

## Service Evaluation & Design

# ROUTE RESTRUCTURE PLAN PEOPLE MOVER ANCHORAGE, ALASKA

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## PEOPLE MOVER

Citing the need to significantly improve service to its residents, the Municipality of Anchorage retained RLS & Associates, Inc. to develop a Plan to restructure its People Mover fixed route system. The Municipality, expecting to increase funding to People Mover, desired a significant redesign of the current system and would not be satisfied with minor incremental changes. The People Mover route network is a radial system with most routes based at its downtown transit center. Without timed transfers, there was a significant amount of time spent waiting to transfer, and passenger travel times are very high as compared to travel by car. With much of Anchorage's new commercial and industrial development occurring outside of the downtown area over the past two decades, it was no surprise that a 1996 Origin-Destination study showed large increases in travel to Midtown, South Anchorage, and other locations outside of downtown Anchorage. A comprehensive market research and data collection effort, that included on-board passenger and telephone household surveys, resulted in an understanding of the many facets of the public transportation market in Anchorage. This was supplemented by an extensive public input process that included two series of public meetings, focus groups, one-on-one interviews, and a study Steering Committee. After a detailed on-site evaluation of the current routes and schedules, preliminary alternatives to improve the People Mover system were developed and presented to the study Steering Committee. The final Plan included the development of two additional satellite transit centers, new schedules with timed transfers at the downtown and at one satellite center, the creation of crosstown routes, new express routes, and route deviation service in low density areas. Draft route schedules, a phased implementation plan, ridership estimates, and cost estimates were included in the final Plan.

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