

**State of Alaska
FY2004 Governor's Operating Budget**

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

Component: Southwest Shore Operations

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Component Mission

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

Component Services Provided

Southwest Shore Operations provides the shore support required for 3 vessels and 15 ports of call over a route system of 1,700 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.
- Longshoring duties at AMHS facilities; staging vehicles; janitorial and minor maintenance responsibilities.
- Providing an important link with the communities we serve by monitoring the local needs and informing AMHS management of pertinent changes and inputs 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 under increasing budget constraints.

Component Goals and Strategies

- Serve greater than 50,000 passengers and stage more than 18,000 vehicles annually in Southwest Alaska and achieve a 98% satisfactory rating. Customer satisfaction levels will be measured using passenger comment forms and/or surveys that are provided on each vessel and in each terminal.
- Improve scheduling of seasonal employees and reduced reservations processing time.
- Reduce cost of contract services, i.e., longshoring, mooring and dockage fees, facilities leasing, by expanding AMHS facilities.
- Develop terminal security plans as necessary.

Key Component Issues for FY2003 – 2004

- Many changes are occurring in the AMHS fleet. A contract was awarded and construction has begun on two new fast vehicle ferries expecting delivery dates in 2004 and 2005. Also, the new Metlakatla shuttle ferry is expected in the spring 2004. As a result of this new shuttle in Southeast, the Aurora will be transferred to the Prince William Sound area and the Bartlett will be surplus. The addition of the new ferries will require many changes in how we do business. 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 include installing one additional dolphin in Whittier and one additional dolphin in Cordova. Further, the changes are necessary to safely dock the M/V Aurora. By the same token, the ramps at the Valdez terminal require modifications to provide a better fit for the M/V Aurora.
- New agreements with contract agents for the operation of AMHS terminals and dock services organizations for longshoring and berthing will need to be entered into this coming year.

Major Component Accomplishments in 2002

- Received a software upgrade for the Reservation Management System (RMS 3) that greatly enhanced processing of customer ticketing.
- Implemented and maintained the “wireless bridge” system to enhance shipboard e-mail communication capabilities.
- Entered into cost saving contracts to provide longshore services in the ports of Seward, Cordova, Kodiak, Valdez,

Dutch Harbor and Valdez.

Statutory and Regulatory Authority

AS 19
AS 44

**Southwest Shore Operations
Component Financial Summary**

All dollars in thousands

	FY2002 Actuals	FY2003 Authorized	FY2004 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	234.9	266.0	310.3
72000 Travel	4.0	4.0	4.0
73000 Contractual	769.0	832.9	832.9
74000 Supplies	28.3	7.5	7.5
75000 Equipment	0.0	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	1,036.2	1,110.4	1,154.7
Funding Sources:			
1076 Marine Highway System Fund	1,036.2	1,110.4	1,154.7
Funding Totals	1,036.2	1,110.4	1,154.7

Southwest Shore Operations

Proposed Changes in Levels of Service for FY2004

No change in service level for FY2004.

Summary of Component Budget Changes

From FY2003 Authorized to FY2004 Governor

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2003 Authorized	0.0	0.0	1,110.4	1,110.4
Adjustments which will continue current level of service:				
-Transfer PCN 25-3317 from SE Shore Ops to provide service at Seward terminal ADN 25-3-6557	0.0	0.0	40.0	40.0
-Annualize FY2003 COLA for General Government Bargaining Unit	0.0	0.0	4.3	4.3
FY2004 Governor	0.0	0.0	1,154.7	1,154.7

**Southwest Shore Operations
Personal Services Information**

	Authorized Positions		Personal Services Costs	
	<u>FY2003</u> <u>Authorized</u>	<u>FY2004</u> <u>Governor</u>		
Full-time	2	3	Annual Salaries	210,173
Part-time	3	3	Premium Pay	26,530
Nonpermanent	0	0	Annual Benefits	82,510
			<i>Less 2.79% Vacancy Factor</i>	(8,913)
			Lump Sum Premium Pay	0
Totals	5	6	Total Personal Services	310,300

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Ferry Services Mngr II	0	0	0	4	4
Ferry Terminal Assistant	0	0	0	2	2
Totals	0	0	0	6	6