.
- Reinvest in equipment.
- Establish timeline to implement when program begins.

Opportunities:

- Subsidize programs to increase ridership.
- Create special event routes.
- Create a flat tax - employer and employees to underwrite services.
- Plan for routine maintenance for preventative measures.
- Create a routine planned auction and specific mileage accrual.
- Increase VA [Veterans' Administration] funding for transit support.
- Coordinate with AMHT [Alaska Mental Health Trust] to support Anchor Rides and PM [People Mover].
- Routinely invest in rotation of vehicles.
- Work with ANCs (Alaska Native Corporations) to support, invest, and educate in system.
- Work with local senior advisory council, NADTC [National Aging and Disability Transportation Center] opportunities, the new CCAM [Coordinating Council on Access and Mobility] technical assistance center - reach out to other rural states and use their successful models.

Education and Awareness

Needs:

- Be consistent in all areas of education and messaging.
- Create a good experience in using the bus to increase repeat ridership.
- Ensure information is easy to access across languages, reading levels, physical abilities, and resources either online or offline.
- Abolish language barriers throughout the entire rider process from signage to use.
- Create video call/chat capability/assistance for sign language users while using the bus to communicate with the driver.
- Create and ensure there are basic signs/bus schedules (printed) at every bus stop.
- Ensure the technology use matches the audience (Ex: "Super seniors will not use an app").
- Create a universal resource list that includes: niche organizations and coordinated services/service providers.

- Hire and train navigational aids/transit support services/people to educate and instruct riders and advertise for these services.
- Create and maintain a platform for transparency (ex: times bus would be offline, delays, closures, etc.).
- Expand hours of service.
- Create an interactive shuttle schedule.
- Add more resources for wintertime operations to keep buses/schedule operating smoothly.
- Create an education plan on how to obtain a bus pass or add funds to an existing pass.
- Simplify the info/messaging - especially in apps, making it more user friendly.
- Create paper/printed resources (maps, community resource navigation) displayed inside buses and transit centers.
- Create a "Bus Buddies" trainers or navigational aids program for riders that need extra assistance.
- Install cameras at bus stops.
- Invest in additional training for MOA staff.
- Create a cohesive platform for messaging ensuring there is "no wrong door" to access information. All information and services connect.
- Create a call center for riders that are low-tech to receive bus schedule information and interactive question answering.
- Invest in more outreach to the public of available resources.

Opportunities:

- Produce an educational podcast series on the bus.
- Develop a comprehensive list of transportation providers and services.
- Develop "How to" and trips for socialization.
- Use icons and emojis to communicate through language barriers and to a younger audience.
- Support the use of technology and other communication options.
- Plan and coordinate maintenance between agencies.
- Educate public employees and encourage them to use public transit.
- Educate elderly through library or ADRC [Aging and Disability Resource Center] to learn how to navigate the website.
- Promote ease of use.
- Use farmers' markets to give out information.
- Place marketing ads on TikTok and YouTube.

- Distribute in person surveys at Food Banks and other services.
- Host small group tours/education.

Asset Management and Safety Enhancements

Needs:

- Ensure safety from wildlife and other potential hazards.
- Create a better system to manage drivers and internal resources.
- There is a lack of employees such as bus drivers, maintenance, etc., not just physical assets.
- Create and maintain dedicated transit funding.
- Create a safe and economical way to expand routes.
- Ensure safety of all riders and drivers.
- Increase security presence at bus facilities.
- Ensure safety getting on/off bus
- Ensure riders are visible to drivers (ex: flashing lights at bus stops, or a reflective tape distribution program).
- Educate riders on available routes.
- Install emergency buttons at bus stops that contact security.
- Limit the reselling of bus passes.
- Enforce ramifications for bus etiquette violations.
- Increase security support at bus stops during wintertime when it is increasingly dark and dangerous.
- Consider revisiting and changing bus stop locations to better suit rider needs.
- Place bus schedules inside businesses/services with increased ridership (bus schedule outreach).

Opportunities:

- Install heated sidewalks at bus stops.
- Create internal training for drivers and other provider staff.
- Add cares team member on bus.
- Create a "seniors only" transportation option.
- Use only natural gas vehicles.
- Create a temporary driver program with free training to increase bus drivers:
 - Have program where organizations can share drivers if needed
- Ensure buses can and will pull up to curb.

- Consider a program where the MOA owns and maintains vehicles and then leases them to other providers.

Community Livability and Environmental Considerations

Needs:

- Create and maintain well-lit bus stops.
- Create wider sidewalks with buffers for snow storage and safety.
- Complete the gaps in the sidewalk network.
- Ensure reliability – people want to know their bus is arriving at the same time every day and their trips takes the same time every day. It's harder to plan when times vary.
- Create same day service for Anchor Rides – People would like to be able to request same-day Anchor Rides instead of having to book them 24-hours in advance.
- Lessen or create a mitigation plan to hospital dumping (UMED District) – Local hospitals discharge some patients, especially those suffering from mental health issues, before they are ready to be released because they don't have the ability and/or desire to treat them. This is mostly an issue in the UMED district.
- Create a better snow removal plan and road/sidewalk maintenance.
- Create a methodology to better clarify destinations (primarily due to rider being uncertain about location – for example, medical clinic may have multiple locations).
- Consider adding the ability to add secondary stops such as a grocery store pickup order to trips.
- Increase route availability to food sources.
- Install and maintain lighting along sidewalks and bus stops.
- Create safety through design of transit facilities.

Opportunities:

- Tweak routes based on rider input.
- Create a seniors ride free program.
- Create a volunteer driver program ensuring more drivers – the program may vary from an informal program where an organization can connect people with drivers to a more structured program.
- Partner with taxi companies to give bus pass vouchers.

- Create a road and sidewalk maintenance enforcement group or reporting system.
- Apply for a grant through AMHT for snow removal.
- Change routes to avoid bus stops in front of individual homes.
- Provide special event service.
- Enable grocery pickup through coordination.
- Have decentralized food bank pickup.
- Partner with food banks – make boxes more transit friendly.
- Partner with pharmacies to give vouchers for prescription pickup.
- Consider programs that deliver groceries, medications, etc. – it may be more cost effective/efficient to bring goods to the customer rather than the bringing the customer to the store and back.
- Create smaller buses that run more often (smaller buses, smaller route, more frequency).
- Establish joint winter maintenance process.

Regional Coordination and Needs

Needs:

- Educate the public on waiver services.
- Coordinate senior ADA [Americans with Disabilities Act] services.
- Educate riders on mapped region and understanding boundaries of bus routes.
- Provide information on exploring routes.
- Create a platform of transparency/communication when there are down times.
- Coordinate between medical providers and ADA type.
- Have room for bus route flexibility when someone has emergency needs/ a passenger has an issue.
- Establish any EMT [emergency medical technician] trip type restrictions.
- Pass training for People Mover and Anchor Rides.
- Create bus operator incentives to attract more drivers.
- Create closer stops to health care providers (ANHC [Alaska Native Health Center]).
- After hours service: EMT/passengers that fly.
- Create an ADA after hours vehicle.
- Increase communication with providers for patient transport.

- Educate and begin outreach of services to visitors, especially tourists.
- Coordinate with the state for transit roads closer to clinics.
- Coordinate with on-site provider for bus system.

Opportunities:

- Use the Chugiak-Eagle River Senior Center program as a model for full, weekly transportation shopping trips.
- Implement a successful plowing/sidewalk maintenance program.
- Provide aviation micro-transit.
- Create coordination for transportation between medical needs (hospital to clinic or hospital to hospital).
- Use social media and the news to advertise services.
- Create "theme of the month."
- Initiate "sunny" day ride around.
- Provide directory and contact phone numbers.
- Assist with mapping awareness of services.
- Advocate for creativity and flexibility in interpersonal regulation.

Economic Impacts and Effectiveness

Needs:

- Have medical providers distribute taxi vouchers.
- Provide more transportation for business partners (ANHC).
- Provide services to support riders from out of town, local families, and medical patients.
- Create affordable bus passes for elders and disabled.
- Implement an "office hours" approach to routes. Start routes earlier and end later to accommodate working ridership. Close for a couple hours midday (or when slow) to avoid OT.
- Increase security/police presence at bus stops.
- Revisit bus routes since services have moved (ex: winter house, assisted living, behavioral health).

Opportunities:

- Create monthly themes for free services on certain days.
- Designated bus routes to senior centers.
- Advertise events.
- Collaborate with senior disabilities services.
- Hold job fairs for youth.

- Establish reimbursement rates for services.
- Train staff on bus services, routes, and mobile app.
- Share data between systems.
- Provide mini grants for transportation service providers.
- Implement education around WIC travel vouchers.
- Make bus passes billable to Medicaid.
- Create MOA bus pass share programs.
- Implement free bus passes for those on public assistance.
- Create and partner with local orgs for educational “Explore Anchorage” bus tours.
- Specifically change Route 25 to turn left on Elmore Rd to go past Alaska Airlines Center, Alaska Native Medical Center, and turn onto Tudor to end at VA.
- Make student IDs usable as bus passes.

Affordability

Needs:

- Take advantage of funding sources for providers and riders.
- Create discounted passes for low income or disabled.
- Educate riders on their eligibility for discount rates/fares.
- Create routes for socialization and life activities.
- Programs with limited funds expire.
- Food desserts – need transportation to go to grocery stores outside of certain neighborhoods.
- Require bus staff to attend continuum of care meetings.
- Increase ads on buses to build revenue to lower the cost of passes.
- Partner with employers to create incentives to use public transit (Ex: use work ID).
- Provide discount bus passes for non-profit organizations.
- Implement “Green Dot” initiatives – free bus rides for people going to detox.
- Connect with service agencies to hand out blue resource books to riders.
- Create a bus route that specifically stops at: Food Bank, job training, shelter, and hospital.

Opportunities:

- Educate riders on tax benefits.
- Create a sliding fee scale for bus passes – buying more makes per ride cheaper.
- Cap fares.
- Create scaled pricing for u-pass and expand the program.
- Create Job Center.
- Consolidate program info.
- Create a “Kids ride free” program.
- Provide QR Code connections to qualification.
- Continue use of provider work group-share programs, strategies, and training.
- Offer mental health grants for start-up businesses.
- Establish State continuum of care coordinators-transit franchise, micro transit for aviation.
- Establish “Senior Wednesday.”
- Partner with AKMHS grants to disabled individuals to start a business.

Accessibility, Reliability, and Resilience to Disruption

Needs:

- Dedicate transportation for seniors only (not app based).
- Design and maintain accessible and safe pathways between bus stops - including sidewalk maintenance and ice/snow clearing.
- Improve communication for disruption and delays.
- Focus on staffing more bus drivers.
- Implement real time data on bus locator to help determine arrival times and reduce wait.
- Hire more care coordinators to advocate and fast-track waivers.
- Respond to loss of Fairview Carr’s.
- Connect services with transit - making services and bus stops near each other.
- Make access to seasonal shelters and senior center easier from bus stops.
- Eradicate language barriers keeping people from riding and using the full service.

- Make communication to riders more reliable.
- Create bus routes that access key destinations and services.
- Work with employers to be more flexible in start and end times for bus riders.

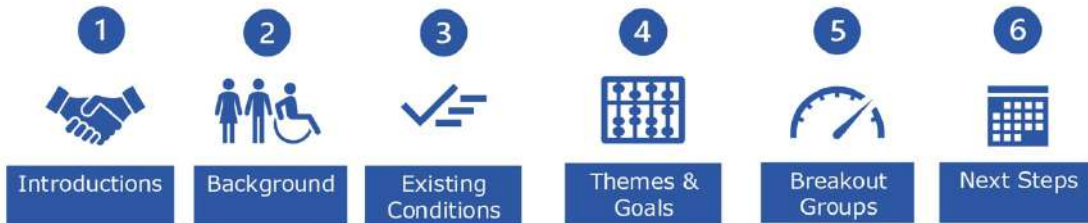
Opportunities:

- Create partnership between MOA and State on sidewalk care and snow removal.
- Create two-way communication for riders to report needs.
- Implement a bus stop revitalization plan. Create new shelters and benches in snow resilient styles to make plowing easier.
- Create a universal resource list that includes all programs.
- Create a travel trainer program and mobility manager position.
- Offer grocery deliveries.
- Smaller companies could be part and grant overflow.

Workshop 1 Presentation



AGENDA



3

PROJECT BACKGROUND



Who

Agencies involved in the **coordination or delivery of transportation services** are required to produce a coordinated plan

Why

Federal transit law requires that projects utilizing 5310 formula funding are “**included in a locally-developed coordinated public transit-human services transportation plan**”

WHY THIS COORDINATED PLAN?



Improve mobility for seniors, individuals with disabilities, and those with low incomes



Needs and Gaps Analysis for target populations



Federal transit law **requirement** for receipt of 5310 funding



Viable strategy recommendations with **resources and funding needs**

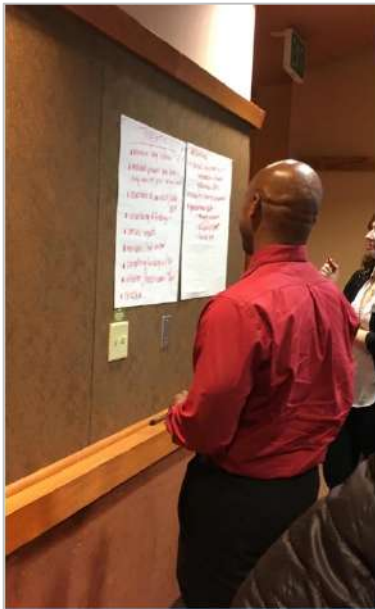


Implementation Plan, including outreach, timelines, and funding



EXISTING CONDITIONS

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN



PREVIOUS EFFORTS

Coordinated Human Services Transportation Plan, 2018

- Anchorage Metropolitan Area Transportation Solutions (AMATS)

Program Goals:

- Working Together as a Community
- Planning and Building an Inclusive Transportation Network
- Growing and Sharing Funding for Human Services Transportation

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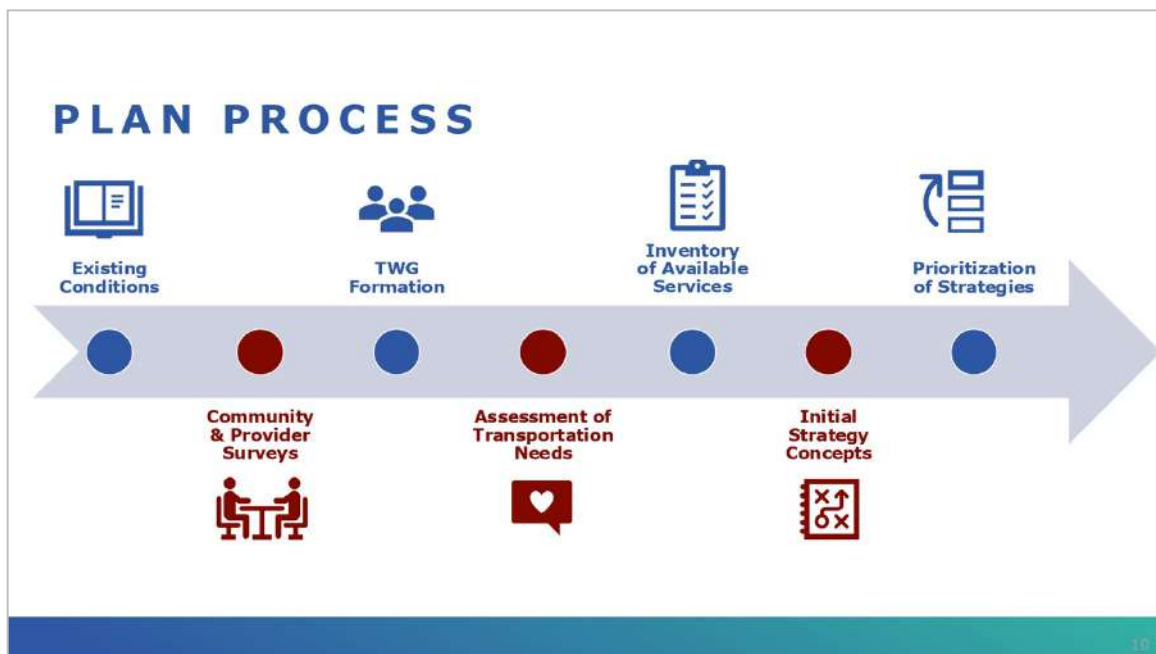
SO... WHAT'S CHANGED?

7 years later...



- Population: overall decline, but more seniors and veterans
- A pandemic
- Decennial Census
- New transportation authorization bill
- Federal funding streams
- HOW we conduct engagement
- WHO we plan for

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THEMES AND GOALS

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

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THEMES



**Community Livability &
Environmental
Integration**



**Asset Management
& Safety**



**Regional
Coordination &
Needs
Assessment**



**Accessibility,
Reliability, &
Resilience**



**Strategic
Investment &
Planning**



**Economic Impact
& Agency
Effectiveness**



**Education &
Awareness**



Affordability

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GROUP EXERCISE: NEEDS & OPPORTUNITIES

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

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REPORTING OUT: NEEDS AND OPPORTUNITIES

- Type findings live?



GOALS BASED ON THEMES



Create a coordinated system that reflects community values, supports equitable growth, and protects the environment.



Strengthen regional collaboration and optimize agency governance to ensure services are aligned with evolving local and regional transportation needs.



Advance mobility investments that support economic growth, improve system resilience, and respond to changing needs through data-driven planning and sustainable funding.



Maximize the economic benefits of all mobility options by enhancing agency efficiency, accountability, and transparency.

GOALS BASED ON THEMES



Improve pedestrian and passenger safety through strategic asset management and continuous safety improvements throughout the region.



Enhance accessibility and reliability to connect people to essential services while building a resilient coordinated system that adapts to disruptions and seasonal needs.



Empower riders through clear, accessible education on available transit services and how to use them effectively.



Ensure affordable and equitable mobility options that meet the needs of low-income, disabled, and older community members.



NEXT STEPS

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

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PROJECT STEPS



Existing
Conditions



TWG
Meetings



Needs &
Gaps
Analysis



Strategies
Workshop



Partner
Feedback

NEXT ADVISORY COMMITTEE MEETING



July!



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Thank You!



Soci^{us}Amica



CHSTP Working Group Meeting #2

July 22, 2025

Prepared by: HDR

Project: Coordinated Human Services Transportation Plan Update, 2025

Meeting Subject: CHSTP Working Group

Meeting Time: 10:00 AM – 11:30 AM

Meeting Date: July 22, 2025

Location: Teams Virtual Meeting

List of Attendees:	Julie Jessen- HDR	Rhiannon Brown
	David Totten-HDR	Charity Duley-Catholic Social Services
	Laurie Cummings-HDR	Paul Deery-MOA ADA Coordinator
	Nikki Wray- HDR	Brigette Kieft
	Meredith Greene-Socius Amica	Leona Seal
	Mary Abraham	Yasmin Radbod-Alaska Commission on Aging
	Ahliil Saitanan-ANHC	Karla Wright
	Bridger Reed-Lewis-Alaska Mobility Coalition	Kori Mateaki-Turnagain Social Club

Meeting Objective(s)

Working group meeting to prioritize the strategies for the coordinated plan.

Meeting Summary

The group began the discussion by recapping the outcome of the first workshop. The themes and opportunities to improve were reviewed. The group then discussed the updated plan themes based on the feedback from the working group. Building upon these themes, the group created six new goals with strategies. Goals with actionable strategies are included in the PowerPoint presentation. The goals are:

- **Ensure a safe, reliable transit system** by prioritizing asset management, security standards, and pedestrian safety.

- **Empower riders** with clear, accessible information on transportation services and how to use the services effectively.
- **Provide accessible, equitable transit options** that meet the needs of low-income, disabled, and older community members.
- **Enhance the recruitment, training, and retention of the transit workforce** by improving operator support through targeted training, incentives, and strengthening coordination to maximize service efficiency, accountability, and long-term community benefit.
- **Integrate advanced technologies** to improve transit accessibility, rider experience, and safety by providing real-time information, enhancing security at key locations, and developing tools tailored to diverse rider needs.
- **Advance smart transit investments** informed by data driven planning and sustainable finding that drives economic growth and improves system resilience to disruptions and seasonal demands.

The group then participated in a Menti poll to prioritize strategies for each of the above goals and rated them as follows:

- Improve winter weather safety at bus stops
- Provide real-time updates on bus location and arrival times via an app
- Expand and improve sidewalks with safety buffers
- Create hiring and retention incentives to attract and retain bus operators
- Implement real-time bus location data to better inform riders
- Provide discounted bus passes for non-profit organizations whose clients need transportation to access services.

The meeting concluded with the next steps, which include taking the rider or provider survey by 7/28 and draft recommendations will be sent to the working group for review by 8/8.

Agenda Items

1) Introductions

2) Workshop #1 Recap

a) Discussed the outcome of the last workshop; recapped the themes the working group found most important and opportunities to improve.

b) Important themes were

- Accessibility, reliability, and resilience to disruption
- Affordability
- Education and awareness
- Asset management and safety enhancements
- Community livability and environmental considerations
- Strategic investment and planning
- Regional coordination and needs
- Economic impacts and effectiveness

c) Opportunities to improve include

- Strengthening partnerships and coordinating services
- Consistent messaging and access to information
- More drivers and support service positions
- Maintenance and safety
- Route alignment
- Incentives

3) Refined Goals

a) The project team reviewed previous plans' goals and took the feedback from the working groups into account to create a new set of updated goals and themes.

b) The updated plan themes are listed below. The themes helped to develop the updated goals for the project.

- Safety and security
- Technology integration
- Infrastructure and accessibility
- Funding considerations and financial sustainability
- Communication and outreach
- Driver workforce retention and training

4) The team created six updated goals, based on the previous themes. Each goal is accompanied by multiple strategies for implementation.

The goals were listed in the PowerPoint presentation and are recorded, with the strategies and working group conversations, later in the notes.

a) Bridger Reed-Lewis said that he intended on presenting a plan at the next ADA commissioner's meeting to put care team members on "problem routes" where there are consistent behavior issues and working with disability agencies to aid their clients towards getting free access to Anchor Rides and Uber. However, holding off if project team is already working on this.

- Meredith said that project strategies may touch on this, however if not another strategy that covers this idea specifically can be added. She asked for other members responses to this comment.
- Yasmine asked if the city would be applying for a Human Services grant to help fund this proposal. Meredith confirmed and said that once the strategies are set then they can be paired with potential funding streams.
- Yasmine said that it sounds like Bridger's idea is covered under the transportation plan that the team is putting together.
- David added that it is okay to double dip on a plan like this, because the ideas will reinforce each other. Meredith also added that in larger cities there have been opportunities for grants outside of transportation that would allow a pack of bus fares to be purchased.
- Yasmin offered to send Bridger the grant information for human services.

5) Goals and Strategies

a) Goal 1: Ensure a safe reliable transit system by prioritizing asset management, security standards, and pedestrian safety. Strategies for this goal are:

- Increase security presence at transit facilities and on buses
- Install cameras and improve security at bus stops
- Enhance bus stop safety and visibility
- Improve winter weather safety at bus stops
- Prioritize safety for riders and drivers across all transit operations
- Leona shared her experience as a bus rider in the South Anchorage area. She had a two-hour commute one direction, and the buses were infrequent, often leading to long wait times in inclement weather. She also pointed out that many riders

may not know who to reach out to or where to share their pain points using public transportation.

- David said he heard two points to include in strategy: increased frequency of buses and improved quality of bus stops, including accommodating for winter weather.
- Julie pointed out that safety concerns around winter weather are not only ice related concerns, but temperature concerns as well.

b) Goal 2: Empower riders with clear, accessible information on transportation services and how to use the services effectively. Strategies for this goal are:

- Standardize the educational messaging across all platforms
- Ensure accessible, multi-language information across all formats
- Create a universal resource list for current and future transit users and increase outreach to raise awareness of available resources.
- Provide real-time updates on bus location and arrival times via an app
- Increase communication and coordination with medical providers to provide patient transport
- Communicate with riders using more reliable and timely methods to improve transparency and trust.

c) Goal 3: Provide accessible, equitable transit options that meet the needs of low-income, disabled, and older community members. Strategies for this goal are:

- Expand and improve sidewalks with safety buffers
- Increase lighting along sidewalks and at transit stops
- Design and maintain accessible, safe pathways between bus stops
- Improve access to food sources via public transit
- Bridger suggested considering ways to allow passengers to avoid cash. This could include systems for reloading bus cards at stops, or equipping the buses to accept card transactions.

d) Goal 4: Enhance the recruitment, training, and retention of the transit workforce by improving operator support through targeted training and incentives and strengthening coordination to maximize service efficiency, accountability, and long-term community benefit. Strategies for this goal are:

- Hire more care coordinators to assist with waivers

- Create hiring and retention incentives to attract and retain bus operators
- Address workforce shortages in key areas
- Hire dedicated staff for MOA coordination and data management
- Create targeted training for People Mover and AnchorRides drivers
- Julie said that these items may address Bridger's earlier comments regarding placing care coordinators on bus routes.
 - Bridger said that it probably would and asked the team to expand on care coordinators and waivers.
 - Kori commented that she was unsure if more care coordinators were necessary in Anchorage. She added there is a need for increased communication about eligibility for waiver services.
 - Karla said there is a need for care coordinators, and this need is statewide. There are different waivers and not every coordinator provides the same type of care. The care coordinator is the liaison between the state and the individual when applying for coordination. A person must have a care coordinator to be on the Medicaid waiver.
 - Bridger asked if the team has considered doing a formal sit down with employees such as the drivers and get insight from their perspective. Julie thought this could be a good activity and help bring insight into retention incentives.
- e) Goal 5:** Integrate advanced technologies to improve transit accessibility, rider experience, and safety by providing real-time information, enhancing security at key locations, and developing tools tailored to diverse rider needs. Strategies for this goal are:
 - Implement real-time bus location data to better inform riders
 - Install cameras and improve security at major bus stops and transfer facilities
 - Create an interactive schedule tool for AnchorRides
 - Tailor technology to meet the needs of diverse audiences; including individuals with disabilities and language barriers.
- f) Goal 6:** Advance smart transit investments informed by data driven planning and sustainable funding that drive economic growth and improve system resilience to disruptions and seasonal demands. Strategies for this goal are:

- Pursue additional funding sources (grants, strategic partnerships) for providers
- Establish a dedicated, sustainable funding stream for transit
- Increase ads on buses to generate revenue
- Provide discounted bus passes for non-profit organizations whose clients need transportation to access services
- Maximize economic benefits of transit through enhanced agency efficiency, accountability, and transparency

6) Prioritization/Menti Poll Results

- a)** The meeting participants utilized Menti to prioritize strategies for each goal. The top choices are as follows:
- Goal 1: Improve winter weather safety at bus stops
 - Goal 2: Provide real-time updates on bus location and arrival times via an app
 - Goal 3: Expand and improve sidewalks with safety buffers
 - Goal 4: Create hiring and retention incentives to attract and retain bus operators
 - Goal 5: Implement real-time bus location data to better inform riders
 - Goal 6: Provide discounted bus passes for non-profit organizations whose clients need transportation to access services
- b)** Julie asked the participants if they saw their organization reflected in these goals, most people on the call virtually raised their hands. Julie then asked everyone to consider how their organization may be able to help lead up any of these strategies.

7) Next Steps

- Share the Rider Survey – now through 7/28 with a chance to win a \$25 gift card
- Fill out Providers Survey by 7/25
- Draft recommendations shared with TWG for review by 8/8

8) Chat Comments

- Bridger: I love the anchor rides one, it would make scheduling my rides easier if I can just do it from my phone.
- Mary: I believe this would be under GOAL 3: we need access to a bus stop closer to Providence Supportive Housing and St Elias, we do not have sidewalks in this area to get to a bus stop safely it would be a 6 min walk to a closest bus stop.

- Bridger: The ad portion they need rules because I've seen a few of them, they need to be secular.
- Ahliil: Please let me know if I missed this, but none of the goals addressed possibly adding more routes? Like adding one that stops at health centers.
- Yasmin: Simplify / make accessible the process for the public (especially elders and their providers) to request additional bus stops (like when a new medical building is built and there's no bus stop).
- Yasmin: One thing to add as a strategy potentially is more engagement between PeopleMover and the public. Listening sessions would be great, just more public interaction, listening to needs of communities.
- Bridger: Would one of your team members be able to come to my commissioner's meeting on the 14th, I'd love to have your thoughts at the meeting.
- Yasmin: How did it go with doing a paper survey included in the Senior Voice?
- Yasmin: Oh maybe PeopleMover/AnchorRides could create a board of actual riders? or a council/committee of public riders to help collect feedback, they would be volunteers who apply for a position perhaps?
 - Bridger agreed
- Brigitte: Thank you for offering this open forum to share our thoughts. You are doing a GREAT job capturing the voice of your customers and the community we "all" serve.

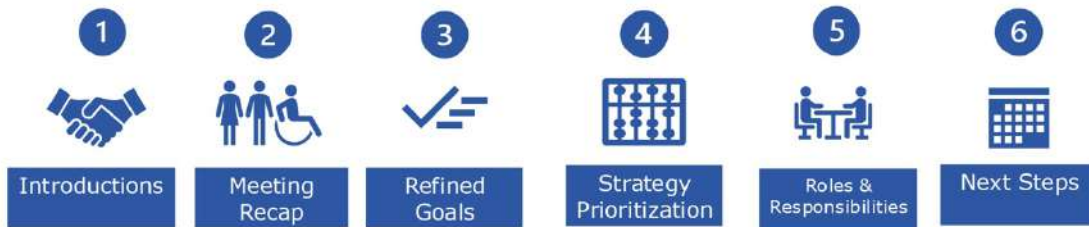
9) Action Items

- Yasmin will send Bridger the grant information for human services.

Workshop 2 Presentation



AGENDA



3

WORKSHOP #1 RECAP

Straw Poll: What themes do you think are most important?

- Accessibility, Reliability, and Resilience to Disruption
- Affordability
- Education and Awareness
- Asset Management and Safety Enhancements
- Community Livability and Environmental Considerations
- Strategic Investment and Planning
- Regional Coordination and Needs
- Economic Impacts and Effectiveness



4

WORKSHOP #1 RECAP

What do we need?

What are opportunities to improve?

What we heard:

- Strengthening partnerships and coordinating services
- Consistent messaging and access to information
- More drivers and support service positions
- Maintenance and safety
- Route alignment
- Incentives



REFINED GOALS

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

UPDATED PLAN THEMES



Safety & Security



Technology
Integration



Infrastructure &
Accessibility



Funding
Considerations &
Financial
Sustainability



Communication &
Outreach



Driver /
Workforce
Retention &
Training

GOALS BASED ON THEMES



Ensure a safe, reliable transit system by prioritizing asset management, security standards, and pedestrian safety.



Empower riders with clear, accessible information on transportation services and how to use the services effectively.



Provide accessible, equitable transit options that meet the needs of low-income, disabled, and older community members.

GOALS BASED ON THEMES



Enhance the recruitment, training, and retention of the transit workforce by improving operator support through targeted training and incentives and strengthening coordination to maximize service efficiency, accountability, and long-term community benefit.



Integrate advanced technologies to improve transit accessibility, rider experience, and safety by providing real-time information, enhancing security at key locations, and developing tools tailored to diverse rider needs.



Advance smart transit investments informed by data-driven planning and sustainable funding that drive economic growth and improve system resilience to disruptions and seasonal demands.

GOAL 1:

ENSURE A SAFE, RELIABLE TRANSIT SYSTEM BY PRIORITIZING ASSET MANAGEMENT, SECURITY STANDARDS, AND PEDESTRIAN SAFETY.

STRATEGIES

- Increase security presence at transit facilities and on buses
- Install cameras and improve security at bus stops
- Enhance bus stop safety and visibility
- Improve winter weather safety at bus stops
- Prioritize safety for riders and drivers across all transit operations



GOAL 2:

EMPOWER RIDERS WITH CLEAR, ACCESSIBLE INFORMATION ON TRANSPORTATION SERVICES AND HOW TO USE THE SERVICES EFFECTIVELY.

STRATEGIES

- Standardize educational messaging across all platforms
- Ensure accessible, multi-language information across all formats
- Create a universal resource list for current and future transit users and increase outreach to raise awareness of available resources
- Provide real-time updates on bus location and arrival times via an app
- Increase communication and coordination with medical providers to provide patient transport
- Communicate with riders using more reliable and timely methods to improve transparency and trust.



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GOAL 3:

PROVIDE ACCESSIBLE, EQUITABLE TRANSIT OPTIONS THAT MEET THE NEEDS OF LOW-INCOME, DISABLED, AND OLDER COMMUNITY MEMBERS.

STRATEGIES

- Expand and improve sidewalks with safety buffers
- Increase lighting along sidewalks and at transit stops
- Develop a comprehensive snow removal and maintenance plan
- Design and maintain accessible, safe pathways between bus stops
- Improve access to food sources via public transit



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GOAL 4:

ENHANCE THE RECRUITMENT, TRAINING, AND RETENTION OF THE TRANSIT WORKFORCE BY IMPROVING OPERATOR SUPPORT THROUGH TARGETED TRAINING AND INCENTIVES AND STRENGTHENING COORDINATION TO MAXIMIZE SERVICE EFFICIENCY, ACCOUNTABILITY, AND LONG-TERM COMMUNITY BENEFIT

STRATEGIES

- Hire more care coordinators to assist with waivers
- Create hiring and retention incentives to attract and retain bus operators
- Address workforce shortages in key areas (e.g., drivers, maintenance)
- Hire dedicated staff for MOA coordination and data management
- Create targeted training for People Mover and AnchorRides drivers



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GOAL 5:

INTEGRATE ADVANCED TECHNOLOGIES TO IMPROVE TRANSIT ACCESSIBILITY, RIDER EXPERIENCE, AND SAFETY BY PROVIDING REAL-TIME INFORMATION, ENHANCING SECURITY AT KEY LOCATIONS, AND DEVELOPING TOOLS TAILORED TO DIVERSE RIDER NEEDS.

STRATEGIES

- Implement real-time bus location data to better inform riders
- Install cameras and improve security at major bus stops & transfer facilities
- Create an interactive schedule tool for AnchorRides
- Tailor technology to meet the needs of diverse audiences; including individuals with disabilities and language barriers



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GOAL 6:

ADVANCE SMART TRANSIT INVESTMENTS INFORMED BY DATA-DRIVEN PLANNING AND SUSTAINABLE FUNDING THAT DRIVE ECONOMIC GROWTH AND IMPROVE SYSTEM RESILIENCE TO DISRUPTIONS AND SEASONAL DEMANDS

STRATEGIES

- Pursue additional funding sources (grants, strategic partnerships) for providers
- Establish a dedicated, sustainable funding stream for transit
- Increase ads on buses to generate revenue
- Provide discounted bus passes for non-profit organizations whose clients need transportation to access services
- Maximize economic benefits of transit through enhanced agency efficiency, accountability, and transparency



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ARE WE FORGETTING ANYTHING??



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GROUP EXERCISE: STRATEGY PRIORITIZATION

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

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Mentimeter

Goal 1. Ensure a safe, reliable transit system by prioritizing asset management, security standards, and pedestrian safety.

Your ranking

Tap or drop options

Unranked options

- Increase security presence at transit facilities and on buses

menti.com

MENTI POLL

08:28

Your ranking

Tap or drop options

Unranked options

- Increase security presence at transit facilities and on buses
- Install cameras and improve security at bus stops
- Prioritize safety for riders and drivers across all transit operations
- Enhance bus stop security and visibility
- Improve winter weather safety at bus stops

Submit

menti.com

Your ranking

- 1 • Enhance bus stop safety and visibility
- 2 • Improve winter weather safety at bus stops
- 3 • Install cameras and improve security at bus stops

Unranked options

- Increase security presence at transit facilities and on buses
- Prioritize safety for riders and drivers across all transit operations

Submit

menti.com

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MENTI POLL

- On your smart phone, tablet, or computer, go to **menti.com**
- At menti.com | use vote code **2541 8485**
- <https://www.menti.com/algdsfgkmz6f>
- *Need a clickable link? We'll drop it into the chat!*
- *Want to share with others who cannot attend? The **poll is open until midnight 7/25!***



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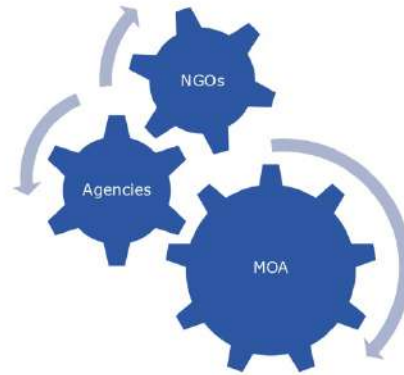


ROLES & RESPONSIBILITIES

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

20

DISCUSSION: ROLES & RESPONSIBILITIES



OBSERVATIONS & QUESTIONS



road to success!

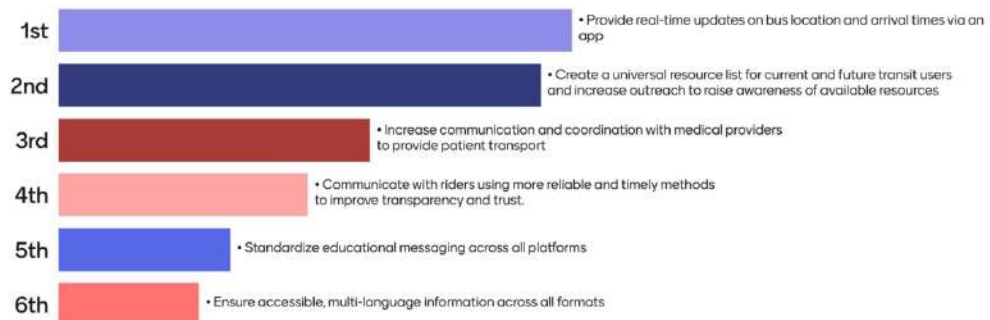


Working Group Mentimeter Poll

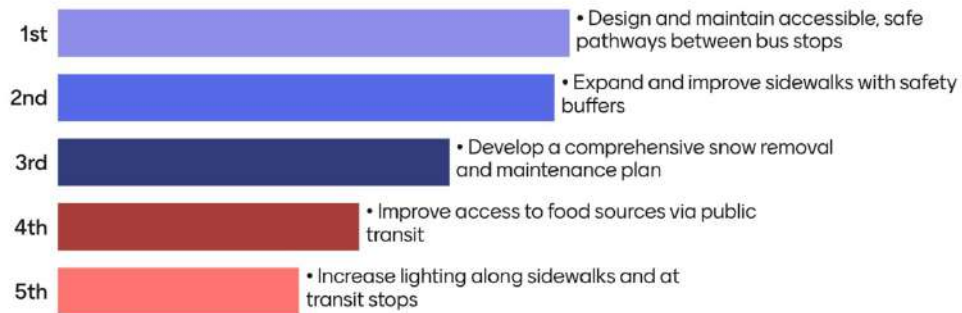
Goal 1. Ensure a safe, reliable transit system by prioritizing asset management, security standards, and pedestrian safety.



Goal 2: Empower riders with clear, accessible information on transportation services and how to use the services effectively.



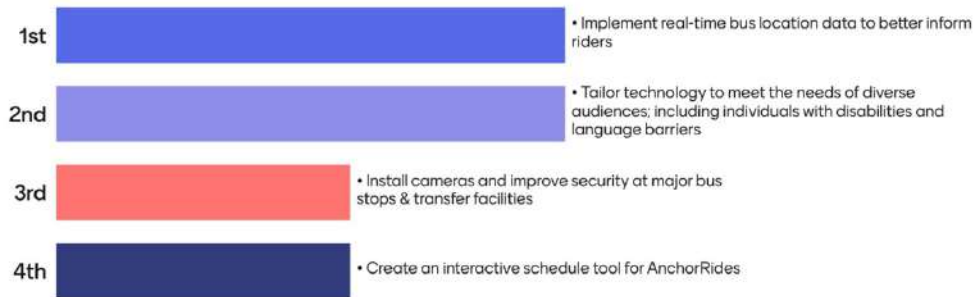
Goal 3: Provide accessible, equitable transit options that meet the needs of low-income, disabled, and older community members.



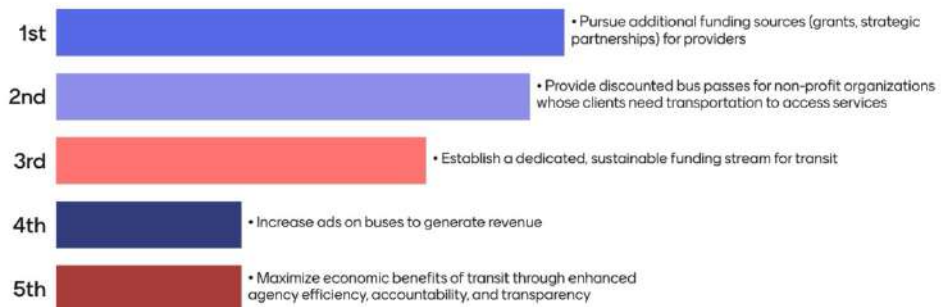
Goal 4: Enhance the recruitment, training, and retention of a skilled and sustainable transit workforce



Goal 5: Integrate advanced technologies to improve transit accessibility, rider experience, and safety



Goal 6: Advance smart transit investments informed by data-driven planning and sustainable funding



APPENDIX C. PROVIDER SURVEY RESULTS

APPENDIX C. PROVIDER SURVEY RESULTS

Aging & Disability Resource Center	
Contact Name	Maureen Haggblom
Contact Title	Senior & Disability Services Coordinator
Contact Telephone	907 343 4284
Contact Email	maureen.haggblom@anchorageak.gov
Type of organization	Government body
What best describes your organization?	Resource Center for those seeking services related to aging & disabilities
Which of the following types of funding does your organization receive for transportation? (check all that apply)	None specific to transportation
Primary Groups Served	General public, Older adults, People with disabilities, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, we are in no way involved in transportation services.
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We don't do this and don't plan to
We have a website that is regularly maintained	We do this

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Aging & Disability Resource Center	
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We would be interested in finding partners to collaborate with on this
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this and don't plan to
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We would be interested in finding partners to collaborate with on this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Aging & Disability Resource Center	
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this and don't plan to
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Options for people with mobility devices (wheelchairs, scooters, etc.) Rank 2: Affordable options Rank 3: Reliable transportation options
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1: Lack of shared vision and priorities between providers Rank 2: Siloed institutional structures between potential partners

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Alaska Commission on Aging	
Contact Name	Martin Lange
Contact Title	Executive director
Contact Telephone	907-465-4793
Contact Email	Martin.lange@alaska.gov
Type of organization	Government body
What best describes your organization?	Advocacy agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Other federal funding
Primary Groups Served	Older adults
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, we are in no way involved in transportation services.
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We don't do this and don't plan to
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We do this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this and don't plan to
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this and don't plan to
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Alaska Commission on Aging	
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We would be interested in finding partners to collaborate with on this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this and don't plan to
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Snow-related barriers on sidewalks (not plowed/snow build up) Rank 2: Transportation options don't connect to where they need to go Rank 3: Reliable transportation options
Are there any other important unmet transit needs (not listed above) that you wish to mention?	Easier, speedier grant distribution from the federal government to purchase vehicles
What do you see as the top two barriers to the coordination of transportation	Rank 1: Lack of knowledge about coordination opportunities

Alaska Commission on Aging	
services? (Check only one barrier in each column to rank them)	Rank 2: Lack of champion to spearhead coordination efforts
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	A proactive DOT that reaches out to the public, and presents webinars on transportation funding opportunities and grant writing help
Is there anything else you would like to share about the coordination of transportation services or you feel we should know moving forward with this plan?	The Alaska commission on aging is happy to help promote any DOT efforts and educate the public/transportation providers

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Anchorage Neighborhood Health Center	
Contact Name	Autumn Bunag
Contact Title	Social Service Navigator
Contact Telephone	9079641217
Contact Email	abunag@anhc.org
Type of organization	Public, non-profit
What best describes your organization?	Patient Centered Medical Home
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Medicaid travel vouchers
Primary Groups Served	General public, Older adults, People with disabilities, Teens, Children, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency, We are available to any and everyone
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, but we either contract for, subsidize, arrange or support transportation services in some way for our clients
Does your organization provide transit support services?	Yes
If you contract for transportation services for your clients through formal arrangements with other transportation providers, please describe that service:	Medicaid travel vouchers, assistance applying for AnchorRIDES
If you subsidize transportation services for your clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash, please describe that service:	taxi vouchers, bus passes, uber(occasionally, but do not advertise this please. We do not offer FREE Ubers, we have to pay for these out of our funding)
If you arrange transportation services for your clients by providing trip planning or information about transportation services, please describe that service:	Medicaid travel, social service navigation for connection to community resources
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Anchorage Neighborhood Health Center	
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We don't do this and don't plan to
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We do this
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We would be interested in finding partners to collaborate with on this
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We would be interested in finding partners to collaborate with on this
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We would be interested in finding partners to collaborate with on this

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Anchorage Neighborhood Health Center	
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We would be interested in finding partners to collaborate with on this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We do this
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We do this
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Affordable options Rank 2: Lack of knowledge about available services Rank 3: Travel to employment
Are there any other important unmet transit needs (not listed above) that you wish to mention?	ADA paratransit service through AnchorRIDES does not offer free transportation to medical appointments
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1: Restrictions placed on trip purpose Rank 2: Lack of knowledge about coordination opportunities
Are there any other important coordination barriers (not listed above) that you wish to mention?	Several bus stops are placed where it causes clients to have to walk long distances
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	reduce financial barriers/ offer financial assistance
What are the two most pressing barriers to accessing funding for your services?	Long wait times for funding requests lead to long wait times for medical care
Please indicate the level of funding for your transportation services:	We turn away clients due to lack of funding.

AROUND ANCHORAGE 2025 COORDINATED PLAN UPDATE | APPENDIX C

MOA

Catholic Social Services	
Contact Name	Charity Duley
Contact Title	3rd Ave Resource and Navigation Center Director
Contact Telephone	907-744-4024
Contact Email	cduley@cssalaska.org
Type of organization	Private, non-profit
What best describes your organization?	Social service agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Foundation grants, Private donations
Primary Groups Served	Older adults, People with disabilities, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Deviated route service (fixed path where vehicle may depart from to service a prescribed area)
Monday hours of operation (e,g, 9 am to 6 pm)	8:30am-3pm
Tuesday hours of operation (e,g, 9 am to 6 pm)	8:30am-3pm
Wednesday hours of operation (e,g, 9 am to 6 pm)	8:30am-3pm
Thursday hours of operation (e,g, 9 am to 6 pm)	8:30am-3pm
Friday hours of operation (e,g, 9 am to 6 pm)	8:30am-3pm
What holidays affect your service hours, and how?	We are closed New Years Day, MLK Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, and Christmas Day
Please describe your service area.	The Anchorage Bowl
What type of service do you provide (check all that apply):	Designated stop pick-up and drop-off, Curb-to-curb service
How do you advertise your service? (e.g., a website, referrals, etc.)	website, schedule is posted on site and with community partners.

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MOA

Catholic Social Services	
Who does your ridership include? (Check all that apply)	General public, Older adults, People with disabilities, Veterans, People with low incomes, Alaska Natives, People with limited English proficiency
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	Adults experiencing or at risk for homelessness
Trip purposes include (check all that apply):	Medical (physical health, behavioral health, dental), Employment, transportation to shelter, food access, housing, case management, Mail pick up/delivery, access to public benefits and other social service providers
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	Must be a destination that will help an individual connect to a service.
Have your destinations changed in the last 5 years?	Yes
If you answered yes above, please describe how your destinations have changed.	Over the last two years we have expanded our shuttle routes to include additional partner agencies. Scheduled trips to shelter and camp locations change with community need. We have included additional time for "flex route" times where clients can request trips that may not be on the schedule such as transportation to a case management appointment, etc.
Are reservations required ahead of time?	No
What is your reservation policy (i.e., How can a client make a reservation? How many days in advance is required? Is it possible?)	Transportation is generally first come first serve day of. On rare occasions we have requests to schedule a ride a day or two in advance which we accommodate as we are able to .
How are your reservations booked? (Check all that apply)	A call center/phone line, in person request during business hours
Do you provide same day service? (When a client requests a ride for the day of without a reservation)	Yes
Is your service free?	Yes
Other vehicle type (please specify type and number):	Shuttle bus 14 seats with w/c lift

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MOA

Catholic Social Services	
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	8:30 am -2:30pm
CPR and First Aid	We REQUIRE this training
Confidentiality and HIPAA	We REQUIRE this training
How many full-time, paid drivers do you employ?	1
Do you have trouble hiring drivers?	No
Do you have volunteer drivers?	No
Does your organization provide transit support services?	No
We pool financial resources with another organization to fund transportation-related services	We would be interested in finding partners to collaborate with on this
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We do this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We would be interested in finding partners to collaborate with on this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We would be interested in finding partners to collaborate with on this
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We do this
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We do this
We coordinate supply or equipment purchases with another organization	We would be interested in finding partners to collaborate with on this

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MOA

Catholic Social Services	
We share fueling facilities with another organization	We would be interested in finding partners to collaborate with on this
We share maintenance facilities for vehicles with another organization	We would be interested in finding partners to collaborate with on this
We coordinate insurance purchases related to transportation with another organization	We would be interested in finding partners to collaborate with on this
We coordinate driver training programs with another organization	We would be interested in finding partners to collaborate with on this
We pool financial resources to better coordinate transportation services	We would be interested in finding partners to collaborate with on this
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We don't do this currently, but are planning to
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We would be interested in finding partners to collaborate with on this
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We do this
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Affordable options Rank 2: Snow-related barriers on sidewalks (not plowed/snow build up) Rank 3: Travel to medical destinations
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1: Lack of funding Rank 2: Lack of knowledge about coordination opportunities
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	Private/foundation grants
What are the two most pressing barriers to accessing funding for your services?	Grants process

Catholic Social Services

Please indicate the level of funding for your transportation services:

We have enough funding but would provide more service if we have additional funding. ☐2 We barely keep up with demand.

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MOA

Local Ageing & Disability Agencies	
Contact Name	Rose Marie
Contact Email	marieroses423@gmail.com
Type of organization	Public, non-profit
What best describes your organization?	Social service agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	State funding, Other federal funding, Private donations
Primary Groups Served	Older adults
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Deviated route service (fixed path where vehicle may depart from to service a prescribed area)
Monday hours of operation (e,g, 9 am to 6 pm)	8am to 4:30pm
Tuesday hours of operation (e,g, 9 am to 6 pm)	8am to 4:30pm
Wednesday hours of operation (e,g, 9 am to 6 pm)	8am to 4:30
Thursday hours of operation (e,g, 9 am to 6 pm)	8am to 4:30pm
Friday hours of operation (e,g, 9 am to 6 pm)	8am to 4:30pm
What type of service do you provide (check all that apply):	Door-to-door service
How do you advertise your service? (e.g., a website, referrals, etc.)	Social media
Who does your ridership include? (Check all that apply)	Older adults
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	Age base, residence, need based
Trip purposes include (check all that apply):	Any purpose
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	Non
Have your destinations changed in the last 5 years?	No

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MOA

Local Ageing & Disability Agencies	
Are reservations required ahead of time?	No
Do you provide same day service? (When a client requests a ride for the day of without a reservation)	Yes
Is your service free?	Yes
Sedans	10.0
Minivans	5.0
15-passenger vans	3.0
Transit buses	10
Light-duty buses (16-24 passengers)	6.0
School buses (yellow school buses seating between 45 and 60 passengers)	10 ft
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	Morning hours
What training do you require your drivers to have, and which trainings do you actually provide?	
Passenger Service and Safety (PASS)	We REQUIRE this training
Commercial device securement	We REQUIRE this training
Defensive driving	We REQUIRE this training
CPR and First Aid	We REQUIRE this training
Child Passenger Safety	We REQUIRE this training
Confidentiality and HIPAA	We REQUIRE this training
How many part-time, paid drivers do you employ?	None
How many full-time, paid drivers do you employ?	50
Do you have trouble hiring drivers?	No
Do you have volunteer drivers?	Yes
If YES, how many volunteer drivers do you have?	10.0
Does your organization provide transit support services?	Yes
If you contract for transportation services for your clients through formal arrangements with other transportation providers, please describe that service:	None

Local Ageing & Disability Agencies	
If you subsidize transportation services for your clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash, please describe that service:	None
If you arrange transportation services for your clients by providing trip planning or information about transportation services, please describe that service:	None
If you manage a volunteer driver program for your clients, please describe that service:	None
If you provide travel training services for your clients, please describe that service:	None
If there are any other transit services you arrange for your clients, please describe them.	None
We pursue joint grant writing or funding opportunities	We don't do this currently, but are planning to
We pool financial resources with another organization to fund transportation-related services	We would be interested in finding partners to collaborate with on this
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We do this
We have a website that is regularly maintained	We don't do this and don't plan to
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this currently, but are planning to
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this currently, but are planning to

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MOA

Local Ageing & Disability Agencies	
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this currently, but are planning to
We coordinate supply or equipment purchases with another organization	We do this
We share fueling facilities with another organization	We would be interested in finding partners to collaborate with on this
We share maintenance facilities for vehicles with another organization	We don't do this currently, but are planning to
We coordinate insurance purchases related to transportation with another organization	We do this
We coordinate driver training programs with another organization	We don't do this currently, but are planning to
We pool financial resources to better coordinate transportation services	We would be interested in finding partners to collaborate with on this
We distribute customer surveys to solicit feedback about the services we provide	We don't do this currently, but are planning to
We have established common data collection and reporting procedures related to transportation services with other agencies	We don't do this and don't plan to
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this currently, but are planning to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We do this
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this currently, but are planning to
Please identify the sources of FEDERAL FUNDING utilized to provide your transportation services. (Select all that apply)	Alaska Temporary Assistance (TANF) Program
Please identify the sources of STATE FUNDING utilized to provide your	State general funds

Local Ageing & Disability Agencies	
transportation services. (Select all that apply)	
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	Private donations
Please indicate the level of funding for your transportation services:	We have plenty of funding.

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MOA

MOA Public Transportation Department - Paratransit Division	
Contact Name	April White
Contact Title	Mobility Manager
Contact Telephone	9073438386
Contact Email	april.white@anchorageak.gov
Type of organization	Public, non-profit
What best describes your organization?	Transit agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Local funding, State funding, Federal FTA funding, Other federal funding, Foundation grants, Passenger fees, Private donations
Primary Groups Served	General public, Older adults, People with disabilities, Teens, Children, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency, Commuters
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Demand-response service
Monday hours of operation (e,g, 9 am to 6 pm)	6 am to 12 am
Tuesday hours of operation (e,g, 9 am to 6 pm)	6 am to 12 am
Wednesday hours of operation (e,g, 9 am to 6 pm)	6 am to 12 am
Thursday hours of operation (e,g, 9 am to 6 pm)	6 am to 12 am
Friday hours of operation (e,g, 9 am to 6 pm)	6 am to 12 am
Saturday hours of operation (e,g, 9 am to 6 pm)	8 am to 8 pm
Sunday hours of operation (e,g, 9 am to 6 pm)	8 am to 8 pm
What holidays affect your service hours, and how?	New Year's Day, Seward's Day, Independence Day, Veteran's Day, Dr. MLK Jr Day, Memorial Day, Labor Day, President's Day, Juneteenth, Indigenous

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MOA

MOA Public Transportation Department - Paratransit Division	
	People's Day, Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day
Please describe your service area.	Our core service area covers 3/4 mile of our fixed bus route. Our premium service covers the Anchorage Hillside, Klatt/Bayshore and Sand Lake neighborhoods. Chugiak Eagle River Senior Center perform 206 rides on our behalf for the Eagle River and Chugiak area.
What type of service do you provide (check all that apply):	Door-to-door service
How do you advertise your service? (e.g., a website, referrals, etc.)	Websites, direct outreach, brochures, applications, flyers, Travel Training staff, call center, other riders, libraries, municipal media, senior housing, bulkhead posters, case workers, health fairs, disability advocacy forums, community transportation planning meetings, social media, senior advisory groups
Who does your ridership include? (Check all that apply)	Older adults, People with disabilities, Teens, Children, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	60 years of age or older, a qualifying disability that prevents using fixed route, be enrolled in the state Medicaid Waiver program
Trip purposes include (check all that apply):	Any purpose, Medical (physical health, behavioral health, dental), Employment, Volunteer activities, Religious events, Social/recreational activities, Childcare, Shopping
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	All destinations must be within the defined AnchorRIDES service area, which includes the Anchorage Bowl, Klatt/Bayshore, Sand Lake, Anchorage Hillside
Have your destinations changed in the last 5 years?	No
Are reservations required ahead of time?	Yes

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MOA

MOA Public Transportation Department - Paratransit Division	
What is your reservation policy (i.e., How can a client make a reservation? How many days in advance is required? Is it possible?)	Trips must be scheduled by 5 pm the previous day and up to seven days in advance.
How are your reservations booked? (Check all that apply)	A call center/phone line, Reservation window at the facility, repeat booking (weekly occurrences)
What is your cancellation policy?	Trips must be canceled at least 2 hours, by phone or voicemail, before the scheduled pickup time to avoid a No-show. Repeated late cancellations or no-shows may lead to warnings or temporary suspension of service.
Do you provide same day service? (When a client requests a ride for the day of without a reservation)	No
Is your service free?	No
If your fare is a FLAT RATE, what is that rate?	\$3.50
15-passenger vans	46.0
Transit buses	52
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	7 am to 9 am, 2 pm to 5 pm
Passenger Service and Safety (PASS)	We REQUIRE this training
Commercial device securement	We REQUIRE this training
Defensive driving	We REQUIRE this training
CPR and First Aid	We REQUIRE this training
Child Passenger Safety	We REQUIRE this training
Confidentiality and HIPAA	We REQUIRE this training
How many part-time, paid drivers do you employ?	7
How many full-time, paid drivers do you employ?	56
Do you have trouble hiring drivers?	No
Do you have volunteer drivers?	No
Does your organization provide transit support services?	Yes
If you contract for transportation services for your clients through formal	MV Transportation operates the primary AnchorRIDES service under contract

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MOA

MOA Public Transportation Department - Paratransit Division	
arrangements with other transportation providers, please describe that service:	with the MOA, to provide service in the Anchorage Bowl, Sand Lake, Klatt/Bayshore, and Hillside. Chugiak Eagle River Senior Center is separately contracted to provide demand-response transportation in the Chugiak Eagle River area. The MOA pays for approximately 206 one-way trips per month.
If you subsidize transportation services for your clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash, please describe that service:	The MOA does not currently provide direct subsidies such as bus fare, taxi vouchers, mileage reimbursement, or cash payment to individuals clients.
If you arrange transportation services for your clients by providing trip planning or information about transportation services, please describe that service:	Yes, the MOA provides trip planning assistance and transportation information through the AnchorRIDES program. Staff offer individualized support by phone and in person to help clients understand the service options, schedule trips, and determine eligibility. We also provide printed rider guides, outreach at senior centers and community events, and work closely with case managers and caregivers to ensure clients receive accurate and accessible information.
If there are any other transit services you arrange for your clients, please describe them.	Yes, the MOA offers travel training through the AnchorRIDES and People Mover programs. Travel training is available to seniors and individuals with disabilities who need help learning how to use public transportation safely and independently. This includes one-on-one instruction, group workshops, and support navigating fixed route service when appropriate. Training can be tailored to individual needs and often involves hands-on practice with the boarding, trip planning, fare payment, and safety procedures.
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We do this
We pool financial resources with another organization to fund transportation-related services	We do this

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MOA

MOA Public Transportation Department - Paratransit Division	
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We do this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We do this
We provide a repository of transportation services and programs online	We do this
We provide trip assistance through a live help specialist to match the customer with the best option	We do this
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We do this
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We don't do this and don't plan to

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MOA

MOA Public Transportation Department - Paratransit Division	
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We do this
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We do this
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Same-day or next-day service Rank 2: Weekend service Rank 3: Affordable options
Are there any other important unmet transit needs (not listed above) that you wish to mention?	Sidewalk snow clearance, late night service, and trip reliability are also frequently noted. Service coverage beyond the Anchorage core, better outreach to Limited English-speaking communities.
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1: Siloed institutional structures between potential partners Rank 2: Liability/insurance concerns
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	Establish regional data-sharing or reporting frameworks across human service agencies, cross train customer service and intake staff between agencies, explore partnerships with non-traditional transportation providers (senior housing shuttles, volunteer driver programs)
Please identify the sources of FEDERAL FUNDING utilized to provide your transportation services. (Select all that apply)	Older Americans Act, FTA Section 5307, FTA Section 5310, FTA Section 5339
Please identify the sources of STATE FUNDING utilized to provide your transportation services. (Select all that apply)	Alaska Mental Health Trust (AMHT), State general funds, Nutrition, Transportation and Support Services
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	Purchase of service agreements, Municipal general funds, Rider fares, in-kind support, and coordinated partner contributions.

MOA Public Transportation Department - Paratransit Division	
What are the two most pressing barriers to accessing funding for your services?	1. Limited flexibility in federal and state funding sources, restrictive eligibility or trip purpose rules. 2. Insufficient long-term funding stability to match rising demand, especially for senior transportation and premium-area coverage.
Is there anything else you would like to share about the coordination of transportation services or you feel we should know moving forward with this plan?	We barely keep up with demand. Rider demand exceeds budgeted trips in several categories, particularly for seniors and premium service areas. Additionally, better coordination of human services transportation will require shared data infrastructure, more flexible funding across agencies, and formal agreements to reduce duplication. A regional mobility manager role or inter-agency transportation council could strengthen collaboration and expand access, especially with underserved populations.

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MOA

Municipality of Anchorage	
Contact Name	Michael
Contact Title	Mr.
Contact Email	michaelkvng15555@gmail.com
Type of organization	Private, for-profit business
What best describes your organization?	Social service agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	State funding
Primary Groups Served	People with disabilities, People with limited English proficiency
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Demand-response service
Monday hours of operation (e,g, 9 am to 6 pm)	4
Tuesday hours of operation (e,g, 9 am to 6 pm)	4
Wednesday hours of operation (e,g, 9 am to 6 pm)	4
Friday hours of operation (e,g, 9 am to 6 pm)	3
Saturday hours of operation (e,g, 9 am to 6 pm)	5
Sunday hours of operation (e,g, 9 am to 6 pm)	0
What holidays affect your service hours, and how?	Winter
Please describe your service area.	Prefer not to answer
What type of service do you provide (check all that apply):	prefer not to answer
How do you advertise your service? (e.g., a website, referrals, etc.)	Website
Who does your ridership include? (Check all that apply)	Older adults
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	Disability

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MOA

Municipality of Anchorage	
Trip purposes include (check all that apply):	Medical (physical health, behavioral health, dental)
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	Geographic
Have your destinations changed in the last 5 years?	No
If you answered yes above, please describe how your destinations have changed.	It is no
Are reservations required ahead of time?	No
What is your reservation policy (i.e., How can a client make a reservation? How many days in advance is required? Is it possible?)	Prefer not to say
How are your reservations booked? (Check all that apply)	On your website
What is your cancellation policy?	Prefer not to say
Do you provide same day service? (When a client requests a ride for the day of without a reservation)	No
Is your service free?	Yes
Sedans	5.0
Minivans	5.0
15-passenger vans	2.0
Transit buses	>10
Light-duty buses (16-24 passengers)	8.0
School buses (yellow school buses seating between 45 and 60 passengers)	7
Other vehicle type (please specify type and number):	No
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	5
Passenger Service and Safety (PASS)	We PROVIDE this training
Commercial device securement	We REQUIRE this training
Defensive driving	We REQUIRE this training
CPR and First Aid	We PROVIDE this training

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MOA

Municipality of Anchorage	
Child Passenger Safety	We REQUIRE this training
Confidentiality and HIPAA	We PROVIDE this training
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We would be interested in finding partners to collaborate with on this
We have a website that is regularly maintained	We don't do this and don't plan to
We produce print materials in multiple languages	We don't do this and don't plan to
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this and don't plan to

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MOA

National Association of Social Workers	
Contact Name	Tonie Protzman, LPC
Contact Title	Executive Director
Contact Telephone	9078302762
Contact Email	tprotzman.naswak@socialworkers.org
Type of organization	Public, non-profit
What best describes your organization?	Membership Association
Primary Groups Served	General public, Veterans, Alaska Natives
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, we are in no way involved in transportation services.
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We do this
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We would be interested in finding partners to collaborate with on this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We do this
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this and don't plan to
We provide a repository of transportation services and programs online	We would be interested in finding partners to collaborate with on this
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this and don't plan to
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to

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MOA

National Association of Social Workers	
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We don't do this and don't plan to
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this and don't plan to
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Early morning service Rank 2: Late night service Rank 3: Weekend service
Are there any other important unmet transit needs (not listed above) that you wish to mention?	Distance from work vs. bus stop is not feasible
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1 Lack of funding Rank 2: Siloed institutional structures between potential partners

National Association of Social Workers	
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	All agencies working together
What are the two most pressing barriers to accessing funding for your services?	grant writers

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MOA

People Mover	
Contact Name	Stephen Stone
Contact Title	Sr. Transit Planner
Contact Telephone	907-343-4083
Contact Email	stephen.stone@anchorageak.gov
Type of organization	Government body
What best describes your organization?	Transit agency
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Local funding, State funding, Federal FTA funding, Passenger fees
Primary Groups Served	General public, Older adults, People with disabilities, Teens, Children, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Fixed route service (fixed path, schedule, and stops)
Monday hours of operation (e,g, 9 am to 6 pm)	6a to midnight
Tuesday hours of operation (e,g, 9 am to 6 pm)	6a to midnight
Wednesday hours of operation (e,g, 9 am to 6 pm)	6a to midnight
Thursday hours of operation (e,g, 9 am to 6 pm)	6a to midnight
Friday hours of operation (e,g, 9 am to 6 pm)	6a to midnight
Saturday hours of operation (e,g, 9 am to 6 pm)	8a to 8p
Sunday hours of operation (e,g, 9 am to 6 pm)	8a to 8p
What holidays affect your service hours, and how?	combination of 13 federal and state holidays, we have zero bus service.
Please describe your service area.	AMATS urbanized area
What type of service do you provide (check all that apply):	Designated stop pick-up and drop-off

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MOA

People Mover	
How do you advertise your service? (e.g., a website, referrals, etc.)	Muni website, Social Media accounts, on bus ads, print, radio, tv, at bus stop ads, all buses driving around town act as a billboard for our services.
Who does your ridership include? (Check all that apply)	General public, Older adults, People with disabilities, Teens, Children, Veterans, People with low incomes, Families, Alaska Natives, People with limited English proficiency
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	no eligibility to ride People Mover. Only eligibility for discounted fares.
Trip purposes include (check all that apply):	Any purpose, Medical (physical health, behavioral health, dental), Employment, Volunteer activities, Religious events, Social/recreational activities, Childcare, Shopping
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	We aim to provide service to all major employment centers in the Muni. That allows for shoppers and or patrons, and employees to get to the same locations.
Have your destinations changed in the last 5 years?	Yes
If you answered yes above, please describe how your destinations have changed.	we try to align our routes to serve the public needs. We added service (Route 85) in 2021 which brought back service up Old Seward Hwy, Loussac Library, Wisconsin Ave as major points of that route. Also realigned a few routes to connect to better locations that people want to go to, like realigning Route 92 to the VA Clinic instead of the entrance ramp of the Boniface JBER gate.
Are reservations required ahead of time?	No
Is your service free?	No
If your fare is a FLAT RATE, what is that rate?	\$2.00 for riders aged 19-59 that don't qualify for any sort of discounted fare based off eligibility.
If your service is SLIDING SCALE, what is the sliding rate and eligibility criteria?	We have reduced fares (half off) for different groups of eligible riders. Seniors, Veterans, folks with qualifying disabilities, etc.
Sedans	0.0

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MOA

People Mover	
Minivans	0.0
15-passenger vans	0.0
Transit buses	62 total in fleet. (40 during peak weekday times 7a-7p)
Light-duty buses (16-24 passengers)	0.0
School buses (yellow school buses seating between 45 and 60 passengers)	0
Other vehicle type (please specify type and number):	14 service cars to get drivers to their bus switching out their shifts.
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	7am to 7pm
How many part-time, paid drivers do you employ?	0
How many full-time, paid drivers do you employ?	121 positions within the budget but we are never fully staffed.
Do you have trouble hiring drivers?	Yes
If YES, why?	nationwide CDL shortage. Limited pool of applicants in the region. Better CDL jobs in the trucking industry. Schedules aren't family friendly until better seniority is achieved
Do you have volunteer drivers?	No
Does your organization provide transit support services?	No
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pool financial resources with another organization to fund transportation-related services	We don't do this and don't plan to
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We do this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We do this

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MOA

People Mover	
We conduct one-on-one needs assessments with customers to identify their transportation needs	We do this
We provide a repository of transportation services and programs online	We do this
We provide trip assistance through a live help specialist to match the customer with the best option	We do this
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We would be interested in finding partners to collaborate with on this
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We do this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without	We do this

People Mover	
smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Snow-related barriers on sidewalks (not plowed/snow build up) Rank 2: Weekend service Rank 3: Transportation options don't connect to where they need to go
What do you see as the top two barriers to the coordination of transportation services? (Check only one barrier in each column to rank them)	Rank 1: Lack of champion to spearhead coordination efforts Rank 2: Siloed institutional structures between potential partners
Please identify the sources of FEDERAL FUNDING utilized to provide your transportation services. (Select all that apply)	FTA Section 5307, FTA Section 5310
Please identify the sources of STATE FUNDING utilized to provide your transportation services. (Select all that apply)	Alaska Mental Health Trust (AMHT), State general funds
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	Municipal general funds
What are the two most pressing barriers to accessing funding for your services?	no designated funding stream (local tax) for transit related updates/upgrades, and competing interests with all other municipal departments for the same bucket of monies.
Please indicate the level of funding for your transportation services:	We have enough funding but would provide more service if we have additional funding. ☐ 2 We barely keep up with demand.

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MOA

Public Transit Advisory Board	
Contact Name	Sarah Preskitt
Contact Title	Member
Contact Telephone	217-721-7294
Contact Email	sarahpreskitt@outlook.com
Type of organization	board
What best describes your organization?	board
Which of the following types of funding does your organization receive for transportation? (check all that apply)	Local funding
Primary Groups Served	General public
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, we are in no way involved in transportation services.
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this
We pool financial resources with another organization to fund transportation-related services	We would be interested in finding partners to collaborate with on this
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We would be interested in finding partners to collaborate with on this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We don't do this and don't plan to
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this and don't plan to
We provide a repository of transportation services and programs online	We don't do this and don't plan to
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this and don't plan to
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to

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MOA

Public Transit Advisory Board	
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We would be interested in finding partners to collaborate with on this
We have established common data collection and reporting procedures related to transportation services with other agencies	We would be interested in finding partners to collaborate with on this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We would be interested in finding partners to collaborate with on this
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them)	Rank 1: Weekend service Rank 2: Snow-related barriers on sidewalks (not plowed/snow build up) Rank 3: Travel to medical destinations
Are there any other important unmet transit needs (not listed above) that you wish to mention?	Connections to outlying areas (military base, hiking, other population centers)
What do you see as the top two barriers to the coordination of transportation services?	Rank 1: Lack of funding Rank 2: Lack of knowledge about coordination opportunities

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Public Transit Advisory Board	
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	different meeting opportunities (hybrid options), determine what it would take to meet a goal rather than determining why we can't meet a goal
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	Municipal general funds
What are the two most pressing barriers to accessing funding for your services?	Because we're an advisory board, we don't work much with funding beyond advocating for transit funding in the municipal budget - we are not directly involved with funding services.

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MOA

Senior Voice Alaska	
Contact Name	Paola Banchero
Contact Title	editor
Contact Email	editor@seniorvoicealaska.com
Type of organization	Private, non-profit
Funding Types	I'm not sure, but I think we have a federal transportation grant.
Primary Groups Served	General public, Older adults
Does your organization provide direct transportation services, using vehicles it owns or leases?	No, we are in no way involved in transportation services.
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We do this
We pool financial resources with another organization to fund transportation-related services	We would be interested in finding partners to collaborate with on this
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We would be interested in finding partners to collaborate with on this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We don't do this and don't plan to
We conduct one-on-one needs assessments with customers to identify their transportation needs	We don't do this and don't plan to
We provide a repository of transportation services and programs online	We don't do this and don't plan to
We provide trip assistance through a live help specialist to match the customer with the best option	We don't do this and don't plan to
We share vehicles with another organization to provide transportation service	We don't do this and don't plan to
We coordinate vehicle and capital purchases with another organization	We don't do this and don't plan to

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MOA

Senior Voice Alaska	
We coordinate supply or equipment purchases with another organization	We don't do this and don't plan to
We share fueling facilities with another organization	We don't do this and don't plan to
We share maintenance facilities for vehicles with another organization	We don't do this and don't plan to
We coordinate insurance purchases related to transportation with another organization	We don't do this and don't plan to
We coordinate driver training programs with another organization	We don't do this and don't plan to
We pool financial resources to better coordinate transportation services	We don't do this and don't plan to
We distribute customer surveys to solicit feedback about the services we provide	We don't do this and don't plan to
We have established common data collection and reporting procedures related to transportation services with other agencies	We don't do this and don't plan to
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this and don't plan to
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them) Affordable options	Rank 2
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each column to rank them) Early morning service	Rank 3
What are the top three unmet transit needs you hear from your clients? (Check only one unmet need in each	Rank 1

Senior Voice Alaska	
column to rank them) Transportation options don't connect to where they need to go	
What do you see as the top two barriers to the coordination of transportation services?	Rank 1: Lack of shared vision and priorities between providers Rank 2: Lack of champion to spearhead coordination efforts
Please identify the sources of STATE FUNDING utilized to provide your transportation services. (Select all that apply)	Nutrition, Transportation and Support Services
Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services. (Select all that apply)	We don't provide transportation services.

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MOA

Turnagain Social Club	
Contact Name	Kori Mateaki
Contact Title	Owner
Contact Telephone	907-748-7638
Contact Email	kori@turnagainsocialclub.com
Type of organization	Private, for-profit business
What best describes your organization?	Adult Day Care, Meals and Transportation Provider for Seniors and those with Disabilities
Which of the following types of funding does your organization receive for transportation? (check all that apply)	State funding, Other federal funding, Foundation grants
Primary Groups Served	Older adults, People with disabilities, People with low incomes, Alaska Natives
Does your organization provide direct transportation services, using vehicles it owns or leases?	Yes
What best describes the transportation service you provide?	Routes are determined by location, client mobility and van set up, requested pick up and drop off times
Monday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
Tuesday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
Wednesday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
Thursday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
Friday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
Saturday hours of operation (e,g, 9 am to 6 pm)	8am - 5pm
What holidays affect your service hours, and how?	We are closed major holidays
Please describe your service area.	Anchorage
What type of service do you provide (check all that apply):	Door-to-door service
How do you advertise your service? (e.g., a website, referrals, etc.)	Website, referrals, Vans, Facebook

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MOA

Turnagain Social Club	
Who does your ridership include? (Check all that apply)	Older adults, People with disabilities, Veterans, People with low incomes, Alaska Natives
Please describe any eligibility requirements for using the service (age, disability, Veteran status, etc.).	Seniors ages 55 and older, or 18 years and older with a disability.
Trip purposes include (check all that apply):	Medical (physical health, behavioral health, dental), Social/recreational activities, Shopping
Describe any destination requirements for using the service (medical, employment, geographic, etc.).	We transport to and from the clients home and Turnagain Social Club. We offer community outings such as restaurants, activities, scenic drives, medical appointments, etc.
Have your destinations changed in the last 5 years?	Yes
If you answered yes above, please describe how your destinations have changed.	We are an activity center, so we pick up from clients home in Anchorage, and take them from Palmer thru Whittier.
Are reservations required ahead of time?	Yes
What is your reservation policy (i.e., How can a client make a reservation? How many days in advance is required? Is it possible?)	We need to know at least one day in advance.
How are your reservations booked? (Check all that apply)	call Turnagain Social Club
What is your cancellation policy?	unless a medical emergency.
Do you provide same day service? (When a client requests a ride for the day of without a reservation)	Sometimes if we are able to accommodate
Is your service free?	No
If your fare is calculated in some manner not listed above, please tell us how you calculate your fares.	We have Medicaid Choice Waiver Rates and Grant/Private Pay rates.
Other vehicle type (please specify type and number):	5-10 passenger vans that are handicap accessible for wheelchairs
What are the peak hours of service when you have the greatest number of vehicles on the road at one time?	9am - 1130am & 2pm - 5pm
Passenger Service and Safety (PASS)	We REQUIRE this training, We PROVIDE this training

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MOA

Turnagain Social Club	
Commercial device securement	We REQUIRE this training, We PROVIDE this training
Defensive driving	We REQUIRE this training, We PROVIDE this training
CPR and First Aid	We REQUIRE this training, We PROVIDE this training
Confidentiality and HIPAA	We REQUIRE this training, We PROVIDE this training
How many part-time, paid drivers do you employ?	0
How many full-time, paid drivers do you employ?	12
Do you have trouble hiring drivers?	Yes
If YES, why?	Background check requirements, low wages, high risk
Do you have volunteer drivers?	No
Does your organization provide transit support services?	No
Please respond to each statement below, based on activities your organization does, doesn't, or plans to carry out related to human services transportation.	
We pursue joint grant writing or funding opportunities	We would be interested in finding partners to collaborate with on this
We pool financial resources with another organization to fund transportation-related services	We would be interested in finding partners to collaborate with on this
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	We would be interested in finding partners to collaborate with on this
We have a website that is regularly maintained	We do this
We produce print materials in multiple languages	We don't do this and don't plan to
We conduct one-on-one needs assessments with customers to identify their transportation needs	We do this
We provide a repository of transportation services and programs online	We don't do this and don't plan to

Turnagain Social Club	
We provide trip assistance through a live help specialist to match the customer with the best option	We do this
We share vehicles with another organization to provide transportation service	We would be interested in finding partners to collaborate with on this
We coordinate vehicle and capital purchases with another organization	We would be interested in finding partners to collaborate with on this
We coordinate supply or equipment purchases with another organization	We would be interested in finding partners to collaborate with on this
We share fueling facilities with another organization	We would be interested in finding partners to collaborate with on this
We share maintenance facilities for vehicles with another organization	We would be interested in finding partners to collaborate with on this
We coordinate insurance purchases related to transportation with another organization	We would be interested in finding partners to collaborate with on this
We coordinate driver training programs with another organization	We would be interested in finding partners to collaborate with on this
We pool financial resources to better coordinate transportation services	We would be interested in finding partners to collaborate with on this
We distribute customer surveys to solicit feedback about the services we provide	We do this
We have established common data collection and reporting procedures related to transportation services with other agencies	We do this
We coordinate reservation systems through centralized or shared reservation and/or dispatching	We don't do this and don't plan to
We partner with or explore partnerships with TNCs (Uber, Lyft, etc.) to support operations	We don't do this and don't plan to
We offer or support alternative booking or payment options for users without smartphones or bank cards (e.g., call-in options, prepaid cards, vouchers)	We don't do this and don't plan to
What are the top three unmet transit needs you hear from your clients?	
	Rank 1: Snow-related barriers on sidewalks (not plowed/snow build up) Rank 2: Weekend service

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MOA

Turnagain Social Club	
	Rank 3: Options for people with mobility devices (wheelchairs, scooters, etc.)
Are there any other important coordination barriers (not listed above) that you wish to mention?	Transportation is not a viable business. We have to utilize our other services to pay for our transportation department. Senior care requires special vans that accommodate disabilities. They may walk in, but require a wheelchair out and that is important in providing services for seniors and the disabled.
What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?	We would love to expand our transportation business for seniors and disabled, but until Medicaid Waiver rates increase to be a viable service, we have to stick to what covers the costs of transportation and that is getting them to adult day care.
Please identify the sources of FEDERAL FUNDING utilized to provide your transportation services. (Select all that apply)	NEMT, Veterans Transportation services
Please identify the sources of STATE FUNDING utilized to provide your transportation services. (Select all that apply)	Alaska Mental Health Trust (AMHT), Medicaid Home and Community Based Waivers
What are the two most pressing barriers to accessing funding for your services?	Being for profit, ineligible to receive grants. Medicaid Choice Waiver does not reimburse transportation an appropriate rate. Transportation only companies for seniors and the disabled struggle to stay afloat and then they close after realizing the costs exceed reimbursements.
Please indicate the level of funding for your transportation services:	We turn away clients due to lack of funding.
Is there anything else you would like to share about the coordination of transportation services or you feel we should know moving forward with this plan?	Turnagain Social Club is willing to do more transportation with our fleet of handicap accessible vans if the reimbursement rates were appropriate for a transportation only business. In addition, the municipality vehicle for hire permits are just writing the Muni a check because we have to keep our vehicles safe, maintained and clean in order to provide services and if not maintaining our vehicles they will go out

Turnagain Social Club	
	of service sooner and therefore we can't make money with it. Chauffeurs licenses is just paying fees and nothing in return. We have to pay an additional set of fingerprints for our employees, why can't they use the same fingerprint card.

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APPENDIX D. RIDER SURVEY ANALYSIS

APPENDIX D.

RIDER SURVEY ANALYSIS

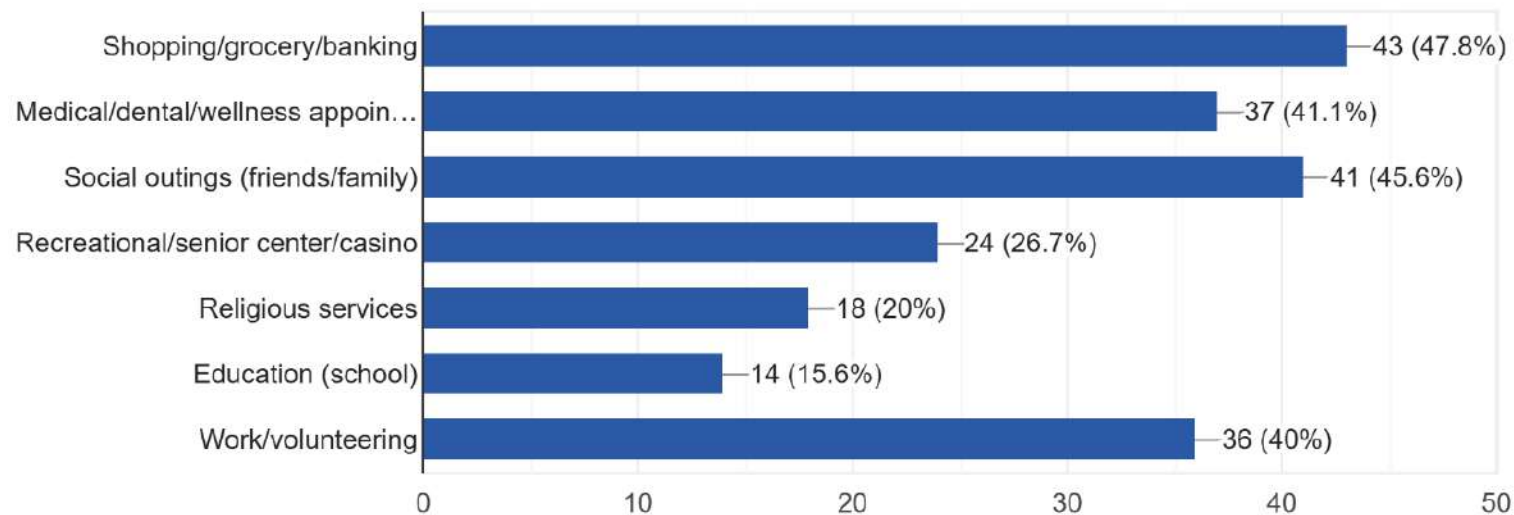
During July 2025, the planning team engaged with locals across the Municipality of Anchorage about transit. Surveys were provided in digital form on the project website, and a link was provided for transportation working group members to distribute to the communities they serve. In total, the team received responses from 37 zip codes in and around the Municipality of Anchorage, and members of the public completed 152 questionnaires. Additionally, residents provided their verbal comments and learned about the role of the Municipality of Anchorage and partnering organizations in providing public transportation to the target populations of this plan. The summary of survey responses can be seen below.

Q1: During the past year, were you UNABLE to travel to any of the following destinations because you did NOT have access to transportation? (Check all that apply)

Respondents were asked, "During the past year, were you UNABLE to travel to any of the following destinations because you did NOT have access to transportation?" and were presented with 8 options for selection and the request to check all that apply. The most common response was "Shopping/grocery/banking" at 47.8%. The second most common response at 45.6% was "Social outings", and the third most common response at 41.1% was "Medical/Dental/Wellness appointments".

During the past year, were you UNABLE TO TRAVEL to any of the following destinations because you did NOT have access to transportation? (Check all that apply)

90 responses

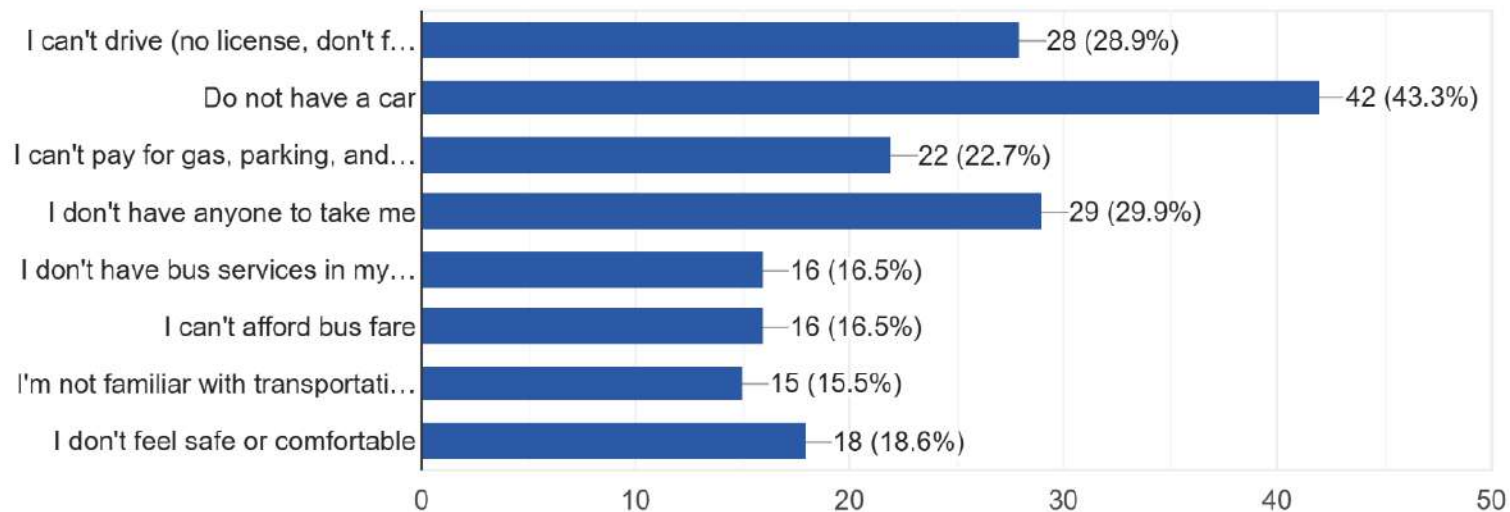


Q 2: Which of the following factors prevented you from taking trips this past year?

Respondents were asked, “Which of the following factors prevented you from taking trips this past year?” and were presented with 8 options for selection and the request to check all that apply. The most common response was “Do not have a car” at 43.3%. The second most common response at 29.9% was “I don’t have anyone to take me”, and the third most common response at 28.9% was “I can’t drive”.

Which of the following factors prevented you from taking trips this past year? (Check all that apply)

97 responses

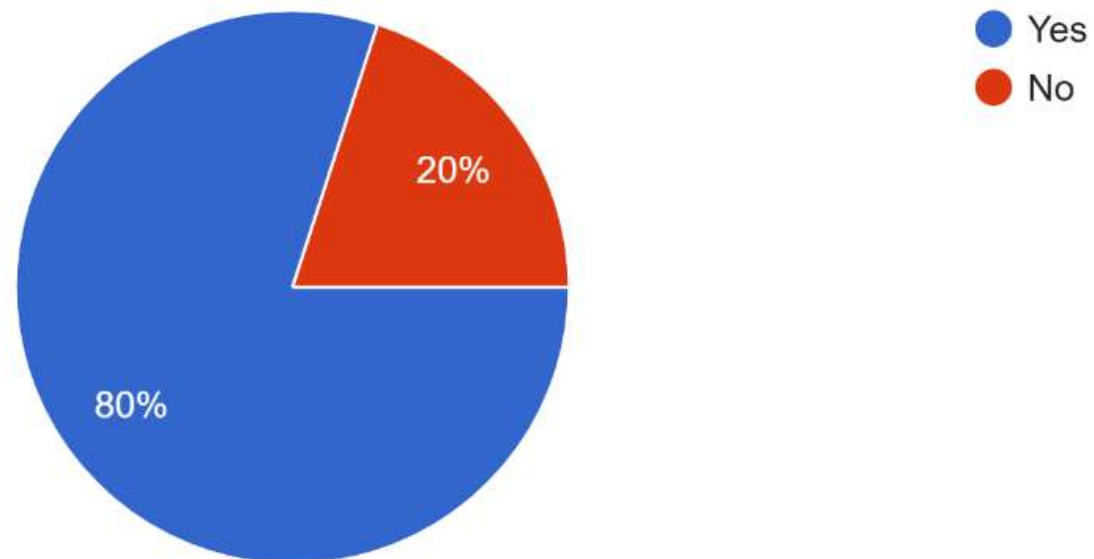


Q 3: Are you currently able to drive?

Respondents were asked, "Are you currently able to drive?" with a choice of a "Yes" or "No" answer selection. Overall, most of the respondents who completed the survey answered "Yes" regarding their driving ability.

Are you currently able to drive?

135 responses

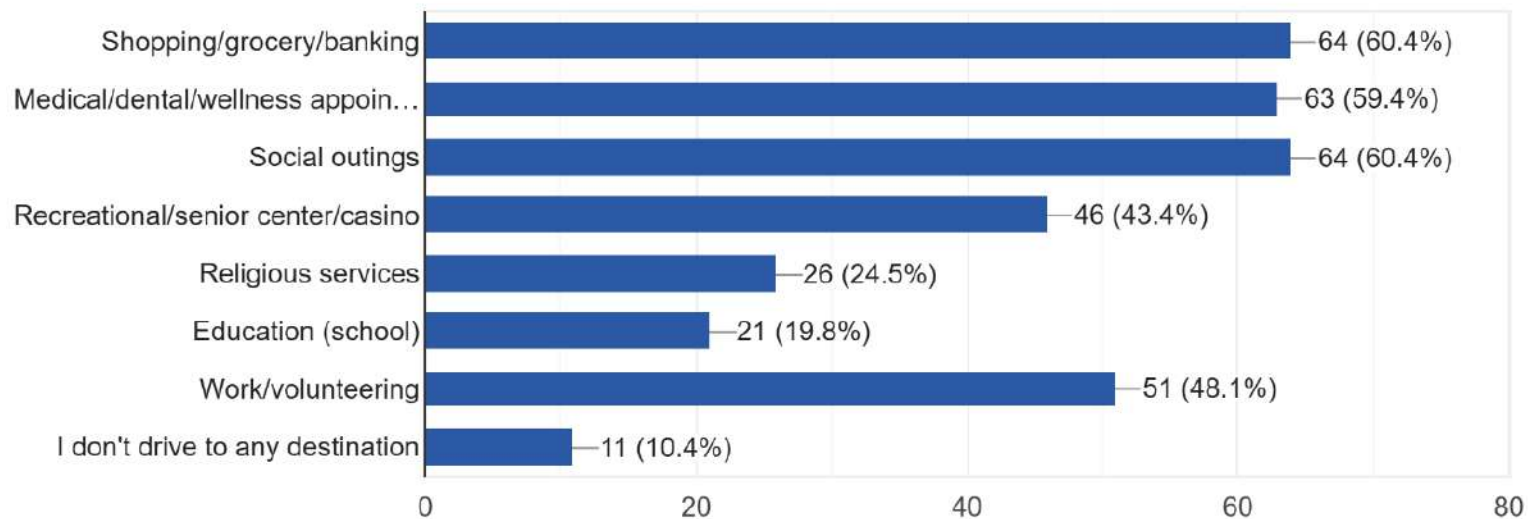


Q4: If you drive, which of the following local destinations do you drive to?

Respondents were asked, “If you drive, which of the following local destinations do you drive to?” and given 8 choices. The most frequented destinations included “Shopping, Groceries, and the Bank” and “Social Outings” at 60.4% each, followed by “Medical/Dental, and Wellness visits” at 59.4%. “Work and volunteering” was the third most frequently visited destination, at 48.1%.

If you drive, which of the following local destinations do you drive to? (Check all that apply)

106 responses

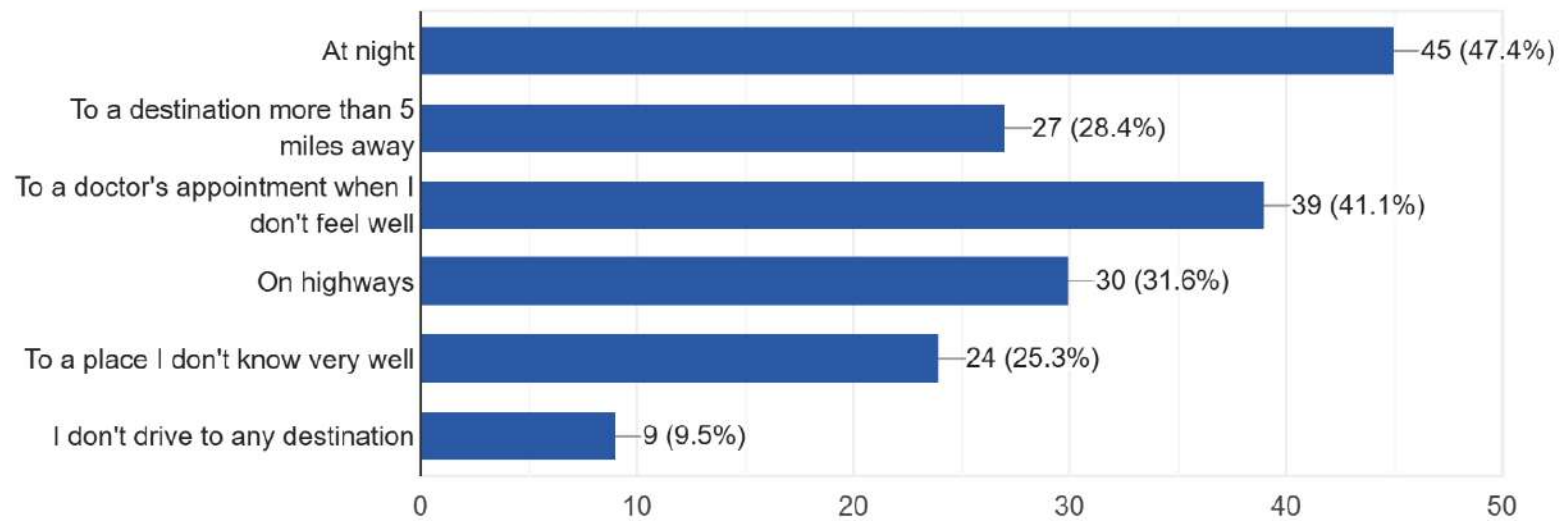


Q5: If you drive, are there any circumstances in which you prefer not to drive?

Respondents were asked, “If you drive, are there any circumstances in which you would prefer not to drive?” and given 6 choices. The top reason respondents elected not to drive was “At night” at 47.4%. The second most common response was “To a doctor’s appointment when I don’t feel well” at 41.1%, and the third most common response was “On highways” at 31.6%.

If you drive, are there any circumstances in which you would prefer not to drive? (Check all that apply)

95 responses

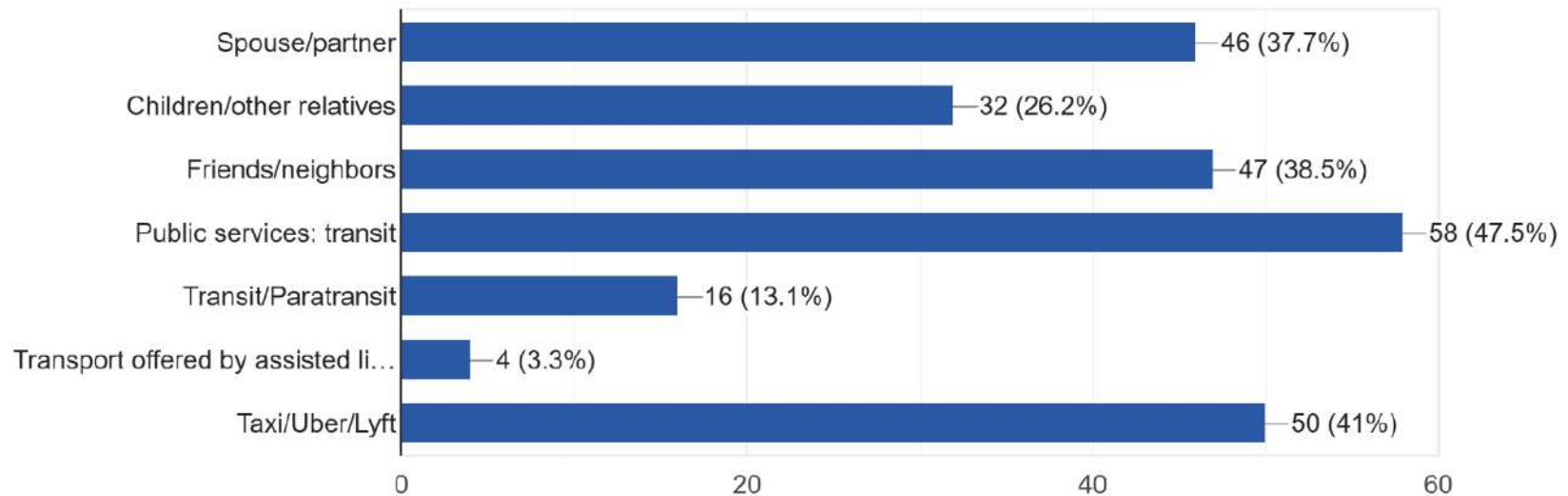


Q6: If you rely on another driver for any of your trips, on whom do you depend?

Respondents were asked, “If you rely on another driver for any of your trips, on whom do you depend?” and given 7 choices. The top response was “Public services: transit” at 47.5%. The second most common response was “Taxi/Uber/Lyft” at 41%, and the third most common response was “Friends/neighbors” at 38.5%.

If you rely on another driver for any of your trips, on whom do you depend? (Check all that apply)

122 responses

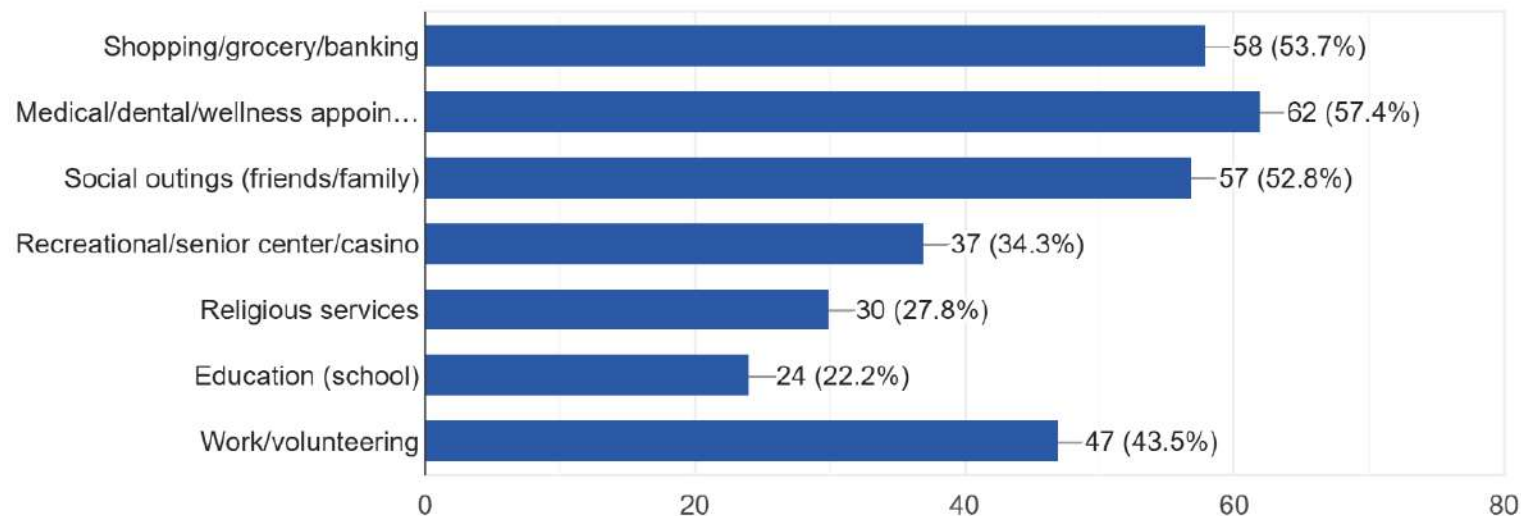


Q7: Over the next 1-3 years, which destinations do you anticipate needing transportation to because you won't be able to drive there?

Respondents were asked, "Over the next 1-3 years, which destinations do you anticipate needing transportation to because you won't be able to drive there?" and were given 7 choices. The top response was "Medical/Dental/Wellness appointment" at 57.4%. The second most common response was "Shopping/Grocery/Banking" at 53.7%, and the third most common response was "Social outings" at 52.8%.

Over the next 1-3 years, which destinations do you anticipate needing transportation to because you won't be able to drive there? (Check all that apply)

108 responses

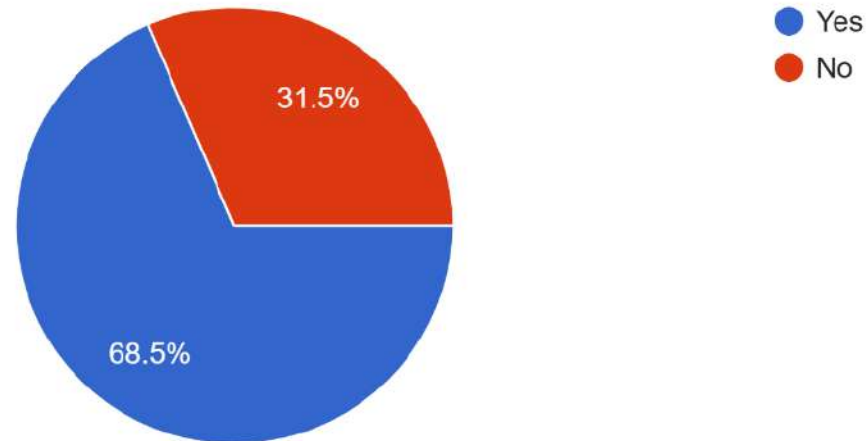


Q8: Do you use the bus?

Respondents were asked, "Do you use the bus?", with the option of either a "Yes" or "No" response. Overall, most of the respondents who completed the survey answered "Yes" regarding their bus usage.

Do you use the bus?

143 responses

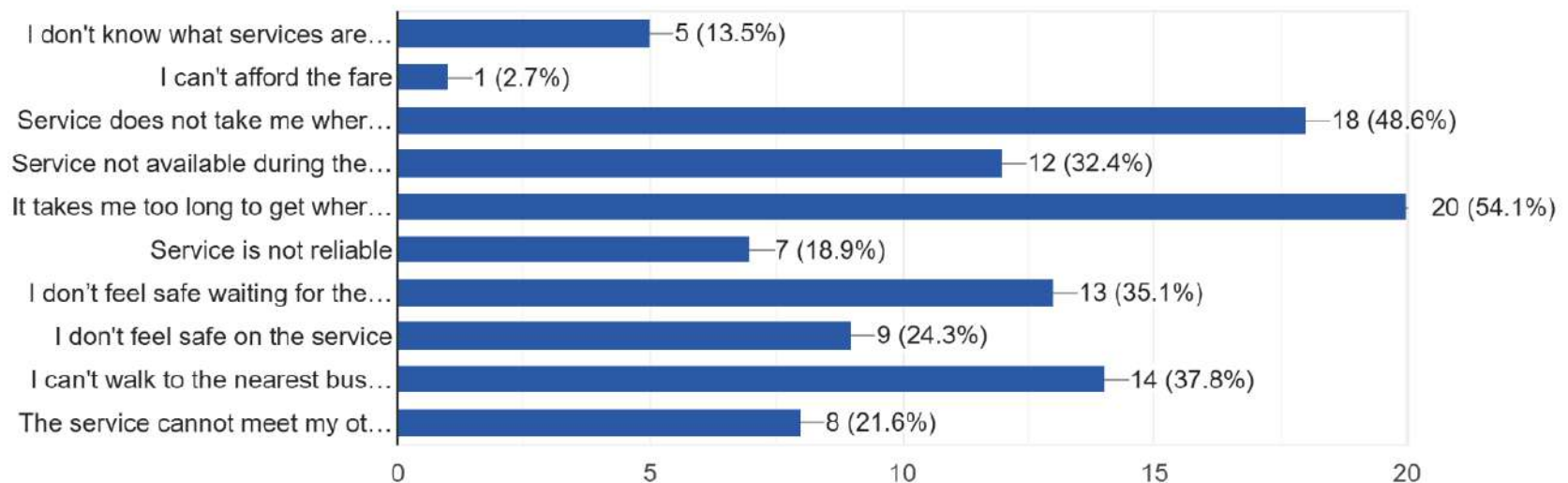


Q9: What are the reasons you do not (or cannot) use the Bus?

Respondents were asked, "What are the reasons you do not (or cannot) use the Bus?" and were presented with 10 options for selection and the request to check all that apply. The most common response was "It takes me too long to get where I want to go" at 54.1%. The second most common response at 48.6% was "Service does not take me where I want to go", and the third most common response at 37.8% was "I can't walk to the nearest bus stop".

What are the reasons you do not (or cannot) use the Bus? (Check all that apply)

37 responses

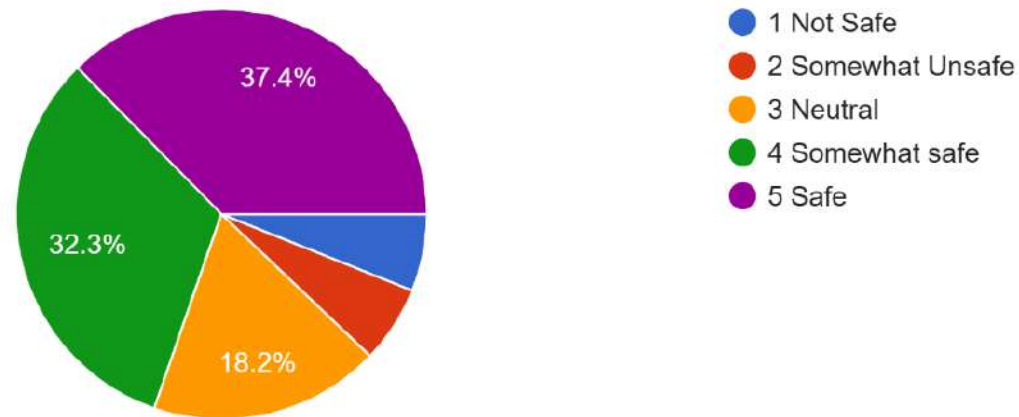


Q10: On a scale of 1-5, how safe do you feel while taking the bus?

Respondents were asked, "On a scale of 1-5, how safe do you feel while taking the bus?" and were presented with 5 numbered options for selection. The most common response was "Safe" at 37.4%. The second most common response at 32.3% was "Somewhat safe", and the third most common response at 18.2% was "Neutral".

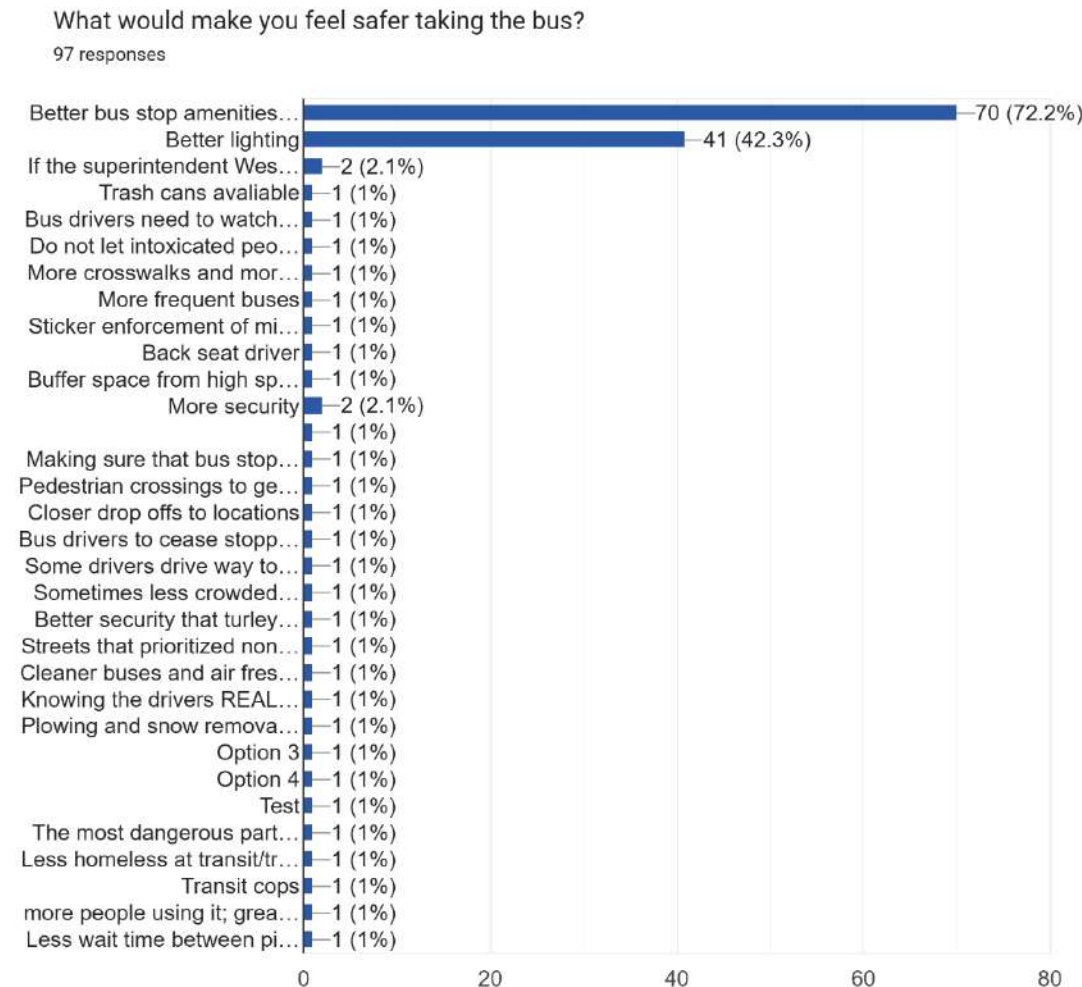
On a scale of 1-5, how safe do you feel while taking the bus?

99 responses



Q11: What would make you feel safer taking the bus?

Respondents were asked, “What would make you feel safer taking the bus?” and given two options plus an “other” option with a blank space for fill-in responses. The most common answer with 72.2% was “Better bus stop amenities”. The second most common response, with 42.3%, was “Better lighting.” Other responses suggested more crosswalks, more security, and cleaner buses.

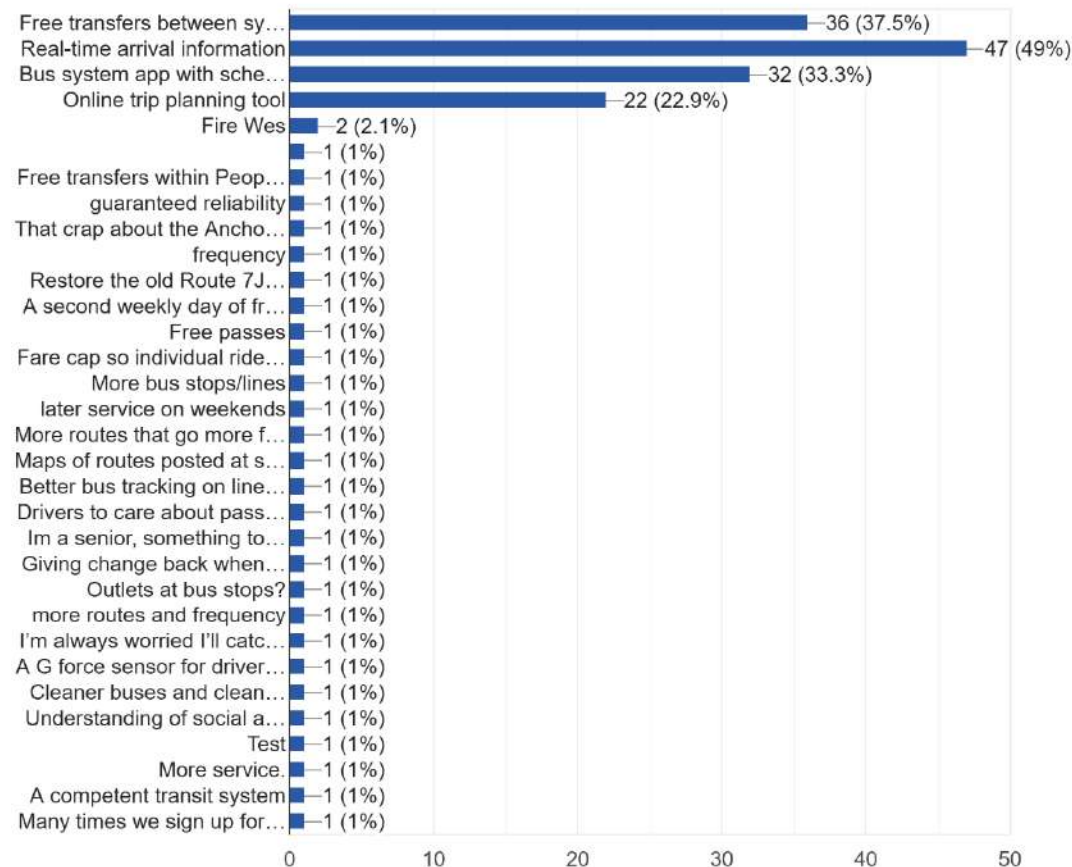


Q12: Which general bus service improvements would you like?

Respondents were asked, “Which general bus service improvements would you like?” and given four options plus an “other” option with a blank space for fill-in responses. The most common answer with 49% was “Real-time arrival information”. The second most common response, with 37.5%, was “Free transfers between systems”. The third most common response at 33.3% was “Bus system app with schedules and fare systems”. Other responses suggested fare caps, more bus stops, and maps of routes posted at stops.

What general bus service improvements would you like? (Check all that apply)

96 responses

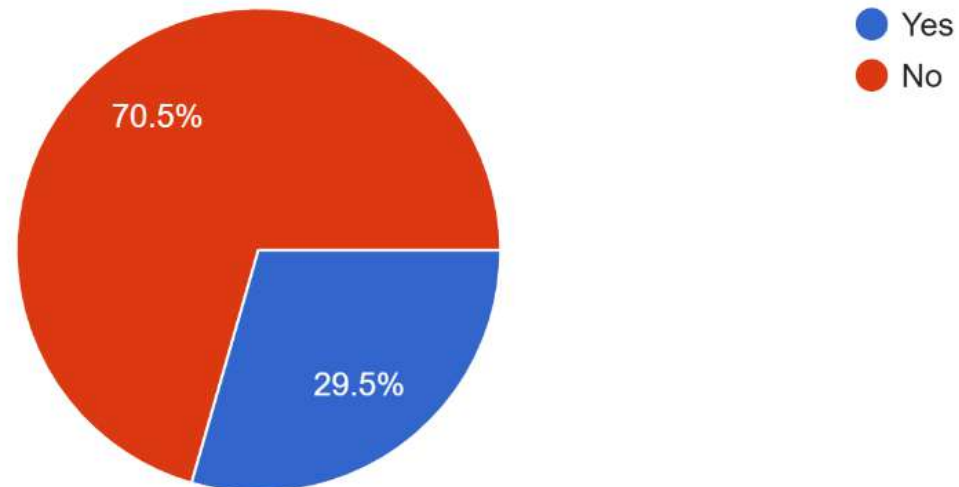


Q13: Do you use AnchorRIDES?

Respondents were asked, "Do you use AnchorRIDES?", with the option of either a "Yes" or "No" response. Overall, most of the respondents who completed the survey answered "No" regarding their AnchorRIDES usage.

Do you use AnchorRIDES

146 responses

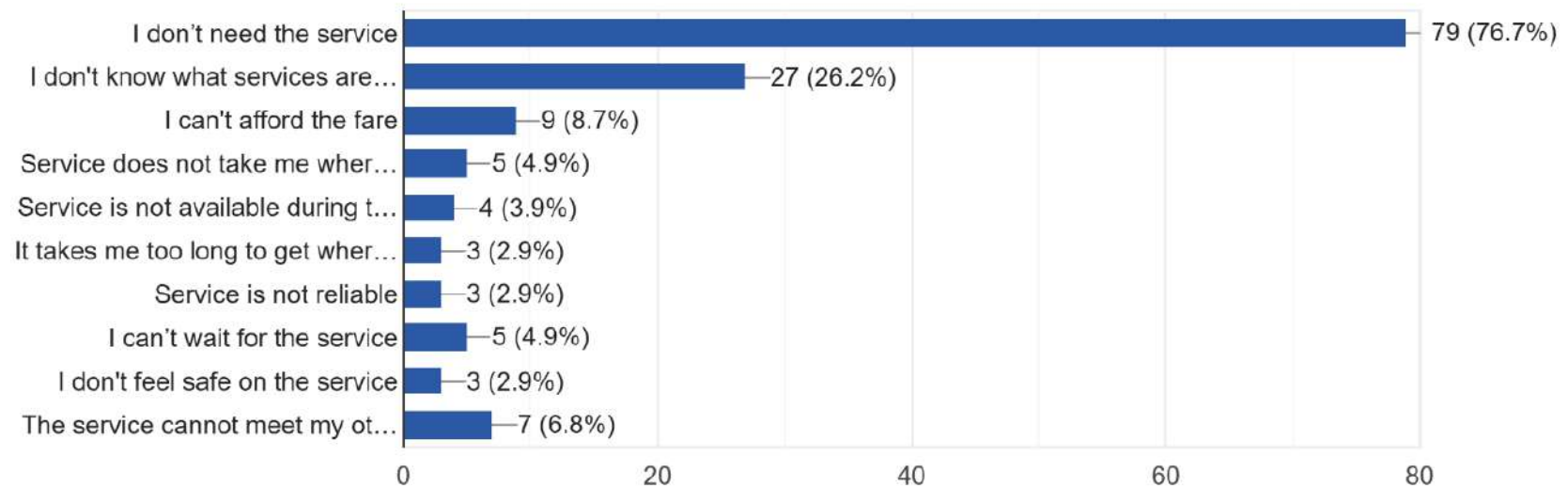


Q14: What are the reasons you do not (or cannot) use AnchorRIDES?

Respondents were asked, “What are the reasons you do not (or cannot) use AnchorRIDES?” and were presented with 10 options for selection and the request to check all that apply. The most common response was “I don’t need the service” at 76.7%. The second most common response at 26.2% was “I don’t know what services are available”, and the third most common response at 8.7% was “I can’t afford the fare”.

What are the reasons you do not (or cannot) use AnchorRIDES? (Check all that apply)

103 responses

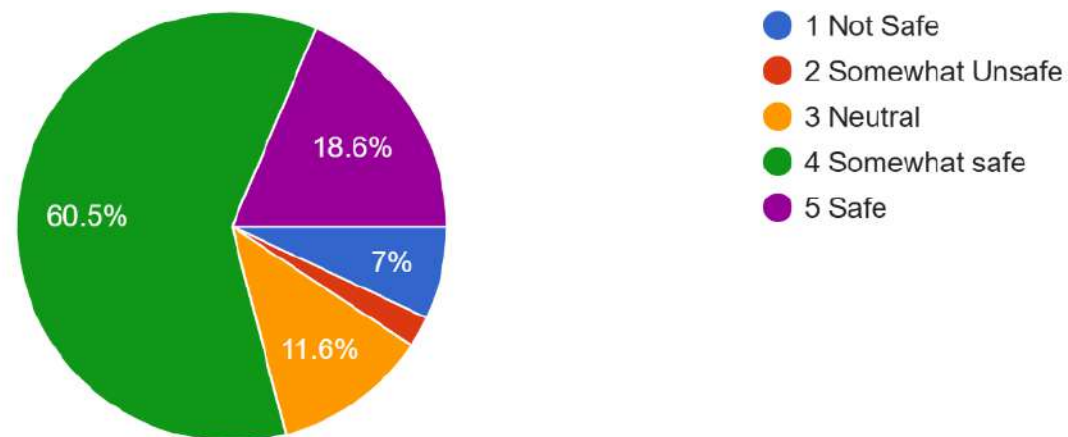


Q15: On a scale of 1-5, how safe do you feel while taking AnchorRIDES?

Respondents were asked, "On a scale of 1-5, how safe do you feel while taking AnchorRIDES?" and were presented with 5 numbered options for selection. The most common response was "Somewhat safe" at 60.5%. The second most common response at 18.6% was "Safe", and the third most common response at 11.6% was "Neutral".

On a scale of 1-5, how safe do you feel while taking AnchorRIDES?

43 responses

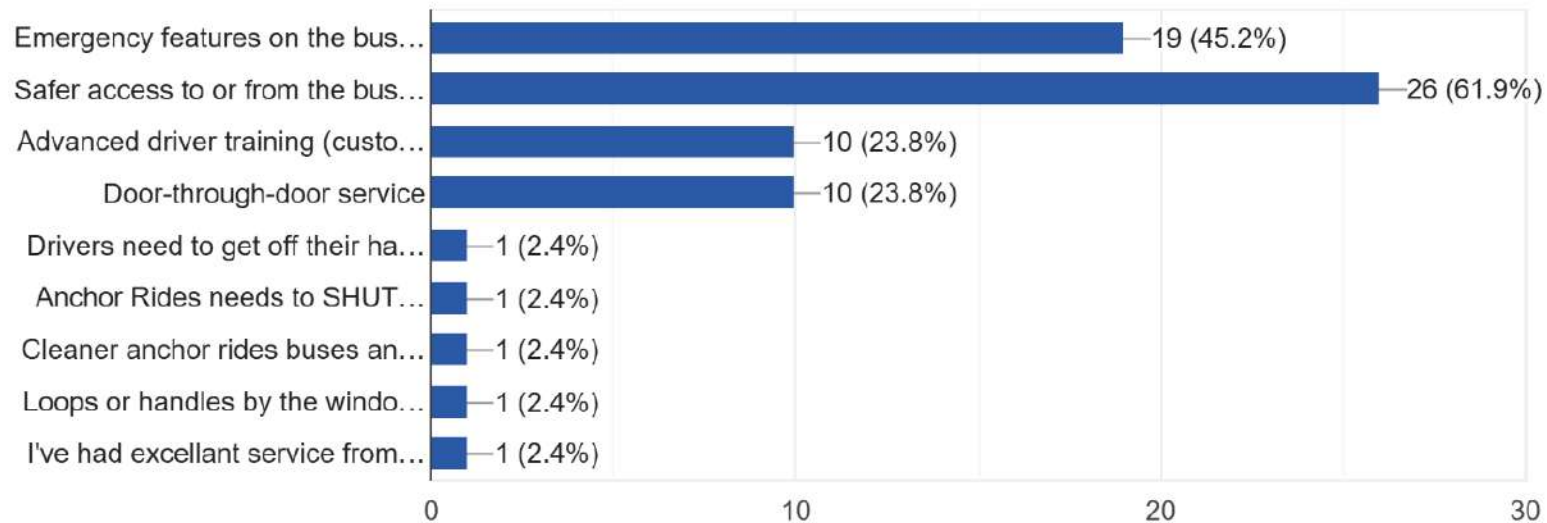


Q16: What would make you feel safer taking AnchorRIDES?

Respondents were asked, "What would make you feel safer taking AnchorRIDES?" and given four options plus another option with a blank space for fill-in responses. The most common answer with 61.9% was "Safer access to or from the bus". The second most common response, with 45.2%, was "Emergency features on the bus". The third most common response was a tie between "Advanced driver training" and "Door-through-door service". Other responses suggested cleaner buses and loops or handles to hold onto while riding.

What would make you feel safer taking AnchorRIDES? (Click all that apply)

42 responses

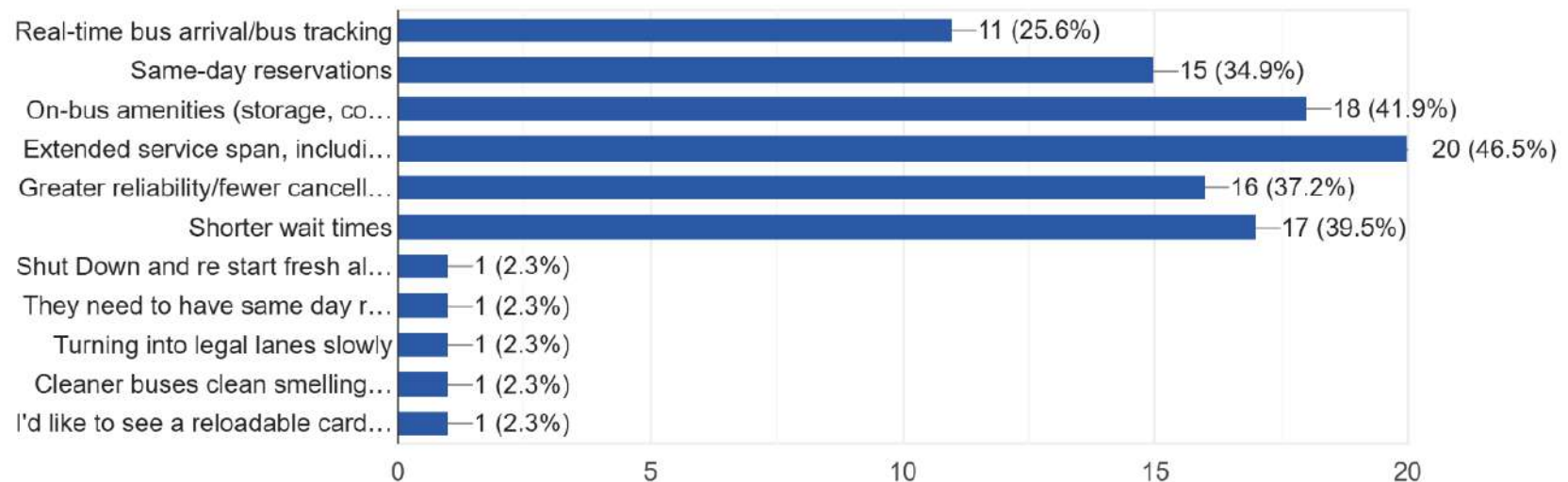


Q17: What general improvements to AnchorRIDES service would you like?

Respondents were asked, “What general improvements to AnchorRIDES service would you like?” and given six options plus another option with a blank space for fill-in responses. The most common answer with 46.5% was “Extended service span including holiday service”. The second most common response, with 41.9%, was “On-bus amenities”. The third most common response was “Shorter wait times” at 39.5%. Other responses suggested cleaner buses and a reloadable card pass.

What general improvements to AnchorRIDES service would you like? (Check all that apply)

43 responses

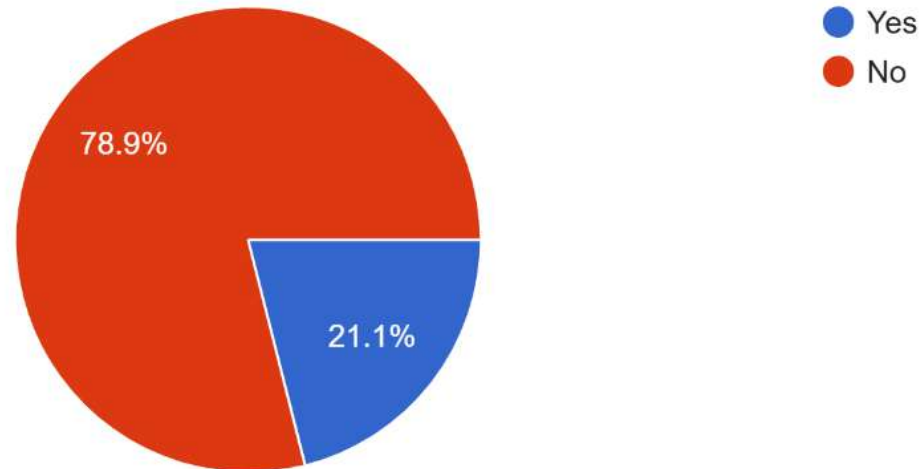


Q18: Do you use paratransit services?

Respondents were asked, "Do you use paratransit services?" with the options of either "Yes" or "No". Overall, most of the respondents who completed the survey answered "No" regarding their paratransit usage.

Do you use paratransit services?

152 responses

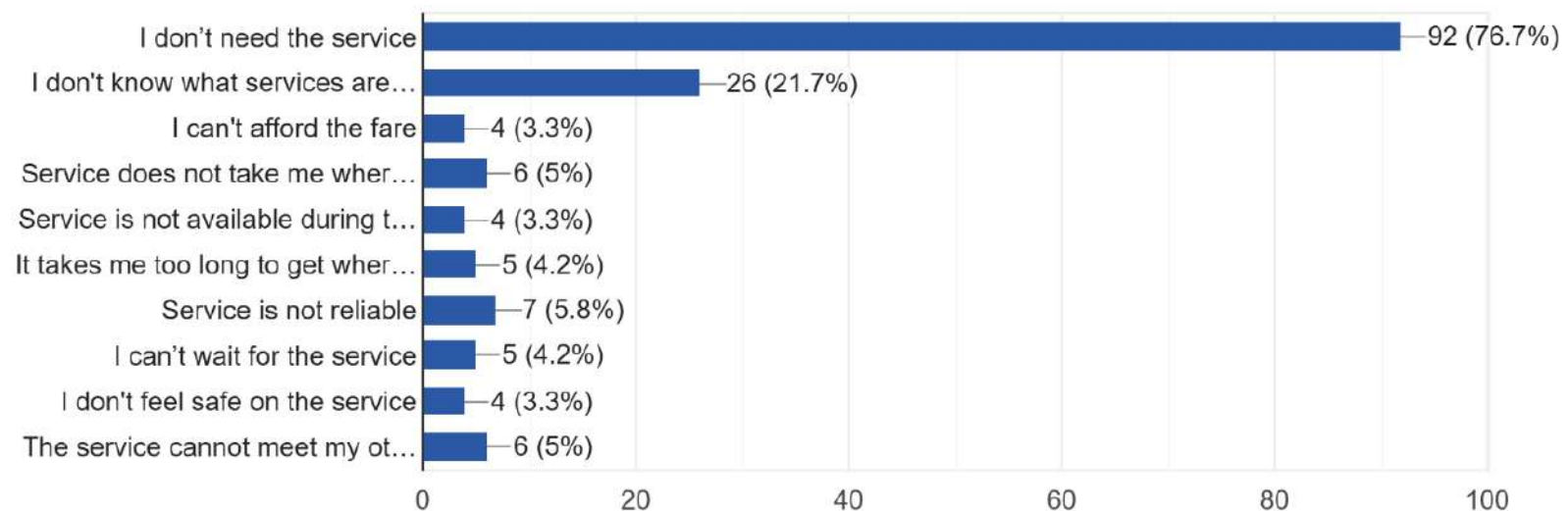


Q19: What are the reasons you do not (or cannot) use paratransit services?

Respondents were asked, “What are the reasons you do not (or cannot) use paratransit services?” and were presented with 10 options for selection and the request to check all that apply. The most common response was “I don’t need the service” at 76.7%. The second most common response at 21.7% was “I don’t know what services are available”, and the third most common response at 5.8% was “Service is not reliable”.

What are the reasons you do not (or cannot) use paratransit services? (Check all that apply)

120 responses

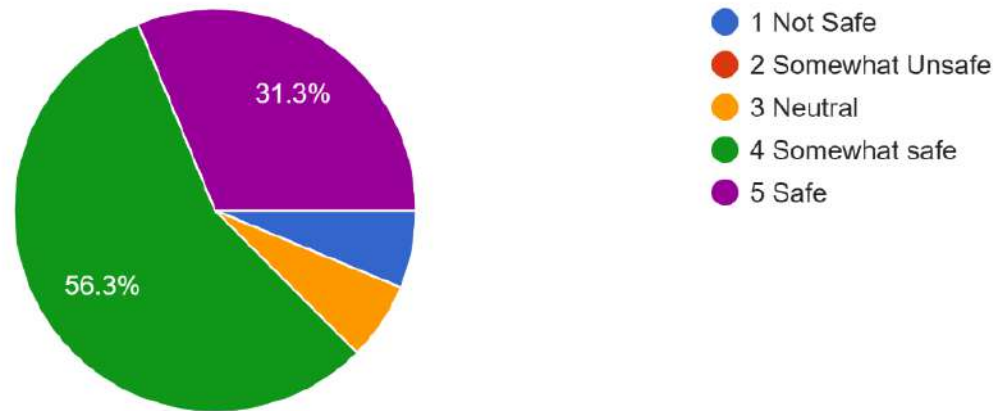


Q20: On a scale of 1-5, how safe do you feel while taking paratransit services?

Respondents were asked, "On a scale of 1-5, how safe do you feel while taking paratransit services?" and were presented with 5 numbered options for selection. The most common response was "Somewhat safe" at 56.3%. The second most common response at 31.3% was "Safe", and the third most common response was "Not safe".

On a scale of 1-5, how safe do you feel while taking paratransit services?

32 responses

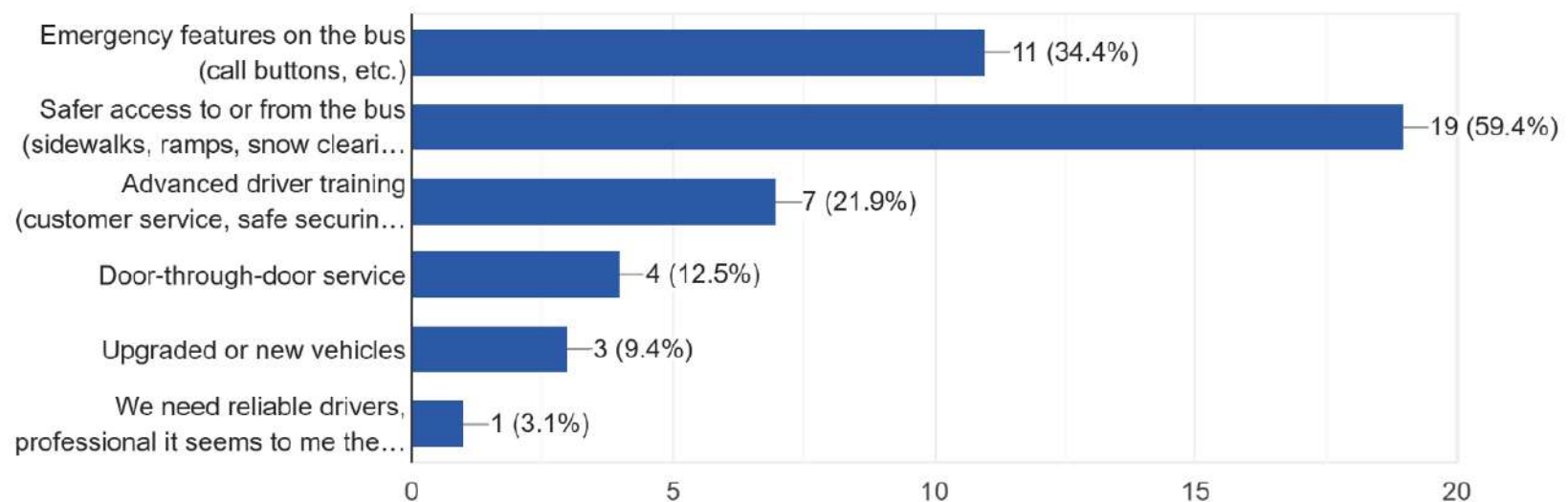


Q21: What would make you feel safer taking paratransit services?

Respondents were asked, “What would make you feel safer taking paratransit services?” and given six options. The most common answer, with 59.4% was “Safer access to or from the bus”. The second most common response, with 34.4%, was “Emergency features on the bus”. The third most common response was a tie between “Advanced driver training” at 21.9%.

What would make you feel safer taking paratransit services?

32 responses

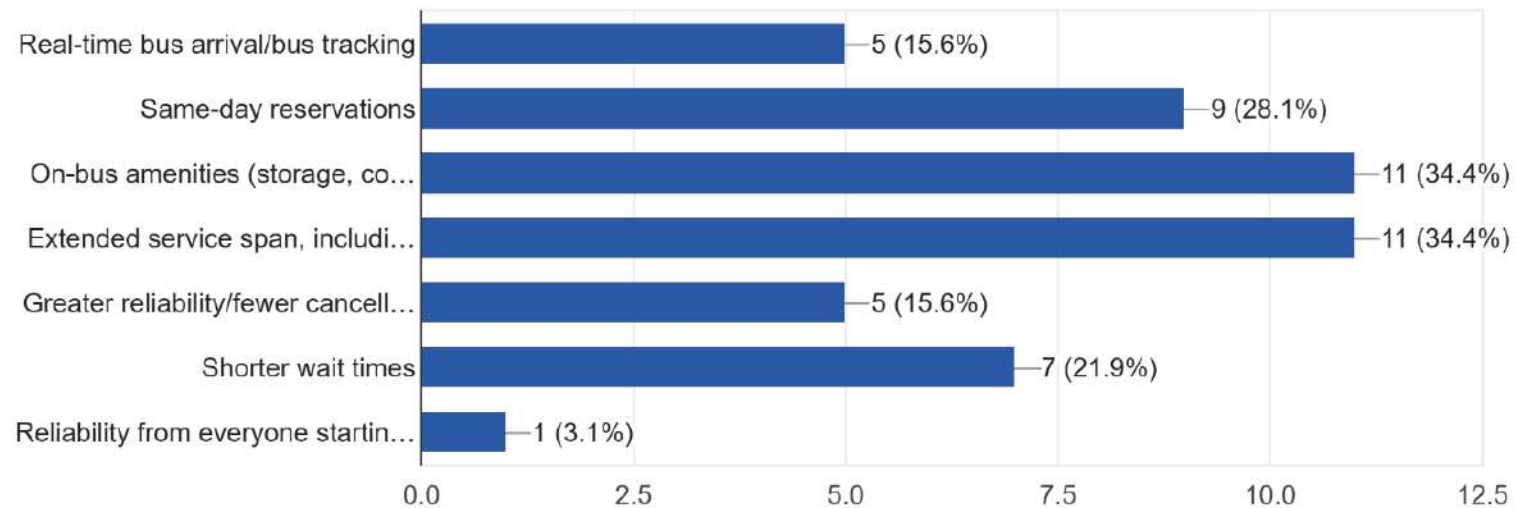


Q22: What general improvements to paratransit services would you like?

Respondents were asked, “What general improvements to paratransit services would you like?” and given six options plus another option with a blank space for fill-in responses. The most common answer, with 34.4% was a tie between “On-bus amenities” and “Extended service span”. The second most common response, with 28.1%, was “Same-day reservations”. The third most common response was “Shorter wait times” at 21.9%.

What general improvements to paratransit services would you like? (Check all that apply)

32 responses

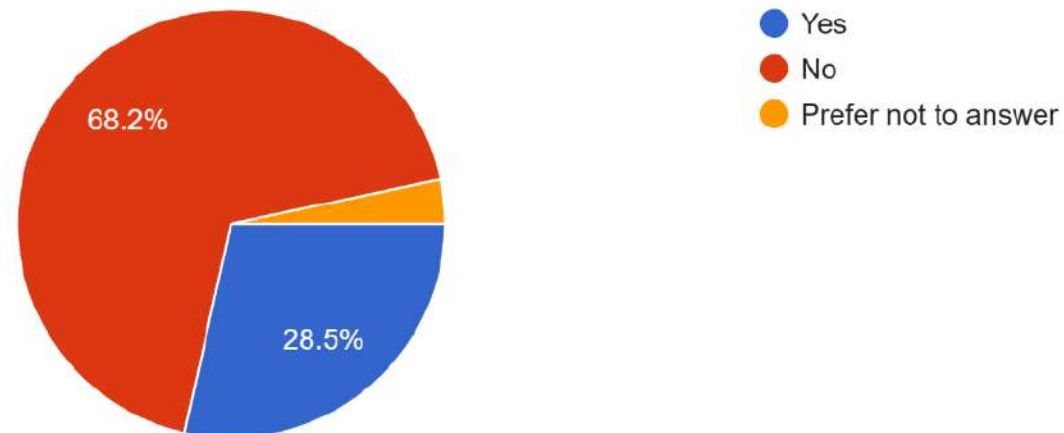


Q23: Have you spent more than two nights unhoused or in temporary shelter in the last year?

Respondents were asked, "Have you spent more than two nights unhoused or in temporary shelter in the last year?", with the option of either a "Yes" or "No" response. Overall, most of the respondents who completed the survey answered "No" regarding their housing accommodations.

Have you spent more than two nights unhoused or in temporary shelter in the last year?

151 responses

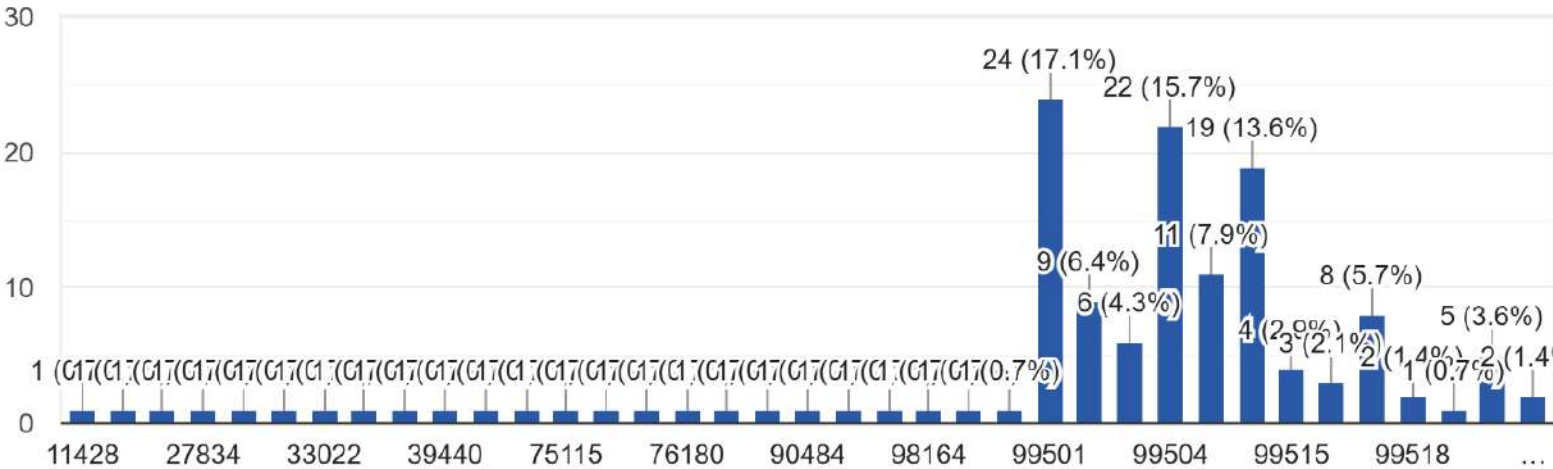


Q24: What is your home zip code?

Respondents were asked: What is your home zip code? and were presented with a blank box to enter the five digits representing their ZIP code. The most common zip code with 17.1% responses was "99501". The second most common zip code with 15.7% responses was "99504".

What is your home zip code?

140 responses

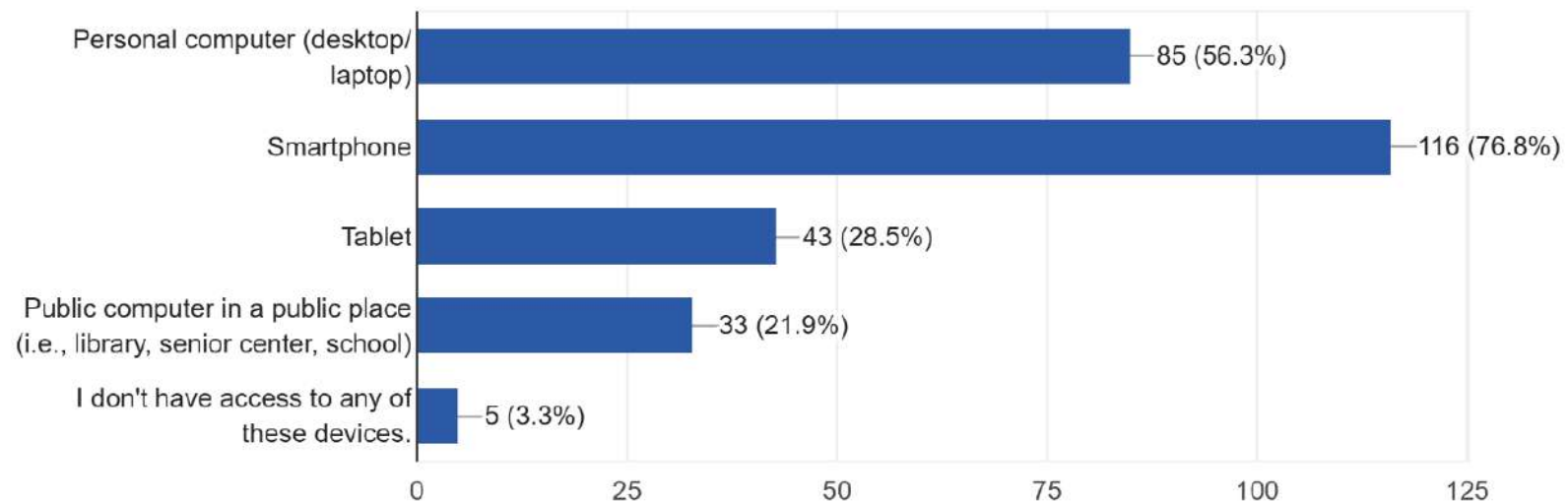


Q25: Which of the following devices do you use to access the internet?

Respondents were asked, “Which of the following devices do you use to access the internet?” and were presented with 5 options for selection and the request to check all that apply. The most common response was “Smartphone” at 76.8%. The second most common response at 56.3% was “Personal computer”, and the third most common response at 28.5% was “Tablet”.

Which of the following devices do you use to access the Internet? (Check all that apply)

151 responses

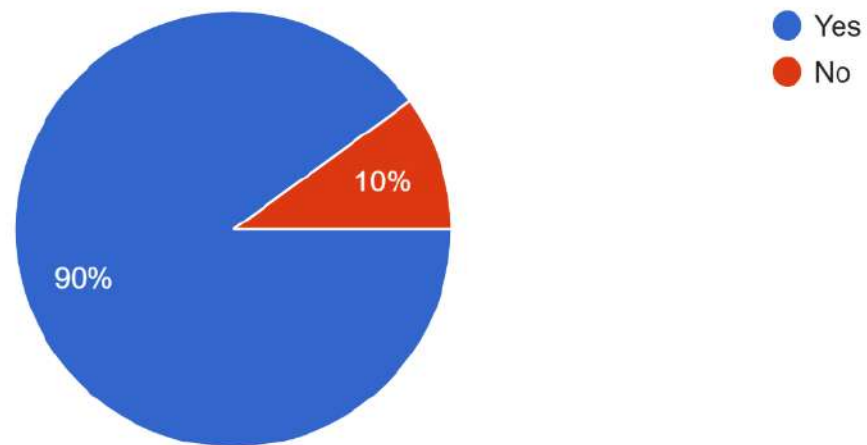


Q26: Do you have access to WiFi in your residence?

Respondents were asked: Do you have access to the WiFi at your residence and give the choice between “Yes” or “No”. 90% of respondents answered “Yes”, and 10% answered “No”.

Do you have access to WiFi in your residence?

150 responses

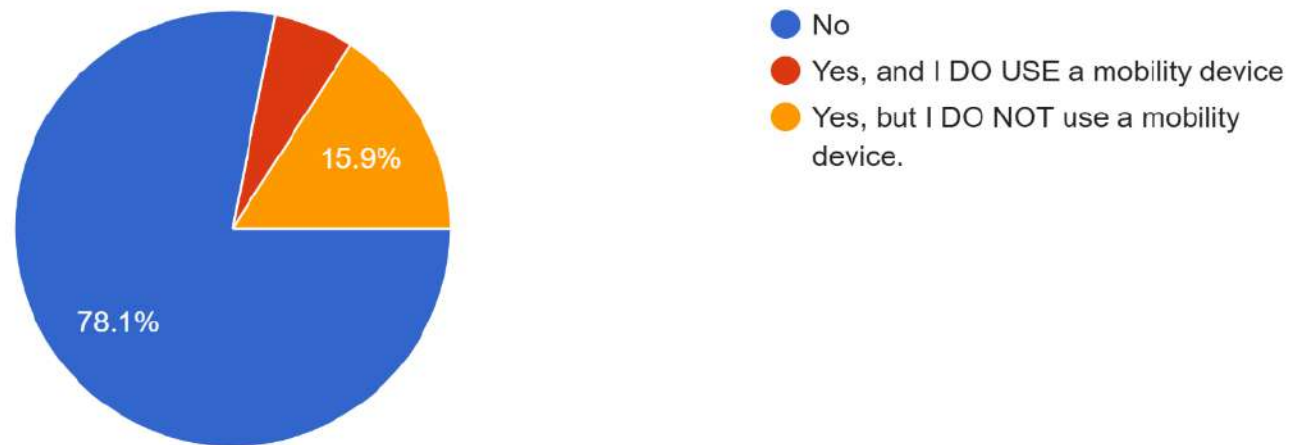


Q27: Do you identify as a person with a disability?

Respondents were asked, "Do you identify as a person with a disability?", and given the choice between "Yes", "No", and "Yes, but I Do Not use a mobility device". 78.1% of respondents answered "No", and 15.9% answered "Yes, but I DO NOT use a mobility device", with about 6% using a mobility device.

Do you identify as a person with a disability?

151 responses

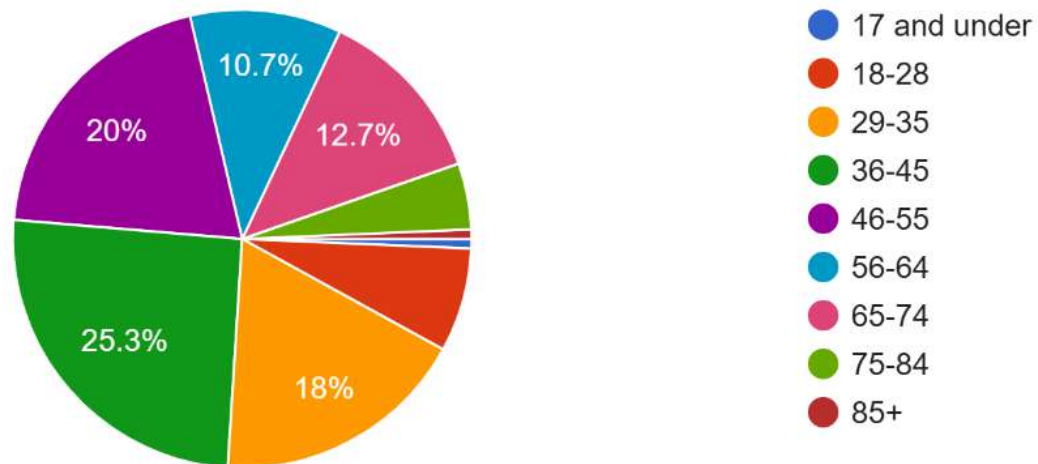


Q28: What is your age?

Respondents were asked, "What is your age?" and were presented with 9 options for selection. The most common response was "36-45" at 25.3%. The second most common response at 20% was "46-55", and the third most common response at 18% was "29-35".

What is your age?

150 responses

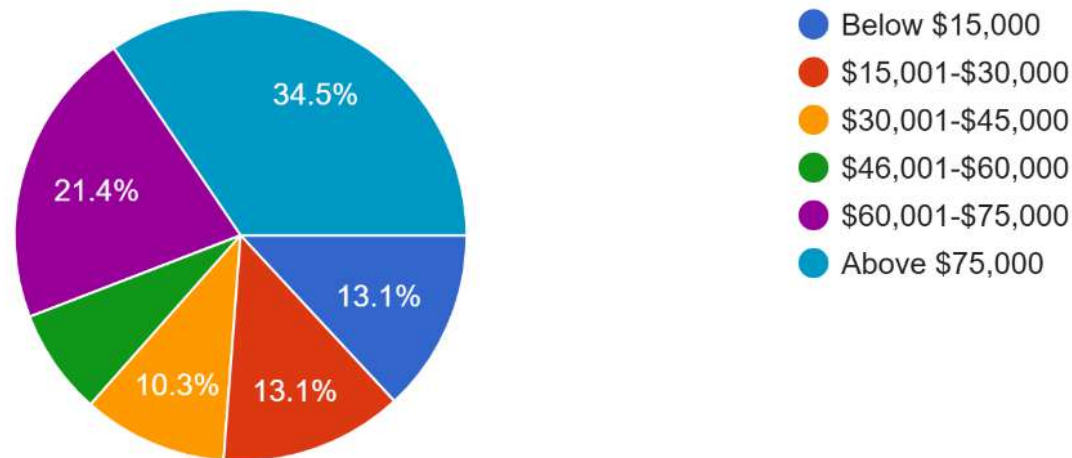


Q29: What is your total household income per year?

Respondents were asked, "What is your total household income per year?" and were presented with 6 options for selection. The most common response was "Above \$75,000" at 34.5%. The second most common response at 21.4% was "\$60,001-\$75,000", and the third most common response tied at 13.1% was "Below \$15,000" and "\$15,001-\$30,000".

What is your total household income per year?

145 responses

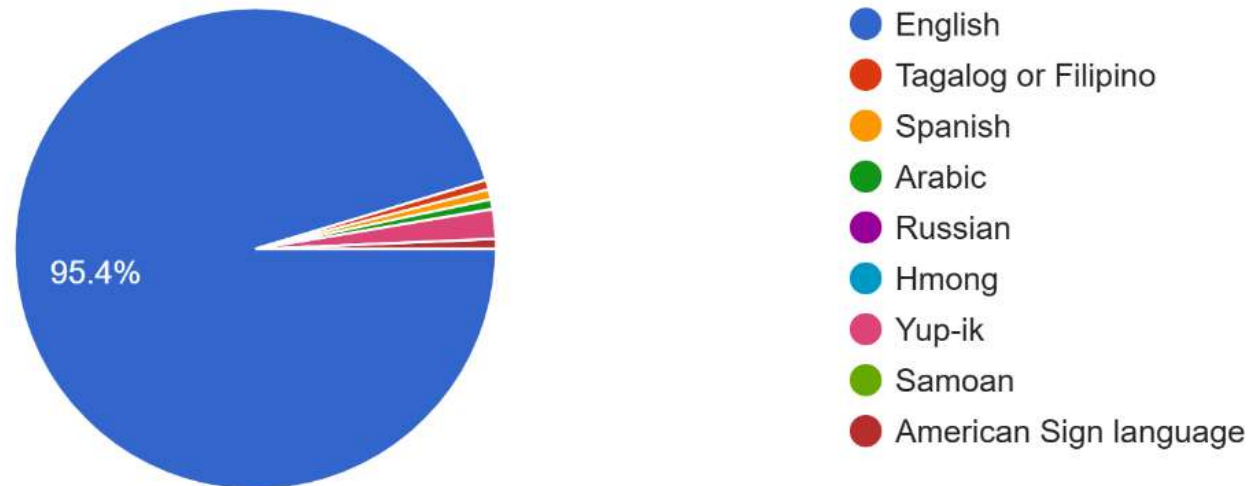


Q30: What is the main language spoken in your home?

Respondents were asked, “What is the main language spoken in your home?” and given a choice of 9 options. The most common answer with 95.4% was “English”. The second most common answer with 2% was “Yup-ik”.

What is the main language spoken in your home?

151 responses

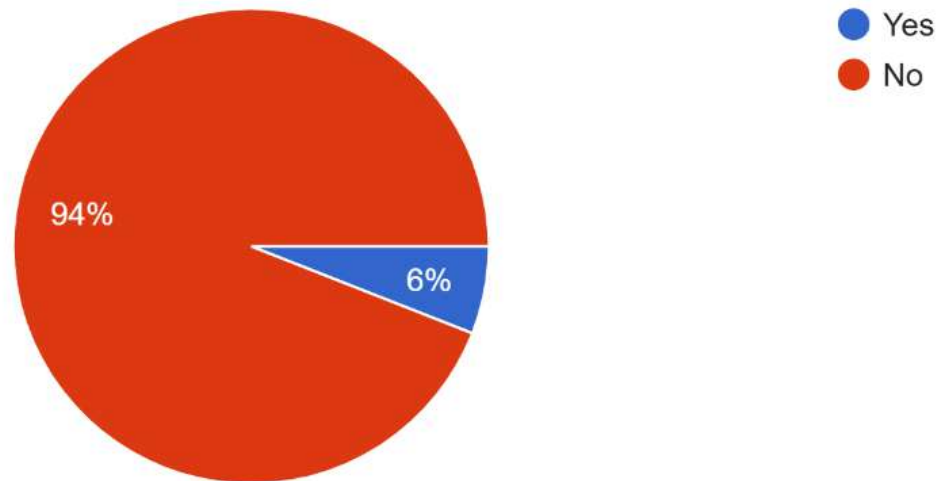


Q31: Are you a veteran of the U.S. Armed Forces?

Respondents were asked: Are you a Veteran of the U.S. Armed Forces, and given a choice of “Yes”, or “No”. The most common answer, with 94% was “No”.

Are you a veteran of the U.S. Armed Forces?

151 responses



APPENDIX E. SURVEY INSTRUMENTS

APPENDIX E.

SURVEY INSTRUMENTS

The 2025 Coordinated Plan Update included two surveys: a Rider Survey for the general public, asking about their transit needs and experiences in the Anchorage region, and a Transit Providers survey about the services offered by the transit providers in the region. Both surveys were conducted online. This appendix includes the survey instruments for both surveys.

Rider Survey

Take Our Rider Survey - Win a \$25 Gift Card!

\$25 gift cards will be given to ten randomly picked survey respondents

Respondents do not need to sign into Google to complete survey and qualify for gift card.

* Indicates required question

Public Transportation Rider Survey

The Municipality of Anchorage is conducting an update to the coordinated public transit-human services plan for the Anchorage and Chugiak/Eagle River area. We would like your feedback on your experience accessing and using public transportation.

This survey is for current riders or people who do not currently use public transit; the survey should take no more than 3 minutes to complete. Your valuable feedback will help guide the plan update.

1. **During the past year, were you UNABLE TO TRAVEL to any of the following destinations because you did NOT have access to transportation?** *(Check all that apply)*

- ☐ Shopping/grocery/banking
- ☐ Medical/dental/wellness appointments
- ☐ Social outings (friends/family)
- ☐ Recreational/senior center/casino
- ☐ Religious services
- ☐ Education (school)
- ☐ Work/volunteering

2. **Which of the following factors prevented you from taking trips this past year?** *(Check all that apply)*

- ☐ I can't drive (no license, don't feel comfortable, etc.)
- ☐ Do not have a car
- ☐ I can't pay for gas, parking, and/or insurance
- ☐ I don't have anyone to take me
- ☐ I don't have bus services in my area
- ☐ I can't afford bus fare
- ☐ I'm not familiar with transportation options
- ☐ I don't feel safe or comfortable

3. **Are you currently able to drive?** *

Mark only one oval.

- ☐ Yes
- ☐ No *Skip to question 6*

4. **If you drive, which of the following local destinations do you drive to?**

Check all that apply.

- ☐ Shopping/grocery/banking
- ☐ Medical/dental/wellness appointments
- ☐ Social outings
- ☐ Recreational/senior center/casino
- ☐ Religious services
- ☐ Education (school)
- ☐ Work/volunteering
- ☐ I don't drive to any destination

5. **If you drive, are there any circumstances in which you would prefer not to drive?** *(Check all that apply)*

- ☐ At night
- ☐ To a destination more than 5 miles away
- ☐ To a doctor's appointment when I don't feel well
- ☐ On highways
- ☐ To a place I don't know very well
- ☐ I don't drive to any destination

6. **If you rely on another driver for any of your trips, on whom do you depend?** *(Check all that apply)*

- ☐ Spouse/partner
- ☐ Children/other relatives
- ☐ Friends/neighbors
- ☐ Public services: transit
- ☐ Transit/Paratransit
- ☐ Transport offered by assisted living facility/senior community
- ☐ Taxi/Uber/Lyft

7. **Over the next 1-3 years, which destinations do you anticipate needing transportation to because you won't be able to drive there?** *(Check all that apply)*

- ☐ Shopping/grocery/banking
- ☐ Medical/dental/wellness appointments
- ☐ Social outings (friends/family)
- ☐ Recreational/senior center/casino
- ☐ Religious services
- ☐ Education (school)
- ☐ Work/volunteering

Bus Service

8. **Do you use the bus? ***

Mark only one oval.

☐ Yes *Skip to question 10*

☐ No *Skip to question 9*

9. **What are the reasons you do not (or cannot) use the Bus? (Check all that apply)**

- ☐ I don't know what services are available
- ☐ I can't afford the fare
- ☐ Service does not take me where I want to go
- ☐ Service not available during the times I need it
- ☐ It takes me too long to get where I need to go
- ☐ Service is not reliable
- ☐ I don't feel safe waiting for the service
- ☐ I don't feel safe on the service
- ☐ I can't walk to the nearest bus stop
- ☐ The service cannot meet my other needs

Skip to question 13

10. **On a scale of 1-5, how safe do you feel while taking the bus?**

Mark only one oval.

- ☐ 1 Not Safe
- ☐ 2 Somewhat Unsafe
- ☐ 3 Neutral
- ☐ 4 Somewhat safe
- ☐ 5 Safe

11. **What would make you feel safer taking the bus?**

Check all that apply.

- ☐ Better bus stop amenities (shelters, benches, etc.)
- ☐ Better lighting
- ☐ Other: _____

12. **What general bus service improvements would you like?** *(Check all that apply)*

- ☐ Free transfers between systems (i.e. from Valley Transit to People Mover)
- ☐ Real-time arrival information
- ☐ Bus system app with schedules and fare options
- ☐ Online trip planning tool
- ☐ Other: _____

AnchorRIDES

13. **Do you use AnchorRIDES ***

Mark only one oval.

- ☐ Yes *Skip to question 15*
- ☐ No *Skip to question 14*

14. **What are the reasons you do not (or cannot) use AnchorRIDES?** *(Check all that apply)* *

- ☐ I don't need the service
- ☐ I don't know what services are available
- ☐ I can't afford the fare
- ☐ Service does not take me where I want to go
- ☐ Service is not available during the times I need it
- ☐ takes me too long to get where I need to go
- ☐ Service is not reliable
- ☐ I can't wait for the service
- ☐ I don't feel safe on the service
- ☐ The service cannot meet my other needs

Skip to question 18

15. On a scale of 1-5, how safe do you feel while taking AnchorRIDES?

Mark only one oval.

- ☐ Not Safe
- ☐ Somewhat Unsafe
- ☐ Neutral
- ☐ Somewhat safe
- ☐ Safe

16. What would make you feel safer taking AnchorRIDES? (Check all that apply)

- ☐ Emergency features on the bus (call buttons, etc.)
- ☐ Safer access to or from the bus (sidewalks, ramps, snow clearing)
- ☐ Advanced driver training (customer service, safe securing, conflict resolution, etc.)
- ☐ Door-through-door service
- ☐ Other: _____

17. What general improvements to AnchorRIDES service would you like? (Check all that apply)

- ☐ Real-time bus arrival/bus tracking
- ☐ Same-day reservations
- ☐ On-bus amenities (storage, comfort, wi-fi, etc.)
- ☐ Extended service span, including holiday service
- ☐ Greater reliability/fewer cancellations
- ☐ Shorter wait times
- ☐ Other: _____

Paratransit Services

18. Do you use paratransit services? *

Mark only one oval.

- ☐ Yes Skip to question 20
- ☐ No Skip to question 19

19. **What are the reasons you do not (or cannot) use paratransit services?** *(Check all that apply)*

- ☐ I don't need the service
- ☐ I don't know what services are available
- ☐ I can't afford the fare
- ☐ Service does not take me where I want to go
- ☐ Service is not available during the times I need it
- ☐ It takes me too long to get where I need to go
- ☐ Service is not reliable
- ☐ I can't wait for the service
- ☐ I don't feel safe on the service
- ☐ The service cannot meet my other needs

Skip to question 23

20. **On a scale of 1-5, how safe do you feel while taking paratransit services?**

Mark only one oval.

- ☐ 1 Not Safe
- ☐ 2 Somewhat Unsafe
- ☐ 3 Neutral
- ☐ 4 Somewhat safe
- ☐ 5 Safe

21. What would make you feel safer taking paratransit services?

Check all that apply.

- ☐ Emergency features on the bus (call buttons, etc.)
- ☐ Safer access to or from the bus (sidewalks, ramps, snow clearing)
- ☐ Advanced driver training (customer service, safe securing, conflict resolution, etc.)
- ☐ Door-through-door service
- ☐ Upgraded or new vehicles
- ☐ Other: _____

22. What general improvements to paratransit services would you like? (Check all that apply)

- ☐ Real-time bus arrival/bus tracking
- ☐ Same-day reservations
- ☐ On-bus amenities (storage, comfort, wi-fi, etc.)
- ☐ Extended service span, including holiday service
- ☐ Greater reliability/fewer cancellations
- ☐ Shorter wait times
- ☐ Other: _____

CONFIDENTIAL Demographic Information

23. Have you spent more than two nights unhoused or in temporary shelter in the last year?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

24. **What is your home zip code?**

25. **Which of the following devices do you use to access the Internet?** *(Check all that apply)*

- ☐ Personal computer (desktop/laptop)
- ☐ Smartphone
- ☐ Tablet
- ☐ Public computer in a public place (i.e., library, senior center, school)
- ☐ I don't have access to any of these devices.

26. **Do you have access to WiFi in your residence?**

Mark only one oval.

- ☐ Yes
- ☐ No

27. **Do you identify as a person with a disability?**

Mark only one oval.

- ☐ No
- ☐ Yes, and I DO USE a mobility device
- ☐ Yes, but I DO NOT use a mobility device.

28. **What is your age?**

Mark only one oval.

☐ 17 and under

☐ 18-28

☐ 29-35

☐ 36-45

☐ 46-55

☐ 56-64

☐ 65-74

☐ 75-84

☐ 85+

29. **What is your total household income per year?**

Mark only one oval.

☐ Below \$15,000

☐ \$15,001-\$30,000

☐ \$30,001-\$45,000

☐ \$46,001-\$60,000

☐ \$60,001-\$75,000

☐ Above \$75,000

30. **What is the main language spoken in your home?**

Mark only one oval.

- ☐ English
- ☐ Tagalog or Filipino
- ☐ Spanish
- ☐ Arabic
- ☐ Russian
- ☐ Hmong
- ☐ Yup-ik
- ☐ Samoan
- ☐ Other: _____

31. **Are you a veteran of the U.S. Armed Forces?**

Mark only one oval.

- ☐ Yes
- ☐ No

Thank you for completing our survey!

All responses will be kept strictly confidential.

If you have any questions please contact: _____

inquiries@aroundanchorage2025.com

For more project information visit:

[AroundAnchorage2025.com](https://www.aroundanchorage2025.com).

**>>TO ENTER THE DRAWING FOR ONE OF TEN \$25
GIFT CARDS, please [click here](#)<<**

Winners will be announced on August 28

Provider Survey

Coordinated Human Services Plan 2025 Service Providers Update

SERVICE PROVIDERS SURVEY

The Municipality of Anchorage (MOA) is in the process of updating the 2018 Coordinated Human Service Transportation Plan (CHSTP).

The CHSTP is a required planning document for a municipality to become eligible for Section 5310 (Enhanced Mobility for Seniors and People with Disabilities) funding. The plan assesses community needs for seniors, people with disabilities, and people experiencing poverty, identifies gaps in service, and recommends & prioritizes strategies to address these needs and gaps.

To understand existing services and potential gaps, we need input from the organizations that provide and support transportation services. This includes organizations that directly provide rides, those that provide supplementary services like travel training or bus passes, and those that share information about transportation services. This survey will help improve transportation services for people with limited mobility options and identify opportunities for coordination and collaboration between providers to improve service delivery.

If you have any questions please contact: inquiries@aroundanchorage2025.com

Note: Respondents are not required to log into Google to take survey.

* Indicates required question

Organization Information

1. **Organization Name**

2. **Contact Name**

3. **Contact Title**

4. **Contact Telephone**

5. **Contact Email**

6. **Type of organization**

Mark only one oval.

☐ Government body

☐ Private, for-profit business

☐ Private, non-profit

☐ Tribal government

☐ Public, non-profit

☐ Other: _____

7. What best describes your organization?

Mark only one oval.

- ☐ Transit agency
- ☐ Taxi/cab/NEMT service
- ☐ Social service agency
- ☐ Senior center
- ☐ Other: _____

8. Which of the following types of funding does your organization receive for transportation? (Check all that apply)

- ☐ Local funding
- ☐ State funding
- ☐ Federal FTA funding
- ☐ Other federal funding
- ☐ Foundation grants
- ☐ Passenger fees
- ☐ Private donations
- ☐ United Way
- ☐ Other: _____

9. **Who are the primary groups your organization serves?** *(Check all that apply)*

- ☐ General public
- ☐ Older adults
- ☐ People with disabilities
- ☐ Teens
- ☐ Children
- ☐ Veterans
- ☐ People with low incomes
- ☐ Families
- ☐ Alaska Natives
- ☐ People with limited English proficiency
- ☐ Other: _____

Types of Services Provided

10. **Does your organization provide direct transportation services, using vehicles it owns or leases?**

Mark only one oval.

- ☐ Yes
- ☐ No, but we either contract for, subsidize, arrange or support transportation services in some way for our clients *Skip to question 54*
- ☐ No, we are in no way involved in transportation services. *Skip to question 61*

Service Characteristics

This section asks about the type of transportation services you provide.

11. What best describes the transportation service you provide?

Mark only one oval.

- ☐ Fixed route service (fixed path, schedule, and stops)
- ☐ Demand-response service
- ☐ Deviated route service (fixed path where vehicle may depart from to service a prescribed area)
- ☐ Other: _____

Daily Hours of Operation

Below, please list the time your service starts and ends, for each day of the week.

12. Monday hours of operation (e.g, 9 am to 6 pm)

13. Tuesday hours of operation (e.g, 9 am to 6 pm)

14. Wednesday hours of operation (e.g, 9 am to 6 pm)

15. Thursday hours of operation (e.g, 9 am to 6 pm)

16. **Friday** hours of operation (*e,g, 9 am to 6 pm*)

17. **Saturday** hours of operation (*e,g, 9 am to 6 pm*)

18. **Sunday** hours of operation (*e,g, 9 am to 6 pm*)

19. **What holidays affect your service hours, and how?**

20. **Please describe your service area.**

21. **What type of service do you provide** *(check all that apply):*

- ☐ Designated stop pick-up and drop-off
- ☐ Curb-to-curb service
- ☐ Door-to-door service
- ☐ Door-through-door service
- ☐ Other: _____

22. **How do you advertise your service?** *(e.g., a website, referrals, etc.)*

23. **Who does your ridership include?** *(Check all that apply)*

- ☐ General public
- ☐ Older adults
- ☐ People with disabilities
- ☐ Teens
- ☐ Children
- ☐ Veterans
- ☐ People with low incomes
- ☐ Families
- ☐ Alaska Natives
- ☐ People with limited English proficiency
- ☐ Other: _____

24. **Please describe any eligibility requirements for using the service** (*age, disability, Veteran stat etc.*).

25. **Trip purposes include** (*check all that apply*):

- ☐ Any purpose
- ☐ Medical (physical health, behavioral health, dental)
- ☐ Employment
- ☐ Volunteer activities
- ☐ Religious events
- ☐ Social/recreational activities
- ☐ Childcare
- ☐ Shopping
- ☐ Other: _____

26. **Describe any destination requirements for using the service** (*medical, employment, geography etc.*).

27. **Have your destinations changed in the last 5 years?**

Mark only one oval.

☐ No

☐ Yes

28. **If you answered yes above, please describe how your destinations have changed.**

29. **Are reservations required ahead of time?**

Mark only one oval.

☐ Yes

☐ No

30. **What is your reservation policy (i.e., How can a client make a reservation? How many days in advance is required? Is it possible?)**

31. **How are your reservations booked?** *(Check all that apply)*

- ☐ An app
- ☐ On your website
- ☐ A call center/phone line
- ☐ Other: _____

32. **What is your cancellation policy?**

33. **Do you provide same day service?** *(When a client requests a ride for the day of without a reservation)*

Check all that apply.

- ☐ Yes
- ☐ No
- ☐ Other: _____

34. **Is your service free? ***

Mark only one oval.

- ☐ Yes *Skip to question 39*
- ☐ No

Fares

35. If your fare is a FLAT RATE, what is that rate?

36. If your service is SLIDING SCALE, what is the sliding rate and eligibility criteria?

37. If your service has a suggested DONATION, what donation do you suggest?

38. If your fare is calculated in some manner not listed above, please tell us how you calculate your fares.

Fleet and Driver Characteristics

This section asks about the types of vehicles and drivers you have in your organization.

How many vehicles within your fleet are...

39. **Sedans**

40. **Minivans**

41. **15-passenger vans**

42. **Transit buses**

43. **Light-duty buses** *(16-24 passengers)*

44. **School buses** *(yellow school buses seating between 45 and 60 passengers)*

45. **Other vehicle type** (please specify type and number):

46. **What are the peak hours of service when you have the greatest number of vehicles on the road at one time?**

47. **What training do you require your drivers to have, and which trainings do you actually provide?** *(Check all that apply)*

	We REQUIRE this training	We PROVIDE this training
Passenger Service and Safety (PASS)	☐	☐
Commercial device securement	☐	☐
Defensive driving	☐	☐
CPR and First Aid	☐	☐
Child Passenger Safety	☐	☐
Confidentiality and HIPAA	☐	☐

48. **How many part-time, paid drivers do you employ?**

49. **How many full-time, paid drivers do you employ?**

50. **Do you have trouble hiring drivers?**

Mark only one oval.

☐ Yes

☐ No

51. **If YES, why?**

52. **Do you have volunteer drivers?**

Mark only one oval.

☐ Yes

☐ No

53. If YES, how many volunteer drivers do you have?

Transportation Support Services

This section asks questions about **transit support services** your organization provides that are not direct transit services, like direct rides to clients (These support services include such things as subcontracted transit services, fare subsidization, trip planning, or volunteer drivers).

54. Does your organization provide transit support services?

Mark only one oval.

☐ No Skip to question 61

☐ Yes

Transit Support Service Types

55. If you **contract for transportation services** for your clients through formal arrangements with other transportation providers, please describe that service:

56. If you subsidize transportation services for your clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash, please describe that service:

57. If you arrange transportation services for your clients by providing trip planning or information about transportation services, please describe that service:

58. If you manage a volunteer driver program for your clients, please describe that service:

59. If you provide travel training services for your clients, please describe that service:

60. If there are any other transit services you arrange for your clients, please describe them.

Transportation Coordination Services

This section assesses current activities, opportunities, and potential barriers to coordination of human services transportation-related activities. It asks where you see opportunity for coordination and improvement to improve transportation services.

The Alaska Community and Public Transportation Advisory Board defines coordination as:

"An ongoing strategy of committed funders, providers and stakeholders working together to improve both local and statewide transportation options through planning, shared resources, and consolidation of programs."

Please respond accordingly,

61. Please respond to each statement below, based on activities your organization does, doesn't or plans to carry out related to human services transportation.

Mark only one oval per row.

	<i>We do this</i>	<i>We don't do this but are currently planning to</i>	<i>We would be interested in finding partners to collaborate with on this</i>	<i>We don't do this and don't plan to</i>
We pursue joint grant writing or funding opportunities	☐	☐	☐	☐
We pool financial resources with another organization to fund transportation- related services	☐	☐	☐	☐
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	☐	☐	☐	☐
We have a website that is regularly maintained	☐	☐	☐	☐
We produce print materials in multiple languages	☐	☐	☐	☐
We conduct one- on-one needs assessments with customers to identify their transportation needs	☐	☐	☐	☐
We provide a repository of transportation services and programs online	☐	☐	☐	☐
We provide trip assistance through a live help specialist to match the customer with the best option	☐	☐	☐	☐
We share vehicles with another organization to provide transportation service	☐	☐	☐	☐
We coordinate vehicle and capital purchases with another organization	☐	☐	☐	☐

Around Anchorage 2025 Coordinated Plan Update | Appendix E

MOA

	<i>We do this</i>	<i>We don't do this but are currently planning to</i>	<i>We would be interested in finding partners to collaborate with on this</i>	<i>We don't do this and don't plan to</i>
We coordinate vehicle and capital purchases with another organization	☐	☐	☐	☐
We coordinate supply or equipment purchases with another organization	☐	☐	☐	☐
We share fueling facilities with another organization	☐	☐	☐	☐
We share maintenance facilities for vehicles with another organization	☐	☐	☐	☐
We coordinate insurance purchases related to another organization	☐	☐	☐	☐
We coordinate driver training programs with another organization	☐	☐	☐	☐
We pool financial resources to better coordinate transportation services	☐	☐	☐	☐
We distribute customer surveys to solicit feedback about the services we provide	☐	☐	☐	☐
We have established common data collection and reporting procedures related to transportation services with other agencies	☐	☐	☐	☐
We coordinate reservation systems through centralized or shared reservation and/or dispatching	☐	☐	☐	☐
We partner with or explore partnerships with TNCs (Uber,, Lyft,, etc.) to support operations	☐	☐	☐	☐

	<i>We do this</i>	<i>We don't do this but are currently planning to</i>	<i>We would be interested in finding partners to collaborate with on this</i>	<i>We don't do this and don't plan to</i>
We offer or support alternative booking or payment options for users with smartphones or bank cards (e.g., Call-in options, prepaid Cards, vouchers)	☐	☐	☐	☐

1. What are the **top three** unmet transit needs you hear from your clients? *(Check only one unmet need in each column to rank them)*

Mark only one oval per row.

	Rank 1	Rank 2	Rank 3
Affordable options	☐	☐	☐
Early morning service	☐	☐	☐
Late night service	☐	☐	☐
Weekend service	☐	☐	☐
Same-day or next-day service	☐	☐	☐
Snow-related barriers on sidewalks (not plowed/snow build up)	☐	☐	☐
Lack of knowledge about available services	☐	☐	☐
Safety	☐	☐	☐
Transportation options don't connect to where they need to go	☐	☐	☐
Travel to medical destinations	☐	☐	☐

Travel to employment	☐	☐	☐
Options for people with mobility devices (wheelchairs, scooters, etc.)	☐	☐	☐
Sidewalk connections to destinations	☐	☐	☐
Better transfers between transportation options	☐	☐	☐
Service that gets clients where they need to go in a timely manner	☐	☐	☐
Reliable transportation options	☐	☐	☐

2. **Are there any other important unmet transit needs (not listed above) that you wish to mention?**

3. **What do you see as the top two barriers to the coordination of transportation services?
(Che only one barrier in each column to rank them)**

Mark only one oval per row.

	Rank 1	Rank 2
Statutory barriers to pooling funds	☐	☐
Restrictions placed on trip purpose	☐	☐
Liability/insurance concerns	☐	☐
Turf issues among providers	☐	☐
Lack of funding	☐	☐
Lack of shared vision and priorities between providers	☐	☐
Lack of organizational will to initiate coordination activities	☐	☐
Siloed institutional structures between potential partners	☐	☐
Lack of knowledge about coordination opportunities	☐	☐
Lack of champion to spearhead coordination efforts	☐	☐

4. **Are there any other important coordination barriers (not listed above) that you wish to mention?**

5. **What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?**

Transportation Service Funding

6. **Please identify the sources of FEDERAL FUNDING utilized to provide your transportation services. (Select all that apply)**

Check all that apply.

- ☐ NEMT
- ☐ Veterans Transportation services
- ☐ Older Americans Act
- ☐ Alaska Temporary Assistance (TANF) Program
- ☐ FTA Section 5307
- ☐ FTA Section 5310
- ☐ FTA Section 5339

7. **Please identify the sources of STATE FUNDING utilized to provide your transportation services.** (*Select all that apply*)

Check all that apply.

- ☐ Alaska Mental Health Trust (AMHT)
- ☐ State general funds
- ☐ Nutrition, Transportation and Support Services
- ☐ Medicaid Home and Community Based Waivers

8. **Please identify the sources of LOCAL FUNDING or OTHER FUNDING utilized to provide your transportation services.** (*Select all that apply*)

Check all that apply.

- ☐ Purchase of service agreements
- ☐ Municipal general funds
- ☐ Private/foundation grants
- ☐ Private donations
- ☐ Corporate donations
- ☐ Other: _____

9. **What are the two most pressing barriers to accessing funding for your services?**

10. **Please indicate the level of funding for your transportation services:**

Mark only one oval.

- ☐ We have plenty of funding.
- ☐ We have enough funding but would provide more service if we have additional funding. ☒
- ☐ We barely keep up with demand.
- ☐ We turn away clients due to lack of funding.

11. **Is there anything else you would like to share about the coordination of transportation service or you feel we should know moving forward with this plan?**

Thank You For Your Input!

If you have any questions please contact: inquiries@aroundanchorage2025.com
For more project information, please visit: [AroundAnchorage2025.com](https://www.aroundanchorage2025.com).