



*Public Transit-Human Service
Transportation Coordination Plan
Final Report*

Sitka, Alaska

July 27, 2010

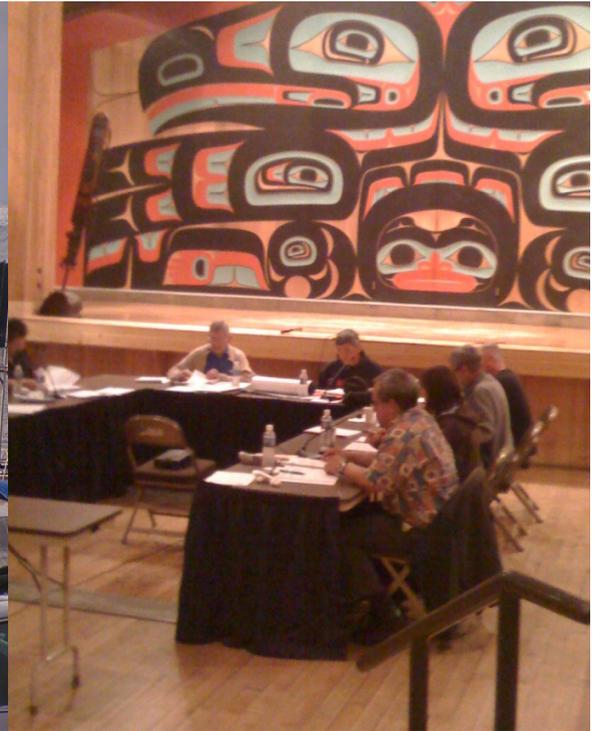




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Overview

I. Overview

This Five-Year Plan for Coordination of Public and Human Services Transportation for Sitka contains an evaluation of community characteristics, a stakeholder assessment, an inventory of existing transportation services, and a list of goals and priorities. It also provides a description of the unmet transportation needs in the region as determined through various analytical methods such as human service agency and transportation provider interviews, demographic research, local public meetings, and conversations with local stakeholders. This planning effort is the foundation for a series of approaches to address current and projected unmet transportation needs for people with low incomes, older adults, and individuals with disabilities. The intent of this document is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources within Sitka.

This five-year plan meets the requirements for the Federal Transit Administration's (FTA) required local coordinated transportation plan as set forth in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for Users (SAFETEA-LU) guidelines.

Any reader of this Plan must know that no agency in Sitka, not the public transit providers, nor any other agency, is funded by a grant, or required by any laws to implement this Plan. This Plan discusses possible strategies, and provides the background data and a planned focus for continued work in Sitka on better use of transit and human service agency transportation resources. This Plan is not a promise of implementation; it is a source of knowledge and a shared vision of where coordination efforts in Sitka may try to go in the future.

The planning process was undertaken by the Center for Community (CFC) and Sitka Tribe of Alaska with financial assistance from Alaska Department of Transportation. The primary three transit providers in Sitka (CFC, Sitka Tribe, and SESS) have other transit plans and work obligations (per funding sources) that fully occupy their current staff resources. The human service agencies in Sitka also have other mandates and goals that occupy their staff. However, as all of these agencies find staffing resources, unmet client needs, or funding opportunities, they can turn to this Plan to guide their shared efforts to improve transportation in Sitka for human service clients as well as the general public.

This plan is an update to Sitka's first such plan, published in May 2007, which was a rough initial effort at meeting the coordinated planning needs in the community. The 2007 Plan was not designed as a long-term plan, and lacked strategies for increasing coordination and sharing of resources among human service providers, the public transit systems, and private transportation providers. CFC and Sitka Tribe of Alaska conducted this plan to enhance the efforts started in 2007 and because any organization that intends to apply for grant funding during the planning period for which SAFETEA-LU guidelines apply will need to use the information contained in this updated plan.

The objectives for this planning effort are to more accurately and carefully (1) establish the current and future needs of Sitkans and visitors to Sitka for community transportation and

gaps in existing service, (2) determine the resources available and lacking to meet the needs, (3) create strategies to develop public transit, human services transport, and private sector transport options to fill gaps, and (4) develop the most effective means and models for coordinating (sharing) resources.

WHY A COORDINATED PUBLIC TRANSPORTATION PLAN?

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the Surface Transportation Act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2007 (October 1, 2006) and beyond. Updated legislation for SAFETEA-LU is expected but was not yet approved by Congress at the time of this document.

INTRODUCTION

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a “*locally developed Coordinated Public Transit-Human Services Transportation Plan.*” This Transportation Plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public.

Transportation coordination has been increasing across the nation because the benefits of coordination are clear. According to the Federal Coordinating Council on Access and Mobility’s (CCAM) United We Ride information, nationally, \$700 million could be saved if transportation providers would coordinate their individual resources which are dedicated to providing transportation. This conservative estimate is based on a study conducted by the National Academy of Science’s Transportation Research Board (TRB), but it highlights the fact that transportation resources (funding, people, vehicles, and services) could be more effectively utilized to provide more transportation for communities.

Transportation coordination, while making sense from an efficiency and resource utilization standpoint, is also becoming a national mandate. During the last few years, the Federal Transit Administration, with the CCAM, developed a national campaign entitled “United We Ride,” to help promote transportation coordination. State “United We Ride” grants have also been awarded to encourage transportation coordination planning at the state level. This locally developed five-year coordinated transportation plan for Sitka is a result of the national United We Ride campaign and efforts for coordination that originated at the Federal level and have reached through to the Alaska Department of Transportation and, finally, to local communities.

As indicated above, the U.S. Congress is also supporting the new emphasis on coordinated human service agency and public transportation efforts with the passage of SAFETEA-LU. Coordinated transportation is now an eligibility requirement for the following FTA grant programs:

Transportation for Elderly Persons and Persons with Disabilities (Section 5310)- This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the existing transportation service is unavailable, insufficient, or inappropriate to meeting these needs. States apply for funds on behalf of local private non-profit agencies and certain public bodies. Capital projects are eligible for funding. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements, and state program administration are also eligible expenses.

Job Access and Reverse Commute (JARC) Program (Section 5316)- The purpose of this grant program is to develop transportation services designed to transport people with low incomes to and from jobs and job related activities. Emphasis is placed on projects that use mass transportation services. Job Access grants are intended to provide new transit service to assist welfare recipients and other low-income individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites. Eligible recipients include local governmental authorities, agencies, and non-profit entities. Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including transit benefits. For Reverse Commute grants, the following activities are eligible: operating costs, capital costs, and other costs associated with reverse commute by bus, train, carpool, vans, or other transit service.

New Freedom Program (Section 5317)- A new funding program beginning in Federal Fiscal Year 2006, New Freedom is designed to encourage services and facility improvements to address the transportation needs of individuals with disabilities that go beyond those required by the Americans with Disabilities Act. The New Freedom formula grant program has been designed to expand the transportation mobility options available to individuals with disabilities beyond the requirements of the ADA. Examples of projects and activities that might be funded under the program include, but are not limited to:

- ◆ Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- ◆ Providing paratransit services beyond minimum requirements of the ADA, including for routes that run seasonally.
- ◆ Making accessibility improvements to transit and intermodal stations not designated as key stations.
- ◆ Supporting voucher programs for transportation services offered by human service providers.

- ◆ Supporting volunteer driver and passenger aide/assistant programs.
- ◆ Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

One of the prerequisites to apply for funding under these SAFETEA-LU programs is participation in the creation of a “locally developed Coordinated Public Transit-Human Services Transportation Plan.” This five-year human services and public transportation coordination plan is the first step for Sitka toward satisfying that application requirement. The plan should become a living document so that it may be amended as new organizations join the effort in future years.

Demographics

II. DEMOGRAPHICS

OVERVIEW

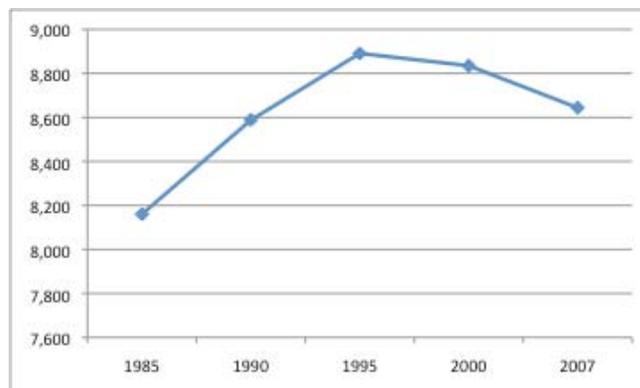
Sitka is located on the west coast of Baranof Island in Southeast Alaska, facing the Pacific Ocean. No roads connect Sitka to the rest of Alaska. The distance to Juneau is 95 air miles (30 minute flight time). Anchorage is 592 air miles (2.8 hours flight time) and Seattle, Washington is 862 air miles (2.8 hours flight time) from Sitka. The land area of the Sitka Borough is 2,873.98 square miles. The average high and low temperatures in Sitka are approximately 49 and 39 degrees, respectively.

The City and Borough of Sitka is a unified home rule municipality created in 1971. It is governed by the Assembly composed of seven members, one of whom is the Mayor. The Chief Administrative Officer is the Municipal Administrator who serves at the pleasure of the Assembly. In addition to the borough government, local governmental responsibilities and powers related to tribal citizens and lands also reside with the Sitka Tribe of Alaska, a federally recognized Indian tribe. Exhibit II.1 provides a view of the Sitka and Japonski Island area and the major roadways. As illustrated on the map, all major roadways are located near the coast of the island. Exhibit II.2 offers a closer view of the location of major roads in Sitka.

POPULATION

The population of Sitka in 2000, according to the U.S. Census Bureau data was 8,835. The Alaska Department of Commerce, Community and Economic Development estimated the 2007 population to be 8,644 people. The percent change in population between 1985 and 2007 was approximately six (6) percent. The historical population trend between 1985 and 2007 is provided in Exhibit II.3. As illustrated, the population during the sample period of time peaked in 1995 with 8,891 people and gradually declined over the following 12 years.

Exhibit II.3: Sitka Population Trend, 1985-2007



Source: 2000 U.S. Census Data and Alaska Department of Commerce, Community and Economic Development



-  O'Connell Bridge
-  Roads



Exhibit II.1: Location Map

Public Transit-Human Services Transportation
Coordination Plan Sitka, AK



 O'Connell Bridge
 Roads



Exhibit II.2: Location Map Zoomed,
Sitka & Japonski Island

Public Transit-Human Services Transportation
Coordination Plan Sitka, AK

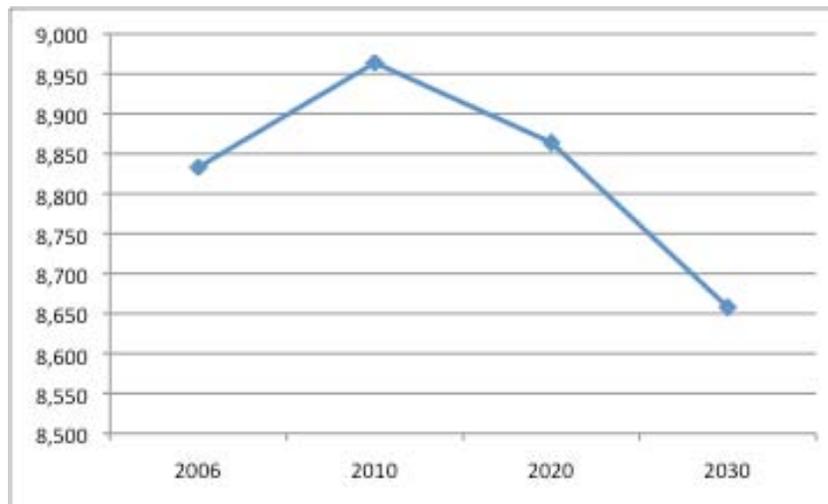
Population Density

Sitka has a population density of 3.1 persons per square mile. Exhibit II.4 is a map illustrating Sitka population densities by Census block group. According to the U.S. Census data from 2000, the block groups with the highest and moderately high densities of persons per square mile were located in and around downtown Sitka. The higher concentration of population is likely due to access to roads and amenities. The population density was low across the undeveloped portion of Baranof Island.

Population Projections

Between 2006 and 2030, the population of Sitka is projected to decrease by approximately two (2) percent (see Exhibit II.5). The Alaska Department of Labor and Workforce Development projects that the population of the Southeast Region will decline by as much as seven (7) percent during the same period of time.

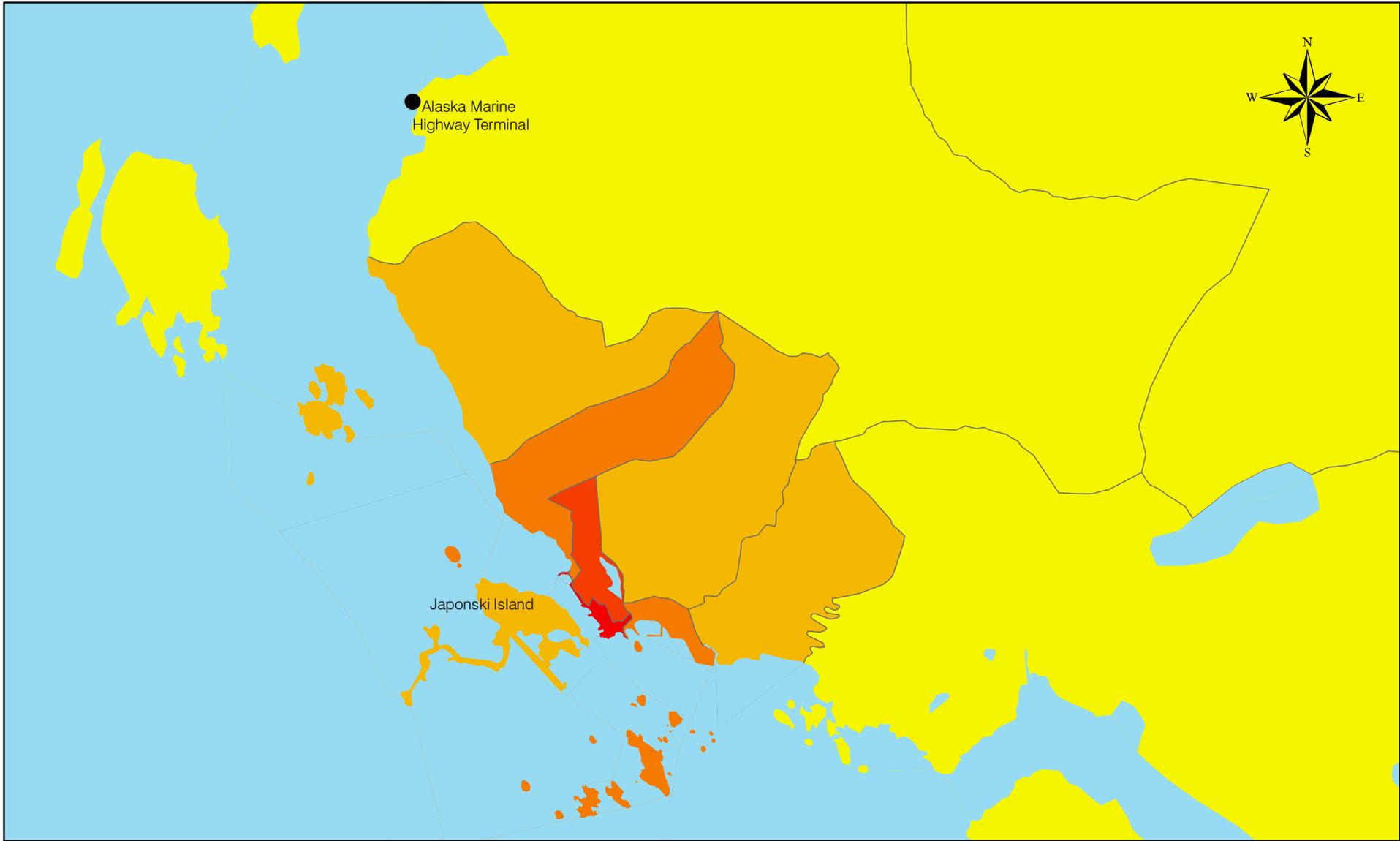
Exhibit II.5: Population Projections, Sitka



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

Population Distribution by Age

According to the Alaska Department of Labor and Workforce Development, Research and Analysis Section, Demographics Unit, the age group in Sitka that is of typical working age (between the ages of 25 and 64 years) is the most numerous age group but is projected to gradually decline in number between 2010 and 2030. The age group of individuals between 0 and 14 years is the second largest age group in 2010, but the population of individuals ages 65 and older is projected to nearly equal this young population group by the year 2030. Individuals between ages 15 and 24 years make up the smallest portion of the population and are projected to remain steady over the next 20 years. Exhibit II.6 illustrates the distribution of the projected population by age.



Census Block Groups

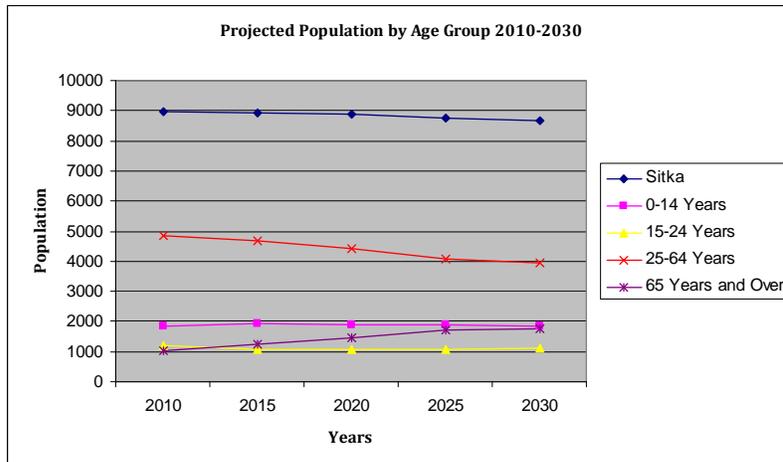
- 0.02774 - 35.85
- 35.86 - 519.0
- 519.1 - 1322
- 1323 - 2702
- 2703 - 6777



Exhibit II.4: Population Density
Per Square Mile

Public Transit-Human Services Transportation
Coordination Plan Sitka, AK

Exhibit II.6: Sitka Population Projections by Age, 2010-2030



Source: Alaska Department of Labor and Workforce Development

Individuals with Disabilities

Enumeration of the disabled population in any community presents challenges. First, there is a complex and lengthy definition in the implementing regulations. The definition of the disabled is found in 49 CFR Part 37.3. The definition of disability reads:

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

The definition, when applied to public transportation applications, is designed to permit a functional approach to disability determination rather than a categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition determines transportation disability.

Survey of Income and Program Participation

In an effort to make a more appropriate estimation of individuals with a disability in Sitka, as it pertains to their ability to utilize transportation, the Survey of Income and Program Participation (SIPP) was utilized. The SIPP is characterized by an extensive set of disability questions; generally, the SIPP is the preferred source for examining most disability issues. The reason for this preference is the similarities between questions posted on the SIPP survey and the ADA definition of a disability.

The Americans with Disabilities Act of 1990 (ADA) defines disability as a “physical or mental impairment that substantially limits one or more of the major life activities.” For persons 15 years and over, the SIPP disability questions cover limitations in functional activities (seeing, hearing, speaking, lifting and carrying, using stairs, and walking); in Activities of Daily Living (ADL) such as getting around inside the home, getting in or out of bed or chair, bathing, dressing, eating and toileting, and in Instrumental Activities of Daily Living (IADL) such as going outside the home, keeping track of money or bills, preparing meals, doing light housework, and using the telephone. The SIPP also obtains information on the use of wheelchairs and crutches, canes, or walkers; the presence of certain conditions related to mental functioning, the presence of a work disability, and the disability status of children.

Approach

Using the indices or incidence rates for specific disabilities derived from the SIPP, an imputed estimate of the number of individuals, by age group, has been calculated for the area. These estimates for 2010, 2015, and 2020 are found in Exhibits II.7, II.8, and II.9.

Data collected in the SIPP do not permit consideration of persons with multiple disabilities. Moreover, the definitions employed can be directly related to the concepts in 49 CFR Part 37.3 definitions with respect to “activities of daily life.”

Findings

The population projections (2010-2015) were obtained from the Alaska Department of Labor and Workforce Development. In 2010, approximately 16 percent of the population age 65 and older reported having one or more disabilities, according to the United States Census' Survey of Income and Program Participation. The highest percentage of the three age groups that reported a disability was the age group between 25 and 64 years of age. Also, approximately 5 percent of the individuals between ages 15 and 24 reported having one or more disability; and 3 percent of individuals between ages 25 and 64 reported one or more disability.

Exhibit II.7: 2010 Estimated Count of ADA Eligible Population, Sitka

| | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total |
|---|------------------|-------|------------------|-------|------------------------|-------|-------|
| | Percent | Sitka | Percent | Sitka | Percent | Sitka | Sitka |
| Total Population by Age | | 1,211 | | 4,839 | | 1,050 | 7,100 |
| Disability Status | | | | | | | |
| With a Disability | 0.208 | 252 | 0.163 | 789 | 0.523 | 549 | 1,590 |
| Severe | 0.137 | 166 | 0.108 | 523 | 0.369 | 387 | 1,076 |
| Not Severe | 0.07 | 85 | 0.055 | 266 | 0.154 | 162 | 513 |
| Seeing/Hearing Disability | | | | | | | |
| With a Disability | 0.067 | 81 | 0.048 | 232 | 0.205 | 215 | 529 |
| Severe | 0.014 | 17 | 0.009 | 44 | 0.044 | 46 | 107 |
| Not Severe | 0.053 | 64 | 0.039 | 189 | 0.161 | 169 | 422 |
| Walking/Using Stairs | | | | | | | |
| With a Disability | 0.114 | 138 | 0.08 | 387 | 0.382 | 401 | 926 |
| Severe | 0.059 | 71 | 0.036 | 174 | 0.221 | 232 | 478 |
| Not Severe | 0.055 | 67 | 0.044 | 213 | 0.161 | 169 | 449 |
| Had Difficulty Walking | 0.094 | 114 | 0.065 | 315 | 0.318 | 334 | 762 |
| Severe | 0.051 | 62 | 0.031 | 150 | 0.195 | 205 | 417 |
| Not Severe | 0.043 | 52 | 0.034 | 165 | 0.123 | 129 | 346 |
| Had Difficulty Using Stairs | 0.092 | 111 | 0.065 | 315 | 0.312 | 328 | 754 |
| Severe | 0.031 | 38 | 0.018 | 87 | 0.119 | 125 | 250 |
| Not Severe | 0.061 | 74 | 0.046 | 223 | 0.193 | 203 | 499 |
| Used a Wheelchair | 0.012 | 15 | 0.007 | 34 | 0.045 | 47 | 96 |
| Used a Cane/Crutches/Walker | 0.041 | 50 | 0.022 | 106 | 0.169 | 177 | 334 |
| With an Activities of Daily Life Limitation | 0.036 | 44 | 0.025 | 121 | 0.123 | 129 | 294 |
| Needed Personal Assistance | 0.02 | 24 | 0.013 | 63 | 0.071 | 75 | 162 |
| Did not Need Personal Assistance | 0.016 | 19 | 0.012 | 58 | 0.052 | 55 | 132 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | |
| One or more | 0.048 | 58 | 0.031 | 150 | 0.163 | 171 | 379 |

Exhibit II.8: 2015 Estimated Count of ADA Eligible Population, Sitka

| | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total |
|---|------------------|-------|------------------|-------|------------------------|-------|-------|
| | Percent | Sitka | Percent | Sitka | Percent | Sitka | Sitka |
| Total Population by Age | | 1,079 | | 4,695 | | 1,261 | 7,035 |
| Disability Status | | | | | | | |
| With a Disability | 0.208 | 224 | 0.163 | 765 | 0.523 | 660 | 1,649 |
| Severe | 0.137 | 148 | 0.108 | 507 | 0.369 | 465 | 1,120 |
| Not Severe | 0.07 | 76 | 0.055 | 258 | 0.154 | 194 | 528 |
| Seeing/Hearing Disability | | | | | | | |
| With a Disability | 0.067 | 72 | 0.048 | 225 | 0.205 | 259 | 556 |
| Severe | 0.014 | 15 | 0.009 | 42 | 0.044 | 55 | 113 |
| Not Severe | 0.053 | 57 | 0.039 | 183 | 0.161 | 203 | 443 |
| Walking/Using Stairs | | | | | | | |
| With a Disability | 0.114 | 123 | 0.08 | 376 | 0.382 | 482 | 980 |
| Severe | 0.059 | 64 | 0.036 | 169 | 0.221 | 279 | 511 |
| Not Severe | 0.055 | 59 | 0.044 | 207 | 0.161 | 203 | 469 |
| Had Difficulty Walking | 0.094 | 101 | 0.065 | 305 | 0.318 | 401 | 808 |
| Severe | 0.051 | 55 | 0.031 | 146 | 0.195 | 246 | 446 |
| Not Severe | 0.043 | 46 | 0.034 | 160 | 0.123 | 155 | 361 |
| Had Difficulty Using Stairs | 0.092 | 99 | 0.065 | 305 | 0.312 | 393 | 798 |
| Severe | 0.031 | 33 | 0.018 | 85 | 0.119 | 150 | 268 |
| Not Severe | 0.061 | 66 | 0.046 | 216 | 0.193 | 243 | 525 |
| Used a Wheelchair | 0.012 | 13 | 0.007 | 33 | 0.045 | 57 | 103 |
| Used a Cane/Crutches/Walker | 0.041 | 44 | 0.022 | 103 | 0.169 | 213 | 361 |
| With an Activities of Daily Life Limitation | 0.036 | 39 | 0.025 | 117 | 0.123 | 155 | 311 |
| Needed Personal Assistance | 0.02 | 22 | 0.013 | 61 | 0.071 | 90 | 172 |
| Did not Need Personal Assistance | 0.016 | 17 | 0.012 | 56 | 0.052 | 66 | 139 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | |
| One or more | 0.048 | 52 | 0.031 | 146 | 0.163 | 206 | 403 |

Exhibit II.9: 2020 Estimated Count of ADA Eligible Population, Sitka

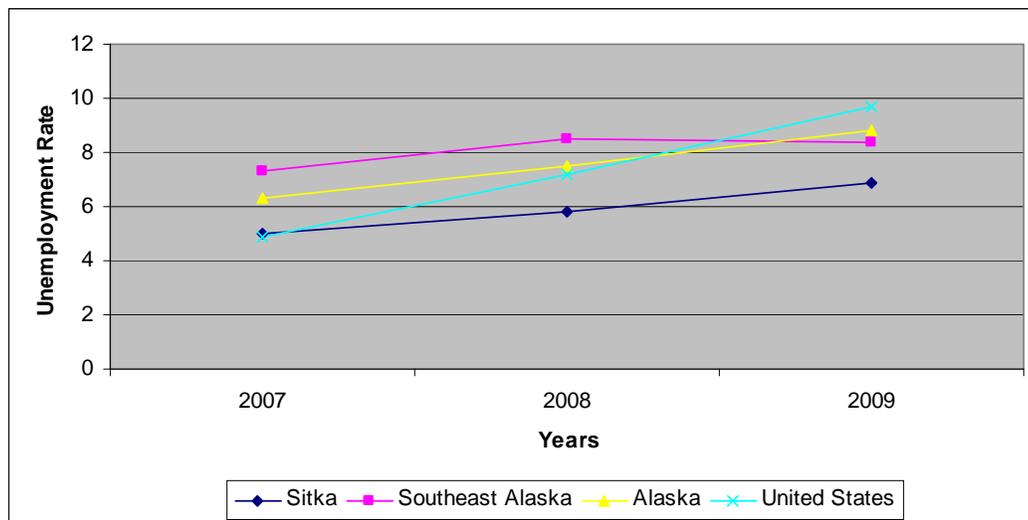
| Disability Status | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total |
|---|------------------|-------|------------------|-------|------------------------|-------|-------|
| | Percent | Sitka | Percent | Sitka | Percent | Sitka | Sitka |
| Total Population by Age | | 1,058 | | 4,432 | | 1,475 | 6,965 |
| Disability Status | | | | | | | |
| With a Disability | 0.208 | 220 | 0.163 | 722 | 0.523 | 771 | 1,714 |
| Severe | 0.137 | 145 | 0.108 | 479 | 0.369 | 544 | 1,168 |
| Not Severe | 0.07 | 74 | 0.055 | 244 | 0.154 | 227 | 545 |
| Seeing/Hearing Disability | | | | | | | |
| With a Disability | 0.067 | 71 | 0.048 | 213 | 0.205 | 302 | 586 |
| Severe | 0.014 | 15 | 0.009 | 40 | 0.044 | 65 | 120 |
| Not Severe | 0.053 | 56 | 0.039 | 173 | 0.161 | 237 | 466 |
| Walking/Using Stairs | | | | | | | |
| With a Disability | 0.114 | 121 | 0.08 | 355 | 0.382 | 563 | 1,039 |
| Severe | 0.059 | 62 | 0.036 | 160 | 0.221 | 326 | 548 |
| Not Severe | 0.055 | 58 | 0.044 | 195 | 0.161 | 237 | 491 |
| Had Difficulty Walking | 0.094 | 99 | 0.065 | 288 | 0.318 | 469 | 857 |
| Severe | 0.051 | 54 | 0.031 | 137 | 0.195 | 288 | 479 |
| Not Severe | 0.043 | 45 | 0.034 | 151 | 0.123 | 181 | 378 |
| Had Difficulty Using Stairs | 0.092 | 97 | 0.065 | 288 | 0.312 | 460 | 846 |
| Severe | 0.031 | 33 | 0.018 | 80 | 0.119 | 176 | 288 |
| Not Severe | 0.061 | 65 | 0.046 | 204 | 0.193 | 285 | 553 |
| Used a Wheelchair | 0.012 | 13 | 0.007 | 31 | 0.045 | 66 | 110 |
| Used a Cane/Crutches/Walker | 0.041 | 43 | 0.022 | 98 | 0.169 | 249 | 390 |
| With an Activities of Daily Life Limitation | 0.036 | 38 | 0.025 | 111 | 0.123 | 181 | 330 |
| Needed Personal Assistance | 0.02 | 21 | 0.013 | 58 | 0.071 | 105 | 184 |
| Did not Need Personal Assistance | 0.016 | 17 | 0.012 | 53 | 0.052 | 77 | 147 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | |
| One or more | 0.048 | 51 | 0.031 | 137 | 0.163 | 240 | 429 |

INDUSTRY AND LABOR FORCE

Unemployment

Much of the employment in Sitka is seasonal and related to the fishing and tourism industries. According to the Alaska Department of Labor, the Sitka labor force was made up of approximately 4,504 people in December 2008, while the unemployment rate was approximately 6.0 percent. Exhibit II.10 illustrates a comparison of unemployment rates in Sitka compared to the State of Alaska, Southeast Alaska, and the Nation since December 2007. The unemployment rate for Sitka is projected to increase but remain lower than that of the region, state, and nation.

Exhibit II.10: Comparison of Unemployment Rates, December 2007-2009



Source: U.S. Department of Labor

Employment and Earning

The U.S. Bureau of Economic Analysis reported that the per capita annual income in Sitka in 2006 was \$34,762. Sitka Economic Development Association reports that Sitka's labor force is "highly educated and considered to be industrious, creative and independent minded." Based on 2000 U.S. Census data, more than 90 percent of the population age 25 and older were high school graduates or higher while 29.5 percent had a bachelors degree or higher.

The industries including health care (16.8 percent), seafood (12.8 percent), government (15.3 percent), and services (14.3 percent) make up the highest percentages of local employment.

Major Employers

The top ten major employers in Sitka in 2008 were as follows. Employment numbers are based on average monthly employment and include full-time, part-time, and temporary employees.

| Employer | Number of Employees |
|---|---------------------|
| SE Alaska Regional Health Consortium (SEARHC) | 489 |
| Sitka School District | 285 |
| US Coast Guard | 191 |
| Sitka Community Hospital | 181 |
| City and Borough of Sitka | 180 |
| Silver Bay Seafoods | 160 |
| Hames Corporation | 130 |
| Sitka Pioneers' Home | 101 |
| Sitka Sound Seafoods | 99 |
| US Forest Service | 98 |

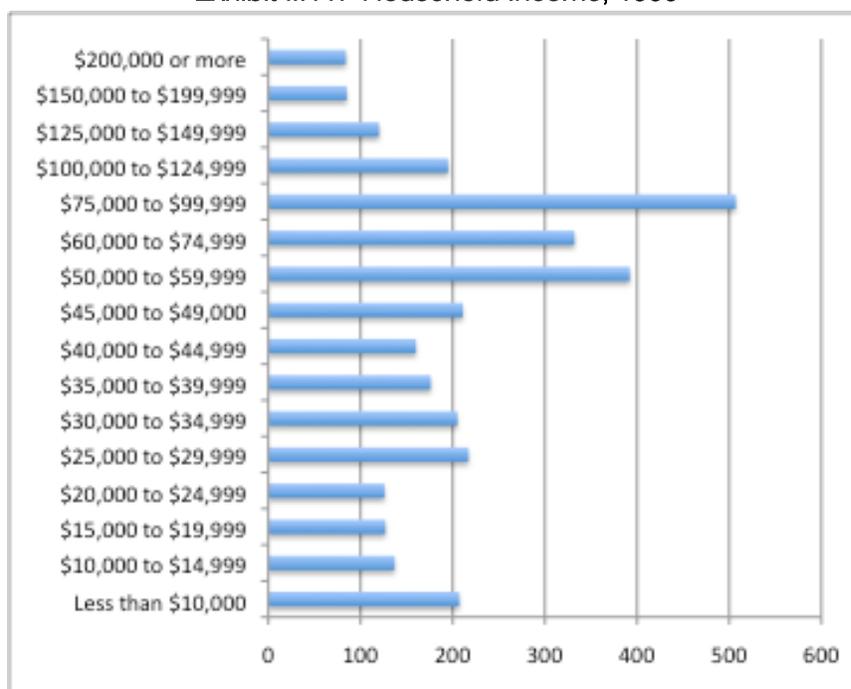
Source: Sitka Economic Development Association, Sitka Community Profile, 2008-2009

ECONOMIC PROFILE

Household Income Measures

Exhibit II.11 illustrates the household incomes for 1999, utilizing data from the U.S. Census. The number of households fluctuated between the income levels with 63 percent of households earning less than \$45,000 annually. The greatest number of households fell into the income bracket of \$75,000 to \$99,999. The second largest number of households earned \$50,000 to \$59,999 annually.

Exhibit II.11: Household Income, 1999



Source: U.S. Census Data, 2000

Zero-Vehicle Households

Zero-vehicle occupied housing unit status is another indicator of poverty. According to the 2000 U.S. Census Data, there were a total of 388 out of 3,278 (or 11.8 percent) occupied housing units in Sitka with no vehicles.

TRAVEL TO WORK

According to the 2000 U.S. Census Data, 56.6 percent of the Sitka workforce age 16 years and over drove alone to work. Another 20 percent carpoolled and 12 percent walked to work. Only 0.5 percent used public transportation and an equal amount used taxis. The remaining 10.4 percent used found another means for transportation or worked at home.

Home-Base to Work Trips

An analysis of home base to work trip interchanges within the City and Borough of Sitka was conducted to determine whether or not there are any observable community patterns within the area that could be serviced by transit. The analysis uses 2006 U.S. Census Longitudinal Employer-Household Dynamics (LEHD) data sets. LEHD is an innovative program that links place of employment data with U.S. Census place of residence data. The result is a very useful tool that transportation planners can use to analyze the origins and destinations of home-based work trips.

The 2006 LEHD data set for Alaska was queried to produce a dataset that contains only the City and Borough of Sitka residents who worked in the City and Borough of Sitka. The resulting block group data was used to create the following data sets:

1. Location of Jobs by Block Groups (see Figure 1)
2. Location of Low-Income Jobs by Block Groups (see Figure 2)
3. HBW trip interchanges within the City and Borough of Sitka (see Table 1)

In conclusion, the analysis revealed that over half of the total employment (57 percent) in the City and Borough of Sitka is concentrated in the city center and Japonski Island (Block Groups 2005 and 2006). Low-income jobs are more widely scattered however with a substantial number of them (32 percent) located to the north of the city center in Block Groups 2001 and 2002 (see Figure 3)

The primary HBW trip interchanges occur between the residential areas north of the city center in Block Groups 1003, 2001, 2002, and 2003 and the largest employment center (i.e., Block Group 2005). Other block groups attracting a substantial amount of HBW trips included Block Groups 2001, 2004, and 2006.

Based on the LEHD data, it appears that there is demand for a new transit route linking the residential areas to the north (Block Group 2001) and the jobs located between Block Groups 2001 and the city center.

Table 1
Home-Base to Work Trips
Within the City and Borough of Sitka

| Work Block Group | Home Block Group | | | | | | | | | | | |
|------------------|------------------|------|------|------|------|------|------|------|------|------|------|-------|
| | 1001 | 1002 | 1003 | 1004 | 1005 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | Total |
| 1001 | | 1 | 1 | 3 | | 1 | | 2 | | | | 8 |
| 1002 | 2 | 4 | 8 | 4 | 4 | 10 | 11 | 6 | 5 | 2 | 3 | 59 |
| 1003 | | 2 | 7 | 5 | 4 | 2 | 2 | 5 | | 2 | 4 | 33 |
| 1004 | 2 | 15 | 40 | 30 | 25 | 34 | 29 | 41 | 12 | 10 | 12 | 250 |
| 1005 | | 3 | 11 | 9 | 12 | 9 | 6 | 6 | | 1 | 1 | 58 |
| 2001 | 4 | 15 | 52 | 41 | 27 | 97 | 66 | 65 | 30 | 23 | 18 | 438 |
| 2002 | 2 | 10 | 32 | 27 | 29 | 65 | 47 | 42 | 26 | 17 | 9 | 306 |
| 2003 | | 1 | 4 | 4 | 3 | 12 | 5 | 10 | 3 | 1 | 3 | 46 |
| 2004 | 2 | 12 | 48 | 30 | 30 | 98 | 54 | 57 | 27 | 24 | 18 | 400 |
| 2005 | 7 | 30 | 107 | 62 | 62 | 192 | 115 | 121 | 51 | 50 | 18 | 815 |
| 2006 | 6 | 21 | 65 | 55 | 47 | 121 | 62 | 87 | 57 | 40 | 18 | 579 |
| Total | 25 | 114 | 375 | 270 | 243 | 641 | 397 | 442 | 211 | 170 | 104 | 2992 |

Figure 1
City and Borough of Sitka
Job Locations



Figure 2
City and Borough of Sitka
Low-Income Job Locations

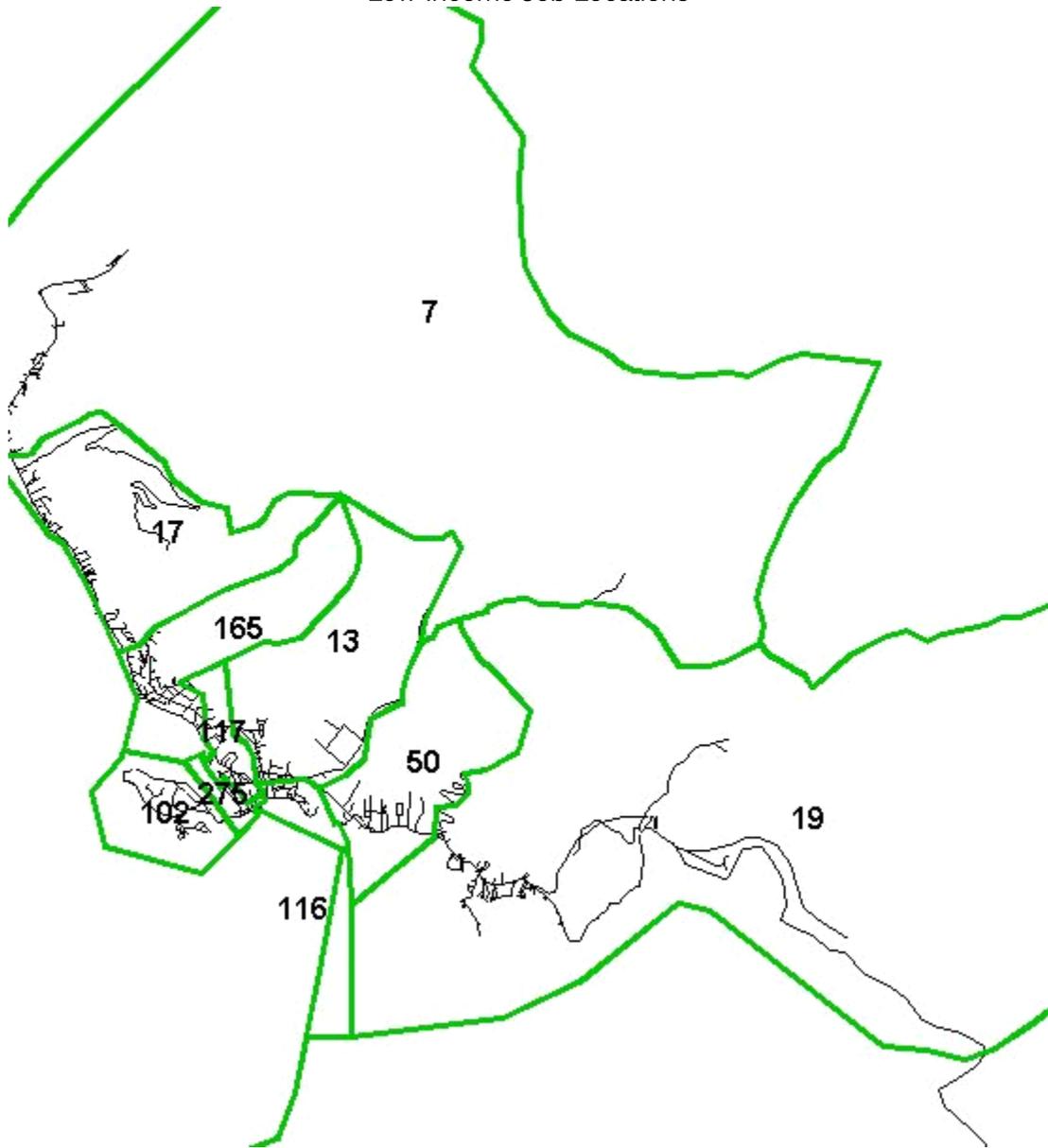
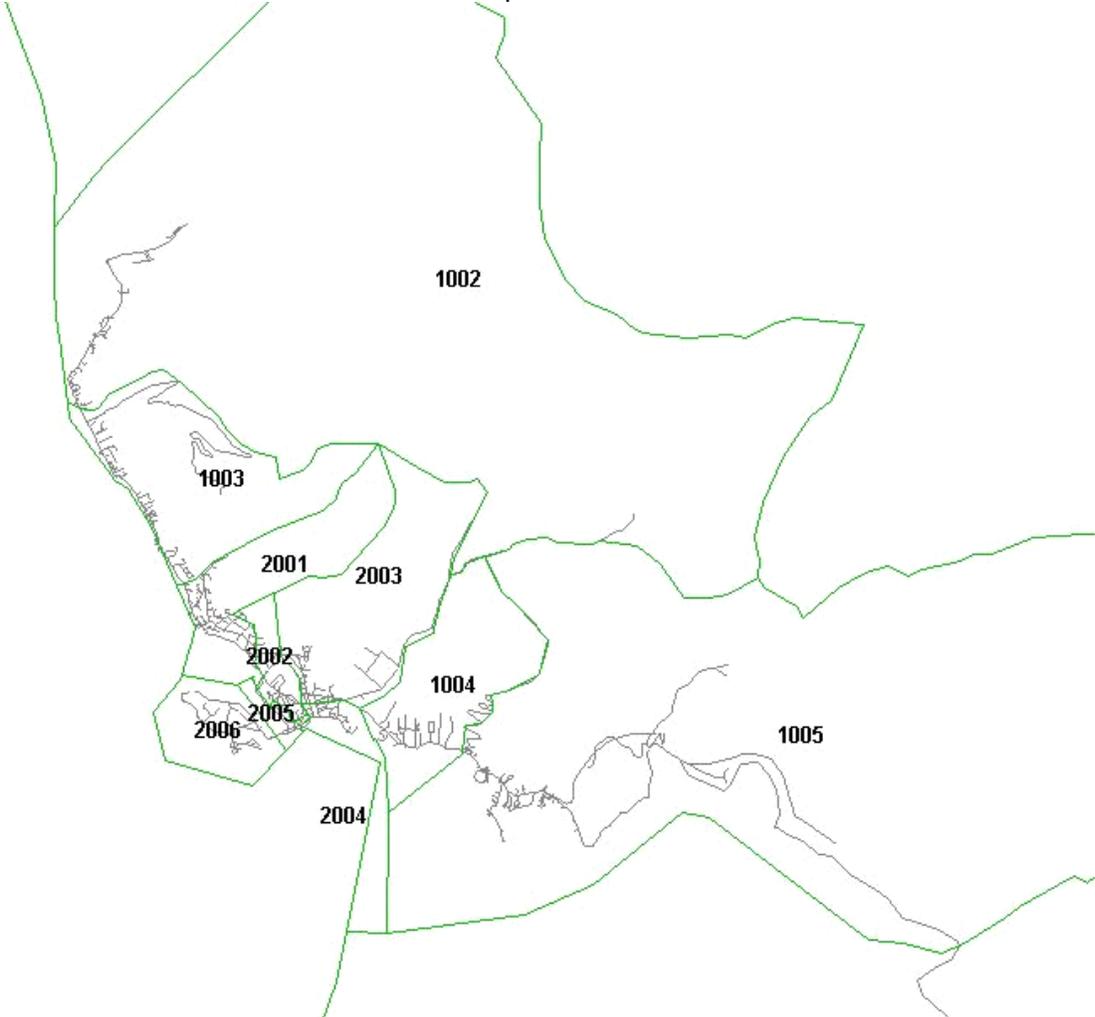


Figure 3
City and Borough of Sitka
Block Groups



MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (apartment complexes, nursing homes, etc.) or where people are likely to travel to meet their shopping, child care, health care, educational, or employment needs. The maps in Exhibits II.12, II.13, II.14, and II.15 illustrate the major trip generators in Sitka including major employers, health care facilities, human service agencies, and schools or youth programs. As illustrated by the exhibit, most, but not all, generators are located on the Community RIDE fixed bus routes. Silver Bay Seafoods and the industrial park and Youth Advocates are not located along a current fixed bus route.



- | | |
|--|--|
|  O'Connell Bridge |  10. US Forest Service |
|  Blue Line |  11. Seafood Producers Cooperative |
|  Green Line |  12. University of Alaska Southeast |
|  Red Line |  13. Sitka Tribe of Alaska |
|  1. Silver Bay Seafood |  14. Mt Edgecumbe High School |
|  2. SEARHC |  15. Westmark Hotels, Inc. |
|  3. Sitka School District |  16. Lakeside Grocery, Inc. |
|  4. City and Borough of Sitka |  17. Center for Community |
|  5. Hames Corporation |  18. Alaska Airlines |
|  6. Sitka Pioneers' Home |  19. Allen Marine, Inc. |
|  7. Sitka Sound Seafoods |  20. White's Pharmacy and Harry Race Pharmacy |
|  8. Fortress of the Bear | |
|  9. US Coast Guard | |

Exhibit II.11: Major Employers

Public Transit-Human Services Transportation
Coordination Plan Sitka, AK



-  O'Connell Bridge
-  Blue Line
-  Green Line
-  Red Line
-  1. Sitka Community Hospital
-  2. SEARHC
-  3. White's Pharmacy
-  4. White's Pharmacy



Exhibit II.12: Healthcare Facilities

Public Transit-Human Services Transportation Coordination Plan Sitka, AK



- O'Connell Bridge
- Blue Line
- Green Line
- Red Line
-  1. SAIL
-  2. Center for Community
-  3. Salvation Army
-  4. Swan Lake Senior Center
-  5. SCPS
-  6. Sitka Pioneers' Home
-  7. Hansen House
-  8. Sitka Tribe of Alaska's Social Services



Exhibit II.13: Human Service & Older Adult Facilities

Public Transit-Human Services Transportation
Coordination Plan Sitka, AK



- O'Connell Bridge
- Blue Line
- Green Line
- Red Line

- 1. Youth Advocates
- 10. Blachley Middle School
- 11. Library
- 12. Baranof Elementary
- 13. Pacific High
- 14. Sitka High School

- 15. SJ Daycare
- 2. Sitka School District
- 3. Sitka Native Education Program
- 4. University of Alaska Southeast
- 5. Mt. Edgecumbe High School
- 6. Boys and Girls Club
- 7. Betty Eliason Child Care Center
- 8. Mt. Edgecumbe Preschool
- 9. SEARHC Child Care Center

Exhibit II.14: Schools and Youth Centers

Public Transit-Human Services Transportation Coordination Plan Sitka, AK

SUMMARY

Sitka is projected to experience a slight decline in population over the upcoming decade, with the population decreasing by approximately two (2) percent between 2006 and 2030. Six (6) percent of the households in Sitka earn an annual income of less than \$10,000. This population will present ongoing challenges for service providers in all areas, including healthcare, childcare, employment, education, and recreation. In turn, the demand for transportation will remain a salient issue.

As Sitka's largest age group (25 to 64 years) ages and moves into retirement, their need for transportation will grow. The face of Sitka will change further as the age group of 65 years and older increases in size to equal the number of young children (0 to 14 years) and the group of individuals entering the workforce (15 to 24) remains the smallest portion of the total population.

To Sitka's advantage, the highest concentration of trip generators is in the downtown area and along the existing bus routes. Due to limited roads, the distance between residential locations and work sites is short. Another advantage to mobility in Sitka is the close proximity between most major trip origins and destinations. The current challenge for access to trip generators, however, pertains to accessing the industrial area which currently includes Silver Bay Seafoods and is projected to be the site of other major employers.

Capabilities

III. SERVICE PROVIDER CAPABILITIES

OVERVIEW

Evaluation of service provider capabilities and the structure of transportation resources in Sitka provides coordinated transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers and users to participate in the coordination planning efforts, to include focus groups and one-on-one interviews.

An understanding of existing resources, vehicle utilization, and financial information is necessary prior to implementation of new coordinated approaches to service for older adults, individuals with disabilities, and people with low incomes. The summary and vehicle utilization tables at the end of this chapter provide an overview of the vehicle inventories and utilization, hours of service, and passenger eligibility for each of the participating organizations (where information was provided by those organizations).

The ultimate goal for organizations in Sitka that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so that programs can provide more service with the existing level of funding. If services are to be expanded in the future, additional funding will be necessary. This document outlines several coordination strategies to be explored that can be accomplished through coordination of existing resources as well as strategies that can only be implemented with additional funding.

Certain coordinated transportation stakeholders are eligible for additional funding through the Federal Transit Administration's (FTA) Section 5316 Program, Job Access and Reverse Commute (JARC); Section 5317 Program, New Freedom; and the Section 5310 Program, Elderly and Disabled Specialized Transit. Criteria for eligible applicants to the Section 5316 and 5317 programs are as follows:

- ◆ Public entities providing public transit services; or,
- ◆ Private, nonprofit entities designated by local government to provide public transit services.

Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, nonprofit 501(c)(3) corporations;
- ◆ Public bodies identified by the state as lead agencies in a coordination project; or
- ◆ Public bodies that certify that no private, nonprofit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that are not eligible applicants for Sections 5316, 5317, or 5310 may still benefit from those programs through agreements with eligible organizations and they should seek partnerships and formal contractual agreements, with an eligible applicant in order to achieve the coordinated transportation goals.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in Sitka were invited to participate in a one-on-one interview with a representative from the consulting team to discuss the existing transportation resources utilized for their consumers. Interviewers used a standard set of questions for each interview to promote consistency in the findings. Several organizations volunteered to participate either through a personal, face-to-face discussion or via a telephone interview. Stakeholders that provide transportation described their services and resources. Other organizations that purchase trips from a third party provider or arrange transportation on behalf of their consumers expressed several common interests regarding the unmet transportation needs of their consumers and the general public in Sitka. Below is a list of the 29 stakeholder organizations that participated in the interviews:

- ◆ Alaska Housing Authority
- ◆ Boys and Girls Club, Sitka
- ◆ Betty Eliason Child Care
- ◆ Center for Community Welfare to Work Services
- ◆ Center for Community Services for the Developmentally Disabled
- ◆ Center for Community Infant Learning and Parents as Teachers
- ◆ Center for Community, The Community RIDE (State grants)
- ◆ Community Schools (afterschool programs)
- ◆ Mt. Edgecumbe High School (State of Alaska boarding school)
- ◆ SAIL (Southeast Alaska Independent Living)
- ◆ Salvation Army
- ◆ SEDA
- ◆ Sitka City Manager and Mayor
- ◆ Sitka Chamber of Commerce
- ◆ Sitka Community Hospital
- ◆ Sitka Counseling and Prevention Services (SCPS)
- ◆ Sitka Native Education Program (SNEP)
- ◆ Sitka Pioneers Home (State of Alaska (Sitka))
- ◆ Sitka School District
- ◆ Sitka Tribe of Alaska: The Community RIDE, (FTA to Tribe grant)
- ◆ Sitkans Against Family Violence (SAFV)
- ◆ Silver Bay Seafood
- ◆ Southeast Alaska Regional Health Consortium (SEARHC)
- ◆ Southeast Alaska Regional Health Consortium Child Care Center
- ◆ Southeast Alaska Regional Health Consortium Bill Brady Program
- ◆ Southeast Alaska Regional Health Consortium Raven's Way Program

- ◆ Swan Lake Senior Center: Care-A-Van and RIDE paratransit contractor
- ◆ University of Alaska Southeast at Sitka
- ◆ Youth Advocates of Sitka

Summary of Transportation Services by Organization

The following paragraphs take a consumer or public transportation-focused view of the stakeholder organizations that participated in the interview process. Each organization is unique in its approach. Some organizations directly operate transportation, some purchase transportation from third parties, some advocate or refer consumers to available transportation resources, and others have a combination of approaches (i.e., purchase and provide transportation for consumers or the public). Summaries of organizations that directly operate and/or purchase transportation for consumers are listed in section A. Organizations that advertise or refer people to available transportation services are listed in section B.

A. Organizations that Directly Operate, Administer, and/or Purchase Transportation

Center for Community (CFC)

Center for Community (CFC) is a non-profit provider of home and community-based services for people with disabilities, older adults, and others who experience barriers to community living in Alaska. CFC's central administration is in Sitka, but CFC provides services throughout several towns and villages in Southeast Alaska. The organization in Sitka is eligible for FTA Section 5310, 5316, and 5317 funding. It currently receives Section 5310 and Section 5311 funding. CFC provides services through five programs:

- ◆ Independent Living Services for Persons with Developmental Disabilities – A list of services pertaining to “learning about living” and “habilitation” are included in this program. Habilitation includes supported living, supported employment, in-home supports, and day habilitation (community activity). Clients are encouraged to exercise, taught to ride public transit, and exposed to social opportunities. For all of these clients, CFC staff provide ongoing case management to help the client or family navigate through all the state public assistance, Medicaid, and health and social service programs’ requirements and services.
- ◆ In-Home Care Services to Adults with Physical Disabilities and Seniors – Adults with disabilities include anyone age 21 to 65 who struggles with a disability that was caused by an accident or disease. Seniors include anyone over age 65 who needs assistance to stay at home alone safely, or whose family caregivers need support. CFC provides care coordination for many of these clients, as well as in-home care services with CFC direct service workers: including “hands-on” personal care, assistance with chores, or respite for caregivers. CFC currently serves over 300 persons a year with various combinations of the in-home care services.
- ◆ Early Learning/Infant Learning/Parents as Teachers – This ongoing program receives referrals of zero-to-three year old children to screen the children for developmental delays. The

program also provides therapies to children and instructional support to parents. The CFC has received several years of Small Projects Grants from the Alaska Mental Health Trust Authority for the playgroups to work with emotional development of toddlers.

- ◆ Employment Enhancement Services (“Welfare to Work Services”) – Adults who receive welfare cash assistance (“TANF”), and who are of “working” age (between 18 and 65), are supposed to be moved off of cash assistance under Federal and State “Welfare Reform.” The CFC program provides “welfare to work” counseling and job services to all non-Tribal clients in Southeast Alaska.
- ◆ Public Transit for Community of Sitka – In 2009, Sitka’s Community RIDE system – managed by a collaborative effort between Center for Community and Sitka Tribe of Alaska – delivered over 41,000 one-way passenger trips. The Community RIDE is a fixed route bus service operated by STA (described in detail later in this section). Complementary paratransit services are operated by Southeast Senior Services at Swan Lake Senior Center under a contract from Center for Community, and operated in conjunction with transportation services for the elderly or younger Medicaid waiver clients, funded by several other grants secured directly by Southeast Senior Services from state, federal, private, and tribal sources. Fixed route and paratransit service is open to the public and many of the regular riders are individuals with developmental or physical disabilities.

Three of the five programs at CFC include transportation: Community Services for Persons with Developmental Disabilities; “Employment Enhancement Services;” and Community RIDE fixed route and paratransit. The following tables outline the transportation that is provided for each program.

| CFC – COMMUNITY SERVICES FOR PERSONS WITH DEVELOPMENTAL DISABILITIES | |
|---|---|
| Client Eligibility: | Individuals of all ages who have developmental disabilities |
| Hours/Days of Service: | Monday-Friday, 8:00 AM to 5:00 PM Saturday & Sunday, 10:00 AM to 3:00 PM (one vehicle on weekends) |
| Peak Hours/Days of Service: | Monday-Thursday, 2:00 to 5:30 PM |
| Mode of Service: | Demand Response (but only with other scheduled services provided by CFC) |
| Number of Vehicles: | 6 Sedans (5 for client transportation and 1 back-up). More than ½ of the vehicles in the fleet have more than 100,000 miles. |

| | |
|--|--|
| Transportation Staff: | 1 full-time services coordinator for the program also manages the staff and client use of the vehicles. Training specialist staff members must provide a mandatory staff escort with clients, and incidentally drive the vehicles. There are no dedicated drivers on staff. There is low potential for coordinating these trips with other transportation providers. |
| Annual Trips (one-way): | 8,670 (Due to the nature of the consumer needs, trips are typically scheduled with one passenger per trip.) |
| Annual Transportation Costs: | \$16,000 (approximate) |
| Cost per Trip: | \$1.85 (approximate) |
| Funding Sources for Transportation: | Various CFC program grants for individuals with developmental disabilities. |

| CFC – EMPLOYMENT ENHANCEMENT SERVICES | | |
|--|--|-----------------------------------|
| Programs: | <u>Purchased Bus Pass Program</u> | <u>Gas Stipend Program</u> |
| Client Eligibility: | Adults age 18 to 65 who receive welfare cash assistance and are moving from “welfare to work.” | |
| Hours/Days of Service: | Monday-Friday, 8:00 AM to 5:00 PM | |
| Mode of Service: | Purchased Trips through Bus passes or taxi vouchers | Purchased Trips |
| Number of Vehicles: | 0 | 0 |
| Annual Trips Purchased: | Transportation for about 4 clients/families per month | Various |

| | | |
|-------------------------------------|---|---|
| Annual Transportation Costs: | \$4,200 | \$1,500 |
| Funding Sources for Transportation: | Employment Enhancement Services Contract with State of Alaska | Employment Enhancement Services Contract with State of Alaska |

| CFC – COMMUNITY RIDE FIXED ROUTE AND PARATRANSIT | | |
|--|---|---|
| Programs: | <u>Fixed Route</u> | <u>Paratransit</u> |
| Client Eligibility: | General Public | Individuals who are Americans with Disabilities Act (ADA) eligible |
| Hours/Days of Service: | Monday-Friday, 6:30 AM to 6:30 PM | |
| Mode of Service: | Fixed Route | Demand Response |
| Number of Vehicles: | 6 (4 CFC owned vehicles are operated by the STA, 2 vehicles are owned by STA) | 3 (owned by SESS purchased through grants from 5310/AMHT) |
| Annual Ridership: | 42,872 (total ridership for 3 routes) | 12,192 |
| Annual Transportation Costs: | \$793,264.60 (total for 3 fixed routes) \$176,088 from CFC | \$247,462 (operating) |
| Cost per Trip: | \$18.50 (total for 3 routes) | \$20.30 |
| Funding Sources for Transportation: | FTA Section 5311 | FTA Section 5311, FTA Section 5310, AoA Title III and XI, City of Sitka |

In addition to the programs directly provided by CFC in Sitka, the agency facilitates coordination of resources throughout the community and successfully writes grants to assist many local non-profit organizations. Under the public transit program, CFC has Memoranda of Agreements/Contracts with a number of social service agencies in Sitka that purchase rides or bus passes for their clients on Community RIDE. Examples of such inter-agency agreements include: Sitka Counseling and

Prevention Services, SEARHC, Tlingit-Haida and State offices of Vocational Rehabilitation, and Division of Public Assistance (TANF).

Sitka Tribe of Alaska – Community RIDE (Gradually changing to “the RIDE”)

The Community RIDE is the fixed route public transportation service in Sitka. In 2002, CFC issued an RFP for a provider of fixed route services on two proposed routes. Sitka Tribe of Alaska (STA) was the successful bidder under the RFP process. From 2002 until the present, STA has operated the RIDE’s first two fixed routes (Red and Blue Lines) under a contract from CFC that included CFC’s leasing of buses owned by CFC to STA for use on the fixed routes.

In 2007, Sitka Tribe secured its own Tribal Transit grant from the Federal Transit Administration, and has since that time applied its grant plus some of the Tribe’s funds from Indian Reservation Roads to the operation of a third fixed route--the Green Line--that is linked to and coordinated as an integral part of the RIDE’s overall fixed route system. The Green Line, like all routes, is open to the general public. However, the route was designed to serve designated tribal housing, medical and educational facilities and tribe citizens with low incomes.

Also in 2007, the Tribe received a Congressional earmark grant for the “transit needs of Sitka,” which allowed the Tribe to purchase two more RIDE buses and a truck and plow for snow removal at passenger shelters on the routes. The Tribe’s buses and CFC’s leased buses are used interchangeably on any of the three fixed routes.

Southeast Senior Services (SESS) has a contract from CFC to provide complementary paratransit service for all three fixed routes. CFC, as the grant recipient for FTA Section 5311 and 5310 funds, provides operating and administrative revenue for both the fixed route services, and for the contract for paratransit services. CFC is also the recipient for capital funding for vehicles to support two fixed routes (the Red and Blue Lines) (Note: SESS obtains its OWN capital grants for paratransit rolling stock.)

Today, CFC, STA, and Southeast Senior Services continue to work in coordination to operate three fixed routes and complementary paratransit service in Sitka. Daily hours of operation for public transportation are Monday through Friday from 6:30 AM to 6:30 PM. Transportation is not provided on six (6) holidays: New Years Day, Memorial Day, Labor Day, Alaska Day, Thanksgiving Day, and Christmas Day. One route operates on a 30-minute frequency; while two routes operate on about 60 minute frequencies. Community RIDE is open to the general public and all vehicles are wheelchair accessible. The fare structure is described in the following table.

| One Way Passes | | All Day - Daily Passes | |
|--|---------|--|---------|
| Seniors, Child, and \$1.00 with a Disability | | Senior, Child, and \$3.00 with a Disability | |
| Adults | \$2.00 | Adults | \$5.00 |
| 12-Ride Passes | | Monthly Passes | |
| Senior, Child, and I \$10.00 with a Disability | | Senior, Child, and \$25.00 with a Disability | |
| Adults | \$20.00 | Adults | \$50.00 |

* A child is considered any passenger between the ages of 6 and 17 years old

** A senior is considered to be age 60 years and older

Bus passes are sold on the vehicles or may be purchased in advance at any of the following locations:

- ◆ Sitka Tribal Enterprises
- ◆ Old Harbor Books
- ◆ Bear Country Gifts
- ◆ Seamart Grocery Store

Route schedules are as follows:

Community RIDE Schedule:

| RED LINE (HALIBUT POINT) | BLUE LINE (SAWMILL CREEK) | GREEN LINE (DOWNTOWN/ ISLAND) – 30 MINUTE FREQUENCY |
|---------------------------------------|--|---|
| INBOUND | INBOUND | IN TOWN |
| McDonald's | Price/Burkhardt Streets | Community House |
| Lakeside Grocery | 1211 Sawmill Creek | STA Main Tribal offices |
| Random House/Ernie's | National Park Entrance | CFC |
| Crescent Harbor/ ALL LINE TRANSFER | Crescent Harbor/ ALL LINE TRANSFER | SMC & Barnof Street |
| OUTBOUND | OUTBOUND | Indian River: Kaasdaa Heen |
| Lakeside Grocery | Sr. Ctr./Salvation Army | Indian River: Peter Simpson |
| Sitka Community Hospital | Monastery/Arrowhead Streets | Crescent Harbor/ ALL LINE TRANSFER |
| Sitka High/ BLUE LINE TRANSFER | A /Verstovia Streets | Crescent Harbor/ NO TRANSFER |
| 1112 Edgecumbe Dr. | Sitka High/ RED LINE TRANSFER | |
| Seamart Grocery | SMC & Barnof Street | TO JAPONSKI ISLAND |
| 2308 HPR | SMC & Biorka Street | University of Alaska Southeast |
| 2700 HPR/Sharon Drive | National Park, Sawmill Creek | SEARCH Hospital |
| 3318 HPR/Darin Drive | Price/Burkhardt Streets | |

| | | |
|----------------------|---------------------------|-------------------------------------|
| Across from HPR Rec. | Whale Park | TO TOWN |
| 4792 HPR | | Sealing Cove/Japonski Island Bridge |
| Ferry Terminal | | |
| INBOUND | INBOUND | |
| 4317 HPR | Thimblebarry Trailhead | |
| 3403 HPR | Anna Drive | |
| 2713 HPR | 1517 SMC-Arrowhead Transf | |
| Seamart Grocery | | |

Source: Community Ride Brochure, March 2010

Each route and associated stops are illustrated on the following map (Exhibit III.1). As listed above and illustrated on the map, all three routes meet at the Crescent Harbor transfer point in downtown Sitka. Because it is a transfer point where all routes can be accessed, Crescent Harbor is the busiest stop for the system. The top three busiest stops for each route that are not transfer centers are as follows:

| BUSIEST STOPS BY ROUTE | | |
|------------------------|---------------------------|---|
| ROUTE | LOCATION | NUMBER OF ANNUAL PASSENGER BOARDINGS AND ALIGHTINGS |
| Red Line: | Random House/Ernies | 4,594 |
| Blue Line: | Price & Burkhardt Streets | 2,367 |
| Green Line: | SEARCH Hospital | 1,766 |

Source: STA, 2009

Productivity of the service between 2007 and 2009 is illustrated in the following table. Productivity in terms of passengers per revenue vehicle hour (the number of hours a vehicle is in service) increased significantly between 2007 and 2008 due to a tribal grant through STA, which was used to expand service by adding one additional bus route (the Green Line) so that service could be provided on 30-minute frequencies. Reportedly, the number of revenue vehicle hours increased by less than one percent between 2007 and 2008. Prior to operation of the Green Line, annual revenue vehicle hours were 6144 (12 hours a day times 2 routes times an average of 256 operating days per annum.) The Tribe reported staff often forgot to subtract the “13th” hour each day (for pre and post setup) from revenue hours. Then also, a grant writer at the Tribe projected an “increase” in revenue hours--but that’s not possible without an expansion of service hours or service days. So the revenue service hours have been a flat figure since the Green line (tribe’s) was added.

In 2009, STA reported 3.93 one-way passenger trips per revenue vehicle hour. This means that for every hour that a vehicle was in service, it carried an average of 3.93 passengers.

| CATEGORY | 2007 | 2008 | 2009 |
|---------------------------------|--------|--------|--------|
| TOTAL ONE WAY TRIPS (RIDES): | 28,172 | 39,230 | 39,410 |
| REVENUE VEHICLE HOURS: | 9,216 | 9216 | 9216 |
| RIDES PER REVENUE VEHICLE HOUR: | 2.84 | 3.92 | 3.93 |

Source: STA, 2010

The following table illustrates the annual operating and capital expenses for the fixed route services between FY 2008 and FY 2010. Revenue sources from the FTA Section 5311 Grant received by Center for Community (CFC) fund the administrative and operating costs of the Red and Blue Lines. Revenue from the Section 5311 Grant received by Sitka Tribe of Alaska (STA) fund the Green Line. The fiscal year is defined as July 1 through June 30.

| | FY 2008 | FY 2009 | FY 2010 |
|--------------------------|-----------|-------------|-------------|
| Administrative Costs | \$83,068 | \$141,617 | \$124,537 |
| Operating Costs | \$820,181 | \$783,245 | \$793,265 |
| Maintenance Costs | \$41,322 | \$36,982 | \$25,724 |
| Capital Costs (Vehicles) | | \$42,399 | \$133,221 |
| | \$944,571 | \$1,014,243 | \$1,076,747 |

Source: STA and CFC, 2010.

Community RIDE receives funding for administrative expenses through the following resources:

- ◆ FTA Section 5311;
- ◆ FTA Section 5309 for Training needs
- ◆ Center for Community (FTA Section 5311);
- ◆ Tribal Transit funds (for operations starting in November 2007);
- ◆ Passenger fares.

In terms of capital expenses, CFC has an ARRAS grant for 5 additional vehicles (two larger 29 foot buses due to arrive in Sitka in July 2010), and 2 more buses due to arrive in early 2011.

Local businesses contribute through the Chamber of Commerce to Community RIDE once a year to support a “transit free” day so that the RIDE can operate on a Saturday and all passengers ride free. In turn, passengers patronize the local businesses.



- Green Stops — O'Connell Bridge
- Red Stops — Blue Line
- Blue Stops — Green Line
- Red Line



Exhibit III.1: Red, Blue, & Green Lines

Public Transit-Human Services Transportation Coordination Plan Sitka, AK

| THE COMMUNITY RIDE – FIXED ROUTE | |
|-------------------------------------|--|
| Program: | Public Transit |
| Client Eligibility: | General Public |
| Hours/Days of Service: | Monday-Friday, 6:30 AM to 6:30 PM |
| Mode of Service: | Fixed Route |
| Number of Vehicles: | 6(4 are CFC owned vehicles are operated by the STA; 2 are owned and operated by STA) |
| Annual Trips Provided: | 42,872 |
| Annual Transportation Costs: | \$793,264.60 |
| Average Cost per Trip: | \$18.50 |
| Average Cost per Hour: | \$82.07 |
| Funding Sources for Transportation: | FTA Section 5311, CFC, STA |

Maintenance

Sitka Tribe of Alaska intends to convert an existing building in Sitka into a maintenance facility by 2012. The maintenance facility will have two (2) maintenance bays and space to wash one transit vehicle at a time. The facility will also have office space and space for a driver training room. An initial architectural sketch was designed and the STA was initiating the archeological testing at the time of this report.

Paratransit

Paratransit services for Community RIDE are provided by Southeast Senior Services (SESS) at the Swan Lake Senior Center. Paratransit is provided as described in the following paragraphs.

Human Service Agency and School Transportation Providers

Care-A-Van – Swan Lake Senior Center/Southeast Senior Services (SESS)

Southeast Senior Services is part of Catholic Community Service, a private non-profit organization that provides door-to-door demand response transportation in Sitka for anyone age 60 and over and for

any person with a disability, regardless of his or her age. Southeast Senior Services (SESS) operates Sitka's complementary paratransit service, Medicaid transportation, and meal delivery services out of the Swan Lake Senior Center. Transportation provided by SESS is locally known as Care-A-Van.

Southeast Senior Services has provided transportation to seniors and people with disabilities since 1974, prior to the development of Community RIDE. Southeast Senior Center is a long-time coordination partner with CFC and Community RIDE.

| CARE-A-VAN | |
|--|---|
| Programs: | Paratransit & Medicaid Transportation & Meal Delivery |
| Client Eligibility: | Adults age 60 and older and individuals of any age with disabilities |
| Hours/Days of Service: | Monday-Friday, 6:30 AM to 9:00 PM Saturday & Sunday, 9:00 AM to 2:00 PM, by reservation |
| Mode of Service: | Door-to-door, demand response |
| Number of Vehicles: | 3 15-passenger vans. The fleet is 100% wheelchair accessible |
| Transportation Staff: | 1 full-time and 3 part-time drivers; 1 manager (shared with other Swan Lake services); 1 assistant/scheduler (shared with other Swan Lake services) |
| Annual Trips Provided: | 12,192 |
| Annual Transportation Costs: | \$247,462 |
| Cost per Passenger Trip: | \$20.30 |
| Funding Sources for Transportation: | FTA Section 5311, CFC, City of Sitka |

Trip reservations are strongly encouraged at least 24-hours and up to eight months in advance. The scheduler will work late reservations into the schedule, if possible. In fact, the schedulers are well known for their caring attitude and tendency to find a way to provide transportation that is needed.

The manager indicated that the transportation program does not prioritize trips; however, schedulers will make adjustments to the schedule to ensure that passengers are able to get to essential appointments.

Fare Structure & Eligibility

Passengers over age 60 years ride for free but donations are accepted. The suggested donation amount is \$1.50 per trip. Passengers under age 60 are required to pay a fare of \$2.00 per one-way trip. Passenger fare revenue is directed to the Swan Lake Senior Center budget.

The scheduler attempts to schedule trips in 20-minute increments and schedules multiple passengers on a vehicles whenever possible. The Swan Lake Senior Center receives about 50 calls per day for trip requests and cancellations, according to the interviewee. CFC's paratransit contract with Care A Van pays \$54.00 per day for dispatch services (through Section 5310).

Passengers under age 60 are required to complete an application with approval from a medical professional to determine eligibility for [complementary paratransit](#) service prior to receiving transportation services.

Driver Training and Policies

Drivers are required to consent to a background check prior to working for the center and must agree to random drug testing. Drug testing is conducted through Work Safe. Driver training is provided through the main office, and all drivers are required to participate in training.

Funding

The sources of revenue for SESS transportation services in Sitka are as follows:

- ◆ Center for Community (paratransit contract Sections 5311 and 5310);
- ◆ Medicaid Waiver;
- ◆ Title III grant of the Older Americans Act through the State of Alaska;
- ◆ Title VI of Older Americans Act, through pass through grant from with Sitka Tribe of Alaska;
- ◆ Passenger contributions and fares;
- ◆ In-kind donations from the City and Borough of Sitka; and
- ◆ Local fundraising.

The City of Sitka contributes to the senior transportation program by providing all fuel, by providing all SESS vehicles with maintenance services at the City Garage, and by providing the Swan Lake Senior Center building where the transportation program is one of several programs being operated.

Annual transportation operating expenses for FY 2009 were reported by SESS and Center for Community as follows:

| EXPENSE CATEGORY | ANNUAL EXPENSE, 2009 |
|--|----------------------|
| Driver Salaries and Benefits | \$130,935 |
| Dispatcher/Scheduler Salaries and Benefits | \$30,484 |
| Fuel (In-Kind from City & Borough) | \$18,500 |
| Maintenance | \$7,500 |
| Vehicle Insurance | \$3,500 |
| Vehicle License/Registration | \$100 |
| Training | \$0 |
| Administrative | \$56,443 |
| TOTAL OPERATING | \$247,462 |
| Capital** | ** |
| Vehicles | \$0 |

**2010 expenses are expected to include \$50,000 for the purchase of a new vehicle.

Vehicles used for paratransit service are owned by SESS and are made possible through grants received through Alaska Department of Transportation and the Alaska Mental Health Trust (AMHT). The SESS obtains fuel for vehicles by direct donation from the City and Borough of Sitka. No vehicles were purchased during 2009.

The Salvation Army

The Salvation Army is a private non-profit agency located at 405 Sawmill Circle Blvd. in Sitka. The agency provides support for individuals with low incomes and operates a daily soup kitchen. Consumers include older adults, individuals with disabilities, at-risk youth, and individuals and families who are homeless.

| SALVATION ARMY | |
|-------------------------------|--|
| Programs: | Assistance to individuals and families with low incomes |
| Client Eligibility: | Older adults, individuals with disabilities, people with low incomes, and homeless individuals |
| Hours/Days of Service: | As needed for church-related activities and medical appointments |
| Mode of Service: | Demand response, curb-to-curb |

| | |
|--|--|
| Number of Vehicles: | 1 minivan 1 12-passenger van |
| Transportation Staff: | Agency staff (not dedicated drivers) operate the vehicles |
| Annual Trips Purchased: | Not tracked – but reportedly very limited service is provided |
| Annual Transportation Costs: | Not tracked – transportation is part of agency expenses and could not be estimated |
| Average Cost per Trip: | Not tracked |
| Funding Sources for Transportation: | Salvation Army, donations |

Sitka Community Hospital

Sitka Community Hospital is a public, non-profit hospital that is owned by the municipality. The hospital is one of the area’s largest employers with approximately 140 employees. It offers 15 long-term care beds and 15 beds for acute care.

In 2009, Sitka Community Hospital received a 12-passenger van (model year 2009) that is wheelchair accessible and has capacity for one wheelchair. The van is not currently being used, but its intended use is to take long term care patients on outings to the senior center for lunch, parades, church, errands, and once per year it is used to take passengers to a cruise ship for an outing with Pioneers’ Home assisted living residents. The van is also used for trips between Community Hospital and SEARHC.

The schedule for using the van has not yet been determined; however, the hospital intends to establish a regularly scheduled trip to and from the senior center and all other trips will be provided on a demand response basis.

| SITKA COMMUNITY HOSPITAL | |
|-------------------------------|-----------------------------------|
| Programs: | Hospital |
| Client Eligibility: | Patients |
| Hours/Days of Service: | Transportation service not yet in |

| | |
|--|---|
| | operation |
| | |
| Mode of Service: | Not yet determined |
| | |
| Number of Vehicles: | 1 12-passenger, wheelchair accessible van |
| | |
| Transportation Staff: | Not yet determined |
| | |
| Annual Trips Provided: | 0 |
| | |
| Annual Transportation Costs: | \$0 |
| | |
| Funding Sources for Transportation: | Hospital budget |

Sitka Counseling and Prevention Services (SCAPS)

Sitka Counseling and Prevention Services (SCAPS) offers a continuum of behavioral health assessment and treatment programs including: Crisis Emergency Services Program; Homeless Assistance, Homeless Prevention, Supportive Housing; Prevention Programs; Comprehensive Behavioral Health Assessments; Early Intervention Programs; Family Center; Adult Community Support Program; Medication Management Assistance; Adult/Youth Substance Abuse and Co-occurring Disorders Outpatient Program; Relapse Prevention Program; low Intensity Residential Treatment; Co-occurring Disorders; Employee Assistance Program; Counseling for Individuals, Couples and Families; Supportive Parenting; Anger Management; and Yakutat Counseling and Prevention Services.

Programs offered by SCAPS include:

- ◆ The **residential treatment center** has capacity for up to nine (9) residents. The program typically lasts for four- to twelve-months during which time transportation is needed. The treatment center is staffed 24-hours per day. Clients are encouraged to use The RIDE for transportation near that facility. When The RIDE is not available, the staff member on duty at the facility will drive the agency's vehicle.
- ◆ SCAPS operates an **outpatient activities center** that serves approximately 250 people who travel there for treatment two to three times per week. The center will soon be moving to a new location near the old Sheldon Jackson College campus. The center is located on the bus line for The RIDE and patients will be encouraged to use public transportation. SCAPS does not have a designated transportation program for outpatient consumers.
- ◆ SCAPS also serves approximately 50 adult consumers who have been diagnosed with a **severe mental illness**. SCAPS utilizes an agency van to transport these consumers to special

events, shopping, and appointments. The director estimated that approximately 12 of these consumers are able to use The RIDE; SCAPS provides bus vouchers to those individuals.

- ◆ **The Family Center** serves 24 consumers for severe psychological and emotional issues. The program does not have access to the SCAPS van. Behavioral Health Technicians transport program consumers in private cars for therapeutic activities. Also, family therapy and training programs are offered at the center one to two nights per week (and soon three nights per week) for the general public. Programs run from 5:00 to 8:00 PM.
- ◆ The RIDE bus passes are purchased for the **Jericho Road** Supportive Housing Program, which has a capacity of four (4) individuals.
- ◆ SCAPS provides a **6-unit apartment complex** on Indian River Road (Bloom Circle) for individuals who qualify for Section 8. It also provides two supportive housing facilities for families who are homeless and have substance abuse issues. These two facilities have nine two-bedroom apartments. Residents in these programs are responsible for their own transportation and some have personal vehicles.

| SITKA COUNSELING AND PREVENTION SERVICES (SCAPS) | |
|--|---|
| Programs: | Continuum of behavioral health assessments and treatment programs |
| Client Eligibility: | Individuals with behavioral health issues. Transportation for residents and outpatients |
| Hours/Days of Service: | Varies by program |
| Mode of Service: | Demand response, door-through-door client transportation |
| Number of Vehicles: | 3 vans |
| Transportation Staff: | Agency staff (not dedicated drivers) operate vehicles |
| Annual Trips Provided: | Not tracked |
| Annual Transportation Costs: | Not tracked – transportation expenses are part of other agency expenses SCAPS also purchases bus passes for Community RIDE |

| | |
|--|---|
| | Grants and Medicaid agency revenues (NOTE: Projected.) |
|--|---|

Sitka Native Education Program (SNEP)

The Sitka Native Education Program (SNEP) is a non-profit organization, part of the Sitka Tribe of Alaska, dedicated to the education of the Native youth of Sitka. Services include traditional Native education about language, songs, dance, drumming and beading. The program also provides tutoring services for students of all grade levels throughout all of the schools in the Sitka and Mt. Edgecumbe area. The program also has limited preschool tuition assistance. Transportation is available for students who would otherwise not be able to attend classes.

Student groups meet twice a week. SNEP transports program students between their homes and the classes, which are held on-site.

| SITKA NATIVE EDUCATION PROGRAM (SNEP) | |
|--|--|
| Programs: | Education for Native youth |
| Client Eligibility: | Native youth attending SNEP programs and classes |
| Hours/Days of Service: | Monday-Friday, 12:30 PM to 1:45 PM and 4:30 to 6:30 PM |
| Mode of Service: | Door-to-door, demand response |
| Number of Vehicles: | 1 25-passenger van |
| Transportation Staff: | 1 part-time driver |
| Annual Trips Provided: | 15,808 |
| Annual Transportation Costs: | \$22,100 (not including fuel, insurance, or maintenance) |
| Cost per Passenger Trip: | Not available |
| Funding Sources for Transportation: | STA |

Sitka Pioneers Home

The Sitka Pioneers Home provides assisted living services for Alaska residents who are age 65 and older. The facility is located in downtown Sitka on Katlian Street. The Pioneers Home provides some rides for residents, mostly to medical appointments at the various medical centers and clinics around Sitka. If residents need transportation that is not provided by the Home’s program, they, or their family, are encouraged to call Swan Lake Senior Center to arrange for their own transportation. The Sitka Pioneers Home activities director estimated that the Home’s transportation program provides approximately 20 trips per week for medical purposes. In addition, the Activities Department also provides about two (2) trips per month (10 to 12 passengers each trip) for non-medical purposes.

Sitka Pioneer Home was unable to calculate annual transportation expenses or productivity.

| STATE OF ALASKA PIONEER HOME (SITKA) | |
|--|--|
| Programs: | Assisted Living Services and transportation |
| Client Eligibility: | Current residents |
| Hours/Days of Service: | Transportation on weekdays, as needed |
| Mode of Service: | Demand response, door-through-door |
| Number of Vehicles: | 3 vehicles (1 vehicle accommodates up to 4 wheelchairs) |
| Transportation Staff: | Agency staff (not dedicated drivers) operate vehicles The agency staff are paid, just not dedicated to driving. |
| Annual Trips Provided: | Approximately 1,160 |
| Annual Transportation Costs: | Not tracked – transportation expenses are part of other agency expenses |
| Funding Sources for Transportation: | State of Alaska |

Sitkans Against Family Violence (SAFV)

SAFV is a non-profit 501(c)(3) organization that offers a 25-bed shelter for women and their children who are victims of domestic violence or become homeless. The main office of SAFV is located in Sitka, with smaller locations on Port Alexander and Kake Angoon. In addition to providing safe shelter

for up to 60 days, the program also participates in community education and violence prevention in the community and schools.

Information about expenses for purchases of bus passes on behalf of consumers was not available because it is a new program; however, the director stated that bus passes are purchased through the agency's various grants.

| SITKANS AGAINST FAMILY VIOLENCE (SAFV) | |
|---|--|
| Programs: | Domestic Violence Shelter, community education, and violence prevention training |
| Client Eligibility: | Anyone in need of shelter from domestic violence |
| Hours/Days of Service: | 24-hours |
| Mode of Service: | Purchased Transportation |
| Number of Vehicles: | 0 |
| Transportation Staff: | N/A |
| Annual Trips Purchased: | Not tracked |
| Annual Transportation Costs: | Community RIDE and Taxi vouchers: \$500 Ferry Service: \$200 to \$1,000 |
| Funding Sources for Transportation: | Approximately 50 percent of program funding for the organization is derived from the State of Alaska, including pass through Federal dollars. The remaining funds are derived from local sources (City of Sitka and Sitka Tribe of Alaska), grants, and donations. |

Southeast Alaska Independent Living (SAIL)

Southeast Alaska Independent Living (SAIL) is a non-profit organization that serves anyone with a disability. There is no age requirement for eligibility and disabilities range from minor to more significant issues. According to staff at SAIL the program is currently serving 15 consumers.

Anyone who is eligible for the program is also eligible for transportation provided by SAIL to and from Outdoor Recreation (ORCA) program activities. SAIL operates one (1) 10-passenger wheelchair accessible vehicle for ORCA program activities. The vehicle is typically used one to two times per week between the hours of 1:00 PM and 7:00 PM, Monday through Friday. SAIL provides transportation for approximately eight (8) passengers per week.

SAIL employs two to three staff members. Each staff member is trained to operate the vehicle and they drive as part of their daily responsibilities. The interviewee estimated that SAIL staff spends approximately three (3) hours per week driving consumers. Additional budget information about the transportation services will be provided for the final plan, but was not available at the time of this report.

| SOUTHEAST ALASKA INDEPENDENT LIVING CENTER (SAIL) | |
|--|---|
| Programs: | Outdoor Recreation (ORCA) |
| Client Eligibility: | Individuals with disabilities ranging from minor to more significant |
| Hours/Days of Service: | One or two days per week between 1:00 and 7:00 PM |
| Mode of Service: | Door-to-door, demand response |
| Number of Vehicles: | 1 10-passenger, wheelchair accessible van |
| Transportation Staff: | Two or three staff members (not dedicated drivers) operate the vehicle. |
| Annual Trips Provided: | 416 |
| Annual Transportation Costs: | \$2,044 |
| Cost per Passenger Trip: | \$4.91 |
| Funding Sources for Transportation: | SAIL, grants and donations |

Southeast Alaska Regional Health Consortium (SEARHC)

SEARHC Hospital

SEARHC is a non-profit tribal health consortium of 18 Native communities that serves the health interests of the Tlingit, Haida, Tsimshian, and other Native people of Southeast Alaska. It is one of the oldest and largest Native-run health organizations in the nation. Patient transportation provided by the hospital is described in the following paragraphs.

SEARHC hospital in Sitka operates one (1) Ford 6-passenger van with a wheelchair lift. The van was purchased in August 2009 from the General Services Administration. . The van is used to transport patients who are coming from nearby villages to the hospital from the airport, floatplane, or ferry. The van is operated on a daily basis, as needed. Employees of the hospital drive the van and it is available for any patient or resident of SEARHC short-term housing. Any patient and their escort are eligible for transportation at no cost to the individual.

SEARHC is also one of the area’s largest employers. It was explained to the interviewer that several first shift staff utilize The RIDE Green Line to get to and from work. The route’s 30-minute frequency has encouraged employees to utilize the service.

| SEARHC HOSPITAL | |
|-------------------------------------|---|
| Programs: | Hospital |
| Client Eligibility: | Patients |
| Hours/Days of Service: | Daily; As needed. Typically Monday-Friday, 8:00 PM to 12:00 AM Saturday & Sunday, 11:00 AM to 7:00 PM |
| Mode of Service: | Demand response, door-through-door client transportation |
| Number of Vehicles: | 1 6-passenger, wheelchair accessible van |
| Transportation Staff: | Agency staff (not dedicated drivers) operate vehicles |
| Annual Trips Provided: | Not tracked |
| Annual Transportation Costs: | Not tracked – transportation expenses are part of other hospital expenses |

| | |
|--|--|
| | The hospital also purchases fixed route trips from The RIDE and private taxi companies. In 2009, expenses for purchased transportation were as follows: Taxi Providers: \$10,000-\$11,000 The RIDE: \$180 to \$360 |
| | |
| Funding Sources for Transportation: | Various revenue streams |

Raven's Way

The SEARHC Raven's Way adolescent residential treatment program directly operates transportation for consumers using one (1) 15-passenger van that was purchased through a General Services Agreement (GSA). An employee of the program drives the van, as needed to bring patients to appointments.

| SEARHC – RAVEN'S WAY | |
|--|---|
| Programs: | Substance abuse treatment program |
| | |
| Client Eligibility: | Adolescents with substance abuse issues |
| | |
| Hours/Days of Service: | Daily; As needed for programs |
| | |
| Mode of Service: | Demand response |
| | |
| Number of Vehicles: | 1 |
| | |
| Transportation Staff: | Agency staff (not dedicated drivers) operate vehicles |
| | |
| Annual Trips Provided: | 400 |
| | |
| Annual Transportation Costs: | \$9,000 |
| | |
| Average Cost per Trip: | \$22.50 |
| | |
| Funding Sources for Transportation: | Various funding sources |

Bill Brady Healing Center

The SEARHC Bill Brady adult residential treatment program directly operates transportation for consumers using one (1) 15-passenger van that was purchased through a General Services Agreement (GSA). An employee of the program drives the van, as needed to bring patients to appointments.

| SEARHC – BILL BRADY HEALING CENTER | |
|-------------------------------------|---|
| Programs: | Substance abuse treatment program |
| Client Eligibility: | Adults with substance abuse issues |
| Hours/Days of Service: | Daily; As needed for programs |
| Mode of Service: | Demand response |
| Number of Vehicles: | 1 |
| Transportation Staff: | Agency staff (not dedicated drivers) operate vehicles |
| Annual Trips Provided: | 450 |
| Annual Transportation Costs: | \$8,500 |
| Average Cost per Trip: | \$18.89 |
| Funding Sources for Transportation: | SEARHC Funds, Medicaid, Private Pay |

Youth Advocates of Sitka

Youth Advocates of Sitka is a non-profit community mental health program that serves children between the ages of 5 and 18 years and their families. Any youth who is diagnosed as severely emotionally disturbed is eligible for services provided by Youth Advocates. The programs include group and individual therapy, residential programs, and skills development. Youth Advocates operates three programs.

- ◆ Hansen House is a residential facility for eligible youth who are between the ages of 13 and 18 years. The Hansen House program is a 24/7 operation. Youth Advocates staff drives the agency's vehicle to provide transportation for Hansen House on an as needed basis. Primarily, Hansen House residents ride a school bus or walk to school. After school, a Youth Advocates staff member picks up the youth and drives him or her to group programs (i.e., substance abuse treatment) or a community volunteer activity. During the school year, most Youth Advocates transportation is provided afterschool, with occasional trips to appointments during the school day. During the summer and school breaks, the Youth Advocates program provides transportation for Hansen House throughout the entire day. Most transportation is provided on weekdays.

- ◆ The Transitional Living Program is offered for youth between the ages of 16 and 21 years who are homeless or at risk of becoming homeless. Through this program, Youth Advocates places homeless youth with host families in Sitka. The youth who participate in this program are working or finishing school or an education program. Youth Advocates purchases vouchers for taxis and The RIDE to assist program participants with transportation.

- ◆ Foster Agency services are provided by Youth Advocates. The program places children with higher needs with licensed foster families. At the time of the interview, there were 15 foster families in Sitka. Youth Advocates does not provide transportation for the foster program participants.

A bus stop for the RIDE fixed route service is located near the Hansen House and Youth Advocates office. Students who are able to safely manage fixed route service are encouraged by Youth Advocates staff to utilize the bus stop. Youth Advocates purchases the RIDE bus passes for clients who utilize the public transit routes.

Youth Advocates operates a 12-passenger van that was purchased through a grant written by CFC. In December 2009, CFC applied for another van to be utilized specifically for Hansen House. If the grant is awarded, the van will replace the Youth Advocates' minivan, which is in poor condition.

| YOUTH ADVOCATES | |
|-------------------------------|---|
| Programs: | Community Mental Health Program |
| Client Eligibility: | Youth (ages 5 to 21) and their families |
| Hours/Days of Service: | 24-hours |
| Mode of Service: | Demand response client transportation |
| Number of Vehicles: | 1 12-passenger van |

| | |
|-------------------------------------|--|
| Transportation Staff: | Agency staff (not dedicated drivers) operate the vehicle |
| Annual Trips Purchased: | 1,460 |
| Annual Transportation Costs: | \$11,318 |
| Average Cost per Trip: | \$7.75 |
| Funding Sources for Transportation: | Various Federal, state, and local program grants (In the future, FTA section 5310 through CFC) |

School Transportation

Mt. Edgecumbe High School

Mt. Edgecumbe is a public boarding school and is part of the Alaska Department of Education. The school has an average attendance of 400 students during the nine-month school year. The school provides classes for grades 9 through 12. Students come from all over Alaska to study at Mt. Edgecumbe and live on campus. Transportation for students is provided for school purposes only.

Students are permitted to leave campus on four (4) nights per week; Monday, Tuesday, Wednesday, and Friday. Students are also permitted to leave campus on Saturday and Sunday between 1:00 and 4:00 PM. The school encourages students to walk to Sitka during their free time for two reasons: First, walking promotes good health. And, second, students are not permitted in private vehicles without supervision. Students are permitted to take a taxi, and in 2010, the school has agreed to start a policy of allowing students to use The RIDE fixed route services

In addition to the student body, the school employs 100 people during the school year. Most employees use a personal vehicle or carpool to and from work.

| MT. EDGECUMBE HIGH SCHOOL | |
|---------------------------|---|
| Programs: | Transportation for Student Activities |
| Client Eligibility: | Current students and staff |
| Hours/Days of Service: | As needed for school activities – typically 4:00 and 10:00 PM |
| Mode of Service: | Point-to-point route |

| | |
|--|---|
| Number of Vehicles: | 4 12 to 15-passenger vans; including one (1) van that is wheelchair accessible small school bus maintenance vehicles 8-passenger standard vans |
| Transportation Staff: | 1 part-time maintenance employee and 1 part-time driver |
| Annual Trips Provided: | Not tracked |
| Annual Transportation Costs: | \$35,600 (does not include fuel and maintenance) |
| Funding Sources for Transportation: | Department of Education |

For school related activities, Mt. Edgecumbe maintains a fleet of vehicles that are purchased on a statewide basis by the State of Alaska Department of Education.

The director could not estimate fuel expenses because purchases are made through the Fleet program and are billed directly to the State Department of Education. The annual cost of maintaining the fleet of vehicles was not provided at the time of the interview.

Sitka School District

Sitka School District provides public education for grades Pre-Kindergarten through 12. Enrollment at the school has been declining for the past 10 to 15 years, as the school age population of Sitka has declined. At the time of this report, student enrollment was approximately 1,310. The school is a major employer in the area with approximately 200 employees and up to 50 contracted employees.

In 2008, the transportation contract was \$497,000 annually. In 2009, the contract amount decreased to \$492,000, and the school is on track to maintain that contract amount for the 2010 school year. Under the contract, Prewitt Enterprises operates six (6) 65-passenger school buses and two (2) 16-passenger small school busses. The small school buses are wheelchair accessible and are available for any student with a special need. The school also provides car seats for students, as necessary.

| SITKA SCHOOL DISTRICT | |
|----------------------------|-----------------|
| Programs: | Public School |
| Client Eligibility: | School students |

| | |
|--|--|
| Hours/Days of Service: | Monday-Friday, 7:00 to 8:00 AM and 3:00 to 5:00 PM |
| Mode of Service: | School bus routes, afterschool trips, and specialized transportation for students with disabilities. |
| Number of Vehicles: | Contracted service provider (Prewitt Enterprises) 6 65-passenger school buses |
| Transportation Staff: | Contracted service provider |
| Annual Trips Purchased: | Not tracked |
| Annual Transportation Costs: | \$492,000 |
| Average Cost per Trip: | Not tracked |
| Funding Sources for Transportation: | State of Alaska Department of Education |

Community Schools Programs

After-school programs are offered at four primary locations in Sitka: Blatchley Middle School, Keet Gooshi Heen Elementary School, Baranof Elementary School, and Hames Activity Center. Evening and weekend programs and sporting activities are offered at these locations for youth and adults. The facilities also offer summer programs including day camps and over-night programs. Summer day-camp programs, start at 1:00 PM and end at 4:30 PM. Children are dependent upon family or friends for transportation to and from the summer programs. Those who are unable to find transportation have no opportunity to participate in the camps.

Approximately 478 students participate in afterschool activities and sports. Of that number, approximately 65 percent ride the school bus to the activity, while the remaining 35 percent walk, drive, or ride with a family member.

The community school program also participates in the Learn and Serve Program which had been operating a 15-passenger van that is not wheelchair accessible to take elementary school children on field trips and other events to be involved in the community. That vehicle is in poor condition and is no longer in use. The vehicle will be replaced in April 2010 with a new van that was purchased through the American Recovery and Reinvestment Act (ARRA).

| COMMUNITY SCHOOLS PROGRAMS | |
|-------------------------------------|---|
| Programs: | Afterschool activities |
| Client Eligibility: | School students |
| Hours/Days of Service: | Transportation: Monday-Friday, 4:00 to 5:00 PM |
| Mode of Service: | Transportation to afterschool activities but not home. |
| Number of Vehicles: | Community Schools expects to receive a vehicle through the American Recovery and Reinvestment Act (ARRA) in 2010. |
| Transportation Staff: | Contracted service provider (Prewitt) and agency staff |
| Annual Trips Purchased: | Not tracked |
| Annual Transportation Costs: | Community Schools purchases taxi vouchers through a grant from STA for student transportation activities (Learn and Serve Program). |
| Average Cost per Trip: | Not tracked |
| Funding Sources for Transportation: | White Elephant, Crossing Bridges, STA, other grants |

SUMMARY OF TRANSPORTATION COSTS FOR ORGANIZATIONS THAT PROVIDE CLIENT AND PUBLIC TRANSPORTATION

The inventory and assessment efforts in this study involved extensive attempts to work with local human service agencies to determine their fully allocated cost for operating transportation services. Agency staff was given as long as four months to gather data and the consulting team offered several simplified options to the agency directors that might help with the process. That said, the lack of detailed information is not the fault of the human service agencies. Rather, it is reflective of the clear problem that exists with respect to FTA's new emphasis on coordination of human services transportation – entities that operate such transportation services as part of other program services often cannot determine the fully allocated costs, and for the most part, have no incentive to do so.

Some advocates for coordination of human services transportation assert that this inability to fully document cost of transportation service provision may result in human service organizations not making informed management decisions with respect to participation in a coordinated transportation system. On the other hand, human service providers often feel that efforts to “coordinate” their transportation services do not adequately respect the linkages between client transportation and other client services, especially not the state or federally-mandated requirements to keep the service and the transportation linked in order for the provider agency to receive payment under various programs, especially Medicaid.

It is imperative for planners, state funding agencies of transportation or human services, and local transit providers to recognize the disparity among client transportation services delivered by different programs. Differences in service delivery methods, reporting, and eligibility requirements can create disparities in reporting transportation costs. These differences are compounded by the fact that no single law or statute created human service agency programs. Unlike Federal Transit Administration sponsored programs which are all codified under a single piece of authorizing legislation, there is no legislative or statutory uniformity on how human service transportation is to be reported or delivered.

A lack of consistent methods for reporting program outputs and costs for client transportation embedded in human services stands in the way of achieving true coordination of transportation resources. For the local stakeholders to succeed in any efforts to coordinate client transportation, potential partners would be helped if they could analyze their services and costs using comparable data.

Human services agencies that were unable to estimate accurately the fully allocated cost of providing client transportation but want to determine if coordinated transportation would reduce their costs or help them accomplish more within their existing resources should set up a more detailed cost reporting system for agency transportation. For example, if an agency director or staff spends 16 hours each month on transportation issues (i.e., hiring drivers, driving vehicles, attending transportation meetings, scheduling trips) some of the director’s and staff salary and benefit costs should be allocated to transportation. Other expenses such as fuel, maintenance, and insurance should also be accurately tracked. By having this data, human service agencies may become eligible for various funds to assist them in provision of necessary client transportation.

If agencies are going to use a performance measure involving vehicle miles, they will need to be sure that all providers are collecting these statistics on miles. A vehicle log will be needed. If all agencies are going to use vehicle hours as a performance measure, they will need to capture this information on a vehicle log. Stakeholders should jointly decide whether performance measures will be based upon “total” vehicle miles (and hours) or “revenue” vehicle miles (or hours). When using [passenger trips](#) as a performance measure, agencies should be sure to specify that they are all talking about “one-way passenger trips,” not “round trips.” When the new data collection process is initiated, performance measures must be made clear to all providers. Perhaps the Sitka stakeholders can agree on some way to streamline or use valid approximations of such data to avoid creating new burdens on the participating service agencies.

Many forms are available for collecting the needed information. Once all agencies have decided which information to collect, their funding organizations may be a useful resource for forms and documentation.

Calculating performance measures, once the data has been collected, is reasonably simple. Agencies will be dividing one number by another. Think of the work “per” as a dividing sign. As an example, from the list of common performance measures, consider “cost per passenger trip.” This is calculated by Cost divided by Trips.

Suggested performance measure calculations can be easily set up on a computer or can be performed manually. Once set up, the responsible party need only enter the necessary data, such as the number of trips, the number of miles, etc. The performance measures can then be calculated.

Tasks for Sitka coordination stakeholders to begin collecting data:

1. Identify the performance measures you want to monitor.
2. Develop a common definition for each of the data units you will need to calculate performance.
3. Set up a process to collect the needed information.
4. Identify responsible party for collecting the information and data.

CURRENT TRANSPORTATION COST AND PRODUCTIVITY

Exhibit III.4 outlines the current expenses and cost per trip as reported in 2009 by each of the organizations that provide transportation for individuals with disabilities, older adults, people with low incomes, and/or the general public.

Exhibit III.4: Transportation Expenses and Productivity

| Organization | Estimated No. of Annual One-Way Trips | Number of Individuals Who Received Purchased Trips | Beginning and Ending Dates of Fiscal Year | | Annual Transportation Operating Expenses | Average Annual Cost for Purchased Transportation | Cost per One-Way Trip for Directly Operated or Purchased Transportation |
|--|---------------------------------------|--|---|----------|--|--|---|
| | | | Beginning | Ending | | | |
| Public Transit | | | | | | | |
| The Community RIDE Fixed Route | 42,872 | Information Not Available | 07/01/09 | 06/30/10 | \$793,265 | Community Schools Taxi Vouchers | \$18.50 |
| The Community RIDE Paratransit | 12,192 | | 07/01/09 | 06/30/10 | \$247,462 | | \$20.30 |
| Human Service Agency & School Transportation | | | | | | | |
| Center for Community Programs (other than public transportation) | | | | | | | |
| Welfare to Work Program | | | | | | | |
| <i>Purchased Bus Passes</i> | Information Not Available | 4 | 07/01/08 | 06/30/09 | | \$4,200 | Information Not Available |
| <i>Gas Stipend Program</i> | Information Not Available | Information Not Available | 07/01/08 | 06/30/09 | | \$1,500 | Information Not Available |
| Employment Enhancement Services | 8,670 | | 07/01/08 | 06/30/09 | \$109,001 | | \$12.57 |
| SAIL | 416 | | 01/01/09 | 12/31/09 | \$2,044 | | \$4.91 |
| Sitka Native Education Program (SNEP) | 15,808 | | 01/01/09 | 12/31/09 | \$22,100 | | \$1.40 (not including fuel, insurance, maintenance, capital) |
| Sitka Pioneer Home | 1,288 | | 01/01/09 | 12/31/09 | Not tracked | | Not Available |
| Sitka School District (budget includes trip to afterschool program for Community Schools)* | 576,000 | | 07/01/08 | 06/30/09 | | \$492,000 | * |
| Sitka Tribe of Alaska | | | 07/01/09 | 06/30/10 | | Community Schools Taxi Vouchers | Not Available |
| Sitkans Against Family Violence (SAFV) - Taxi Vouchers | | 15 | 01/01/09 | 12/31/09 | | \$500 | Information Not Available |
| Southeast Senior Services - Senior Transportation | 12,192 | | 07/01/08 | 06/30/09 | \$247,462 | | \$20.30 |
| SCAPS | Information Not Available | Information Not Available | 01/01/09 | 12/31/09 | Information Not Available | Information Not Available | Information Not Available |
| SEARHC Hospital (Taxi and CFC Vouchers) | Information Not Available | Information Not Available | 01/01/09 | 12/31/09 | | \$10,770 | Information Not Available |
| SEARHC Raven's Way | 400 | | 01/01/09 | 12/31/09 | \$9,000 | | \$22.50 |
| SEARHC Adult Treatment Program | 450 | | 01/01/09 | 12/31/09 | \$8,500 | | \$18.89 |
| Youth Advocates of Sitka | 1,460 | | 01/01/09 | 12/31/09 | \$11,318 | | \$7.75 |
| Cost per trip was not available. The current contract for transportation is \$410 per student. | | | | | | | |

B. STAKEHOLDERS THAT ADVERTISE, UTILIZE, AND PROMOTE PUBLIC TRANSPORTATION

The following paragraphs provide a summary of input received through one-on-one interviews with non-transportation providers who are considered to be key stakeholders because they provide various types of human services to support older adults, individuals with low income, and/or people with disabilities.

Alaska Housing

Alaska Housing provides subsidized housing for families with low incomes through the Department of Housing and Urban Development (HUD). Alaska Housing in Sitka serves approximately 90 to 100 families. There are 24 subsidized housing units on Andrews and DeArmond Streets. Most families that live in these units do not have a personal vehicle. There are also 20 units on Lake Street that are designated for older adults with low incomes. A large percentage of the older adults living in the Alaska Housing units utilize the Swan Lake Care A Van service or The RIDE. Finally, Alaska Housing provides Housing Choice Vouchers for 45 to 50 families who earn less than \$43,000 annually or individuals who earn an annual income of less than \$27,000. Housing Choice Vouchers are used to subsidize rent. According to Alaska Housing, most of the families who receive vouchers use The RIDE as their primary source of transportation.

Alaska Housing estimates that the greatest unmet transportation need for its consumers is for public transportation that supports non-traditional shift work, such as service after 6:30 p.m., preferably after 9:00 PM.

Betty Eliason Child Care

Betty Eliason Child Care is a private non-profit organization located at 607 Lincoln Street in Sitka. Day care services are provided for children 12 months to 12 years of age. They operate weekdays from 6:45 AM to 5:30 PM. Transportation services to and from the center are provided by the children's parents, Headstart, school buses, and by walking.

This organization commented that bus service to the Ferry Terminal is needed, longer hours would be better for employment, and bus stops should be clearly marked. A transfer station at Centennial Hall would be useful. They noted that a more affordable fee structure should be considered.

They suggest speaking to business owners to determine the transportation needs of their employees. In addition, there are low-income housing areas in the downtown area to be considered.

Sitka Chamber of Commerce

The Sitka Chamber of Commerce has a mission to "promote, support, and facilitate economic growth in the community." The Chamber considers transportation to be an important part of sustaining the community. In the eyes of the Chamber, the existing public transportation providers are serving the community well. Additional service on weekends and evenings, and extending the fixed routes to the industrial park would improve access to local business and support economic development.

The chamber of commerce supports public transit by funding the service for one “tax free” and “ride free” days each year. The Chamber solicits contributions adding up to a total of approximately \$800 from local employers each year so that the RIDE can provide “fare-free” transportation on a designated Saturday in November. In exchange for their contributions, local businesses are invited to create an 8 ½ by 11 advertisement that can be posted inside the transit vehicles on the “tax free-ride free” day. (NOTE: the Ride actually provides the Friday service and the “free” day on Friday).

Sitka City Manager

The City Manager of Sitka participated in a one-on-one interview to discuss transportation services. He indicated that the city is not involved in public transportation. However, he realizes that a shelter for vehicles and a maintenance garage is needed. The present City staff does not have the capacity to handle maintenance for public transportation vehicles in addition to city vehicles.

Sitka Economic Development (SEDA)

SEDA is a non-profit, 501(c)(3) organization that is funded through the City and Borough of Sitka to provide Economic Development services and to manage the development of the Sawmill Industrial Area. When the pulp mill factory, which employed 400 people, left Sitka in 1993, unemployment increased within one year to a rate of 13 percent. At that time, the City of Sitka took over the old pulp mill site and designated SEDA as the manager of the site. The site has been redeveloped since 1993 and today, it continues to be an important location for employment and economic development for Sitka. Currently, Silver Bay Seafood is located at the site. According to SEDA, Silver Bay employs approximately 215 workers during the busy summer fishing months. Another employer at the site, is a water bottling plant that employs approximately 25 employees. An additional employer, a tannery business operated by Sitka Tribe, has plans to move to the site. Also, a short distance beyond the site is the Fortress of the Bear, a non-profit organization that rescues bear cubs and operates as a tourist attraction.

Currently, the RIDE public transit routes do not serve the businesses at the Sawmill Industrial area. SEDA indicated that extending the fixed routes to serve employees, tourists, and local residents who could access the trailheads around Sawmill Industrial Area could benefit the community as well as the employees who earn an average of \$10.00 per hour or less doing seasonal work.

Silver Bay Seafood

Silver Bay Seafood is located at Sawmill Industrial Park. It is a seafood processing operation that fishes and processes during fishing season. The number of employees working at the plant fluctuates throughout the year but the plant is planning to begin year-round processing in 2010. According to management at Silver Bay, employment levels fluctuate at the following rates:

| Month | Approximate Number of Employees |
|----------------|---------------------------------|
| January | 10 |
| February | 20-25 |
| March | 100 |
| April-May | 40 |
| June-September | 175+ |

Source: Silver Bay Seafood, 2010

During summer months, the plant operates three 16-hour shifts with the following schedule (schedule subject to change): 2:00 PM to 6:00 AM; 6:00 AM to 10:00 PM; and, 10:00 PM to 2:00 PM.

Other employees such as managers, kitchen, and office staff may work different schedules, including a more routine shift of 8:00 AM to 5:00 PM.

Most employees at Silver Bay Seafoods are seasonal workers who come from Eastern Europe, Dominican Republic, and Jamaica to work during fishing season. They live in a bunkhouse that is within walking distance to Silver Bay. The seasonal employees earn minimum wage. More regular employees earn up to \$10.00 per hour. Employees are paid bi-weekly.

Employees currently utilize taxis and sometimes purchase second-hand vehicles to share for transportation into town. More reliable transportation is needed to support Silver Bay Seafood employees.

Southeast Alaska Regional Health Consortium (SEARHC) Child Care Center

SEARHC Child Care Center is a public nonprofit organization associated with Mt. Edgecombe Hospital, located at 1210 Seward Avenue in Sitka. Day care services are provided for children age 2 months through age 12. They operate weekdays from 6:45 AM to 5:30 PM. Transportation services to and from the center are provided by the children’s parents, Headstart, and school buses. The closest public transit bus stop is ¼ mile away, making it difficult for parents to bring their children to this center.

The Child Care Center commented that expanded fixed route and paratransit services are needed as well as weekend and holiday hours. To enhance safety and security, shelters need additional maintenance.

University of Alaska Southeast at Sitka (UAS)

The University of Alaska Southeast at Sitka (UAS) has a student body of approximately 150 to 200 students per semester. Most students live in Sitka, and there is no student housing on campus. Many students are high school students with dual enrollment who are taking one class per semester to obtain credit for college. Daytime classes generally start at 8:00 AM and evening classes start between 6:00 and 7:00 PM.

The UAS has adequate free parking for students and staff. The representative from UAS stated that Community RIDE bus routes are not convenient for students or staff because of the transfer in the morning, which extends travel time. Also, the bus schedule is not convenient for students in the nursing program who work at the hospital during the day and need to travel back to campus before going home.

Challenges to using public transportation for UAS students and employees, according to the interviewee, are primarily associated with convenient access to bus stops and the bus schedule. According to the interviewee, current bus stops are not located at convenient locations.

SUMMARY OF TRANSPORTATION SERVICES

An inventory of transportation providers was created at the onset of this study. Staff from Community RIDE, and 29 other non-profit organizations, were interviewed to identify the characteristics of transportation services that they provide or purchase. Interviews were conducted using a one-on-one format.

There are approximately 45 vehicles operated by 13 public and private non-profit organizations in Sitka including 33 passenger vehicles (vans and sedans), eight (8) maintenance vehicles, six (6) school buses, and three (3) small school buses operating in the Sitka area, not including private taxi providers and city vehicles. Exhibit III.5 at the end of this chapter outlines a vehicle inventory. All of these organizations provide transportation for older adults, individuals with low incomes, and/or people with disabilities, and the general public.

Currently, coordination among the organizations primarily is occurring at the level of some sharing of grant-writing responsibilities for obtaining capital funds for vehicles. Human service agencies depend upon a variety of funding sources including sources dedicated for Natives, older adults, people with disabilities, or individuals with low incomes. The scope of most human services funding programs limits the population to which organizations can offer rides.

Public and non-profit organizations are spending a combined total of more than \$1.5 million on transportation for agency consumers and the general public. In addition, schools are spending \$527,600 on student transportation. Human service agencies paid a combined average of \$14.49 per trip. Public transportation fixed route averaged \$18.50 per trip and paratransit trips were provided for an average of \$20.30 per trip.

The table (Exhibit III.5) on the following pages provides a summary of key aspects of transportation services and stakeholders included in this study effort. Exhibit III.6 provides an inventory of vehicles as reported by the local stakeholders.

Exhibit III.5: Summary of Transportation Providers

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information |
|----------------------------|--|---|---|--|---|
| Center for Community (CFC) | Social Service Agency Program | Welfare to Work Program; Community Services for Persons with Developmental Disabilities; Community RIDE; Complementary Paratransit | Transportation for program participants to agency sponsored programs and employment related activities. | 8:00 AM to 5:00 PM, Monday-Friday | 6 Sedans |
| Community RIDE (The RIDE) | Public Transit | General Public | The RIDE operates three fixed routes | 6:30 AM to 6:30 PM, Monday-Friday | 6 wheel-chair accessible light duty vehicles. |
| Swan Lake Senior Center | Demand Response service for Older adults and People with Disabilities; Complementary Paratransit operator | Age 60 and older or individuals of any age with a disability | Demand response paratransit services are provided door-to-door | 7:00 AM to 9:00 PM, Monday-Friday 9:00 AM to 2:00 PM, Saturday and Sunday | 3 15-passenger vans |

Exhibit III.5: Summary of Transportation Providers

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information |
|---|-------------------------------------|--|--|--|--|
| Sitka Native Education Program (SNEP) | Transport for program participants | Native youth of Sitka | Transportation to and from SNEP classes | 12:30 – 1:45 PM and 4:30-6:30 PM, Monday-Friday | 1 25-passenger van |
| Mt. Edgecumbe High School | Special event school transportation | Students | Transportation to special functions and field trips | As needed. Typically, trips are provided between 4:00 and 10:30 PM | 4 12 to 15-pass vans (1 is wheelchair accessible) 1 small school bus 8 maintenance vehicles 4 8-passenger standard vans |
| Sitka Counseling and Prevention Services (SCPS) | Consumer transportation | Consumers with behavioral health diagnosis | Transportation to support consumers who need specialized service and to promote independence | As needed. | 3 standard vans |

Exhibit III.5: Summary of Transportation Providers

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information |
|--|--|---|--|--|---|
| Southeast Alaska Regional Health Consortium (SEARHC) | Demand Response | Hospital patients and their families; Raven's Way and Bill Brady treatment programs | Demand response transportation from the airport or ferry to the hospital. Or, transportation for treatment program participants to appointments. | As needed. | 1 6-passenger van 2 15-passenger vans |
| Salvation Army | Supportive Services to low-income population with food & shelter | Low income Consumers only | Limited transportation services – help to stranded clients | Office hours Mon/Tues/Thurs/Fri 10:00 am – 12:30 pm No transportation service hours – as needed for clients | Non-accessible 1 minivan 1 12-passenger van |
| SAIL | Supportive services to program consumers | Any person with any disability. | SAIL operates transportation to and from program activities as needed for consumers. Typically, about 8 trips per week are provided. | Transportation is provided one or two days per week on average. Hours of service are between 1:00 - 7:00 pm, Monday through Friday. Weekend service is provided in the summer. | 1 10-passenger van, wheelchair accessible |

Exhibit III.5: Summary of Transportation Providers

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information |
|--|--|--|--|---|---|
| Sitkans Against Family Violence (SAFV) | Supportive services to program residents | Program consumers (typically low income) | SAFV purchases a limited number of transportation vouchers for program residents | 24-hours | None |
| Sitka Community Hospital | Demand Response | Patients in the long term care program | Service has not yet been initiated but will be demand response with trips to Swan Lake Senior Center, SEARHC Hospital and other destinations | To be determined | 1 12-passenger van (wheelchair accessible) |
| Sitka School District | School bus service | Students (pre-k through 12 th) | School bus routes | 7:00 – 8:30 AM and 3:00 – 5:00 PM | 6 65-passenger school buses 2 16-passenger small school buses (Prewitt) |
| Pioneers Home | Demand Response | Program participants age 65 and older | Demand response transportation for medical appointments. Limited trips for recreation. | 6:00 AM – 10:00 PM, Monday through Friday | 1 14-passenger van; wheelchair accessible 1 3-passenger van 1 8-passenger van |

Exhibit III.5: Summary of Transportation Providers

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information |
|--------------------------|--|---|--|--------------------------------------|--|
| Youth Advocates | Supportive services for mental health residential and community programs | Mental health program participants between ages 5 and 18 years and their families. Transitional living for youth who are homeless or are at risk of becoming homeless. | Demand response transportation to support program participants | 24/7 | 1 12-passenger van 1 minivan (Youth Advocates also submitted a grant in 2009 for a replacement minivan to be utilized specifically for Hansen House) |
| SEARHC Child Care Center | Child Care | No transportation services provided – children arrive with parents, on school or Headstart buses | Daycare service for children (2 months through 12 years of age) | Monday – Friday 6:45 am – 5:30 pm | None |
| Betty Eliason Child Care | Child Care | No transportation services provided – children arrive with parents, walk, on school or Headstart buses | Daycare service for children (12 months through 12 years of age) | Monday – Friday 7:00 am – 5:30 pm | None |

NEEDS & GAPS

IV. ASSESSMENT OF NEEDS & GAPS IN SERVICE

OVERVIEW

The consulting team contacted local human service agencies, employers, and all transportation providers serving Sitka in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Appendix A includes documentation and outreach efforts included in this project and the participation in local public meetings. This chapter provides a summary of the outreach efforts and results. Outreach efforts for the local general public and stakeholders included the following:

- ◆ Three (3) public meetings and stakeholder workshops;
- ◆ A survey of human service agency and senior center clients;
- ◆ A survey of the current Community RIDE passengers;
- ◆ A survey opportunity for the general public; and,
- ◆ One-on-one interviews with stakeholders and providers.

GENERAL PUBLIC AND STAKEHOLDER WORKSHOPS

CFC and Sitka Tribe of Alaska hosted, and RLS & Associates facilitated, three (3) local workshops to discuss unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for workshops is provided in the following table:

| | | | |
|-------------------|----------------------------|----------------------------|----------------------------|
| Date/Time: | Jan. 12, 2010/3:30 PM | Jan. 12, 2010/5:30 PM | Mar. 2, 2010/11:00 AM |
| Location: | Harrigan's Centennial Hall | Harrigan's Centennial Hall | Harrigan's Centennial Hall |

Invitations to the meeting were distributed via email to 56 organizations in Sitka who represent older adults, individuals with disabilities, people with low incomes, and/or the general public. The general public was invited and notified of the meeting through multiple public announcements in the Sitka Sentinel newspaper (see Appendix for newspaper announcements).

A list of all organization invited to the meeting and their participation is provided in the Appendix. Attendance at the second public meeting on January 12th consisted mostly of representation from the general public, including local high school students.

During the workshops, the facilitator dedicated a portion of the time to defining coordinated transportation and explaining its potential benefits. She outlined basic coordination aspects for the stakeholders who were becoming involved for the first time, as well as intermediate level coordination aspects that could be utilized to help Sitka progress toward new levels of coordinated transportation efficiencies.

Following the presentation, the workshop members were asked to identify public and human service agency transportation and mobility issues, successes, and challenges in Sitka. Discussions focused on transportation for the general public, including older adults, individuals with disabilities, and people with low incomes.

The transportation needs, gaps, duplications, and challenges discussed during the public meetings are included in the summary section at the end of this chapter.

HUMAN SERVICE AGENCY/SENIOR CENTER AND GENERAL PUBLIC SURVEYS

A survey of the general public, human service agency/senior center clients, and current public transit riders was conducted during February 2010. The general public survey was available on-line and advertised on four separate occasions through the local Sitka newspaper. Only one (1) individual responded to the general public survey. That individual is a frequent passenger on Community RIDE. Survey efforts for human service agency/senior center clients were more successful. The results of those surveys are discussed in the following paragraphs.

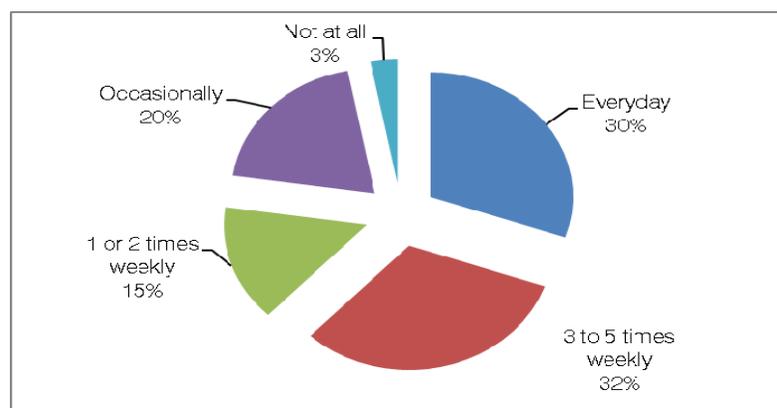
A total of 68 surveys were returned from the distribution by Community RIDE. Another 13 were returned from the Care-A-Van service. A summary of the survey results follows.

COMMUNITY RIDE

Ridership Frequency

Survey respondents were asked how often they currently use Community RIDE. Nearly thirty-two (32) percent of respondents stated they rode three to five times per week. Another thirty (30) percent of respondents stated they rode everyday. Almost twenty (20) percent survey respondents said they rode occasionally while fifteen (15) percent rode one to two times per week. Three (3) percent of respondents stated they do not ride at all. Exhibit IV.1 shows the percentage breakdown.

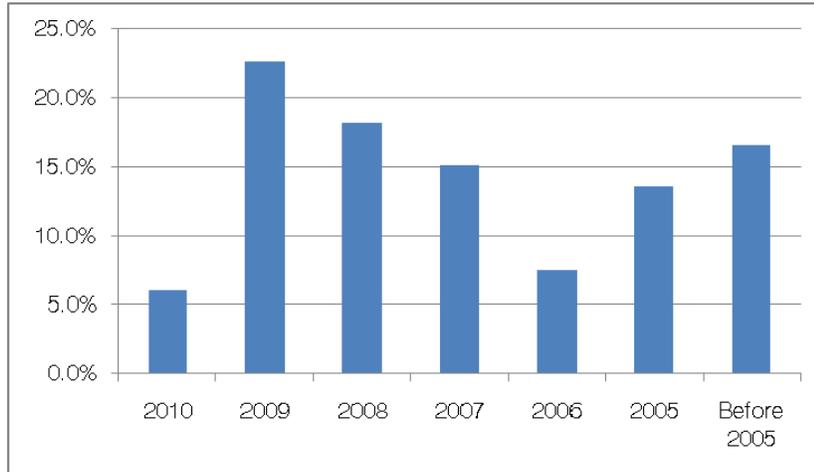
Exhibit IV.1: Community RIDE Ridership Frequency



Source: Community RIDE Survey, February 2010

Respondents were then asked what year they started using Community RIDE as often as they do now. Exhibit IV.2 shows the breakdown by year. Over fifty-six (56) percent of the people surveyed said they began riding Community RIDE between 2007 and 2009. Only six (6) percent of respondents stated they began riding in the early part of 2010.

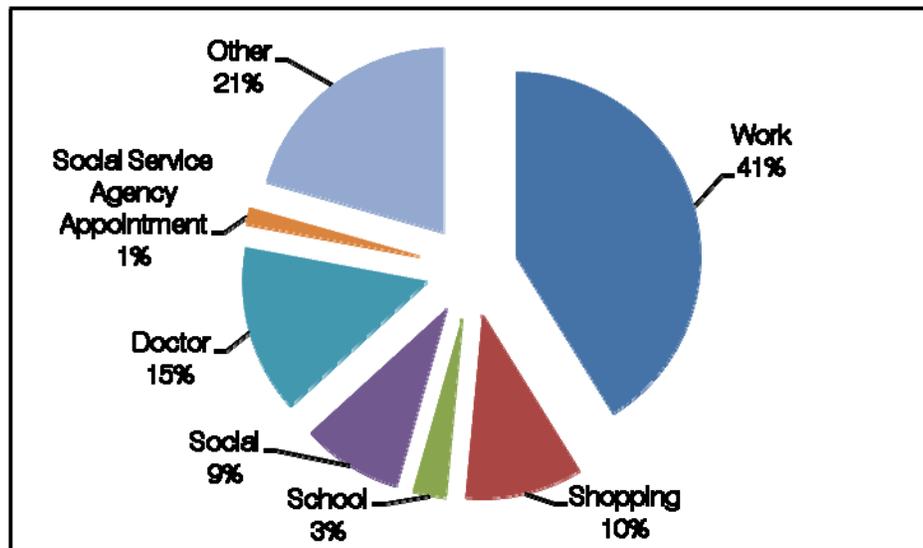
Exhibit IV.2: History of Ridership on The RIDE fixed routes



Source: Community RIDE Survey, February 2010

Traveling to work (41 percent) was the main purpose for respondents travel. Twenty-one (21) percent of respondents stated “other” as their main purpose for travel. Going to the doctors (15 percent), shopping (10 percent), and social gatherings (9 percent) were also main places of travel. Exhibit IV.3 shows the full list of destinations to where respondents were traveling on the day of the survey.

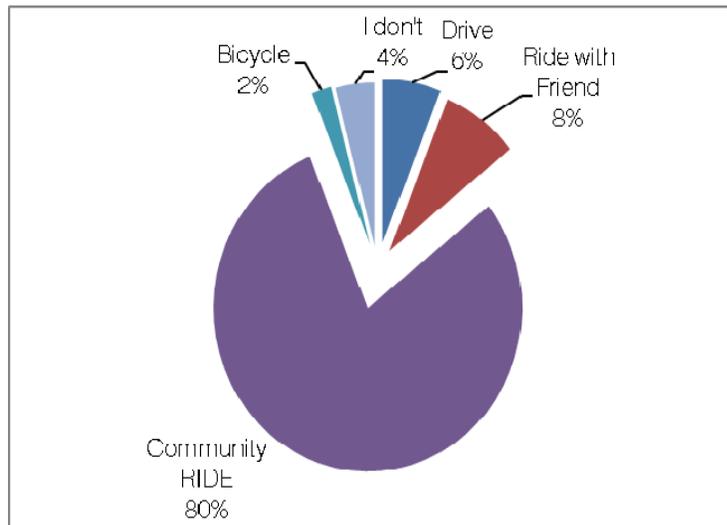
Exhibit IV.3: Trip Purpose of The RIDE customers



Source: Community RIDE Survey, February 2010

Community RIDE was the over whelming choice as the means of travel in Sitka (80 percent) for this group of survey respondents. The next highest response was riding with a friend at eight (8) percent. Exhibit IV.4 shows all the means survey respondents use to get around in Sitka.

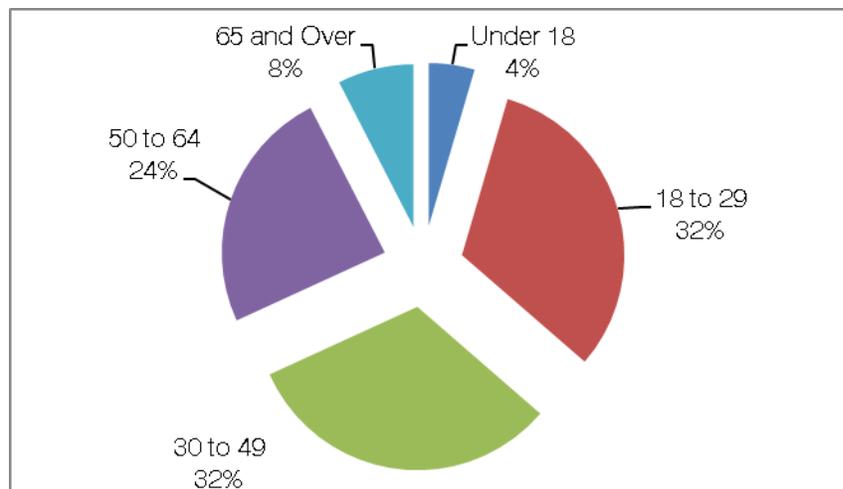
Exhibit IV.4: Mode of Transportation preferred by The RIDE customers



Source: Community RIDE Survey, February 2010

Thirty-two (32) percent of respondents stated they were between the ages of 18 and 29 while another thirty-two (32) percent stated they were between the ages of 30 and 49. Twenty-four (24) percent of the respondents were between the ages of 50 and 64. Exhibit IV.5 shows the age distribution.

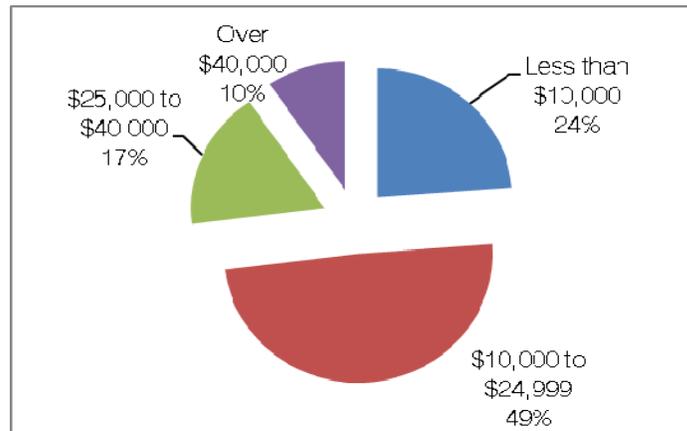
Exhibit IV.5: Respondent Age among The RIDE riders



Source: Community RIDE Survey, February 2010

Nearly half of the people who responded to the Community RIDE survey said their annual household income was between \$10,000 and \$24,999 (49 percent). Twenty-four (24) percent of the respondents stated their annual household income was less than \$10,000. Exhibit IV.6 shows the entire break down of annual household incomes.

Exhibit IV.6: Annual Household Income among The RIDE fixed route customers

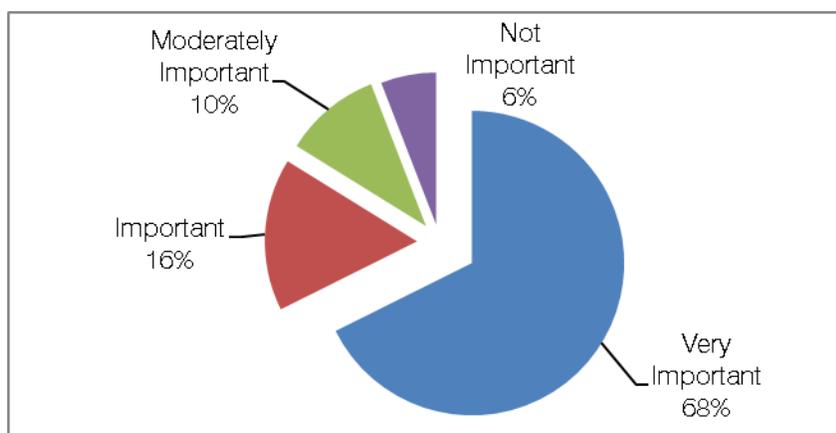


Source: Community RIDE Survey, February 2010

Rating Current Bus Service

Respondents were asked to rate the benefit of having public transportation available in Sitka. An overwhelming majority of respondents, sixty-eight (68) percent, rated public transportation “very important in my daily life.” Another sixteen (16) percent rated public transportation as “important,” while ten (10) percent rated it as “moderately important,” and the final six (6) percent rated public transportation as “not important.” Exhibit IV.7 shows the breakdown of the ratings.

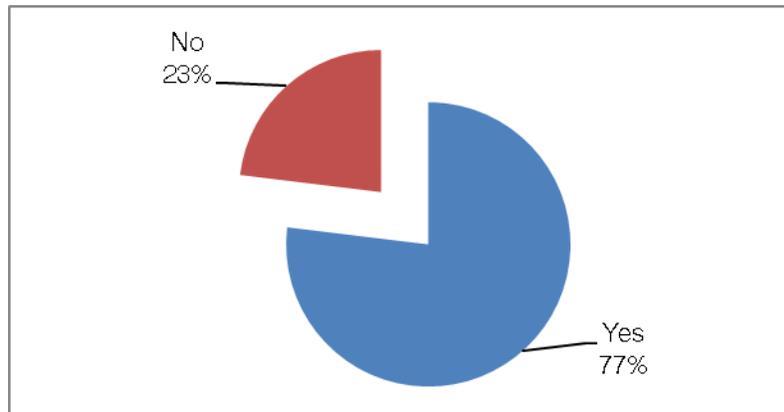
Exhibit IV.7: Benefits of Public Transportation as perceived by The RIDE fixed route riders



Source: Community RIDE Survey, February 2010

Survey Respondents were also asked if the current hours of bus service meet their transportation needs. Seventy-seven (77) percent stated that the current hours meet their needs. Exhibit IV.8 shows the respondents who think the service meets their needs and respondents who think the hours need to be expanded.

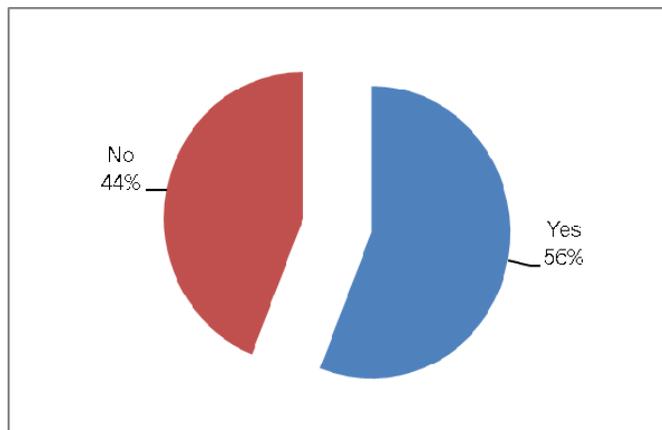
Exhibit IV.8: Hours of Operation and Adequacy thereof, from The RIDE riders



Source: Community RIDE Survey, February 2010

Only fifty-six (56) percent of respondents thought the current days of service met their transportation needs. Of the forty-four (44) percent that said no, nearly all of them responded saying that service needed to be expanded to both days on the weekend. Exhibit IV.9 below shows the graphical break down.

Exhibit IV.9: Days of Bus Service and Adequacy, from The RIDE riders



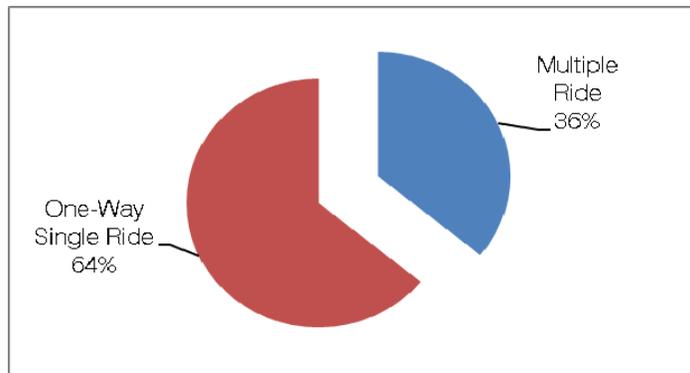
Source: Community RIDE Survey, February 2010

Respondents were then asked what day(s) of the week they currently use Community RIDE. Ninety-five (95) percent of respondents stated they currently ride Monday thru Friday. The remaining five (5) percent was split equally between riding Monday only and Friday only.

One hundred percent of survey respondents said that current bus routes serve the areas in which they work and/or live.

When asked what type of bus pass riders currently purchase, sixty-four (64) percent said they purchased one-way single ride passes. The remaining thirty-six (36) percent said they purchase multiple ride passes. Exhibit IV.10 gives a visual representation of survey respondent's answers.

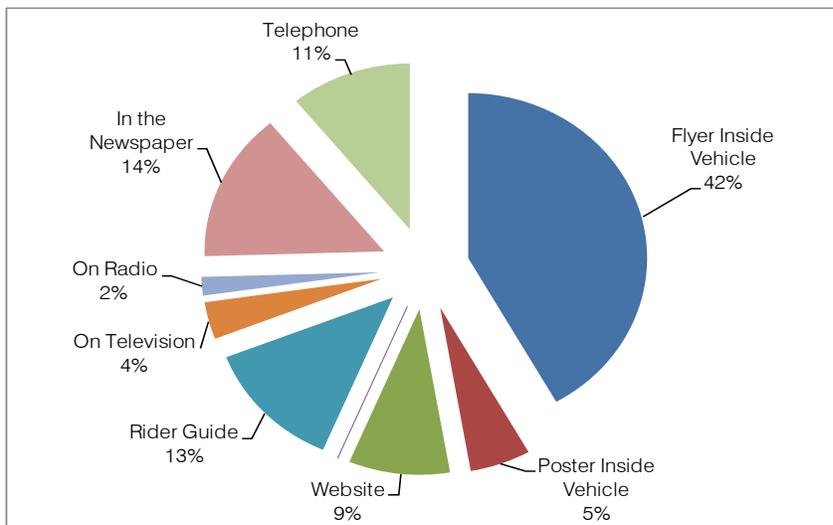
Exhibit IV.10: Pass Types Purchased by The RIDE customers



Source: Community RIDE Survey, February 2010

Exhibit IV.11 shows what respondents thought would be the best way to get information about transportation services in Sitka. Forty-two (42) percent of respondents stated that a flyer inside the vehicle would be the best way to get information on transportation services.

Exhibit IV.11: Ways to get Information About Transportation Services, as expressed by The RIDE riders



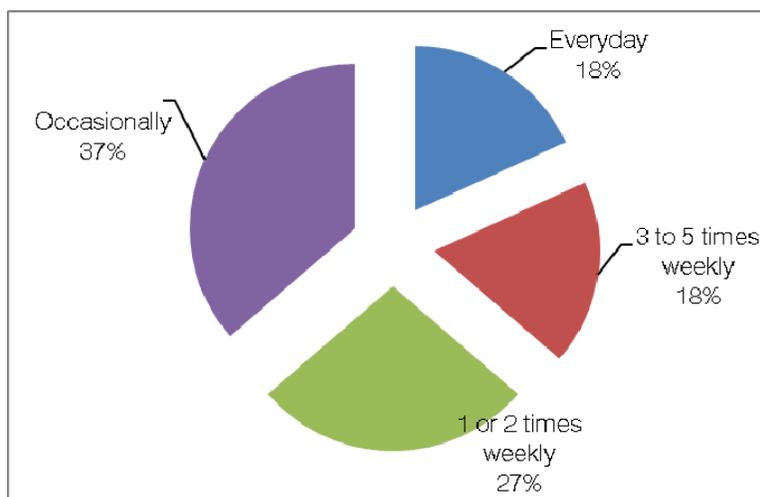
Source: Community RIDE Survey, February 2010

CARE-A-VAN

Ridership Frequency

Survey respondents were asked how often they currently use Care-A-Van service. Nearly thirty-seven (37) percent of respondents stated they rode occasionally. Another twenty-seven (27) percent of respondents stated they rode one or two times per week. Eighteen (18) percent stated they rode everyday while another eighteen (18) percent rode three to five times per week. Exhibit IV.12 shows the percentage breakdown.

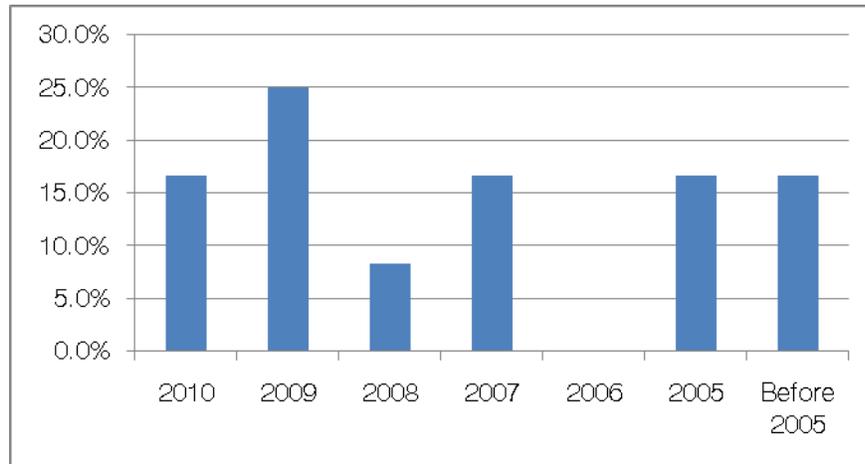
Exhibit IV.12: Care-A-Van Usage



Source: Senior Center/Human Service Agency Survey, February 2010

Respondents were then asked what year they started using Care-A-Van as often as they do now. Exhibit IV.13 shows the breakdown by year. Twenty-five (25) percent of the people surveyed said they began riding Care-A-Van in 2009; the remaining responses were spread out evenly across years.

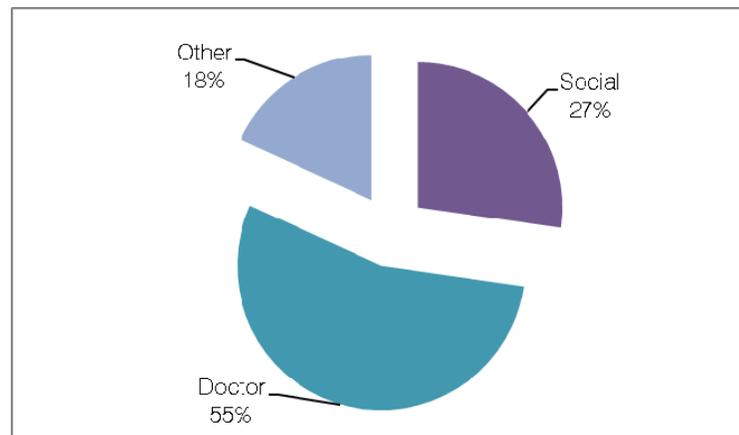
Exhibit IV.13: Began to ride Care A Van



Source: Senior Center/Human Service Agency Survey, February 2010

When respondents were asked the purpose of their rides, of the six available responses, only three, doctor, social, and other were selected. Traveling to the doctor (55 percent) was the main purpose for respondents' travel. Twenty-seven (27) percent of respondents stated social as their main purpose for travel. "Other" (15 percent) was the only other main place of travel. Exhibit IV.14 shows the list of places respondents were traveling to.

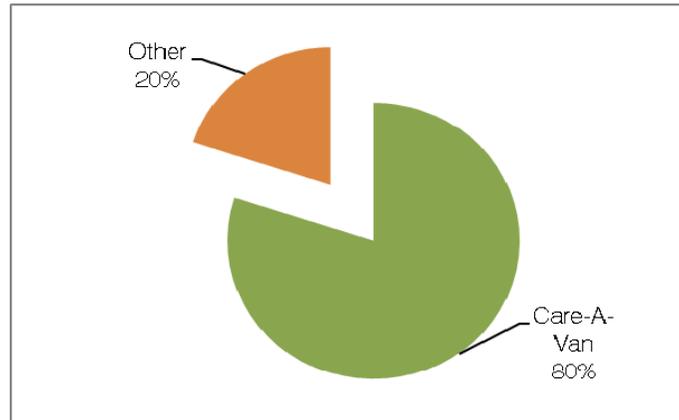
Exhibit IV.14: Trip Purpose on Care A Van



Source: Senior Center/Human Service Agency Survey, February 2010

Care-A-Van service was the over whelming choice as the means of travel in Sitka (80 percent). The next highest response, and only other response, was other at twenty (20) percent. Exhibit IV.15 shows the means survey respondents use to get around in Sitka.

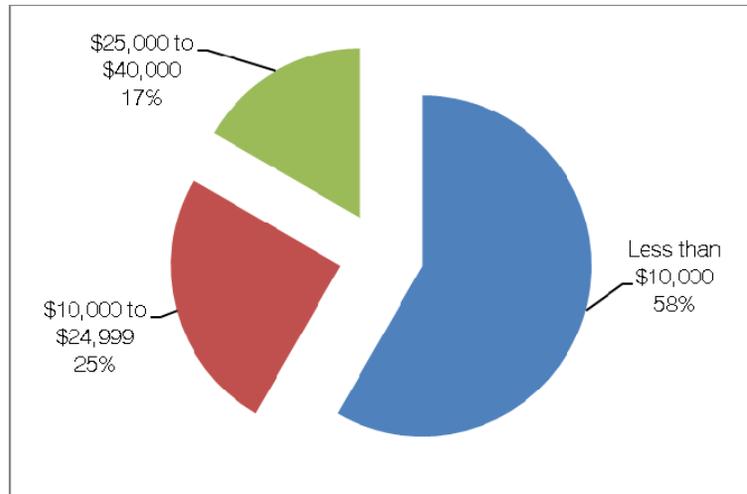
Exhibit IV.15: Mode of Transportation preferred by Care A Van riders



Source: Senior Center/Human Service Agency Survey, February 2010

Over half of the people who responded to the Care-A-Van survey said their annual household income was less than \$10,000 (58 percent). Twenty-four (25) percent of the respondents stated their annual household income was between \$10,000 and \$24,999. Seventeen (17) percent of respondents stated their annual household income was between \$25,000 and \$40,000. Exhibit IV.16 shows the entire break down of annual household incomes.

Exhibit IV.16: Annual Household Income for Care A Van riders



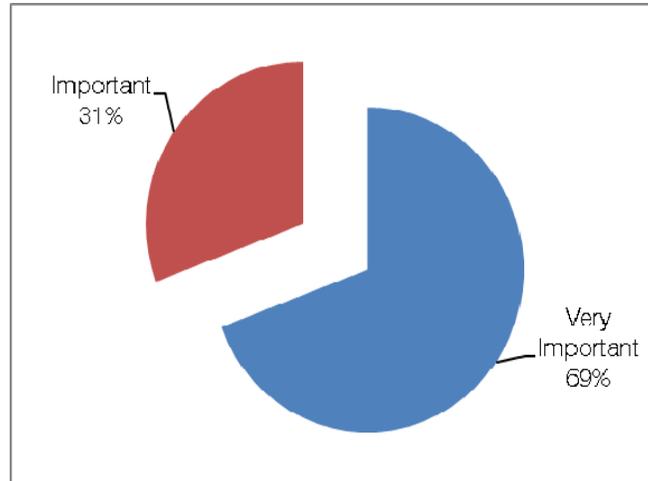
Source: Senior Center/Human Service Agency Survey, February 2010

Rating Current Bus Service

Respondents were asked to rate the benefit of having public transportation available in Sitka. An overwhelming majority of respondents, sixty-nine (69) percent, rated public transportation “very important in

my daily life.” The remaining thirty-one (31) percent rated public transportation as “important.” Exhibit IV.17 shows the breakdown of the ratings.

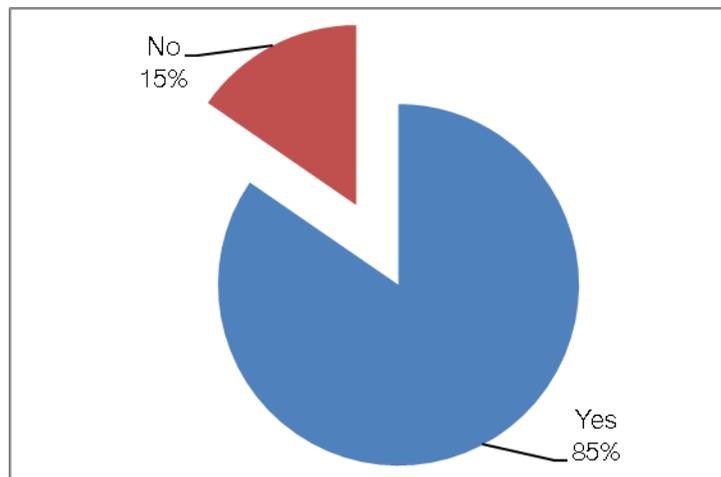
Exhibit IV.17: Benefits of Public Transportation to Care A Van riders



Source: Senior Center/Human Service Agency Survey, February 2010

Survey Respondents were also asked if the current hours of bus service meet their transportation needs. Eighty-five (85) percent stated that the current hours meet their needs. Exhibit IV.18 shows the respondents who think the service meets their needs and respondents who think the hours need to be expanded.

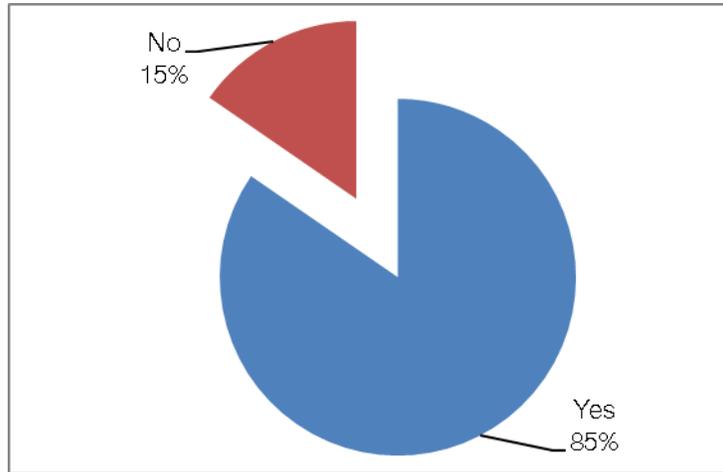
**Exhibit IV.18: Do bus service hours meet your transportation needs?
Answers from Care A Van riders.**



Source: Senior Center/Human Service Agency Survey, February 2010

As with service hours, service days also saw (85) percent of respondents who thought the current days of service met their transportation needs. Exhibit IV.19 below shows the graphical break down.

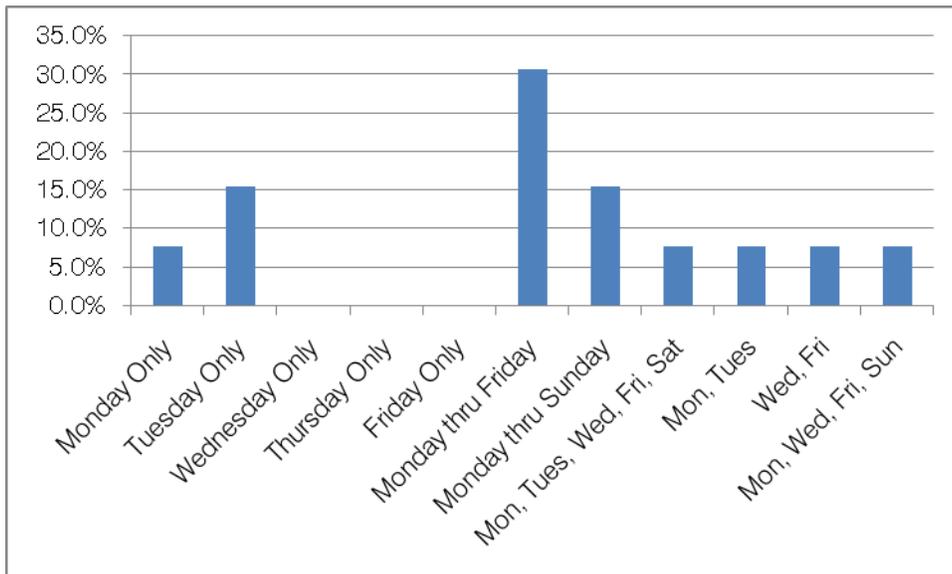
**Exhibit IV.19: Do bus service days meet your transportation needs?
Answers from Care A Van riders**



Source: Senior Center/Human Service Agency Survey, February 2010

Respondents were then asked what day(s) of the week they currently use Care-A-Van service. The highest response, thirty-one (31) percent of respondents stated they currently ride Monday thru Friday. The remaining sixty-nine (69) percent was spread out throughout the week. Exhibit IV.20 gives a breakdown of days when respondents currently travel.

Exhibit IV.20: Days of Travel on Care A Van

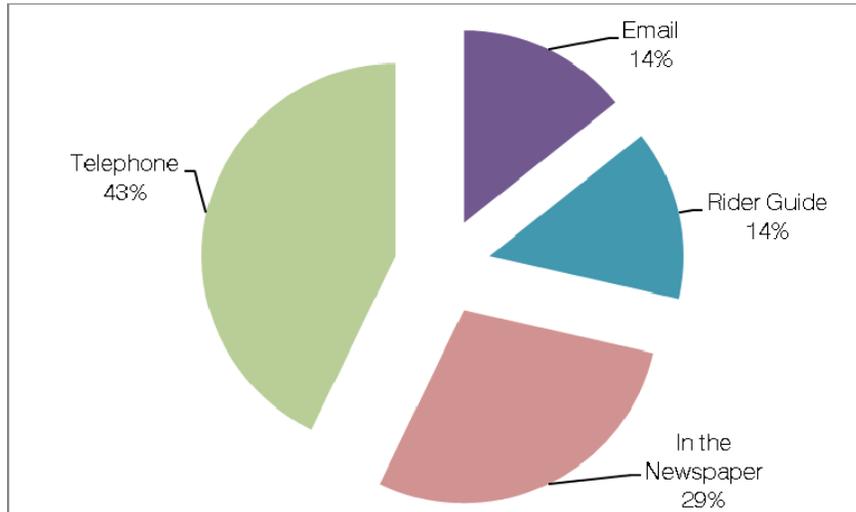


Source: Senior Center/Human Service Agency Survey, February 2010

Exhibit IV.21 shows what respondents thought would be the best way to get information about transportation services in Sitka. Forty-three (43) percent of respondents stated that a telephone

call would be the best way to get information on transportation services. The newspaper, by email, and the riders guide were other ways respondents thought information should be given out.

Exhibit IV.21: Ways to get Information About Transportation Services, as preferred by Care A Van riders.



Source: Senior Center/Human Service Agency Survey, February 2010

SUMMARY OF TRANSPORTATION NEEDS AND GAPS ANALYSIS

Public meeting, survey participants, and stakeholders who participated in one-on-one interviews listed several unmet transportation needs and gaps in service for Sitka. A list of transportation needs cited by the study participants is provided below. Some needs as expressed by those interviewed are already partially or wholly addressed by The RIDE or by paratransit and Care A Van services. However, the expression of the need would appear to demonstrate that if an interviewee does not know about the service available, other members of the public would also be unlikely to fully understand services available.

Unmet Transportation Needs and Gaps in Service:

- ◆ Employment Related Transportation:
 - Public transit routes do not serve some major employment areas (i.e., Silver Bay Seafoods). Many local employees and international (seasonal) employees do not have access to transportation. International employees live on-site at Sliver Bay Seafoods but need transportation in to town for services and entertainment.
 - Public transit routes do not serve Fortress of the Bear, which is a tourist attraction and small employer.

- Weekend transportation and early morning (before 6:30 AM) and late evening weekday transportation (at least until 7:30 PM or as late as 10:00 PM) is needed to support shift workers.
 - Passengers need a shorter ride time on the fixed route service. Currently, some people feel that transfers and indirect service on the routes make public transit inconvenient.
- ◆ Child Care and Youth Transportation Issues:
- Transportation is needed to childcare centers that is convenient enough to allow parents to drop off a child before continuing on the transportation provider to the parent's worksite. Currently, even when the fixed route serves the childcare center, the nature of a fixed route schedule and the frequency of service do not allow the parent time to utilize the bus for childcare and employment.
 - Afterschool transportation for students is needed and no longer efficiently provided. An option for students to go home after afterschool programs (around 7:30 PM) is needed.
 - Mt. Edgecombe students have fewer hours in town for recreation and some would prefer to ride a vehicle rather than spend time walking into town.
- ◆ Accessible Transportation Issues:
- Public transit routes do not go into enough neighborhoods where residents could conveniently access bus stops.
 - Additional capacity or availability for wheelchair accessible vehicles is needed throughout the community and during all days of the week. Study participants indicated that the capacity for wheelchairs is limited and that they sometimes wait for the next Community RIDE bus because the one that stops when they are waiting is already at capacity for wheelchair riders.
 - Affordable stretcher service to and from the hospital is needed for non-emergency medical trips.
 - Long-term care consumers need wheelchair accessible and demand response transportation options for recreational trips.
 - Long-term care consumers and other hospital patients need more affordable transportation between the airport and ferry and the hospitals.
 - Escorts are not available on public transportation for passengers who need extra assistance.
- ◆ Vehicles and Capacity:
- Sitka needs more small vehicles (i.e., sedans and minivans) to use for trips with few passengers.
 - Sitka needs more vehicles for service on Sundays.
- ◆ Lower Fares for Transportation:

- Individuals with low incomes need a bus pass option that offers a discount but costs less than \$50.00 per month for the general public. Many passengers cannot afford to spend \$50.00 all at once on a bus pass, so they purchase daily passes and cannot utilize the discount offered with the multi-trip passes.
 - Affordable transportation options to and from the airport for early and late flights are needed. Currently, private taxis serve the airport. However, many people cannot afford the price of a taxi fare.
- ◆ Limited Hours and Days of Service:
 - Transportation service during the early morning hours (before 6:30 AM) to serve individuals early appointments.
 - Weekend transportation service to support, shopping, and social trip purposes. Popular weekend destinations include downtown Sitka, church, the library, skatepark, movies, and market center.
 - Evening transportation service until after 10:00 PM to support social and entertainment trip purposes.
- ◆ Travel Training:
 - Training for the general public so that they better understand how to read and use the printed public transit schedule. Dedicated travel training is needed to reduce the intimidation factor for potential transportation consumers. Passengers who are comfortable with their current transportation service may be reluctant to trust another provider, should trip sharing become a reality. A travel trainer who is dedicated to showing passengers how to use transportation could encourage passengers to be more accepting and flexible as well as build their confidence in independently scheduling and using the available resources in the community.
- ◆ Improved Local Government and other Support and Information Sharing:
 - Human service agencies and transportation providers need to advocate for a beginning of local government financial support of public transportation in Sitka.
 - Human service agencies and all organizations need to improve information sharing about the available transportation services offered in Sitka.
 - In order for coordinated transportation to succeed, providers need a centralized scheduling center.
- ◆ Healthy Community:
 - The general public would like to have an option to use public transit to access recreational trails for hiking and biking. Current bus routes do not access some trailheads.
- ◆ Resources for Information:

- Organizations currently communicate with each other and make referrals via multiple telephone calls but the general public does not have a single comprehensive resource for transportation information. A single resource for information about schedules, passenger eligibility, or hours of service would improve efficiency and open the possibility of serving more people.
- ◆ Coordinator for Transportation Scheduling:
 - Service duplications and efficiency could be improved through sharing of human service agency and public transportation provider schedules. An impartial process for sharing schedules and filling empty seats on vehicles is could encourage sharing of resources without jeopardizing the level of funding that is currently dedicated to any participating organization.

Results of the stakeholder and public meetings indicated the following challenges to meeting the unmet transportation needs and gaps in service through coordination:

Challenges to Coordinated Transportation

- ◆ Currently, human service agencies are providing transportation for their clients because they need to fill gaps. However, many of those agencies are not aware of the actual [fully allocated cost](#) for providing those trips. Gathering information about the actual costs for providing transportation was a time consuming, and in some cases impossible, task for many of the human service agencies.
- ◆ One of the primary challenges to improving transportation in Sitka is the lack of local government's financial participation. Transportation does not receive financial support from the City of Sitka. Transportation advocates would like to explore the possibility of receiving a portion of the City, sales tax, millage/property tax, or cruise ship head tax.
- ◆ Community RIDE would like to address the need for more affordable transportation by offering a free or reduced fare for passengers; however, additional local revenue would be necessary to replace the revenue generated from passenger fares.
- ◆ Community RIDE would like to expand into evening hours and weekend services with its fixed routes (and paratransit). Again, without local government financial contribution, such expansion to become a “comprehensive” public transit system is not likely to become a reality. Without RIDE becoming “comprehensive” by providing at least six days a week and evening hours, Sitka residents can not decide to “rely” upon public transit.
- ◆ Educating the public about the available transportation services in Sitka is a challenge. Many people are not aware of the services that are available to them. As a result, when people need transportation they tend to walk, bike, call a friend, or elect not to go to the appointment or job.

While there are challenges to implementing coordination among varied transportation providers, services, and funding sources, it is important to note that transportation coordination is successfully implemented throughout the country, and certain aspects of coordination already exist in Sitka. Therefore, issues such as guidelines for the use of funding and vehicles, unique needs presented by different populations served, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they coordinate transportation. A list of websites with content about overcoming challenges is provided in the glossary of this document.

The next chapter outlines potential and preliminary coordinated transportation strategies to address the needs and gaps in transportation service that were identified through outreach efforts.

V. COORDINATED TRANSPORTATION PRIORITIES AND IMPLEMENTATION STRATEGIES

OVERVIEW

Any reader of this Plan must know that no agency in Sitka, not the public transit providers, nor any other agency, is funded by a grant, or required by any laws to implement this Plan. This Plan discusses possible strategies, and provides the background data and a planned focus for continued work in Sitka on better use of transit and human service agency transportation resources. This Plan is not a promise of implementation; it is a source of knowledge and a shared vision of where coordination efforts in Sitka may try to go in the future.

The primary three transit providers in Sitka (CFC, Sitka Tribe, and SESS) have other transit plans and work obligations (per funding sources) that fully occupy their current staff resources. The human service agencies in Sitka also have other mandates and goals that occupy their staff. However, as all of these agencies find staffing resources, unmet client needs, or funding opportunities, they can turn to this Plan to guide their shared efforts to improve transportation in Sitka for human service clients as well as the general public.

In general, the concept of coordination in Sitka has widespread support from local human service agencies and transportation providers. Several organizations have already experienced the benefit of coordinating to purchase vehicles and share operating expenses. Bringing new levels of coordination into reality will require additional support from local funding sources. It also will require a constant effort for the human service agencies and public and private transportation providers throughout the area to be aware of the benefits of sharing transportation resources and proactively coordinating. Creating efficiencies in this manner will permit organizations to utilize resources in a manner that creates will permit them to utilize their resources to benefit the most people.

There are numerous success stories in Sitka that demonstrate the impact of coordinating resources, including the public transit fixed routes and complementary paratransit services that are operated cooperatively by Sitka Tribe of Alaska, Center for Community, and Southeast Community Services, using a variety of funding sources funneled variously through the three partners. Another coordination success is the grant writing success of CFC in obtaining small vehicles for use by human service agencies, such as the van obtained by a CFC grant and then “leased” to Youth Advocates of Sitka for that agency’s programs. (In 2010, CFC’s grant writing will bring another vehicle to Sitka for Youth Advocates to use, and a vehicle for use in CFC’s own program for services to clients with developmental disabilities).

While these are excellent examples of coordination, the stakeholders who participated in this study indicated a willingness to continue to expand and enhance local efforts. The primary goal of

transportation providers in Sitka is to fill gaps in transportation services in an effort to improve the services for human services clients and the overall quality of life for Sitkans.

Initially, agencies should begin to track the cost of providing transportation for their consumers. Due to the nature of human services transportation, most of the agencies have had no prior reason to develop or track detailed information about their transportation expenses, because of the ways that client transportation is embedded in or closely linked to other client services provided by their programs.

Opportunities for improving the coordination of transportation services must nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately facilitating the desire to move and the actual movement of the participants toward a more coordinated approach to transportation and mobility throughout Sitka.

COORDINATED TRANSPORTATION GOALS AND PRIORITIES

Achieving coordinated transportation goals will take time, effort, and in most situations, additional funding. Therefore, it is recommended that the stakeholders consider the following goals and objectives as a starting point from where they can continue to improve human service agency and public transportation service. Continued discussion about potential coordination strategies and prioritizing coordinated transportation goals will be critical to refining a feasible implementation plan on which to base funding and service design decisions through 2015.

Preliminary principles on which Sitka's coordinated transportation service goals and strategies are based are as follows:

Principle #1: Maintain the successful services and transportation programs and reduce unnecessary gaps and duplications in transportation for older adults, individuals with disabilities, people with low-incomes, and the general public.

Principle# 2: Invest in programs and actions that improve community access to employment, health care, agency sponsored programs, and activities that improve the quality of life for Sitkans.

Principle# 3: Provide incentives for projects that emphasize coordination and collaboration.

Principle #4: Assure access, safety, and security for the mobility of individuals, groups, and stakeholders served.

Eight goals developed by local transportation stakeholders to build upon these founding principles for coordinated transportation are outlined below. Each goal is supported based on the input provided by participating organizations and the general public.

Goal #1: Improve Awareness of Public and Coordinated Transportation Opportunities and Establish a Shared Community Approach for Improving Transportation Service and Resource Management.

Goal #2: Create A Transportation Network to Encourage Coordination that Improves the Quality and Level of Service for Older Adults, Individuals with Disabilities, People with Low-Income, and the General Public.

Goal #3: Improve Quality of Human Service Agency and Public Transportation Service.

Goal #4: Share Resources and Skill Sets to the Highest Appropriate Level of Benefit for All Participating Organizations.

Goal #5: Enhance Transportation to Support Employment for People with Low-Incomes, Individuals with Disabilities, and the General Public.

Goal #6: Secure Adequate Support to Keep Up With the Increasing Costs of Sustaining Public Transportation Service.

Goal #7: Plan for Realistic Expansion Existing Public and Human Service Agency Transportation Service.

Goal #8: Increase and Improve Accessible Services for Individuals with Disabilities and People with Low-Incomes.

During the March 2010 public meeting the consulting team presented preliminary coordinated transportation objectives based on the needs assessment and outreach efforts. Stakeholders were asked to prioritize each of the objectives over the five-year planning horizon. Stakeholders who were not able to attend the meeting were invited to participate by responding to an email. Through this prioritization exercise, the study participants ranked coordinated transportation objectives in order of priority.

Two factors were considered when determining the appropriate level of priority for each objective and strategy. First, stakeholders prioritized strategies based on the perceived level of need. Second, transportation service providers evaluated the feasibility of implementing each strategy based on existing local capital and operating resources, funding, and facilities. Priorities are described below in terms of Immediate, short-term, mid-term, and long-term. Goals may be achieved through the stated objectives and strategies or through a newly devised strategy created by the local stakeholders.

Implementation priorities are based on current conditions and are subject to change. For example, strategies that are listed as immediate in this plan but lack sufficient staffing to support immediate implementation may be re-categorized as short- or long-term until appropriate staffing levels can realistically be achieved. Similarly, if funding for a long-term strategy is achieved sooner than expected, that strategy will be re-categorized and implemented sooner. Local human service

agencies and transportation providers are encouraged to re-evaluate objectives and *Implementation Strategies to be Explored* for feasibility on at least an annual basis.

OBJECTIVES AND IMPLEMENTATION STRATEGIES TO BE EXPLORED

The following sections outline the objectives and implementation strategies to be explored as local human service agencies and transportation providers work toward achieving the stated coordinated transportation goals and or refining them as appropriate to meet changing needs of the community.

Goal #1: Improve Awareness of Public and Coordinated Transportation Opportunities and Establish a Shared Community Approach for Improving Transportation Service and Resource Management.

Objective 1.1: Create a Coordinated Transportation Advisory Committee (CTAC) to become a forum and clearinghouse for local public transit and coordinated transportation issues, education, networking, and support.

Implementation Strategies to be Explored:

1.1.1: Request participation from key stakeholders to form a Coordinated Transportation Advisory Council (CTAC) for Sitka.

Priority: Immediate and on-going

Parties Responsible: All key human service agency and public transportation stakeholders select a representative of their organization to actively participate in the CTAC. The CTAC will be an advisory body for the coordinated transportation effort.

Staffing Implications: If hired, a mobility manager (MM) will take the lead in organizing the CTAC. (See 1.2.1 below.) Staff time is for the MM to prepare agendas and meeting notices. Staff time for all participating organizations for attending meetings.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership on Community RIDE or Care-A-van as members begin to work together and awareness of available services and unmet needs improves.

Performance Measures: CTAC is formed; and CTAC meetings held at least quarterly.

Potential Costs: If the CTAC is organized and led by the MM, funding will be required for the MM salary and office expenses. No additional funding required if CTAC is organized by an existing local organization and participating organizations volunteer to participate.

1.1.2: CTAC representatives should rotate responsibilities for attending agency, local, and state meetings where networking opportunities exist and where information on transportation can be presented.

Priority: Ongoing.

Parties Responsible: Members of the CTAC.

Staffing Implications: Stakeholders will be required to offer staff time to prepare presentations and outreach documentation, and attending meetings. Alternately, this task could be assigned to the MM.

Capital Requirements: None.

Ridership Implications: Potentially an increase in service as stakeholders become aware of and secure transportation grant funding that is available to support or expand local coordinated transportation goals.

Performance Measures: Develop a list of meetings where the Sitka coordinated transportation effort should be represented.
Number of meetings on the list that are attended each year.

Potential Costs: If staff time to attend meetings is volunteered, no additional funding required. Alternatively, if the MM attends all meetings, time dedicated for meetings would be included in his or her salary.

Objective 1.2: Establish a Framework for Coordinating Transportation Resources to Maximize the Capacity and Effectiveness of Existing Resources.

Implementation Strategies to be Explored:

1.2.1: Hire a Mobility Manager (MM). The CTAC and CFC should develop a detailed role and job description for the MM. CFC and CTAC members should agree upon the parameters of managing the MM as well as a system of performance evaluations to ensure that the MM remains an impartial coordinator and complies with reporting standards and performance benchmarks of the CTAC.

Priority: Short-Term.

Parties Responsible: CFC will hire and members of the CTAC will advise.

Staffing Implications: CFC will hire and directly supervise the MM.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership and productivity as the MM improves communication between stakeholder organizations.

Performance Measures: Find local match to hire a MM before the opportunity for Federal match goes away (match requirements are 20% local and 80% Federal).
MM is hired.

Potential Costs: Annual salary and fringes for a MM are estimated between \$40,000 and \$50,000. Additional expenses for a computer, phone, and office supplies will depend upon existing resources and where the MM is housed.

Applications for funding to support the MM must be reapplied for yearly and is, at this time, limited to maximum funding term of three (3) years for any community.

1.2.2: Develop Memorandums of Understanding (MOU)/Contracts with all human service agency, public, and private transportation service providers that are participating in the coordinated effort. The MOUs should include the specific coordination activities in which the organization will participate. All transportation providers should share trip schedules and vehicle availability (use the vehicle utilization chart in this document as a starting point). Seek to establish MOUs for sharing available vehicles or empty seats.

Priority/Implementation: Mid-Term.

Parties Responsible: The MM, after hiring, and local public, private, and human service agency transportation providers.

Staffing Implications: Staff time involved in preparing and negotiating MOUs.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership and productivity through shared schedules if empty seats are filled on existing trips.

Performance Measures: Number of MOUs/Contracts developed;
Number of agencies sharing schedules;
Dollars saved in bulk purchases; and
Number of shared rides;

Potential Costs: No additional costs. For some agencies new agreements to share trips could result in overall cost containment.

1.2.3: Develop a Community Client Screening Form for and develop a process for using it when establishing client information and determining eligibility and the most appropriate level of service to be provided (i.e., fixed route, curb-to-curb, stretcher).

Priority: Mid-Term.

Parties Responsible: The MM, after hiring, will be responsible for developing the screening form.

Staffing Implications: Staff time involved in reviewing and providing input into the form content and application.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership and productivity as clients are scheduled for the service most appropriate to their needs.

Performance Measures: Client Screening Form is created;
Number of Client Screening Forms completed per year; and,
Customer satisfaction.

Potential Costs: No additional costs.

1.2.4: Use existing Community RIDE or other websites to improve access to transportation information and services. Possibly develop a blog about unmet transportation needs. A blog is an effective way to share information with passengers and the community.

Priority: Long-Term.

Parties Responsible: MM, once hired, with guidance from STA, SESS, CFC and other CTAC members.

Staffing Implications: Staff time involved in setting up the website information, monitoring and responding to the blog, and updating the site.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership in response to improved access to information.

Performance Measures: Set-up webpage and blog;
 Number of hits on webpage;
 Number of new young riders (target high school students);
 Number of new riders on public transportation; and
 Improved access to community resources.

Potential Costs: Additional cost for website capability.

1.2.5: Educate the public about wheelchair accessibility of all Community RIDE fixed route buses and other human service agency vehicles.

Priority: Ongoing.

Parties Responsible: MM, if hired, and all CTAC participants.

Staffing Implications: Staff time for STA to work with the MM about public education opportunities.

Capital Requirements: None.

Ridership Implications: Potentially an increase in ridership on Community RIDE by individuals that require a wheelchair accessible vehicle.

Performance Measures: Develop outreach/educational materials about Sitka's accessible transportation partners;
 Number of materials distributed;
 Number of passengers using wheelchair accessibility features on vehicles;
 Number of trip requests for passengers who need a wheelchair accessible vehicle; and
 Improved access to community resources.

Potential Costs: No additional costs.

Goal #2: Create A Transportation Network to Encourage Coordination that Improves the Quality and Level of Service for Older Adults, Individuals with Disabilities, People with Low-Income, and the General Public.

Objective 2.1: Investigate new possibilities of coordinating human service agency and public transportation.

Implementation Strategies to be Explored:

2.1.1: Explore feasibility of creating a One-Stop Information Center for Transportation in Sitka.

| | |
|-------------------------|--|
| Priority: | Short-Term. (Center potentially could develop into a consolidated scheduling/dispatching center in the Long-Term.) |
| Parties Responsible: | As the lead transportation providers in the area, CFC, SESS, and STA should take the lead on this effort. SESS or STA will take the lead in evaluating the appropriate location for the center and CFC will provide guidance and support. The MM, if hired, will assist with the effort. |
| Staffing Implications: | Staff time involved in exploring feasibility of the information center, and (if feasible) creating policies and the actual informational database for call takers to use. |
| Capital Requirements: | If determined to be feasible, the information center could be housed at an existing facility. Community RIDE and Care-A-Van programs have experienced staff for call taking and explaining the specifics of transportation services. |
| Ridership Implications: | Potentially an increase in ridership and productivity through improved and simplified access to information. |
| Performance Measures: | Capital and operating requirements estimated; Feasibility of information center studied; Number of agencies that agree to share program information with the information center; |
| Potential Costs: | Time associated with exploring the feasibility. |

2.1.2: Create policies, procedures, and guidelines for sharing information through the one-stop center.

- Priority: Long-Term (following completion of 2.1.1).
- Parties Responsible: As the lead transportation providers in the area, CFC, SESS, and STA should take the lead on this effort. MM, if hired, will assist with the effort.
- Staffing Implications: Staff time involved in creating and negotiating policies and procedures. Sample policies and procedures should be reviewed from other successful call centers.
- Capital Requirements: None.
- Ridership Implications: Policies and procedures are intended to protect the rider. As rider satisfaction improves, ridership on public transportation services could increase.
- Performance Measures: Policies and procedures negotiated and adopted;
Policies and procedures printed and made available to participating agencies.
- Potential Costs: Staff time and planning funds will be required. The cost depends upon the scope of effort decided upon by responsible parties.

2.1.3: Compile a database of agencies, public, and private organizations that provide transportation that includes eligibility requirements, hours of service, level of assistance provided to the passenger, and driver training. Information included in Chapter III should be used as a starting point.

- Priority: Long-Term.
- Parties Responsible: MM, if hired.
- Staffing Implications: Staff time involved in creating and updating the database. All agencies will be required to support the MM as he or she updates the information included in the database.
- Capital Requirements: None.

Ridership Implications: Sharing information about eligibility and availability will improve the options for riders and reduce gaps in service.

Performance Measures: Database is created and completed; and,
Database information is 100% current.

Potential Costs: Salary for MM is included in the cost for this strategy.

Goal #3: Improve Quality of Human Service Agency and Public Transportation Service.

Objective 3.1: Advocate for the state to implement a statewide training program for public and human service agency drivers.

Implementation Strategies to be Explored:

3.1.1: Develop a list of mandatory training requirements that agencies could use. A suggested list of required training is as follows:

- OSHA Bloodborne Pathogens
- Passenger sensitivity/diversity training
- Customer service/dealing with difficult passengers
- Wheelchair securement training
- Defensive driving
- Accident/incident procedures
- Vehicle evacuation procedures
- First aid/CPR
- Pre-trip inspection procedures
- Safety and security
- Substance abuse awareness
- Radio or cell phone procedures
- HIPPA training
- Child safety seat procedures

Priority: Short-Term and Ongoing.

Parties Responsible: CTAC members should designate a representative to advocate to Alaska DOT for a training program.

Staffing Implications: Staff time involved to attend meetings, conduct outreach to the state, and participate in transportation advocacy and professional groups that could be used as an educational resource for

developing the training program (i.e., Easter Seals Project Action, Alaska Mobility Coalition, CTAA, and APTA).

- Capital Requirements: None.
- Ridership Implications: Potentially an increase in ridership for local transportation providers as quality of service improves.
- Performance Measures: Advocacy strategy is developed;
Local representative(s) designated to advocate for training;
Develop a recommendation for how the statewide program should be implemented and staffed;
Number of opportunities to advocate for training realized;
Expand the list of suggested training programs; and,
Provide the Alaska DOT with a list of suggested training.
- Potential Costs: There is no additional cost to advocate for a training program. Training may reduce insurance premiums, however, insurance agencies should be contacted concerning training discounts. Rural Training grants funds from may be available.

3.1.2: Develop a training schedule so that all local participating transportation providers can take advantage of the new statewide training program for new hires and existing employees. Training may take place after business hours or on weekends.

- Priority: Mid-Term.
- Parties Responsible: CTAC should designate a lead agency to schedule and coordinate training.
- Staffing Implications: Staff time involved scheduling and coordinating training.
- Capital Requirements: None.
- Ridership Implications: Potentially an increase in ridership as quality of service improves.
- Performance Measures: All training sessions offered; and
Number of organizations that participate.
- Potential Costs: Costs associated with staff time to arrange the training program.

Goal #4: Share Resources and Skill Sets to the Highest Appropriate Level of Benefit for All Participating Organizations.

Objective 4.1: Seek Opportunities to Share Maintenance Facilities and Specialized Technicians.

Implementation Strategies to be Explored:

4.1.1: Develop formal agreements to coordinate the use of the planned STA transit maintenance facility and mechanic.

| | |
|-------------------------|--|
| Priority: | Long-Term. |
| Parties Responsible: | STA should take the lead. |
| Staffing Implications: | None. |
| Capital Requirements: | None. (Facility planned) |
| Ridership Implications: | None. |
| Performance Measures: | Number of organizations utilizing the facility; Number of road calls; Amount of maintenance costs; Number of major repairs; |
| Potential Costs: | Costs associated with operating a maintenance program could be shared with coordinating organizations. |

Objective 4.2: Explore Joint Purchasing Opportunities.

Implementation Strategies to be Explored:

4.2.1: Develop joint purchasing for maintenance (i.e., tires, preventive maintenance services, and supplies).

| | |
|----------------------|---|
| Priority: | Mid-Term. |
| Parties Responsible: | CTAC subcommittee should be created to support CFC in gathering information for joint purchasing agreements to benefit local providers. |

Staffing Implications: Staff time for investigating opportunities and developing agreements.

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: Number of joint purchasing ventures;
Amount of funding saved through joint purchasing;

Potential Costs: There is a potential savings for some organizations but possibly at the cost of other organizations that will need to plan and be flexible in the time and amount of each purchase.

4.2.2: Continue to coordinate grant-writing activities for access to transportation resources of all types: planning, administration, operating, and capital.

Priority: Ongoing.

Parties Responsible: A CTAC subcommittee of experienced grant-writers and program administrators should support CFC in exploring grant opportunities and writing transportation related grants.

Staffing Implications: Staff time for investigating opportunities and developing grant applications and eligible programs.

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: Number of joint grant-writing activities; and,
Amount of funding received through joint grant-writing opportunities.

Potential Costs: Costs are associated with staff time.

Objective 4.3: Share existing wheelchair accessible vehicles among participating agencies.

Implementation Strategies to be Explored:

4.3.1: Utilize human service agency vehicles to provide demand response transportation between hospitals, agency programs, and the airport/ferry terminal when those vehicles

are not otherwise in operation. Under this strategy, stakeholder agency staff/drivers would rotate the responsibility for providing the trips on a predetermined schedule. For example, one agency's driver might be available on Mondays, Wednesdays, and Fridays while another agency will offer a driver/vehicle on Tuesdays and Thursdays.

| | |
|-------------------------|---|
| Priority: | Short-Term and Ongoing. |
| Parties Responsible: | Participating agencies that have vehicles and drivers should develop an agreement to provide transportation. |
| Staffing Implications: | A MM, after hire, would lead the effort to finalize a schedule and sharing agreement that meets the requirements/policies of all partnering organizations. |
| Capital Requirements: | None. Existing vehicles should be utilized. |
| Ridership Implications: | Potential for increased ridership for participating organizations. |
| Performance Measures: | Formal sharing/lease agreements are established; Marketing materials are developed and distributed; Number of trips provided; and, Quality of life for eligible individuals. |
| Potential Costs: | Sharing trips and vehicles when they would otherwise not be in use is likely to result in a new revenue source for the organization that is providing the trip. The amount of revenue/expense will depend upon the frequency of service provided. |

Goal #5: Enhance Transportation to Support Employment for People with Low-Incomes, Individuals with Disabilities, and the General Public.

Objective 5.1: Educate businesses about transportation incentives.

Implementation Strategies to be Explored:

5.1.1: Invite local employers to form a committee to discuss employment transportation needs, gaps, and opportunities. Human service agencies and public transportation providers should lead committee discussions with a format that encourages information sharing and open conversations about potential services to improve employment transportation opportunities

| | |
|-------------------------|--|
| Priority: | Long-Term and Ongoing. |
| Parties Responsible: | The MM or a member of the CTAC should lead the effort to invite employers to actively participate in the committee and attend meetings. |
| Staffing Implications: | MM and stakeholders staff time involved in attracting employers to join the meeting and educating them about transportation opportunities. |
| Capital Requirements: | None. |
| Ridership Implications: | Public transit could potentially experience an increase in demand for employment transportation. |
| Performance Measures: | Number of employers invited to participate; and Number of participating employers. |
| Potential Costs: | Outreach expenses will depend upon actual selected approach to activities and could be very minimal to include staff time and meeting hand-outs. |

5.1.2: Promote the use of employer/employee tax benefits as an incentive for employees to ride public transit to work and for employer contribution of employee transportation costs. The Federal government offers income tax incentives for employers that subsidize public transportation for employees and for employees that use public transportation to travel to work.

| | |
|-------------------------|---|
| Priority: | Long-Term and Ongoing. |
| Parties Responsible: | The MM or a member of the CTAC should lead the effort to educate employers. |
| Staffing Implications: | Staff time involved outreach and education. Members of the CTAC will participate in the ongoing education and outreach process. |
| Capital Requirements: | None. |
| Ridership Implications: | Public transit could potentially experience an increase in demand for employment transportation. |

Performance Measures: Number of employers contacted or otherwise provided with information about the benefits; and
Number of participating employers.

Potential Costs: Employers can exclude the value of any “de minimis” transportation benefit provided to an employee from the employee’s wages. A transit pass is a qualified transportation benefit. Additional information is provided by the IRS and can be found at http://www.irs.gov/publications/p15b/ar02.html#en_US_publink1000193740

Objective 5.2: Study the feasibility for implementing affordable and convenient transportation to major employment sites including Sawmill Industrial Park, with an emphasis on providing employment transportation, and with a schedule that supports non-traditional shift work.

Implementation Strategies to be Explored:

5.2.1: Analyze the potential to implement a seasonal employer provided shuttle/feeder service between Whale Park and Sawmill Industrial Park. The shuttle will operate on a demand-response basis to connect with the Community RIDE stop at Whale Park. Shuttle service will give passengers the freedom to travel throughout the community on Community RIDE and to/from Sawmill Industrial Park on the employer provided shuttle. (seasonal)

Priority: Mid-Term.

Parties Responsible: Employers at Sawmill Industrial Park and SEDA should take the lead with planning support from Community RIDE and CFC.

Staffing Implications: Employer shuttle will require a part-time, seasonal driver.

Capital Requirements: One minivan or 15-passenger vehicle.

Ridership Implications: Community RIDE could potentially experience an increase in ridership to/from Whale Park.

Performance Measures: Cost-benefit analysis completed for employee shuttle service;
Potential funding sources for employee shuttle service identified;
Projected number of trips that would be provided per year;

Potential Costs: Staff time from STA to study the feasibility for the employee transportation service and identifying potential funding sources.

Transportation operating costs for the service will vary depending on the hours and days of operation. Local government revenues could fund this expansion.

Alternatively (or as a back-up), a Section 5310 vehicle could be utilized for these trips when it is not otherwise in use for its primary trip purposes. The vehicle can be shared by other organizations for use during the off-season. Operating costs would vary depending upon the hours/days of service.

5.2.2: Study feasibility of implementing a [circulator route](#) that includes stops at employment locations and child care facilities during peak commuting hours. The route will operate with advance reservations only.

| | |
|-------------------------|--|
| Priority: | Mid- to Long-Term. |
| Parties Responsible: | STA will be responsible for estimating demand for service and potential stop locations/schedule. MM will provide support in estimating need and potential demand. |
| Staffing Implications: | STA staff time will be required to complete the feasibility study. If implemented, the circulator route could be provided with existing staff from participating organizations. The route will operate during limited hours, which are before and after peak service hours for most human service agencies. |
| Capital Requirements: | None. Utilize a Section 5310 vehicle for the route when it is not being utilized by coordinating agencies. The agencies could rotate responsibility for operating (or letting another agency driver their vehicle) on a monthly or bi-monthly basis so that no single agency is over-burdened with the responsibility. |
| Ridership Implications: | If feasible, the route is a service expansion that will lead to increased ridership on the coordinated program. |
| Performance Measures: | Circulator service planned; Organizations agree to share a vehicle for the service; Outreach to employers and child care centers is completed to estimate demand; Funding to operate service secured; and Number of riders per hour after implementation; |

Number of individuals who are able to gain and maintain employment due to access to transportation; and Client satisfaction.

Potential Costs: If determined feasible, transportation operating costs will vary depending on the hours and days of operation.

5.2.3: Study the feasibility of implementing a carpool/vanpool program for low-income parents taking children to child care centers before work.

Priority: Mid-to Long-Term.

Parties Responsible: CTAC members that work with individuals and families with low-incomes, CFC, local employers, and child care centers should provide information to the MM. MM will determine level of demand and cost-benefit of implementing the program.

Staffing Implications: Staff time to study and plan the program and secure grant funding to support it. If feasible, staff time would be required to coordinate carpool participants. The carpool program should be administered by a participating organization (to be determined). After set-up, administration is low-maintenance.

Capital Requirements: The number of vehicles for the program will depend upon the level of participation. Technology required for the carpool database may apply; however, a Microsoft Excel™ spreadsheet will be sufficient at first.

Ridership Implications: A carpool/vanpool program will result in more transportation opportunities.

Performance Measures: Carpool/Vanpool program evaluated and planned;
Funding for vehicle and operation of the program secured;
Guidelines for participation in the program defined;
Demand projected; and
Number of participants after implementation;
Number of individuals who are able to gain and maintain employment due to access to transportation; and
Client satisfaction.

Potential Costs: If determined to be feasible, transportation operating costs will vary depending on the hours and days of operation.

5.2.4: Explore funding opportunities to create a voucher program that partially subsidizes rides to work related activities on taxi service or public transit. Local human service agency stakeholders would subsidize the cost of a trip for individuals with low-incomes.

- Priority: Mid- to Long-Term.
- Parties Responsible: CTAC members that work with individuals and families with low-incomes, CFC, STA, SESS, local employers, and taxi companies.
- Staffing Implications: Staff time to plan the program and secure grant funding to support it. After set-up, administration of the program should be managed through STA, CFC, or SESS. The MM, if hired, can assist with administration and planning of the program.
- Capital Requirements: None.
- Ridership Implications: Potential for increased ridership for taxi companies.
- Performance Measures: Administration of the program planned;
Funding for administration secured;
Local funding to purchase vouchers secured;
Number of vouchers provided after implementation;
Number of individuals who are able to gain and maintain employment due to access to transportation; and
Client satisfaction.
- Potential Costs: Subsidy for purchasing the vouchers must come from local sources.

Goal #6: Secure Adequate Support to Keep Up With the Increasing Costs of Sustaining Public Transportation Service.

Objective 6.1: Create opportunities to support existing public transportation service.

Implementation Strategies to be Explored:

6.1.1: Use a Community RIDE bus at local events and fairs and invite people to come on board and take a tour. Opportunities such as community fairs, 'stuff the bus' (with donated food) for a charity event, or 'christening a new vehicle' are potential opportunities to demonstrate the vehicle to the public.

Priority: Immediate and Ongoing.

Parties Responsible: STA.

Staffing Implications: Staff time to offer tours on the vehicles and provide information to the public during events.

Capital Requirements: None.

Ridership Implications: Potential increase in new riders.

Performance Measures: Number of events attended;
 Number of people who tour the vehicle or receive information;
 Number of brochures and informational materials distributed during events;
 Number of new riders on fixed route service; and,
 Customer/Passenger Satisfaction.

Potential Costs: Costs for developing marketing materials will be incurred. Costs could be as low as \$500 or higher, depending upon printing requirements and costs.

6.1.2: Develop outreach activities with a focus on attracting new riders to fixed route service. Examples could be appropriate marketing strategies for youth and young adults (i.e., websites, facebook, presentations at school, or ride public transit as a school project').

Priority: Immediate and Ongoing.

Parties Responsible: STA, CFC, and SESS.

Staffing Implications: Staff time to develop and deploy campaign.

Capital Requirements: None.

Ridership Implications: Increase in new riders.

Performance Measures: Number of new media approaches deployed;
 Number of new riders on fixed route service; and,
 Customer/Passenger Satisfaction.

Potential Costs: Costs for developing marketing materials and new media outlets will be incurred.

Goal #7: Plan for Realistic Expansion Existing Public and Human Service Agency Transportation Service.

Objective 7.1: Identify transportation providers (for profit and/or non-profit) willing and able to provide additional transportation service on Saturdays.

Implementation Strategies to be Explored:

7.1.1: Use the research initiated in this study and expand it to document demand for Saturday hours of transportation service. Emphasis is placed on transportation demands from older adults, individuals with disabilities, and people with low incomes.

| | |
|-------------------------|--|
| Priority: | Mid-to Long-Term. |
| Parties Responsible: | STA, CFC, and SESS. |
| Staffing Implications: | Staff time to collect and analyze data. |
| Capital Requirements: | None. |
| Ridership Implications: | None. |
| Performance Measures: | Data collected provides relevant information about local transportation demand; and, Data is collected and presented within a pre-determined timeframe. |
| Potential Costs: | Costs for completing the study will be incurred. |

7.1.2: Based on research conducted in 7.1.1, identify the potential for creating some type of Saturday demand response service for the general public, through flexing the RIDE's fixed routes with some diversion capacity or expanding and then opening the demand-response service that is provided by SESS for older adults to the general public. The lead agency must be a public transportation provider, but new service structures may be provided through a formal contract agreement with another provider. The contract must include the [fully allocated cost](#) for service.

| | |
|----------------------|---|
| Priority: | Mid-Term. This opportunity received high ratings from stakeholders for implementing immediately, however, this service would likely take up to two years to study, fund, and implement. |
| Parties Responsible: | STA, CFC, SESS, and other CTAC members. |

Staffing Implications: Staff time for responsible parties will be required.

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: An organization is identified to provide the Saturday service; Fully allocated costs are identified; Contract agreements are established at the fully allocated cost; and, Funding sources for the expansion are identified.

Potential Costs: Expenses associated with staff time apply.

7.1.3: Explore possible local funding sources and select an eligible applicant to apply for funding to expand demand response service, at least for Saturdays.

Priority/Implementation: Mid- to Long-Term. This opportunity received high ratings from stakeholders for implementing immediately, but would need to follow 6.1. Sections 1 and 2.

Parties Responsible: Eligible applicant and service provider(s).

Staffing Implications: None.

Capital Requirements: Possibility for using existing vehicles for the Saturday service should be explored by preparing an analysis of vehicle utilization from all participating providers (see Chapter III). If new vehicles are required, explore the possibility of applying for Section 5310 (20% local match is required).

Ridership Implications: None.

Performance Measures: Local match secured; and Grant application submitted. Contract agreements are established; at the fully allocated cost.

Potential Costs: Costs to be determined by the aspects of the planned service expansion.

Objective 7.2: Supplement the existing Sunday transportation operated by SESS for older adults and individuals with disabilities.

Implementation Strategies to be Explored:

7.2.1: Discuss an agreement between Community RIDE and SESS for the Senior Center to operate a larger Community RIDE vehicle or an additional small vehicle on Sundays to accommodate the high demand for transportation to religious services. The Senior Center is currently unable to meet demand with the smaller vehicles owned by the Senior Center.

Priority: Short-Term. Discussions should take place in the short-term. Implementation is dependent upon funding and may not be realized until the long-term unless additional local funding is provided.

Parties Responsible: STA, CFC, and SESS

Staffing Implications: None.

Capital Requirements: No additional capital requirements.

Ridership Implications: SESS will increase the number of trips provided on Sundays.

Performance Measures: Formal lease/vehicle sharing agreement is established;
Number of trips provided on Sundays;
Revenue generated from fares collected on Sundays (if applicable);
and
Customer satisfaction

Potential Costs: Cost for operating a larger vehicle will depend upon the hours of operation and miles driven.

Objective 7.3: Explore the possibility of expanded hours of public transit service on weekdays.

Implementation Strategies to be Explored:

7.3.1: Study the feasibility to implement demand response transportation on weekdays between 6:30 PM and 7:30 PM. As ridership increases to at least seven passengers per hour, the mode of service could change to [point deviation](#). (Fixed route service would require complementary paratransit but point deviation does not.) If demand is appropriately documented and funding is secured, expand service to extend from 6:30 PM to at least 10:00 PM.

| | |
|-------------------------|--|
| Priority: | Short-Term. Expand hours to 7:30 PM within 1 year. Long-Term. Expand hours to 10:00 within 1 to 5 years. |
| Parties Responsible: | STA, CFC, and SESS. Service provider could be a private, public, or non-profit operator. |
| Staffing Implications: | Additional part-time drivers and a scheduler/dispatcher on-duty during all operating hours. |
| Capital Requirements: | No additional capital requirements if existing human service agency or public transit vehicles can be coordinated. However, existing vehicles may need to be replaced more frequently due to increased operation. |
| Ridership Implications: | Ridership for the service provider will increase. |
| Performance Measures: | Determine the most appropriate operator for the service; Identify size of vehicle appropriate to meet demand; Number of trips provided during evenings; Number of no-shows; Number of passengers who are able to maintain employment; and, Customer satisfaction. |
| Potential Costs: | Expenses will be determined based on administrative expenses, hours and level of service provided. |

7.3.2: Explore the possibility to provide transportation options for youth to go home from afterschool activities and other programs on weekday evenings. Potentially, the service could be provided through vouchers on available transportation services that are operating in evenings, or operated directly by a public or non-profit agency. There is a potential for coordinated use of the new Community Schools or SNEP vehicles for other afterschool programs (i.e., Boys and Girls Club).

| | |
|------------------------|---|
| Priority: | Mid-Term. |
| Parties Responsible: | STA, CFC, and SESS. Service provider could be a private, public, or non-profit operator. |
| Staffing Implications: | Additional part-time drivers and a scheduler/dispatcher on-duty during all operating hours. |

- Capital Requirements: No additional capital requirements. However, existing vehicles may need to be replaced more frequently due to increased operation.
- Ridership Implications: Ridership for the service provider will increase.
- Performance Measures: Determine the most appropriate operator for the service;
Determine cost-benefit and feasibility of a voucher program compared to directly providing service;
Number of trips provided for youth after afterschool activities;
Number of no-shows; and,
Customer satisfaction.
- Potential Costs: Expenses will be determined based on administrative expenses, hours and level of service provided.

Objective 7.4: Plan for increasing the frequency and number of locations served by Community RIDE fixed route.

Implementation Strategies to be Explored:

7.4.1: Explore the potential to expand frequency of service to have a vehicle that stops at each of the existing bus stops every 30-minutes for the Red Line and Blue Line.

- Priority: If funding were available, this would be a short-term priority. Funding is not currently available for the expansion.
- Parties Responsible: STA and CFC.
- Staffing Implications: Two full-time or part-time drivers will be required to operate the higher frequency.
- Capital Requirements: Two additional transit vehicles required for the Red and Blue Lines.
- Ridership Implications: Potential for increased ridership due to more convenient service.
- Performance Measures: Passengers per hour on Red and Blue Line after implementation;
and
Passenger satisfaction.
- Potential Costs: Funding opportunities could include Section 5311, and potentially 5316 if the expansion of service for ADA eligible individuals and/or individuals with low-incomes for access to employment related

services. Local match is required (50% operating and 20% capital). However, because CFC, on behalf of Sitka, already receives its “share” of the State of Alaska formula funds under Section 5311, this expansion would probably require complete funding from local government revenue funds.

Objective 7.5: Improve accessibility to bus shelters for fixed route stops.

Implementation Strategies to be Explored:

7.5.1: Seek funding to expand the number of accessible bus shelters along Community RIDE fixed routes.

| | |
|-------------------------|---|
| Priority: | Mid-Term and Ongoing until shelters are procured. |
| Parties Responsible: | STA. |
| Staffing Implications: | Staff time must be dedicated to the project. |
| Capital Requirements: | None. |
| Ridership Implications: | Potential for increased ridership from individuals with disabilities due to improved access to Community RIDE routes. |
| Performance Measures: | Number of boardings and alightings at new bus stops; and Number of passengers with disabilities on Community RIDE. |
| Potential Costs: | Staff time involved. |

Objective 7.6: Evaluate the benefits and consequences of replacing the existing fixed route service with a new curb-to-curb transportation program for the general public that operates on a demand-response basis and requires advance reservations.

Implementation Strategies to be Explored:

7.6.1: Conduct a cost/benefit analysis and feasibility study/evaluation for general public demand response transportation to replace the existing fixed route service. Strongly consider the potential public reaction if fixed route service is replaced with advance reservation, demand-response service. With the history of Community RIDE, Sitkans initially may not accept demand-response service.

| | |
|-----------|-----------------------|
| Priority: | Mid-Term and Ongoing. |
|-----------|-----------------------|

Parties Responsible: CFC, STA, or SESS are the most likely lead parties.

Staffing Implications: Staff time to conduct the study and evaluation.

Capital Requirements: None.

Ridership Implications: None.

Performance Measures: Quality study completed; and
Appropriateness of study conclusions.

Potential Costs: Costs associated with conducting the study apply.

Goal #8: Increase and Improve Accessible Services for Individuals with Disabilities and People with Low-Incomes.

Objective 8.1: Remove the gap for non-emergency stretcher service.

Implementation Strategies:

8.1.1: Continue to search for funding to operate at least one vehicle equipped for non-emergency stretcher service.

Priority: Ongoing.

Parties Responsible: CTAC members.

Staffing Implications: One part-time driver may be needed to operate the service, depending upon the scope of service offered.

Capital Requirements: None. Sitka has an ARRAS grant, which might be used to purchase a stretcher-equipped vehicle. However, that grant will expire in late 2011, and if CFC and STA have not found an operating funding source, the vehicle will not be purchased. Therefore in 3 to 5 years, there would be a capital requirement; by that time, it would be about \$60,000.

Ridership Implications: Individuals who need stretcher service will utilize the vehicle. Currently, no stretcher service is available.

Performance Measures: Coordination partners discuss opportunities to fund the service;

Operating funds established;
Service policies created;
Service implemented on the street;
Number of passenger trips per year; and,
Cost per trip.

Potential Costs: Operating costs to be determined based on staffing level and hours of operation.

Objective 8.2: Continue to seek capital and operating funding for cost effective, energy efficient methods to meet specialized transportation needs of particular human service agencies, for persons with disabilities or persons in the low-income category.

Implementation Strategies to be Explored:

8.2.1: Seek funding to purchase a small fleet of small vehicles for human service agencies rather than purchasing a large van or cutaway to provide a trip that could be safely and comfortably provided with a smaller, more efficient vehicle.

Priority: Short-Term.

Parties Responsible: CFC, SESS, STA, and local human service agencies.

Staffing Implications: Staff time required to explore funding opportunities and submit grant applications.

Capital Requirements: The Sitka community would work with local agencies to purchase replacement vehicles or supplement existing fleets as necessary with smaller vehicles.

Ridership Implications: More appropriate use of vehicles (smaller vehicles for trips with a few passengers and larger vehicles for more passengers) will increase capacity and allow all providers to provide efficient service for riders.

Performance Measures: Identify funding to purchase small vehicles; and,
Determine the most appropriate size vehicle mix to meet needs.

Potential Costs: Cost for purchasing vehicle(s) to be determined based upon the type of vehicle(s) required.

8.2.2: Develop a program for purchasing and operating a 'pool' of vehicles dedicated for transportation to and from child care centers for individuals and families in the low income category.

| | |
|-------------------------|---|
| Priority: | Mid-Term. Funding must be identified. |
| Parties Responsible: | CFC will be responsible for working with child care centers and families with low incomes to estimate demand for the program. MM will provide support in estimating need and potential demand. |
| Staffing Implications: | CFC staff time will be required to complete the study and seek funding sources to support the program. If implemented, the program could be provided with existing staff from participating organizations. |
| Capital Requirements: | It is likely that this strategy will require purchase of additional vehicle(s) and child car seats. |
| Ridership Implications: | If feasible, the service will fill a current gap in transportation opportunities for families that do not have a personal automobile. |
| Performance Measures: | Service demand estimated and projected; Capital funding for vehicles identified; Operating and administrative funding for the program identified and secured; Number of riders per hour and cost per hour after implementation; Number of individuals who are able to gain and maintain employment due to access to transportation; and Client satisfaction. |
| Potential Costs: | If determined feasible, capital and operating costs will vary depending on the hours and days of operation. |

TABLE

VI. FUNDING REQUIREMENTS AND REFERENCE TABLE

The following table outlines the strategies and objectives outlined in this plan. The table includes all goals, objectives and strategies, and designates those strategies that are potentially eligible for implementation with the assistance from local government, and a grant from the Transportation for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316), or New Freedom (Section 5317). However, funding resources are very competitive and opportunities may be limited. Many special funding pools that support public transportation, such as New Freedom, must be competitively rebid on an annual basis, or are restricted to a “start up” function for one to three years. Therefore, the local community would need to consider carefully whether it could sustain operation of a service expansion or new service after the time-limited funding expires.

Some of the recommended coordinated transportation strategies do not require additional funding or are not eligible for funding through the above noted federal programs, in those cases, none of the funding boxes are marked.

It is important to note that all strategies that require funding will be possible only with additional local funding from the local government and non-DOT Federal programs (i.e., Medicaid, Older Americans Act, TANF). Page numbers are provided in Exhibit VI.1 for quick reference to detailed information of each objective.

The implementation timeframe for each strategy ranges from the date of this report through 2015 and is based on stakeholder desire to implement the strategy as well as the financial feasibility of the program. Some programs may be highly desirable by stakeholders but not feasible without additional support from local funders.

The actual implementation timeframes will be adjusted based on achieving the necessary fiscal and staffing levels to implement and sustain the new services. It is noted that the CTAC should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed. For example, replacement vehicles through the Section 5310 program (to replace previous or future granted vehicles) should be included in updates to this document, as appropriate.

| Goal #1: Improve Awareness of Public and Coordinated Transportation Opportunities and Establish a Shared Community Approach for Improving Services and Resource Management. | | | | Funding Requirements and/or Eligibility | | | |
|---|--|--|-----------------------|---|-----------------------------|-------------------------------------|--------------------|
| Page Number | Objective & Strategy Identification Number | Objective/Strategy Description | Priority | Local Cash Funding | Specialized Vehicles (5310) | Job Access & Reverse Commute (5316) | New Freedom (5317) |
| V-4 | 1.1 | Create a Coordinated Transportation Advisory Committee (CTAC) to become a forum and clearinghouse for transportation issues. | | | | | |
| V-4 | 1.1.1 | Request participation from key stakeholders to form a Coordinated Transportation Advisory Council (CTAC) for Sitka. | Immediate and Ongoing | | | | |
| V-5 | 1.1.2 | CTAC representatives should rotate responsibilities for attending agency, local, and state meetings where networking opportunities exist and where information on transportation can be presented. | Ongoing | | | | |
| V-5 | 1.2 | Establish a Framework for Coordinating Transportation Resources to Maximize the Capacity and Effectiveness of Existing Resources. | | | | | |
| V-5 | 1.2.1 | Hire a Mobility Manager (MM). | Short-Term | X | | X | X |
| V-6 | 1.2.2 | Develop Memorandums of Understanding (MOU)/Contracts with all participating human service agency, public, and private transportation service providers. | Mid-Term | | | X | X |
| V-7 | 1.2.3 | Develop a Community Client Screening Form. | Mid-Term | | | | |
| V-7 | 1.2.4 | Use existing Community RIDE or other websites to improve access to transportation information and services. Include a blog about unmet transportation needs. | Long-Term | | | X | X |
| V-8 | 1.2.5 | Educate the public about wheelchair accessibility of all Community RIDE fixed route buses and other human service agency vehicles. | Ongoing | X | | X | X |
| Goal #2: Create A Transportation Network to Encourage Coordination that Improves the Quality and Level of Service for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public. | | | | | | | |

| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
|---|---|---|--|---------------------------|------------------------------------|--|---------------------------|
| V-9 | 2.1 | Investigate new possibilities of coordinating human service agency and public transportation. | | | | | |
| V-9 | 2.1.1 | Explore feasibility of creating a one-stop information center for transportation in Sitka. | Short-Term Explore. Long-Term Implement. | X | | X | X |
| V-10 | 2.1.2 | Create policies, procedures, and guidelines for assigning trips through the call center. | Long-Term | X | | X | |
| V-10 | 2.1.3 | Compile a database of agencies, public, and private transportation providers. | Long-Term | X | | X | |
| Goal #3: Improve Quality of Human Service Agency and Public Transportation Service. | | | | | | | |
| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
| V-11 | 3.1 | Advocate for the state to implement a statewide training program for public and human service agency drivers. | | | | | |
| V-11 | 3.1.1 | Develop a list of mandatory training requirements that agencies could use. | Short-Term and Ongoing | | | | |
| V-12 | 3.1.2 | Develop a training schedule so that all local participating transportation providers can take advantage of opportunities. | Mid-Term | X | | | |
| Goal #4: Share Resources and Skill Sets to the Highest Appropriate Level of Benefit for All Participating Organizations. | | | | | | | |

| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
|--|---|--|------------------------|---------------------------|------------------------------------|--|---------------------------|
| V-13 | 4.1 | Seek Opportunities to Share Maintenance Facilities and Specialized Technicians. | | | | | |
| V-13 | 4.1.1 | Develop formal agreements to coordinate the use of the planned STA transit maintenance facility and mechanic. | Long-Term | | | | |
| V-13 | 4.2 | Explore Joint Purchasing Opportunities. | | | | | |
| V-13 | 4.2.1 | Develop joint purchasing for maintenance (i.e., tires, preventive maintenance services, and supplies). | Mid-Term | | | | |
| V-14 | 4.2.2 | Continue to coordinate grant-writing activities for access to transportation resources. | Ongoing | | | | |
| V-14 | 4.3 | Share existing wheelchair accessible vehicles among participating agencies. | | | | | |
| V-14 | 4.3.1 | Utilize human service agency vehicles to provide demand response transportation between hospitals, agency programs, and the airport/ferry terminal when those vehicles are not otherwise in operation. | Short-Term and Ongoing | X | X | X | X |
| Goal #5: Enhance Transportation to Support Employment for People with Low-Incomes, Individuals with Disabilities, and the General Public. | | | | | | | |
| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
| V-15 | 5.1 | Educate businesses about transportation incentives. | | | | | |
| V-15 | 5.1.1 | Invite local employers to form a committee to discuss employment transportation needs, goals, and opportunities | Long-Term and Ongoing | X | | X | |

| | | | | | | | |
|---|---|--|-----------------------|---------------------------|------------------------------------|--|---------------------------|
| V-16 | 5.1.2 | Promote the use of employer/employee tax benefits as an incentive for employees to ride public transit to work and for employer contribution of employee transportation costs. | Long-Term and Ongoing | X | | X | |
| V-17 | 5.2 | Study the feasibility for implementing affordable and convenient transportation to major employment sites. | | | | | |
| V-17 | 5.2.1 | Analyze the potential to implement a seasonal employer provided shuttle/feeder service between Whale Park and Sawmill Industrial Park. | Mid-Term | X | X | X | |
| V-18 | 5.2.2 | Study feasibility of implementing a <u>circulator route</u> that includes stops at employment locations and child care facilities during peak commuting hours. | Mid- to Long-Term | X | X | X | X |
| V-19 | 5.2.3 | Study the feasibility of implementing a carpool/vanpool program for low-income parents taking children to child care centers before work. | Mid- to Long-Term | X | X | X | |
| V-20 | 5.2.4 | Explore funding opportunities to create a voucher program that partially subsidizes rides to work related activities on taxi service or public transit. | Mid- to Long-Term | X | | X | |
| Goal #6: Secure Adequate Support to Keep Up with Increasing Costs of Sustaining Public Transportation Service. | | | | | | | |
| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
| V-20 | 6.1 | Create opportunities to support existing public transportation service | | | | | |
| V-20 | 6.1.1 | Encourage ridership by using a Community Ride bus at local events and fairs and invite people to take a tour. | Immediate and Ongoing | X | | X | |
| V-21 | 6.1.2 | Develop outreach activities with a focus on attracting new riders to fixed route service. | Immediate and Ongoing | X | | X | |
| Goal #7: Plan for Realistic Expansion of Existing Public and Human Service Agency Transportation Services. | | | | | | | |

| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
|--------------------|---|---|--------------------------|---------------------------|------------------------------------|--|---------------------------|
| V-22 | 7.1 | Identify transportation providers willing and able to provide additional transportation service on Saturdays. | | | | | |
| V-22 | 7.1.1 | Use the research initiated in this study and expand it to document demand for Saturday hours of transportation service. | Mid- to Long-Term | X | | X | X |
| V-22 | 7.1.2 | Based on research conducted in 7.1.1, identify the potential for creating some type of Saturday demand response service | Mid-Term | X | X | X | X |
| V-23 | 7.1.3 | Explore possible local funding sources and select an eligible applicant to apply for funding to expand service, at least for Saturdays. | Mid- to Long-Term | X | X | X | X |
| V-24 | 7.2 | Supplement the existing Sunday transportation operated by SESS for older adults and individuals with disabilities. | | | | | |
| V-24 | 7.2.1 | Discuss an agreement between Community RIDE and SESS for the Senior Center to operate a larger vehicle or an additional small vehicle on Sundays to accommodate demand. | Short-Term | X | X | | X |
| V-24 | 7.3 | Explore the possibility of expanded hours of public transit service on weekdays. | | | | | |
| V-24 | 7.3.1 | Study the feasibility of implementing demand response transportation on weekdays between 6:30 PM and 7:30 PM. | Short-Term and Long-Term | X | | X | X |
| V-25 | 7.3.2 | Explore the possibility to provide transportation options for youth to go home from afterschool activities and other programs on weekday evenings. | Mid-Term | X | | | |
| V-26 | 7.4 | Plan for increasing the frequency and number of locations served by Community RIDE fixed route. | | | | | |
| V-26 | 7.4.1 | Explore the potential to expand frequency of service to have a vehicle that stops at each of the existing bus stops every 30-minutes. | Short-Term | X | | X | |
| V-27 | 7.5 | Improve accessibility to bus shelters for fixed route stops. | | | | | |
| V-27 | 7.5.1 | Seek funding to expand the number of accessible bus shelters along Community RIDE fixed routes. | Mid-Term and Ongoing | X | | | X |
| V-27 | 7.6 | Evaluate the benefits and consequences of replacing the existing fixed route service with a new curb-to-curb transportation program for the general public that operates on a demand response basis. | | | | | |
| V-27 | 7.6.1 | Conduct a cost/benefit analysis and feasibility study/evaluation. | Mid-Term and Ongoing | X | | | |

Goal #8: Increase and Improve Accessible Services for Individuals with Disabilities and People with Low Incomes.

| <u>Page Number</u> | <u>Objective & Strategy Identification Number</u> | <u>Objective/Strategy Description</u> | <u>Priority</u> | <u>Local Cash Funding</u> | <u>Specialized Vehicles (5310)</u> | <u>Job Access & Reverse Commute (5316)</u> | <u>New Freedom (5317)</u> |
|--------------------|---|--|-----------------|---------------------------|------------------------------------|--|---------------------------|
| V-28 | 8.1 | Remove the gap for non-emergency stretcher service. | | | | | |
| V-28 | 8.1.1 | Continue to search for funding to operate at least one vehicle equipped for non-emergency stretcher service. | Ongoing | X | | | X |
| V-29 | 8.2 | Continue to seek capital and operating funding for cost effective, energy efficient methods to meet specialized transportation needs of particular human service agencies. | | | | | |
| V-29 | 8.2.1 | Seek funding to purchase a small fleet of small vehicles for human service agencies to use in situations when a small vehicle is more appropriate than a larger van or cutaway. | Short-Term | X | X | X | |
| V-30 | 8.2.2 | Develop a program for purchasing and operating a 'pool' of vehicles dedicated for transportation to and from child care centers for individuals and families in the low income category. | Mid-Term | X | X | X | |

ADOPTION

VII. PUBLIC HEARING AND ADOPTION OF THE PLAN

The plan was presented to the Tribal Council of the Sitka Tribe of Alaska on August 18, 2010 at which time a quorum was present. No amendments were recommended. The plan was adopted with a vote of eight in favor, zero against, and one absent. Tribal Resolution 2010-108 for the Authorization to Accept the Five Year Plan for Coordination of Public Transit and Human Services Transportation in Sitka is provided on the following page.



Sitka Tribe of Alaska
456 Katlian Street
Sitka, Alaska 99835

907-747-3207
Fax: 907-747-4915

Tribal Resolution 2010 - 108

Authorization to accept the Five Year Plan for Coordination of Public Transit and Human Services Transportation in Sitka

- WHEREAS,** the Sitka Tribe of Alaska is the federally recognized tribal government for more than 4,100 enrolled Tribal citizens in Sitka, Alaska organized under the Indian Reorganization Act of 1934 as amended; and
- WHEREAS** the Sitka Tribe of Alaska is responsible for the health, safety, welfare and Cultural preservation of its Tribal citizens and their use of the Sitka Tribe's Traditional territory; and
- WHEREAS,** the Sitka Tribe of Alaska's traditional territory reflects the lands and waters historically and presently the stewardship responsibility of the Sheet'ka Kwaan and as such are composed of the western side of Baranof Island, the greater reaches of Peril Strait, southwestern portions of Chicagof Island and the myriad islands as well as the waters between these locations; and
- WHEREAS,** Sitka Tribe of Alaska currently supports and participates in the Sitka public transit systems coordinated agency by way of in-kind contributions, contracted services and the Tribes Title VI funding to assist in the Care-A- van serves for the elders of Sitka; and
- WHEREAS,** Sitka Tribe of Alaska recognizes Sitka Public Transit provides economic and social benefits to the community by providing access to school, work, healthcare and social events; and
- WHEREAS,** Sitka Public Transit has been engaged in the creation of a Five Year Plan for Coordination of Public Transit and Human Services Transportation in Sitka; including an assessment of resources and needs in transportation in Sitka, including soliciting Sitka local opinion and input by conducting public meetings, interviews with key stakeholders, and community surveys, and the local consideration of information and advice provided by consultants, RLS and Associates, with experience in such planning in many other communities;
- WHEREAS,** the lead staff of the three key stakeholders in Sitka Public Transit, namely, Sitka Tribe of Alaska, Center for Community, and Southeast Senior Services, have reviewed and endorsed the 2010 – 2014 Plan for Coordination, and recommend its adoption by the Sitka Tribe of Alaska' Tribal Council;
- WHEREAS,** the lead staff of the three key stakeholders acknowledge and advise this Council that the adoption of the 2010 – 2014 Plan does not require any of the stakeholder agencies to carry out suggested activities in the Plan; rather, the adoption of the Plan presents opportunities to the community of Sitka to better coordinate the provision of transportation services for citizens of our community, and the adoption of the Plan positions the community of Sitka, and agencies, to take advantage of various external funding opportunities for which the existence of a community coordination plan is an eligibility criteria;

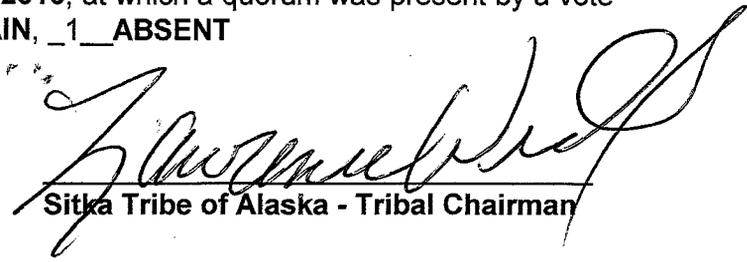
WHEREAS, the Federal Transit Administration requires a local governing body accepts the Plan, and

WHEREAS, the Sitka Tribe of Alaska's Tribal Council is recognized by the Federal Transit Administration as a local governing body.

NOW THEREFORE BE IT RESOLVED, The Sitka Tribal Council accepts the "2010 - 2014 Five-Year Transportation Plan for Human Services in Sitka".

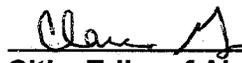
CERTIFICATION

The foregoing resolution was adopted at a duly called and convened meeting of the Tribal Council of the Sitka Tribe of Alaska held on **August 18, 2010**, at which a quorum was present by a vote of 8 **IN FAVOR**, 0 **AGAINST**, 0 **ABSTAIN**, 1 **ABSENT**



Sitka Tribe of Alaska - Tribal Chairman

Attest:



Sitka Tribe of Alaska, Tribal Secretary

VIII. GLOSSARY OF COORDINATED TRANSPORTATION TERMS

Accessibility – The extent to which facilities are barrier-free and usable by people with disabilities, including those using wheelchairs. (Source: American Public Transportation Association (APTA))

Accessible vehicle – A transportation vehicle that does not restrict access and is useable and provides allocated space and/or priority seating for people who use wheelchairs or other mobility devices.

Accident Reports – The report(s) a driver must complete and submit as directed when involved in an accident, regardless of the severity. Each transportation provider should keep an accident package in each vehicle so that the driver can easily open and follow the directions in the event of an accident. This package should include, but is not limited to, who to call, blank forms for written statements from each passenger describing the accident, blank forms for written driver statement, and written information on what to do immediately following the accident (e.g., make sure each passenger is safe, how to assist all passengers to exit the vehicle, and other pertinent information that may assist the driver and make the situation as stressless as possible for all involved).

Americans with Disabilities Act (ADA) of 1990 – The ADA is wide-ranging federal, civil rights legislation that prohibits, under certain circumstances, discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964. The ADA assures that people with disabilities have full access to all public facilities throughout the United States, including transportation. To this end, this legislation defines the responsibilities of, and requirements for, transportation providers to ensure that transportation is accessible to people with disabilities.

Advocate – A person or a group that speaks in a supportive manner on behalf of a person or group of people. Transportation advocates speak in support of transportation services for the general public, low-income individuals and families, older adults, and/or those with intellectual disabilities.

APTA – American Public Transportation Association, an international organization that represents the transit industry, including bus, rapid transit, and commuter rail.

Base fare – The price charged to one adult for one transit ride; excludes transfer charges, zone charges, express service charges, peak period surcharges and reduced fares. (APTA)

Branding – Branding is the marketing of a specific name, logo, slogan, and design scheme for a specific service. In coordinated transportation services, a logo and slogan is established and used by all partners to create a unified message.

Bylaws – The policies that govern the internal affairs of the Coordinated Transportation Advisory Committee.

Cancellation – A trip that was scheduled by a service consumer that was later cancelled prior to the vehicle being dispatched to the pickup location.

Capital assistance – Financial assistance available from federal, state, or local governments for transit capital expenses (not operating costs); such aid may originate with federal, local or state governments. (APTA)

Capital costs – Costs of long-term assets of a public transit system such as property, buildings, and vehicles. (APTA)

CCAM – Acronym for the Coordinating Council on Access and Mobility. The CCAM is a federal interagency council established by President George W. Bush by Executive Order in 2004. The CCAM oversees activities and makes recommendations that advance the goals of the Order: simplify customer access to transportation, reduce duplication of transportation services, streamline federal rules and regulations that may impede the coordinated delivery of services, and improve the efficiency of services using existing resources. Chaired by the Secretary of Transportation, the Council is composed of the Secretaries of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice as well as the Commissioner of the Social Security Administration and the Chairperson of the National Council on Disability. The *United We Ride* initiative was started by the CCAM.

CDL – Commercial driver’s license, a driver’s license required to operate any type of vehicle which has a gross vehicle weight rating (GVWR) of 26,001 lb or more for commercial use; transports quantities of hazardous materials that require warning placards under Department of Transportation (DOT) regulations, or that is designed to transport 16 or more passengers, including the driver. These regulations apply to all public, private, and coordinated transportation providers.

Circulator bus – A bus serving an area confined to a specific locale, such as a downtown area or neighborhood, with connections to other traffic corridors.

Community transportation – The coordination of transportation resources within a community, in an efficient and effective manner to provide safe and reliable transportation services for all citizens.

Consolidated human-service transportation system – Operated in one of 2 ways: 1) A provider that operates its own transportation services and assumes the role of the lead public transportation agency in the community to provide transportation services to area human service agencies on a contractual basis, or 2) a private provider that contracts with the lead public transportation agency in the community to provide transportation services to human service agencies.

Contract revenue – The amount of funds paid by an agency on behalf of its clients to a third party for client transportation services. Funds are used to offset the total costs of the transportation program.

Coordinated human-service transportation system – Human service agencies and/or transit systems cooperating to coordinate some aspect of transportation, such as passenger trips, the sharing of vehicles, schedules, personnel, and maintenance facilities. May also include the consolidation of services, and coordination of purchasing, training, and grant writing, as appropriate.

CTAA – Community Transportation Association of America – A national organization providing a variety of transportation information, ideas, and resources to and for the transportation community.

CTAC – Coordinated Transportation Advisory Committee – A committee established to advise the governing board of a coordinated transportation program.

CTAC Officers – The slate of officers as established by the CTAC bylaws that govern the CTAC. Each officer may be assigned with a specific responsibility for advising the coordinated transportation program's governing board.

CTAP – The Community Transportation Assistance Program (CTAP) created by CTAA through a cooperative agreement with the United States Department of Health and Human Services. CTAP is intended to provide human service organizations, planners, funders, and individuals with expertise, training, and support. The CTAP Peer Network, CTAPnet, is an online community of community transportation practitioners and experts where you can ask questions to, and engage in conversations with, other transit professionals.

Days and hours of service – Published days and hours that transportation services are provided to the general public and/or an agency's clients. It is advisable to include these in brochures and websites to help increase ridership.

Demand-responsive – 1) Non-fixed-route service utilizing vans or buses with passengers boarding and alighting at pre-arranged times at any location within the system's service area; can also be referred to as "dial-a-ride" service. (APTA) 2) Passenger cars, vans or motor buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. A demand-response operation is characterized by the following: first, the vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a specific need; and secondly, the vehicle typically may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers. (FTA) 3) Personal transit service operated on roadways to provide service on demand. Vehicles normally are dispatched and used exclusively for this service. (FTA)

Demand-responsive system – Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including, but not limited to, specific public transportation service, which is not a fixed-route system. (FTA)

Deviated fixed-route service – A transportation system operating over a designated route, with designated stops, that will deviate from the route to either pick-up or drop-off passengers.

Dial-a-ride – Another name for "demand responsive." (APTA)

Donation (as used in transit) – A contribution to a transportation provider in place of a set fare either solicited or encouraged.

E&D – Acronym referring to passengers that are either elderly or individuals with disabilities.

Fare(s) – The price paid by passengers for their one-way trip with a transportation provider. Fares can be paid by cash (usually exact change is required), token, ticket, transfer, voucher, pass or other acceptable means as established by the transportation provider.

Farebox revenue – Total revenue collected, including cash, token, ticket, transfer, voucher pass, or other acceptable means as established by the transportation provider in a timeframe, usually reported daily. Farebox collections are usually reported monthly, quarterly, or annually in the transportation provider's financial data. It is also known as passenger revenue.

Federal Transit Administration (FTA) – A division of the U.S. Department of Transportation that administers federal funding programs for public transportation organizations.

Financial Data – Financial data includes, but is not limited to, the charges and costs of providing services (operating and capital), revenues generated from services (farebox and contract revenues), and revenues from other sources (grants and local match).

Government Official – Any person who is either elected to an office or is employed by a government entity and serves as its representative at meetings, conferences, workshops, or other gatherings. Person can represent a division, department, service, or branch of a local, state, or federal government entity.

Human-service transportation system – A transportation system, which provides transportation services exclusively to the clients of human-service agencies.

LISTSERV – An automatic mailing list used by an email account. When email is addressed to a LISTSERV mailing list, it is automatically broadcast to everyone on the list and is only available to those individuals. A listserv can be used to send out newsletters, meeting notices, urgent messages, or other information that must be distributed in a timely and less-costly manner.

Local Match – Funds required by a funding source to match the money awarded. Usually a percentage of the overall costs associated with the project. An example would be a 20% match is usually required for capital purchases made with Federal Transit Administration Section 5310 grant.

Mobility Manager – The individual charged with facilitating the implementation of the mobility management process as a means to implement coordinated transportation services as defined by a community.

Mobility Management – A process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other (the National Center for Human Transportation Coordination).

No Show – Term used to describe a scheduled trip that was not cancelled by the passenger but when the driver arrived to pick up the passenger, he or she was not available for the trip.

On-time performance – Refers to the percent of scheduled trips that were provided within the pickup window (usually 15 – 30 minutes before or after the scheduled pickup time).

Outreach – Efforts by the individual members of the CTAC, the governing board, or its agents to share ideas or practices with other organizations, groups, specific audience and the general public. Outreach includes the education of its audience about the benefits of transportation services for all segments of the population. It also includes listening to feedback to assure services are meeting the transportation needs of the community.

Public Hearing – A public hearing is a formal meeting held to set aside time for public testimony on a particular subject matter for which a notice was published in the official newspaper or a common website of the region. It is a mandatory meeting as required by a funding source and must meet state public access laws, if applicable. Examples of public hearings are: 1) public transportation service changes or 2) a grant application comment period.

Public Meeting – A public meeting is held to notify the public of a new service or happening within the coordinated transportation program. A public meeting is held to notify the public about a change that comes about as a result of a public hearing. These meetings must meet state public access laws, if applicable.

Purchasing Agency – An organization or human service agency that purchases transportation services from a third party for its clients.

Ridership Change(s) – Changes in the level of passengers transported within a measurable time period. Changes are usually measured as either increases or decreases.

RTAP – Rural Transit Assistance Program - a program of the Federal Transit Administration, with both a National component and a State component, dedicated to creating rural transit solutions through technical assistance, partner collaboration and free training and other transit industry products.

SAFETEA-LU – Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users. SAFETEA-LU is the acronym used to reference the federal legislation funding and encouraging the coordination of transportation services.

Service Consumer – Any individual who uses the transportation services for transportation to origins and destinations, regardless of whether or not a fare was rendered to the driver.

Transportation Provider – An organization, company, human service agency, or other entity that provides transit services for its clients and/or the general public either on a donation or fare basis.

TRB – Transportation Research Board - A resource to the transportation community worldwide, TRB provides a vast array of useful information regarding transportation.

United We Ride (UWR) – The federal CCAM interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes.

Valuable Websites for Coordinated Transportation:

Community Transportation Association of America – www.ctaa.org

Community Transportation Assistance Program Peer Network – <http://ctapnet.org>

Federal Transit Administration (FTA) - www.fta.gov

Easter Seals Project Action -

http://projectaction.easterseals.com/site/PageServer?pagename=ESPA_homepage

RTAP - <http://www.nationalrtap.org>

Transportation Research Board – www.trb.org

United We Ride Initiative - www.unitedweride.gov





Today's Solutions for Tomorrow's Transportation Needs

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**COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN
FOR SITKA, ALASKA**

Outreach Documentation Summary

Focus Groups

Date(s) & Locations Held:

___01/12/10___ ___Harrigan Centennial Hall___
___03/02/10___ ___Harrigan Centennial Hall___

Date(s) Invitations Were Distributed:

January 12th Meeting:

Telephone Calls ___12/23/2009 – 01/07/2010___

E-mail ___12/23/2009 – 01/07/10___

Newspaper Notice ___12/23/2009 – 01/07/2010___

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

March 2nd Meeting:

E-mail ___02/23/2010___

Newspaper Notice ___03/01/2010___

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

of Attendees (by location & date)

January 12, 2010 ___10___ ___Harrigan Centennial Hall___

March 2, 2010 ___12___ ___Harrigan Centennial Hall___

- Invitation letter and mailing list attached.
- Copy of Public Notice from each newspaper in which it appeared.
- Sign-in Sheets attached.
- Focus Group Summary included in report
- Copies of flyers, brochures, etc. attached.

Surveys

Date(s) Surveys Were Distributed:

Public Survey:

Web Posting ___02/10/2010 – 02/22/2010___

Newspaper Notice ___02/10/2010_02/1/2010_02/17/2010_02/19/2010_

Passenger Survey:

Distributed in senior center and Community RIDE vehicles: ___02/23/2010 – 02/26/2010___

Information was provided in alternative formats, upon request.

No. of Surveys Distributed to Senior Center: ___Unlimited Surveys Were Available

No. of Surveys Returned from Senior Center: ___13___

No. of Surveys Returned from Community RIDE: ___68___

Other Outreach Efforts

Flyers in
 Senior Centers Community Centers

Teleconferences

One-on-One Stakeholder Interviews

Date(s) & Locations Held:

 __01/10/2009 – 03/03/2010_ Interviews in Sitka (Summary in Chapter III)
 __03/03/2010_____ Teleconference with SESS, CFC, & Community RIDE

Sitka Stakeholder List

| Name of Organization | Name of Contact | Title | Phone Number | Email Address |
|---|------------------------------------|--------------------------|------------------------|--|
| Alaska Housing Finance Public Housing in Sitka | Brian Massey | Director | 907-747-5700 | brmassey@ahfc.state.ak.us |
| Baranof Island Housing Authority | Bart Meyer | Director | 747-5088 | bart_meyer_biba@yahoo.com |
| Betty Eliason Child Care Center | Tammy Torn | Director | 747-5892 | sikabecce@yahoo.com |
| Brave Heart Volunteers | Willow Moore | Director | 747-4600 | willow@braveheartvolunteers.org |
| City of Sitka | Jim Dintley | City Administrator | 747-1808 | jimdintley@cityofsitka.com |
| City of Sitka | Wells Williams | Dir. Of Planning | 747-1814 | wells@cityofsitka.com |
| Center for Community | Connie Sipe | Executive Director | 747-6960 ext. 32 | csipe@cfco.org |
| Center for Community- Vocational Rehab. | Tony Guevin | Transportation Coord. | | |
| Community Services for the Developmentally Disabled-CFC | Margaret Andrews | Program Manager | 747-6960 ext. 18 | |
| Fortress of the Bear | Evy Kinnear | Owner/Operator | 747-4500 | |
| Hames | Faith Lee | Transportation Coord. | 966-1440 or 966-1468 | faithlee@blachlevy.com |
| Hank's Cab & Tours | Hank Moore | Owner | 747-8888 | |
| Head Start—Tlingit & Haida | Martha Moses | Director | 747-8356 (sitka ph. #) | immoses@cchthia.org |
| Infant Learning and Parents as Teachers at Center for Community | Gail Trujillo | Program Manager | 747-6960, ext. 31 | atruijlo@cfco.org |
| Infant Learning and Parents as Teachers at Center for Community | Johanna Willingham | Program Manager | | jwillingham@cfco.org |
| More Taxi | Betty Joe Johns | Owner | 738-2310 | |
| Mt. Edgcombe (hospital) Child Care Center | Becky Workman | Manager | 966-2449 | becky.workman@searhc.org |
| Mt. Edgcombe High School | (Mr.) Bernie Gurule or Bill Hutton | Principal/Superintendent | 966-2201 | |
| Nina's Taxi | Nina | Owner | 738-1931 | |
| Salvation Army | Tina Botjen | Captain | 747-3358 | tina.botjen@uswsva10narmy.org |
| Sassy's Taxi | Sassy | Owner | 738-3311 | |
| Sheldon Jackson College Childcare | Richard Riggs | CEO | 747-5437 | |
| Silver Bay Seafoods, LLC | Maria Finkenbinder | Employee | 747-4968 | richard.riggs@silverbayseafoods.com |
| Silver Bay Seafoods, LLC | Laura Reynolds | Director | 747-8604 | maria.finkenbinder@silverbayseafoods.com |
| Sitka Boys and Girls Club | Sheila F. | Director | 747-5001 | |
| Sitka Chamber of Commerce | | Owner/Operator | 747-5001 | |
| Sitka Cab | Hugh Hahlgren | CEO | 747-1738 | hahlgren@sitkahospital.org |
| Sitka Community Hospital and Nursing Home | Leslie Underwood | Social Services Coord. | 747-3241 | lunderwood@sitkahospital.org |
| Sitka Community Hospital Long Term Care | Scott McAdams | Mayor | 747-8670 | |
| Sitka Community Schools/Sitka School District. City/Borough | | | 747-7509 | |
| Sitka Conservation Society | Gary White | Executive Director | 747-2660 | garrywhite@gci.net |
| Sitka Economic Development Association | Kathy Hope Erickson | Director | 747-8561 | gmama5@gmail.com |
| Sitka Native Education Program | Steve Bradshaw | Superintendent | 747-8622 | |
| Sitka School District | David Arp | Business Manager | 966-1254 | arpd@mail.ssd.k12.ak.us |
| Sitka School District | John Litten | General Manager | 747-8443 | |
| Sitka Tours | Alicia Gassman | General Manager | 747-3207 | lisaqassman@gmail.com |
| Sitka Tribe of Alaska | Camile | Director | 747-7290 | camillefaruson@gmail.com |
| Sitka Tribe of Alaska, Economic Development Department | Gerry Hope | Transportation Manager | 747-5910 | ghopeone@gmail.com |
| Sitka Tribe of Alaska | (Ms.) Chris Bauman | Director | 747-3370 | |
| Sitkans Against Family Violence | Rachel Larson | Program Director | 747-6859 | danson@salinc.org |
| Southeast Alaska Independent Living (SAIL) | Gordon Blue | Director | 747-1430 | |
| SCAPS | Karen Fredrickson | client services | 966-2411 | karen.fredrickson@searhc.org |
| South East Alaska Regional Health Consortium | Melody Pryclant | Director | 966-8776 | |
| SEARHC Raven's Way | Frank Sutton | Chief Operating Officer | 907-966-8310 | |
| South East Alaska Regional Health Consortium | Lisa Bergby | Lead Travel Coordinator | 907-966-8805 | lisa.bergby@searhc.org |
| South East Alaska Regional Health Consortium | Marianne Mills | Program Director | 907-463-6154 | marianmills@ccsuneau.org |
| Southeast Senior Center | David Reid | Manager | 747-3423 | |
| State of Alaska, Dept of Labor, Sitka JOBS office | Cherri | Program Manager | 747-8234 | |
| State of Alaska, Division of Public Assistance, Sitka Office | Phil Welsh | Administrator | 907-747-2115 | philip.welsh@alaska.gov |
| State of Alaska, Pioneer Home | Anna Winters | Transportation Manager | 747-8617 | sitkasc@ccsuneau.org |
| Swan Lake Senior Center | Caroline Frengle | | | Caroline.Frengle@ccsuneau.org |
| Swan Lake Senior Center | Mariann Musewski | | | |
| TANF Welfare to Work Services, at Center for Community | Becky Martin | | | |
| University of Alaska Southeast at Sitka | Jeff Johnstone | Director | 747-6960 ext. 15 | bjmartin@cfco.org |
| | | | 747-7770 | |

Notice of Public Meeting

Sitka Human Services Transportation Coordination Plan Update

Center for Community will be hosting a local meeting at the Harrigan Centennial Hall, 330 Harbor Drive, Sitka from 5:30 to 7:30 PM, January 12th to discuss the unmet transportation needs and gaps in public and agency sponsored transportation in the Community of Sitka and to formulate an approach to addressing “gaps” in available transportation services. Potential topics for discussion will include but not be limited to the need for transportation for youth, older adults, and everyone in the community. Discussion of possible trip needs include but are not limited to work-related trips, school trips, grocery and shopping, trips to appointments of all types, social, cultural and traditional events and just the ability to use public transportation to get-out-and-about in the Sitka area.

Participation from anyone living or traveling in the Community of Sitka is encouraged. Also, human service, governmental, or nonprofit organizations planning to apply for SAFETEA-LU funding under the FTA 5310, 5316, or 5317 programs must participate in the coordination activities in this planning effort through either the January 12th meeting or by completing the inventory of resources survey for service providers to be posted on the Center for Community website.

Light refreshments and snacks will be served at the meeting.

The meeting location is accessible, including to wheelchair users. Or individuals requiring any other special accommodations, including information in alternative formats are welcome. For RSVP prior to January 12th, or for any accommodation requests please feel free to contact Gerry Hope @ 747-5910 no later than January 12th.

Public Transit-Human Services Transportation Coordination Plan Workshop-Open to the Public!



Please plan to attend...

A Workshop to discuss unmet transportation and mobility needs and potential strategies to address those needs. We are updating the Sitka Human Services Transportation Coordination Plan and we need help your help!



Presented by: Center for Community

Date: Tuesday, 01/12/2010

Time: 3:30 to 5:30 PM and 5:30 to 7:30 PM

Address: Harrigan Centennial Hall, 330 Harbor Drive, Sitka, AK 99835

Suggested Organizations that should attend this workshop are listed below but are not limited to:

- ◆ Advocacy organizations
- ◆ Child Care Facilities
- ◆ Colleges, Universities, and Community Colleges
- ◆ Group Homes and Assisted Living Communities
- ◆ Hospitals/Other Health Care Providers
- ◆ Non-Profit Transportation Providers
- ◆ Senior Centers
- ◆ Taxicab Operators
- ◆ Tribe Councils
- ◆ Community Councils
- ◆ Aging Programs
- ◆ Homeless Shelters
- ◆ Mental Health Services Providers
- ◆ Nursing Homes
- ◆ Local Workforce Development Offices
- ◆ Transit Riders

Refreshments will be provided!

For information about the meeting or questions regarding building/room accessibility and other special accommodations, please contact Laura Brown at (937) 242-7136 or by e-mail lbrown@rlsandassoc.com

Sitka 5-Year Coordinated Transportation Plan

Stakeholder and General Public Meeting

January 12, 2009

Please Sign In

| Name & Organization | Phone Number | Email | Address |
|--|--------------|-------------------------------|--|
| Sitka Native Educ. Prog Kathryn Crickson | 747-8561 | gymnms5@gmail.com | PO Box 6210 Sitka 99835 |
| Center for Community Early Learning Program | 747-6960 x29 | JWILLINGHAM@CFE.ORG | 400 Kautzia St Sitka, 99835 |
| Johanna Wilington Sitka Community Hospital | 747-1738 | jwilington@sitka.hospital.org | 209 Moller Sitka, 99835 |
| Hazel Holmgren Youth Advocates of Sitka | 747-3687 | annette.becker@sitkayouth.org | 310 Price St. |
| Annette Becker | | | |
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Sitka 5-Year Coordinated Transportation Plan

Stakeholder and General Public Meeting
January 12, 2009

Please Sign In

| Name & Organization | Phone Number | Email | Address |
|---------------------|----------------------|----------------------------|----------------|
| Connor Helge | 738-9455 | hxcconnor@hotmail.com | 1938 Dodge Cir |
| Gracie Moore | 399-0432 747-3011 | graciemoore@gmail.com | 180 Price St. |
| Chatham Lee | 738-5880 | 753 Lee@gmail.com | 1300 Edgcombe |
| Dana Young | 738-8111 | daddy=ll-jimenez@gmail.com | 819 Lincoln St |
| Hyla Wierant | 738-4426 | hyla.wierant@hilton.com | 700 Wagon St. |
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SENTINEL *Classifieds*

Sentinel Classifieds: your BEST BUY for the Sitka market.

Your print ad here runs FREE on www.sitkasentinel.com.

Call us at 747-3219 or come by the office at 112 Barracks St.

Help Wanted

BUSSER AND Bartender. PT, split shifts. Experience necessary for bartender. 738-4623 for appointment. Nugget Restaurant.

OFFICE MANAGER/VOLUNTEER

utility operation; or any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work. \$70,512-\$74,089 DOE- salaried position with excellent benefits. Applications and job descriptions may be obtained from the City and Borough of Sitka Utilities Office, Room 102, Sitka, AK 99835. A complete job description and application is available at www.cityofsitka.com. Applications must be returned to the City Utilities Office. Please contact Human Resources at 747-1816 or markd@cityofsitka.com with any questions. First review of applications March 12, 2010. Open until filled-EOE.

SOUTHEAST ALASKA Independent Living Inc. is hiring for a part-time Sitka Independent Living Specialist. Hiring preference given to a person with a disability. Good benefits, salary DOE. Full job description and application at www.sailinc.org or contact SAIL: info@sailinc.org or 747-6859. Position

Rentals

LARGE 3-BEDROOM, 1-1/2-bath duplex w/fenced-in yard. Close to town schools. W/D. N/S. Pets on approx \$1,300/month +utilities. 747-5761.

(name) **LOGAN ZANE ELLINGTON LEE** to **LOGAN ZANE ELLINGTON JAMES-LEE**. A hearing on this request will be held on March 30, 2010, at 3:45 p.m. at 304 Lake St., Rm. 203, Sitka AK 99835.
PUBLISH: March 1, 8, 15 and 22 2010

INVITATION FOR BIDS

Notice is hereby given that Baranof Island Housing Authority (BIHA) will receive sealed bids for construction of **INDIAN RIVER ROAD HOUSING PHASE II** (BIHA Project #512). Work consists of, but is not limited to construction of two, two story four-unit housing units, related site work, landscaping and a play area. Bids shall be submitted by hand-delivery at the office of Baranof Island Housing Authority, 304 Baranof Street, Sitka, Alaska or mailed to P.O. Box 517, Sitka, AK 99835. The submittal deadline is 3:00 p.m. AST, Wednesday, March 17th, which time they will be opened and publicly read aloud. Plans, specifications and bid forms are available at the office of the Long Economic Development and the Sitka Corporation.



bers.

For more information contact Squadron Commander Andy Coykendall at 747-4796.

Transportation Needs Discussed

Center for Community and Sitka Tribe of Alaska will host a workshop to finalize the approach for a five-year plan to address unmet transportation needs and gaps in service for Sitka's older adults, people with disabilities, individuals with low incomes, and the general public noon-2 p.m. March 2 at Centennial Hall.

Various stakeholder agencies have been invited, and the public is also welcome.

parent meeting, ANB Hall
6 p.m. Teleconference for Constituents, Sitka LIO
6 p.m. White Elephant Shop open
7 p.m. Sitka School Board budget work

ize

duip!S Me

From: Connie Sipe [csipe@cfc.org]

Sent: Tuesday, February 23, 2010 9:44 PM

To: bmassey@ahfc.state.ak.us; bart_meyer_biha@yahoo.com; sitkabeccc@yahoo.com; 'Willow Moore'; jimdinley@cityofsitka.com; wells@cityofsitka.com; faithlee@blatchley.com; jwillingham@cfc.org; becky.workman@searhc.org; tina.botjen@usw salvationarmy.org; hhallgren@sitkahospital.org; lunderwood@sitkahospital.org; garrywite@gci.net; grmama5@gmail.com; arpd@mail.ssd.k12.ak.us; lisagassman@gmail.com; 'Camille Ferguson'; 'Gerry Hope'; rlarson@sailinc.org; karen.fredrickson@searhc.org; lisa.bergey@searhc.org; bmartin@cfc.org; annette.becker@sitkayouth.org; ryan.haug@sitkayouth.org; 'Tony Guevin'; 'Anna Winters'; 'Caroline Frengle'; 'Jeff Johnston'; gblue@scpsak.org; sarah.watkins@alaska.gov; david.reid@alaska.gov

Cc: Laura Brown

Subject: PLEASE ATTEND!!! Final meeting for 5 year transportation plan.

Importance: High

Follow Up Flag: Follow up

Flag Status: Red

Dear Sitka Human Services or Public Transportation Provider:

On Tuesday, March 2, 2010 Center for Community and Sitka Tribe of Alaska will host a workshop to finalize the approach to addressing unmet transportation needs and gaps in service for Sitka's older adults, people with disabilities, individuals with low incomes, and the general public. You know the transportation needs of this community better than anyone and your input into this plan is vital to its accuracy and success! After all, we will all be working together to make the plan a reality.

The workshop will be held over the noon hour, from 12 noon to no later than 2 p.m. at Harrigan Centennial Hall. Light lunch will be provided. The meeting is open to the public.

Over 21 different organizations from schools and child care centers to hospitals and human service agencies in Sitka have provided information about the transportation services that they provide for their consumers or the general public. They have also advised us about the cost of providing transportation and the gaps and unmet needs that still exist in the transportation structure. But we can't stop there! Let's continue to build on this momentum by coming together to formulate our goals and priorities to improve the mobility of our community!

Please attend the meeting on March 2nd to select from a list of coordinated transportation goals that our consulting team had developed based on your collective input and insights. Together at this workshop we need to prioritize our goals for improving mobility in Sitka over the next five years.

Through this five-year plan, we will have access to opportunities to more efficiently utilize the dollars we are all spending on purchased transportation or directly-provided transportation. We will also have a new opportunity to apply for new sources of funding through the Federal Transit Administration (FTA) that can bring more wheelchair accessible vehicles to Sitka, improve transportation options that help people find and maintain employment, or expand upon the successes of our existing transportation network.

Advance reservations are not necessary but are appreciated. **If possible, please RSVP for the meeting by March 1st by responding to this email or calling Laura Brown at (813) 482-8828.**

The meeting location is wheelchair accessible. If you need special assistance and/or transportation to the meeting please contact Gerry Hope at 747-7103 by 2 p.m. on March 1, so that we can make arrangements.

THANKS so much for participating with Center for Community and Sitka Tribe. We may be more “visible” as transportation providers, but all of you are important stakeholders in transportation and mobility here in Sitka.

Connie J. Sipe
Executive Director
Center for Community
907-747-6960 ext. 32:

NOTICE: CFC recently moved to an automated telephone reception system. When calling me, as SOON as you hear the CFC greeting message start, dial my extension, 32, and you will be put through directly to my desk.

csipe@cfc.org fax: 907-747-4868

SITKA
FIVE-YEAR TRANSPORTATION NEEDS AND COORDINATED PLAN
FOR HUMAN SERVICES AND PUBLIC TRANSPORTATION
MEETING AGENDA

TUESDAY, MARCH 2, 2010

- **Registration**
- **Introductions and Welcome**
 - *Center for Community*
- **Overview of Needs Assessment and Existing Transportation**
 - Results from the comprehensive transportation needs assessment and inventory*
- **Working Group Discussion of Priority Goals for Human Service Agency and Public Transportation through 2015**
- **Selection and Rating of Strategies to Address Unmet Transportation Needs and Gaps in Service for Older Adults, Individuals with Low Incomes, People with Disabilities, and the General Public**
 - Is there a foundation for the action? Does support already exist?*
 - Is the action financially feasible?*
 - Will the action lay the foundation for future actions?*
 - Is progress possible within the next 6 months, 1 year, 5 years?*
- **Defining Mobility Coordination Priorities for Sitka**
- **Rating Implementation of Action Items**
 - Is there a foundation for the action? Does support already exist?*
 - Is the action financially feasible?*
 - Will the action lay the foundation for future actions?*
 - Is progress possible within the next 6 months?*
- **Next Steps**

March 2, 2010

Please Sign-IN

Coordinated Plan

| <u>Name</u> | <u>Organization</u> | <u>Phone + E-Mail</u> |
|--------------------|--------------------------|---|
| Nina Hollingsworth | Nina's Taxi | 738-1931- |
| Anthony J. Guevin | Center for Community | 907-747-6960 Ext 13 +guevin@cfc.org |
| Evie Barber | SAIL | ebarber@sailinc.org |
| Rachel Larson | SAIL | rlarson@sailinc.org |
| Evy Kinnear | Fortress of the Bear | evy@fortressofthebear.org |
| Annette Becker | Youth Advocates of Sitka | 747-3032 747-3687 → annette.becker@sitka youth.org |
| Johanna Wilenham | Center for Community | 747-6960x29 |
| Faith Lee | Community School | 907 966 1440 |
| Garry Hoops | STA | |
| Connie Sipe | CFC | |

Sitka 5-Year Plan for Coordination of Human Services Transportation Needs & Services & Public Transit

March 2, 2010

Presented By:
RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545
Dayton, OH 45438
P: (937) 299-5007
Email: rls@rlsandassoc.com



Purpose of Today's Meeting

- Review the Existing Conditions for Transportation in Sitka.
- Discuss the Unmet Transportation Needs and Gaps in Service for Older Adults, People with Disabilities, Individuals with Low Incomes, and the General Public.
- Establish Goals and Prioritize Strategies to Address Transportation Needs and Gaps in Service for the Targeted Populations.

Study Partners

- **Center for Community & Sitka Tribe of Alaska**
 - Project is Funded through a State Granting Agency
- **25 Sitka Organizations Provided Input for the Study**
- **Members of the General Public Participated in a Public Meeting**
- **The RIDE and Care-A-Van Passengers Participated Through a Survey**

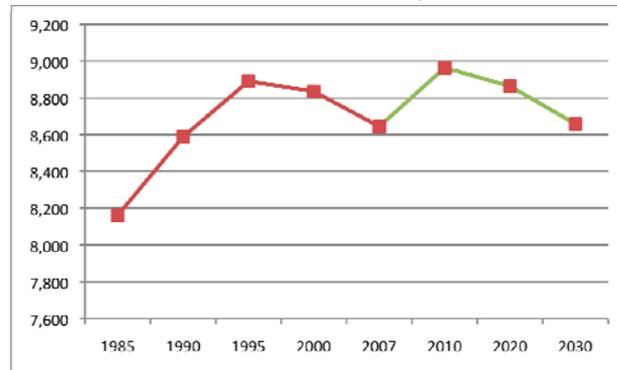
Study Purpose

- **Establish the Current and Future Transportation Needs of Sitkans and Visitors to Sitka (Including Many Human Service Clients From Outside Sitka).**
- **Determine the Resources Available and Lacking to Meet the Needs.**
- **Create Strategies to Develop Public Transit, Human Services Transport, and Private Sector Transport Options to Fill Gaps.**
- **Develop the Most Effective Means and Models for Coordinating (Sharing) Resources.**

Existing Conditions

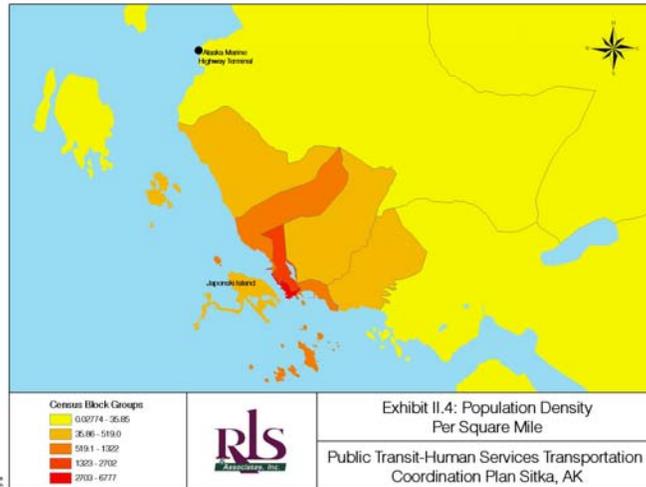
Demographics and Economic Analysis

Sitka Population Trend and Projection 1985-2030

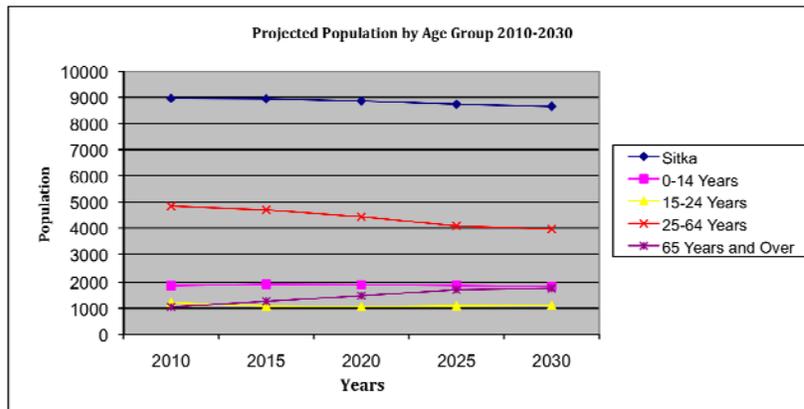


Source: Alaska Department of Commerce

Population Density



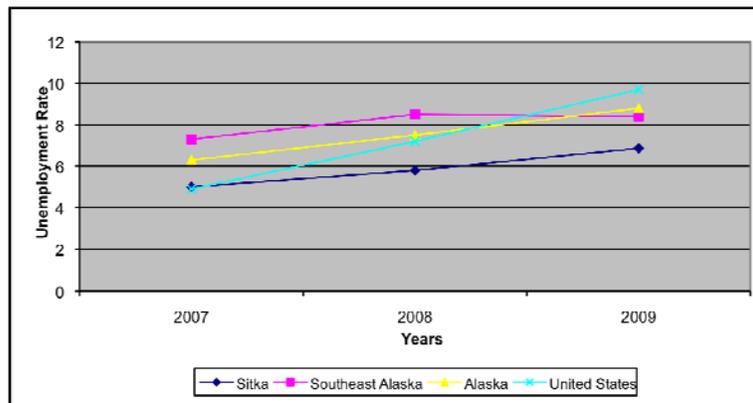
Population By Age Group



Individuals with Disabilities By Age Group

- In 2010, 16% of the population age 65 and older reported having one or more disabilities (U.S. Census).
- The highest incidence of disabilities reported by age group was for people of working ages (between 25 and 64 years of age).

Unemployment Rate



Home Based Work Trips

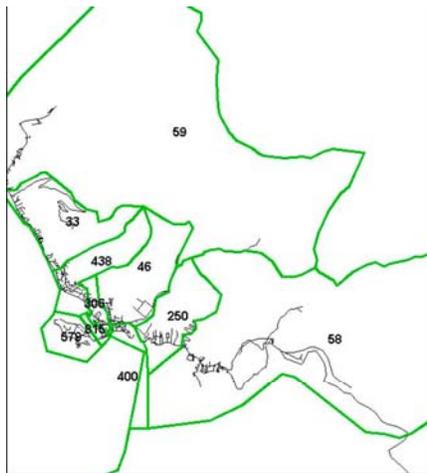
| Work Block Group | Home Block Group | | | | | | | | | | | Total |
|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| | 1001 | 1002 | 1003 | 1004 | 1005 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | |
| 1001 | 1 | 1 | 3 | | | 1 | | 2 | | | | 8 |
| 1002 | 2 | 4 | 8 | 4 | 4 | 10 | 11 | 6 | 5 | 2 | 3 | 59 |
| 1003 | | 2 | 7 | 5 | 4 | 2 | 2 | 5 | | 2 | 4 | 33 |
| 1004 | 2 | 15 | 40 | 30 | 25 | 34 | 28 | 41 | 12 | 10 | 12 | 250 |
| 1005 | | 3 | 11 | 9 | 12 | 9 | 6 | 6 | | 1 | 1 | 58 |
| 2001 | 4 | 15 | 52 | 41 | 27 | 97 | 66 | 65 | 30 | 29 | 18 | 438 |
| 2002 | 2 | 10 | 32 | 27 | 29 | 65 | 47 | 42 | 26 | 17 | 9 | 306 |
| 2003 | | 1 | 4 | 4 | 3 | 12 | 5 | 10 | 3 | 1 | 3 | 46 |
| 2004 | 2 | 12 | 48 | 30 | 30 | 98 | 54 | 57 | 27 | 24 | 18 | 400 |
| 2005 | 7 | 30 | 107 | 62 | 62 | 192 | 115 | 121 | 51 | 58 | 18 | 815 |
| 2006 | 6 | 21 | 65 | 55 | 47 | 121 | 82 | 87 | 57 | 40 | 18 | 579 |
| Total | 25 | 114 | 375 | 270 | 243 | 641 | 397 | 442 | 211 | 178 | 104 | 2982 |

Over ½ of Total Employment (57%) is on Japonski Island.

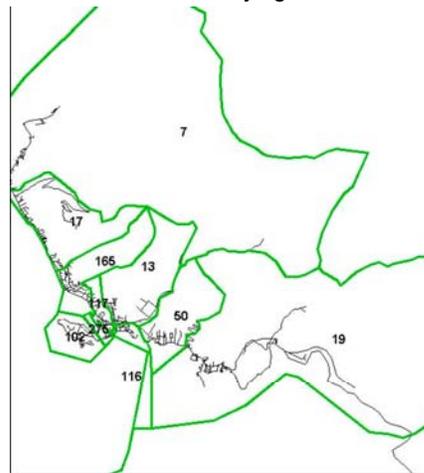
Low Income Jobs are Widely Scattered and Many Are Located North of downtown Sitka.

Home Based Work Trips-Job Locations

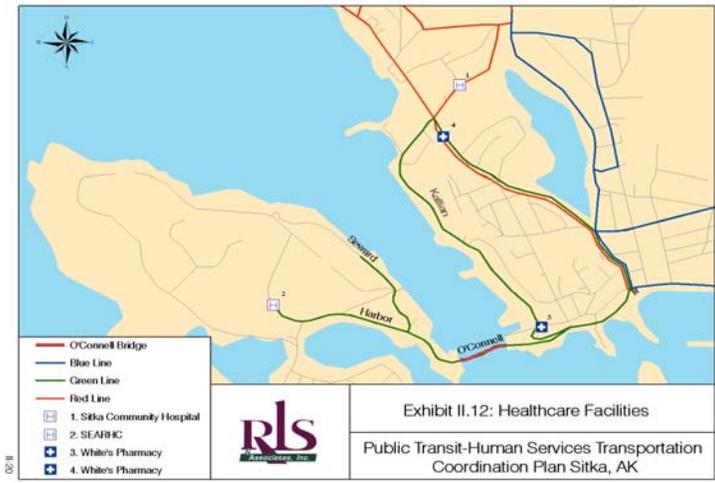
Location of Jobs



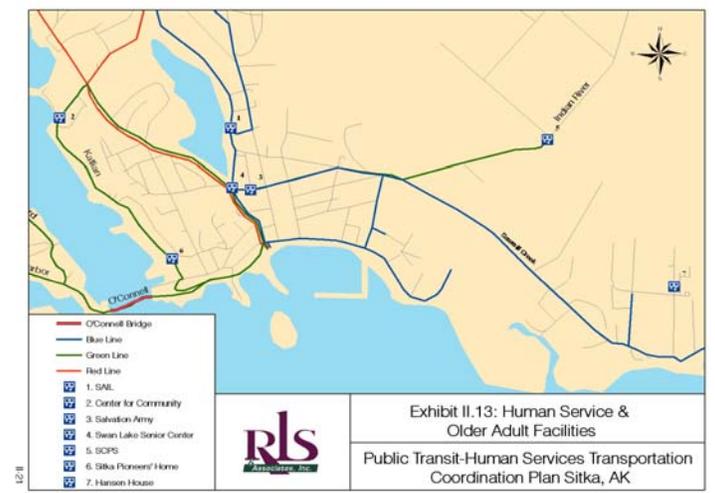
Location of Lower Paying Jobs



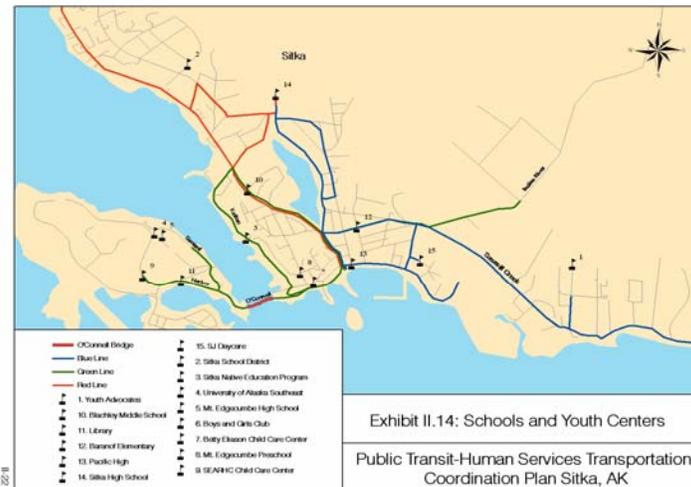
Health Care Facilities



Human Service Agencies



Schools and Youth Programs



Conclusions

- A Slight Decrease in Population is Projected After 2010.
- As the Largest Age Group (25-24) Ages and Moves into Retirement the Need for Transportation will Increase.
- The Age Group Entering the Workforce will Remain the Smallest Group.
- Most but Not All Trip Generators are Located Near the Bus Routes.

Existing Transportation Services

Transportation Providers

Providers:

- 13 Human Service Organizations and The RIDE Directly Operate Transportation for Consumers or the General Public
- At Least 4 Agencies Also Purchase Transportation for Consumers
- At Least 3 Taxi Providers Operate in Sitka

Vehicles

Vehicles:

- A Total of 37 Transit Vehicles (does not include taxis or tour companies)
 - 14 Transit Vehicles (about 38%) are Wheelchair Accessible
- 9 School Buses

Hours of Service

- General Public Fixed Route Service Ends at 6:30 PM on Weekdays
- Care-A-Van Operates on Weekdays, Saturdays and Sundays, 6:30 AM to 9:00 PM
- A Significant Portion of Other Programs Operate Services For Clients on Weekdays Only
 - Mt. Edgecumbe High School, SCAPS, SEARHC Hospital, SAIL, and Youth Advocates have Weekend Hours

Cost of Transportation

- In Progress:
 - 7 of the Organizations are Spending Approximately \$1,048,840 Annually on Transportation:
 - Approximately 84% is Public Transit (The RIDE)
 - Cost per Trip for All Directly Operated Transportation Averages Out at \$7.41.
 - Cost per Person for Purchased Transportation Averages at \$57.02.

Unmet Needs and Gaps in Service

Unmet Employment Related Transportation Needs

- Major Employment and Tourist Areas Are Not On Existing Bus Routes
 - Silver Bay Seafoods Employs Up to 175 People During Peak Months (June-September).
 - Fortress of the Bear
- Weekend Transportation for Employment
- Weekday Early Morning (before 7AM) and Late Evening (until 10PM)
- Shorter Wait Time or Ride Time on Public and Paratransit

Child Care and Youth Transportation Issues

- Convenient Service to Child Care Centers before and after Work
- Afterschool Transportation
- Acceptable Transportation for Mt. Edgecumbe Students
- Weekend Transportation to Library, Movies, and Other Recreational Activities

Accessible Transportation Issues

- Public Transit Routes Do Not Go Into Neighborhoods
- Additional Capacity for Wheelchair Accessible Vehicles During All Days of the Week
- Affordable Stretcher Service To/From Hospital for Non-Emergency Trips
- Recreational Trips for Older Adults & Individuals With Disabilities

Vehicle Type

- Additional Small Vehicles for Trips with Fewer Passengers – There are Times When a Large Vehicle is Not Necessary

Lower Fares for Public Transit

- A Bus Pass that is Less than \$50.00 and Offers A Discount
- Affordable Transportation Options to/from Airport for Early and Late Flights

Limited Days/Hours of Service

- Early Morning Transportation for Appointments
- Weekend Transportation to Support Entertainment, Shopping, and Socialization
- Evening Transportation after 10:00 PM on Weekdays for Social and Entertainment Purposes

Other Needs and Gaps in Service

- Travel Training/Education for Passengers
- Structure Outreach and Advocacy Efforts to Improve Local Support for Transportation
- Public Transportation for Access to Recreational Trails for Hiking and Biking

Challenges to Coordinated Transportation

Challenges

- Local Match Funding Sources are Limited
- SAFETEA-LU Funding for Alaska Rural Areas is Limited
- Local Human Service Agencies Find It Challenging to Identify the Full Cost of Providing Transportation
- Educating the General Public About Available Transportation Services

Coordinated Service Principles for Sitka

Guiding Principles

- **Maintain** the Successful Services and Transportation Programs While Reducing Gaps and Unnecessary Gaps and Duplications in Service.

Guiding Principles

- **Invest** in Programs and Actions that Improve Community Access to Employment, Health Care, Agency Sponsored Programs, and Activities that Improve the Quality of Life for Sitkans.

Guiding Principles

- Provide **Incentives** for Projects that Emphasize Coordination and Collaboration.
- **Assure** Access, Safety, and Security for the Individuals, and Groups Served.

**Prioritize Goals
and
Objectives**

Name the Lead Organizations and Responsible Parties

Next Steps for the Study

- Determine if there is an Existing Structure for Any of the Priority Strategies
- Identify Potential Financial Resources for Each Strategy
- Submit Final Plan for Approval
- Begin Implementing Coordination Strategies!



THANK YOU!

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Notice of Public Input Opportunity Five-Year Plan for Coordination of Public Transit Needs and Human Services Transportation Needs and Services for Sitka

The Sitka Public is invited to answer our survey at http://www.surveymonkey.com/s/Sitka_Transportation

A meeting to discuss the Sitka Coordinated Public Transit-Human Services Transportation Plan was held on January 12, 2010 at Centennial Hall. The meeting included a discussion of the transportation needs for older adults, persons with disabilities, lower income individuals, and the general public, the existing level of coordination between transportation programs, and developing an action plan for strategies and steps for improving coordination efforts, such as improving access to jobs and community resources through transportation and sharing existing resources.

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (5316) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal 2011 and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a "locally developed coordinated public transit-human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, advocacy organizations, local governments, and the general public. Several opportunities for involvement are available, including participation in the on-line survey, or one-on-one interviews.

To provide your input, please log on to http://www.surveymonkey.com/s/Sitka_Transportation and submit your response to our short survey. Your input is important!

Input from the general public is important because it provides first-hand knowledge about the transportation needs and gaps in service from the perspective of the people traveling in Sitka. Your participation in our survey by February 22, 2010 is encouraged.

Human service, governmental, or nonprofit organizations planning to apply for funding under the Federal Transit Act Section 5310, 5316, or 5317 programs must participate in the plan development process through either local meetings or scheduling a one-on-one telephone interview by contacting Laura Brown at the address below.

Interested parties who are unable to access the survey on-line, but would like to submit comments may send their comments to: Laura Brown, RLS & Associates, Inc. 3131 South Dixie Highway, Suite 545 Dayton, Ohio 45439 or email comments to lbrown@rlsandassoc.com no later than February 22, 2010. (RLS & Associates are performing this planning work under contract to Center for Community here in Sitka.)

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Police Blotter

Marc Todd Moats

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Sitka Transportation Services Survey

Dear Sitka Resident,

Please take the time to fill out this survey about transportation services in Sitka. The survey applies to **all types** of transportation including the bus service, human service agency vans, Care-A-Van, senior center vans, or a taxi.

PLEASE RETURN THE SURVEY BY FEBRUARY 22, 2010.

1. What are all the modes of transportation that you OR ANY OF YOUR IMMEDIATE HOUSEHOLD FAMILY MEMBERS currently use in Sitka? (Check all that apply)

- I own and drive a car
- Community *RIDE* (the Blue Bus)
- I use a service provided by the senior center (the white bus, the Care a Van)
- I use a service provided by an agency (i.e., Pioneer Home, Youth Advocates, SAIL, Center for Community, etc.)
- I use Native Education Program transportation
- I walk to get where I need to go
- I bicycle where I need to go
- I drive my boat into town as I need to
- I ride with friends
- I ride in a taxi to get where I need to go
- I use the Head Start bus
- Sitka School District contracted school bus
- Mt. Edgecombe high school bus/van

2. What are your, or any of your immediate household members', primary needs and uses for transportation? (Check all that apply)

- Work
- Primary, Middle, or High School
- Afterschool activities
- Doctor/Hospital/Pharmacy visits
- Social Services visit
- Shopping
- Social outings
- Getting to the Ferry Terminal
- Getting to the airport
- Other, please specify _____

3.If you and members of your immediate household do not use any transportation in Sitka other than your personal vehicle or a ride from friends or family, why not? (Check all that apply)

- The cost of using the bus is too expensive.
- The cost of using a taxi is too expensive.
- The hours of available bus service are too limited.
- The hours of available taxi service are too limited.
- The hours of available senior center or agency sponsored transportation service are too limited.
- The bus routes do not go where I need to go.
- It is more convenient for me not to use the bus or human service agency or senior center transportation.
- I have no reason to use the current bus, human service agency or senior center transportation.
- Other, please specify _____

4. Does any type of public transportation serve the area in which you or your immediate household members work and/or live (include bus, taxi, senior center bus, human service agency, Native Education Program, other)? (Check the best answer)

Yes No Not Sure

5. Are you and your immediate household members satisfied with the level of transportation service in the area where you work and/or live (include bus, taxi, senior center, Native Education Program, agency)? (Check the best answer)

Yes
 No, please specify why _____
 Not Sure

6. How much would you be willing to pay for a one-way trip?

\$_____ on Community RIDE (the Blue bus)

\$_____ on Senior Center's Care-A-Van

7. Do you know how to schedule a trip with an agency, senior center transportation service provider, or taxi?

Yes No

8. Which days and hours would public transportation service be most beneficial to you and your immediate household members? Mark an X in each box that applies.

| Time | Mon. | Tue. | Wed. | Thur. | Fri. | Sat. | Sun. |
|-----------|------|------|------|-------|------|------|------|
| 5-7AM | | | | | | | |
| 7-10AM | | | | | | | |
| 10AM-12PM | | | | | | | |
| 12-3PM | | | | | | | |
| 3-6PM | | | | | | | |
| 6-9PM | | | | | | | |
| 9-12PM | | | | | | | |

9. Please write the number of people in your household that are within each of the following age groups.

- ___ Age 5 to 10
- ___ Age 11 to 19
- ___ Age 20 to 35
- ___ Age 36 to 45
- ___ Age 46 to 55
- ___ Age 56 to 65
- ___ Age 66 and older

10. How many people are in your immediate household?

___ people

11. How many people in your immediate household are employed?

___ people

12. What are daily work shift hours for you and/or members of your household?

___:___ to ___:___ ___:___ to ___:___ ___:___ to ___:___ ___:___ to ___:___

13. What is your total annual household income?

- (1) Less than \$5,000 (2) \$5,000 to \$9,999
- (3) \$10,000 to \$14,999
- (4) \$15,000 to \$19,999 (5) \$20,000 to \$24,999
- (6) \$25,000 to \$34,999 (7) \$35,000 to \$49,999
- (8) \$50,000 to \$74,999 (9) \$75,000 or more

Thank you for Participating!!

Center for Community, Sitka

Hello Community RIDE Customer!

We are working on a plan for your transportation services. We need your help! Please complete this survey. If you prefer to include your name on the survey, responses will be confidential. Please return the completed survey to the surveyor. ONE survey per person please. Thank You!

1 Name: (Optional) _____

2 How often do you ride Community RIDE?
 Every day 3 to 5 times weekly 1 or 2 times weekly Occasionally Not at all

3 In what year did you start using Community RIDE as often as you do now?
 2010 2009 2008 2007 2006 2005 before 2005

4 What is your main purpose for today's trip? Work Shopping
 School Social Doctor Social Service Agency Appointment Other

5 Please rate the benefit for you of having public transportation service available in Sitka?
 Very Important for My Daily Life Important for My Daily Life Moderately Important for My Daily Life Not Important for My Daily Life

6 Do the current hours of bus service meet your transportation needs?
 Yes No If no, what times of the day do you need transportation? _____

7 Do the current days of bus service meet your transportation needs?
 Yes No If no, what days do you need transportation? _____

8 What day(s) of the week do you use Community Ride?
 Mon. Tue. Wed. Thur. Fri.

9 Do bus routes serve the area in which you work and/or live?
 Yes No If no, on what street do you live? _____
If no, on what street do you work? _____

10 What type of bus pass do you typically purchase?
 Multiple Ride One-Way Single Ride

11 Currently, how do you travel from home to work, job training, non-emergency medical appointments, social service agency appointments/meetings or social activities?
(Please select the option that you use most often).
 Drive Ride with Friend Care-A-Van Community RIDE Bicycle Other I Don't

12 What is the ONE best way for you to get information about public transportation service?
 Flyer Inside Vehicle Poster Inside Vehicle Website Email Rider Guide
 On Television On Radio In the Newspaper Telephone

13 How old are you? under 18 18 to 29 30 to 49 50 to 64 65 or over

14 What is your annual household income (approximately)?
 Less than \$10,000 \$10,000 to \$24,999 \$25,000 to \$40,000
 Over \$40,000

Thank you for completing this survey! Please return it to the surveyor as you leave the vehicle. HAVE A GREAT DAY!