

**ASSEMBLY STANDING COMMITTEE
COMMITTEE OF THE WHOLE
THE CITY AND BOROUGH OF JUNEAU, ALASKA
December 8, 2014, 6:00 PM.
City Hall Assembly Chambers**

Worksession - No public testimony

I. ROLL CALL

II. APPROVAL OF AGENDA

III. APPROVAL OF MINUTES

- A. **October 27, 2014 Committee of the Whole Meeting Minutes**

IV. AGENDA TOPICS

- A. **Alaska Small Business Development Center-Juneau Update**
- B. **Gastineau Apartment Direction**
- C. **Capital Transit Plan Update**

V. ADJOURNMENT

Note: Agenda packets are available for review online at www.juneau.org.
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**ASSEMBLY AGENDA/MANAGER'S REPORT
THE CITY AND BOROUGH OF JUNEAU, ALASKA**

October 27, 2014 Committee of the Whole Meeting Minutes

ATTACHMENTS:

Description	Upload Date	Type
☐ DRAFT Minutes - October 27, 2014 COW	11/26/2014	Appeal

**ASSEMBLY STANDING COMMITTEE
COMMITTEE OF THE WHOLE
THE CITY AND BOROUGH OF JUNEAU, ALASKA
MINUTES**

October 27, 2014, 6:00 PM.
City Hall Assembly Chambers

Worksession - No public comments

I. ROLL CALL

Deputy Mayor Mary Becker called the meeting to order at 6:00 p.m. in the Assembly Chambers.

Assemblymembers Present: Mary Becker, Karen Crane, Maria Gladziszewski, Loren Jones, Jesse Kiehl, Jerry Nankervis, Merrill Sanford, and Kate Troll.

Assemblymembers Absent: Debbie White

Staff present: Kim Kiefer, City Manager; Rob Steedle, Deputy City Manager; Rorie Watt, Engineering Director; Kirk Duncan, Public Works Director; Samantha Stroughtenger, Wastewater Superintendent; Michelle Elfers, Engineer/Architect I; Gary Gillette, Port Engineer; John Bohan, Chief CIP Engineer and Laurie Sica, Municipal Clerk.

II. APPROVAL OF AGENDA

Hearing no objection, the agenda was approved as presented.

III. APPROVAL OF MINUTES

A. October 6, 2014 Committee of the Whole Meeting Minutes

Hearing no objection, the minutes of October 6, 2014 were approved as presented.

IV. AGENDA TOPICS

A. Economic Development Plan - Town Meetings

Barb Sheinberg, Sheinberg and Associates, spoke about the seven recommended initiatives of the Economic Development Plan. There was a good turnout with 75 people at the town meeting last week and people divided into groups by topic to discuss the initiatives. The next meeting was set for Wednesday, Oct 29, at 7 p.m., at the University of Alaska Campus. The consultants were getting good feedback and people were paying attention to the website. The "Build our strengths through entrepreneurship and branding" seemed to be too broad an initiative so they were making some changes as they received feedback. The consultants were working with the Community Development Department and the CBJ GIS staff to develop some tools for economic modeling.

B. State Library Archives and Museum Resolution

Ms. Kiefer said the packet contained information from the Historic Resources Advisory Committee which met in September. There is a change in plan for the "flicker panels" from the old State Museum Building. In 2010 CBJ passed Resolution 2551am supporting the listing of the Alaska State Centennial Museum for listing on the National Registration of Historic Places, also outlining mitigation, specifically that "if the museum building is demolished, mitigation should be required in the form of preserving one or more of the concrete panels for interior or exterior display, and providing a publication and interpretive exhibit on the history of the museum in the new facility." City/State project review and a conditional use permit from the Planning Commission both had advisory (only) conditions mirroring the language. The panels were evaluated and it was determined that they were not structurally sound to enable reuse. Linda Thibodeau provided notice of this to the State

Historic Preservation Office and the CBJ HRAC. HRAC recommended the state make a new panel, but the \$55,000 for that part of the project was used regarding the movement and evaluation of the panels, and the funds left were for the publication and exhibit. Ms. Kiefer recommended the Assembly repeal Resolution 2551am and draft a new resolution supporting the SLAM project, acknowledging the panels can't be salvaged, maintaining the condition for a publication and exhibit, and states that CBJ encourages the flicker design be used wherever possible within the new building.

Ms. Gladziszewski asked about "use the existing flicker design," would that be an add on? Ms. Kiefer said it was an encouragement, not a requirement, to incorporate the design. It would be used in the backdrop.

Ms. Troll asked if there were available funds to incorporate the design in other places. Ms. Kiefer said no, and it was only a recommendation, if there was an easy way to incorporate it somewhere else. Ms. Troll suggested incorporating an acknowledgement of the financial situation in the resolution.

Ms. Crane said she was convinced they made a good faith effort to salvage some of the panels, and it would be unreasonable to add on to the budget at this point.

MOTION, by Sanford, to repeal Resolution 2551am and draft a new resolution with the recommendation as outlined by the the manager.

Mr. Nankervis objected and said he did not believe it was the city's place to direct the state on how to address their building.

Mr. Jones said he objected as well and said the condition on the original resolution was impractical. He did not mind repealing the resolution, but did not see the need for a new resolution.

Mayor Sanford said that the mitigation factors that were in the resolution were underway, but should be addressed in a new resolution as outlined by the Planning Commission.

Mr. Jones said this would not repeal the Planning Commission's decision, it still stood, and there were plans underway to meet those conditions.

Ms. Crane said she assumed that doing this resolution would help with the museums negotiation with SHPO. A resolution would show there is a new community agreement.

Ms. Gladziszewski said the advisory condition from the PC was just acknowledging the CBJ resolution. Ms. Kiefer said there was a resolution on the books now, and by repealing and renewing, it recognized the impossible requirement and still showed support of the project. This provided historical context for the future. Ms. Gladziszewski said she did not support an additional requirement to use the flicker feather design in other areas.

Mr. Kiehl said he saw value in the Assembly tracking the development of the project and had no problem with using the flicker feathers where they could be used as it was an iconic design.

Roll call:

Aye: Becker, Crane, Gladziszewski, Kiehl, Troll, Sanford

Nay: Jones, Nankervis

Motion passed, 6 aye, 2 nay.

Ms. Linda Thibodeau, Director of the SLAM, was present to give an update on the project. The legislature fully funded the construction during the last session and they were now in the third phase. In the late 80's and early 90's, it was determined the facility was underbuilt. We included the state libraries and state archives as well into the state museum project. Five locations will be incorporated into one. All of the collections from the museum and Territorial Records and Alaska Railroad

Corporation Records from the National Archives were moved into the new building. The building is already functioning as a repository. We have used about 3/4 of the amount of concrete that we will need to finish and we anticipate opening in May 2016. The mitigation discussed is moving along and an inhouse exhibit will incorporate the flicker design, the history of the institution, and there will be a kiosk display with a small replica of the flicker feather panels. There will also be a traveling display and a book published. Six teams of writers and photographers went around the state documenting the centennial projects that would be included in the book, and there will be an e-book as well. This has been a big research project and we have learned many interesting things.

Mr. Nankervis asked how the parking would work at the SLAM. Ms. Thibodeau said there would be double the spaces than in the past. There are 30-35 spaces in the back where the construction is staged that will be open public parking. The basement will have 66 parking spots and we have not determined how we will use those in the evening. We need to ensure public safety and not allow it to be a public nuisance. She said in total there would be approximately 120 spots plus the bus turnaround. We are ceding some of our current space to the legislature to ease the winter crush.

Ms. Becker asked if she had shared the plans for this display with the HRAC and Ms. Thibodeau said she had not, but would do so.

C. Biosolids Update - Biosolids Disposal Options

Michele Elfers and Samantha Stroughtenger provided a memo in the packet and were present to answer questions.

Ms. Troll asked for information on centrifugal treatment. Ms. Elfers said a goal was to reduce water and this could be accomplished by a belt filter press and/or by a centrifuge. There was a centrifuge but it was uninstalled as part of the odor control program. This question would be answered in the Preliminary design phase. Basically, it was all about removing water. Ms. Stroughtenger said it wasn't really an option for the treatment and disposal of the sludge, it would just thicken the sludge. There would need to be an analysis of the sludge to determine what solid content could be reached, and the energy costs and savings balance involved. It is an analysis that hasn't been done, and can be done at a future time.

Mr. Kiehl asked about anaerobic digestion, the concern about an explosive by-product, the safety risk, and using the gas by product to burn to put energy back into the system. Ms. Stroughtenger said she could provide some information from CH2M Hill. She said there would still be sludge that would need dewatering and the need to handle and dispose of the material. The preferred alternative was burning dried biosolids in a furnace for heat recovery.

Ms. Gladziszewski asked for information on why composting was dropped off of the list. Ms. Elfers said a goal was to reduce the volume of end product and composting required adding materials. There was a cost to handling the end product and not a lot of uses for the end product other than landfill cover. Another reason was the lack of a large enough area of land to use to create the compost, considering the significant amount of wetlands in the community. It would be a Class A biosolids product, an organic material that could not be used for fill, but it could be used to grow food for human consumption.

D. Biosolids Update - Solid Waste Planning Re-Cap

Rorie Watt said he did not have any good news regarding solid waste, but saw the discussion on biosolids evolving into a desire for long range planning on waste management strategies. He said the CBJ had many discussions on that topic in the mid-2000's. There were no easy options on municipal solid waste. A question was whether this was an opportunity to do something now that leveraged biosolids with a better solid waste solution. Mr. Watt said he did not think so. There was not enough volume of material available in Juneau and in Southeast to make an incinerator system economically feasible. The Assembly tabled the effort on solutions to solid waste in 2010 because the solutions were hard. They included acquiring the garbage system, the certificate, and requiring

universal collection, which was controversial to the public. He said that if CBJ got the collection certificate and pursued an incinerator, and found a site for it, to finance an incinerator even without the biosolid issue, the cost per person would calculate out to \$55 per month for each of 10,000 rate payers (which there are not that many) just to pay for the incinerator. That was a large bill with a conservative estimate. Biosolids could be burned if they were a small part of the volume, but in this area it was a larger part of the wastestream and it would take a large amount of energy to burn off all of the liquid. A dryer for the biosolids was useful in all of the alternative scenarios and was consistent with anything to be done in the future. He said the problem needed to be resolved in the next 20 years, but he did not feel it was time to solve this problem now. It would come back at a better time.

Mayor Sanford said his basic questions were still not answered. He did not understand why CBJ needed an RCA certificate, or anything more than a private/public partnership with the landfill. CBJ did not have to do this all on its own. He wanted to see a comprehensive look at the waste stream and be guaranteed that the \$20-30 million on the biosolid disposal piece could be used later on within a comprehensive set up. He would like to be able to produce energy and sell it to the grid. He wanted to know if the landfill could be mined and if the biosolid solution could work with that.

Mr. Watt said it was the recommendation of the work group and the waste consultant that acquiring the certificate was part of the strategy. CBJ would not be able to influence a private business to spend the money that it would take to address the issues without controlling the waste stream. There were twelve recommendations in the WIH report and CBJ made it to #2, which were still using the landfill and hiring a solid waste coordinator. Contractual partnerships between the entities was #5 on the plan. CBJ had no stake in the game, as it did not own/operate either the collection of the waste or management of the landfill or have an ability to regulate either business.

Ms. Gladyszewski said the consultants said the CBJ had solid waste goals that were beyond its ability to effect them because it had no mechanism to enter relationships that were existing. It was cheaper to get into the trash hauling business than into landfilling and that was the recommendation to investigate trash hauling, which was done. Mayor Sanford asked if Pacific Waste / Arrow Refuse said they would not be a partner with us. Ms. Kiefer said when the CBJ negotiated with Arrow to buy the certificate, they were looking at doing a partnership in that CBJ would first establish universal collection, in which everyone would be paying, and then CBJ would buy the certificate and then contract back with them to do the hauling. It was originally a \$7 million cost and the last negotiation was \$15 million, and the Assembly did not want to pursue that. Then CBJ pursued getting its own certificate. We assumed we could do this without being regulated by the state but the RCA said that was not true, that they would set our rates. That is when the Assembly abandoned the idea. Mayor Sanford asked if someone said no to a private/public partnership. Ms. Kiefer said that was looked at with WM, ARROW, and CBJ and they were not willing to work together with CBJ. Mayor Sanford said perhaps the question needed to be asked again.

Mr. Watt said digging out the existing landfill would create odors and there would be a high moisture content in the material that would make it difficult to burn. Some time ago this practice occurred at the landfill when the incinerator ran very hot but now there were issues with burning hazardous materials in the landfill such as asbestos, metals and plastics that could make burning problematic. There would also be a high energy and regulatory cost. Selling energy back to the grid is a great strategy in some places but was not a good option for Juneau currently. He spoke about the idea of combining wood waste with the biosolids and said that there was not a wood stream to tap into for this idea to happen.

Ms. Gladyszewski asked about a regional landfill or waste to energy program. Mr. Watt said CBJ still did not "own" the garbage in order to make a decision to participate, and he did not see the private sector initiating it due to the cost to the consumer.

Ms. Troll said there had been technological advances and there was a new owner of the power company, so perhaps now was a time to pursue such a public/private partnership. Mr. Watt said that garbage was not one of the power company's core businesses. Mr. Watt said he was hopeful that gasification technologies would evolve but did not recommend that CBJ be on the vanguard of that as

lessons were learned in being a prototype at the Mendenhall WWTP.

Ms. Troll said she would like to see cost analysis on a centrifuge regarding biosolids.

Ms. Crane said this has been an issue that comes and goes and it was clear that there was nothing sized for this community, and she did not want to see CBJ be an early adopter of unproven technology.

Ms. Gladziszewski said this has been an issue forever and people think the Assembly can and should do something about solid waste. She thought there might be a communication problem - CBJ does not control the waste stream. Maybe we can talk about this during goal setting. We could do something but at what cost. She asked if the Assembly needed to provide a response on the recommendation on the biosolids.

Mr. Watt said comments were still forthcoming from the Juneau Commission on Sustainability and from the Planning Commission, so no Assembly recommendation was needed at this time, but staff would like to get direction on a potential revenue bond and proceeding with design work at some point.

Ms. Troll asked for the analysis of a centrifuge and Mr. Watt said it would add on several months to the project to do it.

Mayor Sanford asked if sufficient funds were requested for this project in the request to the state. Ms. Kiefer said \$22 million was requested but the number could be adjusted.

MOTION, by Troll, to move forward with information gathering from advisory groups and information on financing, and to move the matter to the Finance Committee when the information was ready. Hearing no objection, it was so ordered.

E. Capital Transit Revised Plan

Mr. Steedle introduced new CBJ transit superintendent, Kyan Reeve, who operated the Ketchikan Gateway Borough transit system for five years. Mr. Reeve said he was very excited to join CBJ.

Mr. Duncan said key items from the Transit Development Plan were to get service on Riverside Drive, to provide earlier service, to provide reliable service regarding timing for transfers, and budgetary issues, so this plan touched on all of these needs. In order to get time back into the schedule, the valley transfer point was moving from the Nugget Mall to the Pipeline Skate Park. We are interlining the express bus to save money and this will allow us to serve Riverside on a consistent half hour basis. A problem is that the asphalt is not deep enough at the skate park to handle buses on a consistent basis. We need to go to the public to inform them of what is going on. We are discontinuing service between Atlin and Stephen Richards in order to put service on Riverside Drive, which will effect about 50 people a day. We will gain much more traffic going to Riverside. We are also discontinuing service to St. Ann's Ave. in Douglas and turning around at Savikko park instead, which saves time but there are only one or two passengers there. We will also save time by discontinuing service on the downtown loop and all buses will terminate at the Downtown Transit Center. We are discontinuing service into UAS but people can walk out to the Back Loop, which allows greater frequency for that service. He said he was pointing out where the Assembly would hear from constituents what was good and bad about this plan. Overall he said it was a good plan and it put service on Riverside and was cost effective. The plan would go to the Planning Commission the next day to discuss the need for a City/State Permit for the transit station at the Skate Park. He said this was a 4-5 year fix and eventually a valley transit center was desirable to start a park and ride and serve other needs. Mr. Duncan said this was the staff's best recommendation.

Mr. Nankervis asked how people would be accommodated at the Pipeline Skate Park. Mr. Duncan said an island would be installed in the parking lot with a shelter to allow two busses to pull in on one

side of the island and two busses could pull in on the other side. The ramps for wheelchairs there would be accessible. There were restrooms available there, and lighting would be added. Because of the availability of asphalt, implementation could be as early as January and as late as Mid-May. Transit was presently working with Engineering on this project.

Mayor Sanford asked if Transit had vetted the changes with neighborhoods. Mr. Duncan said meetings would be held to put out what the changes were. We are done with the "what do you think" phase as we have gathered lots of information and we need to tell people this is the most effective plan that we can come up with. If we get really bad feedback we will have to deal with it.

Mr. Keihl said this approach was offensive and ridiculous to him. He had a hard time with the valley local bus turning at the McNugget intersection and not stopping to pick up a passenger until it hit the airport at Shell Simmons Drive. That did not serve the customers and people would be flagging the bus by Nugget Mall and Lee Smith, and at least one stop should be planned in that heavy use commercial area. We discussed discontinuing service all the way to the prison in Lemon Creek to save time, but that is still in this plan. He disagreed with discontinuing the downtown loop which served high density housing and an area that had great potential for more high density housing. Many people used the bus to go to REACH.

Ms. Becker said she had concerns about the cost of construction at the skate park and asked where the funds would come from. Mr. Duncan said that \$75,000 in the bus shelter CIP would be available for the project and they were presently estimating the costs. The costs would not come from the operating budget. Mr. Duncan said to answer Mr. Kiehl's points, they would like to have a bus shelter at the Jordan Creek and Nugget Malls but that would take cooperation with DOT, which took time. Transit determined that there was enough usage for the Lemon Creek stop to justify continuing the service.

Ms. Troll said CBJ had a system that ran remarkably well with limited financial support over the years. She acknowledged the work on the plan that answered some of the additional service without additional cost. We don't achieve all needs but the plan is now amenable to the drivers, so this is progress, given the limitations the Assembly has put on Transit through the budget. We don't want to tell the public like it or leave it, but we do want to explain how the plan was developed and why.

Mr. Duncan said they would take the plan to the public and say it was staff's best recommendation, would catalog feedback, and if there was significant push back that would be reported to the Assembly to make an ultimate decision. Mr. Duncan said there had been a lengthy series of public meetings to get to this point so a fine line needed to be walked between going back to ground zero and wanting people's comments. He said he would distribute the plan to the riders on the bus and they could put on an additional person to take calls to get feedback.

F. Tongass Advisory Committee Update

Ms. Troll introduced the discussion that was taking place at the Tongass Advisory Committee. The group was appointed by the Secretary of Agriculture with a direct charge to figure out how to transition the timber industry to predominately young growth industry in ten to fifteen years. Once that is done, it will address other uses of the Forest Service plan. She recently went to Prince of Wales to see existing mill operators, toured communities, and got a sense of the challenges of young growth. She learned that there is a "wall of wood" that would become available in 10 - 15 years and is a function of the second growth forest maturing to the point that it became prime economic time to harvest the wood. At that time it will be important to have an integrated timber industry in Southeast, which meant providing dimensional lumber, biomass, wood chips, etc. The Forest Service has required 50/50 local supply and export, and we would like to see local markets for the lumber and other products. There is an awareness is that there has to be old growth in the mix. A transition also needed to happen within the Forest Service on their methods of operation as all the processes were old growth driven. We are looking at transitioning the Forest Service to be more user friendly. This group was very engaged and had positive discussions, and she was encouraged that there would be a consensus recommendation at the end of April. She spoke about the Thorne Bay school being

heated with cord wood boilers and the students involvement with the design and maintenance and the greenhouse operation using excess heat. She hoped those in Juneau would investigate conversion from diesel boilers to wood to create a market to handle the "wall of wood."

Mayor Sanford asked for more information on the timing of the readiness of the "wall of wood." Ms. Troll said the study was underway and she would provide the information when it was available.

Ms. Becker asked about conversation on old growth and Ms. Troll referred to that as "the elephant in the room," that everyone recognized that was an element of the plan but there would not be large clearcuts as in the past. There were ongoing micro sales of dead and falling old growth taking place now.

Mr. Nankervis asked what her title and role was. Ms. Troll said there were five different sectors including Native Alaskans, timber industry, conservation, government, and "other." She was an alternate member in the government section and was part of the discussion but did not get to vote. She applied to serve and thought she was chosen due to her experience serving as an elected official in Ketchikan and Juneau, and from working on Tongass issues through United Fishermen of Alaska. She was not representing CBJ, but was wearing a general government interest "hat," to bring a government perspective to the conversation. She said the effort was less advocacy driven than the Tongass Futures Roundtable.

V. COMMITTEE MEMBER / LIAISON COMMENTS AND QUESTIONS

None.

VI. ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:05 p.m.

Submitted by Laurie Sica, Municipal Clerk

**ASSEMBLY AGENDA/MANAGER'S REPORT
THE CITY AND BOROUGH OF JUNEAU, ALASKA**

Alaska Small Business Development Center-Juneau Update

ATTACHMENTS:

	Description	Upload Date	Type
☐	4th Qtr. Report - AK Small Business Dev. Center	12/3/2014	Exhibit



**Alaska Small Business
Development Center**

UNIVERSITY of ALASKA ANCHORAGE

**Alaska Small Business Development Center - Juneau Region
3100 Channel Drive, Suite 306
Juneau, Alaska 99801
(907) 463-3789**

**Fourth Quarter Report
FY2014
July 1, 2014 through September 30, 2014**

Presented to:

**Merrill Sanford/Assembly
105 Municipal Way
Juneau, AK 99801**

December 8, 2014

The focus of the Alaska Small Business Development Center, Juneau (SBDC-JNU) is on existing businesses that are looking to grow, although we offer our services to all business owners and future owners between Kake in the south and Haines in the north. Our Ketchikan Center continues coverage in communities south of Kake.

Our mission is to advance small businesses in Alaska, and our vision is that our streamlined network of interactive tools and resources makes us the business community partner of choice helping businesses thrive and create a lasting impact.

The hallmark to our services is the free, one-on-one, confidential advising, individualized to meet each client's needs. An advising session may cover a myriad of topics related to business, including business plan development and review, marketing, bookkeeping, loan packaging, licensing and permitting.

The SBDC-JNU also provides entrepreneurs access to a business library, internet computer usage for research and business training through no- and low-cost seminars and workshops.

The SBDC-JNU offers further assistance through our partner program PTAC, which provides assistance with state, federal and local government procurement opportunities. Other available resources include a set of business tools at www.aksbdc.org, ongoing live webinars, access to market research, and a statewide network of knowledgeable staff.

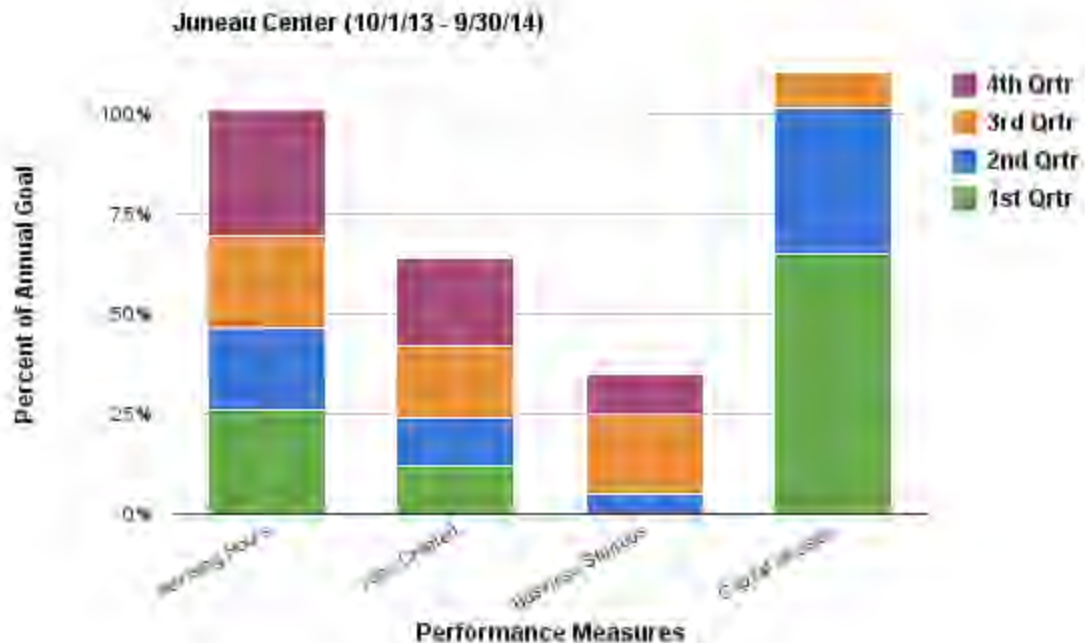
The SBDC-JNU continues to see the greatest impact of services on our Southeast economies through the technical assistance provided to our long-term/existing business clients. In addition to providing a streamlined set of services to preventure clients, our centers have also focused on the development and expansion of tool and resource offerings to meet and exceed the needs of our long-term clients and existing businesses.

We are pleased to report this focus has led to a long-term client increase of 24 in FY13, to 34 in FY14 and a significant impact on exceeding key, year-end goals for the center. We feel the year-over-year increase of long-term clients in the SBDC-JNU center speaks to the value of our resources and the impact they have on our Southeast businesses.

SBDC-JNU is pleased to report an increase of capital infusion of \$2,118,720 for FY14, compared to \$679,782 in FY13. 94% or (\$1,997,520), of this FY14 capital infusion is attributed to our work with these 34 long-term existing business clients. We see a direct correlation between our work on the expansion of tools and resources for long-term clients and the substantial increase of economic impact this has on our communities.

Performance Indicators and Progress To Date

The SBDC-JNU performance measures for FY2014 (10/01/2013 through 9/30/14) are listed below with progress for the year to date (YTD).



Number of Clients Advised

Current Quarter: 34

YTD: 78 unique clients

In order to be considered a reportable advising session, the client's initial advising session must be no less than 1-hour with the business advisor. Follow-up advising sessions can be any length of time.

During the fourth quarter, 34 clients received advising assistance. This represents 158.80 hours spent with clients in the quarter. Of startup and existing business clients, 11 are woman-owned, 8 are male owned and 7 have multiple owners. Of our 78 clients, 54% are currently in business.

This quarter, clients represented the following sectors:

- accommodation/food service (24%)
- service (21%)
- retail (15%)
- arts & entertainment (12%)
- manufacturer/producer (9%)
- healthcare (9%)
- professional/technical (6%)
- agriculture (3%)
- wholesale (3%)

The primary areas of advising being sought this quarter included:

- start-up assistance (31%)
- business plan (26%)
- buy/sell business (11%)
- marketing/sales (8%)
- financing (7%)
- cash flow management (7%)

Jobs Created

Current Quarter: 11

YTD: 32

During the fourth quarter, clients reported the creation of 11 new jobs within the accommodation/food service, educational, retail and service sectors.

Jobs Retained

YTD: 13

During FY2014, clients reported the retention of 13 jobs within the retail sector.

Business Starts

Current Quarter: 2

YTD: 7

An enterprise is considered “in-business” when all required licensing/permitting is acquired, has payroll, acquired debt or equity capital, incurred business expenses, and/or created sales. During the fourth quarter, clients reported the creation of 2 new business starts in the educational and retail sectors.

Capital Infusion

Current Quarter: \$153,200

YTD: \$2,118,720

The SBDC-JNU tracks the amount of money infused into the Juneau region in the form of business loans and investments. Capital infusion includes all loans, lines of credit, and owner-investments (non-debt financing) which clients have contributed to their business.

This quarter, clients reported \$153,200 in capital infusion, to include the following:

- SBA Loans: \$0
- Non-SBA: \$142,000
- Non-Debt Financing: \$11,200

Training Events & Attendees

In listening to the voice of our customers, the SBDC-JNU now offers an On Demand option for clients, enabling participants to attend the Starting A Business Workshop at any hour that is

suitable for them that may not fall within regular business hours.

Many of our workshops remain offered through the AKSBDC office in Anchorage via webinar, are available to anyone with a computer, internet connection, and a phone line.

We anticipate many new improvements over the next fiscal year for workshops as we begin to move forward with offering all of our core workshops via the web. It is our pleasure to keep you posted on new developments and technology that will better assist business start-ups and growth.

We appreciate your ongoing support of small businesses in the Juneau region.

I certify that to the best of my knowledge, the information contained herein is accurate and reflects the activities executed by the SBDC-JNU during the Fourth Quarter FY2014.

Ian Grant

December 8, 2014

After a stellar first year with her photography business, Becoming Images, Penny McGoey visited the Alaska Small Business Development Center in Juneau. She was excited to see that her numbers had been so high but wanted to see what she could do to manage the business more efficiently in it's second year and grow to meet the demand. Ian Grant worked with McGoey on several topics, including rewriting her financial projections to address the growth she would like to see from her business. Grant used the [SBDCNet Research Packet](#) to assist McGoey in the market analysis and worked with her on solutions that would keep her bookkeeping up to date and accurate.

"Ian's financial projections have helped me face tough realities and fortified the importance of having sound business and financial practices" said McGoey. "Being guided through getting a business plan solidified has been extremely helpful and will ensure the long term success of my business. I recommend that EVERY starting business or small business should be a part of the services provided by Alaska Small Business."



McGoey recognized that an opening year with a fantastic bottom line was not only a reason to celebrate, but a reason to plan- and AKSBDC could help her do just that!

Becoming Images offers a wide range of photography services to the Juneau area. They also have an interactive website where you can view their offerings, samples of their work and find more information about their business. You can visit it [here](#) or follow them on [facebook](#).

State: Alaska
Center: AKSBDC Juneau
Client: Coppa

Coppa, located next to the Federal Building in Juneau, Alaska, opened less than a year ago and has already created quite a buzz in the Juneau community. Featured in Capital City Weekly, Juneau Empire, and KTOO as a new and exciting business that offers quality artisanal ice cream, coffee and pastries, they have lived up to the hype!



Owners Marc Wheeler and Jessica Paris created Coppa with a mission to make people happy by offering delicious artisanal products in an environment that evokes the best of Alaskan hospitality. Their Facebook page is filled with happy customers who have experienced the exceptional customer service, ambiance and quality food Wheeler and Paris envisioned before opening their doors.



Coppa was not Wheeler's first experience with business ownership. Still, he sought assistance from the Alaska Small Business Development Center and Ian Grant as he and Paris hammered out the details on their business plan and financials. Together, Wheeler and Grant created financial projections that helped predict how much of each product they would have to sell in order to become profitable.

"I really appreciate all the help I've received from the SBDC" said Wheeler, "The business planning tools and Ian's real-world experience were both hugely beneficial to our business planning efforts".

Want to know more? You can visit Coppa's [website](#) or check out their stellar reviews on their [Facebook](#) page. Better yet, stop by and sample their delicious wares at 917 Glacier Ave ste 102 in Juneau, Alaska!

State: Alaska

Center: AKSBDC Juneau

Client: Fat Mo's BBQ

Juneau firefighter, Marc Ormsby, first came in to the Alaska Small Business Development Center in March 2013 looking to bring his idea for an outside smoker &



barbeque food spot to life. Ormsby had owned a food cart in downtown Juneau that sold reindeer, pulled pork, ribs and steak sandwiches and now wanted a more permanent location that he could grow into a bigger business once he retired from the force.

Ian Grant assisted Ormsby with the financial projections for the new venture in order to determine the pricing for the products. They also worked together on the business plan narrative and used it to successfully obtain a business loan and bring Fat Mo's BBQ to life.

“With the help of Juneau's SBDC we were able to develop a professional plan we could use to grow our business in securing financing” said Ormsby, “Our plan is to continue to use the SBDC services in order to grow our business in the future”.

You can visit Fat Mo's BBQ at 2092 Jordan Ave #585 in Juneau or like them on Facebook [here](#).



Foggy Mountain Shop opened its doors in 1974 in Juneau as the first full-service backpacking, mountaineering and nordic ski shop in Southeast Alaska. Locals and tourists alike have benefited from their quality gear for over 40 years and the owners are now ready pass along the shop to two of its best employees, Courtney Nicholl and Sean Rielly.

Nicholl and Rielly approached the Alaska Small Business Development Center in Juneau in January of 2013 for assistance with the buy out. Both had ample experience working in the store but were looking for some guidance on valuating the business and approaching a bank for a loan. Ian Grant worked with Nicholl and Rielly on the business plan and financial projections in order to approach a bank. He then worked with them in conjunction with the lender in order to make sure the loan proposal went smoothly and they were able to qualify for an SBA backed loan.

“Transitioning from a shop employee to buying the business feels a little like walking through a minefield. Ian has been our map; letting us know what is coming at us and how to handle it” said Nicholl.

Grant worked with the pair for about a year until the loan was officially approved and Foggy Mountain Shop’s ownership was transferred to Nicholl and Rielly.

“Buying the business is really just the first step, we will continue to seek his guidance as we grow into our business and start to plan for what's next” said Nicholl, “the educational programs offered give owners like us the ability to better understand our business and to operate it more efficiently. We plan to take advantage of these offerings and invest in our continued education”.

Foggy Mountain Shop is located at 134 N. Franklin Street, Juneau. Alaska 99801. You can also follow them on [Facebook](#) or visit their [website](#) for more information on the business, local trail conditions and what products they carry.

State: Alaska

Center: AKSBDC Juneau

Client: Hearthside Books

Brenda Weaver approached the Alaska Small Business Development Center in Juneau early in 2014. After 18 years as a school teacher and literacy specialist, Weaver was contemplating purchasing Hearthside Books from Debbie Reifenstein and Susan Hickey, who had opened their first location almost 39 years ago in 1975. Weaver had over 12 years of experience selling books and her passion and experience in the world of literature made her a perfect candidate

to take over the business. Business Advisor, Ian Grant, assisted Weaver in navigating the process of buying an existing business. Grant and Weaver completed a financial analysis, looked at ways to streamline costs, explored ways to tap into new target markets, looked over the purchasing agreement and much more.



“I came to SBDC hoping to find a "road map" to assist me in making an informed decision as to whether or not I should purchase the bookstore, basically meaning is the risk worth giving up a teaching career I have invested time, money, heart and soul into.” said Weaver, “Ian guided me through the process of creating projections, a business plan, and negotiating the purchase agreement and then taking a hard look at the business prior to signing on the dotted line. Once the decision was made Ian continued support through the loan process. I have scheduled time to meet with Ian quarterly to make sure the business stays on track. Ian's patience and expertise helped alleviate stress levels tremendously! The SBDC is an amazing resource for businesses, new or existing”

Hearthside Books has received a lot of local attention from news outlets such as [KTOO](#), [Juneau Empire](#), and others because of their longstanding stellar reputation in the community, a reputation Weaver plans to uphold. You can learn more about HearthSide Books by visiting their [Website](#) or their [Facebook page](#). You can also stop by either of their Juneau locations- their Nugget Mall store is open Monday through Friday 10am-8pm, Saturday 10am-6pm and Sunday 12-5pm and their 254 Front Street location is open Monday through Saturday 10am-6pm.

Photo credit Casey Kelly, KTOO.

“Love the food. Every single dish is amazing from start to finish.”
“One bite and I am sold!”
“Some of the best food I have ever eaten!”

These are just a few of the stellar reviews that can be found on the Facebook page and Yelp review site for V's Cellar Door, a new addition to the Juneau restaurant scene brought to you by Venietia Santana who also operates V's Grinders Food Truck.



V's Cellar Door is a fusion of Mexican and Korean cuisine located in the former Olivia's de Mexico location. Santana has been working on the idea of V's Cellar Door for two years. She first approached the Alaska Small Business Development Center in Juneau as she was looking at locations for the restaurant. Ian Grant worked with Santana and her investors in the [Profit Cents](#) tool, using it to evaluate the startup costs for the business.

Santana and Grant worked together in the weeks leading to the business opening on issues such as obtaining a liquor license, menu ideas and point of sale systems. Santana is very grateful for the assistance Grant continues to provide.

“I would not have a successful business if it weren't for the Juneau SBDC, specifically Ian Grant” said Santana, “Like most entrepreneurs, I had a dream. The SBDC and Ian helped me to put my dream into reality. The business projection and financial model that Ian taught me really brought into focus the steps I needed to do to get my doors open.”

“After my doors opened Ian was available to show me the importance of food costs, labor cost and liquor costs. Being in business is much more than just having a dream and the SBDC has shown me how to be successful and continually successful for a bright future for me, my staff and my business”.

About a month into the launch, V's Cellar Door has sustained a steady line of customers and is receiving positive feedback on the food including a stellar article in the Juneau Empire. You can keep up with V's Cellar Door on their Facebook page [here](#).

**ASSEMBLY AGENDA/MANAGER'S REPORT
THE CITY AND BOROUGH OF JUNEAU, ALASKA**

Capital Transit Plan Update

ATTACHMENTS:

Description	Upload Date	Type
☐ Consultant's Executive Summary	12/8/2014	Report
☐ Consolidated Comments from Consultant	12/8/2014	Report
☐ Public Comments - Section 1	12/8/2014	Report
☐ Public Comments - Section 2	12/8/2014	Report
☐ Public Comments - Section 3	12/8/2014	Report
☐ Public Comments - Section 4	12/8/2014	Report
☐ Public Comments - Section 5	12/8/2014	Report
☐ Public Comments - Section 6	12/8/2014	Report
☐ Public Comments - Section 7	12/8/2014	Report
☐ Public Comments - Section 8	12/8/2014	Appeal



MEMO

TO: Kirk Duncan, Public Works Director
City and Borough of Juneau

FROM: Irene Gallion, Office Manager
DOWL HKM

A handwritten signature in blue ink, appearing to read "Irene Gallion", is placed next to the "FROM:" line.

DATE: December 8, 2014

SUBJECT: Comment Analysis for Capital Transit Route and Service Changes

DOWL HKM is pleased to submit this preliminary comment analysis to the City and Borough of Juneau (CBJ). This memo summarizes the comments received and forwarded to me by CBJ staff through Sunday, December 7, 2014, at 9:00 am.

Comment evaluation is a qualitative endeavor. Because of the short time frame and intensity of comment submission, this analysis has not gone through the quality control reviews it usually would. However, it can provide a solid starting point for you and the Assembly to understand general trends.

Comments and Outreach:

156 separate submissions were made, with comments on 464 issues.

Table 1: Comment Delivery Methods

Source	Number
E mail to city	84
586-BUS1	13
Downtown Library Meeting, December 1, 12:00 pm	12
Downtown Library Meeting, December 1, 4:45 pm	11
Valley Library Meeting, December 2, 6:30 pm	10
Douglas Library Meeting, December 3, 6:30 pm	7
Dzantik'l Heeni Middle School Meeting, December 6, 1:30 pm	6
Valley Library Meeting, December 3, 12:00 pm	4
juneautransitplan.org comment	2
Letter	2
Tell it to City Hall	2
UAS Meeting, December 3, 12:00 pm	2
Call directly to city manager	1
TOTAL	156

While there were 51 anonymous comments, only three people were documented submitting comments more than once.

CBJ staff counted 151 people signing in for public meetings:

December 1, Noon, Downtown Library	14
December 1, 4:45 pm, Downtown Library	17
December 2, 6:30 pm, Valley Library	15
December 3, UAS, Noon.....	68
December 3, 6:30 pm, Douglas Library	14
December 4, Noon, Valley Library	10
December 6, 1:30 pm, DZ Middle School.....	13

CBJ staff noted that the UAS meeting attendance was closer to 80, and that many people did not sign in.

Comment Analysis:

The table below summarizes the comments received for each topic:

Table 2: Comments received, by topic.

Topic	Total	Negative	Neutral	Positive
UAS service reduction	69	63	5	1
General	66	22	43	1
General change	59	44	10	5
DT service reduction	53	44	9	
Skate park transfer	49	43	5	1
Context	24	15	8	1
Mendenhall service cut	22	19	3	
Nugget Mall service cut	23	22		1
Express/Commuter	21	14	3	4
Riverside expanded service	18	7	3	8
Budget	14	6	8	
Douglas transfer	12	11	1	
St. Ann's service reduction	11	9		2
Transit center transfers	11	7	3	1
Back Loop	6	3	1	2
Capacity	3	2	1	
Expanded hours	3			3
TOTALS all comments	464	331	103	30

UAS service reduction: These are comments on busses no longer entering the UAS campus.

General: These are comments that are not specific to the changes proposed, but instead apply to Capital City Transit in general, or to routes not under discussion. Examples include comments on timeliness, winter conditions, or sustainability.

General change: These are comments that apply in general to the changes being proposed. An example is a comment that indicates the commenter would prefer that scheduling remain the same.

Downtown service reduction: These are comments addressing busses no longer traveling the downtown loop of Franklin, Fourth and Main Streets.

Skate park transfer: These comments address shifting the valley transfer point from the Nugget Mall to the Pipeline Skate Park.

Context: These comments concern the environment that decisions were made in. These include issues such as out-of-town consultants, and city leadership that does not ride the bus.

Mendenhall service cut: These comments address elimination of service on Mendenhall Loop Road between Stephen Richards and Mendenhall Mall Road.

Nugget Mall service cut: These are comments specifically on service to the mall. Note that comments regarding the mall's suitability as a transfer point are categorized under "Skate park transfer."

Express/Commuter: These comments address changes to express or commuter bus routing.

Riverside expanded service: These comments address augmented service on Riverside Drive.

Budget: These comments specifically address the budgetary concerns prompting service change.

Douglas transfer: These comments address concerns regarding the transfer time between this route and valley routes – as much as 20 minutes in some cases.

St. Ann's service reduction: These comments address elimination of Douglas service beyond the Post Office.

Transit center transfers: These comments address shifting the downtown transfer point from the Federal Building to the downtown transit center.

Back Loop: These comments regard possible impacts changes might make to service on Back Loop Road.

Capacity: These comments address how many people are taking advantage of transit services.

Expanded hours: These comments address earlier service start, and increased evening frequency.

As I reviewed elements, there were a number of secondary themes that arose. Analysis for secondary themes was not as regimented as for primary themes, and not all comments had secondary themes. Further analysis would further clarify commenter intentions. With that caveat, secondary themes are shown below in Table 3.

Table 3: Secondary themes in comment elements.

Secondary Themes	# of comments
Ideas	71
ADA/Social Justice	33
Winter operations	16
Safety	7
Sustainability	4
School service	3

Observations:

The degree of public interest is significant, compared with recent public outreach I've been involved in. Our meetings for the Juneau Utility Rate Study attracted 37 attendees, and two written comments were submitted at those meetings. The number of comments received for this project is more than three times that received for initial scoping on Mendenhall Glacier Visitor Center Commercial Activity Allocation. The Southwest Alaska Transportation Plan received 118 public comments in Phase I. It is interesting that a regional transportation plan had 38 fewer comments than this proposal.

Only two written comments were received at the UAS meeting, but the largest number of comments were made on that topic. Many of those comments were from parents or staff. The most effective student outreach seemed to be through Glenn Wright's UAS government class, where their survey reached 151 respondents. This has interesting implications for future public outreach to university students.

There were a number of references to a "Park and Ride" system, with parking available at the Nugget Mall. It is important to note that there is no formal Park and Ride agreement with either mall. If an informal Park and Ride system is in place, it is by the good graces or the nescience of mall management.

CBJ staff provided wonderful support in this analysis. If a comment had challenging penmanship or sentence structure, they took the time to translate, and sometimes provided a briefing on the intent of the commenter.

Process:

I received comments electronically through CBJ staff. I did not edit to improve language, grammar or readability. Some hand-written comments were transcribed by CBJ staff who were present with the

commenter, and could discuss their comments with them. When applicable (such as when limitations compromised the commenter's ability to write clearly), CBJ staff included notes on the intent of the commenter.

Each comment submission was logged as it came in and given a letter code (A, AB, AC, etc.) One comment could address multiple elements. For instance, one commenter might comment on reductions in downtown service and on the relocation of the valley transfer station to the skate park. The letter code follows these elements (under the "C#" column in the analysis), so that readers can trace the categorized comment back to the original submission to understand context. A scanned document includes original comments with a hand-written C# next to each comment.

For the rest of this discussion, an "element" refers to a salient idea categorized separately from the rest of the comment submission. Each element was categorized into the topics in Table 2 above. As I reviewed the comments, subordinate themes seemed to arise, and those are categorized under "Secondary" in the comment analysis. Each element was evaluated to determine if it was:

Negative: This includes opposition to the suggested change.

Neutral: These tended not to support or oppose a proposed change, but instead provide ideas on different ways to address the issue.

Positive: These include those who support a suggested change.

On Sunday, December 7, 2014, elements were broken into areas of primary concern and analyzed. Summary documents were presented to you on December 8, 2014 at an 8:30 am meeting, and final documents submitted electronically at noon on that day.

Attachments:

Consolidated Comments, 12/7/14

Comments, as received 12/7/14

Comments received after 9:00 am on December 7, 2014

Diane Cathcart

Sarah Schaefer

Susi Fowler

Paul Khera

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Monday, December 08, 2014 8:12 AM
To: Diane Cathcart
Cc: Gallion, Irene
Subject: RE: Capital Transit Proposed Changes

Di – Thanks for your comments and they will be included in the Assembly packet
Kirk

From: Diane Cathcart
Sent: Monday, December 08, 2014 4:36 AM
To: Borough Assembly
Cc: Kirk Duncan; Capital Transit
Subject: Capital Transit Proposed Changes

Hello,

First I must apologize for using my work email, since I am speaking personally, however I am south caring for my mother right now and for some reason I can not log into my personal yahoo account - stress seems to have pushed the password from my mind. I have been chewing on these proposed changes since I first heard of them and while most of the time I bite my tongue on the decisions I see made at CBJ by Dept Heads and the Assembly, this one just irks my noodle too much to let it pass.

While I think it's great that CBJ is finally looking at adding a route along part of Riverside, I think the rest of the changes are horrible. Why in this age of trying to encourage mass transit use everywhere else in the country Juneau feels it needs to go backwards and diminish mass transit is yet another example of the bizarre choices I watch CBJ make everyday.

To remove the transit center from Nugget Mall, an extremely high use area for transit users, and where St. Vincent's is in the stages of building more housing for seniors and low-income, and moving it to an area that has nothing (the skate park), no food services, etc, in fact it was stated money would have to be spent to bring that new transit stop up to par to be able to "hold" the buses is unbelievable. You would spend money to bring a parking lot up to par but you would not spend money to increase bus service areas.

There are plenty of people who have already spoken about the utter ridiculousness of not going into UAS so I will just second everything already said about that. The same for eliminating bus service to the core of downtown, I'm sorry but if we can still allow the tour buses belching diesel to go up and around to 4th street and down, Capital Transit buses or a smaller shuttle type should be able to as well.

Ridership is high in the morning going down Riverside, however I find it hard to believe that it would see an increased use during the day when kids should be in school, the pool is closed to the public on Mondays, and the library is not completed. Plus the bus would no longer go past two trailer parks (Kodzoff) and the suburban area around Nancy St. Having grown up in Kodzoff we rode the bus every day because my mother never owned a car.

Please, with all the money that gets spent on surveys, and studies, including this one with Nygard that we keep throwing money at, instead of throwing money directly at the bus service. Please just stop and think for

a minute of what we want our Capital City to look like. We can't talk about wanting to increase affordable housing in places, and create jobs when with the other hand we make it more difficult for people to achieve that.

This is the 21st century and there are incredible strides other cities are making with mass transit, because their local governments are investing in that future. Just one example is, outside of Denver one of the bus lines is running for free for the year in order to increase ridership in that area again and get people to realize that mass transit is a great option.

I have heard the arguments and reasons for the proposed changes and they are weak. Not only that, but when you have fellow employees saying this is a bad idea, yet they are treated like they are "just complainers" it is extremely disrespectful to those employees who work hard everyday and drive and care for the lives of passengers in horrible driving conditions, long hours, and short bathroom breaks, not many of us could do that. It is not only Police and Fire that come to the aid of Juneau citizens, it is the bus drivers that take so many of us to and from our daily activities, and almost always have a kind word to say or a smile. I'm afraid I can't say the same for all of us, Assembly and myself included.

Thank you for taking the time to read my thoughts, I love CBJ, that's why I live and work here, I fully understand the hard choices that need to be made everyday, but we also have the ability to make good choices everyday and think of the needs of our fellow citizens who do not have the luxury of having a vehicle, who have to walk many blocks through nasty weather with groceries, small children, or elderly knees.

Please find a way to use some of this money we throw at studies and start using it for actually making changes for the better to our beautiful Capital City.

Thank you,
Diane Cathcart
Bus rider since 1979

Gallion, Irene

From: Sarah K Schaefer <skschaefer@uas.alaska.edu>
Sent: Sunday, December 07, 2014 11:21 PM
To: Capital Transit
Subject: comment on capital transit plan

To Whom It May Concern:

My colleague's excellent comments (see email below) regarding the proposed changes to the capital transit plan are shared by a large majority of the UAS community.

As a resident of downtown Douglas in a single car household, I take the UAS Express Bus to work - the UAS Auke Lake Campus - almost every day. It is quick, convenient, affordable, and environmentally responsible.

The biggest impact for me and so many of my colleagues that the elimination of the express route to UAS would have, is the complete loss of that convenience.

With of the proposed changes, I will have two poor options for my evening commute home: I can either choose to spend an additional 11 minutes to go all away around back loop, or catch the bus in the direction I came and transfer at the skate park (a transfer that is unreliable) All in all, instead of the current 26 minute commute, it will take me 44 minutes, not counting a 1/3 mile walk (5 minutes) each way. With this new schedule, I must commute an extra 28 minutes per day, 140 minutes per week, and 560 minutes per month. This complete loss of convenience will virtually ensure I no longer take the bus to work.

It is sad and I certainly hope that adequate funding can be provided to ensure that one of the greatest public institutions in Juneau, Capital Transit, can remain its current great level of services.

Sincerely,

Sarah Schaefer
Advising Coordinator
School of Management
University of Alaska southeast

907-796-6080
skschaefer@uas.alaska.edu

Sent from my iPhone

Begin forwarded message:

From: Brian P Vander Naald <bpvandernaald@uas.alaska.edu>
Date: December 5, 2014 at 4:47:10 PM AKST
To: "Capital.Transit@Juneau.org" <Capital.Transit@Juneau.org>
Subject: comment on capital transit plan

Hello,

I attended the Wednesday, 3 December capital transit meeting at UAS run by Kirk Duncan. I applaud Mr. Duncan's facilitation of the meeting and would like to simultaneously express my concern regarding the most recent proposed Capital Transit Plan. I would like to preface my comments by noting that I live downtown, work at UAS, and am a frequent express route rider. I am specifically concerned about the following pieces of the plan:

1) **Elimination of express route.** The elimination (or as you may refer to it, the restructuring) of the express route concerns me. I suspect you may respond by saying that it is still an "express" route. I would respond to that by saying that simply naming something express does not make it express. It appears as though under the new plan riding the "express" bus from UAS to downtown would require one to stay aboard for at least an additional ten minutes, which is 33% longer the current express route trip from UAS to downtown. A 33% longer bus ride will make me more than 33% less likely to ride the bus to and from work. The logical conclusion is that I am also much more likely to drive, which is in direct violation of one of Capital Transit's objectives: "to reduce the presence of automobiles in the community and especially in the Downtown".

2) **Elimination of UAS library bus stop and elimination of the downtown route.** The elimination of the UAS library bus stop and downtown loop are both moderate annoyances to someone like myself who is young and ambulatory. However, for folks who are disabled or injured it could be a real problem. The condition of the 1/3 mile path from the Back Loop bus stop to the UAS campus is somewhere between bad and terrible for at least half the year. Motoring a wheel chair, walker, or other assistive device down that path isn't pleasant or safe. My concern about eliminating the downtown loop arises for similar reasons, except the downtown section has the added problem of being on an extremely steep hill. Even those who are young and ambulatory have trouble in winter months when everything is a sheet of ice.

3) **A rigid notion of revenue raising.** Mr. Duncan noted there were 1.2 million riders last year and that this year there is a projected \$100K budget shortfall. Assuming constant ridership this year, that means a 12 cent fare increase would cover the budget shortfall. While I understand folks would get very confused if their fare changed every year due to budget shortfalls, my point is that nobody is talking about raising fares as part of a multi-faceted approach to cover the budget shortfall. The only source of additional revenue I've heard considered is from the city council. Mr. Duncan noted that fares are "at their max" according to your consultants and based on lower 48 fares. We don't live in the lower 48; everything is more expensive here, which is part of the reason you've got a \$100K budget shortfall. Additionally, you'll have a hard time convincing anyone with a rudimentary understanding of economics that fares are "at their max" without explanation behind how you reached that conclusion. Why not consider a fare increase? Unfair? Okay, then make the fares contingent upon income so it doesn't harm lower income folks. I am fortunate to be affluent relative to the average Capital Transit bus rider. I would be happy to pay 25 or even 50 cents more per ride because it's still cheaper than driving and it's much more convenient. You could then turn around and subsidize folks who don't have as much money so they don't bear the entire burden of a fare increase. I'm not saying that increasing fares is a panacea, but it should at least be considered.

4) **The Riverside Drive expansion.** Mr. Duncan noted that there were there no projected ridership numbers for a Riverside Drive addition and, further, it's proposed addition was based on "anecdotal evidence". I have a difficult time swallowing the idea that cutting something with proven demand (e.g., express route, UAS bus stop, the downtown route) in favor of adding something based on anecdotal evidence is good policy. I know there are quite a few new buildings going up on Riverside Drive. Did anyone consider the new 100 bed residence hall on

the UAS campus (which, incidentally, is nearly at capacity already)? Did anyone consider how many folks use UAS as a park and ride location?

I respectfully submit my comments and request that they be considered.

Sincerely,

Brian Vander Naald
Assistant Professor of Economics
Department of Social Sciences
University of Alaska Southeast
907-796-6071
bpvandernaald@uas.alaska.edu

Gallion, Irene

From: Susi Gregg Fowler <fowler.susig@gmail.com>
Sent: Sunday, December 07, 2014 8:59 PM
To: Capital Transit
Subject: Bus Schedule Changes

I am concerned about the proposed changes to the bus schedule. I am a frequent--almost daily--bus rider, but the proposed changes will not make a huge difference for me. the route i ride daily will change little. Doing away with express bus service to nugget mall will be inconvenient for me, especially in snowy weather, as i take that bus i take for a once or twice a month appointment in the valley, but i have other options. i'm one of the lucky ones. Most people have fewer options.

i am most concerned about people with wheelchairs or folding walkers, strollers and small children. They have shops, coffee places, etc., to visit once they arrive at nugget. What is there for them at the skateboard park stop--again, especially in inclement weather? How does someone with a walker get somewhere? I've heard people talk about elderly relatives liking to walk to st. vincent's from the mall in good weather. i'm worried about making things harder for the more vulnerable among us.

students, too, at uas seem a very important constituency. being able to get between the university itself and town seems important for full-time students, part-time students, attendees of special programs at uas, and students getting to and from the jobs that help them afford to stay in school.

i have been so proud of our bus system, the courtesy and professionalism of our drivers, and how remarkably they maintain schedules even in heavy snow conditions. the system serves a great many people, keeps more cars off the road, reduces parking congestion downtown, and helps those in need. it seems to be a poor place to start cutting. i am a rider who does have other options, but most of those I ride with do not. i speak here for them and ask that decisions include an awareness of their needs.

Thank you.

Susi Gregg Fowler
603 West 12th Street
Juneau, Alaska 99801

www.susigreggfowler.com

Gallion, Irene

From: Paul Khera <paulkhera@gci.net>
Sent: Sunday, December 07, 2014 7:45 PM
To: Capital Transit
Subject: Cutting Bus Service

Dear Mr. Duncan,

At a time when we are asking residents of the Valley not to heat their homes due to an air emergency, we are making them take their cars. Cars are a major contributor to Juneau's dirty air and to take away public transportation runs contrary to the requirements of the Clean Air Act of 1970. The Capital of Alaska needs to do better and needs to set the example. We need to make our public transportation system second to none and offer free bus fare during any air emergency.

Your February 2014 Transit Development Plan laid out several funding sources that should be reconsidered, namely a marine tax and a visitor tax. Other cities, such as Anchorage, have done this to pay for convention centers. While the convention centers were not needed, the tax did not hurt their tourism. Your Transit Development Plan also proposed a tax for people who own and drive cars. Since cars are a primary polluter and also require many, many CBJ resources, why not ask them to pay for the buses. Nobody wants underinsured and unsafe cars on our streets so lets give the economically disadvantaged and our elderly citizens an alternative to the automobile.

Sincerely,
Paul Khera
An automobile owner and user who has never taken the bus

Capital Transit: Proposed Service Changes
December. 2014
Consolidated Comments
Table of Contents

Summary	1
UAS service cuts	2
General.....	19
General change	30
Downtown service reductions	41
Skate Park transfer site	51
Context.....	60
Mendenhall Loop service cuts	65
Nugget Mall service cuts.....	68
Express/Commuter	71
Riverside augmented service	76
Budget	79
Douglas transfer.....	82
St. Ann's service reduction.....	84
Transit center transfers.....	86
Back Loop service.....	87
Capacity.....	88
Extended hours	88

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Back Loop	6	3	1	2
Capacity	3	2	1	
Expanded hours	3			3
TOTALS all comments	464	331	103	30

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BB	I'm concerned about the disabled that are taking classes at UAS especially in the winter. Accommodations should be provided for those that are handicapped. By not providing a bus to and from campus will make it very difficult, if not impossible, for UAS students that are handicapped. Thanks,	ADA/Social Justice	Negative
BM	I am a senior at UAS in Juneau. Although I am not a frequent user of the transit system, I do use it periodically and it has gotten me out of some binds. I recently attended the Q&A held at UAS and found it very informative. I understand the bureaucracy of the situation, however, I believe there are many things the outside consulting firm did not consider. As a student of UAS it is easy for me to for egocentric and think of only how the new plan would affect me; but I'm writing on behalf of the many handicap and wheelchair bound students we have, as well as the 2014 Freshman that are in the new residence hall. Many of these students and others, count on the transit system in order to make it to their classes. A fair amount of classes begin at 8:00 am. The buses currently get them their on time, but if the stop location was changed, many students would miss out on classes required for graduation. For the freshman, it is a tough experience coming to a new city, with new people, and new obstacles. I believe that it would make a freshman's transition more enjoyable and smooth if the stop remained where it currently is. Now that I have spoken on behalf of my fellow UAS students, I would like to speak on behalf of the handicap with of Juneau, especially the individuals counting on Saint Vincent de Paul. I firmly believe that it would be immoral to ask so many individuals that have contributed to our community to walk or wheel over a mile away in order to catch the bus. I feel as though doing the right thing and helping those most in need is much more valuable than a few minutes. I think there are a lot of issues with the current plan, and there are absolutely some with the new plan. So I'm going to play City Assembly member and ask that the solution be either an increased bus fare or an extension of time between routes. I feel as though we have a very unique transit system in regards to its usage, and I just ask that those with power use it and make an informed decision that benefits the community as a whole and those most in need. Have a great day and God bless.	ADA/Social Justice	Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BU	I work at UAS in Disability Services. I appreciate the opportunity to comment on the proposed route changes. I'm very grateful for the services that Capital Transit provides, and as an advocate for people with disabilities I'm a huge fan of the VIP bus pass. Many of students we work with have limited mobility and the walk from Back Loop Road will be a hardship especially at night and in inclement weather. Some of our students with disabilities use Care-A-Van but others do not qualify or prefer the bus. I'm concerned that the route changes will place a financial and scheduling burden on Care-A- Van due to increased ridership of students and community members who can no longer get to their bus stops. Capital Transit has made huge strides in the last ten years in regards to making public transportation accessible to everyone in the community. Unfortunately, the route and service changes are a step backwards in Juneau's mission to provide "safe, reliable, low cost transportation to insure that all citizens have the ability to access and participate in the community." Access, wellness, and academic support and success are the primary focus for UAS Disability Services. Many of our students come to UAS to make a better life for themselves. I'm inspired daily by students we work with. Against all odds they are here at UAS. These students are strong and resilient and worked so hard to get to UAS but they are at risk. Any barriers placed in front of these students could mean the end, for their education. Many UAS students have multiple stressors and limited resources. The added stress of less convenient or accessible bus service could be the straw that broke the camel's back. The routes changes could mean being late for that one test that they had to pass or they lose their financial aid, getting to work on time for a job they can't afford to lose, and getting to medical appointments for the care they need to stay well. When making changes to services in the community the most important question is, "who will this hurt the most?" The UAS route change will hurt our most vulnerable students and community members and will become yet another barrier to their success. Thank you for your time and consideration on this matter.	ADA/Social Justice	Negative
EA	2) It is a bad idea to remove the UAS stop for ADA reasons, students without transportation, lots of parking and that the stop benefits students and commuters.	ADA/Social Justice	Negative
ED	2) Elimination of UAS library bus stop and elimination of the downtown route. The elimination of the UAS library bus stop and downtown loop are both moderate annoyances to someone like myself who is young and ambulatory. However, for folks who are disabled or injured it could be a real problem. The condition of the 1/3 mile path from the Back Loop bus stop to the UAS campus is somewhere between bad and terrible for at least half the year. Motoring a wheel chair, walker, or other assistive device down that path isn't pleasant or safe. My concern about eliminating the downtown loop arises for similar reasons, except the downtown section has the added problem of being on an extremely steep hill. Even those who are young and ambulatory have trouble in winter months when everything is a sheet of ice.	ADA/Social Justice	Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BT	The most problematic are the changes being made to,,,AND pulling out of UAS to pick up on the back Loop Rd. As a woman I would not want to walk out to the Back Loop Road in the winter in the dark to catch the bus. Its just not safe.	Safety	Negative
CL	You must go to Egan Library Dark trail which is a safety issue,	Safety	Negative
BP	1) During inclement weather indoor bus stops are essential to ridership. Many people use the express bus stop on the UAS campus for this reason because they can wait inside. Capital City transit should prioritize shelters in key areas to increase safety for riders and to encourage ridership.	Winter operations	Negative
C	I also think the busses should continue to go to the University of Southeast Alaska campus. It is too long and unsafe walk for young ladies to wal to the Mendenhall Loop Road to catch the bus. They would be risking being raped and killed. The bus stops and transfer point do not need to be changed.		Negative
D	Removing the bus stop on the campus at UAS is a very bad idea. Many people depend on that stop and YOU will only be hurting yourself by removing it because less people will use the bus system as a result. RETHINK what you are doing. And remember that the bus system is a service to the PEOPLE and you should respect their input when you ask them. KEEP THE ON CAMPUS BUS STOP AT UAS!!!		Negative
M	Be it therefore resolved that the UAS Juneau Campus Advisory Council urges the City and Borough of Juneau to seek solutions with UAS to retain the on-campus bus stop and to further promote ridership by making this stop part of the regular back-loop route.		Negative
S	Retain UAS campus stop, Dangerous crossing @ back loop		Negative
U	We should also keep services available to UAS. Students are a population the bus should be providing services to.		Negative
Y	It is terrible to not serve the students at UAS.		Negative
Z	University buses should be continued.		Negative
AD	Nice that buses enter the UAS changes- I don't care to walk thru the woods to the UAS BLDS.		Negative
AI	Keep the UAS bus!		Negative
AK	Does not want to remove service from inside UAS campus.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
AU	Also students at UAS should not be discontinued to use the bus, but by taking the stop out by Egan library many students walk 10 minutes in the rain and slush to the back loop road.		Negative
AX	My young daughter is a daily bus rider from downtown to the UAS campus. Because I work full]time, I cannot drive her to and from classes. She depends on the city bus to make it to class on time every day. I feel secure knowing she is being dropped directly in front of the classroom building and doesn't need to walk far in the dark of winter. PLEASE continue the Egan Building drop off service. We depend on this service. Thank you.		Negative
AZ	Dropping UAS service to Egan Building is a bad idea. CBJ transit service to UAS is an essential support of the University.		Negative
BA	Good Morning! From what I understand in many publicized adverts, you are thinking of dropping the UAS Egan bus stop. It would be beneficial to the UAS community at large if Capital Transit continued to service this stop. I myself am a rider of the public bus system, especially in the winter time as driving becomes more dangerous. I both work and attend classes at UAS; and find that without the UAS bus stop, I would be walking from Back Loop Rd, crossing several streets and arriving late to my work and school. Not only would your only UAS stop be on Back Loop Road, but you would be dropping myself and fellow students and staff members to a place where there IS NO CROSSWALK. Trying to cross the street in any season without a crosswalk is difficult, but in the winter time it is both a dangerous and avoidable situation while Capital Transit services the Egan Building UAS bus stop. Roads can be slick and icy, not to mention the darkness that pervades the area after 3pm, making it hard to see riders as they attempt to cross at several areas. Please, do not drop the UAS bus stop. Myself and fellow student and staff members rely on your transit stop here very much. Thank you,		Negative
BC	PLEASE don't drop the UAS bus route. I'm a faculty member on campus and have been using the bus regularly for years. My family has a single car, and not being able to go straight from downtown to campus would add significant stress to our family and finances. The back loop bus route is not a practical one for timing or for the length of the walk for me. Thank you,		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BG	I don't agree capital transit should be removing service for UAS. The students are one of the neediest population you serve.		Negative
BH	I would like to support keeping the UAS stop the way it is,		Negative
BI	There are several reasons for sending this email. No. 1 - I have a son who does not drive and will be living on campus next September. On his behalf, I am stating that no bus service to downtown would be an extreme detriment to him. I place myself in his shoes and these issues are real:. How is the student expected to go downtown for shopping? The university is miles away from the downtown core and not exactly an easy walk to downtown. As an international student, he will not know anyone in Juneau to try and find rides to and from owntown. Students are on EXTREMELY LIMITED BUDGETS, and don't exactly have money to be dishing out on taxi cabs. Our young students find it very difficult to remain at this university given its distance from the main core of downtown. Not having transit services will make it even more difficult. It is very hard to expect our students to hitch hike to and from downtown and a great risk to their safety, to boot. Bears are a real threat to those walking to and from their residence. Even more riskie if they try to walk to downtown. Just applying this pressure will make it more difficult for our students to remain on campus. Some students live off campus and they will need to be able to ride back and forth from classes or downtown. There is no other mode of transportation available to them. It is unfair that the City of Juneau is even contemplating such a move. Students need support and taking away the transit system is not exactly giving them the support they need to be able to take a bus to town and back. I cannot stipulate enough that I do not		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BJ	I wanted to quickly voice my opinion concerning the proposed new bus route. I do not believe that the Egan bus stop located on the UAS Juneau campus should be removed from the schedule. This is a safe, convenient stop that students and community members use to get to class and events on campus. We also have a handful of disabled students who will not be able to get to campus using the other proposed routes. Juneau is a very handicap unfriendly town and the new bus schedule would make it even worse (especially in winter). Also the Juneau campus parking is at a premium currently. During the week the parking lot cannot handle more cars in the middle of the day. Ending the Egan UAS bus stop could create even more parking problems by encouraging community members to drive their cars instead of taking the bus.		Negative
BK	I am writing in response to the proposal for Capital Transit to eradicate the on-campus bus stop at the University of Alaska Southeast (UAS). I am a full-time student from out-of-state, I live on-campus in the new UAS Freshman Residence Halls and my only mode of transportation is the bus because I do not own a car. It is great that we currently have an on-campus bus stop across from the UAS Freshman Residence Halls. This bus stop is very conveniently placed, runs regularly, and allow students and employees to get to the airport or Downtown in a timely manner. The express service is important to the UAS community because it is a service that does not go through all the housing developments (e.g. Lemon Creek). Students and employees want to get from A to B in as fast a time frame as possible, with the least amount of stops along the way. I think that removing the on-campus bus stop will be wholly inconvenient for students and employees, especially for students and employees that do not have cars. Capital Transit will make a grave mistake because the company will be sure to lose an important percentage of it's ridership. It is understandable that Capital Transit wants to cut costs and make it's operations more efficient, but, failing to meet the needs of the community defeats that objective. It should be noted that public transportation is a necessity not a luxury. Capital Transit should be looking at ways in which it can strengthen key areas of it's network, the on-campus bus stop at UAS is one of those key areas.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BN	I am relatively new to Juneau and am an employee of the University of Alaska Southeast. I am strongly against the proposed elimination of the UAS-Egan bus stop. Making the university accessible to students who live off-campus and making the city accessible for students who live on-campus are extremely important matters to consider. As we try to attract new students to UAS, we emphasize the university's connection to the larger Juneau community and the relative ease of traveling to downtown and to other places throughout the community. The proposed elimination will greatly weaken the connection between the university and greater community, and may result in our students feeling isolated. Thank you for your consideration,		Negative
BO	I would like to make known my opposition for the proposed removal of the stop at the Egan Library. UAS recently opened a new 120 bed freshman residence hall just steps from this stop. The majority of these students are first time freshmen who are coming to Juneau from out of town. As such, they do not own cars, or their cars are not in Juneau. Students use the bus for general transportation, as well as transportation to attend classes the UAS Tech Center. Removing this stop would be a major impediment for these students (and many others). Thank you and have a good day,		Negative
BQ	First off, let me state that I may be forming an opinion on old information; if my concerns have already been addressed, wonderful. That said, I do have a few concerns about the newly proposed bus route changes: Elimination of UAS bus stop: I believe that this is a bad idea. You would be removing a major stop for students and the public. Having a clean, safe, close bus stop is ideal for the University and the public library. I know that it takes extra minutes to come down the road and stop, but I think that the convenient and safety of this location is well worth the extra two minutes.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
BV	Commuters from "out the road" or near Auke Bay are currently able to commute by car to the UAS campus and catch the express bus to downtown. By eliminating the UAS loop, it makes it far less able and desirable for a commuter to utilize the express service--there is no convenient parking at/near DeHart's. Additionally, you have pretty much eliminated use by any UAS students with a disability utilizing the service because it would be very difficult to get down the hill to access the service at DeHart's.		Negative
BW	I wanted to high light a major flaw with the proposed changes to the Juneau transit service. Under the proposed plan, service will be eliminated to two Juneau public libraries (Downtown and UAS) in favor for a library that is not even built yet. This is a major concern.		Negative
BX	In addition to the inconvenience, discomfort, and potential risk that your decision to force passengers to walk 1/3 mile on an often-dark trail over snow and ice while carrying books -- a path which in the summer is known to be used by bears -- your decision to move the transfer point away from Nugget Mall produces inconvenience, discomfort, and potential risk for the persons who live at St. Vincent de Paul and who rely on public transportation. What part of your mission statement covers that reduction in service?		Negative
BY	I would like to say that I understand the need to update the current transit system. However, the current plan is not the way to proceed. The current plan symbolically states that the city of Juneau does not support State Government by having no service to the Capital building. In addition it also states that Juneau does not support the Alaska University system by eliminating service to one of the three main campuses. Service to these two destinations needs to be restored. Thank you,		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
CA	Please do not change or drop the UAS Egan Building bus stop. I live near the airport, and have frequently caught the Express Bus to and from work (that being the University). And as an individual with a disability, it is very helpful to be dropped off at the heart of the campus rather than on the Back Loop Road. As an advisor, I know there are many students whom live downtown, and catch the Express bus from the Federal Building to UAS to attend classes and appointments. And, I frequently see others (not UAS affiliated) take the Express Bus to utilized the library, which is part of the CBJ system. Thank you.		Negative
CB	The UAS Juneau Campus Student Government opposes the elimination of Capital Transit's bus stop on the UAS campus. We ask Capital City Transit planners re-evaluate the plan and reverse the decision to remove the UAS campus bus stop.		Negative
CC	<i>Two-page executive summary of class project to survey students and determine impacts of eliminating the UAS stop. Outlines ridership, and how stop elimination will impact ridership. 151 respondents</i>		Negative
CD	a number of the proposed changes in our bus service are disturbing. • the UAS stop change		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
CE	I write you in strong opposition to the proposed changes to the Capital Transit Bus Service. In particular, the elimination of service to UAS. How even the idea of eliminating service to our University came to be an option defies logic and common sense, yet here we. I will tell you how elimination of service will affect our family: My wife and I are a one-vehicle household and live in downtown Douglas. My wife works at UAS and every day I drop her off at the Federal Building so she can take the UAS Express to work. This makes commuting affordable. She enjoys the time on the bus to relax (and not drive) and appreciates the excellent service from the drivers, who we know by name. Should your cuts become reality, my wife will now have to commute for an extra hour every day, including a 1/3 mile walk back and forth from the Back Loop Road and a change at the Skate Park. We cannot afford another car and cannot afford the gas for her to drive 30 miles roundtrip every day. We rely on bus service to ease the extreme financial burdens of living in a very expensive city. We have no idea what we will do should your cuts become reality.		Negative
CH	Requiring students to walk between UAS and the Back Loop will be very challenging and inconvenient.		Negative
CI	Riders with mobility problems will also be negatively impacted by discontinued service to Downtown, UAS, St. Anns and Mendenhall Loop Rd.		Negative
CJ	UAS bus should go to UAS, students need a bus.		Negative
CM	-The main problems I see are the UAS students that would have problems using the bus service, the other problem being people with mobility not being as able to access the bus system.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
CO	I attended yesterday's public meeting at the UAS Egan Lecture Hall from 12-1pm on Wed, Dec. 3rd. Thank you for sharing your information and answering questions. I am very concerned upon hearing that the national agency who conducted the study during the summer did not consider the brand new freshmen residence hall being built and opening fall 2014, nor the faculty and staff who are not on contract during the summer. There are 380 UAS employees, 2393 students enrolled in Juneau campus classes, and 120 new freshmen beds at the new residence hall that is located right across from the bus stop. The first-time freshmen often do not have access to private vehicles and rely upon public transit to get to class downtown at the Technical Education Center, or to conduct their personal affairs. Many UAS employees use the express service to commute to work. Many downtown employees who live out the road park their cars in the UAS parking lot and commute to town using the Express bus that leaves from UAS. Cutting out the stop would be an extreme disservice to the UAS and Auke Bay/out the road community.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
CV	(SEE COMMENT 209) I'm writing to share some information about the likely impacts of the proposed Capital Transit service changes—notably the loss of the Egan Library stop at UAS and elimination of express service to the UAS campus—on UAS students. I teach Political Science at UAS, and over the last several weeks, I have been having students carry out a survey of the UAS-Juneau student community. We have assembled a representative sample of the Juneau student population, and have asked a series of questions about student public transit usage and the impacts of the proposed changes. Our survey results strongly suggest that the proposed changes will have a negative and significant impact on bus ridership. First, about 41% of our sample indicate riding Capital Transit buses on a weekly basis or more frequently (margin of error +/- 8%), with an average of 2.2 trips/week. Our survey results indicate that taking away the library stop and express service to UAS will make around 51 percent of UAS students—and around 65 percent of current weekly riders less likely to ride. (margin of error +/- 8%) I am attaching a short memo describing our survey results, and I'm available to answer questions about survey methodology and other results of our survey, by e-mail or phone.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
DE	Here are some of my thoughts/suggestions. Instead of dropping service to downtown, nugget mall, UAS Raise fair Don't subsidize bus pass for UAS students; discuss options with UAS about including bus pass in UAS consolidated fee Make 35-40 minute routes rather than 30 minute routes The assessment firm did NOT take into account the new residence hall (which was complete August 2014) on main campus at UAS when suggesting to remove bus stop from entering UAS. This facility alone holds 110 beds for students. Assessment firm was counting rides to/from UAS stop in the summer months when faculty are off contact and the study body is greatly reduced. In summer months, UAS has less than ¼ of the student body on campus. By removing the bus stop on main campus, you are limiting students, faculty, and staff with mobility issues from getting to campus safely. It will be even more challenging for a person in a wheelchair to access UAS if they have to navigate the walking path. The UAS stop also serves as a break point for drivers.		Negative
DF	I write to you as a resident of Auke Bay, staff member of the University of Alaska Southeast, and as a sitting member of the Auke Bay Steering Committee. Please reconsider the removal of the UAS bus stop for several reasons, in include: 1. The data Capital Transit collected in determining its removal was prior to the construction of the 120 bed Freshman Residence Hall on campus. 2. We encourage our students to walk rather than drive so as to reduce car traffic already being experienced in Auke Bay by the addition and maintenance of a trail system on and off campus 3. Many events at UAS bring in the public, by both vehicle and public transit. Many of these events are in the evening and are popular with retired individuals 4. Juneau has an aging population that can not be ignored 5. The removal of the UAS bus stop will make it difficult for our students with disabilities 6. The DRAFT Auke Bay Area Plan's language supports the increase in public transit, not decrease: a. "Transit access to and from Auke Bay, especially to UAS, was recognized as an important service feature of the retained or strengthened."		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
DG	Stopping service to the University is unfortunate, and not a good idea. That is a major institution with economic impacts to this community, and should be served.		Negative
DJ	I am a senior living in downtown, I use the bus regularly for virtually all my shopping and travel in the CBJ. I find the service convenient and safe (and the price is right). And, more importantly, folks like me shouldn't be driving, especially in winter or in foul weather. For me, the curtailment of bus service will introduce moderate inconvenience and risk. But for many others, it will seriously impair their quality of life. . I'm upset about eliminating the downtown loop, the reduced UAS access, the less frequent Express to the Airport, and doing away with the nice warm Nugget Mall waiting area.		Negative
DQ	Thank you for allowing us to have the opportunity for public comment and for visiting our campus. Last year, I attended the meetings for the Juneau Transit Plan when Paul from Nelson/Nygaard Consulting Associates conducted the meetings and asked for input and feedback. I was advocating for UAS to ensure our low income students had the convenience of ridership directly to UAS. I am surprised to see how much has changed since then. I have some concerns with the upcoming changes of the routes and services....I have a concern with the UAS entry/exit way. The new plan decides to discontinue the 3 minute roundabout inside campus, but to make every 30 minute route outside the UAS entry/exit way. I must say I have never been a fan with exiting out to the back loop from campus. It is very tricky with the hill and incoming traffic along with anyone else crossing the street. My concern is the safety and the potential traffic congestion it will cause when the bus plans to stop/pickup outside the UAS exit/entry way when traffic is exiting from campus. If the express plans to be there every half hour, I can see a potential safety risk of visibility and traffic congestion at this intersection where we exit from the campus. Plus to also be aware of the students crossing the street from the other bus stop. Coming from Fairbanks where there is at times less visibility especially when it is a bit of hill, it can be a very anxious moment for any driver and accidents do happen. With our new freshmen residence halls, you can understand the increase of traffic and occupancies on campus with the need for a closer proximity of public transportation. Attached is a screenshot of what area I am addressing. It is not much to decipher, but I hope you get the idea what I mean....Please reconsider the 3 minutes savings to campus as oppose to the potential risk of accidents from the traffic congestion. And please consider our low income students, women with children, and senior citizens who rely on CBJ to provide these services. Thank you for your time to read my comment and I appreciate all the time and effort put into this plan.		Negative
DR	Likewise, current express service right to UAS offers good access for public participation in University events as well for evening class students and those living off campus		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
DS	#5. The proposed plan does not adequately serve the needs of students and staff of U of A at the Auke Bay Campus. Requiring these riders to walk from Back Loop to the University is unsafe and unreasonable for many reasons. This one particular flaw should be corrected regardless of other changes.		Negative
DU	3) Downtown has 5,000 people + UAS has about 3,000 students. To eliminate these reduces revenue for CBJ.		Negative
	I am writing to encourage you to change your new transit plan. Everyone I have talked to in Juneau are upset that UAS and Nugget Mall will be removed from the routes.		Negative
DY	d) Eliminating service to UAS and moving traffic to Riverside Ave: It is difficult to understand why the city would eliminate an establish route (Express UAS) where you have a known passenger base for an unknown route (Down Riverside) with no proven or documented passenger base. By eliminating this UAS Express, it takes away the opportunity for the drivers to have a bathroom break at the UAS campus.		Negative
DZ	On a related note, as more and more Juneau residents retire, many will want to continue as lifelong learners, taking classes at UAS and attending the many educational public events held on campus during evenings and on weekends. I heard requests last year for extending the express bus to UAS later into the evening so that students with evening classes and community members attending the "Friday Nights at Egan" or other events could catch the bus on campus rather than having to walk to a dark and distant bus stop. I was shocked to hear of the plan to eliminate bus service to UAS altogether. The UAS campus is a community destination, a community asset, and access to it should not only be preserved but increased.		Negative
EB	The proposed ceasing of service to the UAS campus is an especially poor idea. The campus is an exceptionally nice facility that is enhanced and made more accessible by reliable bus service to the campus.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
EL	The bus route should be stop at the most convenient places for all people including handicap which means downtown so they can navigate hill especially in winter time, UAS to avoid the long icy path, the Nugget mall, the Mendenhall mall, the food stores, downtown Douglas, and place with many events like Centennial Hall based on the federal definition: §37.3 Definitions: Commuter bus service means ... central business district and outlying suburbs		Negative
EN	The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through: Discouraged access to UAS		Negative
ET	1. No stops at the University. UAS has become a big piece of Juneau economy and is also one of the reasons Juneau is such an interesting place to live. My recollection is that the university fought hard to get service to the university and it's a step backward to take it away. Standing at the back loop road or being dropped off there to attend classes, concerts or lectures that are 1/3 mile does not make the university more attractive.		Negative
EX	I am a UAS student. I am very much opposed to the elimination of the bus stop at the Egan building at the UAS campus. Please continue to serve the UAS campus, and not drop UAS passengers off on the Back Loop Road and force them to march nearly a mile round trip on an often snowy and icy path. The current stop at the Egan Library should be maintained in the interest of public safety, to support the university, and to encourage use of the bus system.		Negative

UAS service cuts: 69 comments

C#	Comment	Secondary	pos/neg/neut
EY	As meetings have been conducted throughout the week for the new bus schedule being proposed, many concerns have sprung up about it especially among the UAS campus. The new plan is proposing to drop the UAS Egan bus stop entirely which of course brings me to the purpose of my e-mail. There are many benefits to the proposed bus schedule such as more running times, buses being taken to areas that had no bus coming through, etc. Yes, those changes will be a great way to improve the bus system around me, but my main concern is for us college students who rely on the bus to get them to and from school. Many college students use the Express for many reasons: 1. It saves money. 2. It gets us to class on time which allows for more opportunities to learn. 3. Many of us do not have vehicles or know how to drive. Even if the person knows how to drive, that person has decided to use public transportation to save money. (See reason #1.) As a college student, the decision to drop the Egan bus stop will greatly impact my work and school schedule as it will for many others. I work in the Federal Building in a daycare, and I get off work five minutes before the 12 o' clock Express comes. If the new bus schedule were to take effect and the Route 4 Express is running, I would have to get off work an hour earlier just to get to class on time. That will in turn affect staff retention in the classroom and cause much stress to my director and co-workers.		Negative
AR	Please consider park + ride, parking at somewhere near UAS, Pipeline transfer point	Idea	Neutral
DS	#3. Provide service into the U of A Campus. The needed facilities for this area are already in existence. Although this little detour is a bit out of the way it is a necessity for the continued expansion of Juneau's educational opportunities.	Idea	Neutral
V	College students can walk with the bears.		Neutral
W	University direct access would also need, at least, morning & evening stops for the number of commuters currently using that direct route.		Neutral
AB	UAS is expanding, they have added more student housing. Why is UAS being removed or limited if they are trying to attract more students?		Neutral
O	I am ok w/UAS service @ back loop, but am concerned that Capital Transit works w/UAS scheduling to allow for students to make that walk to get to class on time.		Positive

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
BE	There are a variety of ways we can raise funds for providing necessary public works services such as for buses, snow removal, pools, or skating rinks; We can raise all sales, property, cigarette, tobacco, and alcohol taxes, mooring charges, all parking and permit fees, bus passes, the cost of all licenses, Centennial Hall and <u>all</u> other city facility rentals, as well as the charges to the cruise ship industry for mooring, use of all our harbors, and the garbage they give to our landfill, and their licensing. Those are just some ideas that I quickly thought of. I realize that most people do not want to pay more taxes, but I think that is not realistic if we want government services. As a government worker, taxes pay your salary as it does so many of us. We cannot decide who is entitled to services and who is not simply because of their monetary income and ability to afford the finer things in life.	ADA/Social Justice	Negative
BG	Capital transit was established to serve the needs of the low-income and the working class. I have arthritis in my neck and back. I broke my calve and ankle walking in snow and ice on my way to catch the bus. Please think of me and other working class people and low-income and disabled and elders when implementing bus routes. I use capital transit bus to get to work and get home 5 days a week Monday – Friday. So, I catch the 7:10 a.m. or 7:20 bus and 4:30 Valley Express bus. I need the Capital City bus routes to reflect my needs, as well as many working class people who do not own a car. I have 9 – 16 years or riding capital transit bus service until I retire. There are elders and disabled who wouldn't or couldn't be able to use your new route to go to the store because the walk to the bus stops and walk to Nugget mall would be too difficult. I don't want the new suggest bus route. The new suggested bus route is not carefully considering the needs of low-income and elderly, or disabled or working class people such as myself.	ADA/Social Justice	Negative
AS	1.) I think for this to be really useable system, more buses are needed, to meet that objective I think you could increase prices. More buses would enable transfers to work and routes to be kept the same or similar.	Idea	Negative

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
AZ	I also have observed that not running the buses on holidays puts low income workers who do not have cars or paid vacation days in a lurch. To support transit we need to provide service every day, even if a limited schedule on holidays. I picked up two people waiting at different bus stops one holiday this year. They both were headed to work and risked losing jobs for not making it to work.	Idea	Negative
BQ	Cost: The last time I rode, the cost was around \$2.00 (I think). This seems expensive to me for public transit. It would be tricky to reduce ride costs while increasing frequency, but again, I would ride public transportation more often if it was cheap and convenient.	Idea	Negative
CL	No service to Cinema BLVD? Lots of folks in Coho Park Place bus!	Idea	Negative
X	Why does the new high school need service when taxes are going for school buses to take students?	School service	Negative
W	Bottom line, energy efficient requires public facility & the amount of waste our current means of travel produces is globally un-sustainable.	Sustainability	Negative
CQ	The Ice +snow build up at most new stops could be a problem for service.	Winter operations	Negative
CS	We would need to actually move snow to keep people safe while they are walking.	Winter operations	Negative
DJ	4. Earlier this week, after the snow, I went out and looked at conditions along some of the walks that will be required with the reduced service. (Around Nugget Mall, Downtown, UAS). I assert that it will be quite impossible to use the bus in winter in these areas, with a walker or wheelchair, or cane or crutches.	Winter operations	Negative
DZ	Other important issues for seniors and many other riders include the need for attention to unsafe bus stops, impassable sidewalks, and risky transit points. My own bus stop along the Douglas Highway unloads me on a narrow shoulder, which, in winter, is usually very icy. Exiting a bus should not be an occasion to fear for one's safety – but I can vouch for the fact that it is. Sidewalks along the Douglas Highway and in many other areas of town are poorly maintained in winter. An example of an unsafe transfer point would be the Federal Building zone, where incoming buses deposit transferring passengers across Willoughby from the awaiting buses – there are issues with heavy traffic, low visibility, and icy crosswalks.	Winter operations	Negative

General: 66 comments			
C#	Comment	Secondary	pos/neg/neut
AE	Getting off at Wells Fargo- Its never shoveled Bad for wheel chairs etc.!!!!	Winter operations	Negative
V	Juneau is a car-friendly city. It does not want bus riders nor pedestrians.		Negative
BL	From what I understand, the current transit system is one of the most efficient in the country per ridership numbers, few if any complain about the status quo bus system. There are issues, but the numbers don't lie... The system is currently meeting the needs of many in its current form. The city needs to appropriate additional funds or encourage additional revenue raising methods by the transit system if we are to add additional service to riverside or to the Costco area. These services would be an excellent addition but should not come at the expense of the truly necessary routes that serve downtown, past the nugget mall, and UAS. Thank you for the opportunity to provide comment on the proposed changes, I hope that current changes are eliminated, a new plan redrawn (no outside consultants perhaps?) and the current plan remain while we figure out a viable alternative, if one is actually really needed.		Negative
BP	2) It is important that the buses be on time. My husband took the express bus from downtown last year and it was often late, to the point that people missed the deadline for picking up their children from daycare because they missed the transfer in the Valley. On time routes are a priority.		Negative
CK	This plan seems to simply be the current plan that is being bent to fit the schedule needs. Why not create a plan that meets the needs of the community?		Negative
CL	allow bike back use between Transit Center Federal Building- silly to have to ride to Federal Building to put it on bus.		Negative
CM	-I think the 40 minute head ways would save more problems than it causes, but would be more inconvenient for people that miss their bus.		Negative

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
DY	h) This plan still does not address the drivers' concerns for safety on specific left hand turns on the Davis Street/Lemon Creek area. It also does not address the allotted time needed to stay on schedule for transfers as well as ample restroom breaks for the drivers. In closing this plan has strayed from the original request for a plan that would not reduce or eliminate service for our existing passengers and must be cost neutral or at a savings. I recognize the city is in a budget crunch but nowhere in this plan do I see an effort to generate revenue to help offset the needed budget cuts. All I see is cuts in service and possible staffing. Today Capital Transit ridership is made up of less than 50% paying passengers. The rest of the riders are on VIP or tax exempt card holders. This cannot continue if the city wants Capital Transit to be a viable transit system. These card holds need to be charged some minimum if this service is to continue.		Negative
EL	My buses have been later this year. It is the same bus drivers and I take buses at different times all year round.		Negative
CU	She does not like how individuals must wait at the hospital to catch the bus sometimes for an hour in the late evening.		Negative
BP	4) We should prioritize bus service for (1) regular commuters (as well as students), including those who might use the UAS bus stop (or others) as a park and ride and (2) low-income riders and other riders who do not have access to other forms of transportation.	ADA/Social Justice	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
DZ	Juneau's population is rapidly aging. In about ten years, one in four Juneau residents will be age 60 or older. Many seniors have reduced levels of mobility, and a significant number either do not drive or would prefer not to drive if another safe mode of transportation is available. However, seniors should not have to navigate steep hills or great distances, especially during icy winter conditions. The likely result of the proposed changes will be the far more intensive use of the Care-A-Van paratransit system by older individuals who could otherwise physically ride the bus at a much lower cost to the community. Such a policy choice is in direct opposition to the direction chosen by many communities with aging populations – to take actions (such as offering bus rider training programs and ensuring safe bus stops) to encourage older people to take the (much more economical) bus.	ADA/Social Justice	Neutral
EL	ADA compliant for busses means: §37.1 Purpose. The purpose of this part is to implement the transportation and related provisions of titles II and III of the Americans with Disabilities Act of 1990. §37.3 Definitions. Commuter bus service means fixed route bus service, characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service may also include other service, characterized by a limited route structure, limited stops, and a coordinated relationship to another mode of transportation. §37.25 University transportation systems. (a) Transportation services operated by private institutions of higher education are subject to the provisions of this part governing private entities not primarily engaged in the business of transporting people. (b) Transportation systems operated by public institutions of higher education are subject to the provisions of this part governing public entities. If a public institution of higher education operates a fixed route system, the requirements of this part governing commuter bus service apply to that system. §37.21 Applicability: General. (b) For entities receiving Federal financial assistance from the Department of Transportation, compliance with applicable requirements of this part is a condition of compliance with section 504 of the Rehabilitation Act of 1973 and of receiving financial assistance. (c) Entities to which this part applies also may be subject to ADA regulations of the Department of Justice (28 CFR parts 35 or 36, as applicable). The provisions of this part shall be interpreted in a manner that will make them consistent with applicable Department of Justice regulations. In any case of apparent inconsistency, the provisions of this part shall prevail. §37.5 Nondiscrimination. (f) Private entities that are primarily engaged in the business of transporting people and whose operations affect commerce shall not discriminate against any individual on the basis of disability in the full and equal enjoyment of specified transportation services. This obligation includes, with respect to the provision of transportation services, compliance with the requirements of the rules of the Department of Justice concerning eligibility criteria, making reasonable modifications, providing auxiliary aids and services, and removing barriers (28 CFR 36.301-36.306).	ADA/Social Justice	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
S	Please identify all stops in routes.	Idea	Neutral
AL	In regards to the proposed changes to the capital city's transit plan, I offer the following comments for your consideration: The changes need to address overall efficiency of the system and not merely the proposed schedule changes. For instance in regards to saving money, other factors come into play. One area I have noted over the years has been the lack of riders on express runs between the Nugget Mall and town, outside of the workers that commute to and from work in the early morning and late afternoon and early evening hours. This has been the case for the last 25 times I have been on the express runs. Perhaps a smaller bus the size of the care-a-van transports can be purchased and used for the runs where only few riders can be expected. This would also be an area where less fuel will be consumed. Maybe this size of transport could be also used to shuttle riders to and from points where more riders congregate, like the Federal Building, Walmart and Nugget Mall. The vans are wheel chair accessible for use by elderly or disabled riders. I assume the vans would be faster and more fuel efficient than the full size bus and would result in overall savings. Plus they would be able to more easily navigate the steeper areas in climate weather, thereby ensuring that no rider gets left behind....One other item, I have noticed is the few riders that utilize that portion of the runs south of Walmart, that go on to the lemon creek run towards LCC. A care-a-van size vehicle could be put into use here, as well as for the Bartlett and SEARCH portion of the schedule. Also the Tlingit-Haida Voc-Tech Building could be explored as a sub transit area. The Building is large, accessible, sheltered, and clean with bathrooms and a frequent destination point for riders that are getting training. This place would be a safer area for drop-offs and pick ups than the current one in use especially in the winter.	Idea	Neutral
AP	Look into proper buses.	Idea	Neutral
AR	Also consider one morning run down Julep like now.	Idea	Neutral
AU	We need a large parking lot for park and ride at the University and then be able to ride downtown on the express bus for state and federal workers.	Idea	Neutral
BQ	Frequency: It would be night to see busses arriving more frequently. One an hour is too long. Once every 30 minutes is almost convenient. Once every 20 minutes would be ideal. I know that this would greatly increase the cost, but I would ride the public transportation system more often if it was more convenient.	Idea	Neutral
CJ	It's okay to have longer headway. Why not have a connector that only goes back and forth and just have loops in the Valley +Douglas.	Idea	Neutral
CJ	Why not have a transfer point at the airport which is a transit point already and is well lighted and safe.	Idea	Neutral
CP	-Better schedule color code.	Idea	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
DD	Also, perhaps we should look at differentiating routes and expanding equipment options? Maybe on some routes, a smaller, more efficient vehicle? About 8 years ago, I spent quite some time looking at various ADA transport options. I even looked at the conventional Ford 350 model of Care-A-Van. For our purposes, we settled on the Braun Intervan (chevy uplander). But, there are so many options now—the diesel Sprinter seems the most popular—Mercedes makes an all-wheel drive version. All of these are a fraction of the cost both in capital and operation of the Ford 350. Sorry, but I got the distinct impression that this dinosaur was still being used for some rather irrational reasons.	Idea	Neutral
DG	We still advocate for bus service to the airport and the ferry terminal, as well as to Costco.	Idea	Neutral
DU	Is it possible to get more drivers through a UofA program to train transit drivers???	Idea	Neutral
DU	4) I'm more in favor of mini-vans for the Town and Valley areas and large buses for Valley Express to get people to work and UofA buses.	Idea	Neutral
DU	5) A bus for the Ferry?? Isn't this question 30 years late?? There may be changes in the ferry system à this should be on hold to see what happens. For example; what if a terminal was built in Douglas or closer to town?	Idea	Neutral
DU	6) There could be mini-vans acting as "shuttle" to get Riverside and Lemon Creek residents into the regular routes – without disrupting the whole bus system.	Idea	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
DZ	Another area where a smaller circulator bus could effectively operate would be in the Lemon Creek area. I heard many calls for bus service into the area of the "big box" stores – Costco, Home Depot, etc. Since the loop back to the Lemon Creek Correctional Center is considered a problem by drivers on account of the traffic difficulties with the left turn back onto the main road, why not run a smaller bus to do a big-box loop, carrying both employees and shoppers from the main bus route directly to their destinations and also carrying passengers back toward the Correctional Center. Upon completing this second loop, the vehicle could turn right onto the main road and have plenty of time to loop back around to the big-box area....Similarly, access to the Auke Bay Ferry Terminal should be provided by bus. Seniors and others within the community have been requesting this access for years. This could be provided by another smaller circulator bus, which perhaps could also be the vehicle for taking riders in to the UAS campus.	Idea	Neutral
EH	Get DOT to shorten the light by the hospital. I've missed a Douglas transfer more than once because the bus headed downtown got stuck at that light.	Idea	Neutral
EK	I say do not go down Davis.	Idea	Neutral
EL	Bus drivers take a break with lots of breaks instead of a break of 2 hours.	Idea	Neutral
EL	I suggest running 3 buses every hour: 2 buses to valley and 1 express running every 20 minutes.	Idea	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
EU	[1] Investigate traffic light/bus connection and pursue vigorously if appropriate. I understand why you want to make bus transfers more reliable. The only meeting I could attend was the Saturday meeting. At that meeting, an apparently knowledgeable audience members brought up the option of allowing the buses to change the lights. I had not heard of this before so I hope I got the gist of it. It seemed that people thought that would allow the buses to make up the few minutes necessary (at least on some routes) to make bus transfers more reliable. Mr. Duncan said this was something that DOT would have to approve. It also seemed that it was in a sloshy bureaucratic no-man's land of "interesting" discussions between CBJ Transit and DOT. If I am understanding the situation correctly, that should be ELEVATED to an ASSEMBLY LEVEL of discussions or maybe even try to get help from our Federal delegation. Do other cities do this? This was the first I heard of this option but it seems like CBJ should thoroughly and energetically investigate this option and, if appropriate, pursue it.	Idea	Neutral
EW	Assumptions: • Public transportation is a core government function. Its priority should be serving riders who cannot drive or own cars due to age (both young and old), disability or low income. It should provide access to medical facilities, schools, child care and senior centers, shopping, recreation, and government services including the jail. • Government funding builds and maintains bigger roads for more cars, despite the fact that increasing traffic decreases our quality of life. Some of that funding could be re-directed to support public transportation and reduce traffic. • Government funding supports recreation facilities which are not a core government function. They are reasonable expenditures only if they are easily accessible, affordable, and usable year-round by a variety of age groups for a variety of activities – such as parks, pools, ball fields, and the field house and ice rink. Eaglecrest is not, and some of its funding could be re-directed to support public transportation.	Idea	Neutral
CQ	When you extend service to the ferry terminal, I'd like to see a parking lot at the terminal so I can drive it and then catch the bus. I live at 20 mile Glacier Highway.	Idea	Neutral
AB	Does this new schedule accommodate or hinder high school students getting to school in the morning?	School service	Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
AD	Will the hourly express. Bus accommodates the students to make their classes???	School service	Neutral
DN	Every society should be looking at personal driving habits, consumption of carbon fuels. Juneau citizenry will increasingly use public transport and it should be encouraged; a much higher standard of operation should be adopted to ensure further growth in all of our socio economic groups.	Sustainability	Neutral
EU	5] Public transit should be a priority. Public transit has clear environmental benefits. And, for persons that don't have a car, public transit is a necessity. Once you have a car, it's easy to forget that.	Sustainability	Neutral
Z	Winter routes should be maintained to keep buses from sliding on hills such as Twin Lakes and Cedar Park.	Winter operations	Neutral
BD	Please clear sidewalks for pedestrians and your customers walking to reach capital transit bus stops	Winter operations	Neutral
BD	Please clear berms where capital transit bus pull into bus stop to pick us up	Winter operations	Neutral
DG	We also strongly advocate for bus shelters to be installed along Douglas Highway, where traffic is high, and weather is bad. Bus stops on Douglas Island are woefully under sheltered.	Winter operations	Neutral
DQ	I've been living in Juneau for almost 4 years and when I moved here, I did not expect to use the public transportation. I've observed long enough to know how friendly some of the bus drivers are, the regulars, the tourist, the families who struggle to make sure they make the transfers at the Nugget Mall or at/near the Federal building to Douglas. Weather is in fact unpredictable at Juneau, so it is expected to see transfers are NOT guaranteed; however, I can see CBJ can guarantee safety for all riders and the community.	Winter operations	Neutral
DR	The stops proposed are not are a reasonable alternative for anyone, especially in winter when foot travel is treacherous.	Winter operations	Neutral
V	People live in Auke Bay, in riverside area, and in Tongass St. Area.		Neutral
AE	Newspaper article?		Neutral
AI	Keep N. Douglas run.		Neutral
AI	Why not Costco?		Neutral
CM	- I do feel that using the Mendenhall Loop Rd. instead of turning around. The reason being that it would take the same amount of time. Also I believe to create a turnaround would only create a longer expense.		Neutral

General: 66 comments

C#	Comment	Secondary	pos/neg/neut
DD	And, yes, I realize that the personnel costs are the biggest piece of the pie. I have learned the hard way that as costly as it is, this is the category where intelligent investment pays off the most.		Neutral
DP	SAIL has always considered CBJ an ally in making our community accessible and inclusive for all. We know this situation is no different and we feel confident you will take these comments to heart as you decide whether to implement this plan. Thanks again for the opportunity to comment and please feel free to contact me if you have questions or if there is any way we can help in ensuring public transportation in our community is accessible to all.		Neutral
EN	I would first like to thank you for the dedicated service that everyone at Capital City Transit provides and apologize for the last minute nature of my letter and absenteeism from the associated public meetings....Thank you for your time and continued service to the people of the Capital City,		Positive

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
BG	I believe the route you are suggesting serves people who can afford houses and cars. I think this new route is established to support extracurricular activities.	ADA/Social Justice	Negative
BT	I am a retired bus driver and I am also an occasional bus rider so I know the system well. I've been listening to the controversy on the proposed schedule changes in the media. My question is, WHY would you take a system that works extremely well and change it so it doesn't serve the people it is targeted to provide service to? This system has been working very well for years. If you want to add service to more areas, ADD MORE ROUTES, don't try and tweak the basic system to include the changes. If its too costly to add routes, just leave the current system alone until the City can afford more routes. Fortunately, I have a car and can still drive so these changes will not impact me (riding the bus will make it too inconvenient and time consuming) but I do know and feel for those that cannot drive and will be at the mercy of those that are making these ill-thought out decisions. You are making it very hard for people who rely solely on public transportation, our young people, the disabled and the elderly...PLEASE DON'T CHANGE A GREAT SYSTEM THAT IS WORKING WELL AND SERVING THE PEOPLE IT IS INTENDED TO SERVE. IF YOU WANT TO EXPAND THE SYSTEM, ADD MORE ROUTES.	ADA/Social Justice	Negative
BW	I wanted to high light a major flaw with the proposed changes to the Juneau transit service. Under the proposed plan, service will be eliminated to two Juneau public libraries (Downtown and UAS) in favor for a library that is not even built yet. This is a major concern. Currently public comment is being taken via email, phone or in person written comment. I must assume that the city would continue to use these means in the future for receiving public comment in the future. The issue is that many low income people in Juneau must rely on the public libraries for internet access. They may not be able to afford phone or internet at their homes, or may have no homes. As a city organization you are, intentionally or not, limiting the number of possibilities that an underrepresented portion of the city population can communicate with government officials in the future. This is a very scary thing for a city to do. I would implore you to reconsider eliminating services to these two locations.	ADA/Social Justice	Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
CD	This plan may save time and money but at the expense of ridership. For many of us the service of Capital Transit is more than a convenience, it is a necessity that we rely on to allow us access to those places we need for our livelihoods and quality of life. Having to walk for a couple miles to catch a bus is certainly not possible for many of us in any weather. I propose that there be no change until these critical needs are better addressed and there is more opportunity for the public to weigh in.	ADA/Social Justice	Negative
DJ	2. I could afford a car, but I choose not to drive because I like the bus. Folks who can't afford cars or who are unable to drive will be adversely affected.	ADA/Social Justice	Negative
EP	Mr. Sonnan has a wide range of concerns including impacts of the changes on people with mobility challenges, greenhouse gases and the need for more transit opportunities.	ADA/Social Justice	Negative
EV	Cutting service for Capital Transit has very negative impacts to the city. Many people select rental units and housing sites dependent on the vicinity to capital transit services. Changing the location of pickup and drop off sites now will create real hardships and instability in the community. Community residents anticipated that these service sites were going to be available for the long term. To remove the service sites now means that many people will need to move to get closer to service sites, if possible. For many, that will not be a possibility. If they are elderly or handicapped, they may lose their jobs or no longer be able to get to necessary locations for food, medical help, and to pay bills. I strongly advocate for no changes to the existing service locations that are currently available. Thank you for allowing me the opportunity to express my opinion.	ADA/Social Justice	Negative
V	Will city pay, lease, buy-out charge for people that need to move to an areas with bus service.	Idea	Negative
AY	Seems to me, you're looking for attention from the public instead of managing the buses. Why not keep what we have, and slow down the frequency of stops at the same locations?	Idea	Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
DX	I am writing to ask you to please not change the Public Transit routes. If anything, I believe we should be adding a few routes to the new areas you would like to cover. We need to develop a culture of riding Public Transit to save energy and be to a more green community.	Sustainability	Negative
N	This schedules NO good. NO good.		Negative
P	The bus our nice but time change is going to be miss up because of the winter next year		Negative
R	This plan is some ones night mare		Negative
S	Please keep schedule as is.		Negative
U	I ride the bus every day to commute to work. I own a vehicle and do not need to ride the bus. I do it because it is convenient , good for the community and good for the environment. If it becomes inconvenient, I will probably give up my bus pass.		Negative
V	Bus run should be longer than 2 hours.		Negative
AE	Do not like this new plan! Some of the plan seems good. The 5x plan does not seem good for Lemon creek area, for the express part.		Negative
BD	Your longime customer who is against new bus route implementation		Negative
BL	The currently proposed plan presents many alarming issues and the assembly should not accept the changes without significant modification. I have been to many of the planning meeting and presentations, and it seems as though the consultancy firm preparing the plan has errored in beleiving that riverside service is a priority which warrants sacrifices at so many other junctures within the transit system. The vast majority of stakeholders who have attended planning meetings and comment sessions have spoken out against the plan for various reasons which I broadly summarize below:		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
BX	Hello. Your website states that Capital Transit intends to put a number of changes into effect this coming spring. As a longtime bus patron, I am disappointed but not surprised that these changes do not place the most value on the needs of passengers but rather on "putting time back in the schedule." In addition, rather than look at creative ways that schedules can be modified to serve passengers, community, and drivers by consulting with the populations who actually come into frequent contact with those routes and schedules, you summarily decided simply to announce your intentions and hold meetings after your intention has been announced. Your mission statement claims that it's your purpose to provide "safe, reliable, low cost transportation to insure that all citizens have the ability to access and participate in the community." Further you maintain that you are interested in providing "a reliable transportation alternative to reduce the presence of automobiles in the community and especially in the Downtown." You actually claim that you are "dedicated to providing the best possible transit service to the community." Finally, you declare that you assign "primary importance" to "the satisfaction of the passenger; the respect of other users of the roads, streets and highways" and that somehow you expect that your decisions will lead to "a positive image of Capital Transit among all citizens of the community." During the recent public hearings on your intended changes, I heard the goal of putting time back into the schedule repeated a number of times. Your mission statement was not mentioned even one time. That's understandable, since only one of the above claims in your mission statement can even be stretched far enough to get anyone to believe that your intended changes are being made with any element of your mission statement in mind.		Negative
CH	The downsides of this plan outweigh the improved services. The attributes of our Transit System that once were National Award winning are sadly in jeopardy,		Negative
CJ	Transit/General Transportation plan doesn't seem integrated- It seems piece meal.		Negative
CM	-This plan does seem to make several locations car oriented which would be a disadvantage.		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
CO	The gentleman at the meeting mentioned that in a town of 30,000 residents, there were 1.2 million rides in a year. Cutting out these bus stops will make it more difficult for the working class poor, elderly, disabled, our youth and the UAS/Auke Bay community. There must be another way to provide this essential service whether if that means adding more time for our bus drivers 40 minutes instead of 30 minutes, increasing fares, or creating a nonprofit/private partnership with businesses in the community to help subsidize funding to continue services. Please prioritize our COMMUNITY MEMBERS and our SAFETY over 6 minutes. Many residents take pride in using public transport for their daily commutes as it reduces their carbon footprint. Instead of cutting stops, Capital Transit must consider adding additional stops that HELP community members live sustainably, not jeopardize their safety and livelihoods.		Negative
CP	-Keep the old schedule.		Negative
CS	This plan is not what was proposed in the public process. Seems likely to reduce, not increase, ridership. Is this our policy as a city and Borough?		Negative
CT	Please don't change the service.		Negative
CU	does not like any of the new changes to the schedule		Negative
DI	Please carefully consider the ridership impacts that will result from the bus service curtailments you are considering. Peoples' lives will be seriously negatively impacted by these changes. I know from years of professional experience how difficult public sector revenue shortfalls can be. However, it is critically important to carefully examine the impacts and outcomes before you take action that will be nearly impossible to reverse in the future. Thank you,		Negative
DJ	Don't cut the bus. In the alternative, extend it! You (CBJ government) have given us an ungainly sprawl of a town. Now, it's your responsibility to give us a transit system to navigate it.		Negative
DK	Please don't change the service		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
DN	I have been a bus driver for over ten years. Since day one it has been obvious that timing is of the essence in the operation of a safe and efficient bus route, with the senior drivers of that time struggling to complete any route that allowed for no time in second guessing the next car or barely enough time for passengers to safely board the bus. Timing has not been set and maintained by consistent and scientific methods. The buses do not have a universal clock system. Capital Transit expects the drivers to stay on time with their own watches, setting time by ACS exclusively, which over the years has created some confusion. A driver will radio to base for a time check, and given to the nearest minute with no seconds, 10:47:55 is 10:47. These seconds are lost in the system. It can take anywhere from 10 seconds to load one passenger to 120 seconds to load a group of six. New schedules have been created without any inclusion of the seconds that are required to un/load passengers. Times outlined were compiled by running time only, with good weather conditions during low traffic volume times. The consultant who created this schedule did not base it on scientific methods, where data is collected over a long period of time showing the big picture including times for seasonal demand of passengers un/loading in all sorts of driving conditions where an average can be created. Time added? The current Route 3 (without Franklin/ 4th) allotted time 101 minutes versus the New 3 Valley 104 minutes, 3 minutes added. There is 2 minutes included at the Pipeline stop (twice), hardly enough time to maneuver safely in the confined space incorporating time for un/loading, bringing it down to 1 NEW minute added, therefore negligible time has been added into the system.		Negative
DN	A new bus system will require more financing for infrastructure, equipment, material and a public information system. The more complicated the system design the greater the expense and possible delay in travel. Bus signage and route displays, multi language information, brochures, media advertising to ensure safe, efficient and accurate information. Delays will occur as the driver explains to a passenger the choices in the schedule.		Negative
DO	I am writing to ask that you please do not reduce our public transit. If anything, we should add routes and seek to develop a culture of riding public transit to save energy.		Negative
DR	The plan is a disaster, will result in even less ridership and further degrade public transportation in the capitol city.		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
DS	I attended the December 3rd meeting in Douglas and was left thinking that the plan is inadequate and flawed for the following reasons:		Negative
DU	2) The routes should be kept As-They-Are, mini-vans could be used for Riverside and Pipeline Park. A Regular Bus (if possible) for Douglas if not then mini-van also.		Negative
DV	I occasionally use the bus and find it somewhat difficult to use in its current form. I think that the proposed changes would make it even more difficult and I will probably stop using the bus if these changes take place.		Negative
EB	I live in Gustavus but come to Juneau for shopping, etc. When in Juneau, I use the bus extensively. To make the community more efficient and liveable, Juneau needs to look forward and to expand its bus service, rather than contract it.		Negative
EC	As one who has used the bus system frequently in the last year and who will probably use it on an increasingly more frequent basis in the future as I grow older and less comfortable driving, this will make the system less convenient and usable for me and many others in the community: UAS students, faculty and staff, downtown residents and workers, and Valley shoppers and employees. All of these changes will serve only one purpose: to reduce convenience and ridership. In short, this is a major step backwards for a system that has been on a slow but unrelenting path toward improving services -- not a good thing for a progressive capital city		Negative
ED	I attended the Wednesday, 3 December capital transit meeting at UAS run by Kirk Duncan. I applaud Mr. Duncan's facilitation of the meeting and would like to simultaneously express my concern regarding the most recent proposed Capital Transit Plan. I would like to preface my comments by noting that I live downtown, work at UAS, and am a frequent express route rider. I am specifically concerned about the following pieces of the plan:		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
EO	I have been using Capital Transit to get to and from work for the last fifteen years. I have some experience when it comes to riding the bus. No one likes change. I know that I don't. After a review of the proposed changes, I think that you have come up with the best plan under the present circumstances. Capital Transit can not address every single individual's special needs.		Negative
ET	I am extremely disappointed and concerned about the bus schedule. I happen to own a car and I don't take the bus regularly (although I have on occasion), but I have close friends and family who use the bus daily. While the goal may have been to save money, I suspect it will decrease ridership and thus lose money. Then the city will reduce routes and make it even more inconvenient and lose more until we have no bus system at all. The goal should be to increase ridership. If we had better mass transit, we would need fewer parking garages. That's what costs money. And how about the money the city spent on the parking meter mess. Improve the bus system rather than reduce its usability. I'm just so disappointed that the City thinks it's more important to spend money tearing trees out of Cope Park and moving tennis courts, while bit by bit dismantling the bus system. This is truly going the wrong direction in my opinion. I think improving service and routes would increase ridership and save money.		Negative
EY	I am also a student who is on financial aid and who has taken loans out for her education, and my class attendance and punctuality is pivotal to me keeping the financial aid. Although the new bus schedule calls for some wonderful changes, we must consider the cons of it. I believe that we can work as one to improve the bus system so that the people of Juneau will continue to use Capital Transit as their mode of transportation. Thank you for taking the time to read this, and may you have a wonderful day.		Negative

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
DP	As Juneau's nonprofit agency serving seniors and persons with disabilities, SAIL's mission is to create equal access and community integration for individuals living and working in Southeast Alaska. Transportation is a critical component to the equation of independence for this sector of our community. Some tough decisions are being made in light of the pressing need for budget reductions, and it has been duly noted that in the process that "some will lose and some will gain". Efforts to include time saving measures are commendable, as they speak to the needs and wants of people for whom this factor is important. But as many members of the SAIL community have already testified in their public commentary; their losses will entail measurable reduction in their independence.	ADA/Social Justice	Neutral
BV	Additionally, why the express route change through Fred Meyer/Western Auto to Vanderbilt? If this route is truly considered an express bus, why add these stops? Other routes service this area. The position Capital Transit has taken is that service efficiencies must be made due to funding constraints. However, efficiencies should not come at the expense of customer service. What good is it to be efficient if you aren't meeting your customer needs? It will result in fewer customers, which is exactly what your proposals will do--make it so inconvenient that there will be fewer commuters. CBJ should be encouraging its residents to commute by public transit rather than discourage it by claiming to be more efficient.	Idea	Neutral
DU	1) This is all justification for a Board of Directors (Volunteers), a Steering Committee/or Council, a Capital Transit Council/or Commission, you name it. It doesn't have to be large, let's say 3 to 5 people. There are people who ran for Assembly before 2014, they could be asked whether they would like to serve?	Idea	Neutral
EG	This plan should include park and ride service. The Mendenhall Mall does not work well for this needed service. Thank you!	Idea	Neutral

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
EL	The bus route should be stop at the most convenient places for all people including handicap which means downtown so they can navigate hill especially in winter time, UAS to avoid the long icy path, the Nugget mall, the Mendenhall mall, the food stores, downtown Douglas, and place with many events like Centennial Hall based on the federal definition: §37.3 Definitions: Commuter bus service means ... central business district and outlying suburbs	Idea	Neutral
EW	Riders will not use transit centers if they are not clean, comfortable and safe. Suggestion: A specific plan and funding to keep transit centers welcoming, perhaps including on-site staff.	Idea	Neutral
CS	Good to hear the schedule has been ____ still doubt that unprotected lefts will work (Auke Bay to Pipeline Park).		Neutral
CS	Walking into Nugget Mall will be more difficult as is walking to Glacier Valley School + the Charter School'		Neutral
DA	Starting the change to a new schedule in August would allow time for the disappearing \$100,000 to appear from riders in some form, if not from the Assembly with pressure from future voters! (a rider since 1935) !		Neutral
ER	I hope you will take into consideration these regular bus users in your design. Some may have chosen their living place because it is on a bus route that will now be removed.		Neutral
J	The driver on the bus this morning handed me a copy of your route change brochure, which I appreciated. After studying the document, I have to say that I am much impressed by the care and thought that evidently went into process, and, especially, I am pleased with the results. I rely on back loop service during the work week and had feared the loss of service there. I think your solutions are very creative, given all the constraints you faced. It looks like the only impact I will face is having to get up and get to work 15 minutes earlier and do a transfer on my home at night. Congratulations on a job well done.		Positive
AJ	First, I want to say that the route changes seem overall fantastic. I'm glad that the often empty and duplicating express to university leg has been transformed into express and bi-directional valley service that should benefit everyone!		Positive

General change: 59 comments

C#	Comment	Secondary	pos/neg/neut
BF	I like the new schedule. The lack of more frequent morning express bus options has often prevented me from utilizing bus service. I typically drive to Nugget Mall to catch the Express bus. The new options are much more accommodating.		Positive
DH	I've looked over your new proposal, and have these comments: Most of it looks good		Positive
AN	Thanks for holding this meeting and making the times flexible so it was easy to attend! I would like to comment that I think this transit system is great! The routes make it possible for me to get all the way from Back Loop (Wren Dr.) to South Douglass for work every day. Thanks!!!		Positive

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
BE	I am writing you in response to your plan to cut service to Capital Transit in Downtown and other areas. As our entire country moves toward improved mass transit services and better access for individuals with disabilities, Juneau, unfortunately, plans to move in the opposite direction. We as a city cannot defend cutting services to individuals with disabilities for their accessing the Capitol Building in Alaska. We must provide complete and direct access to the Capitol Building for those who have disabilities who want to speak in person to their State Senators and Legislators. By eliminating Capital Transit service in Downtown Juneau, you are eliminating the possibility of someone using a wheelchair from accessing their representatives or senators like anyone else is able to do....We must support transportation services to those with disabilities who need public transportation if it means charging more to those who use their cars and park in our city parking lots or park their boats in our harbors, or buy cigarettes or alcohol at the store, etc, etc., I urge you, when making decisions that impact those individuals with disabilities, to not cut their ability to move throughout our city, but allow them to be able to do so .	ADA/Social Justice	Negative
CG	I have end stage COPD and find it very hard to walk up hills to Rainbow foods.	ADA/Social Justice	Negative
CL	What about Elderly /Disabled living in Mendenhall Apartments.	ADA/Social Justice	Negative
DJ	I am a senior living in downtown, I use the bus regularly for virtually all my shopping and travel in the CBJ. I find the service convenient and safe (and the price is right). And, more importantly, folks like me shouldn't be driving, especially in winter or in foul weather. For me, the curtailment of bus service will introduce moderate inconvenience and risk. But for many others, it will seriously impair their quality of life. . I'm upset about eliminating the downtown loop, the reduced UAS access, the less frequent Express to the Airport, and doing away with the nice warm Nugget Mall waiting area.	ADA/Social Justice	Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
DP	Firstly, thank you for giving the community the opportunity to comment on the proposed changes to Capital Transit's bus routes. At Southeast Alaska Independent Living (SAIL), we are very concerned about the possibility of these changes taking effect. In summarizing the changes in the Capital Transit bus routes that include the elimination of the "downtown loop" of Franklin, 4th and Main Streets, it has been pointed out that the service will remain, after all, within a quarter of a mile of those locations. Similar additional walking distances will now be required due to changes in routes in the Nugget Mall stop relocation and the University of Alaska Southeast campus service elimination. What's an extra quarter of a mile? To most able-bodied persons, not a big deal. Please consider for a moment the elder or person with a disability who wants to catch a bus from their home in the Mendenhall Apartments to a doctor's appointment, or conversely wants to make it up the hill to visit the the Capitol or Diamond Court Building. One daresay that on a typical winter day of rain, snain, snow, and wind, even the average able-bodied resident might grumble. But for an individual with a mobility impairment, walking the extra quarter mile to the Transit Center may represent the difference between being able to make the trip by our public bus system or not.	ADA/Social Justice	Negative
ED	2) Elimination of UAS library bus stop and elimination of the downtown route. The elimination of the UAS library bus stop and downtown loop are both moderate annoyances to someone like myself who is young and ambulatory. However, for folks who are disabled or injured it could be a real problem. The condition of the 1/3 mile path from the Back Loop bus stop to the UAS campus is somewhere between bad and terrible for at least half the year. Motoring a wheel chair, walker, or other assitive device down that path isn't pleasant or safe. My concern about eliminating the downtown loop arises for similar reasons, except the downtown section has the added problem of being on an extremely steep hill. Even those who are young and ambulatory have trouble in winter months when everything is a sheet of ice.	ADA/Social Justice	Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
ET	3. It seems to me our bus should definitely drop people at the Capitol Building/Court House. There is a huge amount of traffic to the Court House. When jury panels are called, dozens of people come to court, many of whom do not have transportation.	ADA/Social Justice	Negative
	Loss of Downtown circulator is of major concern. I work at the City Museum and have learned how reluctant visitors (tourists) are to walking up the hill to see the sights-Museum, Capitol, St. Nicholas, etc. And this is summer time! I strongly encourage the city to provide a downtown circular to advertise it well and to see the benefit to our tourism \$. And perception as a welcoming city to visitors. This is all exacerbated in the winter w/treacherous walking on the hill to get to the DTC. I would love to be part of a group talking about getting visitors around the downtown area.	Winter operations	Negative
AA	Downtown- Won't be accessible by bus. Library. Upper part. Difficult when person has trouble walking distances in bad weather/snow. Bad for downtown business +services.	Winter operations	Negative
AD	What will the people who live in Mendenhall Apartments & other BLDGS & Rainbow Foods Do? How to climb the hill in winter, if there is No Downtown Loop at least when its not icy or snowy. How about the tourists at the dock???	Winter operations	Negative
O	Loss of Downtown circulator is of major concern. I work at the City Museum and have learned how reluctant visitors (tourists) are to walking up the hill to see the sights-Museum, Capitol, St. Nicholas, etc. And this is summer time! I strongly encourage the city to provide a downtown circular to advertise it well and to see the benefit to our tourism \$. And perception as a welcoming city to visitors. This is all exacerbated in the winter w/treacherous walking on the hill to get to the DTC. I would love to be part of a group talking about getting visitors around the downtown area.		Negative
S	Retain library downtown stop + maybe return not on Franklin.		Negative
V	No service to Downtown shopping area nor to Nugget Mall. I'll buy out of town.		Negative
V	No bus to downtown library. (Concerned about the cut)		Negative
Y	also, down town needs help. Should at least go to library.		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
AA	Downtown- Won't be accessible by bus. Library. Upper part. Difficult when person has trouble walking distances in bad weather/snow. Bad for downtown business +services.		Negative
	Downtown- Won't be accessible by bus. Library. Upper part. Difficult when person has trouble walking distances in bad weather/snow. Bad for downtown business +services.		Negative
AB	Removing the bus stops downtown may negatively impact traffic and business downtown. If It is not accessible then will people go?		Negative
AD	What will the people who live in Mendenhall Apartments & other BLDGS & Rainbow Foods Do? How to climb the hill in winter, if there is No Downtown Loop at least when its not icy or snowy. How about the tourists at the dock???		Negative
AG	I have Rheumatoid Arthritis I walk for exercise, but at times the pain is much the walk from the bus depot to the library can be painful depending on weather it looks like a short distance for a healthy person, but a person with disability this is a very long walk, not to mention painful. And people who live on hills downtown must be tough.		Negative
AS	5.) Service through downtown is important. Something needs to be done to keep downtown accessible.		Negative
AW	Sad about Downtown Loop being taken away.		Negative
BW	I wanted to high light a major flaw with the proposed changes to the Juneau transit service. Under the proposed plan, service will be eliminated to two Juneau public libraries (Downtown and UAS) in favor for a library that is not even built yet. This is a major concern.		Negative
BY	I would like to say that I understand the need to update the current transit system. However, the current plan is not the way to proceed. The current plan symbolically states that the city of Juneau does not support State Government by having no service to the Capital building. In addition it also states that Juneau does not support the Alaska University system by eliminating service to one of the three main campuses. Service to these two destinations needs to be restored. Thank you,		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
CD	a number of the proposed changes in our bus service are disturbing. • the lack of access to downtown services and businesses		Negative
CF	I would like to submit comments to you concerning the bus route changes in the downtown area. As a facility run by the city and tasked with promoting our mission and generating revenues, I would like to express my concern about the termination of the bus loop up to the Capitol, and the free loop available to travelers from the Juneau Public Library to the Capitol and back to the transportation center. This free loop brings visitors up to our Capitol, the City Museum, the Governor's Mansion, the Russian Orthodox Church, and helps them get to the House of Wickersham so they can experience our community off of Front and Franklin Street. These travelers are an aging demographic and are daunted by the hills in Juneau. The Juneau Convention and Visitors Bureau printed 30,000 free maps a couple of months ago (attached pdf) with information about this free loop to encourage and promote some of the best historic properties in the downtown area to visitors. This was done in good faith that this service would remain available. I appreciate how difficult your job is right now as you look at cuts to public transportation that has become so vital to our community. Please consider carefully how important a public transportation link to our capital is to residents and visitors, and legislators. We are perpetually asked by the rest of the state of Alaska to assert our ability to promote and make accessible, Juneau as the Capital City, and a city with an authentic historic presence. (map attached to comment)		Negative
CI	Riders with mobility problems will also be negatively impacted by discontinued service to Downtown, UAS, St. Anns and Mendenhall Loop Rd.		Negative
CJ	Bus should serve all of Downtown- due to steep grades making it difficult to climb hills.		Negative
CK	I'm concerned that there is no service in the Downtown area at all in the plan. The DTC is not an alternative. I frequent many of the downtown businesses now serviced that will not have bus access.		Negative
CS	Very bad decision to skip Downtown public library!		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
DG	Stopping service to locations uphill or east from the Downtown Transit center is not a good idea. In winter, those streets can be difficult to walk. People may learn to walk through the State Office Building (SOB) from Willoughby to access the Capital, but that is also not ideal, and only a partial solution, which could cause traffic jams in the SOB. Decreasing access to the Capital in Alaska's Capital City is not wise. Again, education is paramount, especially for visitors from out of town wanting to access their Legislature.		Negative
DG	Stopping service to locations uphill or east from the Downtown Transit center is not a good idea. In winter, those streets can be difficult to walk. People may learn to walk through the State Office Building (SOB) from Willoughby to access the Capital, but that is also not ideal, and only a partial solution, which could cause traffic jams in the SOB. Decreasing access to the Capital in Alaska's Capital City is not wise. Again, education is paramount, especially for visitors from out of town wanting to access their Legislature.		Negative
DH	I'm not happy about no buses going up to 4th St in downtown. I work above 4th St, and it will be a hardship for me to have to walk up the hill and down every time. thank you		Negative
DJ	1. There is a move afoot to rejuvenate downtown. Eliminating the loop is certain to impair this effort. Moreover, visitors (many of them with mobility problems), will be hindered from going above Front Street-- to the Capitol and to the City Museum. (I volunteer with the JCVB and have first-hand experience with this topic).		Negative
DR	I strongly object to the proposed bus schedule changes. It is incomprehensible that with parking downtown so limited and in such disarray, this schedule makes bus service from out the road impractical and far more time consuming. Construction downtown has eliminated sufficient parking for state employees, shop staff, shoppers and others during regular business hours. When the Legislature is in session the problems will be even more unacceptable. The express bus has been a great alternative for commuting from Auke Bay and beyond, but running the buses around back loop instead renders the service worthless.		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
DS	#2. The loss of downtown service is flawed for the same reasons. There are numerous folks in the downtown residential areas that have chosen to live there because of access to public transportation.		Negative
DT	I understand you are considering eliminating the free bus from the downtown commercial area to the State Capital and the City Museum. Please continue to provide this free bus service loop up Franklin Street to 4th St. to the corner of 4th and Main where people can find the State Capitol, and the Juneau Douglas City Museum. This short route provides residents and visitors with access to Juneau's historical treasures represented in the uptown Historic District and in the Juneau Douglas City Museum. These are the places that tell Juneau's unique stories. The bus provides an aging population, both visitors and residents, a way to visit despite the steepness of the streets, and lack of parking. A recent national survey identified Juneau as one of America's best capital cities as a result of many cultural and artistic opportunities that enhance the quality of Juneau life. One of the jewels of Juneau is its City Museum. The building itself is historically significant and the both the permanent and rotating exhibits provide visual understanding of our past as well as a space to display the richness of our artistic community. The City Museum raises revenue primarily from visitors in the summer. Limited access will reduce this revenue resulting in reduced programming, educational and exhibit opportunities. It seems a small effort to keep this service in place will bring significant rewards to the community.		Negative
DU	3) Downtown has 5,000 people + UAS has about 3,000 students. To eliminate these reduces revenue for CBJ.		Negative
DZ	With community initiatives for highlighting Juneau's downtown shopping district as well as for building up our senior economy, these proposals jarringly convey the opposite impression – that residents are not welcome downtown, nor can seniors plan on safe transit to their destinations via bus.		Negative
EE	1) Douglas: I work on 5th Street and when I need to take a bus it would be a long walk and a difficult one up the hill from the terminal downtown.		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
EL	The bus route should be stop at the most convenient places for all people including handicap which means downtown so they can navigate hill especially in winter time, UAS to avoid the long icy path, the Nugget mall, the Mendenhall mall, the food stores, downtown Douglas, and place with many events like Centennial Hall based on the federal definition: §37.3 Definitions: Commuter bus service means ... central business district and outlying suburbs		Negative
EM	3. The proposal to discontinue the downtown loop service. That is another topic addressed in the February report mentioned above, with the decision made to continue the service: "service would be provided around the downtown loop every 30 minutes by the Douglas route." If the city discontinues regular bus service through downtown, it should for provide some kind of transportation option to the Transit Center for those who cannot walk there and rely on bus service now. Taking away a necessary and utilized service without an adequate substitution is irresponsible to the community.		Negative
EN	The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through: Reduced access to Downtown, Discouraged visitation above South Franklin Street		Negative
ES	She doesn't think it is a good idea to discontinue service through the downtown area. It would be detrimental to the downtown businesses, tourists, and people who live downtown. It is a terrible idea and will devastate the downtown businesses.		Negative

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
I	I appreciate Mr. Kiehl's concern about cutting off the downtown loop. I also understand Mr. Duncan's concern for safety when large ! buses try to navigate pax van to the system? The big buses can offload at the transit center and narrow streets and tight turns. Has anyone considered adding a 15 pax van to the system? The big buses can offload at the transit center and those wanting to continue into downtown and up to the capital can transfer to a smaller shuttle. A 15 pax van can better navigate our streets and give people access to downtown, especially during inclement weather. People don't want to walk any further than necessary in gale force wind, pounding rain, or snow. A shuttle could solve this issue with the bus service.	Idea	Neutral
BH	think about using smaller buses for up and around and through downtown	Idea	Neutral
CK	What about a circulator bus through the downtown area?	Idea	Neutral
DB	He also suggest a bus solely for the Downtown area.	Idea	Neutral
DS	#2. Provide some sort of "roundabout" transfer system for the downtown residents. This service should include the Federal Building and the Willoughby area. Then transfer at the downtown center.	Idea	Neutral
DT	If the concern of retaining this service is a funding concern, perhaps funding could be found in the cruise industry taxes. These summer services directly benefit the cruise industry by enriching cruise ship visitors experience, therefore this would seem to be an appropriate revenue source.	Idea	Neutral
DZ	I distinctly recall a community workshop last year in which a downtown circulator bus was proposed. While main bus routes would terminate at the bus station, a smaller downtown bus would carry passengers to such destinations as the library, the Capitol, the City Museum, and various stops in the Franklin and Seward Street shopping areas and uphill neighborhoods. This smaller vehicle would be easier to maneuver than a full-size city bus, and its transit time would not detract from the regular bus routes. It would also carry tourists during the summer from the cruise ship docks up to the Capitol, the Russian Orthodox Church, and the City Museum.	Idea	Neutral

Downtown service reductions: 53 comments

C#	Comment	Secondary	pos/neg/neut
EQ	I understand the reasoning for stopping the buses from going through town. In the winter with heavy snow it is hard for the buses. But surely there could be a shuttle that runs from the Bus Shelter down S Franklin, up the hill, and around to the Fed Building on a loop. Even using a small Care A Van size vehicle would be helpful. Would it hurt to try this as pilot and see what happens??	Idea	Neutral
Q	We need new tires so this can go up hills. Down or the hills for sick in need days as well lot need help day let the busing. Tow as well day. (Note: Commenter is concerned about walking around downtown hills)	Winter operations	Neutral

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
BT	The most problematic are the changes being made to the transfer point (from Nugget Mall to the Skate Park) which makes it really inconvenient for those living near St. Vincent's that heavily rely on bus transportation) AND pulling out of UAS to pick up on the back Loop Rd. As a woman I would not want to walk out to the Back Loop Road in the winter in the dark to catch the bus. Its just not safe.	ADA/Social Justice	Negative
BZ	That said, the proposed changes, particularly the relocation of the Valley Transit Center to the skateboard park, is a huge mistake and a dis-service to many of those who are most dependent on public transit—the elderly, the disabled and the working poor. More than 100 individuals from those groups live at the St. Vincent de Paul campus, one block from the current Transit Center at the Nugget Mall. They have depended on direct bus service to downtown and other areas for more than 20 years. Many will not be able to access the system from the next nearest stop more than a quarter mile away, let alone reach the proposed transit center re-location at the skateboard park more than a mile away. Especially in winter.	ADA/Social Justice	Negative
EW	(1) Reduced access to low-income high-density emergency apartments and senior housing by St. Vincent's. Suggestion: Add bus shelter at corner of Jordan Avenue and old Egan Highway so people from St. Vincent's don't have to walk to skate park transit center. This stop would also give safe and easy access for riders going to and from mall. (2) Pedestrian hazard because sidewalks leading to skate park which are less well lit than those to mall, and are less often plowed in winter so people walk in street. Suggestion: Ensure sidewalks leading to skate park from all directions have high priority for plowing. (3) Pedestrian hazard at new "park and ride" in Mendenhall Mall parking lot because walking through parking lot is always dangerous, but especially when it is dark, rainy or snowy. Suggestion: Add street lights and traffic controls that allow pedestrians to cross safely between shelters, buses and stores.	Idea	Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
CO	Moving the transfer point from Nugget Mall to the Pipeline Skate Park is also a dangerous concept for the elderly and disabled who rely on public transport for their daily needs. This move would force elderly and disabled residents at St. Vincent's to walk an additional mile to the new transfer point, where they would have to wait in an unsafe area due to snow berms, lighting, darkness, cold exposure.	Winter operations	Negative
A	Our bus route does not need to be changed by people who do not transfer with the bus. The skate park is way out of the way for us elders. Leave well enough alone.		Negative
B	Skate Park possible transfer for bus passengers????? No seating for elders? no diaper tables for mothers no bathrooms? SAFETY IS A BIG ISSUE..... PRIORITY!!! for all concerned who ride buses.i highly suggest board members should be bus riders. my understanding is there is only ONE board member who rides bus.....seems there needs to be better planning for Bus Transfer Areas.....		Negative
C	I would like the Nugget Mall to remain the transfer point for the bus system. I know of no bus system that requires passengers to pay when transferring to another bus to reach his or her destination. I think the Juneau area bus system should remain in the status it is in now - transfers are free...The bus stops and transfer point do not need to be changed.		Negative
E	NEW BUS HUB AT PIPE LINE SKATE PARK: I really don't think the Pipe Line would be a good bus transfer hub. I would like to see the Nugget Mall stay the bus transfer hub. People with disabilities would have to walk from the Wells Fargo Bank to the Nugget Mall. I work at the Nugget Mall and I have two bad knees and that is a long walk from Wells Fargo Bank, with unsafe crossing (right by the intersection) to get to the Nugget Mall. My question: Are the buses not going to stop at the Nugget Mall with the new purposed bus transfer hub?		Negative
G	she is worried about safety for passengers waiting at Skate Park because it is so dark. She is wondering where people who park and ride to work will be able to park.		Negative
U	Many more people utilize the mall than the skate park. It seems to make more sense to service the mall. Ending service to the mall does not make sense.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
X	Thank you for the opportunity to comment. I use the Montana Creek Road stop to go to work in the morning to the Federal Building & return in afternoon. I like the added options for morning service & hope afternoon will continue from Back Loop to downtown. My biggest concerns are moving the transfer from Nugget Mall to the pipeline Park. The change seems it would have 1. Less parking 2. Less access to businesses 3. Reduce use by people getting their cars fixed.		Negative
Z	I feel that many people will be severely inconvenienced by long walks to houses + by waiting in the skate park. This seems cruel to mothers + children who will have no warm shelter that Nugget Mall provided.		Negative
AI	Please keep Nugget Mall as hub. People need warmth + shelter		Negative
AM	I believe the Nugget Mall transfer point is better than the Skate Park, because there is more parking available at the Nugget Mall Bus Stop.		Negative
AS	3.) The skate park does not look to be user friendly for park'n ride folks. 4.) Potential problems w/kids/people using skate park + bus users must be expected.		Negative
AT	Pipeline Park Station Transfer Center- 1.) People park and ride in the morning that work- there is not any parking 2.) Dark-Safety issues- no security in the area- no protection for cars- people 3.) No shelter for people who walk there to wait. 4.) Crossing the Traffic, bus will lose time trying to cross traffic. 5.) Handicap people/reach people will not be able to access- Pipeline Park.		Negative
AY	Nobody goes to the skateboard park. Why would you stop there? Everybody takes their car to Mendenhall Auto/Honda Hut for maintenance or goes to the nugget mall.		Negative
BF	I will likely not utilize the Pipeline Park Station and utilize the Mendenhall Mall as a pick up point instead. I have concerns about crime at the park mostly because I've seen the vandalism over the years to the skate facility. I am afraid my vehicle would be a target in that area whereas in the open parking lots of the Mendenhall and Nugget Mall parking lots, I do not.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
BL	-Skatepark transfer station. Although in theory transfers happen quickly and waiting is kept to a minimum, there will undoubtedly be those left stranded at the skatepark, without any recourse to get out of the cold or get to a phone in the case of an emergency. This location also presents the problem in that there is no crosswalk anywhere nearby. Perhaps I am wrong but from what I can tell the current plan requires riders to jaywalk across two opposing lanes of traffic to complete a transfer going the opposite direction. This is irresponsible for the city to look the other way if this is indeed the case and riders will be forced to break the law to ride the bus in a normal fashion.		Negative
BV	Regarding the change proposed for transfers from Nugget Mall to Pipeline Skate Park--where would a commuter be able to park and then take the bus downtown? This is a frequent occurrence for commuters, especially when roads are icy; I don't see you taking this into account. I urge you to ... continue to use Nugget Mall as a commuter transfer point.		Negative
BX	In addition to the inconvenience, discomfort, and potential risk that your decision to force passengers to walk 1/3 mile on an often-dark trail over snow and ice while carrying books -- a path which in the summer is known to be used by bears -- your decision to move the transfer point away from Nugget Mall produces inconvenience, discomfort, and potential risk for the persons who live at St. Vincent de Paul and who rely on public transportation. What part of your mission statement covers that reduction in service?		Negative
CD	a number of the proposed changes in our bus service are disturbing. • the proposed change for transfer locations		Negative
CJ	Skate Board Park is creepy and isolated too many buses that go on the Back Loop with little riders here.		Negative
CL	Pipeline Park transfer is horrible far from anything. No warm place to wait.		Negative
CM	-It seems they Valley Station would not have adequate shelter from the weather.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
CN	Removing the Nugget Mall stop from the route and moving it to the Skate Park will completely dissuade usual riders from taking the bus, and the disabled riders will have an even more difficult time without the Nugget Mall stop. The Skate Park stop is not widely used and isn't a hub to anything, where the mall is. While I am completely excited about the Riverside route and feel it's necessary, cutting out the other stops seems a bit harsh. So, maybe the routes take a bit longer with the stops, but removing them is more a disservice to the customer.		Negative
CS	No parking at Pipeline Park.		Negative
DC	Due to cuts in the Capital Transit's budget and future funding shortfalls it is prudent to reduce services and improve efficiencies where necessary. However, shifting transfers in the valley from the Nugget Mall to Pipeline Skate Park on Mendenhall Loop Road seems at odds with: · Rider usage, the mall is obviously a prime destination for many riders and is the principal location in the valley for shopping, banking, dinning etc. · Rider safety, the mall provides a safe, warm, well lit place to wait for the bus during periods of inclement weather. · Traffic congestion, the side street behind the mall presents far less disruption of traffic flow than the busy corridor by Pipeline Skate Park. Unless you have the funds to build a well-lit, safe (policed), heated shelter like the one downtown dumping people off at the Pipeline Skate Park seem to be an extreme disservice to your ridership.		Negative
DJ	I am a senior living in downtown, I use the bus regularly for virtually all my shopping and travel in the CBJ. I find the service convenient and safe (and the price is right). And, more importantly, folks like me shouldn't be driving, especially in winter or in foul weather. For me, the curtailment of bus service will introduce moderate inconvenience and risk. But for many others, it will seriously impair their quality of life. . I'm upset about eliminating the downtown loop, the reduced UAS access, the less frequent Express to the Airport, and doing away with the nice warm Nugget Mall waiting area.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
DP	Another concern we have is the valley transfer center not being sheltered. In the winter, it is common for buses to run late and currently, folks wait inside the mall hallway, where it is warm and dry. This new plan would have them outdoors and as noted above, our weather is challenging at best much of the year. With many seniors taking the bus, waiting out in the cold simply seems like a bad idea.		Negative
DQ	I am not familiar with the Pipeline Park Station, but if it is what I think it is, I hope CBJ will do what they can to ensure our community are well taken care during the weather conditions. I've mentioned last year in the meetings about the poor maintenance during winter with snow removal at the bus stops where it is piled high and women and children have to climb over or wait on top of this snow pile. For example, Floyd Dryden stop from the Valley Express in morning was horrible and the federal building and downtown area appears to have been improved. But I must say I have to express my concerns when my friend who is a senior citizen slipped and fell after getting off a bus stop due to poor maintenance at the bus stop. Will the Pipeline have the convenience of a warm place for women and children and for senior citizens? I understand it is about making transfers, cutting minutes to extend services elsewhere; however, what will happen if transfers do not make it time? Will the Pipeline be able to provide a warm place for this people? Is there enough room for everyone to wait for the next bus?		Negative
DW	1. I really don't want to see the Nugget Mall Transit Transfer Station. 2. If we have to walk from the Valley Wells Fargo to the Nugget Mall, it is unsafe. Have to cross four lanes for traffic and an intersection at that. I work at the Nugget Mall and have two bad knees.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
DY	I am strongly not in favor of this proposal for the listed reason. a) The moving of the transfer point from Nugget Mall to Skate Park: The park is not central to business or as a people center in comparison to the Nugget Mall. This will put a real hardship on the many low income families that live in the St. Vincent housing adjacent to the mall, not to mention the people traffic that is natural to the mall. b) Putting the transfer point at Skate Park: This will be a traffic nightmare not to mention a safety issue (with the four buses coming and going every half hour at the same time as the park users being present) during peak work traffic times, in the mornings and in the evenings. In addition the additional cost for the city to ready the infrastructure at the Skate Park to accommodate the thirty five foot buses.		Negative
EA	1) Changing the transfer station to Skate park. There would need to be bathrooms, a warm waiting station like the one downtown, and left turns made into station would be hard during heavy traffic periods increasing time.		Negative
EC	Who came up with the idea that a transfer station at a skate park surrounded on all sides by major highways would make a better location than a shopping mall with stores and restaurants?		Negative
EF	Pipeline Transit Station - I have some concerns regarding the busses crossing the road to the center. Testing was not done in the winter when it is darker and when the weather is poor. Icy conditions are a concern for people traveling north on Glacier Highway. Caution Signs along with improved lighting should be installed. There may also be a need for a signal for a pedestrain walkway. There is quite a distance between lights along that stretch of hwy.		Negative
EG	A transit center at the skate park? It works to have this Transit Center at the Nugget Mall! It serves St. Vincent residents as well as others that are going to that Center. There is plety of parking.		Negative
EJ	Concerned about park and ride once Nugget Mall dropped. Pipeline does not encourage bus use. Capital Transit has two types of riders, people who have to use the bus, and people who use the bus for convenience. In moving from Nugget Mall to Pipeline you have the potential to loose the second due to no place to park.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
EL	No parking at Skate Park to park and ride at transfer station.		Negative
EM	1. Moving the Nugget Mall transfer stop over to the Pipeline skate park. First of all, I found this proposal surprising since previously the city planned to enhance the mall stop because it was recognized as a high-use stop in a good location. I am referring to the CBJ Transit Development Plan dated February 13, 2014. This is the exact wording under the section 3, "Short Term Recommendations": Maintain Nugget Mall as outer transfer location. The Nugget Mall has served as the main transfer location for the Express and Local buses in the Mendenhall Valley for many years and it offers a good location for transferring passengers (on Mallard Street). and a door directly into the Nugget Mall close to the bus stop. For these reasons, it is recommended that in the short-term, this remain the main transfer location in the Mendenhall Valley. Suddenly these benefits are no longer desired? I hope someone can explain change why now it is not a good stop and people should have to get themselves across Glacier Highway, and navigate over to the skate park in all kinds of weather and the sidewalks between the mall and the skate park will not always be cleared and safe to walk on in the winter. Is there evidence that the ridership from the pipeline park area justifies this move? or is it strictly for the sake of saving approximately 3 minutes of bus travel time.		Negative
EO	I do have a major concern regarding the proposed plan. By moving the transfer point to the Skate Park, I believe that you are putting me and other riders in danger. From news reports and other sources I understand that the Skate Park is not a safe place i.e. drug deals, etc.especially after dark. If there were a situation where I felt threatened or very uncomfortable about one or more of the people waiting for the bus at the Skate Park I would have no escape route. There is no other Bus Stop a reasonable distance away, there is no lighted building that I can access. What are the plans to make this area safe for riders, especially after dark? As a single woman who uses Capital Transit, safety is of paramount importance.		Negative

Skate Park transfer site: 49 comments

C#	Comment	Secondary	pos/neg/neut
EQ	The majority population who rides the buses have no vehicles, they are the elderly, the handicapped, the young mothers with children, babies, the sick, young people etc. They use the buses to take care of their personal affairs, go to work, to school (both HS and College), the bank, the grocery, doctor clinics, not just at the hospital complex, but all over. So it makes no sense to me to put a transfer stop at Pipeline park or the Mendenhall Mall. Neither of these locations is close to banks, clinics, or simple shelter for inclement weather. This later stop is very dangerous to get to from the mall, and if I'm not mistaken, no covered area. Folks have to walk through a very busy parking lot and cross a extremely busy road way. This new change will provide ridership to the new valley library and pool, but at the same time making it harder for the rider population that lives along the current valley route to access the bus system.		Negative
ET	2. The drop off at the Skateboard Park instead of the Nugget Mall strikes me as particularly unsafe. At least at the Nugget Mall you can wait in a place that's safe for seniors and children. I can't imagine trudging from the skateboard park in the snow, toddler in tow, towards my destination. You can't even get a cup of coffee there if you're waiting for a ride from someone else.		Negative
AO	1. Lockers for bikes at pipeline would be nice.	Idea	Neutral
AR	Please add lockers to lock up bikes at transfer points	Idea	Neutral
AR	Please consider park + ride, parking at somewhere near UAS, Pipeline transfer point	Idea	Neutral
AE	Skate park-		Neutral
AF	What is it going to cost for the CBJ to upgrade the transfer from the Nugget Mall to the Skate Park?		Neutral
DG	The transfer changes from Nugget Mall to the Pipeline Park seem reasonable, but there is a need to quickly educate the riders. It is important for the Nugget Mall to be served, but it is difficult to determine if that is still planned by the information on the website.	Idea	Positive

Context: 24 comments

C#	Comment	Secondary	pos/neg/neut
DG	After hearing a story on KTOO news, we realized that the information available on your website was not adequate to understand the changes in the new proposal. In addition, we now understand that public testimony was not taken during the meetings held the week of December 1, and that comments must be submitted in writing separate from those meetings. The people who most depend on Capital Transit for transportation are often the least able to attend these meetings, and to provide written comments. We feel the main recipients of this service are being disenfranchised from commenting on the new plan. That said, with the limited understanding provided by information on your website, The Douglas Indian Association has the following comments regarding planned changes.	ADA/Social Justice	Negative
DJ	3. Yes, the cutbacks will save money for the bus system. But you don't seem to have reckoned the social and economic costs of reduced service. It's your job to look after the big picture. I can deal with the consequences of curtailment. But you appear to be neglecting the folks who have no affordable alternative.	ADA/Social Justice	Negative
V	This plan was not made by riders nor drivers. It is worse than the present one. Listen to drivers. Listen to riders.		Negative
Y	We know you need to make cuts, but not so drastic! Always before, these transit plan suggestions were taken in part, never the whole thing. Too much change for us! This plan needs to be scrapped and started over with the cooperation of the bus drivers. The moral of the bus drivers is at an all-time low. They will get the brunt of the people's anger. The people will be very angry, just beginning now! Why make a great system worse and too complicated? It is bad for the morale of the people to take in to the plan of an outside firm who doesn't understand us....Think of the poor regular people +the students! Don't' make us so unhappy!...We got an award for the best small transit system in countries!		Negative
Z	Perhaps the out of state team that recommended the changes should spend more written time in AK. Before suggesting changes that will affect loads in need.		Negative

Context: 24 comments

C#	Comment	Secondary	pos/neg/neut
AC	Of what we were the Transit meetings a year or two ago- The assembly just went ahead and did what they wanted to do... I wondered how many of them made ride the bus!		Negative
AE	People planning ride the bus?- Need to ride the bus for a longer time.		Negative
BX	Your ridership is very high, so it seems clear that you don't care if those numbers go down; in fact, it appears that you're hoping that happens. What part of your mission statement covers that eventuality? It's apparent that the people making these decisions don't ride the bus, and the company you hired to design these changes don't know anything about our community. In the end, the inconvenience, discomfort, disrespect, and potential risk that your intended changes produce have already resulted in a negative image of Capital Transit. But it seems that's another element of your mission statement that is eclipsed by your intent to make these ridiculous changes.		Negative
BZ	CBJ spent \$150,000 on a consultant who came up with this plan as a way to save \$100,000. The plan is to reduce and diminish existing service on the one hand and extend service to a new area on the other—Riverside Drive. Mr. Duncan admits there is no way to estimate the potential ridership on that route. He also agrees that the demographic profile of riders is important to an analysis of service, but we do not collect that information. First rule of successful business is: "Know your customers and what they need and want." It seems that while we are willing to spend on suggestions for cuts, we are not interested in the kind of market research that even an average small business would undertake.		Negative

Context: 24 comments

C#	Comment	Secondary	pos/neg/neut
CE	I am also deeply concerned with the flawed process by Capital Transit of presenting this plan to the public and hearing comments. According to our bus drivers, the glossy brochures highlighting these proposed changes have been sitting at Capital Transit for weeks, ready to be distributed before they actually were. Why? This is a disservice to us. Secondly, that the CBJ would advertise and hold a public comments session (see glossy brochure) yesterday at UAS and then - at the end - state that only written comments would be submitted to the Assembly for consideration, is disingenuous and disenfranchising to Juneau residents. How many hoops must people jump through to make their voices heard? I urge you to address this. I hope that before you make any decisions regarding schedule changes each of you ride every single Capital Transit route and see for yourself how these cuts would further marginalize a large segment of our population. You have the opportunity to find a solution that will actually benefit the people you represent, and I believe that with some hard work you really will find a good solution. I urge you to listen to the (virtually) unanimous voices against these cuts, embrace creativity, and find a solution. Thank you for your hard work.		Negative
DR	It is clear to anyone who rides the bus that the new schedule was not designed by anyone who actually rides the bus or has to walk to bus stops.		Negative
DZ	As a frequent Capital Transit passenger who participated enthusiastically in last year's transit planning activities, I am dismayed at the tone-deaf quality of the recently proposed changes. I witnessed numerous community members coming together in 2013 to generate creative, cost-effective ideas for better bus service during the planning process. I don't understand why this feedback has been completely disregarded, and now further cuts to essential routes are being contemplated....Please reconsider the current set of user-unfriendly plans. I believe you can both cut costs (by using smaller vehicles in a number of areas) and safely deliver riders directly to the community destinations they wish to visit.		Negative

Context: 24 comments

C#	Comment	Secondary	pos/neg/neut
EC	I am very concerned about the proposed changes to the Capital Transit schedules and routes. First of all, I question why this plan is being rushed through before the new transit manager is even on the job or in Juneau. I seem to recall that the hiring of a new manager was announced several months ago but now I can find nothing on the web site about him starting. If this person was selected for his expertise In public transit systems, why is this major change happening without his input? Secondly, I have heard that bus drivers have objected because their input has not been solicited or included in this new plan. I would like to know what alternatives they have to the current and proposed routes and schedules. Again, those with the most expertise seem to be left out of the process.		Negative
EM	I am writing to express my concerns about 3 items in the proposed changes in transit service. Although, I don't think these are actually "proposed", but more of a done deal. It's disconcerting that all the plans and decisions were made (by whom?), and then the public gets to comment? But not really, because apparently documentation of public comment was not part of the "information meetings", and will not be allowed at the assembly meeting. So the venues for input are limited. the Empire wrote an article but failed to state when and where the meetings would be held, or how to otherwise submit comments. They had to print a follow-up a day later. The brochure speaks to the proposal as "this is what is happening", not "this is what we're suggesting". What is this top-down draconian management of a crucial public service? The way I see it, input from the stakeholders (community members) is being restricted - because the city knows what will best serve the community, apparently. I would invite Mr. Duncan to take a week off from his car and ride the routes so he can see who is using the busses, where they are using them, and when. Parts of this plan seem to have been made without those considerations. Even the bus drivers don't like it. What does that tell anyone who cares to listen?! I'm not sure my comments are worth anything since the plan seems to be happening whether we like it or not, but hopefully they, along with other comments that managed to get submitted properly, will be considered by the Assembly.		Negative

Context: 24 comments			
C#	Comment	Secondary	pos/neg/neut
EQ	My greatest concern with these changes is whether they were sparked because of time or because of wanting to serve the population of riders better. And my question is.....how often do you who make these decisions ride the bus? (besides the bus drivers of course!) You have all your facts and figures, but do you really understand the population the Buses serve.		Negative
B	Skate Park possible transfer for bus passengers????? No seating for elders? no diaper tables for mothers no bathrooms? SAFETY IS A BIG ISSUE..... PRIORITY!!! for all concerned who ride buses.i highly suggest board members should be bus riders. my understanding is there is only ONE board member who rides bus.....seems there needs to be better planning for Bus Transfer Areas.....	Idea	Neutral
DS	Please note that I AM NOT A RIDER and I have no family that utilizes this service either. (Note, comments were made regarding concerns for his tenants).	Idea	Neutral
V	Why do you not ride capital transit?		Neutral
AC	What have some of the drivers think or comment on this plan?		Neutral
AE	Driver involvement?-Drivers need to be more involved.		Neutral
AE	Transit Consultants-		Neutral
CQ	The Transit development plan- figure 1 in the web is different from the map in the meeting handout. Specifically service between Montana creek road and Mendenhall River Bend School, also riverside Dr.		Neutral
EL	Did you match the customers' demands with the buses mission?		Neutral
BZ	Mr. Duncan is to be commended for his efforts to communicate proposed transit changes to those of us who are so directly affected. The one meeting I was able to attend at UAS this afternoon, was quite crowded and I did not hear a single positive comment. Yet, Mr. Duncan patiently conducted the session in a professional manner and with a seemingly genuine consideration for the concerns of the audience.		Positive

Mendenhall Loop service reduction: 22 comments

C#	Comment	Secondary	pos/neg/neut
EW	Cutting service on Mendenhall Loop Road between Stephen Richards and Atlin reduces access to two low-income high-density areas (Kodzoff Trailer Parks and Chinook Apartments), Haven House and the movie theatre. Suggestion: Redirect some Eaglecrest funding to support continuing this service.	Idea	Negative
Y	It is terrible not to service the people in kodzoff		Negative
AA	Dropping the Atlin to Steven Richards creates an enormous problem for the new home for women newly reloaded from prison Heaven Home(HH) a new service to the CBJ. The plan eliminates a bus service within a reasonable distance from the house. Montana Loop stop at Nancy is what those of us involved with the HH rely on. The bus is the only way to get to and from there, Riverside isn't close enough.		Negative
AB	Removal of some stops in neighborhoods will hinder those who live there. Will they be able to get to services or work? The neighborhood where Haven House is located is on example.		Negative
AL	Lastly I would echo other comments that would reduce any Mendenhall Valley runs. This is an area the center of Juneau's population is shifting towards business also. Any change in the schedule should be carefully analyzed, as to where any improvement might be forthcoming. Thank you for the chance to comment and hopefully be part of a capital transit that we can use for the benefit of the majority of riders.		Negative
BR	I'm currently a freshman at UAS. The proposed route changes would increase the distance of Haven House to the nearest bus stop to nearly a mile. The women from Haven House will most likely not have cars, having just come out from jail. This would be extremely detrimental to their daily lives having to factor in an extra mile long walk before each bus ride. As a child of a mother who would've benefited from Haven House I know these women who have made the decision to rehabilitate themselves need as much support as possible and the bus being closer will help them in a positive way. Please register my opposition to the part of the proposal "Mendenhall Loop Road between Stephen Richards and Mendenhall Mall Roads will no longer be served."		Negative

Mendenhall Loop service reduction: 22 comments

C#	Comment	Secondary	pos/neg/neut
BS	Dear Mr. Duncan, I'm a board member for Haven House, which is located at 3202 Malissa Drive. I believe the proposed route changes would increase the distance from Haven House to the nearest bus stops by nearly a mile. This would have a significant impact on Haven House and our residents, most of whom we would expect to be regular bus riders. Please register my opposition to the part of the proposal "Mendenhall Loop Road between Stephen Richards and Mendenhall Mall Roads will no longer be served."		Negative
CD	a number of the proposed changes in our bus service are disturbing. • the elimination of all bus service along Mendenhall Loop from Atlin to SR.		Negative
CH	However, I have serious concerns with the disenfranchisement to many, many patrons who depend on service because they do not have more convenient transportation options and financial means. Eliminating the route between Atlin and Stephen Richards will hurt.		Negative
CI	Riders with mobility problems will also be negatively impacted by discontinued service to Downtown, UAS, St. Anns and Mendenhall Loop Rd.		Negative
CZ	Please consider returning next from Riverside Drive back to Stevens Richards and resume the former bus route, little time is lost. Thank you,		Negative
EA	3) Changing the valley service to Riverside will lower ridership because the ridership is the low income people at Kodzoff and cinema areas. Thanks for having this comment period,		Negative
EE	2) Haven House is a new facility for women in the valley. Eliminating the stops closest to its location would create a real hardship for these women. Thank you for your consideration.		Negative
EG	I am concerned about the loss of service on Mendenhall Loop Road specifically at Nancy Street with the current plan. Please expand the bus service! It serves people in need. We should be expanding this service not cutting one service for another service.		Negative
EI	Cutting out existing service from Atlin to Riverside Dr on Loop Rd. is not serving the people who need the service most.		Negative

Mendenhall Loop service reduction: 22 comments

C#	Comment	Secondary	pos/neg/neut
ER	I am also concerned about the future residents of Haven House which would be far from the bus route under the proposed plan. Haven house is currently reasonably close to bus routes which is desirable since many of the residents would be using the bus. The new route removes the bus a long distance from Haven House.		Negative
EU	[2] CBJ should not choose pool/library/TMHS, a.k.a the proposed Riverside route, over mobile home parks and other low-car and no-car housing on Mendenhall Loop Road, a.k.a. the proposed elimination of bus service on Mendenhall Loop Road from Atlin to Stephen Richards. This is putting one side of the Valley against the other. We should have an adequate bus route that services both of these major parts of the Valley.		Negative
EV	I am on the board of Haven House. One of the considerations for choosing a location for the residents of Haven House was the vicinity to a Capital Transit pickup and drop off site. In order for the women to successfully integrate into society, they will need cheap, accessible public transportation. For Capital Transit to remove a service location in that area is going to be a severe hardship for these women.		Negative
AQ	I have concerns about discontinuing service between Atlin and Stephen Richards, This is a pretty high density residential area. It seems that if there is plenty of service + Back Loop with less riders.		Negative
AQ	Would there be a possibility of rotating this route every hour or so to accommodate those who would like to get between Atlin & Stephen Richards? Possibly a feeder bus might be used?	Idea	Neutral
AR	Consider one run in the morning + evening during peak hours that goes from Atlin to Stephen Richards.	Idea	Neutral
DG	Route changes from Glacier Loop Road to Riverside Drive will remain to be seen. It is difficult to estimate impacts there. I believe the hope was to have service to both.		Neutral

Nugget Mall service cuts: 23 comments

C#	Comment	Secondary	pos/neg/neut
CX	As a member of the board of directors of St. Vincent De Paul and i also live at St.Viinent De Paul for the past six years. we over see Smiith Hall with 25 people who are disabled and the paul apt of 14 people and and our shelter of 70 people all of witch depend on bus services just a short 1 block away.speaking for my self it is very hard to push my wheel chair to the nugget mall stop let alone a stop a mile away. the removal of the nugget mall stop will place all of us in danger of life and limb.	ADA/Social Justice	Negative
ER	I am aware of people who would be greatly inconvenienced by the new routes, but who cannot write to you themselves. One is an elderly man who uses the bus to go to the Nugget Mall and shop. The new proposed stop is too far from the mall, especially during winter to make it possible to continue doing this.	ADA/Social Justice	Negative
AD	Is it safe for the kids to cross the busy highway to get to the nugget mall from where the bus stops? Proposed instead of at the mall itself?? Thank you!!!	Safety	Negative
K	No service at the Nugget Mall will adversely impact St. Vincent's families', the elderly, the handicapped, and those who have a mental illness. The thrift store will also be affected as well which funds their housing.		Negative
S	Retain Nugget Mall stop Else mall will die		Negative
U	Many more people utilize the mall than the skate park. It seems to make more sense to service the mall. Ending service to the mall does not make sense.		Negative
V	No service to Downtown shopping area nor to Nugget Mall. I'll buy out of town.		Negative
AB	Removal of the bus stop by Nugget Mall will negatively impact the elderly that live in the senior home nearby. It will also affect those who work at the mall.		Negative
AD	Nugget Mall is a place to stand in & stay warm while waiting on the buses.		Negative
AE	Do not like pulling out of Nugget Mall.		Negative
AF	If passengers have to get off by valley Wells Fargo to get to the nugget mal, it will be very dangerous to cross lanes of traffic at a very busy intersection. I am handy capped with two bad knees. Passengers need the Nugget Mall for handy capped.		Negative

Nugget Mall service cuts: 23 comments

C#	Comment	Secondary	pos/neg/neut
AH	The bus route going into the Nugget is much needed, due to the elders- those with children- and the elderly home is located on the back of the mall- They already made so many changes already-Everyone is most happy with the routes.		Negative
CH	Bumping riders out of the public facilities at the Nugget Mall is elitist and almost inhumane.		Negative
CP	Why change? Do not stop -Nugget mall stop.		Negative
CW	I am opposed to the bus not stopping at the Nugget Mall. When I am there and the bus comes there is always a lot of people getting on at the Mall. My daughter also works at the Mall and has a disability. It would be hard for her to get from the Wells Fargo bus stop to the Mall. I really hope that you will find a way to keep the bus going to the Nugget Mall. Thanks.		Negative
DB	Does not want to remove Nugget Mall bus stop. It is his only form of transportation and will limit his travel.		Negative
DL	Keep the routes as is. Cathy is disabled and has a difficult time as is getting to the Nugget Mall removing the stop will be a hardship on her.		Negative
DV	I am writing to encourage you to change your new transit plan. Everyone I have talked to in Juneau are upset that UAS and Nugget Mall will be removed from the routes.		Negative
DW	1. I really don't want to see the Nugget Mall Transit Transfer Station. 2. If we have to walk from the Valley Wells Fargo to the Nugget Mall, it is unsafe. Have to cross four lanes for traffic and an intersection at that. I work at the Nugget Mall and have two bad knees.		Negative
EL	The bus route should be stop at the most convenient places for all people including handicap which means downtown so they can navigate hill especially in winter time, UAS to avoid the long icy path, the Nugget mall, the Mendenhall mall, the food stores, downtown Douglas, and place with many events like Centennial Hall based on the federal definition: §37.3 Definitions: Commuter bus service means ... central business district and outlying suburbs		Negative
EN	The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through: Discontinued service to Nugget Mall with new waiting area outdoors and unheated		Negative

Nugget Mall service cuts: 23 comments

C#	Comment	Secondary	pos/neg/neut
EU	[3] Bus access to Nugget Mall should be preserved. The current transfer location is in back of the Nugget Mall and allows persons to visit the stores in the Nugget Mall by bus. Even though most people probably drive to Nugget Mall, I think that bus access to a large mall should be preserved. I believe Mr. Duncan said that the closest stop to Nugget Mall would be Shell Symons Drive. There may be one closer but any stop is still pretty far.		Negative
BP	3) I support removing the bus stop from Nugget Mall. However, I think there should be a bus stop that serves the St. Vincent de Paul shelter and, perhaps, the airport. Taking the bus would be more convenient for folks at the shelter if there was a bus stop on site (or very nearby).	ADA/Social Justice	Positive

Express/Commuter: 21 comments

C#	Comment	Secondary	pos/neg/neut
L	Did not like that there is no morning Outbound Auke Bay Express for those who need to be at work in the valley around 7:00 am.		Negative
AV	Please keep the express bus as is.		Negative
BV	I strongly object to the changes proposed for the Auke Bay-Downtown Express Route (Route 5). This route is described as a commuter route, yet the changes proposed by Capital Transit are anything but commuter friendly. I urge you to maintain the UAS-Downtown route as is ...		Negative
CO	Moving the express stop to Auke Bay/Dehart's also affects many of our students who are physically disabled. That extra 1/3 mile during the winter on an icy trail/road in the DARK is not safe for any residents regardless if they are mobile or not.		Negative
CS	People are able to get on a commuter take a short ride to a bus stop or drive a car + park and catch a bus. This plan eliminates the informal park and ride system we people have created. Shifting time to the passengers-		Negative
CY	Thank you for the avenue to make comments apart from attending one of the Public Meetings. It is my understanding from the brochure you provided, the Lemon Creek express would be eliminated. I would like to advise against that. Many times these two morning and two evening busses have people standing because they are full with to and from work riders. By eliminating them, those same riders will join busses from the valley to town and back. I have to think that would very much overcrowd those combined busses. Thank you if you would consider continuing the Lemon Creek express.		Negative
DJ	I am a senior living in downtown, I use the bus regularly for virtually all my shopping and travel in the CBJ. I find the service convenient and safe (and the price is right). And, more importantly, folks like me shouldn't be driving, especially in winter or in foul weather. For me, the curtailment of bus service will introduce moderate inconvenience and risk. But for many others, it will seriously impair their quality of life. . I'm upset about eliminating the downtown loop, the reduced UAS access, the less frequent Express to the Airport, and doing away with the nice warm Nugget Mall waiting area.		Negative

Express/Commuter: 21 comments

C#	Comment	Secondary	pos/neg/neut
DM	<i>NOTE: Extensive use of graphs and graphics in comment.</i> I'm concerned however, by the proposed replacement of the morning commuter bus that goes on Taku and Julep streets, with a commuter that goes between DeHarts and the skate park. This particular leg, between DeHarts and the valley, has always had low ridership, I think largely because of the dearth of dense residential neighborhoods within walking distance. The proposed 5X route provides four morning buses along this leg, in addition to the normal Route 3 buses that will probably already be experiencing very low ridership on this segment. In fact, three of the four proposed route 5X buses would duplicate the major portion of this leg within 11 minutes of the morning Route 3 buses. If this 5X leg is left as it is, it will in all likelihood be a woefully empty part of an otherwise very efficient transportation system. The current morning commuter route in Mendenhall, on the other hand, is far from ever being empty. In the last three days, I've counted riders. I live near Julep Street, so I wasn't able to break out the people who got on on Taku Blvd. No one got off before the Nugget mall, though people sometimes do. CHART This level of ridership is typical, and it has been for the years that I've depended on this route. I know for a fact (because I know where he lives, and that he rides every day) that at least one of the average 11 riders who get on before Julep Street each day comes from a house that's a substantial distance from Mendenhall Loop Road. But it's reasonable to assume that most of the people who get on before Julep Street also came from far away from Mendenhall Loop road, because it would be foolish to take this bus otherwise; if you live near the Loop road, and before Mendenhall Blvd, then choosing to take the commuter rather than the Route 4-type-express would be folly because the commuter comes along Mendenhall Loop road earlier than the Route 4 express, and they arrive at the Nugget Mall at exactly the same time. I'm relatively young and mobile. At a sprightly pace, it takes between 12 and 15 minutes out in the weather for me to walk to the bus stop on Valley Blvd or Mint Way. Several who take the morning commuter live farther away from the bus than me, and not all of them are young adults. So that's an average of 24 people each morning, before Stephen Richards, who choose the commuter over the Route 4 type express bus, because it's more accessible. And at least 14 of them on average (probably more) have a prohibitively long walk to the Route 4. Ridership of the commuter bus has of course ebbed and flowed over the months and years. There have been times where I've gotten the impression (based on comments by older people about lack of seating) that people were choosing not to take this particular bus because it was always too full. GRAPHIC I'm really curious what the contractors' reasoning is for pushing for major duplication (in route 5X) of a leg that's always been so empty. The proposed route above covers similar or less distance, but of course it would take longer, partly because of the road type, but mainly because of the probable high ridership. I don't know the identity of each bus in the proposed new schedule, so I can't currently present a complete schedule that includes connecting commuter service that covers this route rather than the Auke Bay-Skate Park one. But I'm sure it's possible, with some work, to effectively convert four most-likely empty morning legs into at least 2 almost-certainly full ones along this route. I'd definitely be happy to help figure out how it could be done. If afternoon commuter service followed this same route, it would kill 2 birds with one stone, or at least 1.5--the people who can't walk far in the weather, and who live between Stephen Richards and Atlin would definitely appreciate it. Over the years, this could make the bus accessible to dozens, even hundreds, that wouldn't otherwise use it, at the cost of not overserving a very under-needed leg. I know I'm just one person, but I think the numerous students, elders, and first generation Americans who regularly rely on the Mendenhall commuter, but may not feel empowered to participate in this dialogue would agree with me. The long term benefit of giving bus access to the many many people who wouldn't otherwise have it, is definitely worth the short-term work it will take to re-work Route 5X. I hope that reason prevails over ease, and we aren't left with an empty morning commuter, and dozens left in the cold. Thank you very much for your time and consideration!		Negative

Express/Commuter: 21 comments

C#	Comment	Secondary	pos/neg/neut
DY	c) Eliminating the Express route as we know it today: This limits the choices for those business people and students that want to get from down town to UAS and or to the airport in a timely manner... e) Eliminating the Express route and turning it into a Route 4: The route 4 is the most difficult route to keep on schedule just due to the passenger dynamics and the passenger loading. We are eliminating two buses per hour to the UAS in exchange for four buses per hour down Riverside where we have no proven passenger need. f) Interlining Douglas with the Express route: This week's first snow fall in Juneau was a perfect example why we should not do this. Because of the snow fall the Express route was behind as much as 15 minutes and got bad enough where a few of the express routes did not run, but turned back. If the routes were interlined, the traffic to Douglas would be have been disrupted and passengers would have been stranded.... i) This plan eliminates the Valley Express routes that the working public depends on to get from the Valley to Downtown Juneau in the mornings and back in the afternoons.		Negative
ED	1) Elimination of express route. The elimination (or as you may refer to it, the restructuring) of the express route concerns me. I suspect you may respond by saying that it is still an "express" route. I would respond to that by saying that simply naming something express does not make it express. It appears as though under the new plan riding the "express" bus from UAS to downtown would require one to stay aboard for at least an additional ten minutes, which is 33% longer the current express route trip from UAS to downtown. A 33% longer bus ride will make me more than 33% less likely to ride the bus to and from work. The logical conclusion is that I am also much more likely to drive, which is in direct violation of one of Capital Transit's objectives: "to reduce the presence of automobiles in the community and especially in the Downtown".		Negative

Express/Commuter: 21 comments

C#	Comment	Secondary	pos/neg/neut
EF	Route 5X - it is deceiving to call this an Express Route to downtown. The current Express brings people from the Nugget Mall directly downtown. This bus will now be rerouted through the Glacier Highway. This takes away from this bus being an "Express". Need a different label so when people get on they are not confused by the reroute.		Negative
EG	Currently the plan has an "express" bus going all day to the Back Loop. I understand you want to loop the UAS bus but do you really need to "express" all day to UAS?		Negative
EI	Interlining the Douglas and Express bus seems to have more disadvantages than pluses.		Negative
EY	As I have been told, the Route 4 Express will no longer enter the UAS campus but stop at the Back Loop where the trail is. Many concerns have risen up about that. Using the back loop will greatly increase our getting to class on time. It takes almost 10 minutes to get to the main campus, causing students to miss out on instruction time and interrupting other students' learning. In the spring time, the issues of bears has come up. This poses a safety risk to not only the students but the bears itself. Many students have never encountered a bear and therefore, their lack of knowledge puts them in danger.		Negative
AR	Morning commuter should turn at Breakwater + go by JDHS rather than 10 th St.	Idea	Neutral
DS	#1. Aside from the possible need for an Express bus in the mornings from the end of St. Ann's make the service hourly all day instead of ½ hr. service. It was done this way for many years. The 30 min. service might look good in some study but it really is overkill.	Idea	Neutral
AM	Comment2: The express Bus (red route) should pass through the airport whether someone on the bus asks for it or not somebody may be waiting at the airport to go to the university or downtown. Comment 3: The airports should be a mandatory stop for the express. People may be waiting at the airport to get onto the bus to go downtown or UAS, etc.		Neutral
AS	2.) The Valley Express route in the mornings that goes down Taku-Julep-Riverside is popular w/riders, Please keep the valley express morning route.		Positive
DB	He does like the express going around Mendenhall Loop.		Positive

Express/Commuter: 21 comments

C#	Comment	Secondary	pos/neg/neut
DM	i would like to start by applauding the proposed overall changes to the bus schedules. An express without excessive missed connections during the most needed hours, and the replacement of a duplicative and very underused Nugget-to-university route with routes around the loop in both directions should be a great improvement for all bus users in Juneau!		Positive
EL	I like the one express bus per hour.		Positive

Riverside augmented service: 18 comments

C#	Comment	Secondary	pos/neg/neut
BL	The main issue it seems is the disenfranchisement of low income, elderly, disabled and student populations to service an area that is characterized by single family homes and relatively affluent families who will most likely not be riding the bus out of necessity. St. Vincent de Paul's, Reach, the Glory Hole, UAS (Including the new freshman dorms) are just a few of the places that quickly come to mind which depend on the bus line for their clients and the services they provide. The riverside drive area is already serviced at the most critical hub at the mendenhall mall where employment opportunities and necessity shopping exists. I think it is comical that anyone might believe that there will be a large number of riders frequenting the new pool. Perhaps the new library will be a draw but as we provide service there we remove service to TWO libraries. Riverside drive service should be the first thing cut if priorities are set straight, which should include serving the most vulnerable population, not furthering a decision maker's idealistic vision of people hopping on the bus to go swimming or creating a "symbolic hub". ACTUAL bus riders want a consistent, practical system that takes riders to bedrock institutions of employment, education, and to areas where living necessities can be procured, which the currently proposed plan takes away from in favor of adding service to recreational activities while serving affluent populations.	ADA/Social Justice	Negative
Y	New plan over-services Riverside Dr. The bus drivers say they would figure out a way to service Riverside Dr. with our present plan Riverside Dr. is maintained by city, Loop Rd. by state, should keep busses on loop + not so much on Riverside.		Negative
AE	Why riverside? \$100,000 other people were interested-not interested!		Negative
EA	3) Changing the valley service to Riverside will lower ridership because the ridership is the low income people at Kodzoff and cinema areas. Thanks for having this comment period,		Negative

Riverside augmented service: 18 comments

C#	Comment	Secondary	pos/neg/neut
ED	4) The Riverside Drive expansion. Mr. Duncan noted that there were there no projected ridership numbers for a Riverside Drive addition and, further, it's proposed addition was based on "anecdotal evidence". I have a difficult time swallowing the idea that cutting something with proven demand (e.g., express route, UAS bus stop, the downtown route) in favor of adding something based on anecdotal evidence is good policy. I know there are quite a few new buildings going up on Riverside Drive. Did anyone consider the new 100 bed residence hall on the UAS campus (which, incidentally, is nearly at capacity already)? Did anyone consider how many folks use UAS as a park and ride location? I respectfully submit my comments and request that they be considered.		Negative
EH	What is the unknown number of people that would benefit from the Riverside adjustment vs the known number "31" being excluded by the adjustment? Do you "know" that it would benefit a greater number of people?		Negative
EI	We seem to be over-servicing Riverside Dr and Mendenhall Mall.		Negative
AP	Bus stop @ Steven Richards & Riverside one trip Down Riverside	Idea	Neutral
DU	2) The routes should be kept As-They-Are, mini-vans could be used for Riverside and Pipeline Park. A Regular Bus (if possible) for Douglas if not then mini-van also.	Idea	Neutral
DU	6) There could be mini-vans acting as "shuttle" to get Riverside and Lemon Creek residents into the regular routes – without disrupting the whole bus system.	Idea	Neutral
AL	In regards to a riverside run, this I would support, as I am quite familiar with the area, as that I frequently walk between Emily way and Medenhall Mall. A stop before the Stephen Richards intersection and one at or near the new valley library could be explored and tried out for possible inclusion into a proposed schedule change.	Idea	Positive
G	She also wanted service all the way down Riverside.		Positive
T	I would like to see service the full length of Riverside Dr. Maybe one of The Back Loop Road loops could go down Riverside. Thank you for working on this.		Positive
AQ	Service at peaks times would be helpful. I am glad that Riverside will now have some service if the plan is implemented.		Positive

Riverside augmented service: 18 comments

C#	Comment	Secondary	pos/neg/neut
CH	I appreciate the months of planning Capital Transit has put into this new plan. And I applaud the concept of adding a route down Riverside Drive to serve TMHS-Diamond Pool- The New Valley Library. That route is important for students in particular and the community in general.		Positive
CJ	Kudos: A bus to the new community hub I s a good idea.		Positive
CN	Removing the Nugget Mall stop from the route and moving it to the Skate Park will completely dissuade usual riders from taking the bus, and the disabled riders will have an even more difficult time without the Nugget Mall stop. The Skate Park stop is not widely used and isn't a hub to anything, where the mall is. While I am completely excited about the Riverside route and feel it's necessary, cutting out the other stops seems a bit harsh. So, maybe the routes take a bit longer with the stops, but removing them is more a disservice to the customer.		Positive
DH	I'm glad to have a bus that will access the new Mendenhall Library		Positive

Budget: 14 comments

C#	Comment	Secondary	pos/neg/neut
AL	In regards to the proposed changes to the capital city's transit plan, I offer the following comments for your consideration: The changes need to address overall efficiency of the system and not merely the proposed schedule changes. For instance in regards to saving money, other factors come into play. One area I have noted over the years has been the lack of riders on express runs between the Nugget Mall and town, outside of the workers that commute to and from work in the early morning and late afternoon and early evening hours. This has been the case for the last 25 times I have been on the express runs. Perhaps a smaller bus the size of the care-a-van transports can be purchased and used for the runs where only few riders can be expected. This would also be an area where less fuel will be consumed. Maybe this size of transport could be also used to shuttle riders to and from points where more riders congregate, like the Federal Building, Walmart and Nugget Mall. The vans are wheel chair accessible for use by elderly or disabled riders. I assume the vans would be faster and more fuel efficient than the full size bus and would result in overall savings. Plus they would be able to more easily navigate the steeper areas in climate weather, thereby ensuring that no rider gets left behind....One other item, I have noticed is the few riders that utilize that portion of the runs south of Walmart, that go on to the lemon creek run towards LCC. A care-a-van size vehicle could be put into use here, as well as for the Bartlett and SEARCH portion of the schedule. Also the Tlingit-Haida Voc-Tech Building could be explored as a sub transit area. The Building is large, accessible, sheltered, and clean with bathrooms and a frequent destination point for riders that are getting training. This place would be a safer area for drop-offs and pick ups than the current one in use especially in the winter.		Negative
BG	Is the new route going to save you time. Is the new route going to save you 4 minutes. I do not believe this bus route will save time or money.		Negative
CI	Put the \$100K back in the budget!! Cutting service does not improve the situation. The city should be looking at importing service by ADDING service! Encourage people to RIDE THE BUS! Relieve our parking woes. Put the \$100K back in the budget.		Negative
CL	Put the \$100,000 back leave service the same.		Negative
CS	Eliminating N Douglas Noon bus - Eliminating N Douglas Noon bus -Eliminating service up to fourth street -Eliminating service along Mendenhall Loop -Eliminating service at Nugget Mall -Eliminating morning service on upper Riverside All because we think we can do more with less money.		Negative

Budget: 14 comments

C#	Comment	Secondary	pos/neg/neut
ED	3) A rigid notion of revenue raising. Mr. Duncan noted there were 1.2 million riders last year and that this year there is a projected \$100K budget shortfall. Assuming constant ridership this year, that means a 12 cent fare increase would cover the budget shortfall. While I understand folks would get very confused if their fare changed every year due to budget shortfalls, my point is that nobody is talking about raising fares as part of a multi-faceted approach to cover the budget shortfall. The only source of additional revenue I've heard considered is from the city council. Mr. Duncan noted that fares are "at their max" according to your consultants and based on lower 48 fares. We don't live in the lower 48; everything is more expensive here, which is part of the reason you've got a \$100K budget shortfall. Additionally, you'll have a hard time convincing anyone with a rudimentary understanding of economics that fares are "at their max" without explanation behind how you reached that conclusion. Why not consider a fare increase? Unfair? Okay, then make the fares contingent upon income so it doesn't harm lower income folks. I am fortunate to be affluent relative to the average Capital Transit bus rider. I would be happy to pay 25 or even 50 cents more per ride because it's still cheaper than driving and it's much more convenient. You could then turn around and subsidize folks who don't have as much money so they don't bear the entire burden of a fare increase. I'm not saying that increasing fares is a panacea, but it should at least be considered.		Negative
BK	I think that fares should be increased from \$2 to \$3 to help boost revenue. I think that the number of stops along the Mendenhall Loop on routes 3 and 4 could be cut down enormously to ensure faster and smoother journey times. I think that the number of drivers employed by Capital Transit and their salaries should be reassessed to ensure that the number of drivers meet demand. I think that the frequency of all bus services should be reviewed in order to follow demand; buses should stop more where needed and less where not needed. There are many possibilities that Capital Transit can look into and consider implementing in order to achieve it's goal of cutting cost and improving efficiency, without having to cut the on-campus bus stop.	Idea	Neutral

Budget: 14 comments

C#	Comment	Secondary	pos/neg/neut
BZ	Juneau's transit system is one of the finest in the country for a community of its size. We have one of the highest per capita ridership rates. Could it be because the system, as currently configured, serves its customers well? The bus system doesn't have a route or service problem, it has a relatively minor budget problem. I am a senior and I highly value the express service from downtown to the nugget mall. I love that I can ride to work and back at no cost. But, I can afford it, and will be happy to pay something for this great service—especially if my low-income peers can continue to ride for free. Juneau has to re-examine its policy of exempting fees based solely on age. Many of us seniors will continue to work full-time well past 65 and there is no reason that we should be 100% exempt from bus fare and sales tax. These exemptions should be based on income, not age. The revenues raised should be invested in community resources we all value. Like the great Transit System...The answer to the budget problem is to expand paying ridership and that means a willingness to invest in infrastructure, appropriate technology, training, and public relations. The rewards of utilizing Juneau's transit system is one of the best kept secrets of Alaska's Capital City. Let's work on raising the funds necessary to continuously improve one of the nation's great small transit systems—not start killing it with the first of a hundred small cuts.	Idea	Neutral
CS	Instead of consultants- let's use money for transit and for cleaning sidewalks, crosswalks and bus stops.	Idea	Neutral
DD	I wonder if the advertising on exterior of transit buses pays off?	Idea	Neutral
DX	If money is the issue, then I would suggest that you cut some subsidy funding for Eaglecrest. Public Transit serves a larger "in need" population than Eaglecrest. Thank you for your consideration.	Idea	Neutral
W	Access, accounting for federal laws will require excessive expenses to accommodate public safety, should not Public Works be constructed on budgetary proposals that coordinates costs to taxpayers?	Safety	Neutral
AE	Every 5 years- develop a plan for funding.		Neutral
EL	With the reduction of stops and # of buses the bus budget should be higher because Alaska has the highest rides per capita.		Neutral

Douglas transfer: 12 comments

C#	Comment	Secondary	pos/neg/neut
AR	Allow transfer at Federal Building for Douglas to valley so they don't have to wait.	Idea	Negative
F	Don't change the service. The new schedule would have her waiting 53 minutes for a bus from DTC to Douglas. Currently she only has to wait 23 minutes.		Negative
Y	The interlining of the Douglas bus and the express is bad. A lot of poor people live in the Douglas. If they or their child is sick they will have to wait 23 minutes to get to the hospital or clinic.		Negative
Z	Long waits for buses should be avoided between town and Douglas.		Negative
DV	The requirement to wait over 20 minutes for some transfers is also a big concern.		Negative
DY	g) Increase travel time for Douglas passengers traveling to Wal-Mart or Fred Meyers to shop. In today's schedule a Douglas passenger can leave Douglas get a transfer at Federal Bldg and be at either of those location within 30 minutes. If Douglas was to be interlined with the Express rout as offered by this proposal the passenger would leave Douglas go to the Transit Center then to the new transfer point at the Skate Park, then transfer to the down town bus, back to their shopping destination all take approximately 60 minutes. This does not take into account for those people that need to go to the hospital or other medical facilities in that medical complex, same issue.		Negative
EC	Who will take a bus from Douglas to the hospital and the many medical offices in that location if they have to wait 20 minutes for a transfer on a ride that should only take 15 minutes total?		Negative
EI	A 23-minute wait coming from Douglas going to the Hospital, Wal-Mart or Switzer is unacceptable. The witing area at the DTC is not big enough or clean enough for all the people that will have to wait.		Negative

Douglas transfer: 12 comments

C#	Comment	Secondary	pos/neg/neut
EM	2. The mandatory 1/2 hour wait time to make a connection at the Federal building when traveling from Douglas and catching the local route. This affects me since it is my route if to get to my job if I take the bus now. Yes the current transfer times are short, but to force a long 30 minute wait is not acceptable, especially in the morning when people are trying to get to work. This particular proposal is defective and should be modified. A realistic (and rider-friendly) wait time is 10-15 minutes, max. The effect of the new schedule is that I will not take the bus and will find alternate transportation. There goes ridership and money to Capital Transit.		Negative
EN	The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through: Increased Douglas Valley transfer time up to 23 minutes (currently 1 minute)		Negative
EU	[4] A 23-minute delay for riders from Douglas going to anywhere in the Valley except the express bus stops is quite long. For parents taking their kids to the doctor, to shopping, anywhere, this is a long wait. For anybody, it's a long wait.		Negative
AN	2.) I see that you have timed the transfer from Douglas to Route 3 on the minute. As some one that goes all the way to Back Loop, a direct transfer to the 4x bus would be more time efficient for the rider than the 3. In a perfect world the 4X bus would leave down town Juneau @ 4:26 instead of the 3. Currently I ride the lemon creek/medenhall Valley express after noon run and this bus accomplishes this this bus is always full the new schedule will make this trip longer= less riders.	Idea	Neutral

St. Ann's service cuts: 11 comments

C#	Comment	Secondary	pos/neg/neut
AD	What about the people who live by- one the post office in Douglas???		Negative
CI	Riders with mobility problems will also be negatively impacted by discontinued service to Downtown, UAS, St. Anns and Mendenhall Loop Rd.		Negative
CJ	Douglas bus should go to St. Ann's due to steep grade.		Negative
CR	The new proposal stinks!!! I will have difficulty due to my disability catching the bus having to walk from top of St. Anns to the post office. Not to mention carrying groceries up the hill home.		Negative
DA	Please consider the continued bus svc to riders from 5th St. to St. Ann's Ave, the potential tourist riders, the recreational investment of the access stairway to Savikko Park and the picnic shelters for family bus riders. Trail Mix continues work for family use of the Treadwell Ditch Trail which is reached easily from St. Ann's Ave. as is the Treadwell Mine Trail from the end of the bus route.		Negative
DG	Stopping Douglas service at the Post Office is not ideal. What is the ridership to and from St. Ann's Avenue?		Negative
DS	#1. There are several elderly and physically challenged people living on St. Ann's Ave and 5th St. that will no longer be served. These people have chosen to live in this area because of access to public transportation.... #3. I believe that no longer having ready access to public transportation has an adverse effect on my property value and the market appeal of my home. #4. The current service that provides readily available public transit on St. Ann's in Douglas has always made this a desirable neighborhood. It also serves the people on this end of 5th St. and via the staircase it provides access to the Sandy Beach Recreational facilities....#6. The loss of bus service to St. Ann's will have a negative impact on my rental properties. In the past, access to the bus line has always been an important draw for my tenants. Especially new residents that have not yet gotten themselves established in Juneau.		Negative
EN	The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through: No service to the south part of Douglas		Negative

St. Ann's service cuts: 11 comments

C#	Comment	Secondary	pos/neg/neut
DU	2) The routes should be kept As-They-Are, mini-vans could be used for Riverside and Pipeline Park. A Regular Bus (if possible) for Douglas if not then mini-van also.	Idea	Neutral
S	No service beyond PO Douglas is okay		Positive
AA	Douglas- these changes seem reasonable.		Positive

Transit center transfers: 11 comments

C#	Comment	Secondary	pos/neg/neut
CK	Mobility problems at transfer points or in getting to closest bus stop. I do not own a car so the Transit system is my only way to get around for shopping, medical care or entertainment.	ADA/Social Justice	Negative
AE	People are hanging out at the Transit Center and it feels unsafe!	Safety	Negative
AF	it is not safe to wait for the bus at the main stop on main street is not safe people that drunk or on drugs hang out there which make it real unsafe.	Safety	Negative
CK	Safety and shelter at DTC after hours for transfer.	Safety	Negative
DW	3 It is really unsafe at the downtown bus transfer station. We left the Bus Transit meeting on from the downtown CBJ Public Library and there were at least 5 people and the two of the five were pretty drunk, yelling, throwing food, That is not the first time I have experienced drunks in that transfer station.	Safety	Negative
U	Arrivals to Federal Building are currently timed to make transfers easy & convenient. Changing that will strictly affect people who use the bus to commute to and from work.		Negative
CK	The time at the Downtown Transfer points is limited and if a connection is missed its 30 minutes to wait not a good arrangement in cold and or wet weather.		Negative
S	Please post schedule @ main street Transit center	Idea	Neutral
AP	Need parking at Transit Center. Better parking Downtown.	Idea	Neutral
AR	Please add lockers to lock up bikes at transfer points	Idea	Neutral
H	Every single Monday, Wednesday, and Friday my son catches the bus from Fred Meyers to Geneva Woods. Have you guys considered that the kids will have to wait outside during the winter hours for the transfer to get to Douglas? I sure hope you guys are planning to get us a heated bus stop at the Federal Building OR i hope the transfers will be able to wait in the NEW transit center.		Positive

Back Loop service: 6 comments			
C#	Comment	Secondary	pos/neg/neut
Y	New plan over services Back loop		Negative
BQ	Changes to Back Loop, Auke Bay to Valley route: I am a bit confused by the proposed schematics, but it looks like all service to-and-from Auke Bay via the Valley has been cut off. Again, I think that this is a bad idea. What should be a 5-to-10 minute trip will now take students/workers twice to three times longer if they have to go out to the Nugget/Skate Park to make transfers. Just leave a circular route in place that services the entire Valley, Auke Bay, and Airport area.		Negative
EI	The Express bus does not need to service the Back Loop. The Back Loop is already being serviced by the Valley Local.		Negative
X	Also, I would like a shelter put in at the outbound Montana Creek Stop. There was one put at the inbound which I do not use because of my schedule. I am constantly exposed to weather, berms & ongoing traffic and it seems that if one side of the street has a shelter then the other side should as well. I know this is not directly related to this plan, but I hope you accept this as an opportunity for all normal comments on the transit system.		Neutral
X	I use the back loop everyday and buy a bus pass monthly. So, I hope you don't cut the back loop service.		Positive
AN	1.) I use back loop every day. Please continue to provide service to this area.		Positive

Capacity: 3 comments			
C#	Comment	Secondary	pos/neg/neut
AE	Auke Bay-Full when you get to lemon creek- more + will be too full!		Negative
BG	I live near Walmart. In the past by the time the buses made it to my bus stop, the bus was too packed with passengers from the valley. We were told there was no room on the bus, so let me know how the new route will get me to work if the bus is already full when it arrives at Walmart inbound to Juneau.		Negative
AJ	I'm told your week long study indicates that ridership on the morning commuter is not sufficient to justify its services. As someone who's ridden it to work almost every weekday for 3+ years, I can confidently state that this is not the case. That is, if a full bus with standing room only most days is enough to justify service. Ridership drops when school is not in session, but even then I've never seen a ride that was less than half full. I don't know what happened with your week but as a rider for most of the decade I can tell you that routes that duplicate other routes are often very empty (like I'm the only person on the UAS express valley leg until I get off). On the valley part of the inbound 5X, the last three routes duplicate, within 11 minutes, the route 3. The morning commuter that I take, the one that goes on Julep and gets to Nugget by 7:15AM, saves me and many others 12-15 minutes of early morning walking out in the weather every day. If the concurrent normal route, that goes by valley Blvd. around 7:00am, we're not saving riders time out in the cold, they wouldn't choose the commuter. However enough do, that we couldn't all fit on the regular morning bus (the route 4) if we wanted to (assuming, perhaps unjustifiably that the concurrent route 4 has comparable ridership). I'd like to propose and ask that you consider what would be the harm in turning the four route 5X inbound routes into two 5X's, and two to the route that goes through Julep. It is not accurate that that route isn't being fully utilized.	Idea	Neutral

Extended hours: 3 comments			
C#	Comment	Secondary	pos/neg/neut
EF	The early busses are a good idea. The first busses in the morning are always crowded and there are many of us who would like to get to work earlier anyway.		Positive
EL	My comments about the proposed bus plan: I like the earlier schedule.		Positive
AI	I like the extended hours.		Positive



Your Comments

- ☐ Compliment
- ☐ Complaint
- ☒ Suggestion
- ☐ Report of an unsafe or inefficient condition

CBJ department involved:

Date of incident or problem:

Time of incident or problem:

(Please indicate a.m. or p.m.)

Location of incident or problem:

NOV 12 2014

CBJ Manager's Office

Comments ~

Our Bus route
does not need
to be changed
by people who
do not
travel with
the bus. The
skate park is
way out of the way
for us
bikers. There
will be no sign
alone

Briefly describe your desired
feedback ~

Tell us how to get in touch with you:

Name:

Address:

Email:

Phone: 907 465-7855

Fax:

Tell It to City Hall



Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Wednesday, November 12, 2014 2:34 PM
To: Gallion, Irene
Subject: FW: Tell it to City Hall Form:Complaint

From: Diane Cathcart
Sent: Wednesday, November 12, 2014 10:52 AM
To: 'rseabreeze@gmail.com'; Borough Assembly; Kirk Duncan
Subject: RE: Tell it to City Hall Form:Complaint

Ms. Gaona,

Thank you for taking the time to email CBJ your thoughts and concerns. I have included the Borough Assembly in this email, along with Public Works Director Kirk Duncan so they are aware of your concerns.

Diane

Diane Cathcart
Executive Assistant III
City Manager's/Mayor's Office
155 S. Seward St
Juneau, AK 99801
907-586-5240
New Email Address for CBJ: Diane.Cathcart@juneau.org

From: rseabreeze@gmail.com [<mailto:rseabreeze@gmail.com>]
Sent: Monday, November 10, 2014 8:40 PM
To: Diane Cathcart
Subject: Tell it to City Hall Form:Complaint

Complaint Date: Time: Location: Skate Park possible tranfer for bus passengers?????	Contact Information Name: Rosa Gaona Telephone: 907-209-1813 Email: rseabreeze@gmail.com Address: 9951 Stephen Richards Dr. City: Juneau Zip Code: 99801
Department Involved: General Person Notified: Diane.Cathcart@juneau.org	
No seating for elders? no diaper tables for mothers no bathrooms? SAFETY IS A BIG ISSUE..... PRIORITY!!! for all concerned who ride buses.i highly suggest board members should be bus riders. my understanding is there is only ONE board member who rides bus.....seems there needs to be better planning for Bus Transfer Areas.....	



Your Comments

- ☐ Compliment
- ☐ Complaint
- ☒ Suggestion
- ☐ Report of an unsafe or inefficient condition

CBJ department involved:

Date of incident or problem:

Time of incident or problem:

(Please indicate a.m. or p.m.)

Location of incident or problem:

NOV 12 2014

CBJ Manager's Office

Comments ~

I would like the Nugget Mall to remain the transfer point for the bus system.

I know of no bus system that requires passengers to pay when transferring to another bus to reach his or her destination. I think the Juneau area bus system should remain in the status it is in now - transfers are free.

I also think the buses should

Briefly describe your desired feedback ~

continue to go to the University of Southeast Alaska campus. It is too long an unsafe walk for young ladies to walk to the Mendenhall Loop road to catch the bus. They would be risking being raped and killed. The bus stops and transfer point do not need to be changed.

Tell us how to get in touch with you:

Name: Jeanette Williams

Address: 895 W 12th St
Juneau AK 99801

Email:

Phone: 907 500-2085

Fax:

Tell It to City Hall



Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Thursday, November 20, 2014 11:29 AM
To: 'Victor Stover'; Tim Payne; Denise Guizio
Cc: Gallion, Irene
Subject: RE: Comments

Thanks for making that happen

From: Victor Stover [mailto:vstover@nelsonnygaard.com]
Sent: Thursday, November 20, 2014 9:17 AM
To: Kirk Duncan; Tim Payne; Denise Guizio
Subject: RE: Comments

Kirk,

I saw your test comment. I'll go ahead and remove the comment function on the website and direct people to email Capital.Transit@juneau.org if they have questions.

Here is one more comment we received:

New Comment from: Joe Smith <bluefox.1342@hotmail.com>
Subject: Comments
Project Updates: No

Message Body:

Removing the bus stop on the campus at UAS is a very bad idea. Many people depend on that stop and YOU will only be hurting yourself by removing it because less people will use the bus system as a result. RETHINK what you are doing. And remember that the bus system is a service to the PEOPLE and you should respect their input when you ask them. KEEP THE ON CAMPUS BUS STOP AT UAS!!!

--

This mail is sent via contact form on Juneau Transit Plan <http://juneautransitplan.org>

VICTOR STOVER, AICP

Associate

vstover@nelsonnygaard.com



Nelson\Nygaard Consulting Associates

1402 Third Ave, Suite 1200

Seattle, WA 98101

206-826-3983

206-357-7527 (fax)

**MailScanner has detected a possible
fraud attempt from "x-msg:" claiming
to be www.nelsonnygaard.com**

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Seattle, WA 98101
206-826-3983
206-357-7527 (fax)
www.nelsonnygaard.com

Mobility | Accessibility | Sustainability

-----Original Message-----

From: [Juneau Transit Plan] [mailto:info@juneautransitplan.org]
Sent: Wednesday, November 19, 2014 4:40 PM
To: info@juneautransitplan.org
Subject: Comments

New Comment from: Loretta Pittman <jeanpitt@yahoo.com>
Subject: Comments
Project Updates: Yes

Message Body:

NEW BUS HUB AT PIPE LINE SKATE PARK: I really don't think the Pipe Line would be a good bus transfer hub. I would like to see the Nugget Mall stay the bus transfer hub. People with disabilities would have to walk from the Wells Fargo Bank to the Nugget Mall. I work at the Nugget Mall and I have two bad knees and that is a long walk from Wells Fargo Bank, with unsafe crossing (right by the intersection) to get to the Nugget Mall. My question: Are the buses not going to stop at the Nugget Mall with the new purposed bus transfer hub?

--

This mail is sent via contact form on Juneau Transit Plan <http://juneautransitplan.org>

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Capital Transit

Comments

- ☐ Service through Downtown
- ☐ Service into UAS
- ☐ Service to St Anns
- ☐ Nugget Mall Service
- ☐ Change of Valley Transfer to Skate Park
- ☐ No service between Atlin and Stephan Richards
- ☐ Transfer time from Douglas to Valley Local
- ☐ Improved on time performance
- ☐ General Comments
- ☒ Don't change the service

Donna Bell: 209-1649

The new schedule would have her waiting 53 minutes for a bus from DTC to Douglas. Currently she only has to wait 23 minutes.

_____ the new

s _____

(F)

Capital Transit

Comments

- ☐ Service through Downtown
- ☐ Service into UAS
- ☐ Service to St Anns
- ☐ Nugget Mall Service
- ☒ Change of Valley Transfer to Skate Park
- ☐ No service between Atlin and Stephan Richards
- ☐ Transfer time from Douglas to Valley Local
- ☐ Improved on time performance
- ☐ General Comments
- ☐ don't change the service

☐ Clydina Bailey 586-7029

Clydina shared that she is worried about safety for passengers waiting at Skate Park because it is so dark. She is wondering where people who park and ride to work will be able to park.

She also wanted service all the way down Riverside.

Gallion, Irene

From: Consuelo Briseno <consuelobriseno@hotmail.com>
Sent: Monday, November 24, 2014 10:17 AM
To: Capital Transit
Subject: Bus Time Transfer Change

Every single Monday, Wednesday, and Friday my son catches the bus from Fred Meyers to Geneva Woods. Have you guys considered that the kids will have to wait outside during the winter hours for the transfer to get to Douglas?

I sure hope you guys are planning to get us a heated bus stop at the Federal Building OR i hope the transfers will be able to wait in the NEW transit center.

Consuelo Briseno

H

Gallion, Irene

From: Diane Cathcart <Diane.Cathcart@juneau.org>
Sent: Friday, November 07, 2014 8:47 AM
To: 'bombeck53@gmail.com'; Borough Assembly; Kirk Duncan
Cc: Marlene Love; Denise Guizio
Subject: RE: Tell it to City Hall Form:Suggestion

Ms. Flora,

I have included the Borough Assembly, PW Director Kirk Duncan, and transit staff so they are aware of your comments and suggestion.

Thank you for taking the time to email CBJ, it is appreciated!

Diane

Diane Cathcart
Executive Assistant III
City Manager's/Mayor's Office
155 S. Seward St
Juneau, AK 99801
907-586-5240
New Email Address for CBJ: Diane.Cathcart@juneau.org

From: bombeck53@gmail.com [<mailto:bombeck53@gmail.com>]
Sent: Friday, November 07, 2014 8:23 AM
To: Diane Cathcart
Subject: Tell It to City Hall Form:Suggestion

Suggestion	Contact Information
Date:	Name: Joann Flora
Time:	Telephone: 907419-7444
Location: Changes to transit system	Email: bombeck53@gmail.com
	Address: PO Box 34841
	City: Juneau
	Zip Code: unselected3

Department Involved: Other Person

Notified: Diane.Cathcart@juneau.org

I appreciate Mr. Kiehl's concern about cutting off the downtown loop. I also understand Mr. Duncan's concern for safety when large ! buses try to navigate narrow streets and tight turns. Has anyone considered adding a 15 pax van to the system? The big buses can offload at the transit center and those wanting to continue into downtown and up to the capital can transfer to a smaller shuttle. A 15 pax van can better navigate our streets and give people access to downtown, especially during inclement weather. People don't want to walk any further than necessary in gale force wind, pounding rain, or snow. A shuttle could solve this issue with the bus service.

I

Gallion, Irene

From: Timothy Fullam <timfullam@hotmail.com>
Sent: Monday, November 24, 2014 9:52 AM
To: Capital Transit
Subject: New routes and schedules

The driver on the bus this morning handed me a copy of your route change brochure, which I appreciated. After studying the document, I have to say that I am much impressed by the care and thought that evidently went into process, and, especially, I am pleased with the results. I rely on back loop service during the work week and had feared the loss of service there. I think your solutions are very creative, given all the constraints you faced. It looks like the only impact I will face is having to get up and get to work 15 minutes earlier and do a transfer on my home at night. Congratulations on a job well done.

Tim Fullam

5

Capital Transit

Comments

- ☐ Service through Downtown
- ☐ Service into UAS
- ☐ Service to St Anns
- ☒ Nugget Mall Service
- ☐ Change of Valley Transfer to Skate Park
- ☐ No service between Atlin and Stephan Richards
- ☐ Transfer time from Douglas to Valley Local
- ☐ Improved on time performance
- ☐ General Comments
- ☐ Don't change the service

Tamee Martini

St. Vincent Housing Manager

789-5535

No service at the Nugget Mall will adversely impact St. Vincent's families', the elderly, the handicapped, and those who have a mental illness. The thrift store will also be affected as well which funds their housing.



Capital Transit

Comments

- ☐ Service through Downtown
- ☐ Service into UAS
- ☐ Service to St Anns
- ☐ Nugget Mall Service
- ☐ Change of Valley Transfer to Skate Park
- ☐ No service between Atlin and Stephan Richards
- ☐ Transfer time from Douglas to Valley Local
- ☐ Improved on time performance
- ☒ General Comments
- ☐ Don't change the service

April Rebert: 957-2256

Did not like that there is no morning Outbound Auke Bay Express for those who need to be at work in the valley around 7:00 am.



TRANSIT RESOLUTION

The City and Borough of Juneau approved a transit plan in spring 2014 which included a number of changes beneficial both for the University of Alaska Southeast (UAS) and the broader community. This fall, it was announced that most of these changes would not be adopted and that all bus service onto the Auke Lake campus would be eliminated. In response to this, the UAS Juneau Campus Advisory Council resolves:



Whereas, access to education is a core value of UAS;

Whereas, UAS is an anchor tenant in the Auke Bay community, employing 380 full and part-time people;

Whereas, there are 2393 students enrolled in Juneau campus classes;

Whereas, many local residents who would benefit from education do not drive;

Whereas, UAS just opened a new 120 bed Freshman Residence Hall directly next to the **existing** campus bus stop, largely in recognition that most of these students do not drive;

Whereas, UAS serves many students with limited mobility for whom a lengthy walk to the back loop road creates a hardship, especially at night and in the winter;

Whereas, the UAS community relies on the bus system for transit between the UAS Auke Lake and UAS downtown Technical Education Center;

Whereas, UAS just opened a Juneau Police Department Substation next to the campus bus stop to mirror the transit facility in downtown at no cost to the City;

Whereas, UAS provides the opportunity for local residents to use the campus as a park-and-ride location to downtown, further reducing the traffic on local roads;

Whereas, the Juneau campus provides frequent events open to the Juneau community;

Whereas, the Egan Library serves the public seven days per week and is located next to the existing bus stop;

Whereas, the Juneau Campus is an attractive destination for local visitors;

Be it therefore resolved that the UAS Juneau Campus Advisory Council urges the City and Borough of Juneau to seek solutions with UAS to retain the on-campus bus stop and to further promote ridership by making this stop part of the regular back-loop route.

Resolution passed at the November 3, 2014 meeting of the
Juneau Campus Advisory Council in Juneau, Alaska.

Members present:

Walter Majoros, Steve Hamilton, Nancy Decherney, Rosemary Hagevig,
Steve Hamilton, Jim Strader, Jesse Kiehl, Susan Alexander, Mike Satre,
Sander Schijvens, Capt. Shannan Greene, Andi Story, Mark Miller,
Bill Legere, and Victoria Daniels.

Public Meeting

Route and Service Changes for Late Spring 2015

Monday, Dec. 1, 12:00pm-Downtown Library

Thoughts and comments:

1. Woman has no specific comments, but overall does not like the new plan.

Dear Transit,

This schedules NO good. NO good.

Mary F. 907-500-3965 or 500-3969

N

2. Passenger has concerns regarding the UAS bus stop arrival times. She is also concerned that by removing downtown bus stops less tourists will travel Juneau.

2 things:

1. I am ok w/UAS service @ back loop, but am concerned that Capital Transit works w/UAS scheduling to allow for students to make that walk to get to class on time.
2. Loss of Downtown circulator is of major concern. I work at the City Museum and have learned how reluctant visitors (tourists) are to walking up the hill to see the sights- Museum, Capitol, St. Nicholas, etc. And this is summer time! I strongly encourage the city to provide a downtown circular to advertise it well and to see the benefit to our tourism \$. And perception as a welcoming city to visitors.

O

This is all exacerbated in the winter w/treacherous walking on the hill to get to the DTC.

I would love to be part of a group talking about getting visitors around the downtown area,

-Marjorie Hamburger

(586-0966)

3. Passenger is concerned about adjusting to new times.

The bus our nice but time change is going to be miss up because of the winter next year
-anonymous

P

4. Passenger is concerned about walking down and up hills. This comment refers to downtown and possibly Winter Route.

We need new tires so this can go up hills. Down or the hills for sick in need days as well lot need help day let the busing. Tow as well day.

-anonymous

Q

5. James has a negative outlook on the plan with no specific details.

This plan is some ones night mare

-James Brouillette

321-0348

R

6. Passenger suggests the bus schedule is left as is and has some suggests not pertaining to the plan.

Please keep schedule as is.

S

Retain UAS campus stop

Dangerous crossing @ back loop

Retain Nugget Mall stop

Else mall will die

No service beyond PO Douglas is okay

Please post schedule @ main street Transit center

Please identify all stops in routes.

Retain library downtown stop + maybe return not on Franklin.

-anonymous

7. Passenger would like service along more of Riverside Dr.

I would like to see service the full length of Riverside Dr. Maybe one of The Back Loop Road loops could go down Riverside

Thank you for working on this.

-anonymous

T

8. Woman using the bus for convenience is concerned about parking at Pipeline Park Station. She is also against change to UAS pick up.

Arrivals to Federal Building are currently timed to make transfers easy & convenient. Changing that will strictly affect people who use the bus to commute to and from work.

We should also keep services available to UAS. Students are a population the bus should be providing services to.



Many more people utilize the mall than the skate park. It seems to make more sense to service the mall. Ending service to the mall does not make sense.

I ride the bus every day to commute to work. I own a vehicle and do not need to ride the bus. I do it because it is convenient, good for the community and good for the environment. If it becomes inconvenient, I will probably give up my bus pass.

-anonymous

9. Passenger is concerned about several changes such as, changing the Transfer Center from Nugget Mall to Pipeline Park Station and not servicing the Downtown Library.

This plan was not made by riders nor drivers. It is worse than the present one. Listen to drivers. Listen to riders.



College students can walk with the bears.

Why do you not ride capital transit?

No service to Downtown shopping area nor to Nugget Mall. I'll buy out of town.

Juneau is a car-friendly city. It does not want bus riders nor pedestrians.

No bus to downtown library.

Bus run should be longer than 2 hours.

People live in Auke Bay, in riverside area, and in Tongass St. Area.

Will city pay, lease, buy-out charge for people that need to move to an area with bus service.

-anonymous

10. Passenger has concerns and suggestions about UAS route.

-Access, accounting for federal laws will require excessive expenses to accommodate public safety, should not Public Works be constructed on budgetary proposals that coordinates costs to taxpayers?

-University direct access would also need, at least, morning & evening stops for the number of commuters currently using that direct route.

-Bottom line, energy efficient requires public facility & the amount of waste our current means of travel produces is globally un-sustainable.

-anonymous

W

11. Passenger likes added morning services. The passenger has concerns about the change of Transfer Center from Nugget Mall to the Pipeline Park Station: Less parking, less access to businesses, and less convenient for persons who have their vehicles getting work done.

Thank you for the opportunity to comment:

I use the Montana Creek Road stop to go to work in the morning to the Federal Building & return in afternoon. I like the added options for morning service & hope afternoon will continue from Back Loop to downtown. My biggest concerns are moving the transfer from Nugget Mall to the pipeline Park. The change seems it would have 1. Less parking 2. Less access to businesses 3. Reduce use by people getting their cars fixed.

Also, I would like a shelter put in at the outbound Montana Creek Stop. There was one put at the inbound which I do not use because of my schedule. I am constantly exposed to weather, berms & ongoing traffic and it seems that if one side of the street has a shelter then the other side should as well. I know this is not directly related to this plan, but I hope you accept this as an opportunity for all normal comments on the transit system.

I use the back loop everyday and buy a bus pass monthly. So, I hope you don't cut the back loop service.

Why does the new high school need service when taxes are going for school buses to take students?

-anonymous

X

12. Passenger believes the suggested plan is not helpful and unsalvageable. Does not like removing the bus stop from UAS. Concerned about the time it will take to get from Douglas to the hospital. Does not like removing service to the Downtown Library.

We know you need to make cuts, but not so drastic! Always before, these transit plan suggestions were taken in part, never the whole thing. Too much change for us!

4

This plan needs to be scrapped and started over with the cooperation of the bus drivers. The moral of the bus drivers is at an all-time low. They will get the brunt of the people's anger. The people will be very angry, just beginning now!

Why make a great system worse and too complicated?

It is bad for the morale of the people to take in to the plan of an outside firm who doesn't understand us.

It is terrible to not serve the students at UAS. The interlining of the Douglas bus and the express is bad. A lot of poor people live in the Douglas. If they or their child is sick they will have to wait 23 minutes to get to the hospital or clinic. It is terrible not to service the people in kodzoff, also, down town needs help. Should at least go to library. New plan over-services Riverside Dr.

The bus drivers say they would figure out a way to service Riverside Dr. with our present plan Riverside Dr. is maintained by city, Loop Rd. by state, should keep busses on loop + not so much on Riverside.

Think of the poor regular people +the students! Don't' make us so unhappy!

New plan over services Back loop

We got an award for the best small transit system in countries!

Public Meeting

Route and Service Changes for Late Spring 2015

Monday, Dec. 1, 4:45pm-Downtown Library

Thoughts and comments:

1. Passenger does not like the walk to Pipeline Park Station. Does like the current Transit Center at Nugget Mall.

I am concerned about the proposed change to the Capital Transit routes + schedule.

I feel that many people will be severely inconvenienced by long walks to houses + by waiting in the skate park. This seems cruel to mothers + children who will have no warm shelter that Nugget Mall provided. Winter routes should be maintained to keep buses from sliding on hills such as Twin Lakes and Cedar Park.

Long waits for buses should be avoided between town and Douglas. University buses should be continued. Perhaps the out of state team that recommended the changes should spend more written time in AK. Before suggesting changes that will affect loads in need.

-E Saya

Lemon Creek

5875 Glacier Hwy #39

Juneau, AK, 99801

2. Passenger concerned about removing service from Atlin to Steven Richards. Does not like Downtown stops being eliminated. Is in favor of new Douglas Route eliminating St. Anns.
 1. Dropping the Atlin to Steven Richards creates an enormous problem for the new home for women newly reloaded from prison Heaven Home(HH) a new service to the CBJ. The plan eliminates a bus service within a reasonable distance from the house. Montana Loop stop at Nancy is what those of us involved with the HH rely on. The bus is the only way to get to and from there, Riverside isn't close enough.
 2. Downtown- Won't be accessible by bus. Library. Upper part. Difficult when person has trouble walking distances in bad weather/snow. Bad for downtown business +services.
 3. Douglas- these changes seem reasonable.

Please highlight #'s and comment.

-

3. Passenger does not like removing downtown stops. Concerned about the elderly's access to the Nugget Mall. Passenger questions why remove the UAS stop when UAS is expanding.

AB

Removing the bus stops downtown may negatively impact traffic and business downtown. If it is not accessible then will people go?

Does this new schedule accommodate or hinder high school students getting to school in the morning?

Removal of the bus stop by Nugget Mall will negatively impact the elderly that live in the senior home nearby. It will also affect those who work at the mall.

Removal of some stops in neighborhoods will hinder those who live there. Will they be able to get to services or work? The neighborhood where Haven House is located is an example.

UAS is expanding, they have added more student housing. Why is UAS being removed or limited if they are trying to attract more students?

-anonymous

4. Passenger wants more driver's involvement when creating the new plan.

AC

Of what we were the Transit meetings a year or two ago- The assembly just went ahead and did what they wanted to do... I wondered how many of them made ride the bus!

What have some of the drivers think or comment on this plan?

-anonymous

5. Passenger does not like Transit Center change, would prefer a warm location to wait. Does not that Downtown stops will be eliminated.

AD

Nugget Mall is a place to stand in & stay warm while waiting on the buses.

Nice that buses enter the UAS changes- I don't care to walk thru the woods to the UAS BLDG.

What will the people who live in Mendenhall Apartments & other BLDGS & Rainbow Foods Do?
How to climb the hill in winter, if there is No Downtown Loop at least when its not icy or snowy.
How about the tourists at the dock???

What about the people who live by- one the post office in Douglas???

Will the hourly express. Bus accommodates the students to make their classes???

Is it safe for the kids to cross the busy highway to get to the nugget mall from where the bus stops? Proposed instead of at the mall itself??

Thank you!!

-anonymous

6. Passenger would like more driver and passenger involvement in schedule changes. Does not like changing the Transit Center.

Why riverside? \$100,000 other people were interested-not interested!

Auke Bay-Full when you get to lemon creek- more + will be too full!

Driver involvement?-Drivers need to be more involved.

People planning ride the bus?- Need to ride the bus for a longer time.

Newspaper article?

Transit Consultants-

Getting off at Wells Fargo- Its never shoveled Bad for wheel chairs etc.!!!!

Every 5 years- develop a plan for funding.

Do not like pulling out of Nugget Mall.

Skate park-

People are hanging out at the Transit Center and it feels unsafe!

Do not like this new plan!

Some of the plan seems good. The 5x plan does not seem good for Lemon creek area, for the express part.

-anonymous

7. Passenger is concerned about safety when traveling to the Nugget Mall also worried about safety of Pipeline Park Station.

1. If passengers have to get off by valley Wells Fargo to get to the nugget mal, it will be very dangerous to cross lanes of traffic at a very busy intersection. I am handy capped with two bad knees. Passengers need the Nugget Mall for handy capped.

2. What is it going to cost for the CBJ to upgrade the transfer from the Nugget Mall to the Skate Park?

3. it is not safe to wait for the bus at the main stop on main street is not safe people that drunk or on drugs hang out there which make it real unsafe.

-anonymous

AE

AF

8. Passenger is concerned about individuals with disabilities ability to walk to Downtown Transit Center.

I have Rheumatoid Arthritis I walk for exercise, but at times the pain is much the walk from the bus depot to the library can be painful depending on weather it looks like a short distance for a healthy person, but a person with disability this is a very long walk, not to mention painful. And people who live on hills downtown must be tough.

-anonymous

AG

9. Passenger does not like removing the Nugget Mall bus stop.

The bus route going into the Nugget is much needed, due to the elders- those with children- and the elderly home is located on the back of the mall- They already made so many changes already-

Everyone is most happy with the routes.

-anonymous

AK

10. Passenger does not like removing Nugget mall bus stop.

Please keep Nugget Mall as hub. People need warmth + shelter

I like the extended hours.

Keep the UAS bus!

Keep N. Douglas run.

Why not Costco?

-anonymous

AI

11. Passenger is satisfied with overall changes to the bus routes, however has some minor suggestions pertaining to the 5X route.

First, I want to say that the route changes seem overall fantastic. I'm glad that the often empty and duplicating express to university leg has been transformed into express and bi-directional valley service that should benefit everyone! I'm told your week long study indicates that ridership on the morning commuter is not sufficient to justify its services. As someone who's ridden it to work almost every weekday for 3+ years, I can confidently state that this is not the case. That is, if a full bus with standing room only most days is enough to justify service. Ridership drops when school is not in session, but even then I've never seen a ride that was less than half full. I don't know what happened with your week but as a rider for most of the decade I can tell you that routes that duplicate other routes are often very empty (like I'm the only person on the UAS express valley leg until I get off).

On the valley part of the inbound 5X, the last three routes duplicate, within 11 minutes, the route 3. The morning commuter that I take, the one that goes on Julep and gets to nugget by 7:15AM, saves me and many others 12-15 minutes of early morning walking out in the weather every day. If the concurrent normal route, that goes by valley Blvd. around 7:00am, we're not

AJ

saving riders time out in the cold, they wouldn't choose the commuter, However enough do, that we couldn't all fit on the regular morning bus (the route 4) if we wanted to (assuming, perhaps unjustifiably that the concurrent rout 4 has comparable ridership).

I'd like to propose and ask that you consider what would be the harm in turning the four route 5X inbound routes into two 5x's, and two to the route that goes through Julep. It is not accurate that that route isn't being fully utilized.

-anonymous

Comments

_____ Don't change the service

AK

Public Meeting

Route and Service Changes for Late Spring 2015

Monday, Dec. 2, 6:30pm-Valley Library,

Thoughts and comments:

1. Passenger has suggestions to lower fuel costs. Does like that Riverside Dr. will be serviced in the new plan.

AL

Dear Sirs:

In regards to the proposed changes to the capital city's transit plan, I offer the following comments for your consideration: The changes need to address overall efficiency of the system and not merely the proposed schedule changes. For instance in regards to saving money, other factors come into play. One area I have noted over the years has been the lack of riders on express runs between the Nugget Mall and town, outside of the workers that commute to and from work in the early morning and late afternoon and early evening hours. This has been the case for the last 25 times I have been on the express runs. Perhaps a smaller bus the size of the care-a-van transports can be purchased and used for the runs where only few riders can be expected. This would also be an area where less fuel will be consumed. Maybe this size of transport could be also used to shuttle riders to and from points where more riders congregate, like the Federal Building, Walmart and Nugget Mall. The vans are wheel chair accessible for use by elderly or disabled riders. I assume the vans would be faster and more fuel efficient than the full size bus and would result in overall savings. Plus they would be able to more easily navigate the steeper areas in climate weather, thereby ensuring that no rider gets left behind.

Other ideas, use social media, internet. Have a suggestion box, and good ideas get a reward. Try a half month pass.

One other item, I have noticed is the few riders that utilize that portion of the runs south of Walmart, that go on to the lemon creek run towards LCC. A care-a-van size vehicle could be put into use here, as well as for the Bartlett and SEARCH portion of the schedule. Also the Tlingit-Haida Voc-Tech Building could be explored as a sub transit area. The Building is large, accessible, sheltered, and clean with bathrooms and a frequent destination point for riders that are getting training. This place would be a safer area for drop-offs and pick ups than the current one in use especially in the winter.

In regards to a riverside run, this I would support, as I am quite familiar with the area, as that I frequently walk between Emily way and Medenhall Mall. A stop before the Stephen Richards intersection and one at or near the new valley library could be explored and tried out for possible inclusion into a proposed schedule change.

Lastly I would echo other comments that would reduce any Medenhall Valley runs. This is an area the center of Juneau's population is shifting towards business also. Any change in the

schedule should be carefully analyzed, as to where any improvement might be forthcoming. Thank you for the chance to comment and hopefully be part of a capital transit that we call can use for the benefit of the majority of riders.

Mathew J Fred Jr.

Gootch54@yahoo.com

523-1087

9220 Emily way , Juneau AK

2. Passenger believes the Nugget Mall is a better Transfer Center and that all express buses should stop at the airport.

Kwame Agyei 523-8442 home

465-5124 work

Kwame.agyei@alaska.gov

AM

Comment 1:

I believe the Nugget Mall transfer point is better than the Skate Park, because there is more parking available at the Nugget Mall Bus Stop.

Comment2: The express Bus (red route) should pass through the airport whether someone on the bus asks for it or not somebody may be waiting at the airport to go to the university or downtown.

Comment 3: The airports should be a mandatory stop for the express. People may be waiting at the airport to get onto the bus to go downtown or UAS, etc.

3. Passenger likes the new route however does not like the increase of time it takes to get from Back Loop to South Douglas.

Thanks for holding this meeting and making the times flexible so it was easy to attend! I would like to comment that I think this transit system is great! The routes make it possible for me to get all the way from Back Loop (Wren Dr.) to South Douglass for work every day. Thanks!!!

AN

Here are a few thoughts:

- 1.) I use back loop every day. Please continue to provide service to this area.
- 2.) I see that you have timed the transfer from Douglas to Route 3 on the minute. As some one that goes all the way to Back Loop, a direct transfer to the 4x bus would be more time efficient for the rider than the 3. In a perfect world the 4X bus would leave down town Juneau @ 4:26 instead of the 3. Currently I ride the lemon creek/medenhall Valley express after noon run and this bus accomplishes this this bus is always full the new schedule will make this trip longer= less riders.

Thanks again!

-anonymous

AO

4. Lockers for bikes at pipeline would be nice.

-anonymous

5. Need parking at Transit Center. Better parking Downtown.

Bus stop @ Steven Richards & Riverside one trip Down Riverside.

AP

Look into proper buses.

-anonymous

6. Passenger likes new service to Stephen Richards, but does not want to stop servicing Atlin to Stephen Richards.

AQ

I have concerns about discontinuing service between Atlin and Stephen Richards, This is a pretty high density residential area. It seems that if there is plenty of service + Back Loop with less riders.

Would there be a possibility of rotating this route every hour or so to accommodate those who would like to get between Atlin & Stephen Richards? Possibly a feeder bus might be used?

Service at peaks times would be helpful. I am glad that Riverside will now have some service if the plan is implemented.

-anonymous

7. Passenger has suggestions about new schedule.

AR

Please add lockers to lock up bikes at transfer points

Please consider park + ride, parking at somewhere near UAS, Pipeline transfer point

Morning commuter should turn at Breakwater + go by JDHS rather than 10th St.

Consider one run in the morning + evening during peak hours that goes from Atlin to Stephen Richards.

Also consider one morning run down Julep like now.

Allow transfer at Federal Building for Douglas to valley so they don't have to wait.

8. Passenger does not like any of the new suggested changes.

- 1.) I think for this to be really useable system, more buses are needed, to meet that objective I think you could increase prices. More buses would enable transfers to work and routes to be kept the same or similar.
- 2.) The Valley Express route in the mornings that goes down Taku-Julep-Riverside is popular w/riders, Please keep the valley express morning route.
- 3.) The skate park does not look to be user friendly for park'n ride folks.
- 4.) Potential problems w/kids/people using skate park + bus users must be expected.
- 5.) Service through downtown is important. Something needs to be done to keep downtown accessible.

AS

-anonymous

9. Passenger does not like changing Transfer Center from Nugget Mall to Pipeline Park Station.

Pipeline Park Station Transfer Center-

AT

- 1.) People park and ride in the morning that work- there is not any parking
- 2.) Dark-Safety issues- no security in the area- no protection for cars- people
- 3.) No shelter for people who walk there to wait.
- 4.) Crossing the Traffic, bus will lose time trying to cross traffic.
- 5.) Handicap people/reach people will not be able to access- Pipeline Park.

-anonymous

10. Passenger does not like removal of UAS bus stop.

We need a large parking lot for park and ride at the University and then be able to ride downtown on the express bus for state and federal workers.

AU

Also students at UAS should not be discontinued to use the bus, but by taking the stop out by Egan library many students walk 10 minutes in the rain and slush to the back loop road.

-anonymous

Comments

- AV

[illegible]

Comments

- AN

Patricia Young 321-3369

[illegible]

Gallion, Irene

From: Roberts, Dianna L (DOA) <dianna.roberts@alaska.gov>
Sent: Wednesday, December 03, 2014 11:02 AM
To: Capital Transit
Cc: Roberts, Dianna L (DOA)
Subject: UAS bus service

AX

My young daughter is a daily bus rider from downtown to the UAS campus. Because I work full-time, I cannot drive her to and from classes. She depends on the city bus to make it to class on time every day. I feel secure knowing she is being dropped directly in front of the classroom building and doesn't need to walk far in the dark of winter. PLEASE continue the Egan Building drop off service. We depend on this service.

Thank you,

Dianna Roberts
Administrative Officer
Division of General Services
907-465-5687 phone
907-465-2189 fax

Gallion, Irene

From: Dugdale, Lori D (DOA) <lori.dugdale@alaska.gov>
Sent: Wednesday, December 03, 2014 10:55 AM
To: Capital Transit
Subject: Bus Routes

AM

Nobody goes to the skateboard park. Why would you stop there? Everybody takes their car to Mendenhall Auto/Honda Hut for maintenance or goes to the nugget mall. Seems to me, you're looking for attention from the public instead of managing the buses. Why not keep what we have, and slow down the frequency of stops at the same locations?

Lori Dugdale

State of Alaska
Div Retirement & Benefits
Systems Programmer II
907.465.2472

Gallion, Irene

From: Karla Hart <karlahart@gmail.com>
Sent: Wednesday, December 03, 2014 10:53 AM
To: Capital Transit
Subject: Bus routing

AZ

Dropping UAS service to Egan Building is a bad idea. CBJ transit service to UAS is an essential support of the University.

I also have observed that not running the buses on holidays puts low income workers who do not have cars or paid vacation days in a lurch. To support transit we need to provide service every day, even if a limited schedule on holidays. I picked up two people waiting at different bus stops one holiday this year. They both were headed to work and risked losing jobs for not making it to work.

Karla Hart

Gallion, Irene

From: Kayti F Coonjohn <kfcoonjohn@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 10:41 AM
To: Capital Transit
Subject: Please don't drop the UAS Bus Stop!



Good Morning!

From what I understand in many publicized adverts, you are thinking of dropping the UAS Egan bus stop. It would be beneficial to the UAS community at large if Capital Transit continued to service this stop. I myself am a rider of the public bus system, especially in the winter time as driving becomes more dangerous. I both work and attend classes at UAS; and find that without the UAS bus stop, I would be walking from Back Loop Rd, crossing several streets and arriving late to my work and school.

Not only would your only UAS stop be on Back Loop Road, but you would be dropping myself and fellow students and staff members to a place where there IS NO CROSSWALK. Trying to cross the street in any season without a crosswalk is difficult, but in the winter time it is both a dangerous and avoidable situation while Capital Transit services the Egan Building UAS bus stop. Roads can be slick and icy, not to mention the darkness that pervades the area after 3pm, making it hard to see riders as they attempt to cross at several areas.

Please, do not drop the UAS bus stop. Myself and fellow student and staff members rely on your transit stop here very much.

Thank you,

Kayti Coonjohn

Administrative IT Guru
IT Department, Whitehead Bldg.
University of Alaska Southeast

Phone: 907-796-6452
Email: kfcoonjohn@uas.alaska.edu

"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."

John F. Kennedy

Gallion, Irene

From: Edwell John Jr. <ejohnjr907@gmail.com>
Sent: Wednesday, December 03, 2014 10:34 AM
To: Capital Transit
Subject: bus route to UAS

BB

Hi,
I'm concerned about the disabled that are taking classes at UAS especially in the winter. Accommodations should be provided for those that are handicapped. By not providing a bus to and from campus will make it very difficult, if not impossible, for UAS students that are handicapped.

Thanks,
Ed

Gallion, Irene

From: Emily D Wall <edwall@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 10:29 AM
To: Capital Transit
Subject: UAS Bus Route

Hi,

BC

PLEASE don't drop the UAS bus route. I'm a faculty member on campus and have been using the bus regularly for years. My family has a single car, and not being able to go straight from downtown to campus would add significant stress to our family and finances. The back loop bus route is not a practical one for timing or for the length of the walk for me.

Thank you,
Emily

Emily Wall
Associate Professor of Creative Writing
Co-Director of Writing
University of Alaska Southeast
(907) 796-6113
emily.wall@uas.alaska.edu
www.emily-wall.com

Gallion, Irene

From: Marvin, Sharon A (HSS) <sharon.marvin@alaska.gov>
Sent: Tuesday, December 02, 2014 4:05 PM
To: Capital Transit
Subject: Your longtime customer who is against new bus route implementation
Importance: High

Hi Capital Transit

BD

- Please clear sidewalks for pedestrians and your customers walking to reach capital transit bus stops
- Please clear berms where capital transit bus pull into bus stop to pick us up

Your longtime customer;

Sharon A. Marvin

Joyce Levine
P.O. Box 21705
Juneau, AK 99802
Jlevine823@yahoo.com
907-463-3829

Kirk Duncan, Public Works Director
City Borough of Juneau
155 S. Seward Street
Juneau, AK 99801
Kirk.Duncan@juneau.org

December 2, 2014

Dear Kirk:

BE

I am writing you in response to your plan to cut service to Capital Transit in Downtown and other areas. As our entire country moves toward improved mass transit services and better access for individuals with disabilities, Juneau, unfortunately, plans to move in the opposite direction. We as a city cannot defend cutting services to individuals with disabilities for their accessing the Capitol Building in Alaska. We must provide complete and direct access to the Capitol Building for those who have disabilities who want to speak in person to their State Senators and Legislators. By eliminating Capital Transit service in Downtown Juneau, you are eliminating the possibility of someone using a wheelchair from accessing their representatives or senators like anyone else is able to do.

There are a variety of ways we can raise funds for providing necessary public works services such as for buses, snow removal, pools, or skating rinks; We can raise all sales, property, cigarette, tobacco, and alcohol taxes, mooring charges, all parking and permit fees, bus passes, the cost of all licenses, Centennial Hall and all other city facility rentals, as well as the charges to the cruise ship industry for mooring, use of all our harbors, and the garbage they give to our landfill, and their licensing. Those are just some ideas that I quickly thought of. I realize that most people do not want to pay more taxes, but I think that is not realistic if we want government services. As a government worker, taxes pay your salary as it does so many of us. We cannot decide who is entitled to services and who is not simply because of their monetary income and ability to afford the finer things in life.

We must support transportation services to those with disabilities who need public transportation if it means charging more to those who use their cars and park in our city parking lots or park their boats in our harbors, or buy cigarettes or alcohol at the store, etc, etc., I urge you, when making decisions that impact those individuals with disabilities, to not cut their ability to move throughout our city, but allow them to be able to do so .

Sincerely,

Joyce Levine

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Tuesday, December 02, 2014 4:01 PM
To: Capital Transit
Cc: 'jlevine823@yahoo.com'
Subject: FW: Possible Changes To Capital Transit
Attachments: Joyce Levine - Capital Transit Comments.docx

Breckan – Please add these comments to the comment file

Joyce – Thanks for taking the time to write down your thoughts. The thoughts will be passed on with all the other comments to the Assembly at the December 8th Committee of the Whole meeting

Thanks again

Kirk

From: Joyce Levine [<mailto:jlevine823@yahoo.com>]
Sent: Tuesday, December 02, 2014 3:54 PM
To: Kirk Duncan
Subject: Possible Changes To Capital Transit

Hi Kirk

I thought I sent this, but my email doesn't show I did, so I am sending it again. Sorry if you receive it twice.

Joyce Levine

Gallion, Irene

From: Jeff Kasper <jskasper@gmail.com>
Sent: Tuesday, December 02, 2014 10:02 AM
To: Capital Transit
Subject: Bus schedule feedback

I like the new schedule. The lack of more frequent morning express bus options has often prevented me from utilizing bus service. I typically drive to Nugget Mall to catch the Express bus. The new options are much more accommodating.

I will likely not utilize the Pipeline Park Station and utilize the Mendenhall Mall as a pick up point instead. I have concerns about crime at the park mostly because I've seen the vandalism over the years to the skate facility. I am afraid my vehicle would be a target in that area whereas in the open parking lots of the Mendenhall and Nugget Mall parking lots, I do not.

Thanks!

BF

Gallion, Irene

From: Marvin, Sharon A (HSS) <sharon.marvin@alaska.gov>
Sent: Tuesday, December 02, 2014 9:45 AM
To: Capital Transit
Subject: I don't want the new route. It will not serve my needs.

B6

Hello Capital Transit

Capital transit was established to serve the needs of the low-income and the working class. I have arthritis in my neck and back. I broke my calve and ankle walking in snow and ice on my way to catch the bus. Please think of me and other working class people and low-income and disabled and elders when implementing bus routes.

I use capital transit bus to get to work and get home 5 days a week Monday – Friday. So, I catch the 7:10 a.m. or 7:20 bus and 4:30 Valley Express bus. I need the Capital City bus routes to reflect my needs, as well as many working class people who do not own a car. I have 9 – 16 years or riding capital transit bus service until I retire.

There are elders and disabled who wouldn't or couldn't be able to use your new route to go to the store because the walk to the bus stops and walk to Nugget mall would be too difficult.

I live near Walmart. In the past by the time the buses made it to my bus stop, the bus was too packed with passengers from the valley. We were told there was no room on the bus, so let me know how the new route will get me to work if the bus is already full when it arrives at Walmart inbound to Juneau.

Is the new route going to save you time. Is the new route going to save you 4 minutes. I do not believe this bus route will save time or money.

I don't agree capital transit should be removing service for UAS. The students are one of the neediest population you serve.

I believe the route you are suggesting serves people who can afford houses and cars. I think this new route is established to support extracurricular activities.

I don't want the new suggest bus route. The new suggested bus route is not carefully considering the needs of low-income and elderly, or disabled or working class people such as myself.

Your long-time customer;

Sharon A. Marvin

Gallion, Irene

From: DavidCindy Audet <3audets@gmail.com>
Sent: Monday, December 01, 2014 4:04 PM
To: Capital Transit
Subject: Proposed route changes

I would like to support keeping the UAS stop the way it is, and...

think about using smaller buses for up and around and through downtown.

Thank you,

Cindy Audet
10637 Horizon Drive
Juneau, AK
99801



Gallion, Irene

From: Louise Mason <weegeemason@gmail.com>
Sent: Wednesday, December 03, 2014 3:21 PM
To: Capital Transit
Subject: Stopping Bus Schedule at UAS



PLEASE, PLEASE RECONSIDER DROPPING THE UAS BUS STOP.

There are several reasons for sending this email. No. 1 - I have a son who does not drive and will be living on campus next September. On his behalf, I am stating that no bus service to downtown would be an extreme detriment to him.

I place myself in his shoes and these issues are real:

- . How is the student expected to go downtown for shopping?
- . The university is miles away from the downtown core and not exactly an easy walk to downtown.
- . As an international student, he will not know anyone in Juneau to try and find rides to and from downtown.
- . Students are on EXTREMELY LIMITED BUDGETS, and don't exactly have money to be dishing out on taxi cabs.
- . Our young students find it very difficult to remain at this university given its distance from the main core of downtown. Not having transit services will make it even more difficult.
- . It is very hard to expect our students to hitch hike to and from downtown and a great risk to their safety, to boot.
- . Bears are a real threat to those walking to and from their residence. Even more riskier if they try to walk to downtown.
- . Just applying this pressure will make it more difficult for our students to remain on campus.
- . Some students live off campus and they will need to be able to ride back and forth from classes or downtown.
- . There is no other mode of transportation available to them.
- . It is unfair that the City of Juneau is even contemplating such a move.
- . Students need support and taking away the transit system is not exactly giving them the support they need to be able to take a bus to town and back.

I cannot stipulate enough that **I do not support this at all.**

I wish to ask the decision makers to close their eyes and visualize their sons or daughters having to beg for rides. How would you like to be that person having to beg for these rides.

HONESTLY - give your heads a shake

CONCERNED MOTHER. PLEASE RECONSIDER THIS PROPOSAL AND DO NOT TAKE THE TRANSIT SYSTEM AWAY FROM OUR FUTURE LEADERS!!!!

Keiyaakw Louise
weegeemason@gmail.com
867-668-2238 (Whitehorse #)
907-500-3232 (Juneau # til May 2015)

Gallion, Irene

From: Brittany K Ivie <bkivie@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 3:06 PM
To: Capital Transit
Subject: Bus Routes

BS

I wanted to quickly voice my opinion concerning the proposed new bus route. I do not believe that the Egan bus stop located on the UAS Juneau campus should be removed from the schedule. This is a safe, convenient stop that students and community members use to get to class and events on campus. We also have a handful of disabled students who will not be able to get to campus using the other proposed routes. Juneau is a very handicap unfriendly town and the new bus schedule would make it even worse (especially in winter). Also the Juneau campus parking is at a premium currently. During the week the parking lot cannot handle more cars in the middle of the day. Ending the Egan UAS bus stop could create even more parking problems by encouraging community members to drive their cars instead of taking the bus.

Thank you for your time

Brittany Ivie
Administrative Assistant
Registrar's Office
University of Alaska Southeast
907-796-6100

Gallion, Irene

From: Kieran M Smith <kmsmith20@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 2:30 PM
To: Capital Transit
Subject: On-Campus Bus Stop

Dear, Sir or Madam:

OK

I am writing in response to the proposal for Capital Transit to eradicate the on-campus bus stop at the University of Alaska Southeast (UAS). I am a full-time student from out-of-state, I live on-campus in the new UAS Freshman Residence Halls and my only mode of transportation is the bus because I do not own a car.

It is great that we currently have an on-campus bus stop across from the UAS Freshman Residence Halls. This bus stop is very conveniently placed, runs regularly, and allow students and employees to get to the airport or Downtown in a timely manner. The express service is important to the UAS community because it is a service that does not go through all the housing developments (e.g. Lemon Creek). Students and employees want to get from A to B in as fast a time frame as possible, with the least amount of stops along the way.

I think that removing the on-campus bus stop will be wholly inconvenient for students and employees, especially for students and employees that do not have cars. Capital Transit will make a grave mistake because the company will be sure to lose an important percentage of it's ridership. It is understandable that Capital Transit wants to cut costs and make it's operations more efficient, but, failing to meet the needs of the community defeats that objective. It should be noted that public transportation is a necessity not a luxury.

Capital Transit should be looking at ways in which it can strengthen key areas of it's network, the on-campus bus stop at UAS is one of those key areas. I think that fares should be increased from \$2 to \$3 to help boost revenue. I think that the number of stops along the Mendenhall Loop on routes 3 and 4 could be cut down enormously to ensure faster and smoother journey times. I think that the number of drivers employed by Capital Transit and their salaries should be reassessed to ensure that the number of drivers meet demand. I think that the frequency of all bus services should be reviewed in order to follow demand; buses should stop more where needed and less where not needed. There are many possibilities that Capital Transit can look into and consider implementing in order to achieve it's goal of cutting cost and improving efficiency, without having to cut the on-campus bus stop.

Yours Sincerely,

Kieran Smith

Gallion, Irene

From: Tyler Emerson <emerson.tyler@gmail.com>
Sent: Wednesday, December 03, 2014 2:11 PM
To: Capital Transit
Subject: Transit Plan Comments



To whom it may concern,

The currently proposed plan presents many alarming issues and the assembly should not accept the changes without significant modification. I have been to many of the planning meeting and presentations, and it seems as though the consultancy firm preparing the plan has erred in believing that riverside service is a priority which warrants sacrifices at so many other junctures within the transit system. The vast majority of stakeholders who have attended planning meetings and comment sessions have spoken out against the plan for various reasons which I broadly summarize below:

The main issue it seems is the disenfranchisement of low income, elderly, disabled and student populations to service an area that is characterized by single family homes and relatively affluent families who will most likely not be riding the bus out of necessity. St. Vincent de Paul's, Reach, the Glory Hole, UAS (Including the new freshman dorms) are just a few of the places that quickly come to mind which depend on the bus line for their clients and the services they provide. The riverside drive area is already serviced at the most critical hub at the mendenhall mall where employment opportunities and necessity shopping exists. I think it is comical that anyone might believe that there will be a large number of riders frequenting the new pool. Perhaps the new library will be a draw but as we provide service there we remove service to TWO libraries. Riverside drive service should be the first thing cut if priorities are set straight, which should include serving the most vulnerable population, not furthering a decision maker's idealistic vision of people hopping on the bus to go swimming or creating a "symbolic hub". ACTUAL bus riders want a consistent, practical system that takes riders to bedrock institutions of employment, education, and to areas where living necessities can be procured, which the currently proposed plan takes away from in favor of adding service to recreational activities while serving affluent populations.

-Skatepark transfer station. Although in theory transfers happen quickly and waiting is kept to a minimum, there will undoubtedly be those left stranded at the skatepark, without any recourse to get out of the cold or get to a phone in the case of an emergency. This location also presents the problem in that there is no crosswalk anywhere nearby. Perhaps I am wrong but from what I can tell the current plan requires riders to jaywalk across two opposing lanes of traffic to complete a transfer going the opposite direction. This is irresponsible for the city to look the other way if this is indeed the case and riders will be forced to break the law to ride the bus in a normal fashion.

From what I understand, the current transit system is one of the most efficient in the country per ridership numbers, few if any complain about the status quo bus system. There are issues, but the numbers don't lie... The system is currently meeting the needs of many in its current form. The city needs to appropriate additional funds or encourage additional revenue raising methods by the transit system if we are to add additional service to riverside or to the Costco area. These services would be an excellent addition but should not come at the expense of the truly necessary routes that serve downtown, past the nugget mall, and UAS.

Thank you for the opportunity to provide comment on the proposed changes, I hope that current changes are eliminated, a new plan redrawn (no outside consultants perhaps?) and the current plan remain while we figure out a viable alternative, if one is actually really needed.

(Sincerely,
Tyler Emerson

(

(

Gallion, Irene

From: Blake Hass <blakehass2010@gmail.com>
Sent: Wednesday, December 03, 2014 1:51 PM
To: Capital Transit
Subject: Proposed Plan

BM

To Whom it may concern,

My name is Blake Hass and I am a senior at UAS in Juneau. Although I am not a frequent user of the transit system, I do use it periodically and it has gotten me out of some binds. I recently attended the Q&A held at UAS and found it very informative. I understand the bureaucracy of the situation, however, I believe there are many things the outside consulting firm did not consider. As a student of UAS it is easy for me to be egocentric and think of only how the new plan would affect me; but I'm writing on behalf of the many handicap and wheelchair bound students we have, as well as the 2014 Freshman that are in the new residence hall. Many of these students and others, count on the transit system in order to make it to their classes. A fair amount of classes begin at 8:00 am. The buses currently get them there on time, but if the stop location was changed, many students would miss out on classes required for graduation. For the freshman, it is a tough experience coming to a new city, with new people, and new obstacles. I believe that it would make a freshman's transition more enjoyable and smooth if the stop remained where it currently is. Now that I have spoken on behalf of my fellow UAS students, I would like to speak on behalf of the handicap with of Juneau, especially the individuals counting on Saint Vincent de Paul. I firmly believe that it would be immoral to ask so many individuals that have contributed to our community to walk or wheel over a mile away in order to catch the bus. I feel as though doing the right thing and helping those most in need is much more valuable than a few minutes. I think there are a lot of issues with the current plan, and there are absolutely some with the new plan. So I'm going to play City Assembly member and ask that the solution be either an increased bus fare or an extension of time between routes. I feel as though we have a very unique transit system in regards to its usage, and I just ask that those with power use it and make an informed decision that benefits the community as a whole and those most in need. Have a great day and God bless.

--

Blake D. Hass
Student: University of Alaska Southeast
Juneau, Alaska
[\(269\) 757-4108](tel:(269)757-4108)

Gallion, Irene

From: Margo A Connolly-Masson <maconnolly@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 1:38 PM
To: Capital Transit
Subject: Comments on proposed bus route changes

Good Afternoon,

I am relatively new to Juneau and am an employee of the University of Alaska Southeast. I am strongly against the proposed elimination of the UAS-Egan bus stop. Making the university accessible to students who live off-campus and making the city accessible for students who live on-campus are extremely important matters to consider. As we try to attract new students to UAS, we emphasize the university's connection to the larger Juneau community and the relative ease of traveling to downtown and to other places throughout the community. The proposed elimination will greatly weaken the connection between the university and greater community, and may result in our students feeling isolated.

Thank you for your consideration.

Margo Connolly-Masson
Admissions Representative
University of Alaska Southeast
11120 Glacier Hwy
Juneau, AK 99801
Phone: [907-796-6067](tel:907-796-6067)
Fax: [907-796-6365](tel:907-796-6365)

BN

Gallion, Irene

From: Eric G Lingle <elingle@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 1:35 PM
To: Capital Transit
Subject: Comment: proposed route and service changes, spring 2015

Hello,



I would like to make known my opposition for the proposed removal of the stop at the Egan Library. UAS recently opened a new 120 bed freshman residence hall just steps from this stop. The majority of these students are first time freshmen who are coming to Juneau from out of town. As such, they do not own cars, or their cars are not in Juneau. Students use the bus for general transportation, as well as transportation to attend classes the UAS Tech Center. Removing this stop would be a major impediment for these students (and many others).

Thank you, and have a good day

Eric Lingle
Associate Director of Admissions
University of Alaska Southeast
11120 Glacier Hwy
Juneau, AK 99801
Phone: 907-796-6069
Fax: 907-796-6365

Gallion, Irene

From: Andrea Leigh <andrea.alaska@gmail.com>
Sent: Wednesday, December 03, 2014 1:12 PM
To: Capital Transit
Subject: proposal comments

88

I wanted to express my concerns about the proposal:

- 1) During inclement weather indoor bus stops are essential to ridership. Many people use the express bus stop on the UAS campus for this reason because they can wait inside. Capital City transit should prioritize shelters in key areas to increase safety for riders and to encourage ridership.
- 2) It is important that the buses be on time. My husband took the express bus from downtown last year and it was often late, to the point that people missed the deadline for picking up their children from daycare because they missed the transfer in the Valley. On time routes are a priority.
- 3) I support removing the bus stop from Nugget Mall. However, I think there should be a bus stop that serves the St. Vincent de Paul shelter and, perhaps, the airport. Taking the bus would be more convenient for folks at the shelter if there was a bus stop on site (or very nearby).
- 4) We should prioritize bus service for (1) regular commuters (as well as students), including those who might use the UAS bus stop (or others) as a park and ride and (2) low-income riders and other riders who do not have access to other forms of transportation.

Sincerely,

Andrea Dewees

Gallion, Irene

From: Donovan M Grimes <dmgrimes@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 11:47 AM
To: Capital Transit
Subject: COMMENT: new proposed bus routes



Capital Transit

First off, let me state that I may be forming an opinion on old information; if my concerns have already been addressed, wonderful. That said, I do have a few concerns about the newly proposed bus route changes:

1. Elimination of UAS bus stop: I believe that this is a bad idea. You would be removing a major stop for students and the public. Having a clean, safe, close bus stop is ideal for the University and the public library. I know that it takes extra minutes to come down the road and stop, but I think that the convenient and safety of this location is well worth the extra two minutes.
2. Changes to Back Loop, Auke Bay to Valley route: I am a bit confused by the proposed schematics, but it looks like all service to-and-from Auke Bay via the Valley has been cut off. Again, I think that this is a bad idea. What should be a 5-to-10 minute trip will now take students/workers twice to three times longer if they have to go out to the Nugget/Skate Park to make transfers. Just leave a circular route in place that services the entire Valley, Auke Bay, and Airport area.

A couple thoughts/opinions:

1. Frequency: It would be nice to see busses arriving more frequently. One an hour is too long. Once every 30 minutes is almost convenient. Once every 20 minutes would be ideal. I know that this would greatly increase the cost, but I would ride the public transportation system more often if it was more convenient.
2. Cost: The last time I rode, the cost was around \$2.00 (I think). This seems expensive to me for public transit. It would be tricky to reduce ride costs while increasing frequency, but again, I would ride public transportation more often if it was cheap and convenient.

Donovan Grimes

CS Coordinator, UAS Southeast

(907) 796-6189

dmgrimes@uas.alaska.edu

classroom.support@uas.alaska.edu

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Wednesday, December 03, 2014 9:55 PM
To: 'Tori Talley'
Cc: Gallion, Irene; Denise Guizio
Subject: RE: Public Comment: Proposed Change to Capital Transit Route - Negative Impact on Haven House

Tori - Thanks for taking the time to write down your comments.
They are being forwarded to the correct people for inclusion in the comments going to the Assembly Thanks Kirk

-----Original Message-----

From: Tori Talley [<mailto:tori.talley15@gmail.com>]
Sent: Wednesday, December 03, 2014 5:05 PM
To: Kirk Duncan
Subject: Public Comment: Proposed Change to Capital Transit Route - Negative Impact on Haven House

Mr. Duncan,

My name is Tori Talley. I'm currently a freshman at UAS. The proposed route changes would increase the distance of Haven House to the nearest bus stop to nearly a mile. The women from Haven House will most likely not have cars, having just come out from jail. This would be extremely detrimental to their daily lives having to factor in an extra mile long walk before each bus ride. As a child of a mother who would've benefited from Haven House I know these women who have made the decision to rehabilitate themselves need as much support as possible and the bus being closer will help them in a positive way.

Please register my opposition to the part of the proposal "Mendenhall Loop Road between Stephen Richards and Mendenhall Mall Roads will no longer be served."

Tori Talley

BR

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Wednesday, December 03, 2014 9:56 PM
To: 'larry talley'
Cc: haven-house-juneau-board; Haven House Juneau; Denise Guizio; Gallion, Irene
Subject: RE: Public comment: proposed change to Capital Transit route would have negative impact on Haven House

Larry - Thanks for taking the time to write down your comments.
They are being forwarded to the correct people for inclusion in the comments going to the Assembly
Thanks
Kirk

From: larry.talley@gmail.com [<mailto:larry.talley@gmail.com>] **On Behalf Of** larry talley
Sent: Wednesday, December 03, 2014 4:44 PM
To: Kirk Duncan
Cc: haven-house-juneau-board; Haven House Juneau
Subject: Public comment: proposed change to Capital Transit route would have negative impact on Haven House

BS

Dear Mr. Duncan, I'm a board member for Haven House, which is located at 3202 Malissa Drive. I believe the proposed route changes would increase the distance from Haven House to the nearest bus stops by nearly a mile. This would have a significant impact on Haven House and our residents, most of whom we would expect to be regular bus riders.

Please register my opposition to the part of the proposal "Mendenhall Loop Road between Stephen Richards and Mendenhall Mall Roads will no longer be served."

Larry Talley

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Thursday, December 04, 2014 8:47 AM
To: 'Pat Kalbaugh'
Cc: Denise Guizio; Gallion, Irene
Subject: RE: Comment on Proposed Bus Schedule Changes

Pat – Thanks for your comment.
I will include the comment in the packet for the Assembly
Kirk

From: Pat Kalbaugh [<mailto:pakalbaugh@gmail.com>]
Sent: Thursday, December 04, 2014 8:32 AM
To: Kirk Duncan
Subject: Comment on Proposed Bus Schedule Changes

Hello

BT

I am a retired bus driver and I am also an occasional bus rider so I know the system well. I've been listening to the controversy on the proposed schedule changes in the media.

My question is, WHY would you take a system that works extremely well and change it so it doesn't serve the people it is targeted to provide service to? This system has been working very well for years. If you want to add service to more areas, ADD MORE ROUTES, don't try and tweak the basic system to include the changes. If its too costly to add routes, just leave the current system alone until the City can afford more routes.

Fortunately, I have a car and can still drive so these changes will not impact me (riding the bus will make it too inconvenient and time consuming) but I do know and feel for those that cannot drive and will be at the mercy of those that are making these ill-thought out decisions. You are making it very hard for people who rely solely on public transportation, our young people, the disabled and the elderly.

The most problematic are the changes being made to the transfer point (from Nugget Mall to the Skate Park) which makes it really inconvenient for those living near St. Vincent's that heavily rely on bus transportation) AND pulling out of UAS to pick up on the back Loop Rd. As a woman I would not want to walk out to the Back Loop Road in the winter in the dark to catch the bus. Its just not safe.

PLEASE DON'T CHANGE A GREAT SYSTEM THAT IS WORKING WELL AND SERVING THE PEOPLE IT IS INTENDED TO SERVE. IF YOU WANT TO EXPAND THE SYSTEM, ADD MORE ROUTES.

Sincerely,

Pat Kalbaugh
PO Box 34054
Juneau, AK 99803
907-723-5623

Gallion, Irene

From: Jennifer A Malecha <jamalecha@uas.alaska.edu>
Sent: Thursday, December 04, 2014 8:47 AM
To: Capital Transit
Cc: Margie W Thomson
Subject: UAS Capital Transit Proposed Route Chances

Hello,

BU

My name is Jenny Malecha; I work at UAS in Disability Services. I appreciate the opportunity to comment on the proposed route changes. I'm very grateful for the services that Capital Transit provides, and as an advocate for people with disabilities I'm a huge fan of the VIP bus pass.

Many of students we work with have limited mobility and the walk from Back Loop Road will be a hardship especially at night and in inclement weather. Some of our students with disabilities use Care-A-Van but others do not qualify or prefer the bus. I'm concerned that the route changes will place a financial and scheduling burden on Care-A- Van due to increased ridership of students and community members who can no longer get to their bus stops. Capital Transit has made huge strides in the last ten years in regards to making public transportation accessible to everyone in the community. Unfortunately, the route and service changes are a step backwards in Juneau's mission to provide "safe, reliable, low cost transportation to insure that all citizens have the ability to access and participate in the community."

Access, wellness, and academic support and success are the primary focus for UAS Disability Services. Many of our students come to UAS to make a better life for themselves. I'm inspired daily by students we work with. Against all odds they are here at UAS.

These students are strong and resilient and worked so hard to get to UAS but they are at risk. Any barriers placed in front of these students could mean the end, for their education. Many UAS students have multiple stressors and limited resources. The added stress of less convenient or accessible bus service could be the straw that broke the camel's back. The routes changes could mean being late for that one test that they had to pass or they lose their financial aid, getting to work on time for a job they can't afford to lose, and getting to medical appointments for the care they need to stay well.

When making changes to services in the community the most important question is, "who will this hurt the most?" The UAS route change will hurt our most vulnerable students and community members and will become yet another barrier to their success. Thank you for your time and consideration on this matter.

Sincerely,
Jenny Malecha

18224 Point Stephens Rd
Juneau, AK 99801
907-957-0801

Jenny Malecha
Disability Services
University of Alaska Southeast
907-796-6450

Gallion, Irene

From: Maria Lisowski <mlisowski08@gmail.com>
Sent: Thursday, December 04, 2014 8:17 AM
To: Capital Transit
Subject: Comments regarding Capital Transit Service & Route Changes

BV

Please consider this my written comments for the record regarding the service and route changes proposed for Capital Transit. I strongly object to the changes proposed for the Auke Bay-Downtown Express Route (Route 5). This route is described as a commuter route, yet the changes proposed by Capital Transit are anything but commuter friendly. Commuters from "out the road" or near Auke Bay are currently able to commute by car to the UAS campus and catch the express bus to downtown. By eliminating the UAS loop, it makes it far less able and desirable for a commuter to utilize the express service--there is no convenient parking at/near DeHart's. Additionally, you have pretty much eliminated use by any UAS students with a disability utilizing the service because it would be very difficult to get down the hill to access the service at DeHart's. Regarding the change proposed for transfers from Nugget Mall to Pipeline Skate Park--where would a commuter be able to park and then take the bus downtown? This is a frequent occurrence for commuters, especially when roads are icy; I don't see you taking this into account. Additionally, why the express route change through Fred Meyer/Western Auto to Vanderbilt? If this route is truly considered an express bus, why add these stops? Other routes service this area. The position Capital Transit has taken is that service efficiencies must be made due to funding constraints. However, efficiencies should not come at the expense of customer service. What good is it to be efficient if you aren't meeting your customer needs? It will result in fewer customers, which is exactly what your proposals will do--make it so inconvenient that there will be fewer commuters. CBJ should be encouraging its residents to commute by public transit rather than discourage it by claiming to be more efficient. I urge you to maintain the UAS-Downtown route as is and to continue to use Nugget Mall as a commuter transfer point. Maria Lisowski, Juneau Resident

Gallion, Irene

From: Peter Sommers <pete.sommers@gmail.com>
Sent: Thursday, December 04, 2014 7:35 AM
To: Capital Transit
Subject: Route & Service Changes.

BW

Hello,

I wanted to high light a major flaw with the proposed changes to the Juneau transit service. Under the proposed plan, service will be eliminated to two Juneau public libraries (Downtown and UAS) in favor for a library that is not even built yet. This is a major concern.

Currently public comment is being taken via email, phone or in person written comment. I must assume that the city would continue to use these means in the future for receiving public comment in the future. The issue is that many low income people in Juneau must rely on the public libraries for internet access. They may not be able to afford phone or internet at their homes, or may have no homes.

As a city organization you are, intentionally or not, limiting the number of possibilities that an underrepresented portion of the city population can communicate with government officials in the future.

This is a very scary thing for a city to do. I would implore you to reconsider eliminating services to these two locations.

Thank you,

Gallion, Irene

From: Ernestine H Hayes <ehhayes@uas.alaska.edu>
Sent: Thursday, December 04, 2014 7:28 AM
To: Capital Transit
Subject: changes



Hello. Your website states that Capital Transit intends to put a number of changes into effect this coming spring. As a longtime bus patron, I am disappointed but not surprised that these changes do not place the most value on the needs of passengers but rather on "putting time back in the schedule." In addition, rather than look at creative ways that schedules can be modified to serve passengers, community, and drivers by consulting with the populations who actually come into frequent contact with those routes and schedules, you summarily decided simply to announce your intentions and hold meetings after your intention has been announced.

Your mission statement claims that it's your purpose to provide "safe, reliable, low cost transportation to insure that all citizens have the ability to access and participate in the community."

Further you maintain that you are interested in providing "a reliable transportation alternative to reduce the presence of automobiles in the community and especially in the Downtown."

You actually claim that you are "dedicated to providing the best possible transit service to the community."

Finally, you declare that you assign "primary importance" to "the satisfaction of the passenger; the respect of other users of the roads, streets and highways" and that somehow you expect that your decisions will lead to "a positive image of Capital Transit among all citizens of the community."

During the recent public hearings on your intended changes, I heard the goal of putting time back into the schedule repeated a number of times. Your mission statement was not mentioned even one time. That's understandable, since only one of the above claims in your mission statement can even be stretched far enough to get anyone to believe that your intended changes are being made with any element of your mission statement in mind.

In addition to the inconvenience, discomfort, and potential risk that your decision to force passengers to walk 1/3 mile on an often-dark trail over snow and ice while carrying books -- a path which in the summer is known to be used by bears -- your decision to move the transfer point away from Nugget Mall produces inconvenience, discomfort, and potential risk for the persons who live at St. Vincent de Paul and who rely on public transportation. What part of your mission statement covers that reduction in service?

Your ridership is very high, so it seems clear that you don't care if those numbers go down; in fact, it appears that you're hoping that happens. What part of your mission statement covers that eventuality?

It's apparent that the people making these decisions don't ride the bus, and the company you hired to design these changes don't know anything about our community. In the end, the inconvenience, discomfort, disrespect, and potential risk that your intended changes produce have already resulted in a negative image of Capital Transit. But it seems that's another element of your mission statement that is eclipsed by your intent to make these ridiculous changes.

E. Hayes

Gallion, Irene

From: Peter Sommers <pete.sommers@gmail.com>
Sent: Thursday, December 04, 2014 7:26 AM
To: Capital Transit
Subject: Route & Service Changes.

Hello,

I would like to say that I understand the need to update the current transit system. However, the current plan is not the way to proceed.

The current plan symbolically states that the city of Juneau does not support State Government by having no service to the Capital building. In addition it also states that Juneau does not support the Alaska University system by eliminating service to one of the three main campuses.

Service to these two destinations needs to be restored.

Thank you,

Peter Sommers

84

Gallion, Irene

From: Dan Austin <st.vincentdepaul.juneau@gci.net>
Sent: Wednesday, December 03, 2014 8:31 PM
To: Capital Transit
Cc: 'Lisa Phu'
Subject: Diminished Service for elderly and disabled and working poor

Mayor Sanford
CBJ Assembly

BZ

Mr. Duncan is to be commended for his efforts to communicate proposed transit changes to those of us who are so directly affected. The one meeting I was able to attend at UAS this afternoon, was quite crowded and I did not hear a single positive comment. Yet, Mr. Duncan patiently conducted the session in a professional manner and with a seemingly genuine consideration for the concerns of the audience.

That said, the proposed changes, particularly the relocation of the Valley Transit Center to the skateboard park, is a huge mistake and a dis-service to many of those who are most dependent on public transit—the elderly, the disabled and the working poor. More than 100 individuals from those groups live at the St. Vincent de Paul campus, one block from the current Transit Center at the Nugget Mall. They have depended on direct bus service to downtown and other areas for more than 20 years. Many will not be able to access the system from the next nearest stop more than a quarter mile away, let alone reach the proposed transit center re-location at the skateboard park more than a mile away. Especially in winter.

Juneau's transit system is one of the finest in the country for a community of its size. We have one of the highest per capita ridership rates. Could it be because the system, as currently configured, serves its customers well? The bus system doesn't have a route or service problem, it has a relatively minor budget problem.

I am a senior and I highly value the express service from downtown to the nugget mall. I love that I can ride to work and back at no cost. But, I can afford it, and will be happy to pay something for this great service—especially if my low-income peers can continue to ride for free. Juneau has to re-examine its policy of exempting fees based solely on age. Many of us seniors will continue to work full-time well past 65 and there is no reason that we should be 100% exempt from bus fare and sales tax. These exemptions should be based on income, not age. The revenues raised should be invested in community resources we all value. Like the great Transit System.

CBJ spent \$150,000 on a consultant who came up with this plan as a way to save \$100,000. The plan is to reduce and diminish existing service on the one hand and extend service to a new area on the other—Riverside Drive. Mr. Duncan admits there is no way to estimate the potential ridership on that route. He also agrees that the demographic profile of riders is important to an analysis of service, but we do not collect that information. First rule of successful business is: "Know your customers and what they need and want." It seems that while we are willing to spend on suggestions for cuts, we are not interested in the kind of market research that even an average small business would undertake.

The answer to the budget problem is to expand *paying* ridership and that means a willingness to invest in infrastructure, appropriate technology, training, and public relations. The rewards of utilizing Juneau's transit system is one of the best kept secrets of Alaska's Capital City. Let's work on raising the funds necessary to continuously improve one of the nation's great small transit systems—not start killing it with the first of a hundred small cuts.

Dan Austin

Gallion, Irene

From: Elizabeth A Spence <eawilliams2@uas.alaska.edu>
Sent: Wednesday, December 03, 2014 5:11 PM
To: Capital Transit
Subject: FW: Dropping UAS Bus Stop Input: TODAY Egan Lecture Hall, 12 noon Wednesday, December 3rd
Attachments: cropped bus stop.jpg

Capital Transit,

Please do not change or drop the UAS Egan Building bus stop.

I live near the airport, and have frequently caught the Express Bus to and from work (that being the University). And as an individual with a disability, it is very helpful to be dropped off at the heart of the campus rather than on the Back Loop Road.

As an advisor, I know there are many students whom live downtown, and catch the Express bus from the Federal Building to UAS to attend classes and appointments.

And, I frequently see others (not UAS affiliated) take the Express Bus to utilized the library, which is part of the CBJ system.

Thank you.
Elizabeth Spence
Muir Street, Juneau, AK

ck

From: Katie K Bausler
Sent: Wednesday, December 03, 2014 10:25 AM
Subject: Dropping UAS Bus Stop Input: TODAY Egan Lecture Hall, 12 noon Wednesday, December 3rd

Dear UAS Juneau Community,

Capital Transit is proposing DROPPING the UAS Egan Building Bus stop. The Assembly could vote on new bus route changes as soon as next Monday, Dec. 8. The CBJ wants to hear what **YOU** think. If you can, please come to a **special public meeting TODAY Egan Lecture Hall, 12 noon Wednesday, December 3rd.**

The City and Borough of Juneau needs to hear from the people who would be most impacted by this change- the people who live, work, and go to school here-**YOU!**

They are also taking comment this week via email and/or phone here:
Capital.Transit@Juneau.org or 586-2871.

Thank you.



Student Government

University of Alaska Southeast
United Students of the University of Alaska Southeast

Resolution 1415-01

USUAS-JC Sustainability Committee



Sponsored By: Senator Steve Handy

Date of Introduction: November 22, 2014

Purpose: To provide USUAS-JC students with an active voice regarding public transportation. Specifically, that USUAS-JC opposes the elimination of the public bus stop on the UAS campus.

Whereas:

The City and Borough of Juneau (CBJ) Capital Transit division plans to eliminate the UAS campus bus stop;
AND

Whereas:

The removal of this bus stop will cause hardship to UAS students, faculty, and the public who utilize the public transportation system to access the UAS Egan Library. The planned changes will also eliminate service to the downtown public library. This will constitute removal of access to 2 to 4 public libraries; AND

Whereas:

The survey data used to determine public transportation needs of the campus did not include input from the significant population of the new student housing facility on campus. Therefore, the data and determinations made from that data are invalid; AND

Whereas:

The UAS stop avails rest and refreshment opportunities to bus drivers thereby providing for a safer transportation service to the public.

Be It Resolved:

The UAS Juneau Campus Student Government opposes the elimination of Capital Transit's bus stop on the UAS campus. We ask Capital City Transit planners re-evaluate the plan and reverse the decision to remove the UAS campus bus stop.

This Resolution is to take effect: December 3, 2014

x: Victoria Daniels
President Victoria Daniels

cc

Impacts of Proposed Changes on Student Ridership

Glenn Wright
Assistant Professor of Government
2014-12-02

“...it’s not fair to the people who are on foot. What if they cannot walk that extra distance?”

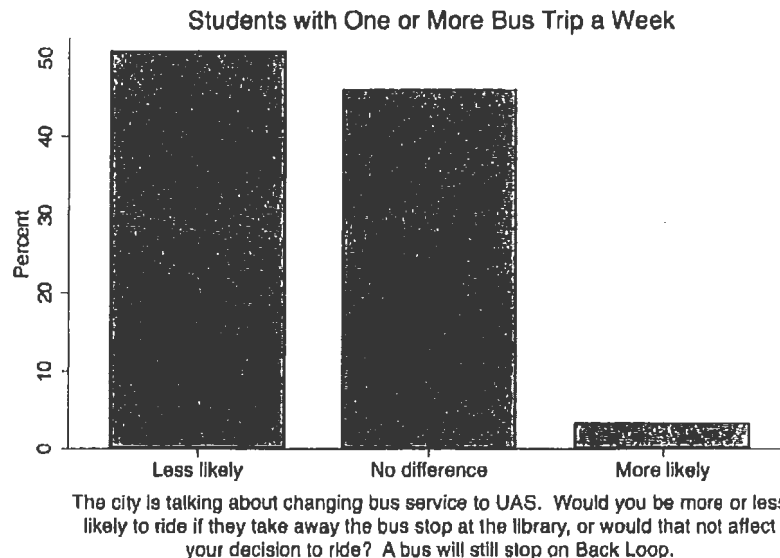
“...removing the service would impact many students, including those that have limited time or resources for transportation.”

“Let us keep our bus stop! I am only able to attend UAS without a car because of the bus. Take that away and you take away a lot of student mobility.”

My students have been carrying out a survey of UAS students over the last several weeks on issues related to transport, including asking several questions about the proposed changes. We have assembled what appears to be a solid, representative sample of the UAS-Juneau student community with 151 respondents.

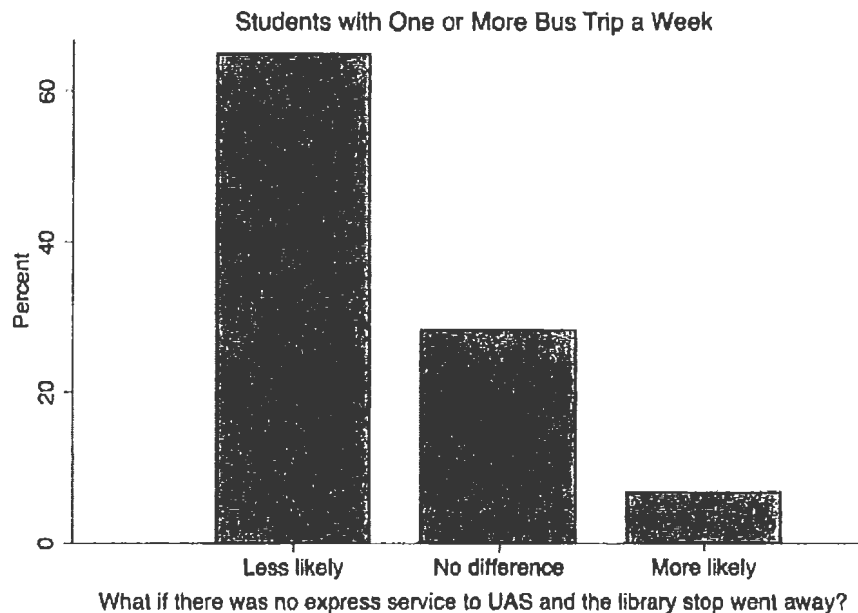
There is substantial evidence that the proposed changes will significantly and negatively impact bus ridership among the UAS student community.

- Over 40 percent of our respondents (41.06%) report riding the bus on at least a weekly basis,
- Students take an average of 2.2 bus trips/week.
- Around 20% of our students report riding frequently (three or more times a week), with some reporting very frequent trips (the largest number of weekly trips in our sample was 18, with around 10 percent of our students reporting 10 or more trips/week).



When asked about the impact of proposed changes, around **41 percent of all students**, and around **51 percent of students who currently ride on a weekly basis** said removing the library stop would make them “less likely” to ride the bus.

Results were more significant if we asked about the impact of the elimination of the express bus to campus *and* the elimination of the library stop. Around **51 percent of our sample** said they were “less likely” to ride the bus if express service and the library stop were removed, and **around 65 percent of weekly bus riders reported the same.**



Comments were also striking. A few examples:

“Save our bus stop!”

“It’s important to keep these stops for students and faculty in need of it. Also the bus drivers also use this stop for personal need. I have taken the bus and it’s extremely helpful to have.”

“It’s important for the UAS community and the Juneau community as a whole to have public access to/from the university”

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Thursday, December 04, 2014 9:42 AM
To: 'Delia Sizler'
Cc: Denise Guizio; Gallion, Irene
Subject: RE: proposed plan

Delia – Thank you for your comment and I will make sure it is included in the comment packet
Kirk

From: Delia Sizler [<mailto:dsizler@gmail.com>]
Sent: Thursday, December 04, 2014 9:38 AM
To: Kirk Duncan
Subject: proposed plan

Kirk, a number of the proposed changes in our bus service are disturbing.



- the elimination of all bus service along Mendenhall Loop from Atlin to SR.
- the proposed change for transfer locations
- the lack of access to downtown services and businesses
- the UAS stop change

This plan may save time and money but at the expense of ridership. For many of us the service of Capital Transit is more than a convenience, it is a necessity that we rely on to allow us access to those places we need for our livelihoods and quality of life. Having to walk for a couple miles to catch a bus is certainly not possible for many of us in any weather.

I propose that there be no change until these critical needs are better addressed and there is more opportunity for the public to weigh in.

Thank you for taking this message to the meeting on Monday.

Delia Sizler

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Thursday, December 04, 2014 9:45 AM
To: Gallion, Irene; Denise Guizio
Subject: FW: Comments on Proposed Changes to Capital Transit

From: Rob Steedle
Sent: Thursday, December 04, 2014 9:45 AM
To: Kirk Duncan
Subject: FW: Comments on Proposed Changes to Capital Transit

From: Mark Calvert [<mailto:mpcalvert@yahoo.com>]
Sent: Thursday, December 04, 2014 9:43 AM
To: Capital Transit; Borough Assembly
Subject: Comments on Proposed Changes to Capital Transit



Dear Mayor Sanford, Members of the CBJ Assembly, and Mr. Duncan,

I write you in strong opposition to the proposed changes to the Capital Transit Bus Service. In particular, the elimination of service to UAS. How even the idea of eliminating service to our University came to be an option defies logic and common sense, yet here we.

I will tell you how elimination of service will affect our family: My wife and I are a one-vehicle household and live in downtown Douglas. My wife works at UAS and every day I drop her off at the Federal Building so she can take the UAS Express to work. This makes commuting affordable. She enjoys the time on the bus to relax (and not drive) and appreciates the excellent service from the drivers, who we know by name.

Should your cuts become reality, my wife will now have to commute for an extra **hour** every day, including a 1/3 mile walk back and forth from the Back Loop Road and a change at the Skate Park. We cannot afford another car and cannot afford the gas for her to drive 30 miles roundtrip every day. We rely on bus service to ease the extreme financial burdens of living in a very expensive city. We have no idea what we will do should your cuts become reality.

I am also deeply concerned with the flawed process by Capital Transit of presenting this plan to the public and hearing comments. According to our bus drivers, the glossy brochures highlighting these proposed changes have been sitting at Capital Transit for *weeks*, ready to be distributed before they actually were. Why? This is a disservice to us. Secondly, that the CBJ would advertise and hold a public comments session (see glossy brochure) yesterday at UAS and then - at the end - state that only written comments would be submitted to the Assembly for consideration, is disingenuous and disenfranchising to Juneau residents. How many hoops must people jump through to make their voices heard? I urge you to address this.

I hope that before you make any decisions regarding schedule changes each of you ride **every single Capital Transit route** and see for yourself how these cuts would further marginalize a large segment of our population. You have the opportunity to find a solution that will actually benefit the people you represent, and I believe that with some hard work you really will find a good solution. I urge you to listen to the (virtually) unanimous voices against these cuts, embrace creativity, and find a solution.

Thank you for your hard work.

Yours respectfully,

Mark Calvert

Mark Calvert
745 Saint Ann's Avenue
Douglas, Alaska 99824
T 907.957.4570

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Thursday, December 04, 2014 9:48 AM
To: Jane Lindsey
Cc: Robert Barr; Gallion, Irene; Denise Guizio
Subject: FW: Bus Route Changes comments from Juneau-Douglas City Museum
Attachments: Downtown map revised 11-14.pdf

Thanks Jane

I will include your comments and concerns in the packet to the Assembly

Kirk

From: Jane Lindsey
Sent: Thursday, December 04, 2014 9:03 AM
To: Kirk Duncan; Robert Barr
Subject: Bus Route Changes comments from Juneau-Douglas City Museum

CF

Hi Kirk,

I would like to submit comments to you concerning the bus route changes in the downtown area. As a facility run by the city and tasked with promoting our mission and generating revenues, I would like to express my concern about the termination of the bus loop up to the Capitol, and the free loop available to travelers from the Juneau Public Library to the Capitol and back to the transportation center.

This free loop brings visitors up to our Capitol, the City Museum, the Governor's Mansion, the Russian Orthodox Church, and helps them get to the House of Wickersham so they can experience our community off of Front and Franklin Street. These travelers are an aging demographic and are daunted by the hills in Juneau.

The Juneau Convention and Visitors Bureau printed 30,000 free maps a couple of months ago (attached pdf) with information about this free loop to encourage and promote some of the best historic properties in the downtown area to visitors. This was done in good faith that this service would remain available.

I appreciate how difficult your job is right now as you look at cuts to public transportation that has become so vital to our community. Please consider carefully how important a public transportation link to our capital is to residents and visitors, and legislators. We are perpetually asked by the rest of the state of Alaska to assert our ability to promote and make accessible, Juneau as the Capital City, and a city with an authentic historic presence.

Please let me know if you need any more information.

Jane Lindsey, Director
Juneau-Douglas City Museum

POINTS OF INTEREST

- 1 Federal Building**
Main Post Office, Time Capsule and Alaska Native Exhibit.
- 2 Governor's House**
Built in 1912, this elegant residence is home to Alaska's first family.
- 3 House of Wickersham**
Home of Judge Wickersham, a leading proponent of statehood and an architect of Alaska's Territorial legal system.
- 4 St. Nicholas Russian Orthodox Church**
Built in 1894, it's the oldest original Russian Orthodox church in Alaska.
- 5 Empty Chair Memorial**
This memorial is a tribute to Juneau's Japanese community who were incarcerated during World War II.
- 6 Stewart Legislative Office Building**
Built in 1928, this former Scottish Rite Temple now houses offices of the legislature.
- 7 Alaska State Capitol ***
Free tours throughout the summer. Houses the Governor's office, legislature and historic photos.
- 8 Juneau-Douglas City Museum ***
The museum offers exhibits on Juneau history and culture.
- 9 Windfall Fisherman**
A life-sized bronze brown bear sculpture by local artist R.T. Wallen.
- 10 State Office Building ***
The eighth floor features a restored pipe organ, a totem and an observation deck with great views of Juneau and Gastineau Channel.
- 11 Alaska Territorial Guard Statue**
Honors the thousands of Native soldiers who guarded Alaska's coast against invasion during World War II.
- 12 Alaska State Museum CLOSED (until 2016)**
Impressive exhibits of Alaska history, Native culture and wildlife. Guided tours.
- 13 Juneau Arts & Culture Center ***
Local artist exhibits and sales, event tickets, recording studio, meeting space rental for public and private events.

- 14 Centennial Hall Convention Center**
Offers 40,000 sq ft of professional meeting space, in the heart of historic downtown. Convenient to hotels.
- 15 Municipal Building - City Hall ***
The side of City Hall has a mural by former local artist Bill Ray depicting a Tlingit story of creation.
- 16 Hard Rock Miner**
A bronze sculpture by local artist Ed Way depicts Juneau's hard rock mining origins.
- 17 Patsy Ann**
In the 1930s, steamships and visitors were greeted by Juneau's most famous dog, Patsy Ann.
- 18 Marine Park Kiosk (Seasonal)**
Visitor information, brochures and friendly service are available here.
- 19 Library and Parking Garage ***
Alaska historical reference materials, information and a stained glass mural.

- 20 Visitor Information Center (Seasonal)**
Visitor information, brochures and friendly service are available here.
- 21 Archie Van Winkle Memorial**
A tribute to the first Alaskan to receive the Congressional Medal of Honor.
- 22 Fisherman's Memorial**
A monument in remembrance of those who dedicated their lives to the commercial fishing industry.
- 23 USS Juneau Memorial**
This anti-aircraft cruiser was christened by the Mayor's wife in 1942 and sunk that same year in World War II combat.

* **Public Restrooms** are available at these locations, at the Transit Center, the lower Tram Terminal and the Tram Plaza Building.

JUNEAU

DOWNTOWN AREA MAP



1.1 miles from Dock D to Mt. Roberts Trailhead and 0.75 miles beyond to Perseverance Trailhead and the Last Chance Mining Museum

- ↔ = one-way street
- = crosswalks
- = downtown public free bus route
- = stairs
- P = parking
- T = transit center
- = cruise ship dock
- A = AJ Dock
- B = S. Franklin Street Dock
- C = Intermediate Vessel Float
- D = Cruise Ship Terminal
- E = Alaska Steam Ship Dock
- F = Seadrome Dock
- ★ = Post Office
- = Historic Signage

FUN FACTS!

You are in the heart of the Tongass National Forest

The Tongass National Forest is the largest temperate rainforest in North America, covering nearly 17 million acres, including nearly all of Alaska's Inside Passage. The mighty Sitka Spruce, Alaska's state tree, dominates the Tongass and can be identified by its very straight top and sharp-tipped needles. Another common species in the forest is the Western Hemlock, with its drooping top and soft, flat needles. The old growth trees of the Tongass can be 200 to 700 years old.

Yes, it's really a rainforest!

The Tongass is a temperate rainforest, different from tropical rainforests in two ways: temperate rainforests are much cooler and are home to fewer species of plants and animals than their tropical counterparts. But what temperate rainforests lose in biodiversity, they more than make up in biomass.

More trails than roads

Juneau is home to 262.2 miles of hiking trails! Compare that to Juneau's 41 miles of roadways from Thane at the South to Echo Cove at the North! And there are only 22 miles of roads on Douglas Island. Did you know Alaska has one mile of road for every 42-square miles of land, compared to the US average of one to one?

Bald eagles, harbor seals, bears and salmon

Look for eagles along saltwater coastlines, rivers and streams. And don't forget to scan the trees for white spots. You'll soon see eagles everywhere. Look for the white heads and tails of adult eagles and the brown-speckled plumage of juveniles. And watch the Channel for harbor seals – about 74,000 live in Alaska waters. While it's not uncommon for black bears, marmots and porcupines to wander into town, please remember never to approach or feed wild animals or birds – for your safety and theirs.

VISITOR INFORMATION

Ask us – we live here!

Juneau's information sites are staffed by a friendly, dedicated group of local volunteers. Seasonal information centers are located along the waterfront. Visitor information can also be found at the airport and the Auke Bay Ferry Terminal.

HELPFUL HINTS

Emergency and Information Numbers

Alaska State Troopers, City Police,
Fire Department, Ambulance • Dial 911

Bartlett Regional Hospital • 796-8900

Mendenhall Glacier Visitor Center • 789-0097

Alaska Department of Fish & Game
Regulations • 465-4180
Licensing • 465-2376

Weather • 586-3997

Getting around

Public transportation is available in Juneau via Capital Transit (789-6901). Schedules can be found at all visitor information centers. The public bus will not take you to the Mendenhall Glacier or to the Auke Bay Ferry Terminal. The closest bus stops are about 1.5 miles from either destination. Trolleys, taxis, tours and charters are available to meet your transportation needs.

Staying safe

There's a lot to do in Juneau, and even more to discover off the beaten path. Because your safety is really important to us, please keep the following in mind:

- Remember to watch out for traffic. Downtown Juneau is bustling with energy.
 - Use crosswalks throughout the city. Juneau's courteous drivers will stop, allowing for safe passage.
 - Never approach or feed wild animals or birds – for your safety and theirs.
 - Be prepared for variable weather. It's important to dress in layers and bring along good rain gear. The weather here can change quickly, and there's nothing worse than being wet and cold!
- If you go on a hike, please remain on marked trails. It's important to tell someone where you plan to go and when you plan to return, to carry high-energy food and water and to have good information and a map with you.

DISCOVER JUNEAU

Downtown Map

Juneau Convention & Visitors Bureau
800 Glacier Ave., Ste. 201
Juneau, Alaska 99801
Phone: (907) 586-2201 • Fax: (907) 586-6304
Toll Free: (888) 581-2201
Email: info@traveljuneau.com
www.traveljuneau.com

ENJOY OUR COLORFUL HISTORY

Juneau's Tlingit roots

As you walk through Juneau, take time to enjoy our rich and colorful history. For centuries, the Tlingit people, Juneau's Native inhabitants, hunted and fished along the shores of Gastineau Channel. As you walk through town, be sure to ask about the magnificent Native art and culture. Designs carved in totems and other Tlingit art tell the stories of the rich and varied history of Juneau's first residents.

A town is founded

In the 1870s, George Pilz, a mining engineer from Sitka, offered a reward to anyone who could lead him to gold-bearing ore. Chief Kowee, of the Auk Tlingit tribe, arrived with ore samples from Gastineau Channel. Pilz enticed prospectors Richard T. Harris and Joseph Juneau to investigate. The pair reached Gastineau Channel in August 1880 and sampled gravel in what is now known as Gold Creek. They found plenty of color, but didn't follow the gold to its source. At Chief Kowee's urging, Pilz sent the pair back. This time, they climbed Snow Slide Gulch and found the mother lode in Silver Bow Basin. On October 18, they staked a 160-acre town site on the beach. Soon, they were joined by boat loads of prospectors bound for gold. Juneau was born.

Our mining history

Within a few years, Juneau grew from a seasonal, Native fishing camp to one of the hubs of a large-scale hard-rock mining industry. The surrounding hills were honeycombed by two great mines: the Alaska-Juneau Mine and the Alaska-Gastineau Mine. On Douglas Island, the ground once reverberated with the 960 stamps from the mills of world-renowned Treadwell Gold Mining Company. That mine reached peak production in 1915, two years before a cave-in flooded three of the Treadwell's four mines and ended the Treadwell mining era. Shortages of manpower and supplies brought about by World War II led to the closure of the A-J Mine in 1944. Still today, however, there are more miles of underground tunnels within Mount Roberts than there are roads in all of Juneau.

Juneau becomes Alaska's Capital City

Serving as the seat of government for the territory of Alaska, Juneau became a state capital on January 3, 1959, when Alaska was granted statehood. Juneau's 32,000 residents are proud hosts for Alaska's Capital while enjoying the benefits of a small community, beautiful surroundings and the adventure of life on the last frontier. Federal, state and local government employs four out of every ten Juneau workers. Today, tourism is the largest private sector employer. Commercial fishing and mining are growing components of the local economy, as is Juneau's role as a regional hub for transportation, medical services, education and retail trade.

Public Meeting

Route and Service Changes for Late Spring 2015

Wednesday, Dec. 3, 6:30pm- Douglas library

Thoughts and comments:

1. Passenger does not like removing 4th street stop, due to physical limitations.

I am Michael George Patterson, I have end stage COPD and find it very hard to walk up hills to Rainbow foods.

-George Patterson

CG

2. Passenger does like the new route down Riverside Dr., however does not want to remove service between Atlin and Stephen Richards. Does not like removing the Nugget Mall Transit Center.

I appreciate the months of planning Capital Transit has put into this new plan. And I applaud the concept of adding a route down Riverside Drive to serve TMHS-Diamond Pool- The New Valley Library. That route is important for students in particular and the community in general. However, I have serious concerns with the disenfranchisement to many, many patrons who depend on service because they do not have more convenient transportation options and financial means. Eliminating the route between Atlin and Stephen Richards will hurt. Requiring students to walk between UAS and the Back Loop will be very challenging and inconvenient. Bumping riders out of the public facilities at the Nugget Mall is elitist and almost inhumane. The downsides of this plan outweigh the improved services. The attributes of our Transit System that once were National Award winning are sadly in jeopardy,

-Gene Randall

596-2009

CH

3. Passenger does not like removing the Downtown, UAS, St. Anns and Mendenhall Loop Rd. current bus stops.

Put the \$100K back in the budget!!

This plan creates many potential safety potential safety problems for UAS students and late night riders of Capital Transit.

CI

Riders with mobility problems will also be negatively impacted by discontinued service to Downtown, UAS, St. Anns and Mendenhall Loop Rd.

Cutting service does not improve the situation. The city should be looking at importing service by ADDING service!

Encourage people to RIDE THE BUS!
Relieve our parking woes.

Put the \$100K back in the budget.
-anonymous

4. Passenger does not like removing UAS, Downtown and St. Ann's current route. Does not like the suggested new Transfer Center, and suggests a different location.

Concerns: UAS bus should go to UAS, students need a bus. Douglas bus should go to St. Ann's due to steep grade.

Bus should serve all of Downtown- due to steep grades making it difficult to climb hills.

Transit/General Transportation plan doesn't seem integrated- It seems piece meal.

Skate Board Park is creepy and isolated too many buses that go on the Back Loop with little riders here.

It's okay to have longer headway. Why not have a connector that only goes back and forth and just have loops in the Valley +Douglas.

Why not have a transfer point at the airport which is a transit point already and is well lighted and safe.

Kudos: A bus to the new community hub is a good idea.
-anonymous

5. Passenger does not like removing Downtown service and does not like the new times at the Downtown Transit Center.

I'm concerned that there is no service in the Downtown area at all in the plan. The DTC is not an alternative. I frequent many of the downtown businesses now serviced that will not have bus access.

The time at the Downtown Transfer points is limited and if a connection is missed its 30 minutes to wait not a good arrangement in cold and or wet weather.

Mobility problems at transfer points or in getting to closest bus stop. I do not own a car so the Transit system is my only way to get around for shopping, medical care or entertainment.

What about a circulator bus through the downtown area?

Safety and shelter at DTC after hours for transfer.

This plan seems to simply be the current plan that is being bent to fit the schedule needs. Why not create a plan that meets the needs of the community?

-anonymous

6. Passenger does not like changes and would rather the routes left the same.

Pipeline Park transfer is horrible far from anything. No warm place to wait.
You must go to Egan Library Dark trail which is a safety issue, allow bike back use between
Transit Center Federal Building- silly to have to ride to Federal Building to put it on bus.
What about Elderly /Disabled living in Mendenhall Apartments.
No service to Cinema BLVD? Lots of folks in Coho Park Place bus!
Put the \$100,000 back leave service the same.
-anonymous

CV

7. Passenger concerned that persons with disabilities and limited mobility will have a harder time accessing the bus system with the new routes. Does like having the express bus go along Back Loop instead of turning around at Montana Creek.

CM

-The main problems I see are the UAS students that would have problems using the bus service, the other problem being people with mobility not being as able to access the bus system.

- I do feel that using the Mendenhall Loop Rd. instead of turning around. The reason being that it would take the same amount of time. Also I believe to create a turnaround would only create a longer expense.

-It seems they Valley Station would not have adequate shelter from the weather.

-This plan does seem to make several locations car oriented which would be a disadvantage.

-I think the 40 minute head ways would save more problems than it causes, but would be more inconvenient for people that miss their bus.

-anonymous

Gallion, Irene

From: Affatato, Beth A (HSS) <beth.affatato@alaska.gov>
Sent: Thursday, December 04, 2014 9:22 AM
To: Capital Transit
Subject: Route and Service Changes

Hello,



I am sending in comment in regards to the route changes, as I am unable to attend the public meetings.

Removing the Nugget Mall stop from the route and moving it to the Skate Park will completely dissuade usual riders from taking the bus, and the disabled riders will have an even more difficult time without the Nugget Mall stop. The Skate Park stop is not widely used and isn't a hub to anything, where the mall is. While I am completely excited about the Riverside route and feel it's necessary, cutting out the other stops seems a bit harsh. So, maybe the routes take a bit longer with the stops, but removing them is more a disservice to the customer.

Beth Affatato
Division of Public Assistance
Policy & Program Development
Public Assistance Analyst
(907)465-3201 Office
(907)465-5254 Fax

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Gallion, Irene

From: Grace P Lumba <gplumba@uas.alaska.edu>
Sent: Thursday, December 04, 2014 9:50 AM
To: Capital Transit
Subject: Route & Service Changes for Late Spring 2015



Hello,

I attended yesterday's public meeting at the UAS Egan Lecture Hall from 12-1pm on Wed, Dec. 3rd. Thank you for sharing your information and answering questions.

I am very concerned upon hearing that the national agency who conducted the study during the summer did not consider the brand new freshmen residence hall being built and opening fall 2014, nor the faculty and staff who are not on contract during the summer. There are 380 UAS employees, 2393 students enrolled in Juneau campus classes, and 120 new freshmen beds at the new residence hall that is located right across from the bus stop. The first-time freshmen often do not have access to private vehicles and rely upon public transit to get to class downtown at the Technical Education Center, or to conduct their personal affairs. Many UAS employees use the express service to commute to work. Many downtown employees who live out the road park their cars in the UAS parking lot and commute to town using the Express bus that leaves from UAS. Cutting out the stop would be an extreme disservice to the UAS and Auke Bay/out the road community.

Moving the express stop to Auke Bay/Dehart's also affects many of our students who are physically disabled. That extra 1/3 mile during the winter on an icy trail/road in the DARK is not safe for any residents regardless if they are mobile or not.

Moving the transfer point from Nugget Mall to the Pipeline Skate Park is also a dangerous concept for the elderly and disabled who rely on public transport for their daily needs. This move would force elderly and disabled residents at St. Vincent's to walk an additional mile to the new transfer point, where they would have to wait in an unsafe area due to snow berms, lighting, darkness, cold exposure.

The gentleman at the meeting mentioned that in a town of 30,000 residents, there were 1.2 million rides in a year. Cutting out these bus stops will make it more difficult for the working class poor, elderly, disabled, our youth and the UAS/Auke Bay community. There must be another way to provide this essential service whether if that means adding more time for our bus drivers 40 minutes instead of 30 minutes, increasing fares, or creating a nonprofit/private partnership with businesses in the community to help subsidize funding to continue services.

Please prioritize our COMMUNITY MEMBERS and our SAFETY over 6 minutes. Many residents take pride in using public transport for their daily commutes as it reduces their carbon footprint. Instead of cutting stops, Capital Transit must consider adding additional stops that HELP community members live sustainably, not jeopardize their safety and livelihoods.

Thank you,

Grace Lumba
UAS Admissions Representative
11120 Glacier Hwy
Juneau, AK 99801
Phone: (907)-796-6359
Fax: (907)-796-6365

Email: gplumba@uas.alaska.edu

(*"If opportunity doesn't knock, build a door." –Milton Berle*

(

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Public Meeting

Route and Service Changes for Late Spring 2015

Thursday, Dec. 4, 12:00pm- Valley Library

Thoughts and comments:

1. Passenger wants to keep the current schedule.

CP

Why change? Do not stop

-Nugget mall stop.

-Better schedule color code.

-Keep the old schedule.

-Trish Rossom /Douglas

2. Passenger would like a bus stop at the ferry terminal along with parking. Passenger also believes the posted version of the plan online varies from the plan provided at the meeting.

CQ

When you extend service to the ferry terminal, I'd like to see a parking lot at the terminal so I can drive it and then catch the bus. I live at 20 mile Glacier Highway.

The Ice +snow build up at most new stops could be a problem for service.

The Transit development plan- figure 1 in the web is different from the map in the meeting handout. Specifically service between Montana creek road and Mendenhall River Bend School, also riverside Dr.

-anonymous

3. Passenger does not like change to Douglas route.

The new proposal stinks!!!

CR

I will have difficulty due to my disability catching the bus having to walk from top of St. Anns to the post office. Not to mention carrying groceries up the hill home.

-anonymous

4. Passenger does not like the new schedule and is concerned about the effect it will have on the park and ride population. Passenger also believes that this plan is not what was originally proposed.



Very bad decision to skip Downtown public library!

Instead of consultants- let's use money for transit and for cleaning sidewalks, crosswalks and bus stops.

- Eliminating N Douglas Noon bus
- Eliminating service up to 4th street
- Eliminating service along Mendenhall Loop
- Eliminating service at Nugget Mall
- Eliminating morning service on upper Riverside

All because we think we can do more with less money.

No parking at Pipeline Park.

People are able to get on a commuter take a short ride to a bus stop or drive a car + park and catch a bus.

This plan eliminates the informal park and ride system we people have created.

Shifting time to the passengers-

We would need to actually move snow to keep people safe while they are walking.

Good to hear the schedule has been ____ still doubt that unprotected lefts will work (Auke Bay to Pipeline Park).

Walking into Nugget Mall will be more difficult as is walking to Glacier Valley School + the Charter School'

This plan is not what was proposed in the public process. Seems likely to reduce, not increase, ridership. Is this our policy as a city and Borough?

-anonymous

Comments

- Please don't change the service. – Laurence Adams

[illegible]

а

Capital Transit Comments

- ☐ Service through Downtown
- ☐ Service into UAS
- ☐ Service to St Anns
- ☐ Nugget Mall Service
- ☐ Change of Valley Transfer to Skate Park
- ☐ No service between Atlin and Stephan Richards
- ☐ Transfer time from Douglas to Valley Local
- ☐ Improved on time performance
- ☐ General Comments
- ☒ Don't change the service

Mariah does not like any of the new changes to the schedule. She does not like how individuals must wait at the hospital to catch the bus sometimes for an hour in the late evening. Mariah Enelo 500-3221

[illegible]

②

Gallion, Irene

From: Glenn D Wright <gdwright@uas.alaska.edu>
Sent: Thursday, December 04, 2014 2:09 PM
To: Capital Transit
Subject: Concerns about proposed transit changes
Attachments: BusSurveyHandout_2014.docx; ATT00001.htm

Hello,

I'm writing to share some information about the likely impacts of the proposed Capital Transit service changes—notably the loss of the Egan Library stop at UAS and elimination of express service to the UAS campus—on UAS students.

I teach Political Science at UAS, and over the last several weeks, I have been having students carry out a survey of the UAS-Juneau student community. We have assembled a representative sample of the Juneau student population, and have asked a series of questions about student public transit usage and the impacts of the proposed changes.

Our survey results strongly suggest that the proposed changes will have a negative and significant impact on bus ridership. First, about 41% of our sample indicate riding Capital Transit buses on a weekly basis or more frequently (margin of error +/- 8%), with an average of 2.2 trips/week.

Our survey results indicate that taking away the library stop and express service to UAS will make around 51 percent of UAS students—and around 65 percent of current weekly riders less likely to ride. (margin of error +/- 8%)

I am attaching a short memo describing our survey results, and I'm available to answer questions about survey methodology and other results of our survey, by e-mail or phone.

{

Glenn Daniel Wright
Assistant Professor of Social Science
University of Alaska Southeast

Statewide Coordinator
University of Alaska Legislative Internship Program

(907) 796-6115

CN

Gallion, Irene

From: Brenda Johnson <bjohnson@wildflowercourt.org>
Sent: Thursday, December 04, 2014 12:53 PM
To: Capital Transit
Subject: proposed new bus routs

To whom it may concern:

I am opposed to the bus not stopping at the Nugget Mall.

When I am there and the bus comes there is always a lot of people getting on at the Mall.

My daughter also works at the Mall and has a disability. It would be hard for her to get from the Wells Fargo bus stop to the Mall.

I really hope that you will find a way to keep the bus going to the Nugget Mall.

Thanks

Brenda Johnson



Gallion, Irene

From: Thomas Smith <alaska54862@gmail.com>
Sent: Thursday, December 04, 2014 12:35 PM
To: Capital Transit
Subject: the new transit program



As a member of the board of directors of St. Vincent De Paul and i also live at St. Viincent De Paul for the past six years. we over see Smiith Hall with 25 people who are disabled and the paul apt of 14 people and and our shelter of 70 people all of witch depend on bus services just a short 1 block away. speaking for my self it is very hard to push my wheel chair to the nugget mall stop let alone a stop a mile away. the removal of the nugget mall stop will place all of us in danger of life and limb.

*thomas r smith
8617 teal st. juneau ak
907-209-8506*

Gallion, Irene

From: Bowman, Jim D CIV <Jim.D.Bowman@uscg.mil>
Sent: Thursday, December 04, 2014 12:14 PM
To: Capital Transit
Cc: Jim Bowman (jdrabowman@gmail.com)
Subject: Route and Service Change comment

Thank you for the avenue to make comments apart from attending one of the Public Meetings.

cy

It is my understanding from the brochure you provided, the Lemon Creek express would be eliminated. I would like to advise against that. Many times these two morning and two evening busses have people standing because they are full with to and from work riders. By eliminating them, those same riders will join busses from the valley to town and back. I have to think that would very much overcrowd those combined busses. Thank you if you would consider continuing the Lemon Creek express.

Sincerely,

Jim Bowman
(907) 209-9276

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 9:16 AM
To: Denise Guizio; Gallion, Irene
Subject: FW: Valley Bus Route

From: leona fleek [mailto:a_leona@yahoo.com]
Sent: Friday, December 05, 2014 7:10 AM
To: Kirk Duncan
Subject: Valley Bus Route

ck

Please consider returning next from Riverside Drive back to Stevens Richards and resume the former bus route, little time is lost. Thank you, Alfreda Dore, ph 364-3485, Douglas..

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 9:16 AM
To: Denise Guizio; Gallion, Irene
Subject: FW: Bus Svc to Douglas summer of 2014

From: leona fleek [mailto:a_leona@yahoo.com]
Sent: Friday, December 05, 2014 8:15 AM
To: Kirk Duncan
Subject: Bus Svc to Douglas summer of 2014

DA

Please consider the continued bus svc to riders from 5th St. to St. Ann's Ave, the potential tourist riders, the recreational investment of the access stairway to Savikko Park and the picnic shelters for family bus riders. Trail Mix continues work for family use of the Treadwell Ditch Trail which is reached easily from St. Ann's Ave. as is the Treadwell Mine Trail from the end of the bus route. Starting the change to a new schedule in August would allow time for the disappearing \$100,000 to appear from riders in some form, if not from the Assembly with pressure from future voters! Sincerely,
Alfreda Dore, Douglas (a rider since 1935) !

Comments

Does not want to remove Nugget Mall bus stop. It is his only form of transportation and will limit his travel. He also suggest a bus solely for the Downtown area. He does like the express going around Mendenhall Loop. Charles Wikstrom 907-988-4232



Gallion, Irene

From: Art Kolter <alkolter@gmail.com>
Sent: Friday, December 05, 2014 8:43 AM
To: Capital Transit
Subject: Route and Service Changes for Late Spring 2015

12/5/2014

RE: Route and Service Changes for Late Spring 2015



Transit manager,

Due to cuts in the Capital Transit's budget and future funding shortfalls it is prudent to reduce services and improve efficiencies where necessary.

However, shifting transfers in the valley from the Nugget Mall to Pipeline Skate Park on Mendenhall Loop Road seems at odds with:

- Rider usage, the mall is obviously a prime destination for many riders and is the principal location in the valley for shopping, banking, dinning etc.
- Rider safety, the mall provides a safe, warm, well lit place to wait for the bus during periods of inclement weather.
- Traffic congestion, the side street behind the mall presents far less disruption of traffic flow than the busy corridor by Pipeline Skate Park.

Unless you have the funds to build a well-lit, safe (policed), heated shelter like the one downtown dumping people off at the Pipeline Skate Park seem to be an extreme disservice to your ridership.

Sincerely,

Art Kolter
Juneau, Alaska

Gallion, Irene

From: Dan Austin <st.vincentdepaul.juneau@gci.net>
Sent: Thursday, December 04, 2014 10:49 AM
To: Capital Transit
Cc: 'Jen LaRoe'
Subject: Bus Ads?



I wonder if the advertising on exterior of transit buses pays off? Looks like most cities do this now.

Also, perhaps we should look at differentiating routes and expanding equipment options? Maybe on some routes, a smaller, more efficient vehicle?

About 8 years ago, I spent quite some time looking at various ADA transport options. I even looked at the conventional Ford 350 model of Care-A-Van. For our purposes, we settled on the Braun Intervan (chevy uplander). But, there are so many options now—the diesel Sprinter seems the most popular—Mercedes makes an all-wheel drive version. All of these are a fraction of the cost both in capital and operation of the Ford 350.

Sorry, but I got the distinct impression that this dinosaur was still being used for some rather irrational reasons.

And, yes, I realize that the personnel costs are the biggest piece of the pie. I have learned the hard way that as costly as it is, this is the category where intelligent investment pays off the most.

Dan Austin

Gallion, Irene

From: Amanda J Triplett <ajtriplett@uas.alaska.edu>
Sent: Thursday, December 04, 2014 10:23 AM
To: Capital Transit
Subject: Bus changes--- comment

Morning,

Here are some of my thoughts/suggestions.



Instead of dropping service to downtown, nugget mall, UAS

- Raise fair
- Don't subsidize bus pass for UAS students; discuss options with UAS about including bus pass in UAS consolidated fee
- Make 35-40 minute routes rather than 30 minute routes

The assessment firm did NOT take into account the new residence hall (which was complete August 2014) on main campus at UAS when suggesting to remove bus stop from entering UAS. This facility alone holds 110 beds for students.

Assessment firm was counting rides to/from UAS stop in the summer months when faculty are off contact and the study body is greatly reduced. In summer months, UAS has less than ¼ of the student body on campus.

By removing the bus stop on main campus, you are limiting students, faculty, and staff with mobility issues from getting to campus safely. It will be even more challenging for a person in a wheelchair to access UAS if they have to navigate the walking path.

The UAS stop also serves as a break point for drivers.

Thank you,
Amanda

Amanda Triplett

Academic Advisor
University of Alaska Southeast
Student Resource Center (SRC)
11120 Glacier Hwy
Juneau, AK 99801
P: 907-796-6439
F: 907-796-6005

Gallion, Irene

From: Dave Klein <dave@alaskafamily.net>
Sent: Thursday, December 04, 2014 9:55 AM
To: Capital Transit
Subject: Comments regarding Route and Service changes for Spring 2015

DF

City and Borough of Juneau,

I write to you as a resident of Auke Bay, staff member of the University of Alaska Southeast, and as a sitting member of the Auke Bay Steering Committee.

Please reconsider the removal of the UAS bus stop for several reasons, in include:

1. The data Capital Transit collected in determining its removal was prior to the construction of the 120 bed Freshman Residence Hall on campus.
2. We encourage our students to walk rather than drive so as to reduce car traffic already being experienced in Auke Bay by the addition and maintenance of a trail system on and off campus
3. Many events at UAS bring in the public, by both vehicle and public transit. Many of these events are in the evening and are popular with retired individuals
4. Juneau has an aging population that can not be ignored
5. The removal of the UAS bus stop will make it difficult for our students with disabilities
6. The DRAFT Auke Bay Area Plan's language supports the increase in public transit, not decrease:

a. "Transit access to and from Auke Bay, especially to UAS, was recognized as an important service feature of the retained or strengthened."

Dave Klein
12410 Glacier Hwy, Juneau

Gallion, Irene

From: Linda Snow <lsnow-dia@pci.net>
Sent: Friday, December 05, 2014 12:53 PM
To: Capital Transit
Subject: Comments on Changes

Greetings,

DG

After hearing a story on KTOO news, we realized that the information available on your website was not adequate to understand the changes in the new proposal. In addition, we now understand that public testimony was not taken during the meetings held the week of December 1, and that comments must be submitted in writing separate from those meetings. The people who most depend on Capital Transit for transportation are often the least able to attend these meetings, and to provide written comments. We feel the main recipients of this service are being disenfranchised from commenting on the new plan.

That said, with the limited understanding provided by information on your website, The Douglas Indian Association has the following comments regarding planned changes.

Douglas Indian Association comments on bus route changes:

- Stopping Douglas service at the Post Office is not ideal. What is the ridership to and from St. Ann's Avenue?
- The transfer changes from Nugget Mall to the Pipeline Park seem reasonable, but there is a need to quickly educate the riders. It is important for the Nugget Mall to be served, but it is difficult to determine if that is still planned by the information on the website.
- Route changes from Glacier Loop Road to Riverside Drive will remain to be seen. It is difficult to estimate impacts there. I believe the hope was to have service to both.
- Stopping service to the University is unfortunate, and not a good idea. That is a major institution with economic impacts to this community, and should be served.
- Stopping service to locations uphill or east from the Downtown Transit center is not a good idea. In winter, those streets can be difficult to walk. People may learn to walk through the State Office Building (SOB) from Willoughby to access the Capital, but that is also not ideal, and only a partial solution, which could cause traffic jams in the SOB. Decreasing access to the Capital in Alaska's Capital City is not wise. Again, education is paramount, especially for visitors from out of town wanting to access their Legislature.

Additional comments:

- We still advocate for bus service to the airport and the ferry terminal, as well as to Costco.
- We also strongly advocate for bus shelters to be installed along Douglas Highway, where traffic is high, and weather is bad. Bus stops on Douglas Island are woefully under sheltered.

Linda Snow
Transportation Planner
Douglas Indian Association

811 West 12th Street
Juneau, AK 99801
907-364-2916



This email is free from viruses and malware because [avast! Antivirus](#) protection is active.

Gallion, Irene

From: Carol Dejka <carol.dejka@ccsjuneau.com>
Sent: Friday, December 05, 2014 12:32 PM
To: Capital Transit
Subject: comments on proposed bus scheduling and routes

Hello,

I've looked over your new proposal, and have these comments:

Most of it looks good

I'm glad to have a bus that will access the new Mendenhall Library

I'm not happy about no buses going up to 4th St in downtown. I work above 4th St, and it will be a hardship for me to have to walk up the hill and down every time.

thank you, Carol Dejka
a bus rider

Please help today!

DONATE

<http://www.ccsjuneau.org>

DH

Gallion, Irene

From: Eric Swanson <eswan53@gci.net>
Sent: Friday, December 05, 2014 11:00 AM
To: Capital Transit
Subject: Schedule Changes

Good morning,

Please carefully consider the ridership impacts that will result from the bus service curtailments you are considering. Peoples' lives will be seriously negatively impacted by these changes.

I know from years of professional experience how difficult public sector revenue shortfalls can be. However, it is critically important to carefully examine the impacts and outcomes before you take action that will be nearly impossible to reverse in the future.

Thank you.

Eric Swanson

DI

Gallion, Irene

From: Mike Blackwell <mblackjnu@gmail.com>
Sent: Friday, December 05, 2014 10:05 AM
To: Capital Transit
Subject: Reduced bus service

DS

I am a senior living in downtown, I use the bus regularly for virtually all my shopping and travel in the CBJ. I find the service convenient and safe (and the price is right). And, more importantly, folks like me shouldn't be driving, especially in winter or in foul weather.

For me, the curtailment of bus service will introduce moderate inconvenience and risk. But for many others, it will seriously impair their quality of life. . I'm upset about eliminating the downtown loop, the reduced UAS access, the less frequent Express to the Airport, and doing away with the nice warm Nugget Mall waiting area. My points:

1. There is a move afoot to rejuvenate downtown. Eliminating the loop is certain to impair this effort. Moreover, visitors (many of them with mobility problems), will be hindered from going above Front Street-- to the Capitol and to the City Museum. (I volunteer with the JCVB and have first-hand experience with this topic).
2. I could afford a car, but I choose not to drive because I like the bus. Folks who can't afford cars or who are unable to drive will be adversely affected.
3. Yes, the cutbacks will save money for the bus system. But you don't seem to have reckoned the social and economic costs of reduced service. **It's your job to look after the big picture.** I can deal with the consequences of curtailment. But you appear to be neglecting the folks who have no affordable alternative.
4. Earlier this week, after the snow, I went out and looked at conditions along some of the walks that will be required with the reduced service. (Around Nugget Mall, Downtown, UAS). I assert that it will be quite impossible to use the bus in winter in these areas, with a walker or wheelchair, or cane or crutches.

Don't cut the bus. In the alternative, extend it! You (CBJ government) have given us an ungainly sprawl of a town. Now, it's your responsibility to give us a transit system to navigate it.

Mike Blackwell

Comments

- DK

[illegible]

Capital Transit
Comments

- ☐ Service through Downtown
☐ Service into UAS
☐ Service to St Anns
☐ Nugget Mall Service
☐ Change of Valley Transfer to Skate Park
☐ No service between Atlin and Stephan Richards
☐ Transfer time from Douglas to Valley Local
☐ Improved on time performance
☐ General Comments
☒ Don't change the service

Keep the routes as is. Cathy is disabled and has a difficult time as is getting to the Nugget Mall removing the stop will be a hardship on her. Cathy Bartels 321-3013

OV

Gallion, Irene

From: Zeif Parish <tobydog19@hotmail.com>
Sent: Friday, December 05, 2014 3:02 PM
To: Capital Transit
Subject: RE: morning commuter ridership breakdown

DM

Dear people in charge of making Juneau public transportation decisions,

I would like to start by applauding the proposed overall changes to the bus schedules. An express without excessive missed connections during the most needed hours, and the replacement of a duplicative and very underused Nugget-to-university route with routes around the loop in both directions should be a great improvement for all bus users in Juneau!

I'm concerned however, by the proposed replacement of the morning commuter bus that goes on Taku and Julep streets, with a commuter that goes between DeHarts and the skate park.

This particular leg, between DeHarts and the valley, has always had low ridership, I think largely because of the dearth of dense residential neighborhoods within walking distance. The proposed 5X route provides four morning buses along this leg, in addition to the normal Route 3 buses that will probably already be experiencing very low ridership on this segment. In fact, three of the four proposed route 5X buses would duplicate the major portion of this leg within 11 minutes of the morning Route 3 buses. If this 5X leg is left as it is, it will in all likelihood be a woefully empty part of an otherwise very efficient transportation system.

The current morning commuter route in Mendenhaven, on the other hand, is far from ever being empty. In the last three days, I've counted riders. I live near Julep Street, so I wasn't able to break out the people who got on on Taku Blvd. No one got off before the Nugget mall, though people sometimes do.

	Tuesday*		Wednesday		Thursday		Three Day /
	Boarding	Running Total	Boarding	Running Total	Boarding	Running Total	Boarding R
Before the start of Julep Street	8	8	11	11	14	14	11
Before the end of Julep Street	11	19	11	22	11	25	11
Before Stephen Richards	2	21	2	24	2	27	2
Before Glacier Highway	2	23	1	25	3	30	2
Before the Nugget Mall	1	24	2	27	0	30	1
After the Nugget Mall^	13	~37	11	~38	10	40	11.3333 3

*Tuesday was an unusually light day.

^ 2-4 typically get off at the Mall. This row represents the approximate net c

This level of ridership is typical, and it has been for the years that I've depended on this route.

I know for a fact (because I know where he lives, and that he rides every day) that at least one of the average 11 riders who get on before Julep Street each day comes from a house that's a substantial distance from Mendenhall Loop Road. But it's reasonable to assume that most of the people who get on before Julep Street also came from far away from Mendenhall Loop road, because it would be foolish to take this bus otherwise; if you live near the Loop road, and before Mendenhall Blvd, then choosing to take the commuter rather than the Route 4-type-express would be folly because the commuter comes along Mendenhall Loop road earlier than the Route 4 express, and they arrive at the Nugget Mall at exactly the same time.

I'm relatively young and mobile. At a sprightly pace, it takes between 12 and 15 minutes out in the weather for me to walk to the bus stop on Valley Blvd or Mint Way. Several who take the morning commuter live farther away from the bus than me, and not all of them are young adults.

So that's an average of 24 people each morning, before Stephen Richards, who choose the commuter over the Route 4 type express bus, because it's more accessible. And at least 14 of them on average (probably more) have a prohibitively long walk to the Route 4.

Ridership of the commuter bus has of course ebbed and flowed over the months and years. There have been times where I've gotten the impression (based on comments by older people about lack of seating) that people were choosing not to take this particular bus because it was always too full.



I'm really curious what the contractors' reasoning is for pushing for major duplication (in route 5X) of a leg that's always been so empty. The proposed route above covers similar or less distance, but of course it would take longer, partly because of the road type, but mainly because of the probable high ridership. I don't know the identity of each bus in the proposed new schedule, so I can't currently present a complete schedule that includes connecting commuter service that covers this route rather than the Auke Bay-Skate Park one. But I'm sure it's possible, with some work, to effectively convert four most-likely empty morning legs into at least 2 almost-certainly full ones along this route. I'd definitely be happy to help figure out how it could be done.

If afternoon commuter service followed this same route, it would kill 2 birds with one stone, or at least 1.5-- the people who can't walk far in the weather, and who live between Stephen Richards and Atlin would definitely appreciate it. Over the years, this could make the bus accessible to dozens, even hundreds, that wouldn't otherwise use it, at the cost of not overserving a very under-needed leg.

I know I'm just one person, but I think the numerous students, elders, and first generation Americans who regularly rely on the Mendenhaven commuter, but may not feel empowered to participate in this dialogue would agree with me. The long term benefit of giving bus access to the many many people who wouldn't otherwise have it, is definitely worth the short-term work it will take to re-work Route 5X. I hope that reason prevails over ease, and we aren't left with an empty morning commuter, and dozens left in the cold.

Thank you very much for your time and consideration!

Rocket Parish

From: Kirk.Duncan@juneau.org

To: tobydog19@hotmail.com

Subject: RE: morning commuter ridership breakdown

Date: Tue, 2 Dec 2014 23:52:01 +0000

Hi Rocket – Good to talk with you last night.

I have attached the page we discussed and I hope I can explain it to you in a way that makes sense.

The first graph has times that start at 6:45 am and that is the bus you take as it is the one that goes on Taku.

It appears from your numbers that 7 people got on from Mendenhall Loop to Stephan Richards which agrees with the number we have.

The belief is that the morning commuters could reach either Mendenhall Loop or Stephan Richards and that we would not lose ridership.

You can agree or disagree but that is what is being presented.

I suggest that you submit a comment suggesting that that particular commuter remains running down that section of the route

Please call me if you wish to discuss.

The best number for me is 321-3525 and you can stop by Capital Transit to view the video of people riding that particular bus anytime in the last 45 days. We just need to know you are coming so we can pull the tapes.

Again, please feel free to call me if you wish to discuss

Thanks

Kirk

From: Bahiyyih Parish [<mailto:tobydog19@hotmail.com>]

Sent: Tuesday, December 02, 2014 1:52 PM

To: Kirk Duncan

Subject: morning commuter ridership breakdown

Hi Kirk

Thanks for leading that meeting yesterday! Could you help me figure out the ridership of the morning commuter, from the [Comprehensive Operations Analysis document](#)? Thanks!

Also, I counted how many people rode this morning. It was, if anything, a light morning:

present on the bus at early Julep street: 13

present on the bus *before* reaching Stephen Richards: 21

after Stephen Richards, and before reaching Glacier Highway: 23

after glacier highway and before the nugget mall: 24 (this section used to have more, but not in recent months)

between nugget mall and downtown: 37 (including the lady who got on at JDHS)

Is there an email I could send these numbers, as well as any further comments to?

Thanks!

Rocket Parish

Gallion, Irene

From: Kenneth Gill <lynnvista@mac.com>
Sent: Friday, December 05, 2014 2:09 PM
To: Capital Transit
Subject: Capital Transit does not count Seconds

Capital Transit does not count Seconds

I have been a bus driver for over ten years. Since day one it has been obvious that timing is of the essence in the operation of a safe and efficient bus route, with the senior drivers of that time struggling to complete any route that allowed for no time in second guessing the next car or barely enough time for passengers to safely board the bus.

Timing has not been set and maintained by consistent and scientific methods. The buses do not have a universal clock system. Capital Transit expects the drivers to stay on time with their own watches, setting time by ACS **exclusively**, which over the years has created some confusion. A driver will radio to base for a time check, and given to the nearest minute with no seconds, 10:47:55 is 10:47. These seconds are lost in the system. It can take anywhere from 10 seconds to load one passenger to 120 seconds to load a group of six.

New schedules have been created without any inclusion of the seconds that are required to un/load passengers. Times outlined were compiled by running time only, with good weather conditions during low traffic volume times. The consultant who created this schedule did not base it on scientific methods, where data is collected over a long period of time showing the big picture including times for seasonal demand of passengers un/loading in all sorts of driving conditions where an average can be created.

Time added? The current Route 3 (without Franklin/ 4th) allotted time 101 minutes versus the New 3 Valley 104 minutes, 3 minutes added. There is 2 minutes included at the Pipeline stop (twice), hardly enough time to maneuver safely in the confined space incorporating time for un/loading, bringing it down to 1 NEW minute added, therefore negligible time has been added into the system.

A new bus system will require more financing for infrastructure, equipment, material and a public information system. The more complicated the system design the greater the expense and possible delay in travel. Bus signage and route displays, multi language information, brochures, media advertising to ensure safe, efficient and accurate information. Delays will occur as the driver explains to a passenger the choices in the schedule.

Every society should be looking at personal driving habits, consumption of carbon fuels. Juneau citizenry will increasingly use public transport and it should be encouraged; a much higher standard of operation should be adopted to ensure further growth in all of our socio economic groups.

Kenneth J. Gill
Juneau

Capital Transit since 2004



Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 3:31 PM
To: Gallion, Irene; Denise Guizio
Subject: FW: Public Transit

From: steve olmstead [<mailto:teamolmstead@gmail.com>]
Sent: Friday, December 05, 2014 11:11 AM
To: Kirk Duncan
Subject: Public Transit



I am writing to ask that you please do not reduce our public transit. If anything, we should add routes and seek to develop a culture of riding public transit to save energy.

Thank you,

Steve Olmstead

Gallion, Irene

From: Jorden Nigro <jnigro@sailinc.org>
Sent: Friday, December 05, 2014 4:07 PM
To: Capital Transit
Subject: SAIL Comments on the Proposed Changes to Capital Transit Bus Routes

Dear Mr. Duncan,

DP

Firstly, thank you for giving the community the opportunity to comment on the proposed changes to Capital Transit's bus routes. At Southeast Alaska Independent Living (SAIL), we are very concerned about the possibility of these changes taking effect.

In summarizing the changes in the Capital Transit bus routes that include the elimination of the "downtown loop" of Franklin, 4th and Main Streets, it has been pointed out that the service will remain, after all, within a quarter of a mile of those locations. Similar additional walking distances will now be required due to changes in routes in the Nugget Mall stop relocation and the University of Alaska Southeast campus service elimination.

What's an extra quarter of a mile? To most able-bodied persons, not a big deal. Please consider for a moment the elder or person with a disability who wants to catch a bus from their home in the Mendenhall Apartments to a doctor's appointment, or conversely wants to make it up the hill to visit the the Capitol or Diamond Court Building. One daresay that on a typical winter day of rain, snain, snow, and wind, even the average able-bodied resident might grumble. But for an individual with a mobility impairment, walking the extra quarter mile to the Transit Center may represent the difference between being able to make the trip by our public bus system or not.

Another concern we have is the valley transfer center not being sheltered. In the winter, it is common for buses to run late and currently, folks wait inside the mall hallway, where it is warm and dry. This new plan would have them outdoors and as noted above, our weather is challenging at best much of the year. With many seniors taking the bus, waiting out in the cold simply seems like a bad idea.

As Juneau's nonprofit agency serving seniors and persons with disabilities, SAIL's mission is to create equal access and community integration for individuals living and working in Southeast Alaska. Transportation is a critical component to the equation of independence for this sector of our community.

Some tough decisions are being made in light of the pressing need for budget reductions, and it has been duly noted that in the process that "some will lose and some will gain". Efforts to include time saving measures are commendable, as they speak to the needs and wants of people for whom this factor is important. But as many members of the SAIL community have already testified in their public commentary; their losses will entail measurable reduction in their independence.

SAIL has always considered CBJ an ally in making our community accessible and inclusive for all. We know this situation is no different and we feel confident you will take these comments to heart as you decide whether to implement this plan.

Thanks again for the opportunity to comment and please feel free to contact me if you have questions or if there is any way we can help in ensuring public transportation in our community is accessible to all.

Sincerely,

Jorden Nigro
Deputy Director

Gallion, Irene

From: Mae A Delcastillo <madelcastillo@uas.alaska.edu>
Sent: Friday, December 05, 2014 3:43 PM
To: Capital Transit
Subject: Route / Service Changes for Late Spring 2015- Public Comment
Attachments: 12-5-2014 3-20-11 PM.png

DA

Hello,

Thank you for allowing us to have the opportunity for public comment and for visiting our campus. Last year, I attended the meetings for the Juneau Transit Plan when Paul from Nelson/Nygaard Consulting Associates conducted the meetings and asked for input and feedback. I was advocating for UAS to ensure our low income students had the convenience of ridership directly to UAS. I am surprised to see how much has changed since then. I have some concerns with the upcoming changes of the routes and services.

I am not familiar with the Pipeline Park Station, but if it is what I think it is, I hope CBJ will do what they can to ensure our community are well taken care during the weather conditions. I've mentioned last year in the meetings about the poor maintenance during winter with snow removal at the bus stops where it is piled high and women and children have to climb over or wait on top of this snow pile. For example, Floyd Dryden stop from the Valley Express in morning was horrible and the federal building and downtown area appears to have been improved. But I must say I have to express my concerns when my friend who is a senior citizen slipped and fell after getting off a bus stop due to poor maintenance at the bus stop. Will the Pipeline have the convenience of a warm place for women and children and for senior citizens? I understand it is about making transfers, cutting minutes to extend services elsewhere; however, what will happen if transfers do not make it time? Will the Pipeline be able to provide a warm place for this people? Is there enough room for everyone to wait for the next bus?

I've been living in Juneau for almost 4 years and when I moved here, I did not expect to use the public transportation. I've observed long enough to know how friendly some of the bus drivers are, the regulars, the tourist, the families who struggle to make sure they make the transfers at the Nugget Mall or at/near the Federal building to Douglas. Weather is in fact unpredictable at Juneau, so it is expected to see transfers are NOT guaranteed; however, I can see CBJ can guarantee safety for all riders and the community.

I have a concern with the UAS entry/exit way. The new plan decides to discontinue the 3 minute roundabout inside campus, but to make every 30 minute route outside the UAS entry/exit way. I must say I have never been a fan with exiting out to the back loop from campus. It is very tricky with the hill and incoming traffic along with anyone else crossing the street. My concern is the safety and the potential traffic congestion it will cause when the bus plans to stop/pickup outside the UAS exit/entry way when traffic is exiting from campus. If the express plans to be there every half hour, I can see a potential safety risk of visibility and traffic congestion at this intersection where we exit from the campus. Plus to also be aware of the students crossing the street from the other bus stop. Coming from Fairbanks where there is at times less visibility especially when it is a bit of hill, it can be a very anxious moment for any driver and accidents do happen. With our new freshmen residence halls, you can understand the increase of traffic and occupancies on campus with the need for a closer proximity of public transportation. Attached is a screenshot of what area I am addressing. It is not much to decipher, but I hope you get the idea what I mean.

Please reconsider the 3 minutes savings to campus as oppose to the potential risk of accidents from the traffic congestion. And please consider our low income students, women with children, and senior citizens who rely on CBJ to provide these services.

Thank you for your time to read my comment and I appreciate all the time and effort put into this plan.

Mae Delcastillo
Former UAS Staff Council Rep

Associate Registrar
Registrar's Office
University of Alaska- Southeast
907.796.6259
907.796.6365 (fax)

When people show you who they are, believe them.—Maya Angelou

Gallion, Irene

From: aja razumny <aja.razumny@gmail.com>
Sent: Friday, December 05, 2014 3:34 PM
To: Capital Transit
Subject: proposed changes to bus schedules

DR

I strongly object to the proposed bus schedule changes. It is incomprehensible that with parking downtown so limited and in such disarray, this schedule makes bus service from out the road impractical and far more time consuming. Construction downtown has eliminated sufficient parking for state employees, shop staff, shoppers and others during regular business hours. When the Legislature is in session the problems will be even more unacceptable. The express bus has been a great alternative for commuting from Auke Bay and beyond, but running the buses around back loop instead renders the service worthless. Likewise, current express service right to UAS offers good access for public participation in University events as well for evening class students and those living off campus. The stops proposed are not a reasonable alternative for anyone, especially in winter when foot travel is treacherous. It is clear to anyone who rides the bus that the new schedule was not designed by anyone who actually rides the bus or has to walk to bus stops. The plan is a disaster, will result in even less ridership and further degrade public transportation in the capitol city. Aja Razumny, 11909 Glacier Hwy #305, Juneau

Mark L. Halsted
400 St. Ann's Ave.
Douglas, AK. 99824
907-364-2540



Please include the following comments into the record for the assembly to consider when it reviews the Transit Plan now being considered.

I attended the Dec. 3rd meeting in Douglas and was left thinking that the plan is inadequate and flawed for the following reasons:

CONCERNS

#1 There are several elderly and physically challenged people living on St. Ann's Ave. and 5th St. that will no longer be served. These people have chosen to live in this area because of access to public transportation.

#2 The loss of downtown service is flawed for the same reasons. There are numerous folks in the downtown residential areas that have chosen to live there because of access to public transportation.

#3 I believe that no longer having ready access to public transportation has an adverse effect on my property value and the market appeal of my home.

#4 The current service that provides readily available public transit on St. Ann's in Douglas has always made this a desirable neighborhood. It also serves the people on this end 5th St. and via the staircase it provides access to the Sandy Beach Recreational facilities.

#5 The proposed plan does not adequately serve the needs of students and staff of U of A at the Auke Bay Campus. Requiring these riders to walk from Back Loop to the University is unsafe and unreasonable for many reasons. This one particular flaw should be corrected regardless of other changes.

#6 The loss of bus service to St. Ann's will have a negative impact on my rental properties. In the past, access to the bus line has always been an important draw for my tenants. Especially new residents that have not yet gotten themselves established in Juneau.

SUGGESTIONS

#1 Aside from the possible need for an Express bus in the mornings from the end of St. Ann's make the service hourly all day instead of ½ hr. service. It was done this way for many years. The 30 min. service might look good in some study but it really is overkill.

#2 Provide some kind of "roundabout" transfer system for the downtown residents. This service should include the Federal Building and the Willouby area. Then transfer at the downtown center.

#3 Provide service into the U of A Campus. The needed facilities for this are already in existence. Although this little detour is a bit out of the way it is a necessity for the continued expansion of Juneau's educational opportunities.

Please note that I AM NOT A RIDER and I have no family that utilizes this service either.

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 4:35 PM
To: 'Kathryn Cohen'
Cc: Borough Assembly; Denise Guizio
Subject: RE: Downtown bus service changes

Kathryn - Thank you for your comments and the comments have been added to the compilation of comments to be presented to the Assembly.

Kirk

-----Original Message-----

From: Kathryn Cohen [<mailto:phoenix@alaskan.com>]

Sent: Friday, December 05, 2014 4:03 PM

To: Kirk Duncan

Cc: Borough Assembly

Subject: Downtown bus service changes



Dear Mr. Duncan:

I am a Board member of the Friends of the Juneau Douglas City Museum, however, these views are my own. I understand you are considering eliminating the free bus from the downtown commercial area to the State Capital and the City Museum. Please continue to provide this free bus service loop up Franklin Street to 4th St. to the corner of 4th and Main where people can find the State Capitol, and the Juneau Douglas City Museum. This short route provides residents and visitors with access to Juneau's historical treasures represented in the uptown Historic District and in the Juneau Douglas City Museum. These are the places that tell Juneau's unique stories. The bus provides an aging population, both visitors and residents, a way to visit despite the steepness of the streets, and lack of parking.

A recent national survey identified Juneau as one of America's best capital cities as a result of many cultural and artistic opportunities that enhance the quality of Juneau life. One of the jewels of Juneau is its City Museum. The building itself is historically significant and the both the permanent and rotating exhibits provide visual understanding of our past as well as a space to display the richness of our artistic community. The City Museum raises revenue primarily from visitors in the summer. Limited access will reduce this revenue resulting in reduced programming, educational and exhibit opportunities. It seems a small effort to keep this service in place will bring significant rewards to the community.

If the concern of retaining this service is a funding concern, perhaps funding could be found in the cruise industry taxes. These summer services directly benefit the cruise industry by enriching cruise ship visitors experience, therefore this would seem to be an appropriate revenue source.

Respectfully,
Kathryn Cohen

P.I.

TO: CAPITAL TRANSIT
1009A Bentwood Place
Juneau, AK 99801

12/5/14

DU

CITY CLERK
RECEIVED

- ① THIS IS ALL JUSTIFICATION FOR A
BOARD OF DIRECTORS (VOLUNTEERS),
A-STEERING COMMITTEE/COMMISSION,
A CAPITAL TRANSIT COUNCIL/COMMISSION,
YOUR NAME - IT. IT DOESN'T HAVE TO
BE LARGE, LET'S SAY 3 TO 5 PEOPLE.
THERE ARE PEOPLE WHO RUN FOR ASSEMBLY
BEFORE 2014 / THEY COULD BE ASKED WHETHER THEY
WOULD LIKE TO ^{serve}.
- ② THE ROUTES SHOULD BE KEPT AS THEY ARE;
MINI-VANP COULD BE USED FOR REVERSIDGE
& PIPELINE PARK.
A REGULAR BUS (IF POSS.) FOR DOUGLAS IF NOT THE MINI-VANP ^{also}.
- ③
DOWN TOWN HAS 5,000 PEOPLE & U/A/S HAS
ABOUT 3,000 STUDENTS. TO ELIMINATE THESE
REDUCES REVENUE FOR L.B.T. IS IT POSSIBLE
TO GET SOME DRIVERS THROUGH A U/A
PROGRAM TO TRAIN TRANSIT DRIVERS ???
- ④ I'M MORE IN FAVOR OF MINI-VANP FOR
THE TOWN & VALLEY AREAS AND LARGE BUSES
FOR VALLEY EXPRESS TO GET PEOPLE TO WORK
AND U/A BUSES.

⑤ A BUS FOR THE FERRY??
ISN'T THIS QUESTION
30 YEARS LATE??

THERE MAY BE CHANGES
IN THE FERRY SYSTEM → THIS
SHOULD BE ON HOLD TO SEE
WHAT HAPPENS. FOR EXAMPLE;
WHAT IF A TERMINAL WAS
BUILT IN DOWN OR CLOSER TO
TOWN?

⑥ THERE COULD BE MINI/USERS ACTING
AS A "SHUTTLE" TO GET
RIVERSIDE AND KEMAN CREEK RESIDENTS
INTO THE REGULAR ROUTES - WITHOUT
DISRUPTING THE WHOLE BUS SYSTEM.

Signed,

Albert Johnson
APT. A 340 W. 12TH
Jamez, N.K. 99821

Resident &
Registered
Voter.

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 4:36 PM
To: Denise Guizio; Gallion, Irene
Subject: FW: Captial Transit Public Comment from Albert Judson
Attachments: 2014-12-05_Albert_Judson_Comments_re_Capital_Transit_Plan.pdf

From: Beth McEwen
Sent: Friday, December 05, 2014 4:35 PM
To: Kirk Duncan
Cc: Managers Office
Subject: Captial Transit Public Comment from Albert Judson

Good Afternoon Kirk,

Albert Judson provided the following written comments (copy attached) and I put his originals on Rob Steedle's chair but the handwriting was pretty shaky so I thought it best to try to transcribe his comments to share with you since I know you will be compiling them for Monday's COW meeting. He mentioned when he handed me the papers with the comments that in order to save the city money, he would prefer to have just the VIP bus pass only and would be happy to turn in and not use his senior tax exemption card for any other tax exemptions and he would encourage other seniors to do likewise. He suggested the City Manager might work with Capital Transit to come up with a senior bus-use-only card in lieu of the full senior tax exemption card.

TO: Capital Transit
10099 Bentwood Place
Juneau, AK 99801

- 1) This is all justification for a Board of Directors (Volunteers), a Steering Committee/or Council, a Capital Transit Council/or Commission, you name it. It doesn't have to be large, let's say 3 to 5 people. There are people who ran for Assembly before 2014, they could be asked whether they would like to serve?
- 2) The routes should be kept As-They-Are, mini-vans could be used for Riverside and Pipeline Park. A Regular Bus (if possible) for Douglas if not then mini-van also.
- 3) Downtown has 5,000 people + UAS has about 3,000 students. To eliminate these reduces revenue for CBJ. Is it possible to get more drivers through a UofA program to train transit drivers???
- 4) I'm more in favor of mini-vans for the Town and Valley areas and large buses for Valley Express to get people to work and UofA buses.
- 5) A bus for the Ferry?? Isn't this question 30 years late?? There may be changes in the ferry system → this should be on hold to see what happens. For example; what if a terminal was built in Douglas or closer to town?
- 6) There could be mini-vans acting as "shuttle" to get Riverside and Lemon Creek residents into the regular routes – without disrupting the whole bus system.

Signed,
Albert Judson
Apt. A 340 W. 12th
Juneau, AK 99801

Resident and Registered Voter.

Gallion, Irene

From: Andrzej Piotrowski <piopowpow@gmail.com>
Sent: Friday, December 05, 2014 4:29 PM
To: Capital Transit
Subject: New Bus Routes

Dear Capital Transit,

I am writing to encourage you to change your new transit plan. Everyone I have talked to in Juneau are upset that UAS and Nugget Mall will be removed from the routes. The requirement to wait over 20 minutes for some transfers is also a big concern. I occasionally use the bus and find it somewhat difficult to use in its current form. I think that the proposed changes would make it even more difficult and I will probably stop using the bus if these changes take place.

Sincerely,
Andrzej Piotrowski

DI

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 4:48 PM
To: 'Loretta Pittman'
Cc: Denise Guizio; Gallion, Irene
Subject: RE: New Bus Transit Station

Loretta – Thank you for your comments and the comments will be forwarded to the Manager's office and the Assembly
Kirk

From: Loretta Pittman [<mailto:jeanpitt@yahoo.com>]
Sent: Friday, December 05, 2014 3:16 PM
To: Kirk Duncan
Subject: New Bus Transit Station



1. I really don't want to see the Nugget Mall Transit Transfer Station.
2. If we have to walk from the Valley Wells Fargo to the Nugget Mall, it is unsafe. Have to cross four lanes for traffic and an intersection at that. I work at the Nugget Mall and have two bad knees.
- 3 It is really unsafe at the downtown bus transfer station. We left the Bus Transit meeting on from the downtown CBJ Public Library and there were at least 5 people and the two of the five were pretty drunk, yelling, throwing food, That is not the first time I have experienced drunks in that transfer station.

Thank You!

Loretta Pittman

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Friday, December 05, 2014 5:00 PM
To: 'Janet Olmstead'
Cc: Denise Guizio; Gallion, Irene
Subject: RE: Public Transit

Janet – Thanks for your comments and they will be passed on the Manager's office and Assembly
Kirk

From: Janet Olmstead [<mailto:jeb4life@gmail.com>]
Sent: Friday, December 05, 2014 11:56 AM
To: Kirk Duncan
Subject: Public Transit



I am writing to ask you to please not change the Public Transit routes. If anything, I believe we should be adding a few routes to the new areas you would like to cover. We need to develop a culture of riding Public Transit to save energy and be to a more green community.

If money is the issue, then I would suggest that you cut some subsidy funding for Eaglecrest. Public Transit serves a larger "in need" population than Eaglecrest.

Thank you for your consideration,

Sincerely,

Janet Olmstead

Gallion, Irene

From: Euming and Kerrie Suewing <four4wings@gmail.com>
Sent: Saturday, December 06, 2014 11:58 AM
To: Borough Assembly; Capital Transit
Subject: Capital Transit 2015 Proposal Comments

RE: Capital Transit 2015 Proposal.

DM

I am strongly not in favor of this proposal for the listed reason.

- a) The moving of the transfer point from Nugget Mall to Skate Park: The park is not central to business or as a people center in comparison to the Nugget Mall. This will put a real hardship on the many low income families that live in the St. Vincent housing adjacent to the mall, not to mention the people traffic that is natural to the mall.
- b) Putting the transfer point at Skate Park: This will be a traffic nightmare not to mention a safety issue (with the four buses coming and going every half hour at the same time as the park users being present) during peak work traffic times, in the mornings and in the evenings. In addition the additional cost for the city to ready the infrastructure at the Skate Park to accommodate the thirty five foot buses.
- c) Eliminating the Express route as we know it today: This limits the choices for those business people and students that want to get from down town to UAS and or to the airport in a timely manner.
- d) Eliminating service to UAS and moving traffic to Riverside Ave: It is difficult to understand why the city would eliminate an establish route (Express UAS) where you have a known passenger base for an unknown route (Down Riverside) with no proven or documented passenger base. By eliminating this UAS Express, it takes away the opportunity for the drivers to have a bathroom break at the UAS campus.
- e) Eliminating the Express route and turning it into a Route 4: The route 4 is the most difficult route to keep on schedule just due to the passenger dynamics and the passenger loading. We are eliminating two buses per hour to the UAS in exchange for four buses per hour down Riverside where we have no proven passenger need.
- f) Interlining Douglas with the Express route: This week's first snow fall in Juneau was a perfect example why we should not do this. Because of the snow fall the Express route was behind as much as 15 minutes and got bad enough where a few of the express routes did not run, but turned back. If the routes were interlined, the traffic to Douglas would be have been disrupted and passengers would have been stranded.

- g) Increase travel time for Douglas passengers traveling to Wal-Mart or Fred Meyers to shop. In today's schedule a Douglas passenger can leave Douglas get a transfer at Federal Bldg and be at either of those location within 30 minutes. If Douglas was to be interlined with the Express rout as offered by this proposal the passenger would leave Douglas go to the Transit Center then to the new transfer point at the Skate Park, then transfer to the down town bus, back to their shopping destination all take approximately 60 minutes. This does not take into account for those people that need to go to the hospital or other medical facilities in that medical complex, same issue.
- h) This plan still does not address the drivers' concerns for safety on specific left hand turns on the Davis Street/Lemon Creek area. It also does not address the allotted time needed to stay on schedule for transfers as well as ample restroom breaks for the drivers.
- i) This plan eliminates the Valley Express routes that the working public depends on to get from the Valley to Downtown Juneau in the mornings and back in the afternoons.

In closing this plan has strayed from the original request for a plan that would not reduce or eliminate service for our existing passengers and must be cost neutral or at a savings. I recognize the city is in a budget crunch but nowhere in this plan do I see an effort to generate revenue to help offset the needed budget cuts. All I see is cuts in service and possible staffing. Today Capital Transit ridership is made up of less than 50% paying passengers. The rest of the riders are on VIP or tax exempt card holders. This cannot continue if the city wants Capital Transit to be a viable transit system. These card holds need to be charged some minimum if this service is to continue.

Euming Suewing

Bus Driver and Rider

Gallion, Irene

From: MaryAnn VandeCastle <kiva@alaska.net>
Sent: Saturday, December 06, 2014 11:06 AM
To: Capital Transit
Subject: Proposed Bus Route Comments
Attachments: CapitalTransitComments.docx

Please see attached document containing my comments. Thanks for listening...

MaryAnn

DE

December 6, 2014

RE: Proposed Capital Transit Route Changes

As a frequent Capital Transit passenger who participated enthusiastically in last year's transit planning activities, I am dismayed at the tone-deaf quality of the recently proposed changes. I witnessed numerous community members coming together in 2013 to generate creative, cost-effective ideas for better bus service during the planning process. I don't understand why this feedback has been completely disregarded, and now further cuts to essential routes are being contemplated.

With community initiatives for highlighting Juneau's downtown shopping district as well as for building up our senior economy, these proposals jarringly convey the opposite impression – that residents are not welcome downtown, nor can seniors plan on safe transit to their destinations via bus.

I distinctly recall a community workshop last year in which a downtown circulator bus was proposed. While main bus routes would terminate at the bus station, a smaller downtown bus would carry passengers to such destinations as the library, the Capitol, the City Museum, and various stops in the Franklin and Seward Street shopping areas and uphill neighborhoods. This smaller vehicle would be easier to maneuver than a full-size city bus, and its transit time would not detract from the regular bus routes. It would also carry tourists during the summer from the cruise ship docks up to the Capitol, the Russian Orthodox Church, and the City Museum.

Another area where a smaller circulator bus could effectively operate would be in the Lemon Creek area. I heard many calls for bus service into the area of the "big box" stores – Costco, Home Depot, etc. Since the loop back to the Lemon Creek Correctional Center is considered a problem by drivers on account of the traffic difficulties with the left turn back onto the main road, why not run a smaller bus to do a big-box loop, carrying both employees and shoppers from the main bus route directly to their destinations and also carrying passengers back toward the Correctional Center. Upon completing this second loop, the vehicle could turn right onto the main road and have plenty of time to loop back around to the big-box area.

Juneau's population is rapidly aging. In about ten years, one in four Juneau residents will be age 60 or older. Many seniors have reduced levels of mobility, and a significant number either do not drive or would prefer not to drive if another safe mode of transportation is available. However, seniors should not have to navigate steep hills or great distances, especially during icy winter conditions. The likely result of the proposed changes will be the far more intensive use of the Care-A-Van paratransit system by older individuals who could otherwise physically ride the bus at a much lower cost to the community. Such a policy choice is in direct opposition to the direction chosen by many communities with aging populations – to take actions (such as offering bus rider training programs and ensuring safe bus stops) to encourage older people to take the (much more economical) bus.

On a related note, as more and more Juneau residents retire, many will want to continue as lifelong learners, taking classes at UAS and attending the many educational public events held on campus during evenings and on weekends. I heard requests last year for extending the express bus to UAS later into the evening so that students with evening classes and community members attending the "Friday Nights at Egan" or other events could catch the bus on campus rather than having to walk to a dark and distant bus stop. I was shocked to hear of the plan to eliminate bus service to UAS altogether. The UAS campus is a community destination, a community asset, and access to it should not only be preserved but increased.

Similarly, access to the Auke Bay Ferry Terminal should be provided by bus. Seniors and others within the community have been requesting this access for years. This could be provided by another smaller circulator bus, which perhaps could also be the vehicle for taking riders in to the UAS campus.

Other important issues for seniors and many other riders include the need for attention to unsafe bus stops, impassable sidewalks, and risky transit points. My own bus stop along the Douglas Highway unloads me on a narrow shoulder, which, in winter, is usually very icy. Exiting a bus should not be an occasion to fear for one's safety – but I can vouch for the fact that it is. Sidewalks along the Douglas Highway and in many other areas of town are poorly maintained in winter. An example of an unsafe transfer point would be the Federal Building zone, where incoming buses deposit transferring passengers across Willoughby from the awaiting buses – there are issues with heavy traffic, low visibility, and icy crosswalks.

Please reconsider the current set of user-unfriendly plans. I believe you can both cut costs (by using smaller vehicles in a number of areas) and safely deliver riders directly to the community destinations they wish to visit.

MaryAnn VandeCastle
P.O. Box 21422
Juneau, AK 99802

Gallion, Irene

From: craig crandall <craigcrandall26@hotmail.com>
Sent: Saturday, December 06, 2014 10:24 AM
To: Capital Transit
Subject: Comments on Proposed Bus Schedule

I have 3 concerns on proposed bus schedule.



1) Changing the transfer station to Skate park. There would need to be bathrooms, a warm waiting station like the one downtown, and left turns made into station would be hard during heavy traffic periods increasing time.

2) It is a bad idea to remove the UAS stop for ADA reasons, students without transportation, lots of parking and that the stop benefits students and commuters.

3) Changing the valley service to Riverside will lower ridership because the ridership is the low income people at Kodzoff and cinema areas.

Thanks for having this comment period,
Craig Crandall

Gallion, Irene

From: James Mackovjak <lituya@gmail.com>
Sent: Saturday, December 06, 2014 9:40 AM
To: Capital Transit
Subject: comments re proposed changes to routes and service

EB

Hi,

I live in Gustavus but come to Juneau for shopping, etc. When in Juneau, I use the bus extensively. To make the community more efficient and liveable, Juneau needs to look forward and to expand its bus service, rather than contract it. The proposed ceasing of service to the UAS campus is an especially poor idea. The campus is an exceptionally nice facility that is enhanced and made more accessible by reliable bus service to the campus.

Thank you,
James Mackovjak
P.O. Box 63
Gustavus, Alaska 99826

Gallion, Irene

From: Judy <crondahl@gmail.com>
Sent: Friday, December 05, 2014 8:05 PM
To: Capital Transit
Cc: Borough Assembly
Subject: Bus Service

EC

I am very concerned about the proposed changes to the Capital Transit schedules and routes.

First of all, I question why this plan is being rushed through before the new transit manager is even on the job or in Juneau. I seem to recall that the hiring of a new manager was announced several months ago but now I can find nothing on the web site about him starting. If this person was selected for his expertise in public transit systems, why is this major change happening without his input?

Secondly, I have heard that bus drivers have objected because their input has not been solicited or included in this new plan. I would like to know what alternatives they have to the current and proposed routes and schedules. Again, those with the most expertise seem to be left out of the process.

As one who has used the bus system frequently in the last year and who will probably use it on an increasingly more frequent basis in the future as I grow older and less comfortable driving, this will make the system less convenient and usable for me and many others in the community: UAS students, faculty and staff, downtown residents and workers, and Valley shoppers and employees. Who came up with the idea that a transfer station at a skate park surrounded on all sides by major highways would make a better location than a shopping mall with stores and restaurants? Who will take a bus from Douglas to the hospital and the many medical offices in that location if they have to wait 20 minutes for a transfer on a ride that should only take 15 minutes total? All of these changes will serve only one purpose: to reduce convenience and ridership.

In short, this is a major step backwards for a system that has been on a slow but unrelenting path toward improving services -- not a good thing for a progressive capital city.

Judy Crondahl
800 F Street, A-4
Juneau

Gallion, Irene

From: Brian P Vander Naald <bpvandernaald@uas.alaska.edu>
Sent: Friday, December 05, 2014 4:47 PM
To: Capital Transit
Subject: comment on capital transit plan

Hello,

ED

I attended the Wednesday, 3 December capital transit meeting at UAS run by Kirk Duncan. I applaud Mr. Duncan's facilitation of the meeting and would like to simultaneously express my concern regarding the most recent proposed Capital Transit Plan. I would like to preface my comments by noting that I live downtown, work at UAS, and am a frequent express route rider. I am specifically concerned about the following pieces of the plan:

1) **Elimination of express route.** The elimination (or as you may refer to it, the restructuring) of the express route concerns me. I suspect you may respond by saying that it is still an "express" route. I would respond to that by saying that simply naming something express does not make it express. It appears as though under the new plan riding the "express" bus from UAS to downtown would require one to stay aboard for at least an additional ten minutes, which is 33% longer the current express route trip from UAS to downtown. A 33% longer bus ride will make me more than 33% less likely to ride the bus to and from work. The logical conclusion is that I am also much more likely to drive, which is in direct violation of one of Capital Transit's objectives: "to reduce the presence of automobiles in the community and especially in the Downtown".

2) **Elimination of UAS library bus stop and elimination of the downtown route.** The elimination of the UAS library bus stop and downtown loop are both moderate annoyances to someone like myself who is young and ambulatory. However, for folks who are disabled or injured it could be a real problem. The condition of the 1/3 mile path from the Back Loop bus stop to the UAS campus is somewhere between bad and terrible for at least half the year. Motoring a wheel chair, walker, or other assistive device down that path isn't pleasant or safe. My concern about eliminating the downtown loop arises for similar reasons, except the downtown section has the added problem of being on an extremely steep hill. Even those who are young and ambulatory have trouble in winter months when everything is a sheet of ice.

3) **A rigid notion of revenue raising.** Mr. Duncan noted there were 1.2 million riders last year and that this year there is a projected \$100K budget shortfall. Assuming constant ridership this year, that means a 12 cent fare increase would cover the budget shortfall. While I understand folks would get very confused if their fare changed every year due to budget shortfalls, my point is that nobody is talking about raising fares as part of a multi-faceted approach to cover the budget shortfall. The only source of additional revenue I've heard considered is from the city council. Mr. Duncan noted that fares are "at their max" according to your consultants and based on lower 48 fares. We don't live in the lower 48; everything is more expensive here, which is part of the reason you've got a \$100K budget shortfall. Additionally, you'll have a hard time convincing anyone with a rudimentary understanding of economics that fares are "at their max" without explanation behind how you reached that conclusion. Why not consider a fare increase? Unfair? Okay, then make the fares contingent upon income so it doesn't harm lower income folks. I am fortunate to be affluent relative to the average Capital Transit bus rider. I would be happy to pay 25 or even 50 cents more per ride because it's still cheaper than driving and it's much more convenient. You could then turn around and subsidize folks who don't have as much money so they don't bear the entire burden of a fare increase. I'm not saying that increasing fares is a panacea, but it should at least be considered.

4) **The Riverside Drive expansion.** Mr. Duncan noted that there were there no projected ridership numbers for a Riverside Drive addition and, further, it's proposed addition was based on "anecdotal evidence". I have a difficult time swallowing the idea that cutting something with proven demand (e.g., express route, UAS bus stop, the downtown route) in favor of adding something based on anecdotal evidence is good policy. I know there are quite a few new buildings going up on Riverside Drive. Did anyone consider the new 100 bed residence hall on the UAS campus (which, incidentally, is nearly at capacity already)? Did anyone consider how many folks use UAS as a park and ride location?

I respectfully submit my comments and request that they be considered.

Sincerely,

Brian Vander Naald
Assistant Professor of Economics
Department of Social Sciences
University of Alaska Southeast
907-796-6071
bpvandernaald@uas.alaska.edu

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Saturday, December 06, 2014 12:45 PM
To: 'Marie Lucek'
Cc: Denise Guizio; Gallion, Irene
Subject: RE: Bus service

Marie - Your comments have been receive
Thanks for submitting your thoughts
Kirk

-----Original Message-----

From: Marie Lucek [<mailto:melucek@yahoo.com>]
Sent: Saturday, December 06, 2014 11:50 AM
To: Kirk Duncan
Subject: Bus service

Greetings,



Comments on changes proposed to two different bus routes:

1) Douglas: I work on 5th Street and when I need to take a bus it would be a long walk and a difficult one up the hill from the terminal downtown.

2) Haven House is a new facility for women in the valley. Eliminating the stops closest to its location would create a real hardship for these women.

Thank you for your consideration.
Marie Lucek

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

EF

Route 5X - It is deceiving to call this an Express Route to downtown. The current Express brings people from the Nugget Mall directly downtown. This bus will now be rerouted through the Glacier Hwy. This takes away from this bus being an "Express" need a different label so when people get on they are not confused by the reroute.

Pipeline Transit Station - I have some concern regarding the buses crossing the road to the center. Testing was not done in the winter when it is darker and when the weather is poor. Icy conditions are a concern for people traveling north on Glacier Hwy. Caution signs along with improved lighting should be installed. There may also be a need for a signal for a pedestrian walkway. There is quite a distance between lights along that stretch of Hwy.

The earlier buses are a good idea. The first buses in the morning are always crowded and there are many of us who would like to get to work earlier anyway.

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

EG

I am concerned about the loss of service on Mendenhall Loop Road specifically at Nancy Street with the current plan. Please expand the bus service! It serves people in need. We should be expanding this service not cutting one service for another service.

Currently ~~you~~ the plan has an "express" bus going all day to the Back Loops. I understand you want to loop the UAS bus, but do you really need to "express" all day to UAS?

A Transit Center at the State park? It works to have this Transit Center at the Nugget Mall! It serves St Vincent residents as well as others that are going to that center. There is plenty of parking.

This plan should include a ~~new~~ Park and Ride service. The Mendenhall Mall does not work well for this needed service.

Thank you!

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

586-BUS1

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

EH

What is the unknown number of people that would benefit from the Riverside adjustment vs the known number "31" being excluded by the adjustment? Do you "know" that it would benefit a greater number of people?

Get DOT to shorten the light by the hospital. I've missed a Douglas transfer more than once because the bus headed downtown got stuck at that light.

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

- 1 Inter-lining the Douglas + Express bus seems to have more disadvantages than pluses.
- 2 The Express bus does not need to service the Back Loop. The Back Loop is already being serviced by the Valley local.
- 3 Cutting out existing service from Atlin to Riverside Dr on Loop Rd. is not serving the people who need the service the most.
- 4 We seem to be over-servicing Riverside Dr and Mendenhall Mall.
- 5 A 23 minute wait coming from Douglas going to the Hospital, Wal-Mart or Switzer is unacceptable. The waiting area at the DTC is not big enough or clean enough for all the people that will have to wait.

EL

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

Concerned about park & ride once
Nugget Mall dropped

Pipeline does not encourage bus use.

Capital Transit has 2 types of riders
1) people who have to use the bus
2) people who use the bus for convenience

In moving from Nugget Mall to pipeline
you have the potential to lose 1) the
place to park.

ES

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

Capital Transit --

Please let us know your thoughts about the plan presented

Thanks for your comments

EX

I SAY do NOT GO DOWN

DAVIS

For Capital Transit use -

UAS, Riverside, Atlin, Downtown, Douglas, Other

Gallion, Irene

From: Susan Crandall <scrandall@akcourts.us>
Sent: Saturday, December 06, 2014 3:19 PM
To: Capital Transit
Subject: Changing Bus Routes & Services
Attachments: Bus comments about the proposed bus plan in 2014.docx



My comments about the proposed bus plan:

I like the earlier schedule. I like the one express bus an hour.

ADA compliant for buses means

§37.1 Purpose.

The purpose of this part is to implement the transportation and related provisions of titles II and III of the Americans with Disabilities Act of 1990.

§37.3 Definitions.

Commuter bus service means fixed route bus service, characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service may also include other service, characterized by a limited route structure, limited stops, and a coordinated relationship to another mode of transportation.

§37.25 University transportation systems.

(a) Transportation services operated by private institutions of higher education are subject to the provisions of this part governing private entities not primarily engaged in the business of transporting people.

(b) Transportation systems operated by public institutions of higher education are subject to the provisions of this part governing public entities. If a public institution of higher education operates a fixed route system, the requirements of this part governing commuter bus service apply to that system.

§37.21 Applicability: General.

(b) For entities receiving Federal financial assistance from the Department of Transportation, compliance with applicable requirements of this part is a condition of compliance with section 504 of the Rehabilitation Act of 1973 and of receiving financial assistance.

(c) Entities to which this part applies also may be subject to ADA regulations of the Department of Justice (28 CFR parts 35 or 36, as applicable). The provisions of this part shall be interpreted in a manner that will make them consistent with applicable Department of Justice regulations. In any case of apparent inconsistency, the provisions of this part shall prevail.

§37.5 Nondiscrimination.

(f) Private entities that are primarily engaged in the business of transporting people and whose operations affect commerce shall not discriminate against any individual on the basis of disability in the full and equal enjoyment of specified transportation services. This obligation includes, with respect to the provision of transportation services, compliance with the requirements of the rules of the Department of Justice concerning eligibility criteria, making reasonable modifications, providing auxiliary aids and services, and removing barriers (28 CFR 36.301-36.306).

Addressing time issues:

My buses have been later this year. It is the same bus drivers and I take buses at different times all year round.

Addressing Budget:

With the reduction of stops and # of buses the bus budget should be higher because Alaska has the highest rides per capita.

Comments and questions:

No parking at Skate Park to park and ride at transfer station.

Bus drivers take a break with lots of breaks instead of a break of 2 hours.

Did you match the customers' demands with the buses mission?

Addressing bus routes:

The bus route should be stop at the most convenient places for all people including handicap which means downtown so they can navigate hill especially in winter time, UAS to avoid the long icy path, the Nugget mall, the Mendenhall mall, the food stores, downtown Douglas, and place with many events like Centennial Hall based on the federal definition:

§37.3 Definitions: *Commuter bus service* means ... central business district and outlying suburbs

Addressing reliable schedule:

I suggest running 3 buses every hour: 2 buses to valley and 1 express running every 20 minutes.

Gallion, Irene

From: Britt <watters@gci.net>
Sent: Saturday, December 06, 2014 1:26 PM
To: Capital Transit
Subject: Comments on proposed bus route changes in the Capital Transit Plan

EM

To whom it may concern:

I am writing to express my concerns about 3 items in the proposed changes in transit service. Although, I don't think these are actually "proposed", but more of a done deal. It's disconcerting that all the plans and decisions were made (by whom?), and then the public gets to comment? But not really, because apparently documentation of public comment was not part of the "information meetings", and will not be allowed at the assembly meeting. So the venues for input are limited. The Empire wrote an article but failed to state when and where the meetings would be held, or how to otherwise submit comments. They had to print a follow-up a day later. The brochure speaks to the proposal as "this is what is happening", not "this is what we're suggesting". What is this top-down draconian management of a crucial public service? The way I see it, input from the stakeholders (community members) is being restricted - because the city knows what will best serve the community, apparently. I would invite Mr. Duncan to take a week off from his car and ride the routes so he can see who is using the busses, where they are using them, and when. Parts of this plan seem to have been made without those considerations. Even the bus drivers don't like it. What does that tell anyone who cares to listen?!

My specific concerns about the plan are these:

1. Moving the Nugget Mall transfer stop over to the Pipeline skate park. First of all, I found this proposal surprising since previously the city planned to enhance the mall stop because it was recognized as a high-use stop in a good location. I am referring to the CBJ Transit Development Plan dated February 13, 2014. This is the exact wording under the section 3, "Short Term Recommendations":

Maintain Nugget Mall as outer transfer location. The Nugget Mall has served as the main transfer location for the Express and Local buses in the Mendenhall Valley for many years and it offers a good location for transferring passengers (on Mallard Street). While passenger facilities are minimal (there are two small shelters), the location is relatively easy to access, there are sidewalks on both sides of the street, a marked crosswalk across Mallard Street, and a door directly into the Nugget Mall close to the bus stop. For these reasons, it is recommended that in the short-term, this remain the main transfer location in the Mendenhall Valley.

Suddenly these benefits are no longer desired? I hope someone can explain change why now it is not a good stop and people should have to get themselves across Glacier Highway, and navigate over to the skate park in all kinds of weather and the sidewalks between the mall and the skate park will not always be cleared and safe to walk on in the winter. Is there evidence that the ridership from the pipeline park area justifies this move? or is it strictly for the sake of saving approximately 3 minutes of bus travel time.

2. The mandatory 1/2 hour wait time to make a connection at the Federal building when traveling from Douglas and catching the local route. This affects me since it is my route if to get to my job if I take the bus now. Yes the current transfer times are short, but to *force* a long 30 minute wait is not acceptable, especially in the morning when people are trying to get to work. This particular proposal is defective and should be modified. A realistic (and rider-friendly) wait time is 10-15 minutes, max. The effect of the new schedule is

that I will not take the bus and will find alternate transportation. There goes ridership and money to Capital Transit.

3. The proposal to discontinue the downtown loop service. That is another topic addressed in the February report mentioned above, with the decision made to continue the service: "service would be provided around the downtown loop every 30 minutes by the Douglas route." If the city discontinues regular bus service through downtown, it should for provide some kind of transportation option to the Transit Center for those who cannot walk there and rely on bus service now. Taking away a necessary and utilized service without an adequate substitution is irresponsible to the community.

I'm not sure my comments are worth anything since the plan seems to be happening whether we like it or not, but hopefully they, along with other comments that managed to get submitted properly, will be considered by the Assembly.

Sincerely,

Britt Watters
900 1st st. #13
Douglas, AK 99824

Gallion, Irene

From: Joel <joel.j.probst@hotmail.com>
Sent: Saturday, December 06, 2014 1:19 PM
To: Capital Transit
Subject: Proposed 2015 Route and Service changes
Attachments: Proposed Route and Service Changes.pdf

6585 Glacier Hwy
Juneau, AK 99801

December 6, 2014

10099 Bentwood Place
Juneau, AK 99801



Greetings,

My name is Joel Probst, I am writing with regard to the proposed 2015 Route and Service changes.

I would first like to thank you for the dedicated service that everyone at Capital City Transit provides and apologize for the last minute nature of my letter and absenteeism from the associated public meetings.

The proposed changes to the current Route and Service Plan hinders the Juneau economic machine and the ability of the working class and elderly from efficiently executing the duties of their day through:

- Reduced access to Downtown
- Discouraged visitation above South Franklin Street
- Reduced access to UAS
- Discontinued service to Nugget Mall with new waiting area outdoors and unheated
- Increased Douglas Valley transfer time up to 23 min (currently 1 min)
- No service to the south part of Douglas

Thank you for your time and continued service to the people of the Capital City,

Joel Probst
907-523-9094
joel.j.probst@hotmail.com

6585 Glacier Hwy
Juneau, AK 99801

December 6, 2014

10099 Bentwood Place
Juneau, AK 99801

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Thank you for your time and continued service to the people of the Capital City,



Joel Probst
907-523-9094
joel.j.probst@hotmail.com

Gallion, Irene

From: Kathryn Grant Griffin <kgrantgriffin@gmail.com>
Sent: Saturday, December 06, 2014 1:02 PM
To: Capital Transit
Subject: 2015 Route and Service Change



I have been using Capital Transit to get to and from work for the last fifteen years. I have **some experience** when it comes to riding the bus.

No one likes change. I know that I don't. After a review of the proposed changes, I think that you have come up with the best plan under the present circumstances.

Capital Transit can not address every single individual's special needs.

I do have a major concern regarding the proposed plan.

By moving the transfer point to the Skate Park, I believe that you are putting me and other riders in danger. From news reports and other sources I understand that the Skate Park is not a safe place i.e. drug deals, etc.especially after dark.

If there were a situation where I felt threatened or very uncomfortable about one or more of the people waiting for the bus at the Skate Park I would have no escape route. There is no other Bus Stop a reasonable distance away, there is no lighted building that I can access. What are the plans to make this area safe for riders, especially after dark? As a single woman who uses Capital Transit, safety is of paramount importance.

Kathryn Grant Griffin

category	individual	contact
→ UAS, downtown loop, other	John Sonnan	586-8212

UAS	Glenn Wright	gdwright@uas.alaska.edu
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UAS	Mark Calvert	mpcalvert@yahoo.com
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EP

comment

from Diane:

→ Mr. Sonnan left a message yesterday (tue 1:29pm) requesting Kim or Rob give him a call. He is dismayed with the proposed bus route changes, especially the proposed change to UAS service with the amount of use it receives.

wrote to Steedle 10/24 expressing concerns about not providing service on UAS campus

expressed concerns about impact on wife's commute to UAS in a 12/4 email message to Assembly

response

→ Mr. Sonnan has a wide range of concerns including impacts of the changes on people with mobility challenges, greenhouse gases and the need for more transit opportunities.

Steedle responded 10/27 with explanation

responded later that day explaining purpose of changes and correcting factual errors

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Saturday, December 06, 2014 4:37 PM
To: Gallion, Irene; Denise Guizio
Subject: FW: Capital Transit Changes

-----Original Message-----

From: Susan Kuelbs [<mailto:susieb@gci.net>]
Sent: Saturday, December 06, 2014 1:46 PM
To: Kirk Duncan
Subject: Capital Transit Changes

My greatest concern with these changes is whether they were sparked because of time or because of wanting to serve the population of riders better. And my question is.....how often do you who make these decisions ride the bus? (besides the bus drivers of course!) You have all your facts and figures, but do you really understand the population the Buses serve.

The majority population who rides the buses have no vehicles, they are the elderly, the handicapped, the young mothers with children, babies, the sick, young people etc. They use the buses to take care of their personal affairs, go to work, to school (both HS and College), the bank, the grocery, doctor clinics, not just at the hospital complex, but all over. So it makes no sense to me to put a transfer stop at Pipeline park or the Mendenhall Mall. Neither of these locations is close to banks, clinics, or simple shelter for inclement weather. This later stop is very dangerous to get to from the mall, and if I'm not mistaken, no covered area. Folks have to walk through a very busy parking lot and cross a extremely busy road way. This new change will provide ridership to the new valley library and pool, but at the same time making it harder for the rider population that lives along the current valley route to access the bus system.

I understand the reasoning for stopping the buses from going through town. In the winter with heavy snow it is hard for the buses. But surely there could be a shuttle that runs from the Bus Shelter down S Franklin, up the hill, and around to the Fed Building on a loop. Even using a small Care A Van size vehicle would be helpful. Would it hurt to try this as pilot and see what happens??

Sincerely,
Susan Kuelbs, a bus rider from Douglas

Gallion, Irene

From: Kirk Duncan <Kirk.Duncan@juneau.org>
Sent: Saturday, December 06, 2014 4:51 PM
To: 'Sarah Isto'
Cc: Gallion, Irene; Denise Guizio
Subject: RE: New transit routes

Sarah – Thanks for writing. Your comments have been added to the document being presented to the Assembly
Kirk

From: Sarah Isto [<mailto:isto@acsalaska.net>]
Sent: Saturday, December 06, 2014 4:49 PM
To: Kirk Duncan
Subject: New transit routes

Mr. Duncan

I am aware of people who would be greatly inconvenienced by the new routes, but who cannot write to you themselves. One is an elderly man who uses the bus to go to the Nugget Mall and shop. The new proposed stop is too far from the mall, especially during winter to make it possible to continue doing this.

I am also concerned about the future residents of Haven House which would be far from the bus route under the proposed plan. Haven house is currently reasonably close to bus routes which is desirable since many of the residents would be using the bus. The new route removes the bus a long distance from Haven House.

I hope you will take into consideration these regular bus users in your design. Some may have chosen their living place because it is on a bus route that will now be removed.

Sarah Isto

ER

Comments

- She doesn't think it is a good idea to discontinue service through the downtown area. It would be detrimental to the downtown businesses, tourists, and people who live downtown. It is a terrible idea and will devastate the downtown businesses.

ES

Gallion, Irene

From: Jan Gregg Levy <levyjan@gmail.com>
Sent: Sunday, December 07, 2014 9:28 AM
To: Capital Transit
Subject: Proposed changes to bus schedule

I am extremely disappointed and concerned about the bus schedule. I happen to own a car and I don't take the bus regularly (although I have on occasion), but I have close friends and family who use the bus daily. While the goal may have been to save money, I suspect it will decrease ridership and thus lose money. Then the city will reduce routes and make it even more inconvenient and lose more until we have no bus system at all.

The goal should be to increase ridership. If we had better mass transit, we would need fewer parking garages. That's what costs money. And how about the money the city spent on the parking meter mess. Improve the bus system rather than reduce its usability.

Three items that really jump out at me as big mistakes are the following:

1. No stops at the University. UAS has become a big piece of Juneau economy and is also one of the reasons Juneau is such an interesting place to live. My recollection is that the university fought hard to get service to the university and it's a step backward to take it away. Standing at the back loop road or being dropped off there to attend classes, concerts or lectures that are 1/3 mile does not make the university more attractive.
2. The drop off at the Skateboard Park instead of the Nugget Mall strikes me as particularly unsafe. At least at the Nugget Mall you can wait in a place that's safe for seniors and children. I can't imagine trudging from the skateboard park in the snow, toddler in tow, towards my destination. You can't even get a cup of coffee there if you're waiting for a ride from someone else.
3. It seems to me our bus should definitely drop people at the Capitol Building/Court House. There is a huge amount of traffic to the Court House. When jury panels are called, dozens of people come to court, many of whom do not have transportation.

I'm just so disappointed that the City thinks it's more important to spend money tearing trees out of Cope Park and moving tennis courts, while bit by bit dismantling the bus system. This is truly going the wrong direction in my opinion.

I think improving service and routes would increase ridership and save money.

Thank you.

Gallion, Irene

From: Mary Alice McKeen <ottokeen@gmail.com>
Sent: Saturday, December 06, 2014 10:54 PM
To: Capital Transit
Subject: Proposed new bus routes



[1] Investigate traffic light/bus connection and pursue vigorously if appropriate. I understand why you want to make bus transfers more reliable. The only meeting I could attend was the Saturday meeting. At that meeting, an apparently knowledgeable audience members brought up the option of allowing the buses to change the lights. I had not heard of this before so I hope I got the gist of it. It seemed that people thought that would allow the buses to make up the few minutes necessary (at least on some routes) to make bus transfers more reliable.

Mr. Duncan said this was something that DOT would have to approve. It also seemed that it was in a sloshy bureaucratic no-man's land of "interesting" discussions between CBJ Transit and DOT. If I am understanding the situation correctly, that should be ELEVATED to an ASSEMBLY LEVEL of discussions or maybe even try to get help from our Federal delegation. Do other cities do this? This was the first I heard of this option but it seems like CBJ should thoroughly and energetically investigate this option and, if appropriate, pursue it.

[2] CBJ should not choose pool/library/TMHS, a.k.a the proposed Riverside route, over mobile home parks and other low-car and no-car housing on Mendenhall Loop Road, a.k.a. the proposed elimination of bus service on Mendenhall Loop Road from Atlin to Stephen Richards. This is putting one side of the Valley against the other. We should have an adequate bus route that services both of these major parts of the Valley.

[3] Bus access to Nugget Mall should be preserved. The current transfer location is in back of the Nugget Mall and allows persons to visit the stores in the Nugget Mall by bus. Even though most people probably drive to Nugget Mall, I think that bus access to a large mall should be preserved. I believe Mr. Duncan said that the closest stop to Nugget Mall would be Shell Symons Drive. There may be one closer but any stop is still pretty far.

[4] A 23-minute delay for riders from Douglas going to anywhere in the Valley except the express bus steps is quite long. For parents taking their kids to the doctor, to shopping, anywhere, this is a long wait. For anybody, it's a long wait.

[5] Public transit should be a priority. Public transit has clear environmental benefits. And, for persons that don't have a car, public transit is a necessity. Once you have a car, it's easy to forget that.

Thanks for considering my comments.

Sincerely,

Mary Alice McKeen

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Mary Alice McKeen
212 West 9th Street,
Juneau, Alaska 99801
907-586-4061 (home/evening)
907-957-6170 (cell)
907-586-5745 (fax)

Gallion, Irene

From: cashake <cashake@acsalaska.net>
Sent: Saturday, December 06, 2014 8:30 PM
To: Capital Transit
Subject: Capital Transit Changes - No Please



Cutting service for Capital Transit has very negative impacts to the city. Many people select rental units and housing sites dependent on the vicinity to capital transit services. Changing the location of pickup and drop off sites now will create real hardships and instability in the community. Community residents anticipated that these service sites were going to be available for the long term. To remove the service sites now means that many people will need to move to get closer to service sites, if possible. For many, that will not be a possibility. If they are elderly or handicapped, they may lose their jobs or no longer be able to get to necessary locations for food, medical help, and to pay bills.

I am on the board of Haven House. One of the considerations for choosing a location for the residents of Haven House was the vicinity to a Capital Transit pickup and drop off site. In order for the women to successfully integrate into society, they will need cheap, accessible public transportation. For Capital Transit to remove a service location in that area is going to be a severe hardship for these women.

I strongly advocate for no changes to the existing service locations that are currently available.

Thank you for allowing me the opportunity to express my opinion.

Sincerely,
Jheryl A Shakespeare

Gallion, Irene

From: Barbara <blearmonth@gci.net>
Sent: Saturday, December 06, 2014 8:13 PM
To: Capital Transit
Subject: Comments re proposed route and service changes attached
Attachments: PROPOSED CAPITAL TRANSIT ROUTE AND SERVICE CHANGES.docx
Importance: High

EW

PROPOSED CAPITAL TRANSIT ROUTE AND SERVICE CHANGES

Comments submitted by Barbara Learmonth, 209-1783, blearmonth@gci.net

Assumptions

- Public transportation is a core government function. Its priority should be serving riders who cannot drive or own cars due to age (both young and old), disability or low income. It should provide access to medical facilities, schools, child care and senior centers, shopping, recreation, and government services including the jail.
- Government funding builds and maintains bigger roads for more cars, despite the fact that increasing traffic decreases our quality of life. Some of that funding could be re-directed to support public transportation and reduce traffic.
- Government funding supports recreation facilities which are not a core government function. They are reasonable expenditures only if they are easily accessible, affordable, and usable year-round by a variety of age groups for a variety of activities – such as parks, pools, ball fields, and the field house and ice rink. Eaglecrest is not, and some of its funding could be re-directed to support public transportation.

Concerns and Suggestions

- Cutting service on Mendenhall Loop Road between Stephen Richards and Atlin reduces access to two low-income high-density areas (Kodzoff Trailer Parks and Chinook Apartments), Haven House and the movie theatre. **Suggestion:** Redirect some Eaglecrest funding to support continuing this service.
- Moving the transit center from Nugget Mall to Pipeline Park creates significant problems:
 - (1) Reduced access to low-income high-density emergency apartments and senior housing by St. Vincent's. **Suggestion:** Add bus shelter at corner of Jordan Avenue and old Egan Highway so people from St. Vincent's don't have to walk to skate park transit center. This stop would also give safe and easy access for riders going to and from mall.
 - (2) Pedestrian hazard because sidewalks leading to skate park which are less well lit than those to mall, and are less often plowed in winter so people walk in street. **Suggestion:** Ensure sidewalks leading to skate park from all directions have high priority for plowing.
 - (3) Pedestrian hazard at new "park and ride" in Mendenhall Mall parking lot because walking through parking lot is always dangerous, but especially when it is dark, rainy or snowy. **Suggestion:** Add street lights and traffic controls that allow pedestrians to cross safely between shelters, buses and stores.
- Riders will not use transit centers if they are not clean, comfortable and safe. **Suggestion:** A specific plan and funding to keep transit centers welcoming, perhaps including on-site staff.

Gallion, Irene

From: Joe Rafferty <raff@gci.net>
Sent: Saturday, December 06, 2014 5:19 PM
To: Capital Transit
Subject: proposed transit plan

Hello,



I am a UAS student. I am very much opposed to the elimination of the bus stop at the Egan building at the UAS campus. Please continue to serve the UAS campus, and not drop UAS passengers off on the Back Loop Road and force them to march nearly a mile round trip on an often snowy and icy path. The current stop at the Egan Library should be maintained in the interest of public safety, to support the university, and to encourage use of the bus system.

Thank you,

Joseph Rafferty
5651 North Douglas Road
Juneau, Alaska

Gallion, Irene

From: Jessica De Leon <acissej.jessica17@yahoo.com>
Sent: Saturday, December 06, 2014 3:42 PM
To: Capital Transit
Subject: Proposed Bus Plan

EY

Dear City and Borough of Juneau,

As meetings have been conducted throughout the week for the new bus schedule being proposed, many concerns have sprung up about it especially among the UAS campus. The new plan is proposing to drop the UAS Egan bus stop entirely which of course brings me to the purpose of my e-mail.

There are many benefits to the proposed bus schedule such as more running times, buses being taken to areas that had no bus coming through, etc. Yes, those changes will be a great way to improve the bus system around me, but my main concern is for us college students who rely on the bus to get them to and from school. Many college students use the Express for many reasons:

1. It saves money.
2. It gets us to class on time which allows for more opportunities to learn.
3. Many of us do not have vehicles or know how to drive. Even if the person knows how to drive, that person has decided to use public transportation to save money. (See reason #1.)

As a college student, the decision to drop the Egan bus stop will greatly impact my work and school schedule as it will for many others. I work in the Federal Building in a daycare, and I get off work five minutes before the 12 o' clock Express comes. If the new bus schedule were to take effect and the Route 4 Express is running, I would have to get off work an hour earlier just to get to class on time. That will in turn affect staff retention in the classroom and cause much stress to my director and co-workers.

As I have been told, the Route 4 Express will no longer enter the UAS campus but stop at the Back Loop where the trail is. Many concerns have risen up about that. Using the back loop will greatly increase our getting to class on time. It takes almost 10 minutes to get to the main campus, causing students to miss out on instruction time and interrupting other students' learning. In the spring time, the issues of bears has come up. This poses a safety risk to not only the students but the bears itself. Many students have never encountered a bear and therefore, their lack of knowledge puts them in danger.

I am also a student who is on financial aid and who has taken loans out for her education, and my class attendance and punctuality is pivotal to me keeping the financial aid.

Although the new bus schedule calls for some wonderful changes, we must consider the cons of it. I believe that we can work as one to improve the bus system so that the people of Juneau will continue to use Capital Transit as their mode of transportation.

Thank you for taking the time to read this, and may you have a wonderful day.

Sincerely,
Jessica De Leon