

GEOGRAPHIC ACCESSIBILITY

185 Comments Received About Geographic Accessibility

6 Provide more coverage

49 Provide Coverage in the Neighborhoods

- 7 Go back into the neighborhoods
- 7 Peter's Creek
- 5 Independence Park
- 5 Turnagain
- 4 Eagle River
- 4 South Anchorage
- 2 Chugiak
- 2 Midtown
- 1 Abbott
- 1 Birchwood
- 1 Distressed neighborhoods
- 1 Eklutna
- 1 MUNI areas - all
- 1 Nunaka
- 1 Palmer
- 1 Sand Lake
- 1 Seacliff Plaza Condominiums
- 1 Seward
- 1 University Area
- 1 Wasilla
- 1 West Anchorage

43 Provide Coverage to Recreation & Education Centers

- 30 Loussac Library
- 3 Parks & Nature
- 2 Campbell Creek Science Center
- 2 Schools
- 1 Arctic Thunder Event
- 1 Boardwalk off Seward Hwy
- 1 Century 16 Theater
- 1 Hilltop Ski Area
- 1 The Point
- 1 Zoo

41 Put Service Back on the Old Routes

- 18 Old Route 60
- 10 Old Route 36
- 5 Old Route 2
- 3 Old Route 13
- 2 Old Route 1
- 2 Old Route 3
- 1 Old Route 45

29 Provide Service Along These Street Sections

- 10 Old Seward
- 3 36 Ave - Lake Otis - Arctic
- 2 36th Ave - Lake Otis & LaTouche
- 2 Fairview to midtown
- 2 Wisconsin St.
- 1 Klatt roundabout to John's Rd
- 1 36 Ave - LaTouche St. & Providence to C St.
- 1 36th Ave - David Green Park/MacInnes area
- 1 Boniface - serve the hospitals
- 1 C St corridor south of Tudor
- 1 East/West on 100th Ave
- 1 East/West on Tudor, Chugach & Arctic
- 1 Elmore between Abbott & Tudor
- 1 Elmore Road
- 1 West on 100th Ave

17 Provide Coverage to Services & Shopping Areas

- 4 36 Ave - to access Medical & UAA Offices
- 3 Huffman Business Park
- 2 Church Services
- 2 Natural Pantry
- 1 5th Avenue Mall - to access services
- 1 Assembly Chambers
- 1 First CME Church
- 1 Heart and Hands
- 1 ML&P Office
- 1 Social Security Building

ECONOMIC ACCESSIBILITY

17 Comments Received About Economic Accessibility

13 Decrease Fares

- 3 Week pass - should be \$15
- 2 Compensate monthly pass riders for non-service days
- 2 Decrease fares
- 2 Free bus passes - offer more
- 2 Wednesday - everybody should ride free or nobody
- 1 30 day punch - offer instead of a monthly pass
- 1 Transfer cost

4 Increase Fares

- 3 Increase Fares
- 1 RT 92 - increase fares

INFORMATIONAL ACCESSIBILITY

36 Comments Received About Informational Accessibility

16 Partner with Local Organizations

- 3 Coordinate with other
- 2 Provide Employer Incentives
- 2 Providence, UAA (large employers)
- 1 Artistic community & musicians & sketch artists
- 1 Bear Tooth
- 1 Cabs, Lyft, etc for a night bus*
- 1 Hire handicap individuals to advise on projects
- 1 Homeless Youth
- 1 Mid-town Congestion Relief Project *independent bus lane*
- 1 Support Snow Fighters
- 1 Valley Mover
- 1 Vision Zero

14 Advertisements

- 2 Advertise the warming center
- 2 Advertise to MOA employees
- 1 Advertise public meetings earlier
- 1 Advertise the system changes earlier
- 1 Bulkhead - make the "Cover Your Mouth" sign a bulkhead
- 1 Meeting In a Box - provide more information
- 1 No Smoking sign - make bigger
- 1 Postcard - offended by the multiple languages delivered to his mailbox
- 1 Send mail to PO Boxes too
- 1 Survey choice riders to see what would get them to ride the bus
- 1 TV commercials - say AnchorRIDES too, not just People Mover
- 1 TV commercials - stop spending money on these

4 Public Transit Advisory Board

- 1 Allow handicap board members to call into the meetings
- 1 Brings senior free passes to the meetings too
- 1 I would like to be part of the planning board?
- 1 Vary where meetings are held

2 System Report Card

- 1 System Report Card - include spreadsheet
- 1 System Report Card - standardizing Y Axis on trip graphs makes it hard to see the variation in lower ridership routes

CONVENIENCE - ROUTES

81 Comments Received About Routes

31 Direct Route Proposals

2 Add more direct route service

6 To the Airport

2 Airport - Dimond Center

1 Airport - Downtown - Dimond - non-stop service*

1 Airport - Muldoon

1 Airport - Wasilla

1 Airport - more than one route

7 To Dimond Center

6 Dimond Center - Muldoon

1 Dimond Center - ANMC

9 To Downtown

4 Downtown - South Anchorage

2 Downtown - Northway Mall

1 Downtown - Boniface - express route for safety

1 Downtown - Muldoon

1 Downtown - Tikahtnu

7 Other Direct Routes

3 Hospitals - Neighborhoods (each)

1 Midtown Shuttle

1 South Anchorage - Northway Mall

1 Spenard & Turnagain - UMED & Univ

1 UAA - Loussac Library

8 New Route Proposals

2 Providence to Minn. or Turnagain area on 36th (MED/APU/UAA)

2 DDTC to Hwy, Boniface to Tudor, then hospitals. 36th to A St.

1 36th Ave during peak afternoon and weekend hours for the library

1 New route proposal in Eagle River - see attached map

1 New route realignment proposals - see attached map

1 New route proposal downtown to Midtown - see attached map

11 Routes - Positive Feedback

4 RT 92 - E/R Transit : City Hall is perfect

3 RT 55 - Great job

2 RT 30 is good

1 RT 10 & 25 are great

1 RT 31 - keep it the way it is

25 Proposed Route Realignment

3 RT 55 - take to ANMC

2 RT 55 - Downtown

2 RT 92 - Remove Frontage Road

2 RT 92 - UAA/Providence

1 RT 10 - take LaTouche instead of Lake Otis

1 RT 10 - take to ANMC

1 RT 11 - take to Alaska Regional, then the airport

1 RT 20 - Pine St/ Mountain View Drive

1 RT 25 - Muldoon to Tikahtnu only

1 RT 25 - C then Northern Lights over to Denali, then down Tudor

1 RT 25 - take to Muldoon Curve

1 RT 25 - route through UAA

1 RT 55 - down O'Malley from Fred Meyers off Abbott

1 RT 55 - Lake Otis to 36th & over to Arctic & the DDTC

1 RT 55 - 2 parts: Independence Park / O'Malley & Abbott / Dimond

1 RT 65 - Raspberry, Cranberry, Collins

1 RT 65 & RT 91 - meet at Northwood street

1 RT 91 - Downtown & Midtown

1 RT 91 - include St John's Rd

1 RT 92 - start one of the buses in Peter's Creek

6 Feedback on Transfers

2 Provide more transfer opportunities

1 Decrease wait time for transfers

1 Improve Intermodal connectivity

1 Provide more East/West connections to North/South

1 RT 55 & RT 10 - synchronize connection times

CONVENIENCE - BUS STOPS

43 Comments Received About Bus Stops

4 Bus Stops Positive Feedback

- 2 Rt 25 - do not eliminate last stop before Tudor. It is used by many students
- 1 RT 10 - I like the new stop at Benson & Minnesota
- 1 RT 92 - I like the stop across from Jitters & on F St.

23 New Bus Stops Needed

- 2 NE corner of DeBarr & Pine.
- 2 RT 55 - Dimond Blvd (south) next to AK Neuro Center
- 1 88th & Lake Otis
- 1 Aircraft Drive / Int'l Road
- 1 Between Benson & 36th
- 1 C.V. by hill
- 1 Costco entrance
- 1 Fred Meyers entrance
- 1 Independence Drive
- 1 Put back the UAA and Jewel Lake bus stops
- 1 Remove bus stops near school bus crossing signs
- 1 RT 13 (old) - too many taken away
- 1 RT 20 - between Shell & VFW
- 1 RT 21 - between Bragaw & Pine
- 1 RT 21 - more stops
- 1 RT 25(OB) - you have to walk 1/2 a mile if you are going to Wal-Mart
- 1 RT 31 - change the Four Seasons bus stop to directly in front of Four Seasons
- 1 RT 55 - Lake Otis - UPD & Walgreens stops
- 1 RT 91 - more
- 1 Tudor & Muldoon Curve
- 1 Wal-Mart entrance

12 Decrease Bus Stop Spacing

- 7 RT 92 - Remove Timepoint at Boniface
- 3 Decrease bus stop spacing
- 1 RT 10 - Northern Lights & Benson section
- 1 Remove discontinued ones

4 Increase bus stop spacing

- 3 Seasonal - stops need to be closer together in the winter
- 1 Increase bus stop spacing

CONVENIENCE - FREQUENCY & SPAN

43 Comments Received About Frequency

4 Frequency: Positive Feedback

- 3 Keep the 15 min. frequency on the routes
- 1 RT 10 - keep 15 min frequency

30 Increase Frequency

- 13 RT 55 - - increase frequency
- 3 15 min - increase to this frequency on more routes
- 3 RT 65 - - increase frequency
- 2 Rt 35 - increase frequency
- 2 RT 91 - - increase frequency
- 2 RT 92 - increase frequency to 30 min.
- 1 RT 25 - increase frequency
- 1 RT 25 - 15 min frequency between 7am-9am
- 1 RTs going to Dimond Center/Wal-Mart
- 1 RTs going to Fairview - increase frequency
- 1 Sat - increase frequency to 15 min service

8 Decrease Frequency

- 6 15 min frequencies are too frequent
- 1 RT 25 - 15 min frequency is too much
- 1 30 min & 60 min frequencies were fine because they were reliable

1 Research Frequencies

- 1 Review 15 min frequencies to see if they are working

55 Comments Received About Span

46 Span: Add More Service

- 17 RT 91 - more trips
- 8 RT 91 - Sat/Sun Service
- 8 Sat/Sun Service - more evening service
- 7 RT 92 - more trips
- 3 RT 92 - Sat/Sun Service
- 1 Add peak service & have less mid-day service
- 1 RT 10 & RT 30: Sat/Sun Service - more morning service (6:00am - 7:00am)
- 1 Summer - add more service and alter schedule and routes to accommodate accommodate school being out

9 Holiday Service

- 4 Holiday Service
- 4 Holiday Service - minor
- 1 Bus schedule should observe the actual holiday, not the observed office one

CONVENIENCE - AMENITIES

26 Comments Received About Amenities

10 At Transit Centers

- 5 Dimond Transit Center - open it
- 2 Dimond Transit Center - provide more services here
- 2 Downtown Transit Center - open it when buses are running
- 1 Transit Center Lockers

8 At Bus Stops

- 4 Trash cans
- 2 Benches
- 1 Heat
- 1 Hooks on the poles so people can hang up their groceries

8 On the Buses

- 3 WiFi
- 3 RT 92 - use 40 ft. buses
- 1 USB - charging stations
- 1 Bike Racks - fat tire

RELIABILITY - SCHEDULE & BUS DRIVER FEEDBACK

26 Comments Received About The Schedule

16 On-Time Performance

- 4 Buses are not reliable
- 2 RT 25 - too long, never on schedule
- 2 RT 55 - is reliable from Dimond - Providence
- 2 Timepoints are off - buses rushing to those stops
- 1 15 min routes are more like 23 min
- 1 Out Of Service - buses shouldn't be out of service when late
- 1 RT 10 & RT 20 & RT 55 - lots of missed trips
- 1 RT 11 - not on-time enough
- 1 RT 25 - 4:40 OB is notoriously late
- 1 Seasonal - buses are not adhering to schedule

5 Running Times

- 1 7:00 start time - align with work schedules
- 1 RT 91 & RT 92 - cut low performing service
- 1 RT 92 - change 3:35 departure from ANC to 3:40?
- 1 The new shorter routes nice for short trips, but to cross town it takes longer than before.
- 1 RT 92 - house 2 buses in Eagle River so they start the day there

4 Ridership

- 2 RT 21 & RT 31 - ridership is low
- 1 RT 11 - delete route and double frequency of RT 41
- 1 RT 35 & RT 55- ridership is high only because RT 60 went away

1 Detour

- 1 When buses are on detour they won't stop to let people off

20 Comments Received About Bus Drivers

2 Bus Driver Positive Feedback

- 1 Many thanks to the bus driver who checked his bus & turned in my tote bag w/ laptop computer
- 1 The drivers I ride with on the bus are very reliable - the bus usually arrives/departs on time. Route 92 @ 7:48 AM 6:10 PM

18 Bus Driver Feedback

- 3 Buses sometimes pass by without picking up passengers
- 3 We would like kind and understanding drivers
- 2 Dimond Center - drivers are taking long breaks
- 2 Don't ask wheelchair passengers to announce which stop they are
- 1 Awareness training for people's safety
- 1 Have the post-truck drivers teach the other drivers how to not jerk
- 1 Make sure people don't sit in the handicap seats if they aren't handicap
- 1 RT 20 & 55 stop break 5 min-10 min for restroom
- 1 RT 92 - drivers don't always push the button when boarding with ID
- 1 RT 92 - more driver training of the route
- 1 RT 92 - whole trips missed when driver calls in sick
- 1 Inform riders to have there fares ready before boarding

RELIABILITY - SAFETY & MAINTENANCE

52 Comments Received About Safety and Maintenance

12 Maintenance

- 5 Clean bus stops
- 5 Clean buses
- 2 Lighting needed at bus stops

21 Seasonal - Maintenance

- 8 Bus Stops -clear snow and ice
- 3 Improve snow and ice removal
- 3 Sidewalks - clear snow and ice
- 2 Sidewalks - DOT street cleaning makes sidewalks unwalkable
- 1 36th Ave, Benson, Northern Lights - clear snow and ice
- 1 International Rd - clear snow and ice
- 1 Northway Mall parking - clear snow and ice
- 1 Sidewalks - 36th Ave hill - sidewalk/bike path are not well maintained.
- 1 Sidewalks - LaTouche Ave - clear snow and ice

16 Safety

- 4 Homeless Issues
- 2 22 ft. buses - steps are dangerous
- 2 Dimond Transit Center security
- 2 Downtown transit center security
- 2 RT 65 - Spenard/Wisconsin is unsafe to wait at in the dark
- 1 Passenger injury reported 19 months ago was not addressed by
- 1 RT 20 - Need a signal light at Cordova and 3rd
- 1 RT 25 - bus pulling out from ANMC onto Tudor is difficult for the bus
- 1 We need to feel safe

3 Technical Errors

- 2 Text system not always accurate
- 1 RT 31 does not show up on Google

OTHERS - GENERAL COMMENTS

25 General Comments Received

8 Positive Feedback

- 2 mTicket app - great app
- 1 Great job!!
- 1 I like these meetings more than PTAB
- 1 Love AnchorRIDES & PeopleMover
- 1 Love the blinky lights/reflectors that are handed out --> keep that!
- 1 New schedule is working much better
- 1 We all love the bus system. Thank you!

7 Questions

- 2 Why does Mountain View have two routes and other areas don't have any?
- 1 What can we do to make positive changes?
- 1 Would some smaller buses be quicker and more economical?
- 1 Where's the updated Title VI & LEP plan located online?
- 1 What % of lessened decrease of ridership is due to riders having to take 2 or 3 buses in new route vs 1 under old?
- 1 Mat-Su Trans Ride - more information

10 Negative Feedback

- 2 Restore old system
- 2 Make staff changes
- 1 The change should have been done in pieces.
- 1 Route numbers should not have been changed.
- 1 It should not have been done in winter.
- 1 Data varies - the need for public transportation coverage does not.
- 1 New system made individuals buy old cheap cars that are polluting.
- 1 Customer Service -be more friendly and do what's right

OTHERS - BUDGET & SERVICES

20 Comments Received About Services

11 New Bus Technology & Services

- 4 Bus Rapid Transit *express routes*
- 3 Electric buses
- 2 Micro-transit
- 2 MOA event buses

6 New Policies and Programs

- 2 Emergency Ride Home Program
- 2 Voice of the Riders Program
- 1 Homeless Issues - No fare - no ride
- 1 Provide handicap awareness classes for all employees

2 Infrastructure

- 2 Old Seward Kia Building available for a transit center

5 Comments Received About The Budget

6 Budget Feedback

- 1 Balance the needs and wants
- 1 Increase funding by reducing the amount of rides given away for free
- 1 Reallocate the budget
- 1 Salary increases for bus drivers
- 1 Stable funding for transit needed
- 1 Volkswagen settlement \$\$\$ for ASD buses

ANCHORRIDES & RIDESHARE

16 Comments Received About AnchorRIDES

2 AnchorRIDES Positive Feedback

- 1 AnchorRIDES drivers - friendly, call when they are on their way
- 1 Love AnchorRIDES & PeopleMover - live in McCarrey and system is working well

14 AnchorRIDES Feedback

- 3 Same day pick up
- 2 Decrease wait times
- 2 Expand service to include a broader definition of disabilities
- 1 Availability for seniors to Eagle River, not just for the disabled
- 1 Drivers show up too early
- 1 Expand from Elmore to O'Malley to cover the most senior citizens
- 1 More staff and better trained for reservations
- 1 Sat/Sun Service - more trips
- 1 What would be needed to change the 24HR notice to shorter time within 12 hrs.?
- 1 Wheel chair on van-style buses puts riders in the back too close to other riders

1 Comment Received About RideShare

1 RideShare

- 1 LinkAK method of rideshare recruitment outside of private vehicles