



KETCHIKAN

Our lifestyle, your reward

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FROM: Patti Mackey
President/CEO
DATE: May 4, 2020

TO: Ketchikan EOC and BERG subcommittee
City of Ketchikan
Ketchikan Gateway Borough
Senator Burt Stedman
Representative Dan Ortiz
Governor Mike Dunleavy
Congressman Don Young
Senator Lisa Murkowski
Senator Dan Sullivan

SUBJECT: Ketchikan Tourism Survey- Impacts of COVID-19 and related information

As part of our commitment to providing information to elected officials and partner agencies, I am providing the results of a survey conducted the week of April 30 among KVB member businesses in the community. Survey results represent 75 responses received through Monday morning or a 30% response rate from our membership.

I've included two sorts of the data collected. All responses collectively, as well as individual responses received should you wish to dig deeper into the data.

I'm also including a spreadsheet compiled with the assistance of Cruise Line Agencies of Alaska and the City of Ketchikan Ports and Harbors Department. Data shows the vessels scheduled to visit Ketchikan along with the subsequent cancelations and provides an overview of anticipated revenues as well as losses from visitor spending, port fees and Alaska CPV funds. This information is changing daily and is accurate at this writing. It is important to note that we are working with information that has officially been provided by the individual cruise lines and factors such as the CDC No Sail rule, Canadian and Port of Seattle closures may impact results. It is also important to note that the numbers are based on lower berth counts, or two passengers occupying each stateroom on board a vessel and should be regarded as a best-case scenario.

Also included are assorted comments from businesses in addition to any comments shared in the survey and a review of various sanitation protocols that were provided in response to our request.

This information is presented with the full understanding that federal and state regulations will dictate our community's next steps in addition to any policies undertaken by our municipal officials.

Ketchikan Visitors Bureau, Inc. • 50 Front St. Ste. 203, Ketchikan, AK 99901 •
907-225-6166 • pmackey@visit-ketchikan.com

I hope this information is helpful to you in understanding the current sentiment among businesses in Ketchikan as it relates to COVID-19 disruptions. Please contact me if you have any questions and feel free to share this information as appropriate.

Attachments: KVB Survey Results-All
KVB Survey Individual Results
Additional Comments and business protocols
Cruise ship statistics for 2020

C: Ketchikan Visitors Bureau Board of Directors & Advisors
Ketchikan Chamber of Commerce
EOC-BERG Cruise industry work group
Commissioner Julie Anderson, Alaska Department of Commerce, Community and Economic Development
Sarah Leonard, President Alaska Travel Industry Association
Kati Capozzi, Alaska State Chamber of Commerce
Mike Tibbles and Lalanya Downs, CLIA Alaska
Marleanna Hall, Alaska Resource Development Council
Southeast Alaska Tourism Council
Robert Venables, Southeast Conference

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Additional comments from tourism industry affiliated businesses in Ketchikan

1. After taking the survey, I decided that the inability to get PPE was probably the biggest challenge for us (instead of supply chain issues). Yes, the supply chain is a concern, but I have found it just takes a lot of extra work and planning to get what we need. And as much as I complain about it, I can still get what we need to operate. The point is, I would hate to see BERG or KVB focus on addressing supply chain issues for businesses (or take them on). It seems like that would take a lot of effort for something that any sound business can do for themselves. I believe your efforts should be focused on other areas...like lobbying the Governor to lift the travel ban, lift the quarantine and open the State back up. Open our city back up. The Governor can lift the ban, but if half of Ketchikan doesn't want out-of-towners to visit then we have another problem. I feel a larger PR campaign that is two fold -- 1) to change the opinions of the anti-cruiseship and anti-airlines folks and 2) tell the world that Ketchikan is open for business would be the best use of your time. Hope all of that makes sense.
2. The biggest problem our company is facing at this time is the refund process. We have spent tens of thousands refunding folks who had trips reserved. Usually these deposits assist in start up costs and through the lean months of spring. I personally think that the companies are having to refund, i.d. tour companies, bed and breakfasts, vacation rentals, lodge, etc. should have first consideration to state grants. The folks who are requesting government money now appear to be local real estate companies, gift stores, etc. None of those businesses have felt the initial impact yet. There is no doubt in my mind, but the companies who are refunding now are the ones who I believe are hurting the most.
3. It's all so confusing trying to get assistance. I received a random \$1000 direct deposit from the SBA but no word on the EIDL I applied for. We haven't received the stimulus money as we have always been set up for direct withdrawal with the IRS, not direct deposit. Waiting for a check, who knows? Unemployment for the self employed, also a big what if. We keep filing but receive no money. So, sitting here in limbo in the meantime
4. it would be extremely helpful if the Council determined the criteria they would use for opening the port (i.e. hospital must have 20 ventilators, must be able to take temperature of every disembarking passenger, rapid testing of everyone coming off the ship, vaccine must be developed). If the criteria were laid out, businesses could then make their own determination as to whether those criteria were likely to be met in time for the 2020 season to transpire, or whether we should just preserve capital, stop preparing at all for this season, and hunker down and see if we can wait it out until 2021. If we don't know what criteria they will use, we're left to just wait for changing

information and the piecemeal approach we have seen so far (e.g. close for the next two weeks, closed through the end of June, CDC edict that closes ships for 100 days, etc...). I realize information is changing so fast that it is almost impossible to pick a lane and stay in it, but I think we could have a good discussion around criteria and put those in place. Once they are met, we are open for business, even if that means additional restrictions (i.e. food workers must wear gloves and masks, restaurants, tours, and busses must sanitize between each group, etc...). I also expressed some concern ... that there was a sentiment expressed by Council members that until we eliminated all risk, there was no way we could entertain out of town visitors (cruise or fishermen or independent travelers). I expressed concern over the fact that I don't think it should be our mission to eliminate all risk, which would obviously be impossible. We manage risk all the time, and should be willing to accept a certain level of risk (albeit low) in exchange for finding ways to open up the economy. I think the State's Phase 1 is attempting to do that, and I think the Council should look for similar opportunities.

Sanitation Protocols- The information here represents a compilation of procedures/policies provided. Companies that offer shore excursions sold by the various cruise lines have had “Code Red” procedures in place for several years as a precaution should a Norovirus outbreak be reported. These guidelines offer an excellent starting point to developing COVID-19 action plans. I’ve attached samples of detailed protocols to demonstrate how those plans might look.

Some companies have already begun to adapt their procedures to CDC and State of Alaska mandates specifically for coronavirus. The comments below were gathered from emails or notes sent to us.

In addition, KVB is offering a member seminar on Friday, May 8 with TSS to provide additional information for their use in developing/updating COVID-19 plans.

In addition to frequent handwashing, social distancing measures and CDC approved cleaning products, members noted the following tactics to be used.

Tour Companies:

Vehicles and vessels- seats, tables, heads other surfaces and touchpoints, sprayed and sanitized between each departure

Gear is sanitized and cleaned for each guest (respondent answers included: raingear, boots, snorkel equipment, masks, personal floatation devices.

Touch points- railings, light switches, etc. are bleached

Public rooms and bathrooms bleached and cleaned

Attractions:

Separate seating for each ship group in attendance if possible

Capacity to be reduced

Retail:

Splash guards at ticketing, registers, concession areas

Accommodations:

Using CDC guidelines

Frequency of cleaning increased

Bleach floors, tables, countertops (for vacation rentals) and touch points

Bleach to clean all bathroom facilities

Linens treated with ammonia, OxiClean, detergent and washed/dried on hot settings

Pillows treated with Lysol disinfecting spray

Dishes washed with antibacterial soap, guests encouraged to use dishwasher

Coverall, masks worn when cleaning and immediately laundered when finished

Workers:

14 day quarantine procedures include directing staff to travel directly to their domicile; delivery of groceries and other items. Cleaning supplies provided and sanitization of housing following quarantine period.

Temperature checks

Drivers wearing gloves and masks

Practice social distancing with guests

Guests:

Must wear masks, either provide their own or can purchase

Adhere to social distancing

Please refer to sample protocols that follow for additional information



VESSEL SAFETY MANUAL

7. PERSONAL FLOTATION DEVICE (PFD) POLICY

Employees are required to wear a PFD in the following situations:

- During all line handling duties while aboard a vessel or from a dock
- While deploying or recovering an anchor
- While performing man overboard recovery duties or launching life rafts
- While performing any other task on the deck of a moored or underway vessel and not inside a full height handrail (this includes washing windows in port and underway and pumping fuel, sewage & water)

Note: Personal PFDs must meet the following standards:

- Must be in good operable condition and correctly sized
- Must be Coast Guard approved for the intended purpose
- Must be bright primary external colors of red, orange or yellow
- If inflatable, must be of the “automatically inflatable” design
- Must be approved by either the Port Captain, an AMT Manager or the Company Safety Officer

8. INFECTIOUS DISEASE PREVENTION POLICY:

It is in the best interests of our company to establish a policy for attempting to minimize the spread of infectious diseases and illnesses amongst both our workforce and our passengers. The two primary illness groups that affect us in our line of business are Norwalk like Virus and Influenza. While this policy document only deals specifically with these two illnesses, the safe work practices and personnel policies can be adaptable to a wide range of communicable diseases/illnesses.

Norwalk “Like” Virus (NLV):

What It Is: Norwalk Like Virus (NLV) or Norovirus, commonly referred to as the “stomach flu”, is not flu at all, but it is a gastrointestinal virus.

- How It Spreads:** The four most common environments for exposure to Norovirus are; restaurants and catered meals (36%), nursing homes (23%), schools (13%) and vacation settings & cruise ships (10%). The virus spreads through fecal contaminated food and surfaces or airborne distribution of vomit entering the body through the mouth. Since the virus lives in the gastrointestinal tract, it is not expelled in air from the lungs and cannot be absorbed through the skin. Primary methods of exposure to the virus are; contaminated foods (57%), person to person (16%), waterborne (3%) and unknown (23%).
- Symptoms:** NLV is a gastrointestinal illness (gastroenteritis) which is an inflammation of the stomach and the small and large intestines. The primary symptoms include nausea,

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vomiting, diarrhea and abdominal cramps. Some people also complain of headache, fever/chills and muscle aches. Symptoms usually arise suddenly and within 8 – 12 hours of exposure to the virus. NLV usually runs its course within approximately 24 hours. Within this brief period, people can feel very ill and vomit, often violently and without warning, many times a day.

- c. **Treatment:** The illness by itself is not considered life threatening. In very elderly or immune-compromised persons, complications may arise, particularly from dehydrations caused by the vomiting and diarrhea symptoms. There is no treatment for NLV other than staying well hydrated due to the symptoms.

Influenza:

What It Is: Unlike NLV, Influenza is actually the “flu”. The major difference between the two is that NLV is a gastrointestinal illness and Influenza is a respiratory system illness.

- a. **How It Spreads:** The primary way for Influenza to spread is from person to person in respiratory droplets of coughs and sneezes. This can happen when droplets from a cough or sneeze of an infected person are propelled through the air and deposited on the mouth or nose of people nearby. Influenza viruses may also be spread when a person touches respiratory droplets on another person or an object and then touches their own mouth or nose before washing their hands.
- b. **Symptoms:** Influenza can cause mild to severe illness and at times can lead to death. The flu usually comes on suddenly and may include any or all of these symptoms: Fever, Cough, Sore throat, Runny or stuffy nose, Body aches, Headache, Chills and sometimes diarrhea and vomiting.
- c. **Treatment:** Normally healthy adults usually recover from Influenza in 1 to 3 days with no treatment. Treatment by a doctor with Antiviral medicines is only recommended for persons with other illness requiring hospitalization, progressive, severe or complicated illness or patients at risk for severe disease.

Vessel Decontamination/Cleaning Procedures

The following vessel cleaning/decontamination schedule shall be followed for routine cleaning:

- a. Galleys, food service counters and beverage service/dispensing areas shall be disinfected every hour
- b. All interior handrails, door handles (inside and outside), stanchions shall be disinfected every hour
- c. Bathroom sink faucets, sinks, toilet flush handles and toilets shall be cleaned and disinfected at the end of every tour.
- d. Seat shall be swept and sprayed with disinfectant at the end of every tour

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The following Heightened Risk Procedures shall be followed whenever a passenger or crewmember exhibit signs of Noro-Virus or we have been notified by the cruise line that they are a “Code Red” vessel:

- a. The cleaning requirements double. Instead of doing items once an hour they must be done every 30 minutes.

Post Incident Clean-Up Procedures

When a passenger (or crewmember) experiences symptoms (vomiting/diarrhea) of a potentially contagious gastrointestinal illness while aboard a vessel, several additional precautions must be taken during the clean-up of these incidents to prevent the spread of illness aboard our vessels and to protect our employees.

- a. All vessels will be equipped with a Bio-hazard Clean-Up Kit.
- b. At a minimum, employees performing these clean-up duties or performing first aid duties shall wear disposable rubber/nitrile gloves. Safety glasses and/or respirators shall be worn as the situation dictates.
- c. Notify the captain anytime a passenger vomits or has a “public diarrhea incident” and provide an opinion on whether the person is exhibiting NLV symptoms or is likely just seasick.
- d. If NLV is suspected, obtain the passenger’s name, ship and cabin #.
- e. Keep the area clear of other passengers and any crewmembers not needed for the clean-up.
- f. Use the Sorb-It as appropriate to convert any liquids to solids.
- g. Use paper towels to pick up the residuals.
- h. Spray the entire area liberally with disinfectant.
- i. Place all residuals and supplies (including gloves) into a labeled trash bag.

Passenger and Employee Exposure Prevention:

- a. **Guests** – Since the primary method of transmission for Noro-Virus is through contaminated foods, all vessels that serve food to passengers shall provide a touch less, battery operated hand cleaning dispenser in the vicinity of their food service area. The disinfectant product to be stocked in these dispensers is Purell VF-481. This product is rated to be effective for prevention of the spread of Noro-Virus and most other virus’ and germs likely to be encountered aboard our vessels.
- b. **Employees** - The single best method for employees to prevent the spread of both NLV and Influenza is frequent and proper hand washing. Many hand “sanitizer” products will kill bacteria but not viruses. The only way to remove or kill Norwalk-Like Virus’ or Influenza from the hands is to wash them vigorously with soap and water for at least 20 seconds or to use a disinfectant specifically approved for these virus’ (or those containing at least 60% Ethyl Alcohol). Prevention of any “hand to mouth” activities can also aid a great deal in helping to prevent exposure to NLV or Influenza. If you are already sick with coughing and sneezing, make it a practice to cough or sneeze into the sleeve of your clothing if a tissue is not available rather than into your bare hands.

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VESSEL SAFETY MANUAL

Personnel Policies:

Due to how widespread NLV and Influenza are, there is no dependable method to determine how, when or where someone was exposed to the virus'. As a result, the personnel sickness policy focuses on the symptoms of illness to determine the appropriate work status for employees who become ill.

In order to prevent the spread of illness to other employees or our passengers, any employee who experiences the symptoms (vomiting combined with diarrhea) of a potentially contagious gastrointestinal illness or respiratory (regardless of the type or cause of the illness) shall be required to follow the below procedure:

- a. The employee, if in a work status at the onset of symptoms must immediately notify their supervisor. They will be removed from contact with other employees and passengers as soon as possible. If not in a work status at the onset of symptoms, they must promptly call in to inform their supervisor of their condition.
- b. The employee will be required to remain off work and away from the workplace until they have been symptom free (no vomiting, diarrhea or fever) for a minimum of 24 hours.
- c. The employee will not be allowed to work in a food or beverage service capacity until they have been symptom free (no vomiting, diarrhea or fever) for a minimum of 48 hours.
- d. Employees are allowed to use up to 8 hours per day of any accumulated sick leave for days of work missed due to this policy.

9. POTABLE (SAFE DRINKING) WATER POLICY

For obvious reasons, it is vitally important to ensure that the potable water aboard our vessels remains safe for our guests and crew to drink. This policy spells out the mandatory protocol to be followed by all employees anytime we take on potable water.

- a. **Equipment:**
 - 1) A non-removable hose bib type vacuum breaker shall be installed on every hose bib (faucet) on every dock at all Allen Marine facilities. This applies whether the hose bib is used for filling potable water tanks or not.
 - 2) A single purpose hose rated by the FDA for potable water will always be used when filling potable water tanks. These hoses shall never be used for any purpose other than filling potable water tanks. All potable water hoses shall be white with a blue stripe. All hoses used for other purposes (such as hosing off vessels) shall be of a solid color other than blue or white.
 - 3) A device for storing potable water hoses off the deck shall be installed at each potable water fill station.
 - 4) A spray bottle with a 10 percent bleach and 90 percent fresh water solution will be maintained on every Allen Marine vessel.

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January 2019



COVID-19 PROTOCOLS & OPERATIONS PLAN

Chinook Shores, Inc. is committed to protecting the health and safety of our community. In response to COVID-19, we have developed guidelines and safety protocols for our fishing lodge season. For the safety of our family owned business, our seasonal employees, our lodge guests and our community, we will implement these guidelines and protocols into our operations. For information email safety@chinookshores.com

OPERATIONS UNDER MANDATE 10, INTERSTATE TRAVEL 14-DAY QUARANTINE MANDATE, WITH RELAXED SOCIAL DISTANCING REQUIREMENTS

Chinook Shores Lodge 2020 Pandemic Company-Driven Mandate (COVID-19)

1. Quarantine Out-of-Town Employees for 14 Days Prior to Opening Lodge
2. Cancel all 2020 Fishing Charters (100% Reduction 6-Pack Tours)
3. Cancel all Lodge Reservations for People Arriving via Cruise Ships
4. Cancel all Reservations for Residents of Hot Spots (e.g. NY and NJ)
5. Reduce Lodge Capacity by 25%
6. Close Lodge Store and Conduct Transactions Online via Credit Card Only
7. Close Public Restroom
8. Restrict Storage Areas, Bait Room and Walk-In Freezers to Select Personal
9. Observe Stringent Physical Distancing Guidelines in Common Areas:
 - Close Campus to Employees and Reduce Van Driving Trips
 - Prohibit Guests from Congregating at Storefront Waiting/Staging Area
 - Stagger Guest Check-In Times
 - Require Guests Purchase Fishing Licenses Online
 - Deliver Waivers and Boat Rental Agreements to Guests in Online Format
 - Limit the Number of People on Pier and Dock
 - Install Divider Between Duplex Porches, Maintain Separate Entries
10. Require Company Van Drivers and Boat Fuelers to Wear Gloves when Fueling
11. Require Employees Wear PPE Pack at all Time and Wear as Required by DHSS



COVID-19 PROTOCOLS & OPERATIONS PLAN

Employee Health Checks

A company health record log will be completed twice daily (morning and night) to record temperatures and any symptoms. If any employee shows symptoms or temperature above 99.9 degrees F, that individual will not be allowed to work that day and be assigned his/her room until the employee can be screened by a healthcare professional to diagnose any illness. Employees will not share gear or garments ([see Appendix G](#)).

Van Driver Operations: Pickup and Drop Off

1. Employees will meet clients at the airport and escort directly to lodge, exercising social distancing protocols and minimizing any contact with airport facilities or personnel. The same will be practiced upon completion of the trip.
2. Clients will be asked questions regarding their general health one day prior to arrival and if they had past contact with COVID-19 positive individuals. They will submit to a fever temperature test outside the airport terminal, prior to stepping into the shuttle van.

Charter Fishing and Wildlife Viewing Trips

Chinook Shores Lodge has cancelled all 2020 fishing and wildlife viewing charters. However, had that not been the case, the following requirements would have applied:

- All captain, crew and clients will wear face coverings while onboard the vessel, except outdoors where a minimum of six feet distancing can be maintained. All anglers with the opportunity to be reeling in a catch and crew that may be assisting with this angler's catch must wear a protective face covering.
- All captain crew and clients will wear protective hand gloves.
- There will be no sharing of meals, drinks or snacks onboard vessels.
- Vessel, including fishing tackle, will be thoroughly sanitized with CDC and US Coast Guard approved sanitation agents prior to and after each charter trip.



COVID-19 PROTOCOLS & OPERATIONS PLAN

- Vessel toilets will be sanitized after each use.

OPERATIONS WITH 14-DAY QUARANTINE LIFTED, WITH RELAXED SOCIAL DISTANCING REQUIREMENTS

LODGE PROTOCOLS

Employee Health Provisions

- If employees arrive prior to the lifting of the interstate travel mandate, all requirements for the mandatory 14-day travel quarantine will be followed as directed. ([see Appendix A](#))
- All employees will be required to complete a health questionnaire ([see Appendix B](#)) prior to leaving home and will be subject to a health screening temperature check upon arrival at Ketchikan airport. Any negative report will prevent them from being employed at the lodge.
- A Health Record Log ([see Appendix H](#)) will be maintained by each employee daily. A health report would include, but not be limited to, a body temperature check for fever, an evaluation of health condition prior to starting duties, and verification of PPE (Personal Protection Equipment) required for the work shift ([see Appendix P](#)).

Guest Pickup and Drop Offs

- When transporting passengers, employees must wear an N95 respirator or other facemask (if a respirator is not available) and eye protection such as glasses or goggles. Passengers will be required to wear during transport. facemask or cloth face covering.
- All transportation vehicles and boats used for client transport to the lodge will be sanitized before transport and after transport ([see Appendix T](#)).



COVID-19 PROTOCOLS & OPERATIONS PLAN

- Lodge employees or designated transporters will meet out-of-state guests outside Ketchikan airport terminal or hotel, and directly transport them to their private accommodations while minimizing contact with local residents. The same will be done on departures from the lodge.
- All guests will be required to complete a health questionnaire ([see Appendix B](#)) prior to leaving home and be subject to a health screening temperature check upon arrival in Ketchikan. If an individual has a fever or displays other COVID-19 symptoms, such as coughing or breathing difficulties this individual(s) would be transported to accommodations, pre-designated by the lodge owner ([see Attachment C](#)) for isolation and medical evaluation.

General Operations

- Employees will be on lockdown upon arriving at the lodge. Employee movement outside the lodge property will be limited just to essential travel for procurement of essential services and supplies and the use of PPE will be required during these times ([see Appendix P](#)).
- Lodge employees will be directed to self-screen daily, logging any unusual health symptoms and checking temperature every morning and night for fever.
- Lodge clients will be directed to self-screen for symptoms and fever.
- Outside contractors, service providers or visitors must comply with COVID-19 protocols while on lodge premises, including temperature checks and PPE
- Lodge manager or assigned COVID-19 administrator will be responsible for monitoring and enforcing COVID-19 lodge protocols.

Rental Boat Operations

- Boater Safety Check-List, including rental agreement and waiver, will be signed online.
- Boat orientation including GPS/Sonor/Downrigger/Anchor operating instructions, will be conducted with online videos



COVID-19 PROTOCOLS & OPERATIONS PLAN

- Employees will wear PPE gloves and masks when assigning rental boats to guests.
- Employees will provide the majority of boat equipment instruction from the dock.
- Employees will wear PPE while providing demonstrations on running gear or electronics aboard the boat.
- Vessel, including fishing tackle, will be thoroughly sanitized with CDC and US Coast Guard approved sanitation agents prior to and after each fishing trip (see Appendix V).

Facilities

- Chinook Shores does not prepare meals for our guests.
- All guests will be assigned to private accommodations with private kitchens where they will prepare their own meals.
- Building exteriors, common bathrooms, common areas and outdoor gathering areas will be sanitized daily ([see Appendix D](#)).
- Seafood Processors will wear PPE, practice CDC recommend personal hygiene procedures and maintain work-place social distancing if and when possible.
- Storage areas, bait room and commercial freezers restricted to employees only
- Hand sanitizer stations will be installed at building entries and common areas.

Crew Quarters / Employee Accommodations

- Assign individual bedrooms and bathrooms to each employee. This will be achieved by converting one client “guest” house into crew quarters. Historically all lodge employees have lived with lodge owners at their personal residence.
- House, kitchen, common bathrooms, bedrooms, common areas and outdoor gathering areas will be sanitized daily ([see Appendix D](#)).
- Employees will be assigned to private accommodations with private kitchens where they will prepare their own meals.
- Hand sanitizer stations will be installed outside of all door entries.



COVID-19 PROTOCOLS & OPERATIONS PLAN

COVID-19 ACTION PLAN

In the event an employee or client shows symptoms of COVID-19 illness, the following actions will be taken by management:

- The individual will be immediately isolated in their sleeping quarters and closely monitored through this isolation period. All meals will be brought to the individual's room during this time.
- The nearest health care facility or clinic ([see Appendix E](#)) will be contacted with information regarding the individual's symptoms. Depending on the healthcare professional's recommendation, the individual will be transported to Ketchikan Peacehealth or quarantined in private accommodations until the guest's scheduled departure. At the discretion of management, the guest may be transported to a pre-arranged location, off property ([see Appendix E](#)), and provided accommodations until the guest is safe to travel home.
- Health officials will be notified within 24 hours of any potential COVID-19 case.

Questions or Comments?

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PO Box 6555
Ketchikan, Alaska 99901

Jeff Wedekind, Nadra Angerman or McKinley Kellogg

(907) 225-6700
safety@chinookshores.com

To the Ketchikan community and traveling guests:

Given the concern around COVID-19, we would like to share information around our current disinfecting and cleaning processes while we continue business operations:

- We have increased the frequency of and time involved with disinfecting and cleaning both our public areas and private guest rooms. Surfaces (light switches, table tops, door knobs, TV remotes, etc.) are disinfected and cleaned based on CDC guidelines and with use of products specifically registered with EPA for effective use against the novel coronavirus SARS-CoV-2.
- All staff adhere to rigorous hand washing practices in between every interaction among other staff or guest. Social distancing of at least 6 feet is maintained between all staff and guests.
- Every room undergoes a thorough deep cleaning process upon check-out and may be blocked out for a minimum of 5 days before the next guest check-in. Each room is assigned to only one staff to prevent additional traffic within the room. Gloves are worn at all times and discarded after each use. Hand washing is performed immediately after gloves are removed and in between any necessary change-outs.
- All pillow cases, bedsheets, blankets, and towels (whether or not they have been used) are carefully removed (never to be shaken) and washed on a heavy duty cycle with hot water followed by a high heat dry cycle. All windows are kept open during the disinfecting and cleaning process for increased fresh air flow.
- We now operate with minimal staff to maintain the recommended standards of social distancing and reduce any potential risk for spread. For continued safety, housekeeping services will include handling of trash left outside the room during the length of stay for any guest in quarantine/self-isolation (gloves are worn at all times when handling all items from an occupied room). For all other guests, we may offer a tailored housekeeping stay-over service based on individual preferences which can be discussed upon check-in.

As a locally owned and operated business, we understand the concerns many of you are facing right now. We are available to welcome you with the Inn at Creek Street hospitality that many have come to expect and may need especially during these challenging times. Please know we are thinking of you, and also greatly appreciate your support.

The safety and security of our guests and staff remain our highest priority.

Sincerely,

The Inn at Creek Street family
907-225-0246
inn@creekstreet.com



ATTENTION:

In response to COVID-19, My Alaska Tours has made the following updates to their health and safety procedures. This is in an effort to maintain the health and safety of our employees, guests and affiliates. Please acknowledge the following changes:

- All guides must wash their hands before leaving the office to meet their guests.
- All guides are required to carry hand sanitizer on their person.
- All guides are to encourage guests to apply hand sanitizer upon arrival.
- All guides are responsible for disinfecting their own hat at the end of every shift.
- All guides are responsible for disinfecting their provided tablet at the end of every shift.
- Office staff must disinfect their work station and all surfaces of the office before the end of every shift.
- All employees of My Alaska Tours are required to wash their hands at the beginning and end of every shift.

These new protocols are effective immediately. All hand sanitizers and disinfectants will be provided by My Alaska Tours. Thank you for your cooperation.

Health and Safety Protocol as of 4/27/20

These procedures are a living document and will be updated as we continue to navigate this situation.

For employees upon arrival for season:

- All staff arriving in Ketchikan will travel directly to their private housing.
- Staff will not stop at a grocery store or make any other stops between the local airport and their housing.
- A 14-day quarantine must be undertaken upon arrival to Ketchikan.
- Groceries and other necessities will be delivered and left on the porch by a member of our team.
- Cleaning supplies such as disinfectants, wipes, etc. are provided and placed in the housing unit prior to arrival.
- After the 14-day quarantine is completed, the housing unit would be sanitized.

For staff during working hours:

- Temperature checks for all staff at start of shift.
- All staff except competing athletes will wear masks and gloves while working.
- Increased frequency of cleaning and sanitizing throughout our facility, including our grandstands and concentrated areas, such as restrooms, concessions, registers, etc.
- Remind our team members about the importance of proper handwashing and sanitizing techniques as outlined by the CDC.
- Emphasized the importance of staying home when sick or feeling cold like symptoms.
- Sanitization of equipment/office supplies after each use.

For guests entering our arena:

- Guest temperatures will be checked by staff with appropriate technology such as thermometers or thermal cameras prior to entering the queue for the show.
- All guests must wear a mask while in our arena. Guests to provide their own masks. If they do not have their own mask, they can purchase one in our store.
- Capacity for each show will be reduced to 50%. Queues will be managed by proper social distancing recommendations.
- If possible, each ship will be separated in the grandstands for seating.
- Competing athletes will remain a minimum of 15 feet away from guests.
- Splash guards will be at each ticketing station.
- Encourage social distancing throughout our facility.
- Grandstands will be sanitized in between shows.
- Bathrooms will be cleaned before, during, and after each show.

For guests entering our retail store:

- Splash guards will be at all registers and concessions area.
- Increased sanitation of all surfaces before, during, and after each show.
- Encourage social distancing throughout the store.

Ketchikan Tourism Business Impacts from COVID-19

Q1. What sector best describes your business- select all that apply

Accommodations	14.47%
Attraction - museum, performance	3.95%
Dining/Lounge	10.53%
Retail	22.37%
Transportation	10.53%
Tour Operator/Charter	46.05%
Indirect – businesses that provide services to tourism related companies but don't directly serve visitors	10.53%
Other (please specify)	15.79%

Answered 76

Skipped 0

Other/Comments

Nonprofit
 Fishing Lodge
 Real estate and housing services
 Boat rentals
 Provide varies support services to the Cruise Line Companies while they are cruising inside the State
 Manufacturing
 Hotel
 Training
 Religious
 Rental Boats
 POSTAL TO BOTH VISITORS AND CREW FROM SHIPS AND SHOPS

Mall

Q2. What is the current status of your operations?

Open- Essential service	22.37%
Open- with restrictions	15.79%
Closed	18.42%
Closed- but offering limited services	6.58%
Seasonal	31.58%
Other (please specify)	5.26%

Answered 76

Skipped 0

Other/Comments

Work from home predominately
 special appts.
 Open but no guests
 We still do not have any idea if it will be feasible to even try to open?

Q3. If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019	30.88%
About the same	11.76%

Down from 2019	36.76%
New business in 2020	2.94%
Other (please specify)	
Answered	68
Skipped	8

Other/Comments

bookings were up until COVID happened. Now there are NO pre-bookings

At present all pre-book clients have cancelled due to cancellations of their ships to Ketchikan

We don't pre-book or take reservations

Record booking for 2020 until march . 90% have canceled as of now , only 2 new inquiries since march 1 & they did not make a reservation.

Expecting the summer to be a total LOSS !

This is not a part of our operations

Tours groups have reserved our Cabaret for several tours a day as of 2019. Obviously, there are none booked so far this year. Likewise, we expect few customers (compared to last year, essentially none) until the tourism industry is open again. The rest of the staff of all the related shops, tours, bus drivers, not to mention the fishermen & cannery workers, etc., are just not here. The usual locals are largely shut down, too. We're dead.

It's almost at zero!

Outlook for 2020 is bleak.

Have lost 1500 pre book customers just this Spring. Down 95% from 2019

Q4. What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

No Change	1.47%
Down slightly	5.88%
Down significantly	73.53%
Up slightly	0.00%
Up significantly	0.00%
Other (please specify)	
Answered	68
Skipped	8

Other/Comments

Reservations and pre-books are at zero station. Nearly everything has cancelled prior to July 1, and July is starting to go that way also.

Regulations are tighter now than a month ago. It's almost impossible to operate a business.

We cannot accept any reservations as we have no staff and cannot operate because of cost of operations is ship dependent

While we are not seeing the appreciation in housing prices this year as same time last year, properties are still closing. while we do not currently have any vacancies, we are getting currently still filling them as they come available.

Non existent. No customers are calling to book and all bookings I had taken before the virus have cancelled

Non existent!

This is not part of our operations

None. Zero. Zip.

incoming reservations none! No calls. Only cancelations May through Sept not just May and June.

We have lost 99% of our reservations for April-May and facing over 50% reduction for June-August at this time. Sadly, we anticipate further negative effects as time goes on for this season.

non existant

Have not gotten any new bookings in 30 days

Q5. How many people do you employ?

	Average Number	Total Number	
Full time/year around	8.95	528	77.63%
Seasonally	15.39	985	84.21%
Answered	76		
Skipped	0		

Q6. How many of your Ketchikan based employees

	Average Number	Total Number	
reside in Ketchikan year around	9.64	713	97.37%
reside in Ketchikan seasonally	13.56	583	56.58%
Answered	76		
Skipped	0		

Q7. As a result of COVID-19 how many employees

	Average Number	Total Number	
Have been laid off/furloughed	3.31	192	80.56%
Had their hire date postponed	14.64	776	73.61%
Have been permanently let go	0.82	28	47.22%
Answered	72		
Skipped	4		

Q8. Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Supply chain disruption- delays in receiving supplies, equipment	9.72%
PPE (Personal protective equipment) availability for employees	13.89%
Cash flow	58.33%
Staffing	9.72%
Other (please specify)	
Answered	72
Skipped	4

Other/Comments

Guests

All of the above!

Unable to click more than one- Cash flow is also a challenge and staffing as they are still fearful of contact the Virus.

All of the above with the exception of staffing, as we currently have a PPP loan that is allowing us to retain our staff for the time being. (However, we have strong concern that when - or IF - the season begins we will no longer have work for all of them). We are also concerned about our capacity to run with social distancing in place, due to the significant updates to our tour facilities we would need to accomplish during a time when we have no capital available to make these adjustments, or with the possibility that it will decrease our capacity to a point that we cannot meet our break-even. While we strongly feel it is our responsibility to meet these standards for safe operation, the financial impact could be significant, and the hurdles in getting financing (EIDL loan in stasis, lack of significant collateral) could eliminate our ability to move forward.

My boat needs hand sanitizer

In order to operate, we require that local bars are open for business. If they are not, we cannot operate.

Horrible (optics) for anyone wants that wants to get on a 3 thousand passenger Petri dish .

Hand sanitizer, paper towels, TP. It has also been difficult to make financial decisions without knowing if we will be allowed to operate. Paying for insurance, paying for supplies, etc.

We have advised/encouraged seasonal staff whom are mostly college age adults to search for jobs that may be available now since Cruise visits to the state are in flux.

All of the above.

Keeping our employees and customers safe

We are bringing in a Skelton crew for May and June. Store will not be open.

A large amount of our inventory that was ordered in Oct Nov and Dec has already arrived

and needs to be taken care of. After June if no crew ships come in we will close and will only be able to keep our year long employees. We have applied for the PPP and the SBA loan. Two days ago there wS \$3000 dollars put into our checking account but received no email or phone explaining it.

No Alaska Ferry, limited air service.

FEAR

ppe and protective measures will prevent most business interaction with customers. If masks, gloves, and touching surfaces are still in effect, the customer can not consume my products.

6' social distancing

The cruise industry not being here devastates us no guests no work.

Along with additional PPE (mostly masks), if mandatory, and possibly staffing, depending on sudden demand hikes

None related

All are applicable

After a poor Christmas season downtown, we were all hopeful for the 2020 cruise season and the ability to better plan for next fall/winter. Now, we're strapped and not sure what to do.

We normally make 99% of our year round operating cost between May and September. With the season not starting until sometime in July and more then 50% of the sailing form July - September cancelling we will not have monies to make it through the winter.

There is absolutely NO Economy Locally

All of the above.

Staffing and Cash Flow (survey didn't allow multiple selections on this question)

Cash flow uncertainty

Q9. What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer	81.33%
Require gloves/masks for employees	48.00%
Scheduled anti-viral cleaning/sanitation	61.33%
Written cleaning/disinfecting instructions for staff including schedule	54.67%
Temperature screening for employees	21.33%
Enforcing social distancing	62.67%
sneeze guards/other barriers	9.33%
Encourage visitors to wear masks	48.00%
Other (please specify)	

Answered 75

Skipped 1

Other/Comments

None

We'll do whatever draconian requirements are imposed upon us.

we will wait to see what is appropriate in 2021 when we may be able to reopen

Nothing

We won't be operational this year

Common sense

Guests will be required to santize their hands and answer health question prior to departure.

I have given up on being able to operate my business.

Reduced number of employees working in the office at one time; closed to the public; require masks when out of your own office space

probably all

Charter boats its going to be difficult for social distancing

Require masks. We will follow all mandates if we are notified we will have ships. So far we have been given no information how we are to handle the cruise industry

Take temperatures or staff and guests

antibacterial soap provided in every room; strict cleaning and disinfecting practices based on CDC recommendations and guidelines

Rolling activities dependent on virus.

To be determined

Reduced lodge capacity by 25% to create more physical distances
 We are unable to run in a fashion that meets social distancing guidelines.

Q10. Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes	22.67%
No	30.67%
In progress	48.00%
Other (please specify)	
Answered	75
Skipped	1

Other/Comments

Per EOC guidelines
 We are in development stages, as we try to compile best practices and come up with a plan that is feasible for our small business.
 Please remind me if you want a copy.
 Action plan! A joke! The ships are not coming. People are afraid to cruise. The ships were the “face” of the virus on the national media. Politicians constantly did things like “whatever you do don’t get on a cruise ship”. I put in for both the disaster loan and the ppl and got nothing. Not even a response. Bills are mounting with no cash flow and you ask what my plan is?
 With our limited staff we will keep social distancing; wearing of masks; and sanitizing work spaces.
 Essentially adopting the state mandates & recommendations for our industry.
 We are following state and federal guidelines.
 Waiting to see what we will be required to do in order to operate given it is physically impossible for us to keep unrelated people 6' apart in a small aircraft

Q11. Can your business endure a delayed restart of the tourism industry in Ketchikan?
 How long?

If business resumes on or around July 1	53.33%
If business resumes before the end of 2020	8.00%
If business resumes by spring of 2021	26.67%
Other (please specify)	
Answered	75
Skipped	1

Other/Comments

Not sure.

We will not make it to 2021 without financing. We would also need to see approximately 60% of 2019 business levels from July forward to meet expenses without receiving additional financing.

No

June First

My business is seasonal. We have a 3 month season. If we are unable to operate this summer we will lose 100% of our income.

Need bookings and deposits to survive now

We will somehow figure things out if we have a July 1 start.

If we are able to get some loans to help with this.

As a seasonal lodge it is unlikely that we will have any business this year

hopefully . . .

my business depends on the businesses i service. if they don't make it, i don't either.

With the cancellations limited ships we may have to just give up and try next year.

Yes

We need some summer sales, or we have to decide...

no long

Not sure

Q12. Does your business

Own land/buildings for operations	59.15%
lease/rent land/buildings for operations	52.11%
Own housing for employees	14.08%
lease/rent housing for employees	16.90%
Other (please specify)	

Answered 71

Skipped 5

Other/Comments

No

Own boat for operations

We help people buy, sell, lease housing for business and employees.

We also have boats

No

No

moorage fees required to pay even if no charters to Knudson Cove in order to keep moorage for 2021 season.

Q13. Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Answered 34

Skipped 42

Other/Comments

The governor told Alaskans to travel and see Alaska but only if they are on the road system. Once again, coastal Alaskans are singled out and treated differently from the rest of the state. These restrictions on travel are crippling our ability to do business. People will leave the state, when allowed, because of this unfortunate, unfair, and harsh treatment of coastal communities.

We have some at the city council and borough assembly that want to close ports for all of 2020 and restrict cruising for 2021 this will kill independents Retail and tour operators

If and when operation resume if we are at 50% capacity because of distance restrictions and or constant protective gear requirements we are not sure that the guests will choose to cruise, shop and or dine because of the hassle factors and this will kill any life we have left by hanging on.

If this is the case we are better off doing bankruptcy now and not prolong the process till we bleed to death slowly if it is coming.

The best choice is to let people make decisions based on facts and not hype. We have many friends that have had the virus and also many of them prior to Christmas last year. We know this based on tests. The facts are not accurate and it will cost Ketchikan and other cities here in Alaska everything in the end.

Sorry to be harsh but life must go on and our life blood in Alaska from the tour industry is being unduly singled out at the cries of NYC and many political leaders along with others.

Congress and the Senate need to get back to work and come up with a realistic solution and one not from behind a desk but from real people on the ground doing real work each day. Life will always change we cannot sit in our homes shuttering that something will happen. It will that is the constant factor change will come, we can embrace it and grow or hide in our basements and die.

When appropriate, we would really like the idea of "staycation" to be encouraged in the community and involve tour operators that are able to provide activities for locals in order to help support tourism businesses that are going to struggle during this time. Thank you for all of your work, it is very appreciated!!

None at this time.

Thank you.

Assistance with reliable, financially viable routes for obtaining supplies and/or PPE for individual small businesses would be of great help.

Purchasing in bulk can reduce costs, but getting any kind of bulk order of PPE is particularly challenging during this time.

Stop this nonsense and open our community back up!!

I feel people should not be traveling to or from their home states or countries until a cure has been found, and or they get this virus under control. Although I will lose revenue, I would rather it be that, than the lives of family or friends.

It seems that the city should have allowed ships to tie up and collect berth revenue. With our reduced income now we will be left to still pay borough and city tax that is an added burden on our bottom line. Seems as though we could get a reduced rate. There was a way for the cities to collect, but we must now shelter the city's burden!

I appreciate the efforts of leadership to keep moving our community forward, albeit a bit slower than anticipated. We have to "set the table/clean the bathrooms" for guests so when they return, we're ready for the bounce back.

Keep up the good fight with thoughtful foundations laid for the next few generations. Keep our founding principles at the forefront of your minds, liberty and justice for ALL. There is no "normal," for now and the foreseeable future, for many. But for some, nothing much noticeable has changed, yet.

Be the great leaders I know you to be: empower the people and stay present. Help them get back to business on even footing, (preferably hitting the ground running.) and without fear of this kind of mega disruption again. Thank you for the opportunity to comment. God bless.

It is vital for the survival of the tourism industry that we can begin operations in July of 2020. If not, many companies will not survive until 2021.

The promise of a disaster loan was a lie And so was the promise of the ppl loan

On a normal season I have 5 months to make enough money to get threw the next 7 months and to be able to have money for start up for the following season. A delay of 2 or 3 months in the season will not allow me to make enough money to make it threw the winter.

If your going to have rules & mandates (enforce) them !

A complete shut down will be devastating to Ketchikan's economy. We need to develop a sensible plan to reduce risks, but allow some businesses to operate at some level. Elected officials also need to find ways to help businesses that are unable to operate.

Concerns on keeping Ketchikan safe-

The PPP and EIDL programs fail to take into account the seasonality of a year round business: I'll lose 90-95% of my revenue with no tourist season; I'll have to start laying people off because I can't pay them; and my ability to produce goods will be severely curtailed. PPP doesn't allow the payroll calculations for me to hire folks if the season does open. The EDL will take (rumor has it) 5-6 months to process and get funds delivered, well after the point I need them to purchase raw materials, service overhead, etc. The whole thing is a nightmare, watching the train coming down the tracks, and nothing can be done to stop it.

We have no idea if the season will start and our cash flow had dried up. We are not sure how to sustain basic expenses until May 2021.

If we do get cruise ships in which we really don't see happening we will need a directive of how we are going to deal with our visitors.

We need to open. Many of the local businesses will not survive a fully season. The health risks affect a minute portion of the population and 99.9 percent of the population is suffering to perhaps protect a few, most of whom are already in the end stages of life or have other health issues. Let's get back to work!

There should be a serious effort made to attract independent travelers for this summer and next. Because of how poorly the cruise ship industry handled the virus cases people will be afraid to cruise for some time. About 60% of those scheduled to cruise in 2020 have ask for their money back or moved the trip to 2021.

So much of this is out of our control. I don't want to die; I don't want to go bankrupt & totally lose everything.

This is almost a total loss. we make our money putting people together to make a trip of six individuals. I believe this is a serious matter but these regulations are a total joke!

An standard and universal, industry enforced sanitation system would be a step in the right direction for responding to the risk and mitigating the spread of COVID-19 to employees, guests and the community

None

Mitigation measures to include accommodations for visitors diagnosed with COVID while in Ketchikan. This is the biggest barrier to starting my business operations.

We are a relatively new business that did great our first year and reservations/projections were looking to be 25% over last year until COVID wrecked the season. This situation might fold us. Especially as federal relief dollars seem to be slipping away.

I know that some people are happy about the not having ships, but they don't realize the trickle down effect. It's not good for our town period.

For local retail, many shops have made a huge effort to be pro-active, deliver or build websites and we need to get locals to step up and do what they can to sustain local business through the summer. This is not the year to give more money to Amazon.

It would be amazing if the city could waive rental taxes and pay attention to surcharges on businesses downtown. My water usage keeps increasing and I operate in 300 sq feet. The shop has been closed with zero traffic, yet the rate is going up. No one is there flushing the toilet or washing hands it makes no sense.

Wondering what help will be available for businesses that make most or all of their yearly operating cost May - September.

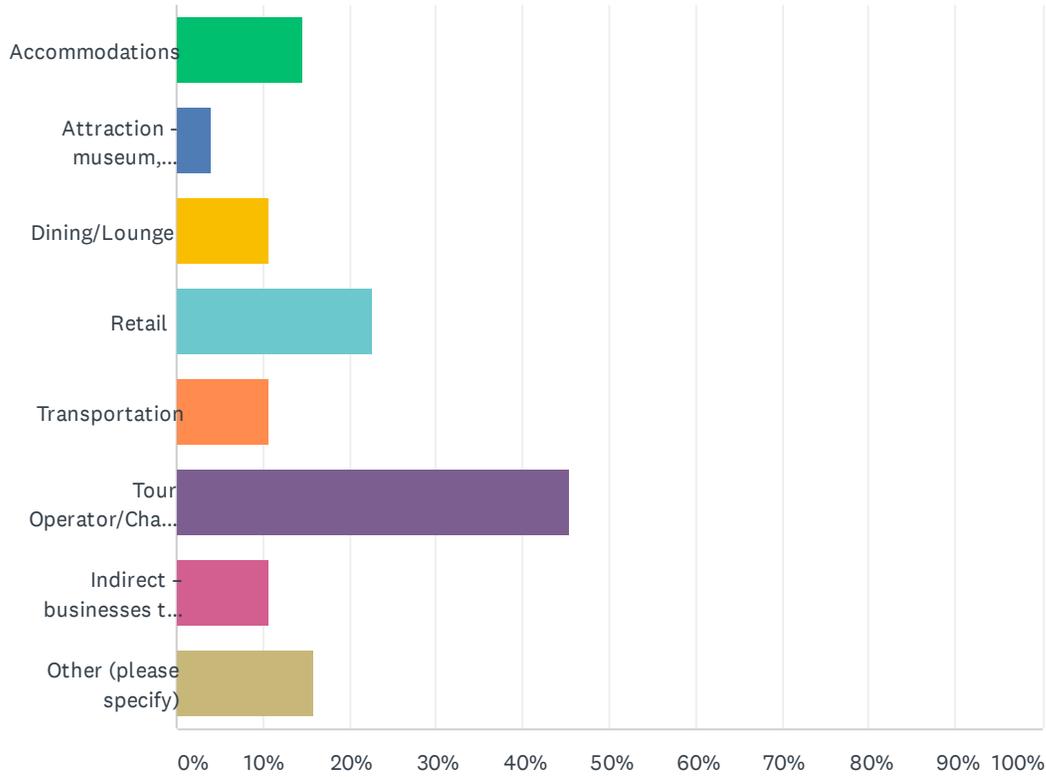
We'll need a strong independent traveler campaign, asking locals to invite family and friends...

The ripple effect. We don't directly deal with the tourists, but if seasonal businesses don't get paid, they can't pay us, and we can't pay others...

The SBA is a joke, for a seasonal business like the ones in Ketchikan. I do not think they give a rats ass about us.

Q1 What sector best describes your business- select all that apply

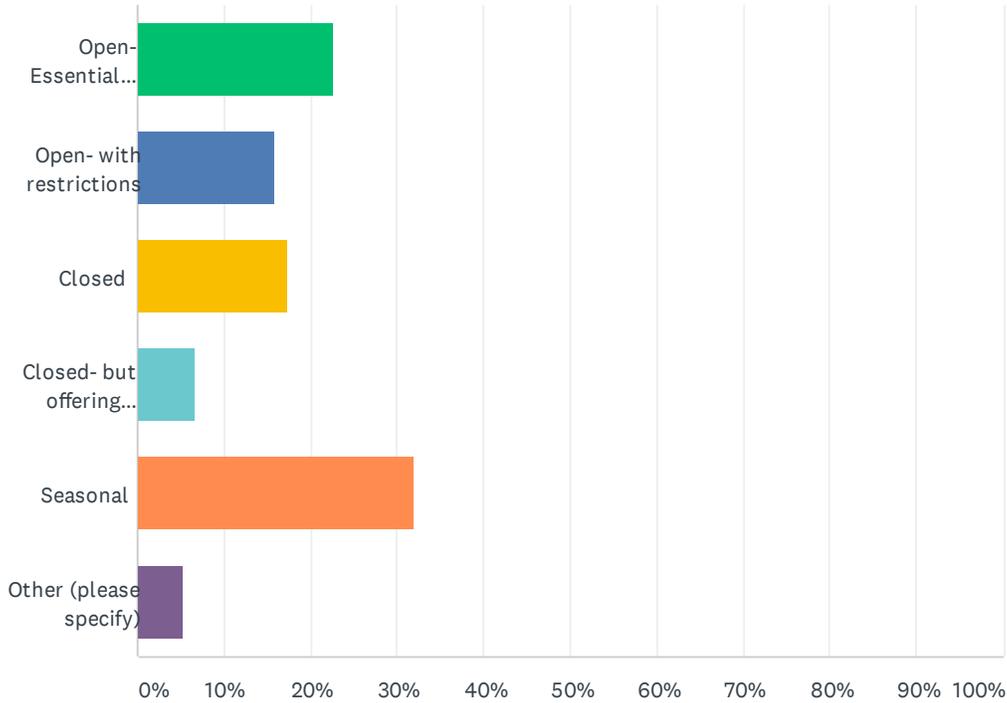
Answered: 75 Skipped: 0



ANSWER CHOICES	RESPONSES	
Accommodations	14.67%	11
Attraction - museum, performance	4.00%	3
Dining/Lounge	10.67%	8
Retail	22.67%	17
Transportation	10.67%	8
Tour Operator/Charter	45.33%	34
Indirect – businesses that provide services to tourism related companies but don't directly serve visitors	10.67%	8
Other (please specify)	16.00%	12
Total Respondents: 75		

Q2 What is the current status of your operations?

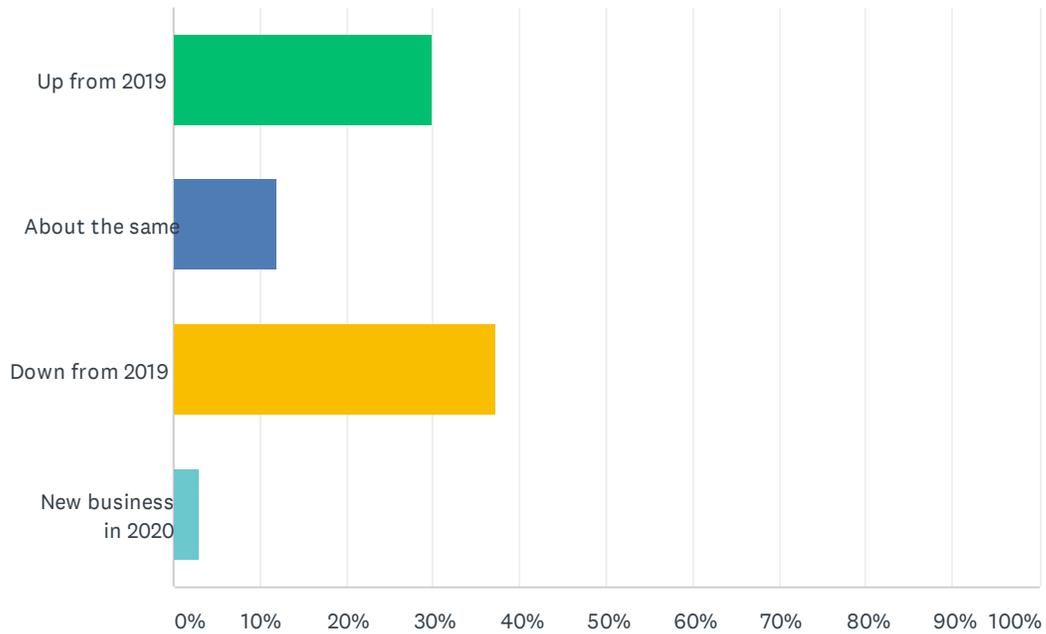
Answered: 75 Skipped: 0



ANSWER CHOICES	RESPONSES	
Open- Essential service	22.67%	17
Open- with restrictions	16.00%	12
Closed	17.33%	13
Closed- but offering limited services	6.67%	5
Seasonal	32.00%	24
Other (please specify)	5.33%	4
TOTAL		75

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

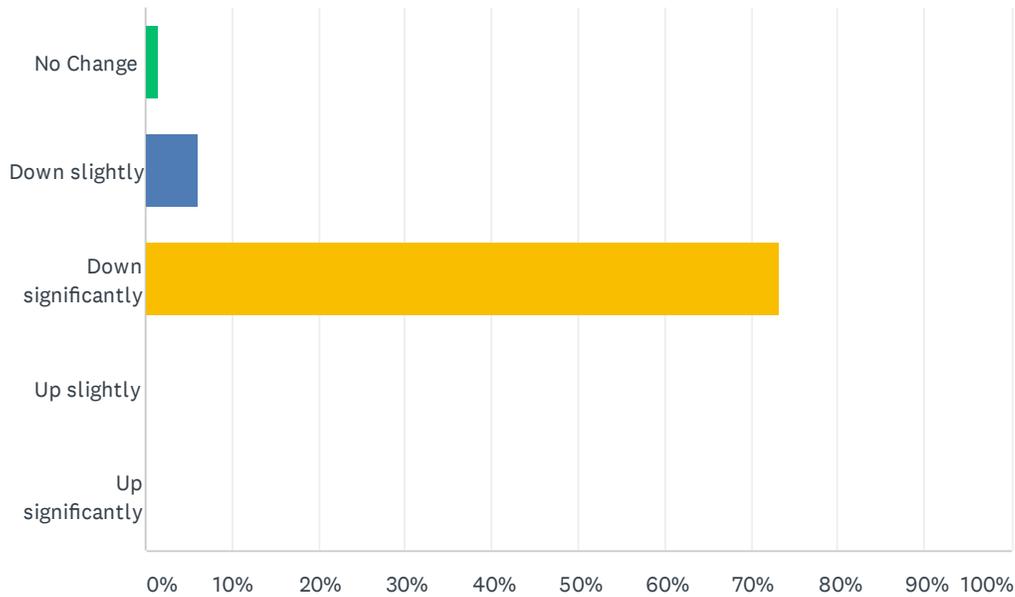
Answered: 67 Skipped: 8



ANSWER CHOICES	RESPONSES
Up from 2019	29.85% 20
About the same	11.94% 8
Down from 2019	37.31% 25
New business in 2020	2.99% 2
TOTAL	67

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

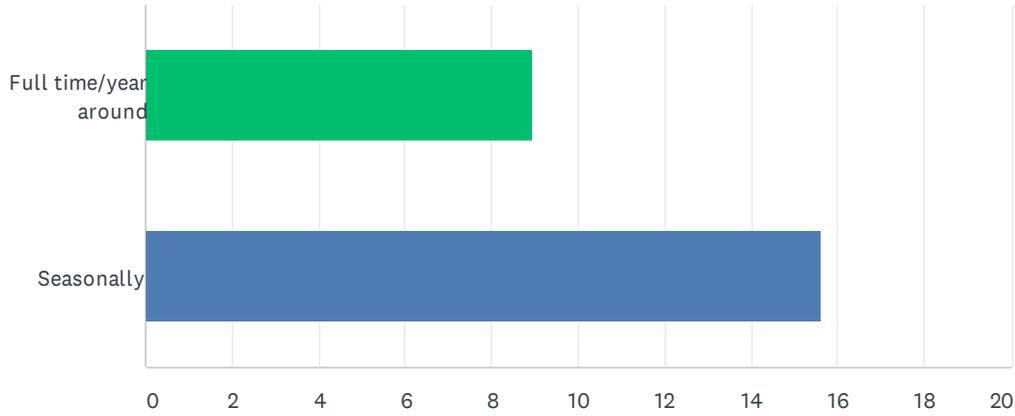
Answered: 67 Skipped: 8



ANSWER CHOICES	RESPONSES	
No Change	1.49%	1
Down slightly	5.97%	4
Down significantly	73.13%	49
Up slightly	0.00%	0
Up significantly	0.00%	0
TOTAL		67

Q5 How many people do you employ?

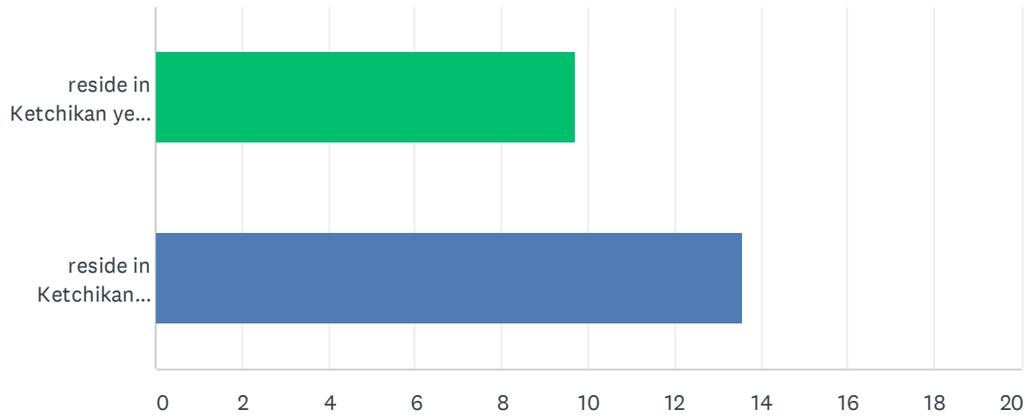
Answered: 75 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Full time/year around	9	528	59
Seasonally	16	982	63
Total Respondents: 75			

Q6 How many of your Ketchikan based employees

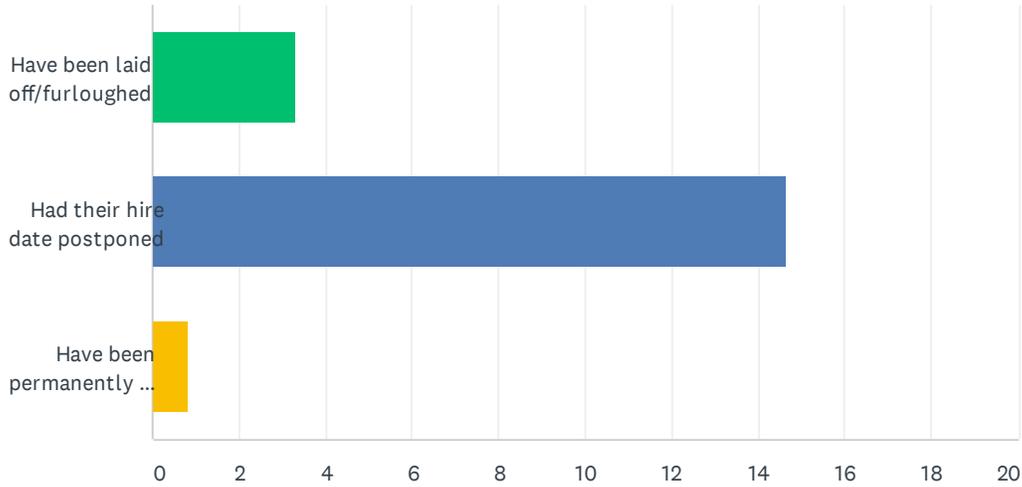
Answered: 75 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
reside in Ketchikan year around	10	710	73
reside in Ketchikan seasonally	14	583	43
Total Respondents: 75			

Q7 As a result of COVID-19 how many employees

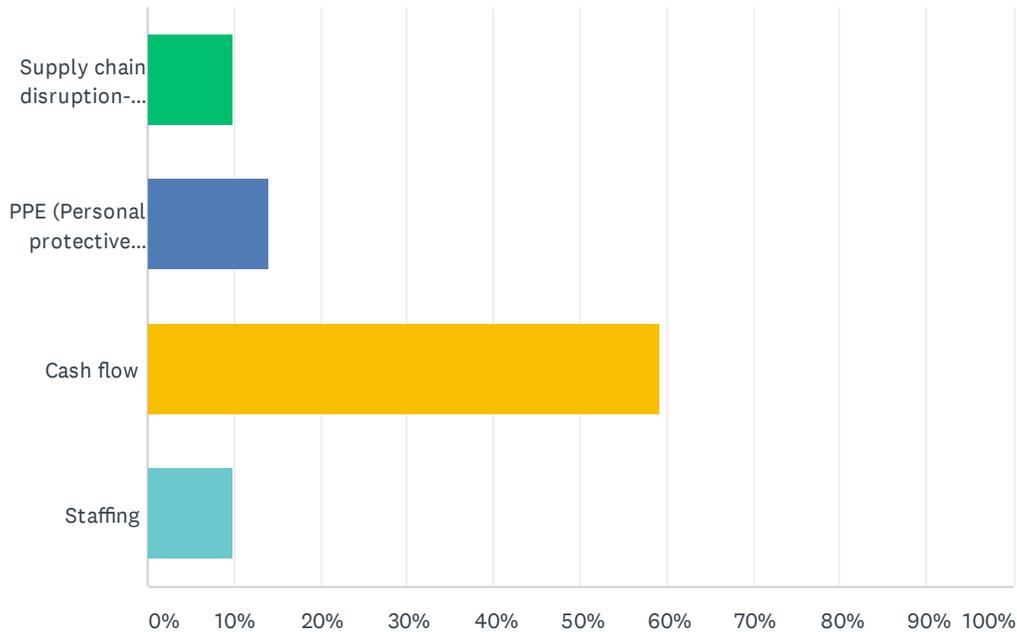
Answered: 71 Skipped: 4



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Have been laid off/furloughed	3	189	57
Had their hire date postponed	15	776	53
Have been permanently let go	1	28	34
Total Respondents: 71			

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

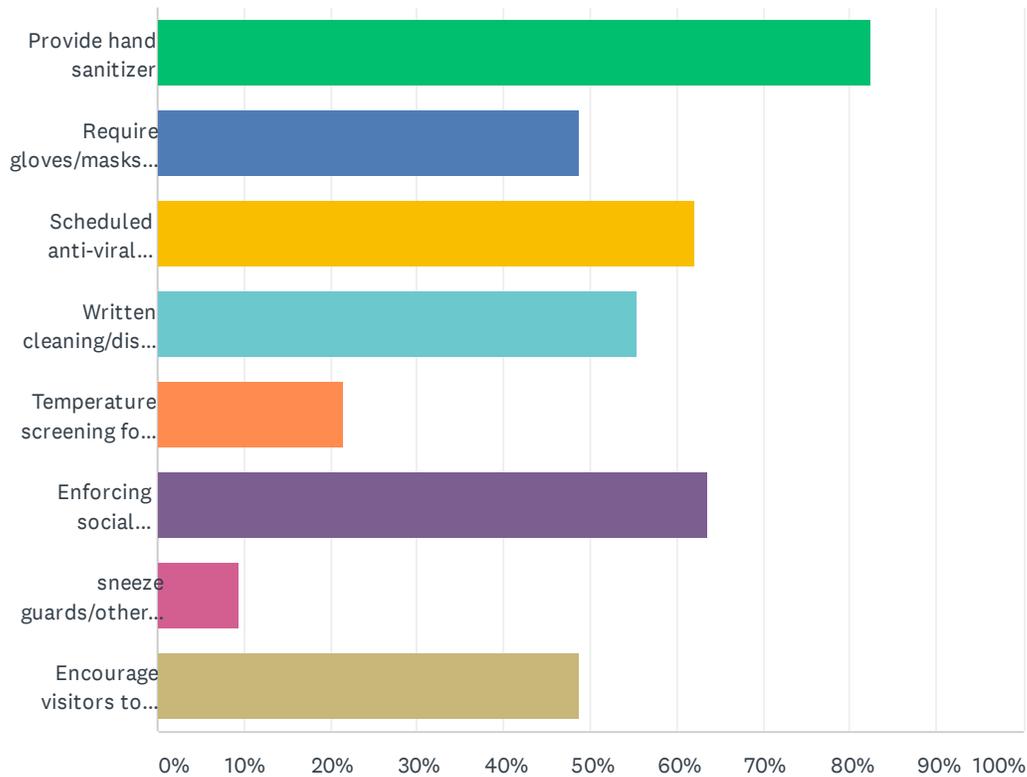
Answered: 71 Skipped: 4



ANSWER CHOICES	RESPONSES	
Supply chain disruption- delays in receiving supplies, equipment	9.86%	7
PPE (Personal protective equipment) availability for employees	14.08%	10
Cash flow	59.15%	42
Staffing	9.86%	7
TOTAL		71

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

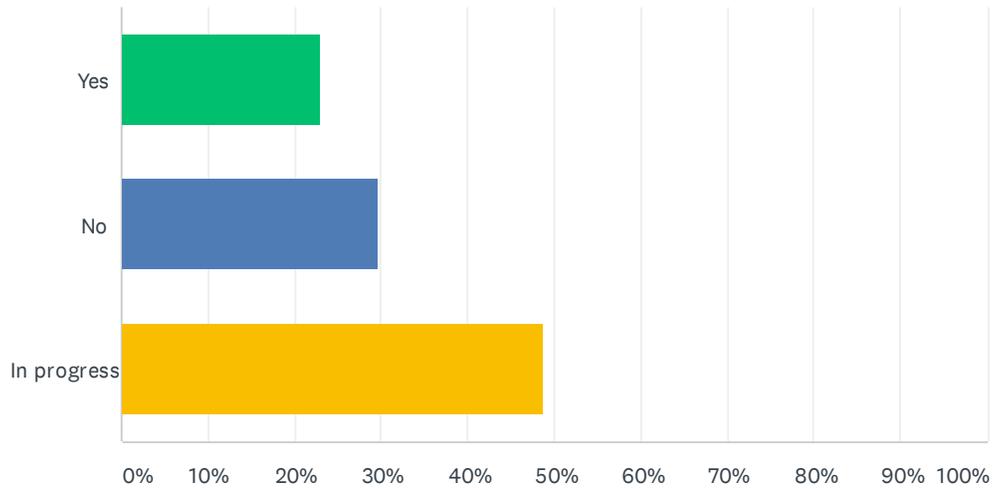
Answered: 74 Skipped: 1



ANSWER CHOICES	RESPONSES	
Provide hand sanitizer	82.43%	61
Require gloves/masks for employees	48.65%	36
Scheduled anti-viral cleaning/sanitation	62.16%	46
Written cleaning/disinfecting instructions for staff including schedule	55.41%	41
Temperature screening for employees	21.62%	16
Enforcing social distancing	63.51%	47
sneeze guards/other barriers	9.46%	7
Encourage visitors to wear masks	48.65%	36
Total Respondents: 74		

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

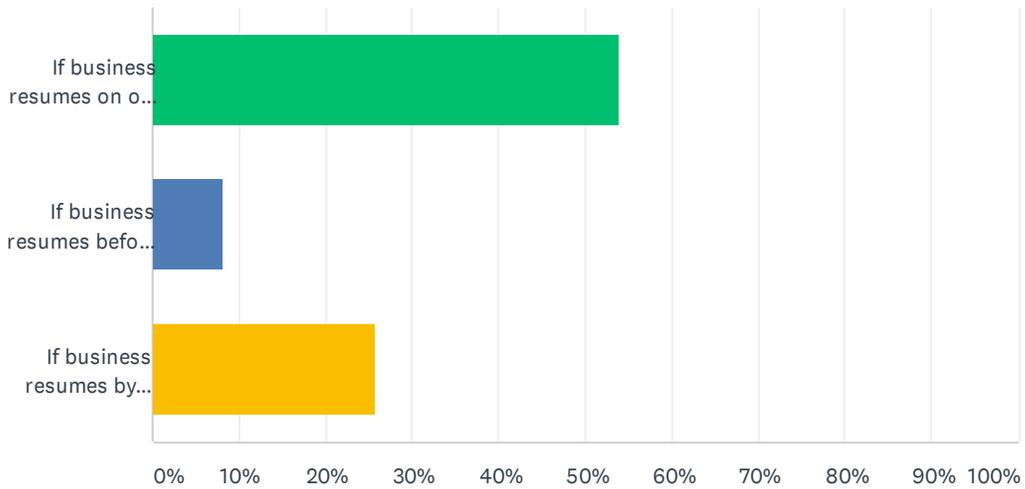
Answered: 74 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	22.97%	17
No	29.73%	22
In progress	48.65%	36
Total Respondents: 74		

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

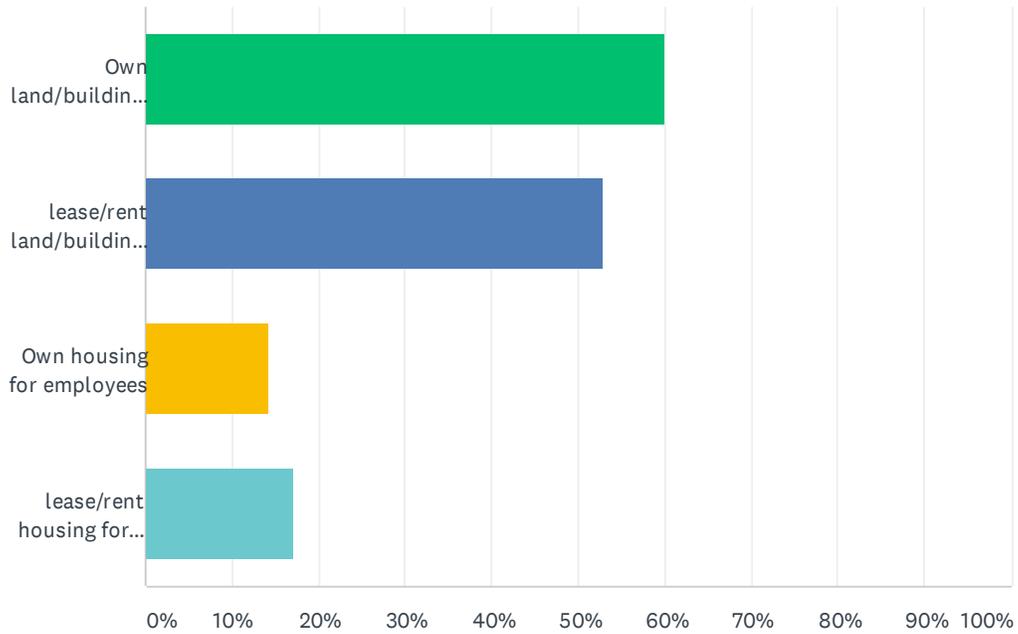
Answered: 74 Skipped: 1



ANSWER CHOICES	RESPONSES	
If business resumes on or around July 1	54.05%	40
If business resumes before the end of 2020	8.11%	6
If business resumes by spring of 2021	25.68%	19
TOTAL		74

Q12 Does your business

Answered: 70 Skipped: 5



ANSWER CHOICES	RESPONSES	
Own land/buildings for operations	60.00%	42
lease/rent land/buildings for operations	52.86%	37
Own housing for employees	14.29%	10
lease/rent housing for employees	17.14%	12
Total Respondents: 70		

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Answered: 34 Skipped: 41

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:06:50 PM
Last Modified: Tuesday, April 28, 2020 2:09:14 PM
Time Spent: 00:02:23
IP Address: 65.74.67.104

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Respondent skipped this question

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Respondent skipped this question

Q5 How many people do you employ?

Full time/year around	8
Seasonally	4

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	12
reside in Ketchikan seasonally	0

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	2
Had their hire date postponed	0
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Supply chain disruption- delays in receiving supplies, equipment

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Temperature screening for employees,
Enforcing social distancing,
Encourage visitors to wear masks**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:05:46 PM
Last Modified: Tuesday, April 28, 2020 2:09:39 PM
Time Spent: 00:03:52
IP Address: 66.223.182.55

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Attraction - museum, performance

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>						
<p>Q5 How many people do you employ?</p>	<table> <tr> <td>Full time/year around</td> <td style="text-align: right;">10</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">15</td> </tr> </table>	Full time/year around	10	Seasonally	15		
Full time/year around	10						
Seasonally	15						
<p>Q6 How many of your Ketchikan based employees</p>	<table> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">3</td> </tr> </table>	reside in Ketchikan year around	1	reside in Ketchikan seasonally	3		
reside in Ketchikan year around	1						
reside in Ketchikan seasonally	3						
<p>Q7 As a result of COVID-19 how many employees</p>	<table> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">15</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">0</td> </tr> </table>	Have been laid off/furloughed	0	Had their hire date postponed	15	Have been permanently let go	0
Have been laid off/furloughed	0						
Had their hire date postponed	15						
Have been permanently let go	0						
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>						
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing</p>						
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>No</p>						
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes by spring of 2021</p>						
<p>Q12 Does your business</p>	<p>Own land/buildings for operations</p>						
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>						

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:04:00 PM
Last Modified: Tuesday, April 28, 2020 2:10:11 PM
Time Spent: 00:06:10
IP Address: 50.232.250.99

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter
Q2 What is the current status of your operations?	Seasonal
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Seasonally 4
Q6 How many of your Ketchikan based employees	reside in Ketchikan seasonally 4
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 3
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing, Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com. **No**

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long? **If business resumes on or around July 1**

Q12 Does your business **Own land/buildings for operations,**
Own housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

The SBA is a joke, for a seasonal business like the ones in Ketchikan. I do not think they give a rats ass about us.

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:08:37 PM
Last Modified: Tuesday, April 28, 2020 2:14:14 PM
Time Spent: 00:05:36
IP Address: 97.126.77.208

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Dining/Lounge,**
Retail

Q2 What is the current status of your operations? **Closed**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Respondent skipped this question**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Respondent skipped this question**

Q5 How many people do you employ? **Full time/year around 12**
Seasonally 200

Ketchikan Tourism Business Impacts from COVID-19

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **20**
reside in Ketchikan seasonally **190**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **10**
Had their hire date postponed **190**
Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business? **Provide hand sanitizer,**
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com. **In progress**

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long? **If business resumes on or around July 1**

Q12 Does your business **Own land/buildings for operations,**
lease/rent land/buildings for operations,
Own housing for employees,
lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group. **Respondent skipped this question**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:08:38 PM
Last Modified: Tuesday, April 28, 2020 2:16:47 PM
Time Spent: 00:08:08
IP Address: 66.176.96.91

Page 1: COVID-19 Ketchikan Tourism Industry survey

<p>Q1 What sector best describes your business- select all that apply</p>	<p>Retail</p>
<p>Q2 What is the current status of your operations?</p>	<p>Seasonal</p>
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Other (please specify): N/a</p>
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Other (please specify): N/a</p>
<p>Q5 How many people do you employ?</p>	<p>Seasonally 8</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan seasonally 8</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Had their hire date postponed 8</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Supply chain disruption- delays in receiving supplies, equipment</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing, Encourage visitors to wear masks</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

**lease/rent land/buildings for operations,
lease/rent housing for employees**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:13:32 PM
Last Modified: Tuesday, April 28, 2020 2:19:36 PM
Time Spent: 00:06:04
IP Address: 206.223.204.86

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Other (please specify):
N/A

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Other (please specify):
N/A

Q5 How many people do you employ?

Full time/year around **4**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **4**

Q7 As a result of COVID-19 how many employees
 Have been laid off/furloughed **0**
 Had their hire date postponed **0**
 Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?
 Other (please specify):
 Cash flow uncertainty

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?
Enforcing social distancing

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.
No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?
If business resumes before the end of 2020

Q12 Does your business
Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

The ripple effect. We don't directly deal with the tourists, but if seasonal businesses don't get paid, they can't pay us, and we can't pay others...

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:17:30 PM
Last Modified: Tuesday, April 28, 2020 2:21:08 PM
Time Spent: 00:03:38
IP Address: 206.223.197.214

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply
Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

<p>Q2 What is the current status of your operations?</p>	<p>Open- Essential service</p>						
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Down from 2019</p>						
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>						
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">2</td> </tr> </table>	Full time/year around	9	Seasonally	2		
Full time/year around	9						
Seasonally	2						
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">5</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">1</td> </tr> </table>	reside in Ketchikan year around	5	reside in Ketchikan seasonally	1		
reside in Ketchikan year around	5						
reside in Ketchikan seasonally	1						
<p>Q7 As a result of COVID-19 how many employees</p>	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">0</td> </tr> </table>	Have been laid off/furloughed	0	Had their hire date postponed	2	Have been permanently let go	0
Have been laid off/furloughed	0						
Had their hire date postponed	2						
Have been permanently let go	0						
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>						
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing, sneeze guards/other barriers, Encourage visitors to wear masks</p>						
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>Yes</p>						

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes before the end of 2020

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

We'll need a strong independent traveler campaign, asking locals to invite family and friends...

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:16:50 PM
Last Modified: Tuesday, April 28, 2020 2:21:14 PM
Time Spent: 00:04:24
IP Address: 165.225.50.136

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around **6**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **6**

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **4**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Staffing,

Other (please specify):

Staffing and Cash Flow (survey didn't allow multiple selections on this question)

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Scheduled anti-viral cleaning/sanitation ,

Enforcing social distancing,

Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations,

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:19:42 PM
Last Modified: Tuesday, April 28, 2020 2:23:33 PM
Time Spent: 00:03:51
IP Address: 206.223.210.122

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations,

Dining/Lounge

Q2 What is the current status of your operations?

Closed

<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Down from 2019</p>				
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>				
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td>5</td> </tr> <tr> <td>Seasonally</td> <td>35</td> </tr> </table>	Full time/year around	5	Seasonally	35
Full time/year around	5				
Seasonally	35				
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td>20</td> </tr> </table>	reside in Ketchikan year around	20		
reside in Ketchikan year around	20				
<p>Q7 As a result of COVID-19 how many employees</p>	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td>5</td> </tr> <tr> <td>Had their hire date postponed</td> <td>25</td> </tr> </table>	Have been laid off/furloughed	5	Had their hire date postponed	25
Have been laid off/furloughed	5				
Had their hire date postponed	25				
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Staffing</p>				
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing, sneeze guards/other barriers</p>				
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>Yes</p>				
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes by spring of 2021</p>				
<p>Q12 Does your business</p>	<p>Own land/buildings for operations</p>				

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:17:06 PM
Last Modified: Tuesday, April 28, 2020 2:26:24 PM
Time Spent: 00:09:18
IP Address: 206.223.197.2

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

**Transportation,
Tour Operator/Charter**

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	30
Seasonally	30

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	34
reside in Ketchikan seasonally	26

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	28
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow,
Other (please specify):
All of the above.

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
,
Enforcing social distancing

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

Own land/buildings for operations,
lease/rent land/buildings for operations,
Own housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:22:31 PM
Last Modified: Tuesday, April 28, 2020 2:30:13 PM
Time Spent: 00:07:41
IP Address: 65.74.68.41

Ketchikan Tourism Business Impacts from COVID-19

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter	
Q2 What is the current status of your operations?	Seasonal	
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019	
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly	
Q5 How many people do you employ?	Full time/year around	1
	Seasonally	7
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around	2
	reside in Ketchikan seasonally	6
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed	4
	Had their hire date postponed	3
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	<p>Provide hand sanitizer,</p> <p>Require gloves/masks for employees,</p> <p>Written cleaning/disinfecting instructions for staff including schedule</p> <p>,</p> <p>Encourage visitors to wear masks</p>	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1	

Q12 Does your business

Own land/buildings for operations,

Other (please specify):

moorage fees required to pay even if no charters to Knudson Cove in order to keep moorage for 2021 season.

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:17:14 PM
Last Modified: Tuesday, April 28, 2020 2:30:56 PM
Time Spent: 00:13:42
IP Address: 206.223.201.214

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Attraction - museum, performance,
Transportation,
Tour Operator/Charter

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019,

Other (please specify):

Have lost 1500 pre book customers just this Spring. Down 95% from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly,

Other (please specify):

non existant

Q5 How many people do you employ?

Full time/year around	2
Seasonally	16

<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 13 reside in Ketchikan seasonally 3</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Had their hire date postponed 13</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow, Other (please specify): There is absolutely NO Economy Locally</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Written cleaning/disinfecting instructions for staff including schedule , Encourage visitors to wear masks</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>Other (please specify): no long</p>
<p>Q12 Does your business</p>	<p>lease/rent land/buildings for operations, lease/rent housing for employees</p>
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:19:33 PM
Last Modified: Tuesday, April 28, 2020 2:31:09 PM
Time Spent: 00:11:36
IP Address: 64.44.223.82

Page 1: COVID-19 Ketchikan Tourism Industry survey

<p>Q1 What sector best describes your business- select all that apply</p>	<p>Tour Operator/Charter</p>	
<p>Q2 What is the current status of your operations?</p>	<p>Closed</p>	
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Down from 2019, Other (please specify): Outlook for 2020 is bleak.</p>	
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly, Other (please specify): Have not gotten any new bookings in 30 days</p>	
<p>Q5 How many people do you employ?</p>	<p>Full time/year around</p>	<p>2</p>
	<p>Seasonally</p>	<p>5</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around</p>	<p>4</p>
	<p>reside in Ketchikan seasonally</p>	<p>1</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 1 Had their hire date postponed 2 Have been permanently let go 0</p>	
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow, Other (please specify): We normally make 99% of our year round operating cost between May and September. With the season not starting until sometime in July and more then 50% of the sailing form July - September cancelling we will not have monies to make it through the winter.</p>	
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Enforcing social distancing</p>	

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress,

Other (please specify):

Waiting to see what we will be required to do in order to operate given it is physically impossible for us to keep unrelated people 6' apart in a small aircraft

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1,

Other (please specify):

Not sure

Q12 Does your business

Own land/buildings for operations,

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Wondering what help will be available for businesses that make most or all of their yearly operating cost May - September.

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:28:15 PM
Last Modified: Tuesday, April 28, 2020 2:31:43 PM
Time Spent: 00:03:27
IP Address: 206.223.210.106

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Other (please specify):

Mall

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Respondent skipped this question

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Respondent skipped this question

Ketchikan Tourism Business Impacts from COVID-19

Q5 How many people do you employ?	Full time/year around Seasonally	5 5
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around reside in Ketchikan seasonally	5 5
Q7 As a result of COVID-19 how many employees	Respondent skipped this question	
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Respondent skipped this question	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Enforcing social distancing	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1	
Q12 Does your business	Own land/buildings for operations, lease/rent land/buildings for operations	
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	Respondent skipped this question	

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:28:18 PM
Last Modified: Tuesday, April 28, 2020 2:32:30 PM
Time Spent: 00:04:12
IP Address: 64.44.214.76

Page 1: COVID-19 Ketchikan Tourism Industry survey

<p>Q1 What sector best describes your business- select all that apply</p>	<p>Retail</p>				
<p>Q2 What is the current status of your operations?</p>	<p>Closed- but offering limited services</p>				
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Respondent skipped this question</p>				
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Respondent skipped this question</p>				
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">2</td> </tr> </table>	Full time/year around	1	Seasonally	2
Full time/year around	1				
Seasonally	2				
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">3</td> </tr> </table>	reside in Ketchikan year around	3		
reside in Ketchikan year around	3				
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 3</p>				
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow, Other (please specify): After a poor Christmas season downtown, we were all hopeful for the 2020 cruise season and the ability to better plan for next fall/winter. Now, we're strapped and not sure what to do.</p>				
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing, Encourage visitors to wear masks</p>				

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No,
Other (please specify):
We are following state and federal guidelines.

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1,
Other (please specify):
We need some summer sales, or we have to decide...

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

It would be amazing if the city could waive rental taxes and pay attention to surcharges on businesses downtown. My water usage keeps increasing and I operate in 300 sq feet. The shop has been closed with zero traffic, yet the rate is going up. No one is there flushing the toilet or washing hands it makes no sense.

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:27:34 PM
Last Modified: Tuesday, April 28, 2020 2:34:37 PM
Time Spent: 00:07:03
IP Address: 206.223.199.64

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Ketchikan Tourism Business Impacts from COVID-19

Q5 How many people do you employ?	Full time/year around Seasonally	1 4
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around reside in Ketchikan seasonally	4 1
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed Have been permanently let go	1 4
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Supply chain disruption- delays in receiving supplies, equipment	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Encourage visitors to wear masks	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	No	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021	
Q12 Does your business	lease/rent land/buildings for operations	

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

For local retail, many shops have made a huge effort to be pro-active, deliver or build websites and we need to get locals to step up and do what they can to sustain local business through the summer. This is not the year to give more money to Amazon.

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:22:38 PM
Last Modified: Tuesday, April 28, 2020 2:36:49 PM
Time Spent: 00:14:10
IP Address: 206.223.202.156

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Other (please specify):
 POSTAL TO BOTH VISITORS AND CREW FROM SHIPS AND SHOPS

Q2 What is the current status of your operations? **Open- Essential service**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Other (please specify):
 N/A

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ?

Full time/year around	4
Seasonally	6

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **6**

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	2
Had their hire date postponed	2

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Temperature screening for employees,
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

I know that some people are happy about the not having ships, but they don't realize the trickle down effect. It's not good for our town period.

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:29:41 PM
Last Modified: Tuesday, April 28, 2020 2:41:25 PM
Time Spent: 00:11:43
IP Address: 206.223.201.26

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Closed

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	21
Seasonally	200

Ketchikan Tourism Business Impacts from COVID-19

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **30**
reside in Ketchikan seasonally **155**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **1**
Had their hire date postponed **179**
Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?
Staffing,
Other (please specify):
All are applicable

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?
Provide hand sanitizer,
Enforcing social distancing

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.
Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?
If business resumes by spring of 2021

Q12 Does your business
Own land/buildings for operations,
lease/rent land/buildings for operations,
Own housing for employees,
lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.
Respondent skipped this question

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:35:24 PM
Last Modified: Tuesday, April 28, 2020 2:42:14 PM
Time Spent: 00:06:49
IP Address: 65.74.71.216

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter	
Q2 What is the current status of your operations?	Seasonal	
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019	
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly	
Q5 How many people do you employ?	Full time/year around	2
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around	2
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed	2
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Other (please specify): We are unable to run in a fashion that meets social distancing guidelines.	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021	
Q12 Does your business	Respondent skipped this question	

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

We are a relatively new business that did great our first year and reservations/projections were looking to be 25% over last year until COVID wrecked the season. This situation might fold us. Especially as federal relief dollars seem to be slipping away.

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:38:27 PM
Last Modified: Tuesday, April 28, 2020 2:45:04 PM
Time Spent: 00:06:36
IP Address: 65.74.70.201

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter
Q2 What is the current status of your operations?	Seasonal
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Seasonally 50
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 10 reside in Ketchikan seasonally 40
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 10 Had their hire date postponed 25
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

Own land/buildings for operations,
lease/rent land/buildings for operations,
Own housing for employees,
lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:35:13 PM
Last Modified: Tuesday, April 28, 2020 2:49:35 PM
Time Spent: 00:14:22
IP Address: 107.77.205.235

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations,
Retail,
Transportation,
Tour Operator/Charter,
Other (please specify):
Rental Boats

<p>Q2 What is the current status of your operations?</p>	<p>Seasonal</p>						
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Up from 2019</p>						
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>						
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">8</td> </tr> </table>	Full time/year around	2	Seasonally	8		
Full time/year around	2						
Seasonally	8						
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">6</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">4</td> </tr> </table>	reside in Ketchikan year around	6	reside in Ketchikan seasonally	4		
reside in Ketchikan year around	6						
reside in Ketchikan seasonally	4						
<p>Q7 As a result of COVID-19 how many employees</p>	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">6</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">1</td> </tr> </table>	Have been laid off/furloughed	1	Had their hire date postponed	6	Have been permanently let go	1
Have been laid off/furloughed	1						
Had their hire date postponed	6						
Have been permanently let go	1						
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Supply chain disruption- delays in receiving supplies, equipment</p>						
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer,</p> <p>Require gloves/masks for employees,</p> <p>Scheduled anti-viral cleaning/sanitation ,</p> <p>Written cleaning/disinfecting instructions for staff including schedule</p> <p>,</p> <p>Temperature screening for employees,</p> <p>Enforcing social distancing,</p> <p>Encourage visitors to wear masks,</p> <p>Other (please specify):</p> <p>Reduced lodge capacity by 25% to create more physical distances</p>						

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes,
In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations,
Own housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Mitigation measures to include accommodations for visitors diagnosed with COVID while in Ketchikan. This is the biggest barrier to starting my business operations.

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:48:16 PM
Last Modified: Tuesday, April 28, 2020 2:52:45 PM
Time Spent: 00:04:29
IP Address: 206.223.213.75

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Other (please specify):
Religious

Q2 What is the current status of your operations?

Closed- but offering limited services

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down slightly

Q5 How many people do you employ?

Full time/year around 3

<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 3 reside in Ketchikan seasonally 0</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 0 Had their hire date postponed 0 Have been permanently let go 0</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Supply chain disruption- delays in receiving supplies, equipment</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Other (please specify): To be determined</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes by spring of 2021</p>
<p>Q12 Does your business</p>	<p>Own land/buildings for operations</p>
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:48:40 PM
Last Modified: Tuesday, April 28, 2020 2:54:10 PM
Time Spent: 00:05:30
IP Address: 206.223.205.214

Ketchikan Tourism Business Impacts from COVID-19

Q1 What sector best describes your business- select all that apply	Other (please specify): Training
Q2 What is the current status of your operations?	Seasonal
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Seasonally 1
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 1
Q7 As a result of COVID-19 how many employees	Had their hire date postponed 1
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Other (please specify): None related
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Other (please specify): Rolling activities dependent on virus.
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	No
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	Other (please specify): Yes
Q12 Does your business	Other (please specify): No

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

None

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:54:58 PM
Last Modified: Tuesday, April 28, 2020 2:59:19 PM
Time Spent: 00:04:20
IP Address: 64.44.218.145

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter	
Q2 What is the current status of your operations?	Seasonal	
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Down from 2019	
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly	
Q5 How many people do you employ?	Seasonally	12
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around	12
Q7 As a result of COVID-19 how many employees	Had their hire date postponed	11
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Staffing	

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Enforcing social distancing**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:49:25 PM
Last Modified: Tuesday, April 28, 2020 2:59:38 PM
Time Spent: 00:10:12
IP Address: 187.207.109.39

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

**Transportation,
Tour Operator/Charter**

Q2 What is the current status of your operations?

Closed

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Ketchikan Tourism Business Impacts from COVID-19

Q5 How many people do you employ?	Seasonally 25
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 20 reside in Ketchikan seasonally 5
Q7 As a result of COVID-19 how many employees	Had their hire date postponed 25
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	PPE (Personal protective equipment) availability for employees
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing, sneeze guards/other barriers, Encourage visitors to wear masks
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	Yes
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1
Q12 Does your business	lease/rent land/buildings for operations
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	
An standard and universal, industry enforced sanitation system would be a step in the right direction for responding to the risk and mitigating the spread of COVID-19 to employees, guests and the community	

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:47:03 PM
Last Modified: Tuesday, April 28, 2020 3:00:18 PM
Time Spent: 00:13:14
IP Address: 206.223.201.126

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations,
 Other (please specify):
 Hotel

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly,
 Other (please specify):
 We have lost 99% of our reservations for April-May and facing over 50% reduction for June-August at this time. Sadly, we anticipate further negative effects as time goes on for this season.

Q5 How many people do you employ?

Full time/year around	10
Seasonally	22

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	10
reside in Ketchikan seasonally	22

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	6
Had their hire date postponed	2
Have been permanently let go	10

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow,
 Other (please specify):
 Along with additional PPE (mostly masks), if mandatory, and possibly staffing, depending on sudden demand hikes

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Enforcing social distancing,
 Other (please specify):
 antibacterial soap provided in every room; strict cleaning and disinfecting practices based on CDC recommendations and guidelines

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations,
lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:58:02 PM
Last Modified: Tuesday, April 28, 2020 3:01:50 PM
Time Spent: 00:03:47
IP Address: 65.74.71.12

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

Q2 What is the current status of your operations?	Open- Essential service						
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Down from 2019						
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly						
Q5 How many people do you employ?	<table> <tr> <td>Full time/year around</td> <td>9</td> </tr> <tr> <td>Seasonally</td> <td>0</td> </tr> </table>	Full time/year around	9	Seasonally	0		
Full time/year around	9						
Seasonally	0						
Q6 How many of your Ketchikan based employees	<table> <tr> <td>reside in Ketchikan year around</td> <td>9</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td>0</td> </tr> </table>	reside in Ketchikan year around	9	reside in Ketchikan seasonally	0		
reside in Ketchikan year around	9						
reside in Ketchikan seasonally	0						
Q7 As a result of COVID-19 how many employees	<table> <tr> <td>Have been laid off/furloughed</td> <td>5</td> </tr> <tr> <td>Had their hire date postponed</td> <td>0</td> </tr> <tr> <td>Have been permanently let go</td> <td>0</td> </tr> </table>	Have been laid off/furloughed	5	Had their hire date postponed	0	Have been permanently let go	0
Have been laid off/furloughed	5						
Had their hire date postponed	0						
Have been permanently let go	0						
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Supply chain disruption- delays in receiving supplies, equipment						
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	<p>Provide hand sanitizer,</p> <p>Require gloves/masks for employees,</p> <p>Scheduled anti-viral cleaning/sanitation ,</p> <p>Enforcing social distancing,</p> <p>Encourage visitors to wear masks</p>						
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	No						
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021						
Q12 Does your business	Own land/buildings for operations						

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:59:53 PM
Last Modified: Tuesday, April 28, 2020 3:02:18 PM
Time Spent: 00:02:25
IP Address: 65.74.64.36

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Respondent skipped this question

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Respondent skipped this question

Q5 How many people do you employ?

Full time/year around	34
Seasonally	3

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	37
---------------------------------	-----------

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	0
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

PPE (Personal protective equipment) availability for employees

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Enforcing social distancing,
sneeze guards/other barriers**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:46:45 PM
Last Modified: Tuesday, April 28, 2020 3:02:50 PM
Time Spent: 00:16:04
IP Address: 206.223.205.94

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

**Other (please specify):
We still do not have any idea if it will be feasible to even try to open?**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

**Other (please specify):
It's almost at zero!**

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Other (please specify): incoming reservations none! No calls. Only cancelations May through Sept not just May and June.</p>
<p>Q5 How many people do you employ?</p>	<p>Seasonally 2</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year 2 around</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 0 Had their hire date postponed 0 Have been permanently let go 0</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Other (please specify): The cruise industry not being here devastates us no guests no work.</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Encourage visitors to wear masks</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>No</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>Other (please specify): With the cancellations limited ships we may have to just give up and try next year.</p>
<p>Q12 Does your business</p>	<p>lease/rent land/buildings for operations</p>
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p> <p>This is almost a total loss. we make our money putting people together to make a trip of six individuals. I believe this is a serious matter but these regulations are a total joke!</p>	

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:58:59 PM
Last Modified: Tuesday, April 28, 2020 3:03:37 PM
Time Spent: 00:04:38
IP Address: 206.223.209.104

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Transportation, Tour Operator/Charter**

Q2 What is the current status of your operations? **Open- Essential service**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **About the same**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? **Full time/year around 5**
Seasonally 17

Q6 How many of your Ketchikan based employees **reside in Ketchikan year around 8**
reside in Ketchikan seasonally 9

Q7 As a result of COVID-19 how many employees **Have been laid off/furloughed 3**
Had their hire date postponed 9
Have been permanently let go 0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
,
Enforcing social distancing,
Encourage visitors to wear masks**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:53:17 PM
Last Modified: Tuesday, April 28, 2020 3:05:39 PM
Time Spent: 00:12:22
IP Address: 64.44.215.215

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Seasonally 3
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 3
Q7 As a result of COVID-19 how many employees	Respondent skipped this question
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Other (please specify): 6' social distancing
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Respondent skipped this question
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	Respondent skipped this question
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1
Q12 Does your business	lease/rent land/buildings for operations
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	Respondent skipped this question

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:02:27 PM
Last Modified: Tuesday, April 28, 2020 3:10:10 PM
Time Spent: 00:07:42
IP Address: 206.223.209.142

Page 1: COVID-19 Ketchikan Tourism Industry survey

<p>Q1 What sector best describes your business- select all that apply</p>	<p>Indirect – businesses that provide services to tourism related companies but don't directly serve visitors</p>
<p>Q2 What is the current status of your operations?</p>	<p>Closed- but offering limited services</p>
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Respondent skipped this question</p>
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Respondent skipped this question</p>
<p>Q5 How many people do you employ?</p>	<p>Full time/year around 2</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 2</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 1</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow, Other (please specify): ppe and protective measures will prevent most business interaction with customers. If masks, gloves, and touching surfaces are still in effect, the customer can not consume my products.</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Enforcing social distancing</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>Yes</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>Other (please specify): my business depends on the businesses i service. if they don't make it, i don't either.</p>

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:54:52 PM
Last Modified: Tuesday, April 28, 2020 3:14:52 PM
Time Spent: 00:19:59
IP Address: 65.74.66.254

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Dining/Lounge

Q2 What is the current status of your operations?

Closed

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019,
 Other (please specify):
 Tours groups have reserved our Cabaret for several tours a day as of 2019. Obviously, there are none booked so far this year. Likewise, we expect few customers (compared to last year, essentially none) until the tourism industry is open again. The rest of the staff of all the related shops, tours, bus drivers, not to mention the fishermen & cannery workers, etc., are just not here. The usual locals are largely shut down, too. We're dead.

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly,
 Other (please specify):
 None. Zero. Zip.

Q5 How many people do you employ?

Full time/year around	3
Seasonally	7

Ketchikan Tourism Business Impacts from COVID-19

Q6 How many of your Ketchikan based employees	reside in Ketchikan year around reside in Ketchikan seasonally	5 2
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed Had their hire date postponed Have been permanently let go	1 5 0
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress, Other (please specify): Essentially adopting the state mandates & recommendations for our industry.	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1, Other (please specify): hopefully . . .	
Q12 Does your business	Own land/buildings for operations	
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group. So much of this is out of our control. I don't want to die; I don't want to go bankrupt & totally lose everything.		

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:16:52 PM
Last Modified: Tuesday, April 28, 2020 3:20:43 PM
Time Spent: 00:03:50
IP Address: 65.74.64.120

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	6
Seasonally	12

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	10
reside in Ketchikan seasonally	2

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	3
Had their hire date postponed	2
Have been permanently let go	3

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes before the end of 2020

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 2:55:08 PM
Last Modified: Tuesday, April 28, 2020 3:35:10 PM
Time Spent: 00:40:02
IP Address: 98.176.62.143

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations

Q2 What is the current status of your operations?

Other (please specify):
Open but no guests

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	1
Seasonally	2

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **2**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **2**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow,**
Other (please specify):
No Alaska Ferry, limited air service. FEAR

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business? **Provide hand sanitizer,**
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Encourage visitors to wear masks,
Other (please specify):
Take temperatures or staff and guests

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com. **Yes**

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long? Other (please specify):
As a seasonal lodge it is unlikely that we will have any business this year

Q12 Does your business **Own land/buildings for operations**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

There should be a serious effort made to attract independent travelers for this summer and next. Because of how poorly the cruise ship industry handled the virus cases people will be afraid to cruise for some time. About 60% of those scheduled to cruise in 2020 have ask for their money back or moved the trip to 2021.

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:30:56 PM
Last Modified: Tuesday, April 28, 2020 3:39:07 PM
Time Spent: 00:08:11
IP Address: 69.111.182.238

Page 1: COVID-19 Ketchikan Tourism Industry survey

<p>Q1 What sector best describes your business- select all that apply</p>	<p>Dining/Lounge</p>
<p>Q2 What is the current status of your operations?</p>	<p>Closed</p>
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Other (please specify): NA</p>
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Other (please specify): N/A</p>
<p>Q5 How many people do you employ?</p>	<p>Seasonally 35</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 33</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Had their hire date postponed 30</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

**lease/rent land/buildings for operations,
lease/rent housing for employees**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

We need to open. Many of the local businesses will not survive a fully season. The health risks affect a minute portion of the population and 99.9 percent of the population is suffering to perhaps protect a few, most of whom are already in the end stages of life or have other health issues. Let's get back to work!

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:35:35 PM
Last Modified: Tuesday, April 28, 2020 3:41:10 PM
Time Spent: 00:05:35
IP Address: 206.223.209.154

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around **1**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **1**

Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 0
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Respondent skipped this question
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Scheduled anti-viral cleaning/sanitation
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1
Q12 Does your business	Own land/buildings for operations
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	Respondent skipped this question

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:46:22 PM
Last Modified: Tuesday, April 28, 2020 3:51:07 PM
Time Spent: 00:04:44
IP Address: 69.12.2.3

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Indirect – businesses that provide services to tourism related companies but don't directly serve visitors
Q2 What is the current status of your operations?	Open- Essential service

Ketchikan Tourism Business Impacts from COVID-19

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

New business in 2020

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

No Change

Q5 How many people do you employ?

Full time/year around	25
Seasonally	0

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	25
reside in Ketchikan seasonally	0

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	0
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Respondent skipped this question

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Enforcing social distancing,
sneeze guards/other barriers**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:32:05 PM
Last Modified: Tuesday, April 28, 2020 4:03:59 PM
Time Spent: 00:31:53
IP Address: 65.74.72.62

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Retail**

Q2 What is the current status of your operations? **Seasonal**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Respondent skipped this question**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Respondent skipped this question**

Q5 How many people do you employ? **Full time/year around 3**
Seasonally 14

Q6 How many of your Ketchikan based employees **reside in Ketchikan year around 3**
reside in Ketchikan seasonally 10

Q7 As a result of COVID-19 how many employees **Have been laid off/furloughed 11**
Had their hire date postponed 11
Have been permanently let go 0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow,

Other (please specify):

We are bringing in a Skelton crew for May and June. Store will not be open. A large amount of our inventory that was ordered in Oct Nov and Dec has already arrived and needs to be taken care of. After June if no crew ships come in we will close and will only be able to keep our year long employees. We have applied for the PPP and the SBA loan. Two days ago there was \$3000 dollars put into our checking account but received no email or phone explaining it.

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,

Scheduled anti-viral cleaning/sanitation ,

Written cleaning/disinfecting instructions for staff including schedule

,

Temperature screening for employees,

Enforcing social distancing,

Other (please specify):

Require masks. We will follow all mandates if we are notified we will have ships. So far we have been given no information how we are to handle the cruise industry

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes,

Other (please specify):

With our limited staff we will keep social distancing; wearing of masks; and sanitizing work spaces.

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1,

Other (please specify):

If we are able to get some loans to help with this.

Q12 Does your business

lease/rent land/buildings for operations,

lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

If we do get cruise ships in which we really don't see happening we will need a directive of how we are going to deal with our visitors.

#40

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:03:54 PM
Last Modified: Tuesday, April 28, 2020 4:20:26 PM
Time Spent: 00:16:31
IP Address: 208.87.233.201

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Other (please specify):
N/A

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Other (please specify):
N/A

Q5 How many people do you employ?

Full time/year around	140
Seasonally	0

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	93
reside in Ketchikan seasonally	0

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	0
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Staffing,
Other (please specify):
Keeping our employees and customers safe

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
 Require gloves/masks for employees,
 Scheduled anti-viral cleaning/sanitation ,
 Written cleaning/disinfecting instructions for staff including schedule
 ,
 Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:21:21 PM
Last Modified: Tuesday, April 28, 2020 4:25:47 PM
Time Spent: 00:04:26
IP Address: 76.108.139.246

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Other (please specify):
 NA

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Other (please specify): NA</p>						
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">7</td> </tr> </table>	Full time/year around	0	Seasonally	7		
Full time/year around	0						
Seasonally	7						
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">6</td> </tr> </table>	reside in Ketchikan year around	1	reside in Ketchikan seasonally	6		
reside in Ketchikan year around	1						
reside in Ketchikan seasonally	6						
<p>Q7 As a result of COVID-19 how many employees</p>	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">7</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">0</td> </tr> </table>	Have been laid off/furloughed	0	Had their hire date postponed	7	Have been permanently let go	0
Have been laid off/furloughed	0						
Had their hire date postponed	7						
Have been permanently let go	0						
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>						
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Scheduled anti-viral cleaning/sanitation , Enforcing social distancing, Encourage visitors to wear masks</p>						
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>No</p>						
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes on or around July 1, Other (please specify): We will somehow figure things out if we have a July 1 start.</p>						
<p>Q12 Does your business</p>	<p>lease/rent land/buildings for operations, lease/rent housing for employees</p>						
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p> <p>We have no idea if the season will start and our cash flow had dried up. We are not sure how to sustain basic expenses until May 2021.</p>							

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:22:33 PM
Last Modified: Tuesday, April 28, 2020 4:31:18 PM
Time Spent: 00:08:44
IP Address: 206.223.203.216

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply Other (please specify):
 Manufacturing

Q2 What is the current status of your operations? **Open- with restrictions**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. Other (please specify):
 N/A

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: Other (please specify):
 N/A

Q5 How many people do you employ? Full time/year around **5**
 Seasonally **8**

Q6 How many of your Ketchikan based employees reside in Ketchikan year **8**
 around
 reside in Ketchikan seasonally **0**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **0**
 Had their hire date postponed **0**
 Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow,**
 Other (please specify):
 All of the above.

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Written cleaning/disinfecting instructions for staff including schedule
,
Enforcing social distancing

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

The PPP and EIDL programs fail to take into account the seasonality of a year round business: I'll lose 90-95% of my revenue with no tourist season; I'll have to start laying people off because I can't pay them; and my ability to produce goods will be severely curtailed. PPP doesn't allow the payroll calculations for me to hire folks if the season does open. The EDL will take (rumor has it) 5-6 months to process and get funds delivered, well after the point I need them to purchase raw materials, service overhead, etc. The whole thing is a nightmare, watching the train coming down the tracks, and nothing can be done to stop it.

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 3:51:32 PM
Last Modified: Tuesday, April 28, 2020 4:35:04 PM
Time Spent: 00:43:31
IP Address: 206.223.208.5

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Ketchikan Tourism Business Impacts from COVID-19

<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Up from 2019</p>
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>
<p>Q5 How many people do you employ?</p>	<p>Seasonally 12</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 6 reside in Ketchikan seasonally 6</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 2 Had their hire date postponed 12</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing, Encourage visitors to wear masks, Other (please specify): Charter boats its going to be difficult for social distancing</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>No</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes by spring of 2021</p>
<p>Q12 Does your business</p>	<p>lease/rent land/buildings for operations</p>

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#44

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:25:08 PM
Last Modified: Tuesday, April 28, 2020 4:38:27 PM
Time Spent: 00:13:19
IP Address: 64.44.223.29

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Retail**

Q2 What is the current status of your operations? Other (please specify): special appts.

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Down from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? Full time/year around **4**
Seasonally **3**

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **4**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **4**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **PPE (Personal protective equipment) availability for employees**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Written cleaning/disinfecting instructions for staff including schedule
,
Temperature screening for employees,
Enforcing social distancing,
Encourage visitors to wear masks,
Other (please specify):
probably all

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes before the end of 2020

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Concerns on keeping Ketchikan safe-

#45

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:18:08 PM
Last Modified: Tuesday, April 28, 2020 4:43:15 PM
Time Spent: 00:25:06
IP Address: 206.223.211.192

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Other (please specify):
Provide varies support services to the Cruise Line Companies while they are cruising inside the State

Ketchikan Tourism Business Impacts from COVID-19

<p>Q2 What is the current status of your operations?</p>	<p>Other (please specify): Work from home predominately</p>				
<p>Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.</p>	<p>Other (please specify): This is not a part of our operations</p>				
<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Other (please specify): This is not part of our operations</p>				
<p>Q5 How many people do you employ?</p>	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">15</td> </tr> </table>	Full time/year around	4	Seasonally	15
Full time/year around	4				
Seasonally	15				
<p>Q6 How many of your Ketchikan based employees</p>	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">8</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">11</td> </tr> </table>	reside in Ketchikan year around	8	reside in Ketchikan seasonally	11
reside in Ketchikan year around	8				
reside in Ketchikan seasonally	11				
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Had their hire date postponed 15</p>				
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Staffing, Other (please specify): We have advised/encouraged seasonal staff whom are mostly college age adults to search for jobs that may be available now since Cruise visits to the state are in flux.</p>				
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing, Other (please specify): Reduced number of employees working in the office at one time; closed to the public; require masks when out of your own office space</p>				
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>				

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long? **Respondent skipped this question**

Q12 Does your business **Own land/buildings for operations**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group. **Respondent skipped this question**

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:43:45 PM
Last Modified: Tuesday, April 28, 2020 4:49:23 PM
Time Spent: 00:05:37
IP Address: 206.223.217.173

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Tour Operator/Charter**

Q2 What is the current status of your operations? **Seasonal**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Up from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ?

Full time/year around	4
Seasonally	30

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	4
reside in Ketchikan seasonally	30

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **3**
 Had their hire date postponed **30**
 Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Temperature screening for employees,
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations,
lease/rent land/buildings for operations,
lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 4:45:12 PM
Last Modified: Tuesday, April 28, 2020 4:50:36 PM
Time Spent: 00:05:23
IP Address: 64.44.215.168

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Other (please specify): Boat rentals
Q2 What is the current status of your operations?	Closed
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Down from 2019
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Full time/year around 2 Seasonally 0
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 2 reside in Ketchikan seasonally 0
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 2
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1,
Other (please specify):
Need bookings and deposits to survive now

Q12 Does your business

Other (please specify):
No

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#48

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 5:00:53 PM
Last Modified: Tuesday, April 28, 2020 5:19:26 PM
Time Spent: 00:18:33
IP Address: 107.77.205.8

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations,
Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down slightly

Q5 How many people do you employ?

Seasonally

5

<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 5</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Respondent skipped this question</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>PPE (Personal protective equipment) availability for employees</p> <p>,</p> <p>Other (please specify): Hand sanitizer, paper towels, TP. It has also been difficult to make financial decisions without knowing if we will be allowed to operate. Paying for insurance, paying for supplies, etc.</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer,</p> <p>Require gloves/masks for employees,</p> <p>Scheduled anti-viral cleaning/sanitation ,</p> <p>Written cleaning/disinfecting instructions for staff including schedule</p> <p>,</p> <p>Temperature screening for employees,</p> <p>Enforcing social distancing,</p> <p>Encourage visitors to wear masks</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>Other (please specify): My business is seasonal. We have a 3 month season. If we are unable to operate this summer we will lose 100% of our income.</p>
<p>Q12 Does your business</p>	<p>Own land/buildings for operations,</p> <p>Other (please specify): We also have boats</p>

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

A complete shut down will be devastating to Ketchikan's economy. We need to develop a sensible plan to reduce risks, but allow some businesses to operate at some level. Elected officials also need to find ways to help businesses that are unable to operate.

#49

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 5:21:49 PM
Last Modified: Tuesday, April 28, 2020 5:38:07 PM
Time Spent: 00:16:17
IP Address: 65.74.66.169

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter
Q2 What is the current status of your operations?	Seasonal
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Other (please specify): Record booking for 2020 until march . 90% have canceled as of now , only 2 new inquiries since march 1 & they did not make a reservation. Expecting the summer to be a total LOSS !
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Other (please specify): Non existent!
Q5 How many people do you employ?	Full time/year around 1
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 1
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 1
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Other (please specify): Horrible (optics) for anyone wants that wants to get on a 3 thousand passenger Petri dish .

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

**Own land/buildings for operations,
Own housing for employees**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

If your going to have rules & mandates (enforce) them !

#50

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 5:43:08 PM
Last Modified: Tuesday, April 28, 2020 6:00:06 PM
Time Spent: 00:16:57
IP Address: 64.44.216.140

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>
<p>Q5 How many people do you employ?</p>	<p>Seasonally 1</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 1</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Had their hire date postponed 1</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes on or around July 1</p>
<p>Q12 Does your business</p>	<p>Respondent skipped this question</p>
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	
<p>On a normal season I have 5 months to make enough money to get threw the next 7 months and to be able to have money for start up for the following season. A delay of 2 or 3 months in the season will not allow me to make enough money to make it threw the winter.</p>	

#51

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 6:16:13 PM
Last Modified: Tuesday, April 28, 2020 6:22:31 PM
Time Spent: 00:06:18
IP Address: 64.44.216.123

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Tour Operator/Charter**

Q2 What is the current status of your operations? **Closed**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Up from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? **2**

Full time/year around	2
Seasonally	2

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **2**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **2**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Temperature screening for employees,
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

Other (please specify):
 June First

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#52

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 6:42:34 PM
Last Modified: Tuesday, April 28, 2020 7:00:06 PM
Time Spent: 00:17:32
IP Address: 107.77.196.39

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Closed

Ketchikan Tourism Business Impacts from COVID-19

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Other (please specify):
Non existent. No customers are calling to book and all bookings I had taken before the virus have cancelled

Q5 How many people do you employ?

Full time/year around **1**
Seasonally **1**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **0**
reside in Ketchikan seasonally **1**

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **1**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Other (please specify):
I have given up on being able to operate my business.

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No,
Other (please specify):
Action plan! A joke! The ships are not coming. People are afraid to cruise. The ships were the "face" of the virus on the national media. Politicians constantly did things like "whatever you do don't get on a cruise ship". I put in for both the disaster loan and the ppl and got nothing. Not even a response. Bills are mounting with no cash flow and you ask what my plan is?

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

Other (please specify):
No

Q12 Does your business

Own land/buildings for operations,
lease/rent land/buildings for operations,
lease/rent housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

The promise of a disaster loan was a lie And so was the promise of the ppl loan

#53

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 6:49:14 PM
Last Modified: Tuesday, April 28, 2020 7:01:19 PM
Time Spent: 00:12:04
IP Address: 65.74.71.154

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply	Tour Operator/Charter
Q2 What is the current status of your operations?	Closed
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Up from 2019
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly
Q5 How many people do you employ?	Seasonally 3
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 3
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed 3
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow, Other (please specify): In order to operate, we require that local bars are open for business. If they are not, we cannot operate.

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,

Temperature screening for employees,

Other (please specify):

Guests will be required to sanitize their hands and answer health question prior to departure.

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

lease/rent land/buildings for operations,

Own housing for employees

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

It is vital for the survival of the tourism industry that we can begin operations in July of 2020. If not, many companies will not survive until 2021.

#54

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 7:04:15 PM
Last Modified: Tuesday, April 28, 2020 7:11:28 PM
Time Spent: 00:07:12
IP Address: 65.74.68.165

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

About the same

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down slightly</p>
<p>Q5 How many people do you employ?</p>	<p>Full time/year around 2</p>
<p>Q6 How many of your Ketchikan based employees</p>	<p>reside in Ketchikan year around 2</p>
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 0</p>
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>PPE (Personal protective equipment) availability for employees , Other (please specify): My boat needs hand sanitizer</p>
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, sneeze guards/other barriers, Encourage visitors to wear masks</p>
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>No</p>
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes on or around July 1</p>
<p>Q12 Does your business</p>	<p>Respondent skipped this question</p>
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>

#55

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 7:01:12 PM
Last Modified: Tuesday, April 28, 2020 7:27:05 PM
Time Spent: 00:25:52
IP Address: 64.44.223.21

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Indirect – businesses that provide services to tourism related companies but don't directly serve visitors

,

Other (please specify):

Real estate and housing services

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down slightly,

Other (please specify):

While we are not seeing the appreciation in housing prices this year as same time last year, properties are still closing. while we do not currently have any vacancies, we are getting currently still filling them as they come available.

Q5 How many people do you employ?

Full time/year around	2
Seasonally	1

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	3
reside in Ketchikan seasonally	0

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	1
Had their hire date postponed	0
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule

Enforcing social distancing,

Other (please specify):

Common sense

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes,

Other (please specify):

Please remind me if you want a copy.

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes before the end of 2020

Q12 Does your business

lease/rent land/buildings for operations,

Other (please specify):

We help people buy, sell, lease housing for business and employees.

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

I appreciate the efforts of leadership to keep moving our community forward, albeit a bit slower than anticipated. We have to "set the table/clean the bathrooms" for guests so when they return, we're ready for the bounce back.

Keep up the good fight with thoughtful foundations laid for the next few generations. Keep our founding principles at the forefront of your minds, liberty and justice for ALL. There is no "normal," for now and the foreseeable future, for many. But for some, nothing much noticeable has changed, yet.

Be the great leaders I know you to be: empower the people and stay present. Help them get back to business on even footing, (preferably hitting the ground running.) and without fear of this kind of mega disruption again. Thank you for the opportunity to comment. God bless.

#56

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 8:47:09 PM
Last Modified: Tuesday, April 28, 2020 9:03:59 PM
Time Spent: 00:16:50
IP Address: 72.0.165.78

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Tour Operator/Charter**

Q2 What is the current status of your operations? **Seasonal**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Up from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? **Full time/year around 2**
Seasonally 9

Q6 How many of your Ketchikan based employees **reside in Ketchikan year around 3**
reside in Ketchikan seasonally 8

Q7 As a result of COVID-19 how many employees **Have been laid off/furloughed 0**
Had their hire date postponed 10
Have been permanently let go 3

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **PPE (Personal protective equipment) availability for employees**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Other (please specify):
Own boat for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

It seems that the city should have allowed ships to tie up and collect berth revenue. With our reduced income now we will be left to still pay borough and city tax that is an added burden on our bottom line. Seems as though we could get a reduced rate. There was a way for the cities to collect, but we must now shelter the city's burden!

#57

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 28, 2020 10:00:22 PM
Last Modified: Tuesday, April 28, 2020 10:07:36 PM
Time Spent: 00:07:13
IP Address: 206.223.202.89

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Closed- but offering limited services

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Ketchikan Tourism Business Impacts from COVID-19

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly	
Q5 How many people do you employ?	Full time/year around	1
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around	1
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed	1
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Enforcing social distancing, Other (please specify): We won't be operational this year	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	No	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021	
Q12 Does your business	Respondent skipped this question	
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.		
I feel people should not be traveling to or from their home states or countries until a cure has been found, and or they get this virus under control. Although I will lose revenue, I would rather it be that, than the lives of family or friends.		

#58

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 5:56:29 AM
Last Modified: Wednesday, April 29, 2020 6:09:26 AM
Time Spent: 00:12:57
IP Address: 75.167.125.220

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Retail

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Other (please specify):
 We don't pre-book or take reservatons

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	5
Seasonally	10

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	7
reside in Ketchikan seasonally	3

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	3
Have been permanently let go	2

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#59

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 7:55:59 AM
Last Modified: Wednesday, April 29, 2020 7:59:58 AM
Time Spent: 00:03:59
IP Address: 107.214.98.52

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Open- Essential service

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>						
<p>Q5 How many people do you employ?</p>	<table> <tr> <td>Full time/year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">2</td> </tr> </table>	Full time/year around	1	Seasonally	2		
Full time/year around	1						
Seasonally	2						
<p>Q6 How many of your Ketchikan based employees</p>	<table> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">0</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">3</td> </tr> </table>	reside in Ketchikan year around	0	reside in Ketchikan seasonally	3		
reside in Ketchikan year around	0						
reside in Ketchikan seasonally	3						
<p>Q7 As a result of COVID-19 how many employees</p>	<table> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">1</td> </tr> </table>	Have been laid off/furloughed	2	Had their hire date postponed	2	Have been permanently let go	1
Have been laid off/furloughed	2						
Had their hire date postponed	2						
Have been permanently let go	1						
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>						
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer</p>						
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>In progress</p>						
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes on or around July 1</p>						
<p>Q12 Does your business</p>	<p>lease/rent land/buildings for operations, lease/rent housing for employees</p>						
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>						

#60

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 9:14:27 AM
Last Modified: Wednesday, April 29, 2020 9:21:34 AM
Time Spent: 00:07:07
IP Address: 107.77.205.83

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Accommodations, Tour Operator/Charter**

Q2 What is the current status of your operations? **Open- with restrictions**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Down from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? Full time/year around **1**

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **1**

Q7 As a result of COVID-19 how many employees **Respondent skipped this question**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Respondent skipped this question**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business? Other (please specify):
Nothing

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com. **No**

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long? **If business resumes on or around July 1**

Q12 Does your business **Own land/buildings for operations**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Stop this nonsense and open our community back up!!

#61

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 10:03:29 AM
Last Modified: Wednesday, April 29, 2020 11:05:08 AM
Time Spent: 01:01:38
IP Address: 206.223.221.102

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Tour Operator/Charter**

Q2 What is the current status of your operations? **Seasonal**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **Down from 2019**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ?

Full time/year around	1
Seasonally	14

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **11**
 reside in Ketchikan seasonally **4**

Q7 As a result of COVID-19 how many employees Had their hire date postponed **7**
 Have been permanently let go **4**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

PPE (Personal protective equipment) availability for employees
 ,
 Other (please specify):
 All of the above with the exception of staffing, as we currently have a PPP loan that is allowing us to retain our staff for the time being. (However, we have strong concern that when - or IF - the season begins we will no longer have work for all of them). We are also concerned about our capacity to run with social distancing in place, due to the significant updates to our tour facilities we would need to accomplish during a time when we have no capital available to make these adjustments, or with the possibility that it will decrease our capacity to a point that we cannot meet our break-even. While we strongly feel it is our responsibility to meet these standards for safe operation, the financial impact could be significant, and the hurdles in getting financing (EIDL loan in stasis, lack of significant collateral) could eliminate our ability to move forward.

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Enforcing social distancing,
sneeze guards/other barriers,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress,
 Other (please specify):
 We are in development stages, as we try to compile best practices and come up with a plan that is feasible for our small business.

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1,

Other (please specify):

We will not make it to 2021 without financing. We would also need to see approximately 60% of 2019 business levels from July forward to meet expenses without receiving additional financing.

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Assistance with reliable, financially viable routes for obtaining supplies and/or PPE for individual small businesses would be of great help. Purchasing in bulk can reduce costs, but getting any kind of bulk order of PPE is particularly challenging during this time.

#62

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 11:37:22 AM
Last Modified: Wednesday, April 29, 2020 11:48:07 AM
Time Spent: 00:10:45
IP Address: 206.223.205.196

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

**Transportation,
Tour Operator/Charter**

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Seasonally

3

Q6 How many of your Ketchikan based employees	reside in Ketchikan year around	3
Q7 As a result of COVID-19 how many employees	Had their hire date postponed	3
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	PPE (Personal protective equipment) availability for employees	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Encourage visitors to wear masks	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021	
Q12 Does your business	lease/rent land/buildings for operations	
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	None at this time. Thank you.	

#63

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 11:47:11 AM
Last Modified: Wednesday, April 29, 2020 11:58:28 AM
Time Spent: 00:11:17
IP Address: 65.74.72.84

Ketchikan Tourism Business Impacts from COVID-19

Q1 What sector best describes your business- select all that apply	Retail				
Q2 What is the current status of your operations?	Seasonal				
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Respondent skipped this question				
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Respondent skipped this question				
Q5 How many people do you employ?	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">11</td> </tr> </table>	Full time/year around	1	Seasonally	11
Full time/year around	1				
Seasonally	11				
Q6 How many of your Ketchikan based employees	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">11</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">1</td> </tr> </table>	reside in Ketchikan year around	11	reside in Ketchikan seasonally	1
reside in Ketchikan year around	11				
reside in Ketchikan seasonally	1				
Q7 As a result of COVID-19 how many employees	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">11</td> </tr> </table>	Have been laid off/furloughed	1	Had their hire date postponed	11
Have been laid off/furloughed	1				
Had their hire date postponed	11				
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow				
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	<p>Provide hand sanitizer,</p> <p>Require gloves/masks for employees,</p> <p>Scheduled anti-viral cleaning/sanitation ,</p> <p>Written cleaning/disinfecting instructions for staff including schedule</p> <p>,</p> <p>Enforcing social distancing</p>				
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	No				

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

**Own land/buildings for operations,
lease/rent land/buildings for operations,
Own housing for employees**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#64

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 1:32:40 PM
Last Modified: Wednesday, April 29, 2020 2:43:43 PM
Time Spent: 01:11:02
IP Address: 65.74.72.157

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

**Accommodations,
Dining/Lounge**

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	82
Seasonally	3

Ketchikan Tourism Business Impacts from COVID-19

Q6 How many of your Ketchikan based employees	reside in Ketchikan year around reside in Ketchikan seasonally	82 3
Q7 As a result of COVID-19 how many employees	Have been laid off/furloughed Had their hire date postponed Have been permanently let go	62 45 0
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	PPE (Personal protective equipment) availability for employees , Other (please specify): Unable to click more than one- Cash flow is also a challenge and staffing as they are still fearful of contact the Virus.	
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Temperature screening for employees, Enforcing social distancing, Encourage visitors to wear masks	
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	Yes	
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1	
Q12 Does your business	Own land/buildings for operations	
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	Respondent skipped this question	

#65

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 2:54:11 PM
Last Modified: Wednesday, April 29, 2020 3:00:09 PM
Time Spent: 00:05:58
IP Address: 65.74.70.23

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply **Retail, Tour Operator/Charter**

Q2 What is the current status of your operations? **Seasonal**

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions. **New business in 2020**

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced: **Down significantly**

Q5 How many people do you employ? Full time/year around **2**
Seasonally **0**

Q6 How many of your Ketchikan based employees reside in Ketchikan year around **2**
reside in Ketchikan seasonally **0**

Q7 As a result of COVID-19 how many employees Have been laid off/furloughed **0**
Had their hire date postponed **1**
Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business? **Cash flow**

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

When appropriate, we would really like the idea of "staycation" to be encouraged in the community and involve tour operators that are able to provide activities for locals in order to help support tourism businesses that are going to struggle during this time. Thank you for all of your work, it is very appreciated!!

#66

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 3:11:39 PM
Last Modified: Wednesday, April 29, 2020 3:16:09 PM
Time Spent: 00:04:30
IP Address: 64.44.218.144

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Ketchikan Tourism Business Impacts from COVID-19

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019,
Other (please specify):
At present all pre-book clients have cancelled due to cancellations of their ships to Ketchikan

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Seasonally **4**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **4**

Q7 As a result of COVID-19 how many employees

Had their hire date postponed **3**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Respondent skipped this question

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#67

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 3:22:33 PM
Last Modified: Wednesday, April 29, 2020 3:25:56 PM
Time Spent: 00:03:23
IP Address: 65.74.65.108

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around **2**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **2**

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **0**
 Had their hire date postponed **0**
 Have been permanently let go **0**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Require gloves/masks for employees,
Scheduled anti-viral cleaning/sanitation ,
Written cleaning/disinfecting instructions for staff including schedule
 ,
Enforcing social distancing,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes,
 Other (please specify):
 Per EOC guidelines

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes before the end of 2020

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#68

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 4:36:48 PM
Last Modified: Wednesday, April 29, 2020 4:42:09 PM
Time Spent: 00:05:21
IP Address: 206.223.208.196

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Transportation,
Tour Operator/Charter

Q2 What is the current status of your operations?

Open- Essential service

Ketchikan Tourism Business Impacts from COVID-19

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019,
Other (please specify):
bookings were up until COVID happened. Now there are NO pre-bookings

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	5
Seasonally	11

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	10
reside in Ketchikan seasonally	0

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed	0
Had their hire date postponed	1
Have been permanently let go	0

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Provide hand sanitizer,
Scheduled anti-viral cleaning/sanitation ,
Encourage visitors to wear masks

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

Yes

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#69

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 4:41:36 PM
Last Modified: Wednesday, April 29, 2020 4:59:56 PM
Time Spent: 00:18:19
IP Address: 174.52.129.245

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

**Attraction - museum, performance,
Dining/Lounge,
Retail,
Tour Operator/Charter**

Q2 What is the current status of your operations?

Closed

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

**Down significantly,
Other (please specify):
We cannot accept any reservations as we have no staff and cannot operate because of cost of operations is ship dependent**

Q5 How many people do you employ?

Seasonally **12**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **4**
reside in Ketchikan seasonally **8**

Q7 As a result of COVID-19 how many employees

Had their hire date postponed **12**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Other (please specify):

we will wait to see what is appropriate in 2021 when we may be able to reopen

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes by spring of 2021

Q12 Does your business

**lease/rent land/buildings for operations,
lease/rent housing for employees**

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

If and when operation resume if we are at 50% capacity because of distance restrictions and or constant protective gear requirements we are not sure that the guests will choose to cruise, shop and or dine because of the hassle factors and this will kill any life we have left by hanging on.

If this is the case we are better off doing bankruptcy now and not prolong the process till we bleed to death slowly if it is coming.

The best choice is to let people make decisions based on facts and not hype. We have many friends that have had the virus and also many of them prior to Christmas last year. We know this based on tests. The facts are not accurate and it will cost Ketchikan and other cities here in Alaska everything in the end.

Sorry to be harsh but life must go on and our life blood in Alaska from the tour industry is being unduly singled out at the cries of NYC and many political leaders along with others.

Congress and the Senate need to get back to work and come up with a realistic solution and one not from behind a desk but from real people on the ground doing real work each day. Life will always change we cannot sit in our homes shuttering that something will happen. It will that is the constant factor change will come, we can embrace it and grow or hide in our basements and die.

#70

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 6:37:44 PM
Last Modified: Wednesday, April 29, 2020 6:44:00 PM
Time Spent: 00:06:16
IP Address: 174.216.8.30

Ketchikan Tourism Business Impacts from COVID-19

Q1 What sector best describes your business- select all that apply	Retail						
Q2 What is the current status of your operations?	Open- with restrictions						
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Down from 2019						
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Down significantly						
Q5 How many people do you employ?	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">3</td> </tr> </table>	Full time/year around	1	Seasonally	3		
Full time/year around	1						
Seasonally	3						
Q6 How many of your Ketchikan based employees	<table border="0"> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">1</td> </tr> <tr> <td>reside in Ketchikan seasonally</td> <td style="text-align: right;">2</td> </tr> </table>	reside in Ketchikan year around	1	reside in Ketchikan seasonally	2		
reside in Ketchikan year around	1						
reside in Ketchikan seasonally	2						
Q7 As a result of COVID-19 how many employees	<table border="0"> <tr> <td>Have been laid off/furloughed</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Had their hire date postponed</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Have been permanently let go</td> <td style="text-align: right;">0</td> </tr> </table>	Have been laid off/furloughed	2	Had their hire date postponed	2	Have been permanently let go	0
Have been laid off/furloughed	2						
Had their hire date postponed	2						
Have been permanently let go	0						
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Cash flow						
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	<p>Provide hand sanitizer,</p> <p>Scheduled anti-viral cleaning/sanitation ,</p> <p>Enforcing social distancing,</p> <p>Encourage visitors to wear masks</p>						
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress						
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1						

Q12 Does your business

lease/rent land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

We have some at the city council and burough assembly that want to close ports for all of 2020 and restrict cruising for 2021 this will kill independents

Retail and tour operators

#71

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 29, 2020 7:56:49 PM
Last Modified: Wednesday, April 29, 2020 8:01:23 PM
Time Spent: 00:04:33
IP Address: 73.20.125.25

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations,
Dining/Lounge,
Transportation,
 Other (please specify):
 Fishing Lodge

Q2 What is the current status of your operations?

Closed

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Down significantly

Q5 How many people do you employ?

Full time/year around	2
Seasonally	20

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around	4
---------------------------------	----------

Q7 As a result of COVID-19 how many employees	Had their hire date postponed 5
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	Staffing
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing, Encourage visitors to wear masks
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes on or around July 1
Q12 Does your business	Own land/buildings for operations, Own housing for employees
Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.	Respondent skipped this question

#72

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 30, 2020 9:46:48 AM
Last Modified: Thursday, April 30, 2020 9:52:29 AM
Time Spent: 00:05:41
IP Address: 65.74.72.132

Ketchikan Tourism Business Impacts from COVID-19

Q1 What sector best describes your business- select all that apply	Dining/Lounge, Retail				
Q2 What is the current status of your operations?	Closed- but offering limited services				
Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.	Other (please specify): na				
Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:	Other (please specify): na				
Q5 How many people do you employ?	<table border="0"> <tr> <td>Full time/year around</td> <td style="text-align: right;">8</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">10</td> </tr> </table>	Full time/year around	8	Seasonally	10
Full time/year around	8				
Seasonally	10				
Q6 How many of your Ketchikan based employees	reside in Ketchikan year around 10				
Q7 As a result of COVID-19 how many employees	Had their hire date postponed 2				
Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?	PPE (Personal protective equipment) availability for employees				
Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?	Provide hand sanitizer, Scheduled anti-viral cleaning/sanitation , Encourage visitors to wear masks				
Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.	In progress				
Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?	If business resumes by spring of 2021				
Q12 Does your business	Own land/buildings for operations				

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

#73

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 30, 2020 1:25:56 PM
Last Modified: Thursday, April 30, 2020 1:34:50 PM
Time Spent: 00:08:54
IP Address: 206.223.202.174

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Other (please specify):
Nonprofit

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Down from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Other (please specify):
Regulations are tighter now than a month ago. It's almost impossible to operate a business.

Q5 How many people do you employ?

Full time/year around **12**

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around **12**

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **8**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Supply chain disruption- delays in receiving supplies, equipment
,
Other (please specify):
All of the above!

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

Other (please specify):

We'll do whatever draconian requirements are imposed upon us.

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

No

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

Other (please specify):

Not sure.

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

The governor told Alaskans to travel and see Alaska but only if they are on the road system. Once again, coastal Alaskans are singled out and treated differently from the rest of the state. These restrictions on travel are crippling our ability to do business. People will leave the state, when allowed, because of this unfortunate, unfair, and harsh treatment of coastal communities.

#74

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, May 02, 2020 9:34:47 PM
Last Modified: Saturday, May 02, 2020 9:39:10 PM
Time Spent: 00:04:23
IP Address: 206.223.193.66

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Accommodations

Q2 What is the current status of your operations?

Open- with restrictions

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Ketchikan Tourism Business Impacts from COVID-19

<p>Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:</p>	<p>Down significantly</p>				
<p>Q5 How many people do you employ?</p>	<table> <tr> <td>Full time/year around</td> <td style="text-align: right;">6</td> </tr> <tr> <td>Seasonally</td> <td style="text-align: right;">16</td> </tr> </table>	Full time/year around	6	Seasonally	16
Full time/year around	6				
Seasonally	16				
<p>Q6 How many of your Ketchikan based employees</p>	<table> <tr> <td>reside in Ketchikan year around</td> <td style="text-align: right;">16</td> </tr> </table>	reside in Ketchikan year around	16		
reside in Ketchikan year around	16				
<p>Q7 As a result of COVID-19 how many employees</p>	<p>Have been laid off/furloughed 3</p>				
<p>Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?</p>	<p>Cash flow</p>				
<p>Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?</p>	<p>Provide hand sanitizer, Require gloves/masks for employees, Scheduled anti-viral cleaning/sanitation , Written cleaning/disinfecting instructions for staff including schedule , Enforcing social distancing</p>				
<p>Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.</p>	<p>Yes</p>				
<p>Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?</p>	<p>If business resumes on or around July 1</p>				
<p>Q12 Does your business</p>	<p>Own land/buildings for operations, lease/rent land/buildings for operations</p>				
<p>Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.</p>	<p>Respondent skipped this question</p>				

#75

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, May 03, 2020 1:03:36 PM
Last Modified: Sunday, May 03, 2020 1:07:04 PM
Time Spent: 00:03:27
IP Address: 65.74.70.212

Page 1: COVID-19 Ketchikan Tourism Industry survey

Q1 What sector best describes your business- select all that apply

Tour Operator/Charter

Q2 What is the current status of your operations?

Seasonal

Q3 If your business takes reservations or pre-books clients, please describe your business outlook for 2020 prior to COVID-19 disruptions.

Up from 2019

Q4 What is the status of reservations/pre-books since COVID-19 travel restrictions and ship cancellations were announced:

Other (please specify):

Reservations and pre-books are at zero station. Nearly everything has cancelled prior to July 1, and July is starting to go that way also.

Q5 How many people do you employ?

Full time/year around

2

Seasonally

10

Q6 How many of your Ketchikan based employees

reside in Ketchikan year around

10

Q7 As a result of COVID-19 how many employees

Have been laid off/furloughed **10**Had their hire date postponed **10**

Q8 Aside from mandates restricting travel, cruise line activities and quarantine requirements; what other barriers or challenges does your business face in opening/re-opening your business?

Cash flow

Q9 What steps are you taking/do you plan to take to mitigate the impact and spread of the virus in your business?

**Provide hand sanitizer,
Written cleaning/disinfecting instructions for staff including schedule
,
Enforcing social distancing,
Encourage visitors to wear masks**

Q10 Has your organization developed a COVID-19 Action plan? If you are willing to share it with KVB and/or local officials, please send to pmackey@visit-ketchikan.com.

In progress

Q11 Can your business endure a delayed restart of the tourism industry in Ketchikan? How long?

If business resumes on or around July 1

Q12 Does your business

Own land/buildings for operations

Q13 Please note any additional concerns, questions and/or comments that can be shared with elected officials, Ketchikan's Emergency Operations team and/or Ketchikan's Business Economy Recovery Group.

Respondent skipped this question

CRUISE LINES/SHIPS	NO. OF PAX	VESSEL LENGTH	STOPS	TOTAL PAX	XLD STOPS	LOST PAX	REVISED # CALLS	REVISED # PAX	LOST PAX SPENDING	REVISED SPENDING	CITY/BOROUGH Share of CPV LOST	CITY/BOROUGH Share of CPV REVISED	DOCKAGE REVENUE LOST	PORT DEVELOPMENT REVENUE LOST	LOCAL HEAD TAX REVENUE LOST	REVISED DOCKAGE REVENUE	REVISED PORT DEVELOPMENT REVENUE	REVISED LOCAL HEAD TAX REVENUE	NOTES-CURRENT STATUS	
Carnival Cruise Lines																				
1	CARNIVAL MIRACLE	2,124	963	1	2,124	1	2,124	0	-	\$ 335,592.00	\$ -	10,620.00	\$ -	\$ 2,605.01	\$ 1,829.70	\$ 14,868.00	\$ -	\$ -	\$ -	AK Season XLD
2	CARNIVAL SPIRIT	2,124	963	22	46,728	22	46,728	0	-	\$ 7,383,024.00	\$ -	233,640.00	\$ -	\$ 57,310.25	\$ 40,253.40	\$ 327,096.00	\$ -	\$ -	\$ -	AK Season XLD
Celebrity Cruises																				
3	ECLIPSE	2,850	1,033	19	54,150	8	22,800	11	31,350	\$ 3,602,400.00	\$ 4,953,300.00	114,000.00	\$ 156,750.00	\$ 22,354.95	\$ 15,701.60	\$ 159,600.00	\$ 30,738.05	\$ 21,589.70	\$ 219,450.00	Suspended Through 6/30
4	MILLENNIUM	2,038	965	18	36,684	8	16,304	10	20,380	\$ 2,576,032.00	\$ 3,220,040.00	81,520.00	\$ 101,900.00	\$ 20,883.37	\$ 14,668.00	\$ 114,128.00	\$ 26,104.22	\$ 18,335.00	\$ 142,660.00	Suspended Through 6/30
5	SOLSTICE	2,850	1,033	17	48,450	6	17,100	11	31,350	\$ 2,701,800.00	\$ 4,953,300.00	85,500.00	\$ 156,750.00	\$ 16,766.21	\$ 11,776.20	\$ 119,700.00	\$ 30,738.05	\$ 21,589.70	\$ 219,450.00	Suspended Through 6/30
Disney Cruise Lines																				
6	DISNEY WONDER	2,400	964	17	40,800	7	16,800	10	24,000	\$ 2,654,400.00	\$ 3,792,000.00	84,000.00	\$ 120,000.00	\$ 18,254.01	\$ 12,821.20	\$ 117,600.00	\$ 26,077.16	\$ 18,316.00	\$ 168,000.00	Suspended Through 7/05
Holland America Line																				
7	EURODAM	2,100	936	21	44,100	9	18,900	12	25,200	\$ 2,986,200.00	\$ 3,981,600.00	94,500.00	\$ 126,000.00	\$ 22,787.76	\$ 16,005.60	\$ 132,300.00	\$ 30,383.68	\$ 21,340.80	\$ 176,400.00	Suspended Through 6/30
8	KONINGS DAM	2,650	984	21	55,650	9	23,850	12	31,800	\$ 3,768,300.00	\$ 5,024,400.00	119,250.00	\$ 159,000.00	\$ 23,956.37	\$ 16,826.40	\$ 166,950.00	\$ 31,941.82	\$ 22,435.20	\$ 222,600.00	Suspended Through 6/30
9	MAASDAM	1,266	720	10	12,660	10	12,660	0	-	\$ 2,000,280.00	\$ -	63,300.00	\$ -	\$ 19,476.72	\$ 13,680.00	\$ 88,620.00	\$ -	\$ -	\$ -	AK Season XLD
10	NOORDAM	1,924	936	21	40,404	21	40,404	0	-	\$ 6,383,832.00	\$ -	202,020.00	\$ -	\$ 53,171.45	\$ 37,346.40	\$ 282,828.00	\$ -	\$ -	\$ -	AK Season XLD
11	OOSTERDAM	1,848	936	21	38,808	21	38,808	0	-	\$ 6,131,664.00	\$ -	194,040.00	\$ -	\$ 53,171.45	\$ 37,346.40	\$ 271,656.00	\$ -	\$ -	\$ -	AK Season XLD
12	VOLENDAM	1,460	780	22	32,120	22	32,120	0	-	\$ 5,074,960.00	\$ -	160,600.00	\$ -	\$ 46,419.52	\$ 32,604.00	\$ 224,840.00	\$ -	\$ -	\$ -	AK Season XLD
13	WESTERDAM	1,848	936	21	38,808	21	38,808	0	-	\$ 6,131,664.00	\$ -	194,040.00	\$ -	\$ 53,171.45	\$ 37,346.40	\$ 271,656.00	\$ -	\$ -	\$ -	AK Season XLD
Norwegian Cruise Line																				
14	NORWEGIAN BLISS	4,174	1,060	22	91,828	8	33,392	14	58,436	\$ 5,275,936.00	\$ 9,232,888.00	166,960.00	\$ 292,180.00	\$ 22,939.25	\$ 16,112.00	\$ 233,744.00	\$ 40,143.68	\$ 28,196.00	\$ 409,052.00	Suspended Through 6/30
15	NORWEGIAN JEWEL	2,376	965	18	42,768	8	19,008	10	23,760	\$ 3,003,264.00	\$ 3,754,080.00	95,040.00	\$ 118,800.00	\$ 20,883.37	\$ 14,668.00	\$ 133,056.00	\$ 26,104.22	\$ 18,335.00	\$ 166,320.00	Suspended Through 6/30
16	NORWEGIAN JOY	3,887	1,060	23	89,401	10	38,870	13	50,531	\$ 6,141,460.00	\$ 7,983,898.00	194,350.00	\$ 252,655.00	\$ 28,674.06	\$ 20,140.00	\$ 272,090.00	\$ 37,276.28	\$ 26,182.00	\$ 353,717.00	Suspended Through 6/30
17	NORWEGIAN SUN	2,002	848	15	30,030	15	30,030	0	-	\$ 4,744,740.00	\$ -	150,150.00	\$ -	\$ 34,408.87	\$ 24,168.00	\$ 210,210.00	\$ -	\$ -	\$ -	AK Season XLD
Princess Cruises																				
18	CORAL PRINCESS	1,992	965	10	19,920	10	19,920	0	-	\$ 3,147,360.00	\$ -	99,600.00	\$ -	\$ 9,918.66	\$ 5,500.50	\$ 97,608.00	\$ -	\$ -	\$ -	AK Season XLD *
19	EMERALD PRINCESS	3,082	946	19	58,558	7	21,574	12	36,984	\$ 3,408,692.00	\$ 5,843,472.00	107,870.00	\$ 184,920.00	\$ 17,913.17	\$ 12,581.80	\$ 151,018.00	\$ 30,708.30	\$ 21,568.80	\$ 258,888.00	Suspended Through 6/30
20	GOLDEN PRINCESS	2,600	951	8	20,800	8	20,800	0	-	\$ 3,286,400.00	\$ -	104,000.00	\$ -	\$ 16,031.70	\$ 10,841.40	\$ 130,000.00	\$ -	\$ -	\$ -	AK Season XLD *
21	GRAND PRINCESS	2,600	951	19	49,400	19	49,400	0	-	\$ 7,805,200.00	\$ -	247,000.00	\$ -	\$ 48,878.45	\$ 34,331.10	\$ 345,800.00	\$ -	\$ -	\$ -	AK Season XLD
22	PACIFIC PRINCESS	700	593	17	11,900	17	11,900	0	-	\$ 1,880,200.00	\$ -	59,500.00	\$ -	\$ 18,974.36	\$ 16,900.50	\$ 79,100.00	\$ -	\$ -	\$ -	AK Season XLD *
23	ROYAL PRINCESS	3,560	1,083	19	67,640	19	67,640	0	-	\$ 10,687,120.00	\$ -	338,200.00	\$ -	\$ 55,662.84	\$ 39,096.30	\$ 473,480.00	\$ -	\$ -	\$ -	AK Season XLD
24	RUBY PRINCESS	3,082	946	20	61,640	8	24,656	12	36,984	\$ 3,895,648.00	\$ 5,843,472.00	123,280.00	\$ 184,920.00	\$ 20,472.20	\$ 14,379.20	\$ 172,592.00	\$ 30,708.30	\$ 21,568.80	\$ 258,888.00	Suspended Through 6/30
25	STAR PRINCESS	2,600	951	12	31,200	12	31,200	0	-	\$ 4,929,600.00	\$ -	156,000.00	\$ -	\$ 30,870.60	\$ 21,682.80	\$ 218,400.00	\$ -	\$ -	\$ -	AK Season XLD
26	SUN PRINCESS	1,950	856	1	1,950	1	1,950	0	-	\$ 308,100.00	\$ -	9,750.00	\$ -	\$ 2,315.57	\$ 1,626.40	\$ 13,650.00	\$ -	\$ -	\$ -	AK Season XLD
Regent Seven Seas Cruises																				
27	SEVEN SEAS MARINER	700	709	16	11,200	3	2,100	13	9,100	\$ 331,800.00	\$ 1,437,800.00	10,500.00	\$ 45,500.00	\$ 5,753.75	\$ 4,041.30	\$ 14,700.00	\$ 24,932.91	\$ 17,512.30	\$ 63,700.00	
Royal Caribbean Cruise Line																				
28	RADIANCE OF THE SEAS	2,100	962	16	33,600	7	14,700	9	18,900	\$ 2,322,600.00	\$ 2,986,200.00	73,500.00	\$ 94,500.00	\$ 18,216.14	\$ 12,794.60	\$ 102,900.00	\$ 23,420.76	\$ 16,450.20	\$ 132,300.00	Suspended Through 6/30
29	SERENADE OF THE SEAS	2,100	962	14	29,400	5	10,500	9	18,900	\$ 1,659,000.00	\$ 2,986,200.00	52,500.00	\$ 94,500.00	\$ 13,011.53	\$ 9,139.00	\$ 73,500.00	\$ 23,420.76	\$ 16,450.20	\$ 132,300.00	Suspended Through 6/30
Silver Seas																				
30	SILVER EXPLORER	132	355	0	0	0	-	0	-	\$ -	\$ -	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	AK Season XLD**
31	SILVER MUSE	623	699	17	10,591	7	4,361	10	6,230	\$ 689,038.00	\$ 984,340.00	21,805.00	\$ 31,150.00	\$ 11,620.63	\$ 9,296.70	\$ 30,527.00	\$ 16,600.90	\$ 13,281.00	\$ 43,610.00	
Alaskan Dream Cruises																				
32	ALASKAN DREAM	40	104	1	40	1	40	0	-	\$ 6,320.00	\$ -	-	\$ -	\$ 69.78	\$ -	\$ 280.00	\$ -	\$ -	\$ -	AK Season XLD**
33	CHICAGO OF DREAM	76	207	7	532	3	228	4	304	\$ 36,024.00	\$ 48,032.00	-	\$ -	\$ 608.46	\$ 776.25	\$ 1,596.00	\$ 811.27	\$ 1,035.00	\$ 2,128.00	Suspended through 5/31**
34	KRUZOF EXPLORER	12	128	4	48	1	12	3	36	\$ 1,896.00	\$ 5,688.00	-	\$ -	\$ 85.88	\$ 160.00	\$ 84.00	\$ 257.64	\$ 480.00	\$ 252.00	Suspended through 5/31**
American Cruise Lines																				
35	AMERICAN CONSTELLATION	175	267	6	1,050	0	-	6	1,050	\$ -	\$ 165,900.00	\$ -	\$ -	\$ -	\$ -	\$ 1,569.64	\$ 2,002.50	\$ 7,350.00	**	
Cunard																				
36	QUEEN ELIZABETH	2,092	965	8	16,736	8	16,736	0	-	\$ 2,644,288.00	\$ -	83,680.00	\$ -	\$ 20,883.37	\$ 14,668.00	\$ 117,152.00	\$ -	\$ -	\$ -	AK Season XLD
Hapag Lloyd																				
37	BREMEN	166	791	2	332	2	332	0	-	\$ 52,456.00	\$ -	-	\$ -	\$ 4,279.47	\$ 3,005.80	\$ 2,324.00	\$ -	\$ -	\$ -	AK Season XLD**
Hurtigruten																				
38	ROALD AMUNDSEN	530	460	5	2,650	5	2,650	0	-	\$ 418,700.00	\$ -	13,250.00	\$ -	\$ 1,491.00	\$ -	\$ 10,600.00	\$ -	\$ -	\$ -	AK Season XLD
Lindblad Expeditions																				
39	NG ORION	100	337	1	100	1	100	0	-	\$ 15,800.00	\$ -	-	\$ -	\$ 911.62	\$ 640.30	\$ 70,000.00	\$ -	\$ -	\$ -	Suspended through 6/1**, **
40	NG SEA LION	70	152	5	350	1	70	4	280	\$ 11,060.00	\$ 44,240.00	-	\$ -	\$ 11.98	\$ 190.00	\$ 490.00	\$ 47.92	\$ 760.00	\$ 1,960.00	Suspended through 6/1**, **
41	NG VENTURE	100	239	3	300	0	-	3	300	\$ -	\$ 47,400.00	\$ -	\$ -	\$ -	\$ -	\$ 702.52	\$ 896.25	\$ 2,100.00	Suspended through 6/1**, **	
Oceania																				
42	REGATTA	700	590	15	10,500	6	4,200	9	6,300	\$ 663,600.00	\$ 995,400.00	21,000.00	\$ 31,500.00	\$ 7,313.99	\$ 6,726.00	\$ 29,400.00	\$ 10,970.99	\$ 10,089.00	\$ 44,100.00	Suspended Through 6/30
Ponant																				
43	LE SOLEAL	260	465	5	1,300	0	-	5	1,300	\$ -	\$ 205,400.00	\$ -	\$ 6,500.00	\$ -	\$ -	\$ -	\$ 1,491.00	\$ -	\$ 5,200.00	Suspended Through 5/14
Seabourn																				
44	SEABOURN SOJOURN	450	650	9	4,050	2	900	7	3,150	\$ 142,200.00	\$ 497,700.00	4,500.00	\$ 15,750.00	\$ 596.40	\$ -	\$ 3,600.00	\$ 8,314.99	\$ 6,175.00	\$ 19,350.00	Suspended Through 6/30 *
Un-Cruise Adventures																				
45	SS LEGACY	36	145	1	36	1	36	0	-	\$ 5,688.00	\$ -	-	\$ -	\$ 97.29	\$ 181.25	\$ 252.00	\$ -	\$ -	\$ -	AK Season XLD**
46	SAFARI ENDEAVOUR	86	232	2	172	2	172	0	-	\$ 27,176.00	\$ -	-	\$ -	\$ 454.63	\$ 580.00	\$ 1,204.00	\$ -	\$ -	\$ -	AK Season XLD**
47	SAFARI QUEST	33	120	3	99	2	66	1	33	\$ 10,428.00	\$ 5,214.00	-	\$ -	\$ 161.03	\$ 300.00	\$ 462.00	\$ 80.51	\$ 150.00	\$ 231.00	Suspended Through 6/30**
48	WILDERNESS ADVENTURER	60	160	3	180	2	120	1	60	\$ 18,960.00	\$ 9,480.00	-	\$ -	\$ 252.19	\$ 400.00	\$ 840.00	\$ 252.19	\$ 400.00	\$ 420.00	Suspended Through 6/30**
49	WILDERNESS DISCOVERER	76	176	6	456	2	152	4	304	\$ 24,016.00	\$ 48,032.00	-	\$ -	\$ 277.41	\$ 440.00	\$				