

# *Gravina Island Access Survey*

*Prepared for:  
Alaska Department of Transportation  
And Public Facilities*



Research-Based Consulting

Juneau  
Anchorage  
Kodiak

*February 2008*

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*PREPARED BY:*



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# Introduction and Methodology

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## Introduction

The Alaska Department of Transportation and Public Facilities (DOT&PF), Southeast Region contracted with the McDowell Group, Inc., an Alaska-based research firm, to gather the opinions of Ketchikan residents and residents of outlying communities concerning Gravina Island access options.

The primary purpose of the surveys was to learn the general preferences of Ketchikan and outlying community residents regarding access options for Gravina Island. A secondary purpose of the research was to gather satisfaction ratings and improvement recommendations concerning existing airport ferry service. Airport ferry ratings and recommendations were collected to assess future improvement needs for the airport ferry system.

## Methodology

Two surveys were conducted by telephone January 25 through February 2, 2008 with adults aged 18 and older. Call attempts occurred at different times of the day and various days of the week (including days, evenings and weekends) to ensure the best possible opportunity for reaching the randomly selected households. Respondents were screened for those who had lived in their community for at least six months. The first survey was conducted with a random sample of 500 Ketchikan Gateway Borough households. The second survey, with a total random sample of 100 households, was conducted in the outlying communities of Metlakatla, Craig, Thorne Bay, Klawock and Coffman Cove. The sample size for each outlying community was proportional to the population of the community.

It was the professional judgment of the McDowell Group that it was best to ask the satisfaction and improvement questions before the preferred option section of the survey was revealed for two reasons. If respondents were informed about and asked their preferences for Gravina Island access options first, this could have potentially impacted how they responded to the ferry satisfaction questions. The study team wanted to avoid the potential for a situation where a respondent who strongly supported an option could be less than candid in their ferry satisfaction ratings in an attempt to influence the outcome of those questions.

Second, asking the Gravina Island access option questions after the ferry satisfaction and improvement questions, was not likely to affect a respondent's opinions concerning their support for each access option or their preference between bridges or improved ferry service.

Each respondent was read the entire survey verbatim. When requesting participation, surveyors read "We are conducting a survey of Southeast Alaska residents for the Alaska Department of Transportation to better understand the travel needs of Southeast Alaska residents." Potential respondents decided whether to participate based on that general statement. Survey participation/refusals were within the normal range for a survey of this type. Approximately 13 percent of all households contacted refused to participate and only three of 600 respondents discontinued the survey after they had started.

As is usual in surveying, to assure the most accurate representation of the populations, the surveys were weighted to reflect gender proportions. Alaska Department of Labor and Work Force Development 2006 population estimates for gender proportions were used for the weighting. The maximum margin of error at the 95 percent confidence level for the Ketchikan survey is  $\pm 4.3$  percent. That is, if all households within the survey areas we sampled, the results would be within  $\pm 4.3$  percent 95 out of 100 times. The maximum margin of error at the 95 percent confidence level for the outlying resident survey is  $\pm 9.7$  percent.

The survey was designed by McDowell Group team members with review and comments by DOT&PF staff. Copies of both survey instruments are in the appendix of this report.

# Summary of Survey Results

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## Ketchikan Household Surveys

### Frequency of Airport Ferry Use

- Almost all (99 percent) of residents had used the airport ferry.
- The majority (63 percent) of Ketchikan residents used the airport ferry ten or fewer times in the previous 12 months. Approximately one-third (37 percent) were more frequent users, with 7 percent of those residents being very frequent users (more than 50 trips in the last 12 months).

### Satisfaction with Airport Ferry Service

- Overall, most Ketchikan residents were satisfied with airport ferry service (88 percent satisfied or very satisfied).
- Residents were satisfied with the quality of passenger and vehicle service (88 percent and 86 percent satisfied or very satisfied), and were reasonably satisfied with the ferry schedule (75 percent satisfied or very satisfied).
- Just over three-quarters were satisfied (76 percent satisfied or very satisfied) with the airport-side ferry terminal. The terminal on the Ketchikan side received lower ratings with just over one-half (56 percent) satisfied or very satisfied.
- Passenger and vehicle fares received the least satisfactory ratings. Nearly one-half (48 percent) of residents were dissatisfied or very dissatisfied with passenger fares and slightly more than one-half (53 percent) were dissatisfied or very dissatisfied with vehicle fares.
- Overall, more frequent users (those who made 11 trips or more in the last year) were generally less satisfied than infrequent users of the airport ferry.

### Airport Ferry Service Improvements

- When asked what could be done to improve airport ferry service, the most frequent responses were “lower fares” (40 percent), “improved terminals” (36 percent) and “more frequent sailings” (29 percent).
- “Baggage service” was mentioned by 12 percent of residents.
- One out of seven residents (14 percent) said that nothing could be done to improve ferry service.

### Support for Gravina Access Options

After residents were read descriptions of four potential Gravina Island access options, they were asked how supportive they were of each. There were three bridge options and one ferry improvement option.

- Improvement of existing ferry service received the highest level of support with 77 percent of residents supportive or very supportive.
- A high-span bridge near the existing ferry terminal (33 percent supportive or very supportive) and a two-span bridge south of town (31 percent supportive or very supportive) were the next most supported options.
- A low-span bridge near the existing ferry terminal garnered the least support (14 percent supportive or very supportive).

### **Most Supported Gravina Access Options**

- When asked which of the four options they most supported, slightly more than one-half (55 percent) stated improved ferry service.
- When the bridge options are combined, 40 percent of residents were most supportive of one of the three bridge options.
- Individually, a high-span bridge near the airport received the most support among bridge options (19 percent). A two-span bridge south of town was most supported by 16 percent of residents, and a low-span bridge near the airport was most supported by 5 percent.

## **Outlying Community Household Surveys**

### **Frequency of Airport Ferry Use**

- All residents of the outlying communities had visited the Ketchikan International Airport and almost all (99 percent) had used the airport ferry.
- Most residents of the outlying communities (88 percent) were infrequent travelers to Gravina Island, averaging ten or fewer trips during the past year. One out of ten of residents made between 11 and 50 trips during the past year, and 2 percent made more than 50 trips.

### **Satisfaction with Airport Ferry Service**

- Most residents of the outlying communities (88 percent) were satisfied or very satisfied with their overall ferry experience.
- Most residents were satisfied (87 percent satisfied or very satisfied) with passenger service and vehicle service (72 percent satisfied or very satisfied).
- Nearly eight out of ten residents (79 percent) were satisfied or very satisfied with the ferry schedule.
- Nearly three-quarter (72 percent) of outlying community residents stated they were satisfied or very satisfied with the airport-side terminal. There was less satisfaction with the ferry terminal on the Ketchikan side. Slightly more than one-half of residents stated they were satisfied or very satisfied with the Ketchikan-side terminal.

- Six out of ten residents (58 percent) stated that they were satisfied or very satisfied with passenger fares. There was less satisfaction with vehicle fares. Only one-third (32 percent) of outlying community residents said that were satisfied or very satisfied with vehicle fares. Many residents (40 percent) responded “don’t know” concerning vehicle fares. This is likely due to the fact that when outlying community residents access the Ketchikan International Airport they are less likely to have a vehicle and are unaware of the fares.

### **Airport Ferry Service Improvements**

- When asked what could be done to improve airport ferry service, outlying community residents’ most frequent responses were “improved terminals” (59 percent), “more frequent sailings” (19 percent), “baggage handling” (17 percent), and “lower fares” (17 percent).

### **Importance of Gravina Access**

- Most outlying community residents (81 percent) reported that ferry access to Gravina Island was important or very important to their household.
- One-third (34 percent) reported that bridge access to Gravina Island was important or very important to their household.

### **Support for Gravina Access Options**

Residents of the outlying communities were read a less detailed description of access options than Ketchikan residents. The study team concluded that asking a more general (bridge or ferry) question was preferable for most outlying community residents (who may have been unfamiliar with geographic details of the Ketchikan waterfront) These respondents were informed that DOT&PF is considering whether to pursue construction of a bridge or improvement of ferry service to allow better access from Ketchikan to Gravina Island.

- Six out of seven residents (86 percent) stated they were supportive or very supportive of improved ferry service.
- Slightly more than one-half (52 percent) stated they were supportive or very supportive of a bridge between Ketchikan and Gravina.

### **Most Supported Gravina Access Options**

- When residents of outlying communities were asked which option they most supported, 57 percent stated improvement of existing ferry service.
- Nearly one-third (31 percent) said they would most support a bridge between Ketchikan and Gravina.



## **Preferred Bridge Location**

Those who stated they most supported a bridge between Ketchikan and Gravina were asked if they preferred a bridge north or south of downtown.

- Four out of ten stated they preferred a bridge north of town and three out of ten preferred south of town.
- One out of three who preferred a bridge, stated they did not know which location they preferred.

# Ketchikan Resident Survey Results

## Frequency of Trips to Gravina Island

Nearly two-thirds (63 percent) of Ketchikan residents have traveled to Gravina Island ten or fewer times during the past year. More frequent trips (11 or more) were made by one-third (37 percent) of residents, with 7 percent of those having made more than 50 trips to Gravina Island during the past year.

	% of Total
10 trips or fewer	63%
11 – 50 trips	30
More than 50 trips	7
Never been to Gravina	1

## Satisfaction with Airport Ferry Service

Almost all Ketchikan residents (99 percent) said that they had used the airport ferry. Residents rated airport ferry service highly, with nine out of ten residents (88 percent) being satisfied or very satisfied with their overall Ketchikan Gateway Borough ferry experience.

More frequent ferry users tended to be less satisfied with their airport ferry experiences. For example, 20 percent of residents who made more than 10 trips in the past year reported that they were dissatisfied or very dissatisfied with their overall ferry experience, compared to 7 percent of those who made ten or fewer trips.

When asked about their level of satisfaction with passenger and vehicle service, 88 percent of Ketchikan residents responded that they were satisfied or very satisfied with the quality of passenger service, and 86 percent were satisfied or very satisfied with the quality of vehicle service. Satisfaction levels fell slightly, to 75 percent, with regard to the ferry schedule.

Airport ferry terminal facilities had varied satisfaction ratings. Seventy-six percent of Ketchikan residents were satisfied or very satisfied with the airport-side terminal, compared with 56 percent of residents who were satisfied or very satisfied with the Ketchikan-side terminal.

When asked about passenger fares, just over one-half (51 percent) of residents responded that they were satisfied or very satisfied. Vehicle fares garnered the highest dissatisfaction ratings overall, with over one-half of Ketchikan residents (53 percent) reporting that they were dissatisfied or very dissatisfied with fares. One in nine residents (11 percent) said that they were very dissatisfied with vehicle fares.

*Based on your airport ferry travel in the last 12 months, please tell me if you are very satisfied, satisfied, dissatisfied or very dissatisfied with each of the following...*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Your overall Ketchikan Gateway Borough ferry experience	22%	66%	9%	2%	<1%
Quality of passenger service (including: loading, unloading, ferry crew, and ticket agents)	23	65	8	2	1
Quality of vehicle service (including: loading, unloading, ferry crew, and ticket agents)	22	64	7	1	5
Ferry schedule	14	61	22	3	<1
Airport ferry terminal facility on the airport side	12	64	19	4	1
Airport ferry terminal facility on the Ketchikan side	8	48	36	6	1
Passenger fares	4	47	38	10	1
Vehicle fares	3	36	42	11	7

## Airport Ferry Service Improvements

When Ketchikan residents were asked what could be done to improve airport ferry service the most often mentioned improvements were; lower fares (40 percent), improved ferry terminals (36 percent total-25 percent specifically mentioned the Ketchikan side terminal, 10 mentioned the airport side terminal and 1 percent mentioned “terminals”), and more frequent sailings (29 percent). Baggage handling service was the next most often mentioned (12 percent).

Other recommended improvements included better access for handicapped and elderly ferry users (5 percent), bigger ferries (4 percent), improved parking (4 percent), and newer ferries (3 percent). More than one improvement was suggested by some, and one in seven residents said that nothing could be done to improve airport ferry service.

### *What could be done to improve airport ferry service?*

	<b>% of Total</b>
Lower fares	40%
Improve terminal	36
Improve terminal on Ketchikan side	25
Improve terminal on airport side	10
Improve terminals	1
More frequent sailings	29
Baggage service	12
Handicapped/elderly access	5
Bigger ferries	4
Improved parking	4
Newer ferries	3
More passenger capacity on the ferry	2
Ramp/approach-related improvements	2
Ability to move heavy equipment	<1
Other	9
Nothing	14
Don't know	10
Refused	3

## **Support for Gravina Island Access Options**

Residents were read descriptions of four potential Gravina Island access options being considered by the Alaska Department of Transportation and Public Facilities (DOT&PF). The descriptions included types of access and potential locations. Residents were then asked about their level of support for each of the four access options. Three of the options include bridge construction (a two-span bridge, a high-span bridge, and a low-span bridge) and the fourth option was improvement of existing ferry service. The table below provides descriptions of each access option presented.

Improved ferry service between Ketchikan and Gravina Island from its existing location garnered the highest level of support of the four access options; over three-fourths of Ketchikan residents (77 percent) expressed some level of support (supportive or very supportive). One-third of residents were very supportive of this option.

The majority of Ketchikan residents were opposed or very opposed to all three bridge access options. Two-thirds of residents (66 percent) were opposed or very opposed to the two-span bridge and 63 percent were opposed or very opposed to the high-span bridge. The low-span bridge option received the most opposition, with eight out of ten residents (82 percent) saying they were opposed or very opposed.

*Based on the information provided would you be very supportive, supportive, opposed or very opposed to...*

	Very Supportive	Supportive	Opposed	Very Opposed	Don't Know	Refused
Improved ferry service from the existing location. The cost of this option is estimated to be less than \$50 million.	33%	44%	16%	4%	2%	<1%
A two-span bridge south of town with a low-span over the east channel and a high-span over the west channel. This option was estimated to cost \$242 million.	10	21	36	30	3	<1
A high-span bridge from near the existing ferry terminal to the airport. This option was estimated to cost as much as \$300 million.	9	24	41	23	3	<1
A low-span bridge from near the existing ferry terminal to the airport. This option was estimated to cost \$187 million	3	11	51	31	3	1

## Most Preferred Gravina Island Access Option

When asked to select their most preferred Gravina Island access option from the four options discussed in the previous table, over one-half (55 percent) of Ketchikan residents chose improvement of existing ferry service. One-fifth (19 percent) selected the high-span bridge option, 16 percent selected the two-span bridge option, and 5 percent chose the low-span bridge option.

*Of the four options we just discussed which would you support the most?*

	% of Total
Improvement of existing ferry service	55%
A high-span bridge near the airport	19
A two-span bridge south of town	16
A low-span bridge near the airport	5
None	3
Don't know	2
Refused	<1

## Ketchikan Respondent Demographics

Survey respondents were screened for length of residency in Ketchikan. All had lived in Ketchikan for at least six months at the time of the survey. Nearly six out of ten survey respondents (58 percent) lived between Mountain Point and Ward Cove. Three out of ten respondents (31 percent) lived north of Ward Cove and one-tenth (11 percent) lived south of Mountain Point.

Area of Residence	
	% of Total
Between Mountain Point and Ward Cove	58%
North of Ward Cove	31
South of Mountain Point	11

Survey data was weighted to accurately reflect gender proportions in Ketchikan based on Alaska Department of Labor 2006 population estimates.

Gender (weighted)	
	% of Total
<b>Gender</b>	
Male	50.4%
Female	49.6

The average age of survey respondents was 52.3 years.

Age	
	% of Total
<b>Age</b>	
18 – 24	4%
25 – 34	10
35 – 44	16
45 – 59	40
60 and over	30
<b>Average age</b>	<b>52.3 years</b>

# Outlying Communities Survey Results

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## Frequency of Trips to Gravina Island

Virtually all (99 percent) residents of outlying community stated that they had used the Ketchikan airport ferry. All survey respondents had visited the Ketchikan International Airport.

Most residents of the outlying communities (88 percent) were infrequent travelers to Gravina Island, averaging ten trips or fewer during the past year. One-tenth of residents made between 11 and 50 trips during the past year, and 2 percent made more than 50 trips.

	% of Total
10 trips or fewer	88%
11 – 50 trips	10
More than 50 trips	2

## Satisfaction with Airport Ferry Service

When asked about their level of satisfaction with their overall Ketchikan Gateway Borough ferry experience, nine out of ten residents of outlying communities (89 percent) reported that they were satisfied or very satisfied. A similar level of satisfaction (87 percent) was reported concerning the airport ferry's quality of passenger service. Nearly three-quarters of outlying residents (72 percent) were satisfied or very satisfied with the quality of vehicle service.

The airport ferry schedule also received a relatively high satisfaction rating, with 79 percent of outlying residents reporting that they were satisfied or very satisfied with this aspect of ferry service.

Satisfaction levels varied with regard to airport ferry terminal facilities. Nearly three-quarters of residents in outlying communities (72 percent) said that they were satisfied or very satisfied with the airport-side terminal facility, compared to one-half (53 percent) who said that they were satisfied or very satisfied with the terminal facility on the Ketchikan side.

With regard to passenger fares, 58 percent of outlying community residents reported that they were satisfied or very satisfied. Vehicle fares garnered satisfied for very satisfied ratings from one-third of outlying residents (32 percent) and dissatisfied or very dissatisfied ratings from one-quarter of outlying residents (28 percent). Vehicle fares also had the highest instance of "don't know" responses (40 percent), likely reflecting the infrequency of traveling with a vehicle among residents of outlying communities.

*Based on your airport ferry travel in the last 12 months, please tell me if you are very satisfied, satisfied, dissatisfied or very dissatisfied with each of the following...*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Your overall Ketchikan Gateway Borough ferry experience	14%	75%	9%	1%	1%
Quality of passenger service (including: loading, unloading, ferry crew, and ticket agents)	18	69	10	2	1
Quality of vehicle service (including: loading, unloading, ferry crew, and ticket agents)	15	57	4	--	24
Ferry schedule	11	68	19	--	2
Airport ferry terminal facility on the airport side	8	64	22	4	2
Airport ferry terminal facility on the Ketchikan side	6	47	43	3	1
Passenger fares	4	54	32	5	5
Vehicle fares	3	29	26	2	40

## Airport Ferry Service Improvements

When outlying residents were asked what they thought could be done to improve airport ferry service, four out of ten residents (41 percent) suggested improvements to the Ketchikan-side ferry terminal facility and 18 percent noted improvements to the airport-side facility. Additional improvements mentioned included more frequent sailings (19 percent), baggage service (17 percent), and lower fares (17 percent). One-fifth of residents (19 percent) mentioned “other” improvements, which are listed in the appendix. One in five residents said that nothing could be done to improve airport ferry service.

### *What could be done to improve airport ferry service?*

	% of Total
Improve terminal	59%
Improved terminal on Ketchikan side	41
Improved terminal on airport side	18
More frequent sailings	19
Baggage service	17
Lower fares	17
Bigger ferries	3
Newer ferries	2
Other	19
Nothing	20
Don't know	8
Refused	2



## Importance of Gravina Access

Gravina Island access is important to the households of outlying communities. Eight out of ten residents in outlying communities (81 percent) reported that it was important or very important that their household have airport ferry access between Ketchikan and Gravina Island, including one-third (35 percent) who said that it was very important.

*How important is it to your household, to have airport ferry access from Ketchikan to Gravina Island?*

	% of Total
Very important	35%
Important	46
Not important	17
Not at all important	2

One-third of residents (34 percent) reported that it was important or very important to their household to have bridge access between Ketchikan and Gravina Island. Bridge access was not important or not at all important to almost two-thirds of residents (64 percent).

*How important is it to your household, to have bridge access from Ketchikan to Gravina Island?*

	% of Total
Very important	18%
Important	16
Not important	40
Not at all important	24
Don't know	3

## Support for Gravina Island Access Options

Outlying community residents were read a short description of potential Gravina Island access improvements; six out of seven residents (86 percent) were supportive or very supportive of improved ferry service between Ketchikan and Gravina Island. One-half of outlying residents (52 percent) were supportive or very supportive of bridge access. Four out of ten (43 percent) were opposed or very opposed to a bridge option.

*Based on the information provided would you be very supportive, supportive, opposed or very opposed to...*

	Very Supportive	Supportive	Opposed	Very Opposed	Don't Know
Improved airport ferry service from Ketchikan to Gravina Island	26%	60%	10%	2%	2%
A bridge between Ketchikan and Gravina Island	15	37	31	12	6

When asked which access option they most supported, improved ferry service or bridge access, more than one-half of outlying community residents (57 percent) favored improvement of existing ferry service, and 31 percent preferred a bridge connection between Ketchikan and Gravina Island.

***Which would you support the most, a bridge from Ketchikan to Gravina Island or improving existing ferry service from Ketchikan to Gravina?***

	<b>% of Total</b>
Improvement of existing ferry service	57%
A bridge	31
None	7
Don't know	5

Outlying community residents who most supported a bridge option were then asked if they would prefer a bridge north of downtown Ketchikan or south of downtown, near the Coast Guard base. Four out of ten residents (42 percent) preferred a bridge north of downtown, while three out of ten residents preferred a bridge south of downtown. Nearly one out of three residents who favored bridge access (29 percent) were unsure where it should be located.

***Would you prefer a bridge to be built north of downtown Ketchikan, near the existing airport ferry, or south of downtown Ketchikan, near the Coast Guard base?***  
 (Base: Those who were most supportive of a bridge)

	<b>% of Total</b>
North of downtown	42%
South of downtown	30
Don't know	29

## **Outlying Community Respondent Demographics**

Survey respondents consisted of residents from five outlying communities: Craig, Metlakatla, Klawock, Thorne Bay, and Coffman Cove. The sample size for each community was proportional to population.

<b>Community of Residence</b>	<b>% of Total</b>
Craig	34%
Metlakatla	33
Klawock	18
Thorne Bay	12
Coffman Cove	4

Eight out of ten respondents (83 percent) had lived in their respective communities for more than 10 years. The average number of years that outlying community residents had lived in their current communities was 31.2 years.

Years Lived in Current Community	
	% of Total
6 months – 3 years	6%
4 – 10 years	11
More than 10 years	83
<b>Average number of years</b>	<b>31.2 years</b>

Survey data was weighted to accurately reflect gender proportions in the outlying communities based on Alaska Department of Labor 2006 population estimates.

Gender (weighted)	
	% of Total
<b>Gender</b>	
Male	55%
Female	45

The average age of survey respondents was 52.8 years.

Age	
	% of Total
<b>Age</b>	
18 – 24	2%
25 – 34	6
35 – 44	18
45 – 59	43
60 and over	31
<b>Average age</b>	<b>52.8 years</b>

## “Other” Responses to Airport Ferry Service Improvements

Below is a list of Ketchikan residents’ “other” responses to the question, “What could be done to improve airport ferry service?”

- A more consistent schedule
- A separate boat just for Gravina Island
- A shuttle to the airport
- Added security in baggage
- Airporter
- Regular airporter schedule
- Allow bags to be checked on airport side as passengers wait
- Attendant on both sides to sell tickets
- Better signage
- Check-in on Ketchikan side/automated ticket purchase
- Directional signs for the pickup place
- Easier and quicker way to pay
- Escalator
- Extend summer schedule by one month on each end
- Faster ferries
- Ferries should be run more efficiently
- Ferry north and south of Gravina
- Ferry service to connect all islands
- Find better funding for ferry
- Give water taxi more leniency
- Shorter distance to walk on airport side
- Less frequent sailings
- More information on schedule at Ketchikan terminal
- More people working on ferry
- More reliable schedule
- More reliable system to access entire island
- More water-taxis
- Move airline terminal to Ketchikan side
- Newer ferries
- Parking on the Ketchikan side
- Passenger only ferry
- Privatize the ferry
- Replace with a bridge
- Run ferry 24 hours per day
- Seats are too hard
- Separate passenger and vehicle ferries
- Service shouldn't be owned by Borough
- Smart carts
- The employees need to smile
- Ticker tape for flight times
- Ticket booth improvements
- Transportation to airport terminal
- Winter maintenance on both sides

Outlying community residents' "other" responses to the question, "What could be done to improve airport ferry service?" are listed below.

- A cheaper shuttle
- A roller conveyor belt on the airport side
- Airport van
- Improve bad air quality (car fumes and smokers)
- Better ramps
- Better service for older people
- Cocktails for free
- Fix the walkways
- Make handicap access wider
- Make handicap accessible
- Improve ramp road
- It's a long way to walk
- Let people smoke outside
- More parking on airport side
- Should not have to pay for access to airport
- Softer seats on the ferry
- The airporter is too expensive (x2)
- The walk is too far

# Ketchikan Transportation/Gravina Island Access Survey Ketchikan Residents

PHONE # \_\_\_\_\_

SURVEY # \_\_\_\_\_

INTERVIEWER NAME \_\_\_\_\_

DATE \_\_\_\_\_

Hello, this is \_\_\_\_\_ with the McDowell Group, an Alaska research firm. We are conducting a survey for the Alaska Department of Transportation to better understand the travel needs of Southeast Alaska residents. I would like to ask you a few questions.

**1. In what year were you born? 19\_\_\_\_\_** (If born after 1990, ask for an adult. If none available, thank and end survey.)

Don't know/refused (thank and end survey.)

**2. Have you been a resident of the Ketchikan Gateway Borough for six months or more?**

10 Yes 70 Don't know (same as NO)

20 No (ask if there is an adult available who has lived there for six months, if none thank and end survey) 90 Refused (same as NO)

**3. Do you currently live...** (Read 1-3)

10 South of Mountain Point

20 Between Mtn Point and Ward Cove (City)

30 Or North of Ward Cove

70 Don't know

90 Refused

**[Read] Gravina Island is located across the Tongass Narrows from the City of Ketchikan. People travel to Gravina to access the Ketchikan International Airport, businesses, homes and cabins, subsistence areas, for recreational purposes, and for work. People access Gravina by the Borough's airport ferry, aircraft, water taxi, and private boats.**

**4. About how many trips did you make to Gravina Island in the last 12 months for any purpose, and by any mode of travel?** (Do not read)

10 10 trips or less

20 11-50 trips

30 More than 50 trips

40 Never been to Gravina

70 Don't know

90 Refused

**5. Have you ever used the airport ferry?**

10 Yes

20 No (Skip to 7)

70 Don't know (Skip to 7)

90 Refused (Skip to 7)

6. Based on your airport ferry travel in the last 12 months, please tell me if you are Very satisfied, Satisfied, Dissatisfied or Very dissatisfied with each of the following...

	1 <i>Very Satisfied</i>	2 <i>Satisfied</i>	3 <i>Dissatisfied</i>	4 <i>Very Dissatisfied</i>	7 <i>Don't know</i>	9 <i>Refused</i>
a. Your overall Ketchikan Gateway Borough ferry experience.	1	2	3	4	7	9
b. The overall quality of <u>passenger</u> service (including, loading, unloading, ferry crew, and ticket agents).	1	2	3	4	7	9
c. The overall quality of <u>vehicle service</u> (including, loading, unloading, ferry crew, and ticket agents).	1	2	3	4	7	9
d. The ferry schedule.	1	2	3	4	7	9
e. The airport ferry terminal facility on the Ketchikan side.	1	2	3	4	7	9
f. The airport ferry terminal facility on the airport side.	1	2	3	4	7	9
g. Passenger fares.	1	2	3	4	7	9
h. Vehicle fares.	1	2	3	4	7	9

7. What could be done to improve airport ferry service? (Do not read, prompt for second response, check all that apply)

- |  |                                     |
|--|-------------------------------------|
| 010 More frequent sailings                             | 080 Ability to move heavy equipment |
| 020 Improved terminal KTN side                         | 090 Better access to the sawmill    |
| 030 Improved terminal airport side                     | 100 Baggage service                 |
| 040 Bigger ferries                                     | 110 Other _____                     |
| 050 More passenger capacity on the lower level (ferry) | 120 Nothing                         |
| 060 Lower fares  | 970 Don't know                      |
| 070 Newer ferries                                      | 990 Refused                         |

[READ] The Department of Transportation and the Ketchikan Gateway Borough would like to develop a greater understanding of how supportive residents are of potential access improvements to Gravina Island. All of the options being considered include the Gravina Island Highway, now under construction.

Next, I am going to read you descriptions of the options being considered and then ask you just a couple more questions. There is a lot of information, so please stop me if you would like any part of the information re-read.

Two locations are being considered for improved Gravina access; one is south of town near the Coast Guard base, the second is at, or near the existing airport ferry terminal.

There are three bridge options and one ferry option. One option is a 120-foot high bridge, crossing the narrows from near the existing ferry terminal to the airport. The second option is a 200-foot high bridge, crossing from near the existing ferry terminal to the airport.

The third option is a two span bridge with a 60-foot high crossing over the east channel from near the Coast Guard base to Pennock Island and a 200-foot high crossing over the west Channel to Gravina.

A 200-foot high bridge would allow cruise ships, Alaska Marine Highway vessels and commercial fishing vessels to pass underneath. A 120-foot high bridge would not allow large cruise ships to pass underneath and would require them to sail around Gravina Island and approach the cruise ship docks from the south. This could impact the number of ship visits and their length of stay in Ketchikan.

If a 60-foot high bridge were built across the east channel to Pennock Island, cruise ships, Alaska Marine Highway and other large vessels would have to use the west channel to access Ketchikan harbors from the south.

The ferry option would upgrade existing ferry service. This would include a new enclosed terminal on the Ketchikan side, an improved covered waiting area on the airport side, baggage handling services and the capability of moving heavy equipment.

8. Based on the information provided would you be Very supportive, Supportive, Opposed or Very opposed to.....

[Read list, Rotate]	1 <i>Very Supportive</i>	2 <i>Supportive</i>	4 <i>Opposed</i>	5 <i>Very opposed</i>	6 <i>Don't know</i>	7 <i>Refused</i>
a. A two span bridge south of town with a low span over the east channel and a high span over the west channel. This option was estimated to cost \$242 million.	1	2	4	5	6	7
b. A high span bridge from near the existing ferry terminal to the airport. This option was estimated to cost as much as \$300 million.	1	2	4	5	6	7
c. A low span bridge from near the existing ferry terminal to the airport. This option was estimated to cost \$187 million.	1	2	4	5	6	7
d. Improved ferry service from the existing location. The cost of this option is estimated to be less than \$50 million.	1	2	4	5	6	7

9. Of the four options we just discussed which would you support the ***most***? (Read 1-4) (Re-read any of the above information if necessary)

- |   |               |
|---|---------------|
| 10 A two span bridge south of town          | 50 None       |
| 20 A high span bridge near the airport      |               |
| 30 A low span bridge near the airport       | 70 Don't know |
| 40 Or improvement of existing ferry service | 90 Refused    |

10. Record gender: [DO NOT ASK]

- 010 Male
- 020 Female
- 030 Don't know

[Do not read] If they want more details about Gravina Access or the Gravina Highway project they can visit:

<http://dot.alaska.gov/stwdplng/projectinfo/ser/Gravina/index1.shtml>



# Ketchikan Transportation/Gravina Island Access Survey Outlying Communities

PHONE # \_\_\_\_\_

SURVEY # \_\_\_\_\_

INTERVIEWER NAME \_\_\_\_\_

DATE \_\_\_\_\_

Hello, this is \_\_\_\_\_ with the McDowell Group, an Alaska research firm. We are conducting a survey for the Alaska Department of Transportation to better understand the travel needs of Southeast Alaska residents. I would like to ask you a few questions.

**1. In what year were you born? 19\_\_\_\_\_** (If born after 1990, ask for an adult. If none available, thank and end survey.)

1☐ Don't know/refused (thank and end survey.)

**2. Have you ever been to the Ketchikan International Airport?**

- |    |  |    |                         |
|----|--|----|-------------------------|
| 10 | Yes  | 70 | Don't know (same as NO) |
| 20 | No (ask if they have ever been to Gravina Island for any reason. If no ask if there is an adult available who has been to the KIA or Gravina. if none, thank and end survey) | 90 | Refused (same as NO)    |

**3. How many years have you lived in Southern Southeast Alaska? (south of Wrangell)**

\_\_\_\_\_ years    00☐ If they don't live in Southeast or less than 6 months (ask if there is an adult available who has lived in SE for 6 months or more, if none thank and end survey)

- |    |                            |
|----|----------------------------|
| 70 | Don't know (same as above) |
| 90 | Refused (same as above)    |

[Read] **Gravina Island is located across the Tongass Narrows from the City of Ketchikan. People travel to Gravina to access the Ketchikan International Airport, businesses, homes and cabins, subsistence areas, for recreational purposes, and for work. People access Gravina by the Borough's airport ferry, aircraft, water taxi, and private boats.**

**4. About how many trips did you make to Gravina Island in the last 12 months for any purpose, and by any mode of travel? (Do not read)**

- |    |                    |    |                       |
|----|--------------------|----|-----------------------|
| 10 | 10 trips or less   | 40 | Never been to Gravina |
| 20 | 11-50 trips        | 70 | Don't know            |
| 30 | More than 50 trips | 90 | Refused               |

**5. Have you ever used the Ketchikan airport ferry?**

- |    |                |    |                        |
|----|----------------|----|------------------------|
| 10 | Yes            | 70 | Don't know (Skip to 7) |
| 20 | No (Skip to 7) | 90 | Refused (Skip to 7)    |

6. Based on your airport ferry travel in the last 12 months, please tell me if you are Very satisfied, Satisfied, Dissatisfied or Very dissatisfied with each of the following...

	1 <i>Very Satisfied</i>	2 <i>Satisfied</i>	3 <i>Dissatisfied</i>	4 <i>Very Dissatisfied</i>	7 <i>Don't know</i>	9 <i>Refused</i>
a. Your overall Ketchikan Gateway Borough ferry experience.	1	2	3	4	7	9
b. The overall quality of <u>passenger</u> service (including, loading, unloading, ferry crew, and ticket agents).	1	2	3	4	7	9
c. The overall quality of <u>vehicle</u> service (including, loading, unloading, ferry crew, and ticket agents).	1	2	3	4	7	9
d. The ferry schedule.	1	2	3	4	7	9
e. The airport ferry terminal facility on the Ketchikan side.	1	2	3	4	7	9
f. The airport ferry terminal facility on the airport side.	1	2	3	4	7	9
g. Passenger fares.	1	2	3	4	7	9
h. Vehicle fares.	1	2	3	4	7	9

7. What could be done to improve airport ferry service? (Do not read, prompt for second response, check all that apply)

- |  |                                     |
|--|-------------------------------------|
| 010 More frequent sailings                             | 080 Ability to move heavy equipment |
| 020 Improved terminal KTN side                         | 090 Better access to the sawmill    |
| 030 Improved terminal airport side                     | 100 Baggage service                 |
| 040 Bigger ferries                                     | 110 Other_____                      |
| 050 More passenger capacity on the lower level (ferry) | 120 Nothing                         |
| 060 Lower fares  | 970 Don't know                      |
| 070 Newer ferries                                      | 990 Refused                         |

[READ] The Department of Transportation and the Ketchikan Gateway Borough would like to develop a greater understanding of how supportive Southeast Alaska residents are of potential access improvements to Gravina Island. The Department of Transportation is considering whether to pursue construction of a bridge to Gravina Island or the improvement of existing ferry service.

8. How important is it to your household to have airport ferry access from Ketchikan to Gravina Island? Is it...(read 1-4)

- |                         |               |
|-------------------------|---------------|
| 10 Very important       | 70 Don't know |
| 20 Important            | 90 Refused    |
| 30 Not important        |               |
| 40 Not at all important |               |

**9. How important is it to your household, to have bridge access from Ketchikan to Gravina Island?  
Is it...(read 1-4)**

- 10 Very important
- 20 Important
- 30 Not important
- 40 Not at all important
- 70 Don't know
- 90 Refused

**10. Based on the information provided, would you be Very supportive, Supportive, Opposed or Very opposed to.....**

[Read list, Rotate]	1 <i>Very Supportive</i>	2 <i>Supportive</i>	4 <i>Opposed</i>	5 <i>Very opposed</i>	6 <i>Don't know</i>	7 <i>Refused</i>
<b>a. A bridge between Ketchikan and Gravina Island.</b>	1	2	4	5	6	7
<b>b. Improved airport ferry service from Ketchikan to Gravina Island.</b>	1	2	4	5	6	7

**11. Which would you support the most, a bridge from Ketchikan to Gravina Island or improving existing ferry service from Ketchikan to Gravina (Check only one)**

- 10 A bridge
- 20 Improvement of existing ferry service (Thank and end survey)
- 30 None (Thank and end survey)
- 70 Don't know (Thank and end survey)
- 90 Refused (Thank and end survey)

**12. Would you prefer a bridge to be built north of downtown Ketchikan, near the existing airport ferry, or south of downtown Ketchikan, near the Coast Guard base?**

- 10 North of Downtown
- 20 South of Downtown
- 70 Don't know
- 90 Refused

## Thank You for Participating in this Important Project!

**13. Record gender: [DO NOT ASK]**

- 010 Male
- 020 Female
- 030 Don't know

[Do not read] If they want more details about Gravina Access or the Gravina Highway project they can visit:

<http://dot.alaska.gov/stwdplng/projectinfo/ser/Gravina/index1.shtml>

**14.**

- 010 Coffman Cove
- 020 Craig
- 030 Metlakatla
- 040 Thorne Bay
- 050 Klawock