

Haines Area

# Coordinated Public Transit-Human Services Transportation Plan

Lead Agency: Haines Borough

2018

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## I. Introduction/Executive Summary

The intent of this plan is to document and evaluate existing transportation providers and unmet transportation needs/duplications in local human service agency and public transportation services within the Haines area. Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. This plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation.

The efforts of our community to coordinate transportation for our residents, especially the elderly and individuals with a disability, are evaluated in the plan. This plan is intended for use by:

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

In order to be eligible for Federal Transit Administration (FTA) or Alaska Mental Health Trust funds through the Alaska DOT&PF Alaska Community Transit office (ACT), projects must be derived from a locally developed coordinated plan. These funding sources focus on the transportation needs of persons with disabilities, the elderly, and those with special transportation needs that cannot be met through traditional personal automobile or public transportation means.

## II. Community Information

### A) Location

Haines Borough and Klukwan transportation issues are most sharply defined by geography and land use patterns. The area is located on the shores of Lynn Canal between the Chilkoot and Chilkat Rivers in northern Southeast Alaska. Haines shares a border with British Columbia to the northwest and the Municipality of Skagway is its neighbor to the northeast. The area encompasses approximately 2,350 square miles of land, or almost 1.5 million acres, and another 382 square miles of water are within its border.

The majority population lives in the Haines Townsite on the peninsula. Approximately 427 residents live 15-25 road miles from the townsite, which is accessed by the Haines Highway. The communities that encompass the residents are (1) Covenant Life, which supports two distinct residential neighborhoods (35 households); (2) Mosquito Lake (138 households); and (3) Klukwan (41 households). Klukwan supports a clinic, tribal government offices and cultural tourism facilities. The communities of Mud Bay and Lutak are roughly 4 miles from the townsite, accessible by highways, and contain 104 households and 25 households, respectively.

The Haines area is considered a hub community for Upper Lynn Canal communities due to its connection with the US Border through the highway and its Alaska Marine Highway service connecting to the capital city of Juneau. The connection between Alaska and Juneau is also made possible by almost daily ferry service between Juneau and Haines, the State-owned airport that runs daily scheduled flights to Juneau and Skagway, and the Haines Small Boat Harbor for smaller commercial day passage in the summer.

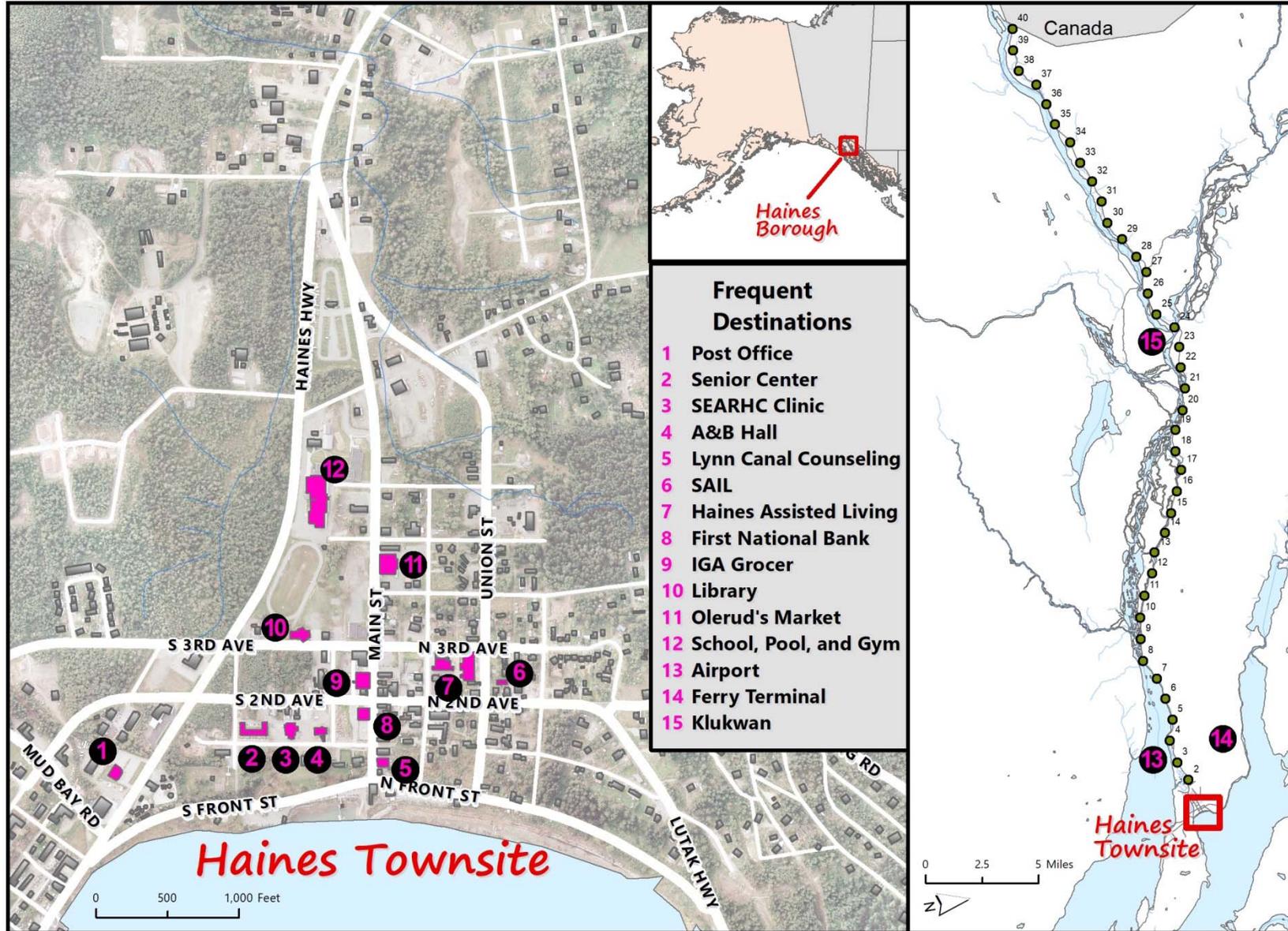
Haines Borough falls within the southeast maritime climate zone, characterized by cool summers, mild winters and heavy rain throughout the year. This zone lacks prolonged periods of freezing weather at low altitudes and is characterized by cloudiness and frequent fog. The combination of heavy precipitation and low temperatures at high altitudes in the coastal mountains of southern Alaska accounts for the numerous mountain glaciers. Its average summer and winter temperatures are 64°/51° F and 29°/20° F, respectively. On average, it receives 49 inches of rainfall and 170 inches of snow per year.

### B) Population

Haines' 2017 population of 2,552 has been slowly trending down since 2012 (2,607), although it is at about the same level as a decade ago (2,464 in 2008).

Community	2017 Population
Klukwan	93
Townsite	1941
Lutak	62
Mosquito Lake	265
Mud Bay	204
Covenant Life	69
Excursion Inlet	11
<b>TOTAL</b>	<b>2,552</b>
Source: <a href="http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml">http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml</a>	

## C) Map of Community



### III. Assessment of Available Resources & Services

#### A) Coordination Working Group

Coordination would not be possible without a group effort. Our community has come together to pool our resources and work as a team to provide enhanced mobility for our seniors and individuals with disabilities.

Organization	Contact
Haines Borough	Holly Smith
Catholic Community Services	Gail Fenumiai
Southeast Alaska Independent Living	Sierra Jimenez
Chilkoot Indian Association	Ryan Barber
Chilkat Indian Village	Christopher Hotch
REACH, Inc.	Connie McGee
Southeast Alaska Regional Health Consortium	Kelly Williamson
Red Cab of Haines	Suzanne Ashe
Haines Assisted Living	Stephanie Pattison
Chatham School District	Jennifer Marschke
Haines Senior Center	Caroline Hankins
Alaska Mountain Guides	Jake Eckhardt
Second Nature	Dan Egolf

#### B) Current Transportation Options

The Haines area is considered a hub community for Upper Lynn Canal communities due to its connection with the US Border through the highway and its Alaska Marine Highway service connecting to the capital city of Juneau. Unlike most Southeast Alaskan Communities, Haines and Skagway are the only communities that connect the rest of Alaska through the highway system. Highway traffic across the border has increased steadily since 2011, gaining 35% with a total of 43,000 highway arrivals in 2017.

The connection between Alaska and Juneau is also made possible by almost daily ferry service between Juneau and Haines, which brought 33,000 passengers to Haines in 2017. The state operates and maintains a marine terminal in Lutak Inlet, 3.5 miles distant from the community core, and this is where the state’s fleet of ferries handles passengers, vehicles and freight. The State-owned airport with its 4,000 feet of paved runway has daily scheduled flights to Juneau and Skagway. Haines Small Boat Harbor is at the community waterfront, and it is the terminus for smaller commercial day passage. Most of the freight for the community is barged year-round, received at the borough-owned Lutak Dock near the ferry terminal. Shipments are weather-dependent and usually arrive twice a week.

The Alaska Department of Transportation and Public Facilities (ADOT&PF) maintains approximately 70 miles of roads within Haines Borough including the 40-mile Haines Highway from town (Mile 0) to the US-Canada border (Mile 40), Lutak Road, Mosquito Lake Road, Old Haines Highway, Sawmill Road, Piedad Road, Comstock Road, Menaker Road, Allen Road, Union Street, Main Street, a portion of Front Street, Mud Bay Road, and Small Tracts Road.

The most common destinations for the Haines area are the ferry terminal, the airport, the grocery stores located on Main Street, the post office, the public library, the bank, and the SEARHC Clinic. Haines does not have a public transit system, though some private companies, such as Alaska Seaplanes, provide free transportation to and from their place of business. Other businesses, such as Red Cab taxi service, provide transportation for a fee.

The Haines area has three accessible vehicles. One van is operated by Alaska Mountain Guides, services limited to customers. Haines Senior Services maintains three accessible vehicles, though only one is currently operational. (A second van is expected to be in operation before 2019.) The service that Haines Senior Center provides is the only option for persons with disabilities within the townsite. Regular services are limited to four days per week. Depending on driver availability, non-regular service may be provided with 72 hours advance notice.

#### ***Southeast Senior Services / Catholic Community Service / Haines Senior Center***

Seniors at least 60 years old and persons with disabilities of any age are eligible for transportation services. They may reserve rides Monday through Thursday between 8:00 am and 3:30 pm, Fridays between 10:00 am and 3:30pm. Evening and weekend rides are available by advance request. No restrictions or priorities are formally set for this service. Advance arrangements for transportation services are recommended. Requests for same day service are provided when drivers are available.

Transportation is provided to medical appointments, the grocery store, the post office, the senior hot lunch, community events, work and wherever the passenger needs to go. Transportation to and from the ferry terminal is also provided, which allows access to outside medical care. Transportation is provided throughout Haines and on Mondays and Thursdays transportation is available to Klukwan.

Existing funding sources for the Haines Senior center transportation series include the Haines Borough, State of Alaska Senior Disability Services Title III grant, Chilkoot Indian Association Older American Act Title VI grant, State of Alaska Department of Transportation and Public Facilities operating assistance grant, Medicaid waiver reimbursements, client contributions and local fundraising. The program is operated by Southeast Senior Services, a division of Catholic Community Service, Inc.

In FY16, the Haines Care-A-Van provided 2,890 rides to people 60 and older and 455 rides to people with disabilities under the age of 60, totaling 3,345 rides. In FY17, 3,317 rides were provided to seniors and 353 rides provided to people with disabilities, totaling 3,670 rides.

#### ***Haines Borough Shuttle***

From late May through late September the Haines Borough contracts transit services for shuttling visitors between the cruise ship dock in Portage Cove and designated stops in the downtown core. The service is “consistent and continuous” on days a cruise ship is scheduled in port – 27 days in 2017. The service is not available to residents, but is free to visitors. The service is funded by the Haines Borough (Sales Tax Revenue) and cost \$60 per hour of service. The 2017 contract was estimated at 300 hours and costs \$39,000. The shuttle is not ADA accessible.

#### ***Haines Borough School District***

State law mandates that school districts provide transportation for all students residing 1.5 miles or more from a school facility. An average of 28 students ride to school from the Townsite and

Mud Bay Areas and an average of 29 students ride to school from the Haines Highway Area. The Haines Borough School District contracts for pupil transportation services with Bigfoot Auto. The service is available 173 days of the year. Services are free, but are restricted to Borough students.

***Chatham School District (Klukwan)***

The Chatham School District provides rides for 8 students between Haines and Klukwan. Students rendezvous at the Haines Fire Hall and are driven 22 miles to Klukwan School. The route is 44 miles.

***Chilkat Indian Village (Klukwan)***

Tribal members have access to a shuttle that travels from Klukwan to Haines twice a day, Monday-Friday. The shuttle departs Klukwan at 11:15 am and 3:00 pm. The shuttle is not accessible. The following ridership numbers from November 2017 to July 2018 are:

Month	Ridership Total
November 2017	64
December 2017	116
January 2018	95
February 2018	125
March 2018	188
April 2018	159
May 2018	164
June 2018	171
July 2018	158

***Haines Assisted Living Center***

Haines Assisted Living Center provides independent and assisted-living housing for elders. It has eight assisted-living apartments and five independent living apartments, and trained staff is available to residents 24 hours a day. Haines Assisted Living does not have a vehicle for transportation; it provides services through Southeast Senior Services.

***Private Touring & Lodging Companies***

The tourism industry in Haines provides a number of buses, vans and compact vehicles engaged in transporting ticketed clients throughout the borough. These vehicles are used in private-sector transit and operate seasonally in service to their clients. Only one van, operated by Alaska Mountain Guides, is ADA accessible:

Company	Vehicles
Alaska Seaplanes	1 Van
Alaska Mountain Guides	12 Bus, 10 Van, 4 SUV
Second Nature	3 Bus, 1 Van
Aspen Suites Hotel	1 Car
Chilkat River Adventures	8 Bus
Captain’s Choice Hotel	1 Van, 6 Car
Hotel Halsingland	16 Car
Lynn View Lodge	20 Car
Rainbow Glacier Adventures	9 Bus, 2 Car
SEABA Heli	4 Van
Sockeye Cycle	15 Van

### C) Inventory of Available Resources and Services

Below is a listing of the agency vehicles available and current transportation services within the community.

#### Vehicle Inventory:

Year	Make, Model	Status	Condition	Seating	Accessible Y/N	Owner of Vehicle
2007	Ford E350 Aerolite	Not in Service	Poor	8	Y	Catholic Community Services
2011	Ford E350 Supreme Candidate	Full-time	Good	8	Y	Catholic Community Services
2000	Ford E350 Super XL Club Wagon	Part-time	Fair	8	Y	Catholic Community Services
		Part-time	Good	45	N	Haines Borough
		Part-time	Good		Y	Alaska Mountain Guides
		Part-time	Good		N	Second Nature
		Part-time	Good		N	Aspen Suites Hotel
						Haines Borough School District
		Part-time	Good		N	Chatham School District - Klukwan
		Part-time	Good	300	N	Chilkat River Adventures
	Suburu Forresters (6)	Full-time	Good	24	N	Captain's Choice Motel
	Ford Explorer	Full-time	Good	8	N	Captain's Choice Motel
	Avis Rental Cars (16)	Seasonal	Good	96	N	Hotel Halsingland
		Seasonal	Good	64	N	SEABA Heli
	Ford E350	Seasonal	Good	15	N	Sockeye Cycle
	Mazda Tribute, MazdaCX5, Suburu Outback	Full-time	Good	75	N	Lynn View Lodge
		Seasonal	Good	121	N	Rainbow Glacier Adventures
		Seasonal	Good			Takshanuk Mountain Trail
		Full-time	Good	7	N	Alaska Seaplanes

**Services Inventory:**

Agency	Clients	Operating Days	Operating Hours	Annual Vehicle Miles*	Annual Passenger Trips*	Destinations
Catholic Community Services	Seniors	M-Th	8:30 am – 2 pm	5,000	3,726	SEARHC, SAIL, IGA, Senior Center, Post Office, Bank, Ferry Terminal, Salvation Army, CIA
		Friday	10 am – 3 pm			
		Saturday-Sunday	Upon Advanced Reservation			
Haines Borough	Visitors	Cruise Ship Dependent	Cruise Ship Dependent			
Alaska Mountain Guides	Customers	Seasonal	None			Tour Dependent
Second Nature	Customers	Seasonal	None			Tour Dependent
Aspen Suites Hotel	Customers	M-S	None			Tour Dependent
Haines Borough School District	Children	M-F	Dependent			
Chatham School District – Klukwan	Children	M-F	Dependent			Haines Fire Hall, Chilkat Lake Road, Haines Townsite, Haines Highway, Klukwan
Chilkat River Adventures	Customers	Seasonal	None			Tour Dependent
Captain's Choice	Customers	M-S	None			Tour Dependent
Hotel Halsingland	Customers	Seasonal	None			Tour Dependent
SEABA Heli	Customers	Seasonal	None			Tour Dependent
Sockeye Cycle	Customers	Seasonal	None			Tour Dependent
Lynn View Lodge	Customers	M-S	None			Tour Dependent
Rainbow Glacier Adventures	Customers	Seasonal	None			Tour Dependent
Takshanuk Mountain Trail	Customers	Seasonal	None			Tour Dependent
AK Seaplanes	Customers	M-S	Flight Schedule Dependent			Airport, Dependent

\*Estimated or actual

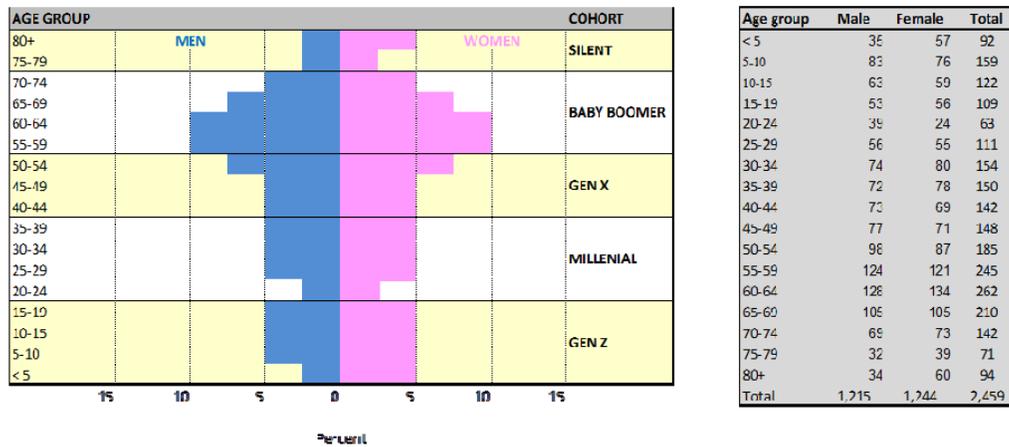
## IV. Assessment of Transportation Needs

### A) Demographics

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

Although Haines population has declined by about 200 people since 2008, its 60 and older population has increased by 51%. Haines has a median age of 49.3 years old, well above the statewide average of 34.9. In fact, as of 2018, Haines is the oldest community in Alaska.

Haines Borough Population by Age Group (2017 est)



Source: Alaska Department of Labor, American Community Survey "Economic Regions and Boroughs/Census Areas Population 2010-2017" <http://live.laborstats.alaska.gov/son/>

\*Klukwan population not included in age pyramid chart.

Table 1: Community Demographics

Community Demographics	
2017 Population	<b>2,552*</b>
Population 65 and over	<b>530</b>
Percent Population 65 and older	<b>21%</b>
2016 Per Capita Income	<b>\$50,667</b>
2016 Median Family Income	<b>\$58,750</b>
2016 Median Household Income	<b>\$53,125</b>
2016 Persons in Poverty	<b>135</b>
2016 Percent Below Poverty	<b>5.3%</b>

Source: U.S. Census Bureau Census, 2012-2016 American Community Survey 5-Year Estimates.

\*Population includes Klukwan 2017 estimate of 93 residents

Table 2: 2015 Persons with Disabilities (Alaska)

Place	Population	Disability	
		Count	Percent
Alaska	<b>701,457</b>	<b>77,134</b>	<b>11%</b>
Haines	<b>2,554</b>	<b>326</b>	<b>12.8%</b>

Source: Institute on Disability / UCED, 2015 State Report for County-level Data: Prevalence. Calculations based on U.S. Census Bureau, 2016 American Community Survey, Public Use Microdata Sample. Data represents the civilian, noninstitutional population. Based on a sample and subject to sampling variability.

**Table 3: 2016 Commuting to Work**

2016 Commuting to Work	
Workers 16 years and over travel time	<b>1,288</b>
Car, truck, van – drove alone	<b>57.1%</b>
Car, truck, van – carpooled	<b>13.6%</b>
Public transportation (excluding taxi)	<b>1.4%</b>
Walked	<b>9.4%</b>
Other means	<b>9.8%</b>
Worked at home	<b>8.7%</b>

Source: U.S. Census Bureau Census, 2012-2016 American Community Survey 5-Year Estimates.

**Table 4: 2016 Household Income**

2016 Household Income	
Total:	<b>1,170</b>
Less than \$10,000	<b>53</b>
\$10,000 to \$14,999	<b>52</b>
\$15,000 to \$24,999	<b>59</b>
\$25,000 to \$34,999	<b>223</b>
\$35,000 to \$49,999	<b>155</b>
\$50,000 to \$74,999	<b>215</b>
\$75,000 to \$99,999	<b>136</b>
\$100,000 to \$149,999	<b>164</b>
\$150,000 to \$199,999	<b>35</b>
\$200,000 or more	<b>78</b>

Source: U.S. Census Bureau Census, 2012-2016 American Community Survey 5-Year Estimates.

**Table 5: 2016 Household by Type**

2016 Household by Type	
Total Households	<b>1,623</b>
Households with individuals 65 years and over	<b>412</b>
Percent Households with individuals 65 years and older	<b>25.4%</b>
Average household size	<b>2</b>
Average family size	<b>3</b>

Source: U.S. Census Bureau Census, 2012-2016 American Community Survey 5-Year Estimates.

**Table 6: U.S. Department of Health and Human Services Poverty Guidelines, 2017**

Size of Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
<b>1</b>	\$12,060	\$15,060	\$13,860
<b>2</b>	\$16,240	\$20,290	\$18,670
<b>3</b>	\$20,420	\$25,520	\$23,480
<b>4</b>	\$24,600	\$30,750	\$28,290
<b>5</b>	\$28,780	\$35,980	\$33,100
<b>6</b>	\$32,960	\$41,210	\$37,910
<b>For each additional person, add</b>	\$4,180	\$5,230	\$4,810

Source: Federal Register, Vol. 82, No. 19, January 31, 2017, pp. 8832

## **B) Gaps in Service**

There is no public transportation system in Haines and limited escort services available for those who require it. Local senior citizens, age 60 and older, are able to access common community destinations (i.e. library, post office, clinic etc.) through the Senior Center Transportation Services. The services are free for elders and for people with disabilities. However, hours and days are limited. When the Senior Center is closed (evenings, Friday-Sunday, and holidays), there are no accessible vehicle transportation options for people with disabilities and/or the elderly. Services are also limited to those who reside within the townsite service area. There are approximately 500 people in the Mosquito Lake, Highway, Mud Bay, and Lutak areas who do not have access to transportation services. They rely on family, friends, and taxi services, though there are no private escort services that can accommodate passengers in wheelchairs.

Neither the Haines Borough nor the school districts (Chatham and Haines) have an ADA vehicle should one be needed for public services.

The Senior Center needs more funding to maintain the services they currently provide and to expand on services. Services have been difficult to maintain because of staffing shortages and vehicle maintenance issues. One vehicle needs to be replaced (2007 Ford E350) because its lifespan is expiring and the lift is no longer operational. Grants are available to improve existing service, such as the Purchase of Services Grant or the Operating Assistance Grant, but CCS can no longer apply on behalf of Haines because they are not first-time applicants, so the match is cost prohibitive.

Agency clients that rely on the Senior Center Transportation Services have experienced difficulties in accessing services, mainly due to the lack of available hours, drivers, or vehicles. There are also challenges in advertising the available agencies, services, hours, and routes – many in the community are unsure of who they may call for a ride and when they are offered.

### **Other Agency Concerns:**

#### ***Chilkoot Indian Association***

CIA citizens must be able to use transportation to access the commodity food programs. Some citizens struggle to find a ride to pick up food. Citizens are also concerned about limited hours of service that is currently provided through the Senior Center and ensuring that the vehicles in service are 4-wheel drive and have lifts for people who are in wheelchairs.

#### ***Chilkat Indian Village***

The transportation services provided to tribal citizens does not have an ADA accessible vehicle.

#### ***Lynn Canal Counselling***

LCC clients may access transportation services through a clinician's recommendation as part of a "rehab service". Under this service, if a client needed a ride to LCC in order to attend an appointment, they can schedule a ride in advance. However, the vehicle is a 2-wheel drive Toyota Camry; it is not a suitable winter vehicle nor can it accommodate people with disabilities.

#### ***Chatham School District (Klukwan)***

The school district does not have an accessible vehicle. Additionally, the district has struggled to find certified drivers in order to maintain the transport services it provides to approximately eight students within the Borough (2018 school year).

## V. Goals & Strategies

The strategies listed below were identified during the April and July meetings and through written correspondence. In an effort to improve human service and public transportation for elderly, persons with disabilities, and low income populations within the Haines area, goals and strategies are intended to close the gaps listed in the previous section. The organizations and agencies involved in the plan will assess the goals on an annual basis to (1) note any progress and (2) revise, remove, or add other goals depending on progress made or other changes to human services gaps in the area.

	STRATEGY	ACTION	PROGRESS	NOTES
<b>GOAL 1:</b>	<b>Promote Awareness of, Collaboration for Available Services</b>			
<b>1.1:</b>	Sustain the Transportation Task Force	<p>Responsible: All organizations</p> <p>Continue to participate in annual progress meetings. Maintain and advocate for the Coordinated Transportation Plan; Update the Human Service Transport Inventory; recommend implementation of program strategies to the Borough Assembly; coordinate and collaborate with the Planning Commission on transportation issues; and research program funding sources for implementation of strategies to meet goals.</p>		
<b>1.2:</b>	Create Media Plan	<p>Responsible: SAIL</p> <p>For publication and distribution to all human service agencies, SAIL staff will develop schedule and route map showing available services, contact information, and routes (if applicable) of transportation options.</p>		Many in Haines are unaware of the services available to them if they have need. Schedules and available services change from year to year, so information should be updated annually.
<b>1.3</b>	Celebrate Success	<p>Responsible: All organizations</p> <p>During annual meeting, share stories, ridership numbers, grant awards, and other information.</p>		Acknowledge and appreciate the work of agency representatives and volunteers who make human services transportation possible for many who greatly need it.

STRATEGY	ACTION	PROGRESS	NOTES
<b>GOAL 2:</b>	<b>Maintain Existing Services</b>		
<b>2.1:</b>	Support Southeast Senior Services	Responsible: SESS, Borough, SAIL, SEARHC, HAL, School Districts	SESS is the primary organization in the Haines townsite that provides ADA transportation services to the elderly and persons with disabilities populations.
<b>2.1.1:</b>	Apply for Purchase of Services Grant	Responsible: Borough, SESS, SAIL  On behalf of SESS, Borough will apply for the 2019 PoS grant through the State, application due December 2018. Borough will contract with SESS for services. SESS will be responsible for grant reporting. SAIL will assist as needed.	Purchase of Services grants aid SESS in the operations and maintenance costs of the services they currently provide the community of Haines. Example: Replacing the 2011 E350 Ford.
<b>GOAL 3:</b>	<b>Expand Existing Services</b>		
<b>3.1</b>	Expand Service Area	Responsible: SESS, SAIL, Borough, Tribes, SEARHC,  Report during first annual meeting: (SESS) Estimate operation and maintenance expense for a service route that could operate for one day of the year for round trip travel to Mud Bay, Lutak, and Haines Highway. (SAIL) Develop/Design Survey for residents outside of townsite to assess level of need for transportation. (CIA) See Goal 4.3.  Second annual meeting: (Borough) Distribute/publish survey, collect and tabulate results of survey, share with task force. (All) Examine avenues to expand service area based on information gathered.	With the exception of some tribal residents, anyone living outside of the Haines Townsite (approximately 500) does not have access to transportation services.

STRATEGY		ACTION	PROGRESS	NOTES
3.2	Create Implementation Plan for Expanding Service Hours	<p>Responsible: SESS, SAIL, Borough, CIA, SEARHC, HAL</p> <p>During annual meeting: SESS report on (1) estimate of expense increase related to expanding service hours; and (2) logistical/workforce challenges to expanding hours; (3) possibility of increased hours based on above information. SESS will direct other agencies for staffing/funding/other needs.</p> <p>Suggestion: This goal may require a separate committee that would act as a working group to complete a plan with recommendations for implementation.</p>		Clients of human service agencies have a difficult time securing Care-a-van rides because (1) the schedule is full; (2) drivers are unavailable; or (3) the office is closed. This service is the only one available for those who require a wheelchair lift.
3.3	Explore options for transportation for students with disabilities from school to medical and/or mental health service providers	<p>Responsible: Chatham School District, Haines Borough School District, SEARHC, LLC, Borough</p> <p>SEARHC will work with Borough to secure a funding source / timeline for the replacement of their Toyota Camry with an accessible vehicle. Once replaced, SEARHC will coordinate with school districts on scheduling/other needs.</p>		Medical and mental health providers have a need for transportation for students with disabilities from school to medical and/or mental health service providers such as LCC and SEARHC.

STRATEGY	ACTION	PROGRESS	NOTES
<b>Goal 4:</b>	<b>Develop Alternative Transportation Options</b>		
<b>4.1:</b>	Explore bicycle exchange program	<p>Responsible: Borough, SEARHC, LLC</p> <p>During annual meeting, report on type of bike sharing program that would best fit the scope of clientele at SEARHC, possible staff leads, approximate number of staff hours per month, and potential grant sources.</p>	<p>Low-income residents could become more mobile if they had access to affordable bikes. Bike use and walking helps increase air quality, and promotes the health of residents. It may be a good fit for LCC's substance use program, as many people who lose their license due to substance use need to find other means of transportation, and for other programs at SEARHC. Other organizations that may be contributors to the project are the Bicycle Friendly Committee, Haines Borough Police, and Haines Borough School (senior project opportunity)</p>
<b>4.2</b>	Investigate purchase of accessible vehicle for taxi service, then taxi subsidy grant program	<p>Responsible: Borough, Taxi &amp; Tour Operators</p> <p>During annual meeting, report on desire of current taxi and/or tour operator to purchase an accessible vehicle as first step towards a taxi subsidy program. If desired, research alternative grant options as Purchase of Services grant may be unavailable due to SESS vehicle maintenance and operations needs.</p>	<p>Many seniors and people with disabilities would like to use the taxi service, but find the cost of rides too expensive. A taxi subsidy grant could help seniors and people with disabilities by giving them vouchers toward a portion of the taxi fare, providing them with the rides they need outside of Care-a-van operating hours, and ensure stable business for a taxi company.</p>

STRATEGY		ACTION	PROGRESS	NOTES
4.3	Explore application of planning grant through the Federal Transit Authority	<p>Responsible: Chilkoot Indian Association, Borough</p> <p>Completion date: First week of September, 2019</p> <p>During annual meeting, CIA will report on progress of application status to the FTA's FY 2019 Tribal Transit Program. Borough will assist as directed by CIA.</p>		The primary purpose of the grant is to support planning, capital and, in limited circumstances, operating assistance for tribal public transit services. This is a 90% federal match grant. In this case, CIA could apply for a planning grant as a possible first step for public transit in Haines.

## VI. Priority of Projects

Listed below are the projects the community would like to accomplish in the next 5 years based on the strategies listed above. This list will become a standalone document that must be updated and approved every grant cycle, this will allow the community to change the project list without updating the entire plan.

Priority	Project	Goal, Strategy
3	Sustain transportation task force	1.1
4	Create media plan	1.2
5	Celebrate successes	1.3
2	Support Southeast Senior Services	2.1
1	Apply for Purchase of Services Grant	2.1.1
9	Expand service area	3.1
8	Create implementation plan for expanding service hours	3.2
6	Explore options for transportation for students with disabilities from school to medical and/or mental health service providers	3.3
10	Explore bicycle exchange program	4.1
11	Investigate purchase of accessible vehicle for taxi service, then taxi subsidy grant program	4.2
7	Explore application of planning grant through the Federal Transit Authority	4.3

## VII. Appendix

1. Public Notice of events/meetings
2. Participant Lists & Signatures
3. Local Resolution Approval

*she is  
writing the plan?  
Holly Smith*



# COMMUNITY COORDINATED TRANSPORTATION PLAN MEETING

*7662383*

## AGENDA

**Date: 4/4/18**  
**Time: 11:30AM**  
**Place of Meeting:**  
**Sobeloff McRae  
Conference Room**  
**Or call-in: (800)-791-2345**  
**Code: 66412#**

- Welcome and Agenda Review
- Introductions
- History of Haines Coordinated Transportation
- Coordination Meeting Overview
  - Grant Programs available for our community
  - Federal and AKDOT Plan Requirements
- Community Assessment and Strategies
  - Development- What's next? Lead Agency?
    - Coordinated Service Element
    - Assessment of Needs
    - Gaps in Service
    - Strategies
    - Priority List of Projects
- Feedback, Suggestions, Comments
- Adjournment

# Locally Developed Coordination Plan Meeting Participant List

Plan Area (community): <b>Haines</b>	
Date of Meeting(s): <b>April 4, 2018</b>	
Coordination Plan Contact Name(s): <b>Jennifer Marschke, SAIL; Holly Smith, Haines Borough</b>	

NAME	ORGANIZATION NAME	ADDRESS AND PHONE NUMBER	E-MAIL ADDRESS
<del>Clayton Wootton</del>	Haines Visitors	2nd Ave 907-766-6449	cwootton@haines.ak.us
<del>Connie McCre</del>	Reach	766-3457	cmcree@reachak.org
Nick Kokotovich	CHILKOOT INDIAN ASSOC.	PO Box 766-2323	NKOKO@CHILKOOT-NSN.GOV
Stephanie Rattison	HHL	219 Union Ave 766-3616 ext 1	Stephanie@haines assistedliving.org
Sierra Jimenez	SAIL		Sjimenez@sailinc.org
Gail + Maryanne	CCS		
Dan O'Keefe	SAIL	"	o'keefe@sailinc.org
Jennifer Marschke	SAIL	PO Box 183 HNS, 99827	jmarschke@sailinc.org
Samantha Clay	SEARHC BH CCS/	PO Box 90 Haines, AK 99827	
Caroline Hankins	Haines Senior Center	P.O. Box 801 907-766-2383 Haines, AK 99827	HainesSeniorCenter@CCS.org
Debra Schnabel	HNS Boro		dschnabel@haines.ak.us

## Community Coordinated Transportation Plan Meeting:

Date: 4/4/2018

Time: 11:30am

### Introductions:

- Sierra Jimenez (SAIL Director)
- Carolan Wooten (Haines Borough Tourism Director)
- Stephanie Pattison (HAL)
- Nick Kokodovitchd (CIV Transportation)
- Connie McGee (REACH)
- Samantha Clay (SEARHC Behavioral Health)
- Jennifer Marschke (SAIL)
- Caroline (Senior Center)
- Joan O'Keefe (Executive Director – SAIL)
- Gail and Maryann (CCS – SESS)
- Julie (DOT AK)
- Debra Schnabel (Borough Manager)

### History of Coordinated Transportation Plan:

- Sierra provided history of the transportation plans in Haines. Debra Schnabel started plan with community of Haines to better our coordinated transportation within Haines and try to offer access to everyone. Since then, there has been much progress, however the senior center is really the only mode of transport for aging individuals or those with disabilities.
- MaryAnn began speaking of grants (vehicle, purchase of services, and operating assistance)

### Grant Programs available for our Community

- Vehicle, purchase of services (80/20 match), and operating assistance (50/50 match)
- Julie answering where the grant monies will come from? – funding can come from federal and state dependent on application and what is available. However, a communities plan should not be based on access to funding, it should be a plan that shows wraparound overarching big picture of transportation in a community. The coordinated transportation plan should not be reliant on grant funding alone.
- Julie – state standpoint in order to be eligible for funding in 2018 needs to be done by **June 30**. Completed and governing body signed.

### Plan Elements Discussion

- Sierra – go over Coordinated Public Transit- Human Services Transportation Plan Elements
- Sam has everything at SEARHC BH to send over for plan in the demographics section for mental health.
- In needs assessment include a transient needs section and a residential needs section for both assessment cases as those demographics are different and can change. Transient being tourists that visit our community vs. residential individuals that live here year round.

- The borough will fill gap for van and existing grant with SESS and CCS. The money has been written into the budget for the van. This does not mean funding has been approved.
- Currently, there is also a van for purchase in the borough budget (not approved), for tourism and CYD. This van is not accessible.
- Have there been amendments made to the current 2013 plan? No.
- Tourism – provide better information to shore excursion individuals to let them know about ADA accessibility in Haines.
- Borough would be willing to complete plan from planning commission if there were committees that could take on roles to complete jobs in the 4 itemized areas that were lined out including demographics, existing services currently available, needs, and gaps within the Haines community.
- Julie – annual meeting is not to re-write/edit plan. Annual meeting is to go over priorities.
- Do we make committees for each section or meet and do this together? We will go through gaps and needs in service on pages 16 -18 in the 2013 Haines Transportation Plan and make committees to cover other areas.

**CHANGES AND DISCUSSIONS ABOUT GAPS/NEEDS IN SERVICE ARE AS FOLLOWS:**

- Media Plan – There should be a media plan in our coordinated transportation plan that includes a coordinated schedule for transportation in the borough of Haines from every agency.
- Combine numbers 1-4 in needs/gaps section with new labels and look at what is needed now and in the next 5 years for the community of Haines. Senior Center does run M-F 8-4, however they are completely booked for rides throughout the week and find it hard to offer additional services. There is currently a dispatcher in the office Friday that checks messages for asks of weekend rides.
- Taxi Subsidy would only work if the taxis were accessible as the grant will only cover vehicles that are accessible. Grants in a nutshell that are offered: Purchase of Services – agency will purchase services from another agency to provide service, 80/20 match. Operating Assistance is 50/50 match. Rides that are being provided have to be accessible.
- Change 5. Due to information above, we could explore a taxi subsidy program and options for an accessible taxi service in Haines.
- Keep 6. Transportation for disabled students from school to medical and/or mental health service providers. This is still a very large gap. SEARHC currently has a vehicle and it is not accessible.
- Keep 7. Develop alternative transportation options.
- Change 8. Expand service area need for transportation. Not necessarily Care-a-Van. This is a general need for everyone in the community from people out the road (Mosquito Lake/Chilkat/Klukwan), Mud Bay, and Lutak. There is a very large need for a frequently running transportation service to community member that do not live in town.

**COMMITTEES ARE AS FOLLOWS:**

- **Demographics section** – Individuals to provide info. Lead is Caroline from Senior Center. Other contributors are: SESS, LCC, HAL
- **Existing services available or inventory of available resources** – from organizations, borough, and tourism. – Sierra will take lead on this one.

- **Gaps/Needs** - can be combined or separate. Jen can take lead on this one. Other contributors are: Stephanie Pattison (HAL)

**WE STILL NEED INDIVIDUALS THAT ARE WILLING TO JOIN COMMITTEES TO TACKLE SOME OF THE INFORMATION THAT NEEDS TO BE GATHERED. ONCE INFO IS GATHERED, WE CAN SEND TO HOLLY SMITH TO PUT TOGETHER. THIS IS EXTREMELY IMPORTANT! IF WE DO NOT COMPLETE A PLAN, WE WILL NO LONGER HAVE ACCESS TO TRANSPORTATION FOR INDIVIDUALS UNDER 60 WITH DISABILITIES AND WE WILL NOT HAVE GOALS THAT WE SHOULD REACH TO BETTER THIS SERVICE IN OUR COMMUNITY.**

Holly Smith – Planning Commission will write.



# PLEASE JOIN US

## Coordinated Public Transit-Human Services Transportation Plan Meeting

<u>Date:</u>	MONDAY, JULY 16
<u>Time:</u>	12:00 P.M.
<u>Location:</u>	HAINES LIBRARY – COMMUNITY ROOM 111 THIRD AVENUE; HAINES, AK 99827
<u>Purpose:</u>	To create/update the Locally Developed Coordinated Public Transit-Human Services Transportation Plan for our area.

For more information or feasible accommodations, please contact Holly Smith, Borough Planner, at (907) 766-6411 or [hsmith@haines.ak.us](mailto:hsmith@haines.ak.us).

**[Chilkat Valley News Ad July 12, 2018]**

**NOTICE OF PUBLIC MEETING**

The HAINES BOROUGH will be holding a public meeting on MONDAY, JULY 16 at 12:00 P.M. in the HAINES PUBLIC LIBRARY COMMUNITY ROOM (111 3rd Ave). All public, private non-profit, and private for-profit transportation providers, as well as the general public are invited to attend, participate and provide comment on the Haines Coordinated Transportation Plan. For a copy of the plan prior to the meeting please contact Holly Smith at (907) 766-6411.



# COMMUNITY COORDINATED TRANSPORTATION PLAN MEETING

## AGENDA

July 16, 2018

12:00 pm – 1:30 pm

Haines Public Library

- Welcome and Agenda Review
- Introductions
- Approval of Previous Meeting Minutes
- DRAFT Plan Introduction
  - What has been written  
(Demographics + Inventory)
  - What has not been written
    - Gaps in Service (see worksheet)
    - Strategies (see worksheet)
    - Priority List of Projects
    - Review Appendices List
- Schedule Final Public Meeting

The purpose of the final meeting will be to review the final draft before it is submitted to Assembly for resolution.
- Feedback, Suggestions, Comments
- Adjournment



**Haines**  
**Community Coordinated Transportation Plan Meeting**  
**Monday, July 16, 2018**  
**12:00 pm – 1:30 pm**

**Attendance:** See attached participation list.

**Approval of Minutes:** **April 4, 2018** (Review by Jennifer Marschke & Sierra Jimenez)

**Plan Overview:** (Holly Smith)

- Plan requirements;
- Review of draft plan and missing elements (Needs, Gaps, Goals, & Priorities)

**Gaps Identified:**

- Same as 2013 Plan with minor changes: There is no public transit in the Haines community and there are limited options for people with disabilities and/or elders due to (1) Lack of hours of operation; (2) Lack of ADA accessible vehicles (one vehicle at SES no longer works); (3) Lack of available, trained drivers; (4) Lack of funding for all of the above. Escort services are not available for people with disabilities, though the bridge program has some volunteers.

**Needs/Possible Solutions Identified:**

Replace aging vehicle at the senior center

- Replace aging vehicle at the Senior Center. Haines Senior Center will need a replacement vehicle – 2011 vehicle needs to be replaced. Only have a 5 year life span. The 2011 vehicle may be used in another area.
- It is difficult for the public to know what services are available, where and when they can be transported, and who to contact. A media plan or a schedule that contains routes and contact information should be created and given to all providers. SAIL volunteered to oversee the outcome of this goal.
- There are certain times of the day or week when people cannot get transportation assistance if they need it. Evenings and weekends not generally available. Lunchtime is especially difficult because of the higher than average volumes of riders. Also, Haines only has two part-time drivers.
- Transportation assistance is not available on holidays.
- People who live outside the townsite (Mosquito Lake, Lutak, Mudbay) need transportation services, but are not eligible for existing programs.

- Chilkat Indian Village offers services to tribal members and does not charge for services. They are currently seeking an accessible van.
- Would it be possible to get an accessible vehicle for a subsidized taxi program?
- The Borough Shuttle not accessible and is only used by the cruise ship or visitor population.
- Haines Senior Center needs:
  - More staff for driving.
  - To expand schedule / hours of service.
  - To replace a vehicle. There used to be two vehicles in service, but now there is only one vehicle running. Wheelchair lift is broken in one vehicle. The 2011 vehicle needs to be replaced because they only have a 5-year life span. The 2011 vehicle may be used in another area.
- Grants: Certain grants are only available on an 80/20 match if a service provider is a first-time applicant. During the next application period, the Borough should be responsible for applying for services for Senior Center transportation funding. Catholic Community Services would be responsible for reporting and managing the application of funds.

Agency: Catholic Community Service/SE Senior Services/Haines Senior Center

<b>Total ANNUAL Transportation Operating Expenditures Summary</b>	
<b>Transportation-related Administrative Personnel Costs</b>	
Administrative salary (List Staff below)	\$15,075.00
NTS Coordinator	
Benefits	\$3,559.00
<b>Total Transportation-related Administrative Personnel Costs</b>	<b>\$18,634.00</b>
<b>Other Transportation-related Administrative/Overhead Costs</b>	
Contracted Professional Services (such as Mobility Manager, Accountant, Etc.)	
Marketing & Advertising	
Materials & Supplies	\$2,999.00
Telephone & Internet	\$1,500.00
Office Rental	\$2,273.00
Office Equipment Rental	
<b>Total Other Transportation-related Administrative/Overhead Costs</b>	<b>\$6,772.00</b>
<b>Service Operating Costs</b>	
Operating & Maintenance salary (List below; dispatch, driver, mechanic etc.)	\$29,906.00
Drivers	
Benefits	\$4,940.00
<b>Total Operating Personnel Costs</b>	<b>\$34,846.00</b>
<b>Other Operating Expenses</b>	
Purchased Transportation Services	
Maintenance Supplies	\$ 17,385.00
Contract Paratransit, Taxi Operators, or Maintenance	
Utilities and Facility Maintenance	
Insurance	
Vehicle license, registration, tax	
Fuel & Oil	\$ 6,066.00
Tires	
Vehicle Insurance	
Vehicle Storage Facility Rental	
Other	
<b>Total Other Operating Expenses</b>	<b>\$23,451.00</b>
<b>Total Administrative &amp; Operating Expenses</b>	<b>\$83,703.00</b>
<b>Total number of trips provided</b>	<b>3,670</b>
<b>Average Cost per Trip (Total Expenses / Total #Trips)</b>	<b>\$ 22.81</b>

Agency:

<b>Total ANNUAL Transportation Operating Expenditures Summary</b>		
<b>Transportation-related Administrative Personnel Costs</b>		
Administrative salary (List Staff below)		
Benefits		
<b>Total Transportation-related Administrative Personnel Costs</b>		<b>\$0.00</b>
<b>Other Transportation-related Administrative/Overhead Costs</b>		
Contracted Professional Services (such as Mobility Manager, Accountant, Etc.)		
Marketing & Advertising		
Materials & Supplies		
Telephone & Internet		
Office Rental		
Office Equipment Rental		
<b>Total Other Transportation-related Administrative/Overhead Costs</b>		<b>\$0.00</b>
<b>Service Operating Costs</b>		
Operating & Maintenance salary (List below; dispatch, driver, mechanic etc.)		
	Mechanic	\$200.00
Benefits		
<b>Total Operating Personnel Costs</b>		<b>\$200.00</b>
<b>Other Operating Expenses</b>		
Purchased Transportation Services		
Maintenance Supplies		\$ 575.00
Contract Paratransit, Taxi Operators, or Maintenance		
Utilities and Facility Maintenance		
Insurance		\$ 900.00
Vehicle license, registration, tax		
Fuel & Oil		
Tires		
Vehicle Insurance		
Vehicle Storage Facility Rental		
Other		
<b>Total Other Operating Expenses</b>		<b>\$1,475.00</b>
<b>Total Administrative &amp; Operating Expenses</b>		<b>\$1,675.00</b>
<b>Total number of trips provided</b>		<b>0</b>
<b>Average Cost per Trip (Total Expenses / Total #Trips)</b>		

**A RESOLUTION OF THE BOROUGH ASSEMBLY SUPPORTING THE  
HAINES BOROUGH COORDINATED TRANSPORTATION PLAN, 2018  
EDITION.**

**WHEREAS**, people with specialized transportation needs have the right to mobility. Individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services are essential for travel to work and medical appointments, to run essential errands, or to simply take advantage of social or cultural opportunities; and

**WHEREAS**, under MAP-21, projects funded by the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan. The Alaska Department of Transportation and Public Facilities requires any human service transit projects funded by the Alaska Mental Health Trust to also be included in a coordinated public transit-human services transportation plan; and

**WHEREAS**, the FTA 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program provides operating and capital assistance funding to provide transit and purchase of services to private non-profit agencies, federally recognized tribes, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to persons with disabilities; and

**WHEREAS**, Alaska Mental Health Trust provides grants to private non-profit agencies, federally recognized tribes, and to qualifying local public bodies that serve community transit needs of trust beneficiaries, namely Alaskans who experience mental illness; developmental disabilities; chronic alcoholism with psychosis; or Alzheimer's disease and related dementia through funding for operating assistance, purchase of services, capital and coordinated transportation system planning; and

**WHEREAS**, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on April 4, 2018 and July 16, 2018; and

**WHEREAS**, members of the local committee reviewed and recommended through consensus the Haines Coordinated Transportation Plan, 2018 Edition, with Project Priority the Purchase of Services Grant for operating expenses associated with the Haines Senior Center Transportation Services, be submitted to the State of Alaska Department of Transportation and Public Facilities.

**NOW, THEREFORE, BE IT RESOLVED BY THE HAINES BOROUGH ASSEMBLY**

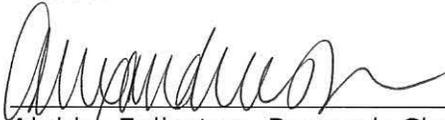
SECTION 1. That the HAINES BOROUGH ASSEMBLY supports the Haines Borough Coordinated Transportation Plan, 2018 Edition.

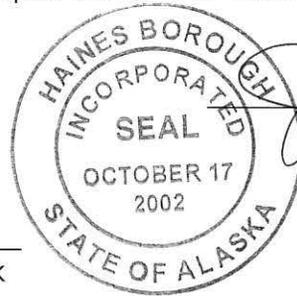
SECTION 2. That the HAINES BOROUGH ASSEMBLY supports the priority project of Purchase of Services Grant on behalf of the Haines Senior Center.

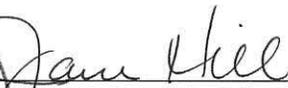
SECTION 3. That this resolution takes effect immediately upon its adoption.

Adopted by a duly-constituted quorum of the Haines Borough Assembly on this 4<sup>th</sup> day of December, 2018.

Attest:

  
Alekka Fullerton, Borough Clerk



  
Jan Hill, Borough Mayor