Short-Term Tourism Plan
End-of-Season Review

Assembly & Planning Commission
Joint Work Session
October 27, 2022
I. Introduction & Plan Recap

II. Presentations
   a. Visit Sitka
   b. Sitka Sound Cruise Terminal
   c. Walk, Bike, Win!
   d. Traffic Study
   e. Cost Allocation Study

III. Community Survey Results

IV. Staff Lessons Learned & Recommendations

V. Next Steps
**Community Survey Preliminary Results**

**DEMOGRAPHICS**

Q1. Describe your residency

- Resident: 95%
- Seasonal: 4%
- Prefer not to answer: 1%

Q2. What is your age?

- Prefer not to answer: 1%
- Under 19: 0.5%
- 20-29: 10%
- 30-39: 17%
- 40-55: 26%
- 55-65: 19%
- 66-74: 19%
- 75 or older: 7%

Q4. What is your primary occupation?

- Federal, State, Local & Tribal Government: 20%
- Private/Nonprofit Arts, Science, & Social Work: 17%
- Financial, Professional, and Business Services: 10%
- Tour Operations (including transportation, sightseeing and…): 7%
- Shipping & Transportation: 6%
- Retail (excluding downtown): 5%
- Household Management, Caregiver, Stay-at-home Parent: 3%
- Unemployed: 1%
- Prefer not to answer: 0.2%

Q6. What is your primary mode of transportation?

- Personal vehicle: 80%
- Walking/Rolling: 14%
- Biking: 4%
- Public Transit: 1%
- Other motorized vehicle: ATV/UTV, electric bike, powered wheelchair, motorcycle, scooter, etc.: 1%
Community Survey Preliminary Results

DEMOGRAPHICS: RESIDENTIAL & WORK NEIGHBORHOODS

What area of town do you live in?

What area of town do you work in?
Community Survey Preliminary Results

Traffic Impacts

Travel Frequency (Q8,10,17)

- <1 day per week: 10% (Lake/Lincoln), 8% (SMC/HPR/Lake Roundabout), 12% (Downtown)
- 1-2 days per week: 23% (Lake/Lincoln), 25% (SMC/HPR/Lake Roundabout), 21% (Downtown)
- 3-4 days per week: 6% (Lake/Lincoln), 19% (SMC/HPR/Lake Roundabout), 23% (Downtown)
- 5-7 days per week: 23% (Lake/Lincoln), 23% (SMC/HPR/Lake Roundabout), 25% (Downtown)

Traffic Impact on Residents

- Traffic (General):
  - No impact: 5%
  - Little impact: 13%
  - Slightly impacted: 22%
  - Somewhat impacted: 34%
  - Severely impacted: 34%

- Lake/Lincoln Intersection:
  - No impact: 5%
  - Little impact: 12%
  - Slightly impacted: 21%
  - Somewhat impacted: 34%
  - Severely impacted: 37%

- SMC/HPR/Lake Roundabout:
  - No impact: 7%
  - Little impact: 15%
  - Slightly impacted: 23%
  - Somewhat impacted: 31%
  - Severely impacted: 33%

- Jaywalking on Harbor Drive:
  - No impact: 12%
  - Little impact: 16%
  - Slightly impacted: 18%
  - Somewhat impacted: 25%
  - Severely impacted: 36%

Q13. What modifications (if any) have you made to your commutes in light of traffic changes/impacts?

- Avoiding the downtown area on cruise ship days: 20%
- Using Jeff Davis Street to Lincoln Street as a detour: 20%
- Using Katlian Avenue as a detour: 18%
- Adjusting departure times to account for delays: 18%
- Using Peterson Street/Lake Street as a detour: 7%
- Walking, biking, rolling (or other form of active commuting) more often: 6%
- Using a personal vehicle less often: 4%
- Using a personal vehicle more often: 2%
- No modifications: 2%
- Walking, biking, rolling (or other form of active commuting) less often: 2%
- Carpooling more often: 1%
- Carpooling less often: 1%
- Using other motorized vehicles (ATV/UTV, E-bike, Scooter, etc.) more often: 0.5%
- Using other motorized vehicles (ATV/UTV, E-bike, Scooter, etc.) less often: 0.2%
- Using public transit more often: 0.1%
- Using public transit less often: 0.2%
- Using Peterson Street/Lake Street as a detour: 0%

Q14. Rate downtown parking availability this summer.

- Unsure: 11%
- Very easy: 6%
- Moderately easy: 17%
- Moderately difficult: 29%
- Very difficult: 37%
Q18. How much more or less did you go downtown on street closure days?

- Significantly less often: 45%
- Moderately less often: 18%
- No more or less: 25%
- Moderately more often: 4%
- Significantly more often: 6%

Q20. Rate your satisfaction with communications regarding Lincoln Street closures, traffic changes on city streets, or other public information relating to city tourism operations this summer.

- Highly Dissatisfied: 10%
- Moderately Dissatisfied: 15%
- Neutral: 27%
- Moderately Satisfied: 29%
- Highly Satisfied: 19%

Q21. What was the primary communication medium you used for information regarding Lincoln Street closures?

- Newspaper: 25%
- Visit Sitka Cruise Ship Calendar: 21%
- Radio: 18%
- Street Signage: 16%
- Sitka Tourism Facebook Page: 6%
- Other: 6%
- Unsure/Did not seek: 5%
- City and Borough of Sitka: 3%

Q22. Next season, I support:

- The full closure of Lincoln Street on large ship days - same as 2022 (10am - 4pm, 5,000+ passenger capacity days): 35%
- No closures or traffic modifications to Lincoln Street: 23%
- The full closure of Lincoln Street on large ship days - with modifications (see next 2 questions): 21%
- A temporary one-way option that would be in place all season, preserving one lane as a driving lane and one lane as a pedestrian lane: 13%
- Unsure: 9%

Q23. If Lincoln Street closures continue next season, closures should take place on days with:

- 1,000+ passenger capacity: 7%
- 4,000+ passenger capacity: 13%
- 5,000+ passenger capacity (same as 2022 as of August 1): 38%
- 6,000+ passenger capacity: 11%
- 7,000+ passenger capacity: 7%
- 8,000+ passenger capacity: 10%
- Unsure: 13%
Q15. Describe how you were impacted by limited access to the Crescent Harbor boat launch.

- No Impact: 61%
- Low Impact: 18%
- Moderate Impact: 10%
- High Impact: 11%

Q26. I support the use of the upper Maksoutoff Street for the placement of the temporary restroom units.

- Yes: 41%
- No: 39%
- Unsure: 20%

Q27. I support the use of the parking lane on Lincoln Street near Barracks Street for placement of a temporary restroom unit.

- Yes: 42%
- No: 37%
- Unsure: 22%

Q28. I would support the use of additional city funding to keep the temporary restrooms open during non-cruise ship days.

- Yes: 48%
- No: 18%
- Unsure: 34%
Q25. Next season, I support the permitting of food cart operations on Lincoln Street

- Yes: 42%
- No: 37%
- Unsure: 21%

Q29. I support the use of city funding for a looping shuttle system to serve locals and visitors in the downtown area.

- Yes: 42%
- No: 37%
- Unsure: 21%

Q30. I would like to see the Walk, Bike, Win! program continued next season.

- Yes: 45%
- No: 20%
- Unsure: 35%
EXECUTIVE SUMMARY

As an outcoming of the Sitka Short-Term Tourism Plan, which was developed in advance of the 2022 summer cruise ship season, CBS hired a traffic engineering team to collect traffic data and conduct field observations on multiple dates in August 2022 in order to:

- Understand the traffic impacts of the Lincoln Street closure on downtown circulation, pedestrian activity, wayfinding, road user behavior, resident travel impacts and downtown parking
- Quantify the range of bus, vehicle and pedestrian activity on quieter and larger volume cruise ship tourism days.
- Document traffic volume data, intersection operations and pedestrian crossings as justification for the Alaska Department of Transportation (DOT&PF) to make changes to state-managed transportation facilities in Sitka
- Support planning for continued tourism growth in Sitka

Key Traffic Data Trends and Observations

- The Lake Street/Lincoln Street traffic signal serves significant tourism related pedestrian demand.
  - The lack of left-turn lanes at the Lake Street / Lincoln Street intersection, in combination with high pedestrian demand many hours of the day can lead to significant vehicular delay and queues on Lake Street.
  - While the timing of tourism related pedestrian activity varies based on cruise ship arrival and departure times, on a high volume tourism day, pedestrian volumes crossing Lake Street (Harbor Drive) at the Lake Street / Lincoln Street intersection can exceed 500 pedestrian per hour for 7 hours of the day
  - On lower volume tourism days, pedestrian demand still exceeds 200 pedestrians per hour 6 hours of the day

- There is significant pedestrian crossing activity across Harbor Drive between Harrigan Centennial Hall and Lincoln Street, with more than 14,000 pedestrian crossings a day on high volume cruise ship days.
  - On high volume cruise ship tourism days, there are more pedestrians crossing Harbor Drive than vehicles driving along Harbor Drive.
  - While a majority of pedestrians (8,500) utilize the signalized crosswalks at the Lake Street/Lincoln Street intersection, more than 3,000 pedestrians a day crossed Harbor Drive mid-block in front of Harrigan Centennial Hall.
  - Lack of obvious wayfinding and active (physical) routing leads to many pedestrians choosing to cross Harbor Drive wherever is convenient.

- Overall, the Lincoln Street closure to vehicular traffic works well for accommodating the thousands of pedestrians present downtown on high volume cruise ship tourism days.
  - When Lincoln Street is closed to traffic, there is no observable increase in traffic on adjacent roadways such as Seward Street and Katlian Street.
  - Many residents interviewed cited waiting until Lincoln Street is opened to vehicles to visit downtown.

- When Lincoln Street remains open to vehicle traffic on lower volume tourism days:
  - There is more pedestrian activity on the Lincoln Street corridor than vehicle use
  - The existing sidewalks seemed to reasonably accommodate the 1,000 – 2,000 daily pedestrians present in the downtown area

- When Lincoln Street is closed, downtown parking lots are more highly utilized, with 10% of spots available midday as compared to 20-25% of spots available on a lower tourism volume Lincoln Street open day.

- Harrigan Centennial Hall is a focal point of tourism related activities downtown as the drop-off and pickup location for thousands of visitors a day.
  - With more than 500 vehicles entering the main parking lot daily, including nearly 200 bus trips, and serving as the launching point for thousands of pedestrians, there are conflicts at the driveways and throughout the parking lot.

- There is also regular tourism related pedestrian crossing activity on Sawmill Creek Road at Rapor Way (leading the Raptor Center), and between the Fortress of the Bear parking area and main facility.

Next Steps

Following the fall CBS Assembly and Planning Commission End-Tourism-Season work session, the transportation engineering team will work with CBS staff to develop transportation related recommendations to inform tourism planning efforts for 2023 and beyond, which will be further documented in a forthcoming Traffic Study.
Stakeholder Outreach Summary Memorandum

September 13, 2022

To: Amy Ainslie, Planning Director
   City and Borough of Sitka
   100 Lincoln Street
   Sitka, AK 99835

From: Holly Spoth-Torres, Andrew Ooms, PE; Claire Dougherty, PE

CC: PTS - Dan Kirsch, PE and Jenny Liljedahl, PE,

RE: City of Sitka Traffic Study

STAKEHOLDER OUTREACH SUMMARY

Stakeholder outreach focused on the 2022 cruise ship season and the Lincoln Street closures was conducted in parallel with traffic data collection in August 2022 to give the team a genuine view into the real experiences of stakeholders. The project team received input and feedback through a variety of methods including:

- Stakeholder Interviews
- Community Feedback Line

Following is a summary of the outreach tools, process, and major takeaway themes.

Stakeholder Interview Summary

Stakeholder interview participants were identified by CBS staff and the project team. Participants were intended to be representative of a variety of individuals, businesses, agencies, and organizations who play a role in tourism, CBS operations and those impacted by traffic.

<table>
<thead>
<tr>
<th>CBS Maintenance &amp; Operations, Buildings/Grounds/Parks</th>
<th>Cruise Line Agencies of Alaska</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitka Police Department</td>
<td>Sitka Sound Cruise Terminal</td>
</tr>
<tr>
<td>Sitka Fire Department</td>
<td>Alaska Coach Tours</td>
</tr>
<tr>
<td>State of Alaska Department of Transportation &amp; Public Facilities</td>
<td>Visit Sitka/Sitka Chamber of Commerce</td>
</tr>
<tr>
<td>Harrigan Centennial Hall</td>
<td>CBS Harbors</td>
</tr>
</tbody>
</table>
Interview Methodology

Interviews were conducted by consultant staff. Following a brief overview of the purpose and goals of the Traffic Study, interviewers asked participants for their feedback on a variety of topics and questions, ranging from stakeholders’ opinions on traffic and pedestrian circulation at various locations in Sitka, to their opinions on the 2022 Lincoln Street closures. All formal interviews were completed between August 8th and August 18th. In addition to formally identified and scheduled interviews, the project team spent two (2) days observing traffic patterns (August 9th and August 10th) and while doing so, completed dozens of informal interviews with visitors, downtown merchants, and staff of major tourist destinations.

Major Themes

Lincoln Street Closure

Overall, the logistics of the Lincoln Street closure is going very well for the agencies and organizations responsible for implementing the daily closures (CBS operations staff, emergency and safety personnel, and Visit Sitka). There is a communications protocol in place to respond to closure schedule adjustments due to shifts cruise ship schedules and estimated passenger counts, and the various departments and organizations are coordinating successfully. Agencies and organizations indicate that the closure was a little rocky at the beginning, but as residents and businesses become used to the process and know what to expect, things operate much, much more smoothly. Specific ideas from CBS and Visit Sitka staff for future adjustments include:

- More wayfinding and informational signs are needed on barriers to direct pedestrians and vehicles during closures.
- Consider more permanent infrastructure to assist with closures and circulation.

Informal discussions with merchants and locals indicated that at first, many were very skeptical of the Lincoln Street closure. However, after implementation of the closure many say that they have experienced very few negative impacts. Any impacts they do experience are outweighed by the huge benefits of pedestrian safety and an improved atmosphere on Lincoln Street. With few exceptions, businesses that provide services to local Sitkans are not experiencing significant impacts (banks, pharmacy). Businesses who serve locals, who indicated they were experiencing impacts due to the closure, generally didn’t have an alternate parking or access point to their business. Additional, specific comments from informal interviews include:

- Most were glad that the threshold to close Lincoln Street was raised to 5,000.
- Some feel that 5,000 passenger count is still too low to close Lincoln Street.
- Many merchants would prefer visitors to be on a sidewalk and closer to their business, than in the middle of the street.
- An 11 AM closure time would significantly help delivery drivers needing access to Lincoln Street businesses.
- There should be more seating provided within the closure space.
- Some loved the restrooms, some did not. There was not an overall indication of consensus either way, however, it appears that the current restroom locations are not ideal for everyone.
Lake Street & Lincoln Street Intersection

Almost every stakeholder interview of Sitkans, both formal and informal, expressed concern and frustration about the Lake Street & Lincoln Street intersection. The intersection is often unavoidable to get to and from services. Motorists traveling southbound on Lake Street who make a left turn from Lake Street onto Lincoln Street cause congestion and delays because the left turn and through lane are a shared lane. Public safety personnel indicate that emergency response times could be impacted with the congestion in the area. Interviewees provided many suggestions to remedy the delays including removing the Harbor Drive street parking in front of Stereo North to provide room for a through lane and a variety of signal timing changes for both vehicles and pedestrians.

Pedestrian Circulation

Almost all interview participants stated that with increased numbers of pedestrians Downtown, more emphasis needs to be placed on wayfinding. Many agree that the new Visit Sitka wayfinding signs are beautiful and an amazing start, but the high flow of tourists who are unfamiliar with Sitka need even more directional assistance and general orientation. Interviewees expressed frustration and concern about the congestion and confusion of pedestrians at Harrigan Centennial Hall because visitor safety and experience is diminished. Visitors often don’t know where to go, what to do, or how to find Downtown or their tour excursion. Specific comments heard multiple times include:

- Pedestrian circulation improvements should equitably distribute people throughout downtown
- Pedestrians frequently cross Harbor Drive in locations that do not have a crosswalk. Consideration should be given to add additional safe crossings.
- Pedestrian circulation through the Harrigan Centennial Hall parking lot and across Harbor Drive impacts coach bus ingress/egress

Downtown Parking

Some interviewees, both formal and informal, discussed availability of downtown parking as a concern. However, other interviewees stated that though they had previously thought the Lincoln Street closure would create a lack of downtown parking, that overtime they have not experienced it as an issue. Many indicated that every time they look for parking, they are successful finding a spot. Multiple interview participants indicated that increased parking enforcement has helped to ensure vehicles are following the rules, thus freeing up more parking. Additionally, most indicated that the relocation of RIDE to Lincoln Street is a successful change, freeing up 10 spots in the Crescent Harbor parking lot.

Community Feedback Line

CBS and Visit Sitka have established a Community Feedback line that gives anyone the opportunity to ask questions or provide feedback about the Lincoln Street Closures. The line (both telephone [907-747-4088] and email[sitkatourism@gmail.com]) is monitored by Visit Sitka staff and is reported monthly to the CBS staff.

Between May 13 and August 15 forty-five comments were received.
Related to traffic and the Lincoln Street Closure the comment log indicates very similar comments both positive and negative that the project team heard during the stakeholder interviews including:

- Comments in support of the Lincoln Street closure and commending the CBS for developing a tourism plan to accommodate increased visitation.
- Comments that don’t support the Lincoln Street closure because of the impacts to businesses.
- Concerns with traffic congestion and delays at the Lake Street and Lincoln Street intersection.
- Concerns with tour bus noise and pollution.
- Concerns about the location and operating hours of the restrooms.
- Concerns about pedestrians not using crosswalks when crossing Harbor Drive.
- Comments suggesting that the timing of the Lincoln Street closure could be reduced during the day.
- Many comments about needing more trash cans on Lincoln Street.

A complete comment log can be found in the Appendix.
Appendix A

Community Feedback Line Summaries
<table>
<thead>
<tr>
<th>Date</th>
<th>Source</th>
<th>Concern Type</th>
<th>Submitter Type</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/13/2022</td>
<td>VS Staff Email</td>
<td>Lincoln St. Closure</td>
<td>Resident</td>
<td>Resident concerned that the street is deserted and needs some vibrancy</td>
</tr>
<tr>
<td>5/15/2022</td>
<td>CBS Staff Email</td>
<td>Maksoutoff Restrooms</td>
<td>Resident</td>
<td>Resident concerned that restrooms were going to be located on the Harbor Drive side of Maksoutoff Street.</td>
</tr>
<tr>
<td>5/18/2022</td>
<td>VS Staff Phone</td>
<td>Lincoln St. Restrooms</td>
<td>Business Manager</td>
<td>Business concerned with the location of the restrooms on Lincoln St. changing the character of the street and the view in front of their business and would like alternate locations to be considered.</td>
</tr>
<tr>
<td>5/21/2022</td>
<td>Sitka Tourism Email</td>
<td>Shore Excursion</td>
<td>Cruise Visitor</td>
<td>Cruise visitor's perception that a tour she went on was not following health safety prodicals</td>
</tr>
<tr>
<td>5/23/2022</td>
<td>Feedback Line</td>
<td>Unknown</td>
<td>Unknown</td>
<td>None</td>
</tr>
<tr>
<td>5/23/2022</td>
<td>Feedback Line</td>
<td>Lincoln St. Closure</td>
<td>Business Owner</td>
<td>Business Owner concerned with the conestion with traffic at Lake and Lincoln intersection</td>
</tr>
<tr>
<td>6/3/2022</td>
<td>VS Email</td>
<td>Traffic Light@ Lincoln &amp; Lake</td>
<td>Resident</td>
<td>Resident concerned with the conestion with traffic at Lake and Lincoln intersection</td>
</tr>
<tr>
<td>6/5/2022</td>
<td>Shared with VS Staff</td>
<td>Lincoln St. Closure</td>
<td>Business Owner</td>
<td>Business owner concerned about tar from road patch being tracked in to his store.</td>
</tr>
<tr>
<td>6/7/2022</td>
<td>Shared with VS Staff</td>
<td>Lincoln St. Restrooms</td>
<td>Resident</td>
<td>Resident did not understand why the Lincoln St. restrooms were not open for Porch Fest, a community event on 6/4/22</td>
</tr>
<tr>
<td>Date</td>
<td>Source</td>
<td>Concern Type</td>
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<tr>
<td>6/8/2022</td>
<td>Shared with VS Staff/Rover</td>
<td>Cruise Passenger Support Services/ &amp; Roving Information Staff program</td>
<td>Business Owner</td>
<td>Business owners wanted to commend Visit Sitka and the City for development of the Cruise Passenger Support Services/ &amp; Roving Information Staff program. They stated that this program is so wonderful and has been needed in the community.</td>
</tr>
<tr>
<td>6/8/2022</td>
<td>Sitka Tourism Email</td>
<td>Traffic Light@ Lincoln &amp; Lake, restrooms on Lincoln Street</td>
<td>Resident</td>
<td>Resident concerned with the congestion and traffic at Lake and Lincoln intersection &amp; resident thinks potable restrooms shouldn't be on Lincoln Street.</td>
</tr>
<tr>
<td>6/8/2022</td>
<td>Sitka Tourism Email</td>
<td>Commending community on tourism plan</td>
<td>Resident</td>
<td>Commending the community on putting together a tourism plan to manage visitors. Commented on that the city should put the decorative flags back up on the street lamps and barricades need covers.</td>
</tr>
<tr>
<td>6/8/2022</td>
<td>Sitka Tourism Email</td>
<td>Concerned about the shuttle buses &amp; e-bikes</td>
<td>Resident</td>
<td>Resident doesn't like the shuttle buses on the road or the e-bikes or bikes at all on the cross trail.</td>
</tr>
<tr>
<td>6/9/2022</td>
<td>Sitka Tourism Email</td>
<td>Traffic Light@ Lincoln &amp; Lake</td>
<td>Resident</td>
<td>Resident wanted to share a possible solution to the traffic problem at Lake and Lincoln Street intersection. Suggested that a left turn lane be added with a left arrow.</td>
</tr>
<tr>
<td>6/9/2022</td>
<td>Feedback Line</td>
<td>Barricades on Lincoln Street</td>
<td>Resident</td>
<td>Resident doesn't think there should be barricades blocking Lincoln Street</td>
</tr>
<tr>
<td>6/9/2022</td>
<td>Sitka Tourism Email</td>
<td>Traffic Light@ Lincoln &amp; Lake</td>
<td>Resident</td>
<td>Resident wanted to share a possible solution to the traffic problem at Lake and Lincoln Street intersection. Suggested that a left turn lane be added with a left arrow.</td>
</tr>
<tr>
<td>6/9/2022</td>
<td>Sitka Tourism Email</td>
<td>General Tourism</td>
<td>Resident</td>
<td>Resident is negative about tourism, doesn't like change</td>
</tr>
<tr>
<td>6/10/2022</td>
<td>Feedback Line</td>
<td>Lincon Street Closure</td>
<td>Resident</td>
<td>Resident gave positive feedback about downtown closure after initially expecting the worst.</td>
</tr>
<tr>
<td>6/13/2022</td>
<td>Sitka Tourism Email &amp; Feedback line</td>
<td>Trash receptacles in downtown</td>
<td>Resident</td>
<td>Resident made suggestions about replacement of grey trash receptacles in downtown with brown bear proof cans.</td>
</tr>
<tr>
<td>Date</td>
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<td>Summary</td>
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<tr>
<td>6/13/2022</td>
<td>Sitka Tourism Email</td>
<td>Lincoln Street Closure</td>
<td>Business Owner</td>
<td>Business owner is concerned that the street closure is hurting local business because people walking in the closed street are not being encouraged to go into the stores.</td>
</tr>
<tr>
<td>6/14/2022</td>
<td>Feedback Line</td>
<td>Lack of enough trash cans in the right places</td>
<td>Business</td>
<td>More trash cans near food booths, especially between The Cellar and City Hall.</td>
</tr>
<tr>
<td>6/14/2022</td>
<td>Feedback Line</td>
<td>Lincoln Street Closure</td>
<td>Resident</td>
<td>Resident gave his thoughts on benefits to the City overall on the closure of Lincoln Street. He didn't think it was overall profitable for the city, but didn't mind it. He was not crazy about the portable restrooms either, but had no other useful alternative.</td>
</tr>
<tr>
<td>6/15/2022</td>
<td>Feedback Line</td>
<td>Lack of enough trash cans in the right places</td>
<td>Business</td>
<td>More trash cans near food booths, especially between The Cellar and City Hall.</td>
</tr>
<tr>
<td>6/21/2022</td>
<td>Feedback Line</td>
<td>Lincoln St. Closure</td>
<td>Resident</td>
<td>He thinks closing off Lincoln Street is not necessary and more attention needs to be focused on the fishing fleet.</td>
</tr>
<tr>
<td>6/22/2022</td>
<td>Visit Sitka Phone Line</td>
<td>Visitors not using crosswalks at Harrigan Centennial</td>
<td>Resident</td>
<td>Visitors not using crosswalks at Harrigan Centennial when crossing Harbor Drive.</td>
</tr>
<tr>
<td>6/22/2022</td>
<td>VS Staff Email</td>
<td>General Tourism</td>
<td>International Visitor</td>
<td>Visitor loved trail system in Sitka.</td>
</tr>
<tr>
<td>6/23/2022</td>
<td>Sitka Tourism Email</td>
<td>Portable restrooms on Lincoln Street</td>
<td>Business Owner</td>
<td>Business owner wanted signage on portable restrooms so that visitors could find them better.</td>
</tr>
<tr>
<td>6/26/2022</td>
<td>Sitka Tourism Email</td>
<td>Traffic Light@ Lincoln &amp; Lake and parking @ HCH</td>
<td>Resident</td>
<td>The taxi stand should not be 24-hours, so that parking spaces can be used at other times. Changing the traffic lanes at Lake &amp; Lincoln Streets to a left turn lane and straight ahead with a right turn lane would help traffic congestion.</td>
</tr>
<tr>
<td>6/28/2022</td>
<td>Spoke to VS Sandy White</td>
<td>Lincoln Street Closure</td>
<td>Business Owner</td>
<td>Suggested that end times for closures should reflect the times the ships leave.</td>
</tr>
<tr>
<td>Date</td>
<td>Source</td>
<td>Concern Type</td>
<td>Submitter Type</td>
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<tr>
<td>6/29/2022</td>
<td>Spoke to VS Sandy White</td>
<td>No way to get to and from the airport</td>
<td>Visitors</td>
<td>The visitor center regularly receives calls regularly concerning how to get to and from the airport. The staff has received reports of a number of visitors being left stranded, having to walk to and from town with luggage. Locals have witnessed visitors walking to town after the midnight flight using the freight carts to get their luggage to downtown hotels.</td>
</tr>
<tr>
<td>7/1/2022</td>
<td>Feedback Line</td>
<td>Lincoln Street Closure</td>
<td>Business Owner</td>
<td>Business owner likes street closure and would like to see more activities in the street during closure.</td>
</tr>
<tr>
<td>7/4/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Lincoln Street Closure, Garbage</td>
<td>Business Owner</td>
<td>Business owner said that street was trashy after the July 3rd Cruise Ship traffic. She wondered if on heavy days like that if the street could be swept.</td>
</tr>
<tr>
<td>7/8/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Lincoln Street Closure</td>
<td>Business Owner</td>
<td>Business owner asked if there was a planning committee formed for the planning of next years summer closures and activities. She would like to participate and help.</td>
</tr>
<tr>
<td>7/11/2022</td>
<td>Sitka Tourism Email &amp; Feedback line</td>
<td>Garbage</td>
<td>Resident</td>
<td>Resident is following up on his request of 6/13/22, where he requested the gray trash cans in downtown be replaced with the brown metal cans.</td>
</tr>
<tr>
<td>7/13/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Lincoln Street Closure</td>
<td>Business Owner</td>
<td>Business owner is still concerned that the street closure is hurting local business. He was not happy with the closure on the 13th. He thought it should not have happened.</td>
</tr>
<tr>
<td>Date</td>
<td>Source</td>
<td>Concern Type</td>
<td>Submitter Type</td>
<td>Summary</td>
</tr>
<tr>
<td>------------</td>
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<td>-------------------------------------------------------------------------------</td>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>7/14/2022</td>
<td>Sitka Tourism Email</td>
<td>Lincoln Street Closure, Pedestrians @ HCH, Parking</td>
<td>Business</td>
<td>It should be noted that on many street closure days that the street is nearly empty by 3 pm. Opening the street to traffic at that time would benefit businesses needing to load or unload product. Flaggers or signs are needed to keep people from jaywalking in front of the HCH. Also, the 3-hour parking should be increased to give people/business owners and employees more flexibility.</td>
</tr>
<tr>
<td>7/14/2022</td>
<td>Feedback line</td>
<td>Lincoln Street Closure, Restrooms, Cell Phone Interruption, Transportation</td>
<td>Resident</td>
<td>Caller had four main issues: Lincoln Street closure times are too long, restrooms should be open for every event, ships cause cell phone interruption, big buses tear up the roads and ships and buses should pay for upkeep.</td>
</tr>
<tr>
<td>7/18/2022</td>
<td>Feedback line</td>
<td>Transportation</td>
<td>Resident</td>
<td>Unknown caller from 7/14/22 called back with more concerns. The focus was on transportation, specifically expanding The Ride bus service to the weekends, and to address needs of the small boat cruise business.</td>
</tr>
<tr>
<td>7/18/2022</td>
<td>CBS Planning Department</td>
<td>Pedestrians @ HCH</td>
<td>Business Owner</td>
<td>Business owner stated that signage is needed for directions to crosswalks at Lincoln and Maksoutoff coming out of Centennial Hall. Tourists jaywalking like crazy in front of Harrigan.</td>
</tr>
</tbody>
</table>
## 2022 Sitka Tourism Feedback Tracking
### July 19- August 1, 2022

<table>
<thead>
<tr>
<th>Date</th>
<th>Source</th>
<th>Concern Type</th>
<th>Submitter Type</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/21/2022</td>
<td>Sitka Chamber Email</td>
<td>Visitor Misinformation</td>
<td>Business Owner</td>
<td>The merchant requested information concerning what food items were allowed back on board ship when passengers returned to their ship. The merchant also stated that they receive numerous questions from visitors concerning misinformation visitors were receiving about Sitka from their tour bus drivers.</td>
</tr>
<tr>
<td>7/27/2022</td>
<td>Spoke to Visit Center Staff</td>
<td>ADA Concerns</td>
<td>Visitors</td>
<td>Visiting couple expressed concern with having difficulty entering some stores due to wife's mobility issues.</td>
</tr>
<tr>
<td>7/27/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Pedestrians @ HCH</td>
<td>Business Staff</td>
<td>Downtown business staff relayed an incident concerning visitors crossing Harbor Drive in front of Harrigan Hall without using the cross walks.</td>
</tr>
<tr>
<td>7/28/2022</td>
<td>Visit Sitka Email</td>
<td>Transportation- Bikes</td>
<td>Resident</td>
<td>Resident is concerned about bike collisions with pedestrians on downtown sidewalks and has included flyers, graphics and PSA's to help mitigate the problem.</td>
</tr>
<tr>
<td>8/1/2022</td>
<td>Feedback Line</td>
<td>Traffic Noise</td>
<td>Resident</td>
<td>Resident is concerned about traffic noise. She wants something done about the loud tour buses.</td>
</tr>
<tr>
<td>Date</td>
<td>Source</td>
<td>Concern Type</td>
<td>Submitter Type</td>
<td>Recipient</td>
</tr>
<tr>
<td>------------</td>
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</tr>
<tr>
<td>8/11/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Transportation</td>
<td>Business Staff</td>
<td>VS Sandy White</td>
</tr>
<tr>
<td>8/15/2022</td>
<td>Spoke to Visit Service Coordinator</td>
<td>Lincoln Street Closures</td>
<td>Resident</td>
<td>VS Sandy White</td>
</tr>
</tbody>
</table>