



KETCHIKAN COORDINATED TRANSPORTATION PLAN

2021 Update

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Approved by:
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1. Introduction/Executive Summary

This update of the “Ketchikan Coordinated Transportation Final Report; April 2021” has been prepared by the Ketchikan Gateway Borough and endorsed by the Revilla Coordinated Transportation Coalition.

This plan meets the Federal Transit Administration’s (FTA) requirement of a local coordinated transportation plan as described in the Fixing America’s Surface Transportation Act (FAST Act) 49 U.S.C. Section 5310. The FAST Act was signed into law December, 2015. In this new legislation the coordination elements required in this plan were unchanged from previous MAP-21 legislation. The Moving Ahead for Progress in the 21st Century Act (MAP-21) legislation was signed into law on July, 2012 and was the guiding legislation for the “Ketchikan Coordinated Transportation Final Report; November 2015”

FAST Act Title 49 U.S.C 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities Program and provides formula funding to government entities and others to improve mobility for seniors and individuals with disabilities. The projects selected for funding under the 5310 and the Alaska Mental Health Trust Authority funding, both administered by Alaska DOT&PF must be “included in a locally developed, coordinated public transit-human services transportation plan” that was “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public”.

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

It is important to note that while this plan provides both gaps in service and possible strategies to address these gaps, no agency, public transit provider, public or private entity is required to implement this plan.

This update includes the following items:

- An assessment of transportation needs for individuals with disabilities and seniors, and
- An assessment of available services that identifies current transportation providers (public, private and nonprofit);
- Gaps in service;
- Participation from seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers as well as other members of the public;
- Identification of Coordinated Actions;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs; and
- A resolution adopting the plan from the local governing body

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

- Developing a practical and affordable plan for improving Ketchikan's public transportation systems, for the benefit of specified target populations and the community as a whole, recognizing the overlapping benefit of services useable by the general public and services addressing special needs, and
- Basing recommendations as fully as possible on the wisdom of Ketchikan's public current and potential transportation users.

COVID-19 Pandemic Impact on Plan:

- Due to social distancing restrictions the public meeting was held via WebEx. This meeting was attended by only 2 participants.
- Work from home and additional stressors caused by the pandemic created a slow and lackluster response from partner agencies. Agencies that were unable to complete or fully complete the agency survey are still included in this plan but have been noted that the data is from the 2015 plan and/or information gathered via websites or otherwise.
- The online survey, while broadcast far and wide was completed by 40 respondents. This was up from the initial 23 survey respondents after a three-week period of time and multiple attempts by agencies to get more people to respond.
- Data from the end of fiscal year 2019 (July 2019-June 2020) and most if not all of fiscal year 2020 is skewed by the pandemic. Ridership showed a steep drop worldwide, some services were forced to close their doors for periods of time due to lack of staffing and lockdowns all but put life on hold for the better part of a year. In addition, local and National guidance limited capacities on vehicles, drivers and staff were required to stay home if exposed to COVID-19, additional time and materials were needed to clean vehicles to ensure that public and specialized transportation did not become a vector for the disease.

2. Community Conditions

A. Location

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

The Ketchikan Gateway Borough is located on Revillagigedo, Pennock and Gravina Islands, numerous smaller islands, and a large area of mainland, encompassing 4,899 square miles. To the west the Borough adjoins the Prince of Wales-Hyder Census Area, including Annette Island and Prince of Wales Island — the third largest island in the U.S. — and its archipelago, with total land area of 3,760 square miles. The Borough, neighboring islands, and the mainland's fjord coast share a maritime boundary with British Columbia at Dixon Entrance and Portland Canal to

the south, and an alpine border at the Coast Mountains' summits to the east. To the north it abuts the Wrangell Borough. The Ketchikan Gateway Borough includes the Misty Fjords National Monument which makes up 3,590 square miles, nearly three fourths of its area. Misty Fjords is a popular destination for visitors. It has been called "The Yosemite of the North", for its similar geology.

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

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

B. Transportation Overview

Ketchikan is a regional transportation hub; its international airport, with 84,934 enplanements in 2014, ranks fifth among 300 airports in Alaska. Ketchikan's local floatplane airport is its harbor, with an estimated 40,000 enplanements a year. Ketchikan Harbor is one of the largest U.S. centers of commercial floatplane enplanements.

Ketchikan International Airport is located on Gravina Island, approximately one-half mile across Tongass Narrows from the Borough's population center on Revillagigedo Island. The connecting ferry, operated by Ketchikan Gateway Borough, carried 388,264 passengers and 102,399 vehicles in 2019.

Ketchikan is served by the Alaska Marine Highway's coastal passenger/vehicle ferries, to/from highway termini at Haines and Skagway, Prince Rupert, B.C., and Bellingham, Washington, as well as Alaskan ports from Metlakatla to Unalaska; 65,432 passengers embarked and disembarked on these services in 2014. The Inter-island Ferry Authority operates passenger/vehicle ferry service between Ketchikan and Prince of Wales Island, carrying an average of 52,000 passengers annually as of 2014.

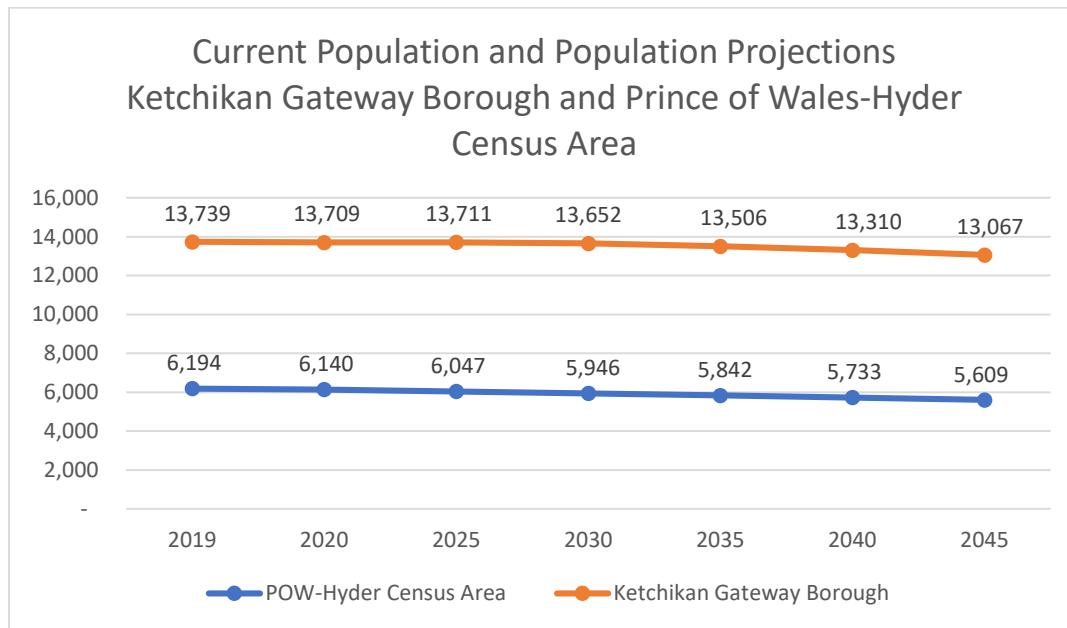
Ketchikan's municipal port received 504 calls by cruise ships in 2018, with 1,073,923 passengers. These vessels dock at four "Panamax"-capable berths in the Downtown/Newtown business district. Ketchikan's public small boat harbors accommodate 1,045 vessels from 20 to 125 foot length, including large fleets of commercial fishing and sport fishing charter vessels.

This intensive transportation activity on Ketchikan's waterfront creates heavy demand for related shore-side transportation services. Fixed route public transit service is provided by the Ketchikan Gateway Borough. The Borough Bus system has three lines, designated Green, Silver (north and south) and downtown shuttle serving the Borough's population and tourists alike. Each of these three lines, except the downtown shuttle, operates year-around, with full service

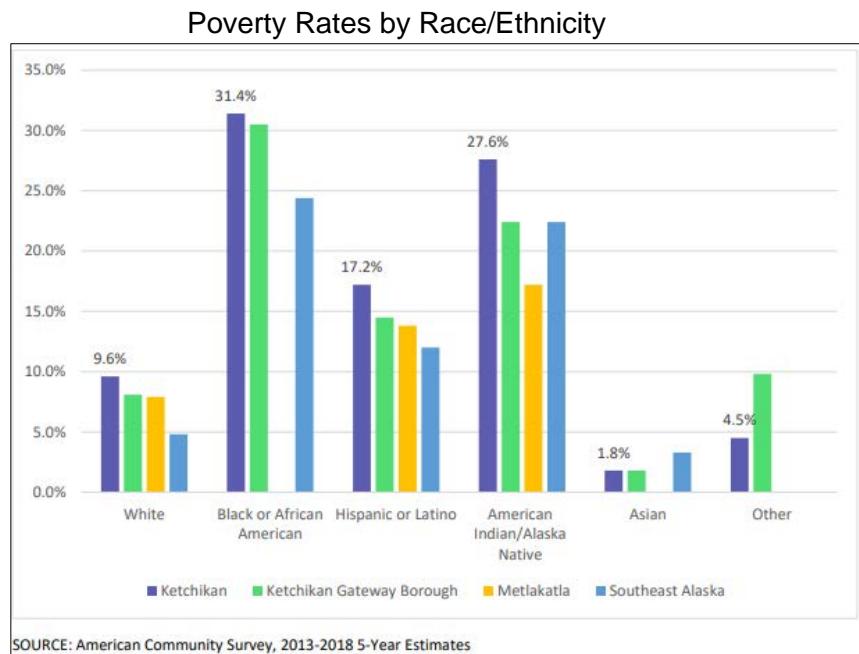
seven days a week and reduced service on Sundays and extended evening service on Friday and Saturday.

C. Demographics & Economy

Ketchikan's estimate from the 2020 census is estimated to be 13,677 with a median age of 39.4 years. This is a slight decrease in population from the last census. The Alaska Department of Labor and Workforce Development projects a 0% change in population over the next 5 years. This projection is also the same for the Prince of Wales-Hyder census area (including Metlakatla) which is not only an important component to Ketchikan's economic base, but also accounts for a percentage of ridership on many of the transportation partner's services.



Ketchikan Gateway Borough overall averages a poverty level, around 10%, while the City of Ketchikan has nearly 15% of its residents living in poverty. A breakdown of poverty by race/ethnicity is provided below.



Housing Cost is a key determining factor when looking at affordability in a community. A household spending 30% or more of its income is considered cost burdened. The graphic below shows the breakdown of housing and indicates that over half of all renters in Ketchikan are housing cost burdened

Housing Burden and Occupancy

	The City Ketchikan	Ketchikan Gateway Borough	Metlakatla	Southeast Alaska (Inner Passage)
Owner Occupied	49.3%	60.8%	74.0%	64.0%
Renter Occupied	50.7%	39.2%	26.0%	36.0%
Housing Cost Burdened (Owner)	31.2%	29.6%	8.7%	28.6%
Housing Cost Burdened (Renter)	56.2%	53.2%	28.9%	39.6%
Vacant Housing Units	15.5%	16.0%	11.3%	8.4%
Owner Vacancy	1.3%	1.0%	0.0%	2.2%
Renter Vacancy	5.8%	6.9%	7.9%	2.9%

SOURCE: American Community Survey, 2013-2018 5-Year Estimates, ESRI Data 2020

Another key set of data pulled together by the Ketchikan Wellness Coalition in their Community Needs Survey showed a very high incidence of households with no vehicle access at all. This number for Ketchikan is (as shown below) 16.3% which is nearly double the national average of 8.6% according to the US Census Bureau. This number indicates a higher-than-normal need for transportation and transportation options in the community of Ketchikan.

	City of Ketchikan	Ketchikan Gateway Borough	Metlakatla	Southeast Alaska (Inner Passage)
Population	8,224	13,804	1,635	74,499
Below Poverty	12.6%	10.5%	14.4%	14.3%
Unemployed²	15.5%	12.7%	39.2%	14.3%
Median Income	\$59,132	\$70,356	\$53,409	\$69,571
Age 65+	14.5%	14.1%	12.8%	14.8%
Age 17 or Younger	21.5%	22.3%	28.9%	17.8%
Household with Disability	16.1%	14.6%	22.3%	11.8%
Single-Parent Households	18.0%	16.6%	25.6%	12.5%
Ethnic Minority	40.7%	33.2%	85.4%	31.4%
Don't Speak English	4.3%	2.9%	0.0%	1.9%
Multi-Unit Housing Structures	58.7%	43.2%	22.0%	61.4%
Mobile Homes	2.2%	3.2%	12.9%	6.2%
No Vehicle	16.3%	11.3%	12.3%	5.6%
Group Quarters	0.0%	0.0%	0.0%	0.0%

SOURCE: American Community Survey, 2013-2018 5-Year Estimates, ESRI Data 2020

D. Map of Community



3. Assessment of Available Resources & Services

A. Coordination Working Group

The agencies listed below have assisted in the update of this plan and/or have been involved in the process over the past 5 years to ensure Ketchikan's transportation continues to thrive and meet the needs of the community.

Agency

Ketchikan Gateway Borough Transit
Catholic Community Service- Southeast Senior Service
Southeast Alaska Independent Living, Inc. (SAIL, Inc.)
Ketchikan Indian Community (KIC)
Rendezvous
Organized Village of Saxman
Community Connections
Wellness Coalition
PATH Homeless Shelter
Residential Youth Care
Inter-Island Ferry Authority (IFA)
Sourdough Ingersoll Taxi
Alaska Marine Highway System (AMHS)

B. Current Transportation Options

1. Ketchikan Gateway Borough Transit

The Ketchikan Gateway Borough's Transit Department is committed to its mission of providing affordable, reliable transportation for Alaska's "Gateway City," serving 75% of the population. Transit operates regular, fixed-route and complementary paratransit service in the City of Ketchikan, Village of Saxman and Ketchikan Gateway Borough.

The Borough's fixed route service provides residents and visitors access to various services such as shopping, entertainment, community functions and employment opportunities throughout the community. The paratransit service (operated by Southeast Senior Services) promotes independence to persons with disabilities and seniors 60 years and older by providing door to door transportation and passenger assistance. The Borough also offers a Downtown Shuttle service seasonally between the cruise ship docks and key downtown locations.

2. Catholic Community Service- Southeast Senior Services

The Ketchikan Senior Center helps elders stay healthy, safe, and independent through offering hot nutritious meals at the senior center, home delivered meals for seniors recovering from illness or surgery, door

to door transportation, assistance with shopping and other errands, health maintenance activities, and social and cultural activities.

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

Southeast Senior Services is the contractual provider of paratransit (S/P) services in Ketchikan providing 13,109 rides last year.

3. [Southeast Alaska Independent Living Inc. \(SAIL, Inc.\)](#)

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

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

4. [Community Connections](#)

Community Connections is a non-profit organization that provides comprehensive services that are responsive to family-identified needs, respectful of individual family values, and culturally sensitive. Their mission is to provide individualized, customer-guided supports that encourage independence, community-belonging and quality of life. Community Connections programs include an Early Learning Program, Children's Mental Health Services, and Senior/Disability Services.

5. [Ketchikan Indian Community](#)

Ketchikan Indian Community (KIC) is a federally recognized Indian Tribe, incorporated in 1940 under Section 16 of the Indian Reorganization Act of 1934, as amended for Alaska in 1936. KIC serves a membership of over 5,700 Alaska Native and American Indians

through the Bureau of Indian Affairs (BIA) and Indian Health Service (IHS) programs. Eight-member Tribal Council, elected by the KIC membership, serves as the governing body and sets policy for programs and administration. KIC currently represents the largest Tribal membership in Southeast Alaska.

KIC's door-to-door Senior and Paratransit service is funded through the Federal Transportation Administration/ Tribal Transportation and Title 6 funding. KIC operates a meals on wheels program in addition to scheduled door-to-door service for those over 60 years and people with disabilities. While their primary ridership is made up of KIC tribal members, their 13 passenger paratransit vehicle is open for use by eligible members of the general public as well. Last year KIC provided 6878 rides.

6. [Inter-Island Ferry Authority](#)

The Inter-Island Ferry Authority offers year-round passenger and vehicle service between our Ketchikan and Hollis, Alaska ports.

The round trip originates from Hollis in the morning at 8 a.m. and leaves Ketchikan at 3:30 p.m. in the afternoon. The one-way ferry ride is 36 miles long and the run time of each sailing is three hours.

IFA sails every day except Tuesdays until further notice, and does not sail on New Year's Day, President's Day, Independence Day, Thanksgiving Day or Christmas Day.

Ketchikan is located on Revillagigedo Island, and Hollis is located on Prince of Wales Island. Hollis connects to all major towns on Prince of Wales Island by road.

For your comfort, the M/V Stikine and M/V Prince of Wales have an observation lounge, reading room, café, children's play area and solarium.

7. [Rendezvous Senior Adult Day Center](#)

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

Services include: social activities, interaction with other participants in planned activities appropriate for their conditions; coordinated

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

8. Additional Service Providers

Other organizations work together to meet the needs of Ketchikan's residents. AARP, Ketchikan Pioneer Home, Southeast Alaskans Networking on Elder Topics (SEANET), and Love Inc. provide important services, resources and contacts to area seniors.

C. Inventory of Available Resources

<u>Agency</u>	<u>Year</u>	<u>Make</u>	<u>Model</u>	<u>Type (Van, Cutaway, Bus, etc.)</u>	<u>ADA Accessible?</u>	<u>No. of seats without wheelchair spaces</u>	<u>No. of wheelchair spaces</u>	<u>No. of seats with wheelchair(s)</u>	<u>Condition</u>	<u>Use (full-time, part-time, spare, parts)</u>	<u>Anticipated Replacement / Retirement Year</u>	<u>Is this vehicle operated by another agency?</u>	<u>If yes, by whom?</u>	<u>If yes. How often?</u>
Souteast Alaska Independent Living, Inc. (SAIL, Inc)	###	Toyota	Sienna	Van	Yes	5	1	6	Excellent	Part-time		Yes	Sourdough/Ingersoll Cab Company	full time
Souteast Alaska Independent Living, Inc. (SAIL, Inc)	###	Toyota	Sienna	Van	Yes	5	1	6	Excellent	Part-time		Yes	Sourdough/Ingersoll Cab Company	full time
Souteast Alaska Independent Living, Inc. (SAIL, Inc)	###	Ford	E-450	Bus	Yes	14	2	14	Fair	Part-time		No		
Catholic Community Service- Southeast Senior Servi	###	El Dorado	Arealite 210	Bus	Yes	8	2	10	Excellent	Full-time		No		
Catholic Community Service- Southeast Senior Servi	###	El Dorado	Arealite 210	Bus	Yes	8	2	10	Good	Full-time		No		
Catholic Community Service- Southeast Senior Servi	###	El Dorado	Arealite 210	Bus	Yes	8	2	10	Good	Full-time		No		
Inter-Island Ferry Authority	###	Ford	F350	diesel flatbed pickup		1 bench			Good	Other	2025	No		
Inter-Island Ferry Authority	###	Chevrolet	Colorado	pickup			5		Fair	Other	2022	No		
Inter-Island Ferry Authority	###	Chevrolet	Colorado	pickup			5		Fair	Other	2022	No		
Inter-Island Ferry Authority	###	Chevrolet	Colorado	pickup			5		Poor	Other	2022	No		
Inter-Island Ferry Authority	###	Chevrolet	Express	ADA Van	Yes	7	1	8	Good	Full-time	2030	No		
Inter-Island Ferry Authority	###	GMC	Savana	ADA Van	Yes	7	1	8	Good	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	Gillig	29'	Med Duty Bus	Yes	29	2	2	Good	Full-time	2022	No		
Ketchikan Gateway Borough Transit	###	Gillig	29'	Med Duty Bus	Yes	29	2	2	Fair	Full-time	2018	No		
Ketchikan Gateway Borough Transit	###	Gillig	29'	Med Duty Bus	Yes	29	2	2	Fair	Full-time	2018	No		
Ketchikan Gateway Borough Transit	###	Gillig	29'	Med Duty Bus	Yes	29	2	2	Good	Full-time	2022	No		
Ketchikan Gateway Borough Transit	###	Gillig	29'	Med Duty Bus	Yes	29	2	2	Good	Full-time	2022	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Good	Full-time	2027	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Excellent	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Excellent	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Excellent	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Excellent	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	Gillig	35'	Heavy Duty Bus	Yes	30	2	2	Excellent	Full-time	2030	No		
Ketchikan Gateway Borough Transit	###	El Dorado	22'	Cutaway	Yes	14	2	2	Excellent	Full-time	2024	Yes	CCS	full time
Ketchikan Gateway Borough Transit	###	El Dorado	22'	Cutaway	Yes	14	2	2	Excellent	Full-time	2024	Yes	CCS	full time
Ketchikan Gateway Borough Transit	###	El Dorado	22'	Cutaway	Yes	14	2	2	Excellent	Full-time	2024	Yes	CCS	full time
Community Connections	###	FORD	Expedition	SUV-Large	No							No		
Community Connections	###	FORD	Expedition	SUV-Large	No							No		
Community Connections	###	NISSAN	Rogue	SUV - Small	No							No		
Community Connections	###	NISSAN	Rogue	SUV - Small	No							No		
Community Connections	###	TOYOTA	Sienna	Van	Yes	3	1					No		
Community Connections	###	SUBARU	Forester	Car	No							No		
Community Connections	###	DODGE	Journey	Car	No							No		
Community Connections	###	DODGE	Journey	Car	No							No		
Community Connections	###	TOYOTA	Rav 4	SUV-Medium	No							No		
Community Connections	###	SUBARU	Forester	car	No							No		
Community Connections	###	DODGE	Journey	car	No							No		
Community Connections	###	SUBARU	Outback	car	No							No		
Community Connections	###	SUBARU	Forester	car	No							No		
Community Connections	###	DODGE	Journey	car	No							No		
Community Connections	###	DODGE	Caravan	Van	Yes	3	1					No		
Community Connections	###	DODGE	Caravan	Van	Yes	3	1					No		
Community Connections	###	TOYOTA	Tacoma	Truck	No							No		
Community Connections	###	FORD	Explorer	SUV - medium	No							No		
*Ketchikan Indian Community	###	Dodge	Caravan	Van		7	0	7	Good			No		
*Ketchikan Indian Community	###	Ford	E350	Van			13	1	10	Good		No		
*Ketchikan Indian Community	###	Ford	Transit	Van			4	1	3	Good		No		
*Rendevous	###	Ford	Cutaway	Van	Yes	15	2	10	Good	Part-time		No		

4. Gaps addressed from 2015-Plan

Since the publishing of the 2015 plan, significant strides have been taken in the continuous improvement of Ketchikan's transportation network. To highlight the work of the RCTC Agencies we have included below a short list of the gaps and strategies that have been addressed. This list is by no means all-inclusive but is meant to show the dedication to this plan and the community needs of Ketchikan.

6.1 Wheelchair Equipped Taxi Service

- Taxi Voucher Program Initiated
- Two Taxi's procured
- Contracted one Taxi operator to operate accessible vehicle

6.2 Airport Accessibility

- Purchase of property at the west-end of existing airport ferry parking area
- Construction of Multi-modal transportation terminal (funded)
- Construct one additional ferry transfer bridge and ramp on Gravina Island (funded)
- Funding secured for airport vehicles (service to be determined)

6.3 Senior and ADA Paratransit Services

- Procured two vehicles to replace vehicles in disrepair
- Ketchikan Gateway Borough now responsible for procurement and funding of ADA Paratransit vehicles

6.4 Routes, Stops and Safety in Saxman

- Expanded route on Killer Whale to Frog Street
- Added two additional stops along Killer Whale
- Added stop at Saxman Senior Housing Facility

6.5 Transit Related Public Information

- The Bus now on Google Transit
- Real-time bus tracking implemented through DoubleMap on website and mobile app
- Funding secured for updated bus stop signage
- Nixle text messaging and emails for service disruptions
- Social Media for service changes and disruptions

6.7 Bus Stops (Locations, Accessibility and Shelter)

- Funding secured to update a few shelters and move a larger shelter to ferry terminal
- Stops have been better identified through Google Maps
- Funding secured to update signage throughout service area

6.8 Fixed Route Transit Development Planning

- Cashless fares implemented through Token Transit mobile app
- Fare structure evaluated and updated

5. Gaps in Service & Implementation Strategies

Airport Accessibility		
5.1	Service Gap	People with disabilities, seniors, and the general public report concerns regarding airport access. The current airport ferry may not fulfill federal mandates for safe and reasonable access to the airport for people within the entire spectrum of mobility related disabilities.
	Related Goal	Continue productive group planning session(s) with all involved stakeholders (including public decision makers), with the goal of developing consensus around strategies to improve airport accessibility for all citizens and visitors.

Needs and problems addressed by this goal: The Revilla Coordinated Transportation Coalition, as well as individuals who provided comment via public meetings and surveys, have significant concern about the basic accessibility of Ketchikan's airport for all residents, especially seniors and people with disabilities.

All residents rely on a short ferry ride between Revilla Island and Gravina Island to access Ketchikan International Airport. The ferry leaves the city side (Revilla Island) every 30 minutes at quarter-til and quarter-past the hour and returns from the airport side (Gravina Island) every 30 minutes on the hour and half hour. Once the ferry has docked on either side, all walk-on passengers must walk up a covered gangway to reach the terminal on the airport side or the parking lot on the city side. The fare for individuals is \$6.00 one way and \$7.00 one way for a vehicle. If users select to drive their personal vehicles on the ferry and park them at the airport, they must pay an additional \$4.00 per day for parking in addition to \$14 for the vehicle round trip and \$12 for passenger round trip. In 2019, the ferry carried 388,264 walk-on passengers and 102,399 vehicles to and from the airport.

Current airport transportation services for seniors and ADA eligible riders: Southeast Senior Services offers pre-scheduled rides to and from the airport in one of their wheelchair lift- equipped cutaway buses to individuals over 60 or those with disabilities who have ADA eligibility. The vehicle must arrive early to meet the ferry, be loaded on the city side, then disembark and pay fees on the airport side, then must wait for the returning ferry, be reloaded onto the ferry, pay an airport fee, drive off on the city side, and then finally proceed to the next location. Providing a ride to the airport takes a Southeast Senior Services van and a driver out of rotation for 1-3 hours, often for only one rider. SESS provided an estimated 592 airport rides last year and each trip cost them \$26 for the ferry in addition to their \$32.13 cost per trip.

Given that Southeast Senior Services ridership has increased 25% in the last three years, the airport service significantly taxes their vehicular and personnel resources. The RCTC group is concerned about the sustainability of this arrangement and the lack of airport transportation services for the general public.

The following are specific concerns identified in public meetings and in survey comments regarding the accessibility of the airport to the general public and to individuals with long-term and temporary mobility concerns.

- For walk-on passengers traveling with children or with more than one bag it can be challenging to navigate the sometimes steep, wet, and crowded gangway to and from the ferry. Carts are provided on either side but there are limited numbers of carts available for use. During heavy travel days, carts are sometimes not available or have not been returned to their designated location.
- Anyone elderly, injured, or experiencing even a minor mobility impairment are challenged to make it on or off the ferry for reasons mentioned above. Often these people haven't gone through the ADA eligibility process, are unwilling or unable to schedule a door-to-door service a day in advance, or are temporarily disabled due to injury or illness.
- Travelers with mobility concerns arriving at the Airport who are unfamiliar with Ketchikan's transportation systems can easily get stuck at the airport as they may not be aware of the need to schedule a ride a day in advance. Also, unanticipated flight delays can be an issue. There have been a number of incidents of this type in the last year and while all transportation/airport network staff have responded admirably, it remains a major problem.

Strategy 5.1.1: Re-evaluate the fare structure, revenue opportunities, eligibility and schedule for senior and paratransit airport rides. Strategies might include:

- adjust passenger fares to off-set vehicle and ferry fare costs;
- increase Borough and City subsidy to accommodate increased ridership;
- modify senior eligibility requirements or shift seniors to paratransit conditional eligibility in order to assure delivery of service to only those who need it (those unable to navigate ramps at certain tides with significant baggage, etc.); and
- reduce scheduled senior service to maximize capacity (3 trips a day for example).

Strategy 5.1.2: Evaluate airporter service and improved Gravina access. Strategies include:

- develop an airport/Gravina access plan that meets the need of citizens and stakeholders; and
- analyze feasibility of airporter service open to general public with priority given to those with mobility issues.

Since input from the public indicated a desire for airporter service for the general public, the Borough may want to enlist the assistance of a consultant to analyze the operating, administrative and maintenance costs associated with an airporter service and identify a funding source to implement the service.

Strategy 5.1.3: Provide fully accessible accommodations for passengers using the Borough-operated ferries to access the Ketchikan International Airport (Alaska's fifth busiest airport in terms of passenger traffic), strategies include:

- Add ability at multi-modal facility for passengers to check baggage, board the Airport ferry; and arriving passengers will receive their baggage (baggage handling vehicle to also provide seating for ADA/Paratransit passengers and/or those unable to manage unassisted);
- Provide upgrades and improvements for all sidewalks and wheelchair ramps associated with the Airport ferry facilities to meet applicable standards;

Strategy 5.1.4: Purchase three additional ADA vehicles to accommodate either Airporter or additional Senior/ADA Service. This would include two regular service vehicles and a spare.

- This would eliminate the issue of a paratransit vehicle being removed from service for 1-3 hours to service the airport, creating efficiencies in the current service structure.
- This would also allow for quick implementation of an airporter service to the general public should this be the option chosen by the community.
- These vehicles would ensure that Ketchikan Gateway Borough is able to fully comply with ADA fixed route paratransit requirements.

Transit Related Public Information		
5.2	Service Gaps	<ul style="list-style-type: none">• Although there is strong awareness and community appreciation of Borough Transit, details concerning transit related information can be difficult to interpret by the community• There is very little awareness of specialized agency-provided transportation, except by the providing agency• Without a community mobility manager, it is difficult for those needing transportation (consumers or stakeholders) to find all of the available options
	Related Goal	Improve availability, clarity, and ease of access to all-inclusive transit related information

What needs and problems are addressed by this goal:

A number of people voiced that they have difficulty understanding the bus schedule. The format of the bus schedule was changed substantially in 2015 in response to findings from the Alaska Department of Transportation compliance review. The timetable format is the approach that most transit systems use for bus schedules, and that format has been

adopted by Borough Transit. However, in order to make the schedule as concise as possible, the schedule does not include all stops on any given route. Again, this is common practice when designing a bus schedule, but patrons continue to be confused by the change.

Other concerns noted include:

- The bus schedule also changes seasonally in Ketchikan and some users are caught off-guard or unaware when the schedule changes.
- People would like to see the stop-specific arrival times posted at bus stops so they can know when to expect the bus.
- People would also like to have one source where they can get up to date information about ALL transit related services including fixed route information, Senior/Paratransit information, and all other information having to do with transit services in Ketchikan.
- With Ketchikan Indian Community (KIC) entering the transportation arena in 2012, there are now three providers of “publicly available” transportation in Ketchikan and it’s hard for users to keep up with changing requirements, fares, routes, and hours of operation.

Strategy 5.2.1: Enhance bus timetable and route information:

To augment the printed bus schedule, add additional maps that include stop names and numbers. The printed route map and timetable brochure is one of the most useful sources of information for riders. They should continue to be provided on buses and at multiple convenient locations throughout the borough, including at many stops.

Additional printed maps, available on the bus and at convenient locations should be created. Extra effort should be made to warn users of upcoming seasonal changes to the bus schedule and seasonally updated schedules should be promptly distributed to all appropriate locations.

Strategy 5.2.2: Enhance information available at bus stops to include scheduled arrival times, emergency numbers, and where possible, bus schedules.

From the perspective of the waiting rider, usually the most important information is the current time and the projected arrival time of the next bus. Riders are usually expected to have a watch (or a cell phone), and a permanently affixed schedule or stop-specific arrival times should be provided at all bus stops where it is logistically feasible. Only select stops currently have route times posted on a single metal frame. These signs have all the information; however, they are very hard to

decipher and the typeface is tiny. Many stops serve multiple routes, adding to rider difficulty in finding the information they need.

Currently many signposts display two signs; a standard no parking sign, and a standard, similarly sized and shaped sign with two pieces of information; Borough Transit and Bus Stop. A new Borough Transit Bus Stop sign is recommended which incorporates the no parking information within it (resulting in a single sign).- Funding has been secured for this project and is anticipated to be completed in the FY22/FY23 timeframe.

Each stop should have an emergency number for Borough Transit, and a information number for Borough Transit.

Strategy 5.2.3: Provide real time bus information at key bus stop locations.

To improve customer service, Borough Transit communicates and provides real time information to riders via the internet (Facebook, Twitter, Flash Alert) and via cell phone text message to inform users about delayed buses, maintenance problems, and construction related route deviations. Borough Transit has received grant funding from the Alaska Department of Transportation to implement transit technology improvements to the system. Project goals include a web hosted system that can provide the following:

- Improved on time performance and schedule adherence;
- On-board, automated voice annunciators and digital signage for compliance with ADA regulations to provide customers with next stop information;
- Digital web connected LCD/LED signage at key cruise visitor locations with maps and next bus arrival information;

Strategy 5.2.4: Create a centralized, up-to-date, source for all transit related information.

Currently, users are required to contract each provider (or go to an agency specific website) to access up-to-date and accurate information about all transit options available on the Island. The rapid growth of Ketchikan's transit system in the last 5 years, when coupled with additional provider of S/P services, has caused confusion among all user groups about routes, rules, eligibility, cost, and hours of operation.

To make matters more confusing, the operational guidelines vary even within provider types. As an example, the two S/P providers in Ketchikan have different rules, routes, eligibility allowances, and expectations of riders.

It would be useful to local users and visitors alike if there were one source (e.g. Transit 511 recorded phone message, Borough Transit website, convenient physical location with printed material, etc..) where up to date, accurate, transit information could be reliably accessed. Having a clear and detailed description of services, with large maps and other detailed information (such as rider's guides), would also help providers understand and possibly eliminate potentially unnecessary differences in the way they operate. Adopting a uniform "Riders Guide" and "Code of Conduct" for all RCTC members is necessary to improve consistency and understanding of operational guidelines. An additional position, perhaps a mobility manager, or a consultant hired for this specific purpose would likely be necessary.

Bus Stops (Locations, Accessibility, and Shelter)		
5.3	Service Gaps	There are physical barriers impeding access to bus stops and additional bus shelters are needed to protect patrons from the elements.
	Related Goal	Add stop locations, improve stop accessibility, and add additional stops that provide shelter from the wind and rain.

Users of the fixed route system consistently expressed the desire for additional stop locations, improved access to stops, and more stops that provide shelter from the wind and rain.

Strategy 5.3.1: Add bus stops and shelters to the bus system and replace old shelters with new shelters.

With Ketchikan's inclement weather, there continue to be no shortage of requests for additional shelters to be installed throughout the transit system.

The most requested areas for new or improved bus shelters include:

- Federal Building
- Ward Cove Deli
- Saxman Totem Park
- Rotary Beach.
- Plaza Mall
- Ferry Terminal shelters

There have also been many requests to improve access to local recreational areas such as trail heads. For example, the need to improve pedestrian access to the 3rd Avenue / Rain Bird Trail Bus stop when accessed off of Gorge St. in order to reinstate bus stop at the Rain Bird trail head.

Strategy 5.3.2: Remove physical barriers to stop locations

- Snow, ice, and clearing around bus stops was identified during the public process as a significant issue for users. Borough Transit should request assistance from the Borough and City Public Works Departments to clear and de-ice area around the shelters and stops.
- Improve pedestrian and bicycle access to bus stops throughout the community. Many of these locations have been identified in the Comprehensive Pedestrian and Bikeways Plan for Ketchikan published in 1985 and referenced in the 2015 RCTC Coordinated Transportation Plan.

• Senior and ADA Paratransit Services		
5.4	Service Gap	The capacity of the contracted Senior/ADA paratransit provider (S/P) is hard pressed to meet the growing demand within existing resources;
	Related Goal	Enhance Senior/ADA paratransit services so that services continue to be reliable and satisfactory to eligible users.

What needs and problems are addressed by this goal: The Ketchikan Gateway Borough is rapidly aging and the rate growth of the 60+ population is swelling and will continue to increase over the next 5 years (see section 3). The aging of Ketchikan's populace, when paired with current senior rider eligibility criteria (anyone over 60 years old), has resulted in rapid increases in S/P ridership. As an example, senior ridership increased by over 1600 rides in just one year, between 2014 and 2015.

Southeast Senior Services which provides the S/P service has been experiencing financial shortfalls in part due to the increases in ferry-related expenses, vehicle repair expenses, and increases in driver hours. Funding from the Older Americans Act prohibits them from charging people over 60 for rides.

Seniors are encouraged to make a free-will donation, whereas ADA paratransit riders must pay the \$2.00 fare. Able bodied people over 60, who are capable of riding the fixed route system (\$2.00) are opting to ride the S/P van instead, perhaps because it's free or perhaps because being picked up at the door is more convenient. Therefore, incentives exist for all seniors to use the more expensive S/P rides instead of the fixed route options available to them, which places undue financial burden on the transportation network.

Strategy 5.4.1: Obtain replacement vehicles for the aging S/P fleet:

As vehicles meet their useful life benchmarks determined by both the Alaska Department of Transportation and Public Facilities and the Federal Transit Administration, they will be included in the priority of projects for the community and replaced.

Strategy 5.4.2 Provide training.

The RCTC will coordinate training to all area providers and users of S/P service to clarify program rules, eligibility, limits, costs, fares, expectations of riders, and to encourage capable seniors to utilize the fixed route system. Public awareness of the cost per ride of using the bus versus paratransit should be emphasized. This would include S/P providers and the Borough actively engaging with local senior groups (e.g. Local AARP chapter, Saxman senior center). The Borough Transit department along with SESS should be leading this training effort. Travel training should be expanded for riders and prospective riders. Partner with RCTC members such as SAIL to assist with travel training efforts. Travel Training should be actively promoted to ADA certified riders to ensure more trips are taken on the fixed-route service.

Strategy 5.4.3 Senior and ADA Paratransit providers share resources:

It is recommended that these groups have regular meetings to explore avenues to greater consistency, efficiency, and coordination in order to avoid duplication of services. Shared driver training and Coordinated rides and scheduling among the existing S/P providers in Ketchikan are examples of such coordination.

Wheelchair Equipped Taxi Service		
5.5	Service Gap	There is no wheel-chair equipped taxi service to meet the on-demand transportation needs of wheelchair and scooter users in Ketchikan.
	Related Goal	Provide a sustainable, affordable, on-demand, lift equipped taxi service for the community

Needs and problems addressed by this goal: There is an unmet need for lift-equipped taxi service for mobility-limited individuals in Ketchikan. Using a standard prevalence rate (corrected for aging population), we estimate there are 150-175 wheelchair or scooter users within the Ketchikan Gateway Borough. This figure grows even larger when you consider that Ketchikan is a regional transportation and medical service hub for Prince of Wales communities and outlying communities in Southern Southeast Alaska. In addition to on-demand needs, an accessible taxi will accommodate the transportation needs of people with disabilities outside the public transit service area and outside public transit service hours.

Strategy 5.5.1: Continue and expand taxi-voucher program.

Continue the taxi voucher program through SAIL, while additionally looking for ways to expand the program. This could be through new taxi vendors and/or new agencies selling vouchers.

Strategy 5.5.2: Obtain an additional accessible taxi.

In order for the service to be reliable and accommodate vehicle maintenance needs, a second vehicle will be required. With the support of the Borough, SAIL plans to apply for funding from Alaska DOT&PF for this vehicle.

6. Coordination Action Recommendations

The 2015 Coordinated Transportation Plan recommends several coordination initiatives among the major agencies providing transportation in Ketchikan, these include the following:

Coordination Action Recommendations
Mobility Manager/Shared Dispatcher
Equipment Sharing, Common Maintenance and Repair, Shared Driver Training, and Bulk Fueling
Expand Taxi- Voucher Program
Coordination of rides and service areas between two S/P Providers
Work with local hospitality and lodging groups to provide accessible shuttles to hotels etc.

Significant opportunities to achieve efficiency through coordination exist. Since 2010, bulk fueling and maintenance agreements have been achieved between the two largest providers of transit services in Ketchikan. It is understood that focusing effort on increasing coordination is very difficult when the system's capacity is challenged by rapid growth.

- Shared Dispatcher/Mobility Manager

Federal grants for funding for mobility manager positions have existed in the past. Mobility manager duties could be combined with a shared dispatcher. This position is capable of providing information and one-on-one support to transportation users with special needs, to transportation service providers, and to the general public. This position is also capable of providing dispatching services for several transportation providers, and for maintaining timetables, and other public information sources. In performing these functions, the mobility manager/shared dispatcher will be continually informed of customer satisfaction with transportation services provided by all agencies, and can periodically recommend system improvements.

- Equipment Sharing, Common Maintenance and Repair, Shared Driver Training, and Bulk

Fuel Purchasing

Shared use of equipment between agencies providing transportation services can make it possible to make specialized equipment available for use by more than one provider; this can provide equipment in several sizes, for example, enabling agencies to operate larger than normal equipment size for special events, and to share spare equipment in case of planned or unplanned outages. Just among the top 5 Ketchikan area transportation/human service providers, the opportunities for equipment sharing are obvious.

Common maintenance and repair can allow a central maintenance facility to train employees and provide tools, equipment, and parts for specialized work that is not generally available in Ketchikan – maintaining wheelchair lifts, for example. This function, in conjunction with equipment sharing, can enable vehicle and equipment maintenance to be planned consistent with transportation providers' needs. Bulk fuel purchasing can make it possible for transportation providers to minimize their fuel cost, by participating in larger bulk purchases than they are capable of individually, and by making use of advantageous fuel purchasing options – truckload deliveries and the State of Alaska fuel supply contract are two such options.

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

- Expand Taxi-voucher Program

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

The cost of this management function may be partially reimbursed from the program's earned revenues. RCTC agencies, individually or jointly, have the capability of developing and managing this program.

- Coordination of rides between S/P providers:

In 2012, Ketchikan Indian Community (KIC) began providing S/P services in Ketchikan. Their services are available to all seniors and people with disabilities on the island. KIC target population overlaps with that of Southeast Senior Services (SESS). Opportunities exist for KIC and SESS to coordinate efforts to maximize efficiency. Strategies such as dividing up geographic areas in the borough or coordinating rides were forwarded during

the 2015 public meetings.

- Work with local hospitality and lodging groups to provide accessible shuttles to hotels

While agencies throughout Ketchikan continue to work to improve accessibility and transportation throughout the community there is still a need to do more. One coordination effort brought up in the 2021 public meeting was the need for an accessible hotel shuttle, as there is not one in all of Ketchikan that could be identified. Working as a group to bring awareness to the need for this type of vehicle will aid the tourism industry in identifying not only the need but the desire of the community to be more inclusive.

7. Priority of Projects

Annually the Revilla Coordinated Transportation Coalition (RCTC) will meet to review the gaps in service and strategies listed in this plan. Projects are voted on by the members of the RCTC to determine priority to the community.

This prioritized list is submitted to the Borough Assembly for resolution and included with each agencies 5310/AMHT Human Service Transportation grant application.

If no Human Service Projects are to be submitted for a given year, the RCTC may elect not to meet.

8. Signature Page of Participating Agencies

Due to the current COVID-19 pandemic, and increased positive COVID-19 tests in the community of Ketchikan. Each agency will not be physically signing off on this plan. The RCTC will utilize the Priority of Projects signatures each year to indicate involvement and concurrence in the coordinated efforts of the community.

9. Appendix

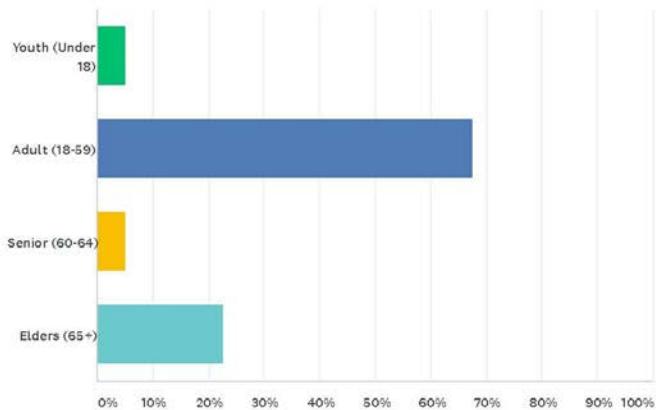
A. 2021 Community Survey Responses

2021 Ketchikan Transportation Community Survey

SurveyMonkey

Q1 Please select your age group

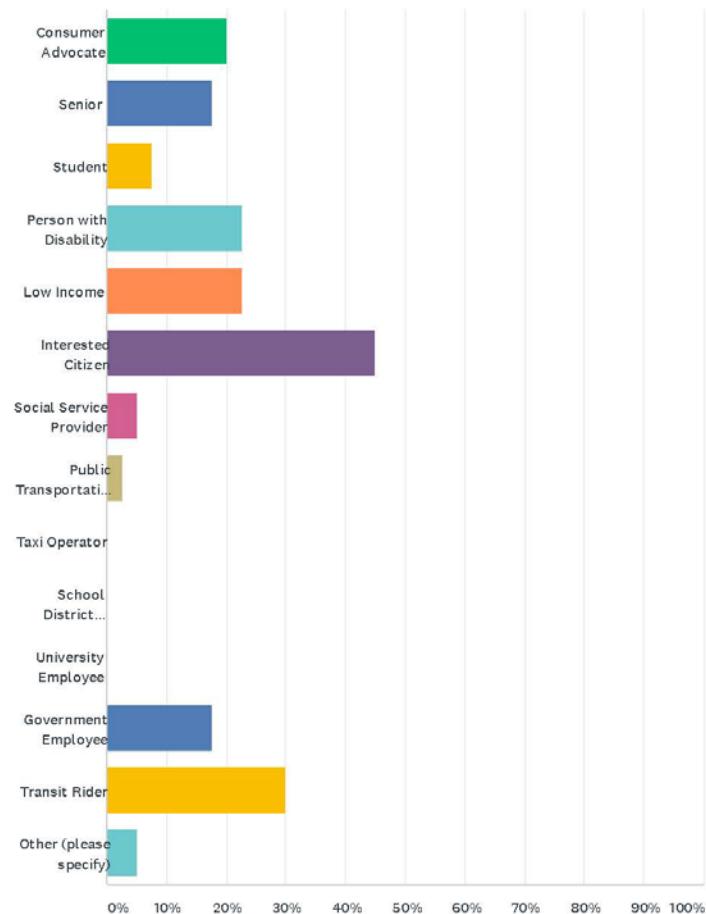
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Youth (Under 18)	5.00% 2
Adult (18-59)	67.50% 27
Senior (60-64)	5.00% 2
Elders (65+)	22.50% 9
TOTAL	40

Q2 Which best describes you? (Select all that apply)

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Consumer Advocate	20.00%
Senior	17.50%
Student	7.50%
Person with Disability	22.50%
Low Income	22.50%
Interested Citizen	45.00%
Social Service Provider	5.00%
Public Transportation Operator	2.50%
Taxi Operator	0.00%
School District Employee	0.00%
University Employee	0.00%
Government Employee	17.50%
Transit Rider	30.00%
Other (please specify)	5.00%
Total Respondents: 40	



Total Respondents: 40

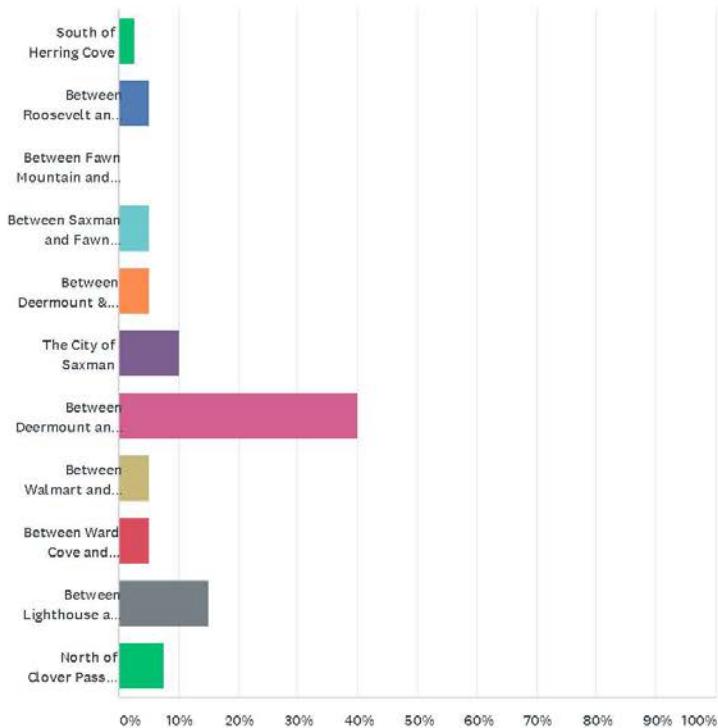
Showing 2 responses

Daily Commuter
4/14/2021 8:48 PM

Cab rider
4/7/2021 2:44 PM

Q3 Which of the following best describes where you live?

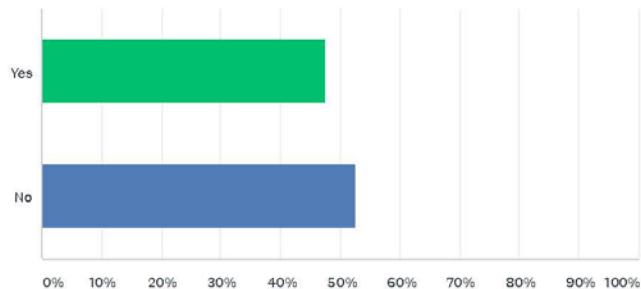
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
South of Herring Cove	2.50%
Between Roosevelt and Herring Cove	5.00%
Between Fawn Mountain and Roosevelt	0.00%
Between Saxman and Fawn Mountain	5.00%
Between Deermount & Saxman	5.00%
The City of Saxman	10.00%
Between Deermount and Walmart	40.00%
Between Walmart and Ward Cove	5.00%
Between Ward Cove and Lighthouse	5.00%
Between Lighthouse and Clover Pass Church	15.00%
North of Clover Pass Church	7.50%
TOTAL	40

Q4 Do you use or have you used in the past three years the Bus operated by Ketchikan Gateway Borough?

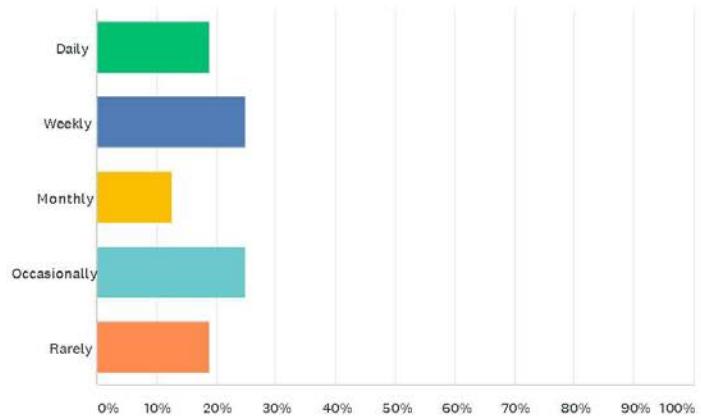
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.50%	19
No	52.50%	21
TOTAL		40

Q5 How often do you ride The Bus?

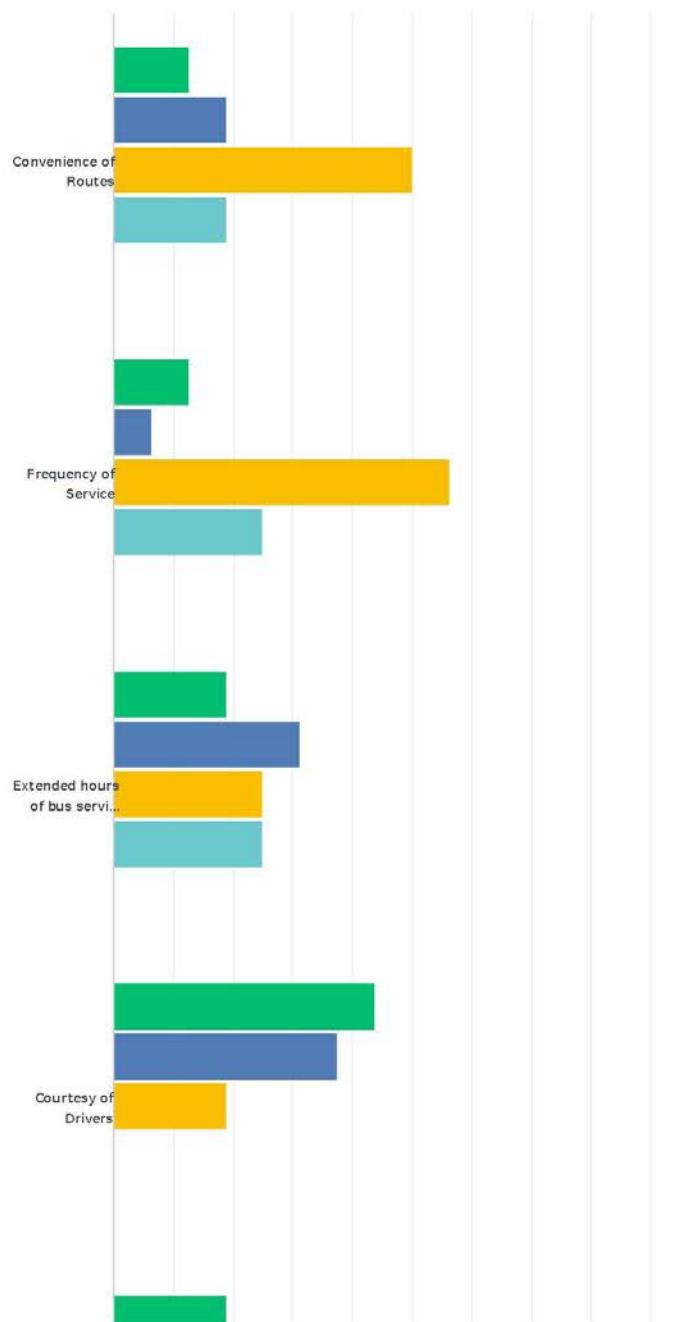
Answered: 16 Skipped: 24

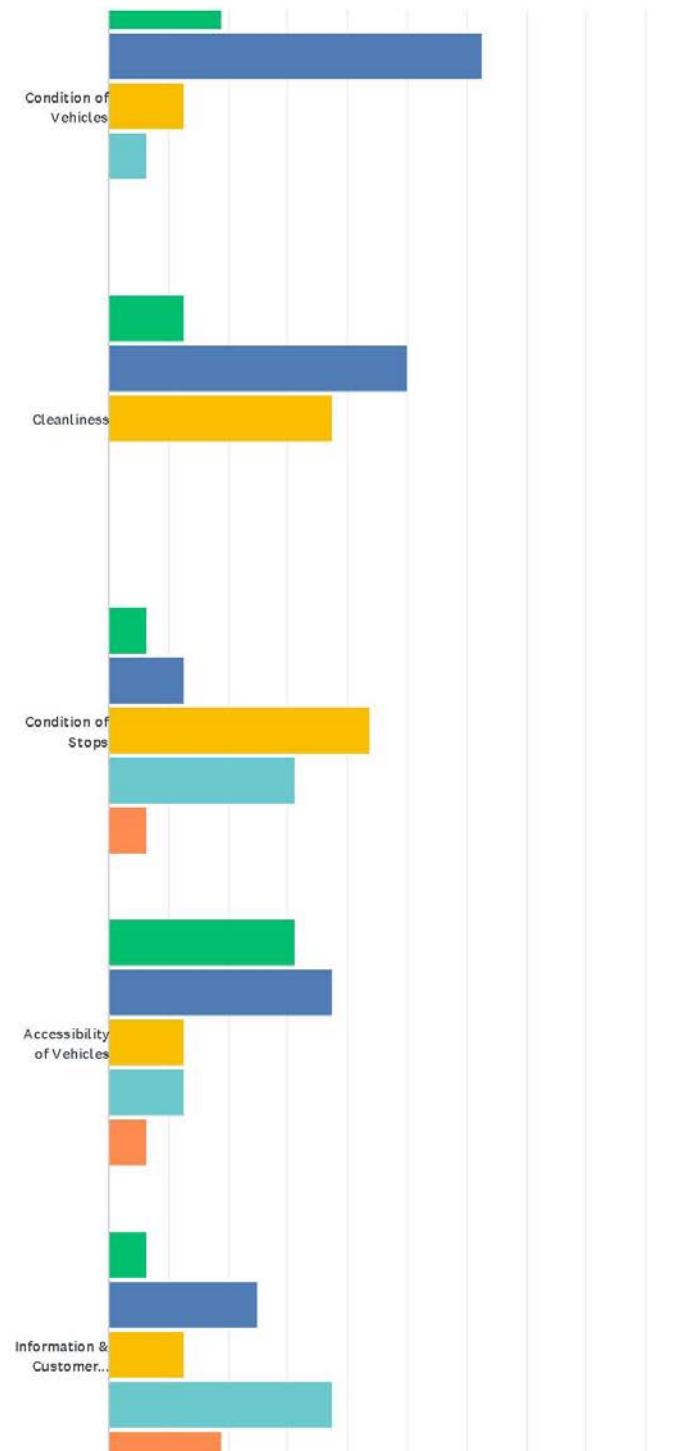


ANSWER CHOICES	RESPONSES	
Daily	18.75%	3
Weekly	25.00%	4
Monthly	12.50%	2
Occasionally	25.00%	4
Rarely	18.75%	3
TOTAL		16

Q6 Please rate The Bus on the following criteria

Answered: 16 Skipped: 24







- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DON'T HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Convenience of Routes	12.50% 2	18.75% 3	50.00% 8	18.75% 3	0.00% 0	16
Frequency of Service	12.50% 2	6.25% 1	56.25% 9	25.00% 4	0.00% 0	16
Extended hours of bus service (pre-COVID)	18.75% 3	31.25% 5	25.00% 4	25.00% 4	0.00% 0	16
Courtesy of Drivers	43.75% 7	37.50% 6	18.75% 3	0.00% 0	0.00% 0	16
Condition of Vehicles	18.75% 3	62.50% 10	12.50% 2	6.25% 1	0.00% 0	16
Cleanliness	12.50% 2	50.00% 8	37.50% 6	0.00% 0	0.00% 0	16
Condition of Stops	6.25% 1	12.50% 2	43.75% 7	31.25% 5	6.25% 1	16
Accessibility of Vehicles	31.25% 5	37.50% 6	12.50% 2	12.50% 2	6.25% 1	16
Information & Customer Service	6.25% 1	25.00% 4	12.50% 2	37.50% 6	18.75% 3	16

Comments (7)

Showing 7 responses

Clean up bus stops make sure they have schedules number bus stops and put same numbers on schedule hard for new to area person to figure out schedule in fact near impossible

4/28/2021 6:40 PM

[View respondent's answers](#) [Add tags ▾](#)

The south run could to to the far end of rosevelt. There is a turn around pull off at the 7 mile mark south

4/23/2021 10:07 AM

[View respondent's answers](#) [Add tags ▾](#)

Would like to see Silver line on South Tongass extended from Franklin and Roosevelt to mile 7 and South Tongass/ Roosevelt. This would greatly benefit me as well as others.

4/22/2021 1:28 PM

[View respondent's answers](#) [Add tags ▾](#)

Poor transit website for adequate information.

4/14/2021 8:56 PM

[View respondent's answers](#) [Add tags ▾](#)

I do not like it if the bus leaves EARLY, that seems too rude, I think that is a bad idea. I think extended routes to both ends of the road maybe 3 times a day would be very nice. maybe after Covid. but like early, noon, and late. pre Covid I picked up a lot of hitchhikers who could not afford taxi fare

4/6/2021 7:23 AM

[View respondent's answers](#) [Add tags ▾](#)

Not being familiar with the routes, it's very difficult to know it by looking at the schedule at the bus stop and what information is on the website. Can I take a bus from Deermount to Ketchikan High School without going in an entire loop through town first? Many uncovered bus stops in bad weather make it difficult to wait.

3/25/2021 10:46 AM

[View respondent's answers](#) [Add tags ▾](#)

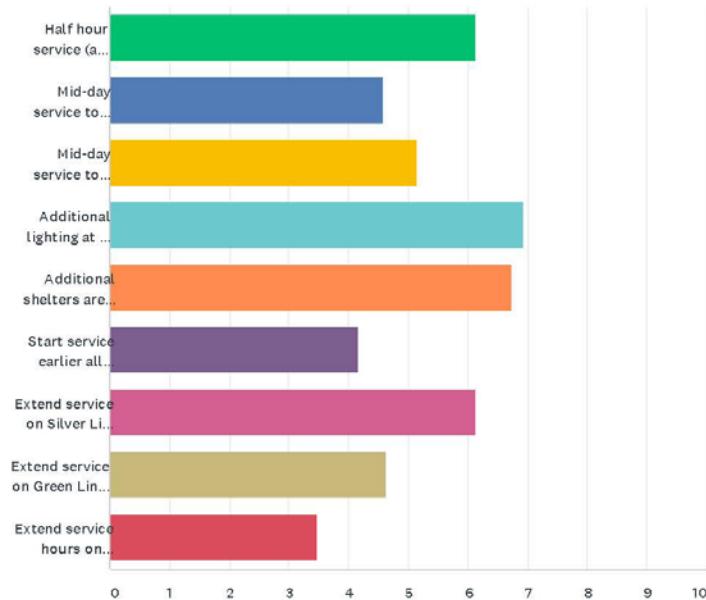
An amazing service I am quite grateful for, I would love there to be at least 2 busses, at morning and at night from herring cove for people who work during the day. If the school busses and tourist busses turn around at wood road, why cant the ketchikan bus? Also quite often the silver line sits at fawn mountain for 10 minutes so I believe the extra 3 miles round trip would not affect other stops times, thanks!

3/24/2021 11:19 AM

[View respondent's answers](#) [Add tags ▾](#)

Q7 Please rank the following proposed improvements to The Bus that you feel would benefit the community

Answered: 16 Skipped: 24



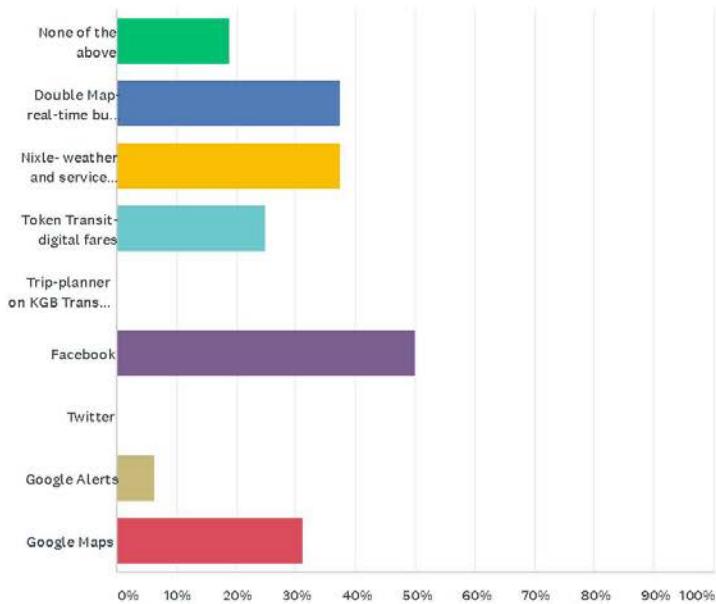
2021 Ketchikan Transportation Community Survey

SurveyMonkey

	1	2	3	4	5	6	7	8	9	N/A	TOTAL	S
Half hour service (a second green line for example)	25.00% 4	12.50% 2	6.25% 1	12.50% 2	6.25% 1	6.25% 1	6.25% 1	6.25% 1	6.25% 1	12.50% 1	12.50% 2	16
Mid-day service to Roosevelt	12.50% 2	0.00% 0	6.25% 1	12.50% 2	6.25% 1	6.25% 1	12.50% 2	0.00% 0	18.75% 3	25.00% 4	16	
Mid-day service to Clover Pass	0.00% 0	12.50% 2	12.50% 2	12.50% 2	25.00% 4	6.25% 1	0.00% 0	18.75% 3	0.00% 0	12.50% 2	16	
Additional lighting at bus stops	18.75% 3	18.75% 3	37.50% 6	6.25% 1	0.00% 0	6.25% 1	0.00% 0	0.00% 0	6.25% 1	6.25% 1	16	
Additional shelters are bus stops	12.50% 2	31.25% 5	18.75% 3	6.25% 1	12.50% 2	0.00% 0	12.50% 2	0.00% 0	0.00% 0	6.25% 1	16	
Start service earlier all days of the week	6.25% 1	0.00% 0	0.00% 0	12.50% 2	12.50% 2	12.50% 2	12.50% 2	12.50% 2	6.25% 1	25.00% 4	16	
Extend service on Silver Line later in the evening Monday - Saturday (currently ends at 7:30pm)	25.00% 4	6.25% 1	6.25% 1	12.50% 2	6.25% 1	18.75% 3	12.50% 2	0.00% 0	0.00% 0	12.50% 2	16	
Extend service on Green Line later in the evening Monday- Saturday (currently ends at 9:15pm)	0.00% 0	12.50% 2	6.25% 1	12.50% 2	6.25% 1	12.50% 2	12.50% 2	18.75% 3	0.00% 0	18.75% 3	16	
Extend service hours on Sundays	0.00% 0	6.25% 1	6.25% 1	6.25% 1	12.50% 2	12.50% 2	6.25% 1	18.75% 3	25.00% 4	6.25% 1	16	

Q8 Which of the following transit technology options do you use?

Answered: 16 Skipped: 24



ANSWER CHOICES	RESPONSES
None of the above	18.75% 3
Double Map- real-time bus tracking	37.50% 6
Nixle- weather and service updates	37.50% 6
Token Transit- digital fares	25.00% 4
Trip-planner on KGB Transit Website	0.00% 0
Facebook	50.00% 8
Twitter	0.00% 0
Google Alerts	6.25% 1
Google Maps	31.25% 5
Total Respondents: 16	

Comments (2)

Showing 2 responses

Keep working on Double map sometimes it's right on but today silver line isn't there

4/28/2021 6:40 PM

[View respondent's answers](#) [Add tags ▾](#)

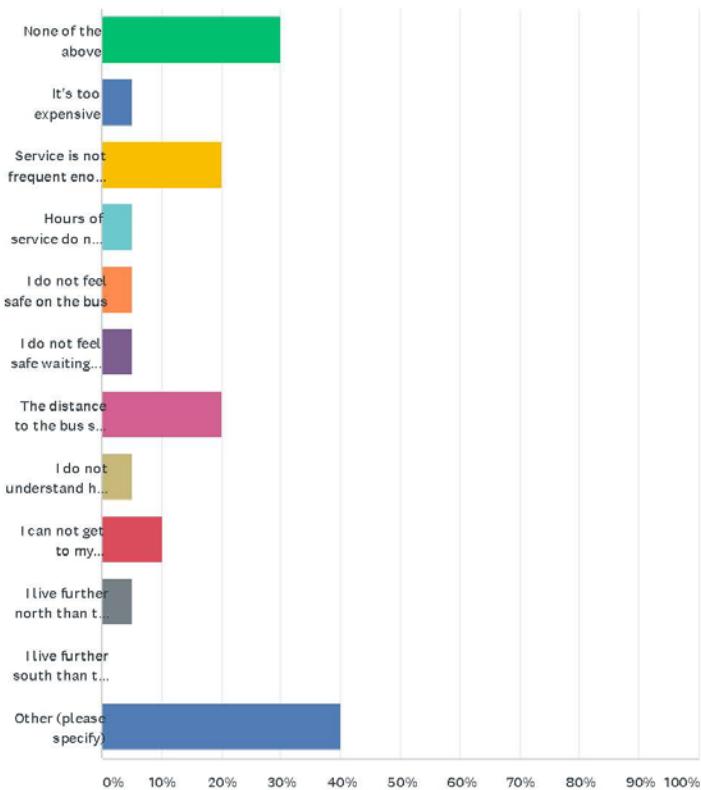
as an occasional and erratic user I have been unaware of these options. when I am using the bus again I will be using those features. So I wonder what KGB is doing to educate people about them. Is there information on the bus, in the shelters, on the KGB site? There may well be and I am disappointed in myself that I did not notice. I have not been riding since Covid so that might have something to do with it.

4/6/2021 7:23 AM

[View respondent's answers](#) [Add tags ▾](#)

Q9 Please select one or more of the options below, to help us better understand why you do not ride The Bus

Answered: 20 Skipped: 20



2021 Ketchikan Transportation Community Survey

SurveyMonkey

ANSWER CHOICES	RESPONSES	
None of the above	30.00%	6
It's too expensive	5.00%	1
Service is not frequent enough	20.00%	4
Hours of service do not meet my needs	5.00%	1
I do not feel safe on the bus	5.00%	1
I do not feel safe waiting at the bus stop	5.00%	1
The distance to the bus stop is too far from where I live or need to go	20.00%	4
I do not understand how to ride the bus	5.00%	1
I can not get to my appointments on time or I have to wait too long either before or after	10.00%	2
I live further north than the bus goes currently	5.00%	1
I live further south than the bus goes currently	0.00%	0
Other (please specify)	40.00%	8
Total Respondents: 20		

Showing 8 responses

- not living in Ketchikan last year
4/10/2021 1:43 PM [View respondent's answers](#) [Add tags ▾](#)
-
- Multiple stops
4/8/2021 8:28 PM [View respondent's answers](#) [Add tags ▾](#)
-
- I have a car
4/7/2021 11:32 AM [View respondent's answers](#) [Add tags ▾](#)
-
- Have a vehicle
4/7/2021 10:42 AM [View respondent's answers](#) [Add tags ▾](#)
-
- Personal vehicle
3/24/2021 11:46 PM [View respondent's answers](#) [Add tags ▾](#)
-
- I don't know the times and it's easier just to drive.
3/24/2021 3:20 PM [View respondent's answers](#) [Add tags ▾](#)
-
- Fortunate to have a vehicle to drive.
3/24/2021 1:31 PM [View respondent's answers](#) [Add tags ▾](#)
-
- I own a vehicle , don't go into town that often so do all my running around in one trip so it just isn't convenient.
3/24/2021 1:22 PM [View respondent's answers](#) [Add tags ▾](#)

Q10 Please provide any specific feedback for "The Bus". For example- where you would like to see stops in the future or requests for additional service hours.

Answered: 7 Skipped: 33

Showing 7 responses

Advertise for visitors and remind them of availability of bus service

4/10/2021 1:43 PM

[View respondent's answers](#)

[Add tags ▾](#)

I have no need for bus service. But if I did, I would have concerns about the problems occurring at City bus stops with regard to the activities of the public inebriates occurring on the bus and at the bus sheds.

4/8/2021 5:25 PM

[View respondent's answers](#)

[Add tags ▾](#)

Clarified bus stop at shoup street would be helpful. I used to live south of town, on Roosevelt and could have used more frequent service out there

4/7/2021 11:32 AM

[View respondent's answers](#)

[Add tags ▾](#)

Further north and further south with more frequent stops.

4/5/2021 11:49 AM

[View respondent's answers](#)

[Add tags ▾](#)

In Hawaii I used the bus daily even though I owned a car. Mostly because parking was more difficult. But in Hawaii they have Da Bus app and it's easy to track bus routes and time schedules. They have so many busses that at most you wait 30 minutes but mostly it's closer to 10 and even if you take the wrong bus you can transfer to another easily, a bus pass was \$18 a month unlimited. I'm unfamiliar with the fees here but believe it's \$2 a trip so \$4 is over a gallon of gas for my car, it's just easier to take my car here.

3/24/2021 3:20 PM

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[Add tags ▾](#)

It seems to be working fine as is.

3/24/2021 1:31 PM

[View respondent's answers](#)

[Add tags ▾](#)

Stops further north and south. Also, more frequent. And better places to stand/sit and wait out of our inclement weather.

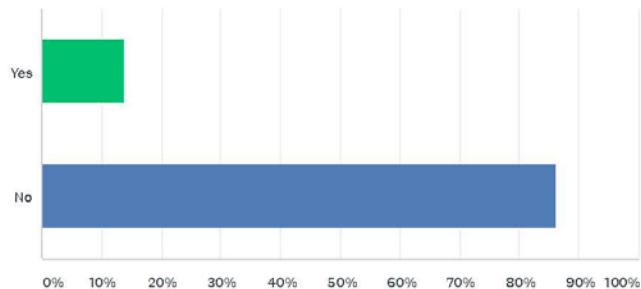
3/24/2021 1:22 PM

[View respondent's answers](#)

[Add tags ▾](#)

Q11 Do you use or have you used in the past three years the Borough Paratransit Services operated by Southeast Senior Services?

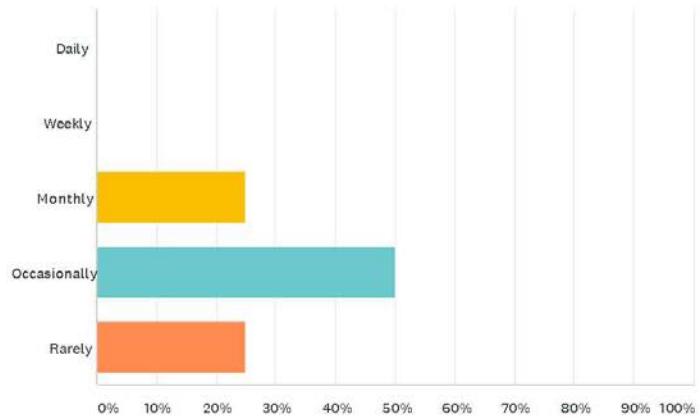
Answered: 36 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	13.89%	5
No	86.11%	31
TOTAL		36

Q12 How often do you ride paratransit?

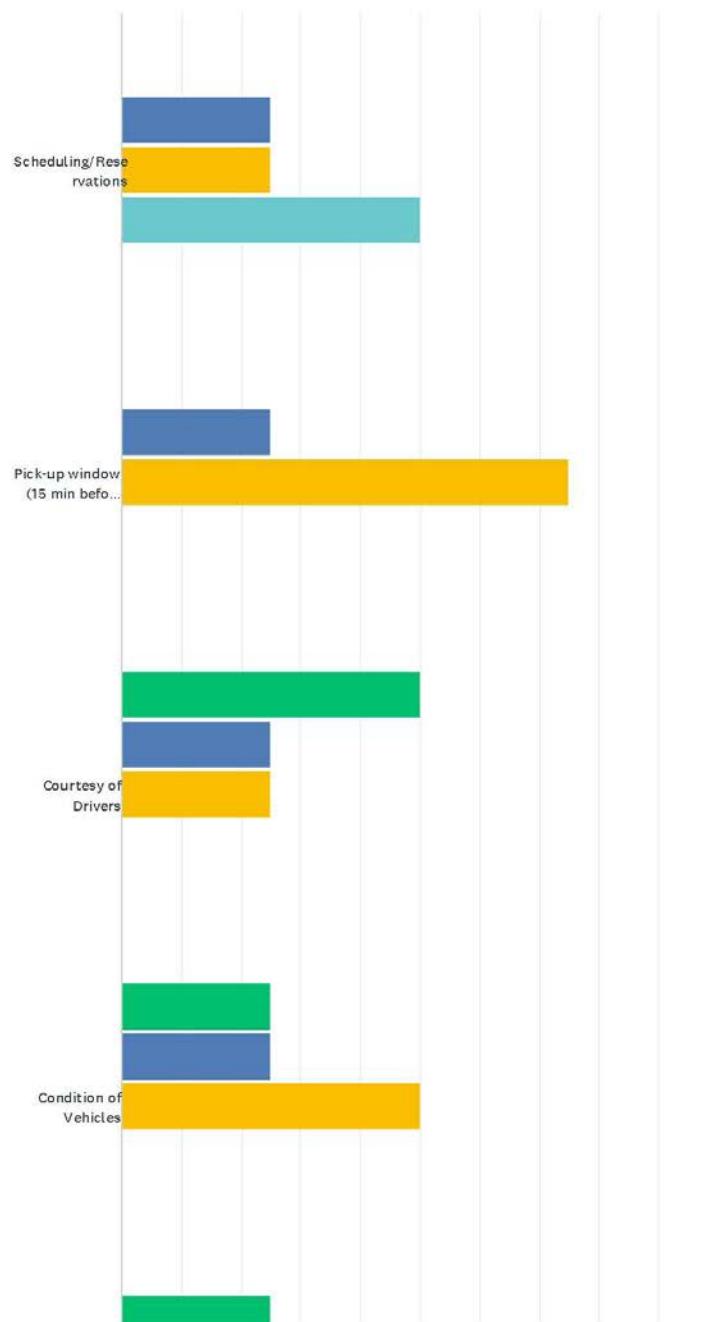
Answered: 4 Skipped: 36

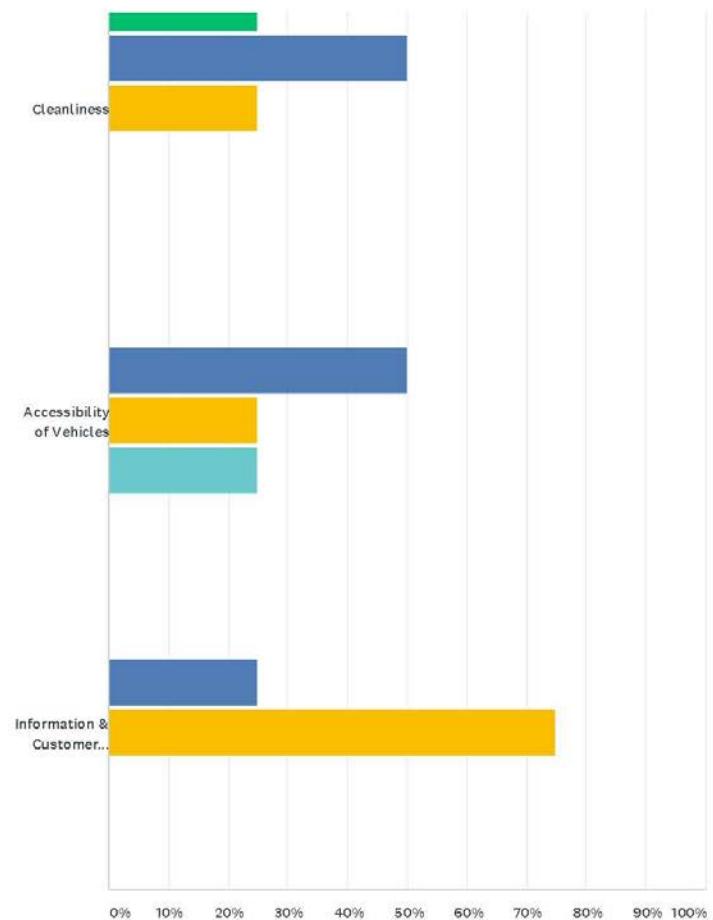


ANSWER CHOICES	RESPONSES
Daily	0.00%
Weekly	0.00%
Monthly	25.00%
Occasionally	50.00%
Rarely	25.00%
TOTAL	4

Q13 Please rate Paratransit Service on the following criteria

Answered: 4 Skipped: 36





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

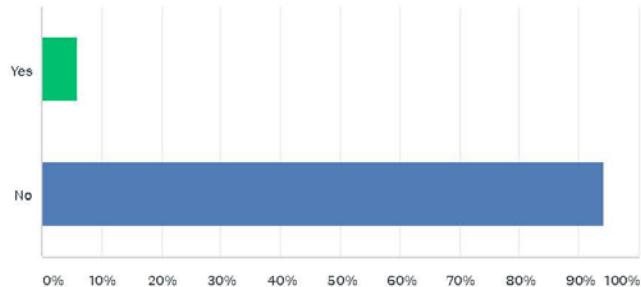
2021 Ketchikan Transportation Community Survey

SurveyMonkey

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	0.00% 0	25.00% 1	25.00% 1	50.00% 2	0.00% 0	4
Pick-up window (15 min before or after scheduled time)	0.00% 0	25.00% 1	75.00% 3	0.00% 0	0.00% 0	4
Courtesy of Drivers	50.00% 2	25.00% 1	25.00% 1	0.00% 0	0.00% 0	4
Condition of Vehicles	25.00% 1	25.00% 1	50.00% 2	0.00% 0	0.00% 0	4
Cleanliness	25.00% 1	50.00% 2	25.00% 1	0.00% 0	0.00% 0	4
Accessibility of Vehicles	0.00% 0	50.00% 2	25.00% 1	25.00% 1	0.00% 0	4
Information & Customer Service	0.00% 0	25.00% 1	75.00% 3	0.00% 0	0.00% 0	4

Q14 Do you use or have you used in the past three years Senior Transportation provided by Southeast Senior Services?

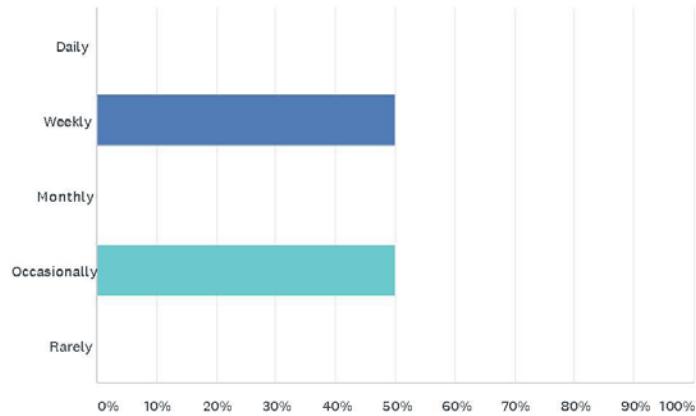
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	5.88%	2
No	94.12%	32
TOTAL		34

Q15 How often do you ride with SESS Senior Transportation?

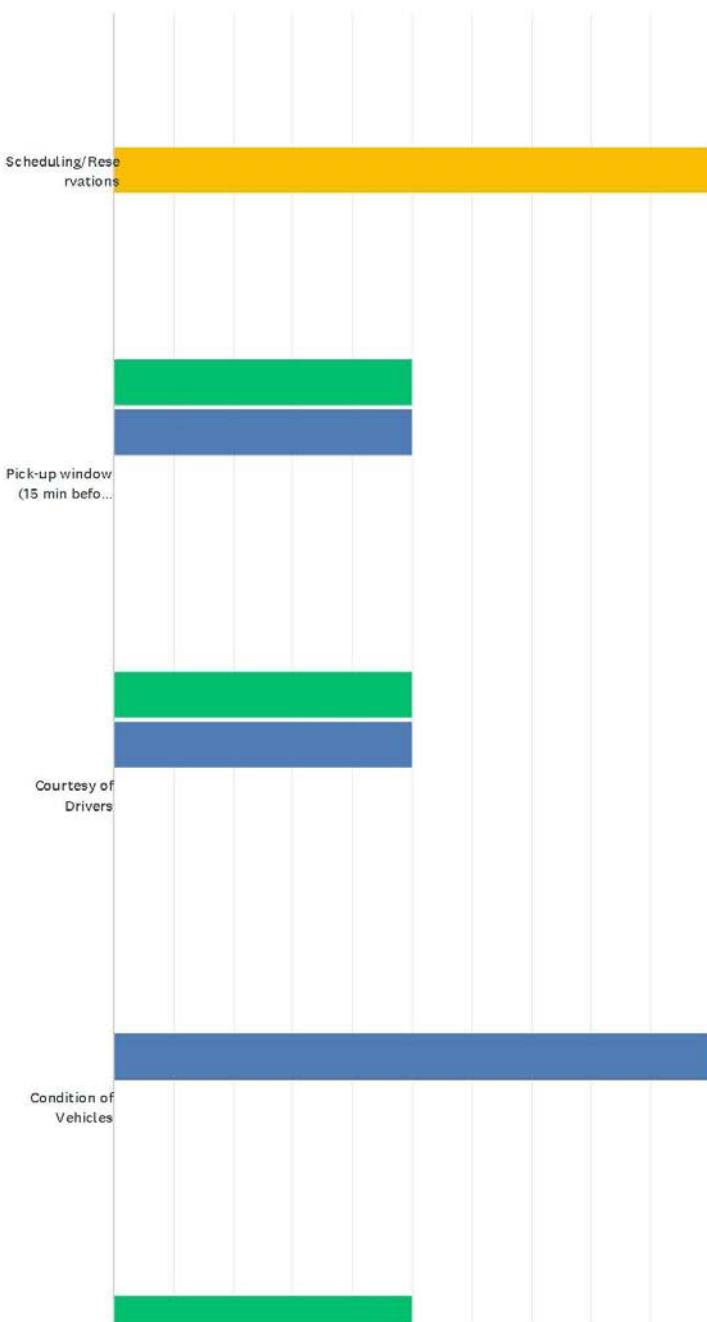
Answered: 2 Skipped: 38

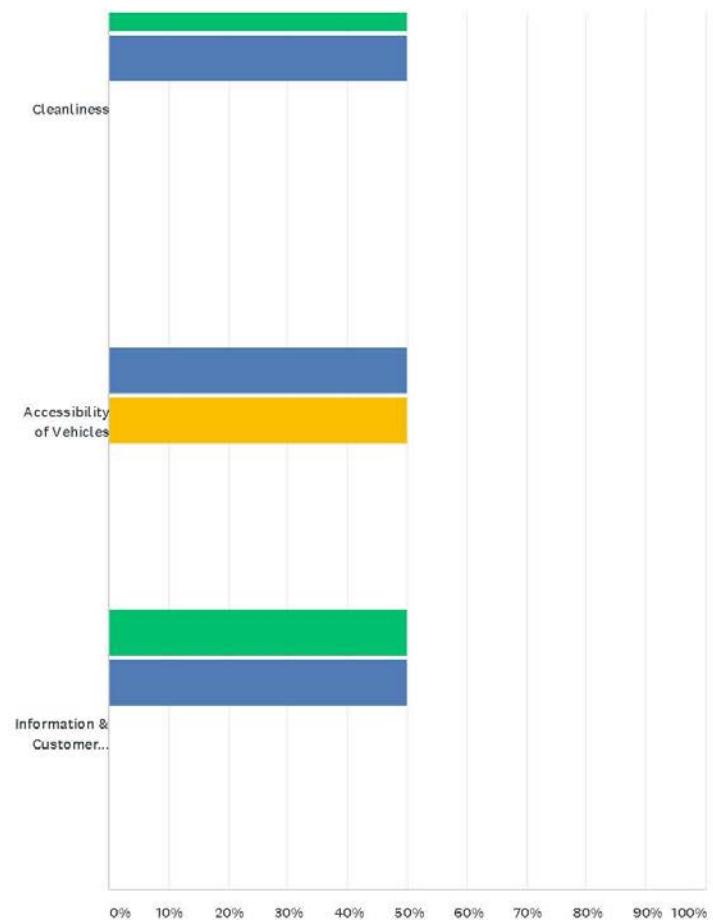


ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	50.00%	1
Monthly	0.00%	0
Occasionally	50.00%	1
Rarely	0.00%	0
TOTAL		2

Q16 Please rate SESS Senior Services on the following criteria

Answered: 2 Skipped: 38





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

2021 Ketchikan Transportation Community Survey

SurveyMonkey

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Pick-up window (15 min before or after scheduled time)	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2
Courtesy of Drivers	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2
Condition of Vehicles	0.00% 0	100.00% 2	0.00% 0	0.00% 0	0.00% 0	2
Cleanliness	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2
Accessibility of Vehicles	0.00% 0	50.00% 1	50.00% 1	0.00% 0	0.00% 0	2
Information & Customer Service	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2

Comments (1)

Showing 1 response



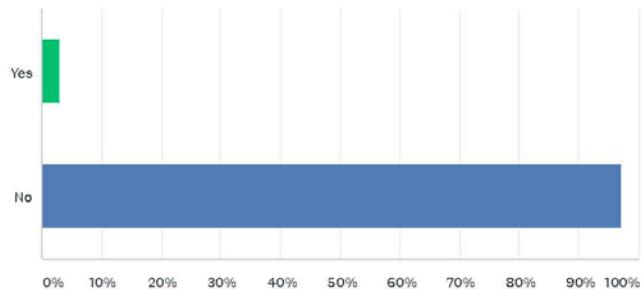
Love this service. Wish they had another van to accommodate me on their busy days. Can't always get a ride when I am requesting. Service area limited as well.

4/22/2021 1:32 PM

[View respondent's answers](#)[Add tags ▾](#)

Q17 Do you use or have you used in the past three years the KIC Transportation services?

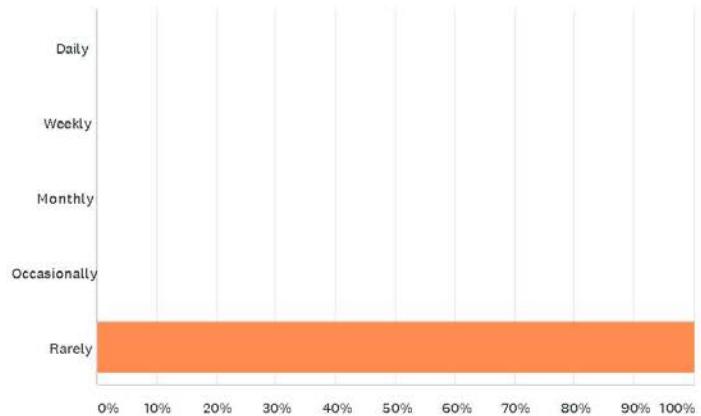
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	2.94%	1
No	97.06%	33
TOTAL		34

Q18 How often do you ride with KIC?

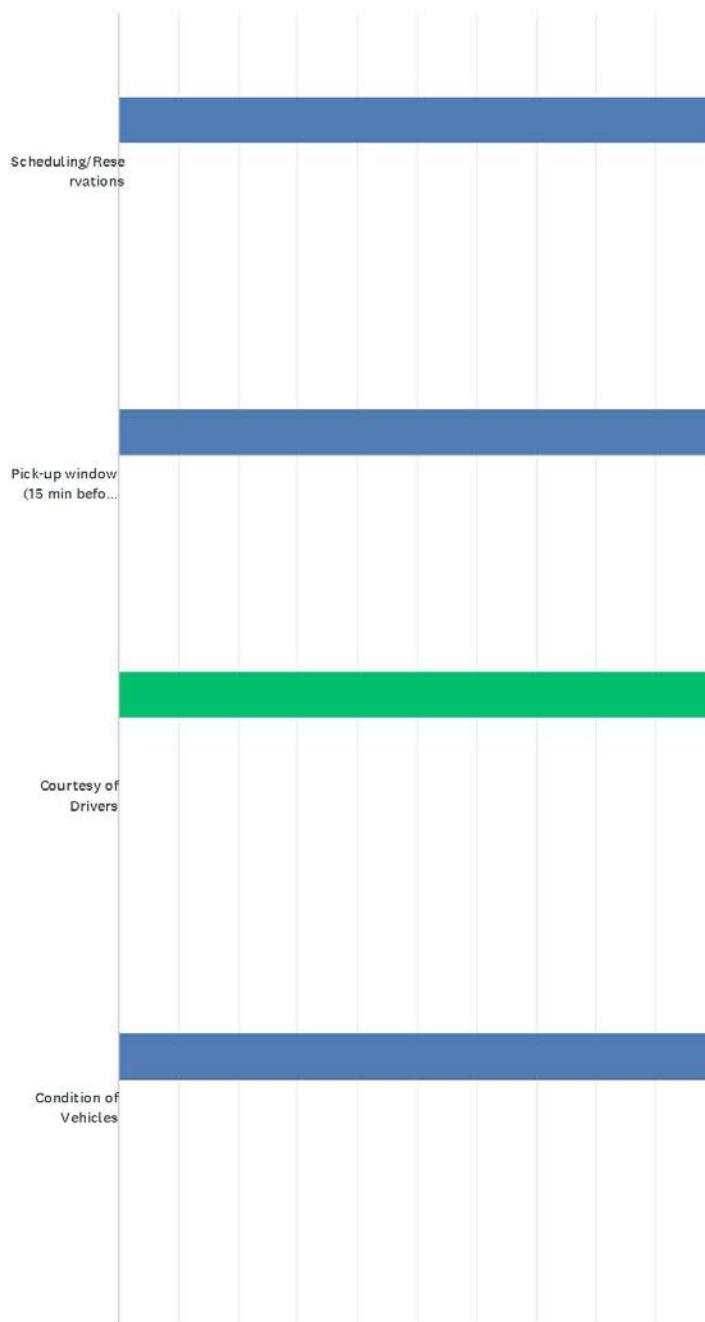
Answered: 1 Skipped: 39

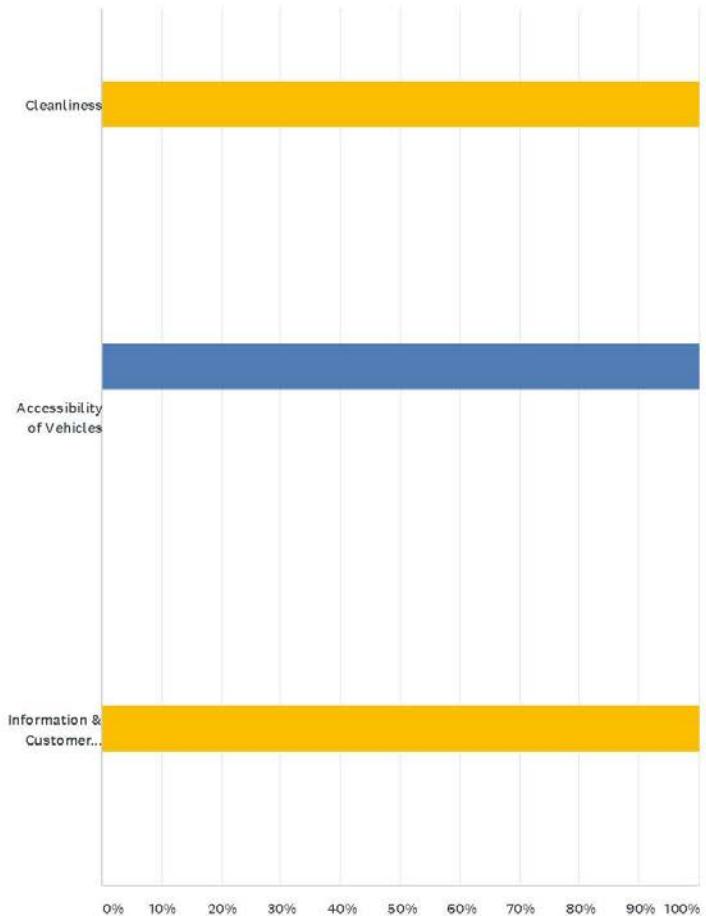


ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	0.00%	0
Monthly	0.00%	0
Occasionally	0.00%	0
Rarely	100.00%	1
TOTAL		1

Q19 Please rate KIC on the following criteria

Answered: 1 Skipped: 39





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

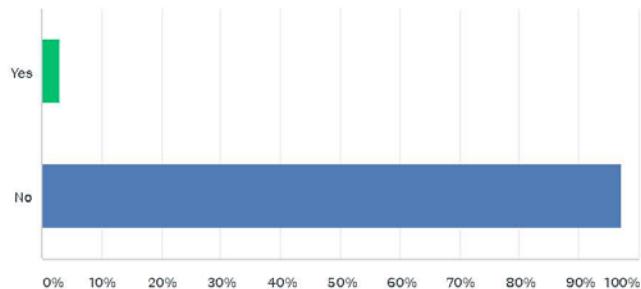
2021 Ketchikan Transportation Community Survey

SurveyMonkey

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Pick-up window (15 min before or after scheduled time)	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Courtesy of Drivers	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Condition of Vehicles	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Cleanliness	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Accessibility of Vehicles	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Information & Customer Service	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1

Q20 Do you or have you used in the past three years the Rendezvous Van?

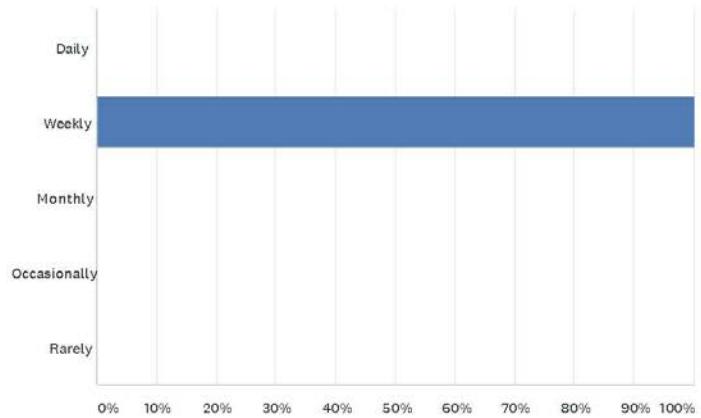
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	2.94%	1
No	97.06%	33
TOTAL		34

Q21 How often do you ride with Rendezvous?

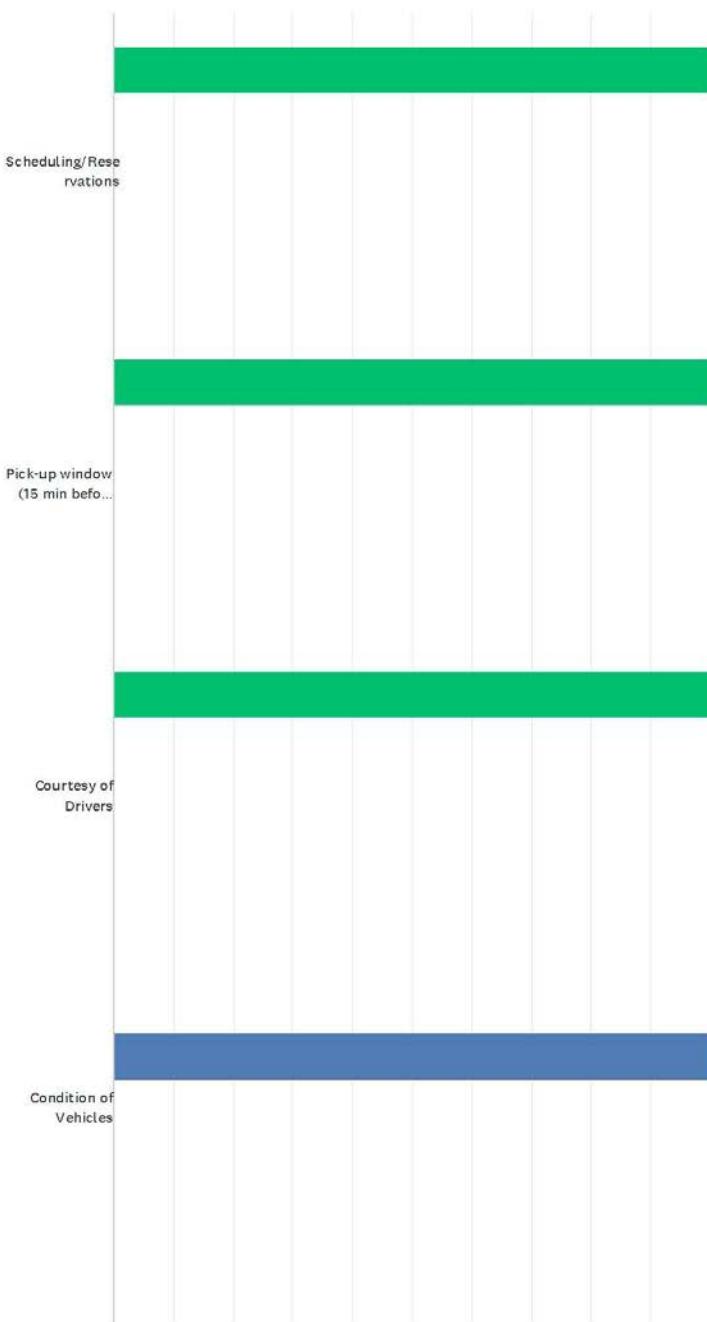
Answered: 1 Skipped: 39

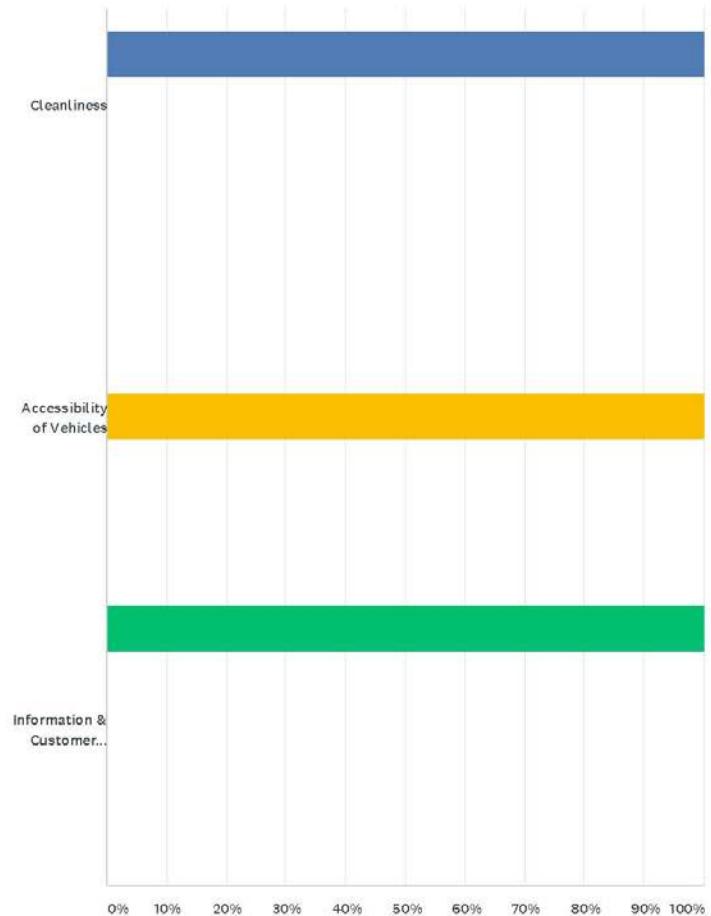


ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	100.00%	1
Monthly	0.00%	0
Occasionally	0.00%	0
Rarely	0.00%	0
TOTAL		1

Q22 Please rate Rendezvous on the following criteria

Answered: 1 Skipped: 39





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

2021 Ketchikan Transportation Community Survey

SurveyMonkey

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Pick-up window (15 min before or after scheduled time)	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Courtesy of Drivers	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Condition of Vehicles	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Cleanliness	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1
Accessibility of Vehicles	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1
Information & Customer Service	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1

[Comments \(1\)](#)

Showing 1 response



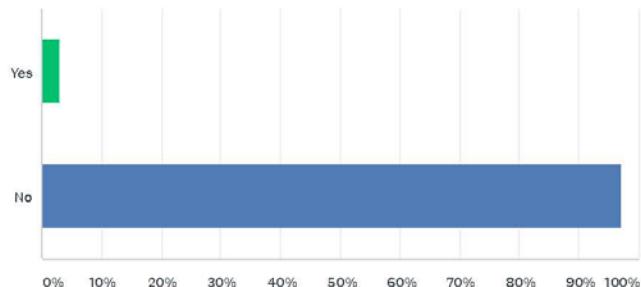
This service i am confusing with senior van. I don't know which is which

4/22/2021 1:33 PM

[View respondent's answers](#)[Add tags ▾](#)

Q23 Do you use or have you used in the past three years transportation through ORCA/SAIL?

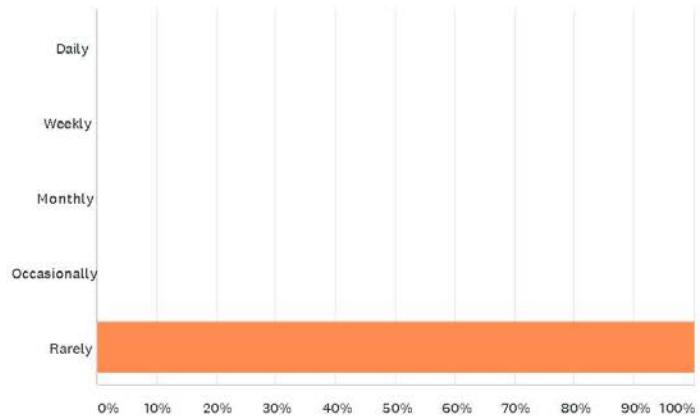
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	2.94%	1
No	97.06%	33
TOTAL		34

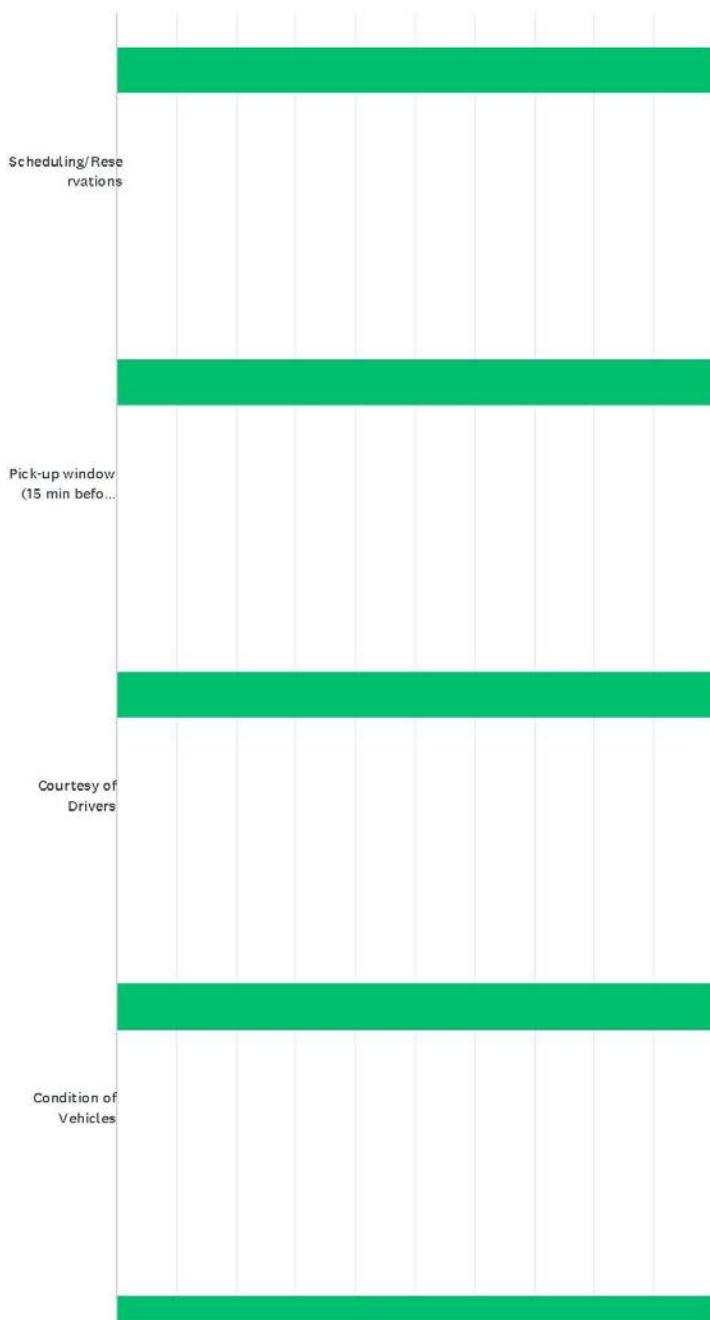
Q24 How often do you ride with ORCA/SAIL?

Answered: 1 Skipped: 39

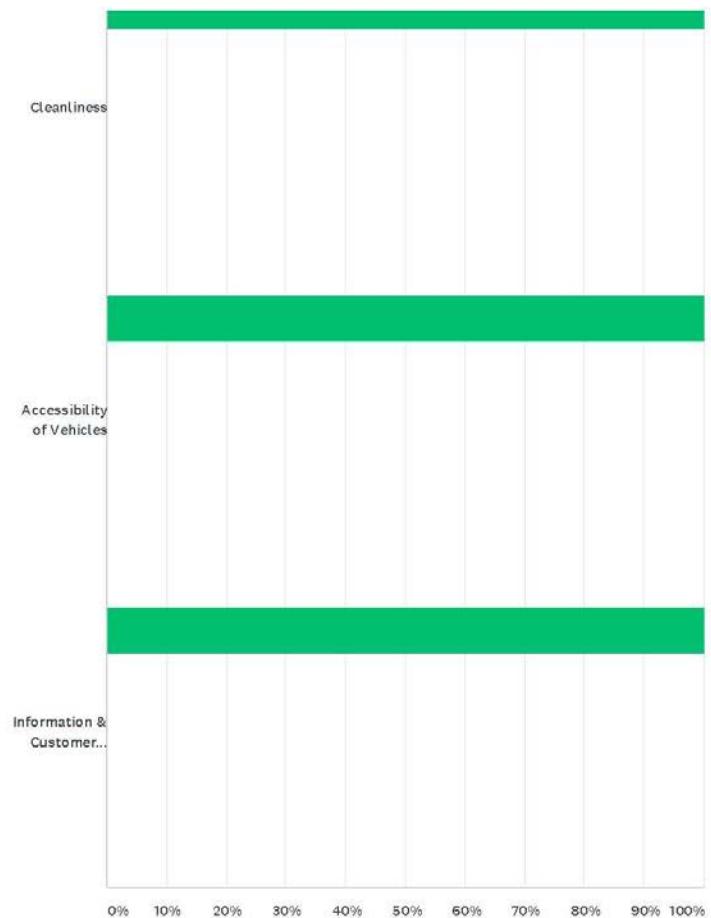


Q25 Please rate ORCA/SAIL on the following criteria

Answered: 1 Skipped: 39



38 / 62



- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

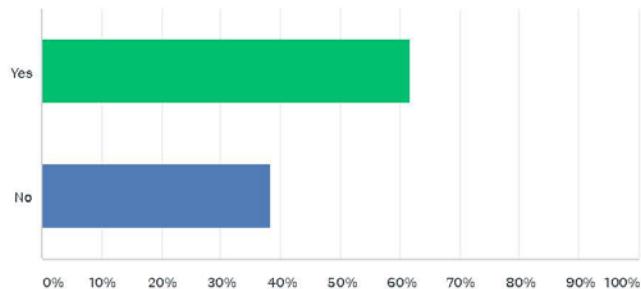
2021 Ketchikan Transportation Community Survey

SurveyMonkey

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Pick-up window (15 min before or after scheduled time)	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Courtesy of Drivers	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Condition of Vehicles	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Cleanliness	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Accessibility of Vehicles	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
Information & Customer Service	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1

Q26 Do you use or have you used in the last three years services provided by local taxi operators?

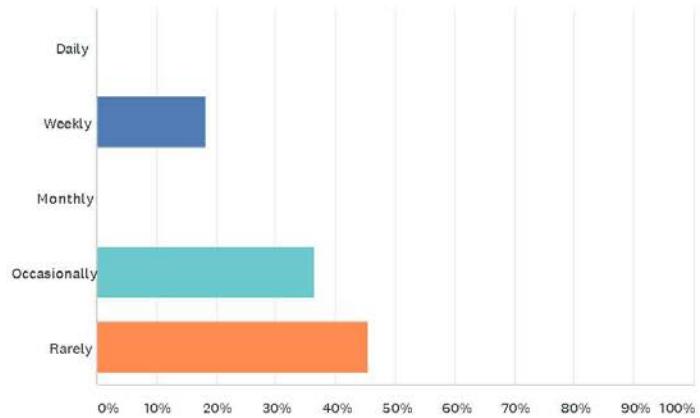
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	61.76%	21
No	38.24%	13
TOTAL		34

Q27 How often do you ride with local taxi services?

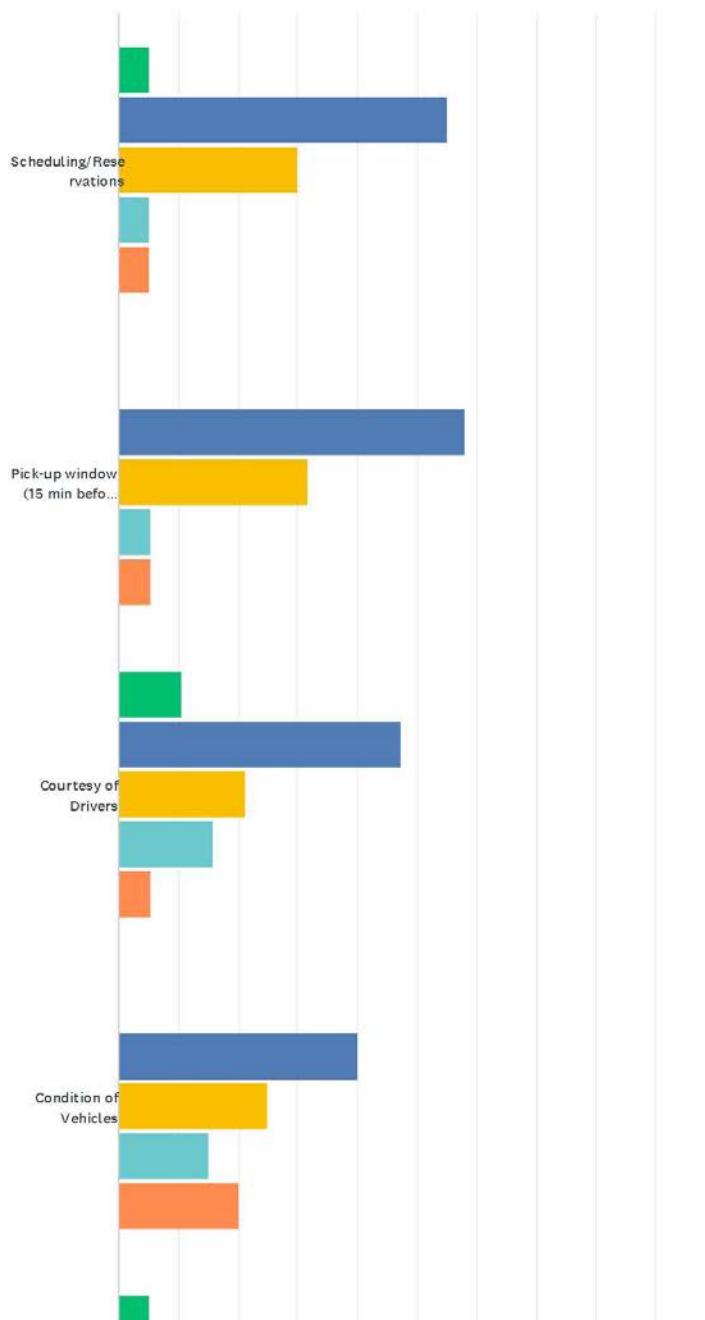
Answered: 22 Skipped: 18

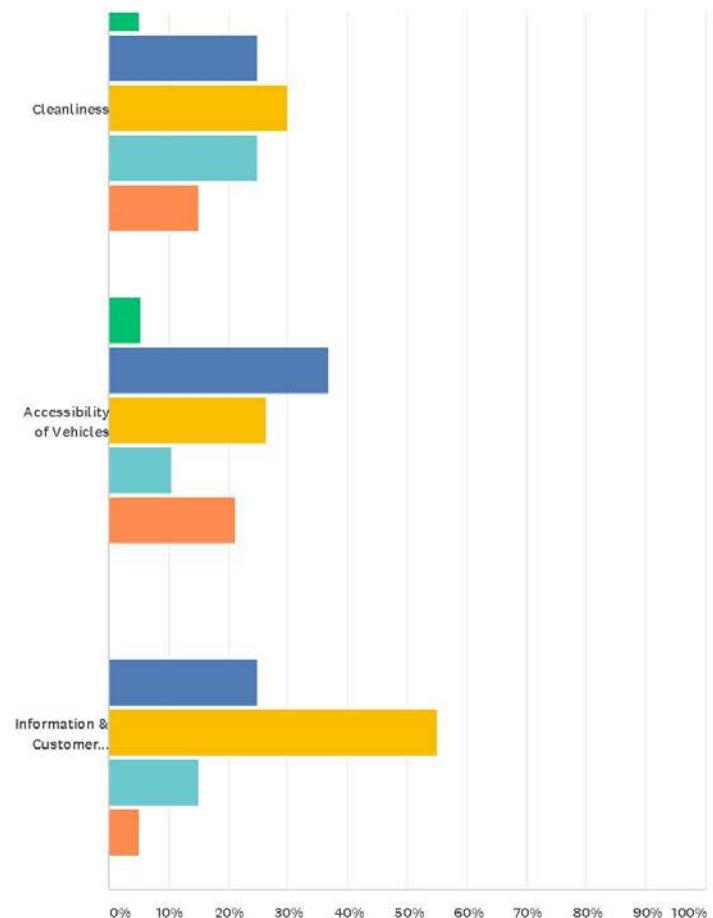


ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	18.18%	4
Monthly	0.00%	0
Occasionally	36.36%	8
Rarely	45.45%	10
TOTAL		22

Q28 Please rate Ketchikan Local Taxi Services on the following criteria

Answered: 22 Skipped: 18





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Scheduling/Reservations	5.00% 1	55.00% 11	30.00% 6	5.00% 1	5.00% 1	20
Pick-up window (15 min before or after scheduled time)	0.00% 0	57.89% 11	31.58% 6	5.26% 1	5.26% 1	19
Courtesy of Drivers	10.53% 2	47.37% 9	21.05% 4	15.79% 3	5.26% 1	19
Condition of Vehicles	0.00% 0	40.00% 8	25.00% 5	15.00% 3	20.00% 4	20
Cleanliness	5.00% 1	25.00% 5	30.00% 6	25.00% 5	15.00% 3	20
Accessibility of Vehicles	5.26% 1	36.84% 7	26.32% 5	10.53% 2	21.05% 4	19
Information & Customer Service	0.00% 0	25.00% 5	55.00% 11	15.00% 3	5.00% 1	20

Comments (5)

Showing 5 responses

Fare rates have increased since pandemic

4/28/2021 12:57 PM

[View respondent's answers](#)[Add tags ▾](#)

I have a scooter. I end up using my strength to help lift said scooter in back. I tip well when I can but man I feel like a big burden.

4/7/2021 2:51 PM

[View respondent's answers](#)[Add tags ▾](#)

The taxis are dated and dirty. Rides are very expensive. Sometimes the drivers smell like body odor or smoke. The owners have always been decent to talk to and work with. The drivers are resistant to mask wearing. I'm sorry to be so critical. But this is my honest feedback.

4/7/2021 11:36 AM

[View respondent's answers](#)[Add tags ▾](#)

During the Pandemic it was scary to ride in the taxi service. It was up to the driver to clean the vehicles between ridership, if they WANTED to. A few of the Taxi vehicles are bad smelling and make noises that are concerning.

3/25/2021 10:50 AM

[View respondent's answers](#)[Add tags ▾](#)

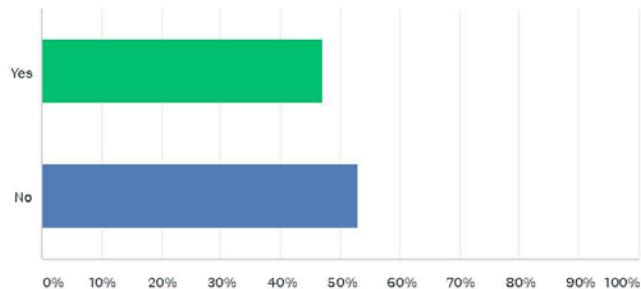
45 bucks to herring cove, Its not really a affordable option

3/24/2021 11:22 AM

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Q29 Do you use or have you used in the last three years Inter-Island Ferry Authority to travel to or from Ketchikan?

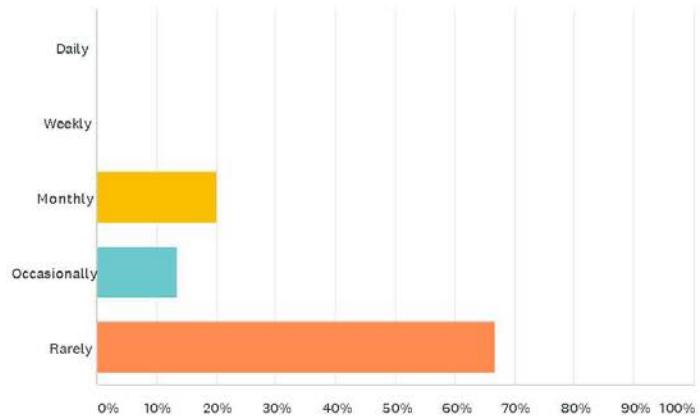
Answered: 34 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	47.06%	16
No	52.94%	18
TOTAL		34

Q30 How often do you ride IFA?

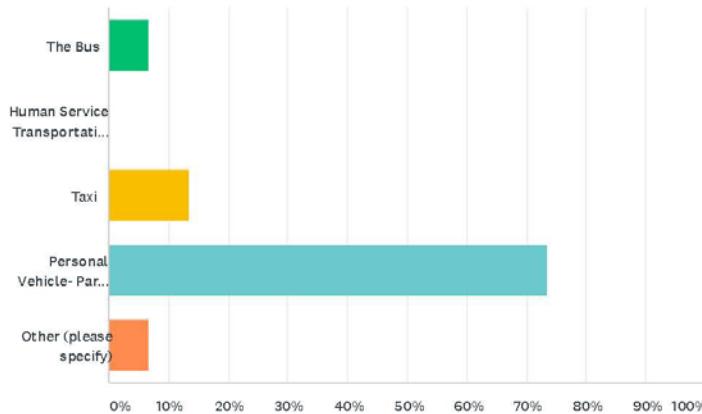
Answered: 15 Skipped: 25



ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	0.00%	0
Monthly	20.00%	3
Occasionally	13.33%	2
Rarely	66.67%	10
TOTAL		15

Q31 How to you get to and from the IFA Terminal in Ketchikan?

Answered: 15 Skipped: 25



ANSWER CHOICES	RESPONSES
The Bus	6.67% 1
Human Service Transportation (senior services, paratransit etc.)	0.00% 0
Taxi	13.33% 2
Personal Vehicle- Park at Terminal	73.33% 11
Other (please specify)	6.67% 1
TOTAL	15

Showing 1 response



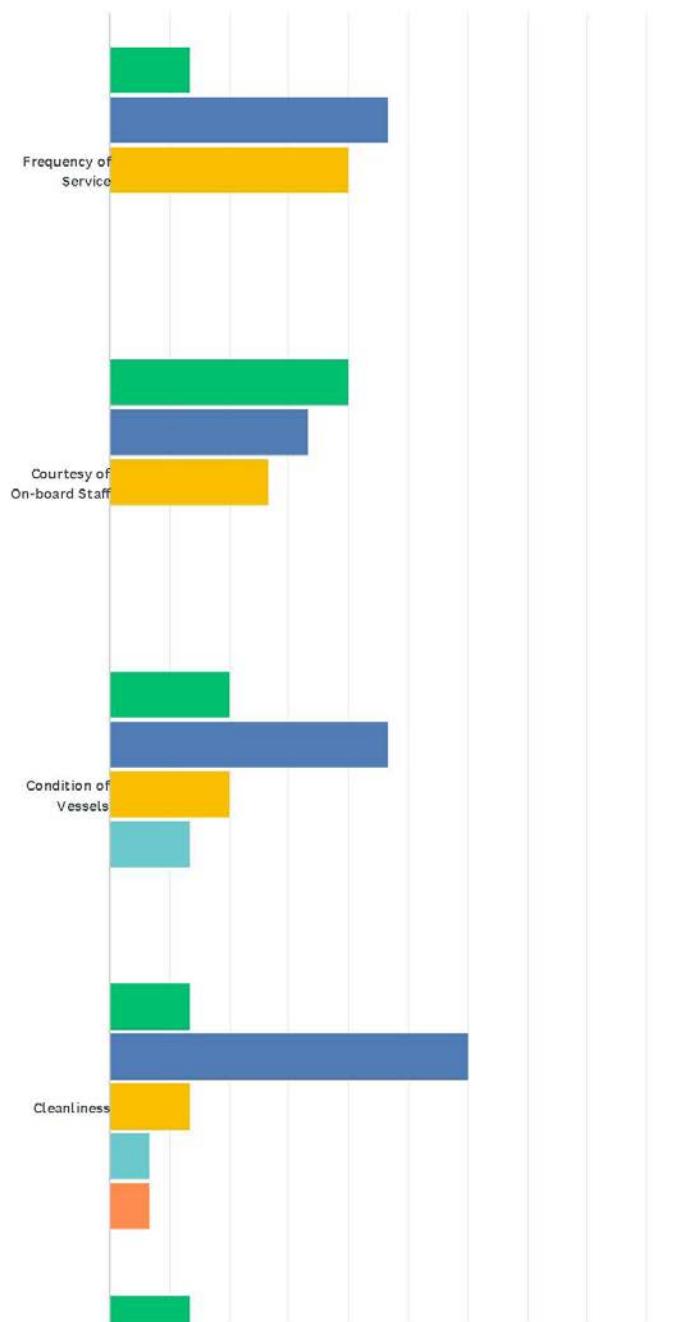
Call a friend/relative to take me there.

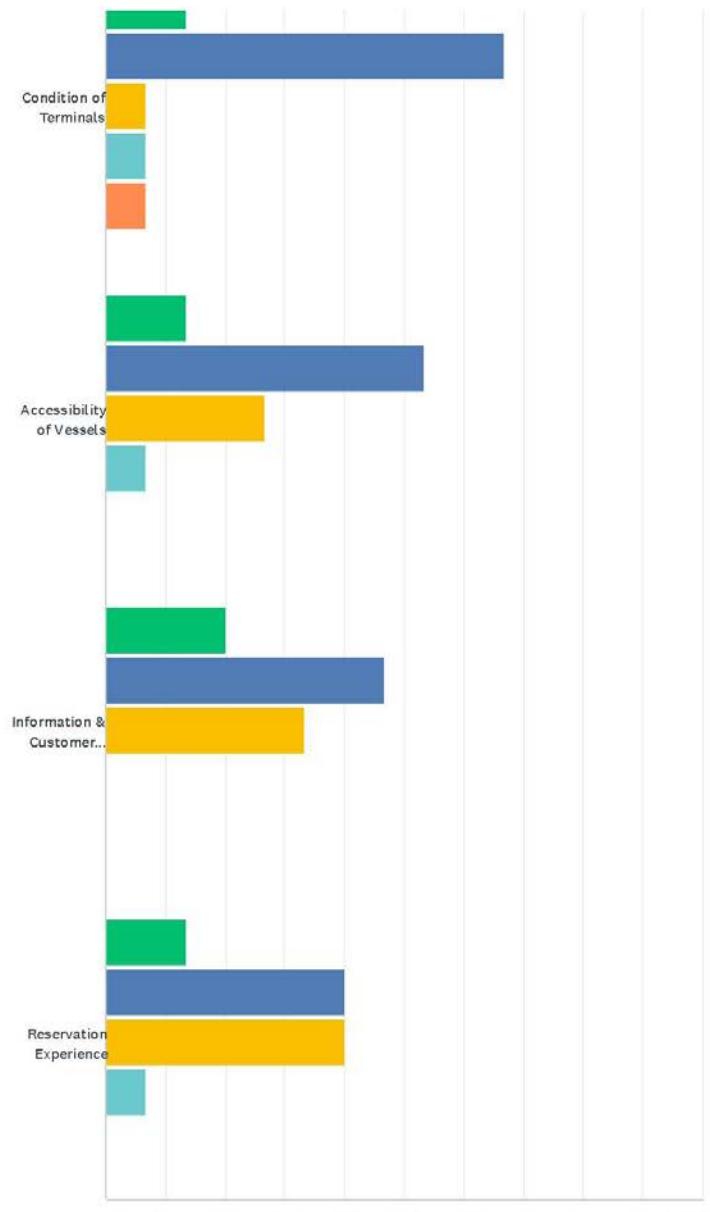
3/24/2021 1:34 PM

[View respondent's answers](#) [Add tags ▾](#)

Q32 Please rate IFA on the following criteria

Answered: 15 Skipped: 25





- █ Excellent (Love it!)
- █ Good (Not Excellent but I don't have any suggestions for improvement)
- █ Acceptable (Could use improvement but does not prevent me from riding)
- █ Poor (I may still ride but a lot of room for improvement)
- █ Unacceptable (This needs some serious improvement for me to ride)

	EXCELLENT (LOVE IT!)	GOOD (NOT EXCELLENT BUT I DONT HAVE ANY SUGGESTIONS FOR IMPROVEMENT)	ACCEPTABLE (COULD USE IMPROVEMENT BUT DOES NOT PREVENT ME FROM RIDING)	POOR (I MAY STILL RIDE BUT ALOT OF ROOM FOR IMPROVEMENT)	UNACCEPTABLE (THIS NEEDS SOME SERIOUS IMPROVEMENT FOR ME TO RIDE)	TOTAL
Frequency of Service	13.33% 2	46.67% 7	40.00% 6	0.00% 0	0.00% 0	15
Courtesy of On-board Staff	40.00% 6	33.33% 5	26.67% 4	0.00% 0	0.00% 0	15
Condition of Vessels	20.00% 3	46.67% 7	20.00% 3	13.33% 2	0.00% 0	15
Cleanliness	13.33% 2	60.00% 9	13.33% 2	6.67% 1	6.67% 1	15
Condition of Terminals	13.33% 2	66.67% 10	6.67% 1	6.67% 1	6.67% 1	15
Accessibility of Vessels	13.33% 2	53.33% 8	26.67% 4	6.67% 1	0.00% 0	15
Information & Customer Service	20.00% 3	46.67% 7	33.33% 5	0.00% 0	0.00% 0	15
Reservation Experience	13.33% 2	40.00% 6	40.00% 6	6.67% 1	0.00% 0	15

Comments (1)

Showing 1 response

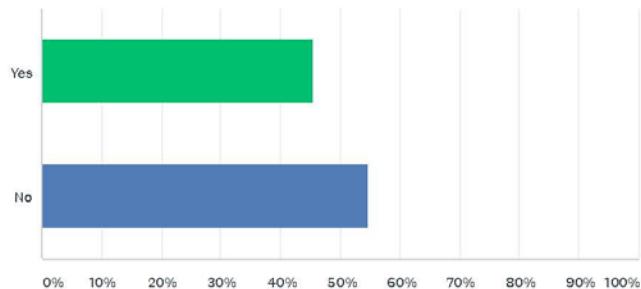
**The small area for booking is limiting.**

3/24/2021 1:34 PM

[View respondent's answers](#)[Add tags ▾](#)

Q33 Do you use or have you used in the past three years the Alaska Marine Highway System to travel to or from Ketchikan?

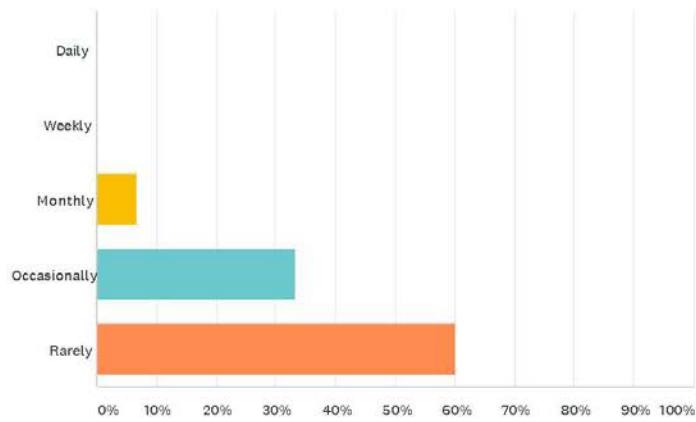
Answered: 33 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	45.45%	15
No	54.55%	18
TOTAL		33

Q34 How often do you ride AMHS?

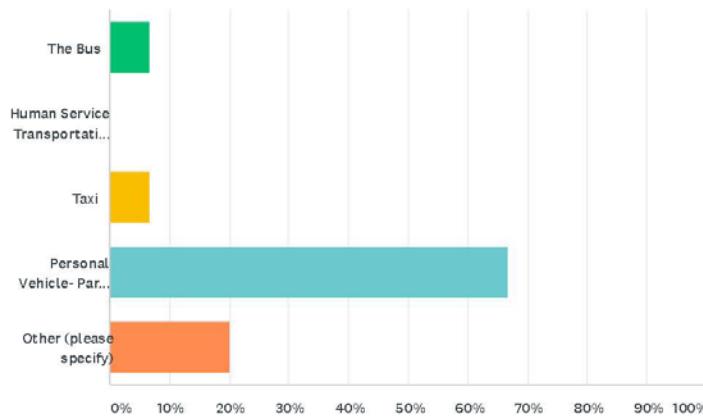
Answered: 15 Skipped: 25



ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	0.00%	0
Monthly	6.67%	1
Occasionally	33.33%	5
Rarely	60.00%	9
TOTAL		15

Q35 How do you get to and from the IFA Terminal in Ketchikan?

Answered: 15 Skipped: 25



ANSWER CHOICES	RESPONSES
The Bus	6.67% 1
Human Service Transportation (senior services, paratransit etc.)	0.00% 0
Taxi	6.67% 1
Personal Vehicle- Park at Terminal	66.67% 10
Other (please specify)	20.00% 3
TOTAL	15

Showing 3 responses

 friend

4/10/2021 1:45 PM

[View respondent's answers](#)[Add tags ▾](#) Ride

4/8/2021 8:29 PM

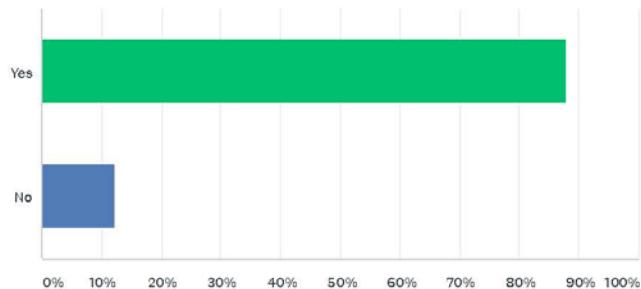
[View respondent's answers](#)[Add tags ▾](#) I have never used the IFA

4/8/2021 5:27 PM

[View respondent's answers](#)[Add tags ▾](#)

Q36 Have you used Ketchikan International Airport in the last three years to travel to or from Ketchikan?

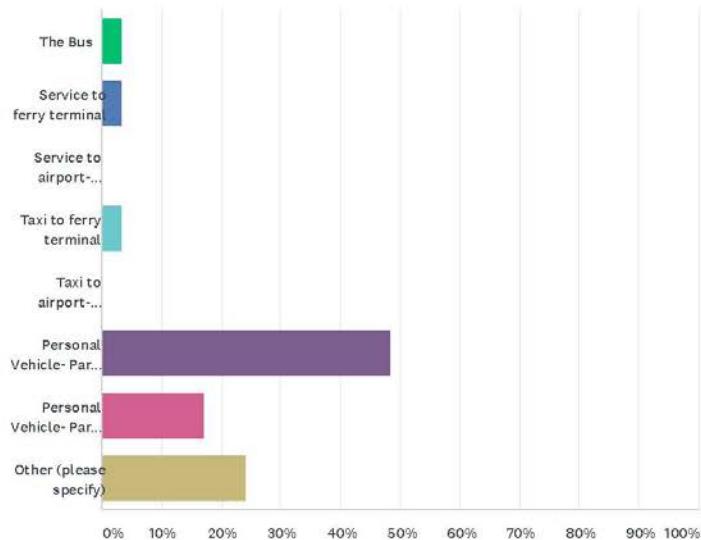
Answered: 33 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	87.89%	29
No	12.12%	4
TOTAL		33

Q37 How do you get to and from the airport?

Answered: 29 Skipped: 11



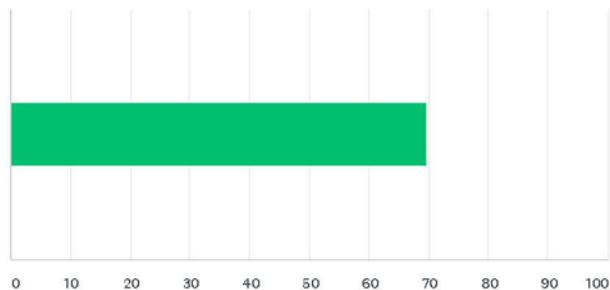
ANSWER CHOICES	RESPONSES	
The Bus	3.45%	1
Service to ferry terminal	3.45%	1
Service to airport- Gravina terminal	0.00%	0
Taxi to ferry terminal	3.45%	1
Taxi to airport- Gravina terminal	0.00%	0
Personal Vehicle- Park on Ketchikan Side	48.28%	14
Personal Vehicle- Park on Airport (Gravina) Side	17.24%	5
Other (please specify)	24.14%	7
TOTAL		29

Showing 7 responses

- Senior van
4/23/2021 10:11 AM [View respondent's answers](#) [Add tags ▾](#)
- Used to use my own car, taxi or a friend giving ride across on ferry. In future will use the bus and or senior van
4/22/2021 1:41 PM [View respondent's answers](#) [Add tags ▾](#)
- By foot
4/14/2021 8:58 PM [View respondent's answers](#) [Add tags ▾](#)
- Ride
4/8/2021 8:30 PM [View respondent's answers](#) [Add tags ▾](#)
- Drive, park, ferry to and from airport
3/24/2021 3:31 PM [View respondent's answers](#) [Add tags ▾](#)
- I use a personal vehicle and park on Gravina in the handicapped parking.
3/24/2021 1:35 PM [View respondent's answers](#) [Add tags ▾](#)

Q38 Please rate the community need for an accessible vehicle on each ferry that would provide terminal to terminal service (Gravina to Ketchikan and back). This vehicle would prioritize rides to individuals with disabilities and mobility challenges with room for luggage

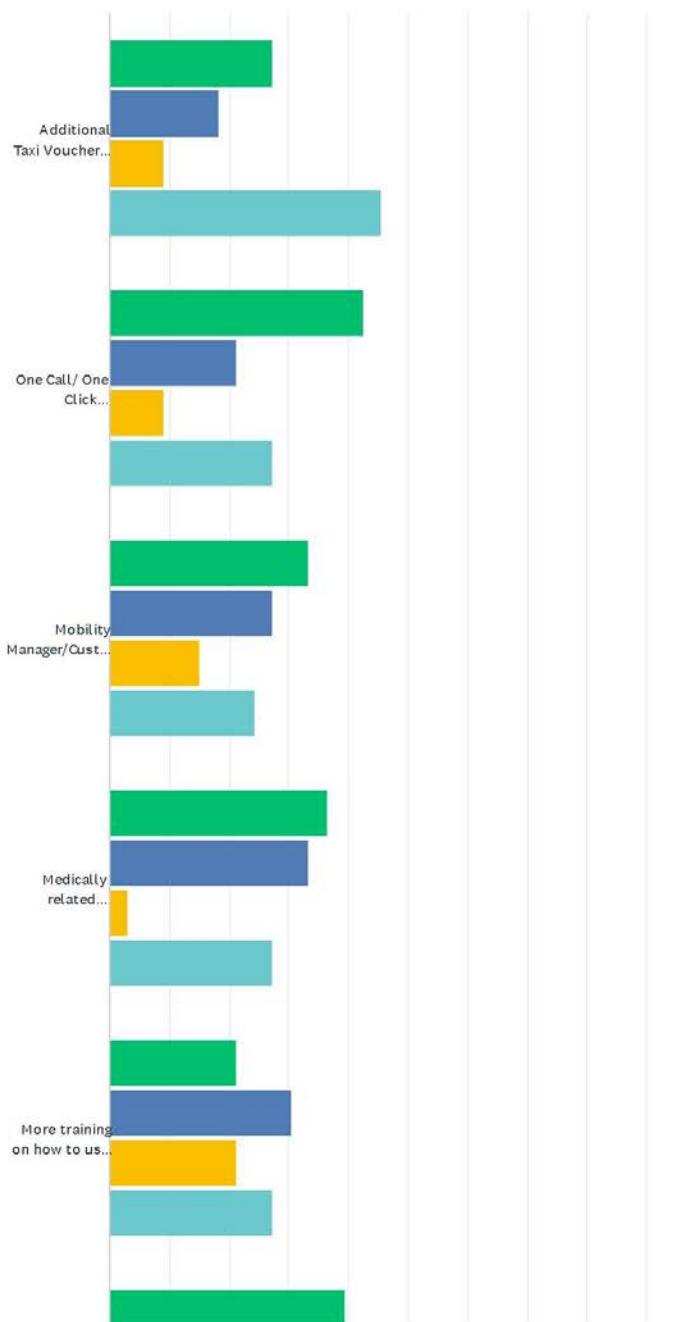
Answered: 29 Skipped: 11

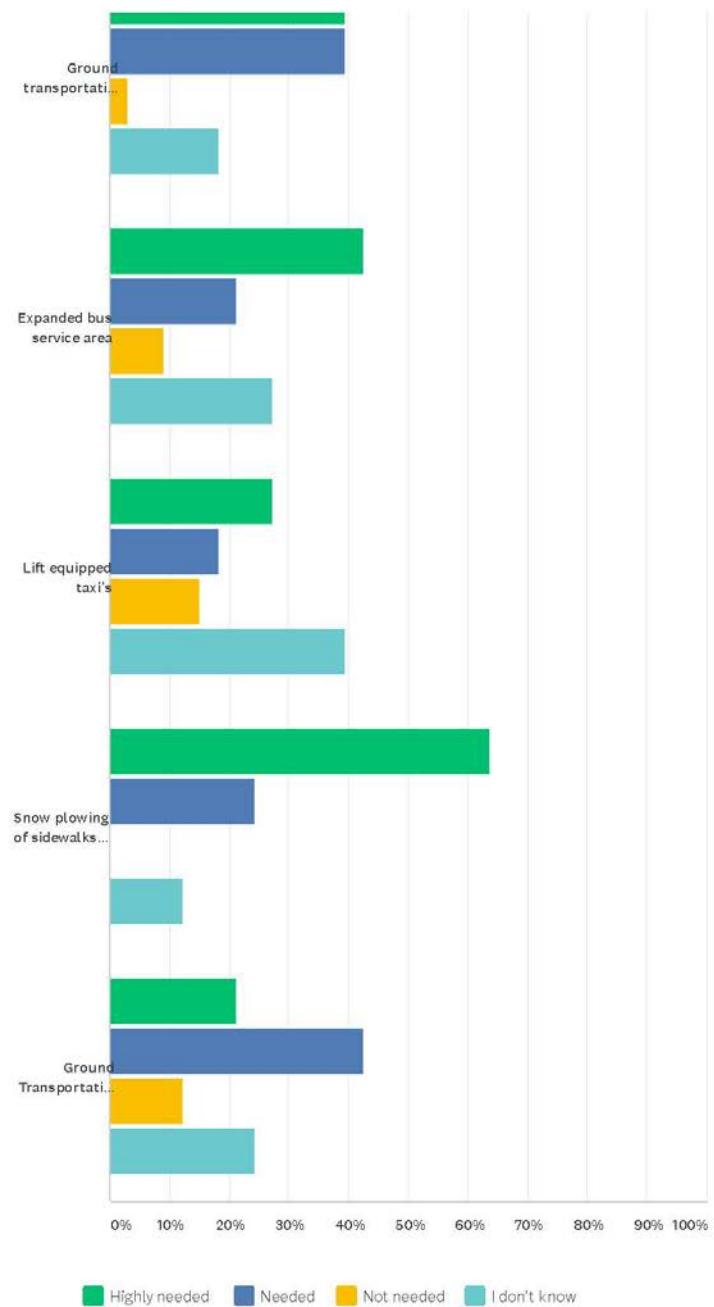


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	70	2,023	29
Total Respondents: 29			

Q39 Rate the following based upon need in the community.

Answered: 33 Skipped: 7





2021 Ketchikan Transportation Community Survey

SurveyMonkey

	HIGHLY NEEDED	NEEDED	NOT NEEDED	I DON'T KNOW	TOTAL
Additional Taxi Vouchers (currently available through SAIL)	27.27% 9	18.18% 6	9.09% 3	45.45% 15	33
One Call/ One Click Transportation Information for the community	42.42% 14	21.21% 7	9.09% 3	27.27% 9	33
Mobility Manager/Customer Service Specialist (Responsible for transportation coordination)	33.33% 11	27.27% 9	15.15% 5	24.24% 8	33
Medically related non-emergency transport (i.e. transport for dialysis)	36.36% 12	33.33% 11	3.03% 1	27.27% 9	33
More training on how to use public transit	21.21% 7	30.30% 10	21.21% 7	27.27% 9	33
Ground transportation to/from the Airport- Gravina Terminal	39.39% 13	39.39% 13	3.03% 1	18.18% 6	33
Expanded bus service area	42.42% 14	21.21% 7	9.09% 3	27.27% 9	33
Lift equipped taxi's	27.27% 9	18.18% 6	15.15% 5	39.39% 13	33
Snow plowing of sidewalks and berms to accommodate transit users	63.64% 21	24.24% 8	0.00% 0	12.12% 4	33
Ground Transportation to/from IFA or AMHS Ferry Terminals	21.21% 7	42.42% 14	12.12% 4	24.24% 8	33

Q40 Additional Comments/Suggestions or Compliments

Answered: 9 Skipped: 31

Showing 9 responses

- doing a great service. A few things could stand room for improvement particularly in winter. Also spring, summer and fall.
4/22/2021 1:45 PM [View respondent's answers](#) [Add tags ▾](#)
- I don't use a wheelchair but I imagine it's hard to get down to the ferry on low tides.
4/8/2021 8:32 PM [View respondent's answers](#) [Add tags ▾](#)
- I once called KIC shuttle services to assist an inebriated native gal to get to her residence south of town. KIC responded they weren't equipped to to assist. This woman was a member of KIC, this was a lame response.
4/8/2021 5:34 PM [View respondent's answers](#) [Add tags ▾](#)
- I do appreciate that being a taxi driver is not an easy job, and probably doesn't pay very well. So I feel remorseful to be so critical, but again, it's my honest feedback.
4/7/2021 11:39 AM [View respondent's answers](#) [Add tags ▾](#)
- I Think our existing service is great and especially so for what we are charged. When the tourists arrive they can sure mess up the system. If you haven't instituted it tokens might help. Perhaps signs at those locations where tourists are all clumped together waiting to ask how much the bus costs and ask if they need exact change and will the driver wait 2 minutes for their friend MIGHT help
4/6/2021 7:31 AM [View respondent's answers](#) [Add tags ▾](#)
- It would be great if people could schedule rides needed online and it be dispatched to the correct place to have scheduled instead of calling four or five different places.
3/25/2021 10:55 AM [View respondent's answers](#) [Add tags ▾](#)
- The bus needs to provide service on the dump hill.
3/24/2021 8:56 PM [View respondent's answers](#) [Add tags ▾](#)
- The covid 19 pandemic sure placed things in a whirl spin. I was unsure of how sanitary it was for the drivers and paxs. I wondered if another odd pandemic occurred if the bus transit might utilize those microbacterial sprays or uv wands. The bus stops might brighten up if they had waterproof banners encouraging riders to wear masks.
3/24/2021 1:42 PM [View respondent's answers](#) [Add tags ▾](#)
- I work at the airport seasonally as a Customer Service Agent and have been saying to my coworkers for years, after watching the elderly or disabled struggle up/down the ramp to/from the ferry to get to/from the airport that we need some sort of ground transportation to offer these folks!! It is dangerous at times, very difficult in general w/ luggage and age and/or a disability. This really needs to be taken care of to meet ADA standards!
3/24/2021 1:35 PM [View respondent's answers](#) [Add tags ▾](#)

Q41 Contact Information (Optional)

Answered: 8 Skipped: 32

ANSWER CHOICES	RESPONSES	
Name	75.00%	6
Company	12.50%	1
Address	62.50%	5
Address 2	0.00%	0
City/Town	75.00%	6
State/Province	100.00%	8
ZIP/Postal Code	87.50%	7
Country	75.00%	6
Email Address	62.50%	5
Phone Number	62.50%	5

B. Public Participation

1. Public Survey & Meeting Notice Examples

HELP IMPROVE KETCHIKAN'S TRANSPORTATION NETWORK

**WE NEED YOUR IDEAS!
WE'RE WORKING TOGETHER TO IMPROVE KETCHIKAN'S
TRANSPORTATION SERVICES.**



The Revilla Coordinated Transportation Coalition wants your input to help improve our community's transportation plan. We need your ideas to improve the bus and how to provide better access for our elderly and disabled community members.

Please complete our survey & provide comment by 4/7/2021
Survey Link-- <https://www.surveymonkey.com/r/2021RCTC>
or scan the QR code here--



JOIN US FOR A VIRTUAL PUBLIC MEETING
TUESDAY APRIL 6th, 2021 6-7:30 PM
A brief presentation will take place at 6:30 PM

Virtual Public Meeting will take place via Webex:
Meeting number (access code) : 187 223 3223
Meeting Password: #SocialDistance6
or join by phone: 1-408-418-9388

Revilla Coordinated Transportation Coalition Members



QUESTIONS: CALL THE BOROUGH TRANSIT DEPARTMENT AT 225-8726



KetchikanBus

March 24 at 10:59 AM ·

•••

Please complete our transportation survey (link here: <https://www.surveymonkey.com/r/2021RCTC> and below in poster) and join us for a public meeting on April 6th from 6-7:30 (see details below).

HELP IMPROVE KETCHIKAN'S TRANSPORTATION NETWORK

WE NEED YOUR IDEAS!
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A brief presentation will take place at 6:30 PM

Virtual Public Meeting will take place via Webex:
Meeting number (access code): 187 223 3223
Meeting Password: #SocialDistance6
Or join by phone: 1-408-419-9388



 **SAIL**
April 7 at 7:56 AM · 

Please complete this survey and answer questions about transportation in our community. The survey takes approximately 7 minutes and helps shape the strategic plan for the next 5 years. It is worth your time, whether you are a public transit user, a person with a disability, a user of senior van or tribal elder services or simply a community member who has input on our transportation needs such as airport accessibility and taxi service.

If you are unable to access the survey or need assistance filling it out, you can get help with that also. You may call the Borough Transit office or the SAIL office and either can help you complete the survey.



PUBLIC GROUP • 4,832 MEMBERS
Ketchikan Community Cycle - KCC

 **KetchikanBus**
1.2K like this · Transportation Service

Mar 24 ·  · Please complete our transportation survey (link here: <https://www.surveymonkey.com/r/2021RCTC> and below in poster) and join us for a public meeting on April 6th from 6-7:30 (see details below).



 You and 2 others 2 Shares

 **KetchikanBus**
1.2K like this · Transportation Service

Apr 3 ·  · If you have a moment to spare, please take a moment to fill out our transportation survey (link below).

KetchikanBus's post
Please complete our transportation survey (link here: <https://www.surveymonkey.com/r/2021RCTC> and below in poster) and join us...


 Stephanie Bushong

Transit | Ketchikan Gateway Borough

COVID-19 UPDATES Current information on Community's Response on the Manager's Office Page

Create an Account - Increase your productivity, customize your experience, and engage in information you care about.

CLICK HERE

KETCHIKAN GATEWAY BOROUGH Life is Better in Alaska

GOVERNMENT BUSINESS SERVICES DEPARTMENTS HOW DO I... How can we help?

Fares Buy Passes Spring 2020 Schedule Map and Real-Time Bus Information How to Ride Services & Programs Lost and Found About Us Apply for a Job Transit Plans

Home - Departments - Transit

TRANSIT

Trip Planner

Planning a trip? Use our Trip Planner tool! Planning data is monitored using GPS technology from vehicles.

Start

Enter a location (e.g. 3424 Tongass Ave, Ketchikan, AK 99901) End (e.g. Salmon Landing Inn) Get Directions Depart at or Arrive by (e.g. 4/16/2021) 9:16 PM

The Bus

Contact Us

Transit

Email the Transit Department

Physical Address

1175 Copper Ridge Lane
Ketchikan, AK 99901

Phone: 907-225-TRAN (8726)
Fax: 907-228-6678

Directory

Quick Links

- Federal Transit Administration
- Atnaika Transit
- Ketchikan Senior Center and Paraprofessional Provider
- Southeast Alaska Independent Living
- Rendezvous Senior Day Services
- Other Useful Links

KetchikanBus about 2 weeks ago

If you have a moment to spare, please take a moment to fill out our transportation survey (link below).

HELP IMPROVE KETCHIKAN'S TRANSPORTATION NETWORK

WE NEED YOUR IDEAS! NEW WAYS TO GET FROM ABOARD THE FERRY TO YOUR DESTINATIONS. TRANSIT PLANNING SURVEY

2. Public Meeting Agenda & Presentation Slides

Ketchikan Coordinated Plan Public Meeting

April 6, 2021

6:00-7:30PM AKST

1. Intro
 - a. Thank you for being here...
 - b. Introductions
 - c. Introduction of the Project
2. Power Point about Project
 - a. Members
 - b. What is the Coordinated Plan?
 - c. Where are we at with the update
 - d. Gaps in Service
 - e. Discussion
 - Survey
 - What feedback we are looking for-
 - Suggestions and Ideas to improve transportation throughout Ketchikan
 - How to make all transportation more accessible to seniors, persons with disabilities and low-income community members
 - Experiences with transportation in Ketchikan
3. Questions? Comments? Concerns?
4. Thank you & Contact Info



The slide has a light green background with a dark brown vertical bar on the left side containing a red arrow pointing right. The title 'Revilla Coordinated Transportation Coalition Members (2015-2021)' is centered in large, bold, black font. Below it, a bulleted list of members is provided:

- Ketchikan Gateway Borough Transit Department
- Catholic Community Service (CCS)
- Southeast Alaska Independent Living (SAIL/ORCA)
- Ketchikan Indian Community
- Rendezvous
- Organized Village of Saxman
- Community Connections
- Wellness Coalition
- PATH Homeless Shelter
- Inter-Island Ferry Authority
- Sourdough Ingersoll Taxi
- Alaska Marine Highway System

What is a Human Services Public Transportation Coordinated Plan?

1. Be locally developed. Evidenced by public participation that must include seniors, individuals with disabilities, representatives of public, private, non-profit and human services transportation providers, and other members of the public.
2. Include information on:
 1. The community background;
 2. Inventory of local resources and services;
 3. Needs assessment;
 4. Gaps in service;
 5. Strategies;
 6. Priority of Projects;
 7. Signature page of participating agencies.
3. Resolution from local governing body adopting the Coordinated Plan
4. Coordinated Plans must be updated every five years

2021 Coordinated Plan Update

What has been completed?

1. Agency survey- inventory, service information, etc.
2. Public Survey has been published
3. Coordinated Plan update draft is underway

What is left to be done?

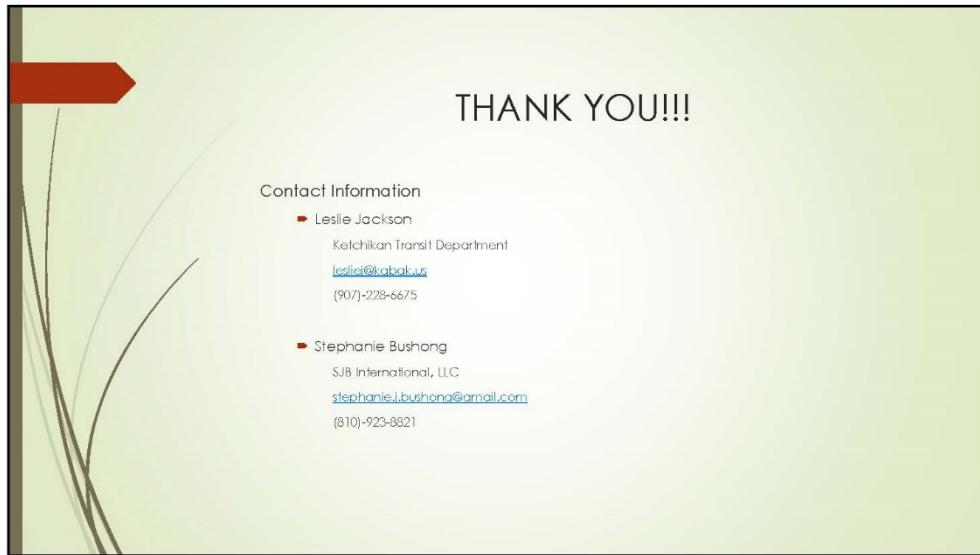
1. Analysis of survey results
2. Coordinated Plan Draft to include public input
3. Draft of Coordinated Plan sent to Coalition Members for review
4. Resolution from local governing body (Borough Assembly)

Gaps in Service

- ▶ **Airport Accessibility**
 - ▶ Persons with disabilities, seniors and the general public report concerns regarding access to the airport.
 - ▶ Desire to have accessible vehicles onboard the airport ferry to assist people within the entire spectrum of mobility related issues.
- ▶ **Additional Accessible Taxi's**
 - ▶ SAIL in partnership with Sourdough Taxi will have one accessible taxi available soon!! However community feedback indicates that there is a need for additional accessible taxis.
- ▶ **Transit Related Public Information**
 - ▶ Lack of community understanding of routes/schedules
 - ▶ Lack of community awareness of specialized transportation service & how to access these services
- ▶ **Bus Stops (Locations, Shelters, and Accessibility)**
 - ▶ Ward Cove
 - ▶ Commuter Routes further North & South
- ▶ **Fixed Route Transit Development Planning**
 - ▶ Examination of Borough fixed route service to ensure service continues to meet changing needs of community

How to get involved--

- ▶ Please complete the survey if you have not done so already—
<https://www.surveymonkey.com/r/2021RCTC>
- ▶ What feedback are we looking for?
 - Suggestions and Ideas to improve transportation throughout Ketchikan
 - How to make all transportation more accessible to seniors, persons with disabilities and low-income community members
 - Your experiences with transportation in Ketchikan



C. Resolution