

Juneau Transit Survey 2022



Prepared for



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by Rain Coast Data



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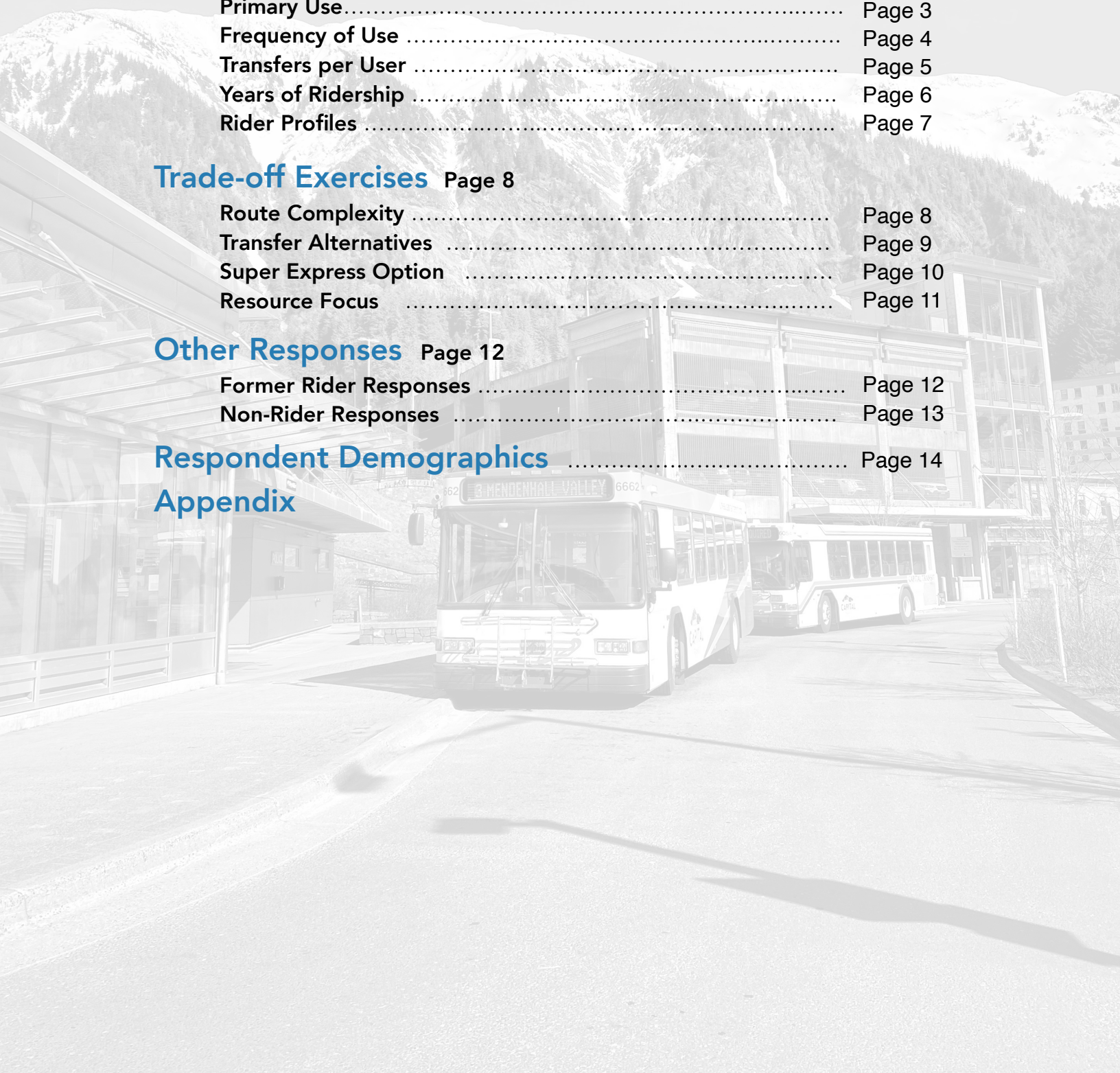
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Summary of Findings

In April and May 2022, 625 Juneau residents, including 363 Capital Transit users, participated in a community transit survey. Key findings are as follows:

Primary Purpose of Bus Ridership in Juneau (Bus Riders Only): The primary reason people in Juneau ride the bus is to get to and from work. More than two-thirds of Juneau transit users ride the bus for the purpose of commuting to work (69%), two-thirds (66%) use it for grocery or other forms of shopping, and nearly half (48%) use the bus to travel to health care appointments. When asked what the primary focus of Capital Transit should be in the future, the top answer was commuter services, followed by overall service to the general local population.

Frequency: On average, Juneau transit users make 11 bus trips per week. Subgroups reporting the lowest usage frequency include those in older generations and whites. Subgroups with the highest number of weekly trips include those using the bus to access child care or attend school.

Profile of Bus Riders: More than half of all bus riders have been using Capital Transit for at least ten years, and 27% have been using the system for more than 20 years. Juneau bus riders are more likely to be Alaska Native than of any other race. Bus riders identify as Alaska Native at more than twice the overall percentage of Alaska Natives in Juneau (47% versus 21%). Nearly half (45%) of Juneau bus riders report that they are low-income.

Trade-off Preferences:

- **Route Complexity:** Bus users prefer a simpler network with fewer routes but more frequent and consistent service on those routes (76%) to a more complex network that includes more “specialty” commuter routes but less frequent and consistent service on all routes (24%).
- **Transfers:** Bus users were equally divided between having longer bus travel-time with more reliable bus transfers or shorter bus travel-time with less reliable transfers.
- **New Express Route:** When asked their preference regarding a new super express service, more than three-quarters of respondents prefer either one stop at Fred Meyer (42%) or no stops at all (35%).

Former Riders and Non-riders: Those who don’t currently ride the bus say they might again in the future if they lose access to their current vehicle or if gas prices remain high. Those who have never ridden on the bus say their primary reason for not doing so is that they have a vehicle.

More detailed findings are presented on the following pages.

Survey Methodology

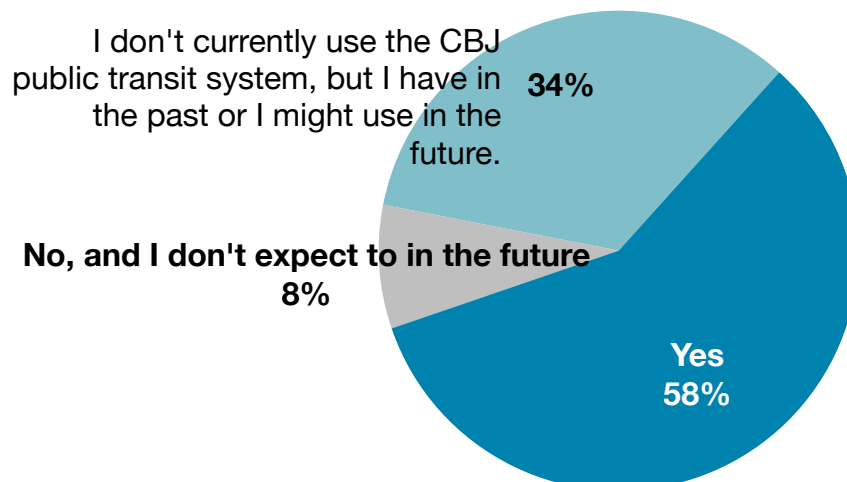
City and Borough of Juneau's Capital Transit is opening a new Valley Transit Center (VTC) at the Mendenhall Mall in the summer of 2022, which will become the primary bus transfer location for the Valley. To better understand how corresponding changes to bus and route scheduling will impact bus users and which alternatives are preferred, the City and Borough of Juneau (CBJ) contracted with a team that included Rain Coast Data and HDR to conduct a transit needs assessment survey in Juneau.

Rain Coast Data designed the survey on behalf of the CBJ. The web-based survey was administered electronically from April 1 through May 9, 2022. Additionally, HDR collected 10 paper based surveys distributed on buses in April and conducted outreach to the Social Service campus. The survey asked Juneau residents to respond to 20 questions about their transit preferences and priorities, with specific trade off questions to guide Capital Transit in service modification. The survey was heavily advertised, especially on the buses and at bus stops. Prizes, including a \$200 Fred Meyers gift certificate and free bus passes, were provided as survey incentives.

A total of 625 people in Juneau took the survey, including 363 current bus riders. Using American Community Survey 2020 commuter data to make estimates regarding bus ridership in Juneau This means approximately a third of current community bus riders participated in the process, for a survey confidence level of 99% with a margin of error of 5.5% for transit users. HDR developed the appendix.

Survey Participation = 625

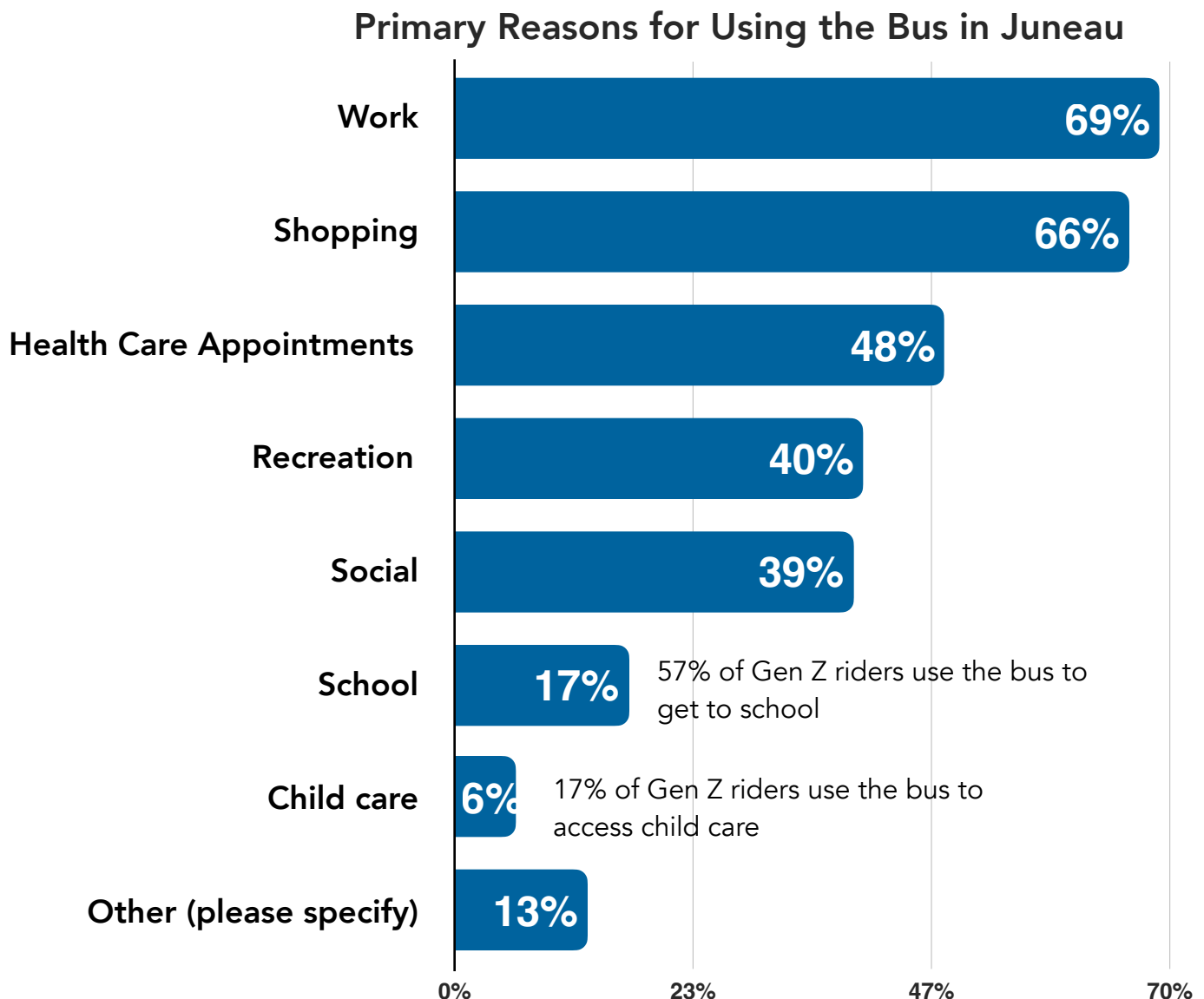
Do you use the city bus system in Juneau?



Bus User Responses

What are your **primary reasons** for using the bus? Mark all that apply. Travel to/from:

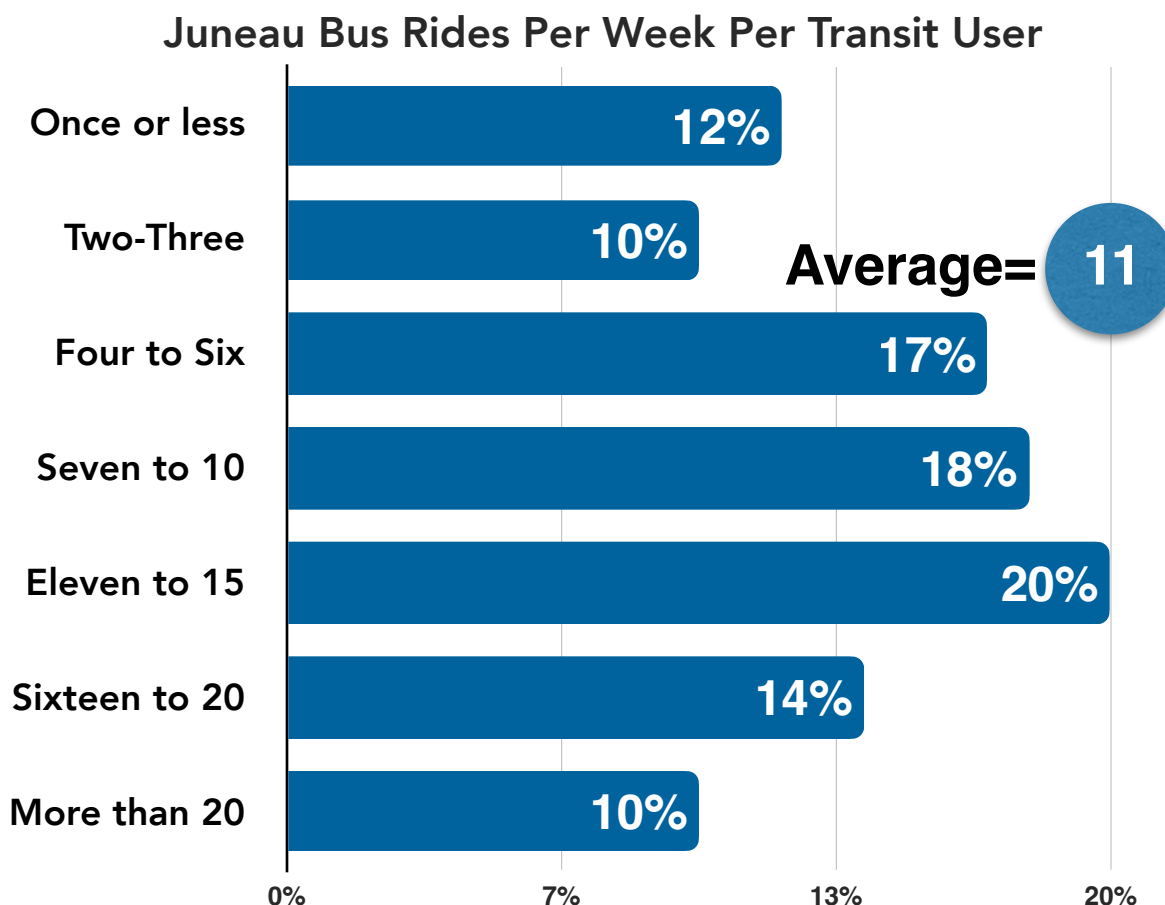
More than two-thirds of Juneau transit users ride the bus for the purpose of commuting to work (69%), two-thirds (66%) use it for grocery or other shopping, and nearly half (48%) use the bus to travel to health care appointments.



Respondent comments regarding "Other" in Appendix.

During a normal week, how many times per week do you use the bus?

On average, Juneau bus riders take 11 bus rides per week. About a quarter (22%) use the bus less than four times, about a third (35%) use the bus 3 to 5 times, 24% use the bus 11-20 times, while 10% use the bus more than 20 times per week. The most intensive frequency by subgroup is by those using the bus for child care and those attending school (14 to 15 times per week). Those reporting the lowest usage frequency include those of the Silent and Baby Boomer generations, and whites (6 to 8 times per week).



Average Bus Trips Per Week by Subgroup

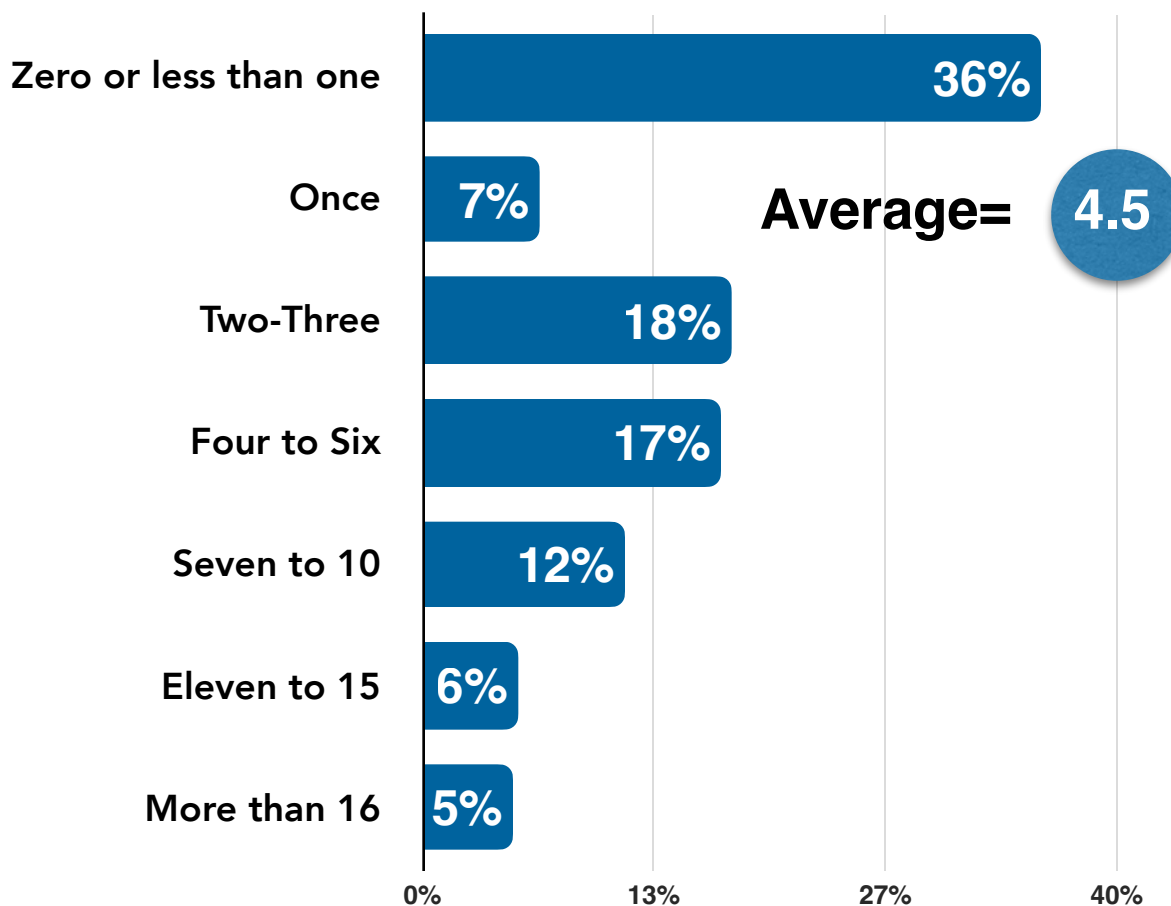
Primary Use is for Child Care = 15
Primary Use is for School = 14
Alaska Native = 13
Low Income = 13
Generation X = 13
Generation Z = 13

Primary Use is for Work = 12
Millennial Generation = 10
Not Low Income = 9
Baby Boomers = 8
White (only) = 8
Silent Generation = 6

Of these trips, how many include **transfers** (using two or more buses to make a single trip)?

Juneau transit users make an average of 4.5 transfers per week. More than a third of users either do not make any transfers while using public transit, or make less than one transit per week. Over a third (35%) make two to six transfers per week, while 11% of Juneau bus riders are super transit users, making more than 11 transfers in a typical week. Those making the most transfers include those living in Douglas, those using the bus for school or child care purposes, and Alaska Natives. Those identifying as white-only are the least likely to make transfers.

Juneau Bus Transfers Per Week Per Transit User



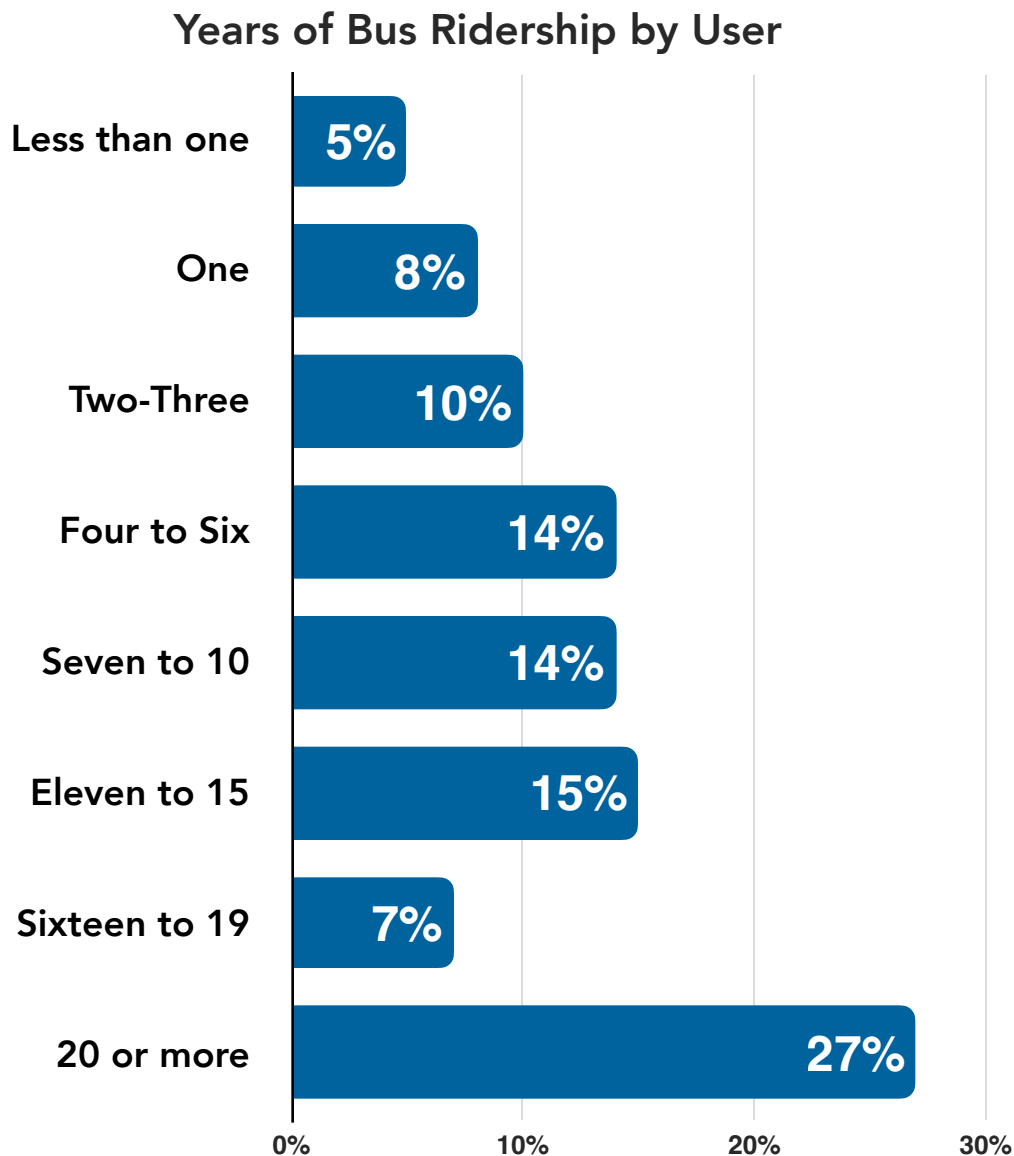
Average Bus Transfers Per Week by Subgroup

Lives in Douglas = 8.1
Primary use is for school = 7.9
Primary use is child care = 7.4
Alaska Native = 6.8
Generation Z = 6.8
Low income household member = 5.9
Primary use is work = 5.8

Millennial Generation = 5.5
Lives downtown = 4.9
Baby Boomers = 4.7
Lives in Lemon or Salmon Creek = 4.6
Lives in Mendenhall Valley = 4.5
Lives in Auke Bay to end of the road = 3.4
White only = 3.0

How **many years** have you been using the Juneau bus system?

Juneau bus riders tend to be long-term users. More than half of all users have been bus riders for at least ten years, with 27% reporting being Capital Transit users for 20 or more years.

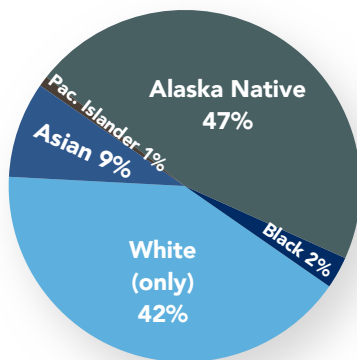


Juneau Bus Rider Profile

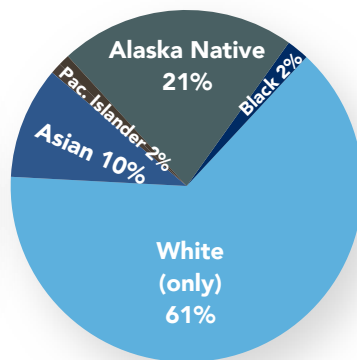
Juneau bus riders are more likely to be Alaska Native than of any other race. Bus riders identify as Alaska Native at more than twice the overall percentage of Alaska Natives in Juneau (47% versus 21%). Nearly half (45%) of Juneau bus riders report that they are low income. Riders take an average of 574 bus trips every year, along with making 234 bus transfers.

Race and Ridership in Juneau

Race of Bus Users



Race of Juneau Population



Ridership Frequency

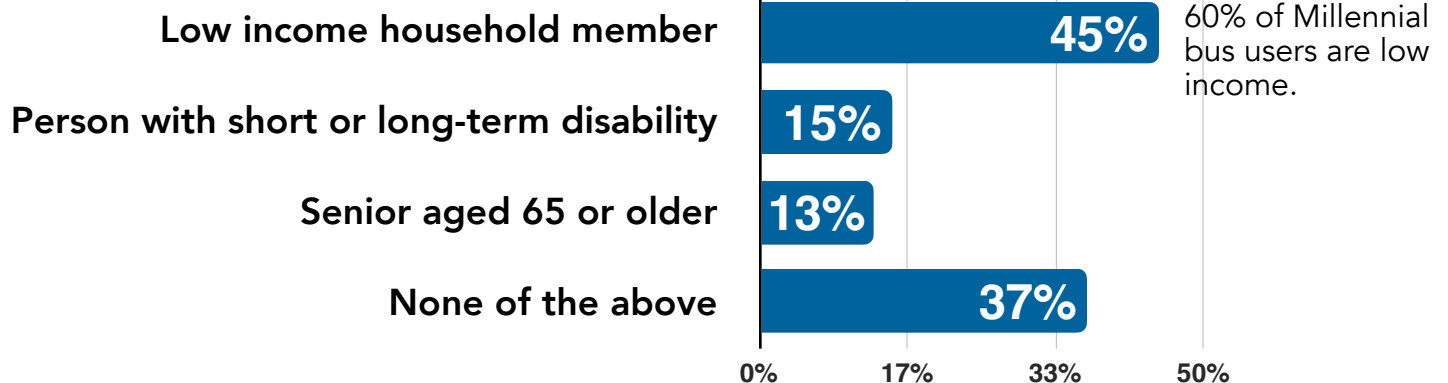
Average Trips per Year = **572**

Average Transfers per Year = **234**



Characteristics of Juneau Bus Riders

Are you a member of the following population groups: (mark all that apply)



Trade-off Exercises

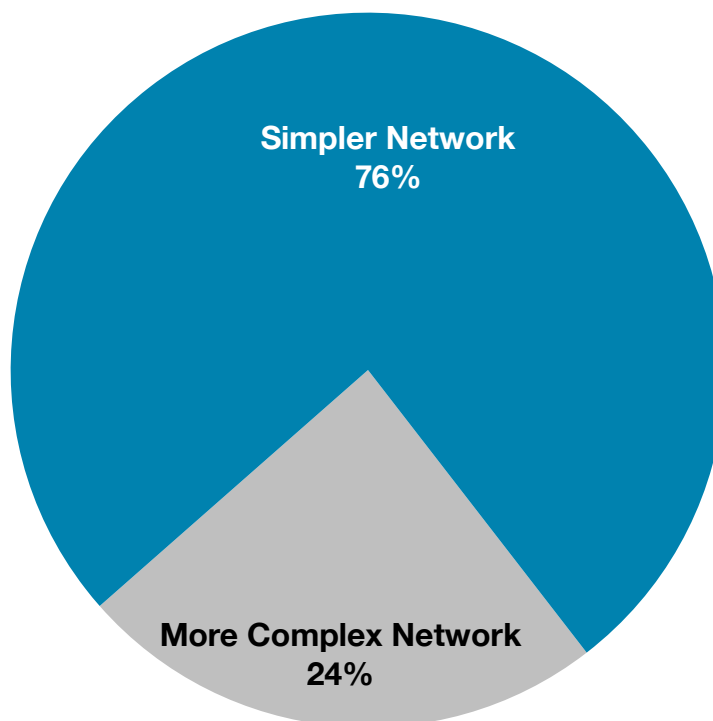
Route network complexity: Which alternative do you prefer?

Bus users were asked to choose between two options:

- 1) **Simpler network with fewer routes but more frequent and more consistent service on those routes; or**
- 2) **More complex network that includes more “specialty” commuter routes but less frequent and less consistent service on all routes.**

Bus users overwhelmingly chose a simpler network with more than three-quarters (76%) of all Juneau transit users preferring this option.

Which alternative do you prefer?



Transfers: Which alternative do you prefer?

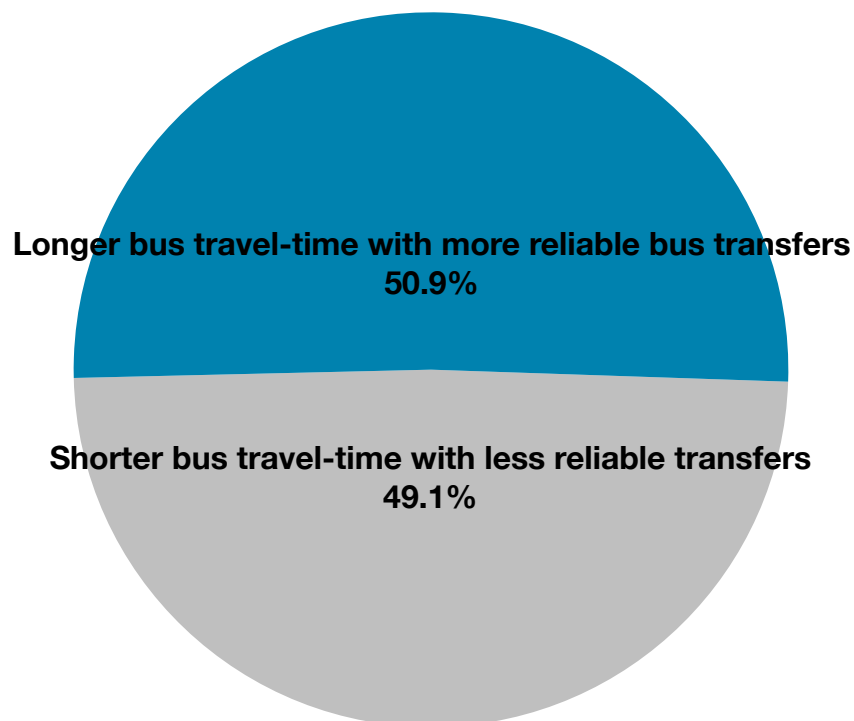
Bus users were asked to choose between two options:

- 1) **Longer bus travel-time with more reliable bus transfers;** or
- 2) **Shorter bus travel-time with less reliable transfers.**

To help users understand the options, a further explanation was provided: *For example, for longer travel-time when traveling from the Valley to Douglas, total travel time could increase by 15 min, but you would have less than 5% chance of missing a transfer. OR for shorter travel-time day travel could be 15 minutes faster, night travel could be 44 min faster, but transfers could be missed by up to 30% of the time, which could add an additional 30 min to scheduled travel time.*

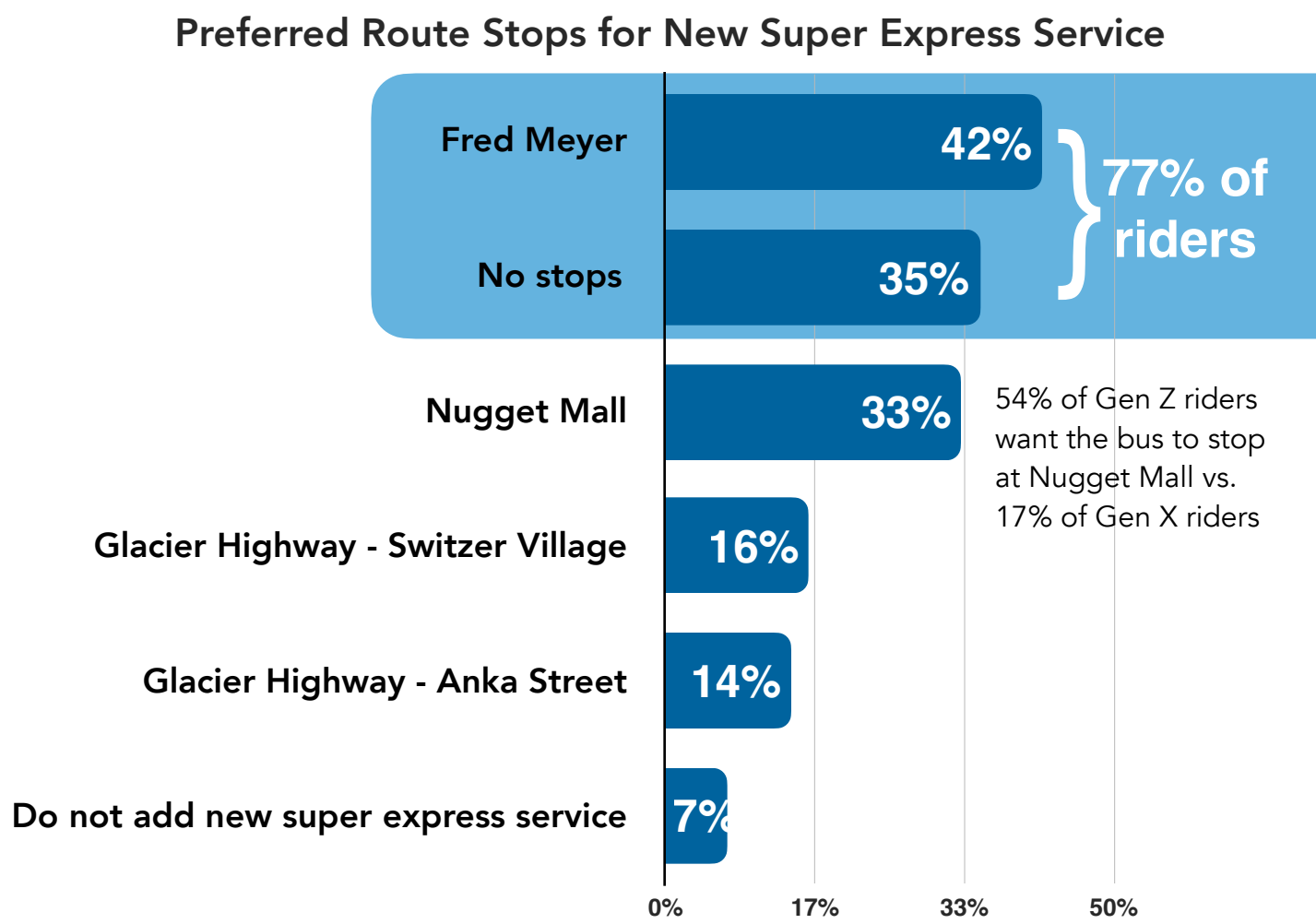
In this case, users provided no clarity on preferences with approximately half of all riders choosing each option. Attempts to provide clarity through filtering by Juneau geography or primary reason for bus travel also provided no significant difference in preference. Those with zero to one weekly transfers had the same preference as those who have seven or more transfers weekly (a slight lean toward shorter bus time) while those transferring 2-6 times lean toward the longer bus trips. The only distinction appears to be generational: 58% of Baby Boomer riders want longer travel time and 57% of Generation X riders want shorter travel time.

Which alternative do you prefer?



New Super Express: Where would you like an express service bus to make stops?

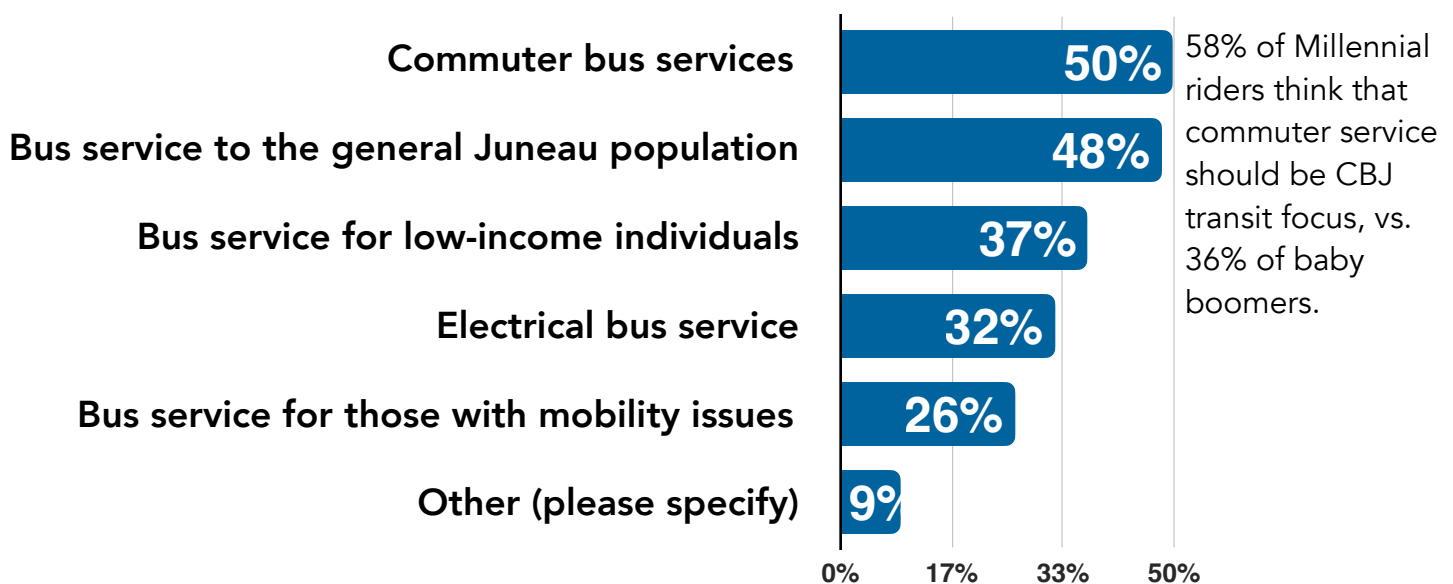
Juneau transit users were asked their preference regarding a new super express service that could be developed by converting “dead heads” (non-revenue trips) into new bus service between Valley and Downtown Transit Centers. More than three-quarters of respondents (77%) prefer either one stop at Fred Meyer (42%), or no stops at all (35%). One-third of riders would also like the bus to stop by Nugget Mall, while 30% of riders would like a stop on Glacier Highway. Seven percent of respondents do not think a new super express service is needed. Respondents could select as many stop options as they wanted. Overall, 35% want nonstop service, 35% of riders selected 1 stop, 19% chose 2 stops, and 11% chose 3-5 stops.



Resource Focus: How should CBJ focus transit planning?

Juneau transit users were asked how they feel the CBJ should focus planning time and resources moving forward. Half of bus riders feel that the focus of bus service should be on commuter activities to and from work. A similar percentage said the focus should be towards Juneau's population as a whole. The third most popular response was to focus on transit for low-income individuals. Respondents were asked to select up to two answers, but many selected more.

Preferred Focus of Transit Planning by Bus Users



This question was also asked of those who have used the bus before, but are not current users, as well of those who have not used the bus and have no plans to. Non bus users were more likely to want CBJ to focus on electric buses, with 46% of non bus users wanting electric buses, versus 32% of bus users.

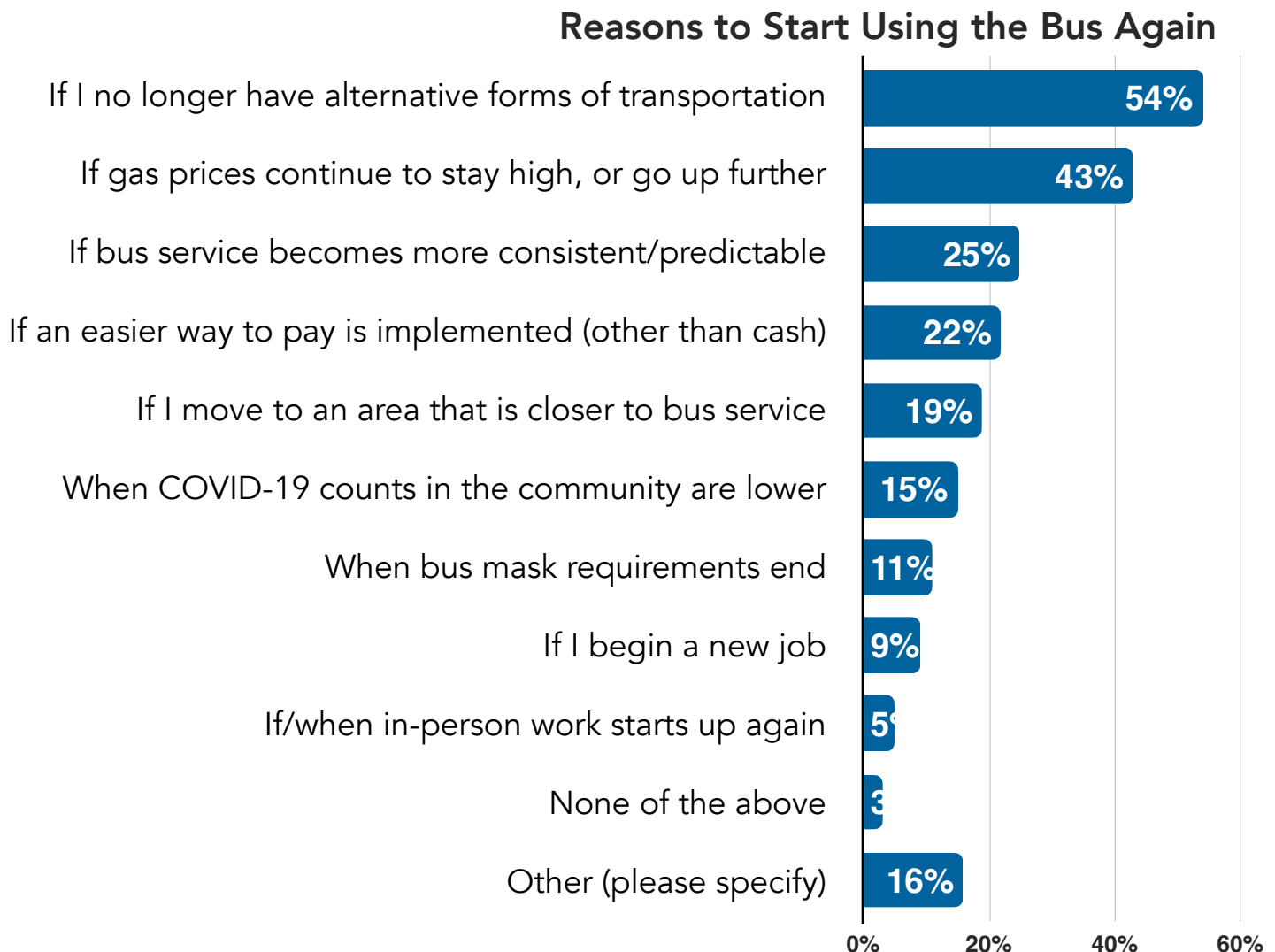
Preferred Focus of Transit Planning by all Respondents

User Type	Commuter bus services (service to / from work)	Bus service for low-income individuals	Bus service for those with mobility issues (seniors and those with disabilities)	Electrical bus service	Bus service to the general Juneau population
Active Transit User	50%	37%	26%	32%	48%
Inactive Transit User	56%	39%	29%	41%	47%
Non-Transit User	51%	44%	29%	46%	49%

Former Bus User Responses

Please check the reasons you might start using the bus again (mark all that apply)

Non-current transit users also participated in the survey. They were asked what might drive them to become a bus user again. Top responses included 1) if they no longer have access to a vehicle; 2) if gas prices become (or remain) too high; 3) if bus service becomes more consistent and predictable; and 4) if easier payment forms are implemented.



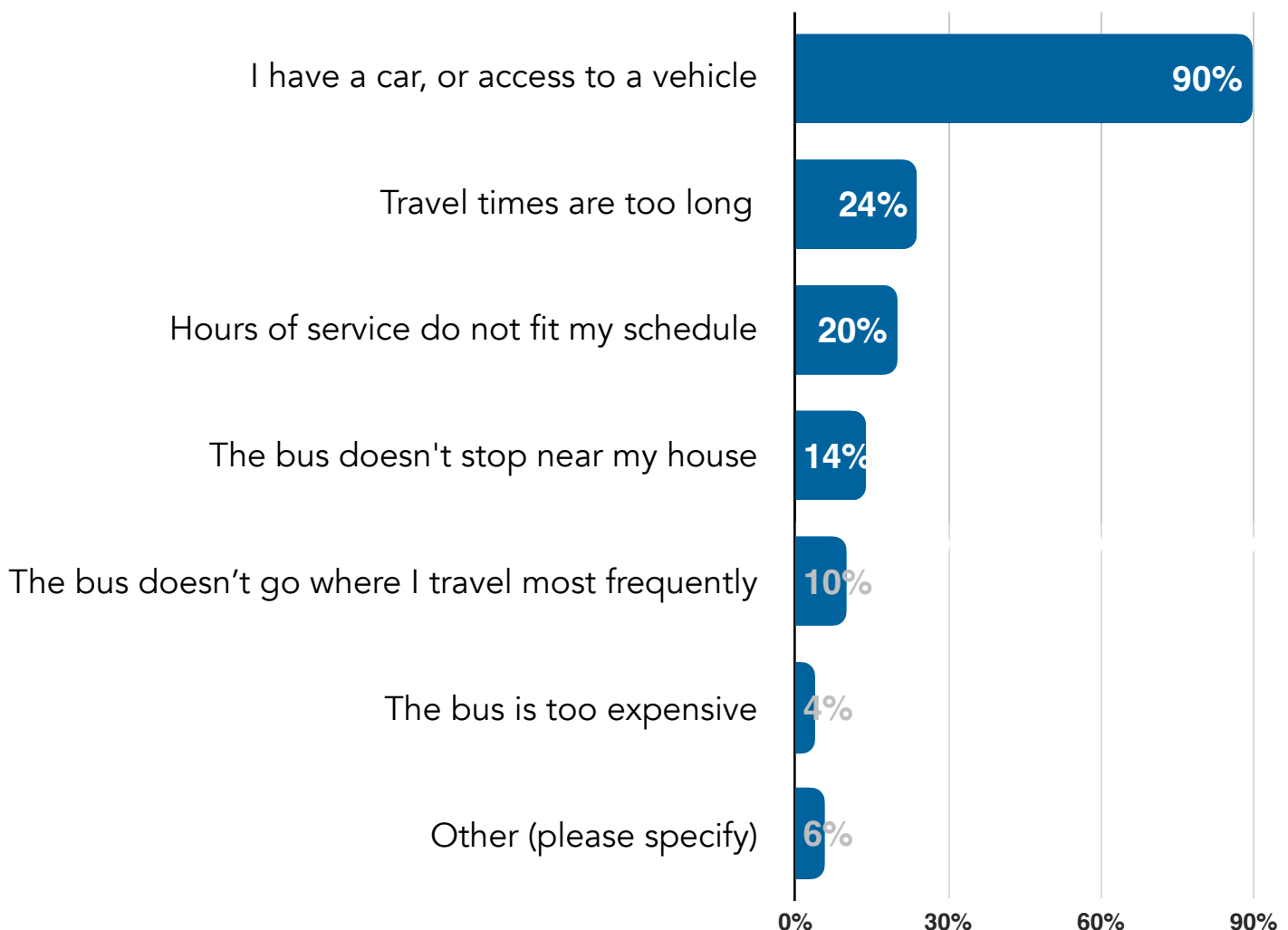
Respondent comments regarding "Other" in Appendix.

Non Bus User Responses

Please check the reasons you do not use the bus (mark all that apply)

Those who have never used the bus in Juneau, and have no plans to use it in the future, also participated in the survey. These respondents were asked why they do not use the bus. The primary response was that these respondents currently have access to a vehicle.

Reasons to Not Use the Bus



Respondent comments regarding "Other" in Appendix

Respondent Demographics

The response rate to this survey was very high. A total of 625 residents from Juneau responded to the community transit survey. The survey was open to all residents. However, because the survey was focused on collecting responses from active transit users, the overall response was more likely to represent those more likely to live near the Capital Transit route. The survey over-surveyed Millennials and under-surveyed Generation Z.

What is your generation?

Generation of Respondent	% of Survey Responses	% of CBJ Population
Generation Z 2000 - 2019	11%	26%
Millennial Generation 1981 - 1999	39%	29%
Generation X 1965 - 1980	26%	26%
Baby Boomers 1945 - 1964	23%	22%
Silent Generation 1925 - 1944	2%	3%
Greatest Generation 1901 - 1924	0.2%	0.1%

Where do you live?

Home of Respondent	% of Survey Responses	% of CBJ Population
Mendenhall Valley	36%	45%
Douglas	24%	17%
Downtown/ Thane	19%	11%
Lemon Creek and Salmon Creek	15%	15%
Auke Bay to end of the road	5%	11%

What is your gender?

Over 55% of respondents are female, while the Alaska Department of Labor data finds that overall 50% of the city's population is female.

Appendices

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Appendix A

Text Answers from 2022 CBJ Capital Transit Survey

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1. Reasons not using the bus

If you do not use Juneau's Capital Transit bus services and do not plan to please check the reasons you do not use the bus (mark all that apply). Other:

All Answers (3)

#	Comments
1.	I don't live in AK but will be there on vacation in June. Hope to use the bus while on vacation.
2.	Bus is not orbital launch vehicle
3.	Extreme social anxiety

2. Reasons to start using the bus again

If you used Juneau's Capital Transit bus services in the past but do not currently, please check the reasons you might start using the bus again (mark all that apply). Other:

All Answers (30)

#	Comments
1.	Moved out of state for a few months.
2.	Better stop times at business so you can ride to work
3.	Bus service becomes provided to my area
4.	Recovering from broken hip
5.	Valley to downtown for summer employment
6.	More express service
7.	I sometimes use it when I drop my car off for service

8.	My child will be a high school student soon, and we don't think there is an "activities bus" to Douglas
9.	For fun
10.	When the new transit center opens
11.	I would like to go downtown and not worry about parking.
12.	Medical condition allows
13.	When my husband can no longer drive. We are getting old and it will happen.
14.	Or when service returns to Radcliff Street
15.	For certain times when I don't want to drive (out drinking, etc.)
16.	When my car is getting fixed
17.	If park and ride becomes available
18.	If my car is in the shop
19.	I've used the bus when my car was in the shop.
20.	When I can orbit the moon
21.	If more buses are electric
22.	If I go to UAS
23.	If hell freezes over
24.	As I age and stop driving a personal vehicle
25.	If parking at my employ becomes problematic.
26.	Would consider commuting by bus if there was a valley park & ride
27.	One car family happens
28.	The bus just to come by my house on Saint Ann's Avenue and now the trudge to the boat harbor area is too far for me to walk.
29.	My work schedule has become too unpredictable to know when I can rely on bus service or when I should take my car.
30.	When I am do not have to drop off / pickup my kids from daycare

3. Reasons you use the bus

What are your primary reasons for using the bus? Mark all that apply. Travel to/from. Other:

All Answers (45)

#	Comments
1.	Transportation
2.	Getting food
3.	Look for work
4.	When vehicle is being maintained
5.	Take same bus every Tuesday and Thursday home from UAS class downtown Juneau!
6.	Normal
7.	Teen center and Iga
8.	Stuff.
9.	I am visually impaired. The bus is my main transportation.
10.	High gas prices
11.	Community Garden Access
12.	Treatment
13.	Sight seeing

#	Comments
14.	Save money / economical
15.	Pick up car, go to airport
16.	Doing laundry at parents
17.	To get from point A to point B & back & to get around town.
18.	The bus is my main form of transportation!
19.	AIRPORT, movies, plays, concerts
20.	Getting to / from church
21.	To check on friends and family
22.	Usage
23.	I enjoy using the buses as transportation for when I am in need of getting some time to myself or with my partner to listen to music and have a constantly changing view of Juneau to be grateful of
24.	Cars broke . .
25.	Weekly meditation and tai chi practice
26.	It's my primary transportation
27.	Vehicle in for service, short trips
28.	Mix of reasons. Especially to avoid driving in snowstorms.
29.	My only transportation.
30.	When car is in the shop I work downtown but live by the airport.
31.	Lawyer, banking, and appointments
32.	Need express going to Costco and Home Depot.I mostly drive but when I don't have a vehicle I absolutely use the capital city transit for shopping and paying my bills because I have quite often in the past. And sometimes
33.	Going to the prison 4x a week
34.	I take my dog to the park this way :)
35.	Medical appts for SEARHC
36.	To go and visit family
37.	Everywhere I need to go I take a bus
38.	Don't use. May have to in the future.
39.	When doing school and or work, usually the last two.
40.	To get anywhere in town so I don't have to walk as far.
41.	To the Airport or valley.
42.	Misc car appointments.
43.	Car repair appointments.
44.	When my car is breaks.
45.	I don't own a car so this is my transportation for anything.

4. Planning focus

How should CBJ focus transit planning? Other:

All Answers (56)

#	Comments
1.	Discount for homeless
2.	You can't take away the bus stop right for someone who never ride's the bus put back back the breakwater inn bu stop disabled people
3.	Normal
4.	No Davis.
5.	Airport and major businesses
6.	Continue offering express service
8.	What does income have to do if the fares paid 😞🙄😞😞😞😞😞
9.	All of the above
10.	Simple, less stops (it's not a taxi or tour company)
11.	Easy access and time considerations
12.	Low income, handicapped, and work all important
13.	Earlier, later, and weekend stops at JNU airport
14.	Conduct a simple survey regarding the bus drivers.
15.	Transit center to transit center
16.	Simply an option to having to drive and fight for parking
17.	Another N Douglas bus time.
18.	Nothing
19.	Bus a bum. Like in Seattle.
20.	Passenger safety
21.	Add express on weekends
22.	Also accommodating all riders
23.	Reducing the operating costs using electric buses is essential. Then make it affordable for low-income families and accessible for the general workforce who commute to work everyday w high priced gasoline.
24.	Reinstate bus turn around at the Auke bay ferry terminal. One too many people are walking along a high speed darkened part of a highway
25.	Later Sunday routes.
26.	Early work bus run (6:30-7:00); sign in bus stops needs updating. Fix bus stop at Egan by DMV.
27.	Promote more public transportation in general. Less reliance on cars.
28.	Light rail to Auk Bay
29.	Need bus that goes up to Mt. Bradley
30.	Early work hours 5:30 am
31.	More services. Ridership would go up.
32.	Downtown Commuter
33.	Enough Transit Operators – Community Needs
34.	Modern transit station(s) in Lemon Creek, South Douglas
35.	You guys should make a Facebook page that updates user to winter routes and early or late buses
36.	Transportation for our tourists! Why separate our transportation needs between locals and tourists?
37.	Part time express service on weekends or at least a better way.to get to Fred Meyer that isn't packed by Ankara and Switzer folk

#	Comments
38.	Additional service during tour season please.
39.	College to downtown no stops. Takes way too long for college kids that don't have cars to do internships and do classes
40.	Build a light rail type system that connects downtown to Auke Bay.
41.	Direct Service to shopping centers.
42.	A light rail from Mendenhall to downtown.
43.	Better small bus service through the Valley
44.	A downtown circulator
45.	Majorly traveled places like ferry terminal
46.	AMHS connection for visitors
47.	Bus service out The Road, at least to the ferry terminal, but there could be a good turnaround at Lena Point.
48.	Out the road to Eagle Beach Campground Area
49.	People who don't have cars. My tenants don't own a car (I believe for economical reasons) and I often think how hard or expensive to get to activities on the bus or paying for rides.
50.	To augment the commuter bus service: consider adding increased service during commuter hours: 7-9am, 4-6pm. I would use the bus system a lot more if there was for frequent, expanded services during these hours.
51.	Better routes for residential areas. I did not have a vehicle for almost 5 years. I had to move to be able to get to work.
52.	Light rail!
53.	More frequent routes using circulator shuttles with connectivity to other routes
54.	Bus service from Juneau International Airport
55.	Light rail from Valley to Downtown. Extend bus service to Ferry Terminal at least twice daily (or per ferry schedule)
56.	More routes to Old Glacier Highway

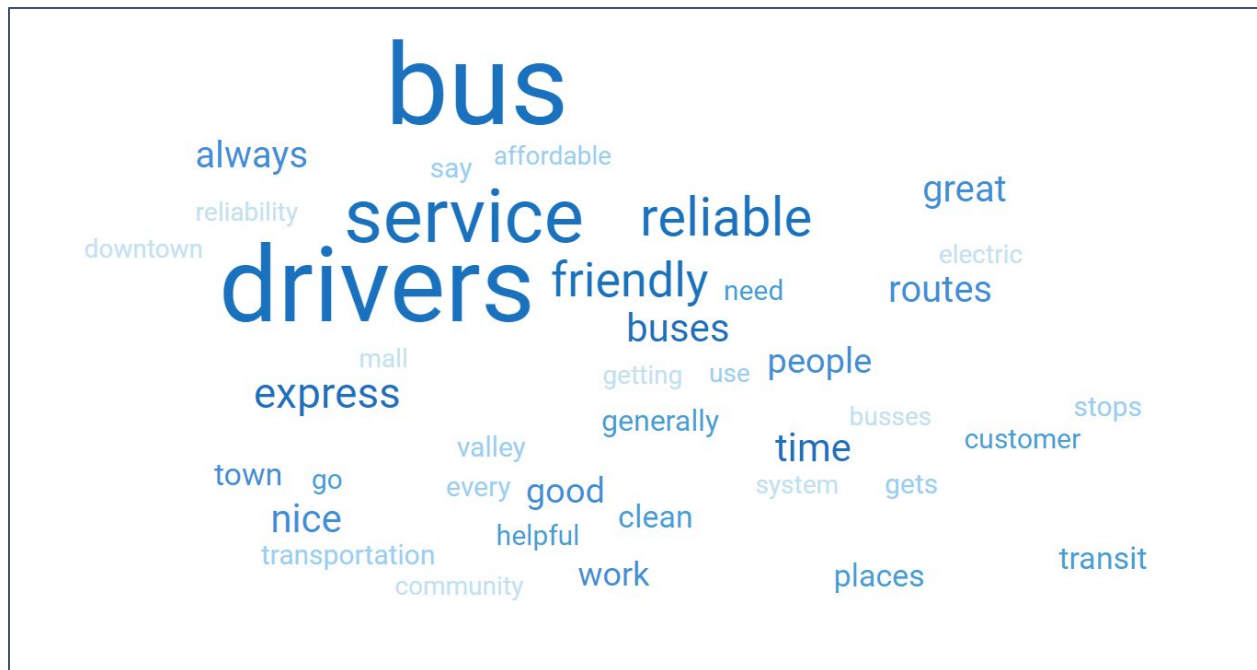
5. What is the best thing about Capital Transit?

Bus Users

Analysis

Clear top themes emerged in the answers:

- Friendly and helpful drivers
- Reliable
- Affordable
- Good routes
- Clean



Bus User Answers (281)

#	Comments
1.	That it's here
2.	Being able to get to work
3.	The new bus stop by The Glory Hall!
4.	Every half hour bus
5.	Bus stop by new Glory Hall
6.	Service
7.	The service it provides to those with low income
8.	Masks for covid
9.	It's for the people that don't or can not drive
10.	Being able to not ask people for rides all the time to get to work
11.	Bus.
12.	That most of your workers are really friendly and smile most of the time
13.	Accommodating and leisurely
14.	The driver's, huge Thank you to all!
15.	The customer service is incredible and the employees are always so kind.
16.	Clean bus
17.	Frequency of buses
18.	The service is always helpful.
19.	The kind drivers
20.	I think the Capital Transit is great
21.	The drivers
22.	You can get to most of the places you need to go, eventually.
23.	Appealing because it is safe, comfortable and affordable.
24.	Better wait times than Fairbanks
25.	Goes generally where I need to

26.	Just grateful that we have a bus.
27.	Free ADA service
28.	Poor service for disabled
29.	Near-frequent service
30.	Easily accessible
31.	A lot has improved since I was a teen
32.	Available year-round, relatively consistent. The app is great when it works.
33.	Friendly drivers!
34.	The bus drivers
35.	The best thing about Juneau Capital Transit in my opinion is of course the ride to and from. I also enjoy the attitudes' of the bus drivers!!
36.	Normal
37.	I like the new electric bus.
38.	Multiple places to catch a bus.
39.	Everything.
40.	Friendly drivers
41.	Not sure.
42.	Getting to work on time.
43.	Drivers that are not afraid to confront and remove the frequent trouble makers.
44.	How nice the bud driver is and they help you out when needed and how it takes me to places I need to go
45.	Being able to make Transfers, up town and Douglas.
46.	Friendliness's
47.	I can take the bus really anywhere it's fast and on time, everyone is nice
48.	Bus drivers are very nice, and the buses are clean (when I get on them)
49.	Gets me to and from work.
50.	Friendly and competent services, low price.
51.	Low cost, low risk, clean friendly transportation where I need to go.
52.	It was the people but with Covid its been crazy
53.	Friendly staff
54.	Access and timeliness
55.	Great communication from the drivers when asking questions
56.	The friendly bus drivers
57.	Customer Service on the office's behalf
58.	The drivers are very helpful and knowledgeable
59.	Relatively reliable!
60.	Friendly drivers
61.	Express between Mendenhall mall and federal building
62.	It's more reliable and less confusing compared to the anchorage transit system. The time for pickup and drop off is much more reliable.
63.	Bus cleanliness
64.	Reliability
65.	On time
66.	Every half hour buses that make getting places most efficient
67.	Nice employees not all but some.
68.	The drivers over the years have been friendly and helpful, buses are usually clean.

69.	Gets you places
70.	I'd say getting you places from downtown to the valley
71.	More consistent than other transit systems I've used in the past
72.	Reliable service, usually
73.	Morning express'
74.	Fairly reliable service
75.	Bud drivers
76.	Dependable alternative to driving when avoiding bad roads and aggressive drivers.
77.	Service
78.	Nice drivers
79.	The nice bus drivers
80.	Drivers are always pleasant, drivers prompt the upcoming stops, and the busses are always clean
81.	Always there even off schedule
82.	It's convenient for me because I don't drive
83.	Efficient timing
84.	The bus drivers. Meet friends and family
85.	I would be lost and unable to work without Capital Transit. They are the best bus system in the United States, much less Alaska!
86.	Driver's attitude
87.	The drivers
88.	Bus system is simple and easy to understand.
89.	Was good during COVID we didn't lose our bus services
90.	Reliability
91.	Express bus service.
92.	Generally on time, customer service
93.	Offers affordable commute for work
94.	Fewer cars on the road helps with environmental issues, especially with more electric buses.
95.	Nice bus drivers,
96.	The regular bus runs every half hour during the day. The Transfer and express is an added bonus. I like the bus drivers that are nice , they at least respond when I say "hi" or "thank you" which is every time I ride the bus. I don't expect every bus driver to be having a great day, but the same driver's will watch people getting on the bus and straight up ignore them when they say hi (always looking pissed at the world), even after that, I thank them and they will ignore me and everyone else as well. Common Courtesy should play a role in public relations employees. I do like the fact that when I call the number on the bus schedule that they always answer the phone, are friendly and helpful. Thank you.
97.	The excellent service and the many fine drivers
98.	The kindness of the driver, mainly, but I suspect you're actually asking about the service itself, so I'll say how evenly the stops are distributed.
99.	Weekday Express routes, especially the University to Federal Building express.
100.	Reliable and most stops wait time is 30 minutes
101.	Usually 95% on time or early.
102.	Mostly on time
103.	Sometimes timely rides

104.	Reliable, for the most part, and courteous excepting one or two operators.
105.	I like having a bus every thirty minutes.
106.	Great drivers and reliable service
107.	I like how the bus driver's when going to the valley area they go by the Mendenhall mall before and after going around the loop road.
108.	Just is
109.	Fast and reliable
110.	Excellent service between valley and downtown. Great bus drivers.
111.	The way the run red lights and speed.
112.	Gets me to where I'm going for cheaper
113.	Long term bus drivers get to know its commuters, makes things a bit more personable and pleasant.
114.	The ramp for passengers who are on wheelchairs.
115.	Express bus
116.	Friendliness
117.	New stops in front of nugget mall and Jordan creek mall much better than behind the mall
118.	My personal opinions about my favorite transportation services provided by J.C.T are how kind the bus drivers are, How helpful the additions of accommodations' included for individuals classified as Disabled, senior citizens, Bike riders, People with Service animals, etc.
119.	That we have one
120.	Service seven days a week. Without CBJ I would not be able to attend my outpatient treatment.
121.	Affordable
122.	Affordability
123.	Lucky to have it
124.	Buses are generally reliable and drivers are usually polite.
125.	The reliable service is provides to the Juneau community.
126.	The bus drivers. They are polite and always willing to help
127.	Express service routes, the new electric bus, driver are courteous
128.	Everything – Great Bus System!
129.	It is consistent and quite reliable.
130.	Express buses are very convenient. More express routes will attract general population to use the bus more often since the petroleum price is very high...
131.	It's a clean bus
132.	Some good and NICE driver's
133.	I can always rely on the safe travels and it's an easy way to get around town. It's a nice to look out the window and see Juneau.
134.	It has good directions
135.	Customer service
136.	The driver's and I appreciate the service. I would like to see you keep Lemon Creek Rd. on your winter routes.
137.	I have no other alternative.
138.	It does exist!
139.	It's easy to use.
140.	Convenience

141.	30 minute local service
142.	Friendly service
143.	Reliability
144.	It is available.
145.	Good routes. Opportunities for people with lower / no income to get bus busses & tokens from sponsors.
146.	I appreciate that there is a bus service in general.
147.	The express buses make it so we can go straight down town the first thing in the morning for work.
148.	clean buses and great drivers
149.	Reliable
150.	ease of use
151.	gets me to my destination
152.	Well I would say some of the bus drivers are absolutely amazing some could use more work on their people and customer service skills
153.	The federal masking requirement.
154.	I can catch the bus to and from. Work
155.	The drivers are fantastic!
156.	Good staff!
157.	Kneeling bus; difficult boarding and onboarding bus.
158.	Some of the drivers are really nice
159.	Bus service is relatively frequent and cheap and accommodates all kinds of users. Bus drivers are generally friendly and helpful.
160.	The drivers
161.	The bus drivers they are pretty chill and not that much to catch the city bus
162.	To work.
163.	That we have bus service at all
164.	Most of the drivers are very nice.
165.	It gets me to places since I don't drive.
166.	the decision to implement electric buses
167.	Unsure
168.	Affordable and reliable transportation
169.	Convenient
170.	The drivers
171.	Get most places
172.	Simplicity
173.	Gets me where I need to go :)
174.	Good drivers clean bus and maintained
175.	The drivers
176.	Good transportation
177.	Not really sure how to answer this question I could tell you what dislikes I don't like about the Capital Transit. Sincerely don't think that's necessary.

178.	The best thing about Capital transit I would have to say is a affordable form of transportation
179.	The fact that I come from a city of over 2-4 million people and are buses are horrid. They are pretty awesome up here
180.	Specialty services like the commuter routes.
181.	The express bus
182.	Service
183.	the view on the ride
184.	Having a Pleasant and Reliable Bus Driver.
185.	How we here in Juneau have had reliable service since I've been a kid. Specially since I do not want to learn to drive
186.	Long history of supporting Juneau.
187.	The warmth of the bus and being able to see people you know while getting to and from. We are a small community, so it's always a joy.
188.	its peaceful.
189.	I have nothing good to say
190.	Frequency of bus stops
191.	Affordability
192.	Easy access
193.	friendly bus drivers
194.	Good drivers
195.	Affordable fare and passes
196.	My man tony
197.	Consistency
198.	Helps get me to places an there positive attitude
199.	The bus drivers are nice, and I thank them for keeping me and my community safe on roads. Best capital city transit goes everywhere in the city.
200.	bus stop variety
201.	The express buses are awesome
202.	It exists.
203.	Da cheap ride
204.	Friendly drivers, easy system to use
205.	That we have a way around town when are car is broken down or not even owning a car
206.	Letting senior citizens ride for free.
207.	The bus driver for the most part
208.	Express routes to downtown
209.	There pretty good at staying on time
210.	The family friendly service, my 2 old daughter loves the interactions she has with the drivers!!
211.	Most of all the employees are fantastic bus drivers and have great customer service skills.
212.	Friendly drivers
213.	Covered bus stops
214.	How they have been running my whole life

215.	Reliability of standard routes.
216.	It's affordable and reliable
217.	The best thing about the bus system here, is that it gets to most major places that people go to. Most of the drivers are incredibly patient and kind, only a few are not, and there may be reasons we do not know about that are not completely their fault...
218.	I appreciate how early the buses start and how late they run. Although I think Sunday should be the same as Saturdays schedule.
219.	Express buses
220.	Price
221.	Reliable schedule and transfers.
222.	It gets me where I need to go.
223.	I don't have a car, its affordable transportation
224.	The detail to service in general is good.
225.	Half hour runs
226.	Cleanliness is always in order...no food wrappers
227.	The drivers
228.	Great
229.	Express Bus and helpful, courteous drivers
230.	All the very nice people thar work there
231.	Drivers are great
232.	Reliable
233.	That it can take me places
234.	It's so simple to use
235.	Drivers are typically courteous. Most time that are running on time, when they haven't been it is due to winter conditions which is of course beyond their control.. Also in those winter conditions, I have never been riding when the driver is careless. I am grateful for that.
236.	Cheap transportation
237.	The places it takes me
238.	Electric buses and express buses
239.	Reliable daily service
240.	Is fast
241.	It's only a 1-2 dollars, close to some places I need to get to
242.	Wonderful bus drivers
243.	Friendly helpful service
244.	Fast, clean, buses and the drivers are all so friendly. Feel very safe.
245.	The drivers for the most part are really friendly.
246.	It is a reliable system
247.	Available
248.	Back loop to Federal Building Service so I can commute
249.	Clean
250.	They get you where you need to go

251.	Cheap
252.	It gets you there
253.	Been around for a long time and have followed Covid safety precautions.
254.	It was much better with LESS bus routes.
255.	Schedule reliability
256.	How cheap the bus pass's are. Please don't change it.
257.	Y'all at on time far more often than in Anchorage.
258.	I can sleep or nap on the bus (Can't do that when I drive to work!) It is a super reliable and environmentally conscious method of travel.
259.	Free for AmeriCorps members
260.	It's there and it's affordable.
261.	Pretty reliable, good weekday service
262.	Affordability
263.	I love how friendly the bus drivers are, especially Rose. I enjoy the busses taking me to my family and my friends across town. It really feels like it's oriented towards thinking of Juneau as a collection of small towns and that really fits the city and borough.
264.	Reliable
265.	You can take your bike
266.	It can get me to work so I don't have to drive my car. Better for my pocketbook and the environment. The only problem is if I need my car to go somewhere for work, I can't take the bus.
267.	They are reliable
268.	That you're trying to evolve and meet the needs of the community on a limited budget
269.	The drivers are friendly
270.	People don't need to own/rent cars or use taxi service.
271.	That we have good service most of the time.
272.	Affordability
273.	Great drivers
274.	Friendly
275.	Great service for a town our size!
276.	Douglas service is simple and reliable. Valley Express is quick and stops at the Airport.
277.	Relatively reliable with good access. Most drivers friendly.
278.	Consistent timing
279.	Predictable and on time
280.	Meet new people
281.	Meeting new people

Non-Bus Users

Analysis

Clear top themes emerged in the answers:

- Friendly and helpful drivers

- Reliable
- Affordable
- Good routes
- Clean
- Convenient



Non-Bus User Answers (423)

#	Comments
282.	Travel around town using a dollar a day.
283.	I don't have to drive myself places, and saves gas and the Earth.(I am afraid of driving.)
284.	Reliable
285.	Drivers
286.	Good routes
287.	Accessibility of stops, many locations
288.	Express bus to and from valley.
289.	Impressed you do have buses in town
290.	that we have it; I think generally it is very good!
291.	It's the best alternative to a car
292.	Taking the bus can save people a lot of \$\$, while reducing pollution and parking lots
293.	I walk from North Douglas to town and then take the morning bus back home
294.	Seems to be fairly predictable
295.	Lots of routes, fairly efficient, user friendly.
296.	Great schedules - reliable - friendly
297.	The buses run frequently here on Douglas.
298.	A lot of stops throughout town

299.	Reliability
300.	That it exists and most of the drivers are amazing.
301.	That the busses run at least every hour
302.	Per capita we in Juneau enjoy more runs through the whole borough
303.	Knowing that if needed, I will always have the ability to get to different parts of town without a problem
304.	It is reliable even during extreme weather
305.	Cheap
306.	It exists
307.	Availability
308.	Being on time and the drivers
309.	The drivers
310.	They are not letting people on without face-masks.
311.	When I have used it, service has been friendly, timely, dependable and quick.
312.	increased frequency
313.	The bike racks
314.	frequency
315.	Express routes to/from Valley to downtown
316.	Reliable (relatively).
317.	Excellent customer service
318.	Always reliable
319.	It's efficiency.
320.	That it goes from the valley to downtown and can be direct with express.
321.	That it exists!
322.	Makes transportation possible for people of limited means. Great public community service.
323.	Getting to sit in a pre-warmed vehicle in the winter! Also, the generally friendly community of riders and drivers.
324.	Reasonably accessible, and many passes and tokens offered for low income individuals if connected to community resources.
325.	Friendly bus drivers
326.	Cheap
327.	Variety of routes available.
328.	Price, convenience and reliability
329.	The downtown Transit Center.
330.	Highest per capita ridership!
331.	Bus stop at the bottom of our driveway and free service for seniors.
332.	It exists and it is reliable
333.	Considering the size of our community, it's amazing we even have a transit system.
334.	Affordable. Dependable.
335.	They are converting to electric.
336.	Well Maintained & Clean!

337.	Transit Operators, Mechanics, Service Techs keeping the wheels on the bus go round and round :-)
338.	Is the schedule. I like how late the bus runs and that a bus comes every 30 minutes sometimes sooner
339.	Kind bus driver, relatively cheap tickets
340.	That there's more Transit innovation at this time.
341.	Public transportation is vital to a community; thank you!
342.	That it exists at all. I have lived places where bus service isn't offered. Its a nightmare to find transportation in those places.
343.	the friendliness of the drivers
344.	Friendly drivers
345.	Drivers Kind to all. And expert
346.	CS
347.	The availability
348.	The Capital AKcess option
349.	The custom service for those with disabilities.
350.	Transitioning to electric busses
351.	We have busses!
352.	It's available!!!
353.	I'd like to orbit the moon
354.	Nice drivers.
355.	Reliability & convenience
356.	Overall reliable
357.	Availability
358.	The people
359.	Affordable fare
360.	Pavement
361.	Its there.
362.	Bus transport is environmentally friendly and economical for users
363.	Efficient, reliable and affordable.
364.	Always an option for most any destination.
365.	It's affordable public transit for those who don't have/want a personal vehicle.
366.	Capital Transit provides EXCELLENT service.
367.	Accessibility to low cost sustainable transportation
368.	Helpful drivers with great positive attitude.
369.	Friendly drivers
370.	The potential for really great public transportation that could get cars off the road by being convenient and affordable
371.	Friendly drivers!
372.	Knowledgeable and dedicated bus drivers
373.	Cheap
374.	Provides environmentally responsible choice for transportation

375.	It is a must for those who can't afford to buy a car!
376.	I consistently rode the bus to work in 2014 and was impressed with how consistently the bus ran, considering the size of Juneau. I also thought it was fairly clean and the drivers were really great.
377.	Clean and safe transportation.
378.	System service area size
379.	its cheap
380.	Saves on gas usage
381.	The ability to use the Transit App to track buses
382.	Always reliable!
383.	The busses are timely and cover a wide swath of Juneau.
384.	It serves a large area and has for many years.
385.	The way it's run
386.	Transit Centers
387.	Handicap accessibility
388.	We have it!
389.	Juneau is a great place to live. I have visited places that have bus service and I believe ours is near the top.
390.	It used to be convenience.
391.	New electric busses
392.	The staff and leadership and their can do attitude! (And their great sense of humor on April Fools day with the Juneau Orbital Transit) Especially their work to dig out bus stops during winter storms... its a constant battle and they try their best!
393.	Very reliable and clean.
394.	Its efficiency
395.	Electric busses, very cost effective, relatively clean (last time I rode pre-pandemic),
396.	The crew
397.	Frequent and reliable
398.	It's coverage. A bus might not always be there exactly when you need it, but if you have the time you can get almost anywhere
399.	Downtown has lots of stops.
400.	The drivers! Great people!
401.	Gernot
402.	Its drivers!
403.	close to cruise terminal
404.	The routes are great
405.	I love that they are adding in electric busses
406.	Helps those in need or unable to drive
407.	Public transpo is generally good for communities
408.	nothing
409.	It's pretty easy to figure out.
410.	The amount of pickups

411.	It provides service to those who need it and it brings a smile know it is an integral part of our community.
412.	The best thing about Capital Transit is the new electric bus. To me, this demonstrates an active attempt by CBJ and Capital Transit to reduce carbon foot prints within the transportation industry.
413.	it gets people from point a to point b.
414.	Omnibus poems
415.	The availability
416.	It's available at appropriate times of day and the stops make sense.
417.	I don't hear any complaints about them, so they must be doing well.
418.	They are thinking ahead about how to improve service. Public transport options should be readily available (frequent) and affordable, and serve between main transportation hubs (airport, ferry) and Valley/downtown, with local service to places like Freddy's, Foodland, etc.
419.	That it's available
420.	Seems to cover a lot of areas
421.	IT sure beats the heck out of a Gondola that we don't need.
422.	The best, is the most important, and that is the drivers!
423.	This April 1 joke

6. What is the worst thing about Capital Transit?

Answers to this question varied widely. More common answers included:

- Late buses / missed transfers
- Driver behavior / bad driving
- Late buses
- Schedule gaps
- Route gaps
- Unsavory passengers
- Unsafe / dirty / unmaintained bus stops and shelters

11.	Bus drivers that are not friendly or helpful. Doesn't need to be forced, but the attitudes and rudeness from some can come off as scary and difficult.
12.	Smell of some peeps,
13.	The busses don't always smell the best
14.	Late busses
15.	Bus service starts too late in the morning. I have to be at work by 6:45
16.	They are not always on time.
17.	The early shutdown time on Sundays
18.	Nothing
19.	The cut off times/last bus times
20.	Crowding.
21.	Too many days or times of day it is not available, causing many would-be bus riders to depend on owning a vehicle.
22.	People smell like cigarettes because they smoke right before getting on. There should be a \$1-2 upcharge if the driver sees them smoking or smells it on them before getting on.
23.	1 hour cycles, 30 min would be better for 3 and 4
24.	Trashy, dirty bus shelters.
25.	Consistent timing
26.	Bad attitude and ability to the consumer of transits
27.	Inadequacies: no service on holidays (!); schedule weirdness every day after 5pm; busses that don't come, or come early.
28.	Too frequent stops making bus routes long
29.	Shortage of drivers...I understand possibly due to COVID-19
30.	The app not always being up-to-date, and sudden changes to which stops are and are-not in use. Those times the federal building, or the valley mall, weren't stops anymore really sucked, and I feel like there wasn't proper signage at the actual stops.
31.	Not enough express options on a daily basis
32.	not enough seating at times
33.	I've been waiting for something like this to come out because I recommend y'all put more "if you have concerns...contact us at..." ALSO you guys DON'T have crossroads at every bus stop!! Sometimes I get off the bus and have to wait a very long time to get across and with no cross walk almost all the cars think they don't have to stop. You could also post flyers for jobs to do the crossroads or maybe people need community service hours.
34.	normal
35.	Nothing
36.	Little to no access to North Douglas areas
37.	I don't know.
38.	The often reject large items, can't have drinks (coffee) on the bus
39.	The crack heads, limited service on Sundays
40.	Standing in the weather with no shelters.
41.	Allowing the homeless shelter to use it for commuting free of charge in the mornings, while tax payers can't get a seat for the work commute. Let the homeless ride a later bus, like after 10am. The #3 Mendenhall I catch at 7am-ish is getting ridiculously crowded.
42.	None

43.	Winter routs
44.	Slow time
45.	Nothing
46.	Don't have much to complain about. It's not Capital transits fault that some people get on the bus and smell like booty and feet. So no complaints really.
47.	Late busses sometimes.
48.	First I would say nothing is the worst thing but since I have to pick one thing, here goes. The fact is Juneau is a huge area, Downtown, Douglas (West Juneau), and the Valley if you don't include Lemon Creek making four areas. The only problem is the length of time it generally takes to get from either Downtown to the Valley or from Douglas to the Valley. JCT is doing the best it can I feel in resolving that with express routes. I am satisfied.
49.	That time the driver of Bus 4 saw me at a stop and drove past me.
50.	Not all drivers are happy and nice it would be nice to see them happy doing the job they applied for I get it we all have bad days but not all the time ☹️
51.	Other passengers being rude
52.	Need more busses running
53.	Crowded buses leaving little room for adults with children
54.	over crowded buses
55.	Tfg
56.	The bus drivers themselves are somewhat rude and impatient
57.	People less than clean riding the bus okay
58.	Timing due to weather!
59.	Winter routes or deviation in routes/ timing
60.	Sometimes busses leave early. And schedule is unclear when changes are made
61.	Inability to pay with card. I don't carry paper money so it's inaccessible many times.
62.	No grace periods for express transfers during peak hours
63.	Not enough express service
64.	Sundays are wack
65.	Lack of later bud servicing hours
66.	Inconsiderate of mothers with kids.
67.	Not running on holidays
68.	How often they clean the bus, needs to be done more and bus drivers should be more respectful and understanding to locals
69.	It takes a really long time to get from Douglas to the Valley on current route offerings
70.	Roseanne, that one really annoying driver who's always micromanaging passengers. She should really just leave people alone. She's the main reason why people don't like riding the bus.
71.	Not enough morning express's
72.	Drunk and unruly people
73.	The lack of sheltered bud stops
74.	Bad notification when changing the bus route on short notice.
75.	No express to Mt view senior apt
76.	Letting the intoxicated people on the bus

77.	Crazy people
78.	I don't have anything bad to say with Juneau Capital Transit.
79.	Young folks should let disabled or elder sit
80.	Longer wait times after 6. Bus comes 5 min early so you miss the bus and they don't wait. Or if they see you coming and you're just 5 secs behind, they still go. They drive off without letting us pick a seat. My daughter has a small mobility issue and they do this all the time so she almost falls down. And if she falls, it would be bad. Some of the drivers are very rude. But [driver names deleted] are the best. Maybe comfier seats would be nice too.
81.	I'm not sure
82.	Drunks sleeping making trouble cussing taking up two seats blocking aisles
83.	Busses end at 11-ish p.m. on Friday and Saturday nights.
84.	I live in Wickersham Ave sometimes the bus take the main road so I have to transfer bus with one hr wait
85.	Buses are old
86.	When the transfers don't make it. I use the bus mostly for work and when I've had a very long day and the bus can't wait literally just a few minutes for the bus running late. It's frustrating. I have to wait 30min- hour for the next one Over a few minutes. I understand if it's more then a few minutes late, but five or less there should be a courtesy wait.
87.	When people have a monthly pass what's the difference if they get on the bus from Douglas and it goes to Sandy Beach to turn around to go downtown and they won't let you on, unless you cross the street and wait for it to come back from Sandy Beach to downtown. Some bus drivers are even rude about it, monthly pass is a unlimited bus rides.
88.	Wait times
89.	No Express bus service on weekends.
90.	Drunk/rowdy people
91.	Need trash cans at all bus stops, or at least the major ones. Need at least a bench, if not a covered enclosure, at all bus stops.
92.	A lot of unsavory individuals use it, and drivers don't ask them to get off when drunk or unruly
93.	nothing, it's great.
94.	Inconsistent schedule.
95.	Some bus driver's are just short of being rude. A lot more bus driver's hit the gas and the brakes super hard, make hard, fast turns with no regard to us that have health issues that don't require a wheel chair. Bus driver's are in a hurry and won't even wait for us to sit down. I have degenerative disc disease, bulging discs and arthritis in my lower back and had 3 fusions in my neck. I have suffered dearly from these types of drivers.
96.	The few drivers who don't seem to enjoy their job or forget who the "customer" is
97.	Sunday service ending around 6 PM. I don't imagine going until 11 PM would be feasible or profitable but a small extension until 8 or 9 would be very helpful to the community
98.	Reduction in commuter options and route changes resulting from the new VTC. No longer a Radcliffe morning commuter option.
99.	Can't complain it keeps me from having to walk in the rain, if I had to add something the store I work at closes right after the last bus stops running. It would be nice to catch the last bus home instead of walk late at night.

100.	Automated GPS voice for every upcoming stop, like Anchorage city bus service has on all their buses.
101.	Only two bus times on weekdays for N Douglas.
102.	Drivers are rude alot
103.	missing the bus when working a tight timeline,
104.	Crowded buses during tourist season. Drivers who are notoriously late.
105.	I've some friends who have service dogs but say they're not allowed to take the bus with their dogs with them? The service dogs are usually well behaved too?
106.	Not enough seating sometimes especially during tourist season
107.	The bad behavior of some passengers.
108.	reduced express bus service
109.	The smell.
110.	Run longer on Sunday
111.	Covered/shelter & heated space for commuters at downtown transit center.
112.	The express runs (Riverside, and UAS) that does not run on Saturdays.
113.	Bus stops are extremely dirty. Wash the glass every now and then.
114.	No Weekend Express
115.	My personal opinion with the situations that I do not particularly enjoy is the Individuals whom are disrespectful to other's that are patiently and quietly just riding the bus to their destination, especially when those people decide to be unnecessarily inconsiderate, Rude, and verbally harassing to the bus driver that is simply just doing his job and still being kind despite the unkind behavior towards the workers.
116.	I no longer feel safe esp. waiting for bus frequently panhandled downtown. Also winter mtc a mess it is very dangerous at times
117.	When the buses come to early and I miss the bus.
118.	Lack of evening options on Sundays especially. Long commutes
119.	Sunday service ends too early. Those of us who work Sunday nights are left with few options to get home. Weeknight service to the Valley should run later (until at least 11:30 pm) as well.
120.	The bus drivers who NEED to retire but haven't yet.
121.	No comment
122.	The old buses (dirty, loud, drafty and rear doors leak water), no express routes on weekends, dirty bus shelters
123.	Rude bus drivers .
124.	Weather routing. Lemon Creek route Drivers who are ALWAYS running late
125.	Just yesterday on April 12, I spent 4 hrs to commute to a 30-min appointment in the valley from downtown. Somehow the #5 and the regular downtown buses did not arrive at the Glacier Highway stop right before/after Egan Dr merges into Glacier Hwy (the stop between Job Center and the Valley Restaurant from UAS). Idk if both buses were running late or that is no longer a bus stop, if so the sign should be taken off... I had to go to a friend's place in the neighborhood, then they dropped me off at Valley Restaurant stop. And yes, both buses arrived late. The Express was even later, and it was fairly cold out...
126.	The worst thing about is dealing with the bus driver that has an attitude
127.	Driver's bad mood

128.	Maybe sometimes the time
129.	Early Sunday service end & no snow route to Lemon Creek Rd.
130.	Street drunks
131.	No midday run to N. Douglas
132.	Nothing comes to mind
133.	Bus stop maintenance.
134.	No free zone
135.	Summer tourists
136.	Too many stop
137.	Less frequent.
138.	Not worse, but what about more park & ride lots? My friend & I met at Nuggett Mall last year. She parked near bus stop while we ride shared. When we came back, the mall had booted her vehicle. Apparently they do not allow parking near the bus stop? Major bus stops should have designated park & ride lots.
139.	The homeless and opioid/ meth using population that uses the bus system.
140.	Not sure
141.	nothing
142.	Dirty busses and disgusting bus stops
143.	During tour season the buses get too crowded and makes it harder for locals to ride on the bus
144.	limited routes
145.	the abrupt stopping and turns not good on back and neck
146.	A few rude bus drivers
147.	Lack of service on Sundays. Lots of people that have to ride transit have schedules that do not fit the narrow mon-fri work hours.
148.	No express on weekends
149.	The inconsistency of the express routes. It's hard to read the schedule.
150.	Nothing that I can think of!
151.	People on boarding wait for passengers to get off first!
152.	Better routes, and better way to read the bus routes that are at the bus stops
153.	Travel times are too long which effects frequency. Higher frequency would mean less standing out in rain/snow and less risk of missing a connection and more people would feel comfortable riding. There is no electronic or card pass system for transfers (also so cash or 'paper passes don't need to be carried) like in Seattle. Service could be free without having too much city budget impact which would encourage more ridership. Would like to see a route servicing more of North Douglas if/once the second crossing is complete. There would be potential for a better Douglas to Valley link without wasted time on out of the way travel and transfers.
154.	Winter routes
155.	Drunk people on the city bus getting upset at people
156.	None.
157.	Transit travels up foster avenue we need service on Vista Drive. The walk is 500 ft. Up and down which makes it hard on disabled people
158.	The transfers.

159.	The wait times. After 6, it's a long wait. Especially after you work and you just want to go home.
160.	some routes start out the same way as others, but then take a completely different turn, making it easier to mistake it for the route you actually need
161.	To many updates
162.	Lack of adequate maintenance and cleaning of bus stops
163.	I don't know
164.	Buses not frequent enough
165.	Some rude bus drivers
166.	No early am buses
167.	Long bus rides from University to Downtown
168.	Having not looking for traffic from stops
169.	Timing
170.	Drunks an people who don't follow rules on bus
171.	I live in Trillium Landing, being 65 and older, we do have to walk quite a distance to the bus stop. And we have to cross a busy intersection, its dangerous for eldest.
172.	A lot of the bad beyo and let's see cussing it happens a lot of the youngsters not giving up the seats for the other ladies in the bus driver not doing anything about it.
173.	The worst thing I think would have to be that sometimes sketchy/angry ppl get on
174.	Drivers are rude for the most part.
175.	Inconsistent pickup times affecting riders ability to transfer
176.	Unsure wait times
177.	Some drivers are rude and inconsiderate, but mostly are nice people like [driver names deleted]
178.	late buses
179.	Sometimes the bus driver's don't stop close enough to the sidewalks!!!!
180.	I'd have to say how much drivers pay attention to the back doors when letting passengers off. Seen many get closed in the doors that's it 😞
181.	No senior pass for out of towners. I heard seniors go free but not for folks living in Anchorage.
182.	A lot of the drivers unfortunately. Don't get me wrong, there are MANY sweet ones, but it's a 20/100 chance you're gonna get a kind one. I wish they just were happier. Not even that, they don't HAVE to be happy, but at least be nice...
183.	no bathrooms nearby.
184.	This winter season bus services in Juneau was the worst . They would not turn on the heat at all and it was cold out waiting for the bus .
185.	How confusing it is to figure out when the bus comes.
186.	Evening service being so sparse
187.	Overcrowded buses during tourist season
188.	planning ahead
189.	The wait!!
190.	The Sunday schedule and it should go at least further like Auke Rec or the ferry terminal.
191.	Crackheads etc.

192.	Short staffing (not entirely your fault)
193.	Sometimes can run late
194.	In my opinion nothing to much, Sunday schedule is iffy.
195.	the times and valley
196.	No Sunday evening service
197.	No express service on weekends. People still work weekends but now they have to travel longer to get to and from work.
198.	Way too many ppl on the 3 bus 7:05am route.
199.	If you don't transfer it takes a long time to get to school
200.	Proly the people that get on not the transit
201.	Late bus
202.	Nothing in my opinion tbh
203.	Missing transfers And bus stop
204.	Longer express from downtown to valley. One that goes from downtown straight to valley routes would be nice
205.	When the bus just happens to drench you in slush or water going by
206.	The inconsistent with the winter routes when in Douglas
207.	Price for bus fair/bus passes & tokens, not enuf busses in the time frame & sometimes really cold.
208.	The lack of bus options in the evening and at night.
209.	Late buses
210.	Maybe how much bus drivers pay attention to the back doors my son has gotten closed on the door a few times
211.	Shortened hours on weekends.
212.	Not enough sheltered bus stops
213.	The top three things I do not like about the bus system is a couple of thru drivers are quite rude at times, the transfers are often missed at night, and some places are difficult to get to, such as the Costco area; Fred Meyer isn't that hard to get to except on the weekends as there is no express....
214.	Some bus drivers are really rude. I was at the doctor's and was starving, tired and weak feeling. I was so grateful to get on the bus. I was eating a little trail mix, covering my face with a mask while chewing. And I was kicked off a full bus. I don't understand why this happened. I have ridden the bus 20+ years and never been kicked off for having a light snack that isn't messy. It was out of line. Also I read in the schedule that bus drivers can be hailed if you are on the route, in between stops. I've never had a bus driver stop for me. Even seeing me running, not far from a stop.
215.	Limited weekends
216.	Waiting
217.	Coordination with airport flights. An early bird ride to catch the flights from Seattle, Ketchikan, and Anchorage would be excellent. Uber/Lyft are unpredictable at those hours and I've never had a taxi show up.
218.	If I miss a bus, it seems like a long time until the next bus.
219.	Overcrowded in summer
220.	Few kinks as in every life experience

221.	They stop half hour runs
222.	When driver's don't notice you running up to the bus
223.	Too many intoxicated riders; A lot of stops aren't covered/ no enforcement of no smoking in shelters and in the winter elders have gotten injured having to climb over snow berms to sit at shelters because CBJ blocks them. There should be an option to purchase a year bus pass(maybe hard laminate or similar to what disabled folks get for free). Oh and I also noticed that the inside of buses are extremely dirty, I mean like I don't even want to sit but I have to because I am carrying a baby dirty.
224.	People
225.	Doesn't go to the valley library or pool. Doesn't serve the university for evening classes or events
226.	Nothing
227.	Fights breaking out at bus stops or on bus
228.	Most stop stations need to be cleaned more frequently - sweep and wash
229.	Getting crowded
230.	Some of the routes are just very long
231.	There is no worse thing.
232.	Very crowded
233.	How many people that do weird things on the bus
234.	It doesn't have more ridership by the car owners in town.
235.	I wish there were a stop at the Dimond Park Aquatic Center/Valley Library
236.	Worst code conduct in the busses, should have more stops and more routes to serve everyone not just low income population
237.	Creepy people, unclean busses, rude drivers
238.	Not enough express routes where I live (I'm always late to work by a couple minutes)
239.	Great Transit system
240.	Nothing
241.	Waiting for people to pay. No one should pay. It should be tax funded so that even the very poor could ride and not be embarrassed if they can't afford to ride. Also it would speed things up. No one would need to show any pass or coin.
242.	Not enough bus times during the day, and no late night for weekends.
243.	Safety
244.	Would like more time options for commuter service
245.	Can be long to go to the valley
246.	Weekend services
247.	Late like right now
248.	They can't update their online bus schedules, which is frustrating and confusing The new stops on the front side of the nugget mall impede traffic flow & people darting across traffic
249.	Some of the riders are intoxicated or smell
250.	Nothing
251.	Too many bus routes are confusing.
252.	The drunk people on it in the mornings who don't want to wear a mask.
253.	Ya don't do day passes from the bus.

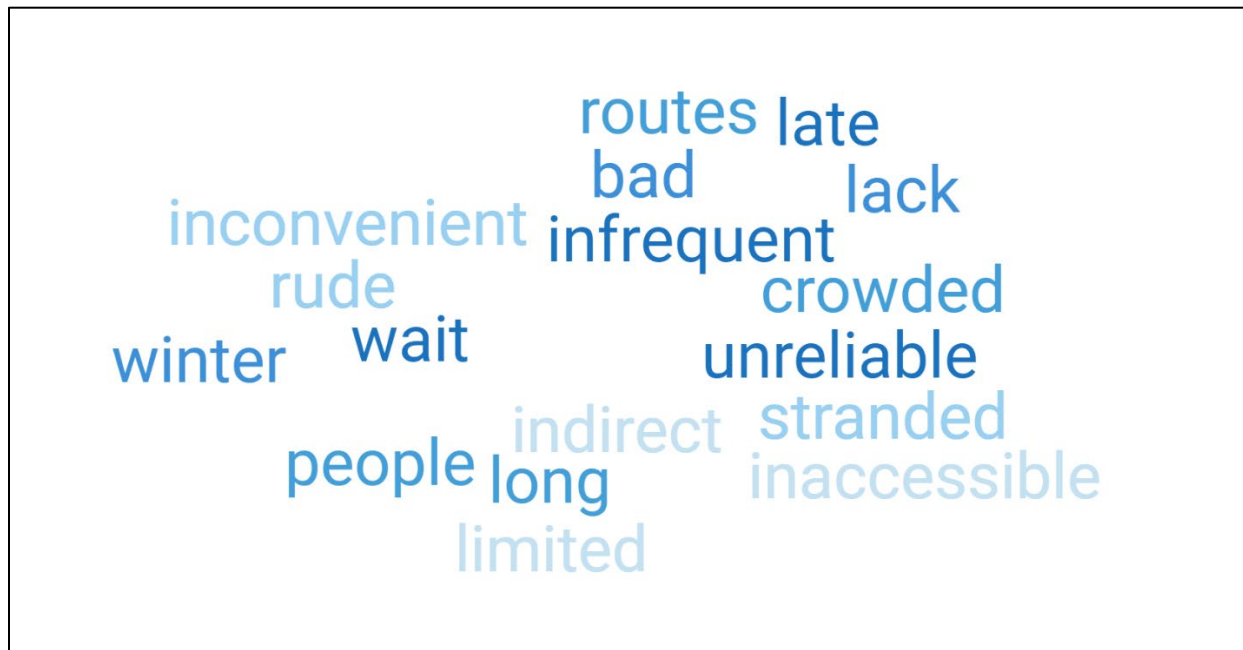
254.	I can't think of a thing.
255.	Frequency. Accessibility. Limited bus lines
256.	Limited hours in early morning and evening. Once per hour and quits running too early.
257.	It's tough having the downtown transit center closed right now. Especially in cold, wet, & windy wintry weather. It would be great for more stops to have covered shelters.
258.	Morning/evening/Sunday availability. I work at 745 at the Hospital. If I miss the 715 Valley bus, I will be 1hr late for work unless I get an Uber/Lyft/cab. On that same vein-if I go grocery shopping after work, even for just essentials, I'm more likely to need a Lyft/Uber/Cab due to the length of time between buses after 530/6. On Sundays, you can't get to the Valley from downtown or Douglas before 10am with our current transit schedule. You can't get back to downtown/Douglas after 6.
259.	Doesn't link to the state ferry.
260.	I've been passed over by the last bus of the night a number of times and had to walk ten miles home. If the evening bus drivers could be more diligent in looking out for people waiting at the stop it would improve the transit system greatly.
261.	Tour season the buses and other modes of transportation get too full and taken quickly that if you're local, it's hard when you have to rely on public transportation but can't for this reason
262.	Too long to wait for next bus and not enough bike carrying capacity.
263.	Come tour season the buses aren't big enough, they get full quickly and then it's tough to get anywhere because all types of public transportation has been taken up by tourists .
264.	1. No service to the ferry terminal (??), Mendenhall Glacier (???), and infrequent service to North Douglas. 2. The cost of living in Juneau is increasing. Obviously CBJ can only do so much about offsetting inflation, but creating a killer public transit system so people can actually get to/from work efficiently would help this community immensely.
265.	Junkies and drunks
266.	Information needs to be readable by everyone, including those disabled by low or poor vision.
267.	It would be helpful if the transit office phone with a live person was available more hours each day.
268.	snow routes
269.	App isn't always accurate
270.	Delays
271.	not knowing when I'm waiting if I missed the bus or if it is just running late- the app does not always help with this
272.	15min wait at the Fed Bldg for the transfer between Douglas bus and the Valley Express.
273.	One driver is not very friendly, and a bit reckless Slow down, respect other drivers, pedestrians, and passengers. Even on the express we want to get there alive.
274.	My route only comes once an hour most of the day. I wish it would come every half hour
275.	Commuter runs are confusing.
276.	Some times 20 minutes late
277.	Can't always predict when the buses are gonna arrive
278.	No Sunday evening service!

Non-Bus Users

Analysis

Clear top themes emerged in the answers:

- Driver behavior / bad driving
- Late buses
- Schedule gaps
- Route gaps
- Unsavory passengers
- Unsafe / dirty / unmaintained bus stops and shelters



Non-Bus User Answers (141)

#	Comments
1.	Timelines the bus has
2.	The interior design(s).
3.	Not frequent
4.	No code of conduct for riders. No one gets banned bc of repeated bad behavior
5.	Electric buses - a ridiculous idea in our climate. Please don't pour any money into this.
6.	Bad schedule, not enough routes
7.	Bad drivers that can't keep the bus in its own lane and always speeding to make too tight a time crunch
8.	No express bus on weekends.
9.	You don't run on holidays Sundays are too short it's like you don't realize people are off on the weekends and would ride the bus more go places you don't go out to the ferry terminal
10.	The necessity of getting off a bus and waiting a long time in discomfort at the DT transit mall. The is IMPOSSIBLE in winter and bad in wind or weather, otherwise most uncomfortable and keeps me from using the bus.

11.	Inconvenient schedules especially late/early commuter times
12.	The system does not serve out the road past Auke Bay
13.	We need a noon time bus service on North Douglas
14.	Too many homeless/ weird/ vagrant people on the bus and at bus stops. Feels unsafe and dirty
15.	Lack of an express option on the weekends. When I lived in Auke Bay and other areas of the Valley, an express option on Saturdays would have allowed for easier weekend shopping downtown. The two hour shift right after 5pm is also challenging, a lot of folks stop work at 5 but with closing procedures or if they get held up at work they have to wait almost 2 hours until they can get home. I would take the bus more if there was a better option for me to get home after 5pm.
16.	I don't have any complaints.
17.	There aren't any walkable locations for me to buy a pass, and I don't normally carry cash on me.
18.	Mandatory masks
19.	Distance to a stop
20.	The limited service areas especially during winter.
21.	Nothing past auke bay. I think if the bus can go out north Douglas 2-3x per day, it can go out to Lena a few times per day. This would give people who don't usually have access to auke rec and Lena options
22.	Bums and drunks
23.	The last time I was on the bus I was harassed by someone who was intoxicated. This was years ago though.
24.	The hours of operation are too limited. I employ dozens of workers that rely on the bus system and they cannot work early shifts because of that. If bus services began an hour earlier, I believe more people would be able to use them for commuting to and from work.
25.	Not near house
26.	Not too convenient, route I'd use wraps me all around the loop just to go a mile or so, faster to walk.
27.	No park and ride areas.
28.	That it costs \$ and is unreliable
29.	D.O.T.'s refusal to clear the sidewalks in front of the bus shelters.
30.	The supervisors
31.	They don't yet have "Capital Transit" face-masks.
32.	Occasionally get some weird types on the bus but that happens on all public transit including planes
33.	I prefer masking inside the bus
34.	Cash requirements. Bus stops are too far from the AMHS ferry and Costco.
35.	Busses that generate too much blackened or thick diesel exhaust.
36.	No service past Auke Bay, especially to/from ferry terminal
37.	I think there should be a few more shelters along the way, especially where folks regularly are waiting for buses. Also, it's time to clean up the plexiglass on all the shelters. Can we use cruise taxes for that, because the cruisers are looking at all of them as they drive around on their tour busses, and it reflects poorly on our community. And a few tourists also use the city busses.

38.	None
39.	Bus drivers are usually rude.
40.	Not sure
41.	Would like to see easier ways to pay
42.	Lack of frequency and cost.
43.	Occasional angry/drunk/mentally ill person onboard... difficult situation for all, and no way to get away except to get off the bus and wait for the next one.
44.	Not always predictable, many times was stuck for hours or had to pay for expensive Uber because bus did not arrive.
45.	Limited service hours/routes to N Douglas
46.	Crowded buses in the summer
47.	Starts too late for my job.
48.	Some of the bus shelters new renovation.
49.	Not much to complain about. Maybe cleanliness?
50.	The schedule- it should be more frequent.
51.	Not going to the ferry terminal
52.	Expense
53.	Routes are too long. We need shorter, interconnected routes. At least that's the theory. Also, there is a lack of communication when something bad happens and a bus isn't coming. There should be some way to look that up. And when the other bus drivers stop for their passengers and don't even bother to tell the waiting people that their bus isn't coming, it is pretty maddening.
54.	It takes an hour to get between town and the valley.
55.	No mid-day service to North Douglas.
56.	Driving too fast on Back Loop
57.	The Downtown transit station was a waste of space. It should have been in a different spot.
58.	Not enough Transit Operators needed to provide all the community needs.
59.	That you can't pay with your phone
60.	The sheer inconsistency, poor bus stop spacing
61.	Wish there were more updated shelters during tough weather in Winter, updated and new transit centers.
62.	Hard to navigate; poor times to much of Juneau; many buses are often empty
63.	The homeless population and the junkies who ride the bus. Also the mask mandates changed which put immune compromised citizens more at risk for contracting covid. So riding the public city bus isn't an option for me at this time. I live with someone who is immune compromised and wont risk exposure to covid from small enclosed public spaces like the bus.
64.	the cleanliness of the busses
65.	Leaving people stranded on holidays or late at night
66.	Rude passengers
67.	The gap in service to N Douglas. Even while working I used the midday bus. Now retired the bus service is useless to , as it is limited to morning and night
68.	The drivers, not far enough out the road

69.	CS
70.	Nowhere to park you car to commute downtown
71.	Not sure
72.	Schedule is very difficult to understand
73.	Need earlier and night schedules. Not enough places to take bus, need more outreach's
74.	It doesn't go beyond Auke Bay.
75.	I don't ride the bus
76.	Low frequency of bus runs.
77.	Electric busses
78.	pollution
79.	Doesn't go out the road far enough
80.	The people
81.	No comment
82.	other passengers
83.	The time of the first bus in the morning. If the first bus was a half hour earlier I would be able to use the service for getting to work on time.
84.	Frequency.
85.	The scheduling of the buses. Needs to be simpler.
86.	When you can't avoid taking a longer, multi-stop route.
87.	It needs better bus stop shelters that protect riders from nasty weather.
88.	We don't have the resources to better serve more of the population.
89.	Accurate bus times
90.	Lack of shelters for riders waiting for bus
91.	Not living up to the potential. (Also the bus stops are pretty ghetto and scary...garbage, drug paraphernalia, creepy people, snow berms making them dangerous and, in some cases, unusable.)
92.	I wish there was a TAP card system here, where you could load money onto a card and just tap and ride.
93.	Cash only
94.	Other customers can be obnoxious and belligerent
95.	It does not serve the population that lives out the road to the Eagle Beach Campground Area.
96.	The cost is a bit prohibitive when you are not a regular rider. Some of the stops/times of riding feel sketchy/unsafe and make riders uncomfortable.
97.	Unreliable service; online schedules don't match actual times; express service only for a narrow window and certain directions; many areas not serviced.
98.	More direct limited-stop routes from hubs in Valley, Lemon Creek, downtown. I'd be more inclined to use a park and ride service with limited stops.
99.	Fuel consumption
100.	Locations it stops and picks up
101.	Service frequency
102.	No comment. I don't see anything wrong with it.
103.	The buses don't start running early enough for when I go to work.

104.	I think more people would be able to use it to commute if it came more often.
105.	The drivers
106.	Limited Hours
107.	He does not come close to accessibility for senior housing apartments. It is not access Costco and the bus schedule when the city received One of the best bus systems serving a community years ago has gone downhill since then and I do mean completely downhill.
108.	No longer bus service at Saint Ann's Avenue.
109.	The inability to provide a clean, safe, and welcoming environment with nice public restrooms at the DTC and other stops along the way. - The Savikko restrooms should also be included in that formula.
110.	Limited space bike racks, when I rode regularly it could be difficult to catch a bus with an available slot
111.	Don't offer rides to Mars, yet.
112.	Reading the route schedule. (Last time I rode, pre-pandemic)
113.	The electric bus
114.	Only accepting Cash in the new Millennium?? Need to accept Debit/Credit cards. No regular trips to Eaglecrest.
115.	I'd like to be able to pay without cash
116.	Hard to get around in the Valley or further out. Can't pay with an app.
117.	Some of the hoodlums and transient folks who utilize the service. They can be scary and/or create uncomfortable and unsafe situations.
118.	Not having service to the Ferry Terminal.
119.	Infrequent service
120.	I don't know about worst thing, but speedy (aka no stops) commuter options between the new VTC and DTC (or somewhere else downtown) is what would persuade me to ride the bus.
121.	don't know
122.	Infrequency of pick ups
123.	The lack of stops along Riverside drive. I work with a number of low income families with children under the age of 3 and it is a real hardship for families who live in the "deep valley" to easily access the bus system.
124.	No low income fare options for families that do not meet disability requirements through Capital Transit directly.
125.	Not practical enough to use, unless you really have to use it (don't have a car)
126.	drunks drugs
127.	The junkies and crazies.
128.	The amount of garbage and needles left. Never clean. I won't use because they are scary and during winter can't access easily lemon creek and use sidewalks to enter or exit safely. Causing pedestrians to get injured this year.
129.	I always wish there was bus service, at least occasionally to the Glacier and to the Ferry.
130.	I think an improvement that could be made to Capital Transit would be offering a light rail service from downtown to Auke Bay.
131.	the bus stations are filthy, the trash cans are over flowing.
132.	limited routes; does not go to the ferry terminal

133.	None
134.	It seems unclean, but I'm sure that's difficult to keep up with given the population that rides the bus.
135.	Busses are loud to pedestrians and residents when passing by.
136.	No idea
137.	After 5 or 6pm the buses only run every hour, if I remember correctly
138.	Nothing
139.	Creepy people riding the bus.
140.	The lack of communication, biased supervision and poor integrity.
141.	Unreliable

Appendix B

Summary of Community Outreach

CBJ circulated a playful and informative press release announcing the survey on April 1, 2022.



INFORMATION RELEASE
April 1, 2022

Capital Transit partners with NASA to form Juneau Orbital Transit

Juneau Orbital Transit (formerly Capital Transit) is now offering rocket bus Orbital Express service between the new Mendenhall Valley Transit Center and Spaceport and Downtown Juneau, with a stop at the International Space Station. The rocket buses for the new route were upgraded for orbital service with rocket boosters funded by a technology grant from the Federal Transit Administration and installed by NASA. Enter for a chance to ride a rocket bus by taking this short survey [here](#).

The survey focuses on potential service changes coming in summer 2022 once the new Mendenhall Valley Transit Center (VTC) is fully operational. VTC will replace the former stop behind the Nugget Mall as the main bus transfer site in the valley. Changes in a major stop location can have impacts throughout the system and Capital Transit wants to hear from bus riders in particular before any changes are made. At the end of the short survey, you have the option to also be entered to win a \$200 Fred Meyer gift card and free bus passes. [Take the survey now here](#).

###

For more information, contact Engineering & Public Works Deputy Director Denise Koch at denise.koch@juneau.org or 907-586-0800 ext. 4182.

The City and Borough of Juneau held two open houses in mid-April 2022 to encourage survey participation. On April 11, 2022, CBJ released a notice publicizing the open houses. The April 13, 2022 open house didn't receive any visitors, and four people attended the April 14, 2022 open house.



INFORMATION RELEASE
April 11, 2022

Learn about Capital Transit's Valley Transit Center at April 13 & 14 open house

The City and Borough of Juneau plans to open Capital Transit's Mendenhall Valley Transit Center (VTC) this summer. VTC will replace the former stop behind the Nugget Mall as the main bus transfer site in the valley. Changes in a major stop location can have impacts throughout the system. Learn about VTC and the possible route revisions during two open houses this week on April 13 and 14.

Here are the details of the open houses:

- Wednesday, April 13, 5 p.m. – 7 p.m. at the Mendenhall Mall Annex in The Huddle (located in between NAO and State Farm)
- Thursday, April 14, 11:30 a.m. – 1:30 p.m. at the Downtown Public Library in the Large Meeting Room

Capital Transit also wants to hear from riders before any route changes are made. Give feedback by taking this short survey [here](#). At the end of the short survey, you have the option to be entered to win a \$200 Fred Meyer gift card and free bus passes. [Take the survey now](#).

###

For more information, contact Engineering & Public Works Deputy Director Denise Koch at denise.koch@juneau.org or 907-586-0800 ext. 4182.

The Juneau Empire ran an article on April 20, 2022 about the new transit center, potential associated route changes, and the survey.

<https://www.juneauempire.com/news/with-new-transit-center-opening-officials-seeks-feedback-on-bus-scheduling/>

CBJ posted about the survey and public meetings on the City's Facebook page and shared posts into the Juneau Community Collective. Rain Coast Data and HDR also posted about the survey in Juneau neighborhood Facebook groups.

City and Borough of Juneau April 14 · 🌐

Learn about Capital Transit's upcoming Mendenhall Valley Transit Center (VTC) today, April 14, 11:30 am – 1:30 pm at the Downtown Public Library in the Large Meeting Room

VTC, scheduled to open this summer, will replace the former stop behind the Nugget Mall as the main bus transfer site in the valley. Changes in a major stop location can have impacts throughout the system. Learn about VTC and the possible route revisions at the open house.

Capital Transit also wants to hear from riders before any route changes are made. Give feedback by taking this short survey: surveymonkey.com/r/CapitalTransit. At the end of the short survey, you have the option to be entered to win a \$200 Fred Meyer gift card and free bus passes. Take the survey now: surveymonkey.com/r/CapitalTransit.




Meilani Clark Schijvens and 13 others · 4 Comments 3 Shares

Like Comment Share

City and Borough of Juneau April 20 · 🌐

Learn about the forthcoming Valley Transit Center, set to open in July, in this [Juneau Empire](#) story: "The new center will include shelters for riders and a public restroom as well as an indoor breakroom for drivers, fully enclosable bike lockers and over 30 parking spaces, some with electric vehicle charging, for Park-and-Ride users. The current transit center is located behind the Nugget Mall and has no amenities for riders or drivers."

The Valley Transit Center will replace the former stop behind the Nugget Mall as the main bus transfer site in the valley, which will have impacts throughout the system. Capital Transit wants to hear from riders before any route changes are made. Give feedback by taking this short survey surveymonkey.com/r/CapitalTransit. At the end of the short survey, you have the option to be entered to win a free annual bus pass or a \$200 gift card to Fred Meyer.



[JUNEAUEMPIRE.COM](https://juneauempire.com)


With new transit center opening, officials seek feedback on bus scheduling | Juneau Empire

25 · 4 Shares

Like Comment Share


HDR's public involvement specialist rode 12 bus trips on April 7-8, 2022 to distribute hardcopy survey forms, encourage riders to fill out surveys online, and collect completed forms. Materials were sanitized between uses, and CBJ's COVID guidelines were followed to protect the safety of travelers and reduce the spread of COVID.

On those same days and bus trips, the following handout was provided to every bus rider to encourage online survey participation.



Win a \$200 Fred Meyer gift card or a free bus pass

Take the survey and enter to win:



Or visit: <https://www.surveymonkey.com/r/CBJonthebus>

The Valley Transit Center will open near the Mendenhall Mall in summer 2022.
This will require some changes to bus routes or timing. Capital Transit is looking for feedback from YOU.

Fliers were posted at bus stops and shelters to promote the online survey.



Want the chance to win a \$200 Fred Meyer gift card or a free bus pass?

The Valley Transit Center will open near the Mendenhall Mall in summer 2022. This will require some changes to bus routes or timing. Capital Transit is looking for feedback from YOU.

Take the survey and enter to win:



Or visit:
<https://www.surveymonkey.com/r/CBJonthebus>

Bus ads were posted on buses while the survey was open, beginning May 14, 2022.

Paper copies of the survey were distributed by The Glory Hall and St. Vincent de Paul at their Teal Street sites during the weeks of April 18, 2022 and April 25, 2022. St. Vincent de Paul also posted the flier on facility doors.

Appendix C

Results from Social Service Outreach

Hard copy survey answers from respondents contacted through social service outreach were tabulated separately from other answers because they arrived several weeks later. This separate tabulation allowed analysis to reveal different bus use patterns than those found in the rest of the survey respondents. Differences include:

- 12 people submitted paper survey responses due to direct social service outreach.
- 92% are current bus users
- Work, shopping and health care appointments are the primary reasons for riding the bus.
- At 16 bus rides per week per transit user, frequency of bus use is higher than average for Juneau.
- The number of bus transfers are nearly three times the Juneau average at 13 bus transfers per week per transit user.
- Respondents have an average of 13 years of bus ridership by user.
- Race of bus users:
 - White: 27%
 - Alaska Native: 55%
 - Unidentified: 18%
- Characteristics of bus users:
 - Low-income household member: 89%
 - Person with short or long-term disability: 33%
 - Senior aged 65 or older: 11%
- Regarding route complexity, this population overall preferred a simpler network but at much lower rates than the rest of Juneau respondents.
 - 54% preferred a simpler network with fewer routes but more frequent and more consistent service on those routes.
 - 45% preferred a more complex network that includes more “specialty” commuter routes but less frequent and less consistent service on all routes.
 - This rate is nearly twice as high as for the larger Juneau population of bus users.
- Regarding transfers:
 - 60% preferred longer bus travel-time with more reliable bus transfers.
 - This is 9% higher than the Juneau average.
 - 40% preferred shorter bus travel-time with less reliable transfers.
- Preferred route stops for new super express service:
 - Fred Meyer: 36%
 - No stops: 18%
 - Nugget Mall: 73%. This is 50% higher than for other Juneau respondents and likely indicates critical need for access to and from social service providers on Teal Street.
 - Glacier Highway - Switzer Village: 0%

- Glacier Highway - Anka Street: less than 1%
- Do not add new super express service: less than 1%
- Focus of transit planning:
 - Commuter bus services: 0%.
 - This is significant compared to 50% for other Juneau respondents.
 - Bus service to the general Juneau population: 45%
 - Bus service for low-income individuals: 73%.
 - This is twice as high as for other Juneau respondents.
 - Electrical bus service: 18%
 - Bus service for those with mobility issues: 0%
- Generation:
 - Millennial Generation (1981 – 1999): 33%
 - Generation X (1965 – 1980): 42%
 - Unanswered: 25%
- Where Juneau resident respondents live:
 - Mendenhall Valley: 58%
 - Downtown/ Thane: 17%
 - Lemon Creek and Salmon Creek: less than 1%
 - Unanswered: less than 1%
- Gender:
 - 58% male
 - 17% female
 - 25% unanswered