

**Agency: Commerce, Community and Economic Development****Grant Recipient: Sitka****Federal Tax ID: 92-0041163****Project Title:****Project Type: Remodel, Reconstruction and Upgrades**

# Sitka - Commercial Passenger Vessel and Visitors Facility Improvements

**State Funding Requested: \$3,000,000**  
One-Time Need

**House District: 2 / A****Brief Project Description:**

Project will appropriate \$3,000,000 in Cruise Ship Passenger Head Tax funds to complete waterfront and tourism infrastructure improvements in Sitka. Funding will upgrade commercial passenger vessel services and watercraft infrastructure, enhance passenger safety, and support cruise ship visitor activities.

**Funding Plan:**

Total Project Cost:	\$6,000,000
Funding Already Secured:	(\$3,000,000)
FY2012 State Funding Request:	<u>(\$3,000,000)</u>
Project Deficit:	\$0

**Detailed Project Description and Justification:**

Project will appropriate \$3,000,000 in Cruise Ship Passenger Head Tax funds to complete waterfront and tourism infrastructure improvements in Sitka. Funding will upgrade commercial passenger vessel services and watercraft infrastructure, enhance passenger safety, and support cruise ship visitor activities.

The project will provide for upgrades to Sitka's Centennial Hall Upgrades to include a visitor's center. The hall is Sitka's primary public facility for cruise ship visitors and functions both as a gateway and hub to downtown as visitors disembark from lightering boats and access buses. Centennial Hall is also the designated as an emergency shelter for cruise ship passengers. Funding will rehabilitate the interior and exterior of Centennial Hall the project provides an excellent opportunity to expand this heavily used facility to include visitor services by creating space for the Sitka Convention and Visitors Bureau and the Chamber of Commerce. The project will also construct office space for visitor services including a staffed visitor information counter providing needed assistance to cruise ship passengers.

The project will also repave the Crescent Harbor and Centennial Hall Parking lot. The parking area surrounding the Centennial Hall is at the end of its useful life. Repaving this parking lot provides a unique opportunity to reconfigure the layout to better serve the current needs related to cruise ship passengers. The parking layout is extremely inefficient for the current use as a central bus drop-off and vendor staging area associated with the Crescent Harbor lightering facility. This would greatly improve safety and efficiency of visitors as they disembark this area. Currently visitors are forced to wander through the harbor parking lot and driveways to access downtown and Centennial Hall. This project will construct a large raised staging area to provide a safe location for vendors, way finding information, safe access across the parking lot to town, and bus staging.

This project is strongly supported by the Sitka community and the visitor industry.

**Project Timeline:**

Centennial Hall Upgrades: Design summer 2010; Construction fall 2011 through spring 2012. SeaWalk and Parking lot Upgrades: Design and permitting FY'11; Construction FY'12.

**Entity Responsible for the Ongoing Operation and Maintenance of this Project:**

City and Borough of Sitka

**Grant Recipient Contact Information:**

Name: Marlene Campbell - City and Borough of Sitka  
Title: Govt Relations Director  
Address: 100 Lincoln Street  
Sitka, Alaska 99835  
Phone Number: (907)747-1855  
Email: campbell@cityofsitka.com

Has this project been through a public review process at the local level and is it a community priority?  Yes  No

## **FY2012 CBS LEGISLATIVE CAPITAL PROJECT REQUEST**

### **Project Title: COMMERCIAL PASSENGER VISITOR FACILITIES IMPROVEMENTS**

<b>Total Project Cost:</b>	<b>\$6,000,000 (100%)</b>
<b>Funding already secured:</b>	<b>\$3,000,000 (50%)</b>
<b>FY 2012 State Funding Request</b>	<b>\$3,000,000 (50%)</b>
<b>Additional Funding Required:</b>	<b>\$ 0</b>
<b>City and Borough of Sitka Federal Tax ID Number: 92-0041163</b>	

**CBS requests \$3,000,000 funding from the State of Alaska to complete capital projects to enhance commercial passenger vessel services, enhance passenger safety, and support cruise ship visitor activities. In the past, Sitka has received up to 280,000 cruise ship visitors annually and need to upgrade its municipal facilities. CBS appreciates the funding received for FY09 and FY10.**

#### **FY2012 Project: Sitka Centennial Hall Upgrades to Include Visitors Center (\$2,500,000)**

CBS appreciates the \$2,000,000 in Legislative Capital Project funding to rehabilitate the interior and exterior of Centennial Hall. This Hall is Sitka's primary public facility for cruise ship visitors and functions both as a gateway and hub to downtown as visitors disembark from lightering boats and access buses. Centennial Hall is also the designated emergency shelter for cruise ship passengers.

The rehabilitation project provides an excellent opportunity to expand this heavily used facility to include visitor services by creating space for the Sitka Convention and Visitors Bureau and the Chamber of Commerce. Funding of \$2,500,000 is requested to construct office space for visitor services including a staffed visitor information counter providing needed assistance to cruise ship passengers. This project would either be designed as a 5,000 square foot expansion to Centennial Hall or a separate structure immediately adjacent to the Hall. **CBS requests \$2,500,000 to develop these new visitor facilities.**

#### **FY2012 Projects: Centennial Hall Bus and Vendor Staging Improvements (\$500,000)**

CBS appreciates the \$1,000,000 in Legislative Capital Project funding to repave the Crescent Harbor Parking Lot including the Centennial Hall Parking. The parking area surrounding the Centennial Hall is at the end of its useful life. Repaving this parking lot provides a unique opportunity to reconfigure the layout to better serve the current needs related to cruise ship passengers. The parking layout is extremely inefficient for the current use as a central bus drop-off and vendor staging area associated with the Crescent Harbor lightering facility.

**Funding of \$500,000 is requested for the parking lot to be reconfigured to provide a bus drop-off and vendor staging area segregated from the harbor parking.** This would greatly improve safety and efficiency of visitors as they disembark this area. Currently visitors are forced to wander through the harbor parking lot and driveways to access downtown and Centennial Hall. This project will construct a large raised staging area to provide a safe location for vendors, way finding information, safe access across the parking lot to town, and bus staging. The concrete curb, sidewalk, drainage, and landscaping is estimated to cost \$500,000.

CITY AND BOROUGH OF SITKA

RESOLUTION 2010-32

A RESOLUTION BY THE CITY AND BOROUGH OF SITKA (CBS)  
SUBMITTING CBS 2012 STATE LEGISLATIVE PRIORITIES  
TO STATE OF ALASKA AND 2011 LEGISLATURE

WHEREAS, the City and Borough of Sitka advocates cooperating and sharing resources with the State of Alaska to maximize public infrastructure and services for the citizens of Alaska in the most efficient, cost effective manner; and

WHEREAS, the State of Alaska has inadequately maintained State owned facilities and passed unfunded mandates on to municipalities; and

WHEREAS, municipalities have suffered major budget impacts from State management of the PERS/TRS system, State harbors, State roads and utilities, and other State responsibilities which should be compensated;

NOW, THEREFORE, BE IT RESOLVED that the Assembly of the City and Borough of Sitka, Alaska, adopts the following FY2012 State Legislative Priorities and urges the Alaska State Legislature to support them to the maximum extent possible:

- **State Revenue Sharing/Local Tax Relief** – The City and Borough of Sitka supports the State Revenue Sharing provided on a sustainable basis to equitably compensate Alaska communities for providing local services.
- **Education** – State funding should be increased to cover escalating transportation expenses, the rising costs of fuel and energy, and reasonable new costs to improve the quality of education.
- **Local Control and Maximum Local Self-Government Guaranteed by the Alaska Constitution** – The Legislature should defeat any legislation that creates new unfunded mandates or takes away existing powers of local governments. The State should fund existing unfunded State mandates.
- **Deferred Maintenance of Harbors** – The State should fully fund the deferred maintenance of State harbors transferred to local governments. In addition, the State should fully fund the 50 percent matching grants legislated by SB 291, the Municipal Harbor Facility Grant Fund, to assist with future harbor upgrades.

NOW FURTHER BE IT RESOLVED that the Assembly submits the enclosed FY2012 City and Borough of Sitka Legislative Priorities, CBS Legislative Capital Project Requests and CBS Requests for State Funding for State Facilities in priority order to the 2011 Session of the Alaska State Legislature and State of Alaska.

PASSED, APPROVED, AND ADOPTED by the Assembly of the City and Borough of Sitka, Alaska, on this 30<sup>th</sup> day of November, 2010.

  
Cheryl Westover, Mayor

ATTEST:

  
Colleen Ingman, MMC  
Municipal Clerk

THE GREATER SITKA  
**chamber**  
OF COMMERCE

GREATER SITKA CHAMBER OF COMMERCE  
BOARD OF DIRECTORS  
RESOLUTION 2011-01  
IN SUPPORT OF THE CITY AND BOROUGH OF SITKA'S  
COMMERCIAL PASSENGER VISITOR FACILITIES IMPROVEMENTS PROJECT

**WHEREAS**, the Greater Sitka Chamber of Commerce serves as the voice of its membership to promote, support, and facilitate economic growth while working to cultivate a healthy and diverse business environment in the community; and,

**WHEREAS**, the economic health of Sitka is, in large part, based on a healthy tourism industry; and

**WHEREAS**, the City and Borough of Sitka does not have a visitors center that adequately meets the needs of visitors; and

**WHEREAS**, the Sitka Convention and Visitors Bureau and the Greater Sitka Chamber of Commerce have successfully shared office space in the Harrigan Centennial Hall in the past; and

**WHEREAS**, a visitor's center could provide adequate office space for both Sitka Convention and Visitors Bureau and the Greater Sitka Chamber of Commerce; and

**WHEREAS**, the Sitka Historical Society Museum is in need of additional space and improvements; and

**WHEREAS**, a partnership between the Sitka Convention and Visitors Bureau, the Greater Sitka Chamber of Commerce and the Sitka Historical Society could work to create a consolidated effort for economic development opportunities related to our tourism industry; and

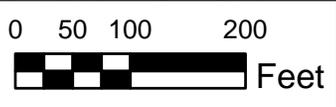
**WHEREAS**, the City and Borough of Sitka has requested funding for a Commercial Passenger Visitor Facilities Improvements project in their Sitka Legislative Priorities for fiscal year 2012.

**NOW, THEREFORE, BE IT RESOLVED**, the Greater Sitka Chamber of Commerce supports the City and Borough of Sitka's Commercial Passenger Visitor Facilities Improvements project specifically to include adequate facilities to serve as a visitor's center, museum and office space for the Sitka Convention and Visitors Bureau, the Greater Sitka Chamber of Commerce and the Sitka Historical Society.

Approved the 8<sup>th</sup> day of April, 2011.

  
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Gerry Hope, President

  
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Jennifer Robinson, Executive Director



LINCOLN STREET

HARBOR PARKING AREA

BUSINESS DISTRICT

CENTENNIAL HALL PARKING AREA

HARBOR WAY

COMMERCIAL PASSENGER LIGHTERING DOCK

CENTENNIAL HALL

COMMERCIAL PASSENGER VISITOR FACILITIES IMPROVEMENTS EXISTING CONDITIONS

2012 CBS LEGISLATIVE CAPITAL PROJECT REQUEST



# City and Borough of Sitka

PUBLIC WORKS  
100 LINCOLN STREET • SITKA, ALASKA 99835  
PHONE (907) 747-1804 • FAX (907) 747-3158

# Welcome

March 30 & 31, 2011

## Harrigan Centennial Hall & Crescent Harbor Parking Upgrades

- Community Discussion -



### City and Borough of Sitka

Jim Dinley - Municipal Administrator

Michael Harmon - Public Works Director

Stephen L. Weatherman, P.E. - Municipal Engineer

### MRV Architects

Paul Voelckers, AIA - Principal in Charge

Amanda Engel - Project Manager

# Harrigan Centennial Hall & Crescent Harbor Parking Upgrades

## Project Timeline



March	First Public Meeting
April - May	User Group interviews and public feedback.
June	Second Public Meeting to review Needs List and costs. Assembly approval.
July	Organize Feasibility Committee and begin to develop options.
July - August	Feasibility Committee evaluates options and develops recommended improvements to meet needs which are within project budget.
Sept. - October	Public Meetings held to present recommended improvements.
November	Feasibility Committee recommendations to Assembly for approval
December - April	Consultants begin design on approved improvements.
May	Possible advertisement for construction.
June - December	Construction begins.

# Harrigan Centennial Hall & Crescent Harbor Parking Upgrades

## Pre Development Process

1. Public and User Group Meetings
2. Develop “Needs List” and preliminary budgets.
3. Finalize project priorities with public input via public meetings and written input. Assembly approval.
4. Feasibility Committee formed to help prioritize “Needs List,” and review planning options.
5. MRV develops concepts and costs for selected priorities.
6. Feasibility Committee works with concepts and makes recommendations for priorities.
7. Feasibility Committee presents concepts and priorities to public via public meeting(s).
8. Obtain consensus for concepts and priorities.
9. Project Development Plan prepared by MRV.
10. Present Project Development Plan to Assembly for approval.

# Harrigan Centennial Hall & Crescent Harbor Parking Upgrades

## User Groups

Sitka Residents

Harbor Users and Island Residents

Harrigan Centennial Hall

Marine Tour Operations

Charter Operations

Tourism Commission

Isabel Miller Museum / Sitka Historical Society

Ports and Harbor Commission

Russian Dancers

Tour Operations

Cruise Line Agencies of Alaska

Sitka Tribe of Alaska

Sitka Convention and Visitors Bureau

Kettleson Library

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*Please Join Us for a Community Open House*

## **INTRODUCTION TO PLANNING PROCESS FOR HARRIGAN CENTENNIAL HALL AND CRESCENT HARBOR PARKING UPGRADES**

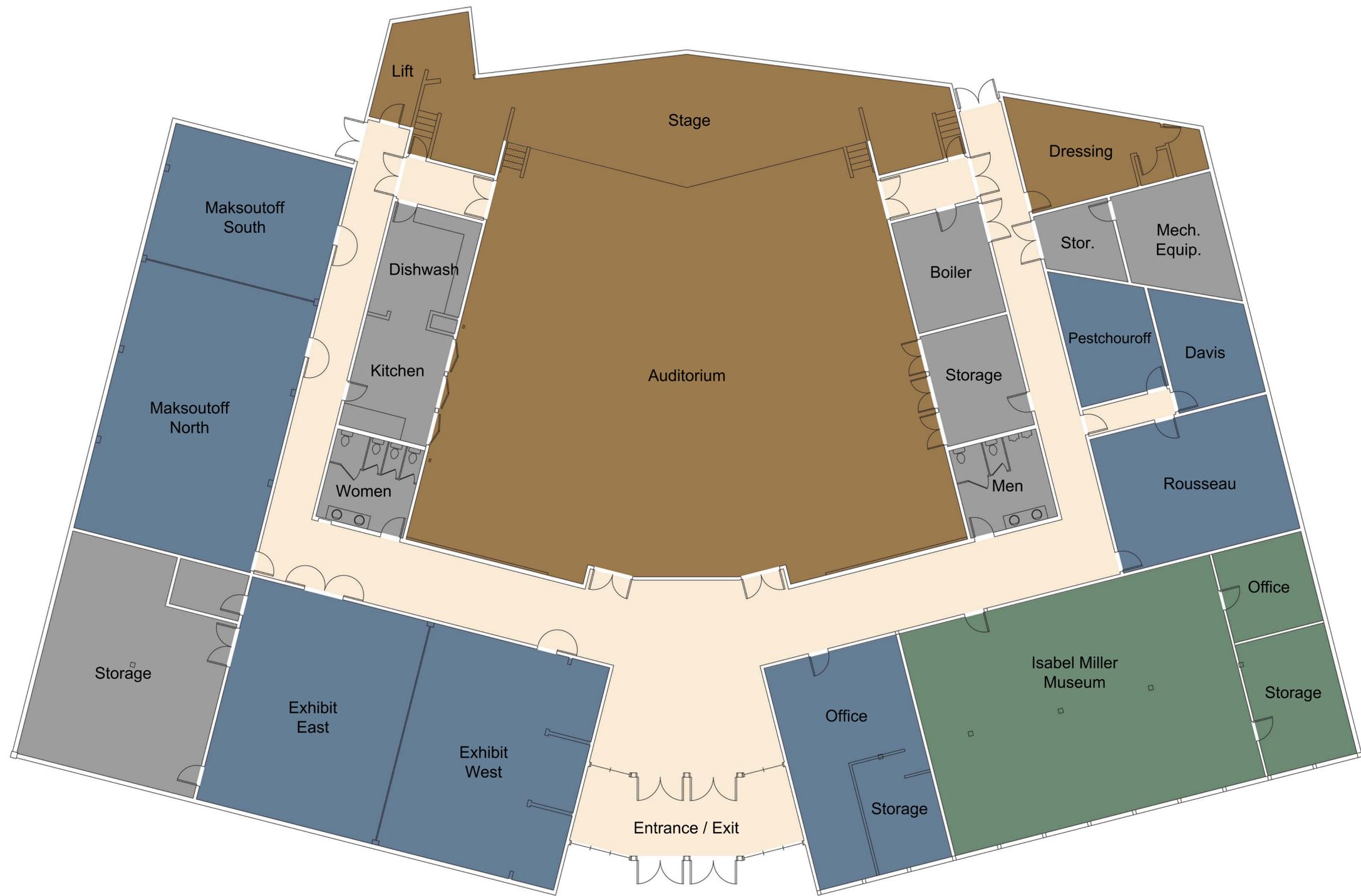
- Centennial Hall is actively used by the community and visitors.
- The City and Borough of Sitka has grant funding to upgrade Centennial Hall including the parking lot.
- A contract has been approved with MRV Architects to identify the range of user groups and needs at Centennial Hall and parking lot.

*Community Open House Forums will be held to:*

- Introduce the steps and timeline for this planning process
- Review the current Centennial Hall floor plan and uses
- Seek the community's assistance with identifying "user groups" to be interviewed and involved in multiple meetings throughout this planning process

*Two opportunities to attend:*

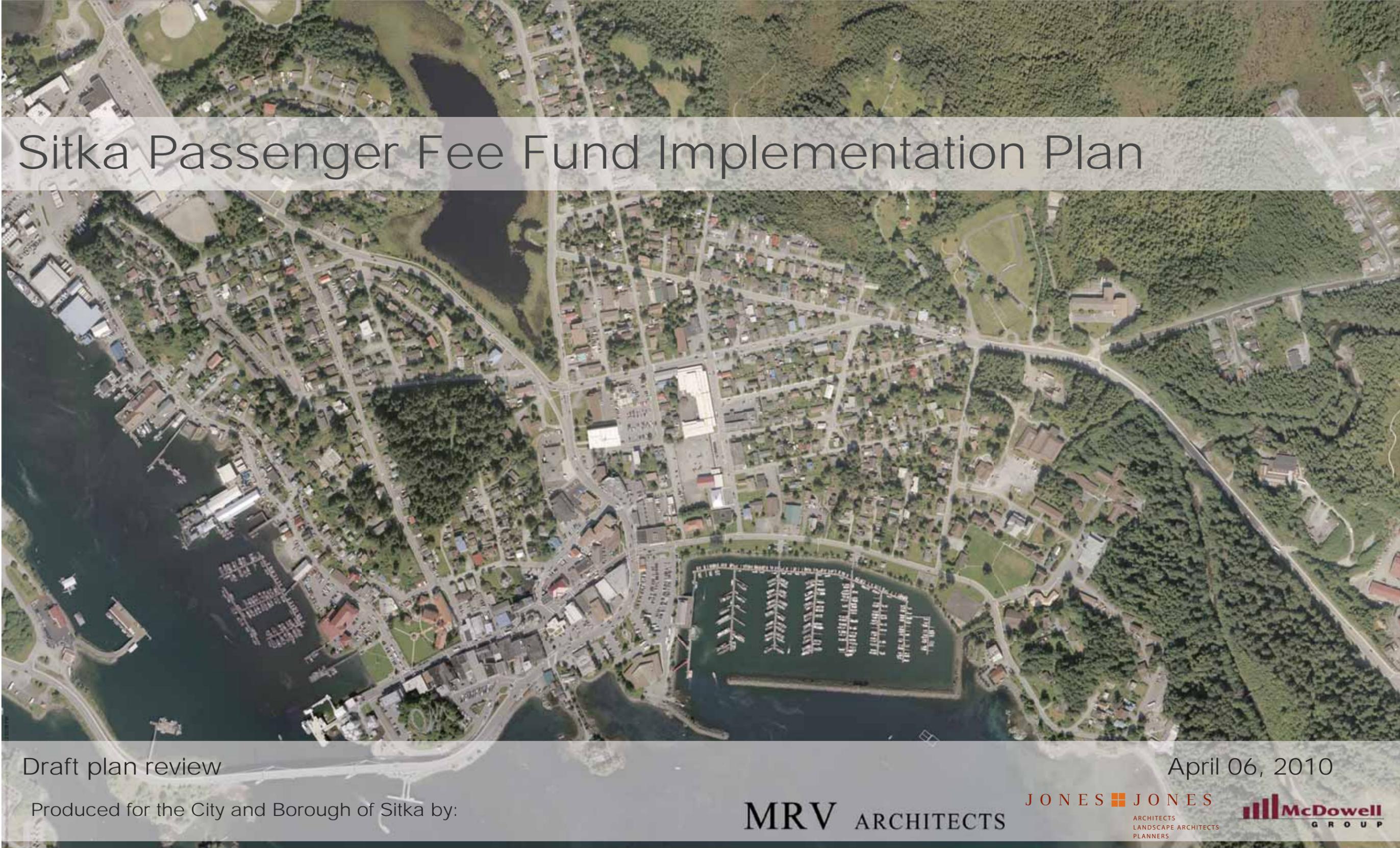
**WEDNESDAY, MARCH 30, 2011  
AND  
THURSDAY MARCH 31, 2011  
7:00 PM - 9:00 PM  
CENTENNIAL HALL - EXHIBIT WEST ROOM**



Harrigan Centennial Hall

City and Borough of Sitka





# Sitka Passenger Fee Fund Implementation Plan

Draft plan review

April 06, 2010

Produced for the City and Borough of Sitka by:

**MRV** ARCHITECTS

**JONES**  **JONES**  
ARCHITECTS  
LANDSCAPE ARCHITECTS  
PLANNERS

 **McDowell**  
GROUP

# Implementation Projects

**Explanation:** The following summary table lists implementation projects associated with the Sitka Implementation Master Plan. This information is intended to summarize the status and details of projects as they are understood as of early March, 2010. Tier 1, Tier 2, and Tier 3 refer to construction timing potential, not priority. **Items in bold represent current Tier 1 projects, with some bidding this spring, and others as soon as possible through 2010.** Generally, Tier 2 projects are anticipated to bid in late 2010 or early 2011. Tier 3 represents dates after that. Cost estimates are approximate, and will be updated as this master project list is refined with the overall Implementation Master Plan, and more details of individual work items are developed.

#	Project Name	Location	Description and Design Requirements	Status	Cost Est.
1	Sea Walk Extension, Part A	Crescent Harbor parking lot to Tennis Courts	An improved Sea Walk will be constructed along the entire Crescent Park area. It will start at the Crescent Harbor parking lot, and extend parallel along Lincoln Street and Crescent Harbor to roughly the tennis courts. It will include an 8' wide walk with several stopping points, including two improved view points which project out and open to the harbor. Related landscape improvements will include softening the rip-rock bank edge.	Tier 1, design under-way	\$380,000
2	Comprehensive Directional Signage	Downtown study zone, all Districts	New way-faring signage will be designed and integrated across the full Master Plan area. All signage will use an integrated material and graphic approach, and will be closely linked to the primary walking routes and visitor walking maps. Signs will be developed at major nodes, and link all Districts. Signage will likely include future extensions to other parts of Sitka outside of the downtown study area.	Tier 1, design	\$175,000
3	Specific Interpretive Signage	Downtown study zone, all Districts	Interpretive signage will be integrated across the full Master Plan area. Signage will provide place-specific cultural and historic information. All signage will use an integrated material and graphic approach, and will be closely linked to the primary walking routes and visitor walking maps.	Tier 1, design	\$75,000
4	Sea Walk Extension, Part B	O'Connell Lighter facility to Harbor Way	Create Sea Walk link on waterfront zone between O'Connell lighter facility and Harbor Way near Library. Detailed study commencing shortly on technical requirements for structure, fill, and detailing.	Tier 2	\$900,000
5	Sea Walk Extension, Part C	Tennis Courts to National Park Service	Extend Sea Walk link along the waterfront between play structures at the southern end of Crescent Harbor, crossing the Creek with bridge to Sitka Sound Science Center, proceed along the waterfront to a termination kiosk near the National Park Service museum (see item 8). Coordinated with the Science Center to include improved salmon viewing opportunities.	Tier 2	\$900,000

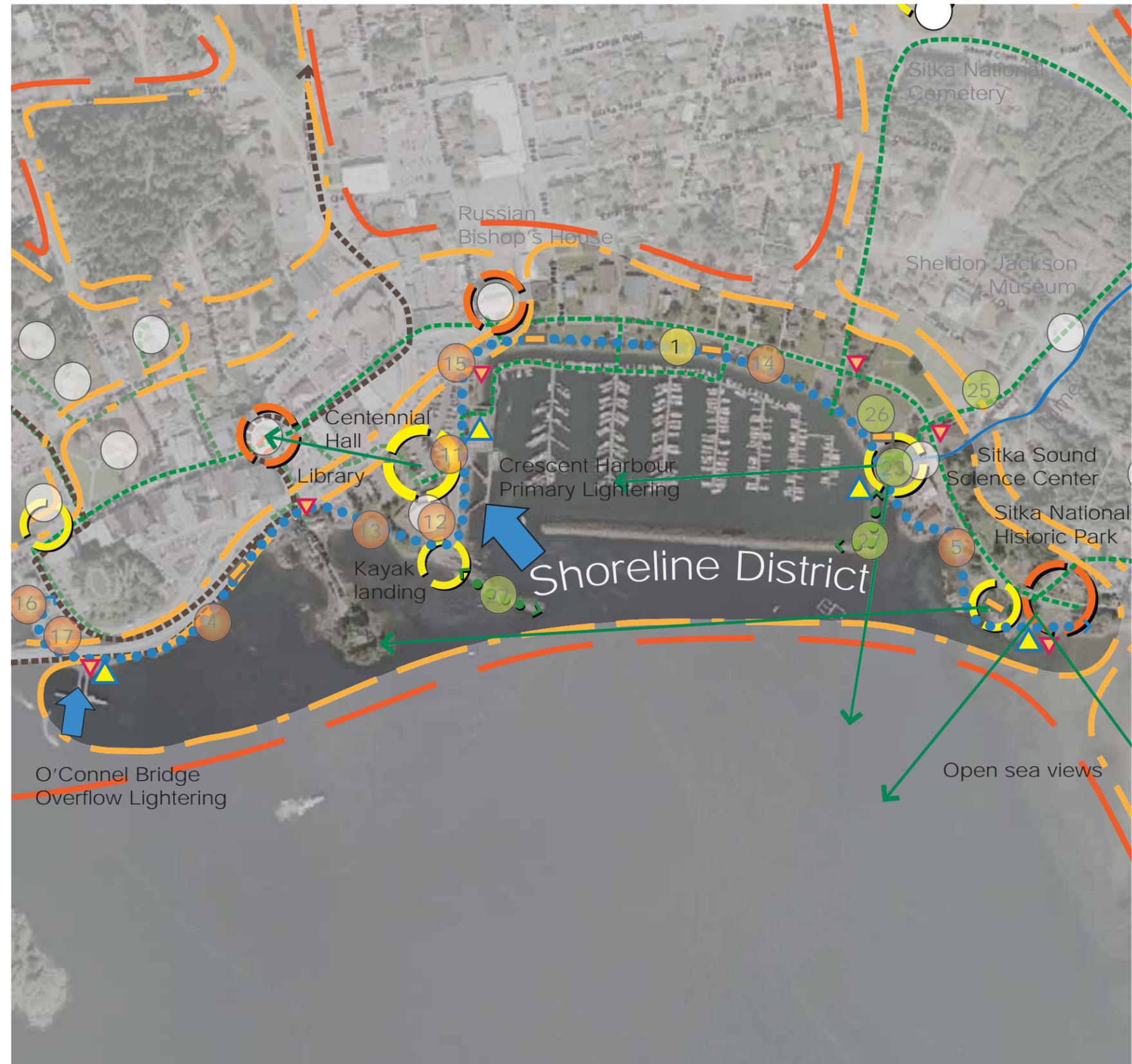
6	Lincoln Street modifications at Cathedral	Lincoln Street	Provide expanded pedestrian zone around the Russian Orthodox Cathedral. Modify parking and curb delineation to provide an expanded, attractive pedestrian area with more comfort and safety for visitors.	Tier 2	\$200,000
7	Katlian Street Sidewalk Improvements	Katlian Street	Provide selective improvements to sidewalks along Katlian Street, including additional width where possible, and inclusion of benches and signage. Coordinate conflicted property boundaries with STA.	Tier 2	\$300,000
8	Transition Kiosk at Lincoln to Katlian District	Node at waterfront corner, Totem Square	Covered area including seating and informational signage, functioning as node of walking route and potential pick-up and drop-off point for surface transportation options. Ideally, would include design feature with stepped down area closer to water. Coordinate with other Totem Square improvements.	Tier 2	\$250,000
9	Termination Kiosk at Katlian District	End of Katlian Street Loop, CBS property near transient dock.	Small covered area including seating and informational signage, functioning as end of walking route and potential pick-up and drop-off point for surface transportation options. Potentially modify and improve existing structure.	Tier 2	\$100,000
10	Termination Kiosk at Park District	End of Sea Walk, near Park Service Facility	Small covered area including seating and informational signage, functioning as end of walking route and pick-up and drop-off point for surface transportation options. Possibly situated on rock point, so visible from Science Center and National Park Service.	Tier 2	\$150,000
11	Study and Conceptual Design, Lighter Dock expansion	Crescent Harbor	Lighter dock is extended approximately 100' to allow two additional lighter craft berths. Re-align access ramps. Study options for expansion inside of breakwater, or outside (West) of breakwater including wave protection.	Tier 2	?
12	Concept Design for New Visitor's Center	Crescent Harbor (see option studies)	Detailed studies are initiated for new facility, including relationship to Centennial Hall, relationship to lighter dock improvements, primary interior space needs, vendor accommodations, staffing levels, restrooms, and meeting space. Facility anticipated to include sizable exterior covered area for vendor booths and waiting/queue zone for visitors. Likely Crescent Harbor parking improvements will include expanded bus queuing area with separated bus loading, are reworked vehicular routing within the parking zone for better separation of harbor and visitor functions.	Tier 2	?

Implementation Projects:

1. Sea Walk Extension, Part A: Crescent Harbor parking lot to Tennis court, Tier 1
2. Comprehensive Directional Signage, Tier 1
3. Specific Interpretive Signage, Tier 1
4. Sea Walk, Extension, Part A, Tier 2
5. Sea Walk, Extension, Part D, Tier 2
11. Disembarkation Zone A, Crescent Harbor near Dock, Tier 2
12. New Visitor's Center at Crescent Harbor (see option study), Tier 2
13. Sea Walk, Extension, Part B, Tier 2
14. Crescent Park Restroom Expansion, Tier 2
15. Covered Seating, at strategic points in each District, Tier 2
16. O'Connell Restroom Expansion, Tier 2
17. Disembarkation Zone B, O'Connell near Lighter Dock, Tier 2
23. Salmon View Deck, near SSSC, Tier 3
25. Walking Route to Raptor Center, Tier 3
26. Landscape and Playground Improvements, Tier 3
27. Breakwater Boardwalks, Tier 3

Diagram Key:

-  Heavy Traffic (existing)
-  Pedestrian Connections (existing)
-  Node (existing red, proposed yellow)
-  Water Trail (existing)
-  Short Pedestrian Loop (proposed)
-  Sea Walk (proposed)
-  Implementation Project (tier 1)
-  Implementation Project (tier 2)
-  Implementation Project (tier 3)
-  Informational Signage
-  Comprehensive Signage
-  Covered Seating



## **B. Representative of Marine Tour Operations**

### **Overall**

- I'm glad you're doing this. I've felt like I've had some significant informed viewpoint to give on this, but no venue previously to offer it in.
- Starting with better signage is a great idea. It's relatively inexpensive and very effective. The new signage in Ketchikan has allowed people a lot better understanding of what's available. I'm a big fan of signage. It benefits everybody.

### **Raptor Center**

- The Raptor Center is big draw, especially for people exploring on their own. The present situation is horrible. People come out of park and they've overshot the Raptor Center. People emerge confused. I've always wondered about an overpass there, or other safer access route.

### **Katlian Street Improvements**

- The small ship facility at end of Katlian is an important entry point to the community for high-value visitors. It would be great if we could make it an attractive entry point. That would be worth investing in.
- The walking route along Katlian is problematic now but fascinating to visitors. It gives a great perspective on what Sitka's about. Some portion of funds to improve Katlian sidewalks is important.

### **Cruise Ship Docks/Tendering**

- Lightering: I think our two entry points for lightering are really nice. They're at either end of Downtown. I don't think the facilities are too bad at present. Information and handling of visitors is slowly, steadily improving.
- I've always felt that a cruise ship dock out the road is not a good solution; it's not an improvement over tendering short distance. A bus solution would create too much bus traffic through residential areas. Moving people on water is efficient if you do it the right way. It's better than bussing them.
- Lightering can be very effective. I've been on cruise ships everywhere, there's not a big difference in the number of people getting off the ship. The one difference is that in Sitka, people are more likely to do one trip to shore, since the travel is longer.
- I'm not a fan of a cruise ship dock in downtown Sitka. I've seen how it creates negative impacts in other Southeast communities. There's a charm to being a tender port. I don't see it as being a barrier. Sitka's geographic location in Southeast is more of a barrier.
- I watch how the tendering traffic works. When ships are farther away, it's harder to be successful. A better solution would be a seasonal facility that located closer in the harbor. A fixed moorage, not connected to shore, would still use a tender but be much closer to shore. There's no reason this tie-off dolphin couldn't have water, phone lines, power. It's secure, and

could allow two ships to tie up parallel. You could have water-based tours departing from water side. More conversations with the cruise lines would be warranted.

### **Kayak Launch**

- It is dangerous to have kayaks coming and going out of Crescent Harbor. We would happily buy a vehicle and drive our people to a better location. It's only a two minute drive. Right now we don't have an alternative. I've heard about doing kayaks from the basin next to Crescent but that's not a good idea, it would have to be dredged, you'd need a breakwater, it's really rough. Then you'd still have to cross heavy traffic lanes.
- An improved situation could be that we build a kayak launching float and put it in Sealing Cove. Get people across bridge, start paddling from calm area. Not as many traffic lanes to cross. As season went on, I felt that wasn't best solution. If weather is from the south, it can get rough. My wife is still in favor of Sealing Cove. We have had conversations with the Harbor Department, and they thought the idea would give many advantages.
- If you put a kayak float at Thomsen Harbor, then you have to go past fuel dock. Boats are backing out a lot. Customers can get away. Hazardous area.
- The boathouse renovation will be a gem for the community. It's a logical place to launch human-powered craft. How does it fit with fuel dock?
- If possible, the best location would be a new ramp at a pocket in Safe Harbor. It's not a far drive, and it's close to the boathouse. You have options depending on weather. The upland area is big enough for tent camping spots. Looks like great little spot. Locals could store kayaks for monthly fee.
- Sitka has potential to become more of a Mecca for people who like human-powered craft.

### **Centennial Building/Visitor Center**

- Centennial area upgrades: I like the pedestrian improvements. There's a fabulous view. People go out to take pictures. However it is important to maintain some vehicle access behind the building because of functions going on in the building.
- This SeaWalk and amphitheatre around Centennial Building is neat. Welcoming, attractive area with nice view.
- I've got some concerns about visitor center location. I like the option with the visitor center right in front of the Centennial Building.
- Right now operating in the Crescent parking lot functions well (for upland uses) because we're launching kayaks right there, and don't need vehicles.
- As a tour operator, my preference would be to have covered area in close proximity to the tender facility, rather than having vendor space inside a visitor center. Being under cover is a big deal. People don't want to talk to you standing in the rain. I was thinking there could be an awning along side of centennial hall. The draft plans for covered areas are good.

- What's going on now for the level of traffic we have is pretty good. People are civil, it's low-tech. Operators are allowed a certain size sign. Last year they added a little structure, made them spread out. Operators seemed to work well with this, and were polite and self-regulating.

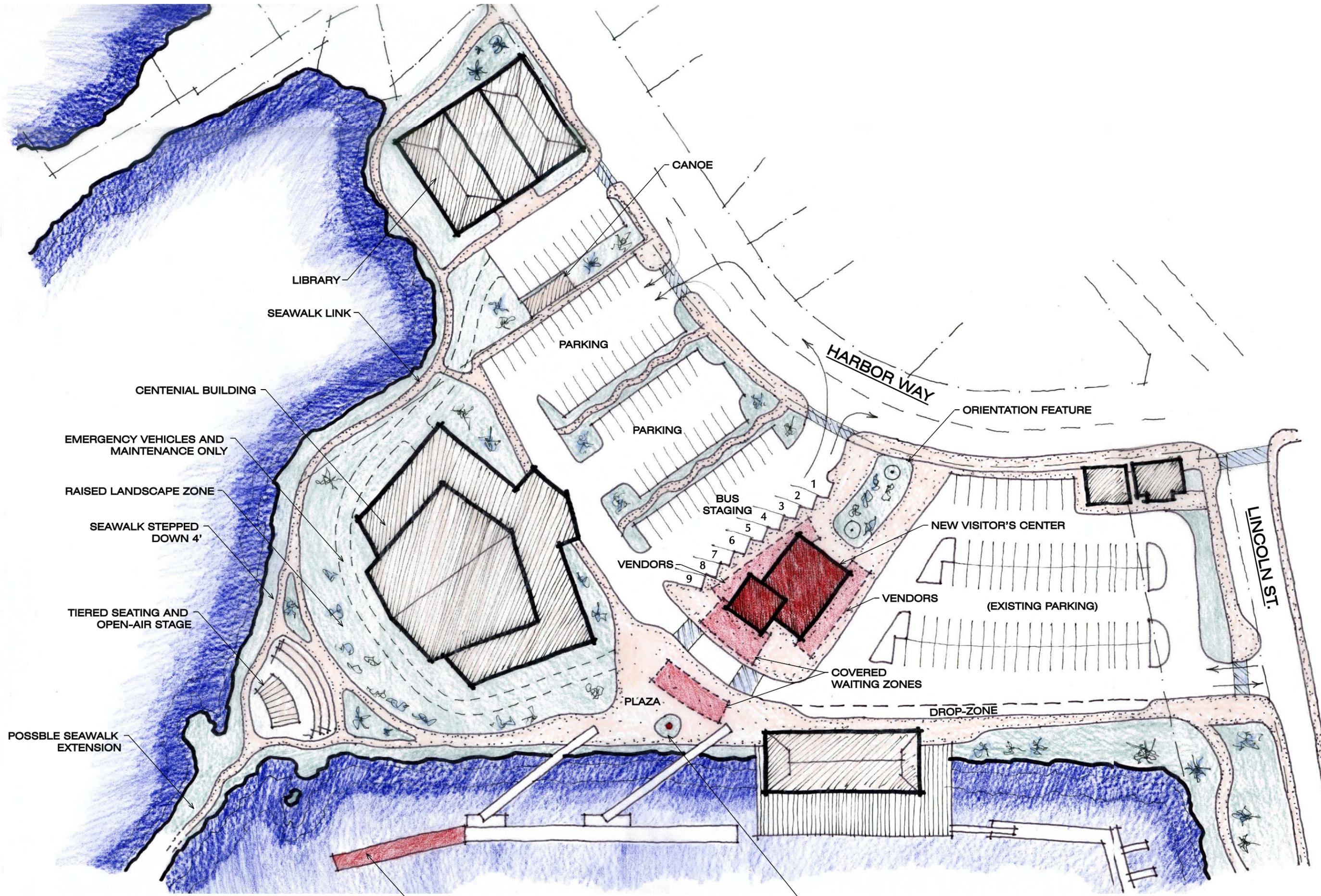
### **Crescent Harbor**

- Allen Marine has very good visitor logistics worked out. Our morning tours depart from side of ship, then we drop them off at the tender dock. We use both tender docks. Afternoon tours leaves from tender dock, drop them at ship. You just have to make sure that you're not using more than your fair share of dock time. Other operators include Sealife Discovery, ATA boats. There's only room for one or two boats in addition to tenders at a time. Sealife always has rep with a radio. We have someone with a radio. We're all watching out for each other. I would say that as far as operators working together, it's quite collegial.
- Re: tender dock on the west side of Centennial Building breakwater: as part of a bigger shore-side change, maybe this would make sense. But there are service vehicles that need to get to the head of the dock a lot. Ambulances, Customs guys, cruise line agents picking up crew. To me it's better to maintain tender traffic inside Crescent Harbor, and close to support vehicles.
- I don't see a problem with extending the existing Crescent Harbor dock. Improved tender management would be necessary. If two tenders are using Crescent, frequently there's a barricade. Ships will put a tender at end of the dock. We've tried to coach them, take middle of dock out to base of ramp, leave the end. We can have our boats out in the free water. It's an education process. If it was a longer dock, it would be great, and I think most tour operators would agree.
- There's a big weather difference between tender docks. It's the tenders that it affects. Our boats are fine in any weather. In bad weather, more capacity at Crescent Harbor would be a definite plus.
- It's more challenging for a tender to come and go from Crescent, since they are not as maneuverable. The motion of the tender when people are embarking/disembarking is strong.
- If the expansion was on the West side of the Crescent Harbor breakwater, serious upgrades would be needed. There could be a seasonal floating breakwater but there would have to be dredging.

## **C. Representative from the Raptor Center**

- I like the kiosk node near City Hall and Totem Square. When you lose sight of your ship, you get disoriented and lose perspective. They have no idea how close they are.
- Routing people to the Raptor Center is a very big issue. My experience over last few years says that the best direction to give people is to route





LIBRARY

SEAWALK LINK

PARKING

CANOE

HARBOR WAY

ORIENTATION FEATURE

CENTENIAL BUILDING

PARKING

EMERGENCY VEHICLES AND MAINTENANCE ONLY

BUS STAGING

RAISED LANDSCAPE ZONE

SEAWALK STEPPED DOWN 4'

NEW VISITOR'S CENTER

VENDORS

VENDORS

(EXISTING PARKING)

LINCOLN ST.

TIERED SEATING AND OPEN-AIR STAGE

COVERED WAITING ZONES

DROP-ZONE

POSSIBLE SEAWALK EXTENSION

PLAZA

100' LIGHTER DOCK EXPANSION

LARGE TOTEM FOR ORIENTATION



50'

150'