

## ATTACHMENT #5

Wednesday, July 11, 2012 5:59:35 PM Alaska Daylight Time

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**Subject:** Airport Board Suggestions

**Date:** Sunday, July 1, 2012 9:42:39 AM Alaska Daylight Time

**From:** Patricia Hull

**To:** godkinjm@gci.net

Its a Good Day, Mr. Godkin!

I'm just catching up on papers and am so happy to see your open invitation to contribute ideas for improvements at JIA. Just yesterday I was pondering "Why doesn't Capital Transit go to the Airport like in other cities.?"

Please connect Capital Transit bus service directly with the airport. Its a small change that would cost CBJ no money and would likely increase ridership and generate greater revenues. I don't know if this means adding a stop, moving the one at Nugget Mall, or mixing the schedule. A ridership study is needed.

Stopping at the Nugget Mall made sense when I worked there in 1978. Now in 2012, there's few customers and I'm going to bet many more employees at the airport or airport adjacent. New arrivals at the airport -- often unsuspecting tourists -- walk to the Mall only to find themselves waiting outside in the elements.(The Mall stop is Outdoors! on the back/West side of the Mall?) Not a very nice Welcome to Juneau. It would be much nicer to use the resources of the airport to support us busriders, too.

Please improve or move the cab staging area, at least during winter. If Juneau had multiple cabs lined up like in a big city, the current configuration would make sense. You'd cross the street and hop in with the next guy in line. That doesn't happen in Juneau, at least not in winter.

In my experience, in Winter taxis rarely stack-up and waits, especially at night, can be long--a half hour or even longer. I flew in on New Year's Day evening last winter and could not get a cab. After the nonstop marathon of Designated Driving, many were home catching up on well-earned sleep. It was a long cold wait and unfortunately, when the wind is blowing the new shelter's design offers little protection from the elements. What's needed is either the same kind of enclosed, heated sidewalk as in Anchorage, or a heated glass-enclosed booth like the transit center downtown, or a No Money Soluton: re-allocation of a main terminal entrance for folks awaiting cabs.

Thank you for your ongoing service on the board, Mr. Godkin. And especially for openly encouraging citizen involvement in Juneau. Opinions about change are awkward given Juneau's past as a company town. I imagine those stamp mills pounding 24-7 for year after year must have been like a bully taunting you while holding your lunchbox. You had to either take the abuse properly or risk him peeing on your sandwich. In short, to suggest change marked you as newcomer, an outside troublemaker, a union organizer, a commie radical. That attitude still exists and it keeps folks from sharing their ideas. That, and the fact that the weather demands we be hearty, hale and uncomplaining in our stoicism.

Thank you again for inviting folks to ask for things to be better with the expectation you are truly listening to the content of their ideas.

Sincerely,

Patricia Hull