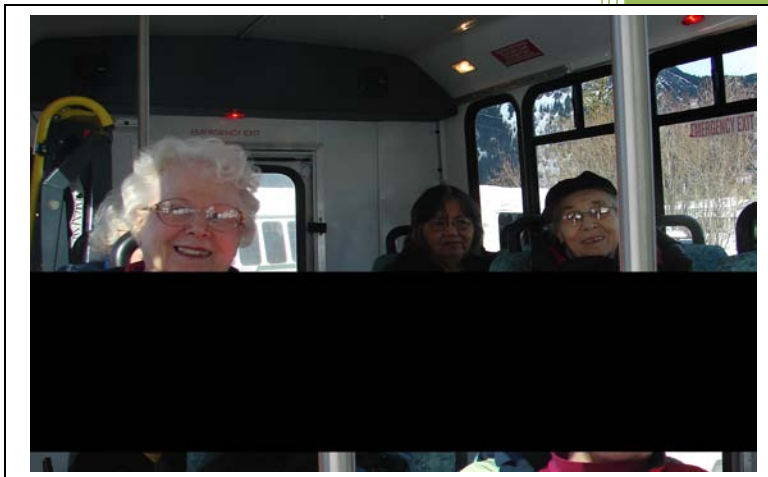


Haines Borough Coordinated Transportation Plan



**2011
Edition**

1.0 INTENT AND PURPOSE OF PLAN

The intent of this plan is to document evaluation of existing transportation providers and the unmet transportation needs/duplications in human service agency and public transportation service. This document is intended to assist transportation stakeholders and providers to fulfill the requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU).

Three federal programs are allocated as part of SAFETEA-LU: Transportation for Elderly Persons and Persons with Disabilities (Section 5310); Job Access and Reverse Commute (Section 5316); and The New Freedom Initiative (Section 5317). These three grant programs require participation in the Community Coordinated Transportation Plan in order to be considered for funding.

Each of these federal funding grants requires a match from local, state, or any non-U.S. DOT source. The Alaska Mental Health Trust Authority is an example of a state funding source that could be used as matching funds for any of the SAFETEA-LU programs. Other potential local sources include but are not limited to human service agencies, United Way, colleges or universities, government, or private businesses.

This plan is intended for use by:

1. Community Advocates for improved access to transportation services for disabled, elderly and low income people, including
 - Southeast Senior Services, Inc./ Catholic Community Services, Inc.
 - Southeast Alaska Independent Living, Inc.
 - REACH Community Services
 - Cornerstone Home Health Services
 - Southeast Alaska Regional Health Consortium
 - Safe Routes to Schools Task Force; and
2. Transportation businesses and services willing to work cooperatively to increase ridership and revenue (see Haines Borough Human Service Transportation Inventory); and
3. Government and agents wanting to grow or enhance community transportation services while managing efficient resource use and positive community qualities:
 - Haines Borough Energy & Sustainability Commission
 - Haines Borough School District
 - Chilkoot Indian Association
 - Chilkat Indian Village
 - State of Alaska, Division of Public Health

Reference to the Plan is required of any organization, entity or government seeking financial support from the Alaska Department of Transportation and Public Facilities (DOTPF) for a transportation program. More importantly, to be eligible for state and federal grants a project must be derived from the Plan. It is therefore in the

interest of all who are affected by transportation issues in Haines and Klukwan to participate in describing the plan's issues and goals. Contact the Office of the Manager to convene a meeting and begin a discussion if you do not find the solutions here.

2.0 COMMUNITY GEOGRAPHY and GROUND TRANSIT PROFILE

2.1 Road Maps and Traffic Maps of Haines Borough: Appendix A.

2.2 Geography, Routes and Neighborhoods

Haines Borough and Klukwan transportation issues are most sharply defined by geography and land use patterns. Two major river valleys, the Chilkat and Chilkoot feed into the Lynn Canal on either side of a peninsula. The majority population lives in the Haines Townsite on the peninsula.

The Haines Cutoff Highway starts in Haines and travels northwest up the Chilkat River Valley 22 miles to Klukwan where it diverges to the Klehini River Valley and continues north another 18 miles to the Canadian Border. Land holding patterns generate consistent residential community development along the highway, and marketing strategies implemented by the University of Alaska have encouraged the growth of communities along feeder roads. Chilkat Lake Road is such a road that supports two distinct residential neighborhoods (25 households). Mosquito Lake (221 households) and Klukwan (44 households) are communities on feeder roads of the Haines Highway; both communities have a school and at least one retail outlet; Klukwan supports a clinic, tribal government offices and cultural tourism facilities.

The Haines Cutoff Highway provides vehicular access to the Alaska Highway. It is an inconvenient and expensive route out of the area and does not provide access to southeast Alaskan communities except to Skagway, 15 miles distant by water, and 400 miles distant by road.

Marine access is preferred for visitors and residents. The state operates and maintains a marine terminal in Lutak Inlet, 3.5 miles distant from the community core, and this is where the state's fleet of ferries loads and disgorges passengers, vehicles and freight vans. The Haines Small Boat Harbor is at the community waterfront, and it is the terminus for smaller commercial day passage. Private firms offering marine passage for people, vehicles and freight include Silver Eagle Transport, Alaska Fjordland Express, Haines/Skagway Fast Ferry and Alaska Marine Lines/Lynden Transport.

Mud Bay Road continues eight miles to the south of Haines and supports a distinct residential community (66 households).

Lutak Road supports a fourth distinct residential community (39 households) and recreational attraction eight miles north of Haines Townsite. Our service area supports in excess of 70 miles of collector and arterial roads, with vehicle traffic moving in and out of a hub on three distinct spokes.

2.3 Traffic Patterns and Destinations

Haines is the terminus of the Haines Cut-off Highway, a spur of the Alaska-Canada Highway. 18,680 vehicles crossed the border station and came into Haines during the 12 month period October 2006 through September 2007¹; 17,960² departed.

2009 Average Daily Traffic Counts (ADTC) on roads feeding the Haines Highway are remarkable for the population level. Clearly, the Haines Townsite is the commercial hub for the borough; residents travel daily to access goods, services, travel connections outside the community and camaraderie. Conversely, residents of the townsite travel outward for recreation opportunities, employment and travel outside the community. The 2009 ADTCs on Haines Highway³ feeders are listed below; the 2007 ADTC's are in (parenthesis):

Mosquito Lake Road:	167	(186)
Porcupine Road:	187	(225)
Klukwan Road:	89	(99)
Lutak Road:	765	(829)
Mud Bay Road:	1419	(1241)
Sawmill Road	324	(950)

The most common local destinations for people with disabilities and the elderly are the Haines Senior Center, SEARHC clinic, Lynn Canal Counseling, the Haines Borough Swimming Pool, the Haines Borough Public Library, the airport and the ferry terminal. Haines Assisted Living located in central Haines in 2009 with eight apartments; an additional wing with five apartments is scheduled to open this year. Additional destinations for the public generally are grocery stores, hardware stores, the US post office and the bank. 2009 ADTC's on major local streets and avenues (2007 in parenthesis):

3 rd Avenue JCT w/Haines Highway	440	(477)
2 nd Avenue Beginning	888	(888)
Front Street JCT w/Main St.	1320	(1089)
Main Street	1765	(1467)
Beach Rd JCT w/Mud Bay Road	1175	(1324)
Mud Bay Rd. JCT w/Small Tracts Rd.	960	(869)
Small Tracts Road	681	(570)

Many elderly people, people with disabilities and people in need of medical attention not available in the service area travel outside the community by air and marine routes.

¹ Dalton Cache US Border station agent

² Pleasant Camp, B.C. station agent

³ All ADTC data from Dept. of Transportation @ www.dot.state.ak.us/stwdplng/highwaydata/pub/traffic

Summer cruise ships docking at the waterfront Portage Cove Dock bring over 64,000 visitors a year to the community. The dock is approximately ½ mile from the downtown core, and the community operates a shuttle bus for visitors only between the dock and downtown retail outlets.

The State of Alaska realigned and resurfaced the Lutak Road from the intersection of Front Street to the ferry terminal in 2009 and completed the connection to Union Street in 2010. Planning for refurbishing the Haines Highway MP 3.5 to 25.3 began in 2004; construction is anticipated in 2012.

2.4 Housing Notes (within the townsite core)

Haines is a growing attraction for the aging population. New construction of second homes for retired couples is on the rise; 8% of total borough real property values are currently exempt from taxation under the mandated waiver for home values over \$150,000. Haines Senior Citizens Inc. operates Haines Senior Village, a complex designed for elderly people living independently. Tlingit Haida Central Council operates an independent senior housing facility. Haines Assisted Living, Inc. operates a facility on Union Street in the downtown core. It currently supporting eight apartments; five more are planned.

Thirty-two units of subsidized housing is available at Dusty Trails Apartments for low-income people; occupancy is high. Dusty Trails is marketed nationally and attracts new residents to the community.

Chilkoot Indian Association has subdivided approximately 15 acres of core community property and completed construction of two (2) four-plexes. Two houses are currently under construction. The residential community plans for twenty-one (21) developable lots.

3.0 PLAN HISTORY: STAKEHOLDERS & PROCESS

The call for action to create the Haines Coordinated Transportation Plan was made by Larry Bussone, NTS Regional Coordinator, Catholic Community Services, the parent organization for Southeast Senior Services (SESS). SESS began providing door-to-door transportation to the seniors (persons 60 years of age and older) of Haines and Klukwan in 1976 as part of the Haines Senior Center Program. In 2005 the Senior Center expanded its transportation program with support from DOTPF to persons with disabilities of all ages. In 2006 SAFETEA-LU effectively required all programs subsidized with federal funds to be derived from a coordinated community transportation plan.

The first meeting of stakeholders was attended December 19, 2006, in the Haines Borough Assembly Chambers by representatives of the Haines Borough; the Haines Senior Center and Southeast Alaska Senior Services; Haines Public Health; REACH, Inc.; Southeast Alaska Regional Health Consortium (SEARHC); and Chilkoot Indian Association, a tribal entity. The group identified the need for a task force, the lead team, the limits of the service area, and additional community stakeholders. Transportation issues have been addressed subsequently by those in attendance at meetings noticed by email, telephone and bulletin board. The Task Force is identified at Appendix B.

Meetings of the Task Force and Borough Assembly plan adoption dates:

- January 26, 2007 - Community Transportation Association of America *United We Ride* Ambassador Dave Cyra facilitated the meeting. State Department of Transportation planners Nancy Webb and Janelle White attended and advised.
- May 31, 2007 and June 5, 2007 – Work sessions to clarify goals and strategies.
- June 12, 2007 – Plan adopted by Haines Borough Assembly
- September 18, 2008 - Annual Review, 2008 Edition
- September 23, 2008 – Adopted by Haines Borough Assembly
- August 18, 2009 - Plan review.
- December 18, 2009 – work session to assess current services and needs, focusing on gaps in service.
- March 30, 2010 – Borough Assembly adoption, Resolution 10-03-188 in support of the 2010 Edition of the Transportation Plan
- February 16, 2011 – annual plan review

Current Task Force/Stakeholder Representatives:

Alaska Dept. of Health & Social Services, Public Health: Elsa DeHart, Public Health Nurse

Bigfoot Auto Service: Paul Nelson, Ivan Tabler

Catholic Community Services/SESS: Marsha Partlow, Manager, SESS Transportation

Chilkat Indian Village: Kimberly Strong, Tribal President

Chilkat Valley News: Tom Morphet, Editor
Chilkoot Indian Association: Scott Hansen, Transportation Director; Christal Verhamme, Mobility Manager
Citizen Advocates: Versia Beleski, Betty & Charles DeWitt, Helen Fenn, Liz Fisher, June Haas, Georgia Haisler, Nicki Hopper, Belle Laing, Bob Lix, Sally Lix, Doris Peck, Mary Price, Marianne Rasmusson, Helen Tengs, Doris Ward, Irene Ward, Jack Wenner
Chatham School District: Kimberly Strong, Village Representative
Cornerstone Home Health: Charlotte Walter
Haines Area Transportation Sharing (HATS): Tim Shields, Volunteer
Haines Assisted Living, Inc.: Vince Hansen, Ex. Director
Haines Borough: Mark Earnest, Manager
Haines Borough Planning Commission: Kathleen Mencke, Commissioner
Haines Borough Schools: Leigh Horner, SRTS Representative
Haines Senior Center: Leslie Whittington, Manager; Christal Verhamme, Asst. Site Manager
Haines Senior Village: Anne Hanssen, Manager; Bud Barber
Lynn Canal Conservation: Nancy Berland, Ex. Director
Lynn Canal Counseling: Sharon Ford, Director
Ms. Lucy's Taxi Service: Stan Mazeikas
REACH, Inc.: Suzanne Vuillet-Smith, Case Manager
RurAL CAP Head Start: Ex. Director
Southeast Alaska Regional Health Consortium (SEARHC): Marcia Scott, Clinic Manager; Jan Hotze,
Silver Eagle: Bruce Gilbert
Southeast Independent Living, Inc.: Sierra Kaden Jimenez, Ex. Director
Tlingit-Haida Central Council: Marilyn Wilson, Local representative
Nationwide Property Management aka Dusty Trails: Gregg Johnson, Manager

4.0 COORDINATED SERVICE ELEMENT: INVENTORY OF RESOURCES AND SERVICES

The status of operating human service transportation in the Haines Borough and Klukwan is as follows:

Service Provider	Beneficiaries	Type Service	Compensated
4.1 Southeast Senior Services/Catholic Community services	<ul style="list-style-type: none"> • Persons 60+ years, • Persons with disabilities • Mental Health beneficiaries 	Door-to-door/by appointment	DOTPF 5310-AMHTA-JARC Grant; Title III Older American Act; Medicaid; rider donations; contracted services.
4.2 Haines Borough	Cruise ship visitors	Scheduled route, seasonal	Haines Borough
4.3 Haines Borough School District	Enrolled students	Scheduled route (3)	State Pupil Transportation
4.4 Chatham School District	Enrolled students	Scheduled route (1)	State Pupil Transportation Aid and Chilkat Indian Village
4.5 RurAL CAP	Enrolled students	Scheduled route	State supported client transportation
4.6 REACH	Clients	Door-to-door/by appointment	Medicaid
4.7 Various Tour Companies [See Community Transport Inventory]	Clients	Client transport	Included with tour purchase

Inventory of Available Resources and Services

4.1 Southeast Senior Services/Catholic Community services dba Haines Senior Center

Seniors at least 60 years old are eligible for transportation services. Through DOT Purchase of Services (POS) program funding, any Haines citizen of any age with a documented chronic or temporary physical or mental disability is also eligible to use the services provided by Haines Senior Center. They may reserve rides Monday through

Thursday from 8:30 am to 3:00 pm. No restrictions or priorities are formally set for use of this service, though the availability of funding restricts the scope of the program. Arrangements for transportation services are usually scheduled at least 24 hours in advance. Same day service is provided when space allows. Primary service is restricted to hours of Senior Center nutrition program operation.

“Enhanced” rides are also available through DOT POS grant funds. This allows for rides outside the regular program hours and can be requested by either seniors or individuals with disabilities. The purpose of these rides is for special evening and weekend community events such as cultural events, community dinners, public meetings, sports events, clinic visit, or trips to the ferry terminal or airport for medical purposes. These grant funds are limited and therefore, riders are encouraged to schedule routine trips such as trips to the post office, grocery store, and bank during regular program hours, Monday through Thursday. All enhanced rides except for Medicaid Waiver passengers, require a \$1.00 one-way trip fare. Enhanced rides must be scheduled at least 48 hours in advance. Rides are scheduled depending upon driver availability.

Existing funding sources for the Haines Senior Center transit services include the Haines Borough, State Title 3 Grant Program, AKDOT&PF, Medicaid Waiver Reimbursements, local fundraising and donations. The program is operated by Southeast Senior Services, a subagent of Catholic Community Services, Inc., Juneau-based.

Riders are screened to assure they meet the criteria for service. Riders over 60 complete a *Southeast Senior Service Participation Form*. All others must be either referred by an agency such as Lynn Canal Counseling, SAIL, REACH, or SEARHC. If the ride is a self referral, the rider must provide a note from a doctor or clinic indicating why the rider needs the ride.

Estimated FY 10 Annual Trip Destination Distribution, Current Service:

Medical Facilities/Prescriptions	13 %
Grocery Shopping, errands	15 %
Employment-related	5 %
Community Events	10 %
Ferry	1 %
Airport	1 %
Senior Center	25 %
Home – Return Trips	40 %
Total Trips	3,176

Homemaker Services: The van is also used to provide a category of service we call “home maker.” This service delivers hot meals to homebound seniors (prepared by the Senior Center nutrition program), prescription drugs, picks up mail, etc. The service is for seniors over the age of 60 who are unable to participate in Senior Center activities.

Operating Data:

Primary and Homemaker Service: Monday through Thursday, 8:30 am – 3:00 pm
 Enhanced Rides: Upon request, as practical and when driver is available
 Fee Charged: \$1.00 for enhanced and POS rides. Free Will for all else.
 Annual Vehicle Miles: 18,000 (estimate)
 Annual Vehicle Hours: Approximately 6,000
 Annual Passenger Trips: 3, 176 one-way trips.
 Cost Per Ride (FY10): \$22.32

4.2 Haines Borough Shuttle

From late May through late September the Haines Borough contracts transit services for shuttling visitors between the cruise ship dock in Portage Cove and designated stops in the downtown core. The service is “consistent and continuous” on days a cruise ship is scheduled in port – 24 days in 2009.

The service is not available to residents. The service is free to visitors. The service is funded by the Haines Borough (Sales Tax Revenue) and cost \$60 per hour of service. The 2010 contract was estimated at 379 hours and cost \$22,740.

4.3 Haines Borough School District

State law mandates that school districts provide transportation for all students residing 1.5 miles or more from a school facility. Sixty-seven (67) students qualify for student transportation. Due to unsafe routes to school, an additional average of fourteen (14) students residing less than 1.5 miles from the Haines Borough School are allowed to ride the route to school. The Haines Borough School District contracts for pupil transportation services. The FY2011 contract is held by Bigfoot Auto Service, Inc. The service is available 173 days of the year. Services are restricted to students. The service is free to students.

Three routes are served:

<u>Route</u>	<u>Total Miles/Day</u>	<u>Average # rides/day</u>
Highway	181	28
Mosquito Lake	84	9
Mud Bay/Piedad	<u>72</u>	<u>33</u>
Totals	337	70

4.4 Chatham School District

The Chatham School District currently provides rides for 4 students between Haines and Klukwan. Students rendezvous at the Haines Fire Hall and are driven 22 miles to Klukwan school. The route is 44 miles.

4.5 RurAL Cap: NA

4.6 REACH, Inc.

REACH provides services to people with disabilities. The nonprofit agency acquired a van for the exclusive use of its clients in December 2009 but was temporarily discontinued as of January 2011 due to mechanical problems. When the program is revitalized, it will be scheduled by staff based upon the availability of program funds for the individual; priorities are set by staff assessment of need. Clients do not pay. Service is not restricted due to physical or time constraints; it is available to clients 24 hours per day, seven days per week, upon call by the client. Most transportation routes are run for personal errands and medical appointments. Additionally, the van is used for staff-scheduled outdoor recreation activities.

Operating Data:

Available Service: 24 hrs/day, 7 days/week

Fee Charged: None

Annual Vehicle Miles: 700 (estimate)

Annual Vehicle Hours: NA

Annual Passenger Trips: NA

4.7 Private Touring Companies

The tourism industry in Haines supports a plethora of buses, vans and classic vehicles engaged in transporting ticketed clients throughout the borough. These vehicles are used in private-sector transit and operate seasonally in service to their clients:

1. Air Excursions
2. Mountain Flying Service
3. Private Touring Companies
 - a. Alaska Cross Country Guiding and Rafting
 - b. Alaska Mountain Guides
 - c. Alaska Nature Tours
 - d. Captain's Choice Motel
 - e. Chilkat Guides
 - f. Chilkat River Adventures
 - g. Chilkoot Lake Tours
 - h. Keet Gooshi Tours
 - i. Rainbow Glacier Tours
 - j. Takshanuk Mountain Trail

The inventory of vehicles currently in use or potentially available for public transportation is included as **Appendix C. Human Service Transportation Inventory**

5.0 NEEDS ASSESSMENT

This section provides an overview of Haines Borough and Klukwan demographics.

Table 2: Community Demographics - CommunityName, 2000

	Haines Borough	Klukwan	Total Area Population
2000 Population	2392	139	2531
<i>2007 State Demographer population estimate¹</i>	2310	102	2412
Population 65 and over	250	9	259
Percent Population 65 and older	10.4	6.5	
Per Capita Income	\$22,090	\$11,612	
Median Family Income	\$40,772	\$30,714	
Median Household Income	\$50,580	\$31,563	
Persons in Poverty	254	2	
Percent Below Poverty	10.7	1.5	

Source: 2000 US Census Bureau Data, except where noted.

¹ Alaska Department of Commerce, Community and Economic Development Community Database

Website: http://www.commerce.state.akS/dca/commdb/CF_BLOCK.htm, as accessed 03/09/10.

² 2007 State Demographer population estimate

Detailed Demographics by Group Type

FTA defines a “coordinated public transit-human service transportation plan” as a plan that “identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, that provide strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.” The following tables depict detailed demographics of these group types for each community.

Table 3: Disabilities by Age and Type, 2000

	Haines City	Klukwan	Total
Total disabilities tallied:	538	61	599
for people 5 to 15 years:	35	3	38
Sensory disability	0	0	0
Physical disability	5	0	5
Mental disability	25	3	28
Self-care disability	5	0	5
for people 16 to 64 years:	275	38	313
Sensory disability	29	11	40
Physical disability	88	9	97
Mental disability	32	5	37
Self-care disability	21	1	22
Go-outside-home disability	28	4	32
Employment disability	77	8	85
for people 65 years and over:	228	20	248
Sensory disability	48	4	52
Physical disability	73	4	77
Mental disability	32	4	36
Self-care disability	26	1	27
Go-outside-home disability	49	7	56

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Source: U.S. Census Bureau Census 2000.

Table 4: Household Income, 1999

	Haines Borough	Klukwan	Total
Total:			
Less than \$10,000	61		61
\$10,000 to \$14,999	82	6	88
\$15,000 to \$24,999	154	10	164
\$25,000 to \$34,999	137	9	146
\$35,000 to \$49,999	147	11	158
\$50,000 to \$74,999	208	2	210
\$75,000 to \$99,999	102		102
\$100,000 to \$149,999	54		54
\$150,000 to \$199,999	20	2	22
\$200,000 or more	20		20

Source: U.S. Census Bureau Census 2000.

Table 5: Household by Type, 2000

	Haines Borough	Klukwan	Total
Total Households	991	44	1035
Households with individuals 65 years and over	184	8	192
Percent Households with individuals 65 years and older	18.5	18	
Average household size	2.41	3.16	
Average family size	2.94	3.75	

Source: U.S. Census Bureau Census 2000.

Table 6: U.S. Department of Health and Human Services Poverty Guidelines, 2008

Size of Family Unit	USDH&HS Poverty threshold: Alaska	# Individuals Below Poverty Haines Borough, 1999	# Individuals Below Poverty Klukwan, 1999
1	\$13,000	254	2
2	17,500	# Families Below Poverty Haines Borough, 1999	# Families Below Poverty Klukwan, 1999
3	22,000	49	-0-
4	26,500		
5	31,000		
6	35,500		
7	40,000		
8	44,500		

Source: *Federal Register*, Vol. 73, No. 15, January 23, 2008, pp. 3971–3972

6.0 GAPS IN SERVICE

6.1 Introduction: Our Challenge

The federal government's goal for SAFETEA-LU and its three allocations⁴ is to improve human service and public transportation for seniors, individuals with disabilities of all ages, and people with lower incomes through coordinated transportation services. The level and diversity of public participation in the Task Force meetings illustrates the need for improved transportation services for all populations, not just those targeted by federal government programs. People who do not qualify for subsidized transportation spend a disproportionate amount of income on fuel and maintenance of personal vehicles. "The cost of fuel makes all of us low-income."⁵

Task force meetings also illuminate how the Haines community is challenged to manage resources to ensure that individual transportation needs are met efficiently within the context of shared community values. Our plan is not just about ensuring that people have transportation services; our plan also seeks to uphold community values in providing transportation services. For example: the community is concerned with the sustainable use of resources, as evidenced by maintaining the Energy and Sustainability Commission,⁶ and so, our plan addresses transforming inefficient transportation methods to serve new populations. We care about the health of our people and the quality of life in our communities. Consistency demands that we design and implement a human service transportation program that is attractive and responsive to general public needs *and* accessible to the elderly, disabled and low income employed populations.

Our plan acknowledges that each ride provided by a service program impacts the individual, the family and the community. Therefore, our plan distinguishes needs/issues to be addressed in existing programs targeting elderly, disabled and low income populations, and needs/issues to be addressed in providing public transportation programs generally.

6.2 Gaps in Existing Qualified Program Service

Identifying gaps in service is an exercise in imagining what would happen if the current service did not exist. Gaps in transportation service in our service area are pervasive, as the only populations currently being served in the Haines Borough are students, the elderly and disabled. The gap is clear enough:

Community members who need transportation, who are not students traveling to and from school, who are not qualified to receive services from Haines Senior

⁴ Transportation for Elderly Persons and Persons with Disabilities (Section 5310); Job Access and Reverse Commute (Section 5316); and The New Freedom Initiative (Section 5317)

⁵ Stephanie Scott, Task Force Meeting, Haines, 8/18/09

⁶ The Commission was appointed July 22, 2008. Commissioners are: Andy Hedden, Danny Gonce, Scott Hansen, Gary Lidholm, Daniel Wackerman, Leonard Dubber, Melissa Aronson and Frank Holmes. Assembly Member Steve Vick is the Assembly Liason. The purpose of the Commission and its outlined tasks are described in HB Resolution 08-06-123, adopted June 10, 2008.

Center or REACH, who cannot afford to hire a private carrier or maintain a private vehicle, who do not have friends or family who will transport them in their private vehicle, are simply not transported.

The Haines area has not been able to support a private-for profit transportation service for a significant span of time. The need for transportation services between the airport and downtown and between the ferry terminal and downtown is well documented, but the demand is not large enough to support a business year-round. The lack of a public transportation system is frustrating to residents and visitors alike; the community has a regional reputation for low/no service.

Gaps in existing qualified program service:

1. Need: Independent fund or allocation for SESS transportation services

Discussion: Haines Senior Center transportation services are dependent on the SESS nutritional program. Seniors and disabled people qualified for service continue to need transport services when the nutritional program is discontinued for lack of funds. This has occurred, and people have been unable to schedule transportation to and from medical and mental health appointments, personal errands and community events when the nutritional program is discontinued.

2. Need: Additional funding for SESS

Discussion: Haines Senior Center transportation services are not available when funds are not available through SESS to schedule a driver. There are exceptions when planning has resulted in off-hour transportation, but generally, there is no service after operating hours or weekends.

3. Need: Document need for service in unserved areas of borough

Discussion: Transportation services are not available to residents who live a greater distance from the population centers due to cost:benefit of operating the van. The current Haines Senior Center program provides services to qualified residents of Klukwan, but does not provide services to residents along Mosquito Lake Road or other feeder roads on the Haines Highway, Mud Bay or Lutak Road. Consider organizing sub-areas.

4. Need: Explore opportunities for coordination of services /shared resources

Discussion: REACH, Inc. transportation service was initiated December, 2009. REACH staff provides services for clients 1:1 on a customized basis. Staff schedules van use as needed; the van is idle when not in use. Alaska Dept. of Health and Social Services, Division of Health vehicles sits idle except for administrative errands.

5. Need: Explore pay-per-ride option for non-program participants

Discussion: Community members who do not qualify for enhanced rides, transportation assistance or other benefits are willing to pay, but are not invited or allowed to utilize the service. There are no provisions for people who can drive themselves most of the time but have trouble driving in bad weather. Need for affordable ground transportation route to/from the ferry terminal and the airport.

6. Need: Transportation services relating to medical needs

Discussion: When an ambulance transports a patient, especially at night, family members need transportation services. School students eligible for pupil transportation need service from the school facility to medical appointments. There is a need to include Fire Department and Emergency Medical Technician participation in future Task Force work.

7. Need: Program Advocacy/Advertisement

Discussion: General knowledge of subsidized program service is inadequate. The lack of programs and knowing how to access transportation is a barrier to getting services. The internet could be better used to organize and coordinate rides among community people.

8. Need: Explore benefits of initiating *Job Access and Reverse Commute (Section 5316) Program*:

Discussion: Employment is often not attractive if private transportation costs between the core community and outlying areas (Klukwan, Mosquito Lake, Covenant Life Center, Mud Bay, etc.) must be considered. There is no subsidized transportation service program for the low-income employed.

6.3 Additional Assessment of Transportation Needs/Issues outside the scope of existing service/programs

1. Need: reduce congestion in downtown core.

Discussion: The 2009 Average Daily Traffic Count (ADTC) at the intersection of Main Street and Second Avenue, was 2,046. Most stakeholders agree that the downtown area can be made more attractive to walkers. It can also be made more attractive for vehicles if there were fewer of them.

2. Need: non-vehicular walkways and sidewalks in community core

Discussion: Haines Senior Village, Deishu Senior Housing, the Haines Senior Center and Haines Assisted Living are important residential and social facilities for the elderly and people with mobility impairments. All are located conveniently near the post office, grocery stores, library, mental health services, SEARHC health clinic and the bank. The lack of continuous, connected and safe walking routes deters people from walking, a choice for their health and lower traffic congestion in the area.

3. Need: safe bikeways and pedestrian trails along arterial and collector roads.

Discussion: Pedestrians and cyclists need greater assurance of safety to exercise choice for independence and health in transportation alternatives. **Safe Routes to Schools Program** offers the community opportunity to design and construct infrastructure within a two mile radius of the Haines Borough school facility.

4. Need: reduce fossil fuel use and emissions in the service area.

Discussion: The Haines Borough Transportation Task Force identified the sensibility of maintaining good air quality in Haines, "The Alaska of Your Dreams." The Energy and Sustainability Commission, working from the base established by the Energy

Task Force is tasked with strategizing how the community can reduce its dependency on oil products.

5. Need: Utilization of existing resources to provide efficient community transportation service and cost savings to state and federal programs

Discussion: Vehicles designed for human service transportation in the service area are programmed to run underutilized daily:

- a. Haines Borough School District operates three routes totaling 337 miles/day for 172 days/year [58,000 miles annually] on the public road system. Labor costs for these routes are \$69,250 annually, and fuel in 2007/8 cost \$41,900. The capacity of this program is 150 passengers daily; the actual number of persons served is 45. This publicly-funded program is operating at 30% capacity.

Chatham School District operates the same daily school bus route along the Haines Highway as the Haines Borough School District, but in the opposite direction. This route is threatened by financial challenges facing the Chatham District. The Chilkat Indian Village has historically assisted the state-funded district to operate the program.

Coordination is needed, possibly at the level of the Department of Education, to determine whether efficiencies in pupil transportation can be realized through collaboration between the two school districts.

Stakeholders also identified the inefficiencies caused by the legal barriers to public use of school transportation facilities. For example, a student may board a bus carrying 30% capacity and ride to school for 20 miles, while the bus is followed to town by a private car carrying the student's parent. How could the community's transportation needs be served by the school bus contractor? Should the community abandon the pupil transport system and replace it with a public transportation system that incorporates a student voucher system?

- b. State agencies including the Department of Natural Resources, Divisions of Parks and Forestry, and the Department of Health & Social Services, Division of Public Health maintain vehicles in Haines. Several of these registered vehicles sit idle – for example, the odometer on the 2004 Ford Explorer assigned to Public Health registers 2,650 miles. Such vehicles could be assigned more strategically.
- c. The Human Service Transport Inventory appended to this Plan identifies more than 40 vans and buses operated in the service area by private companies for the benefit of their clients, tourists. The seating capacity for these vehicles is in excess of 1,500 persons. Most of these vehicles are parked, not in use, approximately 7 months of the year.

6. Need: assistance, discretionary contacts and confidentiality for safe riding.

Discussion: In 2007 the Haines Borough witnessed 10 incidences of DWI and 3 incidences of reckless endangerment on local roads. In 2007 the Haines Borough witnessed 22 incidences of assault/domestic violence, 20 incidences of assault/non-family, 15 incidences of domestic dispute.

How many unintentional crimes, how many dangerous drivers would be averted from the roads, how many families saved disruption and turmoil if there were a confidential contact or financial subsidy for transportation to and from home? Access to transportation in this form is crime prevention.

7. Need: Professional experience in program implementation

Discussion: The requirement for a Coordinated Transportation Plan has made the community more aware of existing programs, needed planning and coordination efforts. The work cannot be done by volunteers.

8. Need: Profitable Taxi/Shuttle Service

Discussion: The history of private taxi/shuttle service is troubled, and the community is pleased that Ms. Lucy began taxi service in Haines in 2010. Currently, the service sells wholesale tickets to local bars for distribution to clients. The business does not currently benefit from any subsidized programs. A profitable personal transportation service (taxi or shuttle service) may be possible if its business plan included interface or collaboration with federally-subsidized transportation programs.

7.0 STRATEGIES: ADDRESS THE IDENTIFIED NEEDS AND GAPS IN SERVICE

7.1 Maintain support for SESS/CSS Haines Senior Center's subsidized human service transportation programs.

- a. Explore the introduction of Flexible Transit Services
- b. Explore possibility of "Tripper" services

7.2. Sustain the Transportation Task Force to

- a. maintain and advocate for the Coordinated Transportation Plan;
- b. maintain Human Service Transport Inventory;
- c. recommend implementation of program strategies to the Borough Assembly;
- d. coordinate and collaborate with the *Haines Borough Energy & Sustainability Commission* and the *Planning Commission* on transportation issues; and
- e. research program funding sources for implementation of strategies to meet goals.

7.3. Continue to Develop the Mobility Manager Program

Task the Mobility Manager with researching and managing local mobility issues. Specifically, identify needs in under-served populations; research potential for coordinated services among existing programs and facilitate where beneficial; research the potential for implementing additional mobility strategies:

- a. carpooling
- b. volunteer driver programs
- c. taxi subsidy programs
- d. technical tools to support live dispatch: internet, software, GPS
- e. cost: benefits of a community bus route

7.4. Coordinate and Consolidate Transportation Services and Resources

- a. Contract with Agency Operators
- b. Contract with Common Service Providers
- c. Share Resources
 1. Research how the Alaska Department of Education's Pupil Transportation Program might be amended to increase public transportation service and decrease transportation service duplication in the community and statewide.
 2. Explore feasibility of "growing" a transportation service

7.5. Partner with Chilkoot Indian Association and Chilkat Indian Village in development of transportation plans and programs.

7.6. Work with DOT&PF SRTS to realize nonmotorized vehicle pathways and sheltered bike racks in downtown core; advocate for pedestrian walkways and bike trails along arterial roads; and recommend projects and policy to decrease vehicle congestion in downtown area.

8.0 PROJECT DEVELOPMENT

The Transportation Task Force identified three projects to undertake in FY2011; continued development of these projects remain the priorities of the Haines Borough in 2011:

8.1 Research Mobility Management Issues

Responsible Agency: Chilkoot Indian Association

Project: Determine the level of interest in a coordinated community transportation system, and propose recommendations to the Task Force and the Borough Assembly and/or Tribal Council.

Action: Mobility Management was funded by the FY 2011 Alaska Community Transit Program, with Chilkoot Indian Association taking the lead for the project. Through a Memorandum of Understanding with Southeast Senior Services, the program employed a Mobility Manager.

1. Participated in several teleconference planning meetings, one meeting in Juneau, and a full day training meeting with her supervisor in Haines including meeting with Scott Hansen of Chilkoot Indian Association.
2. Set up her office space (in the Haines Senior Center), a filing system, and transportation notebook, and obtained an email address, business cards and cell phone number.
3. Studied the Haines Coordinated Transportation Plan extensively.
4. Arranged for the Haines City Shop to be doing maintenance on the Haines Senior Center care-a-van.

5. Revised the Haines Senior Center Rider Manual and the Transportation Program brochures, created posters for local distribution.
6. Made contacts with potential partner agencies.
7. Started publishing a monthly newsletter called “Care-A-Van Monthly”.
8. Studied the Haines Borough detailed maps of road conditions.
9. Participated in the 2010 State Transit Conference in Fairbanks.

Evaluation and action is reserved for a meeting of the Task Force in June, 2011.

8.2 Advocate Safe Routes to Schools

Responsible Agency: Haines Borough

Project: Collaborate with **Safe Routes to Schools Task Force** and DOT&PF to identify student routes to school and describe need for traffic control and infrastructure within the school project area. Apply for funding from the DOT&PF’s program for construction funds.

Action: Implementation of the Safe Routes to Schools program was transferred to the School District, with assistance from Borough Public Facilities in realizing infrastructure needs. A committee identified routes to school, but an application for a permit to enter the State ROW is still under consideration. The project appears stalled.

8.3 Increase ridership in FY 11 (July 1, 2010 to June 30, 2011) by 25%.

Responsible Agency: Southeast Senior Services, Inc.

Project: 1) Run a series of monthly local newspaper articles with a story and photo of passengers who are using the van service; 2) Run weekly radio announcements encouraging use of the service; 3) Post flyers around Haines and Klukwan in areas that seniors frequent such as apartment complexes; and 4) Site Manager will contact partners quarterly by phone to discuss client needs for rides.

Action: The Mobility Manager revised the Haines Senior Center Rider Manual and the Transportation Program brochures, created posters for local distribution, made contacts with potential partner agencies and began publishing “Care-A-Van Monthly.” Ridership has increased 27.5% since July 1, 2010. SESS attributes the increase to seniors and persons with disabilities and their providers understanding that evening and weekend rides are available when there is a driver available, i.e., promotion by the Mobility Manager.