



## Table of Contents

I.	<b>Introduction.....</b>	<b>1</b>
II.	<b>Demographic Analysis .....</b>	<b>4</b>
	Population .....	5
	Industry and Labor Force.....	12
	Economic Profile .....	16
	Major Trip Generators .....	20
	Summary .....	28
III.	<b>Service Provider Capabilities and Gaps / Duplications in Services .....</b>	<b>29</b>
	Overview .....	29
	Human Services and Public Transportation Inventory of Available Summary .....	46
IV.	<b>Needs Assessment.....</b>	<b>48</b>
	Overview .....	48
	General Public and Stakeholder Workshop .....	48
V.	<b>Working Group .....</b>	<b>51</b>
	Anchorage Coordinated Transportation Working Group.....	51
VI.	<b>Implementation Plan.....</b>	<b>55</b>



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<b>VII. Reference Table for Implementation Strategies and Potential Grant Applications .....</b>	<b>69</b>
<b>VIII. Public Hearings and Adoption of the Plan .....</b>	<b>70</b>
<b>APPENDIX .....</b>	<b>A - 1</b>
Community Outreach Documentation .....	A - 1
2008 HSTC Mailing List .....	A - 2
Stakeholder Record of Participation .....	A - 8
Coordinated Transportation Survey Instrument .....	A - 9
Notice of Public Meeting .....	A - 19
Draft 2008 Invitation Letter from MOA .....	A - 20
Anchorage HSTC Meeting Flyer .....	A - 21
HSTC Meeting Agenda .....	A - 22
August 2008 Meeting Attendance .....	A - 23
Coordination Presentation (Aug 2008) .....	A - 24
AMATS Presentation (Aug 2008) .....	A - 32

## I. INTRODUCTION

# Introduction

The intent of this plan is to document evaluation of existing transportation providers and the unmet transportation needs/duplications in human service agency and public transportation service for Anchorage, Alaska. Findings from this documentation are intended to update the 2007 Coordinated Human Services Transportation Plan and assist transportation stakeholders and providers to make progress toward the fulfillment of requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU). Successful coordination projects since the first Human Services Transportation Coordination Plan (HSTC) was adopted include:

- Formation of Glacier Valley Stagecoach, which expanded upon the existing Alyeska Resort hotel shuttle to form community transportation in Girdwood. Local businesses contribute resources to this bus system, which has 30-minute headways.
- Governor Sarah Palin signed an Administrative Order, which established a Governors Coordinated Transportation Task Force.
- Challenge Alaska purchased a vehicle that can be shared with other non-profit organizations. Using this vehicle and two others provided by an agreement with ACS, AnchorRIDES was able to offer shuttle service to the Alaska State Fair in Palmer for the first time because these vehicles were not restricted from leaving the MOA service area.

This HSTC update documents the comprehensive efforts of community outreach that have been conducted to date in an effort to encourage participation from all of the local stakeholders in the study area that represent the targeted populations. Outreach efforts are based on best practices from coordination efforts across the country as well as strategies suggested by the national United We Ride initiative in human service transportation. The goal is to improve human service and public transportation for older adults, individuals with disabilities of all ages, and people with lower incomes through coordinated transportation.

Three federal funding grants are allocated as part of SAFETEA-LU. They are:

- Transportation for Elderly Persons and Persons with Disabilities (Section 5310);
- Job Access and Reverse Commute (Section 5316); and
- The New Freedom Initiative (Section 5317).

Each of these federal funding grants requires a match from local, state, or any non-U.S. DOT source. The Alaska Mental Health Trust Authority is an example of a state funding source that could be used as matching funds for any of the SAFETEA-LU programs. Other potential local sources include but are not limited to human service agencies, United Way, colleges or universities, government, or private businesses. The available SAFETEA-LU funding and grant application information for FY 2008 and FY 2009 for Anchorage are listed in chapter V of this report.

The Municipality of Anchorage requested the assistance of RLS & Associates, Inc. to develop this plan. The following chapters represent the demographic conditions, inventory of existing transportation providers and the gaps and duplications in transportation that have been identified through analysis and community input. The local stakeholders have taken an initiative to create a local Coordinated Transportation Working Group with members from multiple human service agencies and transportation providers. Each working group member participates in a sub-committee that has been directed to focus development of implementation plans for specific coordination goals.

The appendix to this Memorandum is provided to document the comprehensive public outreach efforts to date, including a checklist of stakeholder organizations that were contacted to complete the comprehensive stakeholder survey, which was compiled from the stakeholder survey. The appendix also includes stakeholder meeting announcements and agendas that were distributed to all local stakeholders, and a list of organizations that attended the local coordinated transportation workshop and one-on-one interviews.

This report includes prioritized coordinated transportation needs, and goals that are arranged in order of priority response and ease of implementation, and suggested strategies that the working group and its sub-committees may implement to achieve coordinated transportation goals. Ultimately, a compilation of coordinated transportation priorities will be provided for the Municipality of Anchorage. It is expected that transportation stakeholders will utilize this document, and the planning efforts involved in the development of this document, as a reference when developing Section 5310, Section 5316, and/or Section 5317 grant applications. Anchorage Metro Area Transportation Solutions (AMATS) is the designated recipient of SAFETEA-LU funding for Anchorage and will be responsible for distributing grant awards.

## II: DEMOGRAPHIC ANALYSIS

# Demographics

The demographic composition of a community will impact the current and projected demand for coordinated transportation options and the level of service to be implemented. Important factors, such as land use and geography, total population, age of the population, individuals with disabilities, and economic factors are tools for determining the likelihood for transportation demand in any community.

Anchorage, the largest municipality in Alaska, is located geographically in South Central Alaska. The Municipality of Anchorage is on a strip of coastal lowland and extends up the lower alpine slopes of the Chugach Mountains. The Chugach Mountains are to the east, and the city limits encompass part of the wild alpine territory of Chugach State Park. Anchorage was established in 1914 as a railroad construction port for the Alaska Railroad, which was built between 1915 and 1923. Anchorage was incorporated on November 23, 1920. In 1968, oil was discovered in Prudhoe Bay, and the resulting oil boom spurred further growth in Anchorage. In 1975, the City of Anchorage merged with the Borough of Anchorage to create the Municipality of Anchorage, which encompasses communities from Eklutna to Girdwood. The municipality is 1,961 square miles. The total area is 13.46 percent water.

Attractions in the Municipality of Anchorage include abundant wildlife, an award winning trail network and several museums, such as the Anchorage Museum of History and Art and the Alaska Native Heritage Center. Locals and visitors enjoy numerous summer and winter outdoor activities including hiking, biking, golf, Nordic and alpine skiing and ice-skating.

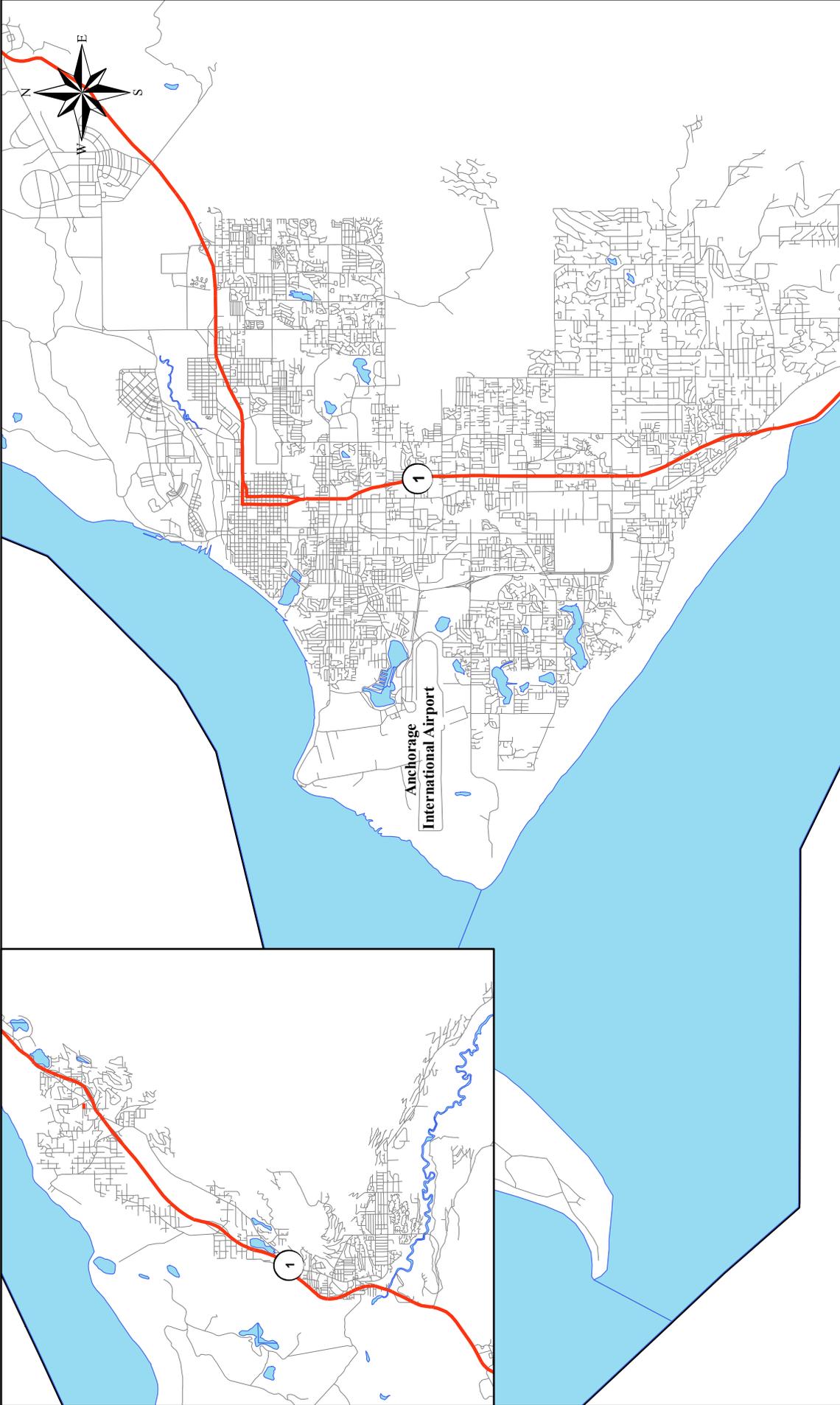
Exhibit II.1 illustrates the major highways in the Municipality of Anchorage. The municipality is served by State Highway 1.

### ***POPULATION***

According to the 2000 U.S. Census Bureau, the population of the Municipality of Anchorage was 260,283. The population as of July 1, 2007 is estimated to be 283,823 according to the Alaska Department of Labor and Workforce Development, Research and Analysis Section.

### ***POPULATION DENSITY***

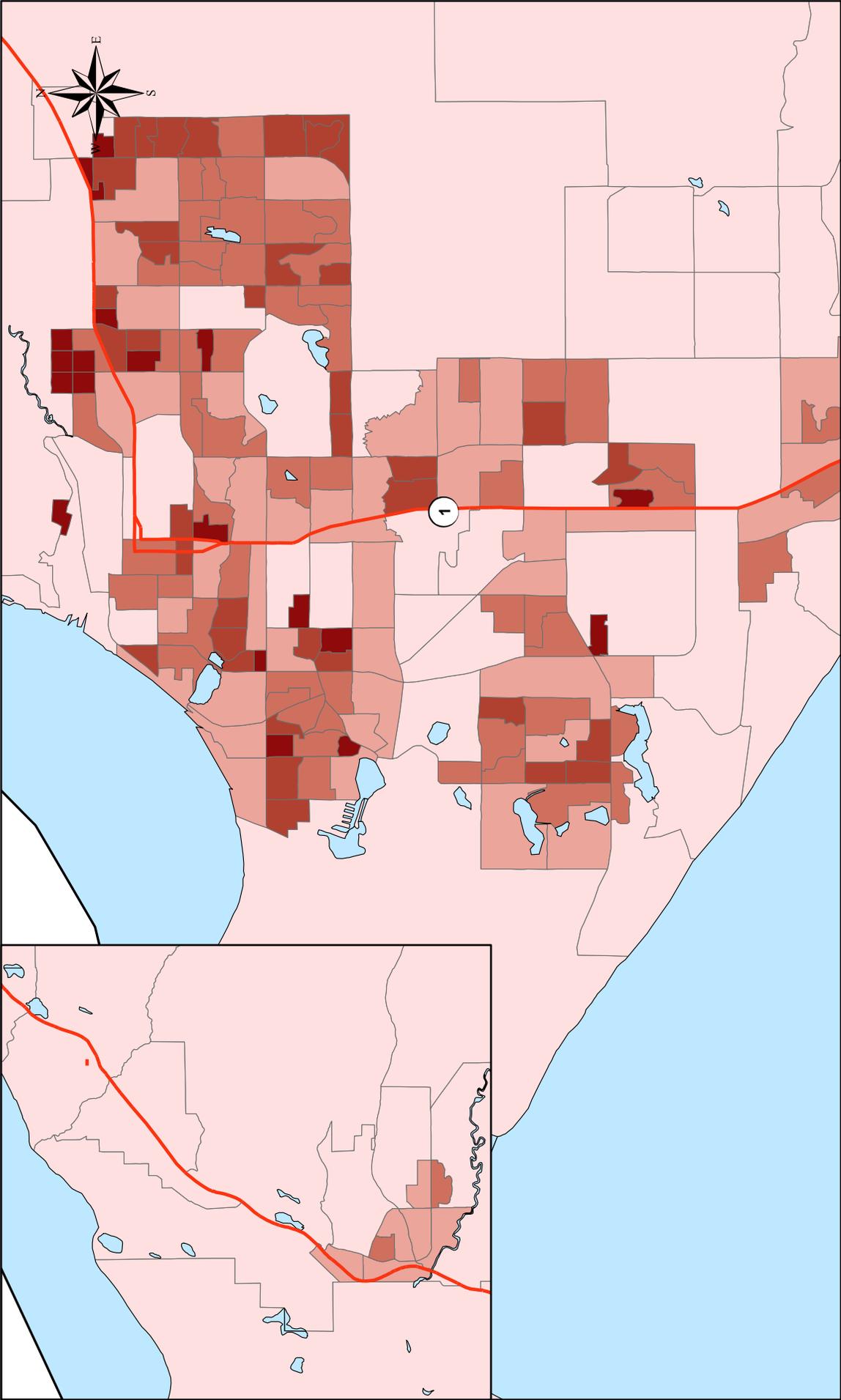
Exhibit II.2 is a map illustrating the Municipality of Anchorage's population densities by Census block group. According to U.S. Census data from 2000, the block groups with high (10,530 – 18,670) and moderately high (7,011 – 10,520) population densities are located throughout Anchorage with the most high and moderately high populations located north of Tudor Road. Eagle River's population densities are moderate to moderately low.



**Exhibit II-1**  
**Map of Study Area**  
**Anchorage Coodinated Human Services**  
**Tranportation Plan**

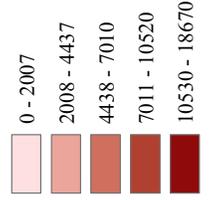


- Legend**
- Major Roads
  - Water



**Exhibit II-2  
Population Density  
Anchorage Coodinated Human Services  
Transportation Plan**

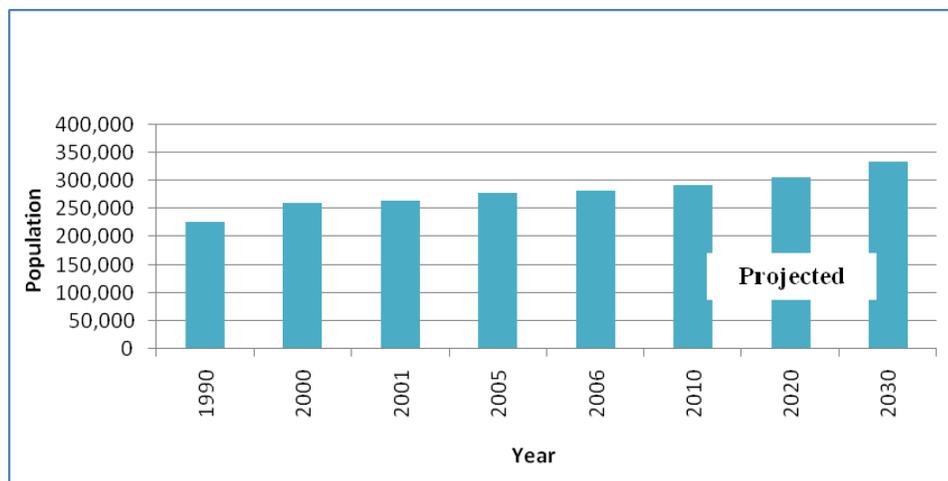
Total Population/Square Miles



## POPULATION GROWTH

The population for the Municipality of Anchorage has been steadily increasing since 1990 (Exhibit II.3). Population will continue to increase through 2030, but by smaller and smaller percentages each year. According to the Alaska Department of Labor and Workforce Development, Demographics Unit, the population in Anchorage will increase by an annual percentage change of approximately 0.91 percent between 2006 and 2015. The annual percentage change in population will continue to increase but by a smaller percentage of 0.85 percent between 2015 and 2020. The population will increase by smaller percentages of 0.79 percent between 2020 and 2025, and 0.69 percent between 2025 and 2030. The average annual change in population between 2006 and 2030 is projected to be 2,595 people.

**Exhibit II.3:  
Municipality of Anchorage Population Trends, 1990-2030**

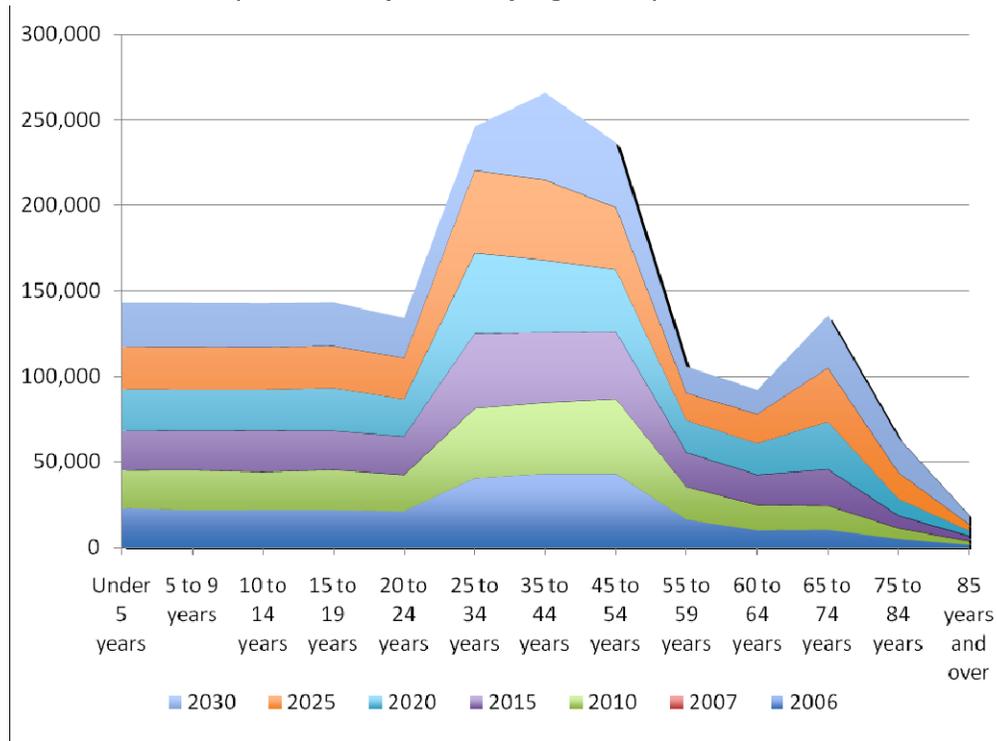


Source: U.S. Census Bureau, Neighborhood Sourcebook, and University of Alaska Anchorage Institute of Social & Economic Research Projections for 2000-2030

## AGE DISTRIBUTION

The distribution of individuals by age group is an important factor when considering the goals for coordinated transportation. Age can help planners project the transportation needs for the local area. For example, a large working-age population is one indicator of potentially high demand for employment related transportation. And, a large population of older adults should be considered when estimating demand for transportation to medical facilities, senior centers, and senior recreational activities. Exhibit II.4 illustrates the estimated and projected changes in population by age group for Anchorage between the years of 2006 and 2030. The projections indicate that the population trend for the cohort within the working-age groups (ages 20 to 59) will continue to be the largest age group through the year 2030. The projections also indicate that the cohort between ages 65 and 74 will begin to make up a larger portion of the population for years 2010 through 2030. As the population of older adults increases, demand for transportation services for the population is also likely to increase.

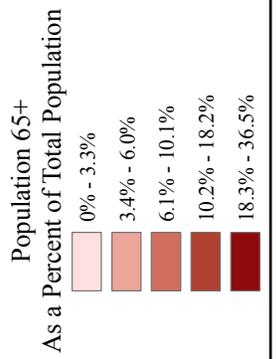
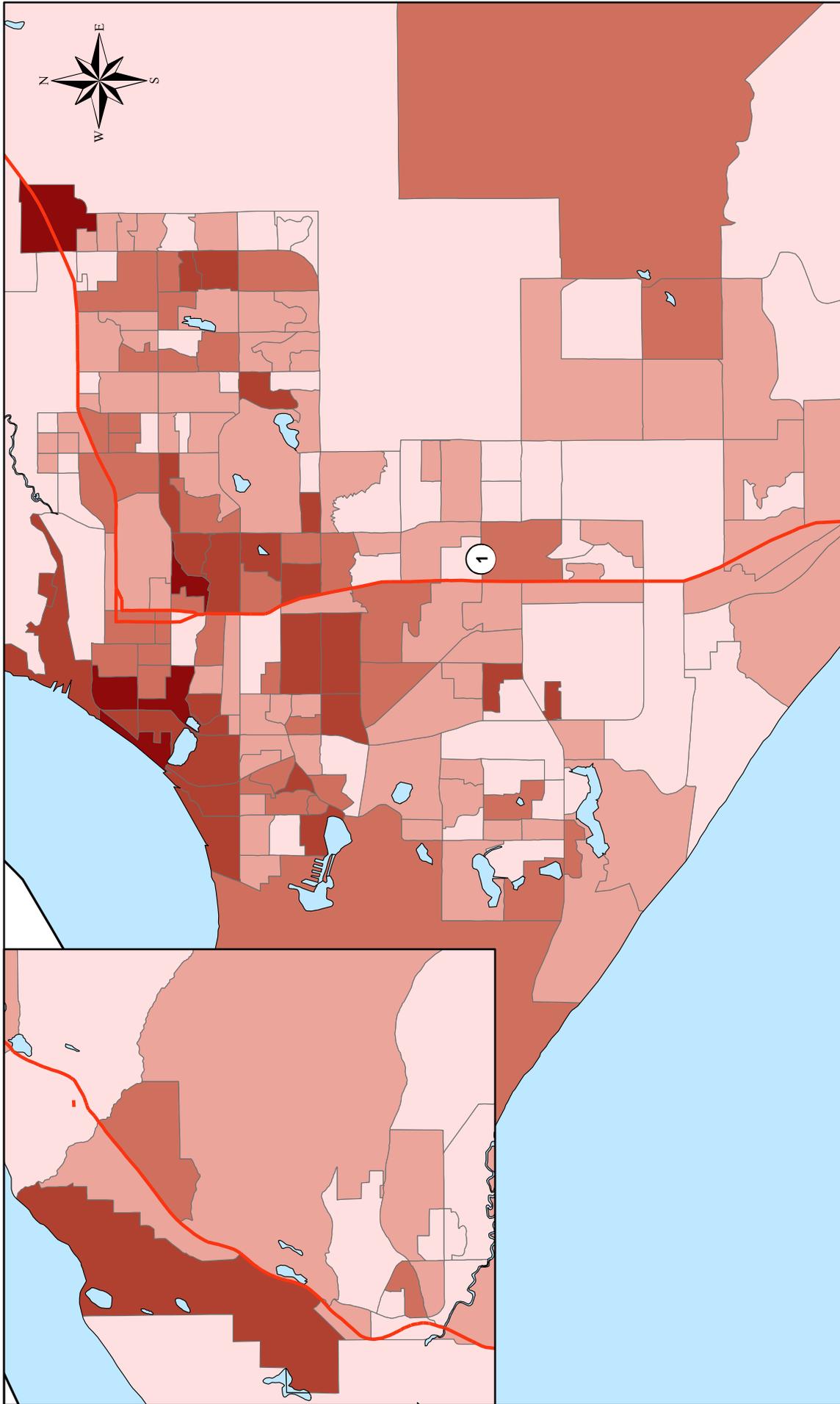
**Exhibit II.4  
Population Projections by Age Group, 2006-2030**



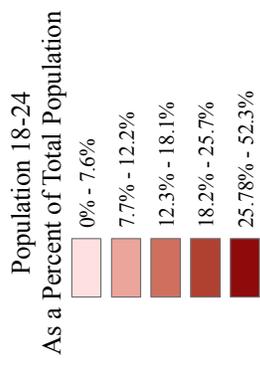
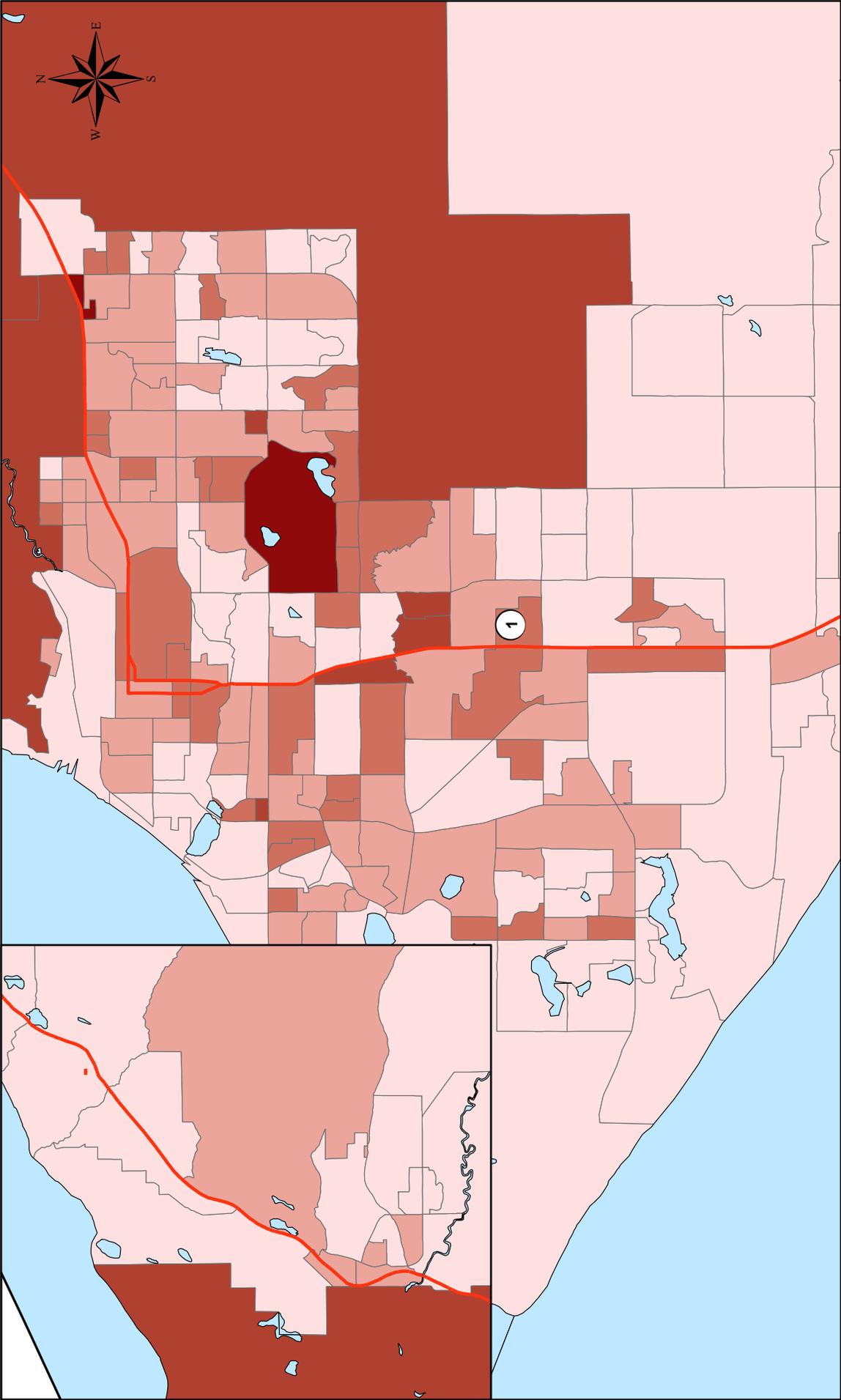
Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section, Demographics Unit

Exhibit II.5 shows the distribution of the older adult population, 65 years of age and older, as a percent of total population, according to the 2000 U.S. Census. The areas with the highest (18.21 – 36.48 percent) and moderately high (10.19 – 18.20 percent) percentages are located largely to the north of the Municipality of Anchorage. A large section of moderate (6.063 – 10.18 percent) percentages is located to the west and east ends of the municipality.

Exhibit II.6 illustrates the distribution of the young adult population, ages 18 to 24 years of age, as a percent of total population. The area with the highest (25.75-52.29 percent) percentage of young adults is located north of East Tudor Road but south of East Northern Lights Boulevard, in the area of the University of Alaska-Anchorage. Areas of moderately high (18.13-25.74 percent) percentages of young adults are located to the southwest, west, and north of the University of Alaska-Anchorage.



**Exhibit II-5  
Population Aged 65 +  
Anchorage Coordinated Human Services  
Transportation Plan**

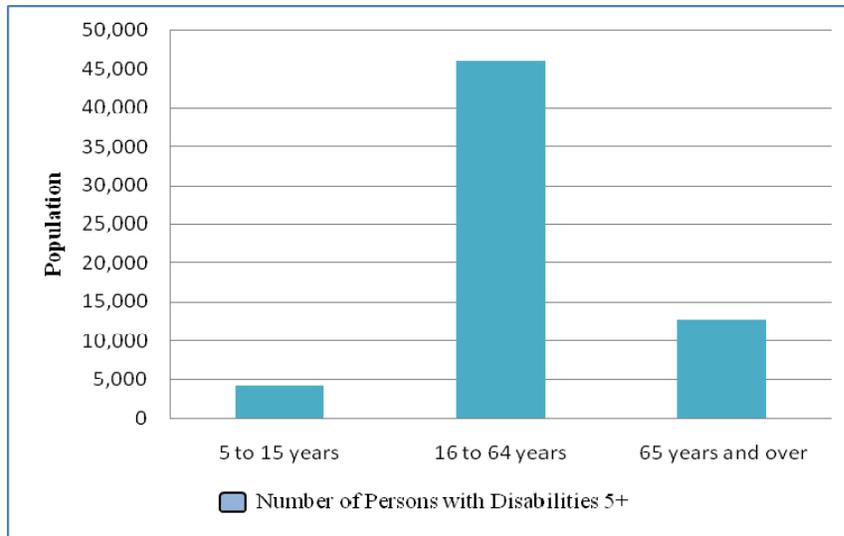


**Exhibit II-6**  
**Population Aged 18 to 24**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**

## ***INDIVIDUALS WITH DISABILITIES***

Disability incidence data was collected using the 2000 U.S. Census. The following exhibit, II.7, shows the number of people in the municipality who are over the age of five (5) with disabilities. Some 62,690 people reported that they had some type of disability. Please note that disabilities include sensory, mental, physical, and self-care limitations. The U.S. Census allows an individual to count each disability. For example, if an individual has a mental and physical disability, they are counted twice, once for each disability.

**Exhibit II.7: Persons with a Disability by Age, 2000**



Source: U.S. Census Bureau, 2000 data

## ***INDUSTRY AND LABOR FORCE***

While the U.S. economy has shown declines in recent years, Alaska's economy has demonstrated a relatively stable growth of two percent annually. The U.S. government and the oil industry have been integral to the Alaska economy. Although Juneau is the state capital, Anchorage is the state's government center. In 2003, Anchorage employed 4,300 state government employees, and 10,000 federal government employees.

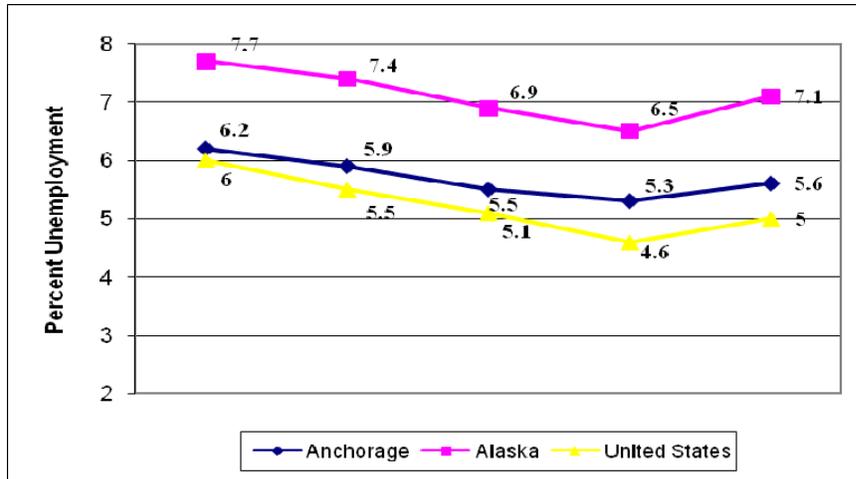
Anchorage is Alaska's primary transportation, communications, trade, service, and finance center. In 2000, Anchorage made up 42 percent of the state's population but accounted for 47 percent of the employment. Today, the four major sectors that drive Anchorage's local economy are oil and gas, U.S. military, transportation, and the convention and tourism industry.

## ***UNEMPLOYMENT***

According to the U.S. Bureau of Labor Statistics, the labor force in the Municipality of Anchorage was made up of approximately 150,905 workforce residents in 2006, while the unemployment rate was 5.3 percent. Exhibit II.8 illustrates a comparison of unemployment rates in Anchorage, the State of Alaska, and the United States between 2003 and January 2008. As depicted,

unemployment in Anchorage has varied but remained below the state average and above the national average. Unemployment levels in Anchorage declined from 2003 to 2006 before spiking by 0.3 percentage points in January 2008.

Exhibit II.8: Comparison of Unemployment Rates

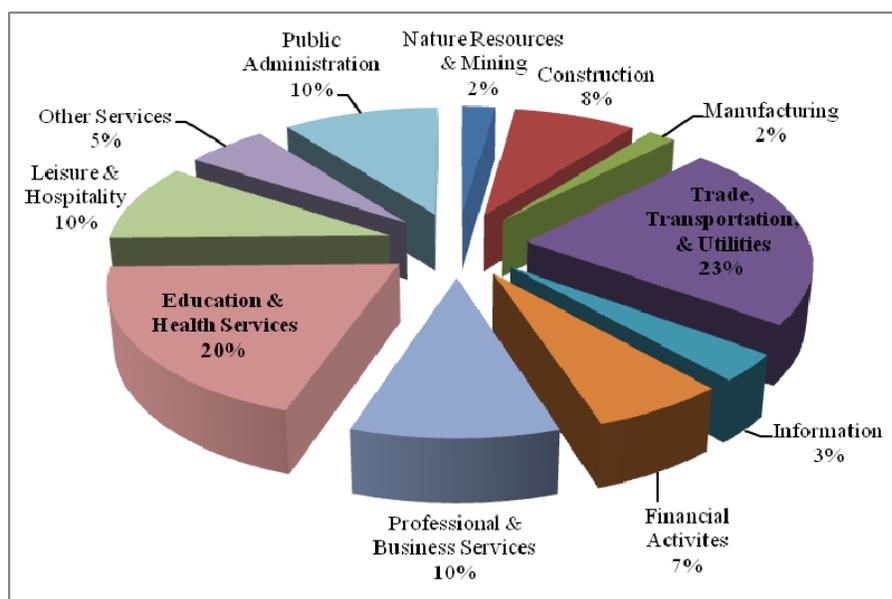


Source: U.S. Bureau of Labor Statistics

***EMPLOYMENT AND EARNINGS BY INDUSTRIAL SECTOR***

The Trade, Transportation, and Utilities sector was the municipality’s largest, with 29,188 employees, and included wholesale and retail trade, transportation, warehousing, and utilities (see Exhibit II.9). The Education and Health Services sectors (including social assistance) were the second largest employers. Public Administration was the third largest employment sector.

## Exhibit II.9: Employment by Industrial Sector, 2005

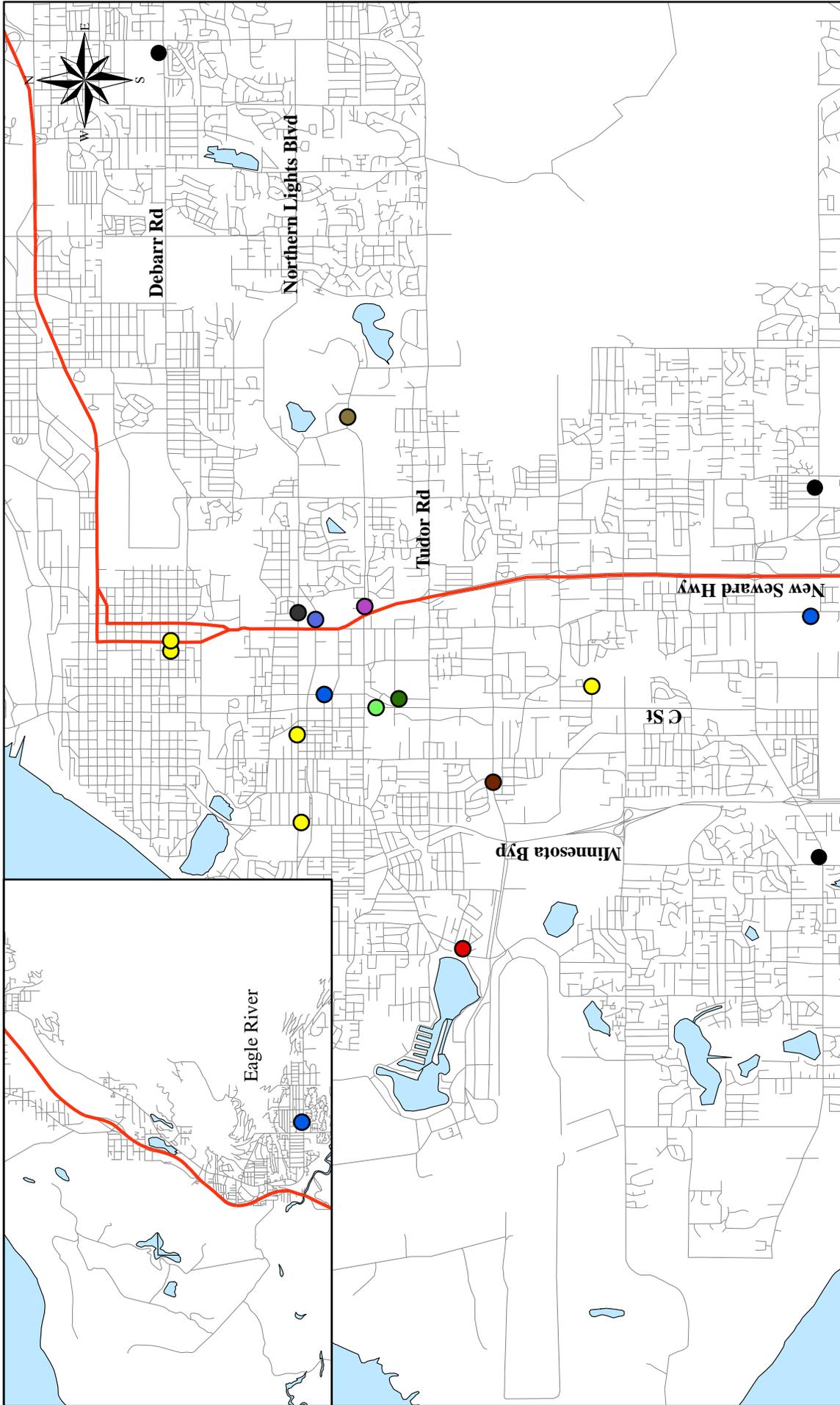


Source: Neighborhood Sourcebook, U.S. Census Bureau, 2005 American Community Survey

### ***MAJOR EMPLOYERS***

Exhibit II.10 is a location map of the top private sector employers in the Municipality of Anchorage, according to information provided by the Alaska Department of Labor and Workforce Development. The majority of the large employers are found north of Tudor Road. The top ten employers are:

1. Providence Health System
2. Carrs/Safeway (multiple locations)
3. Fred Meyer (multiple locations)
4. Wal-Mart/Sam's Club (multiple locations)
5. Trident Seafoods
6. ASRC Energy Services
7. BP Exploration Alaska
8. CH2M HILL (formerly VECO)
9. NANA Management Services
10. Alaska Airlines



## Exhibit II-10 Largest Anchorage Employers Anchorage Coordinated Human Services Transportation Plan



- |                           |                          |
|---------------------------|--------------------------|
| ASRC Energy Services      | Fred Meyer               |
| Alaska Airlines           | NANA Management Services |
| BP Exploration Alaska     | Providence Health System |
| CH2M HILL (formerly VECO) | Trident Seafoods         |
| Cars/Safeway              | Wal-Mart                 |

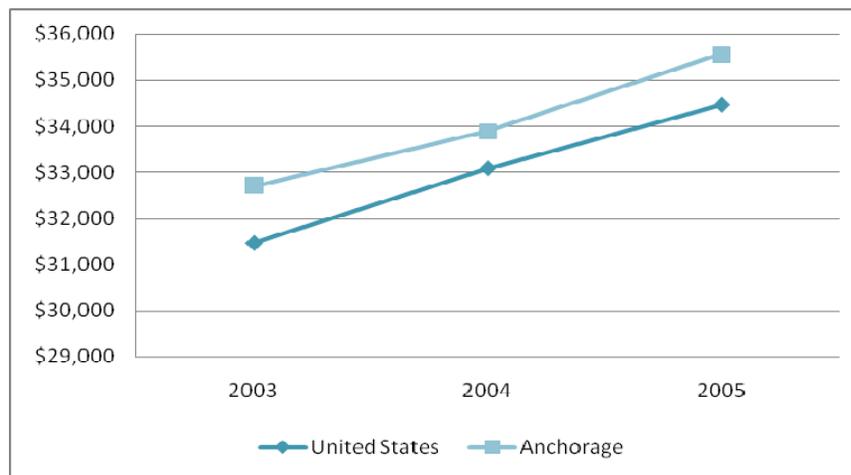
Source: Alaska Department of Labor and Workforce Development

## ECONOMIC PROFILE

### HOUSEHOLD INCOME MEASURES

Exhibit II.11 illustrates the per capita personal income for Anchorage and the United States from 2003 through 2005. The information provided indicates that Anchorage's per capita personal income has remained more than the national average since 2003.

Exhibit II.11: Per Capita Personal Incomes

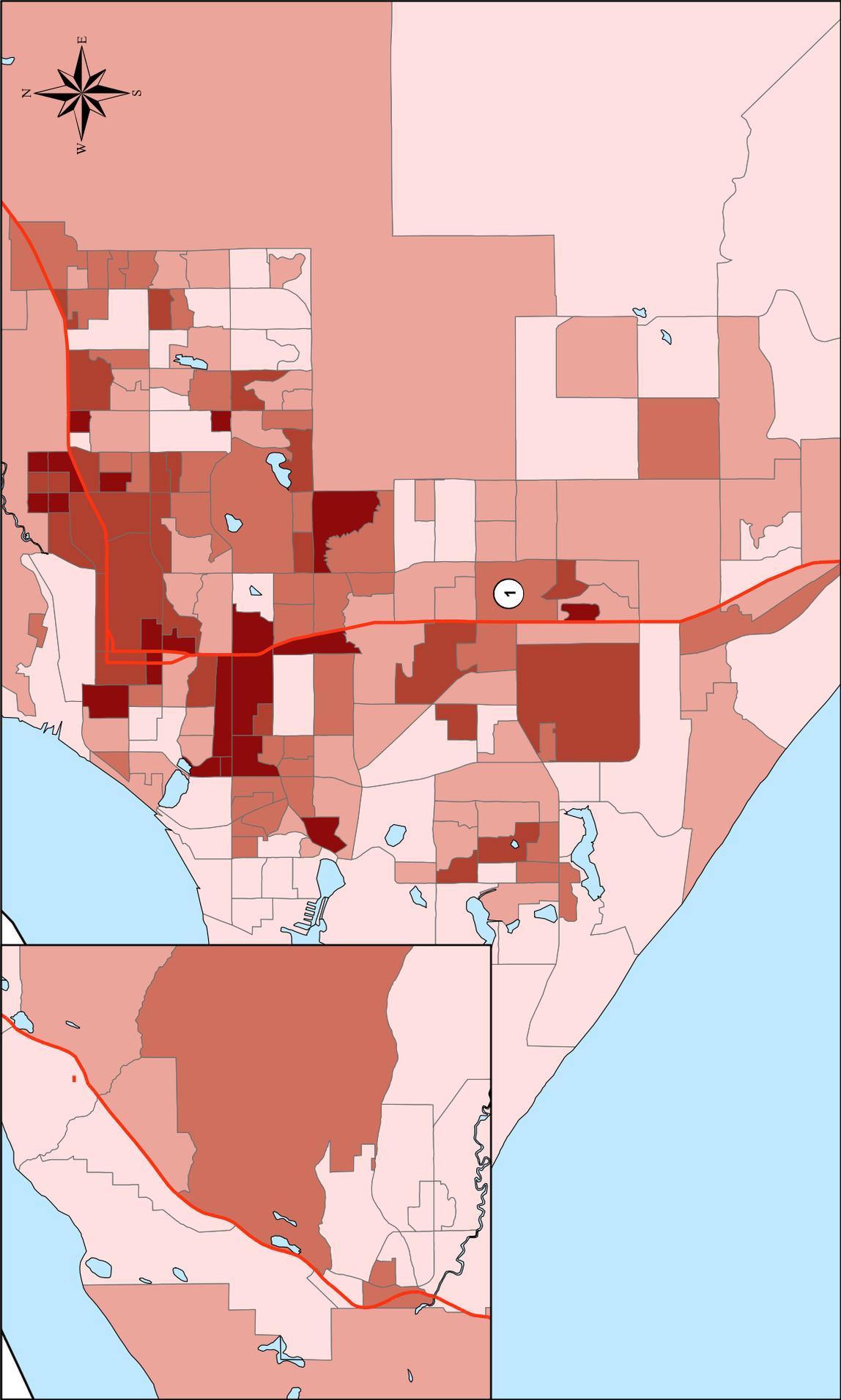


Source: Regional Economic Accounts, Bureau of Economic Analysis, 2007

Exhibit II.12 illustrates the households below poverty as a percent of total households during the 2000 U.S. Census. As illustrated in the exhibit, the highest (16-24 percent) percentages of households below poverty are located north of Dowling Road, with a small cluster along State Highway 1 between Abbott Road and O'Malley Road. There are no high percentages of households below poverty indicated in Eagle River.

Zero-vehicle occupied housing unit status is another indicator of poverty. Exhibit II.13 is a map that displays the distribution of zero-vehicle households as a percent of occupied housing in the Municipality of Anchorage according to the 2000 U.S. Census. The highest densities (26.07-38.06 percent) of households with zero vehicles were located along State Highway 1 and other major thoroughfares to the north of Tudor Road.

In addition, Exhibit II.14 shows the distribution of one-vehicle households as a percent of occupied housing in the Municipality of Anchorage according to the 2000 U.S. Census. The highest (54.04-73.53 percent) densities of households with one-vehicle households are located throughout the municipality. Unlike zero-vehicle households, dense sections are not mainly located along State Highway 1 and major thoroughfares, but are scattered throughout the municipality.

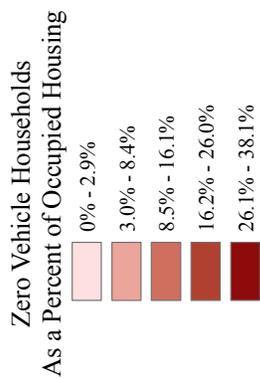
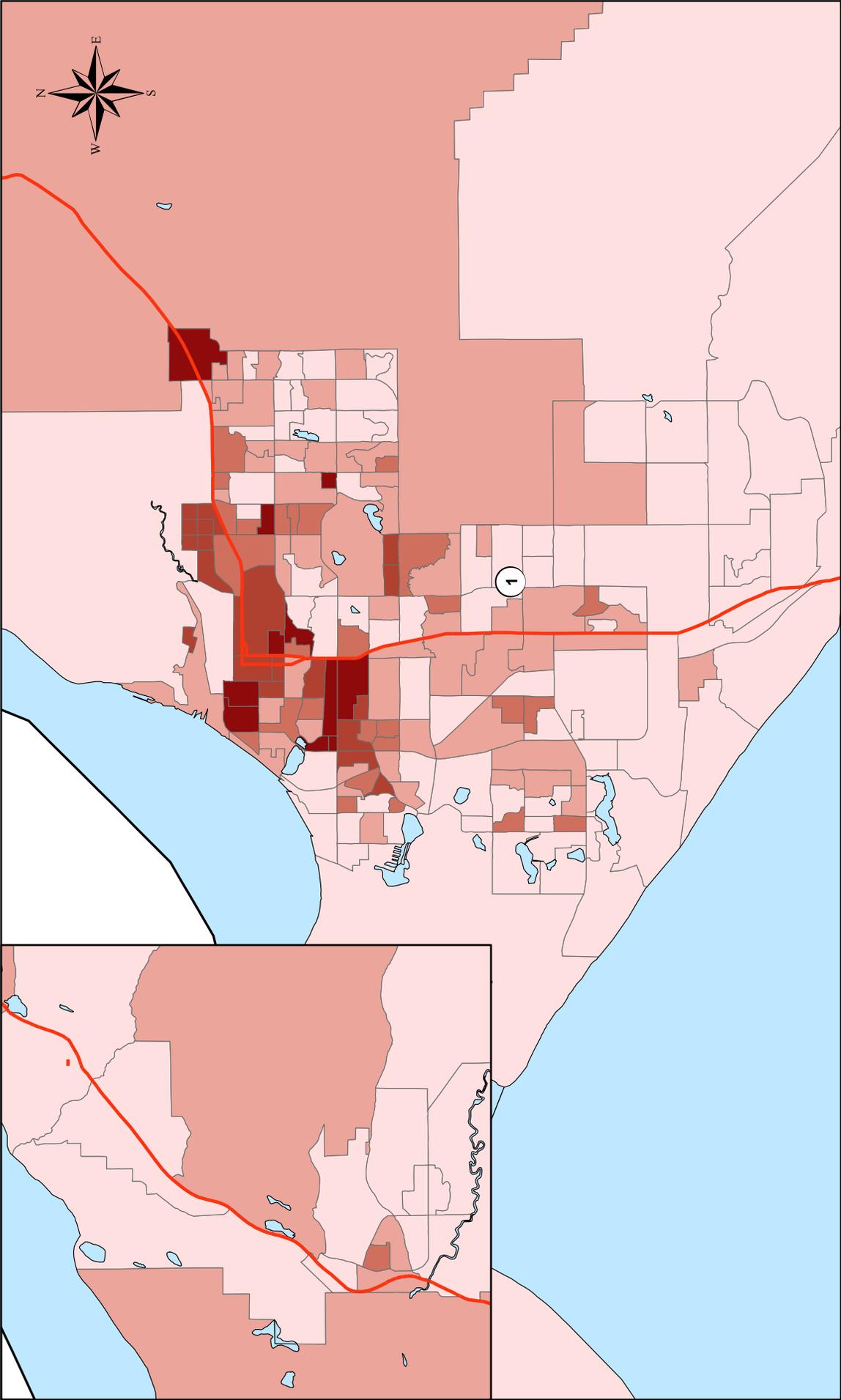


Households Below Poverty  
As a Percent of Total Households

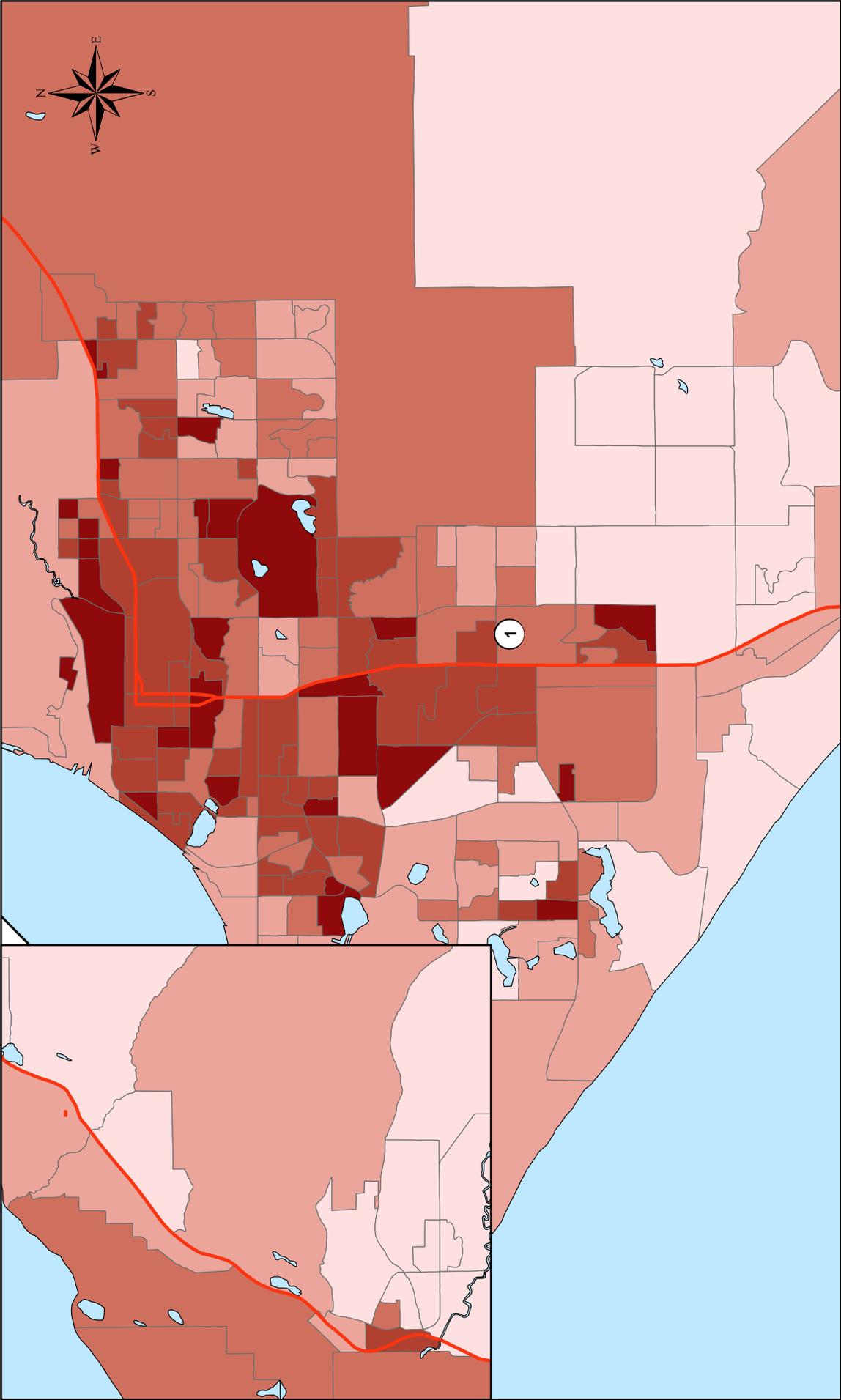
0% - 2.8%
2.9% - 6.4%
6.5% - 10.7%
10.8% - 16.4%
16.5% - 24.1%



**Exhibit II-12**  
**Households Below Poverty Level**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



**Exhibit II-13**  
**Zero Vehicle Households**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



One Vehicle Households  
As a Percent of Occupied Housing

5.838% - 19.40%
19.41% - 31.19%
31.20% - 42.30%
42.31% - 54.03%
54.04% - 73.53%



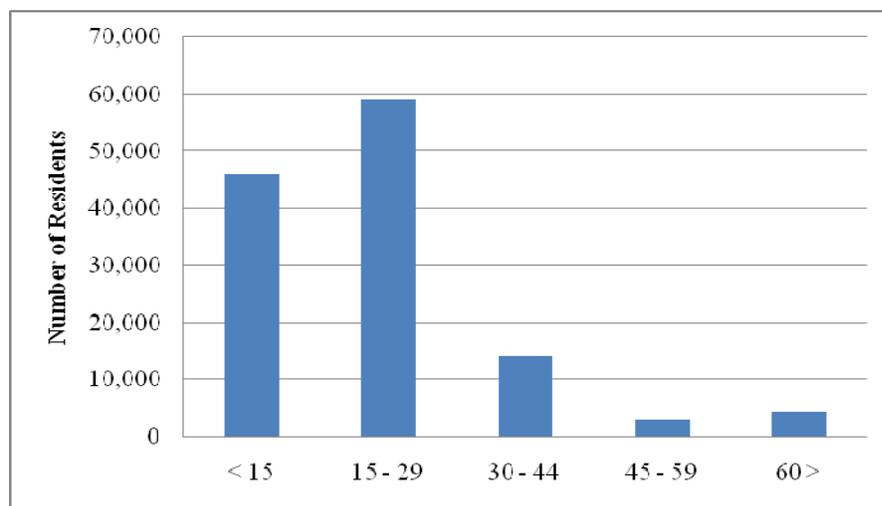
**Exhibit II-14**  
**One Vehicle Households**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**

## ***TRANSPORTATION TO WORK***

Travel time to work for commuters can impact the likelihood that a person will consider utilizing public transportation or a shared ride service rather than driving a personal vehicle. The Municipality of Anchorage recently signed a joint agreement to create a Regional Transit Authority with the goal of improving transportation options for commuters in the region. At the time of this study, the Municipality was gathering information on commuter transportation needs, including a public survey.

Exhibit II.15 shows the duration of trips from home to work for members of the Municipality of Anchorage's labor force. Most residents traveled between 15-29 minutes from home to work, with the second largest group traveling less than 15 minutes to work.

**Exhibit II.15: Duration of Trips from Home to Work**



Source: U.S. Census Bureau, 2000

One (1) percent of the people who reported traveling less than 30 minutes to work in 2000 used public transportation. Four (4) percent of individuals traveling 30 to 44 minutes to work reported using public transportation. In fact, as travel time to work increases, so does the percentage of commuters who use public transportation to travel to work. Of the 4,286 individuals who travel 60 minutes or more to work, nine (9) percent use public transportation.

## ***MAJOR TRIP GENERATORS***

The term “trip generator” is used to describe locations where concentrations of people are likely to live (nursing homes, medical facilities, etc.) or where people are likely to travel to meet their shopping, child care, and healthcare needs.

### ***HEALTH CARE FACILITIES***

Exhibit II.16 is a map illustrating the geographic location of health care facilities in the Municipality of Anchorage. According to the map, health care facilities (hospitals, pharmacies, physicians, etc.) are primarily located in north of Tudor Road where the population density is the most dense.

### ***SENIOR LIVING FACILITIES***

Senior living facilities (assisted living and nursing homes, etc.) are located throughout the municipality. Exhibit II.17 is a map illustrating the geographic location of senior living facilities. These facilities are located in close relationship to the hospital and other health care facilities.

### ***CHILD CARE FACILITIES***

Exhibit II.18 illustrates the locations of child care facilities in the Municipality of Anchorage. As indicated in Exhibit II.18, there are more child care facilities located to the north of the municipality with two facilities in Eagle River.

### ***GOVERNMENT AGENCIES***

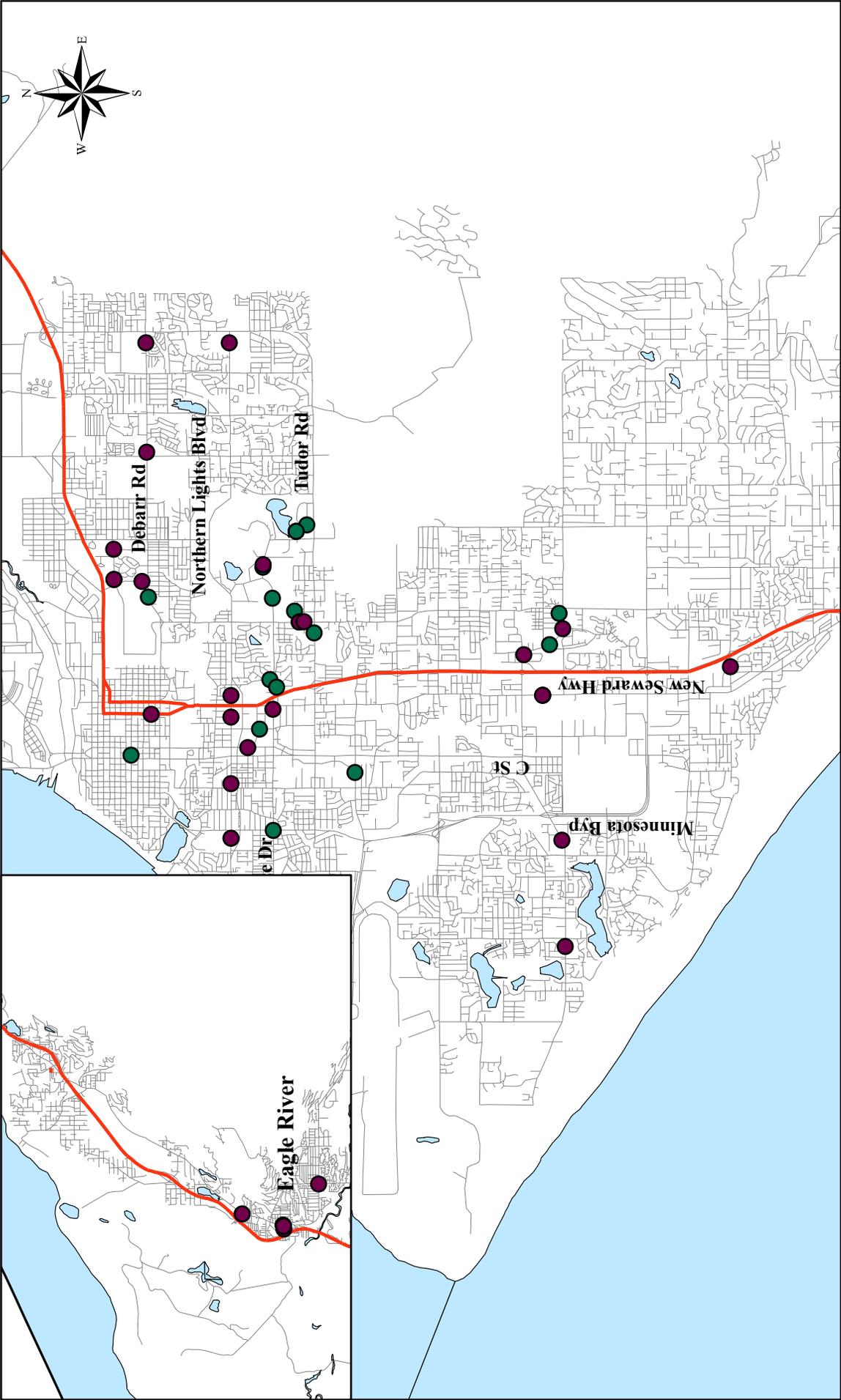
Exhibit II.19 shows the locations of government agencies within the Municipality of Anchorage. Government agencies are located throughout the area, with a higher concentration of agencies to the north of the municipality where the population is denser. Government agencies include the post office, fire departments, municipality offices, and the police department.

### ***HOTELS AND FOOD FACILITIES***

Retail businesses represent another valuable trip generator. Hotels and restaurants represent trip generators for customers and also for employees of the establishments. The majority of these locations, as Exhibit II.20 shows, are located in the northeast section of the municipality. It should be noted that many of these facilities are located along major thoroughfares.

### ***EDUCATION FACILITIES***

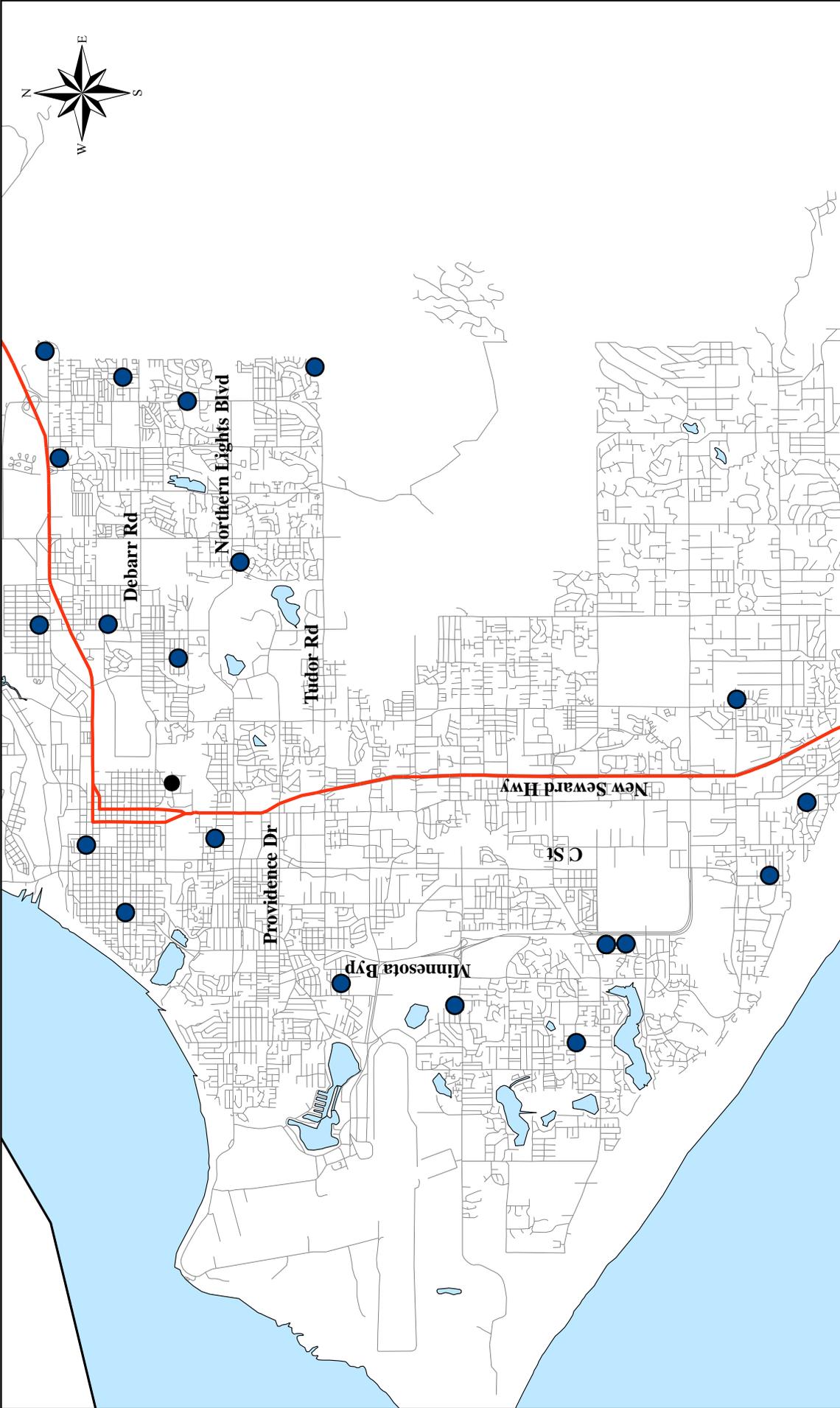
Exhibit II.21 shows the location of the public and private educational facilities within the Municipality of Anchorage. The educational facilities are evenly distributed throughout the north and south of the municipality. Three educational facilities are indicated in Eagle River.



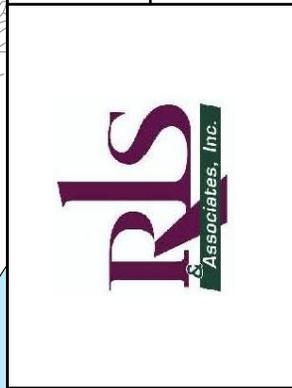
**Exhibit II-16**  
**Health Care Facilities**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



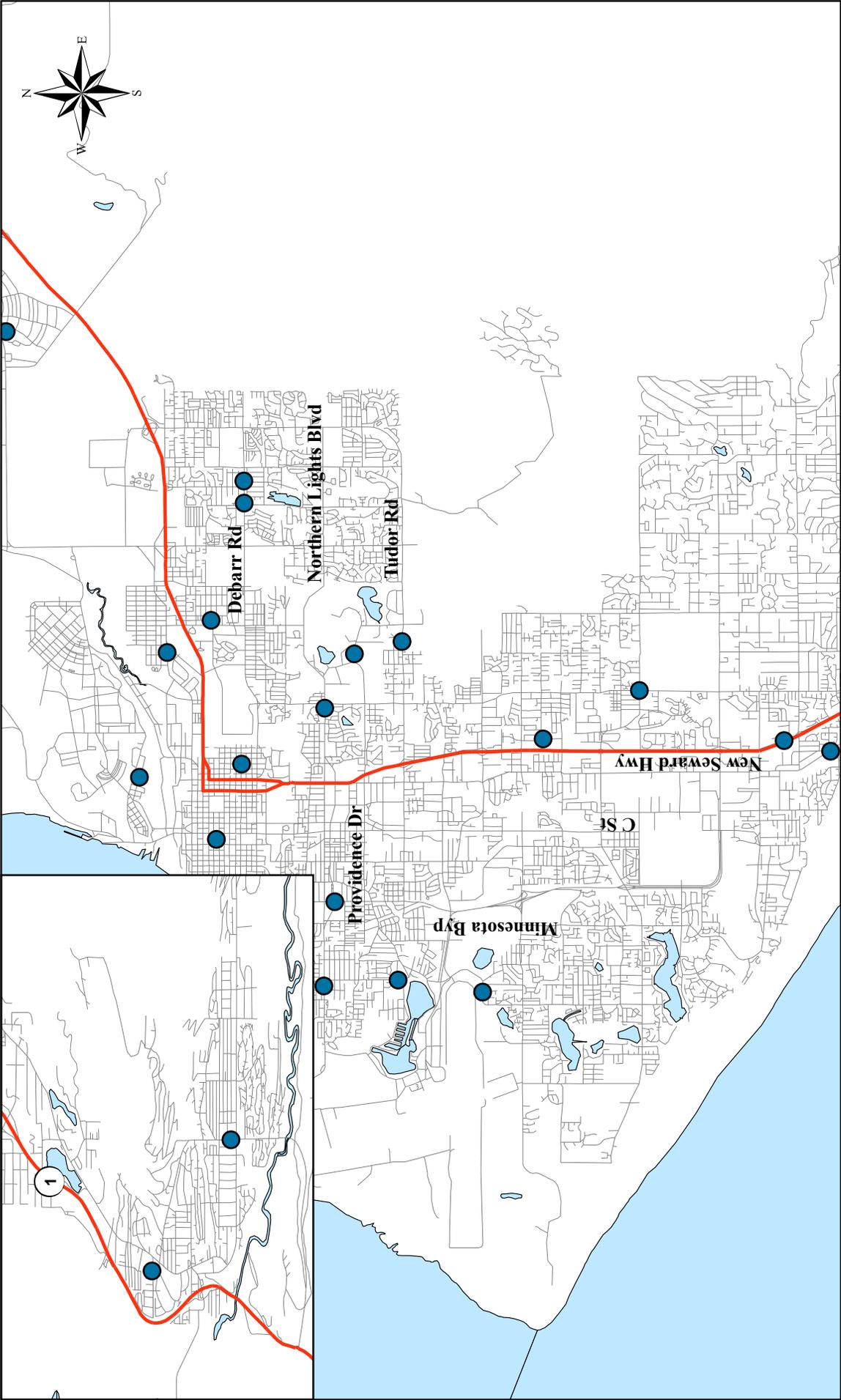
- Hospitals and Doctors' Offices
- Pharmacy



**Exhibit II-17**  
**Senior Living Facilities**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



● Senior Living Facilities

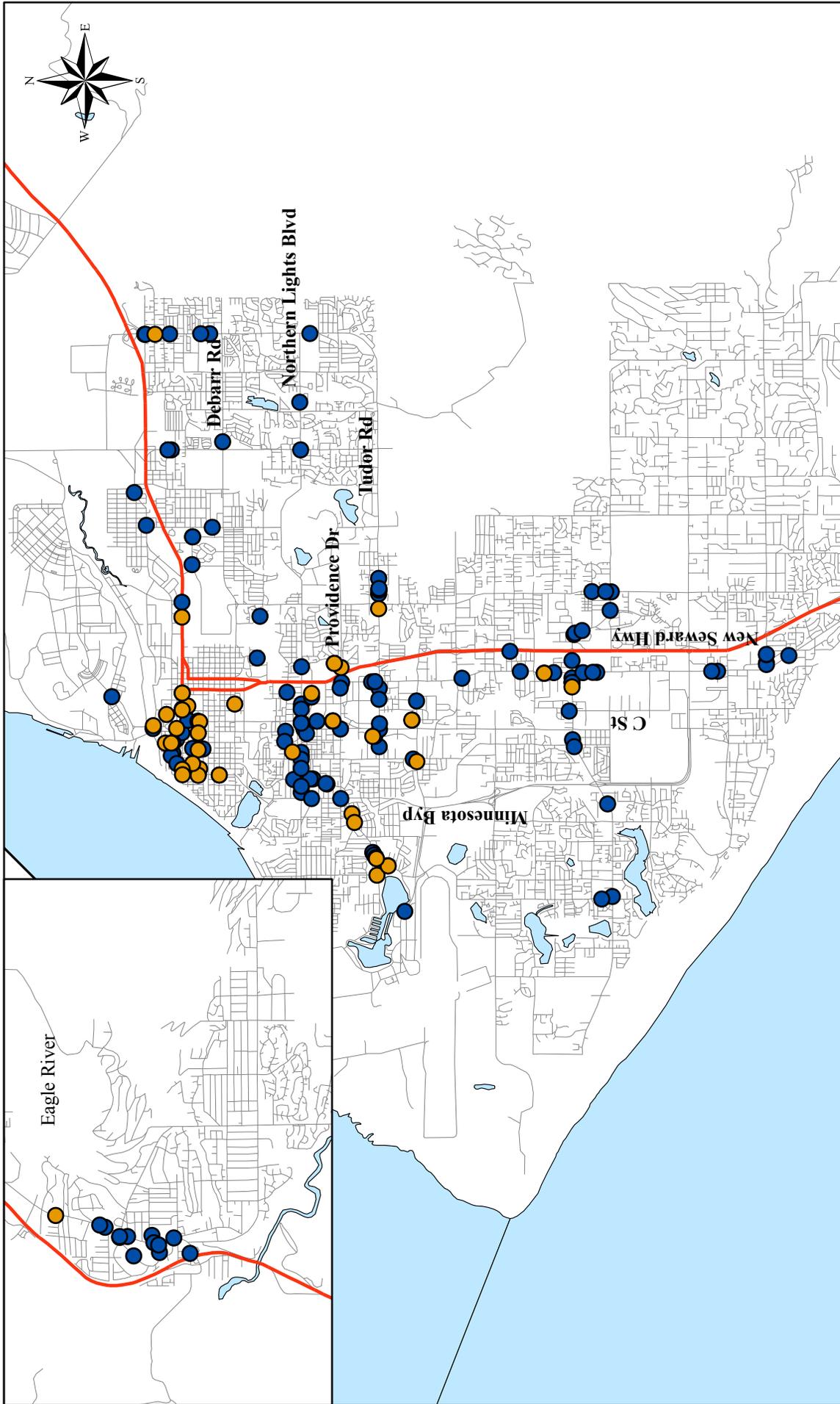


**Exhibit II-18**  
**Child Care Facilities**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



● Child Care Facilities





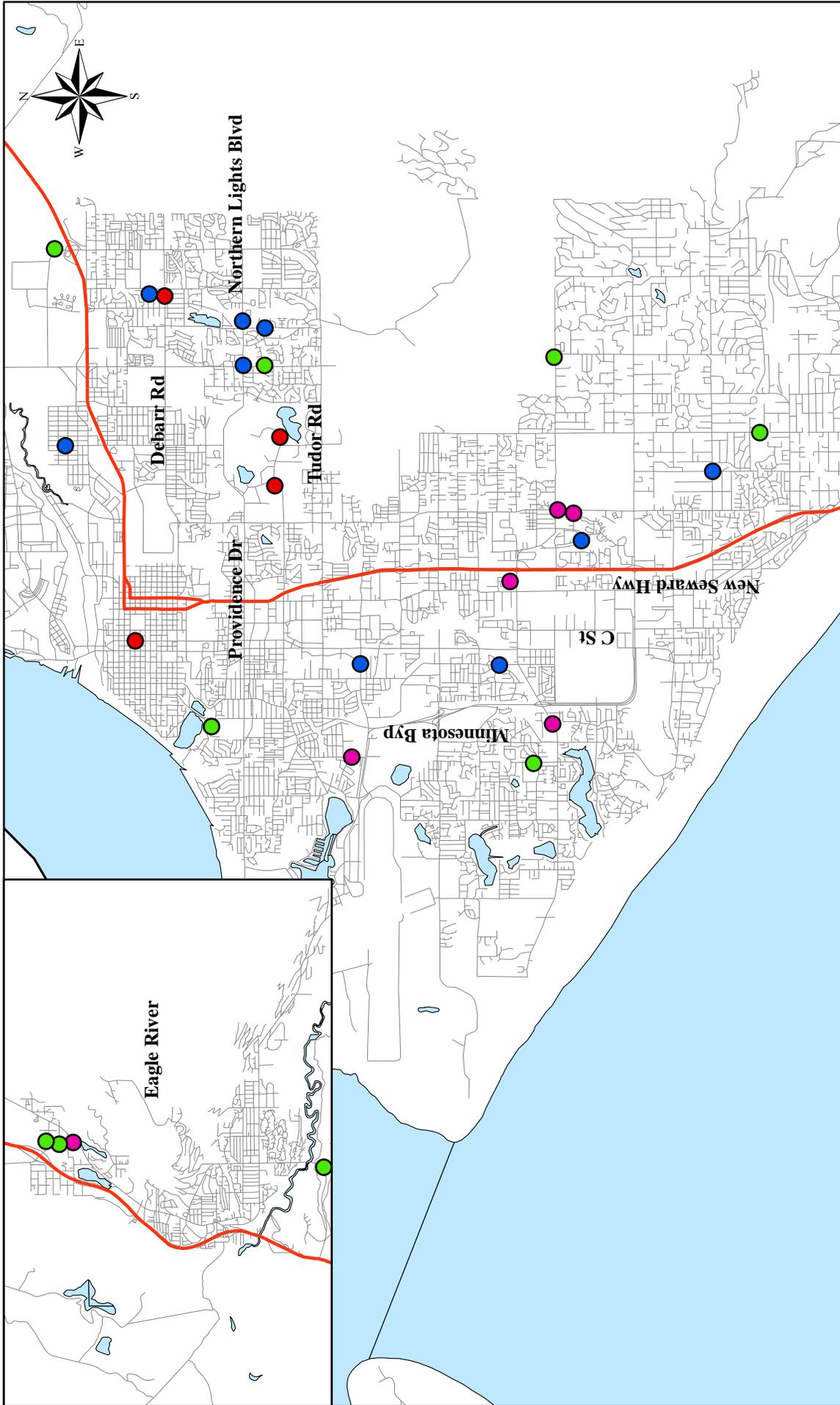
**Exhibit II-20**

**Hotels and Restaurants**

**Anchorage Coordinated Human Services  
Transportation Plan**



- Restaurant
- Hotel



**Exhibit II-21**  
**Educational Facilities**  
**Anchorage Coordinated Human Services**  
**Transportation Plan**



- Colleges and Universities
- High Schools
- Junior High Schools
- Elementary Schools

## ***SUMMARY***

The Municipality of Anchorage's population is projected to grow through 2030. There were 11,822 households earning less than \$19,999 per year according to the Household Income in 1999. Although the per capita personal income is gradually increasing, these individuals will present ongoing challenges for service providers in all areas, including health care, child care, employment, education, and recreation. In turn, the demand for transportation to service centers will remain a salient issue.

As the Municipality of Anchorage's largest age group (25 to 44 years old) moves into retirement, their need for transportation will develop. The face of the municipality will change further as the age group (18 to 24 year olds) joins the labor force.

Most commuters reported travel times of less than 30 minutes to work, according to the 2000 U.S. Census. Short travel times may be an indication of a potential challenge to encourage commuters to use public or shared ride transportation. It is noted, however, that other factors such as convenience and economic impacts also strongly influence drivers and their decision to use public transportation.

This chapter included an analysis of major trip generators, or places where people are likely to live and visit, in the Municipality of Anchorage. The highest concentration of trip generators is located north of Tudor Road.

### **III: SERVICE PROVIDER CAPABILITIES AND GAPS/ DUPLICATIONS IN SERVICES**

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#### ***OVERVIEW***

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources in Anchorage provides coordinated transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

First, the Municipality of Anchorage (MOA) and RLS printed and distributed meeting announcements and flyers to announce a local coordinated transportation planning workshop. The workshop was an opportunity for stakeholders and the general public to discuss gaps and unnecessary duplications in the transportation network and to decide as a group which unmet transportation needs are the highest priority. Meeting announcements were distributed to stakeholders. And, in an effort to notify the general public, MOA published a newspaper announcement and placed an announcement on the Municipality's website.

Next, stakeholders were encouraged to participate in the Human Services Public Transportation Stakeholder Survey. The survey was designed for transportation providers, government and non-profit organizations, funders, and the Public Transportation Department staff. Survey questions were intended to update the information obtained during the 2007 Coordinated Human Services Transportation Plan and were based, in part, upon the FTA's Framework for Action "Self Assessment Tool for Communities." The survey was implemented as a web-based application and hosted on the Municipality of Anchorage website.

All of the stakeholder organizations that were represented at the local workshop were invited to participate in a one-on-one interview. The purpose of the interview was to offer stakeholders the opportunity to work one-on-one with the consulting team about the specific transportation needs and priorities for their respective community of consumers.

RLS utilized information gathered during the April 2008 People Mover Route Restructuring Update project, collected by RLS, to supplement public information gathered during coordination planning efforts. Complete findings from the People Mover public survey are available in the Route Restructuring Plan. Aspects of the People Mover survey results that directly relate to coordinated transportation activities are noted in the following paragraphs and in Chapter III.

#### ***HUMAN SERVICES AND PUBLIC TRANSPORTATION INVENTORY OF AVAILABLE RESOURCES***

Transportation stakeholders in the Anchorage area were invited to participate in a coordinated transportation survey. Invitations to participate in the survey were distributed along with invitations to the local stakeholder and general public workshop. The survey was available on-line and also in

paper format, upon request. A copy of the survey questions and the list of organizations invited to complete the survey are provided in the Appendix.

### ***STAKEHOLDER SURVEY TABULATION AND RESULTS***

The survey posting automatically compiled the survey responses into a Microsoft Access™ database for ease and accuracy of tabulation. The following information is based upon the tabulations from the database.

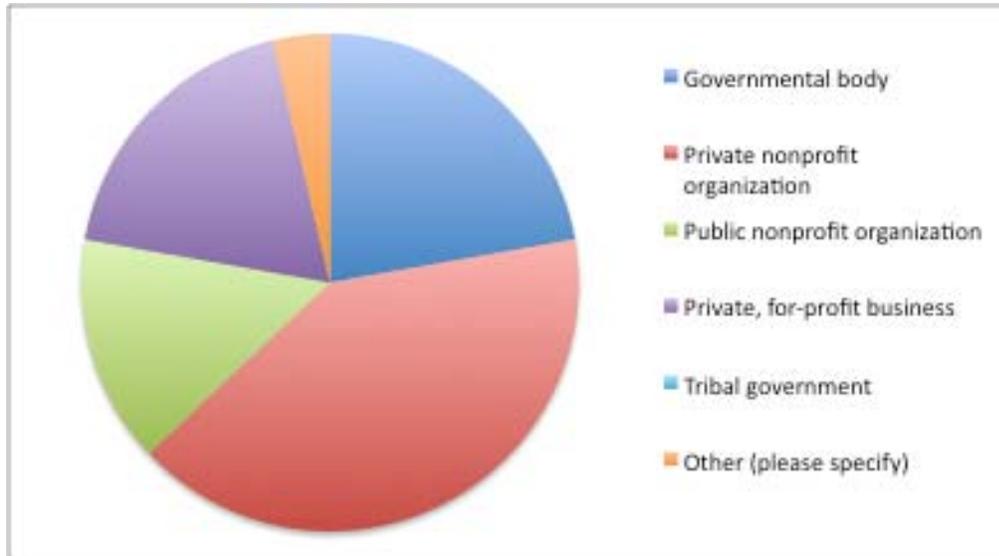
Twenty-seven (27) organizations completed the on-line survey (including 5 surveys from 2007). The organizations responding to the survey included public non-profit organizations, private non-profit organizations, government agencies, and private for-profit businesses. A list of survey respondents is provided in Exhibit III.1:

#### **Exhibit III.1: Survey Respondents**

- Anchorage Pioneer Home
- Assets, Inc.
- Glacier Valley Transit
- Serendipity Adult Day Services
- AnchorRIDES
- Armed Services YMCA of Alaska
- Anchorage Neighborhood Health Center
- Kid's Corps, Inc.
- Anchorage Youth Court
- Alaska Literacy Program
- MOA Public Transportation Dept.
- Alaska Youth & Parent Foundation
- Boys & Girls Clubs of Alaska
- Checker Cab
- Mabel T. Caverly Senior Center
- VPSI Commuter Vanpools
- GCDSE
- Health Care Services (Medicaid)
- Alaska Center for the Blind and Visually Impaired
- The Arc of Anchorage
- State of Alaska Senior and Disability Services
- Alaska Community Services (2007 data)
- Anchorage School District (Transp. Dept.) (2007 data)
- UAA Shuttle Service (2007 data)

The following exhibit provides an illustration of legal authority for operation of the organizations that responded to survey responses.

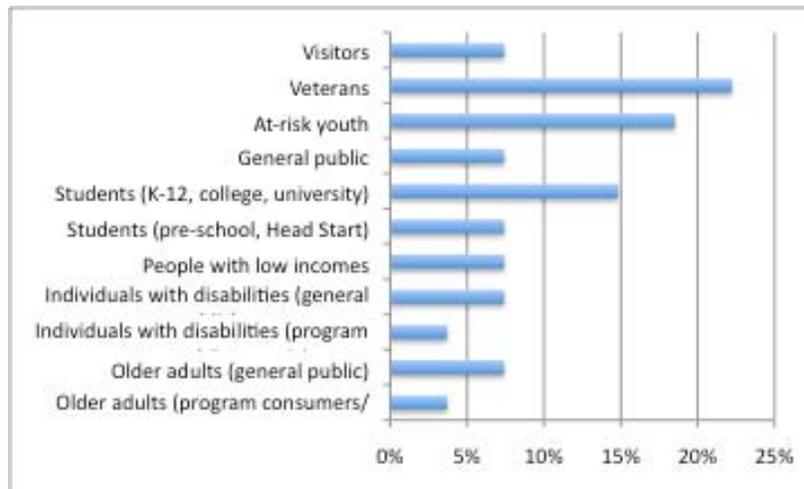
Exhibit III.2: Authority of Organizations Surveyed



Source: RLS & Associates, Inc. August 2008.

Survey respondents indicated that they serve a diverse cross-section of the community and more than one consumer group. Each respondent was asked to list the population groups that it serves. The most commonly represented population was individuals with low incomes (41 percent). Older adults who are clients of the organization were the second most commonly represented population. Veterans, general public, Individuals with disabilities, at-risk youth, and students (K-12, college, university) were served by 29 percent of the respondents. Another 24 percent of respondents indicated that they serve a population that was not listed as an option on the survey. The 'other' category included: teenagers, Medicaid eligible individuals, active duty military, and families of individuals who experience disabilities. The following exhibit illustrates the respondent's characterizations of the population(s) that they serve.

### Exhibit III. 3: Characterization of Population Served



Source: RLS & Associates, Inc. August 2008.

#### *TRANSPORTATION SERVICE PROVIDED*

Seventy-eight (78) percent of the survey respondents provide transportation while the remaining 22 percent utilize other agencies to provide transportation for their consumers. The following list includes the various methods that each organization uses to provide transportation:

- ◆ The Armed Services YMCA provides free door-to-door shuttle service on Elmendorf AFB, Fort Richardson, and Fort Wainwright.
- ◆ ANHC does not provide transportation. However, the organization purchases bus passes for homeless individuals and also provides cab vouchers so clients can access health services.
- ◆ Anchorage Youth Court offers volunteers to assist with transportation needs and, when necessary, provides tokens or cab fare to clients.
- ◆ Alaska Literacy Program provides bus tokens.
- ◆ MOA, Public Transportation Department, provides fixed route, paratransit, carpool, vanpool, travel training, and coordinated transportation for the general public.
- ◆ Alaska Youth and Parent Foundation provides monthly bus passes for staff and distributes bus tokens to youth in need during emergency situations.
- ◆ Boys and Girls Clubs of Alaska provides grants, donations, and budgeted dollars to support transportation in Anchorage.
- ◆ Checker Cab provides public taxi service.
- ◆ Mabel T. Caverly Senior Center operates a 15-passenger van with a wheelchair lift.

- ◆ VPSI Commuter Vanpools supplies a comprehensive management package for commuters offering vehicle, maintenance, insurance, staff, and other services for a fee.
- ◆ Health Care Services funds transportation for Medicaid recipients through State and Federal resources. Available Medicaid funding allows the organization to utilize air, taxi, ferry, bus, and other transportation modes.
- ◆ Alaska Center for the Blind and Visually Impaired uses a van owned by the center to take field trips. It occasionally transports clients to instructional settings.
- ◆ The Arc of Anchorage provides transportation via private employee vehicles and company owned vans. Participants arrive at the center via People Mover, AnchorRIDES, or personally operated vehicles.
- ◆ Serendipity Adult Day Services coordinates with AnchorRIDES and consumer families and caregivers to arrange transportation for consumers.
- ◆ State of Alaska, Senior and Disability Services, provides waivers for services that are partially paid by the Federal government. In order for transportation to be paid for through a waiver, the individual must meet specific Medicaid waiver eligibility guidelines through the Division of Public Assistance and Level of Care through DSDS. This level of care means the applicant needs the same services that would be provided in an institution serving people with mental retardation and developmental disabilities, or a nursing home.
- ◆ Alaska Community Services, Inc. administers Foster Grandparents and Senior Companion programs for the National Corporation for service.
- ◆ Anchorage School District Transportation Department provides transportation between home and school for K-12 students with special needs.
- ◆ Glacier Valley Transit provides public transportation to Girdwood.
- ◆ University of Alaska Anchorage (UAA) provides transportation for students, staff, and faculty.

Sixty-one (61) percent of transportation providers indicated that the transportation provided or funded is operated on a demand response basis. Approximately 68 percent of the organizations that provide transportation do not charge a fare for the service (does not include five (5) agencies that did not respond to the question).

### ***PASSENGER TRIPS***

Survey respondents indicated that they provided more than 10.7 million trips annually by land. The Municipality of Anchorage provided 4 million of those trips while Anchorage School district provides 6 million. Checker Cab and AnchorRIDES provided approximately 250,000 and 180,000 trips annually, respectively. If funding were available to increase service, Municipality of Anchorage

indicated that it could double the number of trips provided annually. The following table illustrates the level of service provided by each organization, according to survey input.

Exhibit III.5: Level of Service Provided by Organization

Organization	Individuals Transported per Day	Annual Trips	No. Who Could Be Served	No. of One-Way Trips That Could Be Provided
Alaska Comm. Svcs. Inc.	101 to 250	17K	N/A	N/A
Alaska Literacy	N/A	50	25	600
Alyeska Resort	250+	40K	60K	30K
Anchorage Pioneer Home	6 to 10	2,500	165	3K
AnchorRIDES	700	180K	1,500	500K
Anchorage Neighborhood Health	40K	120	N/A	N/A
Anchorage Youth Court	N/A	25	N/A	N/A
Arc of Anchorage	40 to 80	2,500	N/A	N/A
Armed Services YMCA	160	27.3K	60K	45K
Boys & Girls Clubs of Alaska	300	800	500	1,200
Ctr. For Blind & Visually Impaired	N/A	50	100	50
Checker Cab	80	250K	1K	5K
Kids' Corps, Inc.	N/A	11K	N/A	N/A
Mabel T. Caverly Senior Ctr.	12	2K	3K	3K

Source: RLS & Associates, 2008 and 2007 HSTP Survey Database.

Exhibit III.5: Level of Service Provided by Organization (Continued)

Organization	Individuals Transported per Day	Annual Trips	No. Who Could Be Served	No. of One-Way Trips That Could Be Provided
MOA Pubic Transportation	16K	4M	50K	8M
VPSI Commuter Vanpools	500	5,941	2K	N/A
Youth & Parent Foundation	1	800	150	2K
<b>TOTAL:</b>	<b>58,343</b>	<b>4.5M</b>	<b>178,440</b>	<b>8.59M</b>

**VEHICLES**

Survey respondents listed a combined total of 561 vehicles utilized for consumer and/or public transportation in the Anchorage Area, including 306 school buses. Survey responses indicate that nearly one quarter of the total number of vehicles are wheelchair accessible. It is noted that the survey is a sample of the Anchorage area and may not include all of the vehicles that may be available for coordination efforts. The following table outlines the fleets for each of the participating organizations, as indicated in the survey results or one-on-one interview. Survey results from 2006 were used when 2008 information was not provided.

III.6: Vehicles Utilized for Agency and Public Transportation

Organization	Total	Sedan	Station Wagon	Mini-Van	15-Pass.	Light-Duty Bus	School Bus	Transit Bus
Alaska Literacy	3	2	1					
AnchorRIDES	48			10		38		
Anchorage Pioneer Home	2					2		
Anchorage School District	306						306	
AnchorAge Senior Center	1			1				

Source: RLS & Associates, 2008.

III.6: Vehicles Utilized for Agency and Public Transportation (Continued)

Organization	Total	Sedan	Station Wagon	Mini-Van	15-Pass.	Light-Duty	School Bus	Transit Bus
ANHC	1			1				
Armed Services YMCA	4			3	1			
Beans Cafe	1			1				
Boys & Girls Club	23				11	10	2	
Camp Fire USA Alaska Council	1				1			
Chugiak Sr. Ctr.	4							
Ctr. For Blind & Visually Impaired	1				1			
Checker Cab	37	31	1	5				
Kid's Corps, Inc.	5					5		
MOA	55							55
MTC Senior Ctr.	1				1			
Serendipity Adult Day	2			1			1	
UAA Shuttle	6				3	2		1
VA Homeless Program	6	3		3				
VPSI Commuter Vanpools	51			51				
Youth & Parent Foundation	3	3						
<b>TOTAL:</b>	<b>561</b>	<b>39</b>	<b>2</b>	<b>76</b>	<b>18</b>	<b>57</b>	<b>309</b>	<b>56</b>

Source: RLS & Associates, 2008.

**TRANSPORTATION STAFF**

Transportation stakeholders who completed the survey have a total of nearly 900 staff members dedicated to providing transportation, including clerical staff. Exhibit III.7 lists the number of personnel by each organization.

**III.7: Full Time Staff by Organization**

Organization	Clerical Staff	Drivers	Maint. Crew	Dispatch Schedule	Other	Total
ACS	0	0	0	0.5	0	0.5
Alyeska Resort	1	4	1	0	0	6
Anchorage Neighborhood Health Ctr.	0	1	0	0	0	1
AnchorRIDES	8	60	6	6	0	80
Anchorage Pioneer Home	1	1	0	0	0	2
Anchorage School District	6	100	7	5	3	121
Arc of Anchorage	0	350	5	0	0	355
Armed Services YMCA	2	6	0	0	0	8
Assets, Inc.	0	3	1	1	0	5
Boys & Girls Clubs of Alaska	0	30	4	0	0	34
Checker Cab	2	70	5	8	0	85
Glacier Valley Transit	2	7	1	1	1	12
MOA-People Mover	25	98	33	10	7	173

Source: RLS & Associates, Inc., 2008

### III.7: Full Time Staff by Organization (Continued)

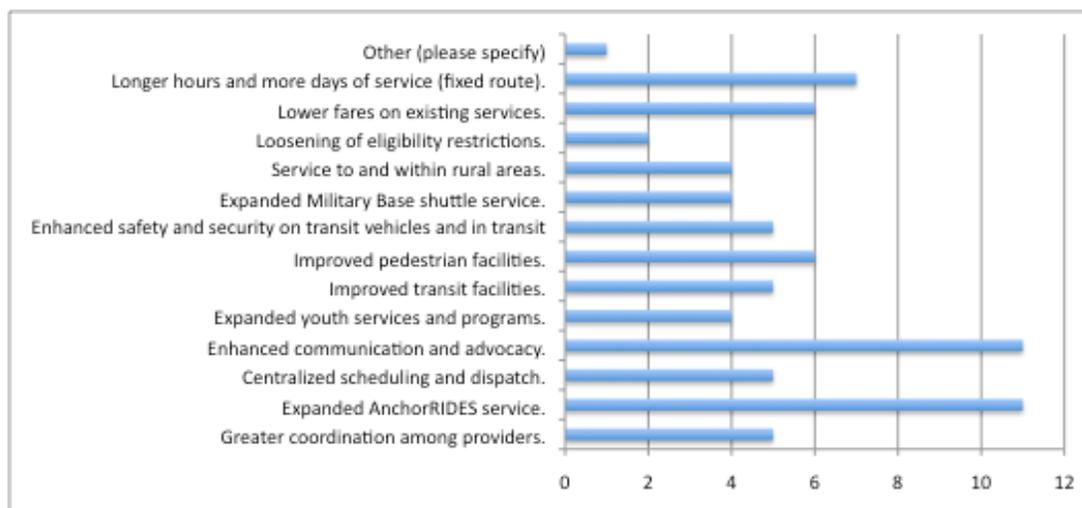
Organization	Clerical Staff	Drivers	Maint. Crew	Dispatch Schedule	Other	Total
Mabel T. Caverly Senior Center	0	1	0	0	0	1
UAA Shuttle	1	8	3	1	0	13
VPSI Commuter Vanpools	1	0	0	0	1	2
Youth & Parent Foundation	1	0	0	0	0	1
<b>TOTAL:</b>	50	739	66	32.5	12	899.5

Source: RLS & Associates, Inc., 2008

### *TRANSPORTATION NEEDS – ENHANCEMENTS*

Survey participants were asked to rate the most needed enhancements to improve personal mobility in their service area. Exhibit III.8 illustrates the comparison of responses.

### III.8: Most Needed Mobility Enhancements



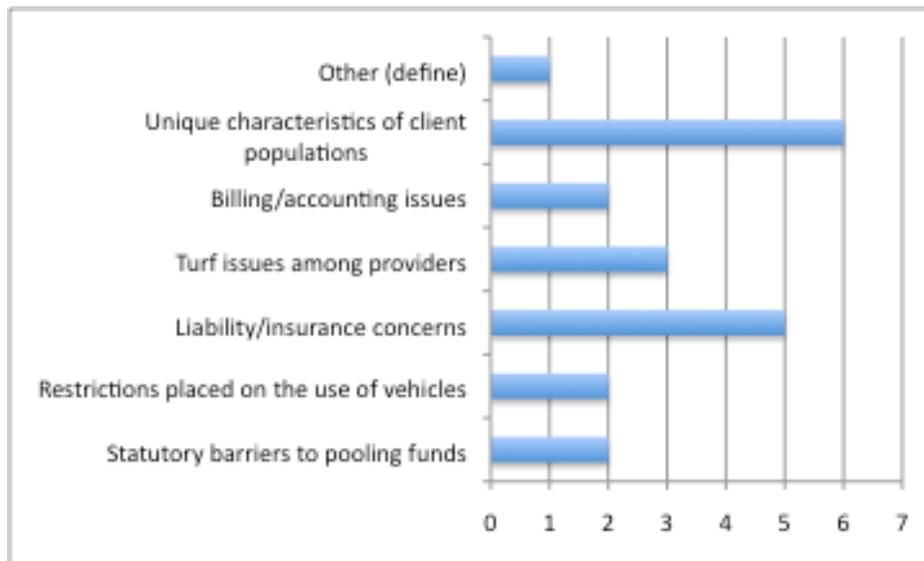
Source: RLS & Associates, Inc. 2008

### *ISSUES AND CHALLENGES FOR COORDINATION*

Survey respondents were asked to identify the issues or challenges experienced in prior efforts for coordinated transportation in the area. Exhibit III.9 illustrates the number of responses to each

option. In addition to the challenges listed below, seven (7) organizations indicated that “lack of funding” is the most significant obstacle to coordination and personal mobility improvements.

### III.9: Challenges to Coordinated Transportation



Source: RLS & Associates, Inc. 2008

A majority of survey respondents indicated that their organization or governing board strongly perceives that there are real and tangible benefits to the community that could be realized through coordinated transportation.

#### ***PEOPLE MOVER COMMUNITY SURVEY RESULTS***

People Mover, in conjunction with RLS & Associates conducted a public survey in April 2008. The on-line version of the survey was advertised to the public on the radio and through referrals from People Mover staff to consumers. In addition to the on-line survey, RLS staff members distributed surveys at multiple transit centers during the week of April 15, 2008. As of July 22, 2008, a total of 216 surveys had been collected. The following list includes highlights of the survey results that are most pertinent to the coordination effort. A complete analysis of survey results may be reviewed in the People Mover Route Restructuring Plan.

- ◆ Work was the most common trip purpose for the survey respondents using People Mover. And, 40 percent of respondents reported working in Downtown Anchorage. Shopping was the second most common trip purpose.
- ◆ The age group between 41 and 50 made up the largest percentage of survey respondents, and individuals between ages 51 and 65 were the second largest age group of respondents with 28 and 23 percent, respectively.
- ◆ Approximately 27 percent of survey respondents had an annual income of less than \$20,000.
- ◆ Thirty-three (33) percent of survey respondents lived in a household with no available vehicle.

- ◆ People Mover passengers indicated that they were most likely to use People Mover on weekdays between 6 AM and 9 AM, and 3 PM and 6 PM; Saturdays between 8 AM and 8 PM; and, Sundays between 9 AM and 7 PM.
- ◆ Thirty (32) percent of survey respondents who did not use People Mover indicated that inconvenient schedules keep them from using the service. Another 30 percent indicated that they do not use People Mover because the service area and bus stops are inconvenient.

### ***STAKEHOLDER ONE-ON-ONE INTERVIEWS***

During the Coordinated Transportation Plan stakeholder meeting, the consulting team invited transportation stakeholders from the Anchorage area to participate in one-on-one interviews. Several organizations volunteered to participate in the interview process either through a personal, face-to-face discussion or via a telephone interview. Stakeholders expressed several common interests regarding the unmet transportation needs of their consumers and the general public in Anchorage. A list of the unmet transportation needs and gaps in service as identified through the one-on-one interviews is provided below:

- ◆ There is a need to reduce trip times and the number of necessary transfers for passengers traveling from boroughs to the valley, or to the military installations.
- ◆ The number of public transportation buses traveling from Fireweed to Eagle River is insufficient to meet the needs of consumers who access the agencies and businesses along Fireweed Lane.
- ◆ Efforts from local transportation and mobility stakeholders in Anchorage should include education and promotion of consumer needs and the actions being planned by transportation providers to Alaska's legislators.
- ◆ Priorities for People Mover should include:
  - New vehicles;
  - Increases in frequency of service on specific routes that serve areas with the highest consumer need;
  - Increased service in Fairview, Lake Otis and Tudor Road, especially for the medical and mental health treatment offices located on Tudor Road;
  - It was suggested that public transportation providers consider the possibilities for providing free passenger transportation for everyone;
  - Passenger assistants, either paid or volunteers, to assist frail passengers;
  - University of Anchorage Alaska indicated a need for earlier service;

- Improved access using fixed route and demand response service to social activities, not just a focus on medical and employment supportive schedules; and,
  - Fixed route bus stops should be available within two blocks of residents and businesses in the areas of highest need.
- ◆ Multi-modal commuter service including rail, fixed route buses, and demand response service is needed to bring people into Downtown Anchorage and reduce traffic congestion. Once individuals are downtown, fixed route transportation should be available with connections to the demand response and rail services.
  - ◆ Efforts to remove the language barriers for individuals who are not proficient in the English language are needed.
  - ◆ Additional funding for transportation in Anchorage is needed.
  - ◆ There is a reported need for AnchorRIDES to reduce on-board trip times and offer same day service, especially for individuals with disabilities. Particular needs in this area include the need to reduce long wait times for the return trip from medical appointments.
  - ◆ Lines of communication from the passenger who schedules the reservation to the driver are sometimes broken. Miscommunications result in drivers going to the wrong door and the passenger being charged for a “no-show.” Access Alaska reported that miscommunications such as this are reported on a weekly basis. One possible solution would be to utilize technology to notify the passenger when a vehicle is near the passenger’s pick-up point. Potentially an automatic beeper or phone call to notify the passenger could be implemented.
  - ◆ There is a population of individuals with disabilities who need access to Elmendorf Air Force Base but lack the available transportation resources. In this regard, increased collaboration between the Municipality of Anchorage and Elmendorf is needed.
  - ◆ There is a lack of available transportation in emergency situations for individuals with disabilities who need to access a shelter on short notice, and during all hours of the day and night. This type of transportation service would require an on-demand, taxi-like scheduling process.
  - ◆ There is a gap and reported need for on-demand taxi service in Anchorage that meets all ADA standards and is equipped to transport large electric wheelchairs.
  - ◆ Expansion of the voucher program for demand response public transportation to incorporate on-demand private taxi services is needed for individuals with disabilities and people who are economically disadvantaged.
  - ◆ Increased involvement with hospitals would improve service for individuals using AnchorRIDES to access appointments and treatment.

- ◆ Improved communication with dialysis patients at the time that the trip is scheduled could help to reduce no-shows, as it pertains to the return trip after treatment.

The organizations participating in one-on-one interviews included:

- Access Alaska;
- Alaska Mobility Coalition;
- Alaska Community Services;
- AnchorRIDES;
- Chugiak Senior Center;
- Fresenius Medical Center (Dialysis); and
- Native Village of Eklutna.

The following paragraphs offer a brief description of each organization.

### ***ACCESS ALASKA***

Access Alaska is a private, non-profit organization with a focus to serve older adults and individuals with disabilities. Access Alaska works to help its consumers live independently in the community. Access Alaska also provides services to the homeless population. The organization advocates for community services to affect change in services that are available for individuals with disabilities. Programs such as the Disability Abuse Response Team (DART), which provides emergency assistance to individuals with disabilities who are in a domestic violence situation, is just one example of the type of assistance provided by this organization. Access Alaska staff members are active participants in several local government organizations. Access Alaska realizes the significant factor that reliable, safe, affordable, accessible public transportation plays in the lives of individuals with disabilities, older adults, and economically disadvantaged individuals. Access Alaska does not directly operate transportation.

### ***ALASKA COMMUNITY SERVICES***

Anchorage Community Services (ACS) is a private, non-profit organization with a philosophy of being an organization that is not a 'user' of services, but rather, it is an organization that stretches the dollars it receives to provide the most service. ACS does not directly provide transportation.

In 2008, ACS budgeted \$25,000 for consumer transportation expenses. It also purchased \$45,000 in transit tickets for its consumers. Agency transportation expenses with AnchorRIDES included 15,000 passenger trips provided by AnchorRIDES for ACS consumers. The consumer trips were primarily for employment purposes for individuals in the Foster Grandparents program and people with low incomes. All ACS trips are scheduled through AnchorRIDES. Most trips are on a subscription basis.

Funding sources for ACS programs include a Federal grant from the Job Access and Reverse Commute (JARC), Section 5316 program. Local match for the JARC grant was provided through

the Senior Corps program, the United Way, donations, and fundraising. AnchorRIDES provides the JARC trips for ACS.

ACS would like to expand the transportation that it supports beyond employment-related service. The organization envisions providing “life enhancing” transportation service in Anchorage for older adults with low incomes. In particular, ACS hopes to add a focus of providing trips that improve service in the Valley. The organization also intends to provide an annual day trip to the Kenai Peninsula for its consumers.

ACS noted that AnchorRIDES service has been improving since MV became the operator of the program. Notable improvements include better information, maps and brochures, improved communication with older adults, and friendly drivers who are conscientious of diversity and sensitivity issues when dealing with passengers.

### ***ANCHORRIDES***

AnchorRIDES began coordination efforts in the 1990’s when Senior Transportation and Transportation for People with Disabilities merged. The first coordinated transportation feasibility study was completed in 1995. AnchorRIDES operates like a brokerage, using multiple funding sources (MOA, Medicaid, DSDS/NTS, FTA grants, etc.) and multiple providers (AR vehicles, taxi, and fuel vouchers) to provide the most efficient and least cost transportation. AnchorRIDES and/or the Public Transportation Department have coordinated agreements with MASCOT, Glacier Valley Transit, Challenge Alaska, Anchorage School District, Alaska Community Services, and other organizations.

Mr. Joey Hogan, General Manager for MV Transportation and contracted Operations Manager of AnchorRIDES transportation, participated in an interview to discuss the status of coordinated transportation in Anchorage. MV has been the contracted operator of AnchorRIDES since July 1, 2007.

AnchorRIDES is the central reservation location and resource for transportation pass sales in Anchorage. It provides complementary ADA paratransit and Medicaid waiver transportation. In addition to its basic paratransit and Medicaid functions, AnchorRIDES also provides a portion of the transportation for Anchorage School District and coordinates with University of Alaska Anchorage (UAA) for student transportation.

AnchorRIDES operates a fleet of 48 revenue vehicles. Hours of operation are 4:30 AM to 11:55 PM. The service area is the Municipality of Anchorage, including Eagle River. Passenger fare for the core service area (3/4 mile surrounding the People Mover fixed route) is \$3.00. Premium fare of \$4.50 is available for service within Anchorage but beyond the core service area.

As operator of AnchorRIDES, Mr. Hogan has seen a strong effort from organizations in Anchorage to coordinate transportation services. He stated that there is always more that can be done, but coordination is a strong focus in Anchorage. Human service and transportation agencies in Anchorage and the surrounding area are constantly working toward improving efficiencies in service. The biggest part of the coordination challenge in Anchorage is for stakeholders to maintain an open-minded approach about the valuable possibilities that each of them brings to the effort.

Taking action to implement strategies after the coordination planning efforts and discussions is a significant challenge for the area.

Some successful coordination efforts with the surrounding area are not customer service related, but rather they are efforts to improve the efficiency and cost effectiveness of service. For example, MV provides preventive maintenance for a small transit system in Glacier Valley. By coordinating maintenance service with Anchorage, Glacier Valley improves efficiency and potentially reduces maintenance expenses for the transportation system. Coordination of maintenance service is one successful example of coordinated transportation efforts that developed after representatives of two transportation programs took action to achieve their goals.

The biggest challenge for transportation in Anchorage is educating the public about the capabilities of existing transportation resources and improving public perception. The general public may be aware that the transportation programs exist, but many do not understand the capabilities and limitations of transportation providers. Effective marketing and promotion will improve public expectations and, in turn, improve public use and support of transportation throughout Anchorage.

Expanding the core service area is the most commonly reported unmet transportation need from AnchorRIDES customers. Currently, AnchorRIDES provides less service in certain parts of Anchorage because demand is lower. When they operate in the areas with less demand, the passenger fare for those trips increases from the basic fare to the premium fare. Passengers who need service in the premium fare locations complain that the fare is too high and that the core service area should be expanded beyond  $\frac{3}{4}$  of a mile around the fixed routes.

### ***ALASKA MOBILITY COALITION***

The Alaska Mobility Coalition is a statewide coalition of individuals and organizations formed to achieve mobility through public community transportation systems that serve residents and visitors of Alaska. Its mission is to “Achieve mobility through community appropriate transportation services.” Goals of the organization include the following:

- ◆ Advocate for improved and stabilized capital and operating funding for existing community transportation systems and services.
- ◆ Provide safe and cost-effective transportation to meet local, regional, and state needs.
- ◆ Provide sustainable and coordinated community transportation.

The organization formed to educate, advocate, and seek funding for community appropriate transportation services.

### ***CHUGIAK SENIOR CENTER***

The Chugiak Senior Center operates transportation for eligible consumers with a fleet of four passenger vehicles and one vehicle that has been modified for meal delivery. All of the passenger vehicles are wheelchair accessible. The Senior Center has a maintenance staff on-site to maintain and operate the vehicles. MASCOT also provides some maintenance assistance to the Senior

Center. People Mover stops at the Senior Center as part of a fixed route service.

The Senior Center indicated that it needs up to two additional transportation staff, including another driver, to effectively meet demand from its patrons to increase the number of trips provided and locations served. The Senior Center also would like to hire a passenger aide to assist with loading passengers who need extra assistance.

***FRESENIUS MEDICAL CARE (DIALYSIS)***

Fresenius Medical Care has been the only dialysis center in Anchorage since 1973. It is located at 3950 Laurel Street, Anchorage. In March 2009, however, two smaller dialysis centers will open their doors in South Anchorage. The first is a satellite office of Fresenius Medical Center, which will be located near the intersection of Dimond and Blackberry. Another privately operated center, Liberty Dialysis, will also open in March (estimated) at Old Seward and Diamond. Each center is expected to serve approximately 25 patients. The new dialysis centers in South Anchorage will receive patients on Mondays, Wednesdays, and Fridays only. It is expected that 25 patients who are currently treated at the Laurel Street location will move to the Fresenius satellite office. Approximately 11 of those patients regularly use AnchorRIDES. The change in location will impact the AnchorRIDES scheduling. Liberty Dialysis most likely will serve new patients.

The Fresenius Medical Care center on Laurel Street serves approximately 400 patients, including those who receive dialysis treatment at home and travel to the center periodically. Patients treated at the center receive treatment three times per week. Treatments are staggered throughout the day. The following table outlines the treatment starting and ending times:

Treatment Start Time	Treatment End Time
6:00 to 7:00 AM	10:00 to 11:00 AM
10:00 to 11:00 AM	2:00 to 3:00 PM
3:00 to 4:00 PM	8:00 to 10:00 PM

Currently, an estimated 40 percent of dialysis patients at Fresenius rely upon AnchorRIDES for transportation to and from treatment, three days per week. In addition, some patients who receive treatment at home utilize AnchorRIDES for their periodic trips to the center.

The dialysis center indicated that AnchorRIDES staff is wonderful to work with and demonstrate an understanding of the patient's medical situation. AnchorRIDES is a very workable solution for the center's patients who need transportation to and from treatment. However there is room for improvement.

Specifically, the most outstanding challenge is that patients have a difficult time negotiating the appropriate time to schedule the return trip after treatment. The center estimated that approximately 205 patients on any given day are not ready when AnchorRIDES comes to pick them up at the center. Patients require about 30 to 45 minutes after treatment ends before they are ready to go home. The dialysis center staff attempts to educate patients who use AnchorRIDES about scheduling their return trip, which should not be scheduled any sooner than 45 minutes after their treatment ends, by talking to patients and including information about AnchorRIDES pick-up window and no-show policies in a newsletter. But, the center's efforts alone are not enough.

As a solution, the center would like to encourage the scheduler/dispatcher at AnchorRIDES to educate the person at the time he or she calls to schedule the trip to allow for at least 45 minutes after treatment ends for the staff at the center to finish the last few steps of the appointment. Otherwise, the patient will not be waiting in the lobby when AnchorRIDES arrives and they are likely to receive a no-show from AnchorRIDES and risk waiting several hours for AnchorRIDES to send another vehicle to pick them up. For example, a patient with a treatment that ends at 3:30 PM should schedule his or her return trip for a 4:15 PM pick up time.

### ***NATIVE VILLAGE OF EKLUTNA***

The Eklutna, Native Village government office was formed in 1960. The tribe became federally recognized and is recorded under IRS code 83.87, section 7871, part of the Indian Tax Status Act of 1982. The village is located approximately 28 miles north of Anchorage near the Knik Arm. Eklutna offers free transportation for tribal members. The Land and Environment Program provides employment and medical transportation, upon request. One common trip purpose is to the Alaska Native Medical Center in Anchorage. There is one (1) full time driver and up to two drivers on-call for the village. The village also purchases People Mover bus passes through the 2 for 1 program.

### ***OTHER ORGANIZATIONS***

#### ***Challenge Alaska***

Challenge Alaska is a non-profit organization dedicated to improving the quality of life for people with disabilities and the whole community through sports, recreation, and education. Challenge Alaska was founded in 1980 and incorporated in 1981. Beginning in a broom closet at Alyeska Ski Resort with less than a dozen participants, Challenge Alaska now serves more than 1,000 people with disabilities each year with a wide variety of programs and services including a ski school, paralympic sports Alaska, Alaska Avalanche Sled Hockey, and Sadler's Alaska Challenge.

#### ***Because We Care Services***

Because We Care Services (BWC) is a non-profit transportation and assistance provider that serves individuals with a mental illness in Anchorage. BWC Services operates with the goal of ensuring that their the population of people with mental illness has transportation services available to get them to and from necessary appointments and outings and that they also have assistance services

when needed to understand the communication in regards to appointments and outings. For the last two years, team members of BWC Services have voluntarily transported the mentally ill residents from Henry House and consumers from B&K Associates, LLC to various necessary appointments in the Anchorage area. The staff also assisted several consumers by accompanying them into appointments and helping them understand instructions from physicians, judges, etc, as needed. The organization is discovering that transportation to appointments consumes approximately 50 percent of time from case managers and mental health counselors. The transportation challenges are increasing and BWC Services is interested in learning more about coordinating transportation with other local providers.

## ***SUMMARY***

In order to understand the existing coordination activities in the Municipality of Anchorage, multiple methods for contacting the community and stakeholders were deployed. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation of interagency coordination throughout the municipality. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. For example, information pertaining to the number of vehicles operated by each organization and number of staff dedicated to transportation reveal opportunities for coordinating resources. Likewise, overlaps in the characteristics of consumer groups may indicate an opportunity for sharing trips between organizations.

Stakeholder survey results indicated that 41 percent of the respondents serve individuals with low incomes, 24 percent serve individuals in the general public with disabilities, and 29 percent include youth and university students in their list of consumers. Seventy-one (71) percent of survey respondents do not charge a fare for the transportation that is provided. And, more than one-half of the survey respondents provide some level of passenger assistance.

The People Mover Community Survey revealed that the most common trip purpose for People Mover passengers is for employment, and the second most common trip purpose is for shopping. The two most common reasons for not using People Mover bus service were inconvenience of the schedules and service area/bus stop locations. Individuals between the ages of 41 and 65 made up half of the survey respondents.

## IV: NEEDS ASSESSMENT

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### *OVERVIEW*

RLS & Associates and Municipality of Anchorage, Public Transportation Department (MOA) contacted local human service agencies, faith based organizations, employers, and all transportation providers serving Anchorage in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Documentation of outreach efforts included in this project to date, and the level of participation from each organization is provided in the Appendix. A summary of the outreach efforts and results is provided in Chapter III. The following paragraphs outline results from the local general public and stakeholder coordinated transportation workshop and activities of the Coordinated Transportation Working Group.

### *GENERAL PUBLIC AND STAKEHOLDER WORKSHOP*

Municipality of Anchorage hosted, and RLS & Associates facilitated, a local workshop to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes and the general public on August 13, 2008 at the Anchorage Senior Center. The Anchorage Municipal Manager, Mr. Mike Abbott, welcomed participants to the meeting, and a representative from the Community Transportation Association of America, Ms. Barbara Singleton, provided information about successful coordinated transportation across the country.

Invitations to the meeting were distributed via the U.S. Postal Service to 274 organizations in the Anchorage region who represent older adults, individuals with disabilities, and/or people with low incomes. A list of all organizations invited to the meeting, and their attendance/non-attendance status is provided in the Appendix. The general public was invited and notified of the meeting through a Public Notice announcement in the Alaska Star newspaper on Sunday, August 3, 2008. Notice for the meeting was also posted on the Municipality of Anchorage website, and stakeholders were invited to distribute invitations to their consumers. Fifty-two (52) individuals attended the workshop.

During the workshop, the facilitator presented highlights of historical coordinated transportation in Anchorage, as well as the activities and results from the 2007-2008 Human Services Transportation Coordination Plan. Many of the participants in the workshop were not involved in the 2007-2008 Human Services Transportation Coordination planning process. Therefore, the presenter dedicated a portion of the workshop to defining coordination and understanding its benefits. She outlined basic coordination aspects for the stakeholders who were becoming involved for the first time, as well as intermediate level coordination aspects that could be utilized to help Anchorage progress toward new levels of coordinated transportation.

Following the presentation, the workshop members were divided into working groups for a break-out session to determine the unmet transportation needs, gaps, and goals for a coordinated transportation effort. One team leader was assigned to each working group. The working groups answered the following questions:

1. What are we trying to achieve through coordination?
2. What are we trying to preserve through coordination?
3. What are we trying to avoid through coordination?
4. What are we trying to eliminate through coordination?

Workshop participants discussed more than 70 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the break-out sessions. Team leaders of each break-out group shared their issues with the entire group and each issue was recorded on a flip chart at the front of the room. Following presentation from each of the break-out groups, the stakeholders were invited to select the top three (3) priorities out of the 70+ issues that were discussed. The result of the prioritization was a list of over 30 top priorities for the Coordinated Transportation Working Group to consider while developing coordinated transportation strategies. A list of priorities that resulted from the stakeholder input is provided in the appendix. The issues/goals that received the most top priority ratings include the following:

- ◆ Thirty two (32) workshop participants indicated that the need to avoid and/or eliminate gaps and duplications in transportation services for all consumer service areas was a top priority.
- ◆ Eighteen (18) workshop participants indicated that the need for making transportation options available on weekends, holidays, and evenings is a top priority.
- ◆ Fourteen (14) workshop participants want stakeholder organizations to work in collaboration to preserve community coordination planning groups, improve inter-agency relationships, avoid competition among stakeholder organizations and transportation providers for the same funding sources, and to eliminate stale ideologies.
- ◆ Fourteen (14) workshop participants rated improvement to pedestrian rights; and coordination between Public Works and Transportation to preserve access to bus routes and stops by clearing sidewalks of snow, ice, and other obstacles as a top priority because these condition of the sidewalks and bus stops can be a barrier to using public transportation, especially for older adults and individuals with disabilities.
- ◆ Thirteen (13) workshop participants indicated that People Mover and AnchorRIDES must be preserved throughout the coordination efforts.

- ◆ Twelve (12) workshop participants indicated that the need for transportation providers to avoid leaving people stranded without a return trip home, or creating extensive wait times for the individual's return trip is a top priority. Improving return trip scheduling is a top priority for workshop participants because it is important to preserve passenger dignity and maintain respect for riders by not making them spend excessive time getting to a destination and home again.
- ◆ Twelve (12) workshop participants rated the need for providing more routes to serve more locations and expanding service into the Valley as a top priority. Lack of available public transportation opportunities in some parts of the Anchorage area is considered to be a gap in the local transportation structure that could be addressed through coordination.
- ◆ Ten (10) workshop participants rated the need for eliminating reductions or "cuts" in service as a need in transportation. Stakeholders indicated that passengers need to have reliable and consistent service. Stakeholders requested that transportation providers and coordination participants use planning tools and not costs to drive their actions and service structure decisions.

All other coordinated transportation goals and unmet needs/gaps in service received fewer than ten (10) top priority ratings from workshop participants.

## V. WORKING GROUP

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### *ANCHORAGE COORDINATED TRANSPORTATION WORKING GROUP*

The mission of the Working Group is to develop the issues identified through the survey and local meetings, prioritize implementation goals, make funding recommendations for achieving those goals, promote participation from stakeholder organizations in coordinated transportation efforts, review all portions of the plan update, and assist with implementation of coordination strategies. The new Anchorage Coordinated Transportation Working Group includes volunteer members from throughout the community who represent individuals with disabilities, older adults, people with low incomes, the general public, and transportation providers. Every individual in attendance at the local workshop was invited to volunteer for participation the Coordination Working Group. Volunteers include the following individuals and organizations:

- ◆ Alaska Community Services, Michael Saville, Ex. Director
- ◆ Independent Living Center, Melody Dix, Children's Services Specialist I
- ◆ Access Alaska, Rusty Jones & David Barton
- ◆ Native Village of Eklutna, Heidi Shepard, Senior Land & Environment Coord.
- ◆ Armed Services YMCA, Dave Gomez, Exec. Director
- ◆ AARP, Jay Dulany, Assoc. State Director, Community Outreach
- ◆ Governor's Council on Disabilities & Special Education, Heidi Frost, Project Coord.
- ◆ United Way & 211 Project Staff, Community Services/Labor Liaison
- ◆ Senior Citizens Advisory Commission, Dawnia Clements, Chair
- ◆ BLM, Jim Hollibaugh
- ◆ AnchorRIDES/MV, Joey Hogan, General Manager
- ◆ Alaska Mobility Coalition, David Levy, Exec. Director
- ◆ Brooks & Associates, Ann Brooks, Consultant
- ◆ Municipality of Anchorage, Public Transportation Department, Judy Tymick, Customer Service Manager
- ◆ Challenge Alaska, Beth Edmunds
- ◆ Because We Care, Robert Karpinski
- ◆ United Way & 211, Annabelle Stevens

The first meeting of the Coordination Working Group occurred on August 28, 2008. Judy Tymick, Municipality of Anchorage, Public Transportation Department, presented the competitive application process for human service agencies and transportation providers. She reviewed the procedure for AMATS to rank all applications for SAFETEA-LU funding. She further explained that the role of the Coordination Working Group is to consider the funds that are available and the community needs, as outlined in the Coordinated Human Services Transportation Plan, and develop strategies to meet the transportation needs of the Anchorage area.

### ***COORDINATION WORKING GROUP SUB-COMMITTEES***

During the meeting, volunteers were divided into four sub-committees. Each sub-committee has a mobility or transportation topic of focus, as follows:

#### ***Sub-Committee for Increasing Transportation Through Coordination –***

**Chair: Michael Saville, Alaska Community Services**

The sub-committee for increasing transportation is tasked with focusing on the following topics as they pertain to increasing transportation in the Anchorage area:

- ◆ The need for better access to employment opportunities;
- ◆ The ability for older adults to use AnchorRIDES on nights and weekends;
- ◆ Opportunities for expanding transportation service areas through coordination;
- ◆ Possibilities for expanding hours of transportation operation through coordination;
- ◆ The need for employment related transportation to the military base; and
- ◆ Transportation for workers on late night shifts who report to work or finish a shift during hours when public or shared transportation options are not available.

Sub-committee members expressed their desire to fund projects that serve the greatest number of people. The sub-committee will focus on implementing the goals that pertain to improving and expanding transportation service alternatives, and improving passenger safety and quality of service.

#### ***Sub-Committee for Access to Military Bases –***

**Chair: Dave Gomez, Armed Services YMCA**

This sub-committee is concerned with increasing transportation options for individuals who are traveling to/from the base. There are numerous employment opportunities on the base. New programs for veterans who may be housed off base but need access to the installation and the opening of the Tikahtnu Commons (Target) Mall will open opportunities and potential increases in demand for transportation to/from the installation. Sub-committee members will focus on developing implementable strategies to address the demand for transportation to/from the base. Currently, Access Alaska operates a vehicle for transportation to the base. Opportunities for more coordination will be explored.

The sub-committee members will take the lead on strategies to improve coordination and collaboration between existing organizations and transportation providers. Committee members will also contribute to efforts for addressing the gaps and duplications in existing transportation services.

***Sub-Committee for Addressing the Needs of Vulnerable Populations –***

**Chair: Heidi Frost, Governor's Council on Disabilities & Special Education**

Members of this sub-committee will evaluate the needs of vulnerable populations, such as youth in transition and immigrants with Limited English Proficiency who have difficulty accessing and understanding transportation options in Anchorage.

The sub-committee members will focus on many of the same goals as the sub-committee for increasing transportation. Members will also provide leading efforts for improving consumer education and relations, addressing underserved populations, preserving the Mental Health Trust Fund as a resource for transportation and mobility. This committee will also create a public forum where participants can meet regularly to help transportation providers identify mobility challenges and issues from the user's perspective.

***Sub-Committee for Addressing Rural Transportation Needs –***

**Chair: Heidi Shepard, Eklutna Inc.**

Members of this sub-committee are focused on the task of improving transportation connections between Anchorage and the Valley. The committee is interested in establishing a new transportation service that will link the two areas. Members will review potential funding opportunities to support new service.

The Sub-committee for Rural Transportation Needs will lead advocacy and service related efforts that pertain to using coordinated transportation agreements to improve transportation to neighboring communities. Establishing transportation links will increase opportunities for individuals living in rural communities to access employment and health care in Anchorage.

***IMPLEMENTATION ASSIGNMENTS FOR WORKING GROUP SUB-COMMITTEES***

Coordinated transportation stakeholders established more than 70 goals for addressing the gaps in service and unmet transportation needs of individuals in Anchorage. The list was condensed into 34 goals that are inclusive of each original goal suggested by the stakeholders. Working Group members analyzed the list for implementation possibilities at the second Working Group meeting on October 7, 2008 and continued meeting monthly through February 2009.

The table in Exhibit V.1 includes a list of the goals for coordinated transportation. Sub-committee members organized the goals into categories of, (1) least difficult to implement or achieve, (2) more

difficult to implement or achieve, and (3) most difficult to achieve. The number of stakeholders ranking each goal as a priority is provided along the left-side column of the table.

Coordination Working Group Sub-Committees delegated responsibilities for working toward implementation of each goal. Because some issues are of interest to more than one sub-committee, the meeting participants assigned responsibilities in terms of 'Leading' and 'Contributing' to development and planning for achieving the goal. Sub-committee assignments are noted in Exhibit V.1 with an 'L' for those groups who will lead the efforts to achieve the corresponding goal, or a 'C' for those groups who will contribute to achievement of the goal. For goals that may be addressed by more than one sub-committee, two or more sub-committees were assigned to lead the efforts.

Sub-committees are encouraged to meet on a monthly basis to ensure continuous progress and active involvement toward accomplishing the goals and developing realistic implementation strategies. The final chapter in this document includes goals and implementation strategies for Anchorage Coordination Working Group Sub-Committees.

***SAFETEA-LU APPLICATION PROCESS***

When considering implementation strategies and potential grant applications, Working Group members are reminded that available funding for new services is limited and initiatives for coordination efforts that can be achieved through information and resource sharing without additional funding should be considered, as well as the projects to be included in SAFETEA-LU grant applications.

The SAFETEA-LU application process will begin after January 1, 2009. The Municipality of Anchorage will receive 25 percent of the state allocation. AMATS is responsible for ranking all applications for Section 5310, 5316, and 5317 funding. The following table outlines the available funding for Anchorage coordination projects.

**Exhibit V.2: Anchorage SAFETEA-LU Funding**

<b>SAFETEA-LU Program</b>	<b>2008</b>	<b>2009</b>
Section 5310 (est.)	\$65,235	TBD
Section 5316	\$95,877	TBD
Section 5317	\$56,320	TBD
Alaska Mental Health Trust (est.)	\$236,500	TBD

## VI. IMPLEMENTATION PLAN

# Implementation

The general concept of coordination in Anchorage has widespread support from local human service agencies and transportation providers. However, bringing coordination into reality will require its supporters to take action. Caution about changing concepts into reality may be derived somewhat from the feeling that potential participating agencies have not yet been able to obtain a clear understanding of the actual commitment that would be required from all parties in order to make the end result worth the effort. Opportunities for improving transportation services must, therefore, begin with nurturing trust between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation.

Developing the following coordinated transportation goals will take time and effort. Therefore, it is recommended that MOA extend Phase One of the HSTP that guided successful funding decisions for 2007 and 2008 through to 2010. The Phase One Principles are as follows:

*Principle 1: Maintain current services and transportation programs.*

*Principle 2: Invest in programs and actions that improve community access and increase ridership.*

*Principle 3: Provide incentives for projects that emphasize coordination and collaboration.*

*Principle 4: Assure access, safety, and security for the individuals, groups, and stakeholders served.*

Immediate- through long-term goals to build upon these founding principles for coordinated transportation in Anchorage are outlined below. Each goal is supported by the input provided by the participating organizations either through local stakeholder meetings, surveys, or one-on-one interviews.

*Goal #1: Enhance mobility management activities to improve coordination between the Municipality, non-profit agencies, and for-profit companies in providing human service transportation in Anchorage. Utilize the FTA 5317, New Freedom, Program to fund.*

*Goal #2: Improve inter-agency and public communication to increase awareness and ridership of public transportation and coordinated human service transportation.*

*Goal #3: Utilize existing resources fully and seek new funding sources to expand and improve transportation service within Anchorage.*

*Goal #4: Expand services while eliminating gaps in service.*

*Goal #5: Establish transportation service to the underserved and outlying areas.*

*Goal #6: Improve Safety.*

***Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.***

The following tables outline the implementation timeframe, responsible party, performance measure(s), and priority for implementation of each of the above noted coordination goals and objectives. The implementation timeframes/milestones are defined as follows:

- ❖ Immediate-term – Activities to be achieved within 6 months.
- ❖ Near-term – Activities to be achieved within 6 to 12 months.
- ❖ Mid-term – Activities to be achieved within 13 to 24 months.
- ❖ Long-term – Activities to be achieved within 2 to 4 years.
- ❖ Ongoing activities are those that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Goals, objectives, and implementation strategies are offered in this chapter as a guideline for the coordinated transportation working group as well as the specific parties responsible for implementing each objective. Goals, objectives, and strategies will be prioritized with consideration of the available resources for Anchorage during the implementation time period.

***Goal 1: Enhance Mobility Management activities to improve coordination between the Municipality, non-profit agencies, and for profit companies in providing human service transportation in Anchorage. Utilize FTA 5317- New Freedom Program to fund Mobility Manager position.***

<b>Objective/Strategy</b>	<b>Time Frame</b>	<b>Responsible Party</b>	<b>Performance Measure</b>	<b>Priority</b>
1.1: Hire a qualified Mobility Manager to lead implementation of coordination efforts.	Immediate	Public Transportation Department	Mobility Manager hired.	High
1.2: Utilize position to gather data and plan more efficient usage of existing human service vehicles, employees, services, facilities, and technologies.	Ongoing	Mobility Manager	Number of human service transportation vehicles being coordinated increased.  Number of organizations participating in coordinated plan increased.  Number of passenger trips increased.	High
1.3: Establish a working group to create and follow-up on major goals and timeframes.	Ongoing and meet semi-annually	Mobility Manager	Working group is created.  Stakeholders commit to participation in the working group.  Working group agrees on a plan to achieve major goals and sets timeframes for accomplishing them.	High

**Goal 2: Improve inter-agency and public communication to increase awareness and ridership of public transportation and coordinated human service transportation.**

Objective/Strategy	Time Frame	Responsible Party	Performance Measure	Priority
2.1: Strengthen and increase number of inter-agency relationships.	Ongoing	Mobility Manager	Increase in number of agencies participating.  More agencies represented at coordinating meetings.	High
2.2: Assemble a brochure/DVD for each transportation provider and distribute it to the public.	Near-term	Mobility Manager/Public Transportation Department	Increased number of new riders.  Number of brochures distributed.	High
2.3: Use Internet technology to improve access to transportation information.	Near-term	To Be Determined	Number of web hits and unique visitors to website.  Number of riders increased.	Medium
2.4: Establish a user forum to identify and address transit and mobility issues.	Near-term	Mobility Manager	Forum established and used by riders and stakeholders.  Number of individuals giving input.	High
2.5: Create DVD to educate potential passengers on how to use fixed route buses.	Near-term	Public Transportation Department	Number of DVD's distributed.  Percent of increased ridership.	High
2.6: Participate in municipal planning activities to maintain transit presence on new projects.	Ongoing	All	Transit is represented at all significant municipal planning meetings.  Transit is included in plans for new municipal planning projects.	High

2.7: Promote employer sponsored transit benefits.	Ongoing	Mobility Manager/Public Transportation Department	Number of employers offering transit benefits to employees.  Number of employers visited and educated about transit benefits each quarter.  Number of employees receiving transit benefits through coordination with their employer.	High
2.8: Promote the use of 211 and encourage stakeholders to maintain up-to-date information	Near-term	Mobility Manager and All Stakeholders	211 database is up-to-date	high

***Goal 3: Utilize existing resources fully and seek new funding sources to expand and improve transportation services within Anchorage.***

Objective/Strategy	Time Frame	Responsible Party	Performance Measure	Priority
3.1: Maintain and expand People Mover fixed route service.	On-going	Public Transportation Department	Timetable Revenue Hours.  Number of Passenger trips.	High
3.2: Maintain and expand AnchorRIDES paratransit and coordinated transportation.	On-going	Public Transportation Department	Number of Passenger Trips.  Passenger Revenue Hours.	High
3.3: Maintain and expand Share-A-Ride program.	On-going	Public Transportation Department	Number of carpool participants.  Number of vanpools.	High
3.4: Increase service on holidays, weekends, early morning, and late night.		Public Transportation Department All	Increased number of service hours/days on weekends, early mornings, and late nights.	Medium

3.5: Increase travel training services targeting vulnerable populations, job access and at-risk youth.	On-going	Public Transportation Department	Number of trainings.  Number of individuals trained.	High
3.6: Increase and improve communications with riders on route changes, detours, and opportunities for public involvement.	On-going	Public Transportation Department	Number of new communication efforts between transportation providers and riders regarding changes in service.  Number of complaints received from passengers who were not aware of a change in service.  Number of people participating in public outreach/public involvement opportunities.	Medium
3.7: Research and submit grants for funding including from non-traditional resources.	On-going	All	Number of collaborators on grant applications.  Additional funds awarded.	High
3.8: Utilize 211 and/or create a shared database for all agencies to use as a reference when assisting consumers.	Near-term	All	Database is completed, up-to-date and utilized on a regular basis.	High
3.9: Update this plan on an annual basis and share updates with working group members.	Ongoing/Annual	Mobility Manager	Report is updated annually.  Report updates are distributed to working group members.	High

3.10: Advocate to Alaska Legislators for coordinated transportation.	Ongoing	Alaska Mobility Coalition/Others	Coordinated transportation legislation is drafted, passed, signed.  Legislators are aware of coordinated transportation efforts and successes in Anchorage.	High
3.11: Increase training opportunities for transportation providers.	Ongoing	All transportation providers.	Number of training opportunities made available for transit personnel in Anchorage.  Number of organizations invited to participate in training activities.  Number of organizations that participate in training activities and opportunities.	Medium
3.12: Establish a shared and pooled vehicle program.	Long-term	Challenge Alaska and others to be determined	Number of organizations interested in pooling or sharing vehicles.  Memorandums of Agreement/Understanding established between agencies sharing the vehicles.  Number of shared trips provided per year.	Medium
3.13: Coordinate bulk purchases of fuel.	Long-term	To Be Determined (possibly Mobility Manager)	Number of organizations participating in a bulk fuel purchasing program.	Low

			Percent of savings realized by each organization through the bulk fuel program.	
3.14: Coordinate insurance pool.	Long-term	To be determined (possibly Mobility Manager)	<p>Number of organizations interested in joining an insurance pool.</p> <p>Number of insurance providers educated about the needs of the participating transportation providers and given an opportunity to offer a quote for consideration.</p> <p>Insurance pool provider is selected.</p> <p>Insurance policies completed.</p>	Low
3.15: Improve accessibility at bus stops and major origin/destination sites.	Ongoing	Public Transportation Department	Number of accessible stops.	High

***Goal 4: Expand services while eliminating gaps in service.***

Objective/Strategy	Time Frame	Responsible Party	Performance Measure	Priority
4.1: Provide transportation for youth services.	Mid-term	Mobility Manager and/or to be determined	<p>Number of youth agencies added to coordinated transportation working group.</p> <p>Increase youth ridership.</p>	Medium
4.2: Increase transportation service on bases and establish a transportation link between military installations and public	Mid-term	Armed Services YMCA/Public Transportation Department	Number of riders utilizing transportation service on the military bases.	High

transportation.			<p>Transportation link between the military installations and public transportation is established.</p> <p>Number of riders utilizing the link between public transportation service and service on the military installations.</p>	
4.3: Implement a new service for individuals who need extra assistance such as <i>Transit Ambassadors</i> or <i>Bus Buddies</i> .	Mid-term	Mobility Manager and/or to be determined	<p>Number of trained assistants.</p> <p>Percent Ridership is increased.</p>	Medium
4.4: Provide more People Mover routes with increased frequency and service area.	Mid-term	Public Transportation Department	<p>Service area changes for People Mover.</p> <p>Frequency of headways.</p> <p>Percent ridership is increased.</p>	High
4.5: Increase the number of Americans with Disabilities Act (ADA) accessible vehicles including taxicabs, vans, and hospitality shuttles.	Mid-term	Mobility Coordinator, Transportation Inspection and/or ADA Commission	<p>Increased number of ADA accessible vehicles available in the MOA.</p>	Medium
4.6: Add to eligible senior trip purposes on AnchorRIDES.	Near-term	Public Transportation Department	<p>Number of new eligible trip purposes for seniors on AnchorRIDES.</p> <p>Number of trips provided.</p>	High

4.7: Establish same day service for AnchorRides within Anchorage.	Long-term	TBD	<p>Needs and cost analysis developed for same day service.</p> <p>Plan established for implementing same-day service that meets established needs.</p> <p>Funding secured for same-day service.</p> <p>Same-day service implemented.</p>	Medium
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***Goal 5: Establish Transportation Service to Underserved and Outlying Areas.***

Objective	Time Frame	Responsible Party	Performance Measure	Priority
5.1: Preserve and expand existing partnerships and coordination between People Mover and other transportation providers such as MASCOT.	On-going	Mobility Manager	<p>Number of new partnerships established.</p> <p>Number of new coordination efforts between People Mover and other transportation providers.</p> <p>Productivity of service that resulted from new relationships (i.e., passengers per hour/mile, or operating/maintenance/capital cost savings).</p>	High
5.2: Increase involvement with medical facilities.	On-going	All	Meetings are held with medical facility representatives and designated coordinated transportation provider.	Medium

			<p>Number of trips purchased by medical facilities.</p> <p>Medical facility staff assists with public outreach and information distribution.</p>	
5.3: Establish service between Sand Lake, the Hillside, Eklutna, and Girdwood.	Mid-term	Public Transportation Department	<p>Study of transportation demand and unmet needs in these areas is completed.</p> <p>Service and cost analysis is completed for the new service.</p> <p>Funding for new service is secured.</p> <p>New service is implemented.</p> <p>Ridership and productivity of the new service.</p>	Medium
5.4: Incorporate coordinated transportation in the MOA with the development of the Regional Transit Authority (RTA). Assist commuters to complete their trip once they arrive in the MOA.	Ongoing	Public Transportation Department	<p>Attend planning meetings for the RTA and educate planners about potential for coordination.</p> <p>Coordinate with the RTA.</p> <p>Number of commuters served through connections with the RTA.</p>	Low
5.5: Expand partnerships between transportation stakeholders to increase transportation options to vulnerable populations and increase	Ongoing	Mobility Manager	# of partnership agreements	High

shared resources				
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***Goal 6: Improve Safety***

<b>Objective/Strategy</b>	<b>Time Frame</b>	<b>Responsible Party</b>	<b>Performance Measure</b>	<b>Priority</b>
6.1: Establish a Safety and Security Plan for the Public Transportation Department.	18 months	Public Transportation Department	<p>Security measures, such as installation of security cameras, are increased.</p> <p>Areas where pedestrian safety is low are designated.</p> <p>New pedestrian safety measures are implemented.</p> <p>Security Personnel presence is established.</p> <p>Transportation Safety and Security Plan is adopted and implemented.</p>	High
6.2: Increase maintenance of the pedestrian facilities at and near bus stops.	On-going	Municipality of Anchorage, Public Transportation, and Street Maintenance	<p>Pedestrian facilities that require maintenance are identified and ranked in order of priority. Timeline for addressing each issue is established.</p> <p>Necessary funding to improve maintenance of the pedestrian facilities is dedicated, and cost plan for maintenance is adopted.</p> <p>Timeline for periodic</p>	High

			maintenance inspections at each pedestrian facility at and near bus stops is established.	
6.3: All local transportation providers actively provide information and participate in the Emergency Management Plan.	On-going	AnchorRIDES and Emergency Operations Center	Number of participants in Vulnerable Populations Database.	High
6.4: Improve safety at transit centers and bus stops.	On-going	Public Transportation Department	Increase/decrease in number of calls to APD and CSP.  Number of surveillance cameras installed/maintained.	High

***Goal 7: Incorporate new technology and capital to improve existing mobility options and serve more people.***

<b>Objective/Strategy</b>	<b>Time Frame</b>	<b>Responsible Party</b>	<b>Performance Measure</b>	<b>Priority</b>
7.1: Provide an AnchorRIDES Interactive Voice Response (IVR) system.	18 months	Public Transportation Department	On-time Performance.  Number of passenger no-shows.	High
7.2: Eliminate bus passes and replace them with Smart Cards or Magnetic Cards.	24 months	Public Transportation Department	Implementation plan for implementing Smart Card or Magnetic Card type technology is developed.  Technology is purchased and all transit staff are trained.  Public education materials are developed to teach passengers how to use the	High

			passes. Passenger fare revenue.	
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## **VII. REFERENCE TABLE FOR IMPLEMENTATION STRATEGIES AND POTENTIAL GRANT APPLICATIONS**

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*The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes all strategies and designates those strategies that are currently designed for implementation with the assistance of a grant from the Transportation for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316), or New Freedom (Section 5317). Page numbers are provided in Exhibit VII.1 for quick reference to detailed information of each objective.*

*Please also note that each grant application for Section 5310, 5316, or 5317 will be considered individually to determine if the proposed activities to be supported by the grant adequately meet the requirements of the intended funding program. Grant applications for strategies that do not meet the intended requirements of the Federal SAFETEA-LU grant program will not be awarded, regardless of the designated eligibility in this report.*

*The implementation timeframe for each strategy ranges from the date of this report through 2013. It is noted that the coordinated transportation working group should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.*

## **VIII. PUBLIC HEARINGS AND ADOPTION OF THE PLAN**

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Two public hearings to gather input on the plan were held on March 3, 2009 at the Anchorage Senior Center. These meetings were advertised in the Anchorage Daily News on February 15, 2009 and March 1, 2009. The plan was also presented for public comments at the Senior Citizens Advisory Commission and Public Transit Advisory Board and ADA Commission. No amendments to the plan were recommended. Attendance at the meetings was as follows:

- ◆ Annabell Stevens
- ◆ Alice Hjellen
- ◆ Heidi Frost
- ◆ Lidiya Zyatilig
- ◆ Susan Shiffer, AnchorRIDES Contract Manager
- ◆ Joey Hogan, AnchorRIDES General Manager
- ◆ Alton Staff, Public Transportation Department Planning Manager
- ◆ Judy Tymick, Public Transportation Department Customer Service Manager

The AMATS Technical Advisory Committee commented on the report during meeting on April 9, 2009. No amendments to the plan were recommended.

The Anchorage HSTP was presented to the AMATS Policy Committee on April 23, 2009.

## **APPENDIX**

**COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN  
FOR MUNICIPALITY OF ANCHORAGE**

**Outreach Documentation Summary**

**Focus Groups**

*Date(s) & Locations Held:*

\_\_8/13/08\_\_                      \_\_Anchorage Senior Center\_\_

*Date(s) Invitations Were Distributed:*

U.S. Mail \_\_7/08\_\_                      Web Posting \_\_7/08\_\_

E-mail \_\_7/08\_\_

Newspaper Notice \_\_8/3/08\_\_

X Distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request.

X Events were open to all individuals, including hearing impaired.

    X Information was provided in alternative formats, upon request.

*# of Attendees (by location & date)*

\_\_52\_\_                      \_\_Anchorage Senior Center 8/13/08\_\_

X Invitation letter and mailing list attached.

X Copies of flyers, brochures, etc.

X Copy of Public Notice from each newspaper in  
which it appeared.

attached, along with distribution  
locations.

X Sign-in Sheets attached.

X Focus Group Summary included in report

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**Surveys**

*Date(s) Surveys Were Distributed:*

X U.S. Mail \_\_7/08\_\_                      X Web Posting \_\_7/08\_\_

X Newspaper Notice \_\_8/3/08\_\_

X Distributed in local community/senior centers, etc. \_\_April 15-18, 2008\_\_

X Information was provided in alternative formats, upon request.

No. of Surveys Distributed: \_\_Available on-line\_\_

No. of Surveys Returned: \_\_17\_\_

X Listing of Survey Recipients attached

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**Other Outreach Efforts**

Flyers or Brochures in

Senior Centers    Community Centers

City/County Offices    Other \_\_\_\_\_

Teleconferences

X Miscellaneous Meetings, Conferences, etc. (please specify)

\_\_Coordination Working Group Meetings occur monthly.

*Date(s) & Locations Held:*

\_\_8/28/08\_\_                      \_\_Anchorage

\_\_10/12/08\_\_                      \_\_Anchorage Transit Center

## 2008 HSTC Mailing List

Organization	Title
AARP	AARP Alaska State President
Abused Women's Aid in Crisis (AWAIC)	Executive Director
Access Alaska	ADA Partners Project
Access Alaska	Executive Director
ACMH, Daybreak Adult Day Center	Director of Senior Services
Akeela House	Executive Director
Alaska Baptist Family Services	Executive Director
Alaska Center for the Blind & Visually Impaired	Program Manager
Alaska Center for the Blind & Visually Impaired	Executive Director
Alaska Children's Services, Inc.	Director - Community Programs
Alaska Commission on Aging	Executive Director
Alaska Community Services	Executive Director
Alaska Community Services	
Alaska Court System	Facilities Manager
Alaska Direct Bus Line	Office Manager
Alaska Federation of Natives	Vice President
Alaska Health Fair, Inc.	Executive Director
Alaska Housing Finance Corporation	MSW
Alaska Housing Finance Corporation	CEO/Executive Director
Alaska Housing Finance Corporation	Director, Planning & Program Development
Alaska Independent Blind Association	Vice President
Alaska Independent Blind Association	President
Alaska Kidney Foundation	Executive Director
Alaska Legal Services	Supervising Attorney
Alaska Mental Health Trust Authority	Program Officer
Alaska Mental Health Trust Authority	Program Officer
Alaska Mobility Coalition	Executive Director
Alaska Native Heritage Center	President
Alaska Native Medical Center	Interim Administrator
Alaska Native Medical Center	Assistant Manager
Alaska Native Medical Center	Discharge Planning
Alaska Native Tribal Health Consortium	
Alaska Native Tribal Health Consortium	CEO
Alaska Pyschiatric Institute	Director
Alaska Railroad Corporation	
Alaska Regional Hospital	CEO
Alaska Regional Hospital Therapy Services	
Alaska Shuttle Service	Owner
Alaska Welcomes You Tours	President
Alaska Women's Resource Center	Executive Director
Alaska Yellow Cab	Co-Owner
Alaska Yellow Cab	Co-Owner
Alaska Youth and Parent Foundation	
Alaskan AIDS Assistance Association	Executive Director
Alyeska Prince Hotel	
Alyeska Prince Hotel	Shuttle Supervisor
Alzheimer Resource Agency	Executive Director
AMATS	
American Cancer Society	Executive Director
American Diabetes Association, Alaska	Associate Manager
American Heart Association	Executive Director

## 2008 HSTC Mailing List

Organization	Title
American Lung Association of Alaska	CEO
American Red Cross, Southcentral Alaska Chapter	
Anchorage Baptist Temple	Pastor
Anchorage Christian Schools	Director
Anchorage Community YMCA	Director
Anchorage Convention & Visitors Bureau	Director
Anchorage Downtown Partnership	
Anchorage Housing Initiatives, Inc.	Executive Director
Anchorage Literacy Project	Director
Anchorage Neighborhood Housing Services	
Anchorage Neighborhood Health Center	Director
Anchorage Pioneers' Home	Administrator
Anchorage School District	Director of Transportation
Anchorage School District	
Anchorage School District - Child in Transition/Homeless Project	Program Coordinator
Anchorage School District - King Career Center	
Anchorage Senior Center	Executive Director
Anchorage Youth Court	Executive Director
ARC of Anchorage	Care Coordinator Supervisor
ARC of Anchorage	Executive Director
ARC of Anchorage	
Archdiocese of Anchorage	Arch Bishop
Armed Services YMCA	Shuttle Director
ASSETS	Executive Director
ASSETS	
Aurora Borealis Services	
AWAIC	
Beans Café	Social Services Director
Beans Café	Executive Director
Big Brothers/Big Sisters of Anchorage, Inc.	Director
Boys and Girls Club	
BP	Controller
Brooks & Associates	
Brother Francis Shelter	Director
Camp Fire USA	
Care Navigators	
Catholic Social Services	Director
Center for Drug Problems, Inc.	Executive Director
Challenge Alaska	Executive Director
ChangePoint Church	Pastor
Checker Cab	Owner
Checker Cab	Office Manager
Chester Park Senior Housing Cooperative	Manager
Chester Park Senior Housing Cooperative	Treasurer
Child Care Connection, Inc.	Director
Chugach Alaska	Board Chair
Chugach View	
Chugiak Senior Center	Executive Director
Comfort Keepers	
Conoco Phillips Alaska	Alaska President
Cook Inlet Housing	
Cook Inlet Housing	
	Career Development Counselor
Cook Inlet Tribal Council	Development Officer
Cook Inlet Tribal Council	VP Planning
Cook Inlet Tribal Council	
Cook Inlet Tribal Council	
Covenant House Alaska	
Crosspoint Community Church	

## 2008 HSTC Mailing List

Organization	Title
CTAA	
Denali Family Services	
Denali Home Health Care	
Disability Law Center	
Downtown Soup Kitchen	Director
Eagle River Missionary Baptist Church	Pastor
Easter Seal Society of Alaska	Exectuive Director
Elmendorf Youth Activities	
Federal Transit Administration	Deputy Regional Administrator
Food Bank of Alaska	Executive Director
Foraker Group	
Forsythe Transportation	Contract Manager
Fort Richardson Youth Services	
Fresenius Medical Care (Dialysis)	
Girdwood Board of Supervisors	
HeadStart	Director
Homer Stage Lines	Anchorage Office Manager
Hope Community Resources	Executive Director
Horizon House	Executive Director
Hospice of Anchorage	Director
Kids Corp	Director
Long Term Care Ombudsmen	
Lutheran Social Services	Executive Director
Mabel T Caverly Senior Center	Executive Director
Magic Bus	
March of Dimes Birth Defects Foundation, Alaska Chapter	Community Director
Marlow Manor	Director
Marlow Manor	Director
Mary Conrad Center	Director of Nursing
MASCOT	Director
MASCOT	Operations Manager
Mayor	
MOA	
MOA - People Mover	
MOA AnchorRIDES	
MOA Public Transportation	
Municipal Light and Power	Division Manager
Municipality of Anchorage, Department of Neighborhoods	
Municipality of Anchorage, Anchorage Equal Rights Commission	
Municipality of Anchorage, Department of Health and Human Services	Veterans Affairs Coordinator
Municipality of Anchorage, Department of Health and Human Services	Director
Municipality of Anchorage, Department of Health and Human Services	Human Services Manager
Municipality of Anchorage, Department of Health and Human Services, Senior Advisory Commission	
Municipality of Anchorage, Employee Relations	
Municipality of Anchorage, Mayor's Office	
Municipality of Anchorage, Municipal Manager	Municipal Manager

## 2008 HSTC Mailing List

Organization	Title
Municipality of Anchorage, Office of Community and Economic Development	Director
Municipality of Anchorage, Ombudsman Office	Interim Ombudsmen
NAACP	
National Multiple Sclerosis Society, Alaska Division	Regional Manager
Native Village of Eklutna	Tribal Administrator
New Hope on the Last Frontier	Acting Director
Nine Star Enterprises	President
North Star Behavioral Health System	CEO
Northrim Bank	Vice President, Community Development
Office of Congressman Don Young	Special Assistant
Office of Public Advocacy	Public Guardian
Office of Representative Meyer	Legislative Aide
Office of Senator Cowdery	State Legislator
Older Persons Action Group	
Out North	
Palmer Senior Center	
Alaska Mobility Coalition	
Partners for Progress	
Providence Extended Care	Social Worker
Providence Extended Care	
Providence Home Health Care	Social Worker
Providence Langdon Clinic	Director
Providence Outpatient PT	
Providence/Faith in Action	
Public Transportation Director	
Rasmusson Foundation	President
Resource Associates	
RSVP	
RSVP	
Senior Care of Alaska	President
Serendipity	Director
Seward Bus Line	Director
SOA - Alaska Work Program	
SOA - Office of Children Services	
SOA, Governors Council on Disabilities & Special Education	Project Coordinator
Southcentral Counseling	
Southcentral Foundation	Waiver Care Coord. Director
Southcentral Foundation - Elder Program	
Southcentral Foundation - Home Based Services	Social Worker
Southcentral Foundation, Behavioral Services Division	Division System Administrator
Special Olympics	President/CEO
Spirit of Youth	
St. Anthony's Church	
St. Mary's Episcopal Church	
St. Patrick's Parrish	
Standing Together Against Rape (STAR)	Director
State Independent Living Council	Executive Director
State of Alaska, Behavioral Health	Director
State of Alaska, Department of Health and Social Services	
State of Alaska, Department of Labor & Workforce Development	Employment Service Manager
State of Alaska, Department of Transportation & Public Facilities	Planner
State of Alaska, Department of Transportation & Public Facilities	Transportation Planner
State of Alaska, Department of Transportation & Public Facilities	Planner

## 2008 HSTC Mailing List

Organization	Title
State of Alaska, Department of Transportation & Public Facilities	Transportation Planner
State of Alaska, Department of Vocational Rehabilitation	Assistant Chief of Rehab Services
State of Alaska, Division of Vocational Rehabilitation	Vocational Rehabilitation Counselor
State of Alaska, Division of Senior & Disability Services	NTS Associate Coordinator
State of Alaska, Division of Senior & Disability Services	Deputy Director
State of Alaska, Division of Senior & Disability Services	
State of Alaska, Division of Senior & Disability Services	
State of Alaska, Medicaid Division	Medicaid State Plan Coordinator
State of Alaska, Medicaid Division	
State Health Care Services	Provider Services Manager
State of Alaska, Public Assistance	Central Regional Manager
State of Alaska, Medicaid Division	Program Coordinator
State of Alaska, Public Assistance	Administrative Manager
State of Alaska, Public Assistance, TANF Program	
Teamsters Local 959	Business Agent
The Salvation Army	
TransCare	Director
U.S. Department of Housing and Urban Development	Community Liaison
U.S. Department of Veterans Affairs	Vocational Rehabilitation Specialist
U.S. Department of Veterans Affairs	
U.S. Department of Veterans Affairs	
UAA Center for Human Development	Director
UAA, Disability Support Services	
UAP/UAA	Associate Director
United Way of Anchorage	
United Way of Anchorage	
University of Alaska Shuttle Service	
Veterans Industries	
Volunteers of America Alaska	President/CEO
VPSI	
Weed and Seed East Anchorage	
YWCA of Anchorage	
Zoo Shuttle	
	Public Transit Advisory Board
Green Star	Public Transit Advisory Board
Dimond Center	Public Transit Advisory Board
	Public Transit Advisory Board
MV Transportation	General Manager
Anchorage Assembly	
Rural Alaska Community Action Program	Case Management Specialist

## 2008 HSTC Mailing List

<b>Organization</b>	<b>Title</b>
Anchorage Project Access	Executive Director
State Department of Labor	Employment & Training Services
Anchorage Downtown Partnership	Policy and Communications Director
Southcentral Foundation	
State Department of Labor	Employment & Training Services
U.S. Bureau of Labor Statistics	Economics Assistant
Anchorage City Church	

### Stakeholder Record of Participation

Completed one-on-one Interview	Completed on-line survey	Respondent's Name	Name of Lead Transportation Person (if different than respondent)	Organization
	X	Sharon Leon		Anchorage Youth Court
	X	Polly Smith		Alaska Literacy Program
	X	Judy Tymick	Jody Karcz	MOA Public Transportation Department
	X	Jared Michael Krapfl		Alaska Youth & Parent Foundation
	X	DJ DesJardin		Boys & Girls Clubs of Alaska
	X	Michael Thompson		Checker cab
	X	Jeffrey Slamin/Sandy Camery		Mabel T. Caverly Senior center
	X	Crissy Ditmore		VPSI Commuter Vanpools
	X	Heidi Frost	Millie Ryan	GCDSE
	X	Sandra Ahlin	Cindy Christensen	Health Care Services (Medicaid)
	X	Kimala Rein		Alaska Center for the Blind and Visually Impaired
	X	Jeffrey Kuball		The Arc of Anchorage
	X	Nila Morgan		Serendipity Adult Day Services
	X	Kevin Perron		State of Alaska, Senior & Disability Services
X		Rusty Jones/David Barber		Access Alaska
X		David Levy		Alaska Mobility Coalition
X		Michael Saville		Alaska Community Services
X		Heidi Shepard		Native Village of Eklutna
X		Gail Berger		Chugiak Senior Center
	X	Dave Gomez		Armed Services YMCA
	X	Joan Fisher		Anchorage Neighborhood Health Center
	X	Kevin Perron		Div. of Sr. and Disabilities Services

# 1. Organization Characteristics and Services Provided

Instructions to Survey Respondent – The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2009. SAFETEA-LU requires the establishment of a locally-developed, public transit – human services transportation coordination plan (HSTC) in order for an applicant to access three specific funding programs; Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, the Municipality of Anchorage, Transportation Planning Division of the Municipal Traffic Engineering Department, is embarking on a thorough planning process to update the 2007-2008 Human Services Transportation Coordination Plan and identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to older adults, individuals with disabilities, people with low incomes, and the general public.

As part of this planning process, we must develop current and complete inventories of transportation services available throughout our community. Please complete the following survey to the best of your ability. If you have any questions regarding this survey, please contact Todd Lenz via email at [tlenz@rlsandassoc.com](mailto:tlenz@rlsandassoc.com), or via telephone at (937) 299-5007.

## 1. Identification of Organization

Respondent's Name	<input type="text"/>
Name of Lead	<input type="text"/>
Transportation Person (if different than respondent)	<input type="text"/>
Organization	<input type="text"/>
Street Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
ZIP	<input type="text"/>
Work Phone	<input type="text"/>
Fax	<input type="text"/>
Respondent's Email Address	<input type="text"/>
Respondent's Website Address	<input type="text"/>

## 2. Your agency is a (check only one of the following):

- Governmental body
- Private nonprofit organization
- Public nonprofit organization
- Private, for-profit business
- Tribal government
- Other (please specify)

**3. Please check each of the items below which most closely characterize the population(s) served by your organization.**

- Older adults (program consumers/clients only)
- Older adults (general public)
- Individuals with disabilities (program consumers/clients only)
- Individuals with disabilities (general public)
- People with low incomes
- Students (pre-school, Head Start)
- Students (K-12, college, university)
- General public (no age, income, or other eligibility requirements)
- At-risk youth
- Veterans
- Visitors
- Other (please specify)

**4. Please describe your organization's primary mission and its goals.**

**5. Does your agency contribute any resources to provide transportation directly or indirectly for your consumers?**

- Yes  No (Skip to Question 10)

**6. How does your agency provide for its transportation needs?**

**7. Please choose the following items that BEST characterize the transportation services:**

- Transportation service is provided on a set route and schedule.
- Transportation service is provided on a response to individual or group travel requests.

**8. Do you charge a fare?**

- Yes  No

**9. How many individuals do you provide daily transportation for?**

**10. A trip is defined as a single one-way transportation for one person. How many trips do you provide in a typical year by land? Please enter a positive number with no formatting (no commas, decimal points, etc.)**

Yearly One-way Trips

**11. If funding were available: Please enter positive numbers with no formatting (no commas, decimal points, etc.)**

How many individuals could you serve?

How many one-way trips could you provide?

**12. Please list the number of transportation-related personnel from the following list at your agency/organization. Please enter positive numbers with no formatting (no commas, decimal points, etc.)**

Clerical staff

Drivers

Maintenance crew

Dispatchers/schedulers

Other

**13. How many volunteers at your agency do transportation-related tasks?**

**14. What sort of tasks do your volunteers typically perform (i.e. driving, clerical duties)?**

**15. Do your staff members use personal vehicles to provide transportation for the agency's consumers/clients?**

Yes

No

**16. Total Number of Vehicles**

Sedans

Station wagons

Minivans

Standard 15-passenger vans

Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)

Medium-duty bus (body-on-chassis type construction seating over 22 passengers with dual real wheel axle)

School bus (yellow school bus seating between 25 and 60 students)

Medium- or heavy-duty transit bus

Other (Describe)

**17. Number of Vehicles with Wheelchair Tiedowns**

Sedans	<input type="text"/>
Station wagons	<input type="text"/>
Minivans	<input type="text"/>
Standard 15-passenger vans	<input type="text"/>
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)	<input type="text"/>
Medium-duty bus (body-on-chassis type construction seating over 22 passengers with dual real wheel axle)	<input type="text"/>
School bus (yellow school bus seating between 25 and 60 students)	<input type="text"/>
Medium- or heavy-duty transit bus	<input type="text"/>
Other (Describe)	<input type="text"/>

**18. Year Purchased (please just list the number of vehicles and year purchased for each, i.e. "1 in 2000, 2 in 2002, 4 in 2006")**

Sedans	<input type="text"/>
Station wagons	<input type="text"/>
Minivans	<input type="text"/>
Standard 15-passenger vans	<input type="text"/>
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)	<input type="text"/>
Medium-duty bus (body-on-chassis type construction seating over 22 passengers with dual real wheel axle)	<input type="text"/>
School bus (yellow school bus seating between 25 and 60 students)	<input type="text"/>
Medium- or heavy-duty transit bus	<input type="text"/>
Other (Describe)	<input type="text"/>

**19. Define the level of passenger assistance provided for users of your transportation service. (Select any of the following options that apply)**

- Curb-to-curb (i.e., drivers will assist passengers in and out of vehicle only).
- Door-to-door (i.e., drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

**20. What are the daily hours and days of operation for your transportation services?**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Time transportation service begins:	<input type="text"/>						
Time transportation service ends:	<input type="text"/>						

**21. How do clients/customers access your transportation services? (Choose one of the following options)**

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (e.g., by telephone, facsimile internet, arrangement through a third party, etc).

**22. Please indicate the number of passenger trips your agency purchased from other public or private operators between January 1 and December 31, 2007. Please enter positive numbers with no formatting (no commas, decimal points, etc.)**

Salvation Army	<input type="text"/>
AnchorRIDES	<input type="text"/>
Taxi	<input type="text"/>
People Mover	<input type="text"/>
Other	<input type="text"/>

**23. What are the beginning and ending dates of your organization's fiscal year?**

	MM	DD	YYYY		
Beginning	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Ending	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>

**24. What is your annual budget for transportation services? Please enter a positive number with no formatting (no commas, decimal points, etc.)**

**25. Please check the items included in your transportation budget (select all that apply):**

- Personnel
- Depreciation
- Fuel
- Overhead/indirect costs
- Insurance
- Maintenance
- Other (please specify)

**26. What are your transportation OPERATING revenues? Please enter positive numbers with no formatting (no commas, decimal points, etc.)**

Fares collected from passengers through cash, or tickets/tokens purchased by passengers (include client fees and/or general public fares here)	<input type="text"/>
Revenues Collected From Vouchers purchased by Third Parties	<input type="text"/>
Donations	<input type="text"/>
Local government appropriations	<input type="text"/>
State government appropriations	<input type="text"/>
Federal grants directly received by organization (specify)	<input type="text"/>
State grants directly received by organization (specify)	<input type="text"/>
Local grants directly received by organization (specify)	<input type="text"/>
Private charitable foundation (specify)	<input type="text"/>
Choice Medicaid AP (adults with physical disabilities)	<input type="text"/>
Choice Medicaid DM (individuals with developmental disabilities)	<input type="text"/>
Choice Medicaid OA (older alaskans)	<input type="text"/>
United Way	<input type="text"/>
Fundraising	<input type="text"/>
Other (list)	<input type="text"/>
Total Transportation Revenues	<input type="text"/>

**27. What are your transportation operating and capital expenses? Please enter positive numbers with no formatting (no commas, decimal points, etc.)**

Transportation Administration	<input type="text"/>
Transportation Operations	<input type="text"/>
Transportation Maintenance	<input type="text"/>
Total Operating Expenses	<input type="text"/>
Transportation Capital Expenses	<input type="text"/>
Total Transportation Operating and Capital Expenses	<input type="text"/>

## 2. Assessment of Needs/Coordination

### 1. Which of the following activities are you currently coordinating with other agencies (please check all that apply)?

- |  |   |
|--|---|
| <input type="checkbox"/> Information and Referral                              | <input type="checkbox"/> Marketing  |
| <input type="checkbox"/> Client files  | <input type="checkbox"/> Fuel purchasing  |
| <input type="checkbox"/> Financial administration (i.e., pay checks, invoices) | <input type="checkbox"/> Routing and scheduling   |
| <input type="checkbox"/> Grant applications                                    | <input type="checkbox"/> Shared maintenance   |
| <input type="checkbox"/> Vehicle sharing                                       | <input type="checkbox"/> Dispatching  |
| <input type="checkbox"/> Joint purchasing of vehicles and equipment            | <input type="checkbox"/> Insurance purchasing   |
| <input type="checkbox"/> Vehicle specification                                 | <input type="checkbox"/> Escort services (people who ride with older adults or individuals with disabilities) |
| <input type="checkbox"/> Drug and alcohol testing                              | <input type="checkbox"/> Trip booking   |
| <input type="checkbox"/> Pre-employment qualification searches                 | <input type="checkbox"/> Service brokerage  |
| <input type="checkbox"/> Driver training                                       | <input type="checkbox"/> Service consolidation  |
| <input type="checkbox"/> Driver sharing  |   |
| <input type="checkbox"/> Other (please specify)                                |   |

### 2. What elements of the existing transportation network provide the most useful personal mobility options in your service area (select one)?

- |  |   |
|--|---|
| <input type="radio"/> Public transit (People Mover)                | <input type="radio"/> AnchorRIDES/paratransit       |
| <input type="radio"/> Taxis and other private providers            | <input type="radio"/> VanPool                       |
| <input type="radio"/> Shuttles and other non-profit transportation | <input type="radio"/> Carpool                       |
| <input type="radio"/> School buses                                 | <input type="radio"/> Bike and pedestrian amenities |
| <input type="radio"/> Families, friends, and neighbors             | <input type="radio"/> Travel Training               |
| <input type="radio"/> Other (please specify)                       |   |

**3. In your assessment, what enhancements are most needed to improve personal mobility in your service area (select all that apply)?**

- Greater coordination among providers.
- Expanded AnchorRIDES service.
- Centralized scheduling and dispatch.
- Enhanced communication and advocacy.
- Expanded youth services and programs.
- Improved transit facilities.
- Improved pedestrian facilities.
- Enhanced safety and security on transit vehicles and in transit facilities.
- Expanded Military Base shuttle service.
- Service to and within rural areas.
- Loosening of eligibility restrictions.
- Lower fares on existing services.
- Longer hours and more days of service (fixed route).
- Other (please specify)

**4. What issues, if any, have your coordination efforts encountered (check all that apply)?**

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client populations
- Other (define)

**5. In your opinion, what do you see as the greatest obstacle(s) to coordination and personal mobility in your service area (check only one)?**

- Statutory barriers to pooling funds.
- Restrictions placed on the use of vehicles.
- Liability/insurance concerns.
- Turf issues among providers.
- Lack of funding.
- Unique client characteristics/inability to mix clients on-board vehicles.
- Other (define)

**6. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?**

**7. Did your organization participate in Phase 1 of the 2007-2008 Human Services Transportation Coordination Plan conducted by the Municipality of Anchorage, Public Transportation Division?**

- Yes  No

**8. If you answered yes to the previous Question, please indicate below, using a scale of one through five, if your governing board actively participated in the planning, development, and implementation of the plan?**

	1 (least)	2	3	4	5 (most)
Level of participation	<input type="radio"/>				

**9. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?**

	1 (weak)	2	3	4	5 (strong)
Level of support	<input type="radio"/>				

**10. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

	1 (weak)	2	3	4	5 (strong)
Perception	<input type="radio"/>				

**11. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below.**

**12. If you would like to provide more detailed information and feedback, please leave your name and contact telephone number so that we can schedule an interview.**



## **Notice of Public Meeting**

### **Anchorage Human Services Transportation Coordination Plan Update**

A workshop will be held at the Anchorage Senior Center, 1300 East 19<sup>th</sup> Avenue, Anchorage from 9:00 AM to 1:00 PM, August 13<sup>th</sup> to review the various transportation modes being provided and to establish strategies to reduce gaps in service.

Participation from anyone living or traveling in this area is encouraged. Human services agencies, governmental, or nonprofit organizations planning to apply for SAFETEA-LU funding under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (5316), or New Freedom Initiative (5317) are required to participate in the coordination activities through attending the August 13, 2008 meeting and completing the inventory of resources survey for service providers, available on-line at <http://www.muni.org/transplan/>. A copy of the original HSTC Plan also can be found at that website. To RSVP for the meeting or request a copy of the original HSTC, contact Kelly at 343-7433 by August 11<sup>th</sup>.

The meeting location is accessible, including to wheelchair users. Individuals requiring any other special accommodations, including information in alternative formats, should contact Kelly no later than August 11<sup>th</sup>.

(Date)

Name, Title  
Organization  
Address  
City, State, Zip

Dear Name:

I am pleased to invite you to participate in an important meeting to discuss how state and federal transportation dollars are spent in our area, especially when it comes to providing services to senior citizens, people with disabilities, low income residents and at-risk youth. The meeting is scheduled for Wednesday, August 13, 2008 at the Anchorage Senior Center from 9:00 a.m. to 1:00 p.m.

Anchorage agencies wishing to receive federal and state funding for transportation, must participate in coordination activities and projects must be listed in the Anchorage Human Services Transportation Coordination Plan. It's time to update our communities coordination plan and discuss how federal and state transportation funds should be spent in our area. It is a good time to review the various transportation modes being provided and to establish some strategies to meet the gaps in service so we can work to improve transportation options, increase efficiency and make better use of our scarce transportation dollars.

I am asking you to come together to discuss transportation for your clients: their transportation needs, vehicles used, systems and facilities, fuel, insurance and maintenance expenses. I am confident we can work together to improve transportation for our residents in need of transportation.

**A light Lunch will be provided** at the August 13th meeting. Your attendance will ensure that Anchorage can improve the quality and quantity of transportation available. **Please RSVP to Kelly Gorostietta at 343-7433 by August 11, 2008.**

To make the meeting most productive, please visit the Transportation Planning website at <http://www.muni.org/transplan/> and do two things: 1) click on the SurveyMonkey icon and complete the survey of your needs and resources; and 2) review the "2007-08 Human Services Transportation Coordination Plan". Your time and commitment to this project is greatly appreciated.

Thank you in advance for your help with this very critical project. If you have any questions, please call Jody Karcz, Public Transportation Director, at 343-8484.

Sincerely,

Mark Begich  
Mayor

# **Public Transit-Human Services Transportation Coordination Plan!**



## **Please plan to attend...**

A Workshop to discuss unmet mobility needs and potential strategies to address those needs. We are updating the 2007-2008 Anchorage Human Services Transportation Coordination Plan.



**Presented by:** Municipality of Anchorage  
Public Transportation Department

**Date:** Wednesday, 8/13/2008

**Time:** 9:00 AM to 1:00 PM

**Address:** Anchorage Senior Center,  
1300 East 19<sup>th</sup> Avenue, Anchorage, AK 99501

**Suggested Organizations that should attend this workshop are listed below but are not limited to:**

- ◆ Advocacy organizations
- ◆ Child Care Facilities
- ◆ Colleges, Universities, and Community Colleges
- ◆ Group Homes and Assisted Living Communities
- ◆ Hospitals/Other Health Care Providers
- ◆ Non-Profit Transportation Providers
- ◆ Senior Centers
- ◆ Taxicab Operators
- ◆ United Way
- ◆ Community Councils
- ◆ Area Aging Programs
- ◆ Homeless Shelters
- ◆ Mental Health Providers
- ◆ Nursing Homes
- ◆ Local Workforce Development Offices
- ◆ Transit Riders

For information about the meeting or questions regarding building/room accessibility and other special accommodations, please contact Kelly Gorostietta at 343-7433 by August 11, 2008.

MUNICIPALITY OF ANCHORAGE PUBLIC TRANSPORTATION DEPARTMENT  
HUMAN SERVICES TRANSPORTATION COORDINATION PLAN  
MEETING AGENDA

*Wednesday, August 13, 2008  
9:00 AM to 1:00 PM  
Anchorage Senior Center  
1300 East 19<sup>th</sup> Avenue, Anchorage, AK 99501*

➤ **Registration**

➤ **Introductions and Welcome**

- *Mr. Mike Abbott, Municipal Manager*
- *Ms. Barbara Singleton, Community Transportation Association of America*

➤ **Purpose and Overview**

*Highlights of existing transportation and coordination activities in Anchorage  
Anchorage 2007-2008 Human Services Transportation Coordination Plan  
SAFETEA-LU Programs and Funding Requirements*

➤ **Defining Coordination and Understanding It's Benefits**

- *Coordination 201 – Intermediate Level*

➤ **Working Groups Break-out Session**

*What are we trying to achieve through coordination?  
What are we trying to preserve through coordination?  
What are we trying to avoid through coordination?  
What are we trying to eliminate through coordination?*

➤ **Defining Mobility Coordination Priorities for Anchorage**



**Lunch!**

➤ **Rating Implementation of Action Items**

*Is there a foundation for the action? Does support already exist?  
Is the action financially feasible?  
Will the action lay the foundation for future actions?  
Is progress possible within the next 6 months?*

➤ **Next Steps**

For more information please contact Laura Brown, RLS & Associates, Inc. at (937) 299-5007 or  
[lbrownRLS@verizon.net](mailto:lbrownRLS@verizon.net)

## August 2008 Meeting Attendance

Name	Organization
Letitia Freed	CITC
Brenda Calhoon	Comfort Keepers
Belinda Davis	Anchorage Equal Rights Commission
Missy Anderson	AWAIC
Sandy Camery	Mabel T. Caverly Sr. Ctr.
Dawnia Clements	Senior Citizens Advisory Commission
Connie Moyan	Covenant House
Betsy Harris	Child Care Connection
David Barker	Access Alaska
Andi Nations	SILC
Rusty Jones	Access Alaska
Judy Whitton	Anchorage Neighborhood Health Clinic
Kristin English	Cook Inlet
Sally Dial	VOA RSVP
Sue Ramsdell	Alaska Housing
Joan Gone	State ASS/SDS/NTS
Judy Tymick	MOA, Public Transportation Department
Jody Karcz	MOA, Public Transportation Department
AnnaBell Stevens	United Way
Elaine Dahhren	Volunteers of America
Daryl Royce	AARP
Juan San Miguel	Southcentral Foundation
Joey Hogan	MV Transportation
Danny Parish	Arc of Anchorage
Morgann Dahlgren-Jensen	VOA RSVP
Mark Findlay	UAA
Ella Craig	
Shelley Rome	Girdwood Transportation
Patrick Reinhart	
Andrea Carner	Alaska Literacy Program
Kelly McManus	Boys & Girls Club
Paula Paulouski	Bridge Builders Commission on Aging
Shawn Leon	Anchorage Youth Court
Crissy Ditmore	VPSI
Aaron M. Osterbuck	South Central Foundation
Linda Meyer	MOA Health & Human Services
Heidi Frost	SOA, Governor's Council on Disabilities & Special Ed.
Ann Brooks	Brooks and Associates
Heidi Sheppard	Native Village of Eklutna
Melody Dix	Independent Living Council
Mike Saville	Alaska Community Services/ Public Transit Advisory Board
Jeremiah Szepanski	MASCOT
Beth Edmunds	Challenge Alaska
David Barton	ADA Partners Project
Susan Shiffer	MOA Contract Manager
Sandy Sanderson	Alaska Independent Blind
David Levy	Alaska Mobility Coalition
Diana Hibner	Glacier Valley Transit
Trish O'Gorman	Anchorage School District
Tim Sullivan	Weed & Seed/Public Transit Advisory Board
Alton Staff	Public Transportation
Mike Abbott	Municipal Manager
Craig Lyon	AMATS
Diane DiSanto	Mayor's Office

# Human Services Transportation Coordination

Presented on Behalf of the  
**Municipality of Anchorage, Public  
Transportation Department**  
Presented by  
**RLS & Associates, Inc.**

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## Session Objectives

1. Discuss Current Coordination Efforts
2. Review Prior HSTC, Current Funding, & Plan Update
3. Breakout Groups To Plan & Prioritize
4. Discussion of Regional & National Success Stories
5. Where Do We Go From Here?



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## Public Transportation Highlights

- 2008 Ridership on People Mover (fixed route) Has Increased by 4.4% During the Past Year.
- People Mover Ridership in July 2008 Was 15% Higher Than Ridership in 2007.
- Diverse Ridership.
- 2 for 1 Program.
- Free One-on-One and Group Travel Training.
- MOA, Public Transportation Is The Largest Participant In The AnchorRIDES Coordinated Transportation Service, Providing the Infrastructure and Funding ADA Mandated and Some Senior Transportation.



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## Human Services Coordination Highlights

- More Organizations Are Talking About Sharing Resources: *A Great Start!*
- Girdwood – The Alyeska Hotel Works with Local Businesses to Expand Hotel Shuttle Services.
- Alyeska Is Contracting Vehicle Maintenance With AnchorRIDES.



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## Human Services Coordination Highlights (Continued)

- Anchorage & The Mat-Su Borough Are Working On Coordinating An Expanded Vanpool Program & Creating A Regional Transit Authority.
- Cook Inlet Tribal Council (CITC) & Alaska Community Services (ACS) Were Awarded JARC Grant Funds For Employment Trips.



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## Historic Coordination Efforts

- 1995: Anchorage Started Coordination Plans Before It Was Mandated.
  - Feasibility Study
    - Inventory of Services & Needs
    - Gaps
  - Implementation Plan
    - Coordination & Cooperation - AnchorRIDES
- 2007/2008 SAFETEA-LU Plan



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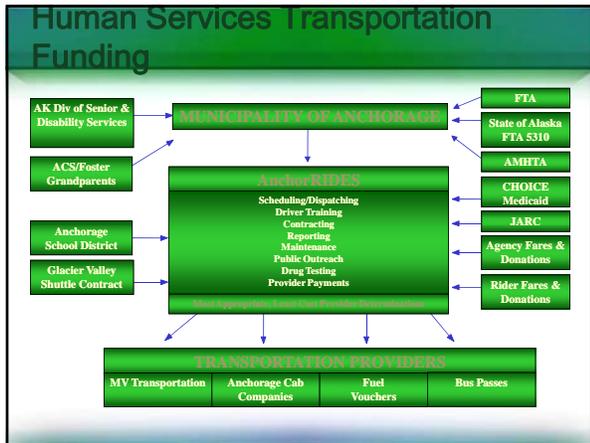
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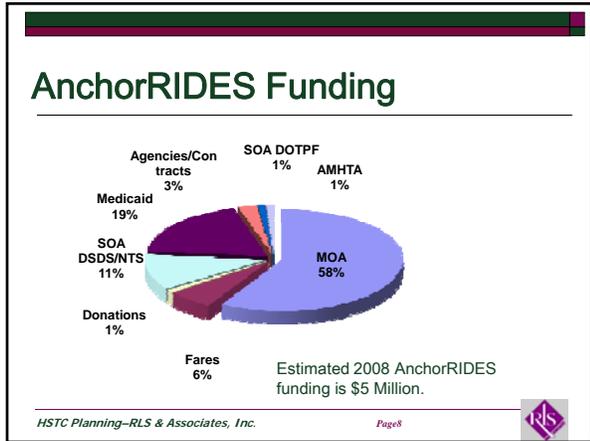
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- ## Funding Source Guides
- ❑ **ADA:** Eligibility Requirements, Comparable to People Mover, Negotiate Times, No Trip Denials.
  - ❑ **Older Adults:** Age 60 & Older, Donations Requested, No Evening/Weekend Service, Prioritization, Trip Denials, No Service on Major Holidays.
  - ❑ **Medicaid:** Only Confined By Prior Authorization and The Plan of Care.
  - ❑ **Other:** Contracts Tailored to Suit Your Needs At Full Cost of Trip or Negotiated Rate.
- HSTC Planning-RLS & Associates, Inc. Page 9

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## SAFETEA-LU Programs

- Projects Selected from Federal Transit Administration Include:
  - Elderly & Disabled (5310)
  - Job Access & Reverse Commute (JARC or 5316)
  - New Freedom Initiative (5317)
  - Alaska Mental Health Trust Coordinated Transportation Project

*These Projects MUST Be Derived from a Coordinated Public Transit-Human Services Transportation Plan.*



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## What is a Human Services Transportation Coordination Plan?

- Required Elements of The Plan:
  - Assess Available Services and Resources.
  - Assess Mobility Needs/Gaps for Older Adults, Individuals with Disabilities, and People with Low Incomes.
  - Identify Goals and Challenges for Filling Gaps, Meeting Needs, and Creating Efficiencies.
  - Set Priorities for Implementation.
  - Locally Adopt, Integrate, and Update Plans.



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## Current Grant Application Requirements

- All Applications For Sections 5310, 5316, and 5317 Must Be Coordinated With The Public Transportation Provider.
- Funding:
  - 25% Of Alaska's 5310 Funding Goes To Anchorage.
  - Mental Health Funds Can Be Match.
- Applications:
  - Anchorage Will Apply At Beginning of 2009.
  - All Applications Will Be Ranked By AMATS.



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## Process for Updating the HSTC Plan

- Identify Service Provider Capabilities & Gaps/Duplications In Service.
  - Review of Previous Coordination Efforts and Plans
  - Stakeholder Survey
  - Demographic Analysis
  - Service Provider Analysis
- Identify Consumer Transportation Needs.
  - Public Outreach/Local Meetings
- Establish A Coordination Working Group.



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## What is Coordination?

*The Sharing of Transportation Resources, Responsibilities, and Activities of Various Agencies with Each Other for the Overall Benefit of the Community.*



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## Mobility Coordination 201

**Welcome To Coordination 201-  
*Intermediate Level***



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## How Will Anchorage Build Coordinated Mobility?

- Analyze Existing Conditions.
- Identify Gaps In Service.
- Establish a Consensus on Priorities.
- Design (Update) Actions and Strategies.
- Assess Alternative Options.
- Implement the Preferred Strategies.
- Evaluate and Improve What Has Been Implemented.



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## Working Groups

Bringing It Into Focus.

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## Topics For Discussion

- What Do We Want To Achieve Through Coordination?
- What Do We Want To Avoid Through Coordination?
- What Do We Want To Eliminate Through Coordination?
- What Do We Want To Preserve Through Coordination?



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## What Are Our Priorities?

- Using Our Flip Charts, Identify The Top Two Priorities From The Working Group Results.



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ENJOY LUNCH!!



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## Action Plans For Our Priorities

- What Steps Can We Take To Achieve Our Priorities?
- What Parties Must Be Involved?



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## Please Don't Stop Now!!!

### □ Next Steps:

- Complete The Survey On Survey Monkey:  
<http://www.muni.org/transplan/>
- Establish An Active Coordination Working Group.
- Prioritize Coordination Goals For The Working Group.
- Implement The Selected Goals & Strategies.



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## For More Information

Laura Brown  
RLS & Associates, Inc.  
(937) 299-5007  
[lbrownRLS@verizon.net](mailto:lbrownRLS@verizon.net)



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**THANK YOU FOR  
PARTICIPATING!!!**

*Please Stay Involved!*



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## Human Services Transportation Coordination Plan Update

Anchorage, Alaska

### What is Human Services Transportation Coordination?

*The Sharing of Resources, Responsibilities, and Activities between Transportation Stakeholders for the Overall Benefit of the Community.*



### HSTC Success Stories

- AnchorRIDES
- Community Transportation in Girdwood
- Governor's Coordinated Transportation Task Force
- Challenge Alaska Shared Vehicle
- VanPool purchase partnership with Mat-Su Borough

### Human Services Transportation Coordination Plan

- Required by SAFETEA-LU in 2006
  - Locally developed
  - Broad participation
  - Assessment of needs
  - Inventory
  - Develop and prioritize strategies
  - Adopted by local governing body

### SAFETEA-LU

**Mandates coordination & provides funding to Anchorage:**

• FTA 5310 (Senior Citizens and People with disabilities)	FY08	\$ 65,000
• FTA 5316 (Job Access Reverse Commute)	FY08	\$ 95,000
• FTA 5317 (New Freedom)	FY08	\$ 56,000
• Alaska Mental Health Trust Authority	FY08	\$ 236,000
- TOTAL		\$ 452,000

### Competitive Process

- Open and Transparent
- Eligible Recipients
- Eligible Projects
- AMATS Ranking

### SAFETEA-LU Plan Update - *Activities*

- Identified Service Provider Capabilities & Gaps/Duplications In Service.
- Identified Consumer Transportation Needs. Established A Coordination Working Group.
- Identified And Prioritized Implementation Strategies.
- Public Hearings held March 3, 2008

### Goals & Strategies

- Goal #1:  
Enhance Mobility Management activities
- Goal #2  
Improve interagency and public communication to increase awareness and ridership

### Goals & Strategies

- Goal #3  
Utilize existing resources fully and seek new funding sources to expand and improve transportation services within Anchorage.
- Goal #4  
Expand services while eliminating gaps

### Goals & Strategies

- Goal #5  
Establish Transportation Service to Underserved Populations and Outlying Areas
- Goal #6  
Improve Safety

### Goals and Strategies

- Goal #7  
Incorporate new technology and capital to improve existing mobility options and serve more people.

### Next Steps

- AMATS adopts
- Begin competitive process for 2008/2009 funds
- Continue working with stakeholders to address gaps in service and keep plan up-to-date.