

Transit Center Study, Phase 2 Open House

At the end of the survey questions, two open ended questions were asked: 1) Are there any other criteria or factors that you think are most important when deciding on the site for the new Transit Center? and 2) Do you have additional comments you'd like to share? Following is a summary of the responses.

Q1. Are there any other criteria or factors that you think are most important when deciding on the site for the new Transit Center? There were 128 responses to this question. These responses have been categorized as described below, with some responses included under multiple categories.

- **Safety** was mentioned most frequently (35 comments). Safety means different things: safety of access (crossing streets, on street vs off street), public safety/security at or in the transit center, rider safety, etc.
- The **need** for a new transit center was the second most mentioned factor (20 comments). Most respondents who commented on need felt a new transit center was not needed, but some commented that this would be a good investment that the whole city would benefit from. Closely related to need was **Cost** (mentioned in 17 comments); the high cost of the ConocoPhillips site was mentioned frequently as a negative and the low cost of the existing site was mentioned as a positive for that alternative.
- Providing **shelter from the elements and other amenities** (benches, restrooms, vending machines) were factors frequently mentioned (14 times). These were often mentioned in conjunction with the need for increased safety/security of patrons.
- **Multi-modal possibilities** was identified as a factor (11 comments). Respondents want to see easy connections to the Alaska Railroad and future commuter trains but also to walking, biking, park & ride, etc.
- **Growth potential** was seen as a positive factor (11 comments). Most comments related this to the potential to expand transit service but a couple comments related to the potential to add retail or commercial development at the Chinook site.
- **Location** was frequently mentioned (11 times). People want to see the transit center conveniently located but that means different things to different people—some felt that existing site was closest to where people needed to go and the Chinook lot was too far away. Others felt the Chinook site was in a better location and others made the comment without stating a preference for a particular site.
- **Accessibility** was another factor that was frequently mentioned (10 comments). This was generally related to the steep grades around the Chinook site and concern for disabled people to be able to access the site, particularly in winter. A general comment was made that riders with disabilities have an outsized need for good transit and consideration of their needs should be prominently considered in the decision.

Q2. Do you have additional comments you'd like to share? There were 91 responses to this question. Responses have been categorized as described below, with some responses included under multiple categories. In general, the comments mirrored the sentiments of what was expressed in response to the first question.

Comments related to the **existing site** were all in support of keeping it (14 comments):

- Works and is in a good location; don't see the need to move.
- Would like to see improvements made for security.
- Eager to see indoor areas re-opened soon

Comments related to **ConocoPhillips site** (4 comments):

- Too expensive (4 comments)
 - Don't support building a parking garage for ConocoPhillips (2 comments)
 - Like the site, but concern about cost (1 comment)

Comments related to **Chinook site** (12 comments):

- Good location, near railroad.
- Like the idea of the potential of the site—room for transit growth, room for additional uses.
- Like that the buses are fully off-street, that the transit center is a stand-alone facility.

Other comments:

- Some didn't like any of the options (2 comments)
- Comments about safety and security (at the new transit center, 7 comments; unrelated to the transit center, 3 comments)
- Comments about desired design features (desire for indoor waiting areas, safe restrooms, benches, etc., 12 comments)
- Comments about cost in general of a new transit center, how to fund it (7 comments)
- Comments about operations (unrelated to the transit center) (17 comments)