



Business Lunch and Learn 2019

~Tourism Feedback~

Contact Information

Business Name: ____ From Attendees_17 Paper responses_____

Do you have any suggestions for additional materials we should consider including next "Lunch and Learn" presentation?

- Curious of a poll on what cruise ship passengers want? Shop Location? Adventures? Dining? Relaxing?
- Better communications between businesses.
- No
- No
- More time for open discussions, seems like if questions were asked, it was just asked w/o any really discussions regarding to topic.
- I used the flow chart last year, and came upon many walls. Premier was the only one to respond and in the end not much help.
- No, it was great. Thank you for facilitating this presentation and for the lunch. ☺

Reflecting on the summer season of 2019, overall, how did your business compare to past years? Did you see certain highs/lows?

- My business is not involved in tourism, however I support business that is.....I am busier, but I feel it is not due to tourism.
- Physical infrastructure development/review of existing assets.
- We were in our first year in 2019.Cruise days were definitely better than non-cruise days for shoppers.
- Our business was up. LOTS of people coming from interior and Matsu for fishing.
- First year in business. Was productive.
- Great to see people from around the world. Having vendor tents in one place – w/a fee.

- Regular bus stops.
- There wasn't a lot of change.
- It did well – especially off the Massdam for cruise ship customers renting cars and for Bob E. to get tours.
- Definite increase in admission and store sales on cruise ship days.
- Dramatic increase in # of summer visitors – on cruise ship port of call days.
- Tourism @ the Center, in the form of lunches and activities, was quite low this year.
- Did you get any details back from Premier Tours on how many shore excursions were sold and which ones were sold per port of call.
- N/A
- Whole new business, so not a comparison year. I did not receive cruise dollars.
- As far as the CG goes there was an increase in reputable injuries onboard vessels but nothing serious. The increase of people in town I think was overall wonderful. Cruise Ship tourist were very nice and seemed to love Valdez.

We strive to make the traffic flow, both walking and driving around Valdez be a positive one for our residents and visitors.

When you moved around Valdez as a resident, did you encounter any specific traffic congestion and patterns?

- Two main intersections – (4 way @ Meals and Egan and 3 way @ Egan and Hazelet) have been confusing to visitors for years.
- Not really.
- No
- Galena & Hazelet
- No
- No
- No
- No – none witnessed
- No
- No
- Would have been nice to review the take away from the 1st meeting planning prior to the cruise ships season.
- No
- No, not at all. I have seen people not slow down at the 3 way stop on Egan for pedestrians. I almost got hit by a truck last summer at the crosswalk. Suggest a flashing signs for crosswalks.

Did these issues/patterns change on days that a cruise ship was in town?

- Walking Visitors do not always look both ways 😊 (Too much beautiful scenery!!!)
- No
- No
- No
- Not really
- No

- No
- No

Do you have any suggestions for improvement?

- Potential Blinking lights?
- Regular bus stops established with signs and hours of bus operation on cruise ship days especially but also for RV traffic.
- Suggest renting bikes, rascals for tourist to get people off the buses and expose them to more of Valdez.
- Not yet.
- More guided local tours of Valdez and OT
- N/A
- Bus stop maps for the businesses so we can predict flow.
- Reflective walkway/crosswalks

When you consider all of our guests here in Valdez, how do you think the City of Valdez, and the Valdez Convention and Visitors Bureau's involvement was?

- They were great!
- Unknown
- VCVB was great at welcoming visitors.
- N/A

What worked?

- VCVB is a great source of info for visitors – a comfortable place to learn.
- I think the facilities are fantastic. This town looks awesome in the summer.
- Should we have visitor reps walk around town?
- Strong support from both City and VCVB
- In general positive experience city wide.
- Bus stop @ VCVB gave opportunity to reach cruisers off the docks.
- N/A

What is not working?

- Of course a location on Main Street for VCVB would be Stellar!!
- More ways to get older/disabled visitors around town to all businesses.
- VCVB
- More info on the town stores, more brochures with directions.
- The short notice on changes in docking schedule was difficult to schedule staff for.
- Encouragement through shop/visit local program would be nice over just giving map with lots of loose choices.
- N/A

When considering your businesses needs or development in Valdez. How do you think the visitor/tourism industry and its support networks can assist you better? Do you think it should be the City of Valdez or the Valdez Convention and Visitors Bureau?

- VCVB
- VCVB
- N/A
- We would like to be posted as a business that welcomes visitors for lunch and to enjoy Bingo, etc. for visitors and cruise ships. (Sr. Center)
- VCVB should create a program for itinerant vendors to participate in together.
- N/A

What is really working?

- N/A for my business, but VCVB is the support network.
- It's a wonderful place for visitors to hear about the history of Valdez from respected elders. (Sr. Center)
- N/A

What is not working?

- Need more cultural shore excursions. ART!
- Outside of the vacation guide the marketing by V.C.V.B. is minimal.
- Looking at big shiny things like cruise ships. Local in state marketing, in state marketing is best return buy far.
- N/A

Do you have any other questions or concerns? Do you have any ideas for future business/tourism industry meetings/topics? What would you like our Lunch and Lean topics to involve?

- Am curious if we formally requested feedback from cruise ships or their passengers? What would they like to experience in Valdez?
- Diversification.
- I think we've got the marine world covered but believe that the summer trail access is wholly inadequate to interest: retain travelers.
- Ways to woo cruise ship and RV passengers like:
 - Local theatre play about Valdez/AK history
 - Local or native music/dance
 - Holiday events to include tourists
- Ways to get more people into stores.
- Has City considered surveying tourists? Could provide stamped post cards to tourists to encourage with 5 or so questions responses, or just a suggestion box.
- Can signage be put up for Alyeska Pipeline workers monument by Ferry Terminal? Frequent question asked by visitors "What is that monument for?"

- No. Promote our clean air, clean water, eagles, bears, etc.
- Not many business owners including charter vessels were not present at this meeting.
- Has Economic Development reached out to businesses and registered vendors to see what the \$ impact was during the cruise ships visit.
- I would love advice on marketing dollars best spent.
- Help in seeing where most of my customers are coming from
- Dormitories for my seasonal employees, or affordable apartments.
- SBA funding and growth ideas/help.
- Topics were great. Suggest that a large lot where three bears was be used for vendors, food trucks, bike rentals, etc. Also more trash cans, flowers, and cleanups. The meeting today was great and generated ideas for the 2020 season/summer. Also, zip line, rafting, kayaking rentals, canoe rental, and more outdoor activities to be accessible to tourist would help.