

City and Borough of Sitka

100 Lincoln Street • Sitka, Alaska 99835

MEMORANDUM

To: Mayor Gary Paxton and Assembly Members
From: Hugh Bevan, Interim Municipal Administrator *HB*
Date: December 30, 2019
Subject: Assembly Action Plan – Business Friendly Sitka

Background

In July 2019 the Assembly approved six Action Plans, one of which is “To make the City and Borough of Sitka more business friendly”

Two action items in the plan were:

- Take a confidential survey of City employees to solicit ideas for maximizing CBS’s role in supporting economic development.
- Do a general public on-line survey and solicit ideas for economic development and general business friendly comments as they relate to doing business with local government.

Analysis

Both surveys were completed during October and November 2019. The results are attached for Assembly information.

On a parallel path SEDA was tasked with completing a confidential survey of local business owners and ask them what could be done to make their interactions with CBS government more conducive to business expansion.

A link to the SEDA survey is on their webpage at www.sitka.net.

Future Actions

The Assembly Action Plan calls for CBS staff to implement a program to engage with customers to develop processes to streamline CBS functions that enhance economic development such as reducing turnaround times for land development proposals, building permits, legal review of documents, etc.

Recommendation

This spring we will organize a committee of CBS staff to review the SEDA business survey, the on-line public survey and the employee survey. The committee can then make recommendations to the Administrator on guidelines to achieve the goals listed in the Action Plan.

The Action Plan calls for Assembly review of those guidelines.

Employee Survey October 2019

In your opinion, is the CBS "business friendly?" That is, in the interactions between business clients and the CBS, are CBS employees helpful to

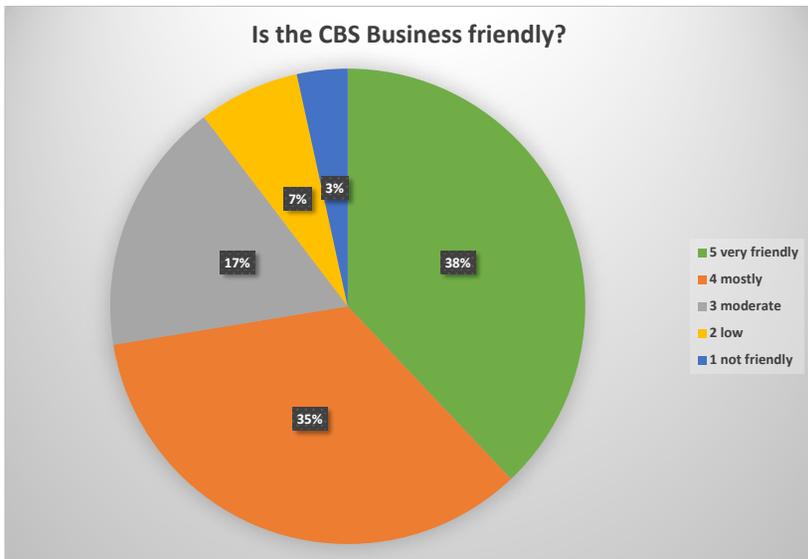
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5	5	4	5	5	4	5	4	5	2	1	4	3	5	5
4	3	5	4	2	3	3	4	5	5	4	4	4	3	3

Comments:

1. Within the scope and confines of the SGC, CBS employees are extraordinarily business friendly. Incidents of being "non-business friendly" are often attributable to enforcing the provisions of the code.
2. None
3. I think some employees/departments have better customer service skills/accessibility than others. In terms of are we "business friendly." The problem is that that can mean different things to different people.
4. Answer based on customer service I have witnessed, as opposed to whether I feel CBS policies are business friendly. For instance, we have some business unfriendly policies discussed to the public in a helpful manner.
5. By and large CBS employees care a great deal about the welfare of Sitka's citizens and businesses. A majority of CBS employees plan on calling Sitka our home for life and as such we all have a large stake in Sitka's future. To this end for the most part CBS employees strive to assist citizens and business owners in fulfilling their goals in what ways we can whenever possible.
6. None.
7. Running a business is pretty straight forward. CBS helps people get their paperwork correct.
8. Yes. It is a double edged sword. I see a hard working, understanding staff that cares but is told to enforce code and are reminded that code is the law and they are obligated to enforce.
9. Library staff works hard to accommodate everyone who comes into the library.
10. Some departments go above and beyond. Others could improve.
11. No
12. None.
13. None.
14. None.
15. I think the city does very well to assist businesses, with the amount of limited man power we have to accomplish all the things that are
16. None.
17. None.
18. I feel that all city employees do their best to be as helpful as possible.
19. None.
20. Loosen up on code regulations for building and food carts.
21. we put on the appearance of being business friendly, however, taxes and utilities are too high to support new industries coming to town. There is huge a shortage of low and medium cost housing for new employees. City infrastructure (water, sewer, electricity, roads) is failing, which will lead to existing companies to leave town.
22. Fill vacant positions.
23. I always try to be helpful when speaking with business clients. In my position I have a lot of opportunities to speak with CBS clients.
24. None.
25. CBS employees generally are very business friendly. CBS code, policy, procedures (or lack of) are very unfriendly.
26. None.
27. I feel the CBS staff work hard at trying to communicate and be as direct as possible. One problem is CBS operation is complex for even staff. Sometimes trying to find the correct avenue is held up by the process itself.
28. None.
29. Most employees work really hard to be helpful. Unfortunately in many cases they are working with rules and organizational structure that

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In your opinion, is the CBS "business friendly?" That is, in the interactions between business clients and the CBS, are CBS employees helpful to



Employee Survey October 2019

In general, when there are interactions between CBS Employees and the Business Clients, and things seem to go wrong, in your opinion, is it the fault of the CBS employee or the Business Client?

	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Response 7	Response 8	Response 9	Response 10	Response 11	Response 12	Response 13	Response 14	Response 15
client	95%	50%	50%	95%	0%			50%	95%	50%	100%			70%	50%
employee	5%	50%	50%	5%	0%			50%	5%	50%	0%			30%	50%

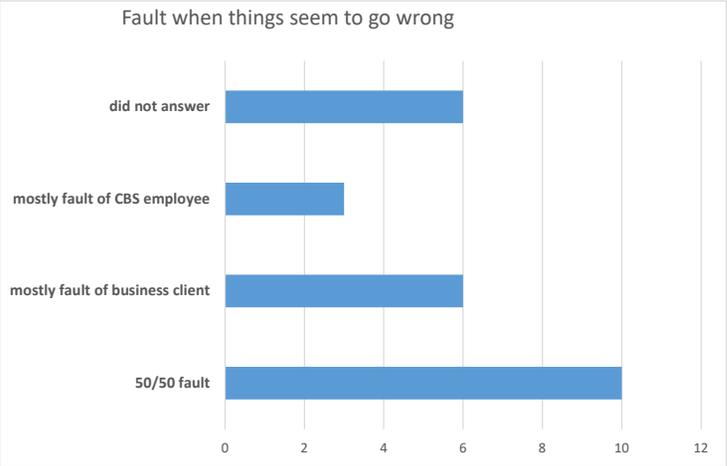
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client	50%	50%	50%	50%	40%	75%	40%	0%	0%			50%																40%
employee	50%	50%	50%	50%	60%	25%	60%	0%	0%			50%																60%

Comments:

- Most difficult situations arise when a CBS employee must enforce some provision of the code that a citizen doesn't like, such as turning off power or non-payment. Very rarely does an employee attitude serve as the basis of a conflict. An ambiguous general code and clumsy, inefficient process for changing and improving it is the center point of many conflict interactions.
- This is hard to judge. It could be skewed another way in some cases.
- Miscommunication usually requires both parties to have a least some culpability.
- Again, my response is based on customer service observations. I find public works staff to be consistently friendly and professional.
- I do not believe this question has a good answer even in generalities, placing blame on one group or another will not bring a positive outcome and we all need to work together for the benefit of our city. Most negative interactions between CBS employees and business owners/citizens arise from misunderstandings on the part of either the employee or the citizen (or both). In most of these instances if level-headed and open-minded conversations occur understanding can be achieved and agreeable results arise. All people have good and bad days, CBS employees and citizens alike, the best way we can avoid these conflicts is to be aware that yourself or the person you are interacting with may not be having a great day and we need to act in a manner that will allow open dialogue.
- We all make mistakes. I do not have an opinion on percent of fault.
- Neither. Every situation is different.
- As it has been explained to me, the code is the code and it is illegal not to enforce it. I don't believe that the public understand this. A business friendly/citizen friendly movement to change code would be the solution in my view.
- Business client is unaware of library policies and rules for usage - this is the main cause of problems.
- 10 through 19. None.
- We should be working to make it easier for business to get started. Not make them jump thru a bunch of hoops to get started.
- The city is full of cutthroat capitalists and the city is the biggest "pigeon" for those who "want to make their million." Many complaints are from contractors who, being strictly held to their contracts, are not able to bleed the city to the extent that they want. Others are from capitalists who were unsuccessful in getting the city to subsidize their adventure with free/reduced city services. Others are from politically connected who can't get the city to give them land and subsidized water/power/sewer for their latest real estate investment.
- None.
- As CBS employees we generally have more knowledge and information regarding city policies, procedures, and operations. We are slightly more responsible for how we relay that information.
- 9x out of 10 it's a misunderstanding.
- With unclear CBS code, policy, or procedures that are followed the path ahead for approval/conclusion becomes very slow and unclear.
- None.
- I see that CBS staff are attempting to do what is best for the community as a whole following or attempting to follow best practices. Industry standards and fairness. Often businesses/contractors may not fully understand the process and/or don't want to go by said process for their own interests.
- Lack of information for business clients. Lack of information provided by cabs employee.
- The very nature of this question shows a negative brand of leadership and understanding of good/positive customer training with staff. Great leaders don't waist time trying to last fault. Great leaders take responsibility to lead it and provide training/resources.

Employee Survey October 2019

In general, when there are interactions between CBS Employees and the Business Clients, and things seem to go wrong, in your opinion, is it the fault of the CBS employee or the Business Client?



Employee Survey October 2019

The Assembly has identified Economic Development as one of its highest priorities. What do you believe can be done by CBS Management, CBS Employees, the Assembly, and the Business Community to improve the prospects of actually growing our economy?

Comments:

1. You have to spend money first to make money. Economic development will not magically happen for free. Also, pinning hopes for economic development on 1 or 2 actions is naïve. It will take a concerted effort among all sections of the city (business community, school district, real estate developers, transportation, communication) to make Sitka the most attractive place to invest or start a business, as compared to competitors/alternatives. The CBS needs to invest substantially in an economic development (SEDA is inadequate) authority, identify realistic opportunities for outside investment, identify barriers to this investment (i.e., lack of trained work force, lack of commercial/residential real estate, poor communication, infrastructure), seek a public/private partnership to overcome or mitigate barriers, identify government financial inducements needed to attract business, then target business sectors and aggressively advertise/recruit that Sitka is open for business. Finally, keep the Assembly out of the process as much as possible. Recognize that private industry sees the public process as a hindrance to be avoided if at all possible. Recognize that private business takes place in private, not in a public forum.
2. We live on a island so this puts some restriction on us. We need another fiber connection in town. Then we can attract some online tech services.

3. a. Define what "business friendly" actually means. Please stop using this vague term and expecting everyone to have the same interpretation of it as change the way we work accordingly. Set actual, specific achievable goals i.e., fee changes, policy changes, customer interaction, etc. b. Staff city hall appropriately. One of the business and citizen complaints is that offices are closed at odd hours or phones aren't answered. Its not because we don't want to - we're understaffed and can't. Having more city staff available to answer questions and guide business to navigate "the bureaucracy." c. When polling the business community, ask for more specific feedback on how CBS could be better - focus on policy changes, not a general sense of "are you happy with..." because most of the time, the answer will be no (people will always hate rules and taxes). d. Thru policy changes, allow CBS staff to make discretionary calls when code doesn't apply/fit, but do it in a way where there is still transparency, oversight, fairness, and documentation. We often have to follow the letter of the law, even if it holds back a good idea because otherwise, we personally (or our bosses) will be taken to the mat by the Assembly. e. Hire a grant manager to chase down available dollars for economic development, housing, and infrastructure needs. f. Random ideas: businesses involving recycling or use of recycled materials manufacturing plastic products from plastic waste and/or having Sitka become the consolidation hub for SE AK recycling to add value to products shipped south. Both ideas have the added benefit of reducing waste disposal cost. Hydroponics/aquaponics for limited drop growth - utilize GPIP buildings/infrastructure for summer workers that could also be used by SEARHC or the schools during the winter - SEDA report states we need more seasonal housing. g. Better relationship between CBS staff and Assembly. CYA culture that has been bred by this tension is bad for everyone.
4. Thorough review of Sitka General Code to determine if our guiding principles make sense. Change what is needed.

5. For Sitka's positive economic development to continue CBS staff positions that directly (and indirectly) affect economic growth availability and possibility must be filled and possibly augmented. Both the Planning Department and Building Department are directly associated with development and growth and need to be fully staffed with competent personnel. Paramount priority at this time should be to obtain the services of an experienced Planning Director. Additionally, under our current staffing schedule both of these departments seem short-handed and it appears to me that they both could easily keep a third staff member busy thus reducing turn-around time for requests of all types.
6. Customers complain that it's confusing to start a new business. We need a clean, step by step process for policy and procedures.

7. Educate and motivate. Some people are intimidated to start a business. If more educational pamphlets were available giving people steps it might help.

8. For instant impact: When there is a gray area regarding interpretation of a code or policy, go with the less restrictive of costing (to the citizen of business) option. That is, side with the citizen/private sector.

9. Positive promotion of all that Sitka currently has to offer needs to be increased (Visitor Bureau's support) as well as taking a "researched" risk in new start up ideas. There are many things happening now - how much support does the city currently provide?

10. First of all, thank you for the opportunity to respond to the business friendly employee survey. It certainly feels like Sitka's economy is in critical condition. It's alarming to see so many businesses closing down or being advertised for sale. It's also alarming to hear that businesses are looking at other SE communities for their business opportunities rather than considering Sitka as a possible location to own or operate a business. I've lived in Sitka my entire life and I've never seen our community this divided or fractured. The morale of the city organization and community appear to be very low and it's imperative that we work to rectify that conditions. I believe there are some key fundamental issues that should be addressed in Sitka. To start with, the basis of a good relationship is trust; the taxpayers of Sitka should be able to trust the Assembly and the Assembly should be able to trust the administration and staff etc. If the Assembly doesn't trust or have confidence in the administration or staff there needs to be a change. Trust needs to be earned by being honest and truthful on all issues by all involved. Administration and staff need to admit failures and take steps to resolve problems. It's ok to fail, nobody is perfect, as long as we learn from it and improve. During my career, I've been told that it's not being dishonest, it's just politics! Politics will never justify dishonesty; that's not acceptable. Being honest and treating each other with respect and kindness would go a long way toward sustaining Sitka's future. All organizations can improve and I believe it's imperative for our city government to be honest with the taxpayers of Sitka; "transparent government". Along with trust, there needs to be respect. Differences in opinion take place on every topic but treating each other with respect as we disagree is a basic foundation for success in a community. Punishing those that we disagree with will never be a healthy solution and may create our next problem. There is a need for stability in city leadership and one that establishes a positive sound direction. One that works together with our constituents and partners in economic development to provide for Sitka's success in the future. Over the years I've heard some alarming discussions. The administration needs to embrace the reality of our economy in Sitka. It is not the administration's job to punish the taxpayers because a tax increase wasn't voted in. In fact, the administration should work overtime to be more efficient and effective. Many of our taxpayers are living paycheck to paycheck and can't afford to pay more and the administration should respect that. Is there a way to be more efficient? Always! And we should be working towards the cuts that can be made where it's felt the least rather than where it's felt the most so as to not punish the taxpayers. How do we attract and support additional businesses to increase the revenue rather than increase taxes? Support economic development. Philosophically, as a government employee, I'm merely the caretaker of the community's assets, I don't own them etc. It is our job as employees to live within the means and to maintain the community's infrastructure to the best of our abilities. It is our job to ensure that Sitka is getting the best possible product for the dollars spent. Projects should be monitored and inspected to ensure that the best quality is achieved for longevity, reduced maintenance and overall success. Contractors should take pride in their workmanship and provide the city with the best possible product and quality workmanship should be rewarded. Poor work should never be accepted and the contractor should be held accountable for such. We need to be honest, kind, and business friendly. Sitka needs to build a business friendly reputation. The administration and staff should work to better assist those trying to start a business as well as support our current businesses. What can we do to generate new business to increase revenue etc.? How can we be more efficient and effective in providing current services? Can the building official and planner assist with solutions to code issues? Can our public works departments better assist with services? We can always do better! These are just a few thoughts, thanks again for the opportunity.

11. Get new Assembly people must get Mosher, Wein, and most definitely the cry baby Nelson out!!

12. Making sure that CBS is hiring and keeping those employees that are invested in the community and not keeping the employees who have alternative motives or who only care about bettering themselves and their own agenda.

13. Focus on sustainability, not growth.

14. None.

15. Figure out whose job it is to spur that growth along. Maybe it is nobody's job at this time. SEDA seems to be limited to the industrial park too much.

16. None.

17. Push to make it a tourist friendly town, and address a boat haul-out for the fishing fleet.

18. Be open minded, and willing to change. Listen to the wants/needs of the community and try to do our best to help ideas become reality.

19. None.

20. Loosen up code regulations on business, building, and food carts.

21. 1. Run the city more efficiently. Lower taxes. Ensure everybody pays their share. The rule should be "we supply services at cost, not a penny less." 2. Eliminate all tax giveaways to SEARHC, NSRAA, Silver Bay Seafood, tourism, harbors and others. 3. Stop all the "giveaways" to politically connected (too numerous to list). 4. The Administrator and Assembly need to get a handle on city finances. Cut the unnecessary. 5. Establish a long term capital plan for all city departments based on reality, not financial delusion. 6. Ensure that all city employees put in "a fair days work for a fair day's pay. "Don't pay for work twice, once when they surf the internet and a second when they actually do it.

22. Fill vacant positions.

23. We need to identify a vision for our economic future, make a plan to achieve the goal, and implement the plan. Personally, I feel our vision should focus around the tourism

24. It's always a gamble, people need to understand that it will cost something to make it work.

25. With many Assembly votes 4-3 the Assembly does not appear to have a clear vision. Growth for just do something? Or growth for sustainable growth.

26. Harvest timber.

27. Come up with an achievable vision, give direction and contract that plan to be executed by a professional business organization to build or produce with set parameters and key milestone goals.

28. Develop a long term plan, and secure some real investors. Decide if we need start relying on something other than the fishing industry. Look more to develop year round

29. Don't spend time trying to prove, blame, convince, and start investing in resources with a proven track records to yield results. The code & charter are significantly outdated and policy and procedures are mostly nonexistent. The Assembly needs to invest in the professional resources to come in and modernize our structure to best practice of being business friendly with good training, policy, procedures so the change is lasting and is not open to lots of staff interpretation.

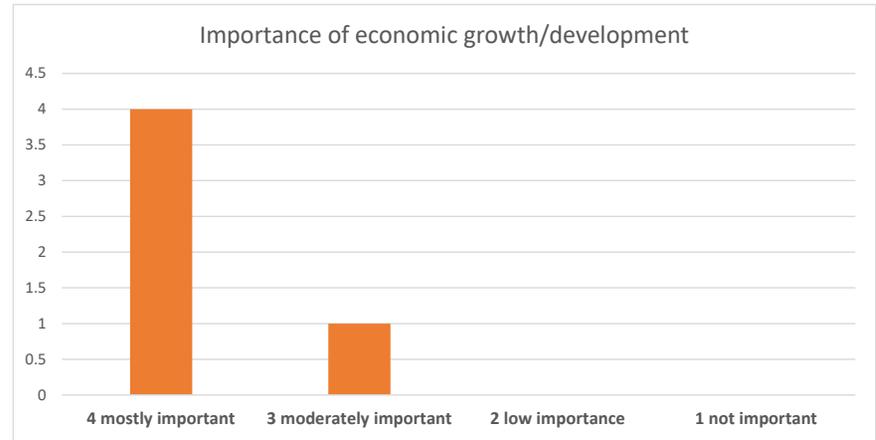
Employee Survey October 2019

Is Economic Growth and Development important to you?

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Comments:

- 2. None
- 3. CBS employees are Sitka residents too. We have just as much to gain, or lose, as everyone else in town if the health of the economy is poor. We want a stable population, affordable housing, affordable utilities, good schools, and good infrastructure too.
- 4. 5 in a vacuum. Not necessarily relative to a competing interest, like revenue generation (taxation, user fees...). It would be good to have more opportunity in town.
- 5. Economic growth and development is essential to ensure that Sitka continues to thrive. I, as do many of my fellow CBS employees, intend to call Sitka my home for life and so economic growth and development here in Sitka is very important to me.
- 6. None.
- 7. When a city is booming, the energy of the city is a positive one.
- 8. None.
- 9. Would rather see small business development than an increase in cruise ships. The latter is only seasonal and so are the resulting jobs. We need to develop business that works year round and some that include Sitka as a "destination" for conferences, meetings, education, research, retreats, festivals, etc.
- 10 through 17. None.
- 18. Economic growth is important to all members of the community.
- 19. None.
- 20. Yes, it is a very large portion of our tax base.
- 21. There is no easy solution to economic development. The hard solution is to build a first class city infrastructure, as a base for business growth. Stop investing city money in "dream" pursuits like the Baranof Brewery and Bulk Water. Live with reality; the city's population hasn't changed much in 30 years. The most likely form of significant economic development will come from government: a) SEARHC expansion, b) expanded Coast Guard presence, c) a Navy base or d) other new government offices. The main criteria for government growth is a first class city infrastructure.
- 22. None.
- 23. I love Sitka, but fear I won't be able to stay here if our economy continues to struggle. I know many families in the same boat.
- 24. None.
- 25. Provided economic growth = sustainable growth. Building, building, building, by spending savings and using loans may lead to foreclosure, not sustainability.
- 26. \$
- 27. Without a clear vision plan on where Sitka as a whole community wants to go, it is difficult to have a common goal or direction that we are heading as one. Yes there are "plans" but not clear manageable plans that are followed by all. Where are we going and what to be in 20, 30, 50 years.
- 28. None.
- 29. Where do you see this in code, policy, job description, standards, budget, etc.? Without it integrated in our structure, it is not likely to happen. Invest in it and invest in your framework and people and it will happen.



Survey Monkey Results from public survey on Economic Development and Friendliness
October/November 2019. 53 responses.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

1. Cost of living needs to be brought to an affordable level so that more entrepreneurs can afford to launch a business.
2. We, to a degree, need to find a way to attract some form of large industry that can perpetuate a large number of jobs

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Be mindful of its citizens

Q3

Is economic growth and development important to you?

(no label) 2 - Slightly important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Have an open mind, develop cruise ship tourist activities, spend money on aging/failing infrastructure

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Open land for development

Q3

Is economic growth and development important to you?

(no label) 5 - Very important



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

We need to do something to fix the affordable housing issue, many young people and families cannot afford the higher cost of housing, utilities and food. We can not control all of these things but if housing was not such a nightmare it would help. We should also prevent people from turning rentals into Airbnb's because this decreases the availability of rentals for year round workers. The cost of utilities is also a huge issue, we pay more every year. We could also consider a higher minimum wage for the city which many other HCOL places have done. We also should look at developing more services for boats, we don't have a decent haul out or ship yard. The city could also make more money by building docks that would accommodate the massive tender fleet that currently struggles to find good anchorage spots inside the breakwater at Elliason harbor. Another idea is to have tax incentives for fish processing facilities that produce value added products such as smoked fish, fillets, etc. Shellfish farming should also be encouraged as a way to use our natural resources (clean water) in a manner that is not detrimental to the environment (ie logging).

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important

Comments:: We would like to see the City of Sitka remain a great place with opportunities so that our kids and grandchildren can choose to live here someday. However, economic development should not be pursued at the expense of the environment.



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

stop raising rates on practically everything

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Comments:: City employees do their best to help the citizens of sitka achieve what they want. There are some restrictions in codes.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Open up land for sale for housing and businesses. Offer classes on "how to's". How to start a business, how to pay taxes, how to apply for permits to add an extension onto the house, etc. all these how to's are once a year.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: A citizens task force should be started to advise the assembly on what and how to achieve economic development in Sitka.



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Make it easier to start businesses, open up land and areas to be business friendly, work with businesses and entrepreneurs to find creative ways to expand sitka business to appeal to broader marketsand serve our community at large. Starter programs, small business groups that are actually listened too. No crazy restrictions

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: Please just don't make this a dead end survey. Listen and actually commit to action. No empty promises.



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Make new business feel welcome and not like they are a burden on the city

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Make property avail
And sell the leases to leaseholders
City should not be a landlord

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Comments::

I have been disappointed to hear of delays when C.B.S. has been working on projects with various organizations in town. I think staff turnover has been a problem - it can lead to delays while new employees play "catch up." If you're swimming just to stay afloat it can be hard to do all the aspects of a job which would be helpful to the public and to businesses.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Keep working to hire in the vacant department head positions.

Q3

Is economic growth and development important to you?

(no label)

3 - Important

Comments::

I'm not concerned with growing Sitka so much as maintaining good jobs for middle class working adults. If Sitka were to actually grow significantly, it would put our rural designation for subsistence & what not in jeopardy. I do think we are facing a challenge with Sitka aging especially with the senior sales tax exemption & a drop in school enrollment. Housing & childcare are especially important for gen Xers, millennials, and gen Z's. A lot of us have much less income and much higher housing and healthcare costs than our parents faced at the same age. Plus, with the population demographics of the whole country changing, fewer kids are being born. We are inevitably going to have to combine schools and I worry about managing the public perception of a school closure. That might be in 5 years or 15, but I foresee it happening.



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Diversify - Stop looking to poor business plans

Q3

Is economic growth and development important to you?

(no label)

4 - Fairly important

Comments::

Demographics shifting away from working families to retirees. Drop sales tax on food, raise millage and invest in infrastructure.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Fair

Comments::

Some employees act like we are bothering them. Curt, impolite.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Encourage and support new businesses.

Q3

Is economic growth and development important to you?

(no label)

2 - Slightly important

Comments::

I feel that Sitka should not become a "tourist trap" too much. Regulate tourist shops - we don't need more of those.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Comments::

In the last few years I have seen the City make more local purchases, however, I am aware that there is much more that the City could purchase locally. I don't get the point of this question.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Cut senseless regulations required of businesses, i.e. planning and building. Evaluate City management positions and cut the obvious "dead wood". Develop a Sitka solid waste management facility for Sitka and for use by the surrounding communities to reduce cost to ship trash off island and to generate jobs and income from other communities waste.

Q3

Is economic growth and development important to you?

(no label)

5 - Very important

Comments::

Sitka is economically deteriorating. We need good ideas like the one suggested above to begin turning this decline around. There are many more good ideas out there which are ignored by the Assembly's focus on inconsequential minutiae in comparison to the real problems we have. Our debt service is out of control and the tax base to provide finances to service it is dwindling. State & Federal money is not a reliable resource; local business i.e. marine repair services, or hold a contest to solicit ideas for generating jobs and income from outside money for Sitka.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Comments:: SEDDA should NOT just be about industrial park - they don't really look at the big picture.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

A small business center with resources and training on-site. A career center that SSD closed down because you need to grow your staff.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Excellent

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Helping with loans to allow mid income families to start business and housing. Cost of buy a home for an average family is outrageous

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and city employees helpful?

☆ Poor

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing

The assembly may identify economic development as important but when it comes to building and getting thru the permitting process prohibitive and beyond friendly

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Quit doing special favors for friends of department heads. Everyone should be treated equally,

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

find ways to reduce cost of electricity. residents are having a hard time and many are leaving because of cost of basic necessities

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Excellent

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

First, the goal must be to ensure that locals are prioritized as the primary beneficiaries of any economic development, that locals are not displaced in any way by economic development and that any new economic development is sustainable and widely supported by a majority of the community

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Comments:: Its how its done that's of utmost import to me



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Fair

Comments::

Field employees are generally good, managers and admin loose sight of solutions when confronted with making pragmatic decisions.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Recognizing that the City is the largest contributor to inflation by its operation of public owned, union managed, monopolies. The union's purpose is full employment with the best benefits. Costs are passed on to consumers (of which union members are consumers), which leads to the unions asking for higher wages to cover the cost increases. This form of economic cycle smart business can see and your dreaming if the current model is acceptable to human and capital investment in this community.

Q3

Is economic growth and development important to you?

(no label)

3 - Important

Comments::

I look forward to finding out what the purpose of this question is.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Poor

Comments::

On a project level basis, city staff often impede progress. For example, suddenly condemning a parcel of property that was up for sale, and ignoring other similar properties that were not for sale.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Eliminate the electric incentive ordinance and replace with a simple incentive rate in the regular utility rate schedules. Aggressively market the fact we have excess electric energy capacity on a regional basis.

Q3

Is economic growth and development important to you?

(no label)

5 - Very important

Comments::

We desperately need marine services and an electric incentive rate, that works, could stimulate that private investment.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Realize that Sitka is on an island in Alaska, and be honest and realistic about our capabilities and limitations. Trying to run Sitka like Portland or Seattle is putting Sitka businesses at a disadvantage. We should focus on what we do have, and Portland doesn't have, which is we are on a Island in Alaska! We should to the greatest extent possible, focus on the last frontier mentality in Sitka. Sitka did best as a remote frontier town when it was a blank slate in the 50's 60's and 70's. A mill being built, oil, fishing, mining, and cheap available land without burdensome restrictions and high taxes. Besides the natural beauty, the other things that tourists want to see and experience is the traditional Alaskan type trades that made the State famous in the first place. No one would want to come here to see a microchip being made or health care being provided. In short, if you want to help the Sitka economy you need to let wealth be created. You need to stand back and let private industry do it's thing.

Q3

Is economic growth and development important to you?

(no label)

5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Comments::

City employees are more helpful now.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

1- Help promoting existing "for profit " businesses. On city web site or in the paper or both. That is a huge cost for any but especially small business is to advertise. Feature the owner, product or service, challenges and ideas. Featuring couple a week will help the business and the City- when new people are considering Sitka they will see that the City is promoting start up's and is business friendly. Remember that most people want to be in business to make profit.

2. Provide a business liaison, a person that would help an individual that never had a business to get all the legal paper work to get started.

3. Process to get a conditional use permit should be simleified and shortened for simpler, short term start ups (like mobile carts/trailers.)

4. City can provide an area with spaces to rent monthly for mobile start ups. There is no small store front spaces to rent in Sitka, only large and expensive which will kill profit of a start up business.

Old city shops as an example is perfect spot. It's sitting empty and it could bring revenue and help business community. It's already flat so create designated spaces along the perimeter with parking in center , provide power only and advertise it for low lot rent (eg. \$300). This will help people get their idea for making \$ off the ground. AND advertise it so people coming or thinking about coming to town see there are opportunities to make \$. If City is not interested in getting involved with that they should sell it with stipulation of "start up business spaces area" . I think that idea alone would get people excited and motivated to get started.

5. Not everyone comes here for fishing or tourism business (they usually are seasonal) so that needs to be remembered and focus more on people that want to live and do business here year round.

6. It's very common practice for Cities to entice large business give them tax, rate, power breaks. But most economic growth comes from small businesses which are being ignored- City leadership Should focus more on helping them with a boost so growth can occur. Not give them \$\$\$\$ because if they don't sucseed we're stuck holding a large empty bag, but create small "breaks" that will boost the morale and hope for success.

Q3

Is economic growth and development important to you?

(no label)

5 - Very important

Comments::

I'm a for profit Business 20 years running. If businesses doesn't grow it's dying. When there is no opportunities for growth business moves (how many did we loose to Hoonah in last 5 years), for business to grow I need to risk my \$ in hopes of a return - that means I look for needs to be filled. This is why it's important to expose challenges businesses have here in Sitka so solutions can be found. Bottom line is a healthy return on investment- that means Profit. Profit returns back to the community in many ways and its worth promoting . This survey was an hour of my time and I hope it was a good investment . I can be reached @ hmrepairguy@gmail.com

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Build a boat storage facility at SMC, support businesses that lead to improved climate and environmental concerns and lead to some jobs that keep the needed infrastructure going, enable electric dept. to succeed in supporting such jobs with clean energy jobs, fill position vacancies at the City, update and strengthen the city's climate action plan so it can support strengthening of businesses that are clean climate friendly, find ways so that people who can afford to pay their taxes, create or encourage jobs program that improves our recycling situation, seriously look into the ideas and needs that Sitkan's identify for job creation

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Comments:: i would like to see the city be more community friendly. we don't need anymore short term rentals or tee shirt shops. be more supportive of businesses that provide services for year round residents.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

a full service boat yard should be the #1 priority for economic development. require businesses to stay open year round.

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Comments:: residents need services not more tourists.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Find ways to reduce cost of living

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Simplify and streamline processes for permit approval. Help people be successful don't hinder.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: More jobs and money from sales and property taxes.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Affordable housing.
Diverse industry.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Comments:: All employees in the electric department are friendly.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Affordable housing.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Respondent skipped this question

Q3

Is economic growth and development important to you?

(no label) 2 - Slightly important

Comments:: Cross walk needed at bank and library. Reduce speed to and from bridge. Increase no parking zone. People can't see and step out on the road.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Comments:: Planning Department did not send one pertinent material in regards to a subdivision in our neighborhood - only after a phone call was accurate info provided.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Get a new manager for SEDA. Mr. White is not effective. Too much time dreaming about water while Sitka falls behind. Tiny home consultant not the answer to economic development - people remain in areas where there are jobs not for housing.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: Sitka is shrinking - no new families - business leaving - can't blame that all on internet sales. Need embrace tourism more as it's all we have - fish are taking a hard hit.



Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Comments:: Kind, considerate

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Respondent skipped this question

Q3

Is economic growth and development important to you?

Respondent skipped this question

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Excellent

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Grow from within

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Comments:: None

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Support education and the environment.

Q3

Is economic growth and development important to you?

(no label) 4 - Fairly important

Comments:: None

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

Comments:: The phrasing of this question is disingenuous at best. There is a big difference whether a city employee is friendly and helpful to the business people they interact with, and whether the policies under which city employees and businesses must operate are helpful and user-friendly. The question, in fact, requires two answers. I've had many business related interactions with city staff over several decades and with very few exceptions city staff consistently rate very good even excellent at times, However, they can only be helpful within the limitations of city policy. If in order to get something done, city policy requires me to fill out a 10 page form and pay a fee to submit it, the employee can get me the form, can answer my questions i have about filling out and can send me to another department where i can pay the fee. That's helpful and probably friendly. If I question whether the form and or the fee makes sense in my situation all they can say is that city policy. for example, if i want to bid on a city project i have to use a web based service (Bid Express) to submit my bid. To quote the city website bid express registration is required. When I checked a few years ago, I had to pay to subscribe to the service. Another example. To get a building permit for construction you have to submit construction plans. No problem there, that's reasonable. The problem is that in many cases the building official still can't tell you whether your plans meets city code unless you submit an engineered set of plans that are stamped by the appropriate kind of engineer. This is expensive. In many cases the cost and trouble is enough to kill any interest in pursuing a construction project. And if you already have a plan that is certified by an engineer as meeting the uniform building code, why do you also have to pay the city to approve it? Please do not choose to misunderstand me here. I've always found the building dept. staff to be enormously helpful, and always friendly. This isn't their fault. These examples are not unique either. in my view they reflect a culture of unintended obstructionism at the highest levels of city government. To say it in a different way - if there's a hoop that can possibly be jumped through, the city will insist that you jump through it. So if you ask for my opinion on the question is the CBS business friendly? I have to rate it poor. I'd rather it semi-hostile but that isn't an option. Five stars for the staff. No stars for the res.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

First stick with city business. Whether or not a merchant wants to give paper or plastic bags to their customers is not a legitimate business of the city assembly. Their job is to run the city, not to solve the world's problems or to run the businesses that operate here. Second stay out of private sector. No business can compete with a tax subsidized enterprise fun, tax subsidized housing, or tax subsidized hydropower sold at a cut rate prices to large users. Third don't build stuff we can't afford to maintain. It just results in higher taxes, which increases the cost of good and services, which discourages people from patronizing local business. Fourth consider backing off on all the free federal and state money. Even if it doesn't require matching local funding, free money comes with strings attached. The ADA regulations for example are threatening to turn Lincoln St., repaving project into what amounts to an access restriction project for downtown. Look at the plans for the intersection of Katlian and Lincoln Street for example. Then imagine two of those big AK coach tour busses trying to turn in opposing directions at the same time., Then throw in a tractor trailer hauling fish from SPC or SSS. Just for fun, sprinkle in a few bicycles and a lot of pedestrians. Why don't we just repave the street instead of trying to re-envision the world? What's happening instead is that access to the downtown area is becoming ever more difficult for larger vehicles trying to bring goods to downtown merchants, or to provide them with services. Parking is an ever larger problem too. It seems like every upgrade of the downtown area results in a loss of parking spaces. It's bad enough that passenger vehicles have fewer and fewer places to park; but the service vehicles that bring in the goods that businesses sell also have to park somewhere while they load and unload. Restricting downtown parking not only keeps customers away, it makes it harder for businesses to operate. Restricting downtown traffic to bicycles, pedestrians, and small vehicles might make downtown look more attractive to tourists, but this is a survey about a business friendly environment. In my opinion, current policies and plans are making things harder for businesses not easier. THen there is the delicate subject of tourism. There is little doubt that tourism is an important part of our economy. From my perspective on the street through it seems like the city administration sees it as the only important part. There seems to be a lot of momentum toward building up tourism as the motive force behind our whole local economy. That's where a lot of our tax dollars seem to be going. Tourism has a dark side though. Most of the jobs are seasonal, and they don't pay all that much. Year round, living wage jobs are harder and harder to find. The ones you can find are often government jobs, and those jobs don't increase city tax revenues, they just recycle them. If you increase government, you only have two choices for how to pay for it. Raise taxes, or find more taxpayers who don't have city jobs. Looking forward, any effort to become more business friendly should consider that growth in government consumes revenue streams without generating any new ones, and relying on tourism alone as a way to the future gets us closer and closer to becoming a seasonal theme park where no one can afford to live year round.

Q3

Is economic growth and development important to you?

Comments::

What is economic growth and development anyway? More seasonal jobs, more low-wage service jobs, more government jobs? Technically, maybe the answer is yes maybe that counts as growth but I don't want to see that happen. Growth for its own sake is not necessarily a good thing. Think about cancer, for example. If economic growth involves manufacturing, we are in a poor position to do much of anything. Transportation costs will prevent anything more than small scale efforts. Natural resource extraction? Well we have natural resources, but let's look at how we've handled one of the biggest ones we have, fishing. In an effort to increase revenue, we've raised the sales tax cap to the point that there is no longer an incentive for large fishing boats to resupply here. They can't save money even on their really large purchases anymore. Harbor rates are so high that some fishermen are mooring their boats elsewhere. The herring fleet all anchor out now, rather than tying up in the harbors. It's not that easy to spend money in town when you are on a boat at anchor. We put a fish box tax on charter fishermen too. We're doing our best to send this group of resource extractors somewhere else to do business. How about bulk water? Transportation costs are going to keep this from happening for awhile; but if it ever does take off, the profit from it should not go into the general fund. In my view it should go straight to the citizens. Maybe like the state permanent fund. If the city needs money, it should have to ask for it. It should never get it automatically. That way citizens can decide how well the city is doing its job, and if they trust it to have more of their money. Is economic growth and development important? Maybe, but it depends on what kind, and how you go about promoting it. What's more important, in my opinion, is that the city get out of the way of the kinds of growth and development that happens naturally when people believe they'll be able to keep the profits they ear from the investments they make in a business. For that to happen, they have to trust that the city will tread very lightly in the business sector, and won't unduly interfere with private commerce. Further, if there is a real interest in being business friendly the city should take extraordinary care not to spend public money to compete with private enterprise. The city will always win that battle because it doesn't have to make a profit. It doesn't even have to cover its cost of doing business. When the city gets into business, it risks converting tax paying private sector jobs into tax consuming public sector jobs. That's not good for anyone in the long run.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Comments::

business friendly = fair for residential small business. is good for non residential business i.e. tourism lodges 2nd homes out of stat owners.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

More focus on year round business. Tourism is a 3 month season. Trolling is 85% residential. Longlining has an 8 month season. Year round pedestrian downtown - encourage more street entertainment benches, tables, music, carts, etc.

Q3

Is economic growth and development important to you?

(no label)

2 - Slightly important

Comments::

Be aware of overtourism. Too much growth in this sector could easily backfire - over harvesting fish, a limited resource - becoming a summer vacation town. Driving up the cost of living and driving out locals. No winter work and a high cost of living. Being a traditional fishing town sustainability is important. Fish are cyclic but when well managed can be sustainable. Continued growth (increase fishing) kills sustainability.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Comments::

Interactions with city employees have been limited to a few areas the last couple years.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Listen to fishermen. Boat haul out and repair needed many years ago. Question start ups - only tourists? What about us locals without ferries? Maybe get current wants and recommendations from every sector of the economy. Don't always wait for them to come to you.

Q3

Is economic growth and development important to you?

(no label)

3 - Important

Comments::

Balance - balance. Only as it promotes a fun healthy community to live in. There needs to balance in politics strong assembly and strong city supervisors. Some taxation within reason and respect for senior citizens and care and education for children.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Comments:: Special people get special treatment anything is possible for the favored.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Do you know how much bottled water is selling for today? Crystal Geyser - \$18.76 for 36 bottles but I don't want to drink chlorine and fluoride.

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Comments:: Jobs for locals; I applied with city of sitka - totally not considered. Age, looks, race even us old fogies need work these days

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Fair

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Never give up. It will get better.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Fair

Comments::

Some depts are more business friendly than others in that some people in the depts are more friendly, helpful than others.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Lower prices overall.

Q3

Is economic growth and development important to you?

(no label)

4 - Fairly important

Comments::

More opportunities for the public to have more than 3 grocery stores - so there's actual competition and possibly lower prices - plus more than 2 pharmacies (owned by the same family) so again there's actual competition and possible lower prices. I honestly can't/don't purchase from local clothing stores and pharmacies because I can't afford it.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆

Good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

tourism

Q3

Is economic growth and development important to you?

(no label)

4 - Fairly important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

shitcan codes

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: have uncover building permit undertaken and report to assembly

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Comments:: Because the police officers are not fair and believed this one drug addict women against my daughter pulled out there guns like she was a hardened criminal in front of her 4 children she said my daughter was stalking her. i was with my daughter when she pulled up in front of the 4 way at Keet and stopped in front of all ears in front of my daughters vehicle. It makes me sad.

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Respondent skipped this question

Q3

Is economic growth and development important to you?

Respondent skipped this question

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Comments:: Mostly good, but who is left in City Hall?

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Common sense rule-making

Q3

Is economic growth and development important to you?

(no label) 3 - Important

Comments:: Common sense development no big growth

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Comments:: Why is Cummins taxi allowed to skip 10-20 k in moorage bills

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Respondent skipped this question

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Poor

Comments:: Obviously not when old time business' are closing down :(

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Need young people going into business

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Support and help to start private business or joint-venture from other regions/countries.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Very good

Comments:: The employees are very helpful... the policies are not so much!

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

Assembly - allowing use of local natural resources like land for purchase wood for lowering utilities, etc.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: City government involvement has directly led to poor business decisions (brewery, the farm, etc). the city government is poor at analyzing risk.

Q1

In your opinion, is the City and Borough of Sitka "business friendly"? That is, in the interactions between the public and the city, are city employees helpful?

☆ Good

Comments:: There are good efforts, but not enough we started to see more businesses closing and that is sad!

Q2

The Assembly has identified economic development as one of its highest priorities. What do you believe can be done by the city management, employees, Assembly, and the business community to improve the prospects of actually growing our economy?

1. Consider lowering city taxes. 2. Open a discussion with business owners.

Q3

Is economic growth and development important to you?

(no label) 5 - Very important

Comments:: We are all in it together. When a business closes, many of us are losing.

