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MEMORANDUM

Date: January 16, 2013 Project #: 12799
To: Project Advisory Committee
From: Susan Wright, PE, Robert Kniefel, PE
Project: Basin Transit Service TDP
Subject: Staff Survey

Following is a summary of a survey taken on January 9, 2012. The survey involved 14 staff from Basin Transit Service including 11 Drivers/Supervisors and 3 maintenance staff. These responses will inform the development of the TDP.

1. How many years have you been an employee of Basin Transit Service?

The average driver interviewed had been with the system for 12 years and the average maintenance person for 8.7 years.

2. Are you a full time or part time employee?

All but one employee interviewed was a full time employee.

3. What is your overall impression of the Basin Transit Service (1 to 5, with 1 being poor and 5 outstanding)?

The average rating from the drivers/supervisors was 3.8 with the maintenance staff slightly less at 3.5.

4. If your overall rating in question 2 was less than outstanding, what does BTS need to do to improve your evaluation?

The comments focused on a few different areas including the following:

- a. New bus equipment (vehicles and lifts) was mentioned by most of the respondents
- b. Bus stop improvements or additions
- c. Reduced headways on existing routes
- d. Expand service area
- e. Parts Inventory system
- f. Improved Maintenance Equipment
- g. Improved communications between all staff members (drivers, supervisors, maintenance, and admin.)
- h. Stickers for OIT and KCC too small to read

5. If additional funding was made available should the focus be on adding new service areas, reducing the times between buses, improving the bus/bus stop facilities or other items?

There was variety of responses. They are listed below in frequency order:

- a. New buses and lift equipment – 8 responses
- b. Reduce headways – 3 responses
- c. Reduce headways for KCC – 2 responses
- d. Expand mainline service areas – 2 responses
- e. Individual responses
 - i. Expand Feeder route service areas
 - ii. Improve Bus stops
 - iii. Review route schedules
 - iv. Add more bus stops
 - v. Provide a downtown driver restroom

6. Do you have any recommendations dealing with the vehicles, transit centers, bus stop amenities or service policies that would help improve the service?

- a. Run times are too tight - 2
- b. Good job of making money work
- c. expand shop to include inspection pit
- d. Policies are good
- e. Detroit Diesel 40 engines are bad
- f. Good relationships with other agencies
- g. More service during the day
- h. More efficient ways to serve need
- i. Expand Feeder Routes
- j. Overall good management and drivers
- k. Yield signs on all buses to help buses get back into traffic
- l. Improved wheel chair lifts
- m. Bus name signs on exterior of buses with more route information
- n. Do not pull into hospital lot, too many problems
- o. Stronger police effort to deal with cars parked in bus stops
- p. More frequent stops
- q. Better maintenance
- r. Longer bus bay at Downtown Transfer center (blocks driveways)
- s. Policy on how to handle strollers (very lax)
- t. Enforce priority lower seating areas for H/C and Seniors

- u. More cup holders on buses
- v. Need new equipment to have good service
- w. 96% of connections made
- x. Route times same all day but maybe should vary according to traffic or weather conditions
- y. Need bigger sander or have the local government do priority sanding and snow plowing
- z. Consider using an automated bus ticket sales machine