



City Manager/General Manager | 334 Front Street, Ketchikan AK 99901 | (907)228-5603

## TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor & City Council

Initials:

FROM: Lacey G. Simpson, Acting City Manager

File #: MGR25-285

DATE: April 25, 2025

Mtg. #: 05/01/25 LOTa

RE: **2024 Tourism Listening Sessions Report**

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Regarding item 7d, Tourism Presentation – Listening Sessions Summary Report and Revisit Work Priorities, attached for City Council review is a 2024 Tourism Listening Sessions Report provided by Tourism Manager Laurie Booyse. Ms. Booyse's transmittal memorandum summarizes the key findings from the fall 2024 listening sessions and includes an executive summary of the feedback received from the session participants, as well as a full report of all comments received.

## MEMORANDUM

**To:** Lacey Simpson, Acting City Manager

**From:** Laurie Booyse, Tourism Manager

**Date:** April 28, 2025

**Subject:** 2024 Listening Session Report

**File#:** TM25-0006

In the fall of 2024, the Tourism Department of the City of Ketchikan (COK) held a series of five community listening sessions that was open to the public. The session attendance ranged from 6 residents to 25 residents depending on the topic. The sessions were purposely held during the summer visitor season to allow as much participation as possible by residents.

Attached you will find a report that outlines the concerns raised during the sessions, and community suggestions for ways to work on the issues. The second section of the report includes the questions asked at each session and the answers provided by participants.

### Key Findings:

- **Outdated and Inadequate Tourism Infrastructure:** The report highlights significant deficiencies in current tourism infrastructure, including issues with accessibility, pedestrian safety, traffic flow, public amenities (especially restrooms), tour guide quality, and connectivity (cell service and Wi-Fi). These inadequacies negatively impact the visitor experience and potentially lead to economic losses.
- **Significant Barriers to Business and Tourism Growth:** Several factors constrain the growth of businesses and the tourism product in Ketchikan. These include seasonal limitations affecting staffing and infrastructure, a need for more authentic local products, the high cost of living impacting workforce retention, limited land for development, and inconsistent messaging from cruise lines that can direct tourists away from certain areas.
- **Pressing Need for Infrastructure Investment for Residents and Future Growth:** The community identifies critical infrastructure needs that extend beyond tourism and are essential for accommodating future population growth and attracting new residents. These include affordable housing, quality of life amenities (recreational spaces, safe active transportation, connectivity), essential services (healthcare, childcare), and diverse economic opportunities. Housing is repeatedly emphasized as a paramount concern.

- **Critical Tourism Infrastructure Needs Across Multiple Sectors:** To better support tourism and the community, the report outlines pressing infrastructure needs across various sectors. These include improvements in communication (cell service, internet, public information), emergency services (healthcare, EMS, downtown patrols, mental health support), environmental stewardship (water and waste management), public facilities (restrooms, promenade, medical services, green spaces), transportation (electric public transit, road upgrades, parking), and utilities (sewer and water, electric infrastructure). Addressing these interconnected needs is seen as vital for Ketchikan's sustainable future.

By conducting these listening sessions, the COK is gaining valuable insights into the thoughts and concerns of residents so the City Council and staff and can make more informed decisions regarding issues important to residents.

## **Executive Summary: Ketchikan Infrastructure and Tourism Needs**

The community of Ketchikan has developed into a community reliant on tourism for vital economic support. According to the September 2024 study provided by the McKinley Research Group, in 2023 the City of Ketchikan received 1.48 million cruise visitors, bringing \$16.6 million in direct passenger-related revenue to the City, including \$14.5 million in port fees. When you add cruise visitors to the 4,500 Alaska Marine Highway Visitors and approximately 57,475 airline visitors, in 2023 there was an estimated total of almost 1.55 million visitors to the community.

Understanding that the large number of visitors have a large impact on the entire community, the Tourism Department of the City of Ketchikan hosted a series of listening sessions open to the public. The goal was to get feedback on the following subjects:

- Excursions, Attractions & Dispersion
- Downtown Business Forum
- Vehicular Traffic
- Pedestrian Traffic
- Infrastructure & Future Planning Needs

## **Methodology**

The Tourism Department conducted five 2 to 2.5 hour long open listening sessions. A series of questions were posed to attendees on easel pads. Participants were encouraged to share their thoughts and ideas on the questions. There was no time limit for feedback. After all attendees completed all the questions staff read out loud the answers to be sure the intent of the answers was clear. Responses were entered onto a spreadsheet then a compilation overview was created.

## **Results**

Community feedback on Ketchikan's infrastructure and tourism reveals key areas needing attention to enhance visitor experience and resident quality of life. Outdated tourism infrastructure, particularly regarding accessibility, pedestrian safety, traffic flow, public amenities, tour guide quality, and connectivity, negatively impacts both visitors and the local economy. Business and tourism growth are constrained by seasonal limitations, the need for authentic local products, the high cost of living, limited development land, and inconsistent messaging.

To address these challenges and foster a sustainable future, the community suggests promoting sustainable tourism practices, enhancing collaboration for pedestrian safety and future planning, and prioritizing new infrastructure projects like improved pedestrian and road infrastructure, sustainable transportation options, and downtown enhancements. Key amenities such as more public restrooms and better public spaces are also desired.

Businesses face barriers including uneven tourist distribution, misinformation, lack of visibility, and representation concerns. Improved information sharing and strategies to encourage private investment are recommended. Enhancing the downtown look and addressing security concerns are also important.

Significant transportation challenges include road maintenance, congestion, dock exit management, the limited road network, and perceived DOT inefficiencies. Solutions involve private sector collaboration and promoting sustainable transport choices. Increasing public transit ridership requires addressing issues of accessibility, service, safety, and information.

Pressing infrastructure needs for accommodating future population growth and attracting new residents center on affordable housing, quality of life amenities (recreational spaces, safe active transportation, connectivity, community integration), essential services (healthcare, childcare), and diverse economic opportunities.

Critical tourism infrastructure needs span communication (cell service, internet, as well as a dedicated city office for public information), emergency services (healthcare, EMS capacity, downtown patrols, mental health support), the environment (water management, waste management, environmental stewardship), public facilities (restrooms, downtown promenade, medical services, active transportation, green spaces), transportation (electric public transit, road upgrades, seasonal crossing guards, parking), and utilities (sewer and water, electric infrastructure). Addressing these interconnected needs through strategic investment and collaboration is vital for Ketchikan's sustainable and thriving future.

## **General Overview Report: Ketchikan Infrastructure and Tourism**

This report synthesizes community member feedback gathered on various aspects of Ketchikan's infrastructure, tourism, and future planning needs. The data highlights several key areas of concern and offers numerous suggestions for improvement, aiming to enhance both the visitor experience and the quality of life for residents.

### **Inadequate or Outdated Tourism Infrastructure:**

Several specific areas were identified as needing improvement or being outdated, negatively impacting visitor experience and the local economy:

- **Accessibility:** Lack of ADA access to more parts of Ketchikan restricts movement for some visitors.
- **Pedestrian Safety:** Narrow sidewalks force pedestrians onto roads and parking areas, creating safety hazards. Non-cohesive and outdated signage and wayfinding confuse visitors. The absence of crossing guards in key downtown areas, particularly outside the peak summer season, poses risks.
- **Traffic Flow:** Congestion around the Tongass Trading and Centennial parking lots, as well as general downtown traffic, detracts from the visitor experience.
- **Public Amenities:** Insufficient and limited-hour public restrooms are a significant inconvenience.
- **Tour Guide Quality:** Inconsistent quality of information shared by tour guides necessitates a training and certification program.
- **Connectivity:** Limited cell coverage and Wi-Fi access in more locations hinder visitors' ability to access information.

The impacts of these inadequacies include diminished visitor experience, potential safety issues, and economic losses due to frustration and difficulty accessing businesses and attractions.

### **Constraints on Business and Tourism Product Growth:**

Several limitations hinder business and tourism product growth in Ketchikan:

- **Seasonal Staffing & Infrastructure:** Lack of downtown crossing guards outside peak summer months and grocery store shelves struggling to meet peak demand indicate seasonal infrastructure challenges.

- **Authenticity:** The need for a threshold for authentic Alaskan art and products (like "Made in Alaska" or "Silver Hand" initiatives) to differentiate Ketchikan from other ports.
- **High Cost of Living:** This impacts the ability to attract and retain a stable workforce.
- **Limited Land for Development:** The lack of open areas to build restricts business expansion and diversification.
- **Messaging Issues:** Cruise ship messaging sometimes discourages passengers from exploring areas beyond the immediate downtown core, negatively impacting businesses located further out.

Potential solutions include supporting initiatives that promote authentic local products, addressing the cost of living, exploring options for increased barge service, and working with cruise lines to provide more accurate and inclusive information to passengers.

#### **Promoting Sustainable Tourism and Reducing Environmental Impact:**

Suggestions for promoting sustainable tourism practices and reducing environmental impact include:

- **Monitoring and Regulation:** Continued monitoring of tour ship liquid offloading and potential limits on tourist bottom fishing.
- **Education and Stewardship:** Creating a local stewardship program and implementing a beach and water trash cleanup program with education.
- **Transportation Alternatives:** Exploring rapid transit options like a tram or train, expanding park and ride, improving bike and walk infrastructure and initiatives, and electrifying the port.
- **Waste Management:** Implementing a city-wide recycling program and improving sewage disposal services in harbors.
- **Noise Reduction:** Addressing noise pollution from loud vehicles.

#### **Encouraging Collaboration for Pedestrian Concerns:**

To address pedestrian concerns through collaboration:

- **Public Engagement:** Holding well-advertised public meetings and offering public incentives for creative safety solutions (e.g., artistic safety vests).
- **Business Involvement:** Encouraging businesses to instruct staff to provide safety reminders with directions and offering customer service training.

- **Creative Solutions:** Utilizing public art, like painted paths, to enhance safety.
- **Traffic Management:** Removing stopping areas in hazardous locations like the salmon ladder.

### **Encouraging Collaboration for Infrastructure and Future Planning:**

To tackle infrastructure and future planning needs collaboratively:

- **Public Input:** Increasing public meetings and surveys to gather community feedback.
- **Leveraging Existing Efforts:** Identifying and coordinating with existing community groups and organizations already working on these issues.
- **Action-Oriented Approach:** Ensuring that collaborative efforts lead to tangible actions and project implementation.
- **Transparency:** Regularly communicating about the Ketchikan Transportation Master Plan (TBMP) and identifying funding sources for projects.

### **Valuable New Infrastructure Projects:**

Projects beneficial to both residents and visitors include:

- **Improved Pedestrian and Road Infrastructure:** Safer and wider sidewalks, smoother roads, and increased accessibility.
- **Sustainable Transportation:** Electric vehicle charging stations, safe bicycle and walking paths (including green waterfront areas).
- **Downtown Enhancements:** More public bathrooms with extended hours, and prioritized maintenance of the unique historic character in all building upgrades and new builds.
- **Traffic Management:** Crossing guards at all downtown crosswalks and a better overall road system with passing lanes.

### **Ideas for Amenities:**

Suggested amenities include:

- **Essential Facilities:** More public restrooms in multiple locations, information stations, water-filling stations, and diaper changing areas.
- **Public Spaces:** Bringing back and adding more benches (including at bus stops and parks), more garbage cans, and enhancements to City Park.



- **Preservation:** Redoing or repairing historic signage.

### **Barriers to Business and Business Challenges:**

Challenges faced by businesses include:

- **Uneven Tourist Distribution:** Tourist messaging and infrastructure focus heavily on the downtown core (The Tunnel to Creek St), excluding businesses in other areas.
- **Misinformation:** Incorrect information shared with tourists by some businesses and cruise lines.
- **Lack of Visibility:** Difficulty for businesses not sponsored by cruise ships to reach tourists.
- **Lack of Representation:** Concerns that non-city resident business owners are not adequately heard by the City Council.

Solutions involve working with cruise companies to adjust messaging and schedules, creating official information points, and ensuring all business owners have a voice with the City Council.

### **Information Sharing:**

Current information sharing methods (web, City Facebook page, word of mouth) are perceived as inconsistent and sometimes difficult to navigate. Preferred methods include more consistent updates on existing channels and a dedicated city office for public information.

### **Encouraging Private Investment:**

Strategies to encourage private investment include:

- **Incentives:** Land swaps, tax breaks for mixed-use development, and modified zoning for parking.
- **Communication:** Regular updates on public works and DOT projects, particularly along Tongass Ave.
- **Opportunity Identification:** Identifying underutilized city-owned property and addressing issues with "illegal plats."

### **Improving the Look of Downtown:**

Suggestions for enhancing the downtown aesthetic include:

- **Traffic Management:** Relieving tour bus and traffic congestion.

- **Pedestrian Zones:** Continuing discussions about temporarily closing certain streets to vehicular traffic.
- **Enhancements:** Better signage and wayfinding, more public art, cleaner sidewalks, and encouraging businesses to maintain their storefronts.
- **Collaboration:** Working with the USFS to improve the Discovery Center landscaping and providing tax incentives for property upkeep.
- **Streetscape Improvements:** Allowing window boxes and benches and implementing stricter rules on sidewalk hawking.

### **Security Concerns and Suggestions:**

Security concerns include downtown hawking, pedestrian safety at the Federal Building corner and Creek Street bridge, and consistent enforcement of motorcoach guidelines, parking limits, vandalism, and public drug use laws. Suggestions include more drop-off zones, moving crosswalks to more appropriate locations, adding "beat" and bike cops, and preventing buses from stopping on the Creek Street bridge.

### **Biggest Transportation Challenges:**

Significant transportation challenges include:

- **Road Maintenance and Congestion:** General road maintenance issues and traffic congestion, particularly with the influx of cruise ships.
- **Dock Exits:** Managing pedestrian and vehicle flow at dock exits.
- **Limited Road Network:** The fundamental constraint of having only one main road.
- **DOT Inefficiency:** Perceived inefficiencies with the Department of Transportation.
- **Noise Pollution:** Noise from loud vehicles impacting quality of life.

### **Private Enterprise Collaboration for Transportation:**

Private enterprises can collaborate by:

- **Developing Infrastructure Solutions:** Creating drive-throughs for buses and developing parking solutions.
- **Financial Partnerships:** Collaborating on funding for transportation projects.

### **Promoting Sustainable and Environmentally Friendly Transport:**

Strategies include:

- **Alternative Fuels:** Exploring biodiesel options.
- **Public Transit Enhancements:** Expanding bus access and frequency.
- **Active Transportation Infrastructure:** Adding bike lanes and walking areas.
- **Regulation and Incentives:** Potentially capping tour companies, offering tax credits for reducing carbon footprints, and government use of hybrid buses.
- **Supporting Active Commuting:** Adding car charging stations and promoting walking and biking.

### **Challenges and Opportunities for Increasing Public Transit Ridership:**

Challenges include difficult wayfinding for visitors, limited-service areas and hours, long waiting times, and concerns about safety and comfort. Opportunities lie in simplifying wayfinding, offering promotions, improving lighting and security at stops, expanding service, increasing frequency, promoting accessibility and bike-and-ride options, and providing real-time bus tracking information.

### **Improving Alternative Modes of Transport:**

Suggestions include incentives for transit passes and carpooling, exploring water taxi services, providing bike and scooter rentals as well as downtown bicycle racks, expanding transit hours, limiting tours to encourage walking, and coordinating school and transit schedules.

### **Improving Public Transit Use:**

Key improvements include ensuring buses run on time, addressing safety and comfort concerns, potentially offering visitor-only buses, providing driver awareness of bus stop users, creating park and ride areas, enforcing bus zone regulations, incentivizing employee transit use, and better advertising the existing bus tracking app.

### **Traffic Bottlenecks or "Choke Points":**

Identified bottlenecks include various intersections (e.g., Madisons, Dock 4 exits, Fire Station exit, Washington St left turns, Schoenbar & Water), drop-off areas near Creek Street, the curve near Water St, and specific points on Park Ave, particularly near the fish ladder.

### **Communication Channels for Traffic Issues:**

Preferred communication channels include the TBMP for tourism-related traffic, a dedicated city platform for traffic issues and updates, mass text alerts, the Ketchikan Daily News, radio, and a call-in number for live updates.

### **Managing Traffic Congestion During Construction:**

Strategies include water taxis from Ward Cove, incentivizing off-peak travel and carpooling, encouraging telecommuting and flexible work schedules, promoting the use of the 3rd Ave bypass for small commercial vehicles, and potentially implementing temporary one-way traffic patterns.

### **Improving Pedestrian and Cyclist Safety:**

Suggestions include more crossing guards coordinated with traffic lights, community education programs, bike racks downtown, equipment grant programs such as providing lights, reflective vests, etc., and physical barriers or modified sidewalks at hazardous locations like the Federal Building corner.

### **Reducing Traffic Congestion and Improving Traffic Flow:**

Proposed measures include coordinating crossing guards with traffic lights, prioritizing main traffic flow during construction, reconsidering bike paths and center islands, cracking down on illegal left turns, temporarily closing certain downtown streets to traffic, implementing all-way pedestrian crosswalks, limiting tour vehicle traffic, exploring express lanes and water taxis, improving traffic flow at dock exits, reconsidering one-way traffic patterns, implementing timed delivery windows for downtown businesses, and potentially removing parking spaces at bottlenecks.

### **Significant Traffic Issues:**

The most significant traffic issues include bussing from Ward Cove, the lack of backup plans for street closures, traffic flow at dock exits, and congestion in the downtown corridor during peak ship days. Educating visitors about Front Street being a highway was also highlighted.

### **Current Parking Situation:**

The general sentiment is that more downtown parking is needed. Suggestions include exploring parking garages (e.g., by the police station and the old hospital lot), utilizing underutilized harbor parking, reopening closed spaces (e.g., Short Street, Old Bar Harbor Restaurant), potentially renting or purchasing spaces at the Federal Building, and implementing paid on-street parking systems. Removing parking in specific bottleneck

areas (e.g., between Bawden & Stedman by the bus stop) and reconsidering bus staging areas (e.g., Thomas Basin) were also suggested.

### **Intersections or Roads Causing Congestion:**

Specific problem areas include the Washington St exit from the Mall, the Schoenbar & Water intersection, the exit from Berth 4, the current one-way traffic around the Discovery Center, left turns from Front to Mission St, and Park Avenue in general. Suggested solutions include restricting turns, installing traffic lights, adding crossing guards or temporary lights, reversing the one-way traffic pattern around the Discovery Center, eliminating left turns during peak times, and limiting delivery truck hours.

### **Specific Road Safety Concerns:**

Safety concerns include poorly visible paint markings in the rain, potholes, inadequate painting of parking zones, and speeding. Improvement suggestions include closing Mission Street during certain hours, better paint markings, speed bumps in residential areas, proper road paving, more frequent repainting, keeping streetlights on during winter days, filling potholes promptly, and considering no left turns from Front to Mission St.

### **Lacking Infrastructure for Economic Growth and Job Creation:**

Infrastructure needs for economic growth include expanded small boat harbors, a downtown bypass road, quality tour guide training, hospitality trade programs, a cohesive community vision, support for year-round businesses, expanded sewer and water services to outlying areas, improvements to the Mountain Point boat launch, and addressing the potential monopolization of boat launches by specific businesses. The critical need for housing to support job growth was also emphasized.

### **Creating Infrastructure for Future Population Needs:**

Strategies to accommodate future population and attract new residents include opening City and KGB land for housing, developing affordable housing options, developing Gravina for housing, creating safe bike and walking paths (including waterfront green zones), promoting year-round jobs in diverse industries, addressing the high cost of housing, repurposing vacant properties, and investing in childcare and early education.

- **Housing is Paramount:** The lack of affordable housing and high rent are repeatedly identified as key factors pricing out potential new residents, especially young professionals and families. Solutions include opening City and Ketchikan Gateway Borough (KGB) land for development, focusing on affordable housing projects, and exploring development on Gravina Island. Repurposing vacant downtown buildings or lots is also suggested.

- **Quality of Life Amenities:** Beyond basic housing, attracting and retaining new residents, particularly younger individuals and families, requires investment in quality-of-life amenities. This includes:
  - **Recreational Spaces:** More activity parks, dog parks, and year-round things to do are needed. The current picnic facilities at Ward Lake are deemed insufficient. Creating more outdoor spaces for picnics and recreation for both locals and visitors is crucial.
  - **Safe Active Transportation:** The consistent call for safe bike and walking paths throughout Ketchikan, including connections from Ward Cove and Herring Cove to town, indicates a strong desire for these amenities. A green zone along the waterfront for walking and recreation is also desired.
  - **Connectivity:** Better internet connectivity is specifically mentioned as a factor to encourage people to move to Ketchikan.
  - **Community Integration:** Utilizing existing organizations like the Arts Council, Chamber of Commerce, and non-profits to create a welcoming community and encourage people to stay.
- **Essential Services:** Adequate healthcare access, including mental health services, is highlighted as a necessity for attracting and retaining residents. Childcare and early education infrastructure are also crucial for families.
- **Economic Opportunities:** Promoting year-round, full-time jobs in diverse industries beyond tourism is essential for long-term population growth and stability.
- **Welcoming Environment:** The sentiment that the city currently caters more to the older population and needs to be more welcoming to young families and professionals suggests a need for a shift in focus and investment.

### **Most Pressing Tourism Infrastructure Needs:**

The data identifies critical infrastructure needs across communication, emergency services, the environment, public facilities, transportation, and utilities to better support tourism and the community:

#### **Communication:**

- **Cell Service Capacity:** Overloaded cell service during peak summer months needs to be addressed.

- **Stronger Wireless Internet:** Improved wireless internet reliability and coverage are essential for visitors.

#### **Emergency Services:**

- **Healthcare Improvements:** A need for a better hospital focused on the well-being of residents, not solely profit.
- **Increased Capacity:** More staff and funding are required for Fire and EMS to handle the increased population during the tourist season.
- **Downtown Presence:** Foot and bike patrols by police officers in the downtown area.
- **Mental Health Support:** Infrastructure for mental health crisis support.

#### **Environment:**

- **Water Management:** Addressing funding and collaboration between the tourism industry and local government regarding water resources.
- **Visitor Capacity:** Consideration of a cap on visitor numbers.
- **Waste Management:** More routine trash pickup with additional containers and better solutions for high-traffic areas like Creek Street.
- **Environmental Contribution:** Mechanisms for tourists to directly contribute financially to environmental needs (e.g., taxes, fees).
- **Increased Trash Receptacles:** More trash cans downtown or more frequent pickups.
- **Wastewater Treatment:** Upgrading wastewater treatment infrastructure.
- **Expanded Sewer and Water:** Extending sewer and water services to the north and south to support environmental protection and future development.
- **Community-Wide Respect:** Addressing the issue of littering and lack of environmental stewardship across the community through education and leadership.
- **Leadership and Campaigns:** Stronger leadership from the community, industry, and municipality in environmental care, including campaigns for reducing plastics and promoting reuse.

#### **Public Facilities:**

- **Public Restrooms:** A significant and urgent need for more clean public restrooms downtown, including temporary solutions.
- **Promenade Completion:** Finishing the waterfront promenade.
- **Expanded Medical Services:** Increased capacity and funding for medical services and the ER.
- **Homeless Services:** Infrastructure to support unhoused individuals.
- **Support for Tourist-Focused Facilities:** Expanding capacity and funding for museums, the Ketchikan Visitors Bureau (KVB), etc.
- **Safe Active Transportation:** Safe bike and walking paths throughout Ketchikan and to Ward Cove.
- **Green Spaces:** More green spaces along the waterfront for both visitors and residents.
- **Outdoor Recreation:** Creating more places for picnics and outdoor enjoyment beyond Ward Lake.

#### **Transportation:**

- **Electric Public Transit:** Transitioning public transportation to electric vehicles.
- **Road Upgrades:** Repairing and improving the condition of roads.
- **Public Restrooms Beyond Downtown:** Public restrooms in areas outside the immediate downtown core.
- **Tourist Information:** Proactive communication of public transit options to tourists.
- **Downtown Worker Parking:** Addressing the need for parking for downtown employees.
- **Airport Improvements:** Upgrading the airport with more gates, jetways, and better year-round ferry service.
- **Road Maintenance Funding:** Transparency regarding the allocation of state roadway taxes.
- **Expanded Active Transportation:** Safe bike and walking paths throughout Ketchikan, especially outside the city and connecting to areas like Ward Cove and Herring Cove.



- **Tongass Highway Safety:** Focus AK DOT on the need for safety improvements on the Federal Building curve, continue encouraging creative solutions to Schoenbar/Water Street intersection, relocate Heckman cross walk to north side of intersection.

**Utilities:**

- **Sewer and Water Infrastructure:** Upgrading to prevent water main issues.
- **Electric Infrastructure:** Upgrades to reduce pole fires and blackouts.
- **Undergrounding Utilities:** Exploring the possibility of burying more electric lines, like the downtown area, for aesthetic and reliability improvements.
- **Expanded Sewer and Water Services:** Extending these services north and south to support new residents and business development.

These detailed needs highlight the areas where investment and strategic planning are most critical to support both a growing population and a thriving tourism sector in Ketchikan. Many of these needs are interconnected and addressing them holistically will be essential for the community's future.

	A	B	C	D
1	<b>Tourism Topics Listening Sessions Community Feedback 2024</b>			
2	Topic	Question #	Question	Answer
3	Excursions, attractions & dispersion	1a	Identify specific areas where tourism infrastructure is inadequate or outdated. What are the impacts of these challenges on visitor experience & local economy?	ADA access to more parts of Ketchikan
4	Excursions, attractions & dispersion	1a		Crossing guards
5	Excursions, attractions & dispersion	1a		Safe bike and/or walking path from Ward Cove to town
6	Excursions, attractions & dispersion	1a		Getting in and out of the Tongass Trading parking lot
7	Excursions, attractions & dispersion	1a		Getting in and out of Centennial parking lot
8	Excursions, attractions & dispersion	1a		Public bathrooms
9	Excursions, attractions & dispersion	1a		Quality tourguide information shared with visitors, training certification program

	A	B	C	D
10	Excursions, attractions & dispersion	1a		Continue updating signage and wayfinding
11	Excursions, attractions & dispersion	1a		Non-cohesive signage
12	Excursions, attractions & dispersion	1a		Narrow sidewalks that encourage use of roads and parking
13	Excursions, attractions & dispersion	1b	What are the constraints or limitations that hinder business & tourism product growth in KTN? How would you solve this?	Downtown crossing guards - lack of in summer
14	Excursions, attractions & dispersion	1b		Cell coverage & WiFi for guests in more places so they can get more information
15	Excursions, attractions & dispersion	1b		Crossing guards seem to disappear in Sept & Oct. There is still a need.
16	Excursions, attractions & dispersion	1b		Product growth - supporting projects like Made in Alaska or Silver Hand to create a threshold for authenticity in art, products, etc, not the same stuff as every other port.
17	Excursions, attractions & dispersion	1b		Cost of living is very high
18	Excursions, attractions & dispersion	1b		Lack of open areas to build

	A	B	C	D
19	Excursions, attractions & dispersion	1b		Grocery store shelves can't keep up with the extra demand. Additional barge service/
20	Excursions, attractions & dispersion	1c	How can the City promote sustainable tourism practices & reduce its environmental impact?	Keep monitoring tour ship liquids off loading into bay & waterways
21	Excursions, attractions & dispersion	1c		Reinstate ranger program
22	Excursions, attractions & dispersion	1c		Tram or train rapid transport
23	Excursions, attractions & dispersion	1c		Provide more services and more accessible services for sewage disposal in all harbors
24	Excursions, attractions & dispersion	1c		The quality of fishing has steadily decreased with the increase in tourism
25	Excursions, attractions & dispersion	1c		Limit the number of days for tourist bottom fishing. Or catch and release. Right now it is take and more take
26	Excursions, attractions & dispersion	1c		Recycle program city wide
27	Excursions, attractions & dispersion	1c		Park & ride

	A	B	C	D
28	Excursions, attractions & dispersion	1c		Clean up beach and water trash program & education
29	Excursions, attractions & dispersion	1c		Reduce noise pollution with loud personal trucks and cars
30	Excursions, attractions & dispersion	1c		Electrification of port
31	Excursions, attractions & dispersion	1d	How can we encourage collaboration between community groups, government, agencies & businesses to address pedestrian concerns?	Public meetings. Public incentives to create "artistic" safety vests through Arts Council
32	Excursions, attractions & dispersion	1d		Public meeting that are well advertised.
33	Excursions, attractions & dispersion	1d		More crossing guards
34	Excursions, attractions & dispersion	1d		Businesses can instruct staff to mention issues when giving directions. Such as "please don't jay walk."
35	Excursions, attractions & dispersion	1d		Customer service training for everyone who interacts with tourists with good directions

	A	B	C	D
36	Excursions, attractions & dispersion	1d		Public art - use painted paths that are decorative
37	Excursions, attractions & dispersion	1d		Remove stopping area at salmon ladder and no stopping on Park Ave
38	Excursions, attractions & dispersion	1e	How can we encourage collaboration between residents, community groups, government, agencies & businesses to tackle the City's infrastructure & future planning needs?	More public meetings & surveys given in the community. Seek public input.
39	Excursions, attractions & dispersion	1e		Public meetings
40	Excursions, attractions & dispersion	1e		Surveys that represent all community vs small small victories giving hope for larger gains
41	Excursions, attractions & dispersion	1e		Look at all of the groups & organizations already doing the work and get THEM together, no need to reinvent the wheel where historically they have already been doing the work
42	Excursions, attractions & dispersion	1e		Surveys, meetings like this

	A	B	C	D
43	Excursions, attractions & dispersion	1e		When do we collaborate or give ideas actually DO some of them
44	Excursions, attractions & dispersion	1e		Ketchikan TBMP
45	Excursions, attractions & dispersion	1e		Identify funding sources for doing projects
46	Excursions, attractions & dispersion	1f	What new infrastructure projects would be of value to both residents & visitors?	Safer sidewalks & smoother roads
47	Excursions, attractions & dispersion	1f		Electric charging stations for more electric cars & buses
48	Excursions, attractions & dispersion	1f		Crossing guards on ALL crosswalks downtown
49	Excursions, attractions & dispersion	1f		Prioritize our unique character & historic look in all these proposed updates/upgrades (check out Historic Commissions preservation plan)
50	Excursions, attractions & dispersion	1f		Bathrooms available between 5pm - 7am not in bars or restaurants
51	Excursions, attractions & dispersion	1f		Better road system with passing lanes - eliminate 20 car backup due to vehicle going way below legal speed limit.

	A	B	C	D
52	Excursions, attractions & dispersion	1f		Safe bicycle and walking paths.
53	Excursions, attractions & dispersion	1f		Green waterfront biking and walking areas/recreation areas
54	Downtown business forum	2a	Accessibility /mobility improvements	Easier to navigate sidewalks with wheelchairs/strollers/motorized chairs
55	Downtown business forum			Increase sidewalks size & keep existing sidewalks in good condition
56	Downtown business forum			Reduce # of tour bus pullovers to keep pedestrians safe ie top of the fish ladder, Park Ave dangerous
57	Downtown business forum			Widen Park Ave & add short term parking
58	Downtown business forum			Enforce parking limitations on all areas of Tongass Ave & downtown
59	Downtown business forum			More frequent upkeep of cross walks & improve visibility of pedestrians at these locations
60	Downtown business forum			Close Main, Mill & Mission Streets for pedestrians only
61	Downtown business forum	2b	Ideas for amenities - what & where?	Public restrooms - in more than one place



	A	B	C	D
62	Downtown business forum			Information stations (more)
63	Downtown business forum			Water filling stations
64	Downtown business forum			Diaper changing areas
65	Downtown business forum			Redo or repair some of the historic signage
66	Downtown business forum			Public restrooms, more garbage cans & benches
67	Downtown business forum			Bring back benches
68	Downtown business forum			More things at City Park to draw people
69	Downtown business forum			Public bus stops with benches and covers
70	Downtown business forum			High schools shop class - create a bench program
71	Downtown business forum			Add benches in whale tail of the park

	A	B	C	D
72	Downtown business forum	2c	Barriers to business/business challenges	Tourist friendly businesses exist outside/past berth 4. Tourist messaging excludes all but downtown (primarily tunnel to Creek St)
73	Downtown business forum			Currently cruise ship messaging discourages passengers from walking past berth 4/ Talbots due to the slide. Yet businesses are open in that direction. Overall wrong messaging that there are no businesses past berth 4
74	Downtown business forum			Do something to entice passengers to visit/see the area around B4 & further north including on walking tour map
75	Downtown business forum			Discuss with cruise companys to spread their weekly schedule to prevent the # of ships per day, allow a balance between the days of the week
76	Downtown business forum			Some businesses give/have incorrect information to tourists about other businesses
77	Downtown business forum			No way to let tourists/visitors know about a business that isn't sponsored by cruise ships
78	Downtown business forum			Non-city resident owners of city property/city located business not listened to/heard by City Council. (If you are not a city resident the Council does not care about your opinion)
79	Downtown business forum	2d	Information sharing: How do you get your information about the City activities?	Web
80	Downtown business forum			City Facebook page
81	Downtown business forum			Messaging seems to be inconsistant

	A	B	C	D
82	Downtown business forum			Updating of information is inconsistent
83	Downtown business forum			Word of mouth
84	Downtown business forum			City Facebook page needs to have more and better information - it is inconsistent
85	Downtown business forum			City website needs to more user friendly
86	Downtown business forum			City website big image at top is annoying
87	Downtown business forum		Information sharing: How would you like to receive your information from the City?	Web, newspaper, Facebook are ok but need to be more consistent with updates & somehow less digging to find basic information
88	Downtown business forum			Official updates via Facebook, newspaper, website
89	Downtown business forum			Official updates via Facebook & web
90	Downtown business forum			City needs a office of the city - city staff that are responsible for public information like the borough and other cities our size

	A	B	C	D
91	Downtown business forum	2e	How can the city encourage private investment to improve economic & physical conditions of downtown & outlying areas?	To advocate & promote self care of businesses and homes outside appearance
92	Downtown business forum			Land swaps for private development
93	Downtown business forum			Tax breaks for development of mixed commercial/residential property
94	Downtown business forum			Modified zoning/exceptions for parking requirements due to limited space
95	Downtown business forum			Much work still needs done or is in the works on Tongass Ave. Info on time line of future (5 yr plan) needs to be a priority to inform community as small businesses are more impacted along the corridor.
96	Downtown business forum			Public works & DOT regular updates to public on work being done and upcoming work.
97	Downtown business forum			Is there city owned property that is underutilized that maybe ripe for development?
98	Downtown business forum			Clear up "illegal platts" across the city. Business owner wants City to encourage KGB to make changes on these platts so more business development. (Suggestion made to contact Planning Dept at KGB)

	A	B	C	D
99	Downtown business forum	2f	The look of downtown - improvement suggestions	Relieve the tour bus/traffic congestions to present the destination as marketing "small town AK".
100	Downtown business forum			Continue discussion of closing Mission St between Front St, Main St & Bawden St during some hours of summer
101	Downtown business forum			Better signage & wayfinding
102	Downtown business forum			More public art/murals for selfies and photos
103	Downtown business forum			Overcome incorrect information by creating official points of information
104	Downtown business forum			Education to all businesses as the value of keeping up the look building & store front
105	Downtown business forum			Clean sidewalks
106	Downtown business forum			Ask USFS to clean up Discover Center landscaping - looks shoddy
107	Downtown business forum			Signage letting tourist know more of town exists past the tunnel & berth 4
108	Downtown business forum			Tax incentives for building owners to clean up/spruce up their properties.

	A	B	C	D
109	Downtown business forum			Allow window boxes with flowers, benches outside stores.
110	Downtown business forum			More strict rules about "barking/hawking" - NO talking to people on sidewalk by employees.
111	Downtown business forum	2g	Security concerns & suggestions	Control hawking in the downtown core
112	Downtown business forum			Ropes/bollards Federal Building corner
113	Downtown business forum			More drop off zones south of Creek St bridge
114	Downtown business forum			Move cross walk on south end of Creek St bridge to in front of New York Hotel where people come out of Creek St.
115	Downtown business forum			Make the guidelines for motorcoaches that were in place after the landslide a consistent policy
116	Downtown business forum			ENFORCE parking time limits
117	Downtown business forum			ENFORCE vandalism laws and consequences
118	Downtown business forum			Enforce public illegal drug use laws and consequences

	A	B	C	D
119	Downtown business forum			Buses no stop on Creek St bridge when northbound to wait for the pull off.
120	Downtown business forum			Add "beat" cops & bike cops downtown
121	Transportation for locals & visitors	3a	What are the biggest transportation challenges facing our community?	Road maintenance
122	Transportation for locals & visitors	3a		Congestion
123	Transportation for locals & visitors	3a		Need assistance with exiting berths - crossing guards are great need more at all dock exits
124	Transportation for locals & visitors	3a		Create pullouts on highway for slower vehicles
125	Transportation for locals & visitors	3a		Too many cruise ships, too long of a season, limit amount of cruises and put a cap on number to tour companies
126	Transportation for locals & visitors	3a		Government offices need to ride share City/State/Federal/Borough
127	Transportation for locals & visitors	3a		DOT does not know what they are doing - City/KGB should take ownership of roads & highway
128	Transportation for locals & visitors	3a		Loud trucks, cars & motorcycles ruin quality of life -create and enforce noise ordinances

	A	B	C	D
129	Transportation for locals & visitors	3a		Main challenge - only one road!
130	Transportation for locals & visitors	3a		Need traffic control at berth 4 - add temporary traffic light?
131	Transportation for locals & visitors	3b	How can private enterprise collaborate with City to improve transportation?	Create a drive straight through for busses southbound going to B4 so they don't have to go around S-curve and wait to turn
132	Transportation for locals & visitors	3b		Collaborate on funding
133	Transportation for locals & visitors	3b		Property owners behind American Legion can work with City to create more parking
134	Transportation for locals & visitors	3b		Develop empty lot next to Pacific Pride
135	Transportation for locals & visitors	3c	How can we promote sustainable & environmentally friendly transport choices?	Source bid-diesel options - any local opportunities? Larger equipment - reduce carbon footprint
136	Transportation for locals & visitors	3c		Expanded bus access - start earlier in day, end later for early and late workers. Run every 30 mins not every hour
137	Transportation for locals & visitors	3c		Add more bike lanes and walking areas



	A	B	C	D
138	Transportation for locals & visitors	3c		Put a cap on tour companies. And have the tours maintain their buses - very polluting.
139	Transportation for locals & visitors	3c		Offer tax credits or incentives to those who show proof of reducing carbon footprint.
140	Transportation for locals & visitors	3c		Government use hybrid buses.
141	Transportation for locals & visitors	3c		Add car charging stations
142	Transportation for locals & visitors	3c		Have "I walked" sticker if you walk instead of drive. Create a bike/bus/walk commute day like they have in Anchorage
143	Transportation for locals & visitors	3c		Bring back emissions testing
144	Transportation for locals & visitors	3d	What are the challenges & opportunities for increasing ridership on public transit?	Simplify wayfinding for stops for guests
145	Transportation for locals & visitors	3d		Promotions for bus passes
146	Transportation for locals & visitors	3d		Better lighting/security at bus stops

	A	B	C	D
147	Transportation for locals & visitors	3d		Too limited for far north & south stops
148	Transportation for locals & visitors	3d		Promote ADA access
149	Transportation for locals & visitors	3d		Promote bike/ride using busses
150	Transportation for locals & visitors	3d		Maintenance of stops/shelters, adding water stations
151	Transportation for locals & visitors	3d		Reduced wait time between buses - more frequency
152	Transportation for locals & visitors	3d		Busy cruise ship days - run free downtown shuttle more often to more more people
153	Transportation for locals & visitors	3e	Suggestions for improving/increasing the use of alternative modes of transport such as bikes, walking, car pooling, park & ride, etc	Incentives for transit passes or car pooling. Let community members lead by example for guests.
154	Transportation for locals & visitors	3e		Water taxi
155	Transportation for locals & visitors	3e		Provide bike/scooter services for rent to use in select areas

	A	B	C	D
156	Transportation for locals & visitors	3e		Transit starts too late for early AM workers. Expand summer hours
157	Transportation for locals & visitors	3e		Expand transit hours
158	Transportation for locals & visitors	3e		Limiting tours, more walking for tourists
159	Transportation for locals & visitors	3e		Incentive carpooling (parking permits or some other benefit)
160	Transportation for locals & visitors	3e		Gov offices ride share ie City Fed Boro
161	Transportation for locals & visitors	3e		Coordinated school schedule with transit schedule so kids could ride bus and/or parents can plan to catch bus when kids get on school bus.
162	Transportation for locals & visitors	3f	How can we improve the use of public transit for our community throughout the city and the downtown area?	Busses running on time. They are not reliable.
163	Transportation for locals & visitors	3f		Too many drunks & other people with mental problems make bus uncomfortable
164	Transportation for locals & visitors	3f		Need visitor only buses that charge significantly more and only stop at attractions

	A	B	C	D
165	Transportation for locals & visitors	3f		Driver knowing the person on bus stop
166	Transportation for locals & visitors	3f		Park & ride areas north & south of town with free pass
167	Transportation for locals & visitors	3f		Keep City bus in their loading zones, make sure they pull all the way into their bus zones
168	Transportation for locals & visitors	3f		Incentivise buisnesses to get employees riding public transit
169	Transportation for locals & visitors	3f		App that shows where bus is - oh there is one? Not advertised
170	Transportation for locals & visitors	3g	Where do you experience traffic bottlenecks or "choke points"?	Madisons
171	Transportation for locals & visitors	3g		Dock 4
172	Transportation for locals & visitors	3g		Leaving Dock 3/Tongass because of tunnel pedestrian traffic
173	Transportation for locals & visitors	3g		Turning left out of Fire Station
174	Transportation for locals & visitors	3g		Buses comoing off Berth 3, Have all buses enter at Berth 3 and drive down to exit on Berth 1

	A	B	C	D
175	Transportation for locals & visitors	3g		Washington St left turns
176	Transportation for locals & visitors	3g		Exiting on all 4 docks
177	Transportation for locals & visitors	3g		Drop offs near Creek Street
178	Transportation for locals & visitors	3g		The curve near Water St and taking left turns in general
179	Transportation for locals & visitors	3g		Front St/Dock 1 and 2 exits
180	Transportation for locals & visitors	3g		Near Mall on Tongass
181	Transportation for locals & visitors	3g		All of downtown and by Safeway/Madison
182	Transportation for locals & visitors	3g		A&P through Safeway
183	Transportation for locals & visitors	3g		When 3rd Ave is open - in summer make express with no stops signs for direction from 3rd Ave to Tongass
184	Transportation for locals & visitors	3g		No stopping on Park Ave at Fish Ladder

	A	B	C	D
185	Transportation for locals & visitors	3g		No stopping on Park Ave at bridge
186	Transportation for locals & visitors	3g		Build wider bridge on Park Ave
187	Transportation for locals & visitors	3g		When tours drop off guest and wait on Park Ave and at fish ladder
188	Pedestrian traffic	4a	What communication channels would you like to see used to keep residents informed about traffic-related issues & projects?	TBMP for tourism related traffic concerns - will allow tour companies to address "live" assuming they can correct the issue.
189	Pedestrian traffic	4a		For non-tourism vehicles set up city platform on city site
190	Pedestrian traffic	4a		Mass text messages on alert system, more people knowing how to sign up
191	Pedestrian traffic	4a		Ketchikan Daily News, radio
192	Pedestrian traffic	4a		Newspaper
193	Pedestrian traffic	4a		More detail in Newspaper
194	Pedestrian traffic	4a		Call-in # for live recorded updates

	A	B	C	D
195	Pedestrian traffic	4b	With large scale construction projects continuing into 2025 & 2026 how do you suggest managing traffic congestion in the city?	Water taxi from Ward Cove
196	Pedestrian traffic	4b		Incentivise non-peak traffic/ride share promotion with businesses. Free parking permits for carpoolers
197	Pedestrian traffic	4b		Encourage telecommuting if possible 1 day a week where employees rotate
198	Pedestrian traffic	4b		Businesses can switch employee to 4 ten hour days
199	Pedestrian traffic	4b		Use parking spaces farther from your job or carpool
200	Pedestrian traffic	4b		Use 3rd ave bypass for small commercial vehicles
201	Pedestrian traffic	4b		Set up one way traffic patterns so everyone knows that 9 to 9:30 is only northbound then 9:30 to 10 is only southbound and alternate all day so people know when they can get thru.
202	Pedestrian traffic	4c	What measures to you think could be taken to improve pedestrian & cyclist safety?	Crossing guards at all cross walks downtown, crossing guards stop and go timed with street light
203	Pedestrian traffic	4c		Community education program for pedestrian & cyclist respect to share the road
204	Pedestrian traffic	4c		Bike racks downtown to encourage summer riders & cut down on cards

	A	B	C	D
205	Pedestrian traffic	4c		Barriers or x-guards that stand at federal building corner to prevent people from x-ing. Possibly route pedestrians on water side of federal building and widen curve around building.
206	Pedestrian traffic	4c		Remove side walk around federal building from mailbox to creek street entrance, widen the curve and tell people to cross at Bawden St or use promenade
207	Pedestrian traffic	4c		Move bus stop from current location at Eagle Park to in front of the pavillion at Sockeye Sams.
208	Pedestrian traffic	4d	How can we reduce traffic congestion & improve traffic flow?	Crossing guards coordinated with traffic lights
209	Pedestrian traffic	4d		Have construction allow main flow of vehicles through instead of 1 -2 cars entering from side roads. Have them wait longer.
210	Pedestrian traffic	4d		No bike paths/no center islands
211	Pedestrian traffic	4d		Crack down on illegal left hand turns
212	Pedestrian traffic	4d		Close Mission St & Main street to traffic in the day
213	Pedestrian traffic	4d		Pedestrian crosswalks all way crossing & not going same time as traffic like in Europe and Japan.
214	Pedestrian traffic	4d		Reduce road traffic with limiting tour company vehicles. We not have this issue in the off season.
215	Pedestrian traffic	4d		Express lane idea - peak travel times traffic is specified directional
216	Pedestrian traffic	4d		Water taxis Ward Cove shuttle - if they can go faster (Coast Guard??)
217	Pedestrian traffic	4d		Crossing guards at all dock exits to help pedestrians and vehicles
218	Pedestrian traffic	4d		No more one way traffic around Discovery Center, causes delays & doesn't fully utilize loading zones puts more traffic on core downtown streets



	A	B	C	D
219	Pedestrian traffic	4d		Yes I agree with no one way traffic around Discovery Center - creates too many barriers
220	Pedestrian traffic	4d		Delilvery trucks have early morning 6-8am delivery time or 4-6pm delivery time for downtown businesses. No delivery during the day
221	Pedestrian traffic	4d		Don't believe DOT
222	Pedestrian traffic	4d		Remove parking spaces between Bawden & Stedman by bus stop
223	Pedestrian traffic	4d		Thomas Basin parking by breakwater buses use as staging area & turn around
224	Pedestrian traffic	4d		Controlled all crossing intersections like Las Vegas or Tokyo
225	Pedestrian traffic	4d		Spring education program on road ettiquite
226	Pedestrian traffic	4d		Limit truck deliveries downtown to certain hours
227	Pedestrian traffic	4d		Tongass Build an underpass from parking to Annabelles
228	Pedestrian traffic	4d		On Dock street, remove the tour bus staging/drop off area from the Centennial Parking Lot to the bus stop, return this to 2 hours parking (how it used to be). Move the bus staging/drop off area to Mill St (on the outside of Whale Park) for the same distance during summer.
229	Pedestrian traffic	4e	What are the most significant traffic issues in our city?	Bussing from Ward Cove
230	Pedestrian traffic	4e		Back up plasn for street closures and disasters
231	Pedestrian traffic	4e		Bussing from Ward Cove should use some small crew shuttles
232	traffic	4e		Curb cuts for busses at Sockeye Sams will open up the traffic flow so turn is not so tight

	A	B	C	D
233	Pedestrian traffic	4e		In summer during daytime parking between south tunnel cross walk to Tongass parking lot should be bus staging only to allow busses to pick up and drop off without going in and out of the port.
234	Pedestrian traffic	4e		Crossing guards at all cross walks
235	Pedestrian traffic	4e		Better pedestrian traffic control at Dock & Front street intersection to allow vehicles to safely enter
236	Pedestrian traffic	4e		Construction along Tongass has caused significant delays
237	Pedestrian traffic	4e		Downtown corridor on peak ship days - exiting all berths when no crossing guards
238	Pedestrian traffic	4e		Educate visitors that Front Street is a HIGHWAY - can they put it in the cruise ship daily newsletter on Ketchikan days?
239	Pedestrian traffic	4f	How do you feel about the current parking situation across the city? Where can we add or remove parking to improve traffic flow?	We need more downtown parking - look at garage idea in city lot by police station
240	Pedestrian traffic	4f		Parking garage in old hospital lot
241	Pedestrian traffic	4f		More harbor parking we have 27 empty spaces we cant use
242	Pedestrian traffic	4f		Short Street - spaces are closed off
243	Pedestrian traffic	4f		Old Bar Harbor Restaurant - behind building need to open for parking
244	Pedestrian traffic	4f		Federal building parking lot - can city "rent" spaces at the lot for staff or can city purchase part of that property?

	A	B	C	D
245	Pedestrian traffic	4f		City charge for parking on street using a ticket & kiosk system like the airport parking or in Europe where you prepay and put a ticket in your window
246	Pedestrian traffic	4g	Are there intersections or roads that CAUSE congestion? What are your suggestions to alleviate these problems?	Washington St coming out of the Mall, no left turns straight or right only
247	Pedestrian traffic	4g		Schoenbar & Water needs stop light
248	Pedestrian traffic	4g		Exiting berth 4 needs crossing guard for guests AND traffic or temporary/seasonal light at intersection
249	Pedestrian traffic	4g		Current one-way traffic around Discovery Center is awful. It causes loading zones to be underutilized & has removed valuable parking on Main St. It also causes large vehicles departing docks 1 & 2 to make lengthy drive to reaccess berths 1-3. Adds 15+ minutes to previous moves and takes traffic into residential areas needlessly
250	Pedestrian traffic	4g		Consider eliminating left turns during peak times from Front to Mission St, cars will need to go around the corner and turn onto Main from Mill St with a crossing guard
251	Pedestrian traffic	4g		Park Avenue - all of it is just bad
252	Pedestrian traffic	4g		Limited hours for delivery trucks in downtown core

	A	B	C	D
			Are there any specific safety concerns you have about our roads, such as inadequate signage or street marking, poor lighting? What are your improvement suggestions for changing traffic patterns?	
253	Pedestrian traffic	4h		Rain gets to the paint markings and they are difficult to see
254	Pedestrian traffic	4h		Pot holes
255	Pedestrian traffic	4h		Close Mission 8a-4p Front to Stedman
256	Pedestrian traffic	4h		Better painting on side streets for parking/no parking areas
257	Pedestrian traffic	4h		Speed bumps in summer on 2nd Ave & 3rd Ave above Safeway/Mall to slow traffic
258	Pedestrian traffic	4h		Street have too many holes not paved properly
259	Pedestrian traffic	4h		Need to keep fresh mark paint
260	Pedestrian traffic	4h		Keep street lights on during day in winter
261	Pedestrian traffic	4h		Fill pot holes so traffic does not have to slow down'
262	Pedestrian traffic	4h		Consider no left turns from Front to Mission St (or close Mission to vehicles except deliveries

	A	B	C	D
263	Infrastructure & Future Planning	5a	What infrastructure is lacking or need improvement to support economic growth & job creation?	Expand small boat harbors
264	Infrastructure & Future Planning	5a		A true downtown by pass for summer roads
265	Infrastructure & Future Planning	5a		Quality tourguide/operator training to grow quality and \$ will follow
266	Infrastructure & Future Planning	5a		Hospitality trade programs to support industry - UAA/UAS/CHARR/High school
267	Infrastructure & Future Planning	5a		Cohesive community vision
268	Infrastructure & Future Planning	5a		Year round businesses not just 6 month tourist businesses. IE -no more downtown shutdowns, foreign owned jewelry stores etc.
269	Infrastructure & Future Planning	5a		Sewer and water out south and out north
270	Infrastructure & Future Planning	5a		Expand and dredge the mountain point boat launch
271	Infrastructure & Future Planning	5a		Duck boats can monopolize the bar harbor launch. Maybe they need another designated launch

	A	B	C	D
272	Infrastructure & Future Planning	5a		Can you have new jobs/infrastructure without housing?
273	Infrastructure & Future Planning	5a		Job programs to train/hire locals to rely less on off-island labor
274	Infrastructure & Future Planning	5b	How can the city create infrastructure to accommodate future population needs and attract new residents?	Open up City and KGB land for settlement (housing)
275	Infrastructure & Future Planning	5b		More affordable housing (with three additional agreement check marks)
276	Infrastructure & Future Planning	5b		Develop Gravina for housing
277	Infrastructure & Future Planning	5b	How can the city create infrastructure to accommodate future population needs and attract new residents?	We need SAFE bike paths
278	Infrastructure & Future Planning	5b		Safe walking paths, with a green zone on the waterfront
279	Infrastructure & Future Planning	5b		Promote year round, full time jobs with diverse industries not just tourism

	A	B	C	D
280	Infrastructure & Future Planning	5b		Housing - talent/new residents are priced out with rent and leave
281	Infrastructure & Future Planning	5b		Repurpose old or vacant housing or lots or buildings in the downtown area
282	Infrastructure & Future Planning	5b		Childcare and early education
283	Infrastructure & Future Planning	5b		Ketchikan needs NEW young residents to take it into the future. Continuing to cater only to the older population creates an environment where new young families and professionals are not welcome. Develop more activitiy parks, dog parks, year round things to do. Encourage people to move here with better internet connectivity, incentives, use other organizations in town to create a welcoming community so people want to stay (ie arts council, chamber of commerce, non-profits, etc)
284	Infrastructure & Future Planning	5b		More and better health care access including mental health
285	Infrastructure & Future Planning	5c	What are the most pressing tourism infrastructure needs in our community for communication?	Cell services in summer can't handle the load.
286	Infrastructure & Future Planning	5c		Stronger wireless internet in summer

	A	B	C	D
287	Infrastructure & Future Planning	5d	What are the most pressing tourism infrastructure needs in our community for emergency services?	Better hospital that cares about the residents and not just about making money
288	Infrastructure & Future Planning	5d	What are the most pressing tourism infrastructure needs in our community for emergency services?	Support with staff and \$ for all the Fire EMS needs that 16,000+ extra people bring
289	Infrastructure & Future Planning	5d		Police officer on foot and bike patrols downtown
290	Infrastructure & Future Planning	5d		Mental health crisis support
291	Infrastructure & Future Planning	5e	What are the most pressing tourism infrastructure needs in our community for the environment?	Water water - need to come to terms re: funding and whether the industry is willing to further work with local government
292	Infrastructure & Future Planning	5e		Capacity cap on visitors
293	Infrastructure & Future Planning	5e		More routine trash pickup with more containers. Better trash solutions for Creek Street



	A	B	C	D
294	Infrastructure & Future Planning	5e		Giving tourists the ability to pay/support directly our environment needs with taxes, fees, etc
295	Infrastructure & Future Planning	5e		More trash cans around downtown - if not more cans then more often pickups
296	Infrastructure & Future Planning	5e		Waste water treatment
297	Infrastructure & Future Planning	5e		Sewer and water out south and out north
298	Infrastructure & Future Planning	5e		Overall disrespect for the land across the community with trash thrown around, residents with trash piles in their yards, in public areas & in water. General disregard for our land.
299	Infrastructure & Future Planning	5e		Lack of community, industry and municipal leadership with taking better care of our environment. Need campaigns for reduced plastics, reusing items and not feeding the landfills.
300	Infrastructure & Future Planning	5f	What are the most pressing tourism infrastructure needs in our community for public facilities?	Restrooms!
301	Infrastructure & Future Planning	5f		Yes! Even temporary solutions
302	Infrastructure & Future Planning	5f		Finish harbor walk (promenade)

	A	B	C	D
303	Infrastructure & Future Planning	5f		Medical services & ER expanded
304	Infrastructure & Future Planning	5f		Homeless services
305	Infrastructure & Future Planning	5f		Expand capacity & funding for public facilities directly used by tourists (museums, KVB, etc)
306	Infrastructure & Future Planning	5f		We need more clean restrooms for our visitors downtown
307	Infrastructure & Future Planning	5f		We need safe bike and walking paths all through Ketchikan AND from town to Ward Cove
308	Infrastructure & Future Planning	5f		We need green spaces - on the water front for all visitors and residents
309	Infrastructure & Future Planning	5f		Need more places for people to go to enjoy the outdoors. A handful of picnic tables at Ward Lake are not enough! Create places where locals and visitors can go to picnic and spend time
310	Infrastructure & Future Planning	5g	What are the most pressing tourism infrastructure needs in our community for transportation?	Public transportation needs would greatly benefit from going electric. On many levels ie improved experience tourist visit, quieter, improved air quality. All busses including school buses.
311	Infrastructure & Future Planning	5g		Upgraded roads

	A	B	C	D
312	Infrastructure & Future Planning	5g		Crossing guards all summer season
313	Infrastructure & Future Planning	5g		Public restrooms not just downtown
314	Infrastructure & Future Planning	5g		Communicating public transit options to tourists in advance
315	Infrastructure & Future Planning	5g		Downtown parking especially for workers
316	Infrastructure & Future Planning	5g		Updated airport with more gates & jetways & better year-round airport ferry service
317	Infrastructure & Future Planning	5g		Our roads are in sad condition. Tourism dollars need to go toward road repairs. More busses and vans create more wear and potholes
318	Infrastructure & Future Planning	5g		Safe bike and walking paths through Ketchikan but especially outside the the city.
319	Infrastructure & Future Planning	5g		Safe bike and walking paths through Ketchikan but especially from Ward Cove to town.
320	Infrastructure & Future Planning	5g		Safe bike and walking paths through Ketchikan but especially from Herring Cove to town.
321	Infrastructure & Future Planning	5g		Upgrade Tongass Highway to include passing lanes

	A	B	C	D
322	Infrastructure & Future Planning	5g		Where are State roadway taxes going - DOT work currently is using Federal funds
323	Infrastructure & Future Planning	5h	What are the most pressing tourism infrastructure needs in our community for utilities?	Sewer and water infrastructure needs to be upgraded so we don't have to worry about all the water main problems
324	Infrastructure & Future Planning	5h		Electric infrastructure upgrades and fixes so we have fewer pole fires and black outs.
325	Infrastructure & Future Planning	5h		Why not put more electric underground like downtown? Would help community look a lot better
326	Infrastructure & Future Planning	5h		Water and sewer out north and south to support new residents and business development