

Ketchikan's Coordinated Transportation Plan 2010 Update

DRAFT FINAL REPORT

Prepared for:
Southeast Alaska Independent Living, Inc. (SAIL)

and

The Revilla Coordinated Transportation Coalition (RCTC)

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1. Introduction

This update of the “Ketchikan Coordinated Transportation Technical Assistance Final Report; December 2006” has been prepared under contract to Southeast Alaska Independent Living, Inc. (SAIL), representing the Revilla Coordinated Transportation Coalition.

This update must comply with requirements of the “Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users” (SAFETEA-LU), which is administered for project funding by the State of Alaska Department of Transportation and Public Facilities (ADOT&PF), and the Federal Transit Administration (FTA). The update addresses requirements of the following programs:

- Job Access Reverse Commute (JARC), Section 5316
- New Freedom, Section 5317
- Program for Elderly Individuals and Individuals with Disabilities, Section 5310

The purpose of these programs is to provide a “unified comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income; lays out strategies for meeting these needs, and prioritizes services.”

This work must comply with the requirements of the Alaska Mental Health Trust.

This update includes the following items:

- 1) Assessment of Transportation Need
- 2) Inventory of Available Services
- 3) Strategies to Address Gaps in Service
- 4) Identification of Coordination Actions
- 5) Prioritization and Project Costs for Implementation Strategies

In preparing this update, the major emphasis of the work is placed on two objectives:

- Developing a practical and affordable plan for improving Ketchikan’s public transportation systems, for the benefit of specified target populations and the community as a whole, recognizing the overlapping benefit of services useable by the general public and services addressing special needs, and
- Basing recommendations as fully as possible on the wisdom of Ketchikan’s public transportation users, both those experienced — by necessity or choice — on services

now available, and potential users for whom system improvements are necessary to make these services practical.

Preparation of this update has been contracted by Kent Miller, Industrial Economist. Elements of the update are prepared by Susan A. Dickinson, Community Planner, and Dennis Kuklok, Landscape Architect.

2. Summary and Conclusions

The 2010 Update of Ketchikan's Coordinated Transportation Plan has reviewed the methodology and recommendations of the original 2006 Coordinated Transportation Plan and has collected extensive public comment on transportation services needed and currently provided in Ketchikan. As a result of this work, a list of implementation strategies has been prepared and costs estimated. Implementation of these strategies is dependent upon adequate funding being available.

This list corresponding to the descriptive items in Section 8, and costs estimated in Section 9, is as follows:

Summary of Implementation Plan Items

- Seek funding to incrementally increase daily vehicle hours of service for fixed route transit lines as follows (in hours–minutes):

Line	Mon-Fri		Mon-Sat		Sat-Sun		Sun	
	Cur. ^a	Rec. ^a	Cur.	Rec.	Cur.	Rec.	Cur.	Rec.
Red	12-45	15-15	—	—	10-15	11-15	—	—
Green	—	—	15-54	16-45	—	—	7-00	11-45
Blue	13-00	14-15	—	—	—	12-15	—	—

Estimated annual cost increase from FY 2009 is \$191,500, subject to partial offset by increased revenue; eligible for FTA 5311, 50% match. (See Table 9.1.3)

- Seek funding to extend Green Line service, adding second bus to maintain one hour frequency.
(See Timetable, Table 8.1.1)

Estimated cost increase from FY 2009 is \$382,500, subject to partial offset by revenue; eligible for FTA 5311, 50% match. (See Table 9.1.3)

- Incrementally extend Red and Blue Line Services
 - a. Extend Red Line service from OLD HOMESTEAD/Fawn Mountain School to SOUTH TONGASS/ROOSEVELT, South. (See Table 8.1.2)
 - b. Extend Blue Line service from TONGASS/Totem Bight to TONGASS/NORTH POINT HIGGINS. (See Table 8.1.3)

a. Cur. – Current; Rec. – Recommended

Adding a third bus to operate the extended Red and Blue Line services can maintain one-hour frequency. Estimated cost increase from FY 2009 is \$342,400, subject to partial offset by increased revenue; eligible for FTA 5311, 50% match. (See Table 9.1.3)

- Incrementally extend paratransit service corresponding to fixed route extensions.

Improve bus stops and access to stops, including the following features:
(See Section 8.2)

Location

Lighting

Signage

Location: exterior signage

Information: interior signage

Accessibility

Safety and security

Shelter, at selected stops

- Designate and improve park & ride lots at or near ends of fixed routes at NORTH TONGASS/NORTH POINT HIGGINS, and SOUTH TONGASS/ROOSEVELT, South.
- Improve and post timetable, reformatting for clarity and uniformity, indicating all service by stop, as shown in Table 8.1.1.
- Where multiple lines' services overlap, adjust timetable to approach uniform headways.
- Add Airporter service, estimated annual cost up to \$540,000, subject to revenue offset up to \$396,000, see Table 9.1.4, and 9.1.5.
- Seek funding to add mobility manager.
- Seek funding to establish equipment sharing, maintenance and repair, and bulk fuel purchasing pools, available to fixed route and paratransit providers.
- Establish taxi voucher program, with disabled-equipped cab service.

3. Community Conditions

3.1 Location

Ketchikan is Alaska's "First City", a title earned by its location at the southernmost part of the Southeast Region, the first U.S. port of entry for coastal shipping north of Washington State. Ketchikan is also called "Salmon Capital of the World", highlighting the bounty of wild salmon in surrounding waters.

The Ketchikan Gateway Borough is located on Revillagigedo, Pennock and Gravina Islands, numerous smaller islands, and a large area of mainland, encompassing 4,899 square miles. To the west the Borough adjoins the Prince of Wales-Hyder Census Area, including Annette Island and Prince of Wales Island — the third largest island in the U.S. — and its archipelago, with total land area of 3,760 square miles. The Borough, neighboring islands, and the mainland's fjord coast share a maritime boundary with British Columbia at Dixon Entrance and Portland Canal to the south, and an alpine border at the Coast Mountains' summits to the east. To the north it abuts the Wrangell Borough. The Ketchikan Gateway Borough includes the Misty Fjords National Monument which makes up 3,590 square miles, nearly three fourths of its area. Misty Fjords is a popular destination for visitors. It has been called "The Yosemite of the North", for its similar geology.

The populated area of the Borough is located mainly along the shorelines of George Inlet, Tongass Narrows, and Clover Passage, with few developed areas and little population located more than one-half mile from the shoreline. In addition to the main population on Revillagigedo, Pennock, and Gravina Islands, the shorelines of Clover Pass and Naha Bay host small residential communities accessible only by air and water. The Tongass Narrows shoreline of Gravina Island is the site of Ketchikan International Airport, accessible only by air and water.

The Borough includes two incorporated cities, the City of Ketchikan and the smaller City of Saxman, located just south of Ketchikan City Limits.

3.2 Transportation Overview

Ketchikan is a regional transportation hub; its international airport, with 108,837 enplanements in 2008, ranks fifth among 300 airports in Alaska, and 215 among 2,288 airports in the U.S. Ketchikan's local airport is its harbor, with 38,945 enplanements in 2008, it ranks 15 in Alaska and 284 in the U.S. Ketchikan Harbor is one of the largest U.S. centers of commercial floatplane enplanements. Airport data are shown in Table 3.2.1.

Ketchikan International Airport is located on Gravina Island, approximately one-half mile across Tongass Narrows from the Borough's population center on Revillagigedo Island. The

connecting ferry, operated by Ketchikan Gateway Borough, carried 419,648 passengers and 120,822 vehicles in 2008, as shown in Table 3.2.2.

Ketchikan is served by the Alaska Marine Highway's coastal passenger/vehicle ferries, to/from highway termini at Haines and Skagway, Prince Rupert, B.C., and Bellingham, Washington, as well as Alaskan ports from Metlakatla to Unalaska; 73,721 passengers embarked and disembarked on these services in 2008. The Inter-island Ferry Authority operates passenger/vehicle ferry service between Ketchikan and Prince of Wales Island, carrying 63,635 passengers in 2008.

Ketchikan's municipal port is expected to receive 429 calls by 26 cruise ships in 2010, with capacity for 771,284 passengers. These vessels dock at four "Panamax"-capable berths in the Downtown/Newtown business district. Ketchikan's public small boat harbors accommodate 1,045 vessels from 20 to 125 foot length, including large fleets of commercial fishing and sport fishing charter vessels.

This intensive transportation activity on Ketchikan's waterfront creates heavy demand for related shoreside transportation services. The Tongass Route, an arterial corridor including the South Tongass Highway, Stedman Street, Mill Street, Front Street, Water Street, Tongass Avenue, and the North Tongass Highway carried average daily traffic of 17,991 vehicles at its peak traffic section in the city's West End, as shown in Ketchikan Areawide Traffic Map, Figure 3.2.A-1,2,3,4, following this section.

Fixed route public transit service is provided by the Ketchikan Gateway Borough. The Borough Bus system has three lines, designated Red, Green and Blue^a, serving 75% of the Borough's population. Each of these three lines operates year-around, with full service five to six days a week, and reduced service on weekends and holidays, as follows:

<u>Line</u>	<u>Full Service</u>			<u>Hr.-Min.</u>	<u>Reduced Service</u>			<u>Hr.-Min.</u>
	<u>Days</u>	<u>Start</u>	<u>Finish</u>		<u>Days</u>	<u>Start</u>	<u>Finish</u>	
Red	Mon-Fri	6:15 A	7:30 P	12-45	Sat	7:45 A	6:00 P	10-15
Green	Mon-Sat	5:15 A	9:09 P	15-54	Sun	9:15 A	4:15 P	7-00
Blue	Mon-Fri	6:45 A	7:45 P	13-00	- None -			- 0 -

On Monday through Friday the Red Line maintains hourly frequency between stops at TONGASS/Airport Ferry on the north and OLD HOMESTEAD/Fawn Mountain School on the south.

Also on Monday through Friday the Blue Line maintains hourly frequency between DOCK/Library/Museum in Downtown Ketchikan and NORTH TONGASS/Totem Bight on the north.

a. Refer to route map Appendix 2.

The Green Line's Monday-Saturday service also maintains hourly frequency between SCHOENBAR/WOODSIDE in Bear Valley and COLLEGE/UAS in the West end and DON KING/Shoreline Business on the north.

On Monday through Friday, all three lines overlap between DOCK/Library/Museum in Downtown, as far north as TONGASS/Airport Ferry. The Red and Green Lines overlap between DEERMOUNT/STEDMAN/UAS and TONGASS/Airport Ferry.

On weekends and holidays, reduced service by the Red and Green Lines overlaps between DEERMOUNT/SEDMAN/UAS and TONGASS/Airport Ferry.

In addition to the year-around service provided by the Green, Red, and Blue Lines the Borough Bus system operates a free shuttle from May through September in the Downtown area which has heavy seasonal traffic by cruise ship passengers.

Recent Fiscal Years ridership on the Borough Bus is as follows:

<u>Line</u>	<u>No. Passengers, by Fiscal Year</u>			
	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>
Red	68,672	57,736	39,865	35,622
Green	124,527	114,881	82,930	69,447
Blue	<u>51,854</u>	<u>49,547</u>	<u>30,582</u>	<u>28,251</u>
Subtotal	245,053	222,164	153,377	133,320
Shuttle	<u>20,483</u>	<u>4,392</u>	<u>-</u>	<u>-</u>
Total	265,536	226,556	153,373	133,320

Paratransit services operated by Southeast Senior Services provided the following trips in Calendar Year 2009:

	<u>Total</u>	<u>ADA</u>
Annual Rides:	13,429	8,361
Including,		
Under 50	2,079	1,696
Over 60	11,350	6,665
Meals on Wheels,		
Home Delivery		
Under 60	186	
Over 60	11,758	

3.3 Demographics and Economy

Demographics

Ketchikan's Census 2000 population, its location by Census Tract and Block Group, and general population characteristics have been reviewed, in order to relate the 2006 Coordinated Transportation Plan to current conditions and to confirm the estimates of transportation demand made in the 2006 Plan.

Since Census 2000, annual estimates of Ketchikan's population have been prepared by the Alaska Department of Labor and Workforce Development. But the most recent data on the populations' location and demographics is still Census 2000 reports.

The 2006 Coordinated Transportation Plan used Census 2000 location and demographic data, and adjusted these data to correspond to recent population estimates. Therefore an early step in this update is to summarize total population and population characteristics, as reported by Census 2000, in Tables 3.3.1 and 3.3.2, in order to corroborate the basis for estimates of transportation demand in the 2006 Plan.

As shown in Table 3.3.2 and the maps of Census 2000 Tracts and Block Groups following this section, 56% of Ketchikan's Census 2000 population was concentrated in the area extending from the Airport Ferry on the north to the U.S. Coast Guard Base on the south; 27% was located north of the Airport Ferry; and 12% was south of the U.S. Coast Guard Base.

As shown in Table 3.3.2, large majorities of potentially transit-dependent individuals live in the area extending from the Airport Ferry on the north to the U.S. Coast Guard Base on the south. These groups include Zero-vehicle Households, Youth Aged 0-14, Elderly 60 and over, and Below Poverty Population. These areas accounted for almost 90% of the population using public transportation in 2000, prior to more recent extensions of fixed route transit services.

The 2006 Coordinated Transportation Plan includes a population projection by the Alaska Department of Labor and Workforce Development (ADOL&WD) increasing from 14,070 in 2000 to 17,166 in 2020 (p. III-12). The most recent projection by ADOL&WD dated February 2010, is constant to declining, from 13,174 in 2006 to a low of 11,015, to a high of 13,194 in 2020, as shown in Table 3.3.3. This table also includes a projection for Prince of Wales-Hyder Census Area (C.A.) (including Metlakatla), an important component of Ketchikan's economic base, again showing stable to declining population, from 5,477 in 2006 to between 4,244 and 5,084 in 2020.

Economy

In Tables 3.3.4, 3.3.5 and Figures 3.3-A and 3.3-B, trends in Population, Employment and Personal Income are shown for the Ketchikan Gateway Borough and the Prince of Wales-

Hyder C.A. from 1990 through 2008-9. As shown, Ketchikan's population increased to 14,764 in 1995, then declined to 12,984 in 2009. The Prince of Wales-Hyder, C.A. increased to 6,996 in 1996, then declined to 5,392 in 2009. These changes in both areas were caused by growth of the economy as a whole in the early to mid 1990's, followed by collapse of the timber industry with the Ketchikan Pulp Co. mill closure in 1997.

Because the latest ADOL&WD population projections for both Ketchikan and Prince of Wales-Hyder are pessimistic and differ substantially from the growth projection used in the 2006 Plan, 1990-2009 population data were compared with total employment during the same period. As shown in Tables 3.3.4 and 3.3.5 Ketchikan's population and total employment both peaked in 1995 then declined in most of the following several years through 2002, after which total employment increased, reaching 97% of its 1995 peak by 2008, the latest year reported. Population continued to decline, to 88% of its 1995 peak by 2008. Prince of Wales-Hyder, C.A. experienced roughly similar changes, with employment stabilizing after 2002, and population continuing to decline.

In both Ketchikan and Prince of Wales-Hyder C.A., personal income has increased along with employment since 2002, and there has been substantial concurrent growth of per capita income.

It is reasonable to infer from these data that the economy of Ketchikan and the surrounding area is in transition from an established base in which timber was a large component, with an associated settled population, to a new set of major employers, in shipbuilding and repair, and visitor-related retail goods and services, in which population has not yet accompanied new employees and business owners to this area. On this basis, the population projection for Ketchikan in the 2006 Plan – 17,166 in 2020, is considered to be reasonable and suitable for continued use in the current update of the Plan.

Table 3.2.1
Federal Aviation Agency
Enplanements by Airport
Ketchikan Area

Airport	Calendar Year			
	2008	2007		
Ketchikan Gateway Borough				
Ketchikan (KTN)	108,837	111,048 ^{a.}	Alaska Rank: 5 ^{b.}	U.S. Rank: 215 ^{c.}
Ketchikan Hbr. (5KE)	38,945	41,085	Alaska Rank: 15 ^{b.}	U.S. Rank: 284 ^{c.}
Total	147,782	152,133		
Prince of Wales-Hyder, C.A.				
Craig (CGA)	5,844	6,300		
Thorne B. (KTB)	2,640	2,648		
Waterfall (KWF)	2,072	2,237		
Hollis (HYL)	1,661	1,274		
N. Whale Pass (962)	204	189		
Coffman Cv. (KCC)	126	107		
El Capitan Ldg. (5C5)	86	627		
Kasaan (KXA)	58	148		
Pt. Protection (19P)	57	95		
Pt. Baker (KPB)	25	30		
Hydaburg (HYG)	13	16		
Klawock (AKW)	4	27		
Total	12,790	13,698		
Metlakatla (MET)	3,344	3,932		
Meyers Ck. (84K)	174	217		
Hyder (4Z7)	123	129		
Moser By. (KMY)	9	19		
Total	3,650	4,297		

a. Ketchikan International Airport Statistics

	2008	2007
Inbound	107,069	111,658
Outbound	104,878	110,591
Total	211,947	222,249

b. Rank among 300 listed airports.

c. Rank among 2,288 listed airports.

Source: Federal Aviation Agency, ACAIS 08; Ketchikan Gateway Borough, Ketchikan International Airport

Table 3.2.2
Ketchikan International Airport
Ferry Traffic

	Calendar Year	
	2008	2007
Walk-on Passengers	207,747	215,938
Car/Truck Passengers	197,937	185,486
Bus Passengers	13,964	5,240
Total	419,648	406,664
Cars/Trucks	116,297	105,751
Buses	4,525	1,858
Total	120,822	107,609

Source: Ketchikan Gateway Borough, Ketchikan International Airport

Table 3.2.3
Alaska Marine Highway Terminal
Passenger Traffic

	Calendar Year	
	2008	2007
Inter-island Ferry ^{a.}		
Embarking	26,393	28,189
Disembarking	27,242	28,752
Total	53,635	56,941
Alaska Marine Highway ^{b.}		
Embarking	36,965	35,604
Disembarking	36,756	33,973
Total	73,721	69,577
Grand Total		
Embarking	63,358	63,793
Disembarking	63,998	62,725
Total	127,356	126,518

a. Source: Inter-island Ferry Authority, February 2010

b. Alaska Marine Highway System, Annual Traffic Volume Report, CY 2007, 2008

Figure 3.2-A (1)

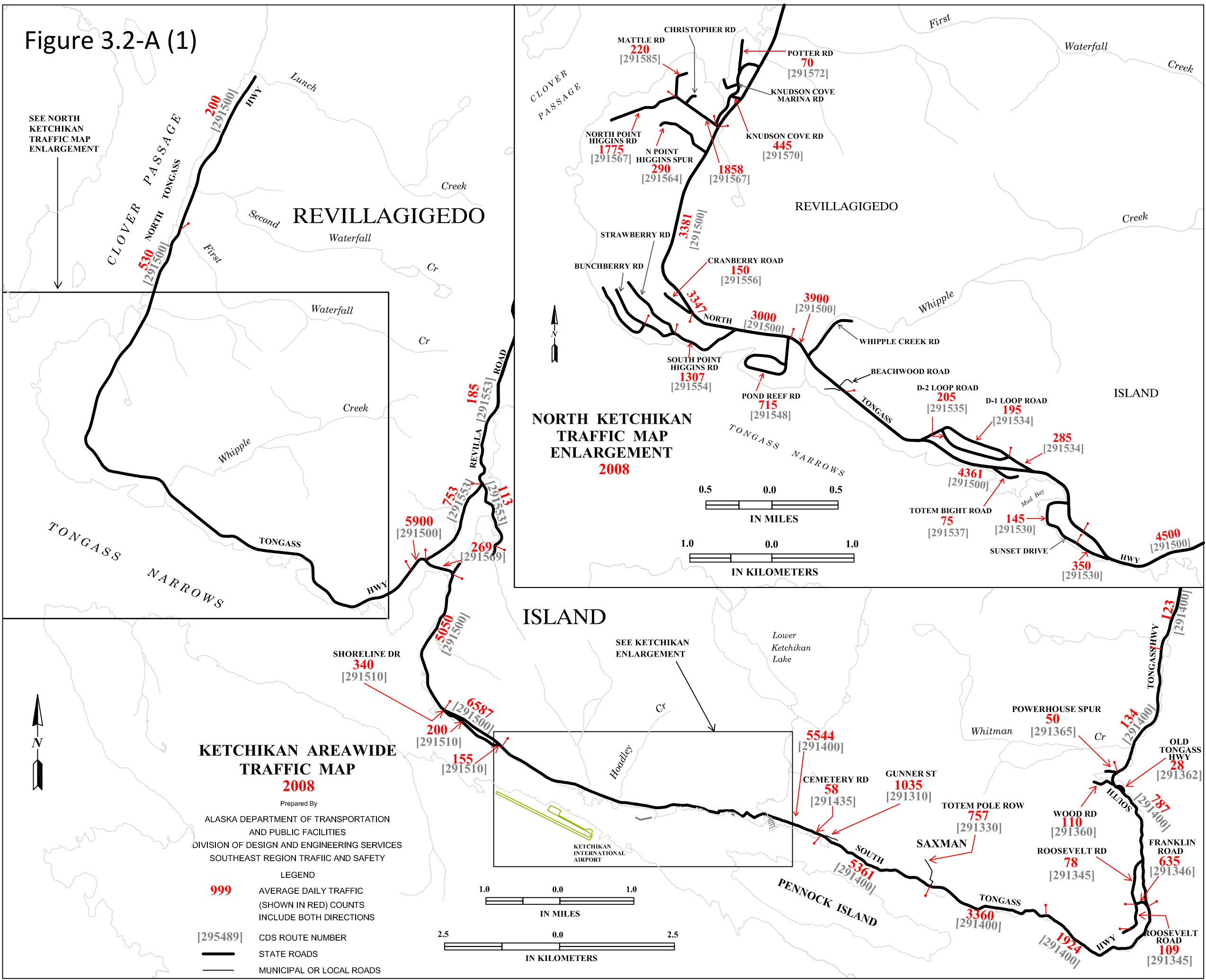


Figure 3.2-A (2)

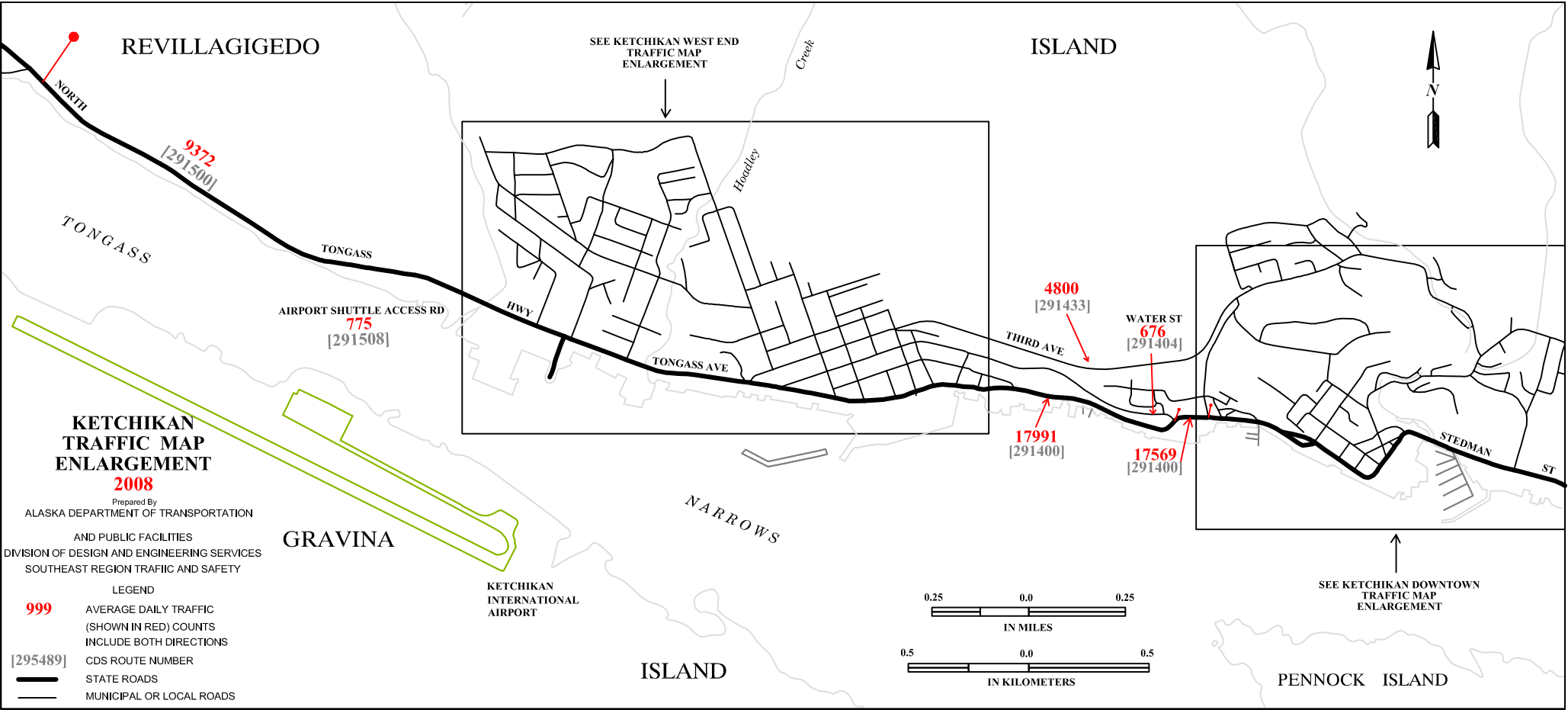


Figure 3.2-A (3)

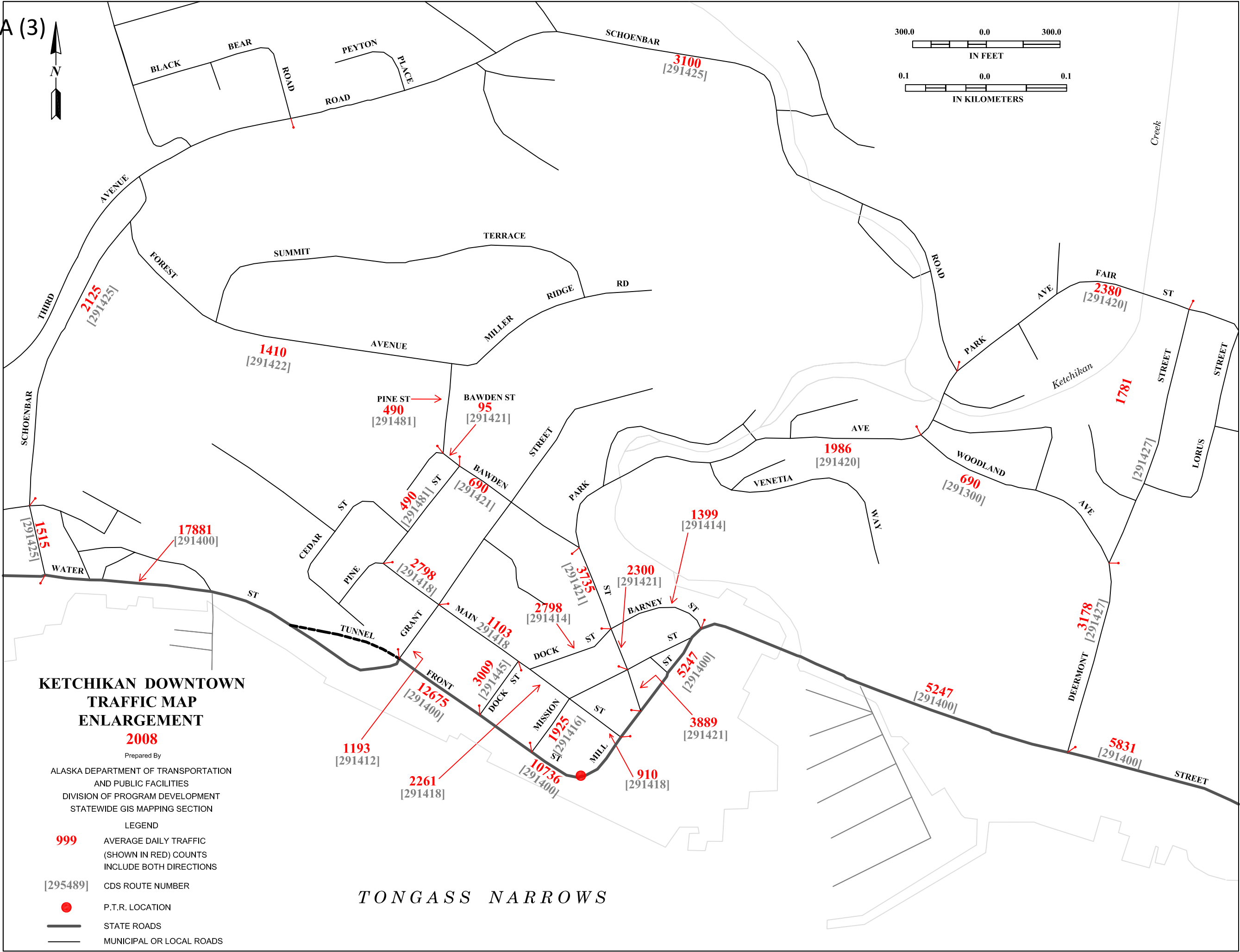


Figure 3.2-A (4)

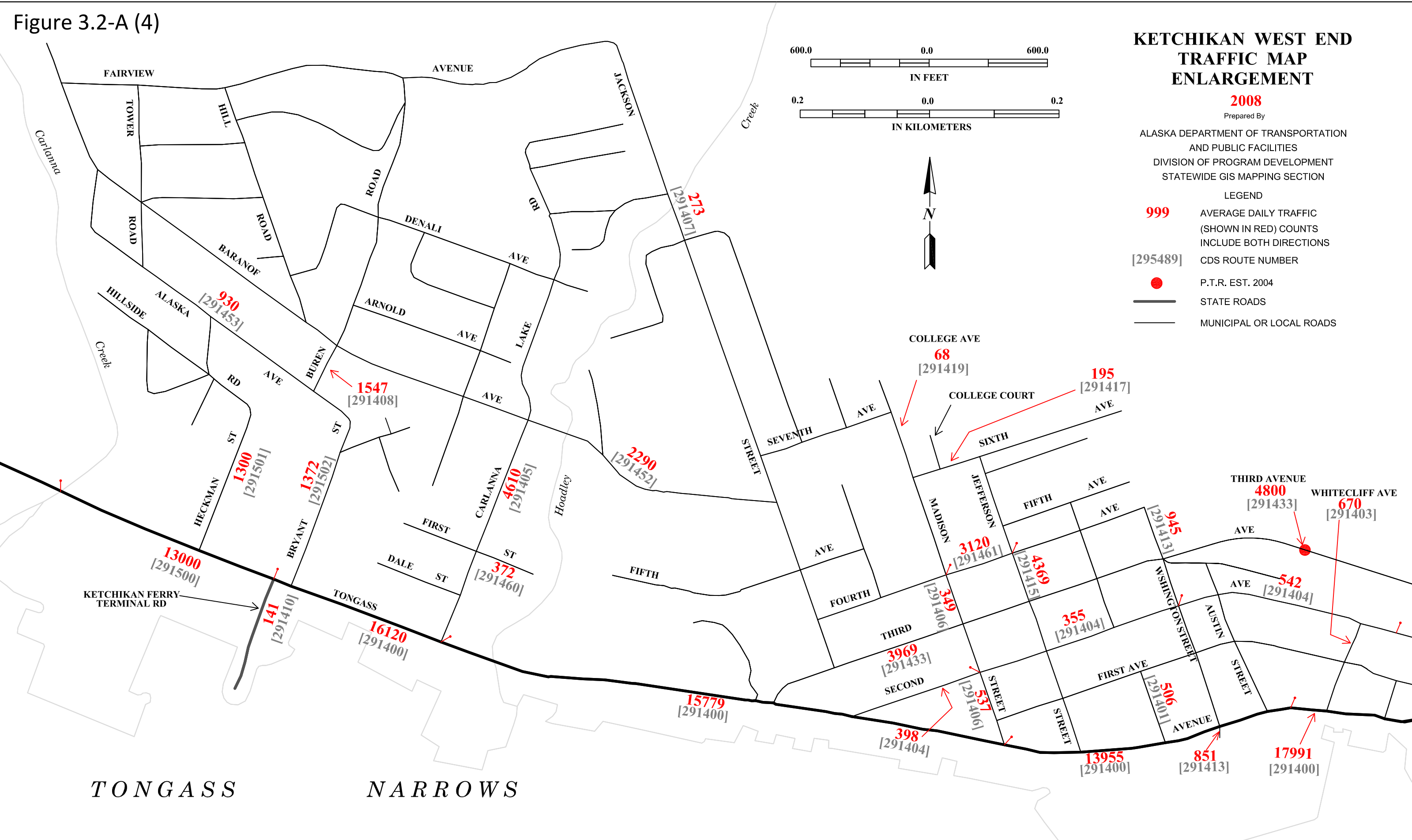


Table 3.3.1
Ketchikan Gateway Borough
Total Population by Census
Tract and Block Group
Census 2000

Census Tract 1 - North		%	Male	%	Female	%
Census Block Group:						
1. Outlying Areas ^a	1,329	9.44	711	9.89	618	8.98
2. South Point Higgins	883	6.28	471	6.55	412	5.99
3. Ward Cove	1,174	8.34	597	8.31	577	8.38
4. Shoreline	425	3.02	212	2.95	213	3.10
Total	3,811	27.08	1,991	27.70	1,820	26.45
Census Tract 2 - West						
Census Block Group:						
1. Airport Ferry	2,328	16.54	1,142	15.89	1,186	17.23
2. IFA Ferry	2,570	18.27	1,273	17.71	1,297	18.85
Total	4,898	34.81	2,415	33.60	2,483	36.08
Census Tract 3 - Central						
Census Block Group:						
1. Bear Valley	1,007	7.16	514	7.15	493	7.16
2. Downtown	1,139	8.10	599	8.33	540	7.85
3. USCG	878	6.24	466	6.48	412	5.99
Total	3,024	21.50	1,579	21.96	1,445	21.00
Census Tract 4 - South						
Census Block Group:						
1. Saxman	998	7.09	515	7.16	483	7.02
2. Herring Cove	1,339	9.52	689	9.58	650	9.45
Total	2,337	16.61	1,204	16.74	1,133	16.47
Grand Total	14,070	100.00	7,189	100.00	6,881	100.00

^a. Including North Point Higgins and Clover Pass

Source: U.S. Bureau of the Census, American Factfinder

Table 3.3.2
General Population Characteristics
 Ketchikan Gateway Borough
 Census 2000

Census Tract	Census Block Group	Area Location or Landmark:	Total Population		Total Number of Households		Zero-Vehicle Households		Total Number of Youth Aged 0-14		Total Number of Elderly 60 & Over		Below-Poverty Population		% Using Public Transportation	
			No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1	1	Outlying Areas ^a .	1,329		472				337	25.4	82	6.2				
1	2	S. Point Higgins	883		305				230	26.0	72	8.2				
1	3	Ward Cv./Totem Bight	1,174		439				305	26.0	115	9.8				
1	4	Shoreline	425		174				83	19.5	64	15.1				
1	All	North	3,811	27.1	1,390	25.8	164	4.3	955	25.1	333	8.3	179	4.7	19	0.5
2	1	Airport Ferry	2,328		860				656	28.2	509	21.9				
2	2	AMHS/IFA Ferries	2,570		1,064				509	19.8	435	16.9				
2	All	West	4,898	34.8	1,924	35.6	529	10.8	1,165	23.8	944	19.3	294	6.0	147	3.0
3	1	Bear Valley	1,007		360				278	27.6	72	7.2				
3	2	Downtown	1,139		580				198	17.4	147	12.9				
3	3	USCG Base	878		333				202	23.0	84	9.6				
3	All	Central	3,024	21.5	1,273	23.6	959	31.7	678	22.4	303	10.0	305	10.1	184	6.1
		% Total, Transits 243	56.3		59.2				54.6		69.5		65.4			
4	1	Saxman	998		316				259	26.0	81	8.1				
4	2	Herring Cove	1,339		496				318	23.8	132	9.9				
4	All	South	2,337	16.6	812	15.0	63	2.7	577	24.7	213	9.1	138	5.9	26	1.1
	Total		14,070	100.0	5,399	100.0	1,715	11.5	3,375	24.0	1,793	12.7	916	6.1	376	2.7

a. Including North Point Higgins and Clover Passage.

Source: U.S. Bureau of the Census American FactFinder, Census 2000

Table 3.3.3
Population Estimates and Projections
 2006 - 2030

	Ketchikan Gateway Borough		Prince of Wales-Hyder, CA	
	Projected	Estimated ^{a.}	Projected	Estimated ^{b.}
2006	—	13,174	—	5,477
2007	—	13,089	—	5,297
2008	—	12,993	—	5,360
2009	—	12,984	—	5,392
2010				
Low	12,417	—	5,089	—
Middle	12,836	—	5,261	—
High	13,296	—	5,450	—
2015				
Low	11,731	—	4,686	—
Middle	12,507	—	4,996	—
High	13,340	—	5,329	—
2020				
Low	11,015	—	4,244	—
Middle	12,088	—	4,658	—
High	13,194	—	5,084	—
2025				
Low	10,309	—	3,803	—
Middle	11,587	—	4,274	—
High	12,906	—	4,761	—
2030				
Low	9,676	—	3,396	—
Middle	11,095	—	3,894	—
High	12,581	—	4,415	—

a. ADL & WD estimate

b. ADL & WD estimate

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section, February 2010

Table 3.3.4
Ketchikan Gateway Borough
Population, Employment and Income, and School Enrollment
1990 - 2009 (III)

	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Ketchikan Gateway Borough																				
Total Population ^a	13,828	14,255	14,636	14,716	14,751	14,764	14,654	14,500	14,143	13,961	14,059	13,748	13,675	13,525	13,067	13,111	13,176	13,089	12,993	12,984
Total Employment ^b	10,768	10,304	10,254	10,486	10,588	10,995	10,954	10,319	9,958	10,106	10,239	10,084	9,782	9,790	10,261	10,172	10,321	10,466	10,664	—
Total Personal Income (\$ mm)	389.9	391.5	406.4	430.6	444.4	466.4	471.2	468.1	457.8	461.8	493.9	513.7	511.8	513.5	516.8	567.9	592.3	635.6	680.2	—
Per Capita Income (\$ 000) ^{b, c}	27.9	27.7	28.0	29.5	30.3	31.6	31.5	31.7	31.9	32.3	35.3	37.4	37.8	38.7	39.1	43.2	44.6	48.4	52.0 ^c	—
Insured Total Wage & Salary Employment																				
Average Annual ^a	7,892	7,372	7,418	7,582	7,756	7,981	7,894	7,293	7,025	7,177	7,119	7,011	6,722	6,816	6,902	6,957	7,172	7,309	7,313	—
Average I ^a														5,837	5,901	5,958	6,236	6,301	6,358	6,164
Average II ^a														6,957	7,045	7,188	7,410	7,522	7,820	7,535
Average III ^a														8,008	8,213	8,220	8,420	8,654	8,416	8,644
Total Wage & Salary Earnings (\$ mm) ^a																				
	226.5	228.2	228.2	235.9	239.3	254.8	253.9	235.6	225.1	224.2	227.5	225.3	216.7	218.9	228.9	239.3	252.4	268.5	279.0	—
Average Monthly Earnings (\$) ^a																				
	2,389	2,518	2,564	2,593	2,571	2,660	2,680	2,692	2,671	2,604	2,593	2,677	2,682	2,676	2,765	2,867	2,933	3,067	3,180	—
School Enrollment ^d	2,693	2,664	2,690	2,735	2,729	2,850	2,856	2,731	2,724	2,599	2,490	2,401	2,398	2,370	2,306	2,296	2,273	2,252	2,126	2,137 ^e

a. Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

b. Source: U.S. Department of Commerce, Bureau of Economic Analysis (BEA), REIS, Tables CA 05 & 25, April 22, 2010

c. Alaska rank 6 of 27; U.S. rank 97 of 3,112 areas based on BEA population estimate 13,074

d. Alaska Department of Education and Early Development (except as noted); State of Alaska fiscal year enrollment shown in calendar year of October count.

e. Preliminary, 1/29/10

Figure 3.3-A
Ketchikan Gateway Borough
Population, Employment and Income, and School Enrollment
1990 - 2009 (III)

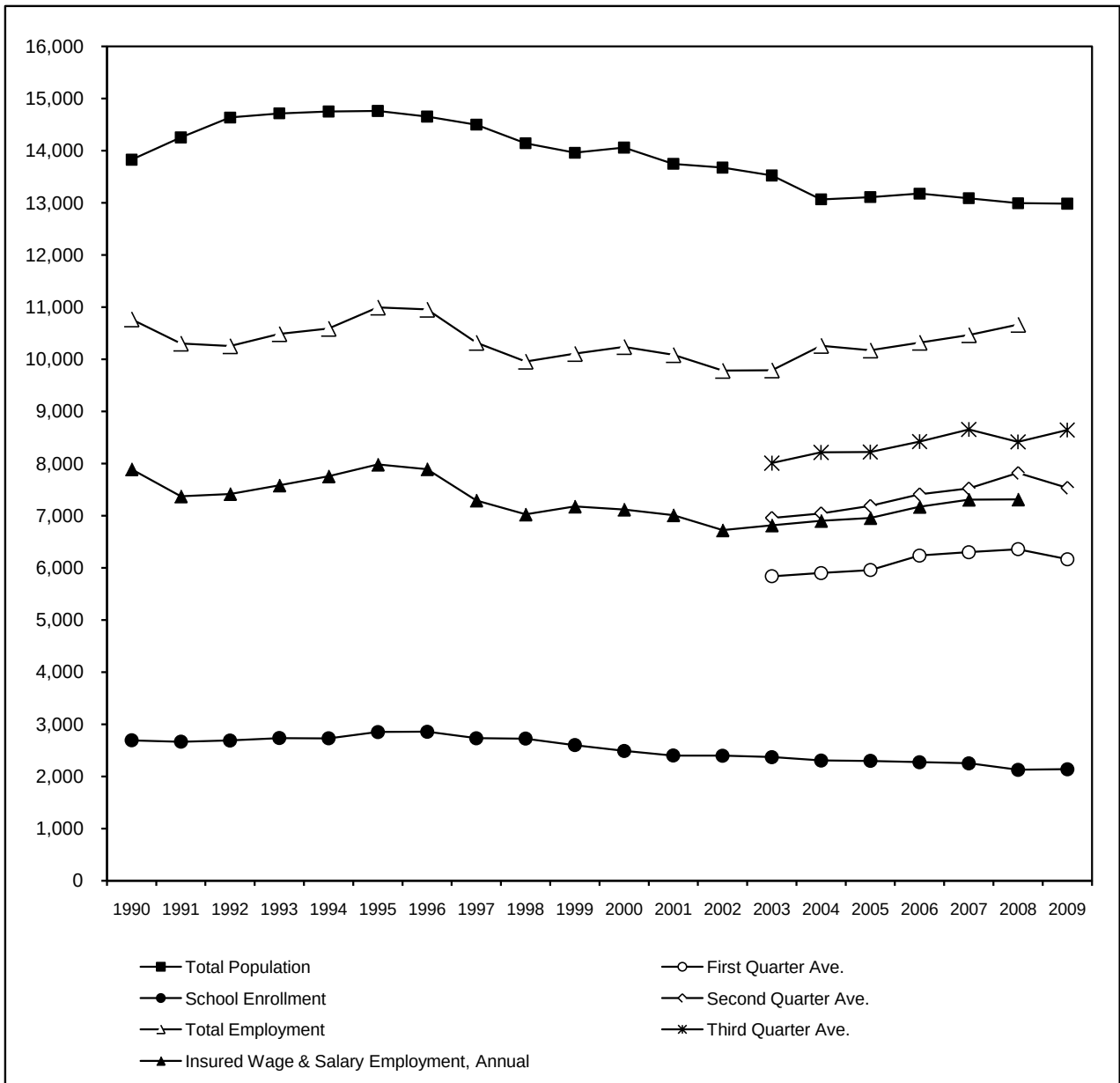


Table 3.3.5
Prince of Wales-Hyder Census Area (C.A.)
- formerly -
Prince of Wales-Outer Ketchikan, Census Area (C.A.)
Population, Employment and Income, and School Enrollment
1990 - 2009 (III)

	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Prince of Wales-Outer Ketchikan, C.A.																				
Total Population ^a	6,278	6,551	6,608	6,797	6,774	6,734	6,996	6,873	6,830	6,589	6,157	5,816	5,681	5,562	5,562	5,502	5,469	5,297	5,360	5,392
Total Employment ^b	2,803	2,823	2,831	2,874	2,967	3,020	3,024	3,163	3,114	3,201	2,855	2,702	2,670	2,734	2,822	2,885	2,709	2,686	2,756	—
Total Personal Income (\$ mm) ^b	115.7	109.7	111.8	119.5	119.5	124.4	119.4	126.4	125.0	127.8	132.5	122.4	121.8	125.3	130.1	133.9	135.0	141.8	157.4	—
Per Capita Income (\$ 000) ^{b, c}	18.4	17.2	17.7	18.3	18.2	18.7	17.9	19.2	19.5	20.6	21.6	20.6	20.5	21.9	22.8	23.8	23.8	25.5	28.4 ^c	—
Insured Total Wage & Salary Employment																				
Average 12/31 ^a	2,273	2,190	2,132	2,094	2,115	2,208	2,201	2,258	2,200	2,264	2,022	1,810	1,818	1,926	1,999	2,033	1,848	1,800	1,831	—
Average 3/31 ^a														1,668	1,735	1,796	1,706	1,608	1,637	1,646
Average 6/30 ^a														2,068	2,112	2,110	1,898	1,844	1,916	1,848
Average 9/30 ^a														2,128	2,218	2,277	2,019	2,004	1,989	2,007
Total Wage & Salary Earnings (\$ mm) ^a																				
	61.4	65.5	60.4	61.2	60.9	65.6	58.6	63.0	62.3	61.3	56.0	47.6	48.5	52.8	58.0	60.2	56.9	57.1	60.5	—
Average Monthly Earnings (\$) ^a																				
	2,294	2,619	2,360	2,435	2,462	2,402	2,219	2,327	2,359	2,257	2,308	2,189	2,222	2,284	2,417	2,468	2,567	2,641	2,752	—
School Enrollment ^d	1,476	1,405	1,447	1,430	1,463	1,531	1,533	1,456	1,395	1,401	1,428	1,514	1,616	1,704	1,447	1,491	1,471	1,412	1,350	—

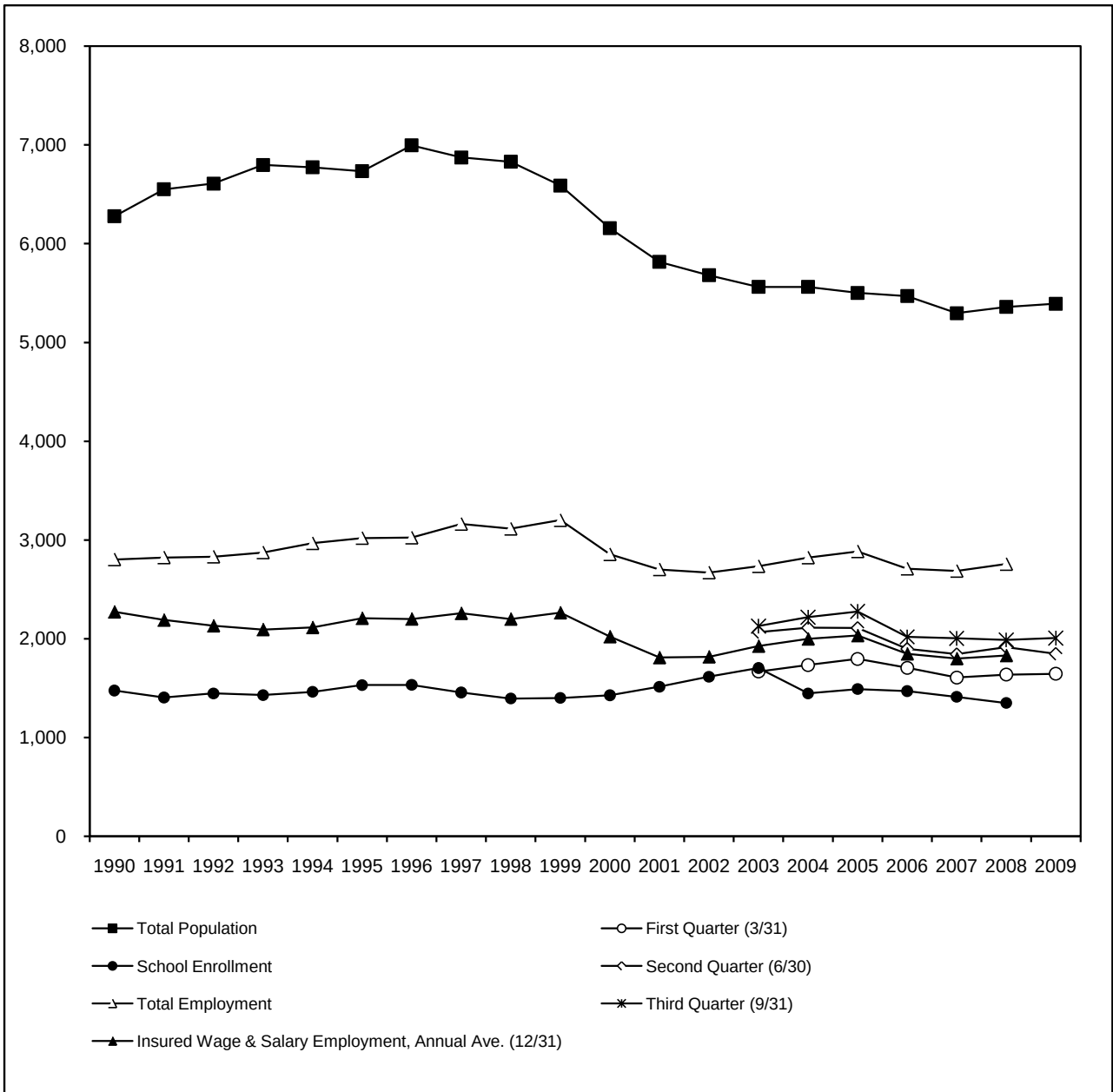
a. Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

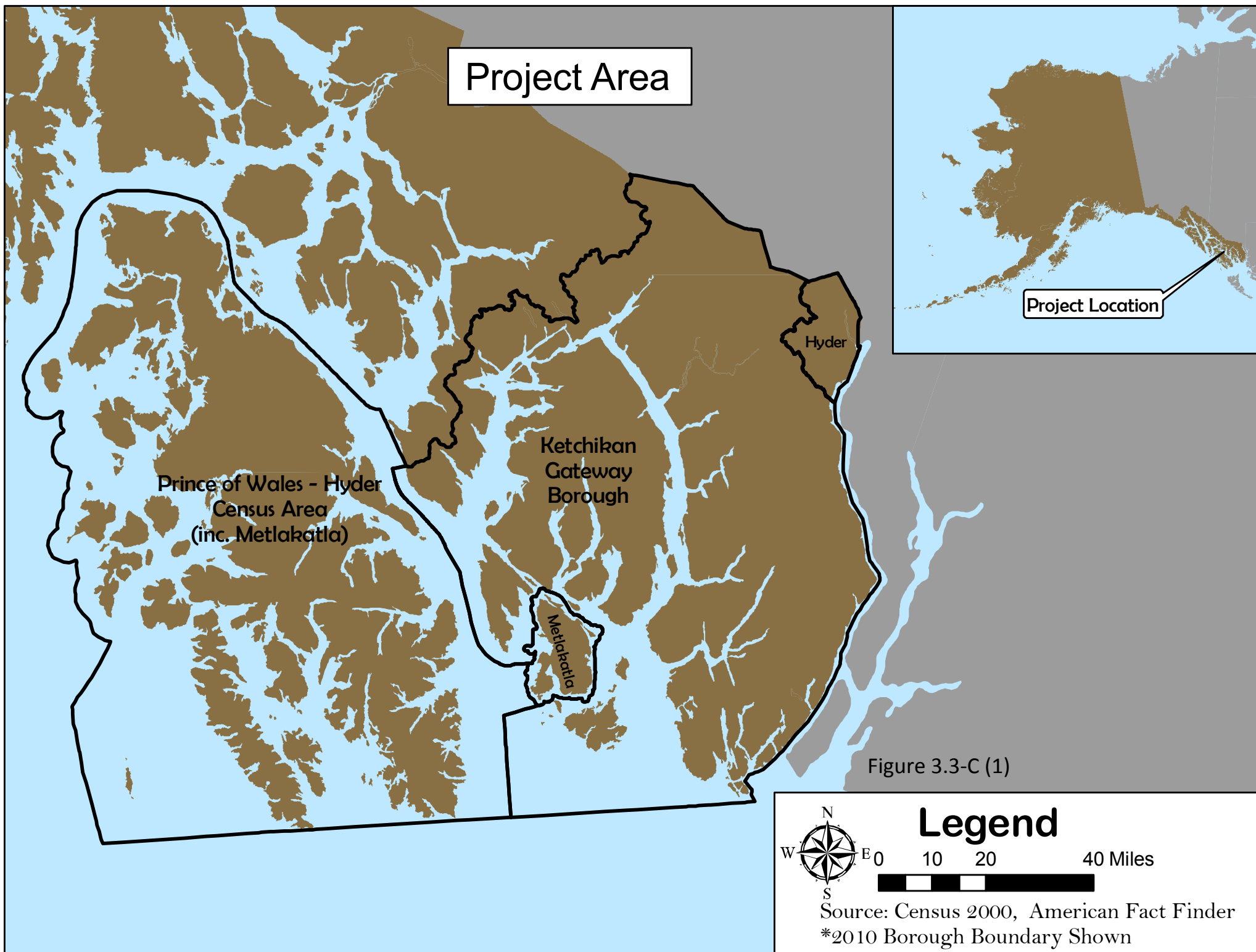
b. Source: U.S. Department of Commerce, Bureau of Economic Analysis (BEA), REIS, Tables CA 05 & 25, April 22, 2010

c. Alaska rank 27 of 28 areas; U.S. rank 2,232 of 3,112 areas based on BEA population estimate 5,566

d. Alaska Department of Education and Early Development

Figure 3.3-B
Prince of Wales-Hyder Census Area (C.A.)
- formerly -
Prince of Wales-Outer Ketchikan, Census Area (C.A.)
Population, Employment and Income, and School Enrollment
1990 - 2009 (III)





Ketchikan Gateway Borough Census 2000 Tracts

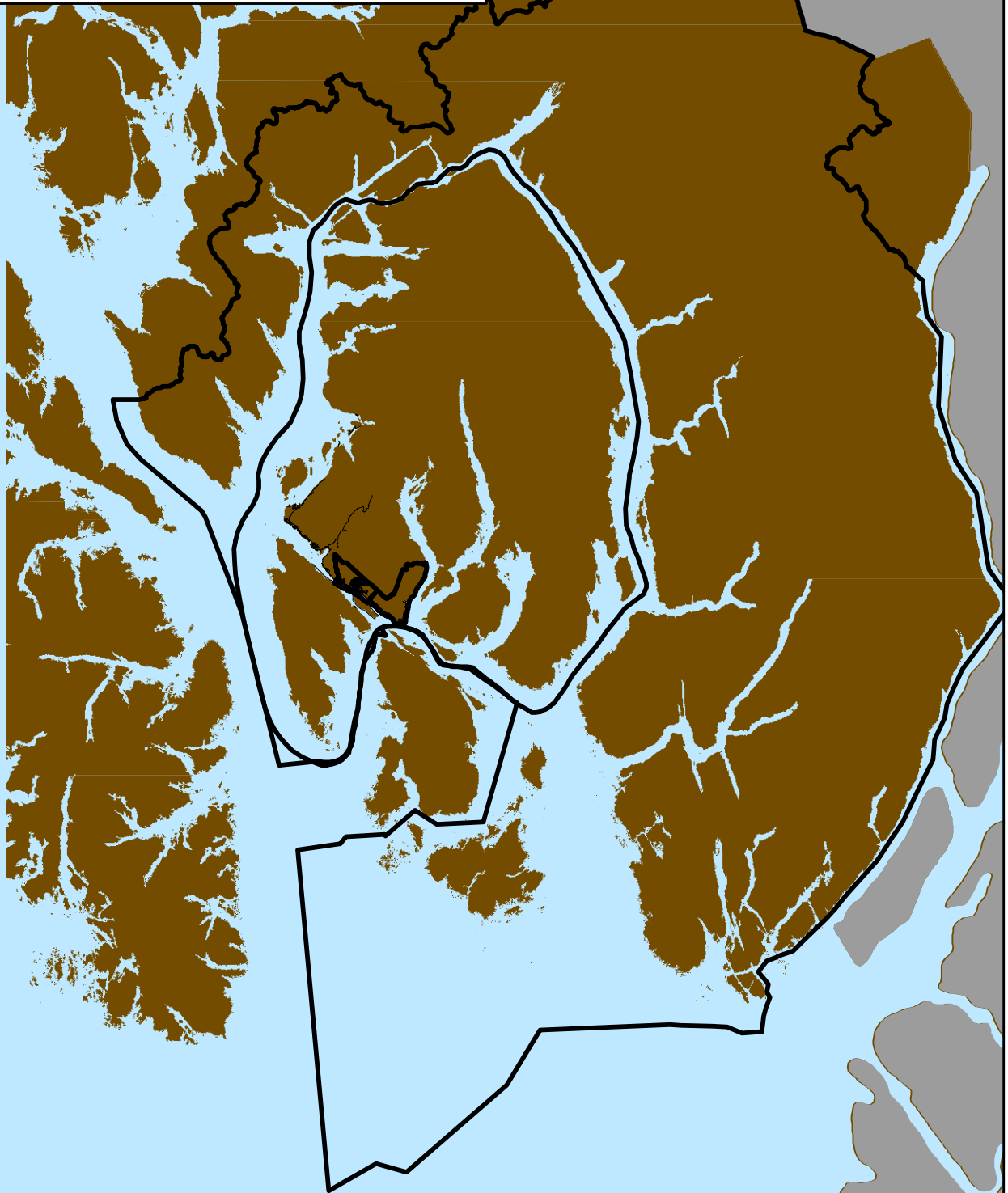
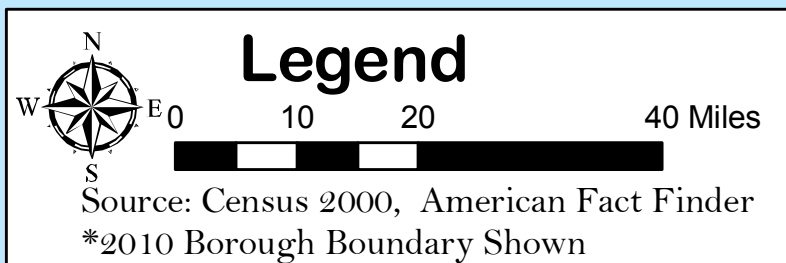


Figure 3.3-C (2)



Census Tract 1, Block Group 1 Outlying Areas

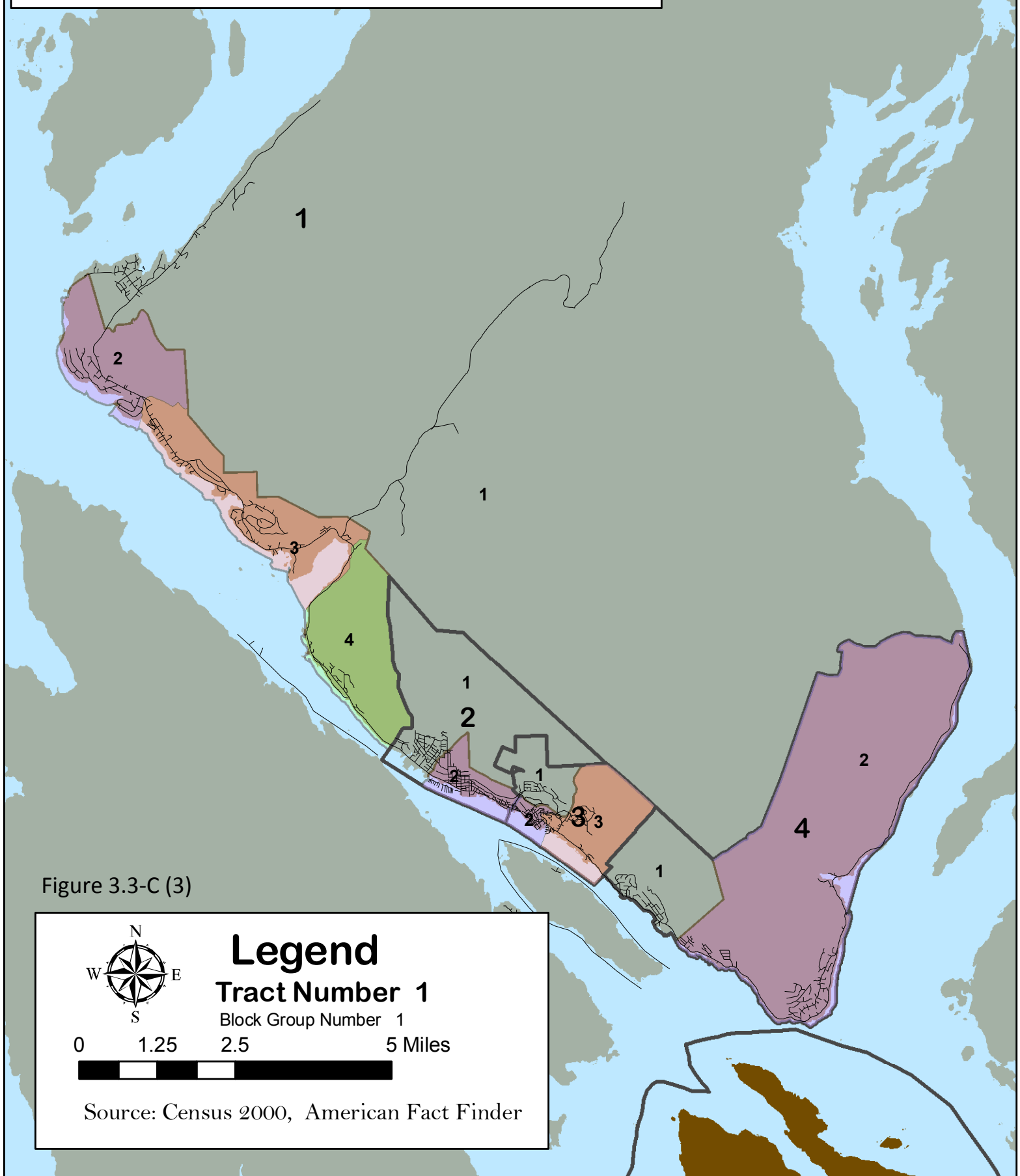


Figure 3.3-C (3)



Legend

Tract Number 1

Block Group Number 1

0 1.25 2.5 5 Miles



Source: Census 2000, American Fact Finder

Census Tract 1, Block Group 2 South Point Higgins Area

1

1

2

3

Figure 3.3-C (4)



Legend
Tract Number 1
Block Group Number 1

0 0.25 0.5 1 Miles



Source: Census 2000, American Fact Finder

Census Tract 1, Block Group 3 Ward Cove / Totem Bight Area

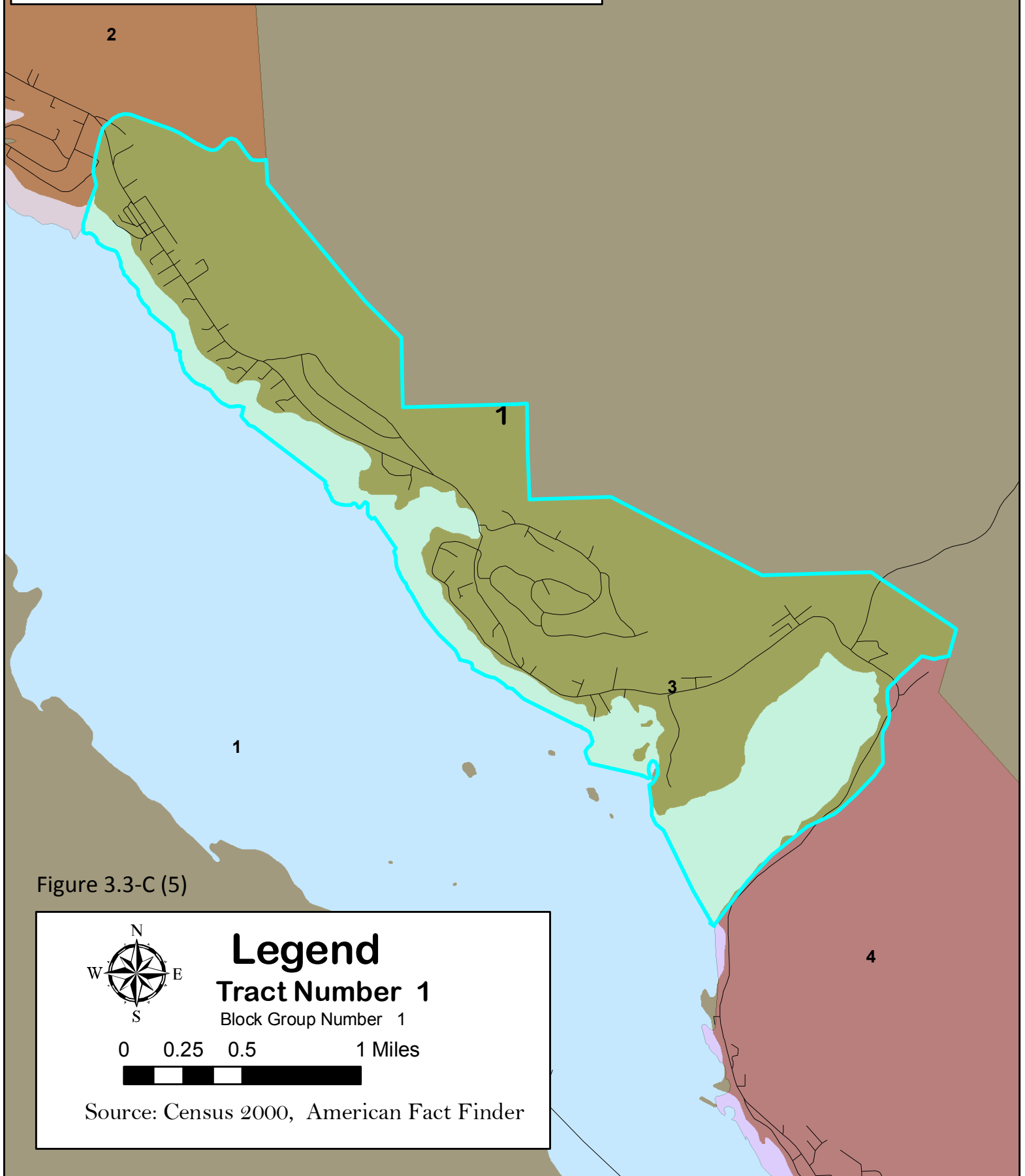


Figure 3.3-C (5)



Legend
Tract Number 1
Block Group Number 1

0 0.25 0.5 1 Miles



Source: Census 2000, American Fact Finder

Census Tract 1, Block Group 4 Shoreline Area

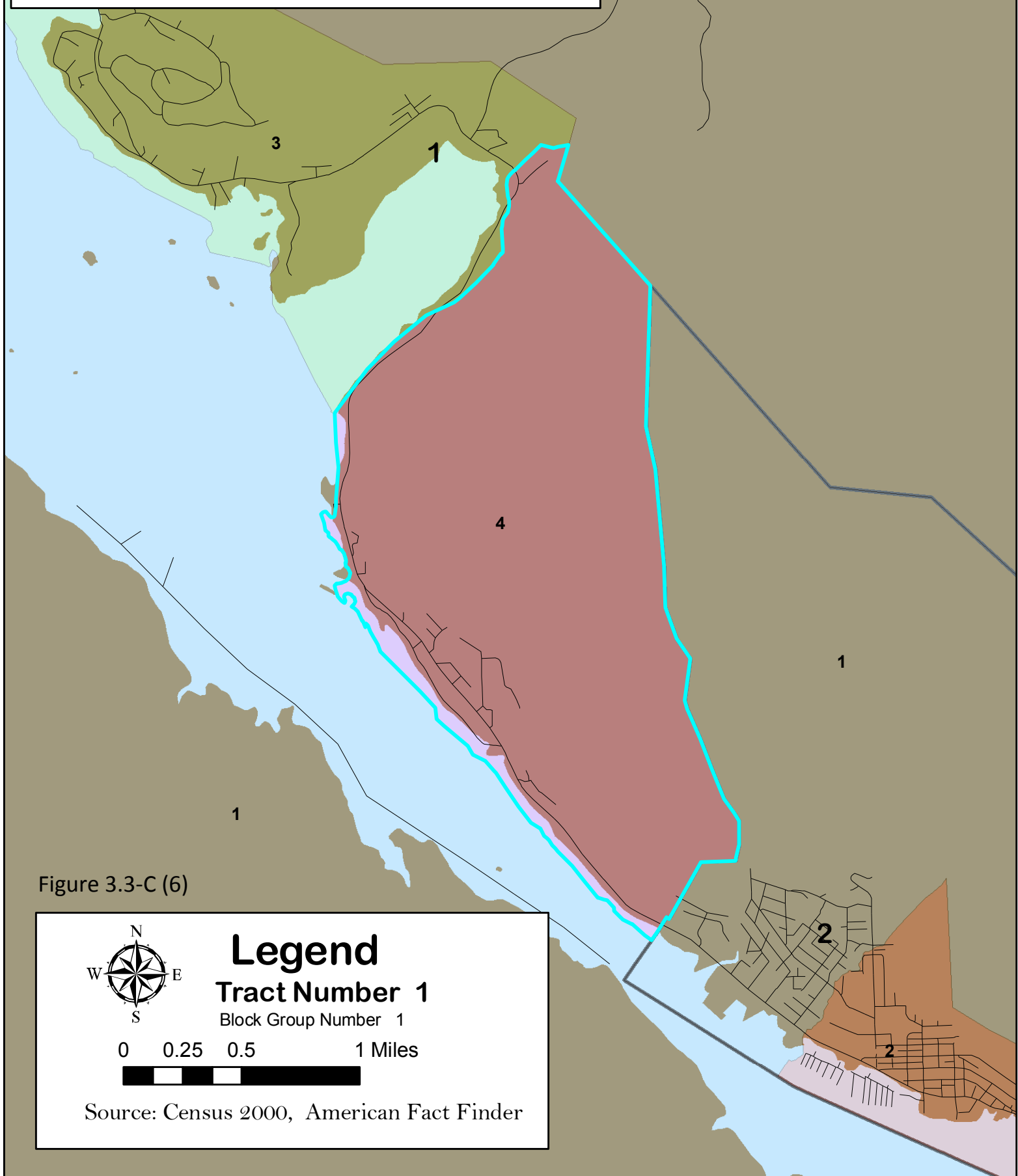


Figure 3.3-C (6)

Census Tract 2, Block Group 1 Airport Ferry Area

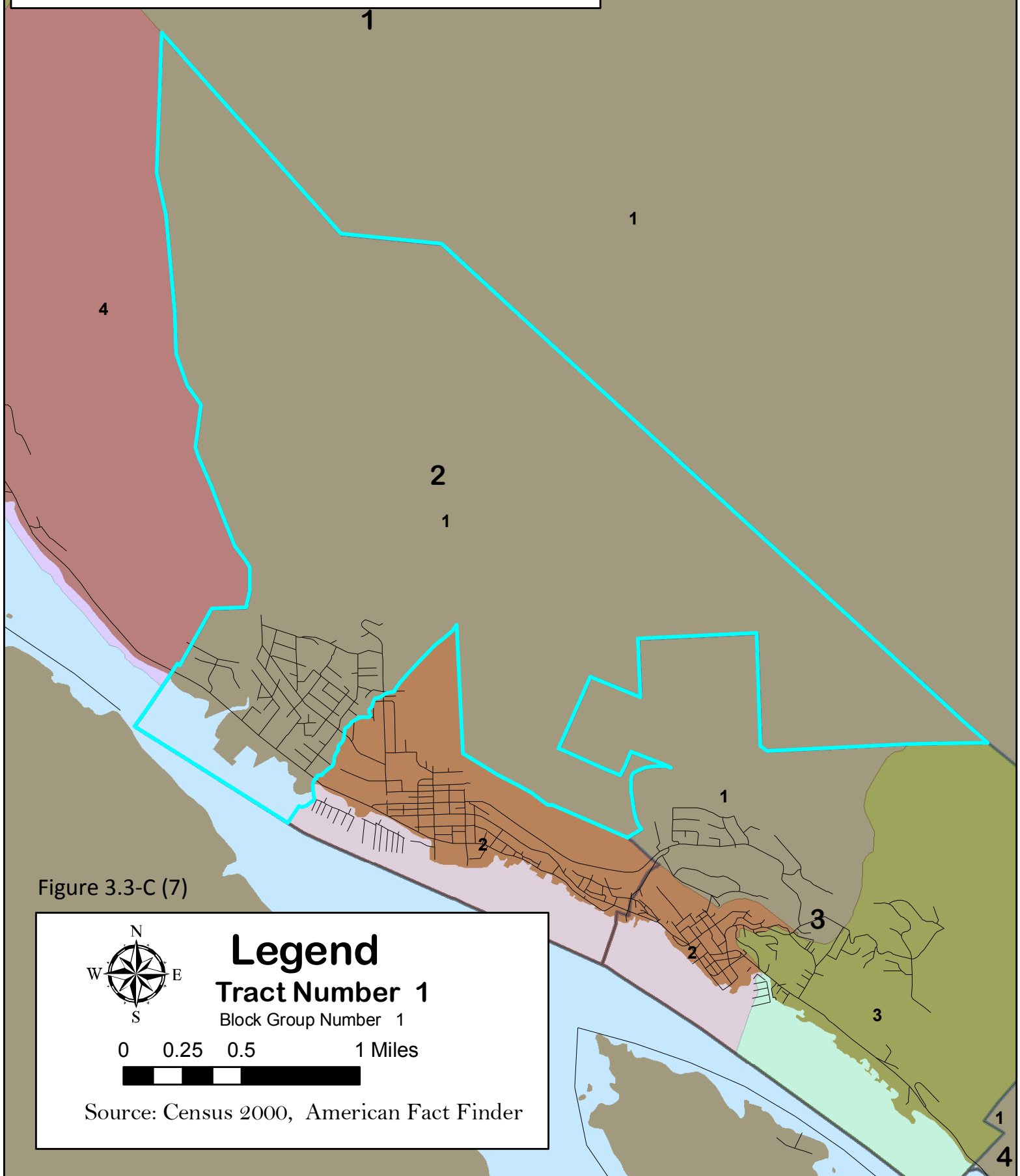


Figure 3.3-C (7)



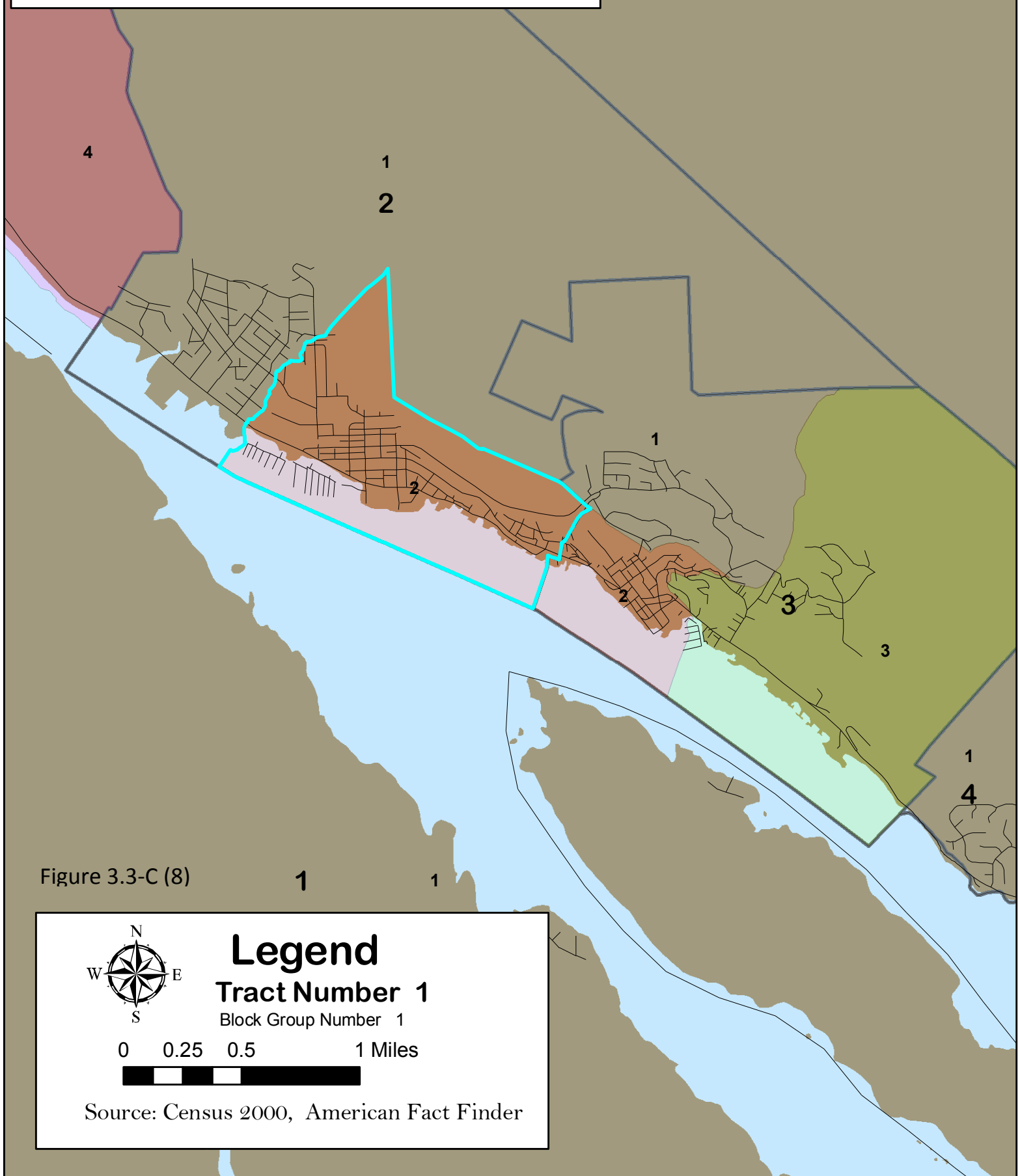
Legend
Tract Number 1
Block Group Number 1

0 0.25 0.5 1 Miles



Source: Census 2000, American Fact Finder

Census Tract 2, Block Group 2 AMHS / IFA Ferry Area



Census Tract 3, Block Group 1 Bear Valley Area

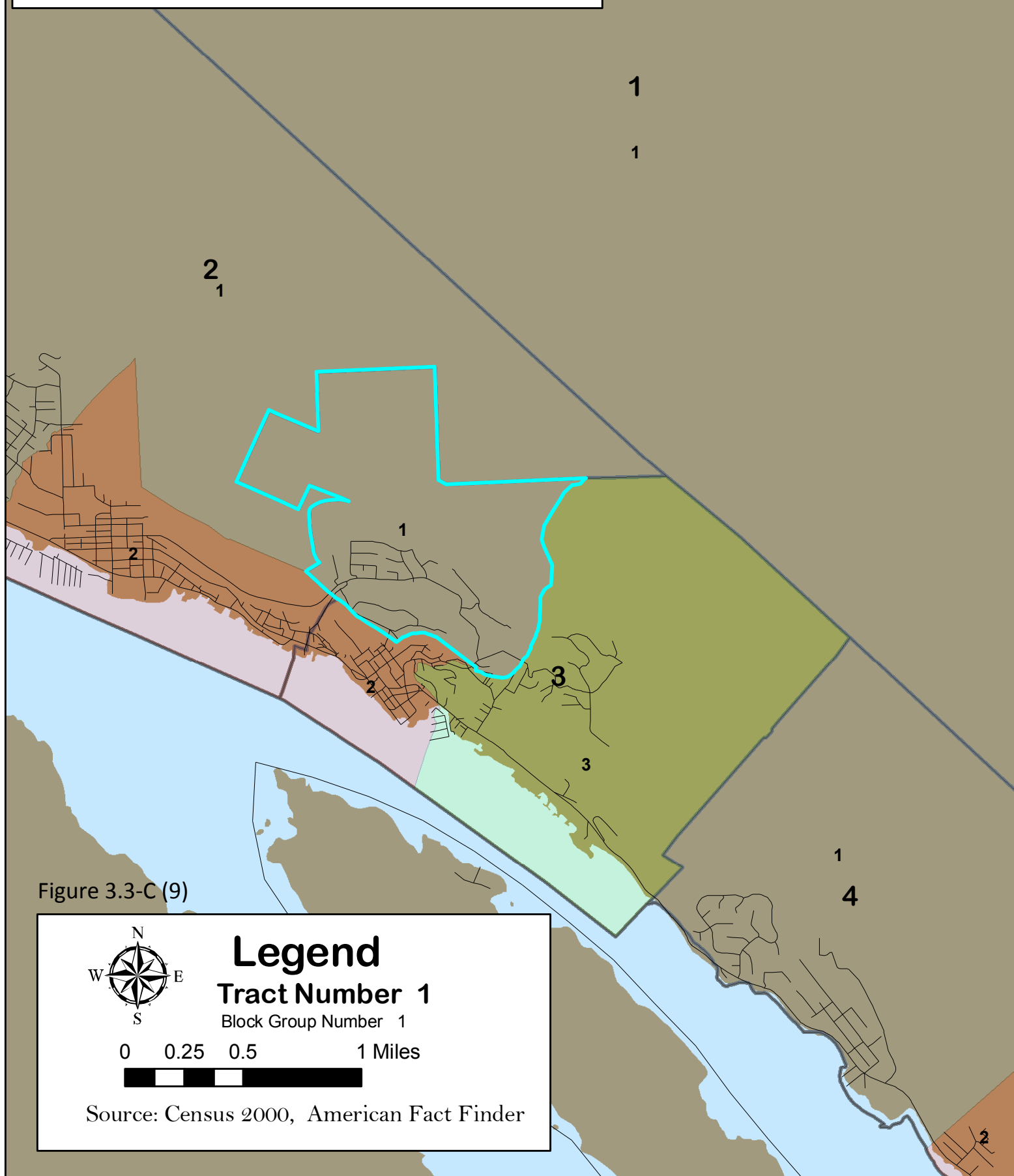


Figure 3.3-C (9)



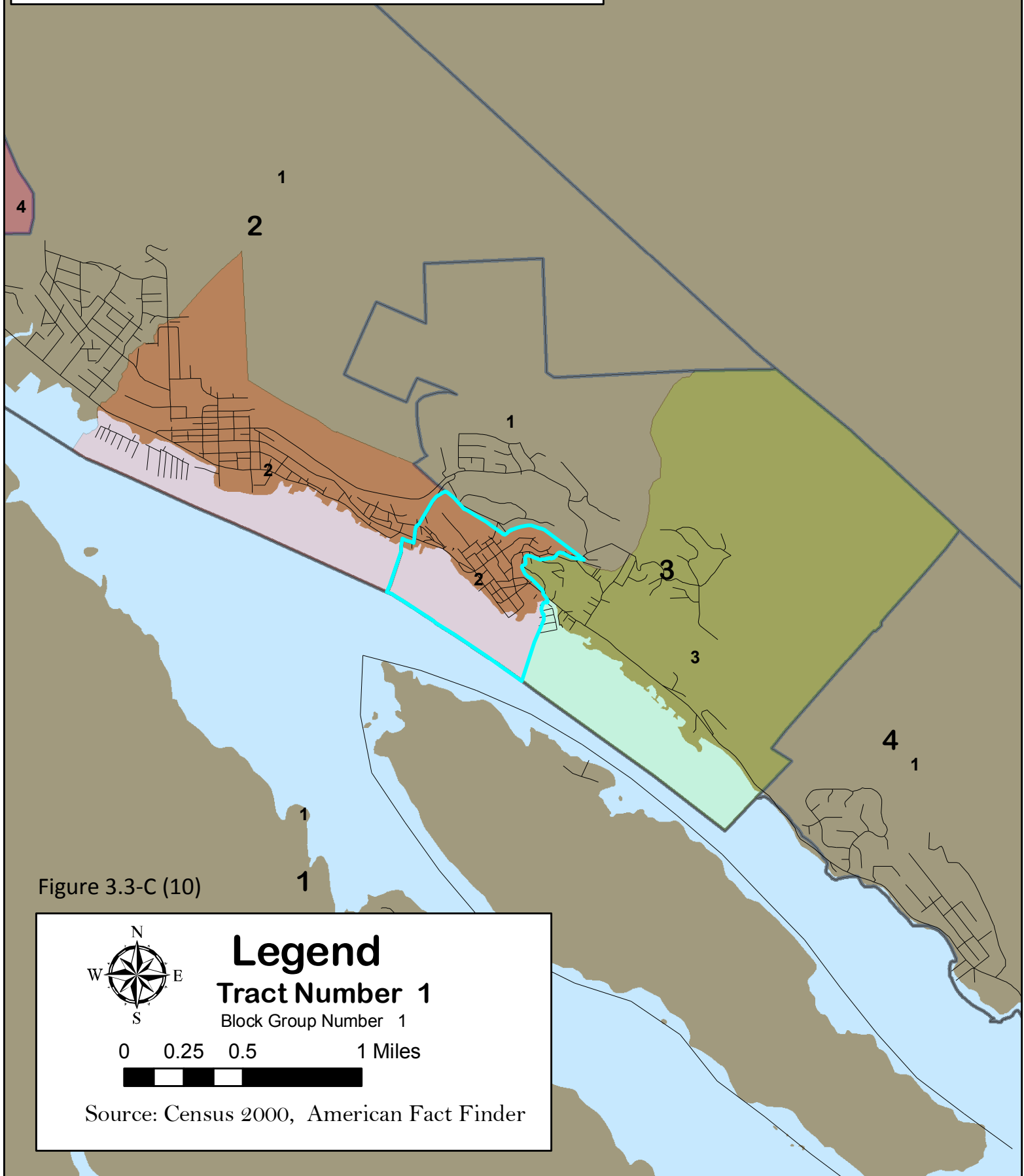
Legend
Tract Number 1
Block Group Number 1

0 0.25 0.5 1 Miles

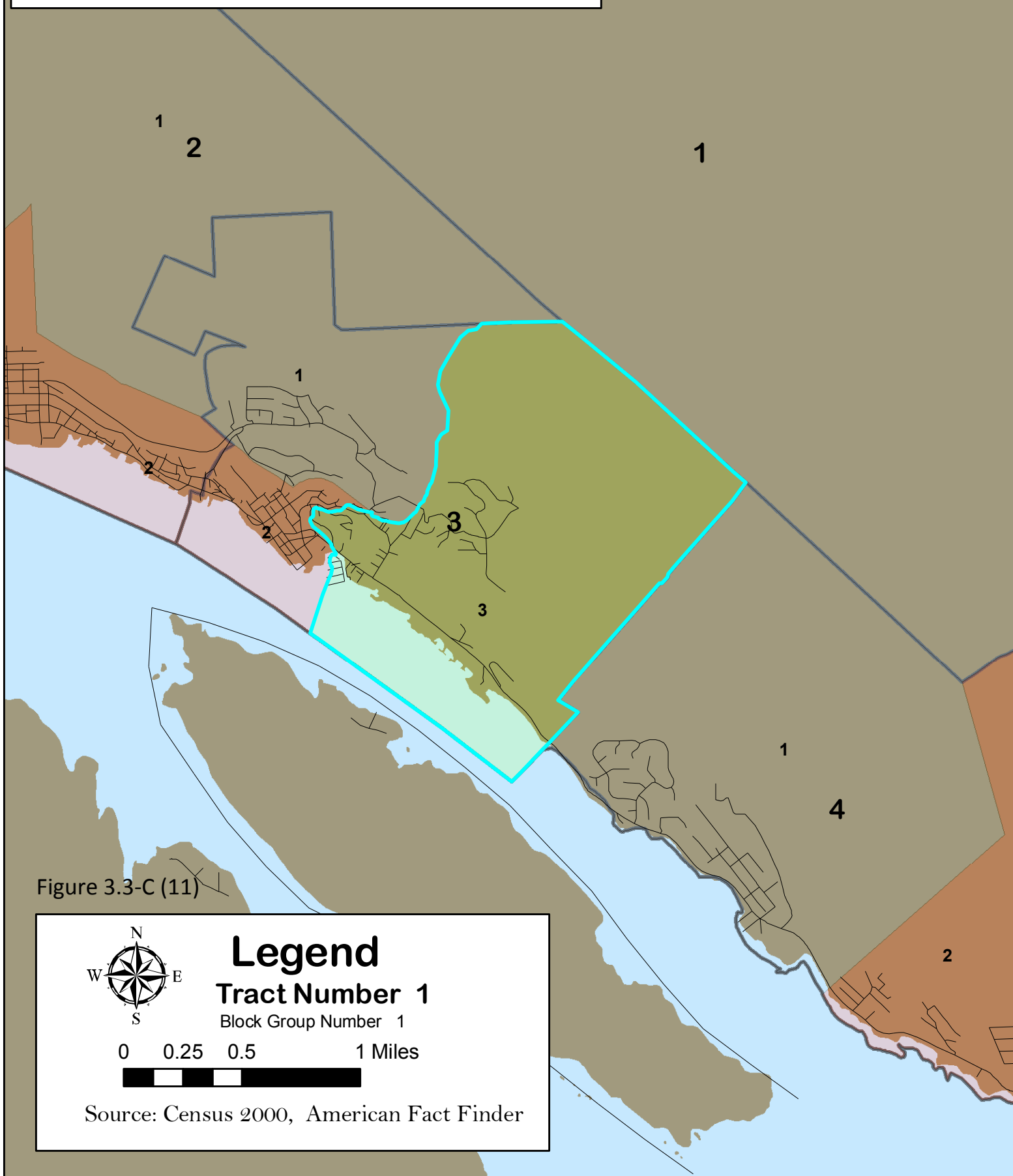


Source: Census 2000, American Fact Finder

Census Tract 3, Block Group 2 Downtown Area



Census Tract 3, Block Group 3 USCG Base Area



Census Tract 4, Block Group 1 Saxman Area

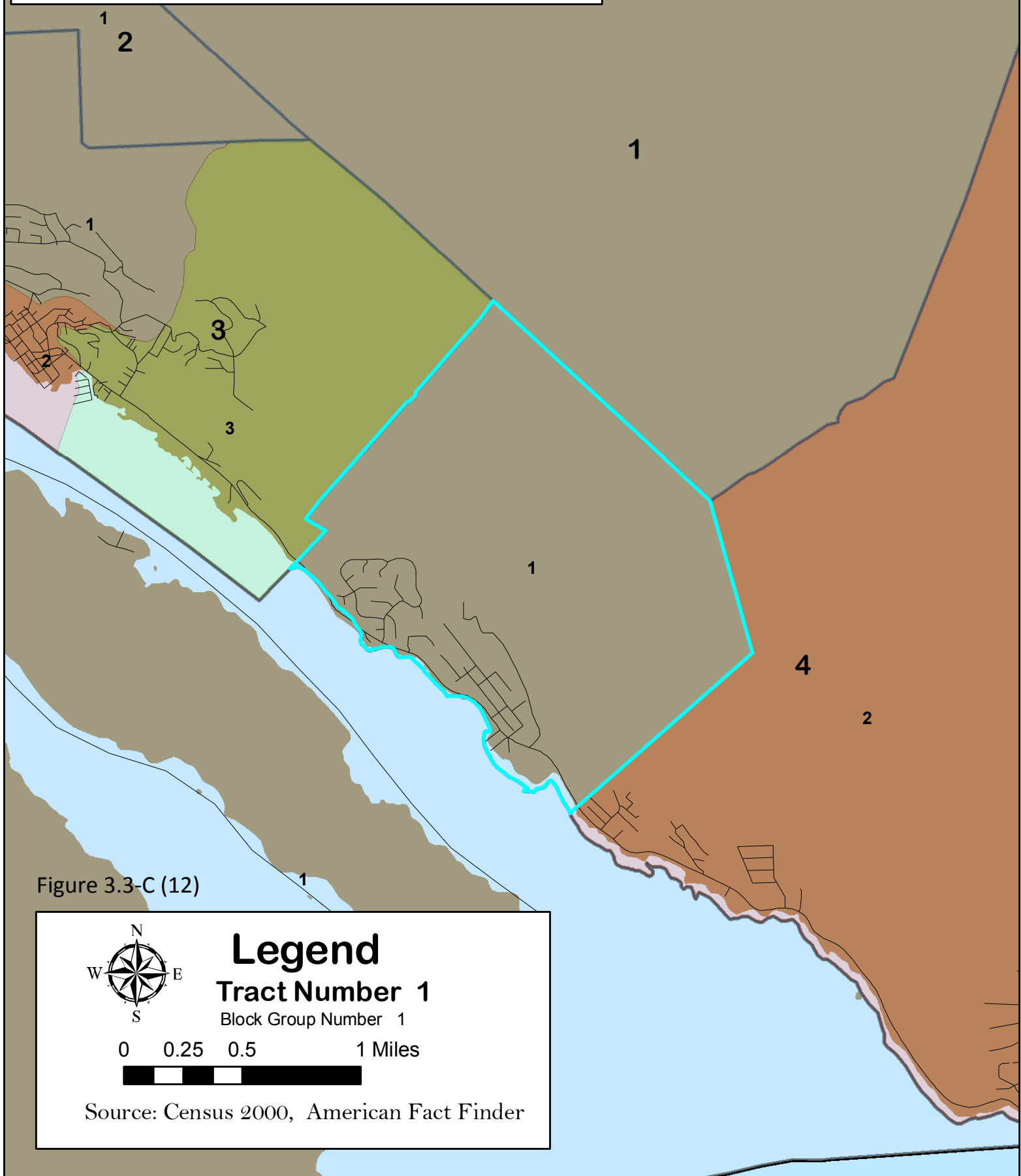


Figure 3.3-C (12)



Legend
Tract Number 1
Block Group Number 1

0 0.25 0.5 1 Miles



Source: Census 2000, American Fact Finder

Census Tract 4, Block Group 2 Herring Cove Area

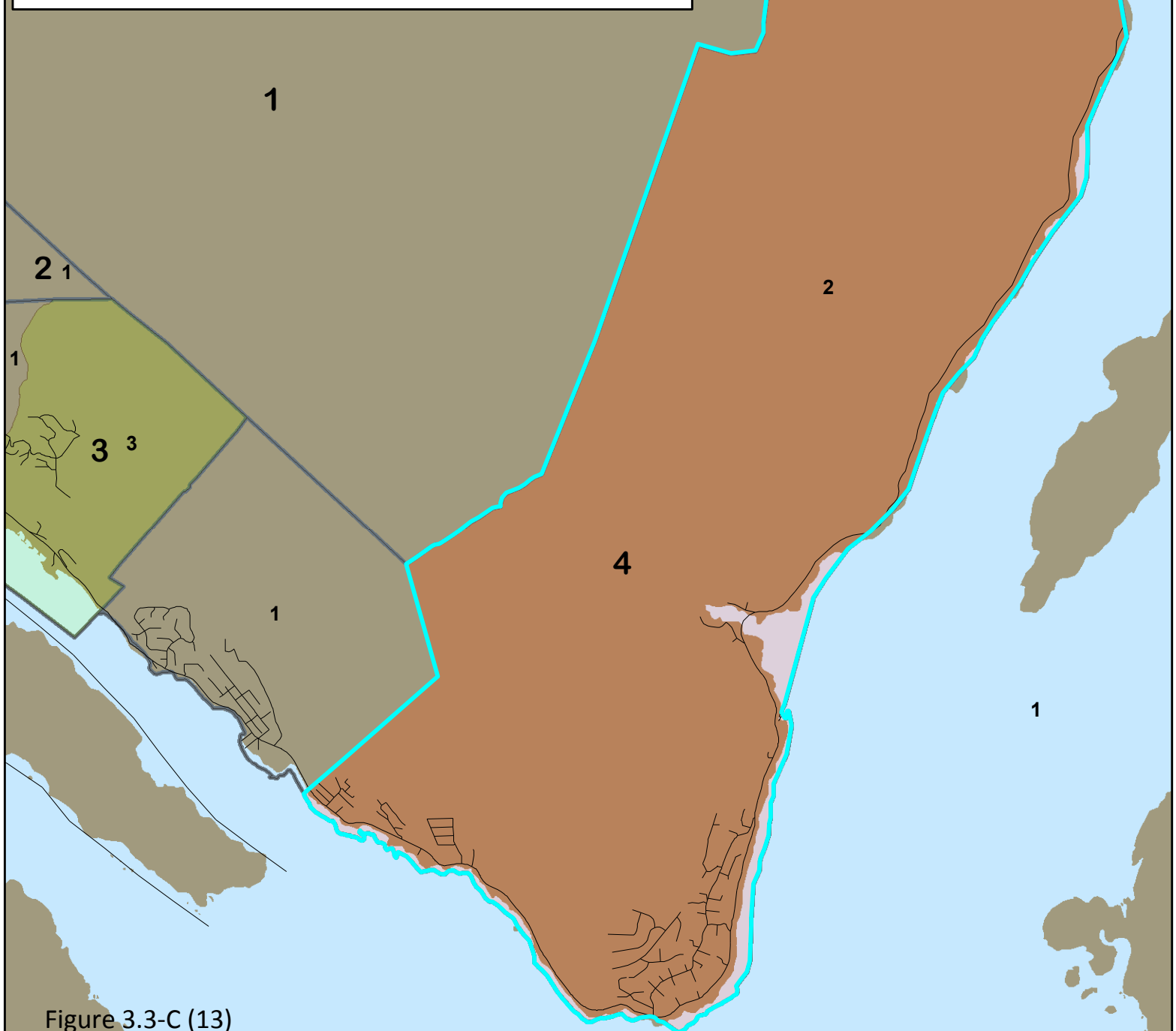


Figure 3.3-C (13)



Legend
Tract Number 1
Block Group Number 1

0 0.5 1 2 Miles

Source: Census 2000, American Fact Finder

4. Assessment of Transportation Needs

4.1 Transportation Demand

The 2006 Coordinated Transportation Plan (2006 Plan) estimated current transportation demand in the Ketchikan Gateway Borough at 148,190 non-program trips, plus 97,582 program trips, a total annual transportation demand of 245-772 trips. The 2006 Plan further states that the potential transit demands of the Ketchikan area could be as high as 630,000 trips.

Borough Bus non-program ridership approximately doubled between FY 2006 and FY 2009, from 133,320 trips to 265,563 trips. Borough Bus capacity was substantially increased during this period and transit routes were greatly extended. In addition to this fixed route ridership 25,187 paratransit and “Meals on Wheels” trips were provided in CY 2009. On this basis, and with reference to trends in employment and income noted in Section 4, herein, it is reasonable to conclude that potential transit demand estimated in the 2006 Plan is capable of reaching the higher level indicated.

4.2 Public Issues and Concerns

Reliable and convenient transportation is an issue in Ketchikan. The private automobile is the dominant method of personal transportation. Those who are unable to drive depend upon public transit, paratransit, taxis, and assistance from family and friends who drive.

Public transportation in Ketchikan is via the Borough Bus, operated by the Ketchikan Gateway Borough Transit Department. The Borough also provides Paratransit Services to eligible riders through a contract with Southeast Senior Services/Catholic Community Services. Paratransit Services are available to seniors over the age of 60 and those with an ADA card of any age, and may be provided three quarters of a mile on each side and beyond the end of the Borough Bus’s fixed route.

Ketchikan is a linear community. Tongass Highway provides access to residential areas outside the limits of the City of Ketchikan. Highway access ends at Mile 18 North Tongass and at Mile 13 South Tongass; only a portion of this area is served by the Borough Bus and paratransit services. The fixed route system terminus is at Totem Bight State Park, Mile 10, to the north and Fawn Mountain School, Mile 4.5, to the south. Paratransit services are provided via the Senior Van three quarters of a mile beyond the fixed route terminus.

Ketchikan is served by two private, for-hire taxicab companies: Sourdough/Alaska Cab, the largest, and Yellow Taxi. Taxi service is available 24 hours a day, seven days a week.

For the target groups of this planning effort, including seniors, persons with developmental and/or physical disabilities, and low income households, a number of issues and concerns

have been raised with regard to transportation. The needs list that came out of the public process described in this section centers around four areas of basic need:

1. Expanded fixed route transit service for income limited riders, and expanded paratransit service, for seniors and those who are mobility limited;
2. Extended daily timetable, including weekend and holiday service for all users;
3. Improved taxi service for those with physical disabilities, especially those in wheelchairs and scooters using a lift-equipped cab, and
4. Affordable taxi service for seniors and the disabled, using a taxi-voucher program.

4.2.1 Public Process

The planning team met with the Revilla Coordinated Transportation Coalition (RCTC) to develop the scope of the public process to be used for this project. A Project Coordinating Committee (PCC) was appointed by the RCTC, consisting of representatives from Southeast Alaska Independent Living, Inc., Community Connections, Southeast Senior Services/ Catholic Community Services, and Rendezvous Senior Day Center. The PCC met several times over the course of three weeks and agreed on the project outline and timetable. Other stakeholders and agency representatives were invited to attend all PCC meetings. (See Appendix 1-A: Agency and Stakeholders Contacts List)

PCC meeting notices appeared in the Ketchikan Daily News and three local radio stations carried public service announcements. Additional PCC meetings were similarly advertised and took place on February 18, in conjunction with the SEANET monthly meeting, March 1, 2010, and June 15, 2010. PCC work sessions on the draft were held in July and August.

In order to allow stakeholders to provide input to the planning team, a Transportation Plan Open House was similarly advertised. It was attended by over 60 members of the public and agency representatives. A Transportation Needs Survey was distributed at the open house and throughout the community. The sections that follow describe in detail the public comment received from the Open House and Transportation Needs Survey.

Information, gathered from stakeholder and agency interviews, PCC meetings, the Open House and the Transportation Needs Survey was used to prepare a detailed list described Section 6: Gaps in Service.

4.2.2 Transportation Plan Open House

A Transportation Plan Open House was held on Tuesday, February 2, 2010 from 4:00 p.m. to 7:00 p.m. at the Plaza Mall. An article describing the meeting was published in the Ketchikan Daily News on February 1. Meeting notices also appeared in the Ketchikan Daily News. Public service announcements aired on three local radio stations and GCI television two days prior to the open house. Postcards announcing the meeting were mailed to Community Connections customers and SAIL services' consumers, and were distributed to

Senior Services users by Senior Center staff. Additional postcards were available and posters were posted at over 60 locations around Ketchikan, including at the Public Library, grocery stores and other community establishments. Representatives of SAIL, Borough Transit and the planning team participated in interviews on two radio stations the day before the open house. (See Appendix 1-B: Postcard and Poster)

The Plaza meeting space was chosen because of its central location, proximity to the fixed route bus system, availability of parking, and accessibility by persons using wheelchairs and scooters. The planning team used PowerPoint to present information on the project scope and asked attendees to complete a survey soliciting their input on the present transit system.

The Open House was attended by 64 participants, of whom more than 50 stayed for the entire three hours. The planning team had envisioned a drop-in format with a short presentation every hour, but changed the format when it was clear that people wanted to have their input taken down as a group. People started showing up half an hour before the meeting was to start and many stayed until the very end. When asked to comment on transit and transportation issues, participants provided a litany of over 100 pertinent items (See Appendix 1-B: Summary of Comments from Open House).

When asked to comment on issues regarding agency service providers, attendees said they were satisfied with current levels of service and brought the discussion back to expansion of the borough's fixed route and paratransit system.

People who attended the Open House said they were happy to have a chance to talk about transit and transportation issues. They expressed appreciation for the Borough's new 49 passenger Gillig buses. They felt that Borough bus drivers are doing a good job, and they appreciate the assistance drivers give people using the transit system. Some felt that drivers might benefit from customer service training and training in how to deal with difficult riders, such as alerting someone that a rider may be homeless, in need of assistance, or have a health issue.

People would like to see bus and transit service extended further north and south of town. They would like to use suitable and safe park and ride lots north and south of town. Numerous people spoke about the need to extend service so that children who live north and south of town can participate in after-school activities when the school bus is not running.

People would like to see daily service extended in the early morning and late evening hours, particularly during the summer when seasonal workers need to get to early shifts. Evening hour extension year around would allow people to attend community events in town, as well as movies and shopping.

People were very concerned about the safety of riding the bus and getting to and from the bus or other transit vehicles. Lack of sidewalks, narrow sidewalks, lack of curb cuts, and sidewalks in disrepair, make it difficult for walkers and wheelchair/scooter users to safely

move around in Ketchikan. They felt that roadways typically are dirty and unsafe for people using wheelchairs, scooters, and other pedestrian aids.

People felt there is a need for shelter, signage, and lighting at bus stops throughout the community. Bus stop signs need to be visible from a distance and shaped differently than no-parking signs.

There is a particular need for a safe place for people to get on and off the bus at the northern terminus, currently at Totem Bight State Park.

People would like to ride the bus to and from the Ketchikan International Airport and the Alaska Marine Highway and Borough ferry terminals. They would like to see coordination between the bus schedule and regularly scheduled flights and ferries in and out of Ketchikan.

A number of attendees had specific comments about the need for bus stops in several places, including at the bottom of the hill by the hospital, and on both sides of the street near the Ketchikan Indian Community (KIC) Health Clinic, and asked for cross walks to get people safely across Tongass Avenue at those locations.

People would like the bus to stop both north- and southbound at the Airport parking lot and at Wal-Mart.

Comments received at the Open House in order of magnitude are:

- Route extensions requests (27)
 - Customer service comments/suggestions (19)
 - Safety/health concerns (18)
 - Fixed route frequency and stop location comments (16)
 - Stop facility comments (15)
 - Equipment, sign improvements (12)
 - Hours of operation improvements (12)
 - Compliments (9)
 - Road, striping and sidewalk improvements (9)
 - Requests for schedule coordination (8)
 - Complaints (6)
- Park & Ride, Pedestrians, Bikes and Paratransit also received comments.

(See Appendix 1B: Community Outreach and Open House)

4.2.3 Transportation Needs Survey

Thirty short form and 300 long form surveys were distributed to residents and stakeholders in Ketchikan. 15 people completed short forms and 66 completed long form surveys. (See Appendix 1-C: Survey Forms; Survey Responses)

Short Form Survey Results

Short form surveys asked about the use of transit services such as whether or not the respondent uses transit, what might be done to improve their ability to use transit, and what stop facility improvements would improve the overall transportation system. Of those responding, only two rode regularly, six rode occasionally and seven rarely or never rode the Borough Bus. Only two responded that they used the Senior Van, and that was on rare occasions.

Of the fifteen responding to the short form survey, seven would like to see service extended north of Ketchikan and eight would like service extended south of town. Several people wanted to see service extended on the weekend and during early morning and late evening hours.

Half of those responding would like service added on Fourth of July, Thanksgiving, Christmas Day and New Year's Day. They would like to see improvements in frequency and timetable and would like to have the ability to transfer between routes. Over half of those surveyed said that improvements to stop facilities would improve the overall transportation system. These included improvements to bus stop location, lighting, signs displaying routes of the various lines, and adding a transit telephone hot line.

One third of respondents would like to see accessibility improvements including adequate space for wheelchair ramps; better signage, both external and internal; special signage or information for the visually impaired; a phone number or website for transit information; improved or addition of shelter to stops; that stops be clean; that safety and security improvements be added; and a live person, walk up customer service desk be added at a convenient location.

Twenty-five percent or fewer felt that it was important that there is adequate space to maneuver getting onto and off of the bus; and that there are convenient curb cuts for strollers, wheelchairs, bikes, etc.

Long Form Survey Results

Over 300 long form surveys were distributed to community members. Questions in the survey were designed to collect information about whether respondents transit needs are being met by the current system of providers. Sixty-six people submitted completed forms. (See Appendix 1-C: Survey Forms, Survey Responses) A synopsis follows:

Question 1: How often do you use transit services (Borough Bus, Senior Services Van, or other service providers)?

Sixty-six people answered this question. Of these, 40 ride the bus and 17 ride the Senior Services van. Sixty percent of bus riders ride more than 100 times per year, 20% ride more than 10 but fewer than 100 times per year, and 20% ride fewer than 10 times per year. Eighty-two percent of Senior Van riders use the system more than 100 times per year.

Question 2: How do you rate the transit services you use (Borough Bus, Senior Services Van, ORCA Van)?

Forty-one people responded to this question; of these, more than 75% felt that services by all providers were acceptable or better. In the case of the Senior Van and ORCA Van, responders were 100% satisfied with all aspects. A number of respondents (23%) rated the Borough Bus routing as poor or providing no service. Twenty-one percent would like more information, better customer service and better frequency of service. Others (21%) were not satisfied with the hours per day or days per week, and the condition or accessibility of the stops.

Question 3: Are local transportation needs of the target populations being met – Seniors, People with Disabilities, Low-income Households, General Public?

Sixty-two people answered this question; 55% felt that the needs of seniors were mostly or sometimes met, 15% felt they were always met, and 26% didn't know. Forty-five percent felt that the needs of people with disabilities needs were mostly or sometimes met, 18% said they were always met, and 31% didn't know. Forty-two percent felt that the needs of low-income households were mostly or sometimes met, 10% thought they were always met, 37% didn't know, and five percent felt that they were never met. Sixty-one percent felt that the needs of the general public were mostly or sometimes being met, 12% felt they were always met, and 19% didn't know.

Question 4: Indicate if the items listed negatively impact the ability of the targeted groups – seniors, persons with disabilities, and low-income households, and the general public to access transportation in Ketchikan. Items listed were: affordability; distance to/from bus stop; public bus schedule; lack of information; snow or other physical barrier at bus stop; lack of personal care attendant; and, don't feel safe using public transportation.

Fifty-six people responded to this question.

- a. Affordability: Forty-eight percent felt that affordability did not have an impact, 30% didn't know and 18% felt it had a negative impact.
- b. Distance: Forty-three percent felt that the distance to/from the bus stop had a negative impact, 29% said it was not an impact and 27% didn't know.
- c. Schedule: Forty-five percent said that the public bus schedule had a negative or very negative impact on their ability to ride the bus, 26% said it was not an impact and 26% didn't know.
- d. Information: Thirty-six percent felt that lack of information had a negative or very negative impact on their ability to access transportation; 29% didn't know, and 21% said it did not have an impact.
- e. Barriers: Thirty percent felt that snow or other physical barriers at the bus stops did not have an impact, 29% thought they had a very negative or negative impact and 39% didn't know.

- f. Attendant: Fifty-five percent didn't know if lack of a personal attendant had an impact on the targeted groups, 21% didn't feel it had an impact, and 16% felt it had a negative impact.
- g. Safety: Forty-five percent said that a feeling of safety did not impact their ability to access public transportation, 45% didn't know and five percent felt it had a negative impact.

Question 5: Please indicate by category how greatly the following services are needed in Ketchikan: taxi vouchers; door to door services; one call transit number; extended hours of bus service; additional weekend and holiday bus service; extended after hours bus service; mobility manager/customer service specialist; medically related non-emergency transport; more training in how to use public transit; ground transportation to/from ferry and air services; expanded bus service area; lift-equipped taxis; snow plowing of sidewalks and berms to accommodate transit users; more utilization of existing local resources for transit. Respondents were asked to indicate the need of seniors, people with disabilities and in some cases, the general public. The number of respondents to this question ranged from a high of 59 to a low of 50. Complete survey tally data is attached as Appendix 1-C.

Taxi vouchers: 52% of respondents felt there was a very high or high need among seniors; 50% felt there was a very high or high need among people with disabilities; an average of 40% didn't know and approximately 15% felt they were not needed.

Door to door service: 71% of respondents thought that there was a very high or high need among seniors and 69% felt there was a very high or high need among people with disabilities; an average of 29% didn't know and less than four percent felt this service was not needed.

One call transit number: 71% of respondents thought that there was a very high or high need by seniors, 69% felt that there was a very high or high need by people with disabilities and 67% felt there was a very high or high need by the general public; 28% didn't know and approximately six percent felt it was not needed.

Extended hours of bus service: 65% of respondents thought that there was a very high or high need among seniors, 66% felt that there was a very high or high need among people with disabilities, and 70% felt there was a very high or high need by the general public; 30% didn't know and approximately four percent felt extended hours were not needed.

Additional weekend and holiday bus service: 65% of respondents thought that there was a very high or high need among seniors, 66% felt that there was a very high or high need among people with disabilities, and 70% felt there was a very high or high need by the general public; 31% didn't know and approximately two percent felt they were not needed.

Extended after hours bus service: 56% of respondents thought that there was a very high or high need among seniors and 56% felt that there was a very high or high need among people with disabilities, 37% didn't know and approximately 11% felt they were not needed.

Mobility manager/customer service specialist: 60% of respondents thought that there was a very high or high need among seniors, 60% felt that there was a very high or high need among people with disabilities, and 56% felt there was a very high or high need by the general public; 39% didn't know and approximately eight percent felt they were not needed.

Medically related non-emergency transport services: 64% of respondents thought that there was a very high or high need among seniors, 61% felt that there was a very high or high need among people with disabilities, and 49% felt there was a very high or high need by the general public; 36% didn't know; 11% felt they were not needed by the general public and approximately four percent felt they were not needed by seniors or persons with disabilities.

More training in how to use public transit: 51% of respondents thought that there was a very high or high need among seniors, 52% felt that there was a very high or high need among people with disabilities, and 55% felt there was a very high or high need by the general public; 40% didn't know; 11% felt training was not needed by the general public and approximately five percent felt training was not needed by seniors or persons with disabilities.

Ground transportation to/from ferry and air services: 83% of respondents thought that there was a very high or high need among seniors, 84% felt that there was a very high or high need among people with disabilities, and 79% felt there was a very high or high need by the general public; 15% didn't know and approximately 5% felt these services were not needed by the general public.

Expanded bus service area: 67% of respondents thought that there was a very high or high need among seniors, 68% felt that there was a very high or high need among people with disabilities, and 71% felt there was a very high or high need by the general public; 31% didn't know and one percent felt they were not needed by the general public.

Lift-equipped taxis: 61% felt that there was a very high or high need among people with disabilities, 37% didn't know and approximately two percent felt they were not needed.

Snow plowing of sidewalks and berms to accommodate transit users: 75% of respondents thought that there was a very high or high need among seniors, 78% felt that there was a very high or high need among people with disabilities, and 75% felt there was a very high or high need by the general public; 22% didn't know and approximately three percent felt they were not needed.

More utilization of existing local resources for transit: 49% of respondents thought that there was a very high or high need among seniors, 49% felt that there was a very high or high need among people with disabilities, and 49% felt there was a very high or high need by the general public; 41% didn't know and approximately nine percent felt they were not needed.

Question 6: Are there other gaps in service or needs you wish to address?

Question 8: Your Comments (include items not listed), and Additional Comments

About one third of respondents made written comments; some as part of completing their survey questionnaire and others via letters and electronic messages. Comments covered a broad range of topics including hours and days of Borough Bus service, bus schedule and routes and the condition, accessibility and location of bus stops, as well as general comments complimenting agency staffs for their caring demeanor and attitude. Many of these comments were used to identify and define the “Gaps in Service” discussed in Section 6. (For a complete list of comments, see Appendix 1C: Survey Forms, Survey Responses)

Question 7: Which best describes you?

Respondents were asked to describe themselves; many chose multiple categories.

Interested Citizens: Thirty respondents said they were interested citizens, of whom 3 were education employees, eight were low income and four said they were consumer advocates.

Seniors: Twenty-seven respondents described themselves as seniors, of whom seven had a disability, seven were low-income, 10 were interested citizens and four were consumer advocates.

Low Income: Fourteen respondents indicated that they were low income, of whom seven were seniors, seven were persons with a disability, and one was a consumer advocate.

Government Employee: Twelve respondents said they were government employees, of whom six were interested citizens, two were consumer advocates, one was a senior who worked part-time, one was an education employee and one was a social service provider.

Person with a Disability: Eleven respondents described themselves as a person with a disability, of whom seven were seniors and four said they are interested citizens and consumer advocates.

Consumer Advocate: Eleven respondents described themselves as a consumer advocate, of whom five were interested citizens, four were seniors, two were persons with a disability, two were government employees, two were social service providers, one was a private bus operator and one said they were low income.

Education Employee: Ten respondents indicated that they were education employees, of whom one said they were an interested citizen.

Public Transportation Worker: Two respondents said that they were public transportation workers, both of whom are interested citizens and one of whom was a senior and government employee.

Private Bus Operator: One respondent indicated that they were a private bus operator as well as an interested citizen and consumer advocate.

5. Inventory of Available Services

5.1 Equipment and Service Inventory, by Provider

Ketchikan provides a wide array of transit services to members of the community with physical and developmental needs. The agencies of the Revilla Coordinated Transportation Coalition are representative of service providers in Ketchikan. Community Connections, Rendezvous Senior Adult Day Center, Southeast Alaska Independent Living, Inc., Southeast Senior Services, and Ketchikan Gateway Borough Transit were invited to participate in this planning effort and are briefly described here.

Community Connections

Community Connections is a non-profit organization that provides a comprehensive set of services that are responsive to family-identified needs, respectful of individual family values, and culturally sensitive. Their mission is to provide individualized customer-guided supports that encourage independence, community-belonging and quality of life. Community Connections programs include an Early Learning Program, Children's Mental Health Services, Developmental Disabilities Services, and Older Alaskans and Adult Resource Services (O.A.R.S.).

Ketchikan Gateway Borough Transit

The Ketchikan Gateway Borough operates the Bus and Transit system in Ketchikan. Service is provided on a daily basis to 75% of the roaded area of the Borough. 25% of the road system is not served by the Bus. The Ketchikan Gateway Borough provides paratransit services to Borough resident through a contractual agreement with Southeast Senior Services.

Rendezvous Senior Adult Day Center

Rendezvous Adult Day Center offers a program of professional and compassionate services for adults in a center-based group setting. Services are designed to provide social and some health services to adults who need supervised care in a safe place outside the home during the day. Rendezvous also affords caregivers respite from the demanding responsibilities of care giving. The adult day center operates during normal business hours five days a week.

Services include: social activities, interaction with other participants in planned activities appropriate for their conditions; coordinated transportation; door-to-door service via the Senior Van or Center vehicle; meals and snacks for participants – those with special dietary needs are offered special meals; personal care – help with toileting, grooming, eating and other personal activities of daily living; and therapeutic activities – exercise and mental interaction for all participants.

SAIL, Inc. (Southeast Alaska Independent Living, Incorporated)

SAIL empowers consumers with disabilities by providing services and information to support them in making choices that will positively affect their independence and productivity in society.

SAIL serves all people with physical and mental disabilities. SAIL offices are community-based information and referral centers. Their staff is knowledgeable about community agencies and service providers and refers requests for services to appropriate resources. SAIL offers assistance with Systems and Individual Advocacy, Peer Support, Information and Referral, Housing Referral, Independent Living Skills Training, De-Institutionalization, Assistive Technology, ADA Compliance Reviews, Older Blind Alaskans (OBA), Deaf Services, Benefits Counseling, ORCA/Recreation programs, Community Education, and an Aging and Disability Resource Center.

Southeast Senior Services

The Ketchikan Senior Center helps elders stay healthy, safe, and independent through offering hot nutritious meals at the senior center, home delivered meals for seniors recovering from illness or surgery, door to door transportation, assistance with shopping and other errands, health maintenance activities, and social and cultural activities.

Southeast Senior Services provides Southeast Alaska's elders and their caregivers with useful information on topics such as in-home services, housing options, financial assistance, transportation, home delivered meals, senior services, health care services, support groups, legal assistance, caregiver support, and counseling.

Southeast Senior Services is the contractual provider of paratransit services in Ketchikan.

Additional Service Providers

Other organizations work together to meet the needs of Ketchikan's residents. Southeast Senior Services, AARP, Southeast Alaskans Networking on Elder Topics (SEANET), and Love Inc. distribute a Senior Directory of services, resources and contacts important to area seniors. Funding for this Directory is provided Ketchikan Senior Services, Inc. The Ketchikan Wellness Coalition also produces a directory of community resources called the Ketchikan Resource Guide (Solutions for success in our community). This guide is available at through a link on their webpage: <http://ktnkwc.org> (see Appendix 1-A). The mission of the Ketchikan Wellness Coalition is to promote community wellness through assessment and action.

Table 5.1.1
Vehicle Inventory
By Agency

	Year	Make	Model	Type of vehicle (Bus, Van, Auto, Truck)	No. of seats without wheelchair or scooter*	No. of wheel-chairs/s cooter	No. of seats with wheel-chair(s) or scooter*	Vehicle and/or Lift Condition	Remaining Years	Approximate Replacement Cost	Status (full-time, part-time, sub vehicle, etc.)
SAIL/ORCA	1999	Ford	Cut-away	Van	14	2	8	Fair/Poor		80,000	Part-time
Community Connections	1997	Ply	Voyager	Van	5	0	N/A	N/A	4	30,000	PT
Community Connections	2006	Chev	Express G3500	Van	9	0	N/A	N/A	13	30,000	PT
Community Connections	2006	Ford	Explorer	SUV	7	0	N/A	N/A	13	30,000	PT
Community Connections	2009	Toyota	Tacoma	Truck	3	0	N/A	N/A	16	26,900	PT
Community Connections	2009	Ford	Explorer	SUV	7	0	N/A	N/A	16	28,300	PT
SE Senior Services	2000	Ford	Conversion	Van	8	2 / 1	8	Good			Sub
SE Senior Services	2003	Ford	Cut-away	Van	8	2 / 1	8	Good			FT
SE Senior Services	2006	Ford	Cut-away	Van	8	2 / 1	8	Good			FT
SE Senior Services	2008	Ford	Cut-away	Van	8	2 / 1	8	Good			FT
KGB Transit	2007	Gillig	TS-82	Bus	49	2	24	Good			FT
KGB Transit	2007	Gillig	TS-84	Bus	49	2	24	Good			FT
KGB Transit	2007	Gillig	TS-86	Bus	49	2	24	Good			FT
KGB Transit	2007	Gillig	TS-88	Bus	49	2	24	Good			FT
KGB Transit	2001	Int'l.	TS 76	Bus	30	2	24	Poor		325,000	PT
KGB Transit	2001	Int'l.	TS 80	Bus	30	2	24	Poor		325,000	PT
KGB Transit	2000	Int'l.	TS 78	Bus	30	2	24	Poor		325,000	PT
KGB Transit	1995	Gillig		Bus	30			Parts only		325,000	
KGB Transit	1995	Gillig		Bus	30			Parts only		325,000	
Pioneer Home		450	Cut-away	Van		3					
Pioneer Home		Dodge	Mini-van	Van		2	4				
Ketchikan Indian Community											
Gateway Center for Human Services	2003	Chev		Van	15			Good			FT
Gateway Center for Human Services	1995	Chev	Safari	Van	8			Fair		20,000	FT
Gateway Center for Human Services	2000	Suzuki		Car	4			Fair			PT
Ketchikan General Hospital/New Horizon		Ford	350	Van	5	5	10	Good			Exclusive use by New Horizon
WISH		Chev	Astro	Van	7	0		Old	2	30,000	FT
WISH		Chev	Astro	Van	7	0		Old	2	30,000	FT
Rendezvous Sr Day Ctr	2001	Ford	Windstar	Van	5	1	3	Fair / poor	2	30,000	PT
HOPE	2009	Ford	F350	Crew Cab	6	0		n/a	10		PT
* Including the driver											

6. Gaps in Service

6.1 Identification of Gaps

Throughout the planning process for this update, residents, riders and agencies were asked questions about whether their transit and transportation needs were being met by existing services. Sixty people attended an open house and another 70 completed surveys where they commented on the quality, abundance or lack of transportation options available to them. Agency personnel also provided comments to the planning team detailing what they felt the needs of the people they serve might be. What follows are the gaps in service listed by magnitude of responses.

6.1.1 Expansion of service on weekends, hours per day, days per week within and beyond the fixed route system

It is difficult to separate the discussion of extended hours per day and extended days per week. People living and/or working in areas currently served by the fixed route system have asked for additional days per week and/or additional hours per day service. Those living and/or working in the areas beyond the fixed route system would like to be able to use transit services to take them to town and beyond on a regular basis from early morning to late evening, and on weekends and holidays (Independence Day, Thanksgiving, Christmas and New Years Day).

6.1.2 Fixed Route System

While the existing fixed route system has been expanded over the years to meet the needs of Ketchikan residents, there continue to be gaps in service.

Residents' indicated that the existing schedule does not begin early enough or run late enough to meet some of their travel needs. For example, shift workers at the hospital and Pioneer Home and seasonal workers during the summer need to be at work prior to the time the bus starts its run in the morning and may get off work later than the bus runs in the evening. Others would like to attend activities in town such as a ballet recital, Friday Night Insights at the Discovery Center, or other cultural or sporting events, but can only ride the bus to the event and not back again because the bus stops running before the activity has ended. Students would like to stay after school for sports and other school-related activities such as dances, study groups or other activities and be able to take the bus home. If regular service cannot be provided to accommodate these events, riders would like special schedules developed which would provide transit service on an event-driven basis.

People throughout the community voiced that they would like to ride the bus on weekends, with early morning and late evening service to accommodate shift work and leisure activity schedules. They would like to attend community and sporting events, go shopping, go to

the movies, the indoor recreation center, and visit friends and family and be able to return home again. The frequency of such runs could be hourly or every two hours, as long as it is consistent and dependable. Additional weekend service was requested to provide access to and from town to reach the airport, ferry terminals, schools, sports facilities, shopping areas, restaurants, and medical and recreational facilities. For some, access to the hospital, Pioneer Home, and other facilities is limited by lack of weekend service, making visiting friends and relatives difficult, a quality of life issue. Residents of town would like to be able to ride the bus to out of town activities such as Ward Lake, and the beach and home again on the weekend.

Residents of Saxman would like to have additional service in the evening and on weekends. Saxman's Tribal House, City Hall and Community Hall are used for community events throughout the year, as well as being a visitor destination. In addition, there are two elder housing facilities in Saxman whose residents are in need of regular transit services, which cannot always be met by the Senior Van. They particularly would like to use the bus for spontaneous transit needs.

Additional bus stops were requested throughout the fixed route system. People would like the bus to stop at the airport and ferry terminals for both north and southbound passengers. Other areas where round-trip service is needed include the Hospital, Health Center, Gateway Mental Health Center, the High School and surrounding neighborhoods, the Mike Smithers Pool, Ward Lake, and WalMart. Loop service is needed around a number of neighborhoods around Ketchikan. Namely, the Carlanna neighborhood including the new low to moderate-income housing development on Fairview St., as well as the Shoup Street neighborhood, the Saxman neighborhood and the Sunset Drive neighborhood where riders would like to ride the bus to and from their destinations.

Additional stops were requested along Tongass Avenue/Highway. In particular, more stops are needed northbound between Madison Street and the Hospital, with a stop at the bottom of the Hospital driveway, as well as the top. Some asked that there be a bus stop anywhere the bus has to stop, such as at all stop signs in residential areas, or as many as can be accommodated. People would like to be able to ride the bus to and from WalMart, which is presently difficult.

The bus terminus at Totem Bight needs improvements such as lighting, shelter and safe parking.

Bus stops within the fixed route system can be improved by making sure that they are adequately marked with a sign and painted curb, and are accessible with curb cuts to accommodate wheelchairs, strollers, walkers, and scooters. In particular, riders commented that the stops at Thomas Basin, on Baranof Avenue opposite Hill Road, and below Tower Road are unsafe for wheelchair users.

Residents along the Green Line would like to see two busses running so pickups could occur every half hour. Shoup Street residents would like the Red Line to go up Shoup Street. And,

Blue Line riders would like it to run to Totem Bight on Saturday and Sunday. (See Appendix 2 Route map and Schedule.)

Low income, senior and mobility limited individuals in Ketchikan may find that they have to move into town because of lack of transportation services available to them. Those who live within the fixed route system may also have to relocate if they want to be able to travel using the transit system outside of existing weekend operating hours to the outlying areas. Leaving one's residence in search of a new one because you can no longer drive is a major quality of life issue which extended transit services may be able to help improve. Some drivers who are able to drive during the day but not at night would benefit from extended late afternoon and evening service to improve their mobility.

6.1.3 Route Expansion in General

People living beyond the fixed route would benefit from route extension. At present, residents must either own other own vehicle or rely on others to transport them to and from activities around town. Taxi service is available 24 hours a day, seven days a week. Riders may have to wait quite some time once calling for a cab depending upon the distance from town, weather conditions and the taxi service's passenger load. Seniors and those with developmental or physical disabilities who are mobility limited and living beyond the fixed route system have no wheelchair/scooter accessible taxi or transit services available to them. No wheelchair/scooter accessible taxis are currently available in Ketchikan. This situation will change soon with SAIL, Inc.'s purchase of a wheelchair accessible taxi.

Seniors and mobility limited and low-income residents needing to use medical and physical therapy services who live beyond the fixed route system have a great need for transit service. Residents of some transitional and assisted living facilities would have liked to stay in their homes, but are forced to move into town because there is no transit service available. This is a major quality of life issue. Even some of those who can drive during the day are not able to drive at night, forcing them to relocate to an area where transit service is available. Several agencies expressed that service is needed further south and north for their customers; at present, they must look for customer housing where transit service is available.

The current Borough fixed route doesn't meet all SAIL/ORCA's users' needs. The ORCA van only has capacity for a certain number of customers, leaving some users without transportation to ORCA activities. It would be helpful if the Bus could run to and from the beaches out north and south, as well as to Ward Lake, so that mobility limited users can get to recreational opportunities on their own.

People living north and south of the existing fixed route system have told Community Services staff they are frustrated that they can't ride the bus.

Students and others living out north and south need to get to and from activities in town after school hours and on weekends.

6.1.4 Access to recreation and other opportunities

There are several recreational opportunities available beyond the fixed route system. Access to these areas would improve the quality of life for those using the transit system. The transit system currently drops people off over a mile from Ward Lake, a heavily used picnicking, hiking and fishing area. The Ward Lake Recreation Area includes a system of wheelchair accessible trails which are difficult to reach from where the bus currently drops riders off. Ketchikan's families and youth voiced a desire to get to and from the lake using the bus.

Mountain Point breakwater and boat launch on the south end and Knudson Cove Marina on the north end provide fishing opportunities for those fishing from shore. Skiff rentals are also available at Knudson Cove. Two little league/soccer ball fields are located at Point Higgins School, as well as a gymnasium used for Dribbler's League basketball games. Point Higgins School also offers limited library services during the summer months.

Issues associated with transit service beyond the fixed route system mirror those within the existing system. Residents would like to use transit services from early in the morning to late in the evening to accommodate shift and other work schedules, and to be able to take advantage of shopping, restaurants and other social and cultural venues during the evening hours and on weekends.

In addition, transit service would allow those without vehicles to make and keep medical, dental and other appointments in town without having to rely on others for their transportation needs.

6.1.5 Issues beyond of the fixed route system: SOUTH

Two relatively large residential areas lie south of the existing fixed route system at Roosevelt Drive and Herring Cove. These neighborhoods experience the same issues of those living on the north end. Seniors and households with mobility limited residents located more than three quarters of a mile beyond the current fixed route system are not in the paratransit service area, and therefore cannot use the Senior Van or get other services provided by Southeast Senior Services, such as meals on wheels. Low income households without a vehicle situated north of the fixed route system may have to rely on taxi service, which can be prohibitively expensive. Transit services would not only allow residents of the un-served area to participate in activities in town, but would also allow town residents to visit friends and relatives, work, and participate in activities out south.

6.1.6 Issues beyond of the fixed route system: NORTH

Transit service currently ends at Totem Bight State Park, 10 miles north of Ketchikan. Large residential areas are located north of the fixed route system, scattered on side roads and along North Tongass Highway and clustered in neighborhoods on Pond Reef Road, South Point Higgins Road, Cranberry Road, Higgins Spur, North Point Higgins Road (including Point Higgins Elementary School) and Waterfall Creek Road. These areas are

without transit and paratransit service. Seniors and households with mobility limited residents located more than three quarters of a mile beyond the current fixed route system are not in the paratransit service area, and therefore cannot use the Senior Van or get other services provided by Southeast Senior Services, such as meals on wheels. Low income households without a vehicle situated north of the fixed route system may have to rely on taxi service, which can be prohibitively expensive. Transit services would not only allow residents of the unserved area to participate in activities in town, but would also allow town residents to visit friends and family, work and participate in school and recreational activities out north.

6.1.7 Paratransit service issues

The same issues that relate to route expansion north and south of the existing fixed route system apply to extension of paratransit service. Extension of the paratransit service area needs to be addressed through the contract with the Paratransit service provider, currently Southeast Senior Services/Catholic Community Services.

6.1.8 Bus stop management/amenities issues

Number one on the list of issues associated with Bus Stop management is safety. Those using transit services noted several other stop amenity deficiencies. This led to a list of improvements which should be considered priorities when upgrading or installing new stops. These are:

1. Lighting, inside and out.

Transit users asked that all bus stops be equipped with adequate lighting so that transit vehicle drivers can see patrons waiting for the bus, and transit users can see the bus stop from some distance away. They would also like to see lighted crosswalks adjacent to bus stops so those entering or exiting the transit system can safely cross the road.

Areas used for parking at the terminus of the transit route need to be adequately lighted to provide for the safety of those using the system. Motion detector lights could be used to avoid lighting an area unnecessarily.

2. Signage, inside and out.

People asked that the signs used to denote the bus stop be changed so that they appear visually different from the City's "No Parking" signs.

Signage inside the bus stop needs to include a current bus schedule with times and maps posted showing the various routes and when to expect the bus to arrive. Additionally, a message board showing the transit phone number and website should be displayed. Signage and audio information should also be available for those with visual impairments.

3. Accessibility, obstacle free access to and from the curb as well as to and from the vehicle.

Areas around bus stops need to be level, free of obstacles and have adequate area to allow a wheelchair, scooter or stroller to maneuver onto or off of the transit system vehicle access ramp. Curb cuts need to be placed close to the bus stop waiting area to allow easy access to and from the site. Lighted crosswalks need to be installed to provide safe access to users of the transit system.

4. Cleanliness

Bus stops need to be cleaned regularly. They need to be free of obstacles and debris to allow for safe use by those using the transit system.

5. Shelter

Bus stops need to provide adequate shelter and resting space for transit system users to be out of the weather while waiting for the transit system vehicle to arrive.

6. Safety

In many cases it was noted that sidewalks are not wide enough to accommodate a wheelchair or scooter. The City of Ketchikan is working to improve sidewalks within the City and should be encouraged to continue in their efforts.

Safe access to and from the bus stop is critical for those wishing to frequent the Mike Smithers Pool, the Indoor Recreation Center and other community facilities. The Borough should be encouraged to install a bus stop across from the pool on the uphill side of Jefferson Street with a staging area and crosswalk to provide safe access to and from the transit system.

Lack of curb cuts in residential areas makes safe access to bus stops difficult for those using wheelchairs/scooters, walkers or strollers. Wheelchairs cannot jump the curb onto a bus stop waiting area and the street may be slanted and an unsafe place to wait for the bus. Bus waiting areas need to be large enough to accommodate a wheelchair or scooter with enough additional room to allow the lift to come down onto the curb. Planters and other obstacles need to be placed in such a way as to not interfere with the mobility needs of riders.

People asked that smoking be prohibited in the proximity of bus stop and shelter areas.

6.1.9 General safety and health issues

General safety and health issues raised by transit users are similar to those raised when discussing safety at bus stops and transit waiting areas. Adequate sidewalk width, wheelchair, scooter and other mobility assistive device user safety, addition of curb cuts, crosswalks and lighting are needed throughout the transit area and beyond.

Wheelchair and scooter users as well as pedestrians voiced concern about their safety when using sidewalks and streets in our community, some of which are too narrow and others of which are in need of repair.

Residents who live and work beyond the existing fixed route transit system worry about those without adequate transportation who may have to walk, bike, or hitchhike along North and South Tongass Highway. Bikers within the City of Ketchikan have no separated bike lane on which to safely ride through town, particularly from the airport ferry parking lot on the north to the Coast Guard Base on the south. Another area of concern for pedestrians, bikers and wheelchair/scooter users is between the Mountain Point Boat Launch and Herring Cove, where no sidewalk, shoulder, or off road space is available for safe transit.

Safety issues were also raised with regard to getting onto or off of ramps and lifts used to transport passengers using wheelchairs and scooters. In particular, Rendezvous Senior Day Center has a mini-van with a wheelchair ramp that is awkward for staff to use and unpleasant for the passenger. It is very difficult for a single staff person to load and unload, and also difficult to secure in place once the chair is on board. The Borough has side-lift wheelchair ramps on their two International buses that are not comfortable for wheelchair and scooter users and some have expressed concerns about their safety getting onto and off of the bus.

An additional safety concern was raised about young people being aggressive at bus stops and the safety of patrons while they wait for the bus, some of whom are frail.

Currently the Senior Services Van can provide transit services to seniors and disabled riders with an ADA card who need transit service up to three quarters of a mile beyond the fixed route system. Concern for the safety of these passengers has been raised because of the lack of sidewalks, adequate turn around area for the van, and lighting.

6.1.10 Bus schedule is difficult to read and understand, and is not readily available to new users.

A number of people voiced that they have difficulty understanding the bus schedule. People would also like to see the bus schedule posted at bus stops so they can know when to expect the bus. Finally, people would like to be able to know if the bus is running late.

To improve customer service, Borough Transit has put quite a bit of energy into providing information to riders via the internet (Facebook and Twitter) and via cell phone text message. While this is helpful to many, access to non-electronic information is very important. Not everyone is comfortable with the internet and not everyone has a cell phone. Bus schedules should be posted at stops and paper copies of the schedule should be readily available at convenient locations.

6.1.11 Red, Green and Blue Line timetables don't always coincide and patrons may have to wait a long time to transfer to another line.

Transit users surveyed said that they sometimes had long wait times when trying to switch between bus lines. They would like the schedule arranged in a way that allows them to move between lines without having to wait too long.

6.1.12 Residents and visitors to Ketchikan have no door-to-door Airporter service.

Ketchikan's airporter service has been run as a private enterprise endeavor. Currently there is no door-to-door airporter service operating in Ketchikan. Seniors and disabled riders can schedule the Senior Van in advance, providing the van is not busy with other trips. Nearly 80% of those surveyed felt that there was a high need for ground transportation by the general public for transportation to and from the ferry and air services.

6.1.13 Equipment sharing, maintenance and repair, and bulk fuel purchasing pools

Catholic Community Services was the only organization who got bulk fuel until the Revilla Coordinated Transportation Coalition was formed. Bulk fuel is currently shared by agreements between the Borough and Southeast Senior Services, the Borough and SAIL, Inc., and the Borough and Rendezvous Senior Day Center. Coordinated fuel and repair services were spelled out in the 2006 Plan. Southeast Senior Services Paratransit has a bulk fuel and maintenance agreement with the Borough through their contract. SAIL, Inc. has a Memorandum Of Understanding with the Borough for bulk fuel and lift work/maintenance. Agencies might be able to contract with the Borough to establish a maintenance pool for vehicle maintenance. There is also a need for a vehicle fleet where agencies could share use of special vehicles with appropriate equipment for physically disabled to easily ride.

6.1.14 Taxi Voucher/Token Program, with disabled-equipped cab service.

More than half of those surveyed felt that there was a need for a taxi voucher program for both seniors and those with disabilities.

6.2 Strategies to address Gaps in Service

While the existing fixed route system meets the needs of many of Ketchikan's residents, there are a number of things that could be done to improve existing service. In addition, expansion of the service would not only meet transit users' needs, but would allow expansion of the paratransit system to serve most of the area currently without service. Seniors, those with disabilities and low income households would be better served if the items detailed in this section could be considered priorities when agencies are planning for the future.

6.2.1 Strategy: Incrementally increase daily hours of service to meet the needs of transit users.

People who rely on public transit voiced the need for increased hours of operation on a daily basis. In particular, it was pointed out that the bus stops running on weekdays at 9:00 p.m., while those attending a cultural or sporting event, going to the movie theater or shopping at WalMart may need a ride after 9:00 p.m. After hours transportation is needed for mobility limited riders; electric wheelchairs can only go as far as they have battery to go, which is problematic after transit service are no longer available. It was pointed out that clients can sometimes get stuck in town if they are attending events that end after the bus stops running or if they lose track of time. Transportation is a big issue for stakeholders.

Schedule expansion was requested on the weekend for access to and from Borough-owned indoor recreation facilities. The Mike Smither's Pool operates until 4:30 p.m. on Sunday but the bus stops at 4:00 p.m. The Indoor Recreation Center operates Monday through Friday from 5:45 a.m. to 9:00 p.m., on Saturday from 7:00 a.m. to 9:00 p.m., and on Sunday noon to 5:00 p.m. Again, the bus stops running on weekends before those using these facilities are ready to leave.

Buses using the current schedule don't work for shift workers; they don't start early enough and end too early. Shift workers present the greatest problem for transit scheduling. Late night and early morning shift workers are not served. For example, the Pioneer Home employs 75 to 80 staff who work in three shifts (50 FTEs). Staff who use transit services can get to work but not home, or vice versa. Some can't use the service because the route doesn't go far enough north or south.

Staff of at least one agency pointed out that the bus doesn't work well because it doesn't run late enough, doesn't run all the way north and south, doesn't run frequently enough, and only runs until 4:00 p.m. on Sunday.

6.2.2 Strategy: Obtain funding to extend Green Line Service, adding a second bus to maintain one-hour frequency.

People using the Green Line Service have pointed out a number of ways that the line could be improved to better meet the needs of "in town" riders. More frequent service and adjustments to the route will increase ridership. At present, people getting on the bus in, say, the Carlanna neighborhoods can only ride the bus one way because the existing route does not take them back to the area where they got on without having to ride the entire loop. This holds true for other neighborhoods, too. More bus stops were requested in the upper neighborhoods with shelters and seats. Some would like to have a loop from downtown up Schoenbar on the bypass and down to A&P and back. Others would like to see more bus stops at intersections where the bus has to stop anyway.

Housing and residential options will continue to be a growing problem as our population ages. Round trip transportation to and from their residences via public transit will improve

the quality of life of those no longer able to drive, but who do not want to depend on the Senior Van or friends and family for transportation.

Riders living or working north of town would definitely like to have service to Totem Bight on weekends and said that it would not have to be hourly; perhaps the weekend route could be north and south with stops every two hours?

People would like the Borough to provide transport to and from after-school and weekend student activities. There is a need for additional pool access as well as a bus stop at the high school.

Riders would like to see service to and from the airport in both directions, as well as to Wal-Mart going both ways. A stop is needed northbound between Madison and the Hospital, near KPU and a stop at the top and the bottom of the Hospital driveway.

Medical services patients have also said that they can't get from the hospital to the public health clinic or mental health clinic because the bus drops them off at the hospital and not near the other clinics.

People would like the existing Bus route to be expanded to go to the New Saxman Senior Center.

People expressed the need to coordinate the transit schedule with the Airport ferry, the Interisland Ferry and the Alaska Marine Highway to meet arriving and departing flights and daily service ferries to and from Prince of Wales Island and Metlakatla.

6.2.3 Strategy: Incrementally extend the Borough's fixed route to serve additional residents of Ketchikan.

Fixed route transit needs to be extended both north and south and be offered seven day a week. Daily hours of operation also need to be extended, particularly for shift and seasonal workers. Extending the fixed route will begin to provide transit and paratransit service to up to 25% of the Borough's population currently without service.

6.2.4 Strategy: Incrementally extend the Borough's fixed route south of the existing terminus to serve additional residents of Ketchikan.

Residents have asked that the Borough extend Red Line transit service south to Roosevelt Drive and Herring Cove to allow residents to work, shop, and attend community events, pointing out that Powerhouse Road is a natural turnaround for a southern terminus.

Students who live south of the existing fixed route would like to use transit services to get to and from student activities. Students and others who live in town expressed a desire to ride the Bus to and from the beaches and other places out north and south.

Children and parents need a safe way to get to and from activities in town. Residents of Saxman would like to see service expanded so that they can get to and from Saxman in the evening and on weekends.

6.2.5 Strategy: Incrementally extend the Borough's fixed route north of the existing terminus to provide service additional residents of Ketchikan.

People have asked that the Borough run the Blue Line out as far north as possible and to provide service on the weekends, too. Residents living north of the fixed route expressed similar sentiments to those who live south. Students who live north of the existing fixed route would like to use transit services to get to student activities as well as to and from town and the beaches out north and south. Children and parents need a safe way to get to and from activities in town.

Residents who live north of town get on and off the Borough Bus at Totem Bight. They have expressed that the area is not well developed which makes them feel unsafe and there is no parking. People are concerned about the safety of passengers being picked up or dropped off beyond the fixed route. This is particularly true for those with developmental disabilities and mobility limitations.

6.2.6 Strategy: Incrementally extend paratransit service corresponding to fixed route extensions

Statistics suggest that one in five people have a disability and five percent of these use a wheelchair; this means one in one hundred, or 130 people in Ketchikan. Adjusting for POW and Metlakatla, Ketchikan could serve approximately 200 wheelchair/scooter dependent or other mobility limited riders. This does not include those using canes, walkers or other mobility assistive devices. Since 25% of Ketchikan's roaded area is without transit and paratransit service, additional service is needed.

Since expansion of the Borough's fixed route would result in a corresponding expansion of Paratransit service, careful planning needs to take place before an expansion is undertaken.

Presently, Southeast Senior Services provides paratransit services to seniors as well as people with disabilities. Even though Southeast Senior Services has three vans that are going all the time, it is difficult to respond to requests for spontaneous pick up for last minute or emergency service. Additional vehicles and staff will be needed in order to provide additional service.

6.2.7 Strategy: Improve bus stops and access to stops, including the following features (see Section 8.2):

- Location
- Lighting

- Signage
 - Location signage
 - Information signage
- Accessibility
- Safety and security
- Shelter, at selected stops

6.2.8 Strategy: Designate and improve park & ride lots at or near ends of fixed routes at NORTH TONGASS/NORTH POINT HIGGINS, and SOUTH TONGASS/ROOSEVELT.

Ridership could be increased if there was a safe place to park and wait for a transit vehicle. Establishing formal facilities at the terminus would improve customer service as well as provide a place for drivers to safely turn around. A transit facility with shelter and perhaps a restroom would benefit transit users as well as drivers.

6.2.9 Strategy: Obtain funding to add mobility manager/shared dispatcher.

Ketchikan's transit and paratransit providers may benefit from a shared dispatcher. A shared dispatcher may help consolidate trips providing access to a variety of destinations via a single, on demand vehicle. Dispatching duties could be done by a mobility manager who would provide other services to transit and paratransit users such as providing information on how to use the system.

6.2.10 Strategy: Improve and post timetable, reformatting for clarity and uniformity, indicating all service by stop

Information is critical to those using the transit system. People arriving in Ketchikan have a difficult time getting to destinations such as the Pioneer Home from the Airport because they lack information about the ferry trip before they arrive and then about available transportation once on this side.

Since not everyone is comfortable with the internet, non-internet access to information is very important. Timetables should be posted at formal stops and paper schedules should be clear, concise and available at convenient locations. An example is shown in Table 8.1.1.

6.2.11 Strategy: Where multiple lines' services overlap, adjust timetable to approach uniform headways.

Transit users would like their transit time to be as short and convenient as possible. Adjusting the timetable so that riders can switch between lines with a minimum wait time will improve customer service and may increase ridership.

6.2.12 Strategy: Add Airporter service.

It is estimated that Airporter Service could be provided for an annual cost up to \$540,000, subject to revenue offset up to \$396,000, (see Table 8.1.7, and 8.1.8.)

6.2.13 Strategy: Establish equipment sharing, maintenance and repair, and bulk fuel purchasing pools, available to fixed route and paratransit providers.

Catholic Community Services was the only organization getting who got bulk fuel until the Revilla Coordinated Transportation Coalition was formed. Bulk fuel is currently shared by agreements between the Borough and Southeast Senior Services, the Borough and SAIL, Inc., and the Borough and Rendezvous Senior Day Center. Coordinated fuel and repair services were spelled out in the 2006 Plan. Southeast Senior Services Paratransit has a bulk fuel and maintenance agreement with the Borough through their contract. SAIL, Inc. has a Memorandum Of Understanding with the Borough for bulk fuel and lift work/maintenance.

Agencies not currently in the fuel purchasing pool are encouraged to pursue bulk fuel agreements with the Borough in order to lower operating costs.

Agencies might also be able to contract with the Borough develop a maintenance pool.

Agencies are encouraged to develop an equipment/vehicle pool sharing use of special vehicles with appropriate equipment for the physically disabled to easily ride, such as SAIL's future shared-use vehicle.

6.2.14 Strategy: Establish Taxi Voucher/Token Program, with disabled-equipped taxi service.

There is an unmet need for subsidized on-demand door-to-door transportation for mobility-limited individuals in Ketchikan. Establishment of a taxi voucher program would allow spontaneous travel to those currently unable to make last minute plans.

Establishing a voucher program would take a commitment by an agency who would be required to administer the program, contract with a cab company, determine eligibility issues of users, maintain confidentiality, issue the vouchers, and make financial reports to the state. Once such an agency is identified, funding could be sought.

Additionally, a contract for services would be negotiated with a local taxi company who would be required to add a wheelchair-accessible taxi to their fleet. This could be accomplished by contracting with a service provider, such as SAIL, Inc., which owns such a vehicle, or by purchasing a vehicle as part of their own fleet.

It may be possible to work with an existing agency such as the Ketchikan Gateway Borough or the City of Ketchikan, either of whom could use administrative and management systems already in place to administer the program.

7. Identification of Coordination Actions

The 2006 Coordinated Transportation Plan recommended several coordination initiatives among the major agencies providing transportation in Ketchikan, these include the following:

- Referrals
- Planning Activities
- Education and Training
- Volunteer Assistant Program
- Bulk Fuel Purchase
- Other Initiatives, including
 - Joint Public Relations and Marketing Materials
 - Coordination with private Transportation Companies
 - Coordination with Local Taxi Provider
 - Coordination with Other Transportation Modes

In the present update of the 2006 Plan, three high-priority coordination strategies are proposed, each involving one or more of the general approaches recommended in the 2006 Plan, as follows:

- Add Mobility Manager/Shared Dispatcher

Ketchikan's transportation providers are eligible to apply for Federal grant funding for a half-time mobility manager. It is proposed that this position be combined with a shared dispatcher. This position is capable of providing information and one-on-one support to transportation users with special needs, to transportation service providers, and to the general public. This position is also capable of providing dispatching services for several transportation providers, and for maintaining timetables, and other public information sources. In performing these functions the mobility manager/shared dispatcher will be continually informed of customer satisfaction with transportation services provided by all agencies, and can periodically recommend system improvements.

- Equipment Sharing, Common Maintenance and Repair, and Bulk Fuel Purchasing

Shared use of equipment between agencies providing transportation services can make it possible to make specialized equipment available for use by more than one provider; this can provide equipment in several sizes, for example, enabling agencies to operate larger than normal equipment size for special events, and to share spare equipment in case of planned or unplanned outages.

Common maintenance and repair can allow a control maintenance facility to train employees and provide tools, equipment, and parts for specialized work that is not generally available in Ketchikan – maintaining wheelchair lifts, for example. This function, in conjunction with equipment sharing, can enable vehicle and equipment maintenance to be planned consistent with transportation providers' needs.

Bulk fuel purchasing can make it possible for transportation providers to minimize their fuel cost, by participating in larger bulk purchases than they are capable of individually, and by making use of advantageous fuel purchasing options – truckload deliveries and the State of Alaska fuel supply contract are two such options.

Ketchikan Gateway Borough Transit Department is the largest provider of transportation services in Ketchikan, and has managerial capability and facilities and equipment which can be shared with other agencies. It is proposed that such a program be actively developed by the Borough, with reliance as appropriate on inter-agency cooperation and cost-sharing.

- **Taxi-voucher Program**

This program is capable of reducing cost of taxi service to qualified individuals. The program is relatively complex, requiring determination of participants' eligibility, sales of vouchers, reimbursement of taxi service providers' voucher receipts, related budgeting and cash management, contracting with taxi service providers, and dispatching vehicles and monitoring customer satisfaction.

It is proposed that coordination of a taxi-voucher program be made part of the mobility manager's job description. The cost of this management function may be partially reimbursed from the program's earned revenues. RCTC agencies, individually or jointly, have the capability of developing and managing this program.

8. Implementation Strategies

8.1 Transit Systems

This update of the 2006 Coordinated Transportation Plan generally reaffirms the implementation strategies recommended in the original plan, taking into account needs that have been satisfied since 2006 and indicating specific needs that remain or have been added.

Review of the transportation demand estimates in the 2006 Plan and consideration of the public perception of gaps in service has placed a strong emphasis on proposed extensions of the fixed route transit system and with it, paratransit operations. Together with route extensions, several supplementary strategies and coordination procedures are proposed. These are described as follows:

8.1.1 Fixed Route Systems, including Airporter

- **Revised Days and Hours of Service**

Extensions of days and hours of fixed route transit service on the Green, Red, and Blue Lines are proposed to better accommodate transit use for travel to and from work during both the regular work week Monday-Friday, and on weekends and holidays, which remain work days for many employees. Extended evening hours of service and weekend and holiday service will also improve opportunities for transit use for later hours of work, after work shopping, recreation, and other discretionary travel.

These revisions can be accomplished with existing equipment; however, labor, fuel, and other variable costs will increase. Estimated total annual cost of the proposed extended hours is \$191,500 as shown in Table 9.1.3.

- **Green Line**

Proposed revisions to the Green Line fixed route service are shown in the tabular timetable that follows. These revisions extend the Green Line's area served and daily duration of service to populous West End residential neighborhoods and the community's major providers of essential services, education, connecting transportation, and commercial goods and services.

These revisions to the Green Line represent the probable scope of improvements to fixed route services which can be accomplished with existing vehicles, plus the addition of another vehicle in 2010, which is planned and funded.

Improvements to the Green Line are given priority because this line, with 123,527 trips in FY 2009, accounts for 51% of total fixed route traffic excluding the summer-only Downtown

Shuttle. This closely corresponds to the 53% of Borough residents living on or near the Green Line route.

The revisions increase individual vehicles' round trip duration from about one hour to one hour and 40 minutes; a 15 minute break is provided for drivers between each trip, for a total round trip duration of two hours. These revisions improve present Green Line service by adding stops near some of Ketchikan's densest multi-family housing, and mobile home parks. The revisions improve access both to connecting northbound and southbound transit services, and to shopping in the West End, Downtown and Shoreline areas. The revisions improve access to transportation interfaces, including the airport ferry, the Alaska Marine Highway, Inter-island Ferry, and commuter air services.

These revisions can be accomplished with existing equipment, plus the addition of one new transit vehicle in 2010, this vehicle's purchase has been funded. There will be an operating cost increase, for the addition of drivers' and night cleaners' shifts. Fuel cost and other variable operating costs will also increase. Estimated cost increases of \$382,500 from 2009 are shown in Table 9.1.3.

These cost increases can be substantially offset by increased earned revenues: Currently the Borough transit system's \$1.00 fare is very low compared to fares in Juneau, Anchorage, Seattle and Portland, OR, and can reasonably be increased to \$1.50-\$1.75 for Zone 1^a, from Deermount to the Airport Ferry, and to \$2.00-\$2.25 for Zone 2, including areas beyond Zone 1. Further increases in earned revenue may be anticipated due to increased traffic on the extended Green Line.

In preparing these revisions, important operational needs of the system are taken into account. For example, proposed timetables for the Green Line include breaks for drivers between each round trip. These breaks are essential to drivers' comfort and directly impact timely service.

The Green Line fixed route service revisions are presented in a different timetable format than currently used, simplifying the format and making it easier to read. This format indicates the sequencing of services at stops in the central service area which are served by more than one line. This format should make it possible to include the timetable in a user-friendly printed format, to enlarge it as a poster for display at stops and elsewhere, and to post on the web.

- **Red and Blue Lines**

Revisions to the Red and Blue Lines are proposed to extend fixed route transit service to two areas currently not served by the Borough Bus. These areas include 25% of the Borough's

a. Municipality of Anchorage; People Mover: \$1.75
City and Borough of Juneau; Capital Transit: \$1.50
Seattle Metro, Zone 1 & 2 Off-Peak: \$2.00, Peak @2.25
Portland Tri-Met: \$2.00 - \$2.30

Borough's Census 2000 population.

The proposed extension of the Red Line is from Fawn Mountain School, its present southern terminus, to the intersection of South Tongass Highway and the south end of Roosevelt Drive. Routing is shown on Table 8.1.2. This extension will serve a majority of the 1,339 residents of Census 2000 Tract 4, Block Group 2, including Roosevelt Drive neighborhoods. A park and ride location is recommended near the south end of this route.

The proposed Blue Line extension is from Totem Bight State Park to the intersection of North Tongass Highway and North Point Higgins Road. Routing is shown on Table 8.1.3. This extension will serve a large majority of the 2,212 residents of Census 2000 Tract 1, Block Groups 1 and 2, including the South Point Higgins, North Point Higgins, and Clover Passage neighborhoods. A park and ride location is recommended at or near the north end of this route.

Frequency of one hour between trips can be maintained on these routes by combining the Red and Blue Lines, adding a third vehicle and extending each vehicle's route from the south end of the system at South Tongass Highway and Roosevelt Drive South to the north end of the system at North Tongass Highway and North Point Higgins Road. Each of the three vehicles would make a round trip on this route in approximately three hours.

This revision requires the addition of one transit vehicle, which is not currently scheduled and funded. The estimated operating cost increase from 2009 is \$342,400, as shown in Table 9.1.3.

- **Airporter Service**

In addition to the gaps indicated in fixed route transit service, Ketchikan lacks airporter service for the general public, and visitors arriving and departing at Ketchikan International Airport, and at Waterfront floatplane terminals.

Scheduled airporter service is proposed between Ketchikan International Airport and seven local hotels, including Cape Fox Lodge, New York Hotel, Gilmore Hotel, Cedars Lodge, Super 8, The Landing, and The Narrows Inn. Proposed airporter timetable connect with Alaska Airlines arrivals and departures at Ketchikan International Airport, but on these trips the airporter can also stop at three waterfront floatplane terminals where scheduled commuter air services are offered.

With minor refurbishment, the Borough's three 30 passenger International cutaway vehicles can be suitable for use as airporters. As shown in Table 8.1.5 and 8.1.6, daily operation of two of these vehicles can provide connections between Ketchikan hotels and all of Alaska Airlines northbound and southbound flights, as scheduled in mid-April and mid-July 2010.

Annual cost of airporter service is estimated at \$534,094, as shown in Table 9.1.4. As shown in Table 9.1.5, the airporter is capable of earning substantial revenue to offset this cost, depending on the share of total traffic it captures. It is possible that operating cost to the

Borough might be reduced by contracting operation of the airporter service, using the Borough-owned vehicles.

8.1.2 Paratransit

The Federal regulation specifying extension of paratransit service is as follows:

Service criteria for complementary paratransit.

(a) Service Area – (1) Bus.

- (i) The entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area with three-fourths of a mile radius at the ends of each fixed route.
- (ii) Within the core service area, the entity also shall provide service to small areas not inside any of the corridors but which are surrounded by corridors
- (iii) Outside the core service area, the entity may designate corridors with widths from three-fourths of a mile up to one and one half miles on each side of a fixed route, based on local circumstances.
- (iv) For purposes of this paragraph, the core service area is that area in which corridors with a width of three-fourths of a mile on each side of each fixed route merge together such that, with few and small exceptions, all origins and destinations within the area would be served.

Paratransit service must be extended along with the extensions of the Red and Blue Line fixed routes indicated. Extension of the Green Line fixed route as proposed will not affect the scope of paratransit service.

Extension of paratransit service following the three quarter mile radius of the Red and Blue Lines, will cover the large majority of target populations in the areas of the Borough which are not currently served. These areas will include the South Tongass Highway from Old Homestead Road to Herring Cove, including the populous Roosevelt Drive area, and the North Tongass Highway, including the large South Point Higgins and North Point Higgins neighborhoods.

Table 8.1.1
Ketchikan Gateway Borough Transit Timetable
With Green Line Extension

Departures, by Line, minutes after the hour							Departures by Line, minutes after the hour						
Green		Red		Blue			Green		Red		Blue		
Mon-Sat	Sun	Mon-Fri	Sat-Sun	Mon-Fri	Sat-Sun		Mon-Sat	Sun	Mon-Fri	Sat-Sun	Mon-Fri	Sat-Sun	
Northbound Stops							Southbound Stops						
First Trip							First Trip						
Last Trip							Last Trip						
5:20 A	8:20 A	5:30 A	8:30 A	6:00 A	8:00 A		6:10 A	9:10 A	5:55 A	7:55 A	6:25 A	8:25 A	
8:20 P	6:20 P	7:30 P	6:30 P	9:00 P	7:00 P		9:10 P	7:10 P	7:55 P	6:55 P	8:25 P	7:25 P	
OLD HMSTD./Fawn Mt. Sch./Park & Ride	—	30		—			N. TONGASS/Totem Bgt./Park & Ride	—	—			25	
S. TONGASS/Rotary Beach	—	31		—			N. TONGASS/SUNSET N.	—	—			26	
S. TONGASS/SHOUP	—	32		—			N. TONGASS/SUNSET S.	—	—			27	
S. TONGASS/Saxman Seaport	—	33		—			N. TONGASS/BRUSICH/Refuge Cv.	—	—			28	
KILLER WHALE/Saxman Village	—	34		—			N. TONGASS/Ward Cv. PO	—	—			32	
S. TONGASS/Saxman City Hall	—	35		—			N. TONGASS/SHORELINE N.	—	—			37	
S. TONGASS/FOREST PK.	—	37		—			DON KING/Shoreline Business	10	—			38	
S. TONGASS/USCG	—	39		—			N. TONGASS/SHORELINE S.	12	—			39	
SCHOENBAR/Fairy	20	—					TONGASS/Airport Ferry	16	55			40	
SCHOENBAR/WOODSIDE	21	—		—			TONGASS/Ferries/Main PO	18	56			41	
SCHOENBAR/Rec. Ctr./Schoenbar Sch.	22	—		—			TONGASS/Bar Hbr./KIC/Hospital	20	57			42	
DEERMOUNT/Totem Htg./Hatch/Park	23	—		—			TONGASS/JEFFERSON/Plaza Mall	22	—			—	
DEERMOUNT/STEDMAN/UAS	24	43		—			JEFFERSON/3rd	24	—			—	
STEDMAN/Thomas Basin	25	44		—			COLLEGE/UAS	26	—			—	
DOCK/Library/Museum	26	45		00			COLLEGE/Pool/Kayhi	27	—			—	
FRONT/City Hall/Berth III	28	46		01			JACKSON/Holy Name Sch./Armory	29	—			—	
WATER/HOPKINS/Newtown	29	47		02			5th/Health Ctr.	30	—			—	
WATER/SCHOENBAR/Berth IV	30	48		03			BARANOF/Revilla Hi/Houghtaling Sch.	31	—			—	
TONGASS/NADEAU/Borough	31	49		04			BARANOF/ANDERSON	33	—			—	
TONGASS/WASHINGTON/Plaza Mall	32	50		05			HILL/DENALI	34	—			—	
JEFFERSON/3rd	34	—		—			FAIRVIEW/BUREN	35	—			—	
COLLEGE/UAS	36	—		—			CARLANNA/DENALI	37	—			—	
COLLEGE/Pool/Kayhi	37	—		—			BARANOF/Revilla Hi/Houghtaling Sch.	39	—			—	
JACKSON/Holy Name Sch./Armory	39	—		—			5th/Health Ctr.	41	—			—	
5th/Health Ctr.	40	—		—			JACKSON/Holy Name Sch./Armory	42	—			—	
BARANOF/Revilla Hi/Houghtaling Sch.	41	—		—			COLLEGE/UAS	44	—			—	
BARANOF/ANDERSON	42	—		—			COLLEGE/Pool/Kayhi	45	—			—	
HILL/DENALI	44	—		—			JEFFERSON/3rd	46	—			—	
FAIRVIEW/BUREN	45	—		—			TONGASS/Plaza Mall	48	00			45	
CARLANNA/DENALI	47	—		—			TONGASS/NADEAU/Borough	49	01			46	
BARANOF/Revilla Hi/Houghtaling Sch.	49	—		—			WATER/SCHOENBAR/Berth IV	50	02			47	
5th/Health Ctr.	51	—		—			WATER/HARBORVIEW PK./Newtown	51	03			48	
JACKSON/Holy Name Sch./Armory	52	—		—			FRONT/GRANT/City Hall/Berth III	52	04			49	
COLLEGE/UAS	54	—		—			DOCK/Library/Museum	—	—			50 (Ar)	
COLLEGE/Pool/Kayhi	55	—		—			MILL/Federal Bldg.	53	05			—	
JEFFERSON/3rd	56	—		—			STEDMAN/Thomas Basin	54	06			—	
TONGASS/JEFFERSON/Plaza Mall	58	—		—			STEDMAN/DEERMOUNT/UAS	55	07			—	
TONGASS/Bar Hbr./KIC/Hospital	00	52		08			DEERMOUNT/Totem Htg./Hatch/Park	56	—			—	
TONGASS/BRYANT/Ferries/Main PO	02	53		09			SCHOENBAR/Rec. Ctr./Schoenbar Sch.	57	—			—	
TONGASS/Airport Ferry	04	55		10			SCHOENBAR/WOODSIDE	58	—			—	
N. TONGASS/SHORELINE S.	08	—		11			SCHOENBAR/Fairy	59 (Ar)	—			—	
DON KING/Shoreline Business	09	—		12			S. TONGASS/USCG	—	09			—	
N. TONGASS/Shoreline N.	—	—		13			S. TONGASS/FOREST PK.	—	11			—	
N. TONGASS/Ward Cv. PO	—	—		18			S. TONGASS/Saxman City Hall	—	12			—	
N. TONGASS/BRUSICH/Refuge Cv.	—	—		22			KILLER WHALE/Saxman Village	—	13			—	
N. TONGASS/Sunset S.	—	—		23			S. TONGASS/Saxman Seaport	—	14			—	
N. TONGASS/RHEA/Sunset N.	—	—		24			S. TONGASS/SHOUP	—	15			—	
N. TONGASS/Totem Bgt./Park & Ride	—	—		25 (Ar)			S. TONGASS/Rotary Beach	—	18			—	
							OLD HMSTD/Fawn Mt. Sch./Park & Ride	—	20 (Ar)			—	

Table 8.1.2
Red Line Extension

Fawn Mountain School - Roosevelt S., 10.2 mi. Round Trip

	<u>miles</u>	<u>min. @ 25 mph</u>
Fawn Mt. Sch.-S. TONGASS/OLD HMSTD.	0.4	1.0
Stop		1.0
ST		<u>2.0</u>
S. TONGASS/ROOSEVELT N.	2.4	5.8
Stop		1.0
ST		<u>8.8</u>
S. TONGASS/FRANKLIN	1.1	2.6
Stop		1.0
ST		<u>12.4</u>
ROOSEVELT/RAVENWOOD	0.7	1.7
Stop		1.0
ST		<u>15.1</u>
S. TONGASS/ROOSEVELT S.	0.6	1.4
Stop		1.0
ST		<u>17.5</u>
S. TONGASS/FRANKLIN	1.1	2.6
Stop		1.0
ST		<u>21.1</u>
S. TONGASS/ROOSEVELT N.	1.1	2.6
Stop		1.0
ST		<u>24.7</u>
S. TONGASS/OLD HMSTD.	2.4	5.8
Stop		1.0
ST		<u>31.5</u>
Fawn Mt. Sch.	0.4	1.0
Stop		1.0
ST		<u>33.5</u>
TOTAL		<u>33.5</u>

Table 8.1.3
Blue Line Extension

Totem Bight - North Point Higgins, 4.1 / 8.2 mi. Round Trip

	<u>miles</u>	<u>min. @ 25 mph</u>
Totem Bight - D1 LOOP N.	0.6	1.4
Stop		1.0
ST		<u>2.4</u>
N. TONGASS/POND REEF	1.3	3.1
Stop		1.0
ST		<u>6.5</u>
N. TONGASS/SOUTH PT. HIGGINS	0.4	1.0
Stop		1.0
ST		<u>8.5</u>
N. TONGASS/NORTH PT. HIGGINS	1.8	4.3
Stop		1.0
ST		<u>13.8</u>
Return	<u> </u>	<u>13.8</u>
TOTAL	4.1	27.6

Table 8.1.4
Alaska Airlines Sample Timetable

Scheduled Flights				7/15/10	
				Ar	Lv
1	AS	65	Ktn-Wrg	0759	0845
2	AS	60	Ktn-Sea	0814	0910
3	AS	179	Sea-Ktn	1127	—
4	AS	178	Ktn-Sea	—	1210
5	AS	62	Ktn-Sea	1239	1320
6	AS	173	Sea-Ktn	1512	—
7	AS	174	Ktn-Sea	—	1555
8	AS	67	Ktn-Sit	1612	1710
9	AS	64	Ktn-Sea	1828	1909
10	AS	69	Ktn-Jnu	2007	2032

				4/15/10	
				Ar	Lv
1	AS	65	Ktn-Wrg	0801	0845
2	AS	60	Ktn-Sea	0817	0905
3	AS	62	Ktn-Sea	1236	1318
4	AS	67	Ktn-Sea	1612	1652
5	AS	64	Ktn-Sit	1724	1804
6	AS	69	Ktn-Jnu	2007	2037

Table 8.1.5
Airporter Timetable
 Winter 2009 - 2010

Bus	Trip	Flight			Airporter					
		No.	Ar	Lv	Start	Run	KIA Ferry		Stop	Finish
							Over	Back		
1	1	65	0801	0845	0600	0630	0715 HW 1-30 ^{a.}	—	—	—
		60	0814	0910	—	—	0715 HW 1-55	0830	0915	0930
1	2	62	1236	1318	—	1100	1145 HW 1-33	1300	1345	1400
1	3	67	1612	1652	—	1430	1515 HW 1-37	1630	1715	1730
2	4	64	1724	1804	1500	1530	1615 HW 1-49	1800	1845	1900
1	5	69	2007	2037	—	1830	1915 HW 1-22	2030	2115	2130
<u>Bus Schedule:</u>				<u>Start</u>	<u>Finish</u>	<u>Hr.-Min.</u>				
1				0600	2130	15-30				
2				1500	1900	4-00				
Total						19-30				

a. HW - Headway of ferry departure prior to flight departure.

Table 8.1.6
Airporter Timetable
Summer 2010

Bus	Trip	Flight			Airporter					
		No.	Ar	Lv	Start	Run	KIA Ferry		Stop	Finish
							Over	Back		
1	1	65	0759	0845	0600	0630	0715	—	—	—
		60	0814	0910	—	—	HW 1-30 ^a 0715 HW 1-55	0830	0930	1000
1	2	179	1127	—	—	—	—	—	—	—
		178	—	1210	—	1030	1045 HW 1-25	1200	1300	1330
2	3	62	1239	1320	1030	1100	1145 HW 1-35	1300	1400	1430
1	4	173	1512	—	—	—	—	—	—	—
		174	—	1555	—	1330	1415 HW 1-40	1530	1630	1700
2	5	67	1612	1710	—	1500	1545 HW 1-25	1630	1730	1800
1	6	64	1828	1909		1700	1745 HW 1-24	1900	2000	2030
2	7	69	2007	2032		1800	1845 HW 1-47	2030	2130	2200
Bus Schedule:				Start	Finish	Hr.-Min.				
1				0600	2030	14-30				
2				1030	2200	11-30				
Total						26-00				

a. HW - Headway of ferry departure prior to flight departure.

8.2 Stops and Related Features

An extensive study of transit stops and related features has been prepared as criteria for comprehensive improvements to fixed route transit stops, provide criteria for the location, lighting, signage, accessibility, safety and security, shelter and amenities.

This study follows.

A budget of \$250,000 is indicated for an initial phase of improvements to fixed route stops and related features.

In addition to the improvements proposed in this study, two Park and Ride locations are recommended, at or near the south and north ends of the Red Line fixed route at South Tongass Highway and Roosevelt Drive, South, and the Blue Line fixed route at North Tongass Highway and North Pont Higgins Road.

8.2.1 Renaming the System, Going from “The Bus” to “The Salmon Run”

For much of Ketchikan’s history, transit services were provided by private entrepreneurs. Eugene Wacker carried passengers from the Downtown area to “Wacker City” (his property in Ward Cove) through the 1940’s and 50’s. In the 60’s and 70’s North Star Transit followed a simple route through town, between Deermount and Carlanna. They operated until the Borough assumed responsibility for public transit.

The Borough system has grown into three main routes: one serving the north end of town, another the south, and a third which focused on service within the City and emerging commercial destinations (WalMart). Each route was distinguished by a color: red, blue, and green, and the system was simply referred to as “The Bus”. A “yellow” line was added as a shuttle from the cruise ship berths to Downtown area attractions.

The color coding, though commonly and successfully used by transit systems all over the world, is not without its problems. Most color-blind individuals have difficulty seeing the differences, especially between green and red. Visitors, first-time and infrequent users usually have difficulty associating a particular color with a direction or destination. And, in Ketchikan, all three lines follow pretty much the same route within the City and to WalMart, adding to the confusion.

The Salmon Run idea is an effort to attract more summertime visitors to the transit system, one bus was painted in a salmon theme designed by local artist Ray Troll. It quickly drew attention to the bus as an option for many visitors, increasing ridership from the cruise ship berths to the Downtown commercial areas threefold.

The painted “salmon run” bus drew not only local but national attention to Ketchikan’s transit system. This encouraged the Borough Assembly to consider renaming the whole system “The Salmon Run”.

At this time, schedules are being adjusted, routes extended and significant investments made into stops, shelters, a new bus, and many other aspects of the transit system. It is an ideal time to begin to incorporate the “Salmon Run” concept into each of these changes as they occur. The painted bus has helped the ridership and community welcome and understand these changes.

Recommendations

1. “The Salmon Run” name and theme should first be introduced in three places: on the bus graphics (since they are the most visible part of the system), on signage at all stops, and on schedules/route maps. Conceptual sketches for how these might be treated are shown on the following page

On existing busses, modify current design, adding ‘salmon run” graphic elements.

Change-out all bus-stop signs with a new design.

Incorporate a salmon run logo on all printed materials, starting with schedules/maps.

2. During the transition, continue to use colors to differentiate routes, but add a type of salmon to each. For example, two of the routes should continue to use the current color designations, with the added salmon name after it. Thus, the Red route would become the Red/Sockeye Run; the Blue would be the Blue/Steelhead run. The Green route should be changed to the Silver/Coho run.
3. Use “reflective” silver on a deep marine blue background as the basic colors for new graphics. These would also be the colors for the silver/coho route which would be the “flagship” run (currently the green line). Other colors would be used as needed (such as red, blue, pink gold)
4. The primary “salmon run” logo would be used widely. However, variations on it should be used as the situation requires to add visual interest and take advantage of special opportunities.
5. The “yellow line” summer visitor’s Downtown Loop should be called the King Salmon run (Visitor’s Downtown Loop) in marketing and on the bus information window. Its color should be gold. Continue to use the Ray Troll design for the summertime Downtown Shuttle.
6. The Pink (humpie) and (suggested color green) Chum salmon colors and names would be reserved for future use in the system. For example, one of these might be used with the Airporter route.
7. While the colors and salmon names are helpful in establishing an attractive and marketable theme for the system, every opportunity should be taken to help riders understand where each bus is heading. The electronic message boards on each bus should be used to both reinforce the new name and provide clearer information. This

is particularly important at the Airport Ferry and Marine Highway terminal stops. For example, the sequence might be the following:

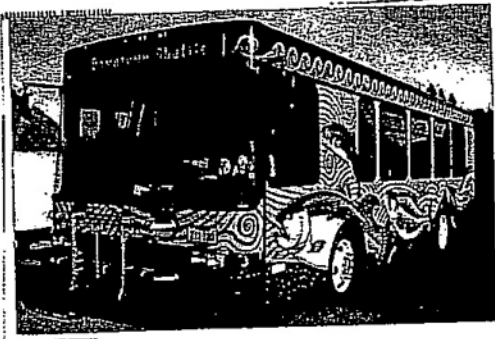
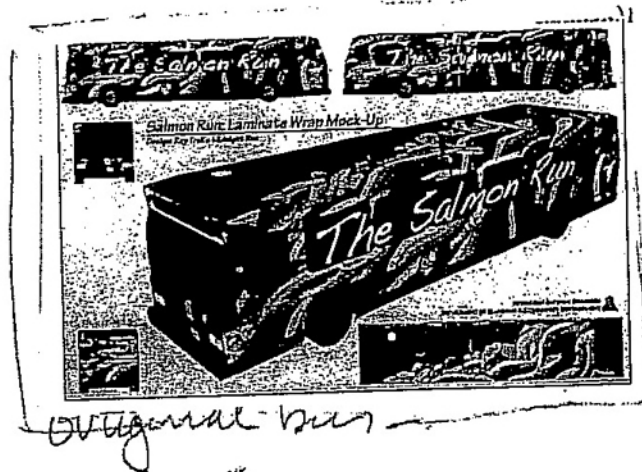
Silver/Coho Run

Outbound, heading North to Totem Bight

Good Morning (or good afternoon or good evening, depending on the time of day)

The time could be flashed also, as this is often useful to riders.

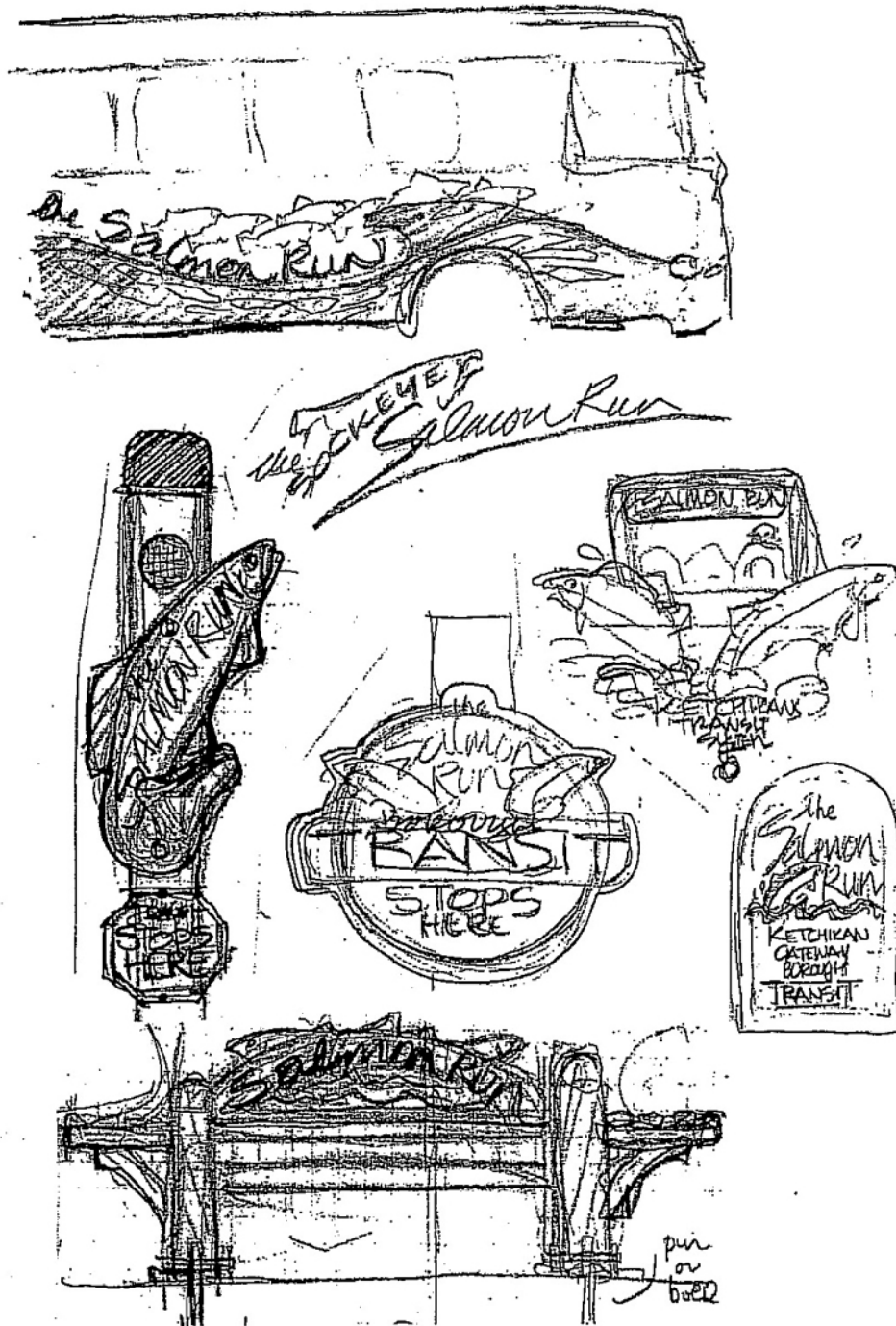
FIND PHOTO
OF KETCHIKAN'S
FIRST BUS



Ray Troll Design

newspaper coverage

Sample graphic. To be replaced by 8.2.1 graphic



Sample graphic. To be replaced by 8.2.1 graphic

8.2.2. The Current Bus Stop and Shelter System

Ketchikan's public bus system consists of four routes (see map on following page):

- the Green Line (the main route through town, operating most frequently) which goes from Bear Valley to WalMart, including service to upland neighborhoods in Carlanna area,
- the Blue Line from Downtown north to Totem Bight State Park,
- the Red Line from WalMart south to Fawn Mountain Elementary School, and
- the Yellow Line serving Berth 4 and Downtown area attractions during the summer months.

There are designated bus stops along these routes. Currently the last stop north of town is Totem Bight State Park, and south of town, Fawn Mountain Elementary School.

Of these stops 15 have one of the following four types of shelter:

Type A: 8 large (9 ft. by 6-10 in. by 9 ft.) aluminum and plexiglass

Type B: 2 smaller (4 ft. 8 in. by 9 ft.) aluminum and plexiglass

Type C: 2 "PS4" style (custom made wooden coverings at KPU pumping stations)

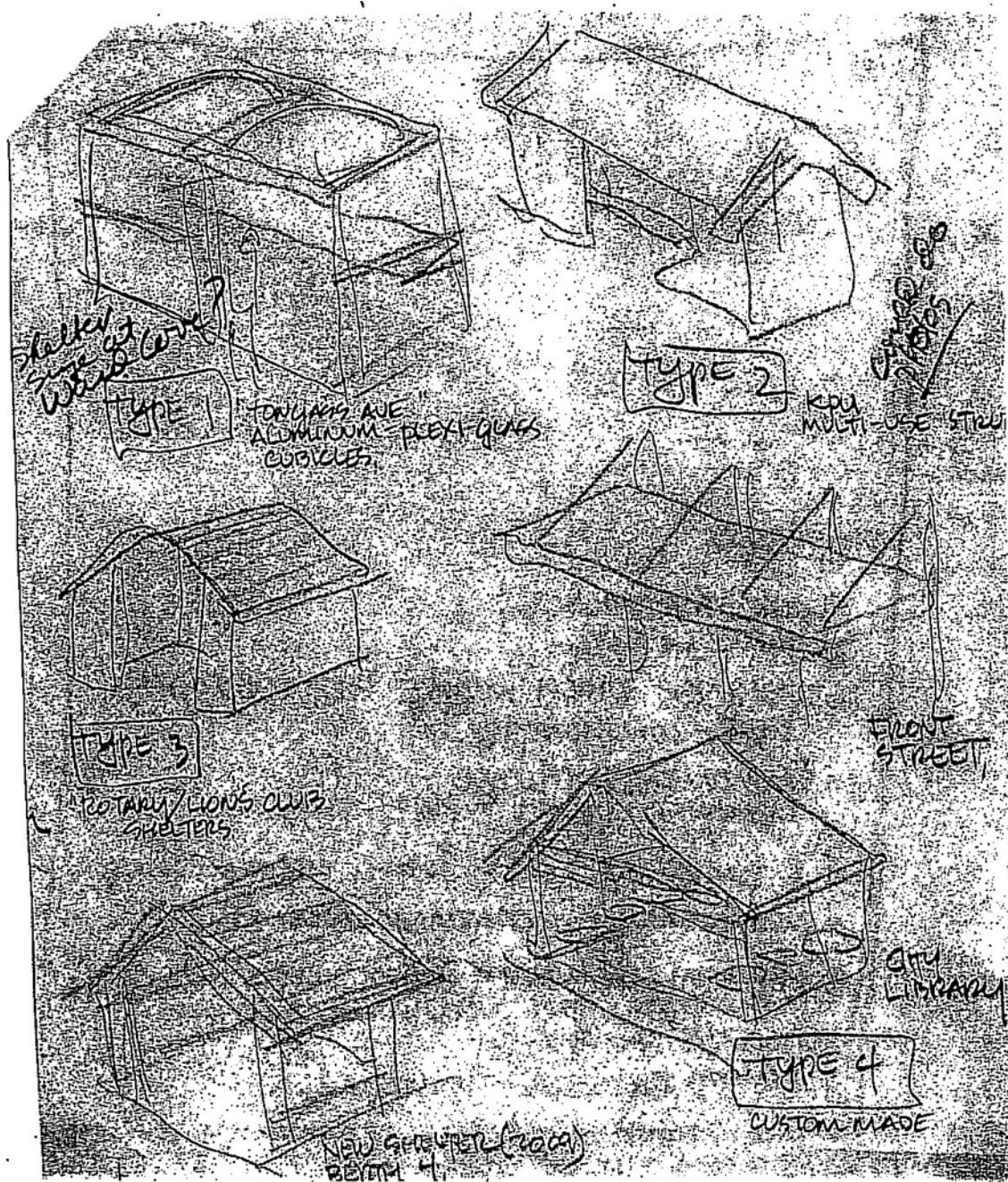
Type D: 3 custom made, one-of-a-kind shelters (at City Library, Eagle Park on Front Street, and Berth 4)

In addition, there are a number of Rotary and Lion's Club shelters, primarily for school bus use, but some used for Ketchikan Transit patrons.

There are currently 13 priority sites for bus shelter improvement.

Six shelters have now or are proposed to have public restroom facilities in or near them (Library/Museum, Eagle Park, Berth 4, Totem Bight State Park, Airport Ferry, Thomas Basin/Stedman Street). Of these Borough Transit anticipates assuming maintenance responsibilities for the Airport Ferry and possibly the Thomas Basin/Stedman Street facilities.

Most stops consist of only a sign (bus stop, no parking) with white stripe along the curb (if curb is available). Many stops are at locations exposed to the predominately SE or NW winds.



Sample graphic. To be replaced by 8.2.2 graphic

8.2.3 What Makes A Good Bus Stop? (Design/Build Objectives)

A good bus stop is different things to different people. From the transit manager's point of view, a good bus stop is inexpensive to build, requires minimal maintenance, and is vandal resistant.

A bus driver might say that a good bus stop provides clear visibility of waiting riders and has a large, safe stopping area, out of traffic.

Bus riders might say that a good bus stop needs to be both safe and comfortable. Safety means good lighting at night, visibility of the area from surrounding businesses and homes, and crosswalks and for getting to it. Comfort might mean a dry, protected place to sit while waiting.

In addition to the above, a good bus stop is:

- fully accessible (where all types of users; children, elderly, people with disabilities, people with groceries, bicycles, and kayaks can wait, board and leave the bus safely),
- recognizable (establishes a consistent look so all members of the public recognize it as part of the area's transit system),
- attractive (with well designed, durable components such as benches, signs, graphics and artwork, as well as seasonal touches such as flowers),
- fits in to its location (such as the stop in Saxman Totem Park with a shelter which employs traditional Tlingit building materials and techniques),
- clean and inviting (with scheduled cleanings, monitoring by drivers, and trash receptacles),
- supportive of the local economy (through the use local materials for construction, local craftsmen for installation, and featuring local artists at appropriate sites), and is
- informative (having clear, easy to understand information about the transit system, as well as provisions for posting useful and timely neighborhood and community information).



The Berth 4 bus stop and shelter meets virtually all of the design criteria outlined on the following page. Once new furnishings (benches and trash receptacles) and “Salmon Run” signs and graphics are added, it should be an effective tool in establishing an inviting and easy to recognize “brand”, helping visitors use the transit system.

(Photo caption)

This stop along Tongass Avenue also meets many of the design criteria outlined on the following page. However, it could be made more attractive (trees and other landscaping, flowers in containers during the summer), incorporate local materials (such as replacing the aluminum benches with cedar planks), and informative (with a digital clock programmed to provide the waiting time until the next bus arrives).

Insert 8.2.3 Graphic here

8.2.4 Anatomy of a Bus Stop

A bus stop can be as simple as just a sign on a street corner or as sophisticated as part of a community gateway or transportation hub. However, even at a street corner stop, design decisions usually need to be made, and the site can include a variety of features to make it more functional, user-friendly and attractive. For example, in addition to a signpost, the simple, street-corner bus stop might have:

- reflectors to increase visibility at night, especially where street lighting is absent or poor,
- transit related information (including schedules),
- a solar collector that powers lights and a clock,
- some form of rain protection,
- components made from local materials,
- curb cuts and markings,
- paving/surface improvements such as non-slip loading area,
- provisions for securing bikes, and
- even a “mini-bench” attached to the signpost.

Guidelines for improvements to simple street-corner stops may be found on the following page.

Higher-use stops typically have some kind of bus shelter to give waiting passengers protection from the rain and sun, as well as the following basic components:

- Some form of wind protection at exposed locations,
- An all weather surface which is non slippery with a clearly defined and accessible stopping and loading area,
- Accessibility considerations for the full range of users,
- Signage and bus related information (route times),
- Lighting, and
- Furnishings such as seating and trash receptacles to help patrons keep the area clean and attractive.

The above features can be augmented with a range of “extras” including landscaping, seasonal flower planters, art and neighborhood noticeboards.

8.2.5 Bus Stops Without Shelter

Of the 70-plus posted stops within the Borough bus system, most do not include a shelter, consisting of simply a “Bus Stop” and “No Parking” sign in or next to the sidewalk. Where there is a curb, it is painted white to demarcate the bus stopping area. Where no curb or sidewalk exists, the area might be defined by a load of crushed rock. The following guidelines relate to improvements at such stops without shelters.

Recommendations

The bus stop sign should face the direction of arriving traffic. It should not block or interfere with movement from a waiting area to the bus. The sign will usually define the “waiting area” as people tend to stand next to or lean on it. Thus, its placement needs to consider the visibility of the arriving bus, ease of movement to bus loading area, and safety and comfort of waiting patrons from traffic and the elements.

Where there is a curb, it should be painted white to demarcate the “no parking” zone (usually the length of the bus, 30 ft.). The words “No Parking, Bus Stop” should be added (in dark blue). Stenciled salmon designs can be added to reflect the Salmon Run theme and add an artistic touch.

Signposts located within the State highway right-of-way will need to meet DOTPF requirements related to materials and ability to break off if hit. In other cases, simple locally milled 4 x 4 cedar signposts should be the standard.

For safety, an all-weather loading area should be provided where the bus generally stops (minimum size 8 ft. by 5 ft., adjacent to the curb, and with a clear, unobstructed, 4 ft wide access to it from the waiting area). A white rubberized landing mat should indicate where loading will usually take place, as a guide to both drivers and passengers. If no curb cuts are nearby, one may need to be incorporated into the paved area (in some cases the curb cut and loading area may be the same).

The bus stop sign should be done in high contrast colors to facilitate visibility (dark blue on a reflective silver background is recommended). Bus stop and no parking information should be incorporated into a single sign. Reflectors facing both traffic directions should be added in places where there night lighting is poor.

Bus schedule information (in large, easy-to-read type) should be posted, indicating the times when the bus will arrive at this location). Weather and vandal-proof clocks are available to both indicate the time and can be linked to a bus transmitter to tell waiting passengers when the next bus will arrive.

Use an edging material such as cedar along the back and side perimeters to define the bus stop area and facilitate clean-up and maintenance. In rural areas without curbs, the edging treatment may function also as the curb along the road.

Provision for locking a bicycle can be incorporated into the signpost.

8.2.6 Shelter From the Rain

Most communities use one of the many standardized aluminum and plexiglass bus shelter designs currently available. They are relatively inexpensive to buy, long lasting, functional and require little maintenance. Ketchikan currently has 10 of these along Tongass Avenue (with one recently relocated to the WalMart stop). They are however, not particularly attractive, do not reflect the character of the Ketchikan area, do not use local materials or labor, nor do they have the flexibility needed for different site conditions. While such shelters can be “localized” with cedar trim, signs and wood benches, it is recommended that the Borough consider using locally crafted wood structures to meet most of the new-shelter needs of the transit system. Design options are described below and illustrated on the following page.

The “**Umbrella**” or “one poster” ... a bus stop sign with a roof. It would be used at low volume stops where at least some form of rain shelter is desirable. They would be easy to place and require minimal maintenance. The umbrella portion would be a steel or aluminum frame upon which a sewn fabric cover is stretched, attached to a wood (or metal) pole.

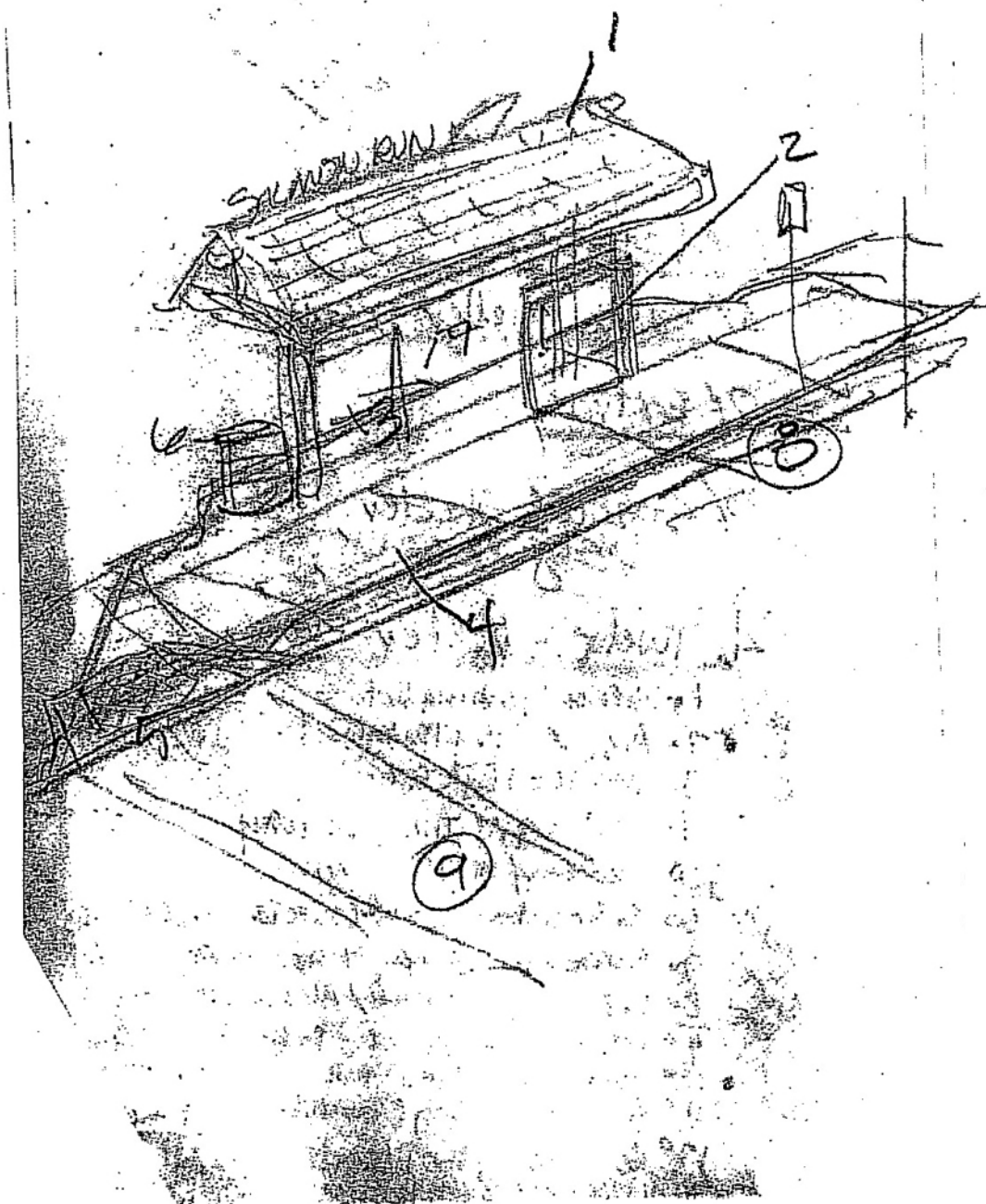
The “**Streetside**” or “two poster” ... for typical urban street situations (a narrow, linear space next to or within the sidewalk area). Streetside shelters would be fabricated out of local wood with a cedar shake roof. Most would have a gable roof, though there may be situations where a simple shed roof might be the only option due to space restrictions.

The “**Windbreak**” or “three poster” ... for situations where a Streetside shelter would work but additional wind protection is required. This type of shelter would also be wood with cedar shake roof.

The “**Pavilion**” or “four poster” ... for locations where there is available space and enough users to warrant a larger structure. A prototype Pavilion was installed at Berth 4, with a variation designed for Totem Bight State Park.

The “**Marquee**” ... where an existing building is right next to the sidewalk, a common situation in Downtown Ketchikan. Here either an existing marquee could be used (or modified to make it work better as a bus shelter) or a marquee could be added to a building without one. Designs for “freestanding” marquees exist to “bridge” spaces between existing marquees. Such structures might also be used as bus shelters in some situations.

Custom made shelters are needed for special locations (such as at Saxman and Totem Bight) and where other uses are included (such as restroom facilities incorporated into the shelter on Stedman Street in front of the Thomas Basin entry ramp)



Sample graphic. To be replaced by 8.2.6 graphic

8.2.7 Shelter From the Wind

Standing in wind-driven rain can be one of the most unpleasant aspects of the Ketchikan Transit experience. While wind can come from any direction, at least 40% of the time it comes from the East-Southeast-South quadrant (because of the wind channeling effect of Tongass Narrows). The wind comes from the Northwest about 10% of the time.

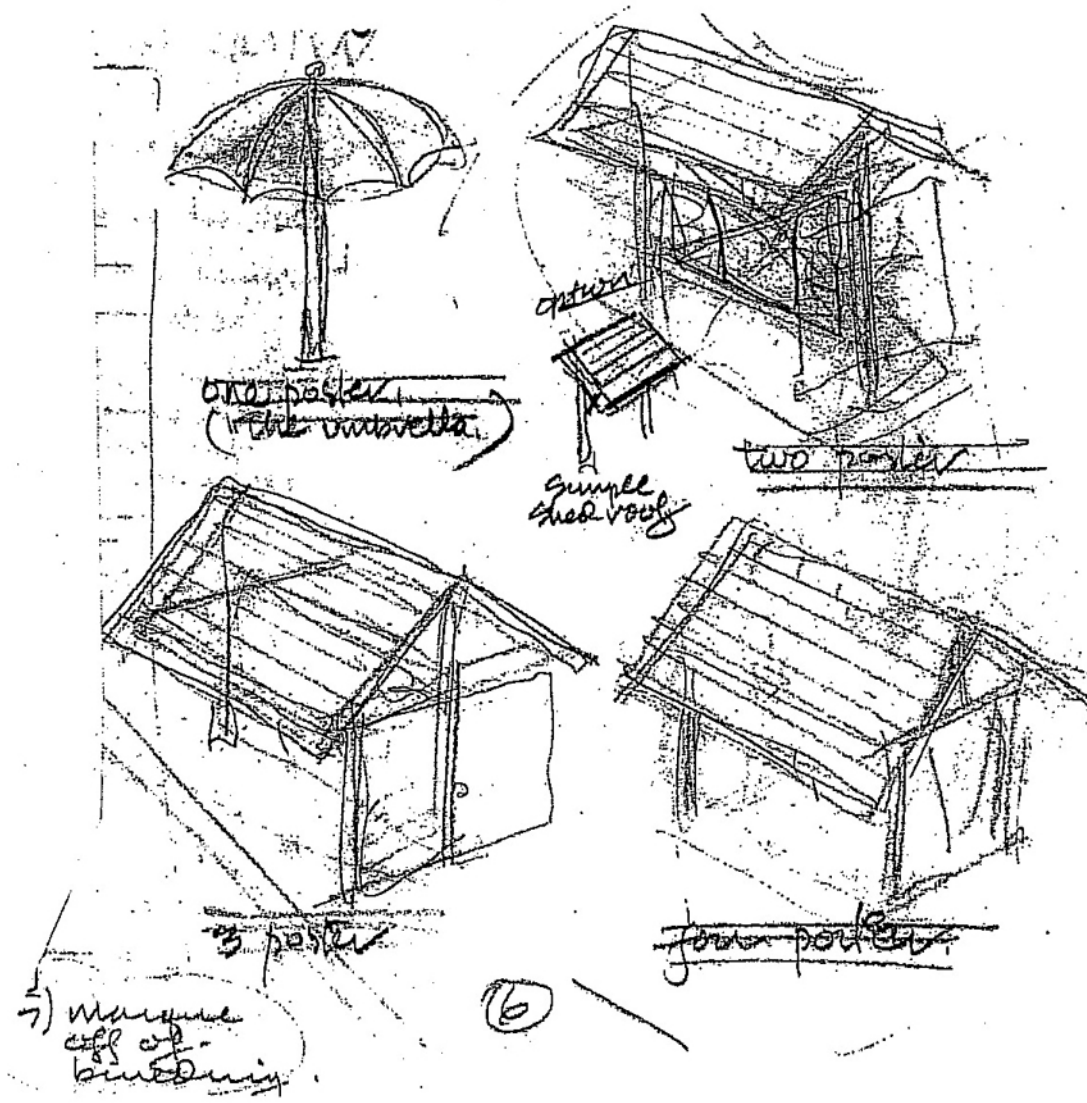
The predominant wind patterns are modified by the local microclimate. Buildings and other features can intensify the wind speed and force considerably (the wind tunnel affect of narrow streets or alleyways) or they can block it completely. Each bus stop site needs to be evaluated for local conditions which might alter the prevailing wind patterns. Local residents, bus riders and drivers are good sources of information regarding wind patterns for a given area.

Structures are the most dependable types of windbreaks. In most cases, landscaping will not provide much wind protection. Trees need to be evergreen, in dense stands, many trees deep and in the direction of the most frequent winds to be effective, a situation usually possible only in a few rural bus stop sites.

The most effective wind screens should be solid (without gaps or holes), close to the ground (not more than 3 inches), and orientated perpendicular to the prevailing winter winds for the site. Where a shelter is not completely enclosed, it is helpful to provide for some wind penetration at the top of the screen (such as with a lattice). This helps prevent downdrafts.

To provide wind protection at bus stops, the following recommendations should be considered.

- Stops with no shelters will need to take maximum advantage of site conditions which provide some wind protection.
- Very windy, high use stops should have a Pavilion style (four poster style) shelter, with a solid wall facing the SE. It should extend close to the ground, not be on the gable end, and extend up to the roof.
- Where there is not enough space or ridership to warrant a Pavilion style shelter, the windbreak or “three poster” can provide some wind protection, with a solid panel perpendicular to the wind direction. This may be the back wall, or a side wall.



Sample graphic. To be replaced by 8.2.7 graphic

8.2.8 Paving & Drainage

While bus shelters provide for comfort while waiting for a bus, it is the ground surface which determines the safety and ease of movement. Ketchikan's bus stops have a variety of surface conditions, ranging from fully paved areas in the city to crushed rock and broken soil at some rural locations. Each site should be evaluated to determine what is needed to make it safe, fully accessible, and attractive. The following guidelines and accompanying sketches on the following page outline recommended practices.

Stop Area Definition. Wherever possible, the bus stop area should be demarcated with some kind of "edge" treatment. This helps with maintenance (clearly indicating the extent of cleaning) and provides riders with a "comfort" zone. Not all of the area needs to be paved; parts of it may be used for landscaping, or with crushed rock for portions where secondary improvements are located (such as around bike parking and trash receptacles). Edging can be accomplished by treated wood, bricks or painted lines on concrete or asphalt.

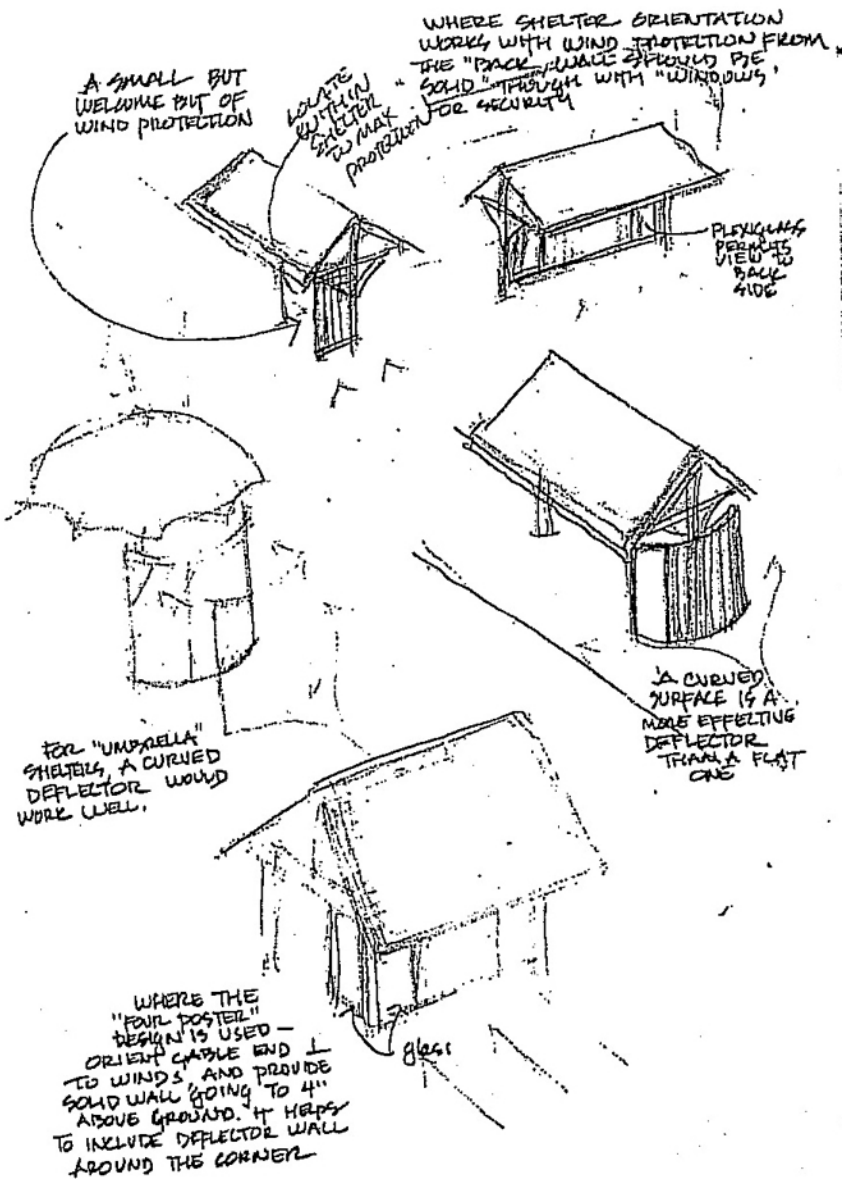
Drainage. Surface should have a slight cross-slope to shed water but not be too steep for wheelchair users. Hilly or sloped sites need to be carefully evaluated to provide the necessary access. Stairs should be avoided, where grade changes are necessary, ramps (no greater than 1:12) can be used.

Surfacing Materials. Surface needs to be "continuous" (without breaks and grade changes) and non-slip. Concrete should be broom or exposed rough aggregate (not rounded pebble) finish. Sites may have a mixture of concrete (such as under a shelter, curbing and curb cuts) and asphalt. Wood may be used as parts of structures, with areas which may become wet and slippery having asphalt shingles added (especially ramps).

Load/Unload Area. Non-slip mats (like the bright yellow ones commonly used at curb cuts) should be used at all stops to define the load-unload area. They should be white with dark blue protruding "knobs", colors which will help associate them with the transit system (since dark blue and silver are recommended to be the basic colors for the Salmon Run motif).

Curbing. Curbing along the street should be painted white (typically one bus length, 30 ft.) with a stencil saying "No Parking, Bus Stop". Curb height should be no more than 6 inches. Curb cuts are to be provided as needed to make the waiting and load-unload zone fully accessible.

Artistic Touches. The ground surface treatment at a bus stop can be made more attractive and interesting in a variety of ways. The broom finish of concrete could have a swirling, "river-like" pattern, asphalt and concrete could be painted with "floor murals" such as salmon swimming, and items such as bricks, tiles, stones or salmon shapes could be inset. At some stops, such as at schools, brick pavers with questions about salmon could be used.



Sample graphic. To be replaced by 8.2.8 graphic

8.2.9 Safety and Accessibility

Accessibility is an issue we all face at various times; children cannot easily negotiate a world designed for a standard adult, and a person walking with two bags of groceries is, for awhile, without full movement capability. People with disabilities live permanently with severe impediments to access. The following guidelines will help insure that all users, young and old, those who are fully mobile and those with special needs can safely and comfortably use the Borough bus system. Safety and accessibility even extends to the operation of the buses themselves; their needs for adequate space to safely pull over and stop.

Seven Safety and Accessibility Questions (things to keep in mind in design, installation and maintenance of bus stops)

1. Is there adequate space for loading and unloading? ADA standards call for a minimum area 5 ft. along curbs and 8 ft deep. It should be paved. A blue rubberized matt (24" x 36") is recommended to clearly define the load-unload area.
2. Can people safely cross the street to get to the stop? Crosswalks are ideally located behind the place where the bus stops wherever possible, or at some distance ahead to maintain good visibility for pedestrians, the bus driver and other vehicles. They should not be located right in front of the bus stopping area.
3. Is information presented in a manner and location as to be visible by all users? Visually impaired users benefit from high contrast graphics (rather than color, particularly green and red). Wheelchair users need information at a lower height (36' to 48" from ground). Large type helps everyone.
4. Is there properly sized sheltered waiting space for wheelchairs? The ADA requires a minimum space 30" by 48", clear of obstructions for a common mobility device (wheelchair). Inside of the shelter, there should be no protrusions greater than 4 inches into the path of movement, from the ground up to 27 inches. Protrusions are acceptable from 27" to 80". Minimum opening size for a entryway to a shelter is 36".
5. Can people get directly from shelters and waiting areas to the bus loading zone? ADA standards require a clear, unobstructed path, 48" wide minimum (maximum cross slope of 1:50), with a vertical clearance of at least 114 inches.
6. Are there changes in elevation from waiting area to the bus loading zone? ADA standards allow for changes in level up to ¼ inch. From ¼ " to ½ " a beveled slope is acceptable. For grade changes beyond ½ " a ramp is required. Ramp maximum rise is 30" with a maximum slope of 1:12, and minimum clear width of 36". On rises greater than 6" handrails are required.
7. Can the bus driver see waiting passengers, and can the passengers see the arriving bus? Within shelters, openings or windows are needed to the road and facing the direction of travel. No transit maps, schedules and other information should be

posted on transparent surfaces facing the road or direction of arriving bus. At stops without shelters, there should be no visual obstructions (trees, tall landscaping, etc.) between waiting areas and the street and bus loading zone.

8.2.10 Lighting

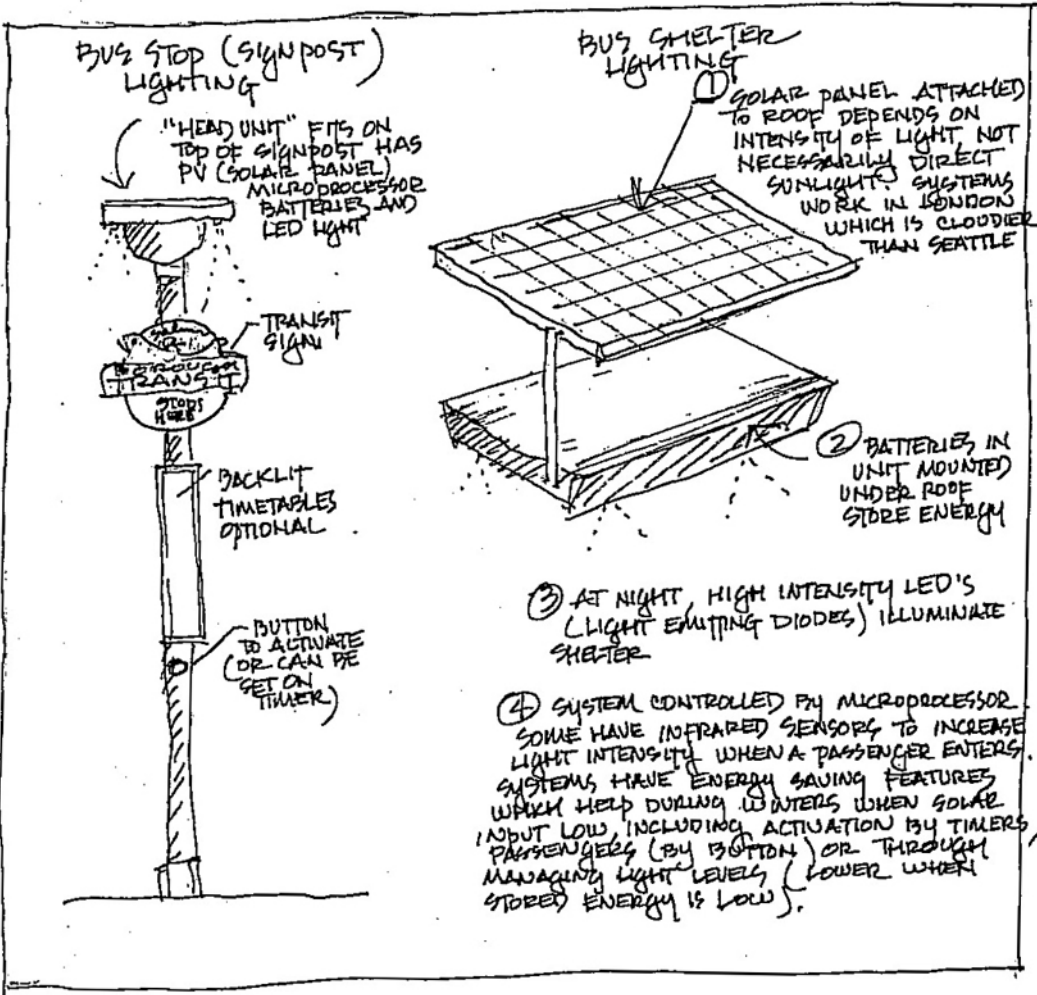
Lighting is desirable at every bus stop, though not always feasible or affordable. It provides a sense of security and the perception of safety by not only the people waiting, but for the drivers and community. In a northern community like Ketchikan, where daylight is limited during the winter months, it can be especially important for people who use the bus system to go to and from work or school. There are three options for lighting bus stops and shelters.

1. **Reflective Materials.** At stops where lighting is not be possible, advantage can be taken of existing street lighting where available (this might be a consideration in the location of stop loading-unloading zones in rural areas). At the same time, reflective paints can be used on signs and reflectors attached to signposts and as well as along the curbside loading zone.

Transit should include recommended practices for night riders, posted on the busses and in schedules, including guidelines for flagging a bus at night (including use of flashlights and other signaling aids), appropriate clothing (light colored, reflective), and where to stand.

2. **Grid Connection.** Connecting bus stops to the power grid is the most direct way to light shelters. However, if each shelter or stop is considered an individual metered site, the costs of installation and power delivery may be prohibitive. Consequently, many bus systems are using the third option, solar technologies.
3. **Solar Light Emitting Diodes (LEDs).** This option is becoming increasingly viable for bus stop and shelter lighting, including programmable systems to use lights when needed, very efficient light bulbs with reflectors to intensify and control the available light, and sensors which detect human presence and consequently shift from a low light mode to a higher intensity. Three manufacturers produce solar lighting systems specifically for bus stop signposts and shelters: Carmanah Corporation and Urban Solar Corporation, both based in Victoria B.C, Canada and Sombrero Shelters, based in Maryland and the US representative for ZetaSolar, one of Britain's leading innovators in this technology.

There are also available a variety of digital display panels (Daktronics, Nextbus Inc., and Avail Technologies) which can display the time and when connected by radio frequency to the bus, indicate the estimated time of arrival. It is expected that this technology will become more refined and affordable for small transit systems such as Ketchikan's. These can be powered by the grid or solar panels. Another option for transit providers is to use cell phones to access information on delays or projected arrival times at bus stops.



Sample graphic. To be replaced by 8.2.10 graphic

8.2.11 Transit Related Information

Each stop typically has a variety of information; for patrons (schedules and routes), for vehicle drivers (no parking and bus stop signage) and for the bus driver (the location of the stop and indicated loading area). Some of this information is verbal (signs and schedules), some is non-verbal (for example, the bus stop shelter announces to the public that this is a stop, the painted line along the curb reminds vehicle drivers that this is a no parking zone). The non verbal cues require consistency throughout the system to work effectively.

The following are recommended guidelines for transit-related information at stops.

Signs. Currently many signposts display two signs; a standard no parking sign, and a standard, similarly sized and shaped sign with two pieces of information; Borough Transit and Bus Stop. A new Borough Transit Bus Stop sign, reflecting the “Salmon Run” theme is recommended which incorporates the no parking information within it (resulting in a single sign).

“The Salmon Run” Name, Logo and Theme. In addition to the bus stop signs, graphic variations on the “Salmon Run” name for the system can appear in a variety of places, helping establish recognition for the salmon run brand. These include the load-unload zone pavement and curb, furnishings, information boards, and artwork.

Stop Name/Location. In a few locations (such as at transfer points, arrival “gateways” and high use destinations) the stop should be named. Such reference points are especially important for visitors using the system. Names should be displayed using wooden signs hung from shelter roof beams at entrances. Recommended named stops are: Airport Ferry, Marine Highway Ferry, Berth 4, Thomas Basin, Totem Bight, Library/Museum, and Saxman Totem Park.

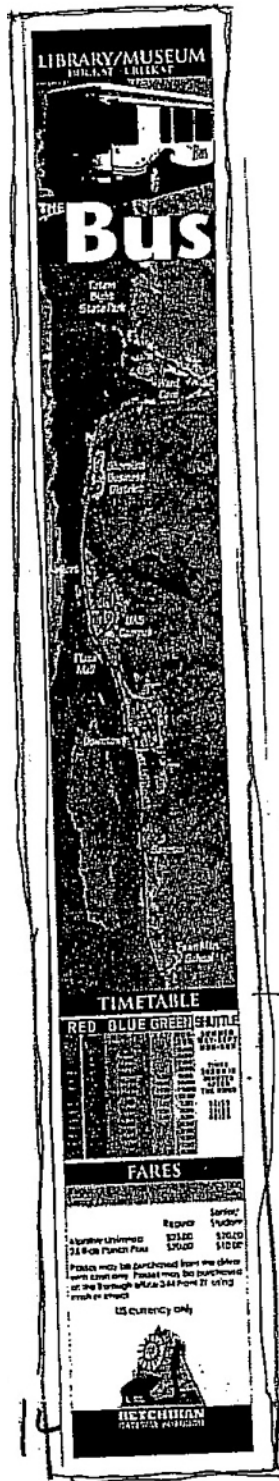
Route Times. From the perspective the waiting rider, usually the most important information is the current time and the projected arrival time of the next bus. Riders are usually expected to have a watch (or a cell phone), and the schedule is usually posted. Bus stops currently have route times posted on a single metal frame. These signs have all the information, however, they are very hard to decipher and the typeface is tiny. Many stops serve multiple routes, adding to rider difficulty in finding the information they need. Redesign of timetable information is recommended (see mock-up on following page). Where wheelchair users commonly board, the sign should be posted such that the middle is at 48 inches above grade. A number of LED (Light-Emitting-Diode) timetable displays (some using solar energy) are currently available and might be considered for the Borough System (Daktronics, Nextbus, Avail Technologies) at some key stops (such as Berth 4, the Museum/Library, Airport, and WalMart).

Route Map & Timetable. Simplified but easy to understand Route maps should continue to be incorporated into the small time schedules posted on signposts. Some stops will have space for posting information in larger format (most stops with a shelter). Enlargements of

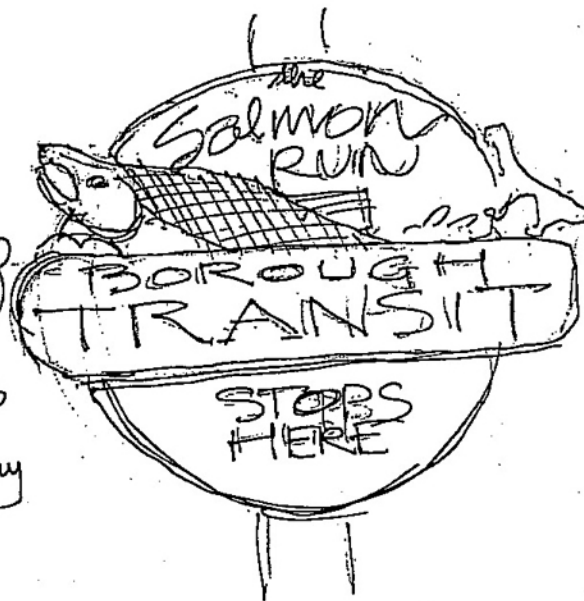
information from printed schedules should be posted rather than simply posting the schedule (as is commonly done) to increase readability.

The printed Route Map & Timetable brochure is one of the most useful sources of information for riders. They should continue to be provided on busses. New riders invariably will take a schedule, often helping them plan a return trip. The current brochure needs to be redesigned to reflect the new Salmon Run theme and to be more user friendly.

Emergency Numbers. Each stop should have an emergency number for Borough Transit, an information number for Borough Transit, and an emergency number for local police and the State Troopers. A notice stating that there is a reward for information related to disfigurement or destruction of property as well as a phone number to report this is also recommended.



ALL STOPS SHOULD HAVE A TIMETABLE (USUALLY MOUNTED ON A SIGNPOST) AND A SIGN INDICATING THAT THIS IS WHERE THE BUS STOPS (ALSO TYPICALLY MOUNTED ON SIGNPOST)



Sample graphic. To be replaced by 8.2.11 graphic

8.2.12 Bus Stop Furnishings

Bus stop “furniture” generally consists of two items; a bench and a trash receptacle. High use stops which typically have shelters might include a number of benches. Simple stops with only a signpost can have a small trash receptacle and even a simple platform bench mounted to the post. Basic designs should be adopted and generally used throughout the system. Benches are used for keeping things such as backpacks, bags and other personal items off the ground almost as much as they are for seating.

Both benches and trash receptacles should not be placed in a manner which interferes with movement from the shelter or waiting area to the bus loading zone. Whenever possible, and as site conditions warrant, seating under the shelter and seating outside in a sunny, warm location should be provided for (Ketchikan residents love to be in the sun on those days when it is out). Trash cans typically are placed outside of the shelter and need to be covered to discourage animal foraging and reduce filling with rainwater.

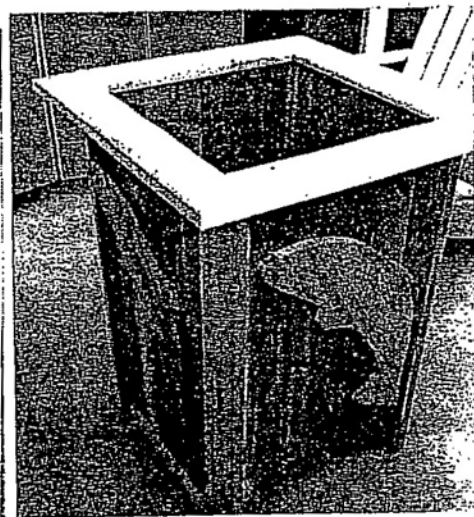
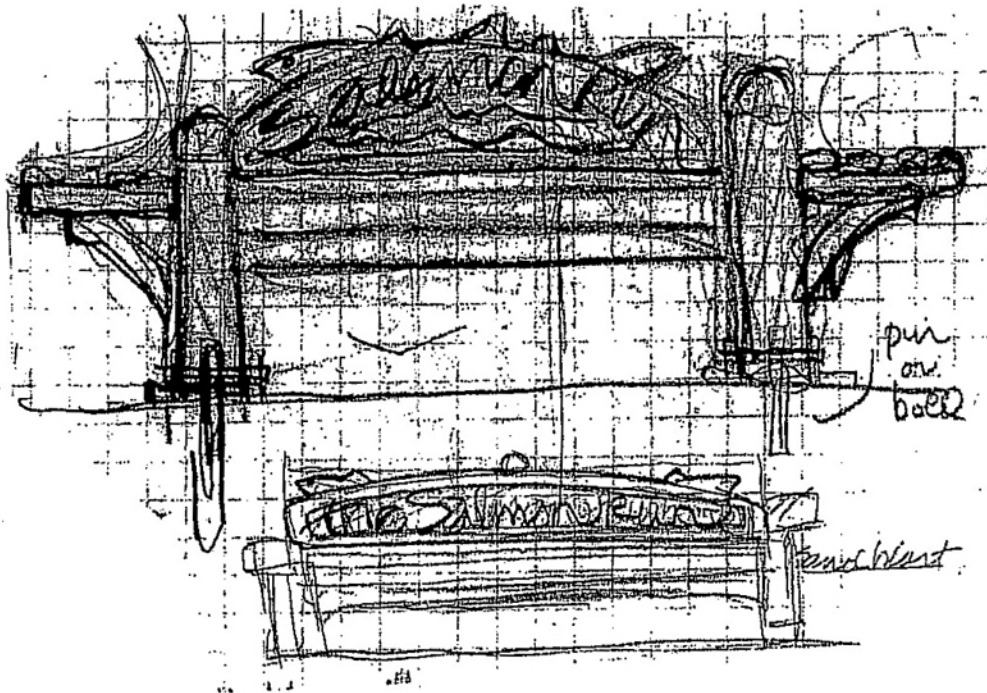
A recommended design for a “Salmon Run Bench” is illustrated on the following page. It features three separate seating options (one to two people on the bench area between the arms, as well as options for sitting on the two end extensions). Any of these areas can also be used for setting down packages or other items. In addition, this bench has a fold-up seat, helping to ensure that it is dry when needed. It would be fabricated locally, using locally milled and crafted wood (yellow and red cedar). It is anchored to the ground with rebar.

As time and funds permit, the existing aluminum benches in the ten commercially made aluminum/plexiglass bus stop shelters should be replaced with locally milled cedar planks. Cedar trim boards around the tops of these shelters is also recommended to make them more attractive and fit in better with other components of the transit system.

In custom made shelters, other bench designs may be provided as the shelter design warrants. For example, the proposed bus shelter at Saxman Totem Park would use large tree sections for seating.

A recommended design for the “Salmon Run Trash Can” illustrated on the following page is a variation on the can covers built by Ketchikan High School woodshop students. In some locations flower planter covers should be used instead of the standard plastic ones.

A metal bracket for a shelf/bench and trash receptacle attachment to a bus stop signpost is also illustrated on the following page.



Sample graphic. To be replaced by 8.2.12 graphic

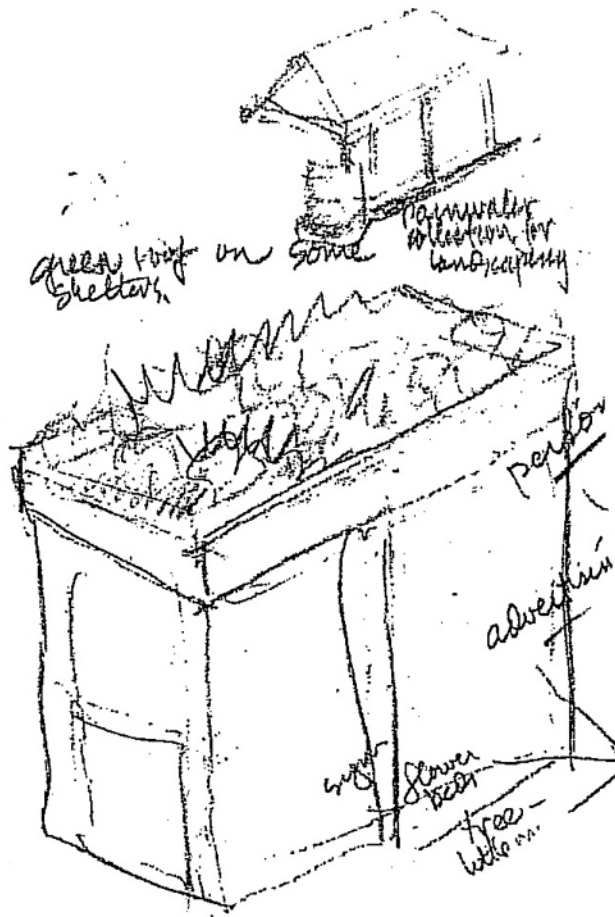
8.2.13 Bus Stop “Extras”

There are three ways to add “extra value” to the basic bus stop described on the previous pages. One is to consider “add-ons” such as a pay-phone, landscaping, art, cigarette disposal urns, bike parking, notice boards, and seasonal features such as hanging plants in the summer. Such additions would be added on a site-by-site basis, determined by need.

The second is to give them a personality, usually based on their surroundings. For example, the stop at Revilla School could have an educational theme, with a focus on salmon. There, bricks with salmon-related questions could be integrated into the paving pattern. Student created salmon-centered art projects could also be incorporated, such as a mural. In another instance, one of the bus shelters might be a showcases for local building materials and craftsmanship, or a models of energy efficiency, green design (with a living roof), and new forms of technology (such as in solar systems for lighting).

The third way to add extra value is to “think beyond the bus stop”, that is looking at them as part of something else. Bus stops could also be part of:

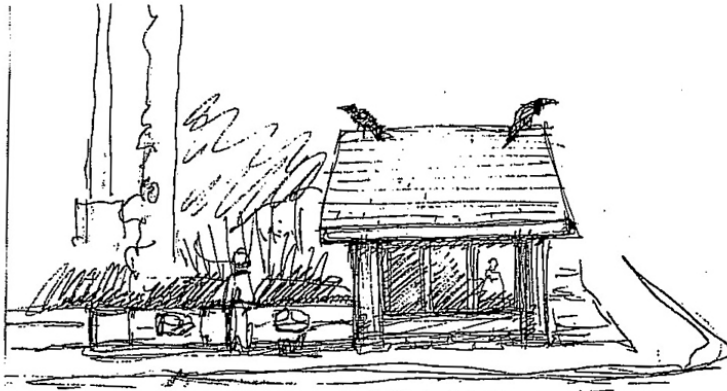
- gateways at entry points to the community such as at the Airport Ferry, Marine Highway terminal, City Float and Thomas Basin,
- neighborhood parks when they are located near an existing park or adjacent to vacant public lands which could be developed into a neighborhood park,
- streetside mini parks when there is a bench and pleasant view which attracts more than just bus patrons,
- neighborhood centers where the bus shelter would include space for posting notices and information, were nearby residents extend their landscaping and gardening activities into the bus stop area, and neighbors through an “Adopted the Stop” program assume responsibility for maintaining plantings and generally keeping the bus stop and shelter looking neat and tidy,
- a school when it is located by an educational institution and most riders are students, or a
- a streetside vendor area where a covered area houses leasable commercial space as well as a bus stop.



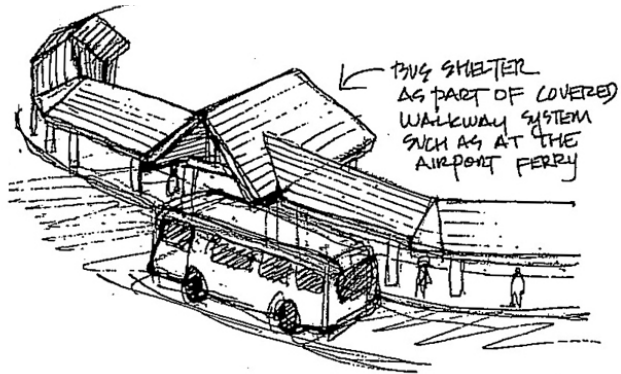
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8.2.14 Custom Made Bus Shelters

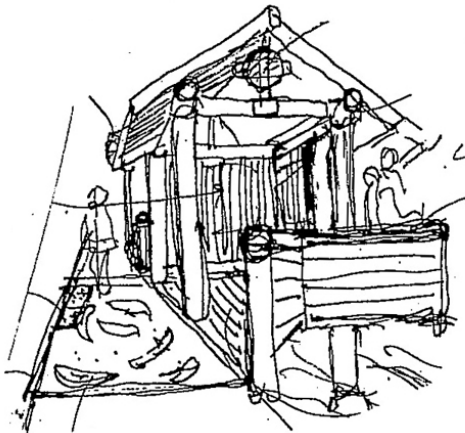
The standard bus stop and shelter designs discussed on previous pages may not work for all site conditions and locations. In some cases, a different architectural treatment may be necessary to have it fit in better with its surroundings, as is the case for the proposed shelter at Saxman Totem Park. In others, additional uses such as including public restrooms will require a custom designed building. The proposed shelter at Thomas Basin is an example. Maybe a shelter would be part of a historic building, where the marquee providing the shelter is also part of the restoration work on the structure. A shelter may need to be located in a particularly difficult location, requiring special engineering. Or, a shelter may also include space for a small concessionaire. Custom made bus shelters typically require an architect and may also involve other professional disciplines such as structural engineering, landscape architecture or historic preservation. Conceptual sketches for the proposed Saxman Totem Park shelter are illustrated here.



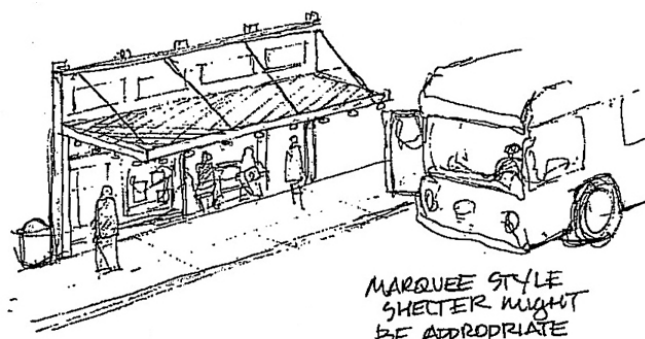
NATIVE ARCHITECTURAL STYLE MIGHT
BE APPROPRIATE FOR A SHELTER AT
SAXMAN



← BUS SHELTER
AS PART OF COVERED
WALKWAY SYSTEM
SUCH AS AT THE
AIRPORT FERRY



VIEWING DECK AS PART
OF A SHELTER AT
TOTEM POINT



MARQUEE STYLE
SHELTER MIGHT
BE APPROPRIATE
IN DOWNTOWN OR
OLD TOWN SHELTERS

Sample graphic. To be replaced by 8.2.14 graphic

8.2.15 A Strategy for Bus Shelter Construction

Background

Fifteen locations have been identified as priorities for bus stop improvements, including some kind of bus shelter. Each requires oversight to ensure that the work is done according to specifications and is consistent with other parts of the transit system. Oversight on the Berth 4 shelter (constructed in 2009) required many hours of Transit staff time over a period of months. This level of commitment is beyond the scope and experience of the Transit or Public Works staff, considering their current levels of responsibility, and the fact that so many new shelters need to be installed.

Each bus stop site needs a careful site analysis to ensure that safety, bus operations, accessibility, and other factors are understood and responded to. An architect, landscape architect or site engineer typically would do this work. While a “standard” set of elements may be installed at each site (shelter type, signs, trash receptacle, curb cut, crosswalk, etc.), the conditions at each are unique and require an experienced eye to ensure the best results.

A prototype “Pavilion” style structure has been designed, engineered and built at Berth 4. A second similar shelter structure has also been designed and engineered, and is ready for construction at Totem Bight State Park.

Recommendations

A Design & Build Oversight services contract should be entered into between Borough Transit and a local Architect/Contractor team to provide the technical assistance required at various stages of the design and installation process. The diagram on the following page notes those tasks which would be done under such a contract. A model contract has been drafted, but needs to be finalized and put out for bids.

Prototype or standardized bus shelter designs will be used at a number of locations and can be fabricated beforehand (by contract with a local materials supplier/fabricator). A set of architectural and engineering drawings needs to be prepared for each of the shelter types. The following is a list of shelter types and expected numbers currently needed:

- One “Umbrella” style shelter (one poster)(at Forest Park, southbound)
- Seven “Streetside” style shelters (two posters): (at Baranof & Hill, Baranof & Thatcher, Revilla High School, Schoenbar & Woodside, Alaska Housing on Schoenbar, Stedman and Deermount/Robertson Building, Stedman/IBEW)
- One “Windbreaker” style shelter (three poster) (at Forest Park northbound)

Assessments at the fifteen bus stop/bus shelter locations indicates that 6 sites will require custom made rather than prototype shelters. One (WalMart) is already partially completed, using one of the existing aluminum structures from Tongass Avenue. The others are:

Totem Bight State Park

Airport Ferry

Thomas Basin Gateway

Recreation Center

Saxman Totem Park

A one-year recommended strategy and timeline for shelter construction is as follows:

Objective 1 (Sept.-December): Complete shelter at Totem Bight State Park (it has been designed and engineered) and complete stop improvements at WalMart (adding landscaping, information, wood benches, signs, architectural detailing, etc.)

Objective 2 (Sept. –March 2011): Finalize design, engineer and construct Thomas Basin shelter (with restrooms)

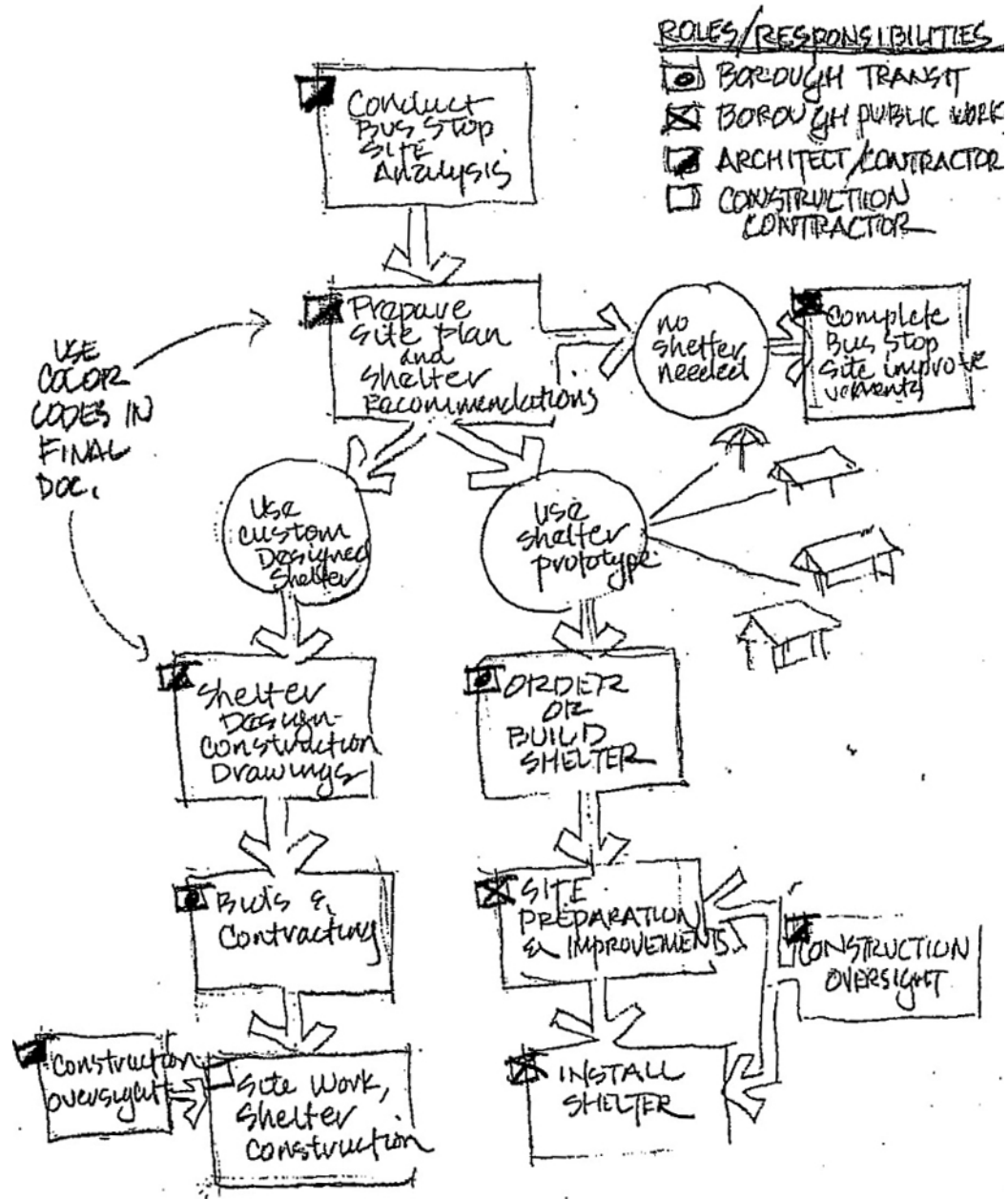
Objective 3 (Sept. -December): Design, engineer and fabricate , 1 Umbrella, 7 Streetside and 1 Windbreaker shelters. (Fabrication would be done off-site under contract)

Objective 4 (Sept.- December): Design, fabricate or order furnishings, signage, and informational materials so they are ready to be installed in shelters once they are completed.

Objective 5 (March-April 2011): Install all nine pre-fabricated shelters and complete finishing work (seating, trash, information, landscaping, signage, etc.).

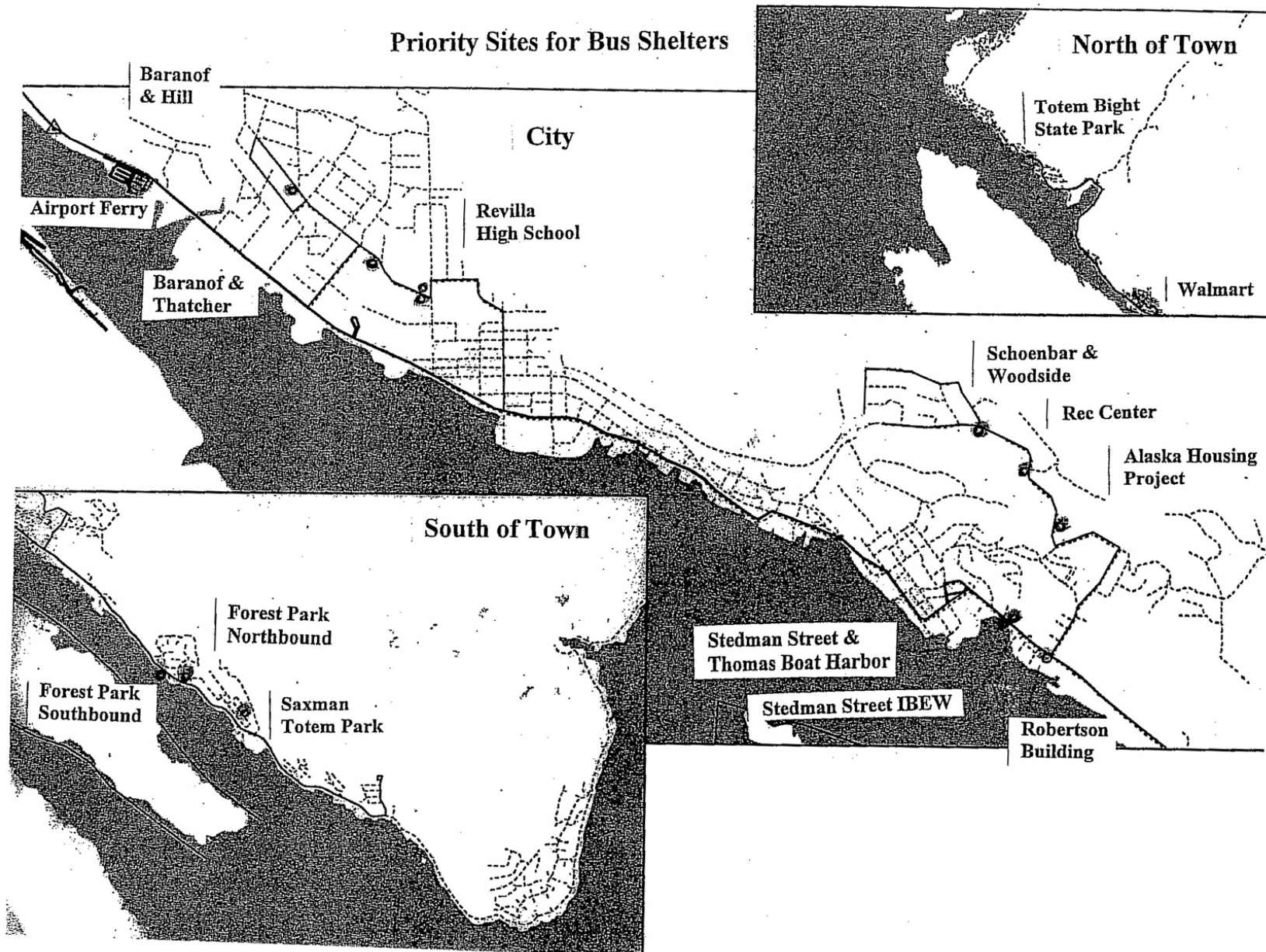
Objective 6 (January-May 2011): Design, engineer and construct shelter for Saxman Totem Park.

Objective 7 (January – May 2011): Design Airport Ferry shelter, engineer and construct



Sample graphic. To be replaced by 8.2.15 graphic

Priority Sites for Bus Shelters



8.2.16 Pedestrian Conditions (“Walkability”)

Background

Walkability is “a measure of how friendly an area is to walking” (Wikipedia). Assessing a community’s “walkability” may be done either informally, or through a professional evaluation or audit. The Bus Stop Checklist developed by Easter Seals Project Action is an excellent example of one informal method with a focus on accessibility. Another is simply to count the number of people walking, lingering or enjoying a space.

A walkability audit is an unbiased evaluation of the walking environment. Such audits may look at general pedestrian conditions, or specific areas (schools, transit) or special user requirements (people with specific disabilities, seniors, children). Improving a community’s walkability is getting increasing attention because of the clear health, environmental and economic benefits derived from walking.

An important part of a walkability assessment is called “connectivity” a measure of how easy it is to move along a whole trip or within a greater area. Assessments are done along specific walking routes, such as from point A to point B, or for a given area around an important destination such as a one-half mile radius from a Transit Center (one half mile considered to be the distance a pedestrian is usually willing to walk). This distance will change depending of people’s ages, physical conditions and disabilities, and the nature of the terrain or environment (people walk less in hilly areas, and in rainy climates).

Findings/Existing Conditions

A complete “walkability” audit for Ketchikan has not been done yet. However, one systematic approach to assessing walkability was completed as part of this Coordinated Transportation Plan Update. The routes assessed were the Downtown and West End (New Town) walks promoted by Historic Ketchikan. These routes are shown on the map on the following page, and the results are presented in the recommendations discussion that follows.

The Ketchikan Downtown waterfront promenade is an extremely walkable environment, enjoyed by residents and visitors alike. There is community consensus for extending it to the south, from Salmon Landing Market, down Stedman Street to Thomas Street and out along the Thomas Basin breakwater. The sidewalks along Tongass Avenue parallel to this promenade (Newtown area) were substandard, in need of repair, and unattractive pedestrian environments affecting local businesses and residents. These are currently being widened and should make Newtown much more pedestrian friendly.

Crosswalks are a key to pedestrian safety, especially in Ketchikan where cars, trucks, busses, and pedestrians all share the same main corridor (Tongass Avenue). While crosswalks, some with signs and even pedestrian controls are numerous, in many cases they are poorly maintained and not clearly visible.

Some street crossings such as the south end of the Stedman Street bridge over Ketchikan Creek to the Creek Street boardwalk are natural crossings. There are curb cuts and at one time a crosswalk. However, due to high traffic volumes and poor visibility due to parked cars and the bridge structure, the crosswalk has been removed to discourage crossing there. However people still use it and during the summer it can stall traffic and post a hazard to pedestrians.

Curb-cuts are standard features in new and renovated sidewalks and crosswalks. The highly visible, bright yellow orange non-slip pads to alert both pedestrians and vehicles to their presence have been installed at some crosswalks.

Marquees, especially where they extend for whole City blocks as is the case for parts of Downtown and some other areas, contribute significantly to pedestrian comfort. Unfortunately, Ketchikan's marquee coverage is incomplete, with long stretches of sidewalk without any protection.

ADA standards require 5 ft. minimum sidewalks. Ketchikan has a number of areas where sidewalks are less than 5 ft., with obstructions common (from garbage to protruding parked vehicles). There are also many rural areas and neighborhoods at a distance from the Tongass Avenue corridor where either no sidewalks exist, or they have been developed on only one side of the street.

Benches add to a community's walkability. In 2009 numerous new benches were added to the Downtown and Waterfront Promenades. High use areas where comfortable, attractive seating is limited or absent include Saxman Totem Park, Plaza Mall waterfront, and the top of Deer Mountain.

Walking in Ketchikan may require negotiating a climb of hundreds of steps in some older in-town neighborhoods, or steep streets. People typically can easily walk up a slope of 5 %, or a stair climb of 30-40 steps. Numerous Ketchikan streets and public stairs are above this range.

The Ketchikan area has numerous easily accessible walking trail opportunities, with a new route to Black Sands Beach State Park from the Airport Road near Clam Cove on Gravina Island under development. There are significant opportunities to walk along the shoreline in and near Ketchikan on Revilla Island (the waterfront promenades, the walking/bike path paralleling South Tongass to Saxman, and the Schoenbar Trail) but no real shoreline trail improvements on Gravina Island.

Parking close to the store entrance is critical to almost all businesses in Ketchikan. It is of special concern in the older parts of town and along Tongass Avenue where space is so limited. Just as customers like the convenience of parking near a business, so do employees. In 2009 an awareness campaign to promote greater bus and park and ride use by Downtown employees was launched with limited success. Improving walkability conditions between businesses and designated employee parking areas may be one part of a strategy to resolve this problem.

Recommendations

The Walkability Assessment of the Downtown walking tour route indicated that about 20% was “very good”, 70% average, and 10% poor. High ratings were given for the Mission Street, City Park, and Stedman Street from Thomas Basin to Bawden. Poor walkability conditions were observed along Bawden Street to Married Man’s walk, along Park Street from Harris Street bridge to Salmon Way, from Salmon Way to the Hatchery, and the last part of the walking tour (through the tunnel to Harbor View Park, along the upland side of Water Street). Recommendations include:

- Reassess the way the tour ends, directing people to cross at Front Street rather than go through the tunnel.
- Improve conditions along Bawden and Park streets and Salmon Way.
- Use crosswalks more effectively to direct people to the preferred crossing points and most pedestrian-friendly sides of streets.

The Walkability Assessment for the West End/Newtown route (which stayed on Tongass Avenue and did not include Hopkins Alley and the stairway loop off it) indicated that none of the route was “very good”. The stretch from Water Street to White Cliff and down to Tongass Avenue was average, with the remaining stretches (Tongass Avenue, and Washington Street to Sea Level loop) receiving low walkability ratings. Recommendations include:

- Improve pedestrian conditions throughout the Sea Mart area, beginning with developing clear pedestrian pathways or sidewalks.
- Develop a waterfront park/promenade along the Sea Mart area shoreline, with landscaping, some form of wind and rain shelter in places, seating, and comfortable walking paths.
- Make the walk along the waterfront side of Tongass Avenue more interesting through maintaining existing views to the water, exploring options for access from the street to waterside viewing decks or platforms, adding large murals to tell the story of this part of the community as a “working waterfront” (fish processing at silver lining, air transport, marine repair, etc.), improving sidewalks, and adding marquees and seating.

Accessibility assessments looked at whether sidewalks meet minimum ADA standards (5 ft. width), the presence and condition of curb cuts, and the continuity of the walking surface without breaks or barriers. For the Downtown Walking tour, route segments with the poorest accessibility rating were:

- Park Street, from bridge over Ketchikan Creek to Harris Street bridge (lack of curb cuts at crossing points)
- Totem Heritage Center (no continuous sidewalk surface between Park Street bridge and sidewalk to Deermount)

- Deermount Street to Stedman (some parts of sidewalk less than 5 ft., obstructions such as vehicles and power poles)
- Main Street steps up to Pine Street and back down Front Street steps (due to stairs, narrow and discontinuous sidewalks).

Accessibility assessments for the West End/Newtown walking route indicated discontinuities on the Water Street portion and poor sidewalk conditions with some narrow sections along Tongass Avenue between White Cliff and Harbor View Park.

Crosswalk assessments should be performed at every bus stop to determine what might be done to increase bus patron safety and stop accessibility.

The proposed Gravina Island Shoreline Trail, with the trailhead at the Airport, should be considered one of the priorities for improvements.

Walkability assessments should be incorporated into Borough neighborhood planning efforts. Evaluation of existing conditions and pedestrian needs within rural neighborhoods such as Point Higgins, Mountain Point and Saxman should be priorities.

The City and Borough should develop an incentive program for property owners in commercial districts to add marquees where they are not present. Grant funds might be accessed to develop an owner awareness program, as well as provide some design and technical assistance. Priority areas for marquee infill are Mission Street in Downtown, Stedman Street from Totem Way to Deermount, and Newtown from Hopkins Alley to Schoenbar bypass.

A “Walker’s Guide to Ketchikan” should be developed to promote awareness of walkable routes and attractions beyond those currently emphasized in the Downtown and West End areas. Such a guide should be directed not only at visitors, but to promote greater awareness of the importance and benefits of walking by all. It could include recommendations on improving walker safety such as how to dress at night, cross busy streets, and stay dry in the rain. Such guides should be readily available on busses and at ferry terminals, places where walkers are more likely to be encountered.

Pedestrian access to and along the waterfront should continue to be a community priority. Pedestrian improvements are especially needed in areas beyond the Downtown core, such as at the Sea Mart Mall commercial area (between the Super 8 Motel and Bar Harbor Marina), Saxman at the base of Totem Row, and at the Airport (on Gravina as well as at the Airport Ferry facility on the Revilla side).

LOCATION MISSION STREET FROM FRONT TO WHALLE PARK		
CONDITION	RATE	COMMENTS

WALKING SURFACE (SIDEWALKS)	+	WIDE (> 7') GOOD CONDITION
SAFETY	0/+	CROSSWALKS GOOD, BUT TRAFFIC ON TONGUESS HEAVY NO TRAFFIC LIGHTS

ORIENTATION & INFORMATION	+/-	LOCATION SALMON ROAD TO HATCHERY
CONDITION	RATE	COMMENTS

COMFORT	+	WALKING SURFACE (SIDEWALKS)	-	NO SIDEWALK, WALK ON ROAD (ASPHALT)
AESTHETICS	+	SAFETY	-	NO CROSSWALK AT PARK STREET, WALK ON STREET THOUGH NOT A THROUGH STREET

ACCESSIBILITY	+	ORIENTATION & INFORMATION	0/-	POOR SIGNAGE FOR
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LOCATION PARK STREET FROM HARRIS BRIDGE TO HERRING WAY (HATCHERY ACCESS)		
CONDITION	RATE	COMMENTS

WALKING SURFACE (SIDEWALKS)	0	GENERALLY 6' to 5' NARROWS TO 4' ON BRIDGE
SAFETY	0	TYPICAL WALKING CONDITIONS

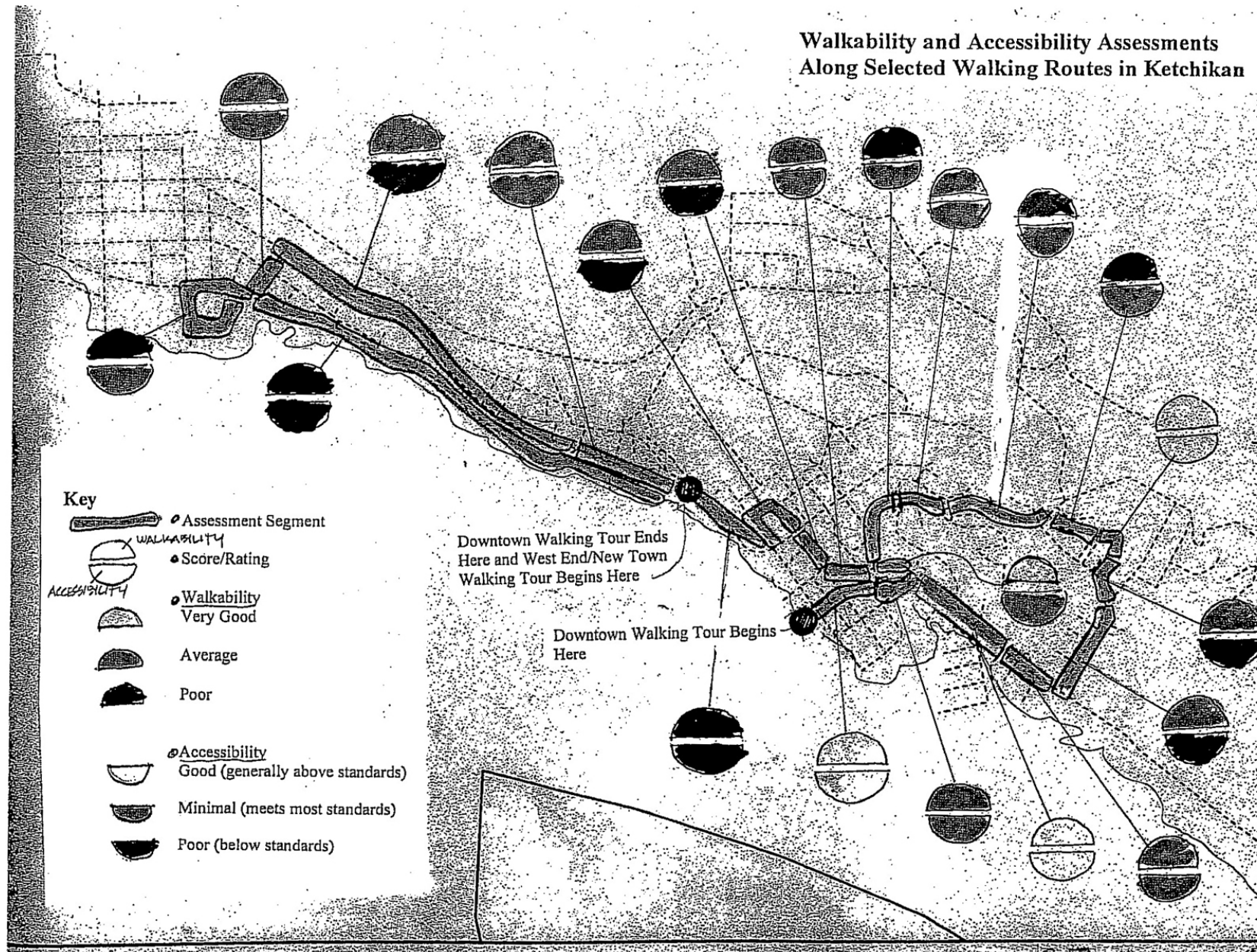
ORIENTATION & INFORMATION	-	SOME CONFUSION WITH TOTAL HERITAGE SIGN AT SALMON ROAD
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COMFORT	0	NO PEDESTRIAN AMENITIES
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AESTHETICS	0/+	PLEASANT WALK THROUGH NEIGHBOR- HOOD
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ACCESSIBILITY	0	BUMPY/BROKEN SIDEWALK SURFACES BUT GENERAL CONTINUITY
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Walkability and Accessibility Assessments Along Selected Walking Routes in Ketchikan



8.2.17 Bicycling Conditions (“Bikeability”)

A “Comprehensive Pedestrian and Bikeways Plan for Ketchikan” (heretofore referred to as “the Bikeway Plan”) was prepared in 1985. In spite of the title, the focus of the plan was on bicycle use rather than pedestrians. While it noted a low bicycle ridership (due to weather, topography and traffic conditions) it concluded that more people would use bicycles if “safe and comfortable bicycle routes and trails were developed.” This continues to be the case. No bicycle related planning has been done since.

The Bikeways Plan’s first priority was “a bicycle/pedestrian connection between east and west Ketchikan.” In the 25 years since, virtually no improvements directly oriented to bicycles have been done within the City.

There have been bike paths (generally separated from traffic and shared by bicyclists and pedestrians) along North Tongass Highway and South Tongass highways. These, along with widened shoulders have made biking outside of the City safer and more attractive. The Ward Lake area is a popular trail bike area.

All Ketchikan Transit buses have provisions for carrying two bicycles on racks on the outside of buses. Long-time bus drivers noted that their use is infrequent and variable. There are times when more than two bicyclists want to board the bus, and only the first two can be accommodated.

During the summer tourist season, Southeast Exposure in Knudsen Cove offers bicycle tours.

Bicycle related facilities typically include bike racks, bicycle related signage, designated bicycle routes and paths, information on bicycle routes, safety and etiquette, and laws. While there are significant numbers of bicycle riders in the Ketchikan area, bicycle support facilities are very limited. There is not even a single bicycle repair shop.

The Bikeway Plan recommended 8 routes as the core of a bicycle system for the community. None of these have had any improvements made related to them (though the Third Ave. bypass road has adequate shoulder width to safely accommodate use by experienced adults and older kids).

The FHA, NHTSA and Pedestrian and Bicycle Information Center have developed a methodology for Community Bikeability Audits to evaluate all aspects of a route for cycle use. No such assessments have been done for Ketchikan.

Commuter biking in Ketchikan requires either negotiating steep upland roads or busy Tongass Avenue as it goes through town. As a consequence, bicyclist often use city sidewalks, which are generally narrow, creating conflicts and possible safety hazards for pedestrians. Cyclists braving the city streets face the danger of car-doors opening from parked vehicles.

North Tongass Highway from Totem Bight State Park to Whipple Creek is scheduled for improvements by DOTPF, including 1.83 miles of bike path. This will still leave about a one mile section of the highway, between Ward Cove Store and Refuge Cove in very poor conditions for bicycle use.

Recommendations.

Consider it the highest priority to improve bicycling conditions along Tongass Avenue, from the Coast Guard base to the Airport Ferry, and to add a painted bike lane on Third Avenue and Schoenbar.

Consider the section of North Tongass Highway from the Ward Cove Store to Refuge Cove as a high priority area for shoulder improvements to make it safer for bicycle use until it is widened and upgraded like those areas immediately to the north and south.

Add warning “Bicycles on Shoulder” signs for those portions of Tongass Highway where bike paths not separated from traffic (e.g. through Saxman).

Develop a “Bike Ketchikan” map showing recommended routes, facilities, trailheads and bicycle safety information. Include information which promotes trail bike use on Gravina Island.

Include bike parking/lock-up facilities at bus stops where bicycles link to other transportation forms (Airport Ferry, Marine Highway Ferry, Stedman/Thomas Basin, north and south park and ride locations, Tatsudas, A&P store and all schools).

Develop bicycle safety information for posting inside Transit and school busses, emphasizing safe night riding practices.

Conduct a “bikeability” survey and audit during the summer when bicycle use is at its highest.

Inventory all storm drains along Tongass Highway and change-out those which pose hazards to bicycles (wide grate openings parallel to the direction of travel).

Work with Ketchikan Police Dept. to organize/sponsor annual (during May or June, at the beginning of higher bicycle use) safety checks for local bicycles (focusing on brakes, reflectors, lights, and helmets).

Work with local bicycle tour/rental businesses to develop information to help visitors enjoy Ketchikan by bike (safe practices, laws, recommended routes, etc.)

Insert graphic here

8.3 Service Improvements

- **Timetable Format**

In Section 8.1, a revised fixed route timetable is drafted for the Green Line to indicate a simple and readable timetable format. This timetable has the advantage of displaying activity at each of the system's stops. It eliminates repetition of detail and can be presented electronically or in print. Portions of the timetable format can be excerpted at stops and other locations where information is necessary.

It is emphasized that to be most useful the timetable must be capable of being changed quickly and economically when service patterns and venues for presenting the timetable are changed.

- **Timetable Headways**

An important feature of fixed route transit service is the time interval, or headway, between stops at any given location. Achieving uniform headways at all stops is an ideal, which can be difficult to accomplish. However, the operation of the fixed route transit system should work toward this goal, spreading opportunities for riders to arrive and depart from stops as uniformly as possible, given the characteristics of the route.

8.4 Coordination Strategies

- **Mobility Manager/Shared Dispatcher**

Providing a full-time shared dispatcher and mobility manager is a recommendation of the 2006 Plan which has not been implemented. Adding this position, with cost sharing by Borough Transit and other agencies, is an opportunity to improve both fixed route and paratransit services. Federal grant funds are available to fund approximately 50% of the annual cost of this position.

- **Equipment Sharing, Common Maintenance and Repair, and Bulk Fuel Purchasing**

These coordination items are capable of improving utilization of vehicles, providing expert maintenance and repair of specialized equipment, such as wheelchair lifts, and minimizing cost of fuel, where eligible purchasing fuel under the State of Alaska contract.

9. Costs and Revenues

Operating costs of the Borough Bus system during FY 2009 and 2010 have been reviewed and compiled in a format that enables average cost per vehicle hour to be used to estimate cost of revisions to service. Table 9.1.1 is a summary of Borough Transit Department actual costs reported for FY 2009 and estimated costs budgeted for FY 2010. Together with this compilation of costs, the number of vehicle hours operated during FY 2009 has been estimated, as shown in Table 9.1.2.

In Table 9.1.3, costs of fixed route revisions are estimated, based on the above sources of actual cost data and vehicle operating hours. The average operating cost per hour is applied to the revisions proposed in each fixed route service.

Cost of a Borough-operated airporter service is estimated in Table 9.1.4, using the same method.

Table 9.1.6 lists capital and operating cost requirements for major transportation providers in the years 2010-2012.

Table 9.1.1
Ketchikan Gateway Borough
Transit Cost Summary
FY 2009, 2010

Direct Operating Costs	2009	2010
5100 (part) Drivers	\$265,578	306,124
5110 Overtime	10,000	10,000
5120 Shift & Temp	54,300	58,155
5200 (part) Payroll Taxes & Benefits	229,746	260,213
Subtotal	559,624	634,492
5160 Call-out	33	-
5300 Travel & Training	1,211	3,350
5400 Uniforms	943	700
Subtotal	561,811	638,542
6461 Vehicle Fuel & Lubr.	94,733	108,410
6010 Supplies	646	2,000
6011 Operating Supplies	5,920	3,500
Total	663,110	752,452
Indirect Operating Costs		
5100 (part) Staff: Shop & office	78,890	109,994
5200 (part) Payroll Taxes & Benefits	69,654	78,749
Subtotal	148,544	188,743
6450 Equipment Maintenance	110	200
6460/6462 Vehicle Maintenance	43,645	50,100
6100 Insurance	20,313	29,351
Total	212,612	268,394
Total Operating Costs	875,722	1,020,846
Cost per hour @ 13,300 hr.	65.84	-
Other Annual Costs		
Support Facilities		
6060 Rentals	40,755	81,494
Utilities		
6310 Electricity	2,034	7,800
6320 Water	233	3,689
6330 Telephone	4,409	1,500
6331 Long Distance	79	250
6340 Sewer	244	1,084
Total	6,999	14,323
6431 Heating Fuel	1,259	14,040
Total	49,013	109,857
Support Services		
6020 Dues & Publ.	706	1,400
6030 Publishing	605	9,200
6050 Comm. Promo	1,006	2,000
Subtotal	2,317	12,600
6080 Prof. Services	2,325	- 0 -
Total	4,642	12,600
Miscellaneous		
6085 Licenses, Fees, Permits	25	- 0 -
6110 Medical Exp.	76	800
6360 Reimb. Exp.	699	100
6525 Small Equipment Purchase		6,000
6530 Equipment Purchase		13,000
Total	800	19,900
Total	54,455	142,357
Total Transit Costs	930,177	1,163,203
6090 Contractual Services:		
Paratransit & Senior Shuttles	94,504	595,850
GRAND TOTAL	\$1,024,681	\$1,759,053

Source: Ketchikan Gateway Borough Transit Department

Table 9.1.2
Fixed Route Transit
Estimated Annual Hours of Operation
FY 2009

<u>Line/Days</u>	<u>On</u>	<u>Off</u>	<u>Hr./day</u>	<u>Days/wk.</u>	<u>Hr./wk</u>
Green:					
Mon-Sat	0430	– 2130	17	6	102
Sun	0830	– 1630	8	1	8
Total					<u>110</u>
Red:					
Mon-Fri	0530	– 1930	14	5	70
Sat	0700	– 1800	11	1	11
Total					<u>81</u>
Blue:					
Mon-Fri	0600	– 2000	14	5	70
Total, wk.					261
Total, yr. @ 52 wk.					13,572
(Less) 4 Holidays, No Service					(180)
(Less) 5 days, Reduced Service					<u>(75)</u>
Net Hr./Yr.					13,317
Rounded to:					13,300

Table 9.1.3
Fixed Route Transit Revisions
Schedule, Vehicle Hours, and Annual Cost

	<u>Green</u>		<u>Red</u>		<u>Blue</u>		
	<u>Mon-Sat</u>	<u>Sun</u>	<u>Mon-Fri</u>	<u>Sat-Sun</u>	<u>Mon-Fri</u>	<u>Sat-Sun</u>	<u>Total</u>
1. Increase Hours of Service							
Driver On	5:00 A	8:00 A	5:00 A	8:00 A	5:30 A	7:30 A	
Lv Cop. Rdg.	5:15 A	8:15 A	5:15 A	8:15 A	5:45 A	7:45 A	
Lv 1st Trip	5:20 A	8:20 A	5:30 A	8:30 A	6:00 A	8:00 A	
Lv Last Trip	8:20 P	6:20 P	7:30 P	6:30 P	7:00 P	7:00 P	
Ar Last Stop	9:59 P	7:59 P	8:20 P	7:20 P	7:50 P	7:50 P	
Ar Cop. Rdg.	10:00 P	8:00 P	8:35 P	7:35 P	8:05 P	8:05 P	
Driver Off	10:30 P	8:30 P	9:00 P	8:00 P	8:30 P	8:30 P	
Driver Hr.	17.50	12.50	16.00	12.00	15.00	13.00	
Vehicle Hrs./Day	16.75	11.75	15.25	11.25	14.25	12.25	
Days/Yr.	304	61	304	61	304	61	
Vehicle Hr./Yr.	5,092	717	4,636	686	4,332	747	16,210
Annual Cost to 2009 Base @ \$65.84/hr.							\$1,067,277
(Less) 2009							<u>(875,722)</u>
Net Increase							\$191,555
Rounded to:							\$191,500
2. Add Second Vehicle to Green Line							
Vehicle Hr./Yr.							
Mon-Sat		5,092					
Sun		<u>717</u>					
Total		5,809					
Annual Cost, to 2009 Base @ \$65.84/Hr.							\$382,465
Rounded to:							\$382,500
3. Add Third Vehicle to Red and Blue Lines							
Vehicle Hr./Yr.			<u>Red</u>	<u>Blue</u>	<u>Total</u>		
Mon-Fri			4,636	686	5,322		
Sat-Sun			<u>4,332</u>	<u>747</u>	<u>5,079</u>		
Total			8,968	1,433	10,401		
Annual Cost, to 2009 Base @ \$65.84/Hr.							\$342,401
Rounded to:							\$342,400

Table 9.1.4
Annual Cost Estimate
 Airporter

Total Operating Cost, FY 2009	\$875,722
Total Operating Cost, per hour @ 13,300	\$65.84
Winter, Oct-Apr 212 d. @ 19 hr.-30 min./d.	4,134 hr.
Summer, May-Sep 153 d. @ 26 hr./day	3,978 hr.
Total	<u>8,112 hr.</u>
Annual Cost @ 66.53/hr.	\$534,094

Table 9.1.5
Annual Revenue Estimate
Airporter

	No. Passengers	% Traffic		
		10	15	20
Ketchikan International Airport Traffic Revenue @ 7.50 ^{b.}	211,947 ^{a.}	21,195 \$158,963	31,792 \$238,440	42,389 \$317,918
Waterfront Traffic Revenue @ 5.00	77,890 ^{c.}	7,789 \$38,945	11,684 \$58,420	15,578 \$77,890
Total Traffic	289,837	28,984	43,476	57,967
Total Revenue	—	\$197,908	\$296,860	\$395,808

a. Source: Ketchikan International Airport

b. Additional ferry fare is also charged.

c. Federal Aviation Agency, ACAIS 08, enplanements doubled to estimate total traffic.

Table 9.1.6
Capital and Operating Cost Requirements
2010 - 2012

Agency	Capital	Year	Cost
Capital Items:			
Borough Transit	Bus Additions (3) ^{a.}	2010-2012	\$1,050,000
Borough Transit	Airporter Addition (1) ^{b.}	2010-2012	75,000
Borough Transit	Shelters	2010-2012	250,000
Borough Transit/SESS	New Paratransit Vehicle	2010-2012	80,000
All Participating Agencies Cost	Accessible Taxi	2011	50,000
SESS	Bus Replacement	2012	100,000
SAIL/ORCA	Vehicle Replacement	2011	80,000
Community Connections	Vehicle Replacement	2011-2012	150,000
All Other Participating Agencies Cost	Vehicle Replacements	2010-2012	50,000
Annual Operating Cost Items:			Total Capital
			\$1,885,000
Borough Transit	Continue existing Fixed Route Service	FY 2010	1,759,000
Borough Transit	Expansion of Service	2010-2012	916,000
Borough Transit Airporter	New Service	2010-2011	237,000 ^{c.}
SESS	Continue existing Paratransit and Senior Services	2010-2012	241,000
SESS	Expansion of Service	2010-2012	300,000
Borough Transit/SESS	On-demand to KIA	2010	NA
Rendezvous	Continuation of Services	Annual Cost	14,000
Community Connections	Continuation of Services	Annual Cost	60,000
SAIL	Recreation Service	Annual Cost	20,000
			Total Operating Costs
			\$3,547,000
Coordination Options:			
Taxi Voucher Program	Based upon 3,000 voucher trips/year	As planned	\$22,500
Mobility Manager/Dispatcher	Shared Position	As planned	100,000
Vehicle Sharing, including Maintenance Costs			–
Dispatch/Mobility Coordinator Office Space			25,000
			Total Operations
			\$3,694,500
TOTAL ANTICIPATED SHORT-TERM COSTS			\$5,579,500
POSSIBLE REVENUE SOURCES			
FTA/MDT Program Funds			
FTA 5311 Program			
(Operating with 50% match) ^{c.}			\$1,728,800 ^{d.}
FTA 5311 or 5309 Capital Program			
(Capital with 20% match)			1,448,000 ^{d.}
Subtotal FTA Funding			\$3,176,800
Additional Needed Operating Cost and Match	From local sources and agency funds		\$2,402,700

a. One bus addition is funded in addition to the two recommended.

b. One airporter addition is funded in addition to the one recommended.

c. Mid-range revenue offset is assumed.

d. Excluding Airporter.

APPENDIX 1 – A

Agencies, Stakeholders and Project Coordination

Agency and Stakeholders Contacts List	A-1
List of Meetings.....	A-5
List of Major Employers	A-6

Agency and Stakeholders Contacts List

Agency	Contacts	Email	Phone #	Location	Vehicle Inventory
SAIL Inc. Ketchikan	Kevin Gadsey	kgadsey@sailinc.org	225-4735	602 Dock Street, Suite 102	yes
SAIL Inc. Juneau	Joan Herbage O'Keefe, Executive Director	jokeefe@sailinc.org	907-586-4920; 800-478-7245	3225 Hospital Dr Suite #300, Juneau, AK 99801	
SAIL Inc. Juneau	Danielle Buster Lindoff	dlindoff@sailinc.org	586 4920		
Southeast Senior Services/ Catholic Community Services	Kathryn Wylie, Bernice Metcalf	Katherine.Wylie@ccsjuneau.org	225-1994; 225 8080	1016 Water St	yes
Catholic Community Services	Doug Bridges	doug.bridges@ccsjuneau.org	907-463-6159	419 6th St. Juneau AK 99801	yes
Rendezvous Senior Day Services Inc.	Denice DeGroot, Executive Director	rendezvous@kpunet.net	247-1961	2441 First Ave	yes
Rendezvous Senior Day Services Inc.	Julie Yonker	jyonker@peacehealth.org			yes
Rendezvous Senior Day Services Inc.	Jan Andrews, Program Director	rendezvous@kpunet.net	247-1961	2441 First Ave	
Rendezvous Senior Day Services Board	Nancy Tietje, Board Chair	nancy@davies-barry.com			
Community Connections	Max Mercer	Max.Mercer@comconnections.org	225-7825	201 Deermount	yes
OARS -Older Alaskan & Adult Resource Services	Lisa Noland	lisa.noland@comconnectios.org	225-7825	Community Con., 201 Deermount	
Ketchikan Gateway Borough Transit Office	Kyan Reeve	kyanr@borough.ketchikan.ak.us	225 8726	1175 Copper Ridge Road	yes
CCTH TANF, Tribal Assistance for Needy Families	Bonnie Morris		225 2033	602 Dock Street, Suite 108	
Ketchikan Indian Community	Joel Azure	jazure@kictribe.org	228-5218	2960 Tongass	

Agency and Stakeholders Contacts List

Organized Village of Saxman	Lee Wallace	saxmanira@kpunet.net lwallace2@ccthita.org	617 3128, 247 2502	2706 S. Tongass Ave.	
Hope Community Resources, Inc.	Steven Smith	ssmith@ hopealaska.org	907 720 3929	2514 Hemlock	yes
Pioneer Home	Julie Sande	julie.sande@ alaska.gov	225-4111, ex	141 Bryant St	yes
New Horizon/Peace Health	Mike Fitzgerald	mfitzgerald@ peacehealth.org			
Home Health, Diabetes Ed., Volunteer Hospice, Lifeline	Shannon Updike	supdike@ peacehealth.org	225 8914 254 5165	126 Washington	
Physical/Occupational/ Speech Therapy	Joanna DeSanto	jdesanto@ peacehealth.org			
ADOT&PF, Statewide Planning	Andy Hughes	andy.hughes@ alaska.gov	465 1776	Juneau	
ADOT&PF, Statewide Planning	Debbi A Howard	debbi.howard@ alaska.gov	465 2883		
ADOT&PF, Statewide Planning	Nancy Webb	nancy.webb@ alaska.gov	465 6978		
ADOT&PF, Statewide Planning	Irene M Gallion	irene.gallion@ alaska.gov	465 6392		
ADOT&PF, Statewide Planning	Jessica DeBartolo	jessica.debartolo@ alaska.gov	465 4070		
Alaska State Troopers		225 5118			
Senior housing	State of Alaska		800-478- 2432		
Alaska Mobility Coalition	David Levy	alaskamc@gmail.com			
Residential Youth Care		ryc@gci.net	225-4664	2514 1st Ave.	
Home Health & Hospice	Rilo Weisner	rweisner@ peacehealth.org		KGH	
Ketchikan Senior Citizens Services, Inc. (KSCS)	Alaire Stanton, Ed Zastrow, Ramona O'Dell				owns the senior center and new senior housing project

Agency and Stakeholders Contacts List

Women in Safe Homes	Naomi Michelsen	wish@kpunet.net	225 9474	Box 6552, Ktn	
WISH Shelter	Jaimie Barber	wishshelter@kpunet.net	225 9474	2002 1st Ave.	yes
Salvation Army	Judy Zelmer, Major Halverson	James.Halverson@usw.salvationarmy.org	225 3215	342 Stedman St.	
LOVE, Inc.	Lisa Scarborough	loveinc@kpunet.net	247 5462, 5463	P.O. Box 6731	
Plaza Mall	Judy Zenge	theplaza@theplaza.com	225 7000	2417 Tongass	
Ketchikan Committee For The Homeless, PATH			225 4194	628 Park Avenue PO Box 9426	

Community Organization	Meeting schedules	Meeting dates	Phone #	Location	Vehicle Inventory
Chamber of Commerce	Noon Wed Cape Fox	Jan 20, 27 Feb 3, 10, 17			
First City Rotary	7 am Thurs Cape Fox	Jan 21, 28 Feb 4, 11, 18			
Rotary 2000	12 p.m. Tues Cape Fox	Jan 19, 26 Feb 2, 9, 16			
Ketchikan Visitor's Bureau			225-6166		
Lions Club					
Easter Seals			247-7357	744 Water St.	
Ketchikan Youth Initiative			247-8080		
KTKN			225-2193		
KFMJ			247-3699		
KRBD			225-9655		
GCI	Miguel Torres		225-2191		
Ketchikan Daily News	Andrew Damstedt		225-3157		
Seaview Terrace			225-6030	130 Bryant St.	

Agency and Stakeholders Contacts List

Local Government Organization	Meeting schedules, Contact Name	Email	Phone #	Location	Meeting dates
City of Ketchikan City Council	1st & 3rd Thursday				
KPU TV	Kim McCord, Marketing Manager	KIMM@city. ketchikan.ak.us	225-1000		
City of Ketchikan, Ports & Harbors Department	Steve Corporon, Harbormaster	STEVEC1@city. ketchikan.ak.us			
Gateway Center for Human Services	Laura Medford, Acting Director	lauram@city. ketchikan.ak.us	225-4135	3010 Fifth Ave.	
City of Ketchikan, Police Department	Edward Talik, Chief		225-6631		
City of Ketchikan, Fire Department	Jim Hill, Chief		225-5940		
City of Saxman City Council	3rd Wednesday				
Ketchikan Gateway Borough Assembly	1st & 3rd Monday				
Planning Liaison and Economic Development Advisory Committee	Tuesdays				
Ketchikan School District					
Revilla HS			225-6681		
Ketchikan HS			225-9815		
Schoenbar Middle School			228-7200		
Ketchikan High School			225-9815	2610 Fourth Ave.	
Tongass Water Taxi		Airport Transportation Service	225 8297		
Sourdough Taxi			225 5544	3950 Tongass	
Alaska Cab			225 2133	3950 Tongass	
Yellow Taxi			225 5555	531 Deermount	

List of Meetings

Revilla Coordinated Transportation Committee (2/19/10)

PCC Meeting (1/28/10)

PCC Meeting (2/8/10)

Project Coordinating Committee/SEANET (2/18/10)

SAIL (1/20/10)

Ketchikan Gateway Borough Transit (1/22/10)

Community Connections (1/26/10)

Southeast Senior Services (2/1/10)

Project Coordinating Committee/SEANET

Rendezvous Senior Day Services Inc. (3/4/10)

WISH Shelter (3/8/10)

Occupation Therapy, Physical Therapy, Speech Therapy Department, Ketchikan General Hospital (3/8/10)

Hope, Inc. (3/10/10)

Pioneer Home (3/10/10)

Home Health and Volunteer Hospice, Diabetes Education Program (3/22/10)

Major Employers

1. Alaska Airlines, Manager
2. Alaska Dept of Health and Social Services, Linda Dawson
3. Alaska Ship & Drydock, Doug Ward, Manager
4. AMHS Administrative Offices, Manager
5. AMHS Ferry Terminal, Manager
6. Cape Fox Lodge, Manager
7. Chamber of Commerce, Blaine Ashcroft
8. City of Ketchikan, City Hall, HR Director
9. City Port and Harbors Offices, Harbormaster
10. Downtown Steering Committee
11. E. C. Phillips, Managers: Larry Elliott, Paul Cyr
12. Fawn Mountain Elementary School, Principal
13. First Bank, Branch Manager
14. Houghtaling Elementary School, Principal
15. Ketchikan Charter School, Principal
16. Ketchikan Gateway Borough, Borough Manager
17. Ketchikan General Hospital, HR Director
18. Ketchikan High School, Principal
19. Ketchikan Indian Community, Joel Azure
20. KGB School District, Superintendent
21. KPU, Office Manager
22. Point Higgins Elementary School, Principal
23. Promech, Manager
24. Revilla High School, Principal
25. Safeway, Manager
26. Schoenbar Middle School, Principal
27. Tatsuda IGA, Bill Tatsuda
28. The Landing, Manager
29. Tongass Federal Credit Union
30. Tongass School of Arts and Sciences, Principal
31. Tongass Trading, Chris Parks, General Manager
32. Trident/Norquest, Manager
33. UAS, Cathy LeCompte
34. US Coast Guard, Base Commander
35. USFS Ketchikan Ranger District, District Ranger
36. USFS Supervisor's Office, Forest Supervisor
37. Wal-Mart, Manager
38. Wells Fargo
39. Williams, Inc., Manager

Stakeholder Organization survey distribution list:

Community Connections
SAIL, Inc.
Rendezvous Senior Day Care
Southeast Senior Services
Borough Transit

Southeast Alaskans Networking on Elder Topics (SEANET) member agencies:

Community Connections
Public Health Center
The Manor
Rendezvous Senior Day Center
Ketchikan General Hospital Rehabilitation Therapy
Southeast Senior Services
Ketchikan Volunteer Hospice
Southeast Alaska Independent Living, Inc.
Fast Track Virtual School
Ketchikan Indian Community
Ketchikan Public Library-Outreach
Alaska Legal Services
Pioneer Home
LOVE INC.
Alaska Congressional Delegation
American Association of Retired Persons
Ketchikan General Hospital Social Services
Senior Citizen Services
Tietje, Nancy, Rendezvous, AARP, Tax Aide
Ketchikan General Hospital Home Health, Diabetes Education, Volunteer Hospice, Lifeline
Urlick, Nancy, Potential Assisted Living facility owner
Stroke Survivor Group
Weisner, Rilo, KTN Volunteer Hospice
Wylie, Kathy, Disaster Preparedness Plan

APPENDIX 1 – B

Community Outreach and Open House

Advertising and PSAs	B-1
Transit Plan Postcard	B-2
Transit Plan Poster	B-3
Open House Attendees.....	B-4
Summary of Comments from Open House	B-5
Lybrand Open House comment	B-7

Advertising and PSAs

Public Process News item:

Southeast Alaska Independent Living (SAIL) announced recently that the planning team of Kent Miller, Susan Dickinson and Dennis Kuklok has been hired to update the 2006 Public Transit-Human Services Community Coordination Plan. The plan update is funded by a State of Alaska Department of Transportation grant.

The update is being prepared to assist public transportation users and service providers in setting the course for improvements to public transportation in Ketchikan. Once developed, the plan will serve as a template for future transit and transportation projects, including bike and pedestrian improvements.

The planning team invites the citizens of Ketchikan and nearby communities to a drop in public information meeting on Tuesday, February 2nd from 4 p.m. to 7 p.m. at the Plaza Mall, Suite 207 (upstairs, above the Tongass Avenue entrance). Everyone is invited to come and learn about the project and share their ideas on future transportation projects in Ketchikan.

Refreshments will be provided during this “roll up your sleeves” forum to map the future for people who use Ketchikan’s many modes of transportation. Anyone needing more information or a ride to the meeting can call Kent Miller at 225-3992 or email Susan Dickinson at transit-plan-update@hotmail.com.

PSA: To be read with an energetic voice:

Have you always wished there was someone to talk to about your transit needs? Do you have a great idea about how to improve Ketchikan’s bus service? Do you want to be part of planning Ketchikan’s future bus routes, bike paths, and walkways? Join us for a public transit open house on Tuesday, February 2nd, from 4 to 7 p.m. upstairs at the Plaza Mall, Suite 207. Refreshments will be served. Sponsored by the Revilla Transportation Coalition Plan Update; for more information or if you need a ride, call Susan Dickinson or Kent Miller at 225 3992.

Tune in to KRBD FM on Monday, February 1st, at 8:30 a.m. or KTKN (AM 930) at 11:30 a.m. to learn more.

WE'RE UPDATING KETCHIKAN'S **Transportation Plan**

JOIN US ON TUESDAY
February 2, 2010
4:00 P.M. - 7:00 P.M.

UPSTAIRS AT THE
Plaza Mall
SUITE 207
2417 TONGASS AVE.
(above the main entrance)



COME ON DOWN AND TELL US WHAT YOU THINK!

WE'RE UPDATING KETCHIKAN'S **Transportation Plan**

We need to hear from you!

The plan, once developed, will serve as a template for future transit and pedestrian projects in Ketchikan.

Stating your opinions now is an exciting opportunity to shape the future of public transportation in Ketchikan.

Show up and chip in!

When: Tuesday, February 2, 2010
4:00 p.m. - 7:00 p.m.

Where: The Plaza Mall, Suite 207
2417 Tongass Avenue

Refreshments will be provided.

We look forward to seeing you!

If you can't make it, please call or email us with your comments.

For more information or if you need transportation to the meeting, please contact Susan Dickinson or Kent Miller at 225-3992.

Place
Stamp
Here

Southeast Alaska Independent Living, Inc.
607 Dock Street, Suite 107, Ketchikan, AK 99901 • Tel. 225-4735
transit-plan-update@hotmail.com

KETCHIKAN'S TRANSPORTATION FUTURE

PLEASE COME DOWN AND GIVE US YOUR IDEAS!
WE'RE WORKING TOGETHER TO IMPROVE
KETCHIKAN'S TRANSPORTATION SERVICES.

*WE WANT YOUR INPUT TO HELP US IMPROVE
OUR COMMUNITY'S TRANSPORTATION
PLAN AND WANT TO HEAR YOUR IDEAS
TO IMPROVE THE BUS, PROVIDE BETTER
ACCESS FOR OUR ELDERLY AND DISABLED,
AND ENCOURAGE WALKING & BIKING.
REFRESHMENTS WILL BE SERVED.*

TUESDAY FEBRUARY 2, 2010 4-7PM AT
THE PLAZA MALL ABOVE MCDONALDS



EMAIL IDEAS TO: TRANSIT-PLAN-UPDATE@HOTMAIL.COM
602 DOCK STREET, SUITE 107, KETCHIKAN, AK 225-4735



Revilla Coordinated Transportation Plan Open House

Open House attendees

February 2, 2010

	Name		
1	Cecelia Glasser	39	Lorraine Kahle
2	Robert Davis	40	Bett Union-Jakubek
3	Melvin Charles	41	Dan Kahle
4	Jessi Chapman	42	Beth LaCrosse
5	Kim Hatte	43	Ed Zastrow
6	Taylor Gregg	44	Sean M. Burke
7	Tom Williams	45	Margaret Cloud
8	Rose Williams	46	Holly Turley
9	Alice McLeod	47	Susan Peters
10	Cecelia Bravo	48	Patricia Gardner
11	Phoenix Redhawk	49	Kathy Wylie
12	Leslie Jackson	50	Max Mercer
13	Karen S. Hollywood	51	Kevin Gadsey
14	Mabel Smeltzer	52	Kyan Reeve
15	Mary Hastings	53	MaryJo Turek
16	Julie Yonker	54	Stephen Reeve
17	David A. Smith	55	Perry Reeve
18	Woody Watson	56	Felencia Kacenas
19	Yvonne Watson	57	Lee Wallace
20	Len Laurance	58	Cat Ivie
21	John Sanderson	59	Kent Miller
22	Pat Chapman	60	Susan Dickinson
23	Amy Odmark	61	Kara Lunde
24	Hattie Baumgartner	62	Joel Azure
25	Kara Hendricks	63	Ruth Dulin
26	Markel Wallace	64	Collin Fierge
27	Brittani Budge	65	
28	Andy Kroll	66	
29	Alethea Johnson	67	
30	Sapphire Fawcett	68	
31	Reid Parker	69	
32	Ginger M. Fox	70	
33	Melvin J. Charles	71	
34	Diane McCullough	72	
35	Lisa Noland	73	
36	Reed Harding	74	
37	Kevin Kristovich	75	
38	Adriana Rowe	76	

Summary of Comments from Open House
Transportation Plan Update
Project Coordinating Committee
Revilla Coordinated Transportation Coalition
February 2, 2010 — Plaza Mall, Suite 201
4 p.m. to 7 p.m.

Approximately 60 people attended the open house meeting at the Plaza Mall on Tuesday, February 2, 2010 from 4 to 7 PM. Participants raised a number of important issues, which are quickly summarized here:

People who attended were happy to have a chance to talk about transit and transportation issues. They expressed appreciation for the new buses. They felt the drivers are doing a good job and appreciate the assistance drivers give people using the transit system. Some felt that drivers might benefit from customer service training and training in how to deal with difficult riders, such as alerting someone that a rider may be homeless, in need of assistance, or have a health issue.

People would like to see bus and transit service extended to both north and south of town. They would like to use park and ride lots north and south of town, if suitable safe sites could be found. Numerous people spoke about the need to extend service so that kids who live north and south of town can participate in after-school activities when the school bus is not running.

People would like to see daily service hours extended both in the early morning hours and late evening hours, particularly during the summer when seasonal workers need to get to early shifts. Evening hour extension year around would allow people to attend community events in town, as well as go to the movies and shopping.

People were very concerned about the safety of people riding the bus and using other transit services as they transition onto and off of the bus or other transit vehicle. Narrow sidewalks, lack of curb cuts, sidewalks in disrepair and nonexistent sidewalks make it difficult for walkers and wheelchair/scooter users to safely move around in our community. They felt that the roadway is a dirty and unsafe place for people using wheelchairs and scooters.

People felt there is a need for shelter, signage and lighting at bus stops throughout the community. Bus stop signs need to be visible from a distance and shaped differently than no-parking signs.

There is a particular need for a safe place for people to disembark and park at Totem Bight.

People would like to ride the bus to and from the Airport and the ferry terminals. They would like to see coordination between the bus schedule and regularly scheduled flights and ferries in and out of Ketchikan.

A number of attendees had specific comments about the need for bus stops in several places, including at the bottom of the hill by the hospital, and on by sides of the street near the KIC Health Clinic.

People would like the bus to stop both north and southbound at the Airport parking lot and at WalMart.



Baranof Avenue opposite Hill Road - wheelchair cannot jump curb onto bus stop waiting area which is too small and slanted to accomodate chair anyway. There is no safe off-road area where I could wait for the bus except for across the street at the corner of Hill Road. Do I need to wait in the road for the bus? Will the bus driver accomodate me by parking the bus so that I can use it?



Baranof Avenue below Tower Road intersection - Curb is too high to negotiate in a wheelchair. Closest driveway cut (pictured) is on downhill side of bus stop. Bus stop sign (pole pictured) narrows sidewalk so that large wheelchair cannot maneuver around it.

These are the only bus stops close to my home and accessible for me.

Liz Lybrand
731 Hill Road
247-6513

APPENDIX 1 – C

Survey Forms, Survey Responses

Transportation Needs Survey form sample	C-1
Short Form Survey questions sample	C-5
Survey tally sheets	C-6

Transportation Needs Survey

The Revilla Coordinated Transportation Coalition will use the information gathered in this survey to guide planning and further develop Ketchikan's Coordinated Transportation Development Plan.

Target Groups: Please consider the transportation needs of the following groups:

- **Seniors** – aged 60 and older
- **People with disabilities** – with short or long term disabilities
- **Low-income households** – people with household incomes 150% of federal poverty level-and-below. (For example, 150% for a family of 4 is an income of \$41,350 or less; or a family of 1 with an income of \$20,300 or less – equivalent to \$9.75 per hour.)
- **The General Public:** The public transportation market as a whole, including residents and visitors.

1. How often do you use transit services?

Provider	Average No. Times	
	Per Month	Per Year
The Borough Bus		
Senior Services		
Paratransit/Senior Shuttle		
Airport Shuttle		
Community Connections Van		
ORCA Van		
Other; including Taxi		

Provider's Name

2. How do you rate the transit services you use?

Rating: **A** – Excellent **B** – Good **C** – Acceptable **D** – Poor **F** – No Service

	The Bus	Paratransit	Senior Shuttle	ORCA Van	Other, Provider's Name
Convenience of Routings					
Frequency of Service					
Daily & Weekly Hours of Service					
Courtesy of Drivers					
Condition of Vehicles					
Condition of Stops					
Accessibility of Vehicles & Stops					
Information & Customer Service					

3. Are the local transportation needs of the below population being met?

Population Group	Always	Mostly	Sometimes	Never	Don't Know
a. Seniors	☐	☐	☐	☐	☐
b. People with disabilities	☐	☐	☐	☐	☐
c. Low income households	☐	☐	☐	☐	☐
d. General public	☐	☐	☐	☐	☐

4. Please indicate if the items below negatively impact the ability of the targeted groups and the general public to access transportation in Ketchikan.

Category	Very Negative Impact	Negative Impact	Not an Impact	Not Applicable or Don't Know
a. Affordability	☐	☐	☐	☐
b. Distance to/from bus stop	☐	☐	☐	☐
c. Public bus schedule	☐	☐	☐	☐
d. Lack of information	☐	☐	☐	☐
e. Snow or other physical barrier at bus stop	☐	☐	☐	☐
f. Lack of personal care attendant	☐	☐	☐	☐
g. Don't feel safe using public transportation	☐	☐	☐	☐

5. Please indicate by category how greatly the following services are needed in Ketchikan.

Service	Population Group	Highly Needed	Needed	Not Needed	Not Applicable or Don't Know
a. Taxi Vouchers	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
b. Door to door services	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
c. One Call Transit Number (Service with information regarding all of Ketchikan's transportation options)	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
d. Extended hours of bus service	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐

Service	Population Group	Highly Needed	Needed	Not Needed	Not Applicable or Don't Know
e. Additional weekend & holiday bus service	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
f. Extended after hours bus service	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
g. Mobility Manager/ Customer Service Specialist (Responsible for transportation coordination)	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
h. Medically related non-emergency transport (i.e. transport for dialysis)	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
i. More training in how to use public transit	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
j. Ground transportation to/from ferry and air services	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
k. Expanded bus service area	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
l. Lift-equipped taxis	People with disabilities	☐	☐	☐	☐
m. Snow plowing of sidewalks and berms to accommodate transit users	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐
n. More utilization of existing local resources (such as school buses) for transit	Seniors	☐	☐	☐	☐
	People with disabilities	☐	☐	☐	☐
	General Public	☐	☐	☐	☐

6. Are there other gaps in service or needs you wish to address?

7. Which best describes you? *(Check all that apply)*

- | | | |
|--|---|---|
| ☐ Consumer Advocate | ☐ Senior | ☐ Taxi Operator |
| ☐ Social Service Provider | ☐ Person with Disability | ☐ Public Transportation Worker |
| ☐ Government employee | ☐ Low income | ☐ Private Bus Operator |
| ☐ Education employee | ☐ Interested Citizen | ☐ Other _____ |

8. Your Comments (Include items not listed)

9. If you would like to be contacted, please give us your name and number:

_____	_____
Name	No.

If you need more information or would like to speak to someone on the planning team, please feel free to contact us.

Susan Dickinson and Kent Miller
907 225 3992

Transit-plan-update@hotmail.com

Kevin Gadsey, SAIL, Inc.
602 Dock Street
Suite 107
Ketchikan, AK 99901
907 225 4735

THANK YOU!!!

Short Form Survey

Revilla Coordinated Transportation Coalition Plan - Needs Survey

Do you use transit?

Borough Bus	☐	Senior Van	☐	Other	☐
Regularly	☐	Regularly	☐	Regularly	☐
Occasionally	☐	Occasionally	☐	Occasionally	☐
Almost never	☐	Almost never	☐	Almost never	☐

What can be done to improve your ability to use transit?

☐ Route extension North ☐ South ☐

☐ Operating hours extension (early morning/late evening service)

☐ Adding service on Fourth of July, Thanksgiving, Christmas, and New Years Day

☐ Frequency/Timetable changes

☐ Ability to transfer between routes

What stop facility improvements would improve the overall transportation system?

Stop location ☐ _____

Accessibility ☐

Adequate space for wheelchair/ramp ☐

Adequate space to maneuver getting onto and off of the bus ☐

Convenient Curb cuts for strollers, wheelchairs, bikes, etc. ☐

Lighting ☐

Signage ☐

External sign improvements ☐

Internal sign improvements ☐

Special signage or information sources for visually impaired ☐

Display of Routes of various lines ☐

Phone number, website for information ☐

Shelter ☐

Cleaning ☐

Security/Safety ☐

Customer service and information

Transit telephone hotline ☐

Live person walk up customer service desk ☐

Please use the other side to tell us more about your transportation ideas and needs.

Survey Tally by Question

Survey tally form									
Question Number						# of respondents			
1	How often do you use transit services?					46			
		Annual	Monthly						
a	Borough Bus	5444	454						
b	SS van	4200	350						
c	SS airport shuttle	15							
d	CC vehicle	3							
e	ORCA Van	33	3						
f	Other	578	48						
g	Sourdough								
h	Alaska								
i	Yellow								

Survey Tally Sheets by Question

# 1	How often do you use Transit Services?								# of respondents	
Survey Response #	Borough Bus	Senior van (SV)	Senior van to Airport	CC vehicle	ORCA van	Taxi/ other	Airporter other than SV	Total trips per year	48	
1	200							200		
2	0							0		
3	1							1		
4	2							2		
5	1						1	2		
6	0					4	1	5		
7	3							3		
8	100					4		104		
9	180							180		
10	0					24		24		
11	0	120	6					126		
12	0	720				12		732		
13	0							0		
14	0							0		
15	72	600	4					676		
16	24	600						624		
17								0		
18	180	120						300		
19	0		1					1		
20	6							6		
21	1							1		
22	2							2		
23	0	480	2					482		
24	360							360		
25	720					2		722		
26	0							0		
27	3							3		
28	120							120		
39	48							48		

Survey Tally Sheets by Question

Survey Response #	Borough Bus	Senior van (SV)	Senior van to Airport	CC vehicle	ORCA van	Taxi/ other	Airporter other than SV	Total trips per year		
30	4							4		
31	12							12		
32	150							150		
33	0					3		3		
34	24	196		2			1	223		
35	6							6		
36	0						2	2		
37	6					6		12		
38	0						3	3		
39	0	550						550		
40	0							0		
41	1	1	1	1	1	1		6		
42	70		2			4		76		
43	720							720		
44	24							24		
45	48							48		
46	36							36		
47	300	720	8			20		1048		
48	720					120		840		
49	75							75		
50	240							240		
51	360	24				12		396		
52	300					120		420		
53	300				2	6		308		
54	30	70	7		30	240		377		
55	0							0		
Totals	5449	4201	31	3	33	578				

32 respondents (58%) use transit services fewer than 100 times per year; of whom 23 use it fewer than 10 times per year
23 respondents (42%) use transit services more than 100 times per year

Survey Tally Sheets by Question

# 2	How do you rate the transit services you use?						# of respondents			
Question	Borough Bus	A	B	C	D	F (poor or no service)	37	Excellent, Good or Acceptable	Excellent, Good or Acceptable	Poor or No Service
a	Convenience of routing	6	14	4	4	3	31	24	77%	23%
b	Frequency of service	5	16	6	5	2	34	27	79%	21%
c	Daily & Weekly hours of service	6	9	14	3	2	34	29	85%	15%
d	Courtesy of Drivers	13	14	6			33	33	100%	
e	Condition of Vehicles	10	19	2	1		32	31	97%	3%
f	Condition of Stops	2	11	15	4		32	28	88%	13%
g	Accessibility of Vehicles & Stops	7	13	4	2	2	28	24	86%	14%
h	Information and Customer Service	5	8	9	5	1	28	22	79%	21%

Survey Tally Sheets by Question

#2	How do you rate the transit services you use?						# of respondents	Excellent, Good or Acceptable	
	Senior Shuttle	A	B	C	D	F (poor or no service)	15		
a	Convenience of routing	8	1	3		0	12	12	100%
b	Frequency of service	6	3	3		0	12	12	100%
c	Daily & Weekly hours of service	6	1	4		0	11	11	100%
d	Courtesy of Drivers	9	4	1		0	14	14	100%
e	Condition of Vehicles	4	6	3		0	13	13	100%
f	Condition of Stops	5	4	2	1	0	12	11	92% 8%
g	Accessibility of Vehicles & Stops	6	4	4	1	0	15	14	93% 7%
h	Information and Customer Service	7	3	2	1	0	13	12	92% 8%

Survey Tally Sheets by Question

2	How do you rate the transit services you use?						# of respondents			
	ORCA van	A	B	C	D	F (poor or no service)	2			
a	Convenience of routing	1	1				2	2	100.0%	0
b	Frequency of service		2				2	2	100.0%	0
c	Daily & Weekly hours of service	1	1				2	2	100.0%	0
d	Courtesy of Drivers	2					2	2	100.0%	0
e	Condition of Vehicles	1	1				2	2	100.0%	0
f	Condition of Stops	2					2	2	100.0%	0
g	Accessibility of Vehicles & Stops	1	1				2	2	100.0%	0
h	Information and Customer Service		1	1			2	2	100.0%	0

Survey Tally by Question

# 3	Are the local transportation needs of the below population being met?						# of respondents 51			
		Always	Mostly	Sometimes	Never	Don't Know	Mostly, Sometimes	Never	Mostly, Sometimes	Don't Know
a	Seniors	7	15	13		14	28	0	55%	27%
b	People with disabilities	9	14	10		16	24	0	47%	31%
c	Low income households	5	14	8	3	18	22	6%	43%	35%
d	General public	6	23	10		8	33	0	65%	16%

# 4	Indicate if the items listed negatively impact the ability of the targeted groups and the general public to access transportation in Ketchikan						# of respondents 47			
	Category	Very Negative Impact	Negative Impact	Not an Impact	Not Applicable / Don't Know		Very Negative, Negative	Not an Impact	Very Negative / Negative	Not Applicable or Don't Know
a	Affordability	4	6	23	12		10	49%	21%	26%
b	Distance to/from bus stop	7	15	14	10		22	30%	47%	21%
c	Public bus schedule	2	19	12	12		21	26%	45%	26%
d	Lack of information	7	10	12	16		17	26%	36%	34%
e	Snow or other physical barrier at bus stop	5	10	16	15		15	34%	32%	32%
f	Lack of Personal care of attendant	1	7	10	25		8	21%	17%	53%

Survey Tally by Question

5 Please indicate by category how greatly the following services are needed in Ketchikan.									
	Service	Population Group	Highly Needed	Needed	Not Needed	Not Applicable or Don't Know	# N&HN	Highly needed / Needed	Highly needed or Needed
a	Taxi Vouchers	Seniors	14	11	4	19	48	52.1%	25
		People with disabilities	14	8	2	18	42	52.4%	22
b	Door to door services	Seniors	20	13	1	12	46	71.7%	33
		People with disabilities	20	10	0	13	43	69.8%	30
c	One Call Transit Number	Seniors	25	9	1	11	46	73.9%	34
		People with disabilities	25	6	1	11	43	72.1%	31
		General Public	17	12	2	11	42	69.0%	29
d	Extended hours of bus service	Seniors	20	12	3	14	49	65.3%	32
		People with disabilities	20	10	2	15	47	63.8%	30
		General Public	19	13	3	11	46	69.6%	32
e	Additional weekend & holiday bus service	Seniors	19	13	1	14	47	68.1%	32
		People with disabilities	19	13	0	14	46	69.6%	32
		General Public	14	20	1	11	46	73.9%	34
f	Extended after hours bus service	Seniors	20	8	4	17	49	57.1%	28
		People with disabilities	17	8	4	16	45	55.6%	25
g	Mobility Manager/ Customer Service Specialist	Seniors	13	13	0	15	41	63.4%	26
		People with disabilities	14	13	0	15	42	64.3%	27
		General Public	9	17	4	13	43	60.5%	26
h	Medically related non-emergency transport	Seniors	17	15	2	14	48	66.7%	32
		People with disabilities	15	14	2	15	46	63.0%	29
		General Public	9	13	6	16	44	50.0%	22
i	More training in how to use public transit	Seniors	17	10	3	16	46	58.7%	27
		People with disabilities	15	11	2	16	44	59.1%	26
		General Public	12	16	6	11	45	62.2%	28
j	Ground transportation to/from ferry and air services	Seniors	34	12	0	7	53	86.8%	46
		People with disabilities	29	12	0	6	47	87.2%	41
		General Public	22	15	5	5	47	78.7%	37
k	Expanded bus service area	Seniors	24	7	0	13	44	70.5%	31
		People with disabilities	23	10	0	13	46	71.7%	33
		General Public	22	11	1	11	45	73.3%	33
l	Lift-equipped taxis	People with disabilities	16	14	1	16	47	63.8%	30
m	Snow plowing of sidewalks and berms to accommodate transit users	Seniors	25	12	2	7	46	80.4%	37
		People with disabilities	23	15	1	6	45	84.4%	38
		General Public	20	16	1	8	45	80.0%	36
n	More utilization of existing local resources for transit	Seniors	11	11	3	20	45	48.9%	22
		People with disabilities	9	12	3	19	43	48.8%	21
		General Public	6	15	5	17	43	48.8%	21

Survey Tally by Question

#6	Are there other gaps in service or needs that you wish to address?
Survey #	Response
2	Need to extend routes north and south and have 7 day a week service. Also, extend hours of operation, particularly during the tour season for workers.
3	I do not use the public transportation system. I rode the bus for the first time in 10 years last month.
4	The reason I don't use the bus is it's such a long walk to the bus from the Fairview, Jackson Street area. There are a lot of houses in this area that would use the bus but the stop is so far away to carry groceries or to walk to the bus stop.
8	Weekend service. Plowing sidewalks for everyone!
9	More bus shelters
14	Places with wheel chair ramps in sidewalk are always blocked by cars, such as the Rec Center, not marked for wheel chair.
21	Bus goes down from Alaska Avenue, but no bus to go back up.
25	Weekend bus to Knudson Cove area and longer bus hours on Sunday.
31	We need the bus route to extend to the North Point Higgins area.
32	Would definitely like to have service to Totem Bight on weekends. It would not have to be hourly; perhaps the weekend route could be north and south with stops every two hours?
33	I wish the bus times were posted at the bus stops.
35	Thanks for having this meeting for public input.
39	I use the senior van daily, 5 days a week.
42	Service further North and South
45	A green line added in Bear Valley leaving at 7:45 a.m. or reroute the red line to accommodate a 7:45 a.m. leaving the valley. Currently there is just a 7:15 a.m. Would like a 7:45 a.m. to get to work around 8:00 a.m. Thank You!
46	I support expanding service out north! I really enjoy my bus rides to work...
47	Need more shelter from wind and rain at stops. Need service doubled 8 to 5 and extend to 11 p.m.
50	(Provide) Kids transport to student activities.
51	I hope they don't raise up bus monthly passes; I'm on limited income, disabled.
53	Needs of accommodating folks with service animals.

Survey Tally by Question

#7	Which best describes you?											
Survey #	Consumer Advocate	Senior	Person with Disability	Interested Citizen	Government Employee	Social Service Provider	Education Employee	Low Income	Public transportation worker	Private Bus Operator	Taxi Operator	KIC/ Other
1								1				1
2				1				1				
3							1					
4				1	1	1						
5							1					
6	1			1	1	1						
7								1				
8								1				
9				1								
10				1								
11	1	1	1	1								
12		1										
13		1										
14				1					1			
15		1										
16		1										
17				1								
18		1	1	1				1				
19		1	1					1				
20		1			0.5							
21		1						1				
22		1										
23		1										
24							1					
25				1	1			1				
26					1							
27							1					
28							1					
29							1					
30							1					
31				1	1							
32				1	1							
33				1								
34		1										
35				1								
36				1								
37				1								1
38		1										
39		1										
40		1										
41	1		1									
42	1											
43			1	1				1				
44				1			1					
45				1	1							
46				1								
47		1		1				1				
48		1		1				1				
49	1					1				1		
50	1			1	1							
51			1					1				
52		1		1	1							
53	1		1					1				
54	1	1	1									
55					1							
Total	8	19	8	24	10.5	3	10	11	1	1	0	2

Survey Tally by Question

# 8	Your Comments
Survey #	
6	I was suddenly left without a car about a year ago for several months. One of my major issues was that none of the buses or bus shelters had schedules. It was quite frustrating when I missed the bus either because it was early or I was a minute late and there was no schedule posted on the shelter to know when the next bus would be coming. At the time I lived in town so the bus system worked pretty well for the most part...except for when the bus wasn't running due to snow. I now live about 14 miles north of town and the bus doesn't come past my home. I have a car but quite frankly I would prefer to use the Bus for economic reasons but at this point I can't unless I park at Mud Bight. I don't find that option appealing considering the number of car break-ins Ketchikan has been experiencing. During the summer time with the number of people playing softball at North Point Higgins it would be great if the bus ran at least that far.
8	Having the bus system is valuable for my students and their family. I would like to see extended services but am most concerned to have the existing services continue.
9	I need a bus shelter at my house.
11	Set transport dates on a calendar or schedule so that people can attend events like Friday Nights at the Discovery Center and Christmas events such as a tour of Christmas Lights, the concerts, concerts at the Performing Arts Center, the Ballet Company Presentations, High School Choral concerts, Etc.
14	Sidewalks are not wide enough for lift use; the bus has to park partially in traffic to lower the lift to let passenger off the bus.
19	No service to Roosevelt Drive!
20	The bus makes a loop on Alaska/Baranof Street, one block apart. Recommend reroute up to Fairview and back down Carlana or Jackson to Baranof and back on the regular route to the Plaza, etc. More people would ride the bus in that section of town if they didn't have to walk back up the hill. There is a lot of new housing up there: KIC housing, Cedar Mountain Condos, etc.
21	Route service needed to increase routing in the Carlanna Area. Area has low-income seniors. Present routing only covers Baranof and Alaska Avenue. Needs to go to Fairview to housing complex above Jackson and another run to return folks to their home area.
22	Remember the importance of door-to-airport service.
23	What is most needed is a bridge. So much time is wasted going to and from the airport. If there had to be a high toll fee, it would be cheaper than cost of time and convenience.
24	Would be nice if the bus could come in front of the high school around 7:30 a.m.
27	I am trying to get service to the Public Health Center. There are 3 facilities in our area: Ketchikan Regional Youth Facility, Gateway Center for Human Services and ourselves. Many of our clients find climbing the stairs from the hospital to us impossible. The flu clinic days and other drop in days, I feel we could serve more people if it was easier to get here.
28	The bus service is great; very useful to folks that work at Fawn Mountain as well as students and families.
29	We are very thankful for the bus service we have received this year. Our swimmers would not have been able to swim without this service. Thank you!
31	I and many of my neighbors would become regular riders if the bus came out to the North Point Higgins area.
32	There are many low income households at Vallenar View. If bus service could be extended north, it would be very helpful.

Survey Tally by Question

33	I just moved back to Ketchikan from Seattle and the bus system has come a long way, but still needs to improve. I don't drive but I have yet to ride the bus and I have been back for almost a year. I am not sure what line to catch. Which days and times the bus runs. Williams, Inc., A&P, has had to pay for employees' taxi ride home because the bus stops running so early. We have one employee who rides his bike half way to work because the bus doesn't go out that far north.
35	I don't belong to any of the target groups with special needs, but I strongly support public transportation. I live north of Totem Bight and would use the bus, if it came past my road (I can walk to the highway). I don't feel comfortable parking at Totem Bight because it's not designated as a park and ride, but Ward Cove is too close to town for a park and ride; I might as well drive all the way in.
36	Better signage at bus stops, showing routes: Blue, Green, Red, Shuttle in summer. Increase availability of schedules. Summer shuttle needs prominent signage so the visitor or local can see it from down the block. The shuttle, salmon, does not stop at the Visitor Center on Berth 2 going north or south. The buses need to keep to a schedule. We need to provide bike racks at Park and Rides, also bike racks on the buses. Schedules should be available at bus stops that can be taken.
37	I ride the bus during the summer months to the boat harbor as it is hard to find parking at most harbor facilities. Very convenient for me as for extended route services north and south ends of town, maybe a smaller shuttle transfer utilizing a smaller bus? Just a thought.
39	Sidewalks need repair; some sidewalks drop off to street; Sidewalks are rough on scooters with hard rubber tires, baby buggies, also. Will sidewalk vehicles be used in the future or will the City not allow for me to use my sidewalk vehicle in the future? Streets are dirty with can, bottles, plastic and glass.
41	Run the red line on Sunday. Properly post the blue line schedule on-line.
43	Longer weekend hours and extend the service. (I ride the bus every day.)
44	I'd like to see the same schedule on the weekends. Also, when I first began using the bus, it was difficult to read the schedule. The map and time schedule didn't correlate.
45	The bus drivers are all very nice.
47	Need to put back the crosswalk and bus stop in front of the Marine View. Wal-Mart bus stop need to be closer to the front door! Need more hours of bus service on Saturday and Sunday. Can't always have need to go someplace and can't always call in a day ahead.
48	I do attend public meetings in town during the evenings. Bus services end before the program is over. I live in Saxman.
49	Buses are dirty on the outside
50	Need to increase schedule to North Point Higgins area with stops at Clover Pass Church, Point Higgins School and Knudson Cove Marina. Need to expand hours to accommodate shift workers at the Hospital and Pioneer Home.
51	Blue line: need to be on the weekend. Wal-Mart bus stop in front it. Not fair we can't eat or drink when bus drivers can. Glad they don't let animals on the bus. What does seeing eye dogs mean? I tried several times to call the bus office but no answer.
52	I ride the bus daily.
53	Service animal requirements and applicability needed.
54	We need to expand the routes so seniors and disabled folks do not need to move into town.

Survey Tally by Question

	Other comments
Survey #	Response
20	I only ride the bus occasionally because it doesn't go up Buren Hill; only ride to town, not from town.
20	Tourists need a phone # to call about schedules; post on the outside of the bus for cell use.
26	The #1 complaint from Port and Harbor customers regarding the bus service is the hard to read (small print) and hard to understand (confusing) bus schedule.
26	No one from the ports and harbors department uses transit services, but many of our customers do, especially in the summer.
29	Requesting continued support for swimming 2010-2011 school year
36	Good points mentioned. I do not use the transportation service here, but do when traveling and did grow up using public transportation. I would use it more often if buses kept their schedule.
47	Can't always call a day ahead to request a ride on the senior shuttle. Something come up: can I go today to something? There are enough drivers to accommodate last minute trip requests.
50	It is fine to go after the tourist trade, but charge for a daily pass for out of town guests.
50	Please coordinate with police/troopers to respond consistently when drivers need to back up or need tickets issued for people who park in bus stops.
51	My favorite bus drivers are Andrea, Louise, Fred, and Dennis.
53	I ride every day.

APPENDIX 2

Borough Bus Timetable and Traffic Summary

Bus Fares and Prices

Regular	\$1.00
Senior / Student	.50

Regular Fare - 12-64 years of age
Senior Fare - 65 years of age and older
Student Fare - school age 5 and over
Student ID may be required as proof
Age 4 and under - Free
11 and under Free when accompanied by an adult
Transfers - Free
Request transfer from driver
Transfers good only for next bus going same direction

Regular	Senior/ Student
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Monthly Unlimited	\$25.00	\$20.00
25 Ride Punch Pass	\$20.00	\$10.00

Passes may be purchased from the driver with cash only. Passes may be purchased at the Borough office 1900 1st Ave. using cash or check

US currency only

- Driver cannot make change
- Driver cannot accept checks

The Borough has discounts and specials available for qualifying agencies, please ask at the Borough Office - 228-6625

THE
Bus
KETCHIKAN, ALASKA



ROUTE MAP
&
TIMETABLE

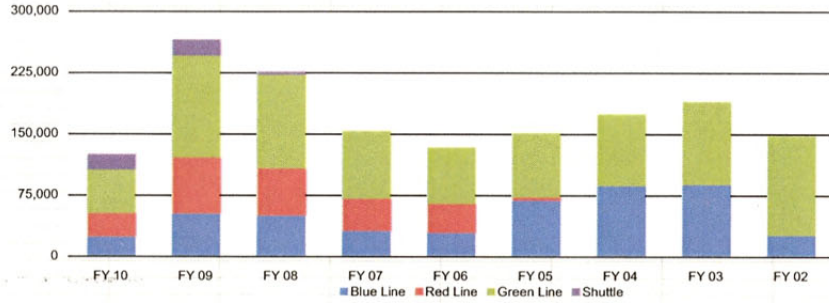


KETCHIKAN
GATEWAY BOROUGH

TRANSIT INFO: 225-8726
www.borough.ketchikan.ak.us

July 1 - December 31

	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Blue Line	23,470	51,854	49,547	30,582	28,251	67,810	86,015	87,423	25,424
Red Line	28,810	68,672	57,736	39,865	35,622	3,963	0	0	0
Green Line	53,409	124,527	114,681	82,930	69,447	79,212	88,510	102,188	122,070
Shuttle	19,211	20,483	4,392	0	0	0	0	0	0
Total	124,900	265,536	226,356	153,377	133,320	150,985	174,525	189,611	147,494



Shuttle	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Jul	8227	2610	0	0	0	0	0	0	0
Aug	5953	2392	0	0	0	0	0	0	0
Sept	5031	1695	0	0	0	0	0	0	0
Oct	0	0	0	0	0	0	0	0	0
Nov	0	0	0	0	0	0	0	0	0
Dec	0	0	0	0	0	0	0	0	0
Jan	0	0	0	0	0	0	0	0	0
Feb	0	0	0	0	0	0	0	0	0
Mar	0	0	0	0	0	0	0	0	0
Apr	0	0	0	0	0	0	0	0	0
May	0	6043	1813	0	0	0	0	0	0
Jun	0	7743	2579	0	0	0	0	0	0
	19211	20483	4392	0	0	0	0	0	0

The Bus Total	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Jul	39,195	28,313	21,349	11,444	14,003	17,875	23,907	20,656	12,909
Aug	35,994	28,124	23,312	13,660	15,447	18,197	24,399	18,693	14,332
Sept	29,924	25,106	19,201	11,566	12,325	14,265	20,216	13,025	12,106
Oct	19,787	18,374	15,928	10,085	9,536	10,953	16,250	12,706	11,036
Nov	0	14,325	13,780	9,184	10,140	9,897	5,310	10,150	9,781
Dec	0	12,958	12,931	9,056	10,210	11,075	12,856	8,647	11,207
Jan	0	14,178	13,735	8,590	9,504	9,622	11,132	14,054	10,936
Feb	0	14,372	13,673	8,250	9,147	9,612	10,891	15,403	11,207
Mar	0	16,750	14,625	18,163	8,954	10,845	11,940	14,320	11,035
Apr	0	18,211	15,536	13,807	8,065	10,601	9,718	15,459	11,938
May	0	34,793	33,055	17,405	11,609	12,951	12,850	20,635	15,942
Jun	0	40,032	29,231	22,167	14,616	15,957	16,837	21,654	17,625
	124,900	265,536	226,356	153,377	133,320	150,985	174,525	189,611	147,494

Downtown Shuttle Totals by Season (to date):

Shuttle 2008	11089
Shuttle 2009	32997

Red Line	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Jul	8916	8432	6233	3553	3178	0	0	0	0
Aug	8831	8632	6665	4294	3553	0	0	0	0
Sept	6867	7584	5479	3420	2208	0	0	0	0
Oct	4196	5022	3359	2330	2221	0	0	0	0
Nov	0	3400	2754	2090	2683	0	0	0	0
Dec	0	3226	2900	1857	2310	0	0	0	0
Jan	0	3339	3121	1903	2301	0	0	0	0
Feb	0	3034	3102	1831	2303	0	0	0	0
Mar	0	3249	3266	3823	5353	0	0	0	0
Apr	0	4209	3611	3018	1599	0	0	0	0
May	0	8837	8831	5028	2758	0	0	0	0
Jun	0	9708	8415	6718	5155	3963	0	0	0
	28810	68672	57736	39865	35622	3963	0	0	0

Blue Line	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Jul	8010	6199	5519	1911	4076	10234	13121	10084	0
Aug	6805	5254	6153	3107	4592	10388	13422	9511	0
Sept	5163	5286	4575	2267	3664	7546	10585	5674	0
Oct	3492	3708	4085	1971	1519	4860	8074	5338	0
Nov	0	2229	3115	1665	1369	3967	2169	4281	0
Dec	0	2304	2451	1588	1770	4222	4541	6022	0
Jan	0	2876	2516	1624	1262	3838	3888	5711	2211
Feb	0	2555	2516	1506	1403	3739	4317	6716	2665
Mar	0	3102	2527	3341	1325	4161	5112	6007	3181
Apr	0	3586	3132	2865	1899	4516	4203	6859	3000
May	0	6595	6500	3893	2722	5845	7017	10440	6104
Jun	0	8160	6458	4844	2650	4494	9566	10780	8263
	23470	51854	49547	30582	28251	67810	86015	87423	25424

Green Line	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04	FY 03	FY 02
Jul	14042	11072	9597	5980	6749	7641	10786	10572	12909
Aug	14405	11846	10494	6259	7302	7809	10977	9182	14332
Sept	12863	10541	9147	5879	6453	6719	9631	7351	12106
Oct	12099	9644	8484	5784	5796	6093	8176	7368	11036
Nov	0	8696	7911	5429	6088	5930	3141	5869	9781
Dec	0	7428	7580	5611	5894	5988	6534	6834	8647
Jan	0	7963	8098	5063	5941	5784	7244	8343	8725
Feb	0	8783	8055	4913	5441	5873	6574	8687	8542
Mar	0	10399	8832	10999	2276	6684	6828	8313	7854
Apr	0	10416	8793	7924	4567	6085	5515	8600	8938
May	0	13318	15911	8484	6129	7106	5833	10195	9838
Jun	0	14421	11779	10605	6811	7500	7271	10874	9362
	53409	124527	114681	82930	69447	79212	88510	102188	122070

