

Manager's Update – October 5, 2023

Mayor Cremata: It is with the utmost respect that I want to recognize Mayor Andrew Cremata's public service. Over the past four years, I have had the privilege of working closely with Andrew, and I must say that it has been a remarkable journey.

When I assumed the role of borough manager, Andrew extended his hand of collaboration with one clear objective in mind: to reclaim control of the Port of Skagway for the community. Little did we know that our tenure would be marked by the challenges brought forth by a global pandemic and the subsequent economic downturn that struck Skagway. Yet, with unwavering determination and tireless efforts, Andrew led us through these turbulent times.

Even though Skagway operates under a strong manager form of government, I have no illusions about the pivotal role that Andrew played in shaping our destiny. Without his guidance and resolute leadership, Skagway would not have emerged from the shadows of uncertainty to regain its thriving economy and the reins of its own destiny.

Just this past Monday, Andrew approached me with a heartfelt question: "Is there anything we need for a seamless transition to the incoming mayor?" At first, I thought of ongoing projects and initiatives. However, upon reflection, I realized that we didn't need a transition plan because Andrew had accomplished what he set out to achieve in a mere four years.

The monumental achievement of the community of Skagway assuming control of its port, a landmark in our history after 55 long years, cannot be understated. It is nothing short of a generational shift, and Mayor Andrew Cremata was the face of this transformative journey. His dedication and relentless pursuit of our community's goals have left an indelible mark, and we are indebted to him for his unwavering commitment.

Thank you, Mayor Cremata, for your outstanding service to Skagway.

Rockslide Mitigation Grants: As you know, the Municipality received a \$1.1 million legislative grant for design of a long-term rockslide mitigation project, and we are optimistic about being awarded a \$19.9 million BRIC grant for design and construction of the same project. While attending the Infrastructure Symposium in Anchorage last week, Deputy Manager Deach met with the main applicant and grant administrator, State of Alaska Division of Homeland Security & Emergency Management (DHS&EM), and a FEMA representative to discuss the potential funding and proposed project. Due to the scope of work overlap between the legislative grant and the BRIC grant, there are restrictions on how the \$1.1 million legislative grant can be used prior to official award of the BRIC grant, and questions and concerns regarding these restrictions were discussed by the group.

The Municipality had anticipated doing maintenance work on the slope this Fall and Spring in order to maintain current safety levels for the dock and adjacent municipal infrastructure. We cannot begin design of the longer-term project until we know if we will be awarded the BRIC

funding; any design work prior to award could jeopardize the grant because there is duplication in the scopes of work. The takeaway from the discussion with DHS&EM and FEMA is that the Municipality has several options for conducting future work in light of the pending grant award:

1. This Fall, utilize the \$1.1 million legislative grant for rock slope maintenance that is clearly *OUTSIDE* of the scope of work for the BRIC grant. This may necessitate asking the State of Alaska for a change in the scope of the project upon which the legislative grant was based. The scope of work for this maintenance work cannot overlap the BRIC grant project scope.
2. Wait until after the BRIC grant is awarded, then utilize the \$1.1 million legislative grant for design of the project, which was the original intent of the funding. This \$1.1 million would count towards the Municipality's matching funds for the BRIC grant (~\$8.5 million).
3. If option #2 is selected, the Municipality will need to determine if it will move forward with planned maintenance and safety work in the Fall and Spring and will need to determine a funding source for the work.

Boardwalk and Street Maintenance: Due to the extended shoulder cruise season, the Municipality is experiencing issues with its usual maintenance schedule for boardwalks and streets. Public Works typically spends the month of October repairing boardwalks and streets prior to colder weather, which restricts the department's ability to conduct the work. This work typically involves shutting down entire blocks of Broadway in order to effectively repair boardwalk, and each section takes about two weeks to complete. Unfortunately, this work must be done in the months of April and October and cannot extend into March or November due to weather conditions. The Municipality now faces the issue of needing to close down stretches of Broadway while some businesses are still open, and this will likely cause concern from business owners. Staff intends to notify business owners prior to work being done and asks the Assembly to consider how this issue might be resolved.

Clinic Interim Executive Director's Update: The Health Fair was a huge success. A shout-out goes to JJ Reddick, Tyler Rose, Andrew Nadon, Austin Taylor, Orion Hanson, Sam Bass, Kent Fielding, Will Lockette, and Alex Weddell for helping raise \$540 for the Health Fair fund to defray expenses for future Health Fairs.

Thank you also to the Rec Center's fabulous team for providing the venue. Having the Ambulance and Police cruiser on-site was a treat for the community to see up close. Thank you Chief Rauscher and Chief Reddick.

There were over 70 people who received blood draws/labs, 40 COVID vaccines were administered, and 62 people had their annual flu shots.

Our vendors included WIC, Guardian Flight, Glacial Naturals, Arctic Chiropractic, The Prickles, Paws & Claws, Library, Planet Protectors, Skagway Visitor Dept., SAIL, Elks, and a host of volunteers who made the magic happen.

Thank you to Glacial Coffee, Bites on Broadway, Skagway Inn, the Red Onion, Skagway Brew Co, and ACC/Grocery.

Port Director's Update:

2023 Visitor Statistics: Based on data reported from Cruise Line Agencies of Alaska through September 30, 2023.

Month	Ships	Passengers	% of Projections
April	4	12,753	104%
May	81	195,509	93%
June	107	245,104	102%
July	112	262,732	104%
August	112	266,841	103%
September	72	166,906	94%
TOTAL	488	1,149,845	100%

6 ships cancelled in September, total projected passengers lost 11,908.

Port Revenues: Reported March 19, 2023 through September 30, 2023.* Does Not include September VIF.

*Have not finalized September Billing so not a full representation of September

Total Billed / Projected Revenue	\$ 7,822,696.02
Total Received	\$ 6,466,163.54

Ore Peninsula Redevelopment Update: The Redemption crane barge arrived 10/2 and the Pacific Lifter crane barge is expected 10/10. Work is ongoing with the temporary fuel lines. Ore Loader abatement will be wrapping up soon and demolition is expected begin the week of October 15. Demolition of the timber dock has begun.

Recreation Director's Update: To Manager Ryan, the Assembly, and citizens of Skagway: It has been an honor to serve the Skagway community as the Recreation Center Director for the last 10+ months, my last official day is Friday October 13th. I am very grateful for the progress that has been made during my time as the Recreation Director and look forward to following along with the continued evolution of leisure and recreation in Skagway.

To share what is happening at the Rec Center, both projects that are recently complete and ones that are in the works:

Staff Training:

- Jeanne Tyson is beginning a certification class on Senior Fitness Specialization.
- Lisa Florit is beginning multiple trainings on KinderMusik to provide more children's programs for the toddler age range.
- Johanna Evans is nearing completion of Mat Pilates – with hopes of beginning teaching Basic Mat Pilates classes to the community in November.

Equipment:

- New rock wall mats have finally shipped and are expected to arrive within the next 3-4 weeks.
- A new leg press machine has been approved for purchase along with a deadlift platform. We hope to have an ETA for those by the end of this week.
- Our service technician from Anchorage will coordinate another trip to Skagway to install new drive belts and walking belts on our treadmills and ensure proper set up of the new leg press machine.
- A Concept2 SkiErg machine was purchased and is enroute, expected to be here by October 12th. This is a Nordic ski machine that has a low footprint and attaches to a wall, which is ideal for our limited space.
- The SpinShot Pickleball Machine has arrived, and all staff have been trained in its use. It is now available for the public to use; patrons will need to have an orientation on its use with a staff member.
- In 2022 the BPOE Lodge #431 donated money to the SRC with the intent of purchasing youth bowling equipment. That equipment has arrived, and we have two bowling sets for ASP and the public to use.
- Additionally, there was a fair amount of new equipment purchased for After School Program and Toddler Time toys. All have arrived and are being utilized by staff in these programs!

Programming – Michael Hoover has departed for the season, and we will certainly miss his CoreFit and Strength Training classes, he hopes to be back in the spring and teach with us again next summer. Aaron Thompson is in the process of creating an Intro to Weights Class that will begin in November. We have added an additional yoga class on Monday mornings and shifted the two evening classes to be earlier. Toddler time is back Monday and Friday mornings, we have begun to facilitate this time so that staff is setting up age-appropriate toys for parents and toddlers to come enjoy. There are Toddler Time Gym outlines and policies available at the front desk of the Rec Center. Playgroup is anticipated to begin in November. When Johanna Evans is fully trained in Mat Pilates, she will be offering those classes for the public as well.

Public Use Cabins – Upper Lake Cabin has been very busy with reservations all summer; we are seeing things slowing down a bit now. Public Works is sending up staff to do maintenance and checks on the Upper Lake Cabin. Currently we are preparing the Dyea Cabin for reservations. The Dyea Cabin will be available for reservations by Skagway residents only and

will be available from October 16th, 2023 - April 14th, 2024. This is a free use cabin but does require a Use Agreement form on file for all users/reservations. Reservations for the Dyea Cabin made be made up to 90 days in advance.

Community Survey – the SRC Community Survey was sent out to every Post Office Box holder in Skagway along with being available online. We have received over 65 responses and still have until October 12th to collect more. The data from these surveys will be vital in planning for the future and being able to better understand the community’s wants and needs. I encourage the community to give feedback!

Thank you for the support and opportunity to serve the Skagway Recreation Center and our citizens.

Kind Regards, KayLynn Howard, Recreation Director

Tourism Director’s Update: Please see the attached report from the Tourism Director.



Explore Skagway Tourism Director Report – August/September 2023

A. Big Thanks to the Skagway Visitor Information Specialists at AB Hall, our Waterfront Ambassadors and our Marketing Intern for a great season. I sincerely appreciate your hard work, dedication, dependability and commitment to great hospitality; delivering the world-renowned Skagway Experience to every guest. Gunalchéesh

B. Fall Clean Sweep

a. Thanks to those who helped with Fall Clean Sweep on September 30th.

C. Fall Festival is October 19th-22nd

a. See all events here including the First Annual Bea Lingle Celebrative Skagway Bar Tour at <https://www.skagway.com/events/>

b. If you'd like to add a special event to the lineup, you can do it here <https://www.skagway.com/events/submit-your-event/>

D. Southeast Alaska Tourism Council (SATC)

a. I met with SE Alaska's Destination Management Organizations in Sitka on September 18th to revitalize the Southeast Alaska Tourism Council starting with a new vision and mission.

i. Vision: Be the voice of Southeast Alaska's visitor industry and community management.

ii. Mission: Be the conduit between SE Alaska community needs, vibrant tourism economies, and effective visitor services.

b. We are looking for an Executive Director.

E. Southeast Conference 2023: Be the Compass, Lead the Way

a. I attended my first Southeast Conference and found it to be the most valuable knowledge sharing and networking opportunity in my career to date. You can view the agenda here. And I'm happy to answer any questions you have about this event.

i. <https://www.seconference.org/annual/>

b. Skagway's Kaitlyn Jared will serve as SE Conference President over the next year.

- c. Skagway was awarded the 2023 Community of the Year Award: In Recognition of Exemplary Economic Resiliency, Vibrancy and Strength.

F. The Port Communities of Alaska Group

- a. Ports of the SE Alaskan cruise itineraries met in Sitka on September 21st to continue sharing information about successes, challenges, and visions for our region's ports in the future.

G. Transportation Meeting October 28th

- a. Skagway Visitor Department attended to take note of community concerns and plan for improvements with the Port Department prior to next season.

H. Ship Schedule Changes

- a. We are aware that some community members are having trouble receiving our e-mail communications. We are researching options for improved communications prior to next season. Possibly a text message notification system.

I. Cultural Heritage Tourism

- a. As the Lingít people continue to rediscover their language, there will be some changes. The latest translation for Skagway per X'únei Lance Twitchell, Ph.D. Professor of Alaska Native Languages at UAS
 - i. Located on the traditional lands of the L̄koot ƙwáan (Chilkoot Lingít people), Shgagwei is a place name that means "heartwooded place" which refers to the solid cores of trees in the area and that would drift onto the beaches. It is a contraction of: Áa Wushigágu Yé.
- b. Skagway Traditional Council will "house" ATIA's Cultural Host Training
 - i. ATIA insists that the content be taught by an Alaska Native and housed under the umbrella of a Federally Recognized Tribal Organization or Alaska Native Corporation.
 - ii. Rachel Moreno of Sitka Tribe taught a class at STC on September 15th.
 - iii. Jaime Bricker is now certified to teach Cultural Host content under STC's organization. I plan to schedule several opportunities for people to take the course throughout the winter.

J. Travel Influencer Marketing in August and September

- a. Check out some of our influential visitors to Skagway on Instagram

- i. @kateophalen
- ii. sanj836864
- iii. @miaonthemap

K. Donation from Princess Cruises

- a. Princess Cruises donated 4 sets of special promotion Klondike themed Banners to Skagway and I'm offering them to museums and non-profits.

L. Skagway School Jr Robotic Team

- a. Jaime was interviewed by the Middle School FLL Robotics Team about possibilities for an ART themed virtual reality tour in Skagway. We discussed wi-fi access, light projections, local artists and more. I can't wait to see how their ideas develop around Art, AI and the Visitor experience.

M. Inventory of Visitor Information Signs

- a. SVD is photographing and cataloging visitor information signs as an inventory so we can plan repair, maintenance, and replacement in the future. Also to identify opportunities for improvements.

N. Skagway.com

- a. Simpleview completed an audit of our website and we will spend the winter writing content, simplifying our sitemap and hopefully rolling out a blog page.
- b. Jaime has written alternative text for every photo contest entry this year in hopes of improving information accessible for visually impaired visitors planning to visit Skagway.

O. State Street Improvements

- a. A community member suggested lengthening the parking pull-out in front of Centennial Park for tour bus pick up. I reached out to the State to find out how community members can advocate for state street improvements.

- i. [DRAFT STIP 2024 to 2027 - PublicInput](#)

P. Klondike Road Relay's 40th anniversary

- a. Thanks to Sport Yukon, their staff, Explore Skagway staff, sponsors, volunteers to a successful event!
- b. 1,800 runners meet for Klondike Road Relay: The Klondike Road Relay marked its 40th anniversary with runners from the Yukon, Alaska, and the U.S.

- i. <https://www.yukon-news.com/local-sports/1800-runners-meet-for-klondike-road-relay/>
- c. Explore Skagway YouTube Video
 - i. <https://www.youtube.com/watch?v=M4QtLzArEu0>

Q. ATIA (Alaska Travel Industry Association)

- a. ATIA is compiling “New and Notable” developments in Alaskan business and tourism for 2024 to share with media. Please share your exciting news with Explore Skagway so we can help promote it for next year!
- b. ATIA Board of Directors Elections voting deadline was Oct 1, 2023. There are several Southeast Alaskan tourism advocates in the running for seats including Skagway’s SVAB Vice-Chair, Jacqueline Taylor-Rose. Winners should be announced soon.
- c. Jaime interviewed with Bitanga Productions for a video about scholarships for professional development since I was a recipient last year for the Social Media Marketing Class I took through E-Cornell.

R. TIA Yukon

- a. TIA Yukon 50th Anniversary Celebration in Whitehorse at Old Fire Hall on October 20th. Food, prizes and 50 Years in 5 Hours: stories from tourism pioneers, innovators, and contributors from each decade of TIA Yukon.
- b. ITAC Launches New Indigenous Tourism Destination Fund with a goal of \$2.6 billion to facilitate investment in infrastructure, human resources and transportation
 - i. https://indigenoustourism.ca/programs-services/indigenous-tourism-destination-fund/?utm_medium=email&utm_campaign=CORPORATE%20%20Special%20Announcement%20Indigenous%20Tourism%20Destination%20Fund&utm_content=CORPORATE%20%20Special%20Announcement%20Indigenous%20Tourism%20Destination%20Fund+CID_feec42b276c670714394744eedf23d9d&utm_source=Email%20Marketing&utm_term=Read%20More

S. Tourism Best Management Practices

- a. 35 Members to date
- b. Consider updates to programs for next year.
 - i. I’d like some help from SVAB to brainstorm meaningful incentives for business participation.
- c. Add Content to TBMP program for 2024

- i. Don't Feed the Birds - I've not found any animal protection laws to reference in feeding the birds, but it has become a public nuisance.

T. Community Vigilance

- a. Thank you, Steve Hites, for walking the streets with a trash bag. A testament to our local commitment to keep Skagway beautiful.

U. Sustainable Southeast Partnership

- a. I attended the August Hangout on August 22nd where 36 participants discussed issues across our region including Capacity Development for SSP, green power, filling the gap between idea generation and implementation, etc. These monthly meetings are incredibly important networking exercise to stay informed about Sustainability topics in our region.
- b. Here is a guide to SSP Catalysts
 - i. https://drive.google.com/file/d/1pZpdVHvX8roBVgCSaGAUzRtLuPzf_aEIO/view?pli=1
- c. Allen Marine Tours, Sealaska, and the Sustainable Southeast Partnership on Regenerative Tourism
 - i. <https://www.travelandleisure.com/travel-tips/responsible-travel/global-vision-awards/organizations-making-tourism-more-sustainable-2021>

V. Broadway Street Conversation

- a. SVAB discussed this idea at their Augst 24th meeting. No official recommendations have been made, but the conversation is ongoing and SVAB hopes to meet with Public Safety for a work session.
- b. Retractable bollards could be a good solution for temporary street closures that don't impede visitor sight lines from street to street and don't create the illusion of road closures.
 - i. <https://www.anchorsecuritybollards.com/>



W. Port of Skagway Funding Status

- a. \$1.1 million Legislative grant for design (awarded)
- b. \$5.1 million Congressionally Direct Spending request (pending)
- c. \$28.4 million BRIC grant (pending - \$19.9 M federal / \$8.5 M match)
 - 1. https://www.skagway.org/sites/default/files/fileattachments/clerk039s_office/page/28831/2023_09_05_press_release_re_bric_grant.pdf
- d. \$33.4 million PROTECT grand (pending- \$26.7M federal / \$6.7M match)

X. Medias, Ads & Internet finds for Skagway & Alaska Industries

- a. Royal Caribbean Celebrates Alaska Culture with "Locals Onboard" Program
 - i. <https://www.travelagentcentral.com/cruises/royal-caribbean-celebrates-alaska-culture-locals-onboard-program>
- b. Cruise Alaska: Why so many travelers choose to see Alaska by cruise ship
 - i. <https://www.nzherald.co.nz/travel/cruise-alaska-why-so-many-travellers-choose-to-see-alaska-by-cruise-ship/YHAMAU5MDVBEPKXTTJRFWGURNQ/>
- c. Transportation Secretary Pete Buttigieg ends Alaska visit with emphasis on ferries
 - i. <https://skagwaynews.com/2023/08/18/45960/>
- d. No ferry service between Juneau, Haines and Skagway this weekend as Hubbard goes down for repairs
 - i. <https://www.ktoo.org/2023/08/18/no-ferry-service-between-juneau-haines-and-skagway-this-weekend-as-hubbard-goes-down-for-repairs/>
- e. Shawn Cable's Alaskan tour wraps up
 - i. <https://www.youtube.com/watch?v=r9gFD1LwMGI>
- f. Alaska 2023 Episode 2 – RV Life Tripping with Cowboy & Mae
 - i. <https://www.youtube.com/watch?v=gYp1uiClqWs>
- g. Discover the 10 Fastest-Shrinking Counties in Alaska
 - i. <https://a-z-animals.com/blog/discover-the-fastest-shrinking-counties-in-alaska/>

- h. Carnival Cruise Line Opens More Sailings in 2025 with Itineraries Now Available for Alaska from Seattle and New Carnival Journeys Cruises
 - i. <https://carnival-news.com/2023/08/24/carnival-cruise-line-opens-more-sailings-in-2025-with-itineraries-now-available-for-alaska-from-seattle-and-new-carnival-journeys-cruises/>
- i. Resolution for Garden City postponed until next assembly meeting
 - i. <https://skagwaynews.com/2023/08/25/resolution-for-garden-city-postponed-until-next-assembly-meeting/#>
- j. Do it yourself Alaska cruise excursions (what we booked)
 - i. <https://frequentmiler.com/do-it-yourself-alaska-cruise-excursions-what-we-booked/>
- k. As tourism rebounds in Southeast, public concerns of crowding grow
 - i. <https://www.kinyradio.com/news/news-of-the-north/tourism-southeast/>
- l. FMCSA rejects Alaska school's exemption request
 - i. <https://landline.media/fmcsa-rejects-alaska-schools-exemption-request/>
- m. Shore Power Adoption in the Cruise Industry
 - i. <https://bermelloajamil.com/2023/09/13/shore-power-adoption-in-the-cruise-industry/>
- n. Carcross experiences a big year back after pandemic slowdown
 - i. <https://www.yukon-news.com/local-business/carcross-experiences-a-big-year-back-after-pandemic-slowdown/>

Y. Marketing Internship Accomplishments

- a. Completed Alaska Tourism Industry Association's Alaska Certified Expert training program.
- b. Signed up businesses for TBMP & Business Listings on Skagway.com.
- c. Assisted with planning and execution of "Skagway-Yukon Tourism Networking Night" & other special events.
- d. Designed Busking Permits and Explore Skagway Thank You cards.
- e. Added to videos, photo, posters, ad and more to Explore Skagway's visual asset library.

Z. Waterfront Ambassadors assisted 6,386 visitors in September

September 2023				
Friday, September 1, 2023	28	12	0	203
Saturday, September 2, 2023	0	0	0	0
Sunday, September 3, 2023	0	0	0	0
Monday, September 4, 2023	116	37	55	0
Tuesday, September 5, 2023	197	61	100	0
Wednesday, September 6, 2023	279	54	0	0
Thursday, September 7, 2023	70	16	0	113
Friday, September 8, 2023	42	52	0	216
Saturday, September 9, 2023	0	0	0	0
Sunday, September 10, 2023	0	0	0	0
Monday, September 11, 2023	302	31	45	0
Tuesday, September 12, 2023	216	44	28	0
Wednesday, September 13, 2023	423	47	200	0
Thursday, September 14, 2023	37	28	0	247
Friday, September 15, 2023	31	12	0	355
Saturday, September 16, 2023	0	0	0	0
Sunday, September 17, 2023	0	0	0	0
Monday, September 18, 2023	204	41	0	0
Tuesday, September 19, 2023	139	47	0	0
Wednesday, September 20, 2023	62	112	0	0
Thursday, September 21, 2023	96	0	0	272
Friday, September 22, 2023	30	53	0	366
Saturday, September 23, 2023	0	0	0	0
Sunday, September 24, 2023	0	0	0	0
Monday, September 25, 2023	114	43	12	0
Tuesday, September 26, 2023	126	55	36	0
Wednesday, September 27, 2023	133	51	24	0
Thursday, September 28, 2023	81	46	0	223
Friday, September 29, 2023	23	32	0	268
Saturday, September 30, 2023	0	0	0	0
Total	2749	874	500	2263

AA. Visitor to AB Hall for September

September 2023		
	Telephone Calls	Walk In Visitors
Friday, September 1, 2023	1	623
Saturday, September 2, 2023	2	685
Sunday, September 3, 2023	2	291
Monday, September 4, 2023	2	512
Tuesday, September 5, 2023	6	1058
Wednesday, September 6, 2023	4	1054
Thursday, September 7, 2023	7	641
Friday, September 8, 2023	7	983
Saturday, September 9, 2023	0	477
Sunday, September 10, 2023	2	487
Monday, September 11, 2023	6	804
Tuesday, September 12, 2023	2	676
Wednesday, September 13, 2023	4	948
Thursday, September 14, 2023	6	513
Friday, September 15, 2023	6	423
Saturday, September 16, 2023	6	400
Sunday, September 17, 2023	1	270
Monday, September 18, 2023	4	483
Tuesday, September 19, 2023	9	955
Wednesday, September 20, 2023	3	619
Thursday, September 21, 2023	3	536
Friday, September 22, 2023	6	387
Saturday, September 23, 2023	5	539
Sunday, September 24, 2023	0	0
Monday, September 25, 2023	7	461
Tuesday, September 26, 2023	3	460
Wednesday, September 27, 2023	3	726
Thursday, September 28, 2023	3	385
Friday, September 29, 2023	5	237
Saturday, September 30, 2023	0	0
Total	115	16633