

**STATE OF ALASKA DEPARTMENT OF TRANSPORTATION & PUBLIC FACILITIES**  
**ALASKA MARINE HIGHWAY SYSTEM**  
**ALASKA MARINE HIGHWAY OPERATIONS BOARD (AMHOB)**  
**February 11<sup>th</sup>, 2022 10:00-4:00**

**PHYSICAL PUBLIC MEETING LOCATION:** DOT&PF Headquarters Room 140; 3132 Channel Drive; Juneau

**PHONE LINE:** 1-855-925-2801 **Meeting Code:** 5612 *(If you call in during the meeting, you can simply stay on the line to listen to the meeting. To leave a voice message, press \*2 (star, then the number 2). You can also request to speak by pressing \*3 (star, then the number 3). You will continue to hear the meeting audio until it is your turn to speak.)*

**PUBLIC FACEBOOK LIVE STREAM:** <https://publicinput.com/amhobpublic>

**MEETING AGENDA**

10:00-11:45 Morning Work Session  
11:45-12:15 Public Comment Period  
12:15-2:00 Lunch Break  
2:00-4:00 Afternoon Work Session

**Board Members:** Alan Austerman, Captain David Arzt, Wanetta Ayers, Cynthia Berns, Norm Carson, Paul Johnsen, Shirley Marquardt, Captain Keith Hillard, and Deputy Commissioner Rob Carpenter

**Agenda:**

**10:00 a.m. Welcome/Roll Call**  
**10:05 a.m. Review Agenda**  
**10:10 a.m. Opening Remarks Roundtable**  
**10:40 a.m. Board Organization** (Organization, Ground Rules, Information Sharing, Support Needed, and Public Engagement Options)  
**11:10 a.m. AMHOB Roles/Responsibilities**  
**11:30 p.m. AMHS Materials Review**  
**11:45 a.m. Public Comment**  
**12:15 p.m. Recess through Lunch**  
**2:00 p.m. Roll Call**  
**2:05 p.m. AMHS Current Challenges** (Strategy, Operations, Business, and Engineering)  
**2:30 p.m. Q/A**  
**2:50 p.m. Dialogue to Review Current AMHS Operating Principles**  
**3:10 p.m. Determine Timelines and Responsibilities for Next Steps** (Update Operating Principles, Performance Goals, Long-range Plan, and Future Meetings)  
**3:45 p.m. Board Closing Comments**  
**4:00 p.m. Adjourn**



**THE STATE OF ALASKA**  
**MIKE DUNLEAVY**  
**GOVERNOR**

**Boards and Commissions**

Office of the Governor

550 W 7<sup>th</sup> Ave. Suite 1700  
Anchorage, Alaska 99501  
907-269-0006

**Ground Rules for Successful Meetings**

Thank you for volunteering to serve Alaska, as a designee of the State, on behalf of the Office of the Governor. The simple, yet effective, rules below serve as a set of expectations to keep board and commission meetings productive and respectful. Most important, the consistent use of the cornerstones of Robert's Rules builds the public's trust and reflects positively on all involved.

1. **Everyone participates.** As the Chair, encouraging the full participation of team members allows your support staff and the public to have a clear understanding of everyone's view of the issue at hand. Call on quiet team members, as they may only need a clarification or an explanation.
2. **Different opinions are welcome, but the board must stay on track.** The Chair helps guide the team to places of agreement, so the discussion should focus on areas that need clarification, legal advice, or further vetting. Keep the discussion on track or you may find yourself in the middle of a disagreement in which there are no winners and no productive actions.
3. **Limit side conversations.** A quick question or clarification is one thing, but it can be disconcerting when whispered conversations are held between members of the board during an open meeting. It does nothing to encourage trust between the board and the public, and the Chair should not allow it.
4. **Re-state the motion and clarify amendments.** This is a simple way for the Chair to be sure that everyone on the team is on the same page as you move through the process. It also gives support staff the opportunity to clarify the language or intent if needed. It can be surprising how often people are halfway through an argument before they realize they didn't have a clear understanding of the motion or amendment before them. As a member of the board or commission, don't hesitate to ask for clarification if you are unsure.
5. **Hold team members accountable.** If a board member is interrupting others, rude to staff, or refusing to keep their comments on track, the Chair should call for a brief at ease and address it with them directly. Honest mistakes or over-eagerness can be quietly corrected at a break, but deliberate bad behavior by anyone should never be tolerated by the Chair.
6. **Listen respectfully and thoughtfully to public testimony.** Remember that the public has an important role in the process. They have given their time and effort to be heard, and the issue at hand is probably very important to them personally. If testimony gets heated, the Chair can always call for an at ease so that tempers can cool.
7. **Cell phones off.** Ringing phones are annoying, but texting someone in the audience or another board member during the meeting is disconcerting and secretive. This does not encourage trust between the team members themselves or the public.
8. **Speak clearly.** When before the public, always speak so that they can hear you. You may not have a good sound system to amplify your voice, so speak loudly and clearly.



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## **Introduction to Robert's Rules of Order**

### **What is parliamentary procedure?**

It is a set of rules for conduct at meetings, which allows everyone to be heard and to make decisions without confusion.

### **Why is parliamentary procedure important?**

Because it is a time-tested method of conducting business at meetings and public gatherings. It can be adapted to fit the needs of any organization. Today, Robert's Rules of Order Newly Revised is the basic handbook of operation for most clubs, organizations, and other groups. It is important that everyone is familiar with these basic rules!

### **Order of Business:**

Organizations using parliamentary procedure usually follows a fixed order of business. A typical example:

1. Call to order.
2. Roll call of members present.
3. Reading of minutes of last meeting.
4. Officer's reports.
5. Committee reports.
6. Special orders --- Important business previously designated for consideration at this meeting.
7. Unfinished business.
8. New business.
9. Announcements.
10. Adjournment.

### **Motions:**

The method used by members to express themselves is in the form of moving motions. A motion is a proposal that the entire membership take action or a stand on an issue. Individual members can:

1. Call to order.
2. Second motions.
3. Debate motions.
4. Vote on motions.

### **Types of Motions:**

1. Main Motions: The purpose of a main motion is to introduce items to the membership for their consideration. They cannot be made when any other motion is on the floor, and yield to privileged, subsidiary, and incidental motions.
2. Subsidiary Motions: Their purpose is to change or affect how a main motion is handled, and is voted on before a main motion.
3. Privileged Motions: Their purpose is to bring up items that are urgent about special or important matters unrelated to pending business.
4. Incidental Motions: Their purpose is to provide a means of questioning procedure concerning other motions and must be considered before the other motion.

## How is a Motion Presented?

1. Obtaining the floor:
  - a. Wait until the last speaker has finished.
  - b. Rise and address the Chairman by saying, "Mr. Chairman, or Mr. President."
  - c. Wait until the Chairman recognizes you.
2. Make Your Motion:
  - a. Speak in a clear and concise manner.
  - b. Always state a motion affirmatively. Say, "I move that we ..." rather than, "I move that we do not ...".
  - c. Avoid personalities and stay on your subject.
3. Wait for Someone to Second Your Motion.
4. Another member will second your motion or the Chairman will call for a second.
5. If there is no second to your motion, it is lost.
6. The Chairman States Your Motion:
  - a. The Chairman will say, "it has been moved and seconded that we ..." Thus, placing your motion before the membership for consideration and action.
  - b. The membership then either debates your motion or may move directly to a vote.
  - c. Once your motion is presented to the membership by the Chairman it becomes "assembly property" and cannot be changed by you without the consent of the members.
7. Expanding on Your Motion:
  - a. The time for you to speak in favor of your motion is at this point, rather than at the time you present it.
  - b. The mover is always allowed to speak first.
  - c. All comments and debate must be directed to the Chairman.
  - d. Keep to the time limit for speaking that has been established.

The mover may speak again only after other speakers are finished, unless called upon by the Chairman.

1. Putting the Question to the Membership:
  - a. The Chairman asks, "Are you ready to vote on the question?"
  - b. If there is no more discussion, a vote is taken.
  - c. On a motion to move, the previous question may be adapted.

## Voting on a Motion:

The method of vote on any motion depends on the situation and the by-laws of policy of your organization. There are five methods used to vote by most organizations, they are:

1. By Voice -- The Chairman asks those in favor to say, "aye", those opposed to say "no". Any member may move for an exact count.
2. By Roll Call -- Each member answers "yes" or "no" as his name is called. This method is used when a record of each person's vote is required.
3. By General Consent -- When a motion is not likely to be opposed, the Chairman says, "if there is no objection ..." The membership shows agreement by their silence, however if one member says, "I object," the item must be put to a vote.
4. By Division -- This is a slight verification of a voice vote. It does not require a count unless the chairman so desires. Members raise their hands or stand.
5. By Ballot -- Members write their vote on a slip of paper, this method is used when secrecy is desired.

There are two other motions that are commonly used that relate to voting.

1. Motion to Table -- This motion is often used in the attempt to "kill" a motion. The option is always present, however, to "take from the table", for reconsideration by the membership.
2. Motion to Postpone Indefinitely -- This is often used as a means of parliamentary strategy and allows opponents of motion to test their strength without an actual vote being taken. Also, debate is once again open on the main motion.

Parliamentary Procedure is the best way to get things done at your meetings. It will only work if you use it properly. Most importantly, *BE COURTEOUS*.

1. Allow motions that are in order.
2. Have members obtain the floor properly.
3. Speak clearly and concisely.
4. Obey the rules of debate.

Additional Resources:

[Simplified Handbook of Parliamentary Procedure](#)

[Robert's Rules of Order Archive](#)

[FAQs](#)

[Motions](#)

## Robert's Rules of Order Motions Chart

Based on Robert's Rule of Order Newly Revised (11<sup>th</sup> Edition)

<https://robertsrules.org/motionsprint.html>

**Part 1, Main Motions.** These motions are listed in order of precedence. A motion can be introduced if it is higher on the chart than the pending motion.

§ indicates the section from Robert's Rules.

§	PURPOSE:	YOU SAY:	INTERRUPT?	2ND?	DEBATE?	AMEND?	VOTE?
§21	Close meeting	I move to adjourn	No	Yes	No	No	Majority
§20	Take break	I move to recess for ...	No	Yes	No	Yes	Majority
§19	Register complaint	I rise to a question of privilege	Yes	No	No	No	None
§18	Make follow agenda	I call for the orders of the day	Yes	No	No	No	None
§17	Lay aside temporarily	I move to lay the question on the table	No	Yes	No	No	Majority
§16	Close debate	I move the previous question	No	Yes	No	No	2/3
§15	Limit or extend debate	I move that debate be limited to ...	No	Yes	No	Yes	2/3
§14	Postpone to a certain time	I move to postpone the motion to ...	No	Yes	Yes	Yes	Majority
§13	Refer to committee	I move to refer the motion to ...	No	Yes	Yes	Yes	Majority
§12	Modify wording of motion	I move to amend the motion by ...	No	Yes	Yes	Yes	Majority
§11	Kill main motion	I move that the motion be postponed indefinitely	No	Yes	Yes	No	Majority
§10	Bring business before assembly (a main motion)	I move that [or "to"] ...	No	Yes	Yes	Yes	Majority

**Part 2, Incidental Motions.** No order of precedence. These motions arise incidentally and are decided immediately.

§	PURPOSE:	YOU SAY:	INTERRUPT?	2ND?	DEBATE?	AMEND?	VOTE?
§23	Enforce rules	Point of Order	Yes	No	No	No	None
§24	Submit matter to assembly	I appeal from the decision of the chair	Yes	Yes	Varies	No	Majority
§25	Suspend rules	I move to suspend the rules	No	Yes	No	No	2/3
§26	Avoid main motion altogether	I object to the consideration of the question	Yes	No	No	No	2/3
§27	Divide motion	I move to divide the question	No	Yes	No	Yes	Majority
§29	Demand a rising vote	I move for a rising vote	Yes	No	No	No	None
§33	Parliamentary law question	Parliamentary inquiry	Yes, if urgent	No	No	No	None
§33	Request for information	Point of information	Yes, if urgent	No	No	No	None

**Part 3, Motions That Bring a Question Again Before the Assembly.**

No order of precedence. Introduce only when nothing else is pending.

§	PURPOSE:	YOU SAY:	INTERRUPT?	2ND?	DEBATE?	AMEND?	VOTE?
§34	Take matter from table	I move to take from the table ...	No	Yes	No	No	Majority
§35	Cancel previous action	I move to rescind ...	No	Yes	Yes	Yes	2/3 or Majority with notice
§37	Reconsider motion	I move to reconsider ...	No	Yes	Varies	No	Majority



# VESSEL STAFFING CRISIS

ALASKA MARINE HIGHWAY SYSTEM [ FACT SHEET ] 1/14/2022



Since 2019, AMHS has lost more staff annually than recruitment efforts can replace. For every 1 person hired, 1.8 people leave. This compounding problem has resulted in a projected critical staff shortage in 2022, which may impact summer services to Alaskan communities. AMHS is only meeting winter schedules through significant holdover and call-back overtime resulting in vacation denials.



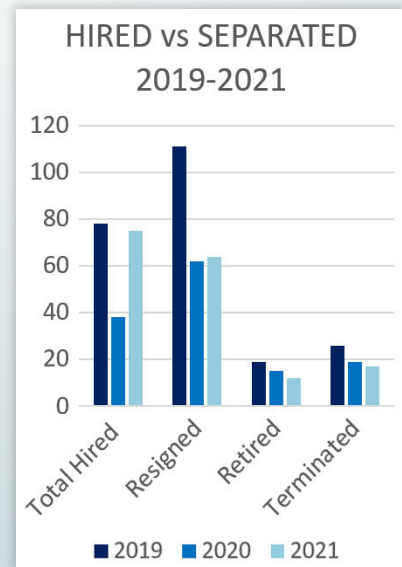
## VACANCIES

Staffing goals for eight ferries over the summer of 2022 are:

IBU-435 634 (current 315) MMP-112 (current 81) MEBA-80 (current 55).

Staffing goals for the summer season will not be met at current recruitment rates. If staffing goals are not met by March 1, Columbia will not be available for operations on May 1.

Position	% Vacant (# of vacancies)	% Non-res to WSF wages (Annual pay difference)
Entry-level Steward	71% (255)	82% (\$10,046)
Wiper	75% (6)	85% (\$7,993)
3rd Engineers	63% (12)	not available
2nd Cook	61% (14)	not available
Oilers	55% (21)	90% (\$6,050)
3rd Mates	41% (21)	89% (\$9,173)
2nd Steward	60% (6)	82% (\$11,510)
Chief Pursers	41% (8)	82% (\$11,510)
Jr Engineer	35% (6)	82% (\$13,475)
Chief Engineers	31% (8)	not available



## STAFFING SHORTFALL

Vessel Configuration	Minimum Number of New Hires by March 1
Main fleet (AUR, MAT, LEC, LIT, KEN, TUS) only	24
Adding Tazlina	68
Adding Columbia with no Tazlina	125
Adding both Tazlina and Columbia	166

## MORE INFORMATION

Get General Information:  
[dot.alaska.gov/amhs](http://dot.alaska.gov/amhs)

Connect with AMHOB:  
[dot.alaska.gov/amhob](http://dot.alaska.gov/amhob)

Engage with AMHOB:  
[dot.alaska.gov/amhob/engage](http://dot.alaska.gov/amhob/engage)



# AMHS Workforce Action Plan: A Phased Approach

## Recommended Next Steps for Hiring and Retention

**Objective:** Develop a responsive workforce that enables AMHS to offer service levels that meet community needs.

*Phase One:* Increase collaboration and partnerships while addressing cultural and communication gaps.

### Make it Easier to Get Hired and Stay Employed

*“Most people that I come across are completely clueless when it comes to working on vessels. Don’t even mention the Merchant Marine. That really confuses them.”* ([Captain Jason May, Workboat](#))

- Reducing the MQ’s and lines of progression for Steward and Purser positions to speed up internal advancement.
- Employee support system online for MQs/Paperwork
- Online tutorials and support (partner with vocational school/unions for support)
  - Offer mentorships to potential recruits and new hires

### Team with Unions to Expand our Reach

*“Make sure we’re prepared to make ourselves attractive to advance and train the next generation of mariners, especially minorities and women. We need to make sure we’re telling the story of great opportunities of this industry and the opportunities that exist for advancement for someone who doesn’t have a college degree.”* ([Pamela Glass, Workboat](#))

- Post an RFP to secure a maritime job placement service to assist in hiring
- Develop an AMHS employment informational video
- Create Alaskan mariners targeting underrepresented groups: minorities and women
- Host a voluntary Hiring Hall in Juneau (online)
- Team with Union Reps to discover solutions
- Get support from national maritime industry expert for guidance (WorkBoat)

### Improve Culture and Morale

*“Culturally [nationally], we have to resell ourselves to the next group of employees and position ourselves from a wage standpoint that’s going to be more attractive”* (Pamela Glass, Workboat).

- Form an Operations Steering Committee with the vessel and shoreside department heads tasked with improving morale
- Identify how AMHS work life can empower non-work life to be more attractive to Gen Z/millennials
- Require ongoing Respect training for sexual harassment

- Use PublicInput.com for ongoing easy bi-directional internal communication to bridge the vessel/shoreside divide

#### Follow Communication Strategy

*Single Overriding Communication Objective: The state of Alaska is reinvesting in our aging ferries and port side facilities; however, that reinvestment will take time. Right now, AMHS' focus is to provide service to our coastal communities through safe, reliable ships, qualified staff, and contracted service when appropriate.*

- Increase public outreach & community engagement
- Improve vessel & shoreside communications
- Messages/Talking Points
  - We will let the public know as far in advance if a ship needs to be overhauled longer than anticipated.
  - We will err on the side of safety when deciding when to make a repair—the safety of our passengers takes priority over the schedule.
  - We believe that the best service is provided by our regular employees sailing one of our six vessels. However, we will pursue creative solutions to provide service to our coastal communities, including extending other AMHS vessel schedules or contracting private vessels to fill service gaps.

***Phase Two: Increase financial incentives to current and new employees.***

#### *Make Working at AMHS Financially Competitive*

*“Mariners are seeing that with a national job shortage, wages in other industries are going up, and this balance may be better elsewhere. They could go home every night after work rather than be out on the river for a 28-day stint.” [\(Pamela Glass, Workboat\)](#)*

- Modify IBU rule, 12.04 ‘Travel Between Assignments’ (and correlating MMP/MEBA rules) to read that employees are entitled to travel pay and receipted necessary travel expenses for travel between employees’ homesite to their designated change port.
- Eliminate or reduce the Cost-of-Living Differential (COLD), IBU Rule 17.01, to reduce or eliminate the 15% pay difference between nonresidents and residents to increase financial competitiveness.
- Offer enhanced employee vessel pass program

#### *Incentivizing New Hires and Retention*

- Increasing its \$1000.00 bonus for new hires to a \$5000.00 bonus along with including all current positions upgrading within the fleet
- Offer retention type bonuses for those close to retirement

**Phase Three: If no alternative, contract for services to fill employment gaps (potentially controversial and high risk)**

- Contract Service for North Lynn Canal
- Contract out LeConte and move LeConte to Lynn Canal or another run

- Bring online an existing AMHS boat with a non-union crew hired through an employment service.
- Begin cutting out service. Cut the galley requirements on the 235s, not mainliners (saves 4-5 stewards per 235.)
- Update union language to empower AMHS when facing crew shortages. “Parties agree that if existing AMHS personnel have been offered a chance to work on a vessel 30 days in advance that does not have enough crew, and the response is insufficient to crew the boat, that AMHS may contract for replacement service to fill a gap until there are enough union personnel to crew the boat or contract replacement service with a boat and non-union crew.”
- Identify other CBA rules for modification to support operation.

#### *Long Term Strategies*

- Outreach to young adults, boat tours, etc., to increase interest in the maritime industry as an alternative to college. Work with maritime academies.
- Target rural coastal residents, commercial fishermen, former military personnel, and other students or adults interested in engineering and technical training.
- Place vessels in the region and hire locals. Benefits include local economic development, increased local expertise, engaging communities as partners, and improved work-life balance for personnel.
- Maintain a current Alaska Maritime Workforce Development Plan



	IBU	MMP	MEBA
<b>Current Contract</b>	July 1, 2019- June 20, 2022	July 1, 2014- June 30, 2017 currently in effect	July 1, 2014- June 30, 2017 out of contract
<b>Negotiation State Date</b>	December 16, 2021	January 20, 2022	January 18, 2022
<b>Bargaining Unit Members*</b>	311	75	82
<b>Total Available AMHS Positions*</b>	915	137	134
<b>Average Age of All Members*</b>	48	44	44
<b>Average Years of State Service for Mem- bers in Retirement Plans*</b>	9.8	13.86	8.10
<b>Total Gross Pay for All Members*</b>	\$19,144,330	\$8,967,081	\$8,119,486
<b>Total Overtime Pay for All Members*</b>	\$3,078,957	\$1,186,255	\$524,006
*Data as of June 30, 2021			

Historically, the Reshaping Working Group issued recommendations to add operational flexibility to union agreements and to minimize operational subsidies. Given critical levels of staffing shortages, AMHSf is seeking avenues to team with the unions to identify collaborative solutions.

### Consumer Price Index for Urban Alaska compared to historical COLAs.

	CPI	IBU	MEBA	MMP
2009	1.2%	5.0%	5.0%	5.0%
2010	1.8%	4.0%	4.0%	4.0%
2011	3.2%	2.0%	0.0%	0.0%
2012	2.2%	2.0%	0.0%	0.0%
2013	3.1%	1.0%	0.0%	0.0%
2014	1.6%	0.0%	0.0%	0.0%
2015	0.5%	1.0%	1.0%	1.0%
2016	0.4%	2.0%	2.0%	2.0%
2017	0.5%	0.0%	0.0%	0.0%
2018	3.0%	0.0%	0.0%	0.0%
2019	1.4%	0.0%	0.0%	0.0%
2020	-1.1%	1.5%	0.0%	0.0%
2021	3.4%	0.0%	0.0%	3.0%
Culmulative Since 2001	44.3%	42.5%	39.0%	42.0%

# Alaska Marine Highway System: Procurement



ALASKA MARINE HIGHWAY SYSTEM [ Fact Sheet] 1/20/2022

## GENERAL PROCESSES

Procurements for AMHS are conducted in accordance with AS 36.30, the state procurement code. There are two general procurement paths: construction and non-construction. Construction procurement for AMHS is generally conducted by the Southcoast Region, DOT&PF. Non-construction procurements are conducted by the Statewide Procurement Team. Non-construction procurements include goods, services, and professional services. See AS 36.30.990 for the definitions of “construction” and “professional services.”

## RECENT PROCUREMENTS

AMHS has secured two AMHS Goods and Non-Professional Services contracts providing supplemental transportation services to SE communities to compensate for extended vessel overhauls. ITB 2522S037 establishes scheduled service through spring with as-needed service through 12/31/22 to Angoon, Tenakee, Gustavus, Hoonah, Pelican. This ITB includes a proposed schedule of four trips for Lots 1 & 2 and 3 trips for Lot 3 between January and March of 2022. All other trips are as needed through 12/31/22. Certain lots will require letters of agreement with the maritime unions to utilize.

Contracted Lots	LOTS	AMHS Contract	Service	Routes	Cost per trip
	LOT 1	Goldbelt	4 Passenger Only Trips	Juneau-Hoonah-Gustavus-Juneau	\$5,390
	LOT 2	Goldbelt	4 Passenger Only Trips	Juneau-Angoon-Tenakee-Juneau	\$6,860
	LOT 3	Allen Marine	3 Passenger Only Trips	Juneau-Hoonah-Pelican-Juneau	\$7,999

ITB 2522S045 is short-term for service needed during the Matanuska overhaul delay to Haines, Skagway, Sitka, Petersburg, and Wrangell.

Contracted Lots	LOTS	AMHS Contract	Service	Routes	Cost per trip
	LOT 1	Goldbelt	Passenger Only	Juneau-Haines-Skagway-Juneau	\$6,305
	LOT 2	Allen Marine	Passenger Only	Juneau-Sitka-Juneau	\$9,999
	LOT 3	Allen Marine	Passenger Only	Ketchikan-Wrangell-Petersburg-Ketchikan	\$7,999

## CONTRACTS

AMHS currently has approximately 145 contracts for myriad services including snow plowing at terminals, line handling, implementation/maintenance of shipboard systems (such as a point-of-sale system for the cafeterias). Other contracts include outsourcing staff covid testing, paper and linen services, terminal security, hazmat training, marine salvage, fire-fighting, and oil spill response.

AMHS also manages exempt instate overhaul contracts with Alaska shipyards including Vigor and JAG.

## MOAS

AMHS encourages the development of mutually beneficial partnerships and has memorandums of agreements with port cities for docking and the troopers for a Ride-Along Program.

# SE Conference – AMHS Update

February 8-10, 2022 By: Captain John F. Falvey Jr., AMHS/GM

The State of Alaska is reinvesting in our aging ferries and port side facilities; however, that reinvestment will take time. Right now, AMHS' focus is to provide service to our coastal communities through safe, reliable ships, qualified staff, and contracted service when appropriate.

## STRATEGY

### Alaska Marine Highway Operations Board

Governor Dunleavy signed HB 63 into law, repealing the Marine Transportation Advisory Board (MTAB) and establishing the Alaska Marine Highway Operations Board (AMHOB). AMHOB will advise DOT&PF/AMHS on numerous initiatives. The first meeting is on February 11th, 2022. Members include Captain David Arzt, Captain Keith Hillard, Deputy Commissioner Rob Carpenter, Alan Austerman, Wanetta Ayers, Cynthia Berns, Larry Carson, Paul Johnsen, and Shirley Marquardt. Information can be found at <https://dot.alaska.gov/amhob/>.

### AMHS Change Manager

Another part of the AMH RWG final report recommendations was hiring personnel to help identify and recommend changes to improve the system. DOT&PF hired an AMHS Change Manager, Katherine Keith, skilled in organizational change techniques and liaison between DOT&PF leadership and AMHOB.

### AMHS Planner

AMHS is hiring a planner to help prepare a short-term plan, a long-term comprehensive plan, and the SE long-term plan.

## BUSINESS

### Annual Financial Report

The [2021 Annual Financial Report](#) for the fiscal year ending June 30, 2021, has been completed and is available online. Covid-19 resulted in lower-than-normal traffic volumes and reduced operating revenues (\$27.9m). Operating expenditures totaled \$96.1m.

The on-time departure rate was 90%, and customer satisfaction remains strong at 92%.

### 2021 Traffic

Service weeks in FY2022 (203.0 weeks) were much lower than in FY2019 (329.1 weeks). Similarly, port calls in FY2022 (3,244) decreased from FY2022 (5,717).

### May 2021 thru September 2021

- Passengers: 62,430
- Vehicles: 40,395

### October 2021 thru December 2021

- Passengers: 22,755
- Vehicles: 13,297

# SE Conference – AMHS Update

February 8-10, 2022

By: Captain John F. Falvey Jr., AMHS/GM

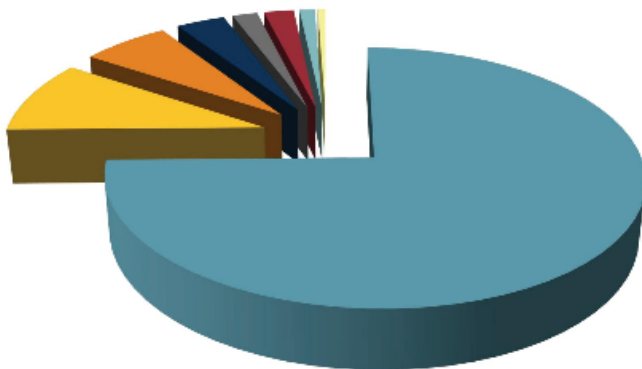
Federal Infrastructure Bill

DOT & PF and AMHS management are looking into the items below.

- \$250 million over five years for an electric or low-emitting ferry pilot program, with at least one pilot conducted in the state with the most Marine Highway System miles. Alaska with 3,100 route miles should be a candidate.
- A proposed 1.9% increase to Ferry Boat and Terminal Formula, ~\$15M per year.
- \$1 billion over five years for funding to States to provide essential ferry service in rural communities.
- Language authorizing funding recipients under the Construction of Ferry Boats and Ferry Terminal Facilities Program to spend on the ferry “Operating Costs.”
- Language authorizing Federal-aid highway funds to the Alaska Marine Highway System to be spent on “Operation” and “Repair.”

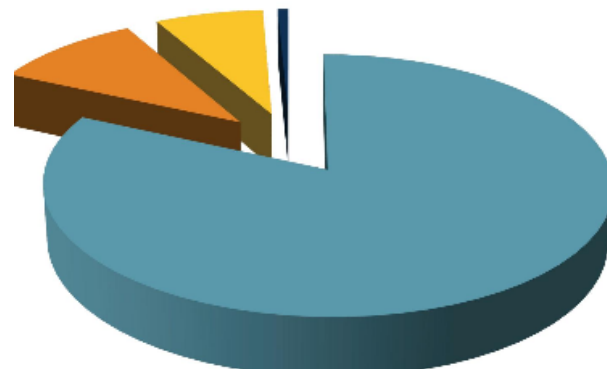
## Alaska Marine Highway System Fund OPERATING EXPENDITURES









For the fiscal year ended June 30, 2021  
**\$96.1 MILLION**







## Alaska Marine Highway System Fund UNRESTRICTED OPERATING REVENUES

For the fiscal year ended June 30, 2021  
**\$27.9 MILLION**



	Marine Vessel Operations	74.7%		Operations Management	3.6%
	Marine Fuel	9.6%		Overhaul	0.6%
	Shore Operations	6.4%		Marine Engineering	1.8%
	Reservations and Marketing	1.1%		Support Services	2.2%

	Ticket Sales	82.0%
	Stateroom Sales	10.0%
	Passenger Services Sales	7.2%
	Other Unrestricted Revenue	0.7%



# SE Conference – AMHS Update

February 8-10, 2022

By: Captain John F. Falvey Jr., AMHS/GM

## ENGINEERING

### Vessel Repair and Maintenance

	Programmed	Balance Remaining	% Work Complete
Planning	\$2,723,032	\$2,334,884	14%
Design	\$39,198,166	\$34,060,817	13%
Construction	\$102,561,763	\$38,269,153	63%

#### M/V Columbia

The Columbia is currently in its state overhaul and COI at Vigor Shipyard Ketchikan. Columbia is scheduled to go into a federal project to replace its Controllable Pitch Propeller system during the fall of 2022. The project is currently in the RFP stage, and the state hopes to have a shipyard under contract soon. Once a shipyard is under contract, the needed equipment will be procured. The project is expected to take approximately eight months once into the shipyard during the fall of 2022.

#### Vessel Passenger Services Upgrade

Engineering and Operations are continuing with a multi-year upgrade project to the fleet's open public space areas, along with galleys and passenger elevators. Federal funds are being used, and the ships will be upgraded in phases over the next few years during their annual state overhauls.

#### Tazlina

The Tazlina has a COI, valid until the end of April 2022. As of February, the Tazlina is now operating and will continue until going into its winter maintenance period in early April 2022.

#### Hubbard

On January 13, 2022, a 15M contract was awarded to Vigor Shipyard in Ketchikan to construct crew quarters on board the ACF Hubbard. The project delivery date is August 19, 2022.

#### Tustumena Federal Capital Improvement Project

Tustumena entered a 9.4 M federal capital improvement project on December 28, 2021, at Jag Shipyard in Seward. The project is expected to be completed on July 15, 2022. Project items are to include refurbishing the main vehicle elevator, hull coatings, steel piping replacement including black and gray water drains, lighting upgrades, above deck and hull blasting and painting, vehicle deck lighting upgrades, promenade, bridge, and foyer deck flooring, along with bridge deck overhead upgrades, steel replacement as needed, along with general upgrades to critical equipment and systems. Information on the latest functional design can be found:

<https://dot.alaska.gov/amhs/fleet/trv.shtml>.

#### Tustumena and Kennicott Fins Repair

Both Tustumena and Kennicott require fin stabilizer system repairs. Technicians from Sperry U.K. Europe will attend both vessels during their winter maintenance periods.

# SE Conference – AMHS Update

February 8-10, 2022 By: Captain John F. Falvey Jr., AMHS/GM

## Lituya Capital Improvement Federal Project

The Lituya will enter into a federal project to blast a paint its hull, deck, and superstructure, along with other needed repair items being made. The project will take place during June and July 2022.

## New Vessel Construction

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### Tustumena Replacement Vessel

The State is moving forward with the TRV, Tustumena Replacement Vessel, and on 1/14/22 issued a Public Notice to solicit interested shipyards. The vessel will be constructed under a CMGC, Construction Manager General Contractor procurement method. The following process is to secure a shipyard to collaborate with the State to final design and reach a guaranteed maximum price. It is anticipated that construction could begin within the next 10 to 12 months, with approximately a 4-year construction timeline depending on the capabilities of the shipyard building the ship.

## Shoreside

---

	Programmed	Balance Remaining	% Work Complete
Planning	\$300,000	\$109,332	64%
Design	\$16,175,471	\$16,001,922	1%
Construction	\$23,653,670	\$1,531,433	94%

### Prince Rupert Terminal and Full Preclearance

Due to a recent agreement signed between the U.S. and Canada, called the LRMA Agreement, i.e., Land, Rail, Marine, and Air Agreement, the U.S. will now need to comply with new regulations from both U.S. Customs and Border Protection and Canadian Customs, to satisfy new Full Pre Clearance facility requirements. Before the onset of COVID, the State had planned to meet with officials from both agencies to establish a plan to determine the needed terminal facility upgrades necessary both in the short term and in the long term to re-commence ferry service to Prince Rupert. However, the COVID situation put that process on hold due to access into Canada. The State is again working with both U.S. Customs and Canadian Customs to complete the short-term requirements and upgrades needed to commence revenue service on May 1, 2022. Once a meeting of U.S Customs, Canadian Customs, and State officials can be scheduled in Canada, the long-term upgrades required to be made to the uplands and terminal facility will be determined. The state is also in the process of surveying the existing docking structure and will affect repairs if needed before the May 1 restart. Given the age of the current Prince Rupert dock and the challenges faced in not being able to use federal funding in Canada to replace it, due to buy America restrictions, the State is also now discussing's with BC Ferries the concept of the State constructing a causeway from the State terminal facility to the BC Ferry dock, to use the BC Ferries dock in place of the state's current docking structure.

### Auke Bay Ferry Terminal Improvements

This project has been a multi-year project to improve the docking structure and other needed repairs. It will end with improvements to the terminal building and electrical enhancements to the entire terminal facility.

# SE Conference – AMHS Update

February 8-10, 2022

By: Captain John F. Falvey Jr., AMHS/GM

## Ketchikan Terminal

This project has consisted of a multi-year project to replace some of the existing vessel berthing and mooring structures, placement of a new turning dolphin between berths 1 and 3, refurbishment of fenders and platform components at the berth #3 float, construction of a new pedestrian covered walkway structure over the existing sidewalk from the terminal building to the berth #3 approach, and the placement of cathodic protection anodes on existing pile-supported structures at berths #1 and #3. This project was planned for two phases, with the dolphin upgrade, covered catwalk, and main berth utilities work completed. The Berth 3 side fender upgrades and utility work on the Berth 3 transfer bridge will be completed by early 2022.

## System-Wide Terminal Improvements

This project will include system-wide bridge and float painting, system-wide bridge floor beam modifications, system-wide fracture critical modifications, and system-wide syncro lift improvements.

## Pending Terminal Projects for Planning Purposes

These potential projects are currently in the discussion phase. Auke Bay east berth dolphin replacement, area-wide marine structure cathodic protection installation, Angoon Alaska class ferry vessel dolphin and apron modifications, Homer terminal building improvements, modifications to the Cordova terminal to enhance Alaska class ferry vessel mooring ability, and modifications to the Tatitlek, Chenega Bay, and Pelican docks for ACF vessel mooring capability.

## OPERATIONS

### COVID Pandemic

AMHS has operated the fleet throughout the COVID Pandemic with a robust vessel mitigation plan and crew COVID testing program. While the Omicron variant has impacted operations, AMHS prioritizes staff and passenger safety to the greatest extent possible.

### Vessel Crew Shortage

Currently, the AMHS is short-handed with both unlicensed and licensed vessel crews. Recently AMHS Management commenced a very aggressive multi-layered hiring and advertising campaign in Alaska and nationwide both in print and on social media to close the gap on the crew shortages. It is also important to note that both Washington State Ferries and B.C. Ferries are experiencing a similar crew shortage situation.

### Recent Procurement Contracts

AMHS believes that the best service is provided by our regular employees sailing one of our six vessels. However, we will pursue creative solutions to provide service to our coastal communities, including extending other AMHS vessel schedules or contracting private vessels to fill service gaps.

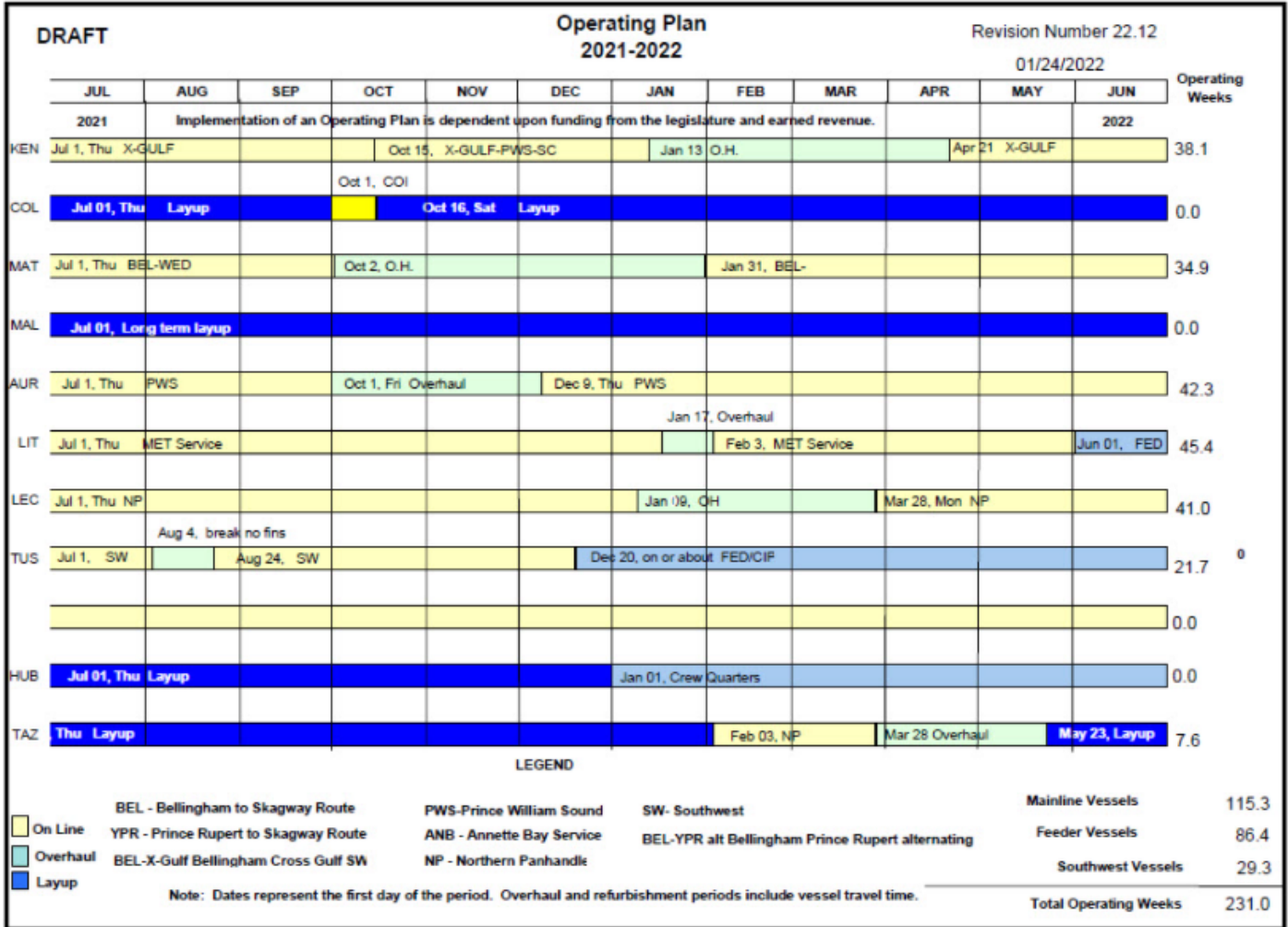
To that end, AMHS has secured two AMHS Goods and Non-Professional Services contracts providing supplemental transportation services to SE communities to compensate for extended vessel overhauls. ITB 2522S037 establishes scheduled service through spring with as-needed service through 12/31/22 to Angoon, Tenakee, Gustavus, Hoonah, Pelican. This ITB includes a proposed schedule of four trips for Lots 1 & 2 and 3 trips for Lot 3 between January and March of 2022. All other trips are as needed through 12/31/22. Certain lots will

# SE Conference – AMHS Update

February 8-10, 2022 By: Captain John F. Falvey Jr., AMHS/GM

require letters of agreement with the maritime unions to utilize. ITB 2522S045 is short-term for service needed during the Matanuska overhaul delay to Haines, Skagway, Sitka, Petersburg, and Wrangell.

## Current Operating Plan





# AMHS: Construction Contracting

ALASKA MARINE HIGHWAY SYSTEM [Fact Sheet] 1/20/2022



## Current Vessel Construction

	Programmed	Balance Remaining	% Work Complete
Planning	\$2,723,032	\$2,334,884	14%
Design	\$39,198,166	\$34,060,817	13%
Construction	\$102,561,763	\$38,269,153	63%

## Notable Vessel Projects

Planning projects include AMHS fleet condition surveys. Design projects include the Columbia CPP system replacement, Matanuska dead-end corridors, and partial funding for the TRV design. Construction funds include the AMHS overhaul and rehabilitation projects, Hubbard crew quarters, and Aurora refurbishment.

## Current Shoreside Construction

	Programmed	Balance Remaining	% Work Complete
Planning	\$300,000	\$109,332	64%
Design	\$16,175,471	\$16,001,922	1%
Construction	\$23,653,670	\$1,531,433	94%

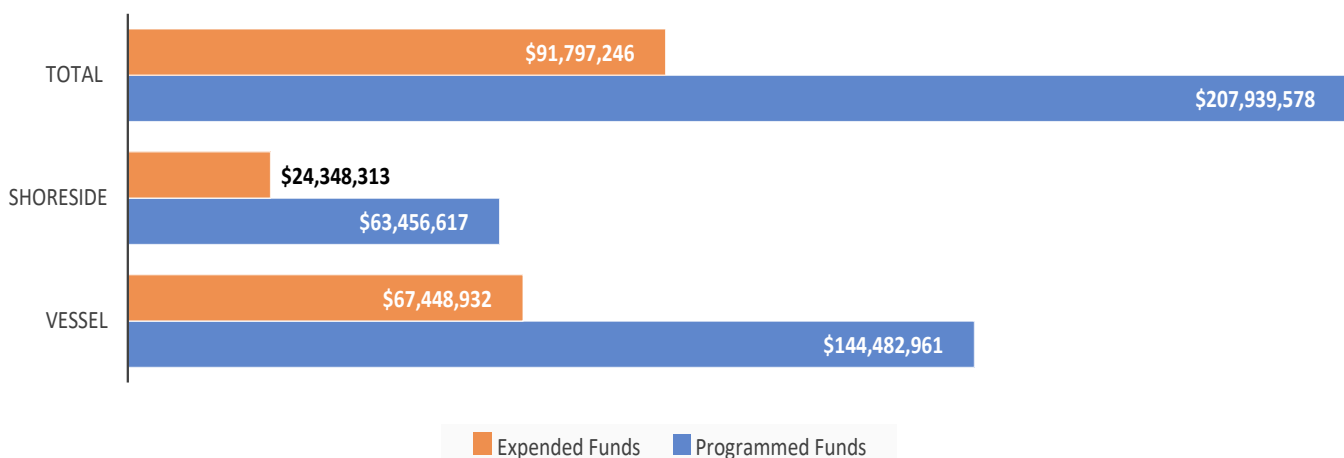
## Notable Shoreside Projects

Planning projects include the AMHS shoreside facilities condition surveys. Design projects include AMHS system-wide uplands, mooring, and bridge improvements. It also includes the Prince Rupert terminal acquisition and refurbishment, Auke Bay terminal building improvements, and Ketchikan ferry terminal improvements. Construction projects include AMHS wastewater treatment upgrades and Auke Bay ferry terminal improvements.

## Upcoming Notable Projects

The TRV replacement vessel is expected to go out to bid on March 2022 using CMGC. A public notice was published 1/14/22.

## AMHS Capital Projects Authorized and Expended (1/1/22)



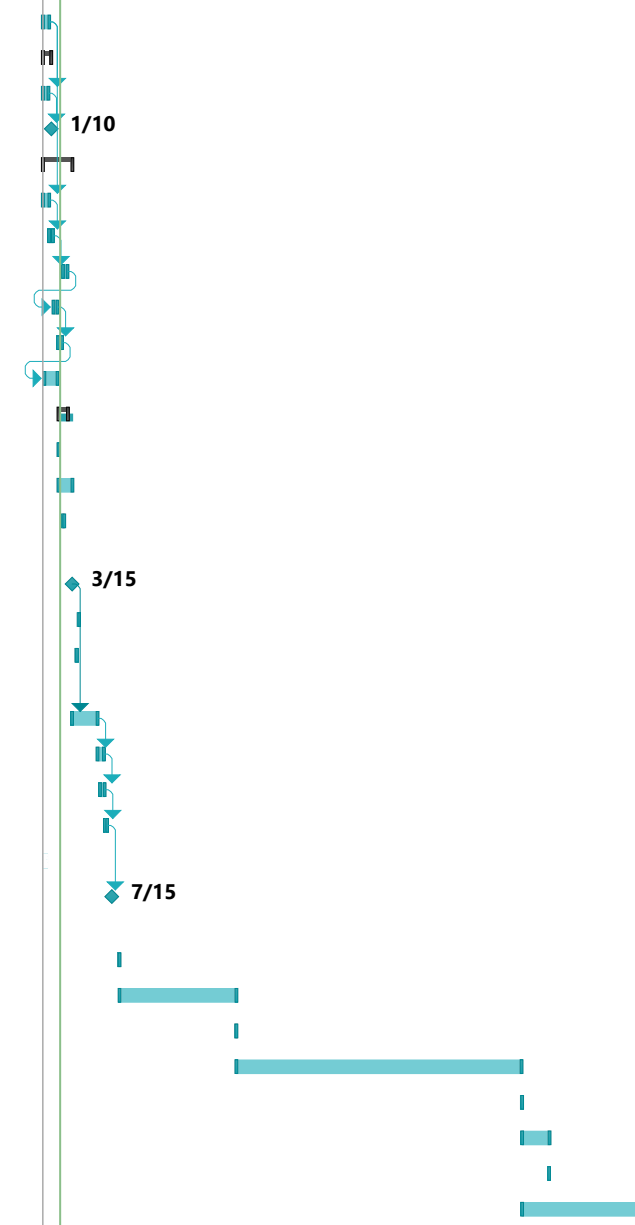
	Shoreside Projects (Updated 1/15/22)	End Date	Programmed	Expended	Encumbrance	Balance	Dec	Jan
<b>PLANNING</b>								
	AMHS FFY21-22 SHORESIDE FACILITIES CONDITION SURVEY	9/30/2023	\$ 300,000.0	\$ 190,011.0	\$ 657.0	\$ 109,332.0	\$ 7,259.2	\$ 24,164.34
<b>DESIGN</b>						\$ -		
	AMHS SYSTEM WIDE UPLANDS IMPROVEMENTS	12/31/2023	\$ 235,059.0	\$ 104.0		\$ 234,955.0	\$ -	\$ -
	AMHS SYSTEM WIDE MOORING STRUCTURE IMPROVEMENTS	12/31/2023	\$ 262,085.0	\$ 92.0		\$ 261,993.0		\$ -
	AMHS SYSTEM WIDE BRIDGE IMPROVEMENTS (FHWA)	12/31/2022	\$ 243,753.0	\$ 52.0		\$ 243,701.0		\$ -
	KTN AMHS REPLACEMENT & NOAA BERTH FACILITIES		\$ 31,067.0	\$ 7,193.0		\$ 23,874.0	\$ 828.0	\$ -
	KTN FERRY TERMINAL IMPROVEMENTS (X-REF#SAMHS00015)		\$ 215,301.0	\$ 209,808.0	\$ 1,876.0	\$ 3,617.0		\$ 746.00
	AUKE BAY TERMINAL BUILDING AND ELECTRICAL IMPROVEMENTS	12/31/2021	\$ 237,128.0	\$ 221,596.0	\$ 10,195.0	\$ 5,337.0	\$ 5,940.0	\$ 51.00
	PRINCE RUPERT FERRY TERMINAL ACQUISITION & REFURBISHMENT	12/31/2024	\$ 14,951,078.0	\$ (295,785.0)	\$ 18,418.0	\$ 15,228,445.0		\$ 286.00
<b>CONSTRUCTION</b>						\$ -		
	AMHS GST FERRY TERMINAL IMPROVEMENTS	2/28/2023	\$ 14,047,871.0	\$ 12,987,418.0	\$ 331,452.0	\$ 729,001.0	\$ 8,521.0	\$ 5,425.00
	AMHS WASTE WATER TREATMENT SYSTEM UPGRADES	9/30/2022	\$ 2,043,115.0	\$ 1,642,987.0	\$ 58,213.0	\$ 341,915.0	\$ 2,201.0	\$ 463.00
	AMHS STORAGE TANK REPLACEMENT	9/30/2022	\$ 2,501,120.0	\$ 2,149,774.0	\$ 125,472.0	\$ 225,874.0	\$ 2,814.0	\$ 463.00
	AUKE BAY FERRY TERMINAL MODIFICATIONS & IMPROVEMENTS	12/31/2022	\$ 5,061,564.0	\$ 4,634,216.0	\$ 192,705.0	\$ 234,643.0	\$ 8,462.0	\$ 1,965.00
<b>COMPLETED</b>						\$ -		
	AMHS HNS FERRY TERMINAL END BERTH FACILITY	3/31/2022	\$ 23,327,476.4	\$ 2,600,847.5	\$ 46,618.5	\$ 20,680,010.3	\$ -	\$ -
						\$ -		
			\$ 63,456,617.4	\$ 24,348,313.6	\$ 785,606.5	\$ 38,322,697.3	\$ 36,025.2	\$ 33,563.3



Vessel Projects (Updated 1/15/22)		End Date	Programmed	Expended	Encumbrance	Balance	Dec	Jan
PLANNING								
	AMHS ASSET MANAGEMENT DEVELOPMENT		\$ 1,723,032.1	\$ 16,442.3		\$ 1,706,589.8	\$ -	\$ -
	AMHS FFY20-21 FLEET CONDITION SURVEY	9/30/2022	\$ 500,000.0	\$ 329,887.4	\$ 41,818.5	\$ 128,294.2	\$ -	\$ 38,002.5
	AMHS FFY22-23 FLEET CONDITION SURVEY	9/30/2024	\$ 500,000.0			\$ 500,000.0	\$ -	0
DESIGN								
	AMHS KENNICOTT EMISSIONS AND EXHAUST UPGRADES	6/30/2023	\$ 800,000.0	\$ -	\$ -	\$ 800,000.0	\$ -	0
	AMHS M/V TUSTUMENA REPLACEMENT		\$ 6,433,689.0	\$ 3,883,813.0	\$ 726,499.0	\$ 1,823,377.0	\$ 27,966.00	\$ 25,473.0
	AMHS M/V TUSTUMENA REPLACEMENT VESSEL	6/30/2022	\$ 8,243,522.0	\$ 713.0	\$ -	\$ 8,242,809.0	\$ -	\$ -
	AMHS M/V TUSTUMENA UPGRADES	7/31/2024	\$ 8,744,900.0	\$ 163,479.0	\$ -	\$ 8,581,421.0	\$ -	\$ 22,085.0
	AMHS MATANUSKA DEAD END CORRIDOR	1/15/2022	\$ 366,625.0	\$ 21,883.0	\$ 35,262.0	\$ 309,480.0	\$ -	
	IFA M/V STIKINE PASSENGER ACCOMMODATION UPGRADES	9/30/2022	\$ 263,300.0	\$ -		\$ 263,300.0	\$ -	
	M/V COLUMBIA CPP SYSTEM REPLACEMENT	12/31/2024	\$ 14,232,725.0	\$ 246,517.0	\$ 7,829.0	\$ 13,978,379.0	\$ 870.00	\$ 51.0
	M/V LITUYA COATINGS AND PRESERVATION	2/1/2023	\$ 113,405.0	\$ 51,354.0	\$ -	\$ 62,051.0	\$ 16,221.00	\$ 20,244.0
CONSTRUCTION								
	AMHS ALASKA CLASS FERRY (ACF) CREW QUARTERS	3/31/2024	\$ 18,781,678.0			\$ 18,781,678.0	\$ -	0
	AMHS AURORA REFURBISHMENT		\$ 2,873,167.0	\$ 2,873,167.0		\$ -		0
	AMHS COMPUTER & IT SYSTEMS REPLACEMENT		\$ 251,895.0	\$ 169,832.0		\$ 82,063.0		0
	AMHS DM M/V KENNICOTT SY20 DM RSA W/GOV OFFICE		\$ 93,106.0	\$ -	\$ 2,393.0	\$ 90,713.0		\$ -
	AMHS FLEETWIDE PASSENGER SRVC AMENITIES UPGRDS/REFURBISHMNT		\$ 5,975,693.0	\$ 4,641,021.0	\$ 143,020.0	\$ 1,191,652.0		0
	AMHS RESERVATION & MANIFEST SYSTEM	12/31/2022	\$ 5,287,776.0	\$ 2,844,590.0	\$ 8,971.0	\$ 2,434,215.0		\$ -
	AMHS SECURITY SUPPORT		\$ 97,518.0	\$ 95,638.0	\$ -	\$ 1,880.0		\$ -
	AMHS TAZLINA & HUBBARD SIDE DOOR INSTALLATION FY2020		\$ 3,000,000.0	\$ 267,508.0	\$ 59,408.0	\$ 2,673,084.0	\$ -	\$ 51.0
	AMHS VESSEL OVERHAUL & REHABILITATION FY2020		\$ 13,500,000.0	\$ 13,381,555.0	\$ 11,139.0	\$ 107,306.0	\$ -	\$ -
	AMHS VESSEL OVERHAUL & REHABILITATION FY21		\$ 15,000,000.0	\$ 13,901,742.0	\$ 1,010,622.0	\$ 87,636.0	\$ 198,755.00	\$ 284,209.0
	AMHS VESSEL OVERHAUL & REHABILITATION FY22		\$ 15,000,000.0	\$ 2,378,883.0	\$ 164,320.0	\$ 12,456,797.0	\$ 739,206.00	\$ 1,632,224.0
	AMHS VESSEL OVERHAUL AND REHABILITATION - SFY2019 SUPPLEMENT		\$ 1,400,000.0	\$ 1,386,713.0	\$ -	\$ 13,287.0	\$ -	\$ -
	AMHS VESSEL OVERHAUL AND REHABILITATION SFY19		\$ 13,500,000.0	\$ 13,383,856.0	\$ 254.0	\$ 115,890.0		\$ -
	AMHS VESSEL OVERHAUL AND REHABILITATION SUPPLEMENTAL FY20		\$ 5,000,000.0	\$ 4,764,711.0	\$ 42,965.0	\$ 192,324.0	\$ 408,531.00	\$ 10,120.0
	INTER-ISLAND FERRY AUTHORITY (IFA) VESSEL REFURBISHMENTS	3/31/2022	\$ 2,704,998.0	\$ 2,645,628.0	\$ 18,742.0	\$ 40,628.0		\$ -
	M/V COLUMBIA FUEL MANAGEMENT SYSTEM		\$ 95,932.0			\$ 95,932.0		
			\$ 144,482,961.1	\$ 67,448,932.7	\$ 2,273,242.5	\$ 74,760,785.9	\$ 1,391,549.0	\$ 2,032,459.5

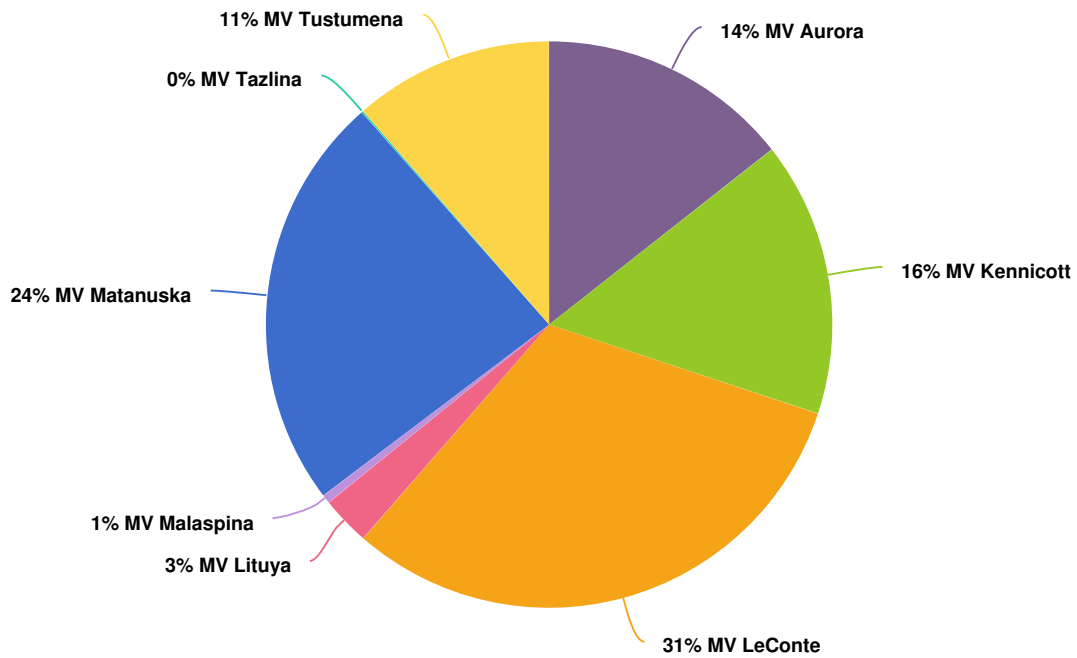
TRV Pre-Construction and Construction Schedule

ID	Task Mode	Task Name	Duration	Start	Finish	2021		2022		2023		2024		2025		2026	
						H1	H2	H1	H2	H1	H2	H1	H2	H1	H2		
1		TRV Project Kickoff															
2		Glostern Technical Specifications															
3		Get contracts for team secured	14 days	Wed 12/15/21	Mon 1/3/22												
4		<b>Public Notice Process</b>	<b>18 days</b>	<b>Wed 12/15/21</b>	<b>Mon 1/10/22</b>												
5		Public Notice Preparation	13 days	Wed 12/15/21	Fri 12/31/21												
6		Issue Public Notice	0 days	Mon 1/10/22	Mon 1/10/22												
7		<b>DOT&amp;PF RFP Development</b>	<b>65 days</b>	<b>Wed 12/15/21</b>	<b>Tue 3/15/22</b>												
8		Project Definition	14 days	Wed 12/15/21	Mon 1/3/22												
9		Determine CMGC Sow	10 days	Mon 1/3/22	Fri 1/14/22												
10		Develop the Contract	10 days	Tue 2/15/22	Mon 2/28/22												
11		Determine Evaluation Criteria	10 days	Mon 1/17/22	Fri 1/28/22												
12		Determine Pricing Criteria	10 days	Mon 1/31/22	Fri 2/11/22												
13		General Conditions Proposal	30 days	Mon 12/20/21	Fri 1/28/22												
14		<b>Develop Appendices</b>	<b>21 days</b>	<b>Tue 2/1/22</b>	<b>Tue 3/1/22</b>												
15		CMGC RACI Chart	2 days	Tue 2/1/22	Wed 2/2/22												
16		Sample CM/GC Contract	31 days	Tue 2/1/22	Tue 3/15/22												
17		Final Project Delivery Selection Matrix	5 days	Mon 2/14/22	Fri 2/18/22												
18		Release RFP	0 days	Tue 3/15/22	Tue 3/15/22												
19		Pre-proposal Conference	2 days	Mon 4/4/22	Tue 4/5/22												
20		Selection Committee Training (if required)	2 days	Mon 3/28/22	Tue 3/29/22												
21		Proposals Due	56 days	Tue 3/15/22	Tue 5/31/22												
22		Contractor Interviews	14 days	Wed 6/1/22	Mon 6/20/22												
23		Evlauation and Selection	10 days	Thu 6/9/22	Wed 6/22/22												
24		Issue Intent to Negotiate	5 days	Fri 6/24/22	Thu 6/30/22												
25		10 Day Protest	10 days														
26		Pre-construction (Phase 1) Notice to Proceed	0 days	Fri 7/15/22	Fri 7/15/22												
27		Preconstruction Notice to Proceed	1 day	Sun 8/7/22	Sun 8/7/22												
28		Preconstruction Phase	257 days	Mon 8/8/22	Tue 8/1/23												
29		Construction Notice to Proceed	1 day	Tue 8/1/23	Tue 8/1/23												
30		Construction Phase	626 days	Wed 8/2/23	Wed 12/24/25												
31		Construction Completion	1 day	Fri 12/26/25	Fri 12/26/25												
32		Delivery & Crew Training	61 days	Sat 12/27/25	Fri 3/20/26												
33		Ready for Service	1 day	Thu 3/19/26	Thu 3/19/26												
34		Warranty Period (12 months from delivery)	259 days	Sat 12/27/25	Wed 12/23/26												



# 1-01-21 to 12-31-21

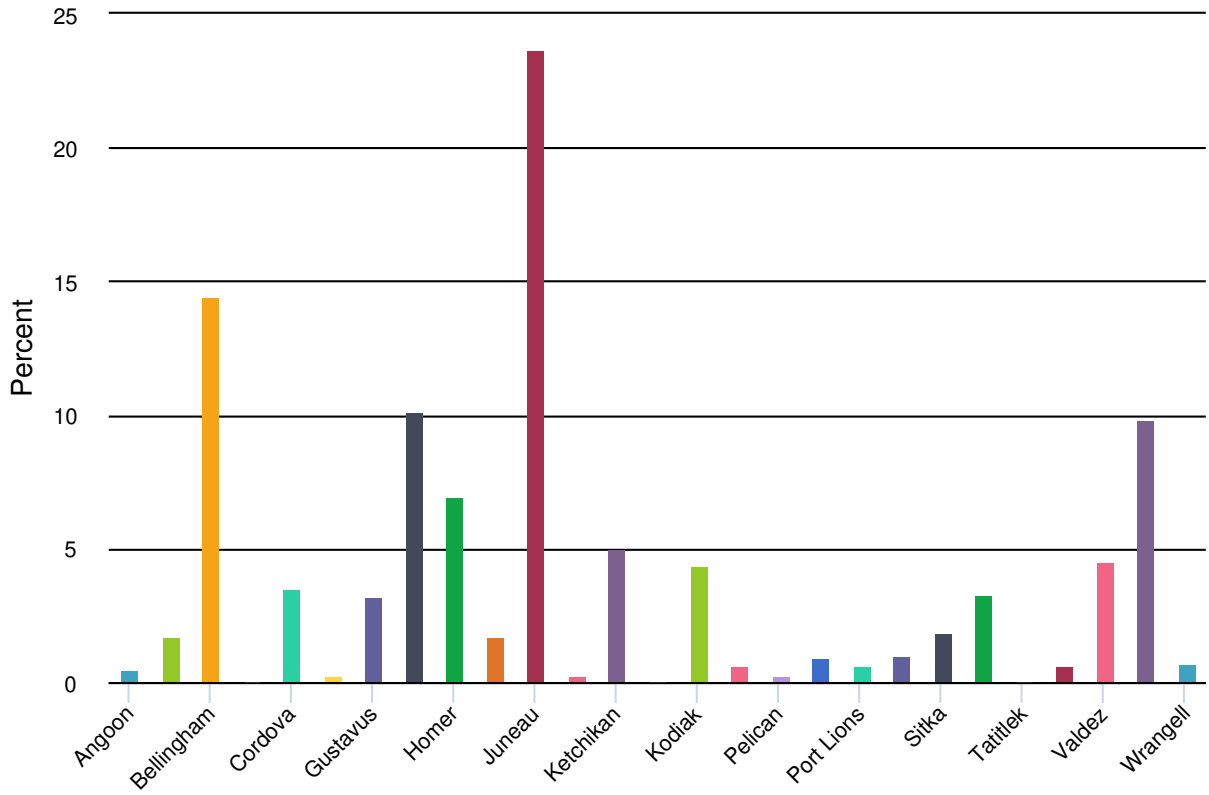
## 1. Vessel Name



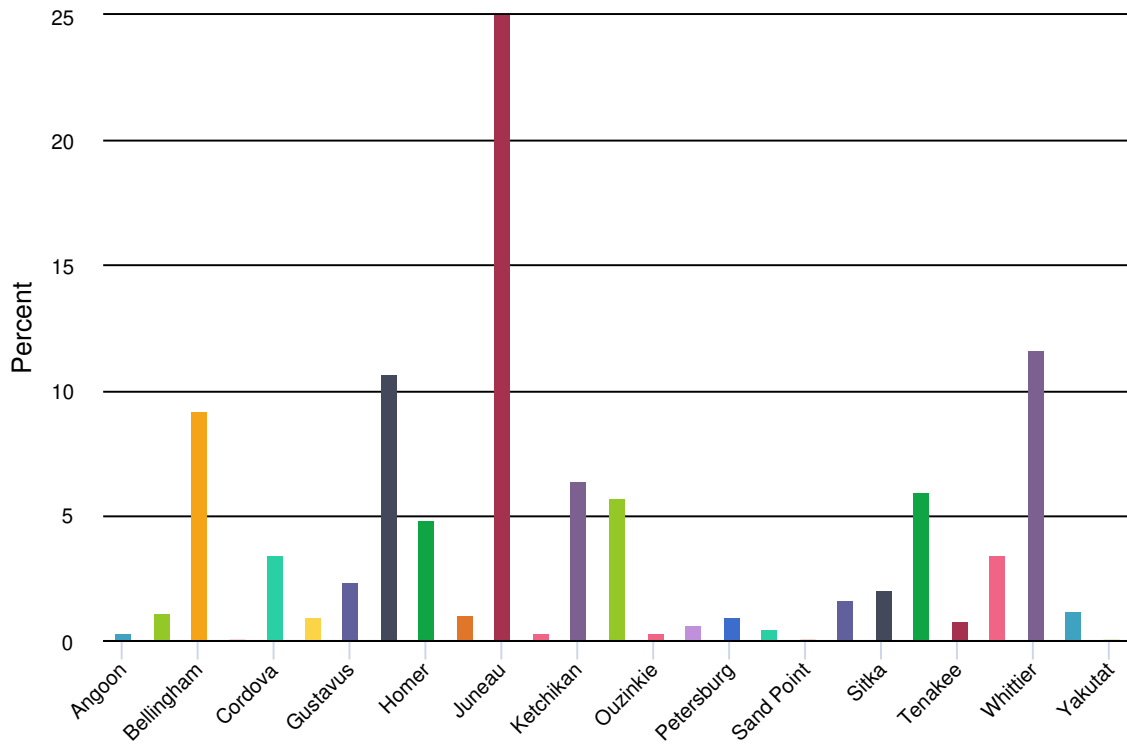
Value	Percent	Responses
MV Aurora	14.4%	512
MV Columbia	0.0%	1
MV Kennicott	15.7%	556
MV LeConte	31.3%	1,110
MV Lituya	2.8%	99
MV Malaspina	0.5%	16
MV Matanuska	23.8%	845
MV Tazlina	0.1%	5
MV Tustumena	11.4%	403

Totals: 3,547

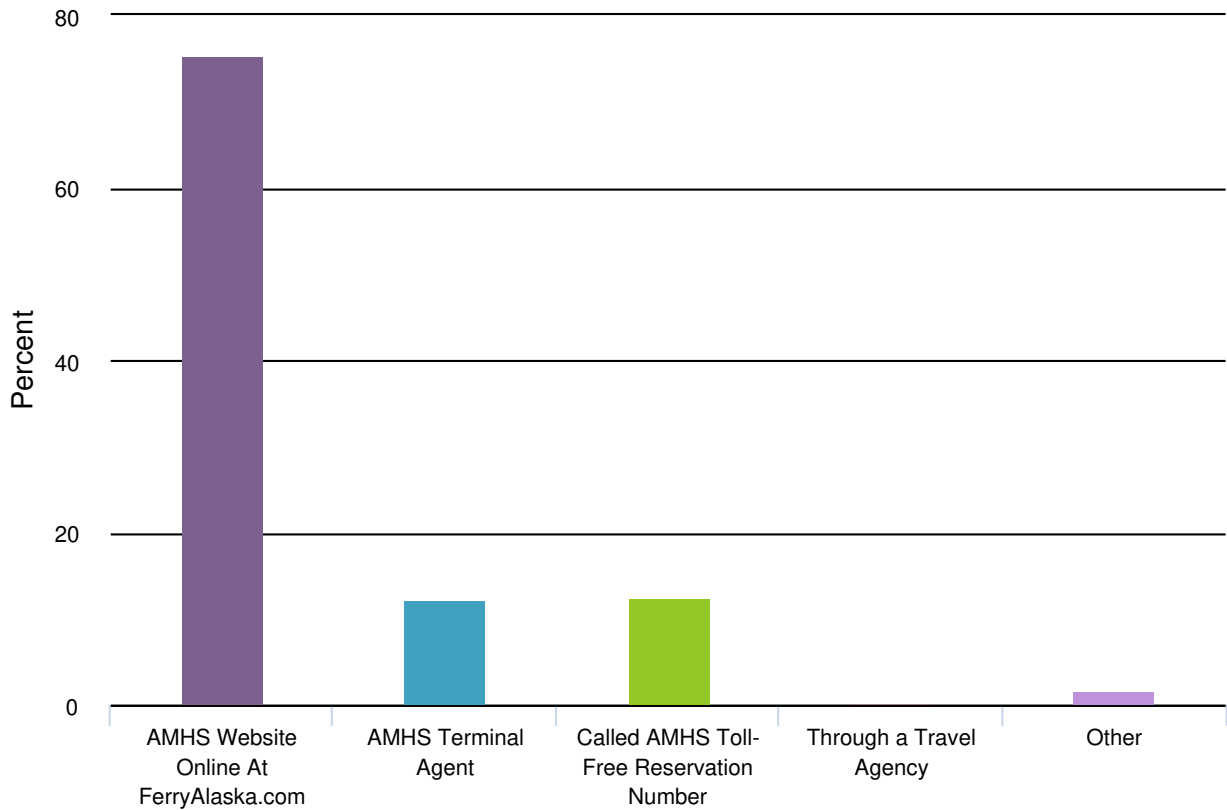
## 2. Departure Port



## 3. Arrival Port



#### 4. How did you make your reservation?









#### 5. How well did we meet your expectations regarding the reservation request and purchase?







Value	Percent	Responses
Excellent	44.3%	1,573
Very Good	29.0%	1,028
Good	14.5%	515
Needs Improvement	3.6%	126
Poor	1.0%	34
Not Applicable	7.6%	271

Totals: 3,547

6. How well did we meet your expectations regarding the check-in and loading procedures?

Value		Percent	Responses
Excellent		52.5%	1,863
Very Good		29.1%	1,032
Good		11.5%	408
Needs Improvement		4.1%	145
Poor		1.2%	41
Not Applicable		1.6%	58
			<b>Totals: 3,547</b>

7. How well did we meet your expectations regarding the disembarkation and unloading procedures?

Value		Percent	Responses
Excellent		53.9%	1,913
Very Good		27.4%	972
Good		12.5%	442
Needs Improvement		2.4%	84
Poor		0.9%	32
Not applicable		2.9%	104
			<b>Totals: 3,547</b>

8. Please rate the following areas from 1 to 5, with 5 being excellent and 1 being poor. Please add a rating to each area that applies to your onboard travel experience and leave non-applicable items blank.

**Please rate applicable items**

Courtesy and helpfulness of vessel crew

★★★★★

Count: 3,397

Not Applicable: 0

Attitude and appearance of vessel crew

★★★★★

Count: 3,483

Not Applicable: 0

Cleanliness of public areas, staterooms and showers

★★★★★

Count: 3,461

Not Applicable: 0

Condition of showers and restrooms

★★★★☆

Count: 3,317

Not Applicable: 0

Cafeteria and / or dining room service

★★★★☆

Count: 3,189

Not Applicable: 0

Meal quality and choices

★★★★☆

Count: 3,061

Not Applicable: 0

Enroute announcements

★★★★☆

Count: 3,333

Not Applicable: 0

Lockers and / or storage

★★★★☆

Count: 1,676

Not Applicable: 0

Movies and / or play areas for children

★★★★☆

Count: 1,486

Not Applicable: 0

Overall accessibility of the vessel



★★★★☆

Count: 3,262



Not Applicable: 0





9. Did you encounter any problems, difficulties or concerns during your ferry trip?

Value		Percent	Responses
Yes		12.1%	425
No		87.9%	3,097
			<b>Totals: 3,522</b>







10. Did you require assistance from AMHS crew to resolve a matter?

Value		Percent	Responses
Yes		9.8%	341
No		90.2%	3,149
			<b>Totals: 3,490</b>








11. If yes, were you satisfied with the assistance you received? Please feel free to provide the names and comments of any employees you would like us to recognize.

Value		Percent	Responses
Yes		66.3%	892
No		33.7%	453
			<b>Totals: 1,345</b>







## 12. How did you hear about AMHS?

Value		Percent	Responses
Local / Resident		56.5%	2,003
Friend / Family Recommended		10.9%	388
Word of Mouth		7.8%	278
Alaska Travel Planner		2.8%	101
Internet Search Engine		11.9%	422
Other		16.2%	573

## 13. What was the purpose of your trip?

Value		Percent	Responses
Visiting Friends / Family		26.0%	921
Vacation / Leisure		41.8%	1,482
Medical / Dental / Health		10.2%	363
Educational / School Group		0.9%	32
Military Move		1.5%	53
Business		13.6%	484
Other		19.8%	702

#### 14. How often do you travel on AMHS?

Value		Percent	Responses
First time		25.8%	914
Once a month		7.1%	251
More than once a month		5.8%	205
Once a year		10.3%	364
More than once a year		29.2%	1,035
It has been more than a year		22.9%	814