# Juneau Transportation Survey

Funded jointly by:

**City and Borough of Juneau** 

and

**First Things First Alaska Foundation** 

March 2018



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**City and Borough of Juneau** 

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**First Things First Alaska Foundation** 

Prepared by:



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McDowell Group was contracted to conduct a telephone survey of Juneau residents regarding community transportation issues. A total of 402 surveys were completed from a randomly selected sample of Juneau landline and cell phone numbers. Results were weighted by age to accurately reflect Juneau's population, as younger respondents were less likely than older respondents to participate in the survey (as with most telephone surveys). The maximum margin of error for the total sample at the 95 percent confidence level is  $\pm 4.9$  percent. Following are key findings from the survey.

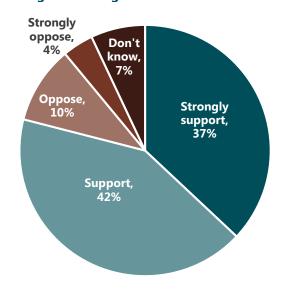
### **North Douglas Crossing**

- Over three-quarters of surveyed residents (79 percent) support the construction of a North Douglas Crossing, including 37 percent who *strongly* support the project. Just 14 percent are opposed.
- The most common reasons cited for supporting the Crossing were improved access (33 percent), ease congestion over the Douglas bridge (27 percent), and improved access for safety and emergency response (12 percent).
- The most common reasons cited for opposing the Crossing were second bridge is not needed (35 percent), divert funds from other projects (16 percent), and other public projects are more important (10 percent).

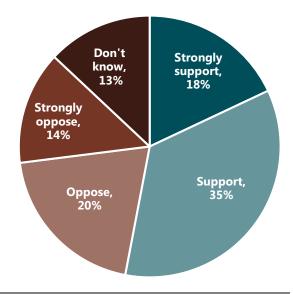
### **Sawmill Cove Ferry Terminal**

- Over half of residents (53 percent) support or strongly support the construction of a ferry terminal at Sawmill Cove (to provide more frequent day-boat ferry service between Juneau and Haines and Skagway), while 24 percent oppose the idea, and 13 percent didn't know.
- A related question asked about support of "gradual transition to day-boat service wherever possible." Over two-thirds (68 percent) of residents support this concept, while 19 percent oppose it.

Do you strongly support, support, oppose, or strongly oppose construction of a North Douglas Crossing of Gastineau Channel?



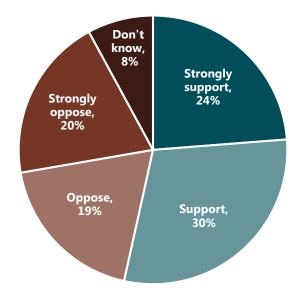
Do you strongly support, support, oppose, or strongly oppose, constructing a ferry terminal at Sawmill Cove to provide more frequent day boat ferry service between Juneau and Haines and Skagway?



### **Road Construction to Katzehin**

- Just over half of residents (54 percent) support construction of a road to a ferry terminal at Katzehin, while 39 percent are opposed.
- When asked why they supported road construction, the number one reason was improved access to Alcan at 40 percent, followed by improve the Juneau economy at 10 percent.
- Those opposed to road construction were most likely to say that the road is too expensive (20 percent), or it is not needed (19 percent).
- Among those who opposed road construction, 26
  percent said they would be more supportive if the road
  went all the way to Skagway, while 15 percent would
  be less likely.

Do you strongly support, support, oppose, or strongly oppose construction of a road along the east side of Lynn Canal from Juneau to a shuttle ferry terminal at Katzehin?



## **Introduction and Methodology**

With funding provided by the City and Borough of Juneau and First Things First Alaska Foundation, McDowell Group was contracted to conduct a telephone survey of Juneau residents regarding a number of community transportation issues. The survey was fielded from January 11 to January 18, 2018. A total of 402 surveys were completed from a randomly selected list of Juneau landline and cell phone numbers. Calls were made during weekday evenings and midday on weekends. Each number was called at least three times before a replacement number was selected. The maximum margin of error for the total sample at the 95 percent confidence level is  $\pm 4.9$  percent.

Respondents were asked a series of questions regarding their level of support or opposition to a North Douglas Crossing of Gastineau Channel, Alaska Marine Highway service options, and the Juneau Access project. Prior to being asked for their level of support or opposition, respondents were read a statement about the nature of the projects. A copy of the survey is included at the end of the report.

Survey responses were cross-tabulated by age, gender, and income. Statistically significant differences for these factors are presented in the text as sub-bullets.

Some tables may not add to 100 percent due to rounding.

Survey data was weighted by age to adjust for under sampling of 18 to 34-year-old residents and oversampling of those age 60 and over. Survey data was weighted to more accurately match US Census data for Juneau residents, as shown in the table below.

Age (%)

	3 - ( -)	
Age	Unweighted	Weighted
18-34 years	18	31
35-59 years	52	48
60 years or older	30	22
Average age	49.9	45.5

## **North Douglas Crossing**

- There is significant support for a North Douglas crossing between the Western Auto intersection and the Fred Meyer intersection, with more than three-quarters (79 percent) of respondents expressing support or strong support for the project. More than one-third (37 percent) said they strongly support the crossing.
- Only 14 percent of respondents are opposed or strongly opposed to development of the project.
- Seven percent did not know if they supported or opposed the crossing.

### Subgroup Analysis

- Residents with household incomes of \$50,000 or less are more likely to support construction of a North Douglass crossing (88 percent versus 77 percent for incomes of \$50,001 to \$125,000 and 76 percent for incomes over \$125,000).
- o Respondents age 18 to 34 are more likely to support the crossing (85 percent, versus 79 percent of those age 35 to 59, and 67 percent for those age 60 and older).

# Do you strongly support, support, oppose, or strongly oppose construction of a North Douglas Crossing of Gastineau Channel?

n=402	% of Total
Strongly support	37
Support	42
Oppose	10
Strongly oppose	4
Don't know	7

The top responses when asked why they supported a North Douglas crossing are improved access (33 percent), ease congestion over the Douglas bridge (27 percent), and improved access for safety and emergency response (12 percent).

What is the main reason you support a North Douglas Crossing?

(Base: those who support or strongly support a North Douglas Crossing)

n=308	% of Base
Improved access	33
Ease traffic congestion over Douglas Bridge	27
Improve accessibility for safety/emergency response	12
Reduced travel time	6
Improve access to mainland Juneau	5
Stimulate local economy	4
Provide alternative route in case Douglas Bridge is inaccessible	2
Open West Douglas for residential development	2
New job opportunities	2
No particular reason	2
Open West Douglas for recreational development	1
New housing opportunities	1
Positive impact to property values	<1

- The most often mentioned reason for opposition to the crossing is that a second bridge is not needed (35 percent).
- Other mentions included diverting funds from other projects (16 percent), other public projects are more important (10 percent), and concerns with operational and maintenance costs (9 percent).

What is the main reason you oppose the construction of a North Douglas Crossing?

(Base: those who oppose or strongly oppose a North Douglas Crossing)

n=66	% of Base
Second bridge not needed	35
Divert funds from other projects	16
Other public projects more important	10
Operational or maintenance costs	9
Negative impact to environment	7
Do not support proposed location	6
Impacts to Wetlands/habitat	4
Negative impact to wildlife	4
Changes North Douglas community	2
Negative impacts to Refuge	2
Potential West Douglas development	1
No particular reason	4

- More than half of respondents (54 percent) think that the current level of AMHS ferry service is adequate or very adequate in meeting the needs of Juneau residents that wish to travel with their vehicles.
- Two out of five (39 percent) think that AHMS ferry service is inadequate or very inadequate in meeting the needs of Juneau residents that wish to travel with their vehicles.

#### Subgroup Analysis

- o Respondents with household incomes of more than \$125,000 were more likely to think that AMHS vehicle service was inadequate in meeting resident's needs (49 percent, versus 37 percent with incomes between \$50,001 and \$125,000, and 31 percent for those with incomes of \$50,000 or less).
- o Men were more likely to think that vehicle service was inadequate (59 percent, versus 49 percent of women).

How adequate do you think current ferry service is in meeting local residents' need to travel with their own vehicle to and from Juneau? Do you think it is...

n=402	% of Total
Very adequate	7
Adequate	47
Inadequate	28
Very inadequate	11
Don't know	7

## **Sawmill Cove Ferry Terminal**

- More than half of respondents (53 percent) support or strongly support constructing a ferry terminal at Sawmill Cove. One out of five (18 percent) strongly supports the project.
- One-third of respondents (34 percent) oppose or strongly oppose the project.
- Thirteen percent said that they did not know if they supported or opposed the project.

### Subgroup Analysis

o Respondents age 18 to 34 were more likely to support a terminal at Sawmill Cove (66 percent versus 45-49 percent for those age 35 and older).

Do you strongly support, support, oppose, or strongly oppose, constructing a ferry terminal at Sawmill Cove to provide more frequent day boat ferry service between Juneau and Hanes and Skagway?

n=402	% of Total
Strongly support	18
Support	35
Oppose	20
Strongly oppose	14
Don't know	13

### **Day Boat Service**

- More than two-thirds of respondents (68 percent) support or strongly support a gradual transition to day-boat service whenever possible.
- One out of five (19 percent) oppose or strongly oppose transitioning to day-boat service.
- Thirteen percent don't know if they support or oppose day-boat service.

#### Subgroup Analysis

Respondents age 18 to 34 were more likely to support transition to day-boat service (76 percent versus 68 percent for those age 35 to 59 and 58 percent for those age 60 and older).

Do you strongly support, support, oppose or strongly oppose, gradual transition to day-boat service wherever possible?

n=402	% of Total
Strongly support	18
Support	50
Oppose	14
Strongly oppose	5
Don't know/refused	12

- Slightly more than half of respondents (54 percent) support or strongly support the construction of a
  road along the east side of Lynn Canal to a shuttle ferry terminal at the Katzehin River, including onequarter who strongly support road construction.
- Two out of five (39 percent) oppose or strongly oppose construction of the road.

#### Subgroup Analysis

o Men were more supportive than women of a ferry terminal at Katzehin (60 percent versus 47 percent).

# Do you strongly support, support, oppose or strongly oppose, construction of a road along the east side of Lynn Canal from Juneau to a shuttle ferry terminal at Katzehin?

n=402	% of Total
Strongly support	24
Support	30
Oppose	19
Strongly oppose	20
Don't know/refused	8

- Among those who support construction of a road to Katzehin, 40 percent cited improved access to the Alcan highway as the main reason for their support.
- Other responses were relatively dispersed, with roughly one-out-of-ten mentioning improve the Juneau economy, more reliable transportation, first step to a road to Skagway, or easier to get out of Juneau.

What is the main reason you support a road to Katzehin? (Base: those who strongly support or support a road to Katzehin)

n=210	% of Base
Improved access to Alcan	40
Improve the Juneau economy	10
Road provides more reliable transportation	8
Road provides more affordable transportation	8
First step to road all the way to Skagway	8
Easier to get out of Juneau	7
Reduced travel cost	6
New job opportunities	5
Ferry is unreliable	3
Increased recreation opportunities	1
No particular reason	2
Don't know	2

Top mentions among respondents that do not support the road include road too expensive (20 percent), not needed (19 percent), operational and maintenance costs (14 percent), and negative environmental impacts (9 percent).

What is the main reason you oppose a road to Katzehin?

(Base: those who strongly oppose or oppose a road to Katzehin)

n=162	% of Base
Road too expensive	20
Not needed	19
Operational or maintenance costs	14
Negative impact to environment	9
Divert funds from other projects	6
Doesn't go all the way to Skagway	5
Negative impacts on other ferry service	3
Avalanche risk	3
Negative impact to wildlife	3
Road safety issues	2
Other public projects more important	2
Favor West Lynn Canal Road	1
No particular reason	8
Don't know	4

Respondents to the previous question *Do you strongly support, support, oppose or strongly oppose, construction of a road along the east side of Lynn Canal from Juneau to a shuttle ferry terminal at Katzehin?* were then asked *If the new road were to go all the way to Skagway, would you be more or less likely to support road construction, or would it not change your opinion?* The following two tables show responses for those who stated they support the road and for those who oppose the road.

- More than half of those who support the road (54 percent) are even more likely to support the road if
  it were to go all the way to Skagway.
- Forty-one percent of road supporters indicated that their level of support would not change.
- Only 5 percent of supporters said they would be less likely to support the road.

If the new road were to go all the way to Skagway, would you be more or less likely to support road construction, or would it not change your opinion?

(Base: Support Road)

n=206	% of Base
More likely to support	54
Less likely to support	5
No change in opinion	41

- More than half of those opposed to the road (58 percent) indicated that their opposition to road construction would not change if the road were to go all the way to Skagway.
- One-quarter (26 percent) of those opposed to the road would be more likely to support the road if it were to go all the way to Skagway.
- Fifteen percent would be less likely to support the road (meaning increased opposition) if it were to go all the way to Skagway.

If the new road were to go all the way to Skagway, would you be more or less likely to support road construction, or would it not change your opinion?

(Base=Oppose Road)

n=159	% of Total
More likely to support	26
Less likely to support	15
No change in opinion	58

# **Respondent/Household Characteristics**

- Survey respondent gender closely match U.S. Census estimates for Juneau's adult population (51 percent male and 49 percent female).
- The average respondent household size of 2.7 closely resembles Alaska Department of Labor and Workforce Development's reported household size of 2.6 in the borough.
- Three out of five households (61 percent) reported having no children 18 years of age or younger.
- The average length of survey respondent residency in Juneau is 23.2 years.

n=402	% of Total
Gender	
Male	50
Female	50
Household size	
1	18
2	34
3	20
4	16
5+	9
Refused	2
Average household size	2.7
Children in household	
Zero	61
1	19
2	12
3+	6
Refused	2
Average # of children in household	0.7
Length of Juneau residency	
10 years or less	29
11 - 24	29
25 - 39	24
40+	18
Average # of years	23.2

- Sixty percent of respondents are employed full-time, year-round; 16 percent are retired.
- Average reported household income is \$86,100.
- Ethnicity breakdowns closely matched U.S. Census estimates for the City and Borough of Juneau.

n=402	% of Total
Employment	
Employed full-time year-round	60
Employed part-time year-round	5
Employed full-time seasonally	3
Employed part-time seasonally	2
Unemployed, looking for work	3
Unemployed, not looking for work	<1
Student	3
Retired	16
Disabled	2
Homemaker	2
Don't know/refused	3
Income	
Less than \$15,000	4
\$15,001 – \$25,000	6
\$25,001 – \$50,000	13
\$50,001 – \$75,000	16
\$75,001 – \$100,000	15
\$100,001 - \$125,000	10
\$125,001 – \$150,000	6
Over \$150,000	13
Refused	17
Average household income	\$86,100
Ethnicity	
White	70
Alaska Native	11
Asian	4
Black or African American	2
Native Hawaiian or Pacific Islander	2
Hispanic or Latino	2
American Indian	2
Don't know/refused	9

Appendix: Survey Instrument

# Juneau Transportation Household Survey

PHONE # INTERVIEWER NAME		DATE							
		Cell/lan	dline	SURVEY #					
op	li, this is with the McDowell Group pinions and priorities of Juneau residents about ww questions.								
1.	In what year were you born? 19 (If 2000 o survey. If refused, thank and end survey.)	r after, request someo	ne 18 or	older. (If none available thank and end					
2.	. How many years have you lived in Juneau? _	Years	02□	Less than one year 02□Refused					
3.	Do you live in Juneau at least six months of the ond Yes open No (Thank and end survey) ond Don't know/refused (Thank and end survey)	he year?							
4.	Please tell me which of the following areas best describes where you live? (Read)								
	o1 ☐ Downtown or Thane	01 <b>□</b> Downtown or Thane							
	02☐ Douglas or West Juneau								
	03 <b>□</b> North Douglas								
	04□ Salmon Creek/Lemon Creek/Switzer Creek areas								
	05☐ Airport area south of Egan Drive from Sunny Poin	05☐ Airport area south of Egan Drive from Sunny Point to the Mendenhall River							
	o6□ Montana Creek area								
	07☐ Mendenhall Valley	07□ Mendenhall Valley							
	08☐ Auke Bay and Auke Lake areas, Engineers Cutoff	f, Mendenhall Penin	sula, aı	nd Fritz Cove road.					
	09☐ Out the road past the ferry terminal)								
	10□ Other								
	11 <b>□</b> Refused								
[R	READ] Next, I am going to ask you a few question the North Douglas Crossing of Gastineau Cha second crossing to Douglas Island would b Bridge, improve emergency response, and residential, commercial, industrial, port, and somewhere between the Western Auto interse	annel as a top tra e to reduce trafi I provide better recreational use	nsporic cor acce acces. The	tation priority. The purpose of the ngestion around Juneau Douglas ss to West Douglas Island for e second crossing would be built					
5.	Do you strongly support, support, oppose, or strongly oppose, construction of a North Douglas Crossing of Gastineau Channel?								
	1☐ Strongly support 3☐ Oppose (Skip t 2☐ Support 4☐ Strongly oppos	-		n't know (Skip to Read before Q6) used (Skip to Read before Q6)					

#### 5a. What is the main reason you support a North Douglas Crossing? (Do not read list, check first response only) 01☐ Improved access 10☐ Positive impact to property values 02☐ Ease traffic congestion over Douglas Bridge 11 Provide alternative route in case Douglas Bridge is inaccessible 03☐ Improve access to mainland Juneau 12□ New job opportunities 04☐ Open West Douglas for residential 13☐ No particular reason development 05☐ Open West Douglas for recreational 14□ Reduced travel time development 06□ Open West Douglas for commercial 15☐ Don't know development 07☐ New housing opportunities 16□ Refused 08☐ Improve accessibility for safety/emergency 17☐ Other response teams 09☐ Stimulate local economy 5b. What is the main reason you oppose the construction of a North Douglas Crossing? (Do not read list, check first response only) 01☐ Second bridge not needed 09□ Operational or maintenance costs 02☐ Other public projects more important 10□ Potential West Douglas development 11 Changes North Douglas community 03 Divert funds from other projects 04☐ Impacts to Wetlands/habitat 12□ No particular reason 13☐ Don't know 05☐ Negative impact to environment 06☐ Negative impact to wildlife 14□ Refused 07☐ Negative impacts to Refuge 15□ Other 08□ Impacts on hunting READ: Now I'd like to ask a few questions about ferry service. 6. How adequate do you think current ferry service is in meeting local residents' need to travel with their own vehicle to and from Juneau? Do you think it is...(Read 1-4) 1☐ Very adequate 3☐ Inadequate 5☐ Don't know 2□ Adequate 4☐ Very inadequate 6□ Refused READ: One option for increasing the frequency of ferry service in northern Lynn Canal is to build a terminal at Sawmill Cove, near Berners Bay, about 30 miles from the existing ferry terminal. That would allow twice as much day-boat service between Juneau and northern Lynn Canal than is possible from the Auke Bay terminal. 7. Do you strongly support, support, oppose, or strongly oppose, constructing a ferry terminal at Sawmill Cove to provide more frequent day boat ferry service between Juneau and Haines and Skagway? 1□ Strongly support 3☐ Oppose 7☐ Don't know 2□ Support 4□ Strongly oppose 9□ Refused

READ: The Legislature has cut ferry funding by about 30 percent over the past five years. One strategy to make the ferry system more sustainable is to transition to day boat service wherever existing roads or new road extensions would reduce the length of ferry routes. Some mainline service would continue, to connect Southeast with Bellingham.

		ı strongly support, sup ever possible?	port	, oppose or st	rong	ly oppos	e, gra	adual transition to day-boat service
1		Strongly support	зП	Oppose			7	Don't know
		Support	4□	Strongly oppose	е		9□	Refused
ei in is w th	nvir Ly ar her ne N	onmental impact study nn Canal and Juneau's oad along the east sid e shuttle ferries would	y. The content of the	e study considence to the Lynn Canal to Vide service to	dered cont a feri Hain	a range inental re y termin es and S	of alfoad s al ne kagv	eting the Juneau Access ternatives to improve transportation system. DOT's preferred alternative ar the mouth of Katzehin River, way. The Governor recently selected project could be re-started, if
		ı strongly support, sur of Lynn Canal from Ju						onstruction of a road along the east
		Strongly support		Oppose (skip to	•	zi i i i i i i a		Don't know (Skip to Q10)
		support	3 <b>□</b>		•	to 9h)		Refused (Skip to Q10)
2	_	зарроп	40	Ottorigiy opposi	o (Okij	3 (0 30)	ا	Nordsed (ONP to & 10)
	o n	What is the <u>main</u> reasont read list, check first re	spon					
		Improved access to Alcan				First step	to roa	ad all the way to Skagway
		Improve the Juneau econd	omy		11 🗆			
		Reduced travel cost			12			
<b>—</b>		New job opportunities			13□			
		Ferry is unreliable				No particu		eason
		Road provides more afford		•		Don't kno	W	
		Road provides more reliab	ole tra	nsportation		Refused		
	8 🔲				17	Other		
0	9□							
(Do no	ot re	t is the <u>main</u> reason yo ad list, <u>check first respo</u>		nly)	ı	T		
		Not needed				<u> </u>		maintenance costs
-		Other public projects more						he way to Skagway
		Divert funds from other pro	ojects		-			nn Canal Road
<u> </u>		Avalanche risk			12	No particu		eason
<u> </u>		Negative impact to enviror		İ	13 🗆	Don't kno	W	
<b>—</b>		Negative impact to wildlife				Refused		
-		Road too expensive			15	Other		
0	8□							
pi sy si	rovi yste upp □	ding a complete, unint	erru e to	pted road coni go all the way	nection Slange	on betwe kagway, k your opir	en Ju	Canal Highway to Skagway, uneau and the continental highway d you be more or less likely to Don't know Refused

[READ] My last few questions are for demographic purposes only. 11. Which statement best describes your employment status? (Read 1-10, check only one) 01☐ Employed full-time year-round 07□ Student 02☐ Employed part-time year-round 08□ Retired 03☐ Employed full-time seasonally 09

☐ Disabled 04☐ Employed *part-time* seasonally 10 ☐ Homemaker 05□ Unemployed, looking for work 11 Don't know 06☐ Unemployed, not looking for work 12 Refused 12. How many people, including yourself, live in your household for at least nine months of the year? 01□ Refused # people 13. How many children 18 years of age and under live in your household for at least nine months of the year? # of children 01□ Refused 14. Did you vote in the last local election, which was in October 2017? 1☐ Yes, voted in last local 3☐ Don't know election 2□ No, did not vote in last Refused  $_{4}\Pi$ local election 15. Did you vote in the last statewide election, which was in November 2016? 1☐ Yes, voted in last 3☐ Don't know statewide election 2□ No. did not vote in last 4□ Refused statewide election 16. Which racial or ethnic group do you most closely identify yourself with? (Do not read, check all that apply) 1□ White 4□ Black or African-American 7 Native Hawaiian or Pacific Islander 5□ Hispanic or Latino 8□ Don't know/refused 2□ Alaska Native 3□ American Indian 6**□** Asian 9**□** Other 17. Please stop me at the category that best describes your total combined household income before taxes for 2017. (Read 1-8) 01□ Less than \$15.000 04 **\$50,001** to \$75,000 07□ \$125.001 to \$150.000 02 \$15,001 to \$25,000 05**□** \$75,001 to \$100,000 08 Over \$150,000 03 **\$25,001** to \$50,000 06□ \$100,001 to \$125,000 09□ Refused 18. Has anyone else in your household completed a Juneau transportation survey recently? 01□ Yes 02**□** No 03□ Don't know

## Thank and end survey

19. Gender (Don't ask) 01□ Male 02□ Female 03□ Don't know

04□ Refused