

**State of Alaska
FY2006 Governor's Operating Budget**

**Department of Transportation/Public Facilities
Marine Shore Operations
Component Budget Summary**

Component: Marine Shore Operations

Contribution to Department's Mission

Provide support for AMHS passengers, vessels and operations in Southeast and Southwest Alaska by providing safe, clean terminal facilities, performing reservations and ticketing duties to achieve the overall mission of the Alaska Marine Highway System.

Core Services

Marine Shore Operations provides the shore support required for 10 vessels and 32 ports of call over a route system of 3,500 nautical miles. The service includes:

- Enhancing public relations via telephone and in person; quoting schedules and tariffs; making, changing and deleting reservations; issuing tickets; and collecting revenues.
- Long shoring duties; staging vehicles; janitorial and minor maintenance responsibilities.
- Providing an important link to communities by monitoring the local needs and informing AMHS management of pertinent changes and suggestions received.
- Providing safe and secure transportation to the traveling public by enforcing security mandates. Enforcement of due diligence to provide information to authorities if suspicious activity is noted.
- Developing terminal security plans as necessary.
- Maintaining and operating the terminal buildings, grounds and reservation services in a professional, responsible and caring manner, including obtaining snow removal contracts at terminals where needed.
- Implementing and maintaining security plans in accordance with USCG regulations.
- Providing additional customer services in state owned terminals thereby improving customer satisfaction and enhancing revenues.

FY2006 Resources Allocated to Achieve Results

FY2006 Component Budget: \$4,995,100	Personnel:	
	Full time	26
	Part time	23
	Total	49

Key Component Challenges

- Many changes are occurring in the AMHS fleet. Construction was completed on the FVF M/V Fairweather and the vessel is in service. In spring of 2005 the new FVF M/V Chenega will be entering service in Prince William Sound. Also, the new Metlakatla shuttle ferry M/V Lituya has begun providing service between Ketchikan and Metlakatla. As a result of the new ferries in Southeast, the Aurora was transferred to the Prince William Sound area for the summer of 2004 and the Bartlett has been sold. Operational plans have been developed to operate the new vessels (M/V Lituya and M/V Fairweather). The addition of the new ferries requires many changes in how we do business. Changes in how we provide service and infrastructure modifications to the facilities at Metlakatla, Sitka, and Auke Bay have been completed. Modifications were required and completed in Skagway. Relatively minor modifications will be required and are still pending in Haines. The introduction of the M/V Chenega will require some fundamental changes in how we operate. Since the FVF vessels do not carry pursers, additional duties fall to the terminal staff. New regulations also require security duties be performed. Therefore, the Cordova, Valdez, and Whittier terminals will require additional staffing. Changes in how we provide service and modifications to the transfer facilities at Whittier, Valdez and Cordova will be necessary to accommodate these changes. Modifications are nearly complete

in Valdez. Modifications were begun in Cordova and Whittier in September 2004. Operational plans are being developed to operate the new vessel (M/V Chenega). Staffing levels have been evaluated as part of this process.

- The division continued diligence to keep employee overtime in terminal operations at the lowest possible level while expansion of terminal hours will be necessary with the frequency of ferry stops under the Southeast Alaska Transportation Plan.
- Due to continuing international terrorism activities and increased USCG regulations, facility security plans were developed and implemented in accordance with those federal regulations. Infrastructure changes are ongoing. The regulations are evolving and we are evolving with them.

Significant Changes in Results to be Delivered in FY2006

Because of changes in the makeup of the fleet, changes in how terminals are manned will be needed in Ketchikan, Haines, and Skagway. Some terminals will see far more sailings others will see less. Some impacts to service are expected. Shoreside and marine improvements are needed in Valdez, Cordova, and Whittier.

Major Component Accomplishments in 2004

- Continued improvements in the Reservation Management System (RMS 3) to enhance processing of customer ticketing.
- Maintained the "wireless bridge" system to enhance shipboard e-mail communication capabilities.
- Worked with the planning section to implement CARS system to give real time positioning of AMHS vessels.
- Developed facility and vessel security plan as required by new USCG and homeland security regulations. Applied for and received grants from the Department of Homeland Security.
- Implemented and improved the On-Line Automated Reservations System.
- Continued diligence to keep overtime expenditures of shoreside employees to minimum levels.
- Applied for and received grants, totaling over \$2 million, from the Department of Homeland Security. Security plans have been developed, approved and implemented. Required infrastructure plans have been developed and are being built during the fall and winter of 2004-2005 and the spring of 2005.

Statutory and Regulatory Authority

AS 19
AS 44

Contact Information

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**Marine Shore Operations
Component Financial Summary**

All dollars shown in thousands

	FY2004 Actuals	FY2005 Management Plan	FY2006 Governor Operations
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	0.0	0.0	2,892.0
72000 Travel	0.0	0.0	19.3
73000 Services	0.0	0.0	2,039.9
74000 Commodities	0.0	0.0	43.9
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	0.0	0.0	4,995.1
Funding Sources:			
1076 Marine Highway System Fund	0.0	0.0	4,995.1
Funding Totals	0.0	0.0	4,995.1

**Summary of Component Budget Changes
From FY2005 Management Plan to FY2006 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2005 Management Plan	0.0	0.0	0.0	0.0
Adjustments which will continue current level of service:				
-Merge Southeast and Southwest Shore Operations into Marine Shore Operations	0.0	0.0	4,644.0	4,644.0
Proposed budget increases:				
-Add 6 Ferry Terminal Assistants to support Fast Vehicle Ferry (FVF) operations in Southwest Alaska	0.0	0.0	309.5	309.5
-Increase of funding for position changes to support FVF operations in Southwest Alaska	0.0	0.0	41.6	41.6
FY2006 Governor	0.0	0.0	4,995.1	4,995.1

**Marine Shore Operations
Personal Services Information**

Authorized Positions		Personal Services Costs		
	FY2005 Management Plan	FY2006 Governor		
Full-time	0	26	Annual Salaries	1,701,202
Part-time	0	23	COLA	38,498
Nonpermanent	0	0	Premium Pay	227,620
			Annual Benefits	1,076,973
			<i>Less 2.17% Vacancy Factor</i>	(65,993)
			Lump Sum Premium Pay	0
Totals	0	49	Total Personal Services	2,978,300

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Administrative Clerk II	0	0	0	1	1
Ferry Services Mngr I	0	0	1	3	4
Ferry Services Mngr II	0	0	0	8	8
Ferry Services Mngr III	0	0	1	3	4
Ferry Terminal Assistant	0	0	8	24	32
Totals	0	0	10	39	49