



# **Juneau Access Household Survey Results: Juneau, Haines, Skagway, & Whitehorse**

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As part of the DOT&PF Juneau Access project, the McDowell Group was retained to conduct surveys in four communities: Juneau, Haines, Skagway, and Whitehorse. A total of 719 randomly selected households were surveyed by telephone in July and August of 2003. Respondents were asked about their current travel patterns, transportation needs, access preferences, and predicted travel frequency.

Survey results showed that residents of all three Lynn Canal communities have a strong desire for improved access. However, each community differs in its preferences for how access should be improved. Most residents in the three Lynn Canal communities said they would travel in Lynn Canal more often with improved transportation options. Following are more detailed findings from the survey.

## Importance of Access Improvement

*Improving transportation options is clearly a very important issue for all three Lynn Canal communities, particularly Haines and Skagway.*

- When asked about the importance of improving transportation in and out of Juneau, 78 percent of Juneau residents agreed this issue is either important (32 percent) or very important (46 percent).
- Haines residents felt even stronger about the transportation issue, with 87 percent saying it is either important (22 percent) or very important (65 percent).
- Skagway residents tended to agree, with 83 percent of residents saying improving transportation was either important (24 percent) or very important (59 percent).

## Access Improvement Preferences

*When asked to choose between improved ferry service, an East Lynn Canal road, and a West Lynn Canal road, residents of the three communities showed very different preferences.*

- Among Juneau residents, the top two alternatives were improved ferry service and an East Lynn Canal road, each chosen by 36 percent of respondents.
- Fifty-three percent of Haines residents preferred improved ferry service to either road alternative, while 33 percent chose the West Lynn Canal alternative.
- Like Haines residents, 53 percent of Skagway residents preferred improved ferry service. The East Lynn Canal alternative was selected by 38 percent of residents.

***To improve surface transportation to and from Juneau, the following options are being considered: Improved Alaska Marine Highway service, West Lynn Canal Road, and East Lynn Canal Road. Which would you prefer?***

	% by Community		
	Juneau	Haines	Skagway
Improved ferry service	36	53	53
East Lynn Canal road	36	9	38
West Lynn Canal road	16	33	3
No improvements needed	4	1	3
Don't know/refused	7	4	3

Note: Columns may not add to 100 percent due to rounding.

- In both Haines and Skagway, lower-income respondents tended to favor the highway alternatives, while higher-income respondents were more likely to support improved ferry service. Juneau respondents did not show strong preferences according to income.

### **Travel Frequency with Improved Access**

*A strong majority of residents in all four communities agreed that they would travel in Lynn Canal more often if there were improved transportation alternatives.*

- Seventy-two percent of Juneau residents said that if more convenient travel options were available, either improved ferry service or a road, they would travel to Haines and Skagway more often.
- Seventy-nine percent of Haines residents said they would travel more often to Juneau with more convenient travel options.
- Seventy percent of Skagway residents said they would travel to Juneau more often with more convenient travel options.
- Ninety-five percent of Whitehorse residents predicted making one or more annual trips to Juneau with an East Lynn Canal road. This compares to 14 percent of households who traveled to Juneau in the past year.

# INTRODUCTION AND METHODOLOGY

## Introduction

The Department of Transportation and Public Facilities is updating the Juneau Access Draft Environmental Impact Statement (DEIS) released in 1997. In the spring of 2003, DOT&PF contracted with the McDowell Group to conduct telephone surveys in Juneau, Haines, Skagway and Whitehorse as part of the update. The purpose of the surveys is to evaluate current travel patterns, transportation needs, and preferences for potential transportation improvements in Lynn Canal. Respondents were also asked their predicted frequency of travel for each access improvement scenario. Survey results also provide important information for both the traffic forecasting and the socio-economic impact sections of the Juneau Access Supplemental DEIS.

The 2003 Juneau Access Household Survey is similar to the household survey conducted in 1994 for the original draft EIS. The 1994 survey addressed some of the same issues, but was a much longer survey that included questions on quality of life, subsistence, spending patterns (for Haines and Skagway households), roadside development issues, perceived positive and negative impacts, and employment. Some of the data collected in that survey will be useful in the SDEIS, while other information required updating. The 2003 survey was not intended or designed to track changes from 1994, though where meaningful comparisons can be made, they have been noted in this survey report.

This report presents the results of each survey separately, in the following order: Juneau, Haines, Skagway and Whitehorse. This is followed by a summary of sample characteristics (for example, age, income, and household size) and a copy of each survey.

## Methodology

In July and August of 2003, McDowell Group conducted a total of 719 telephone surveys of randomly selected households in the four communities. The surveys were conducted using a random digit dial methodology to ensure statistical representation. The McDowell Group study team designed the surveys with input from DOT&PF staff. Copies of the survey instruments can be found at the end of this report.

The following table shows the sample size for each community and minimum and maximum margin of error for each location at the 95 percent confidence level. For example, in viewing the Juneau data, readers may be 95 percent certain that any result of 1 percent or 99 percent is within  $\pm 1.0$  percent of the true mean of the survey population. When the survey result is closer to 50 percent, the margin of error increases to  $\pm 5.4$ .

**Sample Sizes and Margin of Error**

Community	Surveys Conducted	Maximum Margin of Error when Survey Result is...	
		1% or 99%	50%
Juneau	365	$\pm 1.0\%$	$\pm 5.4\%$
Haines	150	$\pm 1.5\%$	$\pm 7.9\%$
Skagway	104	$\pm 1.8\%$	$\pm 9.2\%$
Whitehorse	100	$\pm 2.0\%$	$\pm 10.0\%$

One way to test whether a survey population is generally representative of a community's population is to compare demographic data collected in the survey with census data. In the case of the Juneau and Haines surveys, a high level of correlation exists between the two sets of data. For example, the median income of Juneau residents surveyed was \$62,500, while the median income level according to the 2000 Census was \$62,000. Haines residents reported a median household income of \$40,000; the Census data shows a median income of \$40,700. Household size for survey respondents was 2.8 in Juneau and 2.4 in Haines, while the Census reports averages of 2.6 and 2.4, respectively. (Age is not a valuable indicator because the Census includes children in its median age calculation.) This strong correlation between survey and Census data is an indication that the survey results are generally representative of the communities' populations.

There is less correlation in the Skagway data: the survey data shows a median household income of \$62,500, compared to \$49,400 in the Census. The discrepancy is likely reflective of the method of collecting income on the Juneau Access survey, in which respondents were asked to place their household income in one of several "ranges" – whereas Census data records actual income. Although this does not appear to have affected Juneau or Haines income data, Skagway residents may have had a disproportionate number of respondents on the low end of the \$50,000 to \$75,000 range. A telephone survey of 79 Skagway households conducted in 2002 by the McDowell Group also found a median household income of \$62,500.

The "Juneau Access" project has long been a highly visible (and sometime contentious) issue in Northern Southeast Alaska. As in any survey of this nature, there is some possibility that survey respondents may have attempted to manipulate overall survey results in favor of their individual preferences. For example, a survey respondent may have under-estimated his or her predicted usage of an alternative they did not support. On the other hand, another respondent may have over-estimated their usage of the same alternative. While it is impossible to determine the extent to which respondents may have adjusted their predicted travel activity, if at all, the McDowell Group does not consider this factor as a source of significant bias in overall survey results.

# JUNEAU HOUSEHOLD SURVEY FINDINGS

## Transportation Improvement Priorities

***How important is it to your household that transportation to and from Juneau be improved?***

- Transportation to and from Juneau is clearly a significant issue for Juneau residents, 78 percent of whom said that improvement in this area is either important or very important.

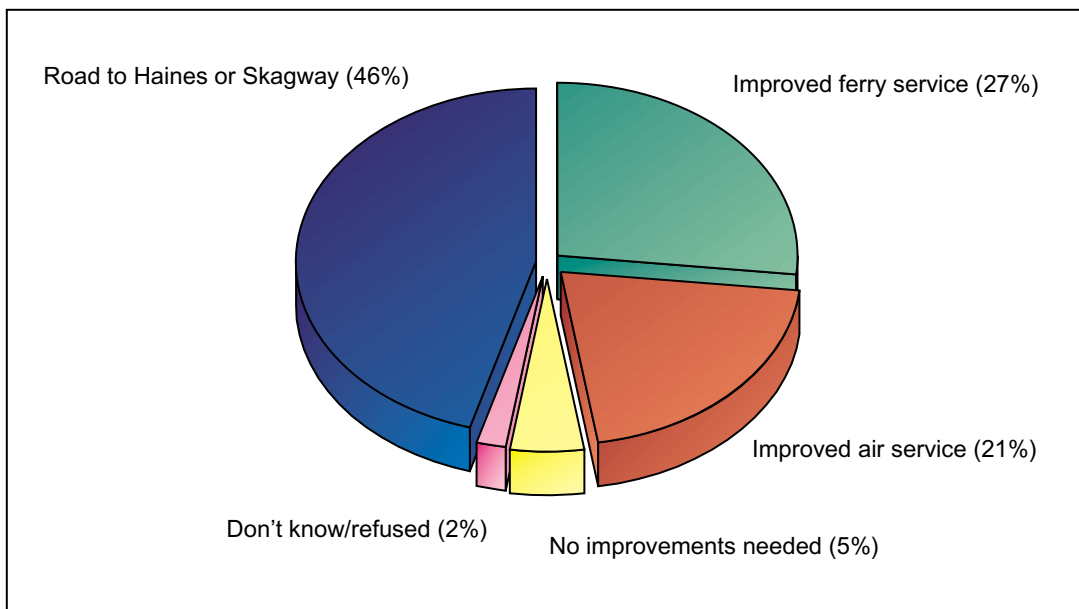
**Juneau Table 1.**

	% of Total
Very important	46
Important	32
Not important	14
Not at all important	7
Don't know	1
Refused	0

***Of the following, what single transportation improvement, if any, would you choose to enhance transportation to and from Juneau?***

- Forty-six percent of Juneau residents preferred a road to Haines or Skagway to improved ferry service or air service. Improved ferry service was the second most-popular choice among Juneau households at 27 percent, followed by improved air service (21 percent).
- Responses to this question were similar in 1994, although the percentage choosing the road option increased slightly (from 42 to 46 percent), while those in favor of improved ferry service declined from 35 to 27 percent.

**Juneau Chart 1.**



Note: Percentages may not add to 100 due to rounding.

## Previous Lynn Canal Travel

### *Travel to Haines by Household Members over Past Twelve Months*

- Fifty-seven percent of Juneau households reported members that traveled to Haines at least once in the past 12 months. One-third reported making one or two trips, with 24 percent making three or more trips.
- The average number of trips made by Juneau households was 2.1. Those that traveled to Haines reported an average party size of 2.1 people.
- Seventy-eight percent of the trips to (or through) Haines made by Juneau households in the last year were by ferry.
- Fifty-seven percent of all trips to or through Haines were for vacation or recreation, while one third were for business. Business travelers reported the most frequent travel to Haines.

**Juneau Table 2.**

Number of trips to Haines*		% of Total	
0 trips		42	
1 – 2 trips		33	
3 – 4 trips		15	
5 or more trips		9	
Average # of trips		2.1 trips	
Don't know		1	
Refused		0	
Party Size		% of Haines Travelers	
1 person		32	
2 people		44	
3 or more people		23	
Average party size		2.1 people	
Mode of Transportation		% of Total Trips	
Ferry		78	
Air		21	
Both air and ferry		2	
Trip Purpose		% of Total Trips	
Vacation/recreation		57	
Business		33	
Shopping		2	
Other		8	

\*Including trips where traveler was passing through on their way to another destination.



**Travel to Skagway by Household Members over Past Twelve Months**

- Forty-three percent of Juneau households reported having traveled to Skagway at least once in the last 12 months. Most travelers to Skagway made either one (20 percent) or two (14 percent) trips.
- Juneau residents are less likely to travel to Skagway (43 percent) than to Haines (57 percent). They also make fewer trips to Skagway – 24 percent of Juneau residents made three or more trips to Haines, compared to just 9 percent for Skagway.
- Of all the trips to Skagway made by Juneau residents in the last year, 83 percent were by ferry.
- Sixty-seven percent of trips to Skagway were for vacation or recreation, while 22 percent were for business. As with Haines travel, business travelers to Skagway report a higher frequency of trips.

**Juneau Table 3.**

<b>Number of trips to Skagway*</b>	<b>% of Total</b>
0 trips	56
1 – 2 trips	34
3 – 4 trips	6
5 or more trips	3
Average # of trips	0.9 trips
Don't know	1
Refused	0
<b>Party Size</b>	<b>% of Skagway Travelers</b>
1 person	31
2 people	40
3 or more people	24
Average party size	2.2 people
<b>Mode of Transportation</b>	<b>% of Total Trips</b>
Ferry	83
Air	12
Both air and ferry	6
<b>Trip Purpose</b>	<b>% of Total Trips</b>
Vacation/recreation	67
Business	22
Shopping	4
Other	7

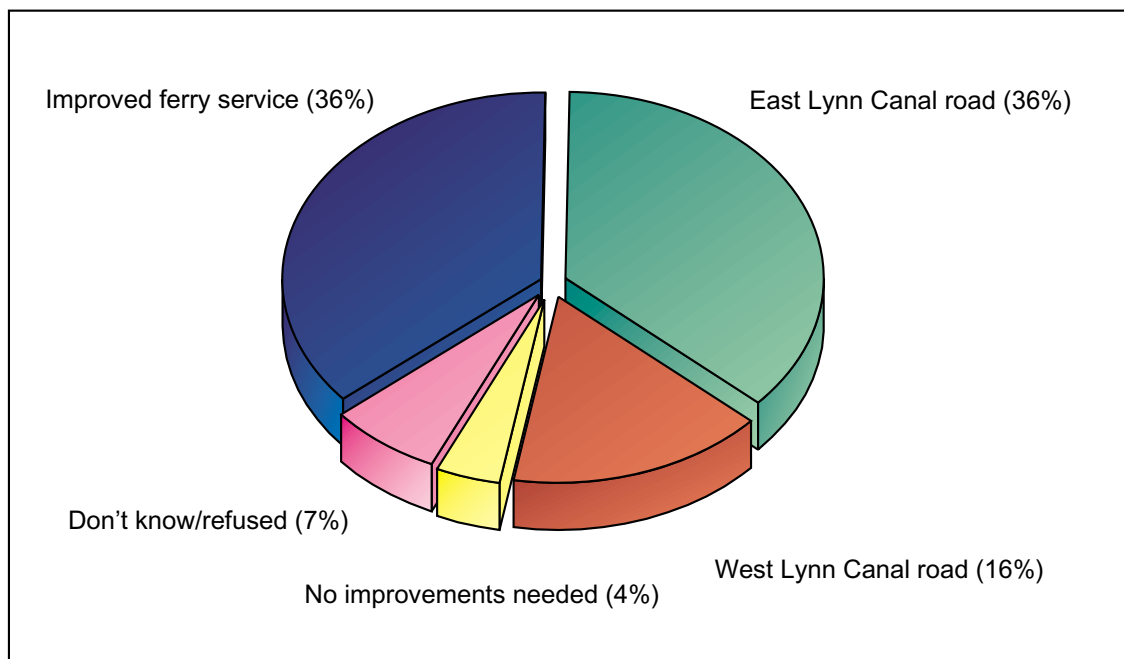
\*Including trips where traveler was passing through on their way to another destination.

## Access Improvement Preferences

**To improve surface transportation to and from Juneau, the following options are being considered: Improved Alaska Marine Highway service, West Lynn Canal Road, and East Lynn Canal Road. Which would you prefer?**

- Fifty-two percent of Juneau residents (52 percent) preferred one of the two Lynn Canal highway options. The East Lynn Canal road received over twice as much support as the West Lynn Canal road (36 versus 16 percent). Over one-third (36 percent) chose improved ferry service.
- Support for the East Lynn Canal road has increased since 1994, when 27 percent of Juneau residents favored that option. Support for the West Lynn Canal road has declined slightly from 20 percent to 16 percent, while support for improved ferry service has declined from 42 percent to 36 percent. Both of these changes fall within the surveys' maximum margin of error of 5.4 percent, and therefore may not be statistically significant.
- This question is different from the previous question, which addressed air transportation improvement as well as surface transportation improvement (see *Chart 1*).

**Juneau Chart 2.**



Note: Percentages may not add up to 100 due to rounding.

**Why do you prefer that choice?**

- The table below shows the reasons respondents gave for their preference. For example, among Juneau residents who would prefer improved ferry service, the most common reasons given were “don’t want a road” (33 percent) and “road is too expensive to build” (32 percent).
- Both East Lynn Canal road and West Lynn Canal highway proponents most commonly mentioned “convenience/ease/direct access” and “road provides more reliable transportation” as reasons for their choice.
- Several of the responses below do not appear to match with a preferred choice: for example, 2 percent of West Lynn Canal road supporters cited “increased traffic due to road.” One can infer, however, that these people saw increased traffic in a positive light. Several road supporters also mentioned “road causes negative economic impacts.” It can be assumed in these cases that they were referring to the *other* road alternative.

**Juneau Table 4.**

Reasons*	% by Preferred Alternative		
	Ferry	East Lynn	West Lynn
Convenience/ease/direct access	3	37	32
Road provides more reliable transportation	--	33	19
Don't want a road	33	--	--
Road is too expensive to build	32	--	--
Ferry is too expensive for passengers or vehicles	--	24	9
Road is too expensive to maintain	28	--	--
Road provides more affordable transportation	--	21	12
Environmental impact of road	22	--	--
Safety/avalanche concerns with road	20	--	--
Ferry is unreliable	--	17	4
Ferry system is too expensive to operate	--	15	2
Increased traffic due to road	11	--	2
Airfare is too expensive	3	6	--
Road causes negative economic impacts	7	1	2
Cost factors/issues	2	4	5
Crime/riff-raff associated with road	7	--	--
Road causes positive economic impacts	--	4	2
Other	27	14	21
Don't know	3	5	14
Refused	1	2	2

\* Multiple responses allowed.

***If you had to choose between the other two alternatives, which would you choose? (By preferred alternative)***

- The table below shows residents’ second choice alternative, according to what their first choice was. For example, of those who picked East Lynn Canal road as their first choice alternative, 78 percent chose West Lynn Canal road as their second choice, and 14 percent chose improved ferry service.
- Not surprisingly, supporters of one of the two road alternatives generally picked the other road alternative as their second choice.
- Forty percent of ferry supporters did not select a second choice, compared to just 5 percent of East Lynn supporters and 3 percent of West Lynn supporters.

**Juneau Table 5.**

<b>% by Preferred Alternative</b>			
<b>Second Choice</b>	<b>Ferry</b>	<b>East Lynn</b>	<b>West Lynn</b>
West Lynn Canal road	23	78	--
East Lynn Canal road	27	--	63
Improved ferry service	--	14	32
None/refused	40	5	3
Other	0	1	2
Don't know	9	2	2

**The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Which would you prefer?**

- The most popular choice of improved ferry service options was continued mainline service with a daily shuttle ferry from Auke Bay, with 38 percent of residents preferring this option. The second most popular option, chosen by 18 percent of residents, was reduced mainline service with a twice daily shuttle ferry from Auke Bay.
- The two Echo Cove options received less support from residents, with just 9 percent in favor of continued mainline service with a shuttle ferry from Echo Cove, and 8 percent in favor of reduced mainline service with a shuttle ferry from Echo Cove. (It should be noted that survey respondents were not provided with information regarding travel times and costs associated with each ferry option.)

**Juneau Table 6.**

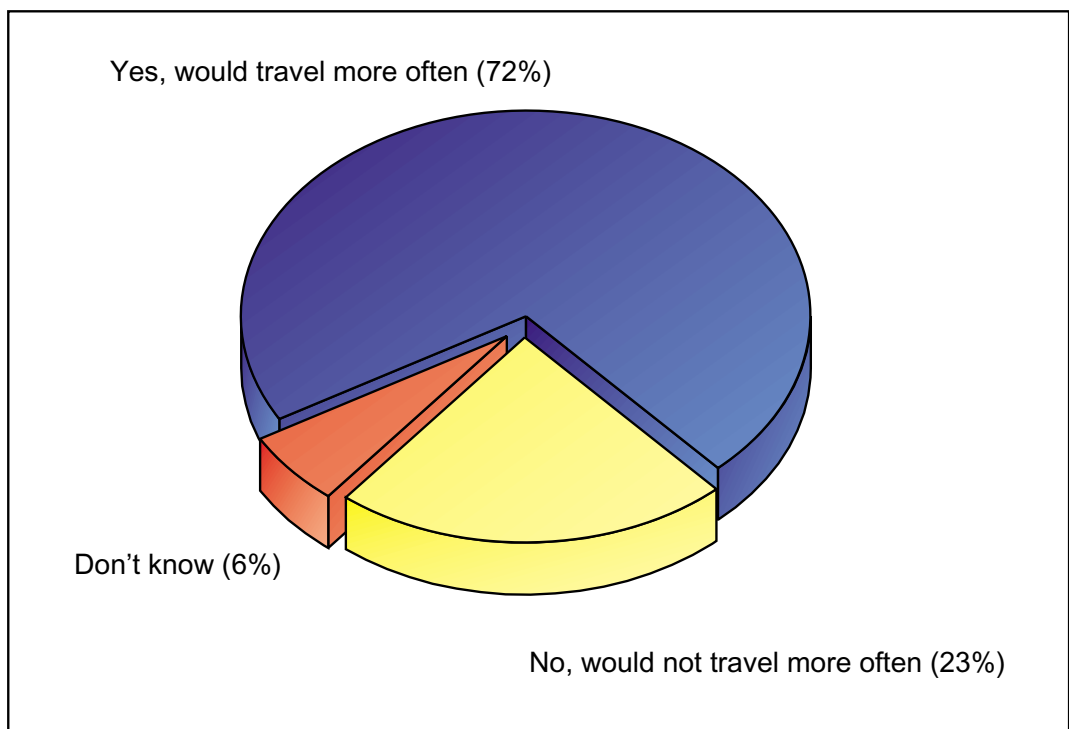
<b>Alternative</b>	<b>% of Total</b>
Continued mainline service with a daily shuttle ferry from Auke Bay to Haines and Skagway	38
Reduced mainline service with a twice daily shuttle ferry from Auke Bay	18
No changes to ferry service needed	13
Continued mainline service with a daily shuttle ferry from Echo Cove to Haines and Skagway	9
Reduced mainline service with a twice daily shuttle ferry from Echo Cove	8
Other	1
Don't know	12
Refused	2

## Travel Frequency with Improved Access

***If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Haines or Skagway than you have in the past 12 months?***

- Seventy-two percent of Juneau households said they would travel more often to or through Haines or Skagway if more convenient travel options were available.
- When asked what the purpose of the additional trips would be, the most popular response was “recreation,” mentioned by 73 percent of respondents. Other trip purposes included visiting friends and relatives (22 percent), business and recreation (19 percent), shopping (14 percent), business (5 percent), and medical (5 percent).

**Juneau Chart 3.**



Note: Percentages may not add up to 100 due to rounding.

**Expected usage of West Lynn Canal road to access Haines and Skagway**

- Juneau residents predicted using the West Lynn Canal road to access Haines an annual average of 3.7 times – nearly twice the average number of trips reported taken by household members in the last year (2.1).
- Juneau residents would also expect to use the West Lynn Canal road to access Skagway fairly frequently – an annual average of 3.0 trips. (This compares to an average of 0.9 trips taken by household members in the last year.)
- Sixty-nine percent of Juneau residents predicted they would use the West Lynn Canal to access Haines at least once a year. This compares to 57 percent of households who visited Haines in the last year.
- Sixty-two percent of Juneau residents predicted they would use the West Lynn Canal to access Skagway at least once a year, compared to 43 percent of households who visited Skagway in the last year.

**Juneau Table 7.**

% of Total	
<b>Annual usage of West Lynn Canal road to access Haines</b>	
0 trips	17
1 – 2 trips	26
3 – 4 trips	20
5 or more trips	23
Average	3.7 trips
Don't know/refused	14
<b>Annual usage of West Lynn Canal road to access Skagway</b>	
0 trips	25
1 – 2 trips	23
3 – 4 trips	20
5 or more trips	19
Average	3.0 trips
Don't know/refused	13

**Expected usage of East Lynn Canal road to access Haines and Skagway**

- Juneau residents predicted using the East Lynn Canal road to access Haines with a similar frequency as Skagway (an average of 3.6 trips per year, compared to 3.4 trips for Skagway).
- As with the West Lynn Canal road, these average usage numbers are significantly greater than those reported for the last year of travel: 2.1 trips to Haines and 0.9 trips to Skagway.
- Sixty-five percent of Juneau residents predicted they would use the East Lynn Canal to access Haines at least once a year. This compares to 57 percent who visited Haines in the last year.
- Similarly, 65 percent of Juneau residents predicted they would use the East Lynn Canal to access Skagway at least once a year, compared to 43 percent of residents who visited Skagway in the last year.

**Juneau Table 8.**

% of Total	
<b>Annual usage of East Lynn Canal road to access Haines</b>	
0 trips	21
1 – 2 trips	25
3 – 4 trips	18
5 or more trips	22
Average	3.6 trips
Don't know/refused	14
<b>Annual usage of East Lynn Canal road to access Skagway</b>	
0 trips	22
1 – 2 trips	23
3 – 4 trips	21
5 or more trips	21
Average	3.4 trips
Don't know/refused	13



***If ferry service to Haines and Skagway were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?***

- An increase in ferry service may not stimulate increased ferry travel. Sixty-eight percent of residents would expect to use the ferry if service was increased to two trips per day, predicting an annual average of 2.7 trips. This compares to 2.1 average trips to Haines and 0.9 average trips to Skagway over the past 12 months.
- A similar question was posed in the 1994 Juneau Access survey, though the scenario proposed was four (rather than two) ferry trips per day. In response to that question, households predicted an average of 3.7 annual trips.

**Juneau Table 9.**

	<b>% of Total</b>
0 trips	21
1 – 2 trips	33
3 – 4 trips	20
5 or more trips	15
Average # of trips	2.7 trips
Don't know	10
Refused	1

## Transportation Improvement Priorities

### *How important is it to your household that transportation between Juneau, Haines and Skagway be improved?*

- Transportation to and from Juneau is an important issue for Haines residents, 65 percent of whom said that improvement in this area is *very* important.
- The transportation issue appears to have increased in importance to Haines residents since the 1994 Juneau Access survey. When the same question was asked in 1994, 31 percent of Haines residents answered very important, compared to 65 percent in 2003. One quarter of residents answered not important or not at all important in 1994, twice as many as in 2003 (12 percent).

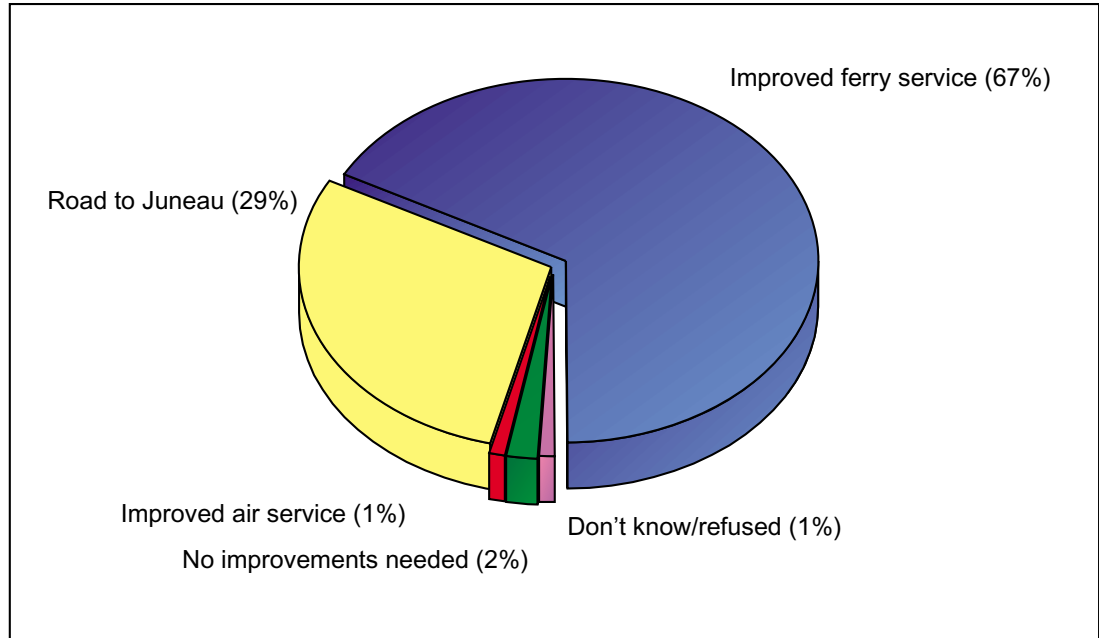
**Haines Table 1.**

	<b>% of Total</b>
Very important	65
Important	22
Not important	9
Not at all important	3
Don't know	1
Refused	0

***Of the following, what single transportation improvement, if any, would you choose to enhance transportation between Juneau, Haines and Skagway?***

- Sixty-seven percent of Haines residents chose improved ferry service over a road to Juneau. Only 2 percent felt that no improvements are necessary, while 1 percent chose improved air service.
- Haines residents responded much the same to this question in 2003 as they did in 1994, when 64 percent chose improved ferry service as their preferred alternative and 31 percent chose a road to Juneau. The question was worded slightly differently in 1994: it referred to transportation “to and from Haines” rather than “between Juneau, Haines and Skagway.”

**Haines Chart 1.**



Note: Percentages may not add up to 100 due to rounding.

## Previous Lynn Canal Travel

### *Travel to Juneau by Household Members over Past Twelve Months*

- Ninety-five percent of Haines households reported members who have visited Juneau at least once in the past 12 months, and most have made multiple trips. Households reported an average of 8.8 trips to Juneau in the last year. (These included trips where the traveler was passing through on their way to another destination.)
- Haines residents reported an average party size of 2 people on their Juneau trips.
- Sixty-five percent of all trips taken to Juneau by Haines residents in the last year were by ferry, while 26 percent were by air.
- Haines residents listed a wide variety of purposes for their trips to Juneau, mentioning business, medical, to catch a jet, shopping, and vacation with similar frequencies.

**Haines Table 2.**

<b>Number of trips to Juneau*</b>	<b>% of Total</b>
0 trips	5
1 – 2 trips	15
3 – 4 trips	19
5 or more trips	61
Average # of trips	8.8 trips
Don't know	0
Refused	0
<b>Party Size</b>	<b>% of Juneau Travelers</b>
1 person	29
2 people	52
3 or more people	18
Average party size	2.0 people
<b>Mode of Transportation</b>	<b>% of Total Trips</b>
Ferry	65
Air	26
Both air and ferry	8
<b>Trip Purpose</b>	<b>% of Total Trips</b>
Business	19
Medical	19
To catch a jet	18
Shopping	17
Vacation/recreation	16
Visit friends/relatives	10
Other	1

\*Including trips where traveler was passing through on their way to another destination.

**Travel to Skagway by Household Members over Past Twelve Months**

- Fifty-six percent of Haines households reported members who have visited Skagway at least once in the past 12 months, whether to stay or just passing through. The average number of trips among Haines households was 6.4. This average appears high, considering that 58 percent of residents visited Skagway only once or not at all in the last year. The number is likely influenced by a few respondents who commute to Skagway on a daily basis for work during the summer.
- Eighty percent of trips taken by Haines residents to Skagway in the last year were by ferry or water taxi. Just 6 percent of trips were taken by air both ways.
- Seventy-nine percent of trips to Skagway were for business purposes, while 20 percent were for vacation or recreation.

**Haines Table 3.**

Number of trips to Skagway*		% of Total	
0 trips			44
1 – 2 trips			31
3 – 4 trips			10
5 or more trips			15
Average # of trips			6.4 trips
Party Size		% of Skagway Travelers	
1 person			38
2 people			35
3 or more people			26
Average party size			2.2 people
Mode of Transportation		% of Total Trips	
Ferry/water taxi			80
Air			6
Both air and ferry/water taxi			14
Trip Purpose		% of Total Trips	
Business			79
Vacation/recreation			20
Other			2

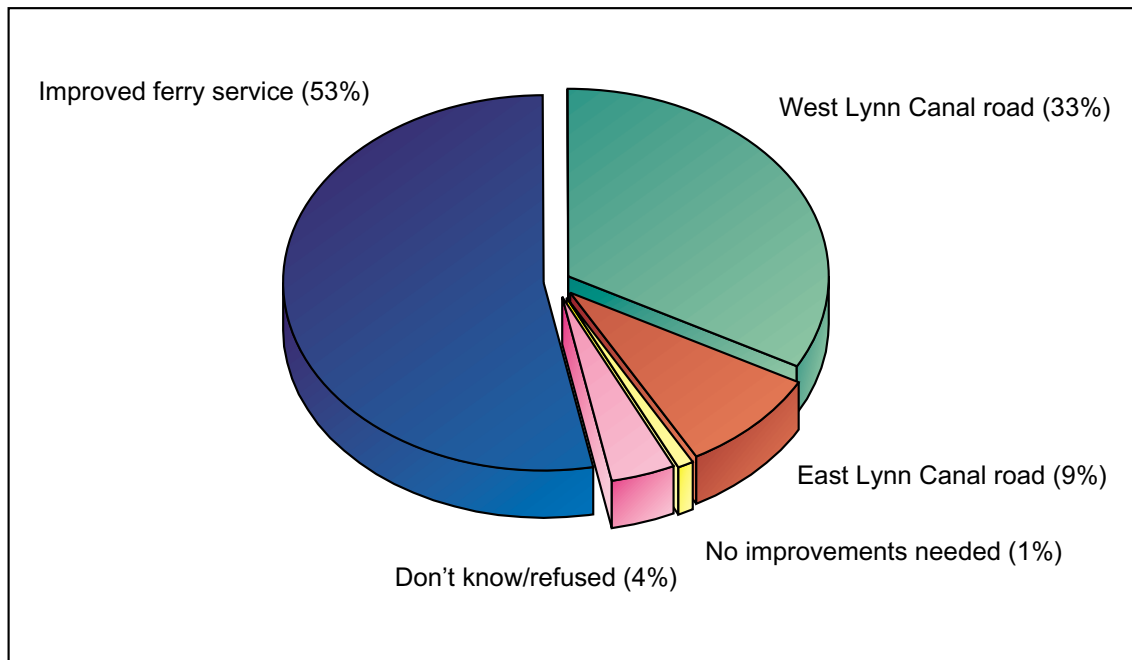
\*Including trips where traveler was passing through on their way to another destination.

## Access Improvement Preferences

**To improve surface transportation to and from Juneau, the following options are being considered: Improved Alaska Marine Highway service, West Lynn Canal Road, and East Lynn Canal Road. Which would you prefer?**

- Fifty-three percent of Haines residents selected improved ferry service over either road option. One third (33 percent) chose the West Lynn Canal road, while 9 percent prefer the East Lynn Canal road.
- The higher the income of the respondent, the less likely they were in favor of a road, and the more likely they were to support improved ferry service. Among those in the \$50,000+ income bracket, 67 percent chose improved ferry service and 24 percent preferred the West Lynn Canal road option. Among those in the \$20,000 to \$50,000 income bracket, 49 percent preferred the ferry option and 38 percent preferred the West Lynn Canal road. Among those in the less-than-\$20,000 bracket, 29 percent chose improved ferry service and 43 percent chose the West Lynn Canal road.
- When this same question was asked in 1994, Haines residents offered similar responses, although support for the West Lynn Canal road has increased slightly. Fifty-six percent preferred improved ferry service, 27 percent preferred a West Lynn Canal road, and 9 percent preferred an East Lynn Canal road. The question was introduced in a slightly different manner in 1994: "Proposed for improvement or construction are the following transportation alternatives..."
- This question is different from the previous question, which addressed air transportation improvement as well as surface transportation improvement (see *Chart 1*).

**Haines Chart 2.**



Note: Percentages may not add up to 100 due to rounding.

**Why do you prefer that choice?**

- The table below shows the reasons respondents gave for their preference. For example, among Haines residents who would prefer the West Lynn Canal road, the most common reasons given were “convenience/ease/direct access” (31 percent) and “ferry is too expensive” (20 percent).
- Due to small sample sizes in each response category (see numbers in parentheses, below), the results for this question should be viewed as qualitative information rather than statistically representative of the entire population.

**Haines Table 4.**

Reasons*	% by Preferred Alternative (Sample Size)		
	Ferry (80)	West Lynn (49)	East Lynn (14)
Don't want a road	29	--	--
Road is too expensive to build	29	--	--
Safety/avalanche concerns with road	26	4	--
Road is too expensive to maintain	26	--	--
Convenience/ease/direct access	4	31	14
Environmental impact of road	19	2	--
Ferry is too expensive for passengers or vehicles	--	20	29
Road provides more reliable transportation	--	16	36
Crime/riff-raff associated with road	9	--	14
Road causes negative economic impacts	10	2	--
Road causes positive economic impacts	--	14	7
Road provides more affordable transportation	--	12	7
Ferry is unreliable	--	6	7
Cost factors/issues	4	4	--
Increased traffic due to road	4	--	7
Ferry system is too expensive to operate	--	--	7
Airfare is too expensive	--	2	--
Other	24	18	21
Don't know	--	4	7
Refused	4	2	7

\* Multiple responses allowed.

***If you had to choose between the other two alternatives, which would you choose? (By preferred alternative)***

- The table below shows residents’ second choice alternative, according to what their first choice was. For example, of those who picked West Lynn Canal road as their first choice alternative, 47 percent chose East Lynn Canal road as their second choice, and 53 percent chose improved ferry service.
- Thirty-six percent of those supporting improved ferry service did not make a second choice.
- Due to small sample sizes in each response category (see numbers in parentheses, below), the results for this question should be viewed as qualitative information rather than statistically representative of the entire population.

**Haines Table 5.**

<b>% by Preferred Alternative (Sample Size)</b>			
<b>Second Choice</b>	<b>Ferry (80)</b>	<b>West Lynn (49)</b>	<b>East Lynn (14)</b>
West Lynn Canal road	40	--	57
East Lynn Canal road	21	47	--
Improved ferry service	--	53	29
None/refused	36	--	14
Don't know	3	--	--

***The Department of Transportation is evaluating improved service between Skagway and Haines. Would you prefer a dedicated shuttle ferry or a highway connecting Skagway and Haines?***

- Haines residents again showed a preference for improved ferry service in their response to this question: 53 percent would prefer a dedicated shuttle ferry to a highway between Skagway and Haines, while 34 percent would prefer a highway.

**Haines Table 6.**

	<b>% of Total</b>
Dedicated shuttle ferry	53
Highway	34
Neither	7
Other	1
Don't know	5
Refused	0



**The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Which would you prefer?**

- Like Juneau residents, Haines residents most favored continued mainline service with shuttle ferries from Auke Bay, chosen by 43 percent of respondents. Haines residents generally did not favor either of the Echo Cove options (22 percent).

**Haines Table 7.**

<b>Alternative</b>	<b>% of Total</b>
Continued mainline service with daily shuttle ferry from Auke Bay	43
Reduced mainline service with a twice daily shuttle ferry from Auke Bay	21
Reduced mainline service with a twice daily shuttle ferry from Echo Cove	13
Continued mainline service with a daily shuttle ferry from Echo Cove	9
No changes to ferry service needed	8
Other	1
Don't know	6
Refused	0

**If a dedicated shuttle ferry were utilized between Skagway and Haines, would you prefer the ferry and crew to be based in Skagway or Haines?**

- Seventy-five percent of Haines residents said they would prefer the potential shuttle ferry crew to be based in Haines over Skagway.

**Haines Table 8.**

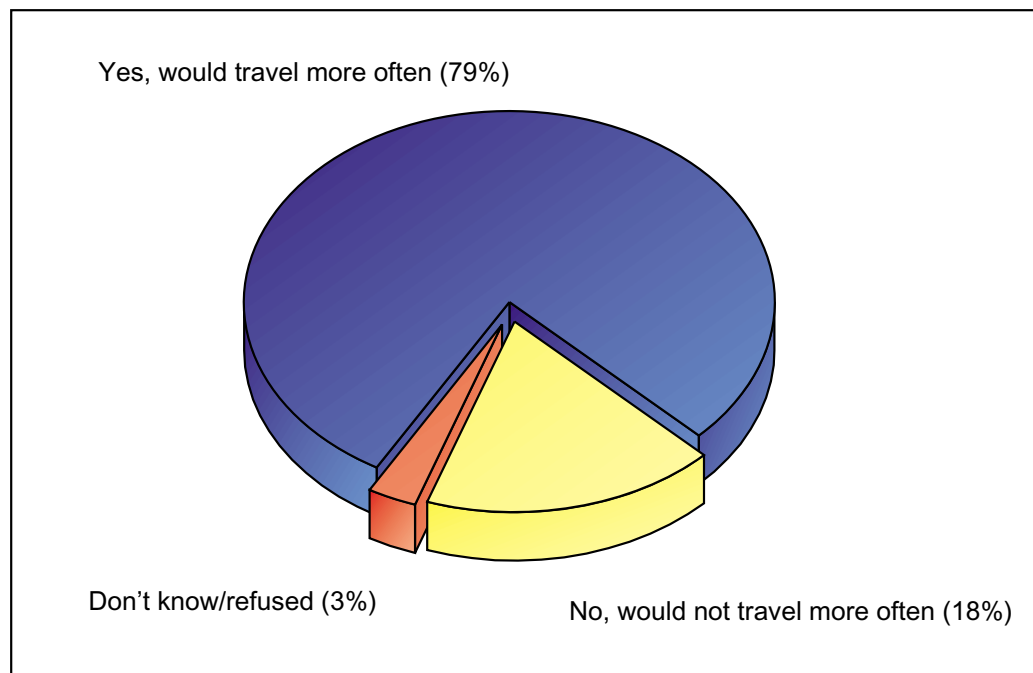
	<b>% of Total</b>
Haines	75
Skagway	1
Neither	11
Don't know	12
Refused	1

## Travel Frequency with Improved Access

***If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Juneau than you have in the past 12 months?***

- Seventy-nine percent of Haines residents said they would travel more often to or through Juneau than they had in the past 12 months, if more convenient travel options were available.
- Most Haines residents who would increase their travel to Juneau said their primary purpose would be shopping (70 percent). This is followed by vacation/recreation (43 percent), medical (42 percent), business (41 percent), visiting friends/family (41 percent), and to catch a jet (30 percent).

**Haines Chart 3.**



Note: Percentages may not add up to 100 due to rounding.

**Expected usage of each road alternative to access Juneau**

- Haines residents reported that they would make an average of 10.5 trips to Juneau on the potential West Lynn Canal road.
- This average is just 19 percent above the 8.8 average trips residents reported taken by household members in the last 12 months. This average is somewhat skewed by the unlikely survey result that indicates that 17 percent would not take any trips to Juneau on the West Lynn Canal road. (See Methodology for additional discussion of this issue.)
- It is also important to keep in mind that 26 percent of trips to Juneau made in the last year by Haines residents were by air. Some residents may plan to continue to access Juneau by airplane.
- Haines residents predicted an average of 7.6 annual trips to Juneau using the potential East Lynn Canal road.

**Haines Table 9.**

<b>% of Total</b>	
<b>Annual usage of West Lynn Canal road to access Juneau</b>	
0 trips	17
1 – 2 trips	7
3 – 4 trips	8
5 or more trips	55
Average # of trips	10.5 trips
Don't know/refused	13
<b>Annual usage of East Lynn Canal road to access Juneau</b>	
0 trips	29
1 – 2 trips	15
3 – 4 trips	4
5 or more trips	39
Average # of trips	7.6 trips
Don't know/refused	13

***If ferry service between Juneau and Haines were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?***

- Haines residents predicted taking an average of 11.6 annual ferry trips to Juneau with more frequent ferry service, well above their previous annual average of 6 trips to Juneau using the ferry. In contrast, Juneau residents did not anticipate significantly increasing their Lynn Canal travel with improved ferry service.

**Haines Table 10.**

	<b>% of Total</b>
0 trips	2
1 – 2 trips	7
3 – 4 trips	7
5 or more trips	71
Average # of trips	11.6 trips
Don't know	10
Refused	3

## **Haines Highway**

*In order to gauge the importance of year round road access to households once it has been established, Haines and Skagway residents were asked how important it was to have a year round road link.*

***How important is it to you that the Haines Highway be open year round?***

- Eighty-three percent of Haines residents said it is very important that the Haines Highway be open year round, with just 3 percent saying it is unimportant or very unimportant.

**Haines Table 11.**

	<b>% of Total</b>
Very important	83
Important	10
Neither	3
Unimportant	1
Very unimportant	2
Don't know/refused	1

# SKAGWAY HOUSEHOLD SURVEY FINDINGS

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## Transportation Improvement Priorities

*How important is it to your household that transportation between Juneau, Haines and Skagway be improved?*

- Eighty-three percent of Skagway residents said it is either important or very important that transportation in Lynn Canal be improved.
- As in Haines, the transportation issue has increased in importance to Skagway residents since the 1994 Juneau Access survey, when 38 percent of Skagway residents answered very important (compared to 59 percent in 2003).

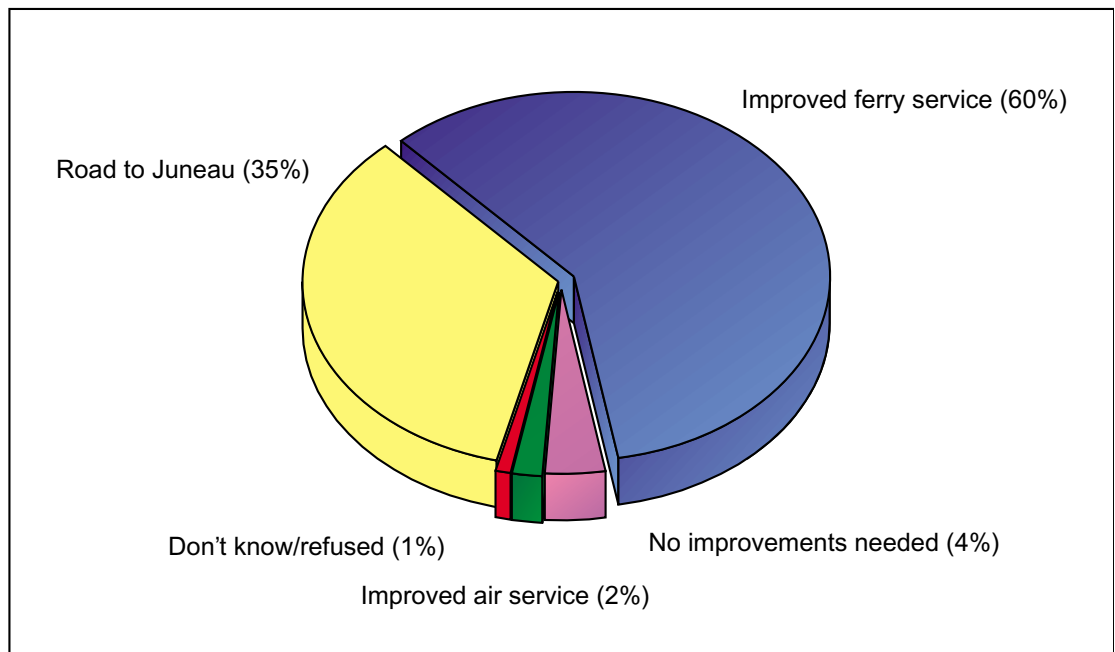
**Skagway Table 1.**

	<b>% of Total</b>
Very important	59
Important	24
Not important	11
Not at all important	6
Don't know	1
Refused	0

**Of the following, what single transportation improvement, if any, would you choose to enhance transportation between Juneau, Haines and Skagway?**

- Sixty percent of Skagway residents preferred improved ferry service among the three alternatives, while 35 percent chose a road to Juneau.
- As in Haines, higher income residents in Skagway tended to prefer improved ferry service over a road, while lower income residents expressed the opposite. Of those in the over-\$75,000 bracket, 72 percent chose improved ferry service and 24 percent prefer a road. Of those in the \$30,000 to \$75,000 bracket, 65 percent chose improved ferry service and 31 percent preferred a road. Of those in the under-\$30,000 bracket, 32 percent chose improved ferry service and 58 percent chose a road.
- Since 1994, support among Skagway residents for improved ferry service has increased, from 50 percent to 60 percent. Support for a road to Juneau has decreased slightly, from 40 percent to 35 percent. The question was only slightly different: in 1994 it referred to transportation “to and from Skagway” rather than “between Juneau, Haines and Skagway.”

**Skagway Chart 1.**



Note: Percentages may not add to 100 due to rounding.

## Previous Lynn Canal Travel

### *Travel to Juneau by Household Members over Past Twelve Months*

- Skagway residents reported household members taking an average of 10.1 trips to Juneau over the past 12 months, with only 6 percent reporting zero trips. The average party size on these trips was 2 people.
- Forty-eight percent of all trips made to Juneau by Skagway residents in the last year were by ferry or water taxi, while 39 percent were by air.
- The number one reason for visiting Juneau was vacation/recreation, accounting for 27 percent of all trips. Skagway residents also frequently mentioned business, to catch a jet, medical, and shopping as reasons for visiting Juneau.

**Skagway Table 2.**

Number of trips to Juneau*		% of Total	
0 trips		6	
1 – 2 trips		18	
3 – 4 trips		12	
5 or more trips		63	
Average # of trips		10.1 trips	
Don't know		2	
Refused		0	
Party Size		% of Juneau Travelers	
1 person		35	
2 people		44	
3 or more people		20	
Average party size		2.0 people	
Mode of Transportation		% of Total Trips	
Ferry/water taxi		48	
Air		39	
Both air and ferry/water taxi		12	
Trip Purpose		% of Total Trips	
Vacation/recreation		27	
To catch a jet		17	
Business		17	
Medical		16	
Shopping		15	
Visit friends and relatives		8	
Other		1	

\*Including trips where traveler was passing through on their way to another destination.

**Travel to Haines by Household Members over Past Twelve Months**

- Sixty-six percent of Skagway households reported members who have traveled to Haines in the past 12 months, reporting an average of 4.5 trips.
- Seventy-one percent of trips taken to Haines by Skagway residents were by ferry or water taxi, while 22 percent were by air.
- Skagway residents most commonly mentioned vacation/recreation as their reason for visiting Haines, followed by business.

**Skagway Table 3.**

Number of trips to Haines*		% of Total	
0 trips			34
1 – 2 trips			25
3 – 4 trips			13
5 or more trips			28
Average # of trips			4.5 trips
Party Size		% of Haines Travelers	
1 person			35
2 people			42
3 or more people			22
Average party size			2.1 people
Mode of Transportation		% of Total Trips	
Ferry/water taxi			71
Air			22
Both air and ferry/water taxi			7
Trip Purpose		% of Total Trips	
Vacation/recreation			36
Business			29
Medical			5
Other			29

\*Including trips where traveler was passing through on their way to another destination.

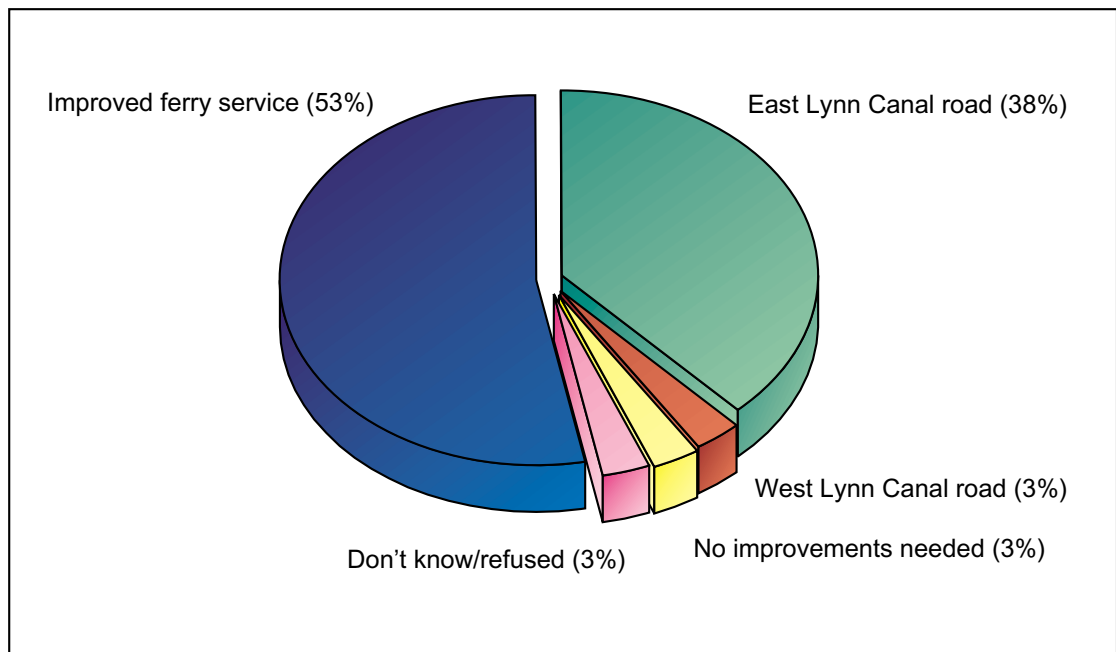


## Access Improvement Preferences

**To improve surface transportation to and from Juneau, the following options are being considered: Improved Alaska Marine Highway service, West Lynn Canal Road, and East Lynn Canal Road. Which would you prefer?**

- Fifty-three percent of Skagway residents chose improved ferry service among the three Lynn Canal transportation options. East Lynn Canal road was selected by 38 percent of residents, while 3 percent chose the West Lynn Canal road.
- Since the 1994 Juneau Access survey, support for improved ferry service has increased significantly, from 40 percent to 53 percent. The percentage of residents supporting the East Lynn Canal road stayed constant at 38 percent. The largest difference occurred in those unsure or unwilling to answer the question: this number decreased from 18 percent to 3 percent. (The question was introduced in a slightly different manner in 1994: "Proposed for improvement or construction are the following transportation alternatives...")
- This question is different from the previous question, which addressed air transportation improvement as well as surface transportation improvement (see *Chart 1*).

**Skagway Chart 2.**



Note: Percentages may not add to 100 due to rounding.

**Why do you prefer that choice?**

- The table below shows the reasons respondents gave for their preference. For example, among Skagway residents who would prefer the East Lynn Canal road, the most common reasons given were “convenience/ease/direct access” (43 percent) and “road provides more reliable transportation” (28 percent).
- Due to small sample sizes in each response category (see numbers in parentheses, below), the results for this question should be viewed as qualitative information rather than statistically representative of the entire population.

**Skagway Table 4.**

Reasons*	% by Preferred Alternative (Sample Size)		
	Ferry (55)	East Lynn (40)	West Lynn (3)
Environmental impact of road	38	--	--
Don't want a road	38	--	--
Convenience/ease/direct access	4	43	--
Road is too expensive to build	27	--	33
Safety/avalanche concerns with road	24	--	--
Road is too expensive to maintain	24	--	--
Road provides more reliable transportation	--	28	--
Road provides more affordable transportation	--	18	--
Ferry is too expensive for passengers or vehicles	--	18	--
Ferry is unreliable	--	18	--
Increased traffic due to road	9	--	--
Road causes negative economic impacts	9	--	--
Road causes positive economic impacts	--	10	--
Crime/riff-raff associated with road	5	--	--
Ferry system is too expensive to operate	--	5	--
Cost factors/issues	2	5	--
Other	27	23	67
Don't know	2	3	--
Refused	2	3	--

\* Multiple responses allowed.

***If you had to choose between the other two alternatives, which would you choose? (By preferred alternative)***

- The table below shows residents’ second choice alternative, according to what their first choice was. For example, of the respondents who chose the East Lynn Canal road, 58 percent chose improved ferry service as their second choice, and 38 percent chose the West Lynn Canal road.
- Of those who selected improved ferry service as their first choice alternative, 51 percent did not make a second choice. This compares to only 3 percent of East Lynn supporters and zero West Lynn supporters.
- Small sample sizes in each response category dictate that the results for this question be viewed as qualitative information rather than statistically representative of the entire population.

**Skagway Table 5.**

<b>% by Preferred Alternative (Sample Size)</b>			
<b>Second Choice</b>	<b>Ferry (55)</b>	<b>East Lynn (40)</b>	<b>West Lynn (3)</b>
West Lynn Canal road	16	38	--
East Lynn Canal road	25	--	67
Improved ferry service	--	58	33
None/refused	51	3	--
Don't know	7	3	--

***The Department of Transportation is evaluating improved service between Skagway and Haines. Would you prefer a dedicated shuttle ferry or a highway connecting Skagway and Haines?***

- Sixty-two percent of Skagway residents selected a dedicated shuttle ferry over a road to improve transportation between Skagway and Haines. Twenty-three percent of residents would prefer a highway, while 13 percent chose neither alternative.

**Skagway Table 6.**

<b>% of Total</b>	
Dedicated shuttle ferry	62
Highway	23
Neither	13
Other	2
Don't know	1
Refused	0

**The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Which would you prefer?**

- Like Haines residents, Skagway residents most commonly selected continued mainline service with shuttle ferries from Auke Bay (36 percent), followed by reduced mainline service with daily shuttle ferries from Auke Bay (31 percent). The two Echo Cove options were chosen by only 5 and 6 percent of residents.

**Skagway Table 7.**

Alternative	% of Total
Continued mainline service with daily shuttle ferry from Auke Bay	36
Reduced mainline service with a twice daily shuttle ferry from Auke Bay	31
Reduced mainline service with a twice daily shuttle ferry from Echo Cove	6
Continued mainline service with a daily shuttle ferry from Echo Cove	5
No changes to ferry service needed	13
Other	2
Don't know	9
Refused	0

**If a dedicated shuttle ferry were utilized between Skagway and Haines, would you prefer the ferry and crew to be based in Skagway or Haines?**

- About half of Skagway residents would prefer the ferry and crew to be based in Skagway, while 16 percent would prefer Haines.

**Skagway Table 8.**

	% of Total
Skagway	49
Haines	16
Neither	11
Don't know	21
Refused	1

**For the East Lynn Canal road alternative, one of the route options is to place the road near Lower Dewey Lake, connecting to Skagway near the Skagway River bridge. Would you strongly favor, favor, oppose, or strongly oppose this option?**

- Most Skagway residents opposed the Lower Dewey Lake route option for the East Lynn Canal road alternative, with 40 percent strongly opposing and 15 percent opposing. Thirty-one percent favored the concept.

**Skagway Table 9.**

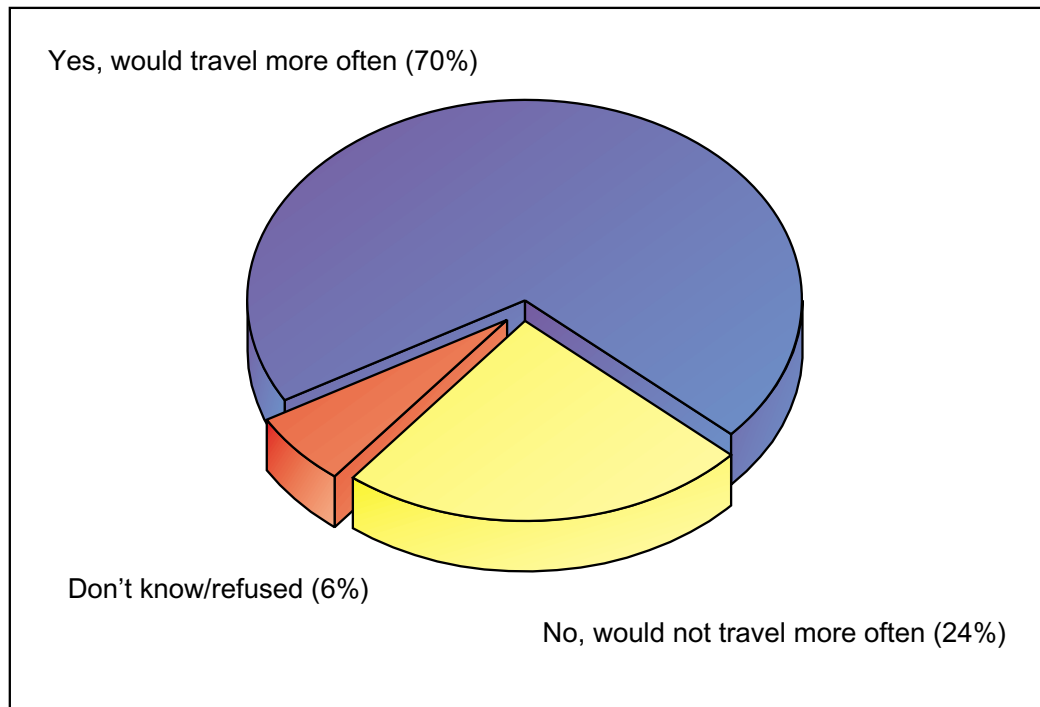
	<b>% of Total</b>
Strongly favor	13
Favor	18
Neither favor nor oppose	9
Oppose	15
Strongly oppose	40
Don't know/refused	5

## Travel Frequency with Improved Access

***If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Juneau than you have in the past 12 months?***

- Seventy percent of Skagway residents said they would travel more often to or through Juneau if more convenient travel options were available.
- Skagway residents foresaw making extra trips to Juneau primarily for shopping, mentioned by 58 percent of respondents. Other popular trip purposes include vacation/recreation (41 percent), medical (41 percent), business (25 percent), visiting friends and relatives (23 percent) and to catch a jet (18 percent).

**Skagway Chart 3.**



Note: Percentages may not add up to 100 due to rounding.

**Expected usage of each road alternative to access Juneau**

- Skagway residents predicted they would make an average of 5.7 annual trips to Juneau using the West Lynn Canal road. They would make an average of 11.7 annual trips to Juneau using the East Lynn Canal road.
- The predicted average number of trips to Juneau using a direct road link (11.7) is just 16 percent above the average number of trips taken to Juneau in the last year by household members (10.1).
- Both average trip figures (5.7 and 11.7) are heavily influenced by the 33 and 20 percent of Skagway residents who say they will make *zero* trips to Juneau using the West Lynn Canal road and East Lynn Canal road, respectively. This compares to just 6 percent who say they did not travel to Juneau at all in the last year.
- It is also important to keep in mind that 39 percent of trips to Juneau made in the last year by Skagway residents were by air. Some residents may plan to continue to access Juneau by airplane.

**Skagway Table 10.**

% of Total	
<b>Annual usage of West Lynn Canal road to access Juneau</b>	
0 trips	33
1 – 2 trips	14
3 – 4 trips	4
5 or more trips	37
Average # of trips	5.7 trips
Don't know/refused	11
<b>Annual usage of East Lynn Canal road to access Juneau</b>	
0 trips	20
1 – 2 trips	12
3 – 4 trips	7
5 or more trips	56
Average # of trips	11.7 trips
Don't know/refused	6

***If ferry service between Juneau and Skagway were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?***

- Like Haines residents, Skagway residents predicted significantly increasing their travel to Juneau in case of improved ferry service. Skagway residents predicted taking an average of 9.5 annual trips to Juneau, well above the average number of ferry trips to Juneau reported in the last year: 5.5. In contrast, improved ferry service would likely have little effect on Juneau residents' Lynn Canal travel.

**Skagway Table 11.**

	<b>% of Total</b>
0 trips	10
1 – 2 trips	12
3 – 4 trips	11
5 or more trips	52
Average # of trips	9.5 trips
Don't know	13
Refused	4

## **Klondike Highway**

***How important is it to you that the Klondike Highway be open year round?***

- Skagway residents felt very strongly that the Klondike Highway be open year round, with 87 percent saying this is very important and only 2 percent saying it is not important.

**Skagway Table 12.**

	<b>% of Total</b>
Very important	87
Important	6
Neither	5
Unimportant	1
Very unimportant	1
Don't know/refused	1



# WHITEHORSE HOUSEHOLD SURVEY FINDINGS

## Previous Lynn Canal Travel

### *Travel to Juneau by Household Members over Past Twelve Months*

- Eighty-six percent of Whitehorse residents reported that they had not traveled to Juneau in the past 12 months.
- The average party size among travelers to Juneau was 2.6 people.
- Of all the trips to Juneau reported by Whitehorse households, 76 percent were taken by highway / ferry and 24 percent were taken by air.
- Because only 14 households in the sample actually traveled to Juneau, party size and transportation usage should not necessarily be considered as representative of the total Whitehorse population.

**Whitehorse Table 1.**

Number of trips to Juneau	% of Total
0 trips	86
1 trip	11
2 or more trips	3
Average # of trips	0.2 trips
Don't know	0
Refused	0
Party Size	% of Juneau Travelers*
1 person	36
2 people	21
3 or more people	43
Average party size	2.6 people
Mode of Transportation	% of Total Trips
Ferry	76
Air	24

\* Based to the 14 households reporting travel to Juneau.

**Travel to Skagway by Household Members over Past Twelve Months**

- Sixty-six percent of Whitehorse residents reported household members traveling to Skagway at least once in the past 12 months, taking an average of 1.5 trips.
- Average party size among travelers to Skagway was 2.7 people – a higher average than those recorded by Juneau, Haines and Skagway residents on their Lynn Canal travel.
- Eighty-one percent of trips to Skagway were for vacation/recreation purposes, while 17 percent were for business.

**Whitehorse Table 2.**

Number of trips to Skagway*		% of Total	
0 trips			34
1 trip			28
2 trips			21
3 or more trips			17
Average # of trips			1.5
Don't know			0
Refused			0
Party Size		% of Skagway Travelers	
1 person			21
2 people			29
3 or more people			50
Average party size			2.7 people
Trip Purpose		% of Total Trips	
Vacation/recreation			81
Business			17
Visit friends/family			2

\*Not counting trips where traveler was passing through on their way to another destination.

**Travel to Haines by Household Members over Past Twelve Months**

- Forty-one percent of Whitehorse residents reported household members who traveled to Haines in the past 12 months, recording an average of 0.9 trips.
- The average party size on Haines trips was 2.6 people.
- Ninety-three percent of all trips to Haines made by Whitehorse residents in the last year were via the Haines Highway.
- Eighty-three percent of all trips to Skagway by Whitehorse residents were for vacation/recreation purposes.

**Whitehorse Table 3.**

<b>Number of trips to Haines*</b>	<b>% of Total</b>
0 trips	59
1 trip	22
2 trips	7
3 or more trips	12
Average # of trips	0.9 trips
Don't know	0
Refused	0
<b>Party Size</b>	<b>% of Haines Travelers</b>
1 person	20
2 people	29
3 or more people	51
Average party size	2.6 people
<b>Mode of Transportation</b>	<b>% of Total Trips</b>
Highway only	93
Highway and ferry	7
<b>Trip Purpose</b>	<b>% of Total Trips</b>
Vacation/recreation	83
Business	8
Visit friends/family	5
Other	3

\*Not counting trips where traveler was passing through on their way to another destination.

## Travel Frequency with Improved Access

***If a road were built between Skagway and Juneau, and total travel time between Whitehorse and Juneau was approximately four hours, how many times per year would you use it to travel to Juneau?***

- Ninety-five percent of Whitehorse residents said they would travel to Juneau at least once a year were a road built, a striking contrast to the 14 percent who said a household member had traveled to Juneau in the last 12 months.
- Whitehorse residents predicted taking an average of 3.0 annual trips to Juneau – much higher than the reported average rate for the previous 12 months (0.2).
- Ninety-one percent of Whitehorse residents predicted traveling to Juneau for vacation or pleasure, with just 4 percent saying they would visit friends and relatives, and 2 percent saying their travel would be for business.

**Whitehorse Table 4.**

	<b>% of Total</b>
0 trips	4
1 trip	23
2 trips	36
3 or more trips	36
Average # of trips	3.0 trips
Don't know/refused	1

***If ferry service between Juneau and Skagway was increased to two trips per day, how many times per year would you use the ferry to travel to Juneau?***

- Forty-five percent of Whitehorse residents said they would travel to Juneau at least once a year if ferry service were increased to two trips per day, a much higher percentage than those who traveled in the past year (14 percent).
- The anticipated number of trips to Juneau in case of increased ferry service is less than a third the predicted number of trips in case of a Skagway-Juneau road connection (3.0).

**Whitehorse Table 5.**

	<b>% of total</b>
0 trips	43
1 trip	33
2 trips	6
3 or more trips	6
Average # of trips	0.7 trips
Don't know/refused	12

***If a dedicated shuttle ferry provided several trips per day between Skagway and Haines, how many times per year would you use it to travel to Haines?***

- Forty-eight percent of Whitehorse residents predicted they would travel to Haines at least once a year were there a dedicated shuttle ferry between Skagway and Haines. The average number of annual trips predicted, 0.9, is the same average number of trips recorded for the past year among household members.

**Whitehorse Table 6.**

	<b>% of Total</b>
0 trips	43
1 trip	27
2 trips	14
3 or more trips	7
Average # of trips	0.9 trips
Don't know/refused	9

***If a road were constructed between Skagway and Juneau, and there were frequent shuttle ferries between Skagway and Haines, would you be more, less, or equally likely to visit Haines than you do now?***

- It appears that the East Lynn Canal road would not have a diminishing affect on travel to Haines by Whitehorse residents: only 7 percent said they would be less likely to visit Haines, while 26 percent say they would be more likely to visit Haines.

**Whitehorse Table 7.**

	<b>% of Total</b>
More likely	26
Less likely	7
Equally likely	63
Don't know/refused	4

***If a road were constructed between Skagway and Juneau, how likely would you be to use the ferry system from Juneau to visit communities in Southeast Alaska other than Haines and Skagway?***

- Thirty-six percent of Whitehorse residents said they would be either likely or very likely to use the ferry system to visit Southeast communities in case of a Skagway-Juneau road connection.

**Whitehorse Table 8.**

	<b>% of Total</b>
Very likely	13
Likely	23
Neither	2
Unlikely	34
Very unlikely	19
Don't know/refused	9

## **Community Impact**

***A road between Skagway and Juneau is likely to result in more Juneau residents visiting Whitehorse. Do you think this increase in visitors would have an overall positive or negative impact on Whitehorse?***

- Ninety-eight percent of Whitehorse residents agreed that the potential increase in visitors to the community from a Skagway-Juneau road connection would have an overall positive impact on Whitehorse.

**Whitehorse Table 9.**

	<b>% of Total</b>
Positive	98
Negative	0
Both positive and negative	1
No impact	1
Don't know/refused	0

## Klondike Highway

***How important is it to you that the road to Skagway (Klondike Highway) be open year round?***

- Sixty-six percent of Whitehorse residents said it is either important or very important for the Klondike Highway be open year round, while 23 percent disagreed.

**Whitehorse Table 10.**

	<b>% of Total</b>
Very important	36
Important	30
Neither	11
Unimportant	21
Very unimportant	2
Don't know/refused	0

# SAMPLE CHARACTERISTICS

## Gender of Survey Respondent

	Juneau (%)	Haines (%)	Skagway (%)	Whitehorse (%)
Male	47	49	52	41
Female	53	51	48	59

## Age of Survey Respondent

	Juneau (%)	Haines (%)	Skagway (%)	Whitehorse (%)
18 – 34 years	19	11	18	24
35 – 54 years	56	52	50	47
55 – 64 years	15	21	16	14
65+ years	10	17	15	14
Average	47	51	48	46

## Household Size

	Juneau (%)	Haines (%)	Skagway (%)	Whitehorse (%)
1 person	17	19	23	19
2 persons	37	43	40	31
3 persons	19	19	14	20
4 persons	14	15	15	16
5 persons	9	3	4	9
6 + persons	4	1	3	5
Average size	2.8	2.4	2.5	2.9

## 2002 Gross Household Income

	Juneau (%)	Haines (%)	Skagway (%)
< \$15k	2	9	2
\$15k - \$20k	4	6	4
\$20k - \$30k	7	18	14
\$30k - \$50k	21	27	26
\$50k - \$75k	25	23	27
\$75k - \$100k	20	10	19
\$100k +	20	6	7
Average income	\$73,700	\$49,900	\$58,900
Median income	\$62,500	\$40,000	\$62,500

\* Whitehorse residents were not asked for their household incomes.



## Juneau Survey

Hello, my name is \_\_\_\_\_ with the McDowell Group. We are conducting a survey for the Alaska Department of Transportation about transportation improvements in Lynn Canal. We would like to ask you a few questions about your household's travel habits and transportation needs.

**1. First, what category best describes your age group?**

- Under 18 years of age (*Ask for adult; if none, end survey*)
- 18 - 24 Years                       35 - 44 Years                       55 - 64 Years
- 25 - 34 Years                       45 - 54 Years                       Over 65 Years

**2. Including yourself, how many people live in your household?**

- One                                       Four                                       Seven
- Two                                       Five                                       Eight +
- Three                                       Six                                       Refused

**3. How important is it to *your household* that transportation to and from Juneau be improved?**

- Very important                       Don't know
- Important                               Refused
- Not important                       Other \_\_\_\_\_
- Not at all important

**4. Of the following, what single transportation improvement, if any, would you choose to enhance transportation to and from Juneau? (*Read Choices 1 to 4 only – ROTATE*)**

- Improved ferry service                       Don't know
- Improved air service                       Refused
- Road to Haines or Skagway                       Other \_\_\_\_\_
- No improvements needed

***READ: The following questions concern trips made by AIR or FERRY in Lynn Canal within the past 12 months by you or other members of your household.***

**5. During the past 12 months, how many times did you or other members of your household travel to Haines, including trips where you were passing through on the way to another destination?**

- One                       Three                       Five                       Other \_\_\_\_\_ (*Write number*)
- Two                       Four                       Six                       Don't know/refused
- None (*Skip to Q10*)

**6. How many trips to Haines did you or other members of your household take by air and how many by ferry?**

- 6a. By air** \_\_\_\_\_
- 6b. By ferry** \_\_\_\_\_
- 6c. Both air and ferry** \_\_\_\_\_

7. On average, how many members of your household were in your traveling party?

- One                       Three                       Five                       Seven or more  
 Two                       Four                       Six                       Don't know/refused

8. For those trips where you or other members of your household were just passing through Haines, how many trips did you make where your final destination was...

- 8a. Within Alaska \_\_\_\_\_  
8b. Within Canada \_\_\_\_\_  
8c. Other North American destinations \_\_\_\_\_

9. How many of your trips to or through Haines were primarily for...

- |                         | #     |           | #     |
|-------------------------|-------|-----------|-------|
| 9a. Vacation/recreation | _____ | 9d. Other | _____ |
| 9b. Business            | _____ | 9e. Other | _____ |
| 9c. Shopping            | _____ |           |       |

10. During the past 12 months, how many times did you or other members of your household travel to Skagway, including trips where you were passing through on the way to another destination?

- One                       Three                       Five                       Other \_\_\_\_\_ (Write number)  
 Two                       Four                       Six                       Don't know/refused  
 None (Skip to Q15)

11. How many trips to Skagway did you or other members of your household take by air and how many by ferry?

- 11a. By air \_\_\_\_\_  
11b. By ferry \_\_\_\_\_  
11c. Both air and ferry \_\_\_\_\_

12. On average, how many members of your household were in your traveling party?

- One                       Three                       Five                       Seven or more  
 Two                       Four                       Six                       Don't know/refused

13. For those trips where you or other members of your household were just passing through Skagway, how many trips did you make where your final destination was...

- 13a. Within Alaska \_\_\_\_\_  
13b. Within Canada \_\_\_\_\_  
13c. Other North American destinations \_\_\_\_\_

14. How many of your trips to or through Skagway were primarily for...

- |                          | #     |            | #     |
|--------------------------|-------|------------|-------|
| 14a. Vacation/recreation | _____ | 14d. Other | _____ |
| 14b. Business            | _____ | 14e. Other | _____ |
| 14c. Shopping            | _____ |            |       |

15. If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Haines or Skagway than you have in the past 12 months?

- 1  Yes  
2  No (Skip to Q17)  
8  Don't know  
9  Refused

16. Would the purpose of those additional trips be primarily... (Read 1-6)

- 1  Recreation  
2  Business  
3  Business and recreation  
4  Medical  
5  Shopping  
6  Visiting friends and relatives  
7  Other \_\_\_\_\_  
9  Don't know/refused

(Read) To improve surface transportation to and from Juneau, the following options are being considered: (Rotate)

**Improved Alaska Marine Highway Ferry Service**, including more frequent service linking Juneau with Haines and Skagway.

**West Lynn Canal Road**, with a shuttle ferry from Echo Cove across Lynn Canal, a road to Haines, and a shuttle ferry from Haines to Skagway. (To William Henry Bay)

**East Lynn Canal Road**, between Juneau and Skagway with shuttle ferry service to Haines.

17. Which would you prefer? (Read Choices 1 to 3 only – ROTATE)

- 1  Improved ferry service  
2  West Lynn Canal road  
3  East Lynn Canal road  
4  No improvements to ferry or road needed  
8  Don't know (Skip to Q20.)  
9  Refused  
7  Other \_\_\_\_\_

18. Why do you prefer that choice? (Do not read response choices; multiple responses allowed)

- 01  Road is too expensive to build  
02  Road is too expensive to maintain  
03  Safety/avalanche concerns with road  
04  Environmental impact of road  
05  Increased traffic due to road  
06  Crime/riff-raff associated with road  
07  Don't want a road  
08  Road provides more reliable transportation  
09  Road provides more affordable transportation  
10  Road causes negative economic impacts  
11  Road causes positive economic impacts  
12  Ferry system is too expensive to operate  
13  Ferry is too expensive for passengers or vehicles  
14  Ferry is unreliable  
15  Airfare too expensive  
16  Don't like small aircraft/risk  
97  Other \_\_\_\_\_  
98  Don't know  
99  Refused

19. If you had to choose between the other two alternatives, which would you choose? (Do not read choices)

- 1  Improved ferry service  
2  West Lynn Canal road  
3  East Lynn Canal road  
4  None  
8  Don't know  
9  Refused  
7  Other \_\_\_\_\_

20. If ferry service to Haines and Skagway were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?

- \_\_\_\_\_ times per year  
97  Would not use ferry  
98  Don't know  
99  Refused

**(If appropriate read) “Although you have indicated you do not want a road...”**

**21. If a highway were built along WEST Lynn Canal to Haines, how many times per year would you estimate you would use it to travel to...?**

21a. Haines \_\_\_\_\_ 99  Don't know/refused

21b. Skagway \_\_\_\_\_ 99  Don't know/refused

**22. If a highway were built along EAST Lynn Canal to Skagway, how many times per year would you estimate you would use it to travel to...?**

22a. Haines \_\_\_\_\_ 99  Don't know/refused

22b. Skagway \_\_\_\_\_ 99  Don't know/refused

**(Read) The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Alternatives include: (Rotate)**

Continued mainline service with a daily shuttle ferry from Auke Bay to Haines & Skagway

Continued mainline service with a daily shuttle ferry from Echo Cove to Haines & Skagway

Reduced mainline service with a twice daily shuttle ferry from Auke Bay

Reduced mainline service with a twice daily shuttle ferry from Echo Cove

**(If appropriate read) “Although you have indicated you prefer a road over improved ferry service, which of these alternatives would you prefer?”**

**23. Which would you prefer? (Read. Rotate choices 1 to 4 only)**

1  Continued mainline service with a daily shuttle ferry from Auke Bay 8  Don't know

2  Continued mainline service with a daily shuttle ferry from Echo Cove 9  Refused

3  Reduced mainline service with a twice daily shuttle ferry from Auke Bay 7  Other

4  Reduced mainline service with a twice daily shuttle ferry from Echo Cove

5  No changes to ferry service needed

**24. Please stop me at the category that best describes your total combined household income in 2002 before taxes...**

01  Under \$15,000 06  \$75,000 to \$100,000

02  \$15,000 to \$20,000 07  \$100,000 to \$150,000

03  \$20,000 to \$30,000 08  \$150,000

04  \$30,000 to \$50,000 98  Don't know

05  \$50,000 to \$75,000 99  Refused

**Thank you very much for your assistance with this important project!**

**25. (Gender. Do not ask)**

1  Male 8  Don't know

2  Female

# Haines Survey

Hello, my name is \_\_\_\_\_ with the McDowell Group. We are conducting a survey for the Alas Department of Transportation about transportation improvements in Lynn Canal. We would like to ask you a few questions about your household's travel habits and transportation needs.

**1. First, what category best describes your age group?**

- Under 18 years of age (*Ask for adult; if none, end survey*)
- 18 - 24 Years                       35 - 44 Years                       55 - 64 Years
- 25 - 34 Years                       45 - 54 Years                       Over 65 Years

**2. Including yourself, how many people live in your household?**

- One                                       Four                                       Seven
- Two                                       Five                                       Eight +
- Three                                       Six                                       Refused

**3. How important is it to *your household* that transportation between Juneau, Haines and Skagway be improved?**

- Very important                       Don't know
- Important                               Refused
- Not important                       Other \_\_\_\_\_
- Not at all important

**4. Of the following, what single transportation improvement, if any, would you choose to enhance transportation between Juneau, Haines and Skagway? (*Read Choices 1 to 4 only – ROTATE*)**

- Improved ferry service                       Don't know
- Improved air service                       Refused
- Road to Juneau                       Other \_\_\_\_\_
- No improvements needed

***READ: The following questions concern trips made by AIR or FERRY in Lynn Canal within the past 12 months by you or other members of your household.***

**5. During the past 12 months, how many times did you or other members of your household travel to Juneau, including trips where you were passing through on the way to another destination?**

- One                       Three                       Five                       Other \_\_\_\_\_ (*Write number*)
- Two                       Four                       Six                       Don't know/refused
- None (*Skip to Q9*)

**6. How many trips to Juneau did you or other members of your household take by air and how many by ferry or water taxi?**

- 6a. By air** \_\_\_\_\_
- 6b. By ferry or water taxi** \_\_\_\_\_
- 6c. Both air and ferry or water taxi** \_\_\_\_\_

7. On average, how many members of your household were in your traveling party?

- 1  One                      3  Three                      5  Five                      7  Seven or more  
2  Two                      4  Four                      6  Six                      9  Don't know/refused

8. How many of your trips to or through Juneau were primarily...

- |                         | #     |                             | #     |
|-------------------------|-------|-----------------------------|-------|
| 8a. To catch a jet      | _____ | 8e. Medical                 | _____ |
| 8b. Vacation/recreation | _____ | 8f. Visit friends/relatives | _____ |
| 8c. Business            | _____ | 8g. Other _____             | _____ |
| 8d. Shopping            | _____ | 8h. Other _____             | _____ |

9. During the past 12 months, how many times did you or other members of your household travel to Skagway, including trips where you were passing through on the way to another destination?

- 1  One                      3  Three                      5  Five                      7  Other \_\_\_\_\_ (Write number)  
2  Two                      4  Four                      6  Six                      9  Don't know/refused  
0  None (Skip to Q13)

10. How many trips to Skagway did you or other members of your household take by air and how many by ferry or water taxi?

- 10a. By air \_\_\_\_\_  
10b. By ferry or water taxi \_\_\_\_\_  
10c. Both air and ferry or water taxi \_\_\_\_\_

11. On average, how many members of your household were in your traveling party?

- 1  One                      3  Three                      5  Five                      7  Seven or more  
2  Two                      4  Four                      6  Six                      9  Don't know/refused

12. How many of your trips to or through Skagway were primarily for...

- |                          | #     |                  | #     |
|--------------------------|-------|------------------|-------|
| 12a. Vacation/recreation | _____ | 12c. Other _____ | _____ |
| 12b. Business            | _____ | 12d. Other _____ | _____ |

13. If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Juneau than you have in the past 12 months?

- 1  Yes    8  Don't know  
2  No (Skip to Q15)    9  Refused

14. Would the purpose of those additional trips be primarily... (Read 1-6)

- 1  To catch a jet    5  Medical  
2  Vacation/recreation    6  To visit friends/relatives  
3  Business    7  Other \_\_\_\_\_  
4  Shopping    9  Don't know/refused

**(Read) To improve surface transportation to and from Juneau, the following options are being considered: (Rotate)**

**Improved Alaska Marine Highway Ferry Service**, including more frequent service linking Juneau with Haines and Skagway.

**West Lynn Canal Road**, with a shuttle ferry from Echo Cove across Lynn Canal, a road to Haines, and a shuttle ferry from Haines to Skagway. *(To William Henry Bay)*

**East Lynn Canal Road**, between Juneau and Skagway with shuttle ferry service to Haines.

**15. Which would you prefer? (Read Choices 1 to 3 only – ROTATE)**

- |  |  |
|--|--|
| 1 <input type="checkbox"/> Improved ferry service                  | 8 <input type="checkbox"/> Don't know <i>(Skip to Q18)</i> |
| 2 <input type="checkbox"/> West Lynn Canal road                    | 9 <input type="checkbox"/> Refused                         |
| 3 <input type="checkbox"/> East Lynn Canal road                    | 7 <input type="checkbox"/> Other _____                     |
| 4 <input type="checkbox"/> No improvements to ferry or road needed |  |

**16. Why do you prefer that choice? (Do not read response choices; multiple responses allowed)**

- |  |  |
|--|--|
| 01 <input type="checkbox"/> Road is too expensive to build             | 09 <input type="checkbox"/> Road provides more affordable transportation             |
| 02 <input type="checkbox"/> Road is too expensive to maintain          | 10 <input type="checkbox"/> Road causes negative economic impacts                    |
| 03 <input type="checkbox"/> Safety/avalanche concerns with road        | 11 <input type="checkbox"/> Road causes positive economic impacts                    |
| 04 <input type="checkbox"/> Environmental impact of road               | 12 <input type="checkbox"/> Ferry system is too expensive to operate                 |
| 05 <input type="checkbox"/> Increased traffic due to road              | 13 <input type="checkbox"/> Ferry is too expensive for <u>passengers or vehicles</u> |
| 06 <input type="checkbox"/> Crime/riff-raff associated with road       | 14 <input type="checkbox"/> Ferry is unreliable                                      |
| 07 <input type="checkbox"/> Don't want a road                          | 15 <input type="checkbox"/> Airfare too expensive                                    |
| 08 <input type="checkbox"/> Road provides more reliable transportation | 16 <input type="checkbox"/> Don't like small aircraft/risk                           |
| 98 <input type="checkbox"/> Don't know                                 | 97 <input type="checkbox"/> Other _____  |
| 99 <input type="checkbox"/> Refused                                    |  |

**17. If you had to choose between the other two alternatives, which would you choose? (Do not read choices)**

- |   |  |
|---|--|
| 1 <input type="checkbox"/> Improved ferry service | 8 <input type="checkbox"/> Don't know  |
| 2 <input type="checkbox"/> West Lynn Canal road   | 9 <input type="checkbox"/> Refused     |
| 3 <input type="checkbox"/> East Lynn Canal road   | 7 <input type="checkbox"/> Other _____ |
| 4 <input type="checkbox"/> None                   |  |

**18. If ferry service between Juneau and Haines were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?**

- \_\_\_\_\_ times per year      98  Don't know
- 97  Would not use ferry      99  Refused

**(If appropriate read) "Although you have indicated you do not want a road..."**

**19. If a road were built along WEST Lynn Canal, how many times per year would you estimate you would use it to travel to Juneau?**

- \_\_\_\_\_ times per year      99  Don't know/refused

**20. If a road were built along EAST Lynn Canal, how many times per year would you estimate you would use it to travel to Juneau?**

- \_\_\_\_\_ times per year      99  Don't know/refused

**(Read) The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Alternatives include: (Rotate)**

- Continued mainline service with a daily shuttle ferry from Auke Bay to Haines & Skagway
- Continued mainline service with a daily shuttle ferry from Echo Cove to Haines & Skagway
- Reduced mainline service with a twice daily shuttle ferry from Auke Bay
- Reduced mainline service with a twice daily shuttle ferry from Echo Cove

**(If appropriate read) "Although you have indicated you prefer a road over improved ferry service, which of these alternatives would you prefer?"**

**21. Which would you prefer? (Read. Rotate choices 1 to 4 only)**

- |                            |  |                            |            |
|----------------------------|--|----------------------------|------------|
| <input type="checkbox"/> 1 | Continued mainline service with a daily shuttle ferry from Auke Bay      | <input type="checkbox"/> 8 | Don't know |
| <input type="checkbox"/> 2 | Continued mainline service with a daily shuttle ferry from Echo Cove     | <input type="checkbox"/> 9 | Refused    |
| <input type="checkbox"/> 3 | Reduced mainline service with a twice daily shuttle ferry from Auke Bay  | <input type="checkbox"/> 7 | Other      |
| <input type="checkbox"/> 4 | Reduced mainline service with a twice daily shuttle ferry from Echo Cove |                            |            |
| <input type="checkbox"/> 5 | No changes to ferry service needed                                       |                            |            |

**22. The Department of Transportation and Public Facilities is evaluating improved service between Haines and Skagway. Would you prefer a dedicated shuttle ferry or a highway connecting Haines and Skagway?**

- |                            |                                       |                            |             |
|----------------------------|---------------------------------------|----------------------------|-------------|
| <input type="checkbox"/> 1 | Dedicated shuttle ferry               | <input type="checkbox"/> 8 | Don't know  |
| <input type="checkbox"/> 2 | Highway connecting Haines and Skagway | <input type="checkbox"/> 9 | Refused     |
| <input type="checkbox"/> 3 | Neither                               | <input type="checkbox"/> 7 | Other _____ |

**23. If a dedicated shuttle ferry were utilized between Haines and Skagway, would you prefer the ferry and crew to be based in Haines or Skagway?**

- |                            |         |                            |             |
|----------------------------|---------|----------------------------|-------------|
| <input type="checkbox"/> 1 | Haines  | <input type="checkbox"/> 8 | Don't know  |
| <input type="checkbox"/> 2 | Skagway | <input type="checkbox"/> 9 | Refused     |
| <input type="checkbox"/> 3 | Neither | <input type="checkbox"/> 7 | Other _____ |

**24. How important is it to you that the Haines Highway be open year round? (Read scale)**

- |                            |                |                            |                    |
|----------------------------|----------------|----------------------------|--------------------|
| <input type="checkbox"/> 1 | Very important | <input type="checkbox"/> 4 | Unimportant        |
| <input type="checkbox"/> 2 | Important      | <input type="checkbox"/> 5 | Very unimportant   |
| <input type="checkbox"/> 3 | Neither        | <input type="checkbox"/> 9 | Don't know/refused |

**25. Please stop me at the category that best describes your total combined household income in 2002 before taxes...**

- |                             |                      |                             |                        |
|-----------------------------|----------------------|-----------------------------|------------------------|
| <input type="checkbox"/> 01 | Under \$15,000       | <input type="checkbox"/> 06 | \$75,000 to \$100,000  |
| <input type="checkbox"/> 02 | \$15,000 to \$20,000 | <input type="checkbox"/> 07 | \$100,000 to \$150,000 |
| <input type="checkbox"/> 03 | \$20,000 to \$30,000 | <input type="checkbox"/> 08 | \$150,000              |
| <input type="checkbox"/> 04 | \$30,000 to \$50,000 | <input type="checkbox"/> 98 | Don't know             |
| <input type="checkbox"/> 05 | \$50,000 to \$75,000 | <input type="checkbox"/> 99 | Refused                |

**Thank you very much for your assistance with this important project!**

**26. (Gender. Do not ask)**

- |                            |        |                            |            |
|----------------------------|--------|----------------------------|------------|
| <input type="checkbox"/> 1 | Male   | <input type="checkbox"/> 8 | Don't know |
| <input type="checkbox"/> 2 | Female |                            |            |



# Skagway Survey

Hello, my name is \_\_\_\_\_ with the McDowell Group. We are conducting a survey for the Alas Department of Transportation about transportation improvements in Lynn Canal. We would like to ask you a few questions about your household's travel habits and transportation needs.

**1. First, what category best describes your age group?**

- Under 18 years of age (*Ask for adult; if none, end survey*)  
 18 - 24 Years                       35 - 44 Years                       55 - 64 Years  
 25 - 34 Years                       45 - 54 Years                       Over 65 Years

**2. Including yourself, how many people live in your household?**

- One                                       Four                                       Seven  
 Two                                       Five                                       Eight +  
 Three                                       Six                                       Refused

**3. How important is it to *your household* that transportation between Juneau, Haines and Skagway be improved?**

- Very important                       Don't know  
 Important                               Refused  
 Not important                       Other \_\_\_\_\_  
 Not at all important

**4. Of the following, what single transportation improvement, if any, would you choose to enhance transportation between Juneau, Haines and Skagway? (*Read Choices 1 to 4 only – ROTATE*)**

- Improved ferry service                       Don't know  
 Improved air service                       Refused  
 Road to Juneau                       Other \_\_\_\_\_  
 No improvements needed

***READ: The following questions concern trips made by AIR or FERRY in Lynn Canal within the past 12 months by you or other members of your household.***

**5. During the past 12 months, how many times did you or other members of your household travel to Juneau, including trips where you were passing through on the way to another destination?**

- One                       Three                       Five                       Other \_\_\_\_\_ (*Write number*)  
 Two                       Four                       Six                       Don't know/refused  
 None (*Skip to Q9*)

**6. How many trips to Juneau did you or other members of your household take by air and how many by ferry or water taxi?**

- 6a. By air** \_\_\_\_\_  
**6b. By ferry or water taxi** \_\_\_\_\_  
**6c. Both air and ferry or water taxi** \_\_\_\_\_

**7. On average, how many members of your household were in your traveling party?**

- One                       Three                       Five                       Seven or more  
 Two                       Four                       Six                       Don't know/refused

**8. How many of your trips to or through Juneau were primarily...**

	#		#
8a. To catch a jet	_____	8e. Medical	_____
8b. Vacation/recreation	_____	8f. Visit friends/relatives	_____
8c. Business	_____	8g. Other _____	_____
8d. Shopping	_____	8h. Other _____	_____

**9. During the past 12 months, how many times did you or other members of your household travel to Haines, including trips where you were passing through on the way to another destination?**

One                       Three                       Five                       Other \_\_\_\_\_ (Write number)  
 Two                         Four                         Six                         Don't know/refused  
 None (Skip to Q13)

**10. How many trips to Haines did you or other members of your household take by air and how many by ferry or water taxi?**

10a. By air \_\_\_\_\_  
 10b. By ferry or water taxi \_\_\_\_\_  
 10c. Both air and ferry or water taxi \_\_\_\_\_

**11. On average, how many members of your household were in your traveling party?**

One                       Three                       Five                       Seven or more  
 Two                         Four                         Six                         Don't know/refused

**12. How many of your trips to or through Haines were primarily for...**

	#		#
12a. Vacation/Recreation	_____	12d. Other _____	_____
12b. Business	_____	12e. Other _____	_____
12c. Medical	_____		

**13. If more convenient travel options were available, either improved ferry service or a road, would you travel more often to or through Juneau than you have in the past 12 months?**

Yes     Don't know  
 No (Skip to Q15)     Refused

**14. Would the purpose of those additional trips be primarily... (Read 1-6)**

<input type="checkbox"/> To catch a jet	<input type="checkbox"/> Medical
<input type="checkbox"/> Vacation/recreation	<input type="checkbox"/> To visit friends/relatives
<input type="checkbox"/> Business	<input type="checkbox"/> Other _____
<input type="checkbox"/> Shopping	<input type="checkbox"/> Don't know/refused

**(Read) To improve surface transportation to and from Juneau, the following options are being considered: (Rotate)**

**Improved Alaska Marine Highway Ferry Service**, including more frequent service linking Juneau with Haines and Skagway.

**West Lynn Canal Road**, with a shuttle ferry from Echo Cove across Lynn Canal, a road to Haines, and a shuttle ferry from Haines to Skagway. *(To William Henry Bay)*

**East Lynn Canal Road**, between Juneau and Skagway with shuttle ferry service to Haines.

**15. Which would you prefer? (Read Choices 1 to 3 only – ROTATE)**

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Improved ferry service                  | <input type="checkbox"/> 8 Don't know <i>(Skip to Q18)</i> |
| <input type="checkbox"/> 2 West Lynn Canal road                    | <input type="checkbox"/> 9 Refused                         |
| <input type="checkbox"/> 3 East Lynn Canal road                    | <input type="checkbox"/> 7 Other _____                     |
| <input type="checkbox"/> 4 No improvements to ferry or road needed |  |

**16. Why do you prefer that choice? (Do not read response choices; multiple responses allowed)**

- |  |  |
|--|--|
| <input type="checkbox"/> 01 Road is too expensive to build             | <input type="checkbox"/> 09 Road provides more affordable transportation             |
| <input type="checkbox"/> 02 Road is too expensive to maintain          | <input type="checkbox"/> 10 Road causes negative economic impacts                    |
| <input type="checkbox"/> 03 Safety/avalanche concerns with road        | <input type="checkbox"/> 11 Road causes positive economic impacts                    |
| <input type="checkbox"/> 04 Environmental impact of road               | <input type="checkbox"/> 12 Ferry system is too expensive to operate                 |
| <input type="checkbox"/> 05 Increased traffic due to road              | <input type="checkbox"/> 13 Ferry is too expensive for <u>passengers or vehicles</u> |
| <input type="checkbox"/> 06 Crime/riff-raff associated with road       | <input type="checkbox"/> 14 Ferry is unreliable                                      |
| <input type="checkbox"/> 07 Don't want a road                          | <input type="checkbox"/> 15 Airfare too expensive                                    |
| <input type="checkbox"/> 08 Road provides more reliable transportation | <input type="checkbox"/> 16 Don't like small aircraft/risk                           |
| <input type="checkbox"/> 98 Don't know                                 | <input type="checkbox"/> 97 Other _____  |
| <input type="checkbox"/> 99 Refused                                    |  |

**17. If you had to choose between the other two alternatives, which would you choose? (Do not read choices)**

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Improved ferry service | <input type="checkbox"/> 8 Don't know  |
| <input type="checkbox"/> 2 West Lynn Canal road   | <input type="checkbox"/> 9 Refused     |
| <input type="checkbox"/> 3 East Lynn Canal road   | <input type="checkbox"/> 7 Other _____ |
| <input type="checkbox"/> 4 None                   |  |

**18. If ferry service between Juneau and Skagway were increased to two trips per day and ticket prices remained the same, how many times per year would you use the ferry?**

- \_\_\_\_\_ times per year       98 Don't know
- 97 Would not use ferry       99 Refused

**(If appropriate read) "Although you have indicated you do not want a road..."**

**19. If a road were built along WEST Lynn Canal, how many times per year would you estimate you would use it to travel to Juneau?**

- \_\_\_\_\_ times per year       99 Don't know/refused

**20. If a road were built along EAST Lynn Canal, how many times per year would you estimate you would use it to travel to Juneau?**

- \_\_\_\_\_ times per year       99 Don't know/refused

**21. For the East Lynn Canal road alternative, one of the route options is to place the road near Lower Dewey Lake, connecting to Skagway near the Skagway River bridge. Would you strongly favor, favor, oppose, or strongly oppose this option?**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> 1 Strongly favor | <input type="checkbox"/> 3 Oppose          | <input type="checkbox"/> 5 Neither favor nor oppose |
| <input type="checkbox"/> 2 Favor          | <input type="checkbox"/> 4 Strongly oppose | <input type="checkbox"/> 9 Don't know/refused       |

**(Read) The Department of Transportation is considering a number of ways to improve ferry service in Lynn Canal. All the alternatives include some continued mainline service and a shuttle ferry connecting Haines and Skagway. Alternatives include: (Rotate)**

- Continued mainline service with a daily shuttle ferry from Auke Bay to Haines & Skagway
- Continued mainline service with a daily shuttle ferry from Echo Cove to Haines & Skagway
- Reduced mainline service with a twice daily shuttle ferry from Auke Bay
- Reduced mainline service with a twice daily shuttle ferry from Echo Cove

**(If appropriate read) "Although you have indicated you prefer a road over improved ferry service, which of these alternatives would you prefer?"**

**22. Which would you prefer? (Read. Rotate choices 1 to 4 only)**

- |                            |  |                            |            |
|----------------------------|--|----------------------------|------------|
| <input type="checkbox"/> 1 | Continued mainline service with a daily shuttle ferry from Auke Bay      | <input type="checkbox"/> 8 | Don't know |
| <input type="checkbox"/> 2 | Continued mainline service with a daily shuttle ferry from Echo Cove     | <input type="checkbox"/> 9 | Refused    |
| <input type="checkbox"/> 3 | Reduced mainline service with a twice daily shuttle ferry from Auke Bay  | <input type="checkbox"/> 7 | Other      |
| <input type="checkbox"/> 4 | Reduced mainline service with a twice daily shuttle ferry from Echo Cove |                            |            |
| <input type="checkbox"/> 5 | No changes to ferry service needed                                       |                            |            |

**23. The Department of Transportation and Public Facilities is evaluating improved service between Skagway and Haines. Would you prefer a dedicated shuttle ferry or a highway connecting Skagway and Haines?**

- |                            |                                       |                            |             |
|----------------------------|---------------------------------------|----------------------------|-------------|
| <input type="checkbox"/> 1 | Dedicated shuttle ferry               | <input type="checkbox"/> 8 | Don't know  |
| <input type="checkbox"/> 2 | Highway connecting Skagway and Haines | <input type="checkbox"/> 9 | Refused     |
| <input type="checkbox"/> 3 | Neither                               | <input type="checkbox"/> 7 | Other _____ |

**24. If a dedicated shuttle ferry were utilized between Skagway and Haines, would you prefer the ferry and crew to be based in Skagway or Haines?**

- |                            |         |                            |             |
|----------------------------|---------|----------------------------|-------------|
| <input type="checkbox"/> 1 | Haines  | <input type="checkbox"/> 8 | Don't know  |
| <input type="checkbox"/> 2 | Skagway | <input type="checkbox"/> 9 | Refused     |
| <input type="checkbox"/> 3 | Neither | <input type="checkbox"/> 7 | Other _____ |

**25. How important is it to you that the Klondike Highway be open year round? (Read scale)**

- |                            |                |                            |                    |
|----------------------------|----------------|----------------------------|--------------------|
| <input type="checkbox"/> 1 | Very important | <input type="checkbox"/> 4 | Unimportant        |
| <input type="checkbox"/> 2 | Important      | <input type="checkbox"/> 5 | Very unimportant   |
| <input type="checkbox"/> 3 | Neither        | <input type="checkbox"/> 9 | Don't know/refused |

**26. Please stop me at the category that best describes your total combined household income in 2002 before taxes...**

- |                             |                      |                             |                        |
|-----------------------------|----------------------|-----------------------------|------------------------|
| <input type="checkbox"/> 01 | Under \$15,000       | <input type="checkbox"/> 06 | \$75,000 to \$100,000  |
| <input type="checkbox"/> 02 | \$15,000 to \$20,000 | <input type="checkbox"/> 07 | \$100,000 to \$150,000 |
| <input type="checkbox"/> 03 | \$20,000 to \$30,000 | <input type="checkbox"/> 08 | \$150,000              |
| <input type="checkbox"/> 04 | \$30,000 to \$50,000 | <input type="checkbox"/> 98 | Don't know             |
| <input type="checkbox"/> 05 | \$50,000 to \$75,000 | <input type="checkbox"/> 99 | Refused                |

**Thank you very much for your assistance with this important project!**

**27. (Gender. Do not ask)**

- |                            |        |                            |            |
|----------------------------|--------|----------------------------|------------|
| <input type="checkbox"/> 1 | Male   | <input type="checkbox"/> 8 | Don't know |
| <input type="checkbox"/> 2 | Female |                            |            |

# Whitehorse Survey

Hello, my name is \_\_\_\_\_ with the McDowell Group. We are conducting a survey for the Alas Department of Transportation about transportation improvements to and from Juneau. We would like to ask you a few questions about your household's travel habits and transportation needs.

**1. First, what category best describes your age group?**

- Under 18 years of age (*Ask for adult; if none, end survey*)  
 18 - 24 Years                       35 - 44 Years                       55 - 64 Years  
 25 - 34 Years                       45 - 54 Years                       Over 65 Years

**2. Including yourself, how many people live in your household?**

- One                                       Four                                       Seven  
 Two                                       Five                                       Eight +  
 Three                                       Six                                       Refused

**3. During the past 12 months, how many times did you or other members of your household travel to Juneau?**

- One                       Three                       Five                       Other \_\_\_\_\_ (*Write number*)  
 Two                       Four                       Six                       Don't know/refused  
 None (*Skip to Q7*)

**4. How many trips to Juneau did you or other members of your household take by air and how many by highway and ferry?**

- 4a. By air** \_\_\_\_\_  
**4b. By highway and ferry** \_\_\_\_\_

**5. On average, how many members of your household were in your traveling party?**

- One                       Three                       Five                       Seven or more  
 Two                       Four                       Six                       Don't know/refused

**6. How many of your trips to Juneau were primarily for...**

- |                                    | #     |                  | #     |
|------------------------------------|-------|------------------|-------|
| <b>6a. Vacation/recreation</b>     | _____ | <b>6d. Other</b> | _____ |
| <b>6b. Business</b>                | _____ | <b>6e. Other</b> | _____ |
| <b>6c. Visit friends/relatives</b> | _____ |                  |       |

**7. During the past 12 months, how many times did you or other members of your household travel to Skagway, not counting trips where you were passing through on the way to another destination?**

- One                       Three                       Five                       Other \_\_\_\_\_ (*Write number*)  
 Two                       Four                       Six                       Don't know/refused  
 None (*Skip to Q10*)

**8. On average, how many members of your household were in your traveling party?**

- One                       Three                       Five                       Seven or more  
 Two                       Four                       Six                       Don't know/refused

9. How many of your trips to Skagway were primarily for...

	#		#
9a. Vacation/recreation	_____	9d. Other	_____
9b. Business	_____	9e. Other	_____
9c. Visit friends/relatives	_____		

10. During the past 12 months, how many times did you or other members of your household travel to Haines, not counting trips where you were passing through on the way to another destination?

One                       Three                       Five                       Other \_\_\_\_\_ (Write number)

Two                       Four                       Six                       Don't know/refused

None (Skip to Q14)

11. How many trips to Haines did you or other members of your household take by driving to Haines, and how many did you take by driving to Skagway and ferrying to Haines?

11a. By highway only \_\_\_\_\_

11b. By highway and ferry \_\_\_\_\_

12. On average, how many members of your household were in your traveling party?

One                       Three                       Five                       Seven or more

Two                       Four                       Six                       Don't know/refused

13. How many of your trips to Haines were primarily for...

	#		#
13a. Vacation/recreation	_____	13d. Other	_____
13b. Business	_____	13e. Other	_____
13c. Visit friends/relatives	_____		

14. If ferry service between Juneau and Skagway were increased to two trips per day, how many times per year would you use the ferry to travel to Juneau?

\_\_\_\_\_ times per year                       Don't know

Would not use ferry                       Refused

15. If dedicated shuttle ferry service provided several trips per day between Skagway and Haines, how many times per year would you use it to travel to Haines?

\_\_\_\_\_ times per year                       Don't know

Would not use ferry                       Refused

16. If a road were built between Skagway and Juneau, and total travel time between Whitehorse and Juneau was approximately four hours, how many times per year would you use it to travel to Juneau?

\_\_\_\_\_ times per year                       Don't know

Would not use road (skip to Q18)                       Refused

17. Would the purpose of these trips be primarily... (Read 1-3)

Vacation/recreation

Business                       Don't know/refused

To visit friends/relatives                       Other \_\_\_\_\_

**18. If a road were constructed between Skagway and Juneau, how likely would you be to use the ferry system from Juneau to visit communities in Southeast Alaska other than Haines and Skagway? Very likely, likely, unlikely, or very unlikely?**

- |  |   |
|--|---|
| 1 <input type="checkbox"/> Very likely | 4 <input type="checkbox"/> Unlikely           |
| 2 <input type="checkbox"/> Likely      | 5 <input type="checkbox"/> Very unlikely      |
| 3 <input type="checkbox"/> Neither     | 9 <input type="checkbox"/> Don't know/refused |

**19. If a road were constructed between Skagway and Juneau, AND there were frequent shuttle ferries between Skagway and Haines, would you be more, less, or equally likely to visit Haines than you do now? (Do not read)**

- |  |   |
|--|---|
| 1 <input type="checkbox"/> More likely | 3 <input type="checkbox"/> Equally likely     |
| 2 <input type="checkbox"/> Less likely | 5 <input type="checkbox"/> Don't know/refused |

**20. A road between Skagway and Juneau is likely to result in more Juneau residents visiting Whitehorse. Do you think this increase in visitors would have an overall positive or negative impact on Whitehorse? (Do not read)**

- |   |   |
|---|---|
| 1 <input type="checkbox"/> Positive                   | 4 <input type="checkbox"/> No impact          |
| 2 <input type="checkbox"/> Negative                   | 9 <input type="checkbox"/> Don't know/refused |
| 3 <input type="checkbox"/> Both positive and negative | 7 <input type="checkbox"/> Other _____        |

**21. How important is it to you that the road to Skagway be open year round? (Read scale)**

- |   |   |
|---|---|
| 1 <input type="checkbox"/> Very important | 4 <input type="checkbox"/> Unimportant        |
| 2 <input type="checkbox"/> Important      | 5 <input type="checkbox"/> Very unimportant   |
| 3 <input type="checkbox"/> Neither        | 9 <input type="checkbox"/> Don't know/refused |

**Thank you very much for your assistance with this important project!**

**22. (Gender. Do not ask)**

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| 1 <input type="checkbox"/> Male   | 8 <input type="checkbox"/> Don't know |
| 2 <input type="checkbox"/> Female |                                       |