

REAL ESTATE

ALASKA RAILROAD EXPRESS

VOL. No. 1 - JULY 2025

Your journey to the latest information and updates from the Alaska Railroad Real Estate Department

ARRC'S REAL ESTATE NEWSLETTER RETURNS NEW LOOK BUT SAME GOAL - KEEPING CUSTOMERS INFORMED

We're excited to introduce the Alaska Railroad's Real Estate Express (formerly the Tenant Ties). As part of the customer surveys we sent out in Fall 2024, we heard that you want to see and hear more from us. The Real Estate Express will be distributed semi-annually. We hope that you will find it to be a helpful source for tips, updates, and resources tailored to our customers along the railbelt. We value what we have built together and look forward to sharing business developments, growth opportunities and success stories across our upcoming editions. If you have an idea for a future story, or information you would like to share in upcoming editions, please let us know at RealEstTech@akrr.com. Thank you for being with us!

ALL STATIONS

GO DIGITAL: ALASKA RAILROAD'S ELECTRONIC BILLING HAS ARRIVED AT THE STATION!

For those of you who haven't heard, the Alaska Railroad Corporation is thrilled to highlight a game-changing upgrade for our Real Estate customers: electronic invoicing is now available! This exciting transition represents our commitment to modernizing our services while helping you streamline your business operations AND our commitment to environmental sustainability for the State of Alaska.

WHY MAKE THE SWITCH FROM PAPER INVOICES?

Electronic billing isn't just about going paperless—it's about transforming how you manage your railroad bills:

- **INSTANT DELIVERY:** Receive invoices directly in your inbox the moment they're generated
- **ENHANCED ORGANIZATION:** Easily search, sort, and archive digital invoices for better record-keeping
- **REDUCED RISK:** No more lost invoices in the mail or filing cabinets
- **ENVIRONMENTAL IMPACT:** Join us in reducing paper waste and supporting sustainability
- **COST EFFICIENCY:** Help ARRC reduce mailing costs, allowing us to invest more back into our operations serving our customers

READY TO JOIN THE DIGITAL REVOLUTION?

Making the switch is simple! Just send the following
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STATION FAIRBANKS

JOIN US IN FAIRBANKS FOR OUR JULY CUSTOMER APPRECIATION EVENT

We hope Fairbanks customers or customers who will be in Fairbanks on July 21, will join us for an upcoming customer appreciation event at HooDoo Brewing Company. Beverages and food will be served. Time: 4-6pm.

Contact [Kristen](#) or [Kellyan](#) if you have questions or would like to RSVP.

Next Stop:
[ARRC Board Meeting](#)
Location: Fairbanks
Date: Sept. 25
Time: 9a.m



information to arremmit@akrr.com:

- **CUSTOMER NAME** (exactly as it appears on your current invoice)
- **CUSTOMER NUMBER** (found on any invoice or statement or give us a call and we can confirm)
- **EMAIL ADDRESS(ES)** where you'd like to receive invoices



IMPORTANT DETAILS TO REMEMBER

Once you enroll in electronic billing, paper invoices will be discontinued for all real estate invoices associated with your customer number. The transition typically takes one billing cycle to become fully active, so you may receive one final paper invoice during the changeover period.

CUSTOMER RESPONSIBILITY: Help us help you by keeping your email addresses current and accessible.

QUESTIONS? We're Here to Help! Our experienced team is ready to assist with this service enhancement.

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ARRC hosted an Open House in Anchorage on May 3, 2025.

STATION ANCHORAGE

ARRC CONNECTS OUR ANCHORAGE CUSTOMERS TO VALUABLE COMMUNITY RESOURCE: THE ANCHORAGE CHAMBER COMMUNITY CARE KIT

Every day there is a new story in the news or on social media from businesses small and large that they are experiencing situations with community members in crisis. Maybe even you or your staff have been impacted by the ongoing crisis in Anchorage. We continue to grapple with confronting increasingly urgent situations involving community members with behavioral and mental health issues, or criminally driven actions leaving employees unsure of how to respond effectively while prioritizing their safety and the safety of their staff and customers.

In recognition of these pressing issues, our goal is to connect you with a valuable resource: the Anchorage Chamber Community Care Kit. This toolkit is designed to empower businesses like yours to respond to crisis situations, providing necessary tools to manage encounters with individuals experiencing homelessness or other issues.

KEY FEATURES OF THE COMMUNITY CARE KIT

- **CRISIS RESPONSE BEST PRACTICES:** This section provides vital guidelines on how to approach various crisis situations, emphasizing safety for all involved while maintaining compassion in your interactions.
- **EMERGENCY PHONE TREE:** Navigate confusing resource lines with ease using this decision-tree format, ensuring your staff knows when to reach out to numbers like 911 for emergencies or 211 for social service connections.
- **SITUATIONAL EXAMPLES:** Gain insights into how to handle specific scenarios commonly faced by businesses—from addressing someone sleeping outside to responding to requests for food or shelter.
- **RESOURCE LIST:** Access direct connections to critical services such as emergency shelters, food banks, and mental health resources, providing you with the means to assist those in need right away.
- **OPERATIONAL AND PHYSICAL UPGRADES** that can make a difference to preventing issues.

We encourage all of our customers to take advantage of this resource. For more information and to download the the Anchorage Chamber of Commerce website www.anchoragechamber.org/carekit/.

ALASKA REAL ESTATE DEPARTMENT CUSTOMER SATISFACTION SURVEY RESULTS: THE ROUTE FORWARD



The Alaska Real Estate Department is excited to share findings from our recent Customer Satisfaction Survey conducted in the 4th Quarter of 2024. With a targeted outreach to 350 customers through email and a further 600 via printed letters with QR codes, we received 64 completed surveys.

STRENGTHS HIGHLIGHTED BY OUR CUSTOMERS

Our survey revealed that over half of respondents (54%) are “very satisfied” with the services provided by the Alaska Railroad Corporation (ARRC). Many leaseholders have cultivated long-term relationships with ARRC over the past 15 years, highlighting our commitment to customer service. However, we acknowledge the need for ongoing improvement in service delivery.

COMMUNICATION: IDENTIFYING AREAS FOR IMPROVEMENT

While overall satisfaction with communication is high, 25% of respondents reported being unaware of our initiatives, including electronic newsletters (37%) and annual town hall meetings (29%). Email remains the preferred method of communication for 89% of respondents, prompting us to further refine our contact databases for better outreach.

ENHANCING ENGAGEMENT OPPORTUNITIES

Participants indicated a strong desire for better communication channels, including the return of tenant newsletters (37%) and increased website resources (22%). Additionally, the feedback highlighted the need for quicker response times, with some customers experiencing delays of over a week. We understand the importance of fostering personal connections and will work to reintroduce staff to customers.

FOSTERING CONNECTIONS FOR FAIRBANKS CUSTOMERS

Feedback from Fairbanks-area respondents underscored the necessity for more engagement. We are actively addressing these concerns to strengthen our connections and hope you will join us at the July customer appreciation event. This will be a great opportunity to meet and mingle with our dedicated staff.

NEXT STEPS FOR 2025

In light of the feedback received, the Alaska Real Estate Department is committed to several actionable initiatives for 2025:

- Launching an emailed newsletter distributed twice annually.
- Reintroducing all Real Estate Department staff to solidify customer relationships.
- Increasing transparency and communication around the Alaska Railroad’s appraisal process.

We extend our gratitude to all respondents for their valuable insights, and we look forward to implementing these changes to enhance our services. Together, we aim to build a more responsive and engaged Alaska Real Estate Department that meets the diverse needs of our stakeholders. Thank you for your continued support and partnership!



ARRC employees participated in clean-up events across the railroad in May.

MEET MURIEL PELAEZ



LENGTH OF SERVICE: 32 years

CURRENT ROLE: Real Estate Tech (since 2013)

TRACKS OF A LIFETIME:

My father retired after 40 years with ARRC, and I grew up as a Railroad brat, living in a small employee building near the tunnels between Portage and Whittier until an avalanche nearly caught my mother and me. The building was so small I slept in a dresser drawer! We then moved to Curry and Healy before settling in Anchorage, where I graduated high school in 1985. I graduated from the Travel Academy in 1993 and began my career as a Reservation & Ticket Agent, and I've been with ARRC nearly 33 years. The rails are in my veins; my uncle (my dad's brother) and a first cousin worked for the ARRC well before my time, and I currently have two other first cousins who have been at the ARRC for over 25 years, trying to catch up to me! I enjoy my work in the Real Estate Department, where my colleagues feel like family. I've witnessed many changes and contributed to positive developments during my time here. Outside of work, I love cruising and vacationing with family, which enhances my enjoyment of the summer cruise ships in Seward. Retirement will be bittersweet whenever it comes!



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