This publication was released by the Anchorage Public Transportation Department (PTD) and the Municipality of Anchorage (MOA) for the purpose of informing the public of the PTD Transit Plan. This report was funded in part through grants from the U.S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration.

SPECIAL THANKS We would like to thank the Anchorage Health Department for hosting an additional series of public meetings at the Loussac Library, as well as Catholic Social Services and Seeds of Change for hosting meetings during Public Event Series #2.

Interagency Committee

- Craig Lyon
  MOA - AMATS
- Darrel Hess
  MOA - Ombudsman
- Dave Post
  DOT & PF Planning
- Rashaud Joseph
  DOT & PF Civil Rights
- Michelle McNulty
  MOA - Planning
- Pamela Basler
  Anchorage Equal Rights Commission
- Natasha Pineda
  MOA - Health & Human Services
- Stephanie Morillo
  MOA - Traffic
- Heather MacAlpine
  MOA - Office of Equal Opportunity
- Amy Coffmann
  MOA - Mayor’s Office
- Paul Deery
  MOA - ADA Coordinator
- Paul VanLandingham
  MOA - Street Landingham
- Nancy Burke
  MOA - Homeless & Housing Coordinator

Public Transit Advisory Board

- Andrew Ooms
- Doug Miller
- Chelsea Ward-Waller
- Dawn Groth
- Elijah Haines
- Genevieve Mina
- Jennifer Ham
- Samuel Moore - former
- Gretchen Wehmhoff - former
As we leave 2019, I want to thank our customers and community for the tremendous support and patronage. We are honored to serve you as a vital transportation resource by providing significant value, while enhancing the wellbeing of our community.

I have had the pleasure of leading the Public Transportation Department for just under 2 years now. Before my tenure, the People Mover transit system had a significant overhaul in October of 2017. With that came more frequent bus service, but what I was hearing from the community was that there were some gaps in service that made accessing the new system hard for some people in the Municipality.

Transit on the Move is an important planning document that addresses those concerns. It was developed with a great deal of outreach and facilitation with the public and key stakeholders. This plan will guide the service enhancements for People Mover, AnchorRIDES, and RideShare. We believe that it is important to continue to improve the efficiency of the public transportation services within the Municipality, address future land use development and transportation investments, and enhance connectivity across our community.

Overall, the analysis has culminated in recommendations for route additions and revisions, system enhancements, and additional planning efforts to address future population growth, transit-dependent needs, and the anticipated financial contributions and transit investments needed to reach our performance targets.

Most importantly, Transit on the Move responds to key issues identified by Transit customers and stakeholders to create a system that will be more attractive to existing and new riders in the years to come.

It’s now 2020; this fiscal year brings some positive news for riders because of the public input received as part of this planning effort! For the first time since the system redesign (October 2017) the Municipal Assembly approved funding that allows PTD to add service. This will add access and improve connectivity to places like the Dimond Center, the Loussac Library, West Anchorage, and downtown.

Again, we thank you for your support and look forward to serving your transportation needs in the future.

Director
Public Transportation Department
### WHY WE ARE PLANNING

- **WHY A TRANSIT PLAN?**

  October 2019 marked two years since the Municipality of Anchorage’s Public Transportation Department (PTD) launched an overhaul of the People Mover bus system, and as a result, ridership is again growing following a decade of decline. At the core of the changes was a shift from providing basic service to a larger area of the city to providing frequent service in areas where ridership is most concentrated. That means densely populated parts of Anchorage now see buses arriving every 15 minutes on some routes. While the change was positive for many riders, it left some gaps in the system for others. The Transit Plan works to hone and improve the recently implemented system, and - through community input - develops a list of future priority projects to determine what comes next. We will update this plan every 3-5 years.

### WHAT WE HAVE NOW

- **WHAT IS TRANSIT ON THE MOVE?**

  Transit on the Move identifies goals and objectives for PTD to work toward and identifies performance measures and targets to track progress in achieving those goals. The plan creates a list of priority projects to improve the transit system, which are queued up and ready for implementation as additional funding is made available.
WHY WE ARE PLANNING

INTRODUCTION

BUS SYSTEM REDESIGN

COORDINATED PLANS

PROJECT SCOPE
INTRODUCTION

Transportation is the key to economic success. Good transportation is about access, connecting people and place. Great public transportation is both equal and equitable. All people are connected to the system (equality) and they can use it to access the places that they need to go (equity). Successful public transportation is also about the rider – pedestrian/bicyclist access and safety, both en route to the system and during the ride.

PTD MISSION STATEMENT

Connect the community with safe, reliable transportation options, emphasizing customer service while providing economic, social and environmental benefits

PTD provides three public transportation services: People Mover, a fixed-route bus service; AnchorRIDES, a paratransit service for seniors and people with disabilities; and RideShare, a vanpool service connecting passengers with longer commutes with other participants for a shared commuting experience. The three services work together to provide valuable public transportation options within the Municipality.

People Mover ridership grew by 1.1 million riders between 2002 and 2008. A 2010 report identified several factors contributed to the increased use of the bus system. Figure 2 identifies the factors that helped grow ridership between 2002 and 2008.

Figure 1: Municipality of Anchorage
Source: ACS 2013-2017 5 Year Estimates

Figure 2: Ridership Growth 2002 - 2008
Source: High Priority Transportation Plan Study, 2010
In 2008, bus ridership reached its highest level. Every year after, People Mover experienced a steady decline in ridership. Between 2009 and 2017, ridership declined, on average, 3.3% annually.

ANCHORAGE TALKS TRANSIT
To address this challenge, the Anchorage Talks Transit public participation process kicked off in May 2016. An analysis of the old system concluded that 50% of the routes focused on attracting ridership and the other 50% focused on providing basic coverage needs within the Municipality. Routes that are designed for coverage are spread out, serve less dense areas of the city, provide infrequent service, and typically have lower ridership.

Anchorage Talks Transit focused on gathering feedback from the community on desired system improvements. Through the process, most participants said they were willing to walk further for shorter wait times at bus stops and shorter travel times on the routes. Increased weekend and evening service were also emphasized.

BUS SYSTEM REDESIGN
In October 2017, People Mover implemented the redesign of the bus system tailored towards the feedback received through Anchorage Talks Transit. Service shifted from an infrequent system to more direct and frequent service with buses arriving every 15 minutes in the most densely populated areas of the Municipality. The hours of service expanded to midnight on the weekdays, and the number of trips on the weekends nearly doubled.

Changes made to the bus routes also impacted AnchorRIDES. Paratransit service is federally mandated to serve an area up to ¾ of a mile surrounding the fixed route bus system and align its hours of operation with the bus. The bus system redesign changed the core service area and extended the hours of operation for AnchorRIDES service.

COORDINATED PLANS
Good public transportation is a shared goal across the Municipality. Transit accessibility, community connectivity, linked land-use and travel choice are all shared visions of the overarching Anchorage area-wide plans. Several planning efforts include specific recommendations for improved access to public transportation.

*Increase the accessibility, convenience, and efficiency of transit* - “Anchorage 2020 Comprehensive Plan”

*Trails & Transit are Critical to Growth* - “Anchorage 2040 Land Use Plan”

Access to adequate public transportation is a three-pronged goal: geographic access between origins and destinations year-round, economic access that is affordable, and informational access that keeps all community members informed of their mobility choices.
The new bus system in 2017 was designed in coordination with the development of the “Anchorage 2040 Land Use Plan.” Nine Transit-Supportive Development Corridors (TSDC) were identified, and frequent service was established on the top four corridors. Transit-Supportive Development Corridors encourage focused development on dense, walkable, mixed-use spaces with access to transit. Table 1 lists the TSDC’s in order of established priority.

The Comprehensive Plan’s long-term vision for transit includes high frequency bus routes along transit friendly street corridors. The changes made to the bus system in 2017 incorporate a few high frequency routes (highlighted in orange) where density and ridership exist. Targeted future development, in line with the “2040 Land Use Plan,” will be needed to sustain the existing high frequency routes and increase frequency throughout the network.

**HOW CAN WE MAKE BUS TRANSIT MORE CONVENIENT?**

Several neighborhood plans address public transportation needs, as well.
Table 2 lists all the plans that were reviewed and the common transit themes shared.

**PLAN SCOPE**

Examining the 2017 implementation of a more frequent transit system, Transit on the Move updates the public transportation needs in the Municipality of Anchorage and addresses the following questions:

- Should we add a new route?
- Should we modify the existing bus system?
- Should we make changes to AnchorRIDES?
- How can we improve the RideShare program?

"It’s more of a citywide issue.... the business community needs to realize they would benefit by greater investment, and that as the city grows and development pattern becomes more dense, transit will be a better way to get around, and the better it is, the more it will be utilized." “Mountain View Targeted Neighborhood Plan – 2016”

Some transit improvements suggested by Mt. View residents in the survey were:

- Lower the fares
- Increase the span of service
- Increase frequency
- Improve bus stop amenities and seasonal maintenance
- Decrease bus stop spacing

The Land Use and Transportation section of the “2019 Anchorage Climate Action Plan” emphasizes three main areas of focus affecting transit use.

1. Improve transit options and non-motorized accessibility to major centers
2. Encourage land use planning that reduces the distance people must travel by car and increases community resiliency
3. Transition to vehicles that are highly efficient and run on low-carbon and renewable energy fuels

"Shift trips from motorized to active transportation & transit to reduce crashes, lessen congestion, improve air quality, and improve health - "2018 Vision Zero Action Plan"
Transit on the Move is the transit plan for the Municipality of Anchorage. This plan will be updated every 3-5 years.

In October 2017, People Mover made changes to the bus system. Service shifted from an infrequent system that prioritized coverage over ridership to a more direct and frequent service.

Now that we have implemented the new system, we will examine all of the data to see what is working and what is not.

We will use the data to have conversations with the community and help establish where we go from here. We want to hear from you.

This plan will help determine what’s next; where should we add or modify service and how can we make the system better?

- Should we add a new route?
- Should we change a route alignment?
- Should we modify the start and end times for weekday and/or weekend trips?
- Should we change a route frequency?

The goal of this plan is to recommend a list of future system adjustments ranked by priority.

This plan will look at shared opportunities of all three services.

- People Mover
- AnchorRIDES
- RideShare

Additional service is dependent on additional funding. Once the plan is approved, projects will await secured funding.

Figure 3: Transit on the Move Timeline
Several groups collaborated and shared in the responsibility of developing and shaping this plan.

**WHO:** PTD project staff representing the operations, planning, AnchorRIDES, RideShare, and marketing divisions.

**WHAT:** Produce the deliverables for the committees to review

**WHO:** The PTD Director and PTD division managers representing operations, maintenance, planning, marketing, finance, and customer service.

**WHAT:** Help guide the development of the plan

**WHO:** MOA Departments & State Representatives

**WHAT:** Check for consistency with adopted plans and regulations

**WHO:** Community Members, Agencies, Advocacy Groups & Federal Partners

**WHAT:** Distribute plan updates within the groups that they represent and enhance participation in the public process

Public feedback was collected specifically during Public Event Series 1 & 2, and the Public Review Draft, but community members had a chance to participate regularly in these sections of the planning team.

Figure 4: Transit on the Move Committees
WHAT WE HAVE NOW

FIXED ROUTE BUS SYSTEM
BASELINE ANALYSIS
PARATRANSIT
VANPOOL
The Municipality of Anchorage Public Transportation Department provides three services for community members: a fixed route bus service - People Mover, paratransit service - AnchorRIDES, and a carpooling enterprise - RideShare. Each service is operated independently, but coordinates to make up the complete picture of public transportation options in Anchorage.
Today, Anchorage has more than twice the number of residents compared to 1972, having 144,335 people in 2020, and the transit system now has 14 routes. Figure 5 displays a map of all routes in the current fixed route bus system.

Fifty-five percent of the jobs in the Municipality and 39% of the residents are within a ¼ mile (or five-minute walk) of the bus system. There are four high frequency routes with peak service every 15-minutes, four standard routes...
ranging in frequency up to 60 minutes, four neighborhood routes, designed to bring people from the neighborhoods to the frequent network with service every 30 to 60 minutes, and two commuter routes. One commuter route brings people into Anchorage from Eagle River. The other commuter route brings South Anchorage residents to Dimond Center, connecting them with the rest of the fixed route bus system.

Peak bus service in Anchorage does not follow the typical morning and evening commute. Through the Anchorage Talks Transit planning process that initiated the changes to the system, it was discovered that weekday peak travel times along most of the bus routes were between 12:30 pm and 4:30 pm. Some routes had another spike in ridership between 8:00 pm and 10:00 pm. Today, at peak service there are 39 (40-foot) buses in operation and 6 (22-foot) buses. On average, the current fleet of 40-foot buses is approximately 11 years old, and the 22-foot buses are approximately 3 years old. The Federal Transit Administration (FTA) requires a bus to meet its "useful life" before it can be replaced. The useful life for a 40-foot bus is 12-15 years.

The system redesign in 2017 brought new route numbers. The basis for the new numbering system gives insight into each of the route types. The routes 10, 20, 30, and 40 all end in a zero and are high frequency routes. The routes 25, 35, 55, and 65 all end in a five and are the standard routes ranging in frequency up to 60 minutes. The routes 11, 21, 31, and 41 all end in a one and are neighborhood routes operated by 22-foot buses. The routes 91 and 92 begin with a nine and are commuter routes.

**THE RIDERS**

In the “2014 Onboard Origin Destination Study,” funded by Anchorage Metropolitan Area Transportation Solutions (AMATS), 58% of the weekday riders and 68% of weekend riders surveyed did not have access to a vehicle. Additionally, about 40% of riders earned less than $15,000 a year.

Several external and internal factors play a role in the potential for increased ridership. **External factors** include variables that are not directly in the control of the Municipality. Some important community dynamics that affect public transit use are:

<table>
<thead>
<tr>
<th>Population</th>
<th>Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Population</td>
<td>17 AND UNDER</td>
</tr>
<tr>
<td>Senior Population</td>
<td>60+</td>
</tr>
<tr>
<td>Minority Population</td>
<td></td>
</tr>
<tr>
<td>Poverty Status</td>
<td></td>
</tr>
<tr>
<td>Disability Status</td>
<td></td>
</tr>
<tr>
<td>Vehicle Availability</td>
<td></td>
</tr>
</tbody>
</table>
Each of these demographic variables is discussed and visually displayed in the map Figures 6-14 on the following pages. Among other goals, the system change in 2017 focused on reversing the downward trend of ridership and strived to make transit in Anchorage relevant again. Several internal factors were listed in the “2010 High Priority Transportation Plan Study,” referenced on page 6, to increase the effectiveness of transit service in the Municipality of Anchorage:

- Span of service
- Replacing poor performing routes with new ones
- Instituting memory headways
- Coordinating schedules

The system change in 2017 addressed all of these factors.
Population estimates, per square mile by Census Block Group

39% of MOA Residents are within a 1/4 mile of a bus stop
Jobs per square mile by Transportation Analysis Zone

55% of the Jobs in the MOA are within a 1/4 mile of a bus stop

Legend

**Bus System**
- 1/4 Mile Walking Distance to a Bus Stop
- Existing Network

**Jobs**
- 0 - 468
- 469 - 1375
- 1376 - 2857
- 2858 - 5214
- 5215 - 8500
- 8501 - 14333
- 14334 - 22500
- 22501 - 36000
- 36001 - 53750
- 53751 - 97000

Source:
CTPP data based on ACS, 2016.
Population estimates, per square mile by Census Block Group, of individuals who are 17 years and younger within a 1/4 mile of a bus stop.
Population estimates, per square mile by Census Block Group, of individuals who are 60 years and older

39% of the Population 60 Years or Older is within a 1/4 mile of a bus stop
INDIVIDUALS IN POVERTY

Population estimates, per square mile by Census Block Group, of individuals below the nationally established poverty level

58% of individuals living in Poverty are within a 1/4 mile of a bus stop
44% of individuals with a Disability are within a 1/4 mile of a bus stop

Population estimates, per square mile by Census Tract, of individuals with a disability

Source: ACS 2013-2017 5 Year Estimates

Legend
Bus System
1/4 Mile Walking Distance to a Bus Stop
Existing Network

Individuals with a Disability
0 - 96
97 - 322
323 - 523
524 - 949
950 - 1607

Figure 11: Disability Map
LIMITED ENGLISH SPEAKING HOUSEHOLDS

Legend

Bus System
1/4 Mile Walking Distance to a Bus Stop
Existing Network

Households with Limited English Proficiency
0 - 61
62 - 180
190 - 380
390 - 770
780 - 1300

Source:
ACS 2013-2017 5 Year Estimates

Anchorage Bowl

Eagle River

Figure 12: LEP Map

Households, per square mile by Census Block Group, with limited English speaking abilities

60% of Limited English Speaking Households are within a 1/4 mile of a bus stop
Population estimates, per square mile by Census Block Group, of the non-white population

48% of the Minority Population is within a 1/4 mile of a bus stop


Population estimates, per square mile by Census Tract, of households without access to a vehicle

56% of Households Without Access to a Vehicle are within a 1/4 mile of a bus stop
BASELINE ANALYSIS

In December 2018, PTD released the first System Report Card analyzing how the new bus system performed during its first year of operation.

Before the new bus system, People Mover had grappled with declining ridership. In 2015, average weekday ridership was down 5.5% from 2014. In 2016, it decreased by 5.9%. In the first 10 months of 2017 - before People Mover implemented the bus system redesign - ridership had decreased by 3.9%.

People Mover stayed above the forecasted rate of decline during the first few months of the new bus system. During the first year of the new bus system, weekday average ridership decreased by just 1.9%, significantly less than what was projected had nothing changed. Meanwhile, Saturday average ridership decreased 3.0%, and Sunday average ridership increased 17.2%. Figures 15-16 display average weekday and Sunday ridership since 2008, showing the projected decline and what actually happened with the system redesign.
In July 2019, the neighborhood route operations were transferred from a 3rd party contractor to PTD. Other significant changes were implemented based on rider feedback that included:

- Realigning the Route 65 to provide service to the airport
- Adding additional trips to the Route 91
- Extending the Route 55 to the Alaska Native Medical Center and increasing the frequency to every 30 minutes
- Expanding Sunday service to 8 pm to match Saturday service
- Adjusting the span of service on the Route 40 to end at midnight instead of 2 am

By July 2018, weekday ridership began to increase. Those increases continued, and every month in 2019 saw ridership increases. Figure 17 compares 2018 to 2019 ridership each month. Weekend ridership also increased. Sunday ridership hit an all-time high in August 2019. Sunday average ridership was 10% higher than the previous record set in September 2011.

PTD is always monitoring its service and makes minor adjustments annually during each service change to improve performance. Two service changes have been implemented since the new system began in 2017. To improve on-time performance, the neighborhood routes were realigned, and the Route 11 was split into two separate routes in July 2018.

System Performance for People Mover is analyzed annually and includes metrics like: ridership, on-time performance, productivity, cost per passenger, and average speed. For more information about current conditions, visit the People Mover website and download the latest System Report Card at:

http://www.muni.org/Departments/transit/PeopleMover/Pages/SystemReportCard.aspx
RIDESHARE

2018 System

- 79 Vanpools
- 680 Participants

The RideShare Program matches riders by geographical area to provide groups of five or more riders with a convenient, relaxing, and economical commute to work.

Funded by a federal grant through AM-ATS, PTD provides a monthly subsidy to each vanpool to help offset the shared commuting costs.

In June 2016, the program partnered with Commute with Enterprise. Enterprise now provides brand new vehicles of smaller size, allowing for groups with as few as five people to form a vanpool.

This also opened the possibility of allowing Eagle River and surrounding areas to participate in the program.

Currently, there are approximately 680 participants between 79 different vanpools. Twenty of those participants are commuting from the Chugiak, Birchwood, and Eagle River areas.

To help expand the program and eliminate a common barrier to vanpooling, RideShare participants were given the opportunity to receive a complimentary monthly bus pass beginning July 2019. This allows for more mobility options throughout the day when the vanpool is not operating.
ANCHORRIDES
2018 System
- 94,810 Trips Annually
- 4,973 Eligible Riders

AnchorRIDES provides supplementary service to seniors and community members who are not capable of using the fixed route bus service. This service complements the geographical coverage that People Mover operates. The core-area of AnchorRIDES includes a federally required buffer area of ¾ mile around the bus system. In addition to the core-area, AnchorRIDES also operates two premium service areas that extend outside the required buffer zone at a higher fare rate.

The 2017 bus system redesign decreased the core-service area and increased pressure on the premium zones that are more expensive to operate. The service change also extended the hours of operation that AnchorRIDES is in service. Coverage of the Eagle River area was turned over to the Chugiak Senior Center as part of the July 2018 service change in order to gain efficiencies and improve the customer experience.

Figures 18 and 19 display rider statistics for 2018. Figure 20, on the following page, displays the trip origin requests made for one year between April 2018 and April 2019.
Origins of AnchorRIDES
Ride Requests between April 2018 and April 2019
WHERE WE ARE GOING

NEEDS · VALUES · DESIRES
PERFORMANCE-BASED PLANNING MATRIX
PUBLIC EVENT SERIES #1
PUBLIC EVENT SERIES #2
PROJECT LIST
PUBLIC EVENT SERIES #1

In February 2019, PTD conducted Public Event Series #1 (PES1) of Transit on the Move to review the 2018 report card and get feedback on how the system was performing for the riders.

One hundred and fifty-five individuals came out to those first events, and over 500 comments were received. Table 3 displays the eight public meetings held and the number of participants at each meeting.

At the events, participants were asked to think about three over-arching goals for public transportation: accessibility, convenience, and reliability.

Accessibility

Is the service where I need it?

Convenience

Is the service there when I need it, and is it easy to use?

Reliability

Is the service performing as expected?

Participants used sticky notes to express their ideas and staff assisted them with posting their thoughts in the appropriate category.

<table>
<thead>
<tr>
<th>Locations</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting 1 - City Hall</td>
<td>45</td>
</tr>
<tr>
<td>Public Meeting 2 - Mountain View</td>
<td>27</td>
</tr>
<tr>
<td>Public Meeting 3 - Eagle River</td>
<td>18</td>
</tr>
<tr>
<td>Public Meeting 4 - Dimond Mall</td>
<td>35</td>
</tr>
<tr>
<td>Public Meeting 5 - Romig Middle School</td>
<td>10</td>
</tr>
<tr>
<td>Public Meeting 6 - Muldoon Library</td>
<td>8</td>
</tr>
<tr>
<td>Public Meeting 7 - Fairview Rec Center</td>
<td>12</td>
</tr>
<tr>
<td>Transportation Fair</td>
<td>16</td>
</tr>
</tbody>
</table>

Table 3: Public Event Series #1 Events

EVENT RESULTS

Two hundred and thirty-eight comments made throughout PES1 were about accessibility.

There are three parts to the goal of accessibility. Geographic Accessibility asks the question – “can I get to it?,” Economic Accessibility asks the question – “can I afford it?,” and Informational Accessibility asks the question – “do I know about all of my options?” The majority of the comments received related to geographic accessibility.

Two hundred and forty-eight comments pertained to the goal of convenience and included comments about route alignments, bus stops, frequency, span of service, and transit amenities.

Ninety-eight comments pertained to reliability and included comments about scheduling, on-time performance, maintenance, safety concerns, and feedback on the bus drivers.

Fifty comments that did not pertain to those three goals were placed in the Other category. Figures 21 & 22 summarize all comments by goal and by comment category. See the appendix for more details on Public Event Series #1 materials and results.
**PERFORMANCE-BASED PLANNING MATRIX**

Performance-based planning focuses on connecting the vision and goals of a plan to the desired outcomes. Comments from PES1 helped shape the performance measures and targets of this plan. Four hundred and thirty eight of the 651 individual ideas expressed were goal-oriented and applied to the performance-based planning matrix revisions. The remaining 213 ideas were general comments or project proposals and were recorded and saved for project development in PES2.

In total, there are 4 goals, 12 objectives, 19 performance measures, and 20 performance targets for the plan. The complete list of system improvements will help guide planning processes for coordinated planning efforts, such as the “Metropolitan Transportation Plan” (MTP).

The Public Transit Advisory Board (PTAB) recommended approval of the performance-based planning matrix as presented in Tables 4, 5, and 6 at their May 9, 2019 meeting.
## GOAL: ACCESSIBILITY

Is the service where I need it? Can I afford it? Do I know about all of my options?

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>PERFORMANCE MEASURES</th>
<th>TARGETS</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic</td>
<td>Increase access to jobs / residents</td>
<td>Percent of jobs / residents within 1/4 mile of bus stops</td>
<td>A-1: Increase the number of jobs by 5% &amp; residents by 10% within 1/4 mile of bus stops</td>
</tr>
<tr>
<td></td>
<td>Increase seasonal accessibility of bus stops</td>
<td>Bus stop seasonal maintenance plan</td>
<td>A-2: Complete a bus stop analysis to assess how we can implement best practices for bus stop seasonal maintenance &amp; coordinate with MOA/DOT street &amp; sidewalk maintenance</td>
</tr>
<tr>
<td>Economic</td>
<td>Evaluate the cost of public transit</td>
<td>Fare structure</td>
<td>A-3: Complete a fare analysis study</td>
</tr>
<tr>
<td>Informational</td>
<td>Increase our reach</td>
<td>Number of business partnerships</td>
<td>A-4: Add one new business partnership annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of marketing campaigns / web hits / mailings / social media reach / public meetings / technology upgrades</td>
<td>A-5: Add three new marketing campaigns &amp; increase our reach through all methods of communication by 5%</td>
</tr>
</tbody>
</table>

Table 4: Performance Based Planning Matrix - Accessibility
## GOAL: CONVENIENCE

**Is the service there when I need it?**

**Is it easy to use?**

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>PERFORMANCE MEASURES</th>
<th>TARGETS</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decrease wait time</td>
<td>Frequency of routes</td>
<td>C-1: All fixed routes ≤ 30 minutes peak frequency</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Minutes between transfers</td>
<td>C-2: Synchronize 80% of fixed route transfers to ≤ 8 minutes at key locations</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Wait time buffer for scheduled trips</td>
<td>C-3: Decrease wait to 10 minutes on either side of a trip</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Flexibility when scheduling appointments</td>
<td>C-4: Provide same day scheduling</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td>Expand service</td>
<td>Weekday Vehicle Revenue Hours (VRH)</td>
<td>C-5: Increase VRH by 5% by adding trips or expanding span of service</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Weekend Vehicle Revenue Hours (VRH)</td>
<td>C-6: Increase VRH by 5% by adding trips or expanding span of service</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Holiday service schedule</td>
<td>C-7: Restore service to the 5 holidays cut in 2016: (Martin Luther King Jr. Day, President’s Day, Seward’s Day, Veteran’s Day, Day After Thanksgiving)</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td>Travel time</td>
<td>Transit / Single Occupancy Vehicle (SOV) travel time ratio</td>
<td>C-8: Transit / SOV travel time ratio to be ≤ 1.5</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td></td>
<td>Trip time</td>
<td>C-9: 95% of trips ≤ 5 miles are completed in ≤ 50 minutes</td>
<td>🔴 🔴</td>
</tr>
<tr>
<td>Increase amenities at bus stops</td>
<td>Percent of bus stops that meet amenities distribution guidelines</td>
<td>C-10: Increase compliance by 10%</td>
<td>🔴 🔴</td>
</tr>
</tbody>
</table>

Table 5: Performance Based Planning Matrix - Convenience
GOALS: RELIABILITY & SAFETY

Is the service performing as expected? Do I feel comfortable using the service?

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>PERFORMANCE MEASURES</th>
<th>TARGETS</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase vanpool participants</td>
<td>Number of vanpool participants</td>
<td>R-1: Increase vanpool participants by 5%</td>
<td></td>
</tr>
<tr>
<td>Improve on-time performance</td>
<td>Percent of trips that are on-time</td>
<td>R-2: All fixed routes to be on-time ≥ 90% of the time</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>R-3: ≤ 5% of trips to be late or early</td>
<td></td>
</tr>
<tr>
<td>Decrease number of missed trips</td>
<td>Percent of missed trips</td>
<td>R-4: Decrease the number of missed trips by 20%</td>
<td></td>
</tr>
<tr>
<td>Improve security at bus stops and on buses</td>
<td>Percent of preventable security related incidents</td>
<td>S-1: Decrease preventable security incidents by 15%</td>
<td></td>
</tr>
</tbody>
</table>

Table 6: Performance Based Planning Matrix - Reliability & Safety

PROJECT LIST

Using the data displayed in the system report card, the plan aims to understand the impacts of the system change in 2017 on the users of each of the public transportation services. Feedback from PES1 helped to establish a list of project proposals. Projects are identified for each of the performance targets and are designed to help PTD achieve those targets.

PUBLIC EVENT SERIES #2

In May and June 2019, PTD conducted Public Event Series #2 (PES2). Draft project proposals were presented for review, comment, and a vote. Project proposals that added coverage to the system or realigned existing service were displayed on maps. Three maps presented projects for the Anchorage Bowl, and one map displayed projects for the Chugiak/Eagle River area. Twenty-two projects in total were displayed.
Seven additional project proposals that improved existing services, but did not add or realign a route, were also presented:

- Transit security
- Extended weekend service
- Extended weekday service
- Service on the holidays
- Increased frequencies
- Same day scheduling for AnchorRIDES
- Decreased wait-time for AnchorRIDES

There were 33 events held to collect feedback on project proposals. Eight public meetings were held in May 2019 and 25 additional events in June 2019 to solicit more participation in the voting process. Table 7 lists all the event locations and how many people voted at each event. In addition to the 33 events, voting also took place by email, by mail, and over the phone.

Participants were asked to pick the three projects that were most important to them. Votes could be cast for three different projects or all three votes for one. If a project idea was not captured in the 29 project options, participants could also write in their own ideas and/or draw them out on blank maps provided at the meetings.

Five new ideas were written in by the public and one additional route alignment was drawn for consideration.

<table>
<thead>
<tr>
<th>Locations</th>
<th>Voters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting 1 - City Hall</td>
<td>21</td>
</tr>
<tr>
<td>Public Meeting 2 - Oceanview Elementary</td>
<td>2</td>
</tr>
<tr>
<td>Public Meeting 3 - West High School</td>
<td>4</td>
</tr>
<tr>
<td>Public Meeting 4 - Eagle River Transit Center</td>
<td>15</td>
</tr>
<tr>
<td>Public Meeting 5 - Dimond Center</td>
<td>7</td>
</tr>
<tr>
<td>Public Meeting 6 - Muldoon Library</td>
<td>0</td>
</tr>
<tr>
<td>Public Meeting 7 - Fairview Rec Center</td>
<td>3</td>
</tr>
<tr>
<td>Public Meeting 8 - Mountain View Library</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Outreach Events</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Operators - PTD (x10)</td>
<td>45</td>
</tr>
<tr>
<td>Turnagain Community Council</td>
<td>1</td>
</tr>
<tr>
<td>Downtown Transit (x3)</td>
<td>52</td>
</tr>
<tr>
<td>Sand Lake Community Council</td>
<td>0</td>
</tr>
<tr>
<td>Loussac Library (x4)</td>
<td>18</td>
</tr>
<tr>
<td>Centennial Village</td>
<td>7</td>
</tr>
<tr>
<td>Dimond Transit Center</td>
<td>21</td>
</tr>
<tr>
<td>Senior Center</td>
<td>0</td>
</tr>
<tr>
<td>Catholic Social Services</td>
<td>9</td>
</tr>
<tr>
<td>Climate Action Plan Celebration Event</td>
<td>30</td>
</tr>
<tr>
<td>Seeds of Change</td>
<td>11</td>
</tr>
</tbody>
</table>

Table 7: Public Event Series #2 Events

**MICROTROTRANSIT**

One project proposal that would add a fourth service to the PTD umbrella was Microtransit. Microtransit is like other ride-share services where customers can use a smartphone app (or phone call) to request a ride that will pick up and drop off passengers wherever they wish to travel within the service area boundary. If the desired destination is outside the service area boundary, the passenger will be dropped off at the nearest transfer location on the bus system. When someone makes a request, the Microtransit app will provide passengers with an estimated pick-up time and be able to track their bus in real-time. Trip requests are typically made on the same day and wait times for service are subject to vehicle availability and demand.
VOTING RESULTS

Figures 23 & 24 display the voting distribution and the project categories that received the most votes in PES2. Projects were categorized if they represented project choices. An example of a project choice is added coverage on Old Seward Highway. There were three options for service on Old Seward Highway. Only one of the three could ultimately be implemented, so collectively the three options represented 23% of the total vote. Project H, the Old Seward Highway route connecting the Dimond Center, Loussac Library, West Anchorage and downtown, received the most votes of the three.

The different route options, as well as all projects that add coverage to the bus system, can be seen on the prioritization maps in the following chapter.

Fifty percent of the total votes were cast for new routes. Thirty eight percent of those votes were cast for a route going to the Loussac Library.

Forty six percent of the total votes were cast for project improvements to the existing system. Eighteen percent of those votes were cast for route realignments.

The top five project categories during PES2 were the following:

- A new route on Old Seward Highway
- Transit security
- More service on the weekends
- A new route on 36th Avenue
- A new route that goes through Independence Park and on Elmore Road

To see more voting results and how people voted at each event, see the PES2 summary in the appendix.
WHERE

PUBLIC EVENT SERIES #1 & #2

RELIABILITY
What would make People Mover, AnchorRIDES & RideShare more reliable?

Transit on the move

BELUGA - DRAFT SCENARIO

WHERE
HOW WE WILL GET THERE
PRIORITIZED PROJECTS
COST ESTIMATES
PROJECT MAPS
PROJECT PRIORITIZATION

Transit on the Move prioritizes projects based on all the public comments received throughout the planning process and how they align with the established performance targets. The Public Transit Advisory Board recommended the prioritized list as presented in Table 8 at the November 14, 2019 meeting. Projects are organized by service provided, starting with projects for People Mover. Table 8 on pages 45-50 presents the complete list of projects in priority order, along with the associated cost estimates. The top project in each category appears in the project tables. For example, there were three route ideas that provided service on the Old Seward Highway (Routes H, A, and K). Route H received the most votes and is thus presented in the prioritized table. You can see all the route alignments proposed for each route on the maps beginning on page 53.

PROJECT TABLES

The Rank column lists each project by prioritization as a result of the combined votes received during PES#1 and PES#2. The Total Votes column reflects the combined public support received from PES#1 and PES#2. The Rank Option column provides sub letters when there are multiple project parts and/or project options each with their own cost estimate. For example, the first ranked project (a route on the Old Seward Highway) has option A and option B to show the different cost estimates for providing 30-minute or 60-minute frequency on the new route. Additionally, the 11th ranked project (adding weekday span of service) has three different project options that would lengthen the span of service during the week: (A) changing the route 91 from a commuter route to all-day service, (B) adding mid-day trips on the route 92, or (C) extending the end time of all routes to midnight.

Capital costs are one-time costs that typically include the purchase of additional buses, bus stop improvements & installations, and plans and studies. Operational costs are annual costs required to operate the route or service. When changes to the fixed route bus system would affect paratransit service, an estimated operating cost for AnchorRIDES is provided. The Notes column offers details about the cost estimates or more information about the project. The Target column identifies which performance target the project helps achieve.

All cost estimates are planning level estimates and are subject to change. Cost estimates are not used in the process of prioritizing projects but will ultimately help determine when projects get implemented based on the type and amount of funding available.
<table>
<thead>
<tr>
<th>PEOPLE MOVER PROJECTS</th>
<th>TOTAL VOTES</th>
<th>RANK OPTION</th>
<th>COST</th>
<th>NOTES</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 New Route: Old Seward Highway (Loussac Library) - Project H</td>
<td>216</td>
<td>1A</td>
<td>Capital: $2.8 M  Operating: $3 M  AnchorRIDES: $5,000</td>
<td>6 new/ 67 reinstated bus stops, 4 buses  30 min. frequency  Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor</td>
<td>A-1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1B</td>
<td>Capital: $1.8 M  Operating: $1.5 M  AnchorRIDES: $5,000</td>
<td>6 new/ 67 reinstated bus stops, 2 buses  60 min. frequency</td>
<td>See above</td>
</tr>
<tr>
<td>2 Increase Weekend Span of Service</td>
<td>97</td>
<td>2A</td>
<td>Operating: $900,000  AnchorRIDES: $30,000</td>
<td>14 Hr. Day (06:00 - 20:00)  Increased cost reflects the larger volume of trip requests that are estimated to come in by extending service in the morning rather than the evening</td>
<td>C-6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2B</td>
<td>Operating: $900,000  AnchorRIDES: $10,000</td>
<td>14 Hr. Day (08:00 - 22:00)</td>
<td>14 Hr. Day</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2C</td>
<td>Operating: $1.4 M  AnchorRIDES: $35,000</td>
<td>16 Hr. Day (06:00 - 22:00)</td>
<td>16 Hr. Day</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2D</td>
<td>Operating: $150,000  AnchorRIDES: $25,000</td>
<td>RT 91 - 14 Hr. Day (08:00 - 22:00)  AnchorRIDES: Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2E</td>
<td>Operating: $300,000</td>
<td>RT 92 - Match Existing Schedule with mid day trips</td>
<td></td>
</tr>
<tr>
<td>3 Implement Transit Security</td>
<td>93</td>
<td>3</td>
<td>Operating: $800,000 - $1.2 M</td>
<td>Range determined by officer type</td>
<td>S-1</td>
</tr>
<tr>
<td>4 * New Route: 36th Ave - Project B.1 OR * New Route: Fairview - Project F</td>
<td>73</td>
<td>4A</td>
<td>Capital: $3.4 M  Operating: $3.5 M</td>
<td>19 new/ 30 reinstated bus stops, 5 buses  30 min. frequency</td>
<td>A-1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4B</td>
<td>Capital: $2.4 M  Operating: $1.8 M</td>
<td>19 new/ 30 reinstated bus stops, 3 buses  60 min. frequency</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5A</td>
<td>Capital: $2.3 M  Operating: $2.2 M</td>
<td>21 new/ 16 reinstated bus stops, 3 buses  30 min. frequency</td>
<td>A-1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5B</td>
<td>Capital: $1.8 M  Operating: $1.1 M</td>
<td>21 new/ 16 reinstated bus stops, 2 buses  60 min. frequency</td>
<td></td>
</tr>
</tbody>
</table>

* Project 4 and 5 would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.
<table>
<thead>
<tr>
<th>Rank</th>
<th>Project Description</th>
<th>Total Votes</th>
<th>Rank</th>
<th>Option</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 6    | New Route: Independence Park/Elmore - Project E | 73 | 6A   | Capital: $4.2 M  
Operating: $4.1 M  
AnchorRIDES: $10,000 | 36 new/ 75 reinstated bus stops, 5 buses  
30 min. frequency  
AnchorRIDES: Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor |
| 6B   | Capital: $3.2 M  
Operating: $2.1 M  
AnchorRIDES: $10,000 | 36 new/ 75 reinstated bus stops, 3 buses  
60 min. frequency  
See above |
| 7    | Increase Frequencies | 69 | 7    | Capital: $1 M  
Operating: $1.9 M | All 60 min. routes are estimated at 30 min., 7 days a week |
| 8    | Realignment: RT 21 - Project C | 47 | 8    | Capital: $1.6 M  
Operating: $1.6 M | 16 new/ 11 reinstated bus stops, 2 buses  
30 min. frequency |
| 9    | Restore holiday service and approve through the assembly | 45 | 9    | Operating: $800,000  
AnchorRIDES: $65,000 | Adding service on 5 holidays: (Martin Luther King Jr. Day, President’s Day, Seward’s Day, Veteran’s Day, Day After Thanksgiving)  
Estimated addition to the paratransit provider service contract |
| 10   | Realignment: RT 92 Eagle River - Project P | 39 | 10   | Capital: $60,000  
Operating: $100,000 | 2 new bus stops  
Commuter service |
| 11   | Increase Weekday Span of Service | 38 | 11A  | Operating: $200,000  
AnchorRIDES: $25,000 | RT 91 - 60 min. frequency until midnight |
|      | 11B  | Operating: $400,000 | RT 92 - with mid day trips |
|      | 11C  | Operating: $400,000 | RT’S: 21, 35, 41, 55, 65 to operate until midnight |
| 12   | Realignment: Combine RT 11 & RT 31 - Project D | 36 | 12   | Capital: $1.25 M  
Operating: $1.4 M | No new bus stops added, 3 buses  
30 min. frequency |
| 13   | Realignment: RT 65 - Project I | 32 | 13   | Capital: $0  
Operating: $0 | No new bus stops or buses  
60 min. frequency |
| 14   | Study: Winter City Maintenance Plan | 24 | 14   | Capital: $100,000 | Develop a plan based on analysis of peer cities’ winter maintenance plans, cost estimate based on consultant fees |

Table 8: Prioritized Projects & Associated Costs - Continued
<table>
<thead>
<tr>
<th>Rank</th>
<th>Project Description</th>
<th>Total Votes</th>
<th>Rank Option</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Study: Review on-time performance</td>
<td>24</td>
<td>15</td>
<td>Capital: TBD</td>
<td>Cost dependent on recommendations</td>
</tr>
<tr>
<td></td>
<td>Make recommendations, including but not limited to:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Improve travel times by adjusting route alignments or evaluating bus stop spacing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Implement Yield to Bus policy through the assembly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Improve fare collection processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Evaluate running times &amp; look for efficiencies on every service change</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Work with Traffic to implement signal priority at key intersections, road design improvements, and bus only lanes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>New Route: Eagle River Neighborhood Route - Project R</td>
<td>23</td>
<td>16A</td>
<td>Capital: $4.9 M Operating: $3.2 M AnchorRIDES: $170,000 - $350,000</td>
<td>85 new/34 reinstated bus stops, 4 buses</td>
</tr>
<tr>
<td></td>
<td>Operating: $3.2 M AnchorRIDES: $170,000 - $350,000</td>
<td>30 min. frequency</td>
<td>4 buses</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Range determined by base of operator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>New Route: Eagle River Neighborhood Route - Project R</td>
<td>23</td>
<td>16B</td>
<td>Capital: $3.9 M Operating: $1.7 M AnchorRIDES: $170,000 - $350,000</td>
<td>85 new/34 reinstated bus stops, 2 buses</td>
</tr>
<tr>
<td></td>
<td>Operating: $1.7 M AnchorRIDES: $170,000 - $350,000</td>
<td>60 min. frequency</td>
<td>2 buses</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Range determined by base of operator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Micromobility - Project G</td>
<td>22</td>
<td>17</td>
<td>Capital: $500,000 Operating: $2.5 M</td>
<td>Estimated at 600 trips per day, using the same cost per mile and cost per hour as our fixed route service. Estimated VRM &amp; VRH are based off of the TransLoc Micromobility Simulation</td>
</tr>
<tr>
<td>18</td>
<td>New Route: West Anchorage Neighborhood Route - Project M</td>
<td>20</td>
<td>18A</td>
<td>Capital: $1.4 M Operating: $1.2 M</td>
<td>4 new/25 reinstated bus stops, 2 buses</td>
</tr>
<tr>
<td></td>
<td>Operating: $1.2 M</td>
<td>30 min. frequency</td>
<td>2 buses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>New Route: West Anchorage Neighborhood Route - Project M</td>
<td>20</td>
<td>18B</td>
<td>Capital: $900,000 Operating: $600,000</td>
<td>4 new/25 reinstated bus stops, 1 buses</td>
</tr>
<tr>
<td></td>
<td>Operating: $600,000</td>
<td>60 min. frequency</td>
<td>1 buses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Realignment: RT 91 - Project V</td>
<td>19</td>
<td>19</td>
<td>Capital: $590,000 Operating: $40,000</td>
<td>11 reinstated bus stops, 1 bus</td>
</tr>
<tr>
<td></td>
<td>Operating: $40,000</td>
<td>Commuter service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Create a business development position</td>
<td>17</td>
<td>20</td>
<td>Operating: $125,000</td>
<td>Non-Rep Range 14 position, the position would work to expand the UPASS &amp; Employer Benefits Programs</td>
</tr>
</tbody>
</table>

Table 8: Prioritized Projects & Associated Costs - Continued
<table>
<thead>
<tr>
<th>STUDY / NEW ROUTE</th>
<th>TOTAL VOTES</th>
<th>RANK OPTION</th>
<th>COST</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PEOPLE MOVER PROJECTS</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>TARGET</strong></td>
</tr>
<tr>
<td><strong>Fare Analysis Study</strong></td>
<td>17</td>
<td>21 Capital: $100,000</td>
<td>Examine existing fares for each service and best practices policies for transfers of peer cities, cost estimate based on consultant fees</td>
<td>A-3</td>
</tr>
<tr>
<td><strong>Southeast Anchorage Neighborhood RT - Project T</strong></td>
<td>15</td>
<td>22A Capital: $3.2 M Operating: $1.7 M AnchorRIDES: $5,000</td>
<td>70 new/ 6 reinstated bus stops, 2 buses 30 min. frequency Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor</td>
<td>A-1</td>
</tr>
<tr>
<td><strong>New Route</strong></td>
<td></td>
<td>22B Capital: $2.7 M Operating: $900,000 AnchorRIDES: $5,000</td>
<td>70 new/ 6 reinstated bus stops, 1 bus 60 min. frequency See above</td>
<td></td>
</tr>
<tr>
<td><strong>Enhanced Rider Communication</strong></td>
<td>14</td>
<td>23 Operating: $350,000</td>
<td>Continue the marketing program funded through AMATS &amp; implement new technology</td>
<td>A-5</td>
</tr>
<tr>
<td><strong>Bus Stop Amenity Plan</strong></td>
<td>12</td>
<td>24A Capital: $300,000</td>
<td>Inventory bus stops amenities &amp; create a bus stop plan to phase in amenities, cost estimate based on consultant fees</td>
<td>C-10</td>
</tr>
<tr>
<td><strong>Missed Trip Analysis Study</strong></td>
<td>8</td>
<td>25 Capital: TBD</td>
<td>Implement strategies for improving missed trip variables that are in PTD’s control</td>
<td>R-4</td>
</tr>
</tbody>
</table>

Make recommendations, including but not limited to:
- Update maintenance procedures
- Upgrade 22’ buses to improve passenger loading
- Improve on-time performance
- Improve workforce management
- Implement new technology to integrate with workforce management

Table 8: Prioritized Projects & Associated Costs - Continued
<table>
<thead>
<tr>
<th></th>
<th>PEOPLE MOVER PROJECTS</th>
<th>TOTAL VOTES</th>
<th>RANK OPTION</th>
<th>COST</th>
<th>NOTES</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>New Route: Southwest Anchorage Neighborhood RT - Project S</td>
<td>7</td>
<td>26A</td>
<td>Capital: $2 M  Operating: $1.6 M  AnchorRIDES: $5,000</td>
<td>28 new/ 11 reinstated bus stops, 2 buses  30 min. frequency  Change from Premium to Core Area would result in a reduction in fare revenue and an increased monthly invoice from the contractor</td>
<td>A-1</td>
</tr>
<tr>
<td>26</td>
<td></td>
<td></td>
<td>26B</td>
<td>Capital: $1.5 M  Operating: $900,000  AnchorRIDES: $5,000</td>
<td>28 new/ 11 reinstated bus stops, 1 bus  60 min. frequency  See above</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Study: Route Analysis Study</td>
<td>6</td>
<td>27</td>
<td>Capital: TBD</td>
<td>Cost dependent on recommendations  Make recommendations, including but not limited to:  • Improve travel times by adjusting route alignments or evaluating bus stop spacing  • Implement Yield to Bus policy through the assembly  • Improve fare collection processes  • Evaluate running times &amp; look for efficiencies on every service change  • Work with Traffic to implement signal priority at key intersections, road design improvements, and bus only lanes</td>
<td>C-8</td>
</tr>
<tr>
<td>28</td>
<td>New Route: Downtown Circulator RT - Project U</td>
<td>3</td>
<td>28</td>
<td>Capital: $800,000  Operating: $700,000</td>
<td>7 new bus stops, 1 bus  15 min. frequency</td>
<td>A-1</td>
</tr>
<tr>
<td>29</td>
<td>Study: Review and identify key transfer opportunities</td>
<td>2</td>
<td>29</td>
<td>Capital: TBD</td>
<td>Cost dependent on recommendations  • Work with Traffic to time pedestrian crossing signal timing to coordinate with transfer opportunities  • Examine bus stop locations at key intersections and make recommendations  • Work towards compliance with each service change</td>
<td>C-2</td>
</tr>
</tbody>
</table>

Table 8: Prioritized Projects & Associated Costs - Continued
<table>
<thead>
<tr>
<th>Rank</th>
<th>Project Description</th>
<th>Votes</th>
<th>Rank</th>
<th>Cost</th>
<th>Notes</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Same Day Scheduling</td>
<td>16</td>
<td>1</td>
<td>$250,000</td>
<td>Revise policy standards / change contract; Estimated addition to the contract</td>
<td>C-4</td>
</tr>
<tr>
<td>2</td>
<td>Decrease Wait-Time</td>
<td>10</td>
<td>2</td>
<td>$1.4 M</td>
<td>Revise policy standards / change contract; Estimated addition to the contract</td>
<td>C-3</td>
</tr>
<tr>
<td>3</td>
<td>Improve on-time performance</td>
<td>1</td>
<td>3</td>
<td>$350,000</td>
<td>Ensure ≤ 5% of trips are late or early; Revise policy standards / change contract; Estimated addition to the contract</td>
<td>R-3</td>
</tr>
<tr>
<td>4</td>
<td>Decrease Travel Time</td>
<td>0</td>
<td>4</td>
<td>$400,000</td>
<td>Ensure 95% of trips that are ≤ 5 miles are completed within 50 minutes or less; Revise policy standards / change contract; Estimated addition to the contract</td>
<td>C-9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rank</th>
<th>Project Description</th>
<th>Votes</th>
<th>Rank</th>
<th>Cost</th>
<th>Notes</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Increase Marketing Efforts</td>
<td>0</td>
<td>1</td>
<td>$350,000</td>
<td>Continue marketing program funded through AMATS</td>
<td>R-1</td>
</tr>
<tr>
<td>2</td>
<td>Increase Vanpool Subsidy</td>
<td>0</td>
<td>2A</td>
<td>$8,000 - $20,000</td>
<td>Empty seat subsidy: range determined by # of vanpools &amp; amount of subsidy given</td>
<td>R-1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>2B</td>
<td>$15,500 - $20,000</td>
<td>New rider subsidy: range determined by # of vanpools &amp; amount of subsidy given</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Establish Coordinator Subsidy</td>
<td>0</td>
<td>3</td>
<td>$45,000 - 75,000</td>
<td>Range determined by # of vanpools &amp; amount of subsidy given; would require an amendment to the contract</td>
<td>R-1</td>
</tr>
</tbody>
</table>

Table 8: Prioritized Projects & Associated Costs - Continued
**PROJECT MAPS**

Figures 25-38 (pages 53-79) provide more detail for each of the prioritized route options. Each map shows all the route options the public voted on with the most preferred shown in the thicker, orange, dotted line. The demographic analysis shows how the preferred alignment increases transit access for different targeted population groups. It also shows how the alignment helps meet the performance target of increasing PTD’s reach to more residents and jobs.

Operating cost estimates, what would be needed annually to sustain the new service, and how the public voted during Public Event Series #2 are also presented. More detailed information, including cost estimates and demographic analysis for the non-preferred route options, is presented in the appendix.

**MICROTRANSIT**

Figures 39 and 40 (pages 80-81) display three area options for microtransit and how the service would tie into the fixed route bus system. The service of microtransit was explained on page 39. Project G - microtransit in West Anchorage - received 2.3% of the vote during PES#2. It was not the most popular solution for West Anchorage, so the plan proposes two other similar sized areas within the Municipality where microtransit could be explored further: South Anchorage and Eagle River. Microtransit works best where there are not enough transit riders to support a fixed route, but transportation needs still exist.

**IF THINGS CHANGE**

The performance targets in Tables 4-6 (pages 36-38) will serve as a guide if funding is decreased. If future, budget-related service cuts need to be made, cuts should be made where they are least impactful to the riders and PTD’s performance goals and objectives.
Route H connects the Downtown Transit Center with the Dimond Transit Center via the Old Seward Highway and West Anchorage with direct access to the Loussac Library. This route would allow most people, with access to transit, to reach the Loussac Library with zero or one transfers. There were two other route proposals during Public Event Series #2 for providing service to the Old Seward Highway. Route A had a similar alignment but did not go through West Anchorage. Route K connected the Dimond Transit Center with the Loussac Library via the Old Seward Highway, but then traveled east on 36th Avenue and ended at the Northway Mall instead of the Downtown Transit Center. Route H received the most votes during Public Event Series #2.
Figure 25: Projects: Old Seward Highway Map

Legend
- **H**: Route Proposal (9.1% of the PES2 Vote)
- **A**: Route Proposal (8.1% of the PES2 Vote)
- **K**: Route Proposal (5.3% of the PES2 Vote)
- Existing Bus Network

OLD SEWARD HWY ROUTE

Figure 25: Projects: Old Seward Highway Map
Route B.1 establishes a new east/west connection between the airport and the Muldoon and Debarr Transit Hub. It provides service on International Airport Road, 36th Avenue, C Street and Boniface Parkway with direct access to the Loussac Library and the Anchorage Neighborhood Health Center (ANHC). There were two other route proposals during Public Event Series #2 for providing service to 36th Avenue. Route L only traveled between the ANHC and the Muldoon and Debarr Transit Hub, while Route B.2 had a similar alignment to B.1 but traveled through a Spenard neighborhood instead of International Airport Road and did not access the ANHC. Route B.1 received more votes than Routes B.2 and L during Public Event Series #2.

* Even though Route B.1 and Route E received equal support during PES1 & PES2, Route B.1 remained priority 4 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue. Route B.1 and F would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.
Route F connects the Downtown Transit Center with the Anchorage Neighborhood Health Center (ANHC) via Fairview and the UMED area with direct access to the Loussac Library. The other route proposal presented in Public Event Series #2 for this part of town (Route N) had a similar alignment but traveled the length of 36th Avenue instead of providing service to the ANHC. Route F received more votes than Route N during Public Event Series #2.

* Route F moved to priority 5 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue. Route F and B.1 would both add service to 36th Avenue, the Providence Family Medical Center, and the Anchorage Neighborhood Health Clinic. When funding becomes available another public process would occur to determine which route was implemented.
Figure 28: Projects: Fairview Map
Route E provides additional service in South Anchorage and connects the Dimond Transit Center with the Muldoon and Debarr Transit Hub via Independence Park, Elmore Road and Baxter Road. This route would provide direct access to the shopping center at C Street and 100th Avenue and the Alaska Native Medical Center. The other route proposal presented in Public Event Series #2 for this part of town (Route J) had a similar alignment but traveled along Boniface Parkway, instead of Baxter Road, and ended at the Northway Mall instead of the Muldoon and Debarr Transit Hub. Route E received more votes during Public Event Series #2. Route E increases the reach to all the targeted population groups the most, except minority and limited English-speaking households.

* Even though Route E received equal support as Route B.1 during PES1 & PES2, Route E moved to priority 6 after the Public Review Period of the draft plan due to public support for a route on 36th Avenue.
Figure 26: Projects: Independence Park / Elmore Road Map
Route C realigns and extends the Route 21 to connect the Northway Mall with the Alaska Native Medical Center (ANMC). The Route 21 would no longer travel in a loop, and service would be added on Pine Street and Reka Drive. Route C received the most votes of all the realignment project proposals.
Route P realigns the Route 92 by using the Eagle River Loop Road interchange instead of the Artillery Road. This provides service to an additional park & ride lot and closer access to Eagle River High School. The other route proposal from Public Event Series #2 that provided commuter service to Chugiak/Eagle River was Route Q. Route Q replaced and extended the Route 92 to the Mat-Su Valley with stops at the Eagle River Transit Center and the North Birchwood Loop Road park & ride lot. Route P received more votes than Route Q during Public Event Series #2.
REALIGNMENT OF ROUTE 92

Legend

- Route Proposal (2.6% of the PES2 Vote)
- Route Proposal (1.2% of the PES2 Vote)
- Existing Bus Network

Figure 30: Projects: Realignment of Route 92 Map
ROUTE D

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tr>
<td>of the Combined PES1 &amp; PES2 Vote</td>
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</tr>
<tr>
<td>Population</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Jobs</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Minority Populations</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Limited English Proficiency Populations</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Individuals in Poverty</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Population without Access to a Vehicle</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Over 60 Population</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>17 and under Population</td>
<td>0.0% ↑</td>
</tr>
<tr>
<td>$1.4 M</td>
<td></td>
</tr>
<tr>
<td>30 Min.</td>
<td></td>
</tr>
</tbody>
</table>

Route D combines the Route 11 and Route 31 into one route. This project would not add any additional coverage to the overall bus system, but would decrease the amount of transfers needed within the area.
REALIGNMENT OF ROUTES 11 & 31

Figure 31: Projects: Realignment of Routes 11 & 31 Map
**ROUTE I**

- **13th Project Rank**
- **0.0% ↑ Population**
- **0.0% ↑ Minority Populations**
- **0.0% ↑ Individuals in Poverty**
- **0.0% ↑ Over 60 Population**
- **0.0% ↑ 17 and under Population**
- **2.8% of the Combined PES1 & PES2 Vote**
- **0.0% ↑ Jobs**
- **0.0% ↑ Limited English Proficiency Populations**
- **0.0% ↑ Population without Access to a Vehicle**
- **0.0% ↑ Individuals with Disabilities**
- **$0 60 Min.**

Route I extends the Route 65 from the airport to the Downtown Transit Center using the same alignment of the Route 40. This route replaces one trip of the Route 40 with a trip on the Route 65. This would not add any additional coverage or cost to the overall bus system and would decrease the amount of transfers needed within the area. There were two other route proposals from Public Event Series #2 for realigning the Route 65. Route Z extends the Route 65 to the Downtown Transit Center but no longer serves the airport, while Route O realigns the Route 65 by providing service in the neighborhood along Collins Way and Cranberry Street. Route I received more votes than Routes O and Z during Public Event Series #2.
REALIGNMENT OF ROUTE 65

Legend
- Route Proposal (2.4% of the PES2 Vote)
- Route Proposal (0.6% of the PES2 Vote)
- Route Proposal (0.3% of the PES2 Vote)
- Existing Bus Network

Figure 32: Projects: Realignment of Route 65 Map
Route R restores neighborhood service in Eagle River. Of the four neighborhood route project proposals, Route R would increase the extent of the system’s reach by the most individuals to the youth and overall population.
Route M provides service to the neighborhoods in West Anchorage and Spenard via a circulator route. This route would also connect the neighborhoods to the Loussac Library and Spenard Community Recreation Center. Route M reaches more targeted population groups, except the youth and overall population, than the other four proposed neighborhood routes. This project would not be implemented if either Route H or Microtransit in West Anchorage was implemented.
Figure 34: Projects: West Anchorage Neighborhood Map
ROUTE V realigns the Route 91 by adding service on Klatt Road, Johns Road and Oceanview Drive. This project was submitted by a member of the public during Public Event Series #2.
Figure 35: Projects: Route 91 Realignment
Route T provides service in the southeast area of the Anchorage Bowl via a circulator route. Service would be provided along Abbott Road, Hillside Drive, O’Malley Road, and Lake Otis Parkway. The route starts and ends at the Dimond Transit Center. This route would have direct operational impacts to AnchorRIDES accessing certain areas of the Municipality in the winter months. In order to implement this route, the Public Transportation Department would need to make sure AnchorRIDES is equipped with vehicles that can traverse the federally required service zone within ¾ mile of the route alignment in snow and ice conditions.
Figure 36: Projects: Southeast Anchorage Neighborhood Map
Route S adds neighborhood service in Southwest Anchorage.

**New Neighborhood Route**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
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<td>Project Rank</td>
<td>26th</td>
</tr>
<tr>
<td>Population</td>
<td>7.3%</td>
</tr>
<tr>
<td>Minority Populations</td>
<td>5.9%</td>
</tr>
<tr>
<td>Individuals in Poverty</td>
<td>3.3%</td>
</tr>
<tr>
<td>Over 60 Population</td>
<td>6.5%</td>
</tr>
<tr>
<td>17 and under Population</td>
<td>8.9%</td>
</tr>
<tr>
<td>Jobs</td>
<td>1.0%</td>
</tr>
<tr>
<td>Limited English Proficiency Populations</td>
<td>3.4%</td>
</tr>
<tr>
<td>Population without Access to a Vehicle</td>
<td>2.8%</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>2.6%</td>
</tr>
<tr>
<td>Project Rank of the Combined PES1 &amp; PES2 Vote</td>
<td>0.6%</td>
</tr>
<tr>
<td>Jobs</td>
<td>1.0%</td>
</tr>
<tr>
<td>Limited English Proficiency Populations</td>
<td>3.4%</td>
</tr>
<tr>
<td>Population without Access to a Vehicle</td>
<td>2.8%</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
<td>2.6%</td>
</tr>
<tr>
<td>Project Rank of the Combined PES1 &amp; PES2 Vote</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

Route S provides service in the southwest of the Anchorage Bowl via a circulator route. Service would be provided along Dimond Boulevard, Sand Lake Road, Raspberry Road, and Strawberry Road. This route starts and ends at the Dimond Transit Center.

**Funding**
- $1.6 M (30 Min.)
- $900,000 (60 Min.)
Figure 37: Projects: Southwest Anchorage Neighborhood Map
Route U adds a circulator route within downtown Anchorage. Due to the length and purpose of the route, it is only proposed at 15 minute frequency.
Figure 38: Projects: Downtown Circulator Map
Figure 39: Projects: Microtransit in Eagle River Map
Figure 40: Projects: Microtransit in the Anchorage Bowl Map
### All Top Projects

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOA Residents</td>
<td>57%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>MOA Jobs</td>
<td>64%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>Minority Population</td>
<td>64%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>Individuals in Poverty</td>
<td>72%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>60+ Population</td>
<td>57%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>17 and Under Population</td>
<td>55%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>Individuals with Limited English Proficiency</td>
<td>76%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>Households without Access to a Vehicle</td>
<td>69%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
<tr>
<td>Individuals with a disability</td>
<td>59%</td>
<td>would be within 1/4 mile of the bus system</td>
</tr>
</tbody>
</table>

**PROJECT IMPLEMENTATION**

Figures 41 and 42 present all the top projects that would add coverage or realign existing service for the Anchorage Bowl and Eagle River. The demographic analysis shows how implementing all the projects impacts different transit user groups in the MOA.

All projects would require additional funding, and there are more projects presented in the plan than could be implemented in the short-term. The goal of Transit on the Move is to capture the complete needs of the public and offer a range of solutions. Decision makers may choose to implement projects based on a number of reasons, including funding availability, demographic analysis, or land use (where people live and work). Each project presented in this plan is linked to at least one performance target in Tables 4, 5, and 6 on pages 36-38. Studies and projects that only require staff time will be implemented as time allows.
**Legend**

- **NEW ROUTES**
  - **F**: Route Proposal (Ranked 1st)
  - **T**: Route Proposal (Ranked 2nd)
  - **S**: Route Proposal (Ranked 4th-tied)
  - **U**: Route Proposal (Ranked 8th)
  - **B.1**: Route Proposal (Ranked 8th)

- **REALIGNMENTS**
  - **D**: Route Proposal (Ranked 12th)
  - **I**: Route Proposal (Ranked 13th)
  - **V**: Route Proposal (Ranked 19th)

**Figure 41: Top Projects - Anchorage Bowl**
Figure 42: Top Projects - Eagle River

ALL TOP PROJECTS - EAGLE RIVER

Legend

NEW ROUTE

Route Proposal
(Ranked 16th)

REALIGNMENT

Route Proposal
(Ranked 109th)

Microtransit
Census Block
A census block is the smallest geographic unit used by the United States Census Bureau for tabulation of 100-percent data (data collected from all houses, rather than a sample of houses).

Census Block Group
Census Block Groups are the next level above census blocks in the geographic hierarchy and are a combination of census blocks.

Census Tract
The Census Tract is an area roughly equivalent to a neighborhood established by the Bureau of Census for analyzing populations. The area generally encompass a population between 2,500 to 8,000 people.

Transportation Analysis Zone
A transportation analysis zone is the unit of geography most commonly used in conventional transportation planning models. The size of a zone varies, but for a typical metropolitan planning software, a zone of under 3,000 people is common. The spatial extent of zones typically varies in models, ranging from very large areas in the exurb to as small as city blocks or buildings in central business districts.

Demographic Maps
Data variables are presented in the finest resolution provided by the Census Bureau. Each variable is standardized by square miles. Data values for each demographic variable are distributed within color-coded class bins using ArcGIS calculations based on the Jenks-Caspell algorithm. The Jenks-Caspell classification method is used to apply natural breaks to the dataset and achieve the least amount of variation between all values within each bin.

Project Demographics
The percent increases for each targeted population group represent the increase to the population within a 1/4 mile of the bus system if the route or realignment were implemented. The demographic analysis for each proposed new route or realignment is calculated using route planning software called “Remix.”
ACRONYMS

ACS
The American Community Survey is an ongoing survey by the U.S. Census Bureau. It regularly gathers information previously contained only in the long form of the decennial census, such as ancestry, citizenship, educational attainment, income, language proficiency, migration, disability, employment, and housing characteristics. Sent to approximately 295,000 addresses monthly (or 3.5 million per year), it is the largest household survey that the Census Bureau administers. This plan uses the most recently available survey data between 2013-2017.

AMATS
Anchorage Metropolitan Area Transportation Solutions. Every metropolitan area with a population of more than 50,000 residents must have a designated Metropolitan Planning Organization (MPO) for transportation in order to qualify for federal highway or transit assistance. AMATS is the MPO for the Anchorage Bowl and Chugiak-Eagle River areas when federal transportation funds are used.

DOT&PF
Alaska Department of Transportation and Public Facilities designs, constructs, operates and maintains the State’s transportation infrastructure systems, buildings, and other facilities used by Alaskans and visitors.

FTA
The Federal Transit Administration provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys, and ferries.

MOA
The Municipality of Anchorage is a unified home rule municipality in the U.S. state of Alaska. With an estimated 291,538 residents in 2018, it is Alaska’s most populous city and contains more than 40% of the state’s population.

MTP
The Metropolitan Transportation Plan identifies how the metropolitan area will manage and operate a multi-modal transportation system (including transit, highway, bicycle, pedestrian, and accessible transportation) to meet the region’s economic, transportation, development and sustainability goals – among others – for a 20+ year planning horizon, while remaining fiscally constrained.

PES1
Public Event Series #1 was held between February 14-22, 2019. Event participants reviewed the 2018 System Report Card and wrote down their suggestions and comments on Post-it notes and placed them on large boards labeled with three overarching goals for public transportation: Accessibility, Convenience, and Reliability. If an idea did not fit under any of those categories, community members
could place their comments on a board labeled “Other,” and discuss their ideas with staff.

**PES2**
Public Event Series #2 was held in May and June 2019. Event participants voted on project proposals to include in the transit plan.

**PTAB**
The Public Transit Advisory Board consists of appointed members of the community and exists to advise the assembly and the mayor, as well as to contribute to the long-range planning of a balanced public transit system in the Municipality.

**PTD**
Public Transportation Department

**RT**
Route

**TSDC**
Transit-Supportive Development Corridors identify corridors where expanded public transit service will support a compact, walkable pattern of commercial, residential, and/or mixed-use development as defined in the Anchorage 2040 Land Use Plan.
<table>
<thead>
<tr>
<th>PES2 VOTING RESULTS</th>
<th>% OF PES#2 VOTE</th>
<th>% ↑ POP</th>
<th>% ↑ JOB</th>
<th>% ↑ POV</th>
<th>% ↑ MIN</th>
<th>% ↑ SEN</th>
<th>% ↑ YOU</th>
<th>% ↑ LEP</th>
<th>% ↑ DIS</th>
<th>% ↑ VEH</th>
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<td><strong>Old Seward Route</strong></td>
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<tr>
<td>Project H</td>
<td>9.1%</td>
<td>6.9%</td>
<td>5.7%</td>
<td>4.1%</td>
<td>6.5%</td>
<td>7.9%</td>
<td>6.1%</td>
<td>7.0%</td>
<td>7.1%</td>
<td>5.0%</td>
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<td>5.2%</td>
<td>1.6%</td>
<td>2.8%</td>
<td>2.7%</td>
<td>2.5%</td>
<td>3.2%</td>
<td>3.0%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Project K</td>
<td>5.3%</td>
<td>4.3%</td>
<td>6.9%</td>
<td>2.1%</td>
<td>4.0%</td>
<td>4.7%</td>
<td>3.9%</td>
<td>3.3%</td>
<td>5.1%</td>
<td>4.2%</td>
</tr>
<tr>
<td><strong>Independence Park/Elmore Route</strong></td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>Project E</td>
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<td>12.0%</td>
<td>2.3%</td>
<td>7.1%</td>
<td>9.8%</td>
<td>12.0%</td>
<td>12.8%</td>
<td>7.8%</td>
<td>11.3%</td>
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<td>Project J</td>
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<td>11.9%</td>
<td>2.7%</td>
<td>6.6%</td>
<td>10.1%</td>
<td>11.1%</td>
<td>12.5%</td>
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<td>10.8%</td>
<td>6.6%</td>
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**Notes:**
- Capital Costs are listed for 15 Min, 30 Min, 60 Min, Commuter stops.
- Operational Costs are listed for 30 Min, 60 Min, Commuter stops.
- The table includes various projects such as Old Seward Route, Independence Park/Elmore Route, 36th Avenue Route, Eagle River Commuter Route, etc.
Public Event Series 1 - Meeting Summary

541 Total Comments Received
651 Topics Covered

An individual may have submitted more than one comment, and each comment may have covered multiple topics.

Topics of Conversation

Of all comments received, this is the breakdown of categories they were compiled into.

Transportation Fair

16 comments received

Public Event Series 1

155 total attendees

- Public Meeting 1 - City Hall: 45
- Public Meeting 2 - Mountain View: 27
- Public Meeting 3 - Eagle River: 18
- Public Meeting 4 - Dimond Mall: 35
- Public Meeting 5 - Romig Middle School: 10
- Public Meeting 6 - Muldoon Library: 8
- Public Meeting 7 - Fairview: 12

486 comments received
Convenience Comments Received - 248

- Routes
- Bus Stops
- Frequency
- Span
- Amenities

Positive Feedback ........................................ 11
Direct Route Proposals .................................. 31
Feedback on Transfers .................................. 6
Proposed Route Realignments ...................... 24
New Route Proposals ................................... 8
Bus Stop Positive Feedback ......................... 4
Decrease Bus Stop Spacing .......................... 12
Increase Bus Stop Spacing ........................... 4
New Bus Stops Needed ................................. 23
Frequency Positive Feedback ....................... 4
Decrease Frequency ................................... 8
Increase Frequency ................................... 30
Research .................................................. 1
Add More Service ..................................... 54
Holiday Service ......................................... 1
At Bus Stops ............................................. 8
On Buses ................................................. 8
At Transit Centers ...................................... 10
Other Comments Received - 50

Accessibility Comments Received - 238

- Geographic
- Economic
- Informational

More Coverage ........................................... 185
- To Major Services & Shopping Areas ........... 17
- To Major Rec & Education Centers ............. 43
- In Neighborhoods ................................... 49
- Put Service Back on Old Routes .................. 41
- Service Along Specific Street Sections .......... 29
Decrease Fares ............................................ 13
Increase Fares ............................................ 4
Partner with Local Organizations ................. 16
Public Transit Advisory Board ..................... 4
System Report Card .................................... 2
Advertisements .......................................... 14

Reliability Comments Received - 98

- Schedule
- Safety & Maintenance
- Bus Drivers

On-Time Performance ................................. 16
Running Times ......................................... 5
Ridership .................................................. 4
Detour ....................................................... 1
Maintenance ............................................. 12
Seasonal - Maintenance ............................. 21
Safety ....................................................... 16
Technical Errors ....................................... 3
Bus Driver Positive Feedback ...................... 2
Bus Driver Feedback ................................ 18

Public Event Series #1 Summary
Notification Methods:

ADN Digital Ads................................. 2/19/19 - 2/22/19
ADN Print Ads.................................... 2/18/19
Automatic Message on Rideline 2/19/19 - 2/22/19

**Bulkhead Sign on the Bus** ........................ 2/07/19 - 2/22/19
KTBY (Fox, ABC, CW)
TV Commercials (255 spots).............. 2/12/19 - 2/22/19
Email.................................................. 2/08/19

Agency Stakeholders
Assembly
Federation of Community Councils
Interagency Committee
PeopleMover public contact list
AnchorRIDES public contact list
RideShare participants via Enterprise

*Flyers* - translations...................... 2/15/19 - 2/22/19
32 translated flyers posted at 22 locations

Flyers - at meeting locations.............. 2/19/19 - 2/22/19
8 Dimond Mall flyers
Muldoon Library flyer & digital ads

Alaska Public Media......................... 2/18/19
Home Town Alaska

MOA Internal Bulletin......................... 2/11/19

**Press Release** ................................ 2/08/19
KTVA News Article............................ 2/08/19
Echo News Article............................. 2/08/19
KTUU News Article............................ 2/18/19

*Postcard Mailer* ................................ 2/08/19
112,882 households in the Anchorage Bowl and Eagle River/Chugiak area partially translated

Social Media.................................... 2/08/19 - 2/22/19
16 posts on Facebook, Instagram & Twitter

*Website*
Launched....................................... 12/19/18 - ongoing
Public Event Series 1 Web Banner... 2/08/19 - 2/22/19

The most popular way participants said that they heard about the meeting
♦ Bulkhead Sign
♦ Postcard Mailer

* Translated materials
### Geographic Accessibility

#### Provide more coverage
- Provide Coverage in the Neighborhoods
- Go back into the neighborhoods
- Peter’s Creek
- Independence Park
- Turnagain
- Eagle River
- South Anchorage
- Chugiak
- Midtown
- Abbott
- Birchwood
- Distressed neighborhoods
- Eklutna
- MUNI areas - all
- Nunaka
- Palmer
- Sand Lake
- Seaciff Plaza Condominiums
- Seward
- University Area
- Wasilla
- West Anchorage

#### Put Service Back on the Old Routes
- Old Route 60
- Old Route 36
- Old Route 2
- Old Route 13
- Old Route 1
- Old Route 3
- Old Route 45

#### Provide Service Along These Street Sections
- Old Seward
- 36 Ave - Lake Otis - Arctic
- 36th Ave - Lake Otis & LaTouche
- Fairview to midtown
- Wisconsin St.
- Klatt roundabout to John’s Rd
- 36 Ave - LaTouche St. & Providence to C St.
- 36th Ave - David Green Park/MacInnes area
- Boniface - serve the hospitals
- C St corridor south of Tudor
- East/West on 100th Ave
- East/West on Tudor, Chugach & Arctic
- Elmire between Abbott & Tudor
- Elmire Road
- West on 100th Ave

#### Provide Coverage to Recreation & Education Centers
- Loussac Library
- Parks & Nature
- Campbell Creek Science Center
- Schools
- Arctic Thunder Event
- Boardwalk off Seward Hwy
- Century 16 Theater
- Hilltop Ski Area
- The Point
- Zoo

#### Economic Accessibility

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

#### Increase Fares
- Increase Fares
- RT 92 - increase fares
### Partner with Local Organizations
- Coordinate with other
- Provide Employer Incentives
- Providence, UAA (large employers)
- Artistic community & musicians & sketch artists
- Bear Tooth
- Cabs, Lyft, etc *for a night bus*
- Hire handicap individuals to advise on projects
- Homeless Youth
- Mid-town Congestion Relief Project *independent bus lane*
- Support Snow Fighters
- Valley Mover
- Vision Zero

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

### Public Transit Advisory Board
1. Allow handicap board members to call into the meetings
2. Brings senior free passes to the meetings too
3. I would like to be part of the planning board
4. Vary where meetings are held

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

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<thead>
<tr>
<th>To the Airport</th>
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<tbody>
<tr>
<td>Airport - Dimond Center</td>
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<tr>
<td>Airport - Downtown - Dimond<em>non-stop service</em></td>
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<tr>
<td>Airport - Muldoon</td>
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<td>Airport - Wasilla</td>
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<td>Airport - more than one route</td>
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<th>To Dimond Center</th>
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<td>Dimond Center - Muldoon</td>
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<td>Dimond Center - ANMC</td>
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<th>To Downtown</th>
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<td>Downtown - South Anchorage</td>
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<td>Downtown - Northway Mall</td>
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<tr>
<td>Downtown - Boniface - express route for safety</td>
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<td>Downtown - Muldoon</td>
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<td>Downtown - Tikahtnu</td>
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<td>Hospitals - Neighborhoods (each)</td>
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<tr>
<td>Midtown Shuttle</td>
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<tr>
<td>South Anchorage - Northway Mall</td>
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<tr>
<td>Spenard &amp; Turnagain - UMED &amp; Univ</td>
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<td>UAA - Loussac Library</td>
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<th>New Route Proposals</th>
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<tr>
<td>Providence to Minn. or Turnagain area on 36th (MED/APU/UAA)</td>
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<tr>
<td>DDTC to Hwy, Boniface to Tudor, then hospitals. 36th to A St. 36th Ave during peak afternoon and weekend hours for the library</td>
</tr>
<tr>
<td>New route proposal in Eagle River - see attached map</td>
</tr>
<tr>
<td>New route realignment proposals - see attached map</td>
</tr>
<tr>
<td>New route proposal downtown to Midtown - see attached map</td>
</tr>
</tbody>
</table>

### 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 Realignments

| 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 Tikatnu 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 DTTC |
| 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 |
## Bus Stops Positive Feedback

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

## New Bus Stops Needed

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

## Decrease Bus Stop Spacing

- 7 RT 25 - Remove Timepoint at Boniface.
- 3 Decrease bus stop spacing.
- 1 RT 10 - Northern Lights & Benson section.
- 1 Remove discontinued ones.

## Increase bus stop spacing

- 4 RT 10 - I like the new stop at Benson & Minnesota.
- 2 RT 92 - I like the stop across from Jitters & on F St.
- 1 Decrease bus stop spacing.
- 1 RT 20 - between Shell & VFW.
- 1 RT 21 - between Bragaw & Pine.
- 1 RT 21 - more stops.
- 1 RT 31 - change the Four Seasons bus stop to directly in front of Four Seasons.
- 1 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.
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- 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.

## CONVENIENCE - FREQUENCY & SPAN

### Frequency: Positive Feedback

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

### Increase Frequency

- RT 55 - increase frequency.
- RT 65 - increase frequency.
- RT 35 - increase frequency.

### Decrease Frequency

- RT 91 - decrease frequency.
- RT 92 - increase frequency to 30 min.
- RT 25 - increase frequency.
- RT 25 - 15 min frequency between 7am-9am
- RTs going to Dimond Center/Wal-Mart.
- RTs going to Fairview - increase frequency.

### Sat - increase frequency to 15 min service

### Research Frequencies

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

### Span: Add More Service

- RT 91 - more trips.
- RT 91 - Sat/Sun Service.
- Sat/Sun Service - more evening service.

### Holiday Service

- 4 Holiday Service.
- 4 Holiday Service - minor.
- 1 Bus schedule should observe the actual holiday, not the observed office one.
26 Comments Received About Amenities

At Transit Centers
Dimond Transit Center - open it
Dimond Transit Center - provide more services here
Downtown Transit Center - open it when buses are running
Transit Center Lockers

At Bus Stops
Trash cans
Benches
Heat
Hooks on the poles so people can hang up their groceries

On the Buses
WiFi
RT 92 - use 40 ft. buses
USB - charging stations
Bike Racks - fat tire

RELIABILITY - SCHEDULE & BUS DRIVER FEEDBACK

26 Comments Received About The Schedule

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

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

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

Detour
When buses are on detour they won’t stop to let people off

20 Comments Received About Bus Drivers

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

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

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

Technical Errors
2 Text system not always accurate
1 RT 31 does not show up on Google
**25 General Comments Received**

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

**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

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

---

**OTHERS - BUDGET & SERVICES**

**New Bus Technology & Services**
- Bus Rapid Transit *express routes*
- Electric buses
- Micro-transit
- MOA event buses

**New Policies and Programs**
- Emergency Ride Home Program
- Voice of the Riders Program
- Homeless issues - No fare - no ride
- Provide handicap awareness classes for all employees

**Infrastructure**
- Old Seward Kia Building available for a transit center

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

---

**ANCHORRIDES & RIDESHARE**

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

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

**1 Comment Received About RideShare**
- 1 LinkAK method of rideshare recruitment outside of private vehicle
Public Event Series #2

Events held to collect feedback:
- 8 Public Meetings
- 4 Loussac Library Hosted Meetings
- 4 Tabling Sessions at Transit Centers
- 10 Bus Operator Meetings
- 5 Additional Outreach Events
- 2 Community Council Meetings
- **33 TOTAL EVENTS**

How people voted:
- 250 At Events
- 68 By Email
- 2 By Mail
- 3 Over the Phone
- **323 TOTAL VOTERS**

Top five project categories:
- Old Seward Route: 46%
- Transit Security: 23%
- Add Service on the WKNDS Route: 18%
- 36th Ave Route: 7.9%
- Ind. Park/Eineke Route: 7.6%
- Other: 7.6%

Voting topics:
- New Routes: 46%
- Improvements to Existing Service: 18%
- Route Realignments: 10%
- Microtransit in West Anchorage: 8.4%
- Keep RT 52 the Same: 7.9%

VOTES:
38% of the votes for new routes were cast for a route going to the Loussac Library
## Votes Received from Public Event Series #2

<table>
<thead>
<tr>
<th>PROJECT CATEGORIES</th>
<th>VOTES CAST</th>
<th>PERCENT OF TOTAL VOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old Seward Route</td>
<td>216</td>
<td>22.5%</td>
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<tr>
<td>Project H</td>
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<td>Project A</td>
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<td>Project K</td>
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<td>Add Transit Security</td>
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<td>Add Service on the Weekends</td>
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<td>Independence Park/Elmore Route</td>
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<td>Project J</td>
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<td>36th Avenue Route</td>
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<td>Project B.1</td>
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<td>3.3%</td>
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<tr>
<td>Project B.2</td>
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<tr>
<td>Project L</td>
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<tr>
<td>Eagle River Commuter Route</td>
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<tr>
<td>Realignment of the RT 21: Project C</td>
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<td>Restore Holiday Service</td>
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<tr>
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<td>Eagle River Neighborhood Route: Project R</td>
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<td>Microtransit in West Anchorage: Project G</td>
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<td>Add Service on Weekdays</td>
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<td>AnchorRIDES: Allow Same Day Scheduling</td>
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<td>AnchorRIDES: Decrease Wait Time for Pick-up</td>
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<td>SW Anchorage Neighborhood Route: Project S</td>
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<td>New Bus Tracking App: Project X</td>
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<td>Downtown Circulator Route: Project U</td>
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<tr>
<td>Heat the Bus Stops: Project Y</td>
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<td>0.1%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>961</td>
<td>100.0%</td>
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</tbody>
</table>

### Projects that received the majority votes categorized by voting group.

**PUBLIC MEETINGS** *(Anchorage Bowl)*  
Span of Service on Weekends

**PUBLIC MEETINGS** *(Eagle River)*  
Route Proposal Option P

**BUS OPERATORS**  
Transit Security

**EMAIL/MAIL/PHONE**  
Route Proposal Options C & H

**TRANSIT CENTERS** *(Pop Up Meeting)*  
Span of Service on Weekends

**MEETINGS UPON REQUEST**  
Route Proposal Option K
## Public Notification Efforts for Public Event Series #2

### Notification Methods

<table>
<thead>
<tr>
<th>Dates</th>
<th>Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/23/2019</td>
<td>Bulkhead Sign on the Bus</td>
</tr>
<tr>
<td>4/25/2019</td>
<td>Email, Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list, AnchorRIDES public contact list</td>
</tr>
<tr>
<td>4/25/2019</td>
<td>Social Media</td>
</tr>
<tr>
<td>4/26/2019</td>
<td>Flyer, 36 posts on Facebook, Instagram &amp; Twitter</td>
</tr>
<tr>
<td>5/1/2019</td>
<td>Electronic Sign at Bus Shelters</td>
</tr>
<tr>
<td>5/1/2019</td>
<td>Automatic Message on Rideline</td>
</tr>
<tr>
<td>5/2/2019</td>
<td>KTBY (Fox, ABC, CW), TV Commercial (255 spots per week)</td>
</tr>
<tr>
<td>5/6/2019</td>
<td>Web Banner</td>
</tr>
<tr>
<td>5/6/2019</td>
<td>MOA Internal Bulletin, Public comment period - OPENS</td>
</tr>
<tr>
<td>5/10/2019</td>
<td>ADN Print Ad</td>
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<td>5/12/2019</td>
<td>ADN Print Ad</td>
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<tr>
<td>5/13/2019</td>
<td>Press Release</td>
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<tr>
<td>5/15/2019</td>
<td>Event Notification Poster, Flyer, Posted at 17 locations</td>
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<tr>
<td>5/22/2019</td>
<td>Bulkhead Sign on the Bus</td>
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<tr>
<td>5/23/2019</td>
<td>Website Updates, Same lists as 4/25/19</td>
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<td>5/24/2019</td>
<td>Email, Social Media, 12 posts on Facebook, Instagram &amp; Twitter</td>
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<tr>
<td>6/7/2019</td>
<td>Social Media</td>
</tr>
<tr>
<td>6/24/2019</td>
<td>12 posts on Facebook, Instagram &amp; Twitter</td>
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</table>

### Meetings

<table>
<thead>
<tr>
<th>Dates</th>
<th>Meetings</th>
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</thead>
<tbody>
<tr>
<td>5/9/2019</td>
<td>Public Meetings, City Hall, Ocean View Elementary, West High School, Eagle River Transit Center, Dimond Center, Muldoon Library, Fairview Rec Center, Mountain View Library</td>
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<tr>
<td>5/13/2019</td>
<td>Press Release, 10 meetings in total</td>
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<td>6/5/2019</td>
<td>Bus Operator Input Meeting</td>
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<td>6/6/2019</td>
<td>Turnagain Community Council Meeting</td>
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<td>6/7/2019</td>
<td>Downtown Transit Center Meeting</td>
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<td>6/10/2019</td>
<td>Sand Lake Community Council Meeting</td>
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<tr>
<td>6/13/2019</td>
<td>Loussac Library Meeting, 4 library hosted meetings</td>
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<tr>
<td>6/14/2019</td>
<td>Centennial Village Meeting</td>
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<tr>
<td>6/19/2019</td>
<td>Climate Action Plan Celebration</td>
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<td>6/21/2019</td>
<td>Dimond Transit Center Meeting</td>
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<td>6/25/2019</td>
<td>Senior Center Meeting</td>
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<td>Seeds of Change Meeting</td>
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<tr>
<td>6/26/2019</td>
<td>Catholic Social Services Meeting</td>
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<tr>
<td>6/30/2019</td>
<td>Public Comment Period - CLOSED</td>
</tr>
</tbody>
</table>

*Translated Materials Available in Hmong, Korean, Spanish, and Tagalog.*
| EVENTS | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 TOTALS |
|--------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
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| Frequency | 2 0 1 1 6 11 0 3 7 4 0 | 35 |
| Span/WK | 1 2 0 1 3 2 0 3 1 0 | 13 |
| Span/WKD | 7 1 1 3 0 2 6 6 17 20 0 2 7 2 2 0 | 76 |
| Transit Security | 5 0 1 46 2 9 1 0 1 15 1 0 | 81 |
| AnchorRIDES: Wait Time | 0 0 0 1 0 4 0 2 0 1 | 8 |
| AnchorRIDES: Schedule | 1 0 1 1 1 0 3 1 3 0 1 | 12 |
| A | 3 1 2 0 1 2 29 15 17 3 0 2 1 1 1 0 | 78 |
| B.1 | 4 1 0 5 7 3 0 3 3 6 0 | 32 |
| B.2 | 3 3 0 1 6 1 0 2 5 5 0 | 23 |
| C | 4 0 1 3 1 4 0 4 3 4 0 | 47 |
| D | 1 0 2 2 2 11 6 0 7 3 2 0 | 36 |
| E | 1 1 0 1 15 14 5 3 0 1 3 1 0 | 45 |
| F | 4 1 0 3 9 3 1 0 4 1 1 3 0 | 31 |
| G | 2 1 0 1 9 4 0 4 1 1 0 | 22 |
| H | 2 3 1 0 9 31 22 2 0 6 2 8 0 1 | 87 |
| I | 3 0 0 1 4 6 4 0 3 1 1 0 | 23 |
| J | 4 1 0 3 5 9 3 0 1 2 0 | 28 |
| K | 6 1 0 2 5 7 8 0 2 3 4 2 2 0 | 51 |
| L | 1 2 0 1 1 3 0 5 4 1 0 | 18 |
| M | 0 1 14 0 1 2 2 0 | 20 |
| N | 5 1 0 1 4 7 0 3 2 0 | 23 |
| O | 0 0 1 3 0 1 0 | 6 |
| P | 1 0 1 18 0 1 6 0 | 27 |
| Q | 1 0 6 1 1 0 2 2 0 | 12 |
| R | 10 0 2 5 1 1 0 3 1 0 | 23 |
| S | 0 0 7 0 0 | 7 |
| T | 0 1 1 1 8 2 1 0 1 0 | 15 |
| U | 1 1 0 0 1 0 | 3 |
| V | 3 8 0 2 6 0 0 | 19 |
| W | 14 0 1 0 0 | 15 |
| X | 0 2 0 1 1 0 | 4 |
| Y | 0 0 1 0 | 1 |
| Z | 0 3 0 0 | 3 |
| TOTALS | 21 2 4 15 7 0 3 4 45 73 52 21 0 7 18 30 9 11 0 1 | 1 |

1. CITY HALL
2. OCEANVIEW ELEMENTARY
3. WEST HIGH SCHOOL
4. EAGLE RIVER
5. DIMOND MALL
6. MULDOON LIBRARY
7. FAIRVIEW REC CENTER
8. MTN VIEW LIBRARY
9. BUS OPERATORS
10. EMAIL/MAIL/PHONE
11. DOWNTOWN TRANSIT CENTER (x3)
12. DIMOND TRANSIT CENTER
13. SENIOR CENTER
14. CENTENNIAL VILLAGE
15. LOUSSAC LIBRARY (x4)
16. CLIMATE ACTION PLAN CELEBRATION
17. CATHOLIC SOCIAL SERVICES
18. SEEDS OF CHANGE
19. SAND LAKE COMMUNITY COUNCIL
20. TURNAGAIN COMMUNITY COUNCIL
The table displays how participants at each event voted on projects during Public Event Series #2. Locations are labeled by number and correspond to the events.

The far right column summarizes the total votes received for each project. The last row summarizes the total participants at each event.

Each participant was given three votes although not all participants cast all of their votes.
PUBLIC REVIEW DRAFT SUMMARY

How People Provided Feedback

<table>
<thead>
<tr>
<th>Way of Providing Feedback</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Events</td>
<td>8</td>
</tr>
<tr>
<td>By Mail</td>
<td>5</td>
</tr>
<tr>
<td>By Email</td>
<td>92</td>
</tr>
<tr>
<td>Bus Driver Feedback</td>
<td>9</td>
</tr>
<tr>
<td>TOTAL COMMENTS</td>
<td><strong>114</strong></td>
</tr>
</tbody>
</table>

The Percent of Comments Made by Category

- **28%** were in favor of a route on Old Seward Highway
- **13%** were in favor of a route on 36th Avenue
- **8%** were in favor of a route to Loussac Library without mentioning how to get there

Old Seward Route

- Project H: 39%
- Project A: 45%
- Project K: 13%
- Old Seward - non-specific: 3%

Infrastructures & Tech

- **17%**: Buses & Bus Stops
- 5%: Dimond Transit Center
- 4%: Fat Tire Bike Racks
- 4%: Enhanced Rider Communications
- 3%: Mixed-Use Develop. / HOV / Rail

Maintenance & Operations

- **5%**: Operations
- 4%: Winter City Maintenance
- 3%: Advertising
- 3%: Fare Analysis
- 2%: On-time Performance
- 2%: Key Transfers
- 1%: Missed Trips Analysis
- 1%: Route Analysis

Span & Frequency

- **4%**: Weekday Span - RT 91
- 3%: Increase Frequencies
- 3%: Holiday
- 2%: Weekend Span
- 2%: Morning Span
- 2%: Weekend Span - RT 91
- 2%: Decrease Frequency
- 1%: Weekday Span
- 1%: Weekday Span - RT 92
- 1%: Weekend Span - RT 92
## Notification Efforts for the Public Review Draft

<table>
<thead>
<tr>
<th>Dates</th>
<th>NOTIFICATION METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/18/2019</td>
<td><strong>Public comment period - OPENS</strong></td>
</tr>
<tr>
<td>12/18/2019</td>
<td>Bulkhead Sign on the Bus</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>Plans Available at the Downtown Transit Center</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list, AnchorRIDES public contact list</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>Social Media - ran until 1/29/20</td>
</tr>
<tr>
<td></td>
<td>20 posts on Facebook, Instagram &amp; Twitter</td>
</tr>
<tr>
<td>12/19/2019</td>
<td>Automatic Message on Rideline</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>TV Commercial (255 spots per week)</td>
</tr>
<tr>
<td></td>
<td>KTBY (Fox, ABC, CW)</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>Website Banner &amp; Updates</td>
</tr>
<tr>
<td>12/18/2019</td>
<td>ADN Digital Ad - ran until 1/31/20</td>
</tr>
<tr>
<td>12/19/2019</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>Federation of Community Councils Email</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>MOA Planning Staff</td>
</tr>
<tr>
<td>12/28/2019</td>
<td>Postcard Mailer (includes translations)</td>
</tr>
<tr>
<td></td>
<td>107,215 households in the Anchorage Bowl and Eagle River/Chugiak area</td>
</tr>
<tr>
<td>01/02/2020</td>
<td>Alaska Public Media's Community Calendar - up until 1/31/20</td>
</tr>
<tr>
<td>1/2/2020</td>
<td>Flyers (includes translations)</td>
</tr>
<tr>
<td></td>
<td>24 flyers posted at 24 locations</td>
</tr>
<tr>
<td>1/2/2020</td>
<td>Postcards &amp; Desk Copies of the Draft Plan</td>
</tr>
<tr>
<td></td>
<td>Delivered to: Loussac, Muldoon, Mtn. View Libraries</td>
</tr>
<tr>
<td>1/23/2020</td>
<td>Press Release</td>
</tr>
<tr>
<td>1/23/2020</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>Agency Stakeholders, Assembly, Federation of Community Councils, Interagency Committee, People Mover contact list</td>
</tr>
</tbody>
</table>

### IN PERSON EVENTS

<table>
<thead>
<tr>
<th>Dates</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/22/2019</td>
<td>Assembly Work Session</td>
</tr>
<tr>
<td>12/10/2019</td>
<td>AMATS: Bicycle &amp; Pedestrian Advisory Committee</td>
</tr>
<tr>
<td>1/9/2020</td>
<td>AMATS: Technical Advisory Committee</td>
</tr>
<tr>
<td>1/9/2020</td>
<td>Public Transit Advisory Board Meeting</td>
</tr>
<tr>
<td>1/23/2020</td>
<td>AMATS: Policy Committee</td>
</tr>
<tr>
<td>1/23/2020</td>
<td>Transportation Fair</td>
</tr>
<tr>
<td>1/25/2020</td>
<td>ADN Best of Alaska Showcase</td>
</tr>
<tr>
<td>1/31/2020</td>
<td>Public Comment Period - CLOSED</td>
</tr>
</tbody>
</table>

### IN THE NEWS

- **KTVA**: New People Mover route to start in the fall
- **KTUU**: Transit officials say People Mover ridership saw significant increases in 2019
- **ADN**: With People Mover ridership increasing, Anchorage proposes a new route
- **KSKA**: Home Town Alaska
- **KFQD**: Morning News