



THE STATE
of **ALASKA**
GOVERNOR BILL WALKER

Department of Transportation and Public Facilities

STATEWIDE ADMINISTRATIVE SERVICES

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January 26, 2017

The Honorable Representative Foster
Chair, House Finance Subcommittee
State Capitol Bldg., Room 410
Juneau, Alaska 99801

Dear Representative Foster,

In response to questions posed by House Finance Sub Committee members on January 26, 2017, the following information is provided:

➤ ***Shared Services of Alaska (SSOA) Implementation – Of the 34 PCNs being transferred for the SSOA implementation, how many are vacant?***

Four of the PCNs being transferred to the Department of Administration are currently vacant.

➤ ***Office of Information Technology Initiative – How many information technology positions from DOT&PF will transfer to the Department of Administration?***

In FY2018 one position is being transferred to the Department of Administration for the Office of Information Technology Initiative. The department anticipates the transfer of approximately 60 additional positions in the future.

➤ ***What fund sources make up the Administration and Support RDU?***

See the attached slide titled "FY2018 Administration & Support Results Delivery Unit by Funding Source".

➤ ***What does the funding authority for the Whittier Tunnel cover?***

81.3% of the total operating budget for the Whittier Access and Tunnel component covers the contractual obligation for 365 days/year tunnel operations and maintenance. The remaining funding authority covers personnel, general administrative costs, supplies for the tunnel, tunnel signal and signage, tunnel construction loan payments, and funding for snow plowing and maintenance up to and around the tunnel.

➤ ***Provide an update on the status of landing fees.***

The department has worked closely with the Aviation Advisory Board and stakeholder groups regarding potential revenue generation options across Alaska's rural airport system. The challenges associated with implementation, the desire to minimize additional administrative burden, and the need to be fair and equitable across all airport user groups has resulted in the aviation community supporting aviation fuel taxes over other revenue generation options. While landing fees continue to be an option at select airports, additional technology and administration will be required. Aviation stakeholder collaboration indicates that a landing fee implementation would be most effective if incorporated into a broader airport user and/or aircraft registration fee program. The department will continue to investigate revenue options, though a landing fee is not anticipated in the near future.

"Keep Alaska Moving through service and infrastructure."

➤ ***What savings have been realized from the new automated reservation system?***

With the new reservations system, we have moved to a passenger self-service system. The new system provides tools for customers to self-serve where they previously had to speak to an agent. The system gives customers the ability to retrieve and print travel documents at home which reduces labor hours for terminal agents. The ability to auto message customers for schedule changes has also reduced labor hours for agents who previously had to physically call all customers whenever a schedule change occurred. We have been able to eliminate three positions in our Reservations Center, as well as several positions at our terminals. Since more customers are now self-serving, our boarding process has become more efficient and less labor intensive for both terminal agents and vessel crews. When the self-service kiosks soon become fully operational at certain locations, this will also decrease the manual labor hours needed to serve customers. Having external support with the new system has decreased the need for internal programming staff and improved system reliability at the same time. We now have 24 hour support without having to rely on our own staff to keep the system operational. The previous Reservation System was very old technology and not supportable in the event of a failure.

➤ ***AMHS-COLD-How much does it cost DOT&PF?***

In FY2015 and FY2016, Cost of Living Differential (COLD) averaged \$1.8M per year for licensed employees (Masters, Mates, and Pilots and Marine Engineers' Beneficial Association Officers). Unlicensed crew members (Inlandboatmen's Union) receive COLD via a wage differential for being an Alaska resident as opposed to non-resident; the cost associated with this is \$4.5M per year. The total is approximately \$6.3M per year.

➤ ***Provide an example of "overlapping" PCNs (related to Prezi presentation).***

An equipment operator is an example of a position that may contribute to more than one core/direct service. An equipment operator could contribute to the preserve core service/surface preservation direct service by paving our roads in the spring/summer/fall months and plowing the state's roads under the operate core service/snow and ice removal direct service in the winter.

➤ ***Regarding the Prezi presentation and specifically the "fish bone" slides-provide the fund sources that make up the "DGF" and "Other" funding categories at the core and direct service levels.***

The department is currently working to extract this data. We will forward the information as soon as it is available.

If you have any further questions, please feel free to contact me at 465-8974.

Sincerely,



Amanda Holland, Director
Administrative Services

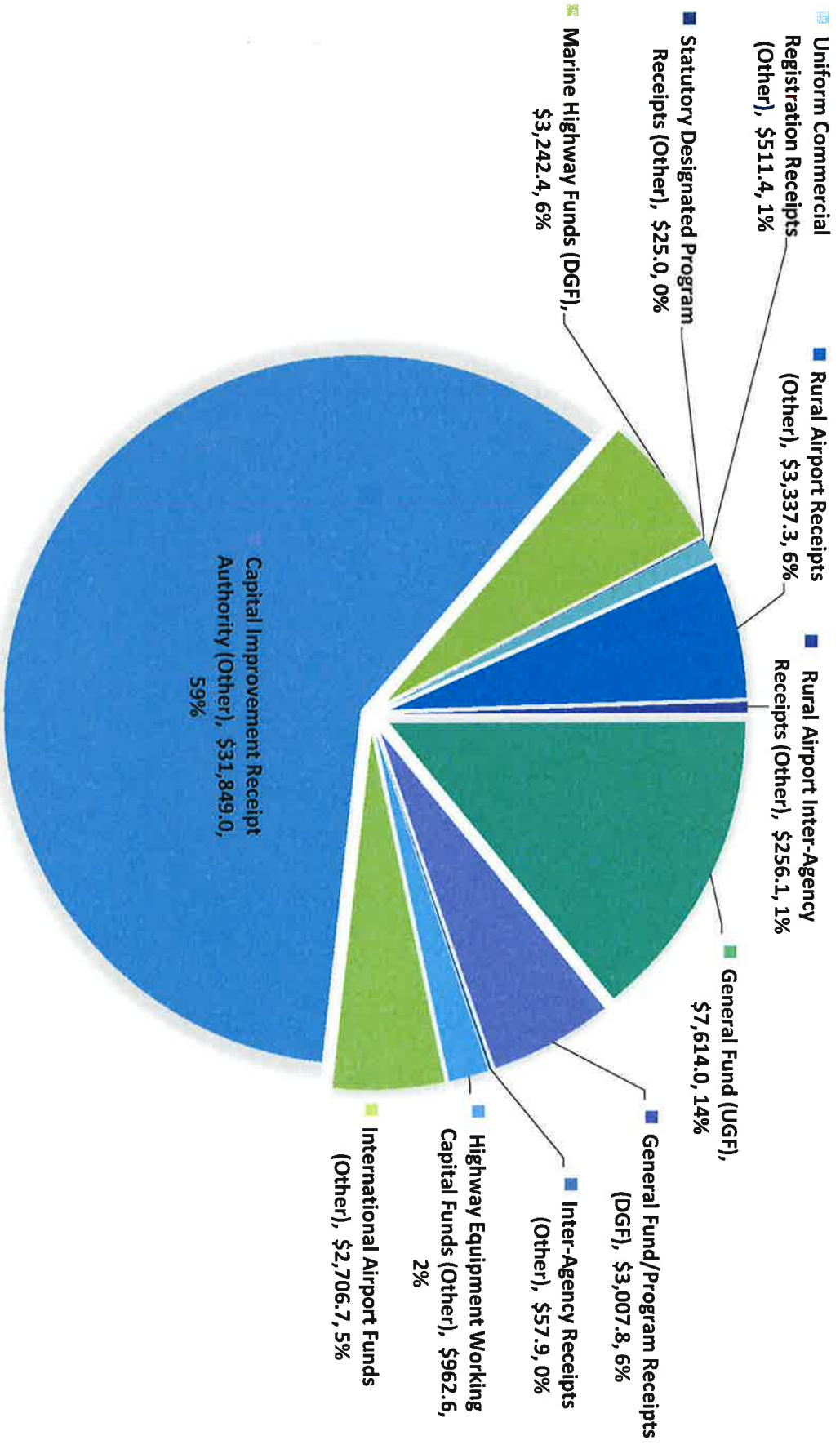
cc:

House Finance Subcommittee Members
Marc Luiken, Commissioner
Steve Hatter, Deputy Commissioner
John Binder, Deputy Commissioner
Mike Neussl, Deputy Commissioner
Mike Lesmann, Legislative Liaison

Attachment



FY2018 Administration & Support Results Delivery Unit By Funding Source



Total: \$53,570.2