

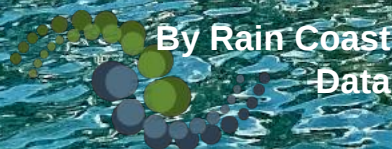
Southeast Alaska Business Climate and COVID-19 Impacts Survey 2021

A Publication of

April 2021



**SOUTHEAST
CONFERENCE**



By Rain Coast
Data

Table of Contents

Introduction	Page 1
Business Climate Survey Results	Page 2
Southeast Economic Outlook	Page 5
Southeast Jobs Outlook	Page 8
Southeast Businesses COVID-19 Impacts	Page 10
• Estimate the percent revenue decline to your business due to COVID-19 Page 11 • Is your business at risk of closing permanently because of impacts caused by COVID-19? Page 12 • Did you receive any COVID-19 funding to support your business? Page 13 • What was the impact of relief funding to your organization? Page 14 • What does your business need funding for most moving forward? Page 16	
Southeast Private Business Investments.....	Page 17
Participant Overview	Page 19
Open Ended Responses	Page 20

Please elaborate on how COVID-19 has impacted your organization. Looking forward what are your hopes or concerns? Are you refocusing on online services or remote employment? Are you changing the products you create to try to capture new markets?

- Gustavus, Haines **Page 20**
- Hoonah, Hyder, Juneau **Page 21**
- Kake, Ketchikan **Page 24**
- Metlakatla, Petersburg **Page 27**
- Prince of Wales **Page 28**
- Sitka **Page 29**
- Skagway **Page 30**
- Wrangell, Yakutat **Page 33**
- Multiple Communities **Page 34**

Survey created in partnership with



Spruce Root
COMMUNITY DEVELOPMENT



Southeast Alaska **Business** Survey Results **2021**

Each year Southeast Conference conducts a regional business climate and investment survey in order to track Southeast Alaska business confidence on an annual basis. The results are analyzed by community and economic sector, allowing the data to be used to form projections regarding the economic direction of Southeast Alaska.

This survey was developed in a partnership between Southeast Conference, Spruce Root, the City and Borough of Wrangell, the Petersburg Borough, the Sitka Economic Development Association, the Haines Chamber of Commerce, the Skagway Development Corporation, and the City of Ketchikan. Rain Coast Data designed the survey instrument on behalf of this partnership.

The survey invited Southeast Alaska owners and top managers to respond to 19 questions. The web-based survey was administered electronically from April 9th through April 23rd. A total of 440 regional business leaders participated in the survey. The survey results include the following findings:

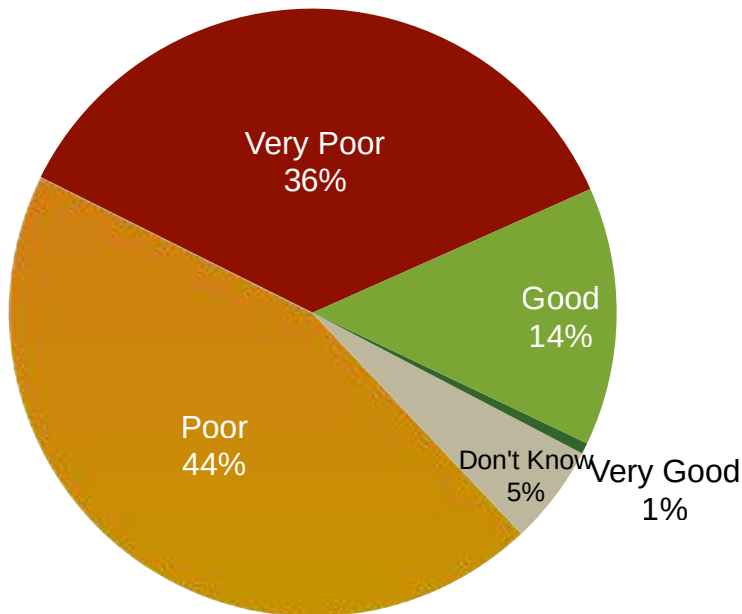
- **Revenue Decline:** Regional business revenue was down 42% on average so far due to the pandemic. By industry, the tourism and arts sectors have experienced the greatest revenue losses, while mining and nonprofit have seen the smallest. Businesses in Skagway and Ketchikan reported the highest revenue losses in the region.
- **Risk of Closure:** Nearly a quarter of respondents are at risk closing permanently or have already closed. Mining and Alaska Native entities have the lowest risk of closing due to the pandemic, while the visitor sector, food and beverage focused businesses, and transportation industry are at the greatest risk of being unable to keep their doors open.
- **Impact of Relief Funding:** Nearly a third of businesses receiving COVID-19 relief dollars reported that they would have closed permanently without the funding. Nearly half of respondents said that the funding allowed their businesses to retain staff, and 22% used the funding to pivot their operations into new markets.
- **State of the Economy, and Outlook:** 80% of respondents call the current economy poor or very poor, and 22% feel that the upcoming year will be worse. The communities with the most negative outlook include Skagway, Haines, and Hoonah.
- **Job Projections:** Nearly half of business leaders (47%) expect to maintain job levels in the coming year. While 13% of businesses expect to add jobs, 15% expect to make further cuts. Nearly one-third of businesses in the food or beverage sector expect to decrease staff over the coming year.

The following pages summarize survey findings.

Southeast Business Climate Survey Results 2021

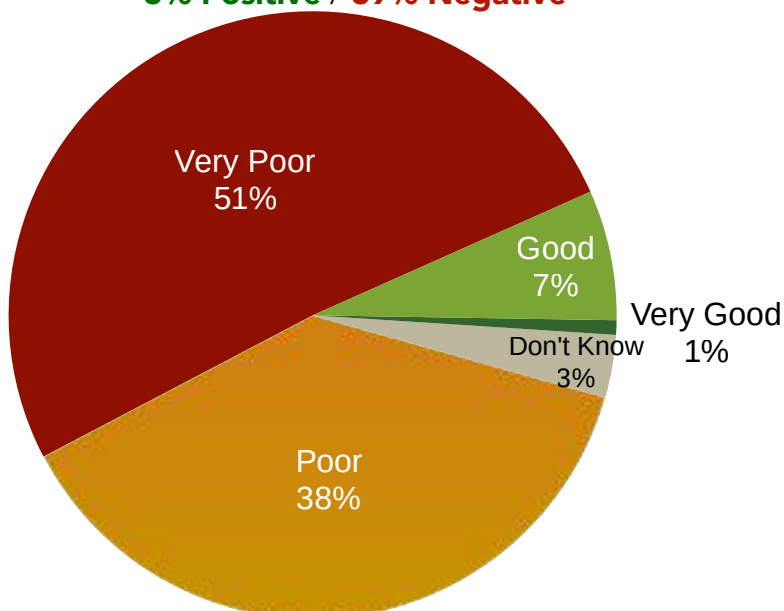
April **2021** Southeast Alaska: How do you view the overall business climate right now?

15% Positive / 80% Negative



June **2020** Southeast Alaska: How do you view the overall business climate right now?

8% Positive / 89% Negative



Southeast Alaska Annual Business Climate Survey

In April of 2021, 440 Southeast Alaska business owners and top managers from 23 communities responded to Southeast Conference's Business Climate and Private Investment Survey.

How do you view the overall business climate right now?

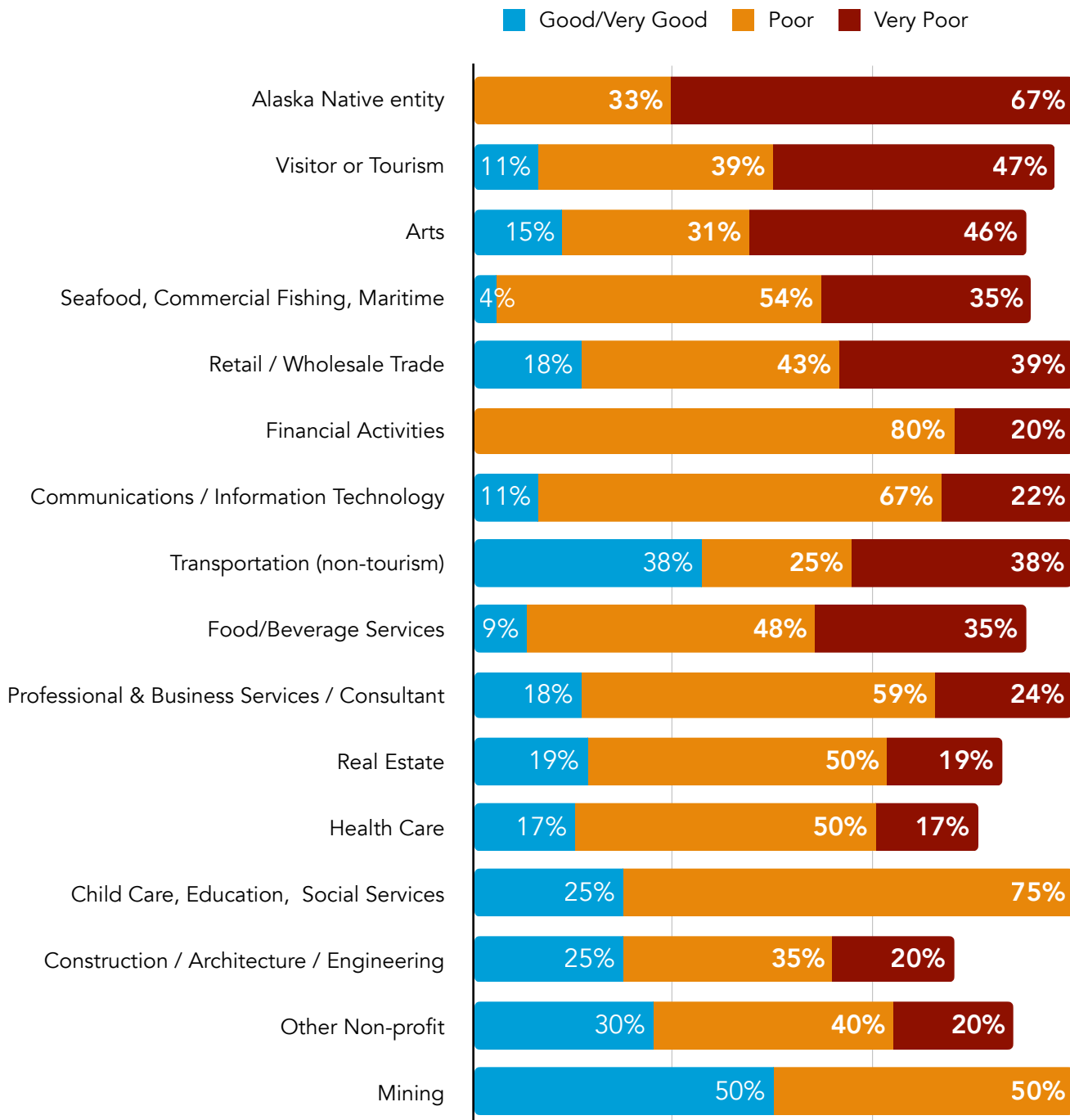
Unsurprisingly, confidence in the Southeast business climate continues to be poor in the wake of COVID-19. Eight out of ten respondents are concerned about state of the economy, calling the business climate "poor" (44%) or "very poor" (36%). This is incrementally better than last year when the negative perception ratings were nine percent higher. Fifteen percent of business leaders called the Southeast business climate "good" or "very good" in 2021 — nearly twice as many as in 2020.

While all sectors and communities have a negative perspective on the current economy, Alaska Native entities and those in the tourism, arts, seafood, and retail sectors were most likely to say that the regional economy is **very** poor. Based on responses received, the communities that appear to be most negatively impacted by the COVID-19 pandemic include Skagway, Ketchikan and Haines.

Southeast **Business** Climate Survey Results 2021: by Industry

The following graphic breaks out how the current Southeast Alaska business climate is viewed by each various sector. Usually such a breakout reveals significant differences between sectors. However, the 2021 breakout shows that no industry has escaped a significant negative impact due to COVID-19. Alaska Native entities, those in tourism, and those in the arts are the most concerned about the current state of the economy.

April **2021** Southeast Alaska: **How do you view the overall business climate right now?**

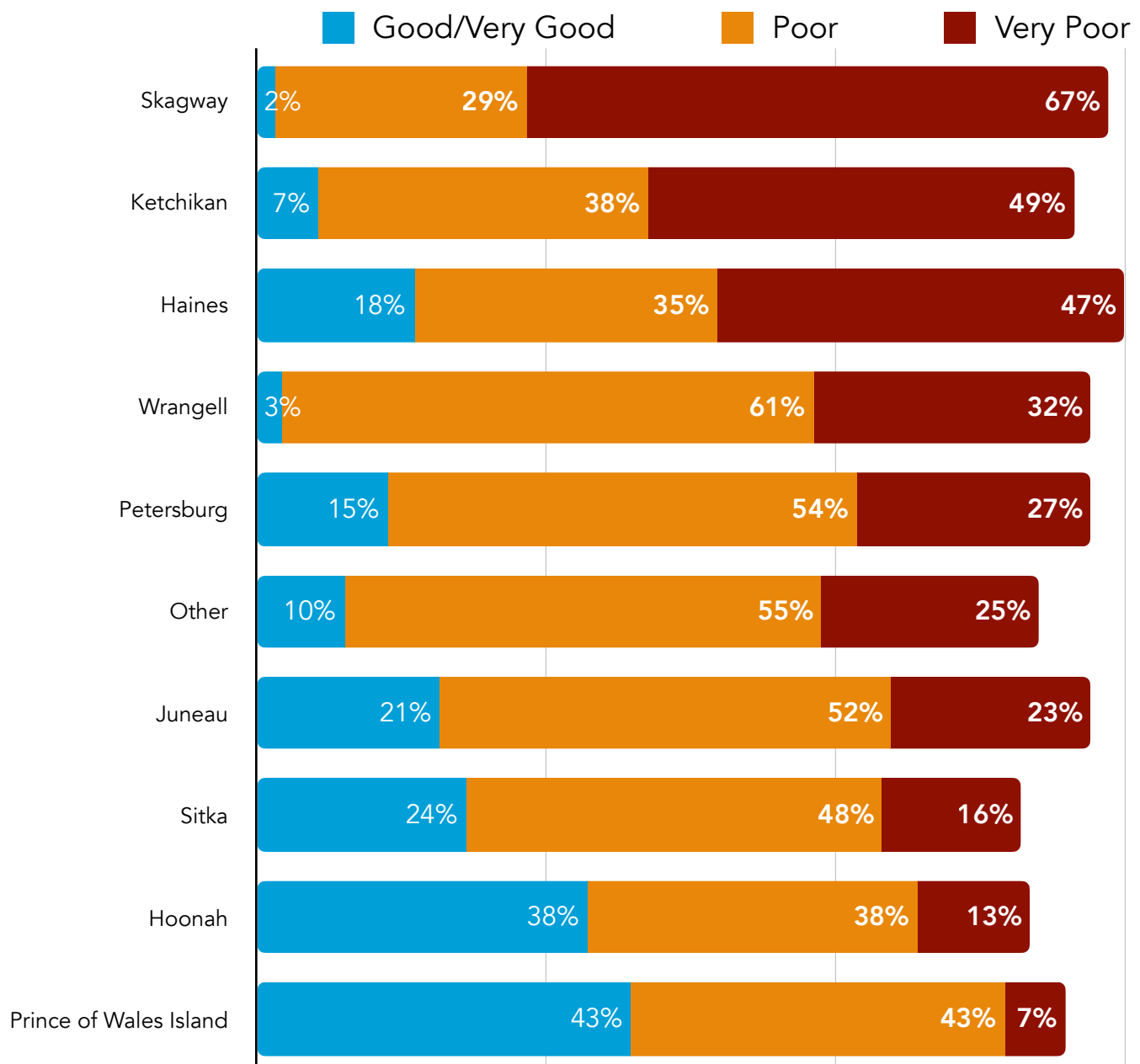


The "don't know" category has been excluded from this chart.

Southeast **Business** Climate Survey Results 2021: by Community

The graphic below shows how the current regional business climate is being experienced by business leaders in each community. While all communities are clearly suffering, Skagway has been the hardest hit, with 67% of businesses saying that the business climate is “very poor” followed by Ketchikan at 49%. Businesses on Prince of Wales have the most positive view of the region, with 43% calling the business climate “good”.

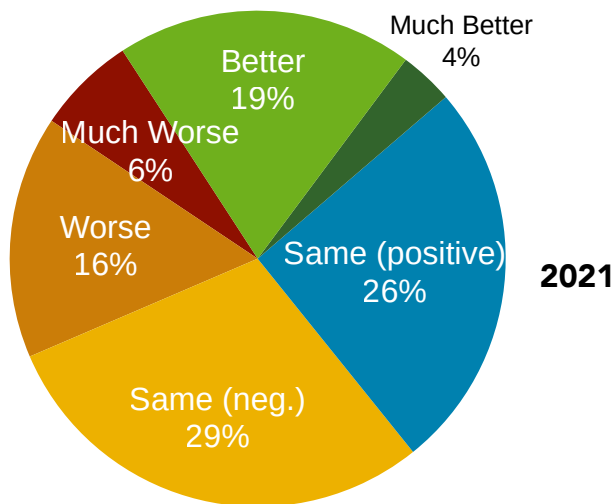
April **2021** Southeast Alaska: **How do you view the overall business climate right now?**



The “don’t know” category has been excluded from this chart.

Southeast Economic Outlook

49% Positive / 51% Negative



What is the economic outlook for your business/industry over the next year (compared to the previous year)?

Southeast Alaska Economic Outlook

Historically, the overall economic outlook for Southeast Alaska business leaders tends not to change much on an annual basis; however 2020 and 2021 are clearly exceptions. In 2021 half of businesses say the economic outlook for their business or industry over the next 12 months is negative. In 2019 one-third of regional businesses had a negative outlook, and in 2020 it was three-quarters.

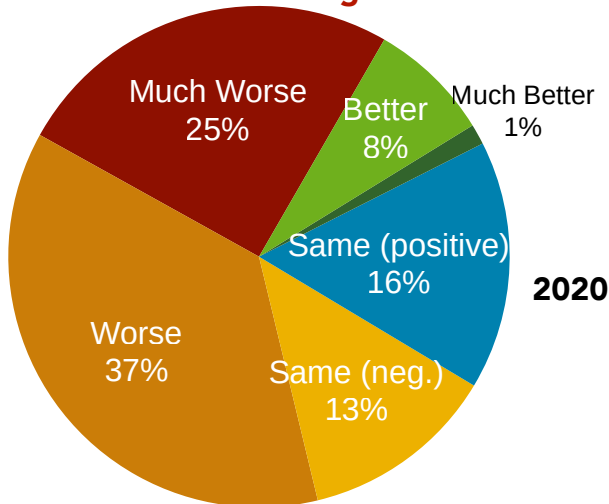
Nearly a quarter (22%) of survey respondents expect their prospects to be worse (16%) or much worse (6%) over the next year, while a similar number (23%) expect the outlook for their businesses to improve in the coming year.

The mining sector's economic outlook is most positive moving into 2022, followed by the nonprofit and healthcare sectors. The real estate, food/beverage, and tourism sectors have the most negative outlooks looking forward.

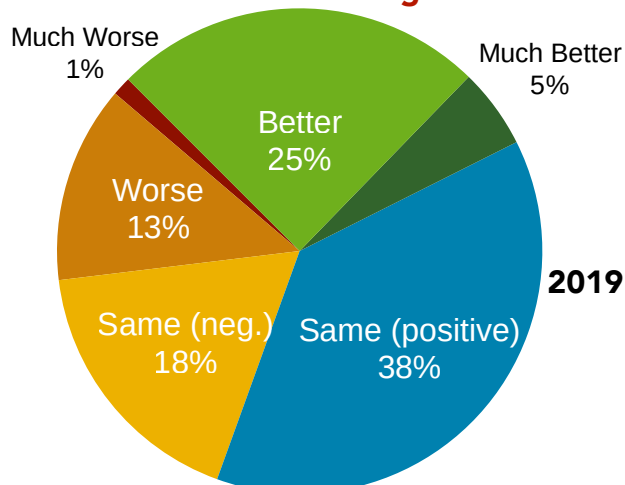
The communities with the most negative outlook include Skagway, Haines, and Hoonah. More than a third of Hoonah businesses expect the economic outlook to become worse (13%) or much worse (25%) in the next 12 months.

Prince of Wales, Gustavus, and Sitka have the least negative outlooks. On Prince of Wales, more than half of the business leaders expect the economy to improve in the next year.

25% Positive / 75% Negative



68% Positive / 32% Negative



Southeast Economic Outlook: by Community and Industry

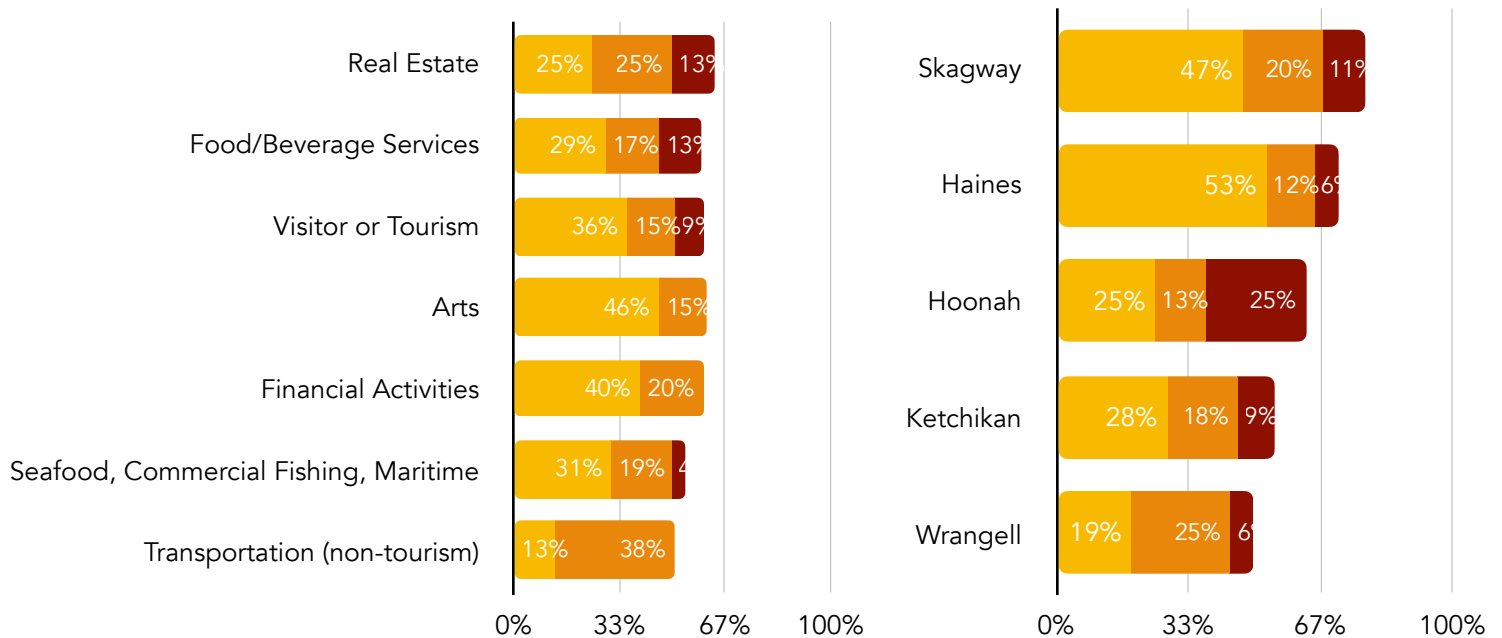
The below graphics show economic outlook breakdowns for the next year by industry and well as by community.

2021: What is the economic outlook for your business or industry?

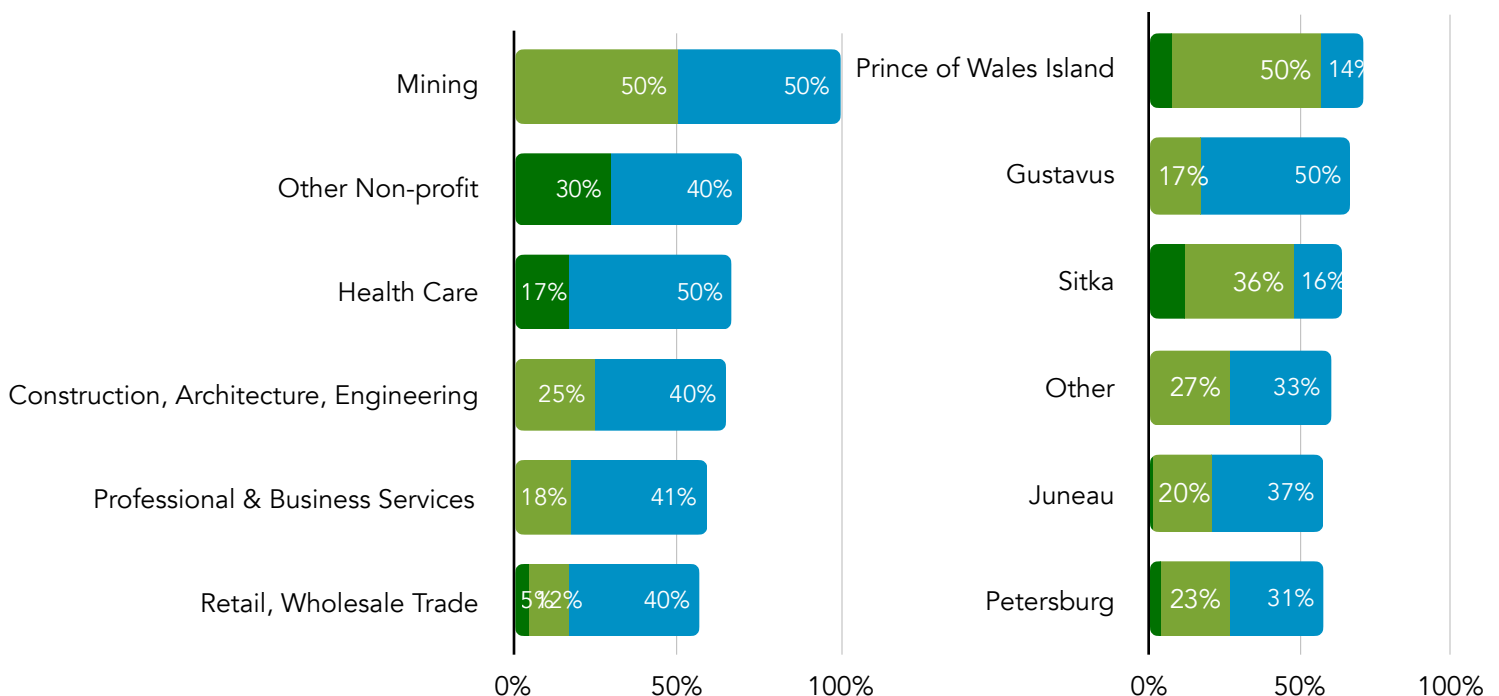
By Industry

By Community

■ Same (generally negative) ■ Worse ■ Much Worse



■ Much Better ■ Better ■ Same (generally positive)



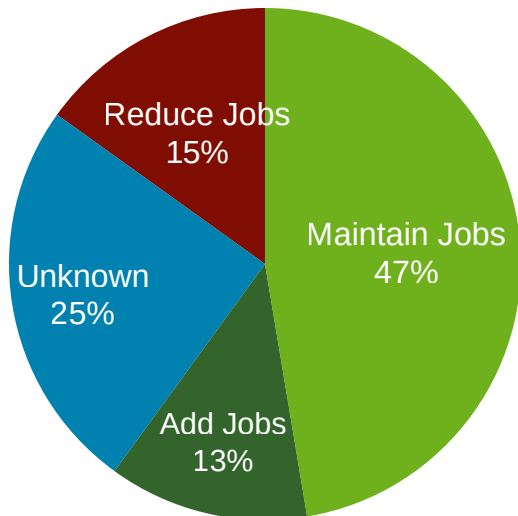
Southeast Economic Outlook: by Community

The following table shows a detailed economic outlook by industry.

What is the economic outlook for your business or industry?						
Sector	Much Better	Better	Same (generally a positive statement)	Same (generally a negative statement)	Worse	Much Worse
Mining	0%	50%	50%	0%	0%	0%
Energy	0%	0%	75%	25%	0%	0%
Other Non-profit	30%	0%	40%	20%	0%	10%
Health Care	17%	0%	50%	0%	17%	17%
Alaska Native entity	0%	0%	67%	0%	33%	0%
Construction / Architecture / Engineering	0%	25%	40%	20%	5%	10%
Professional & Business Services / Consultant	0%	18%	41%	18%	24%	0%
Retail / Wholesale Trade	5%	12%	40%	28%	14%	2%
Communications / Information Technology	0%	22%	33%	22%	11%	11%
Transportation (non-tourism)	0%	25%	25%	13%	38%	0%
Child Care, Education, Social Services	0%	25%	25%	50%	0%	0%
Seafood, Commercial Fishing, Maritime	0%	35%	12%	31%	19%	4%
Food/Beverage Services	8%	13%	21%	29%	17%	13%
Visitor or Tourism	3%	23%	15%	36%	15%	9%
Financial Activities	0%	0%	40%	40%	20%	0%
Arts	0%	15%	23%	46%	15%	0%
Real Estate	0%	25%	13%	25%	25%	13%

Jobs Projections in 2021 and 2022

2021: Jobs Outlook

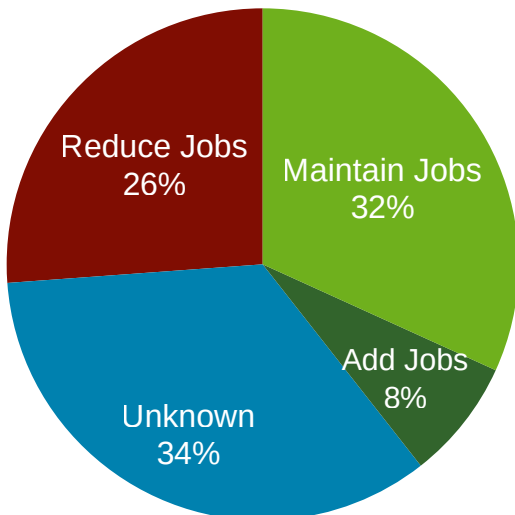


Over the next 12 months, do you expect your organization to add jobs, maintain jobs, reduce jobs, or are you unsure (For those business with staff)

Employment changes in the next year

When asked about staffing expectations, nearly half of business leaders (47%) expect to maintain job levels in the coming year, and 13% expect to add employees (or add employees back after the declines of 2020).

2020: Jobs Outlook

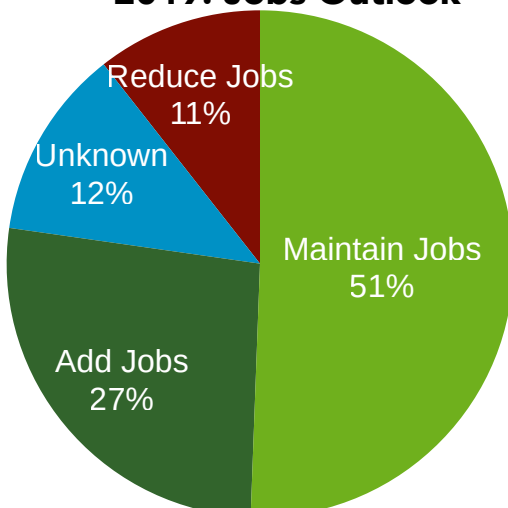


A quarter of employers feel there is too much uncertainty to make employment projections yet, and 15% of business leaders expect to reduce staffing levels. Staffing decisions fall about halfway in-between 2019 and 2020 survey responses.

The expected job gains will be most significant in the communication/IT, construction, financial activities, and nonprofit sectors.

Employment reductions will be most concentrated in the food and beverage sector, seafood, and professional services. Nearly one-third of businesses in the food or beverage businesses expected to decrease staff over the coming year.

2019: Jobs Outlook



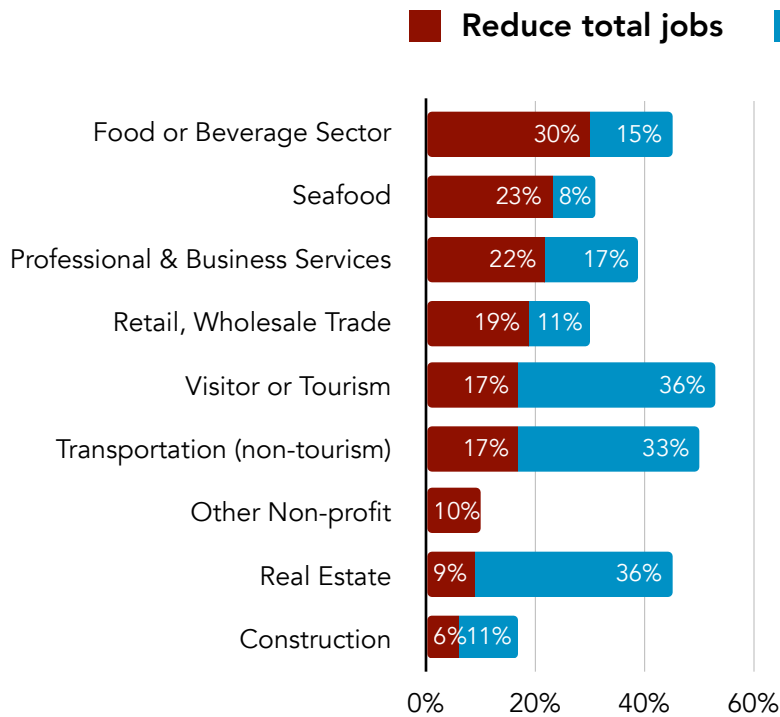
Business leaders in Haines, Skagway, Ketchikan, and rural "other" communities expect the greatest job reductions for their businesses moving forward, with 25% of Haines business leaders expecting to make job cuts over the coming year.

Sitka has the most positive jobs outlook with a third of employers saying they expect to add jobs in the coming year.

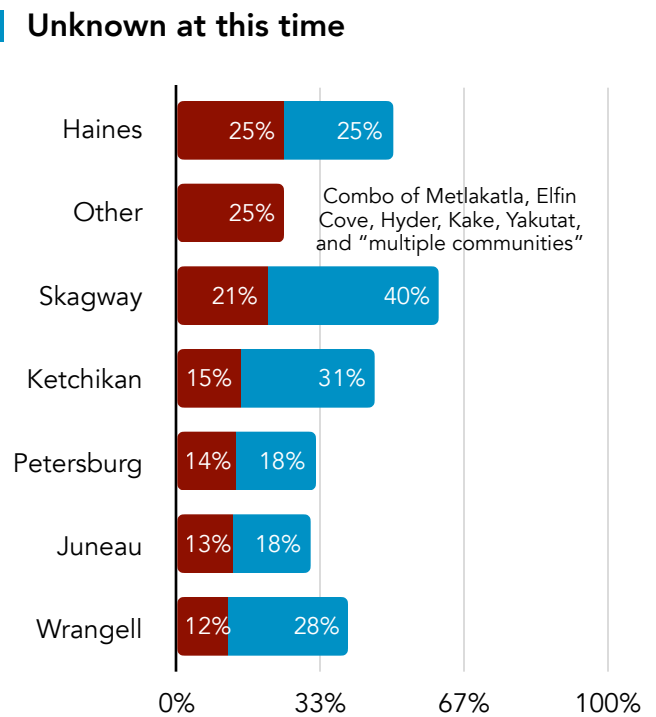
By Community: Jobs in Next 12 Months

Over the next year, do you expect your organization to add jobs, maintain jobs, reduce jobs, or are you unsure?

By Industry

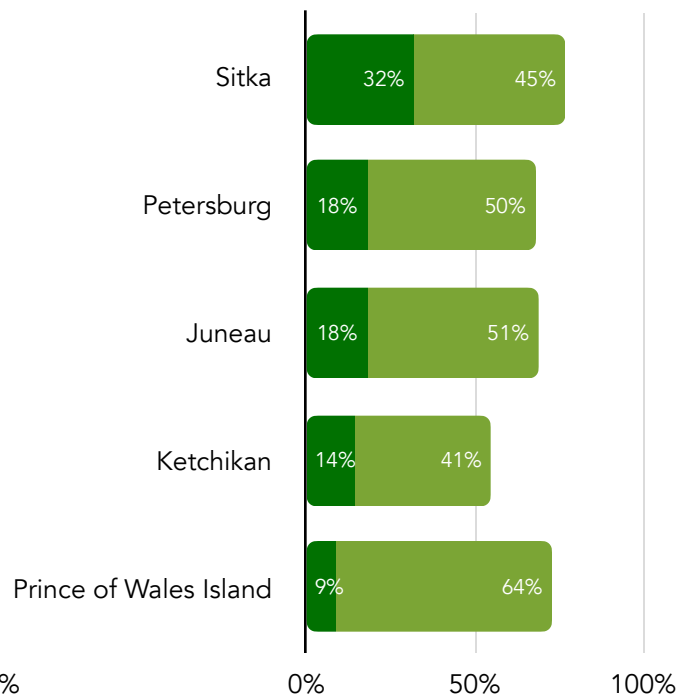
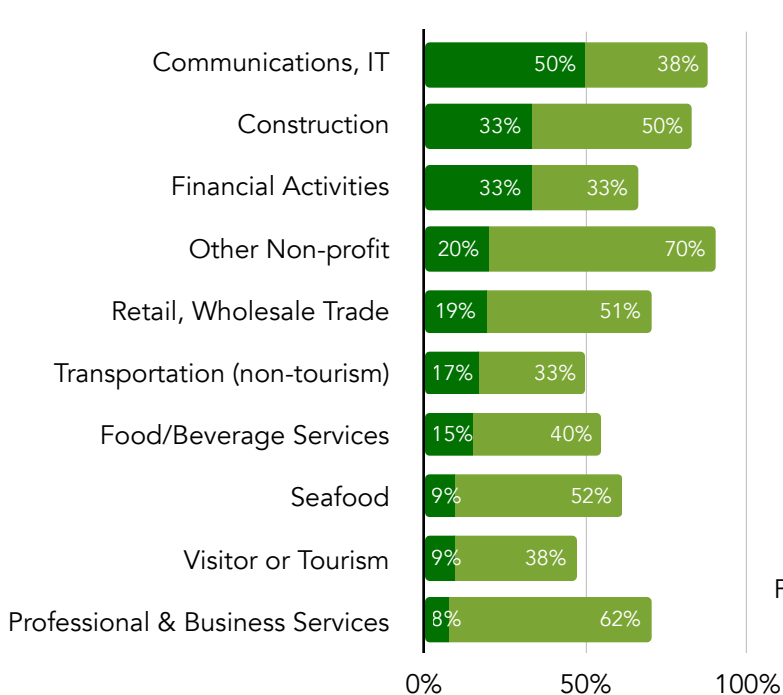


By Community



■ Add jobs

■ Maintain the same amount of jobs



Southeast Businesses COVID-19 Impacts

Southeast Alaska business leaders were asked how COVID-19 is impacting their businesses. Responding employers have already laid off 30% of their total workforce due to the COVID-19 virus. Regional business revenue was down 42% so far due to the pandemic. Twenty-two percent of respondents say that they are at risk closing permanently, while 39% say that they are not at risk.

Total Businesses Responding = 440

Please estimate the percent revenue decline to your business due to COVID-19 so far.

= -42% overall

78% of responding businesses received COVID relief funding

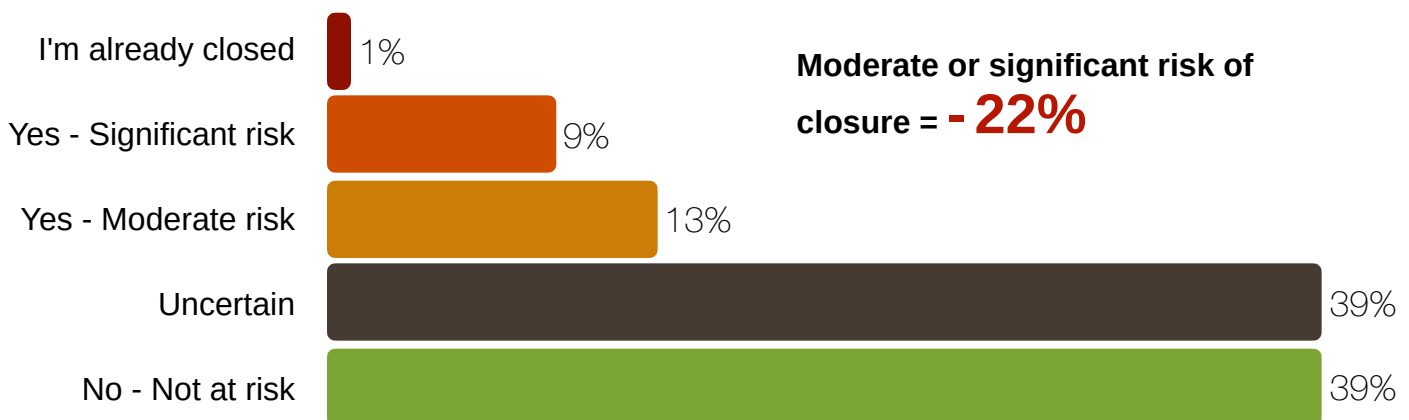
Respondents have laid off **30%** of existing staff so far due to COVID-19

15% expect to make more employment cuts in the future due to COVID-19

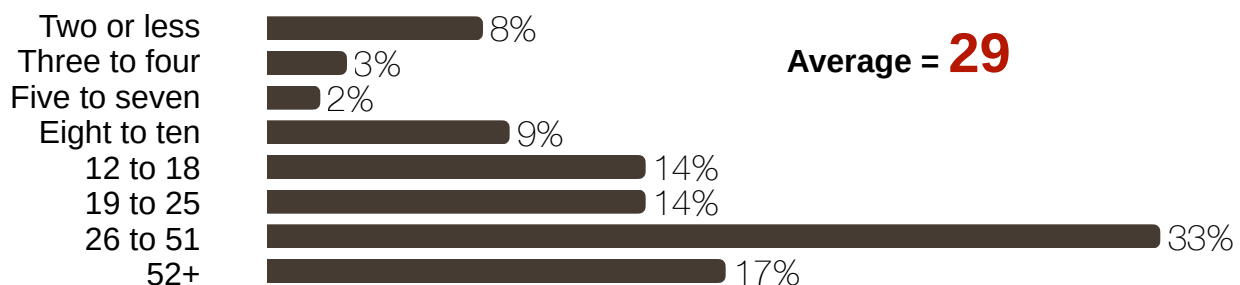
Average current workers per organization = **15**

Average workers laid off so far per business = **-7**

Is your business at risk of closing permanently because of impact caused by COVID-19?

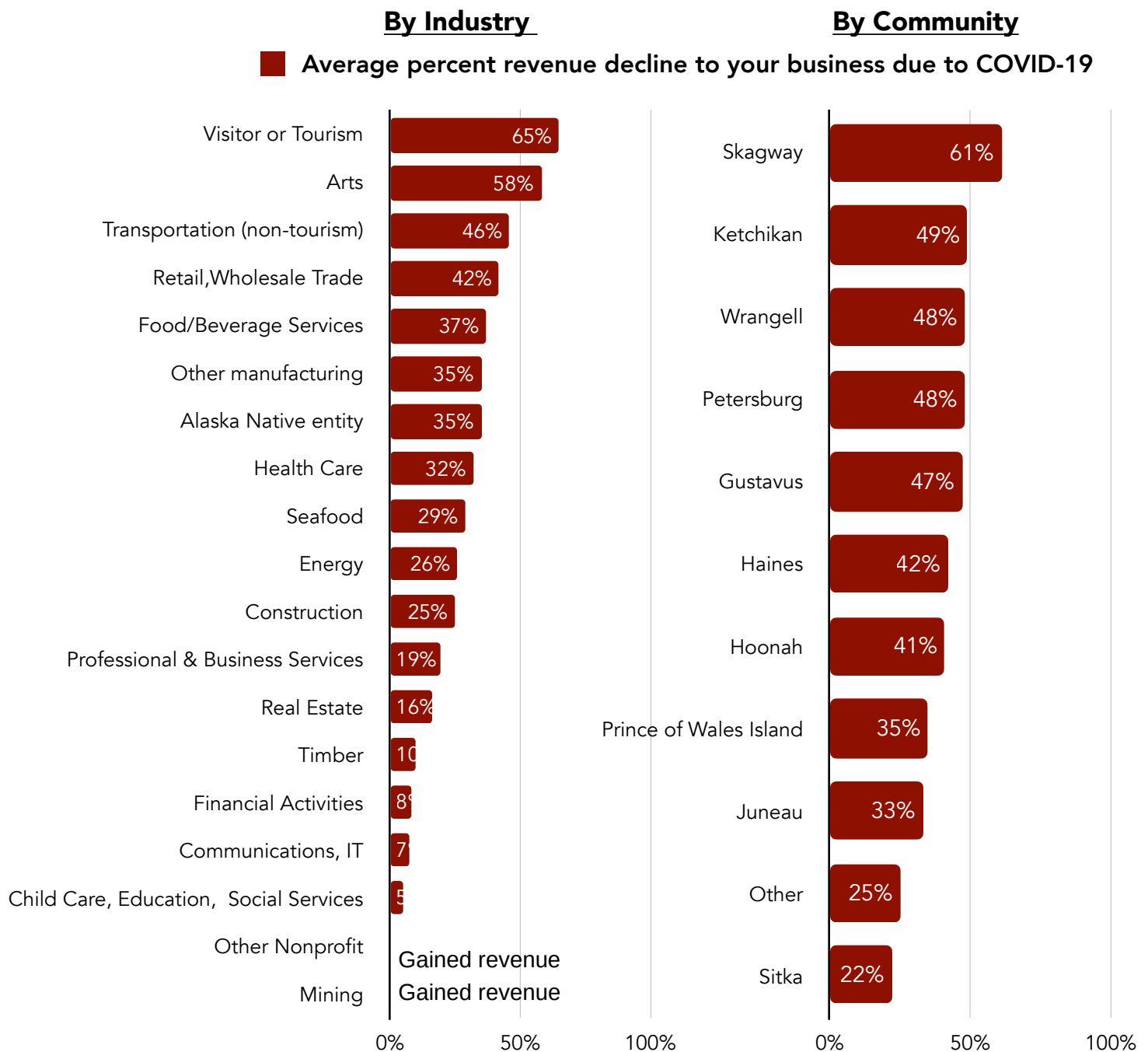


If you answered "yes" above, how many weeks of the current situation do you think you will be able to survive?



Please estimate the percent revenue decline to your business due to COVID-19: **By Industry and Community**

On average, reporting businesses have lost **42%** of their revenue due to COVID-19. However, there is significant variation between industry in community impacts. Businesses in the tourism sector are down by 65%, while arts sector is down by 58%. The mining and nonprofit entities were the only sectors to be revenue positive. By community, Skagway businesses have lost the most, with reported average revenue loss of 61%, followed by Ketchikan. Sitka businesses report the smallest average revenue decline of "only" 22%.

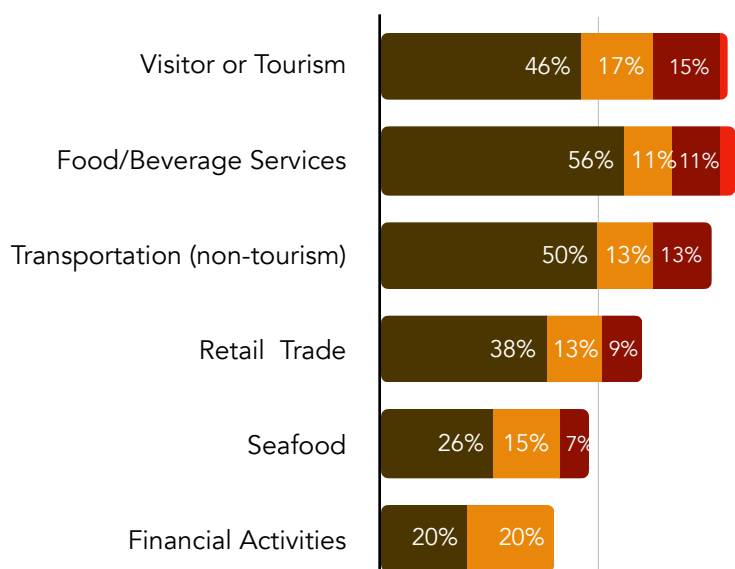


Is your business at risk of closing permanently because of impacts caused by COVID-19? By Industry and Community

Nearly a quarter of respondents (22%) are at risk closing permanently or have already closed. The following charts analyzed which sectors and communities are at the greatest risk of being unviable due to the COVID economy. Tourism, the food and drink sector, and transportation have the greatest risk of closing due to the pandemic, while the mining and Alaska Native entities have the lowest risk. Businesses in Hoonah, Ketchikan, and Skagway face the highest risks of closure, while Sitka businesses appear to be the most resilient at the moment.

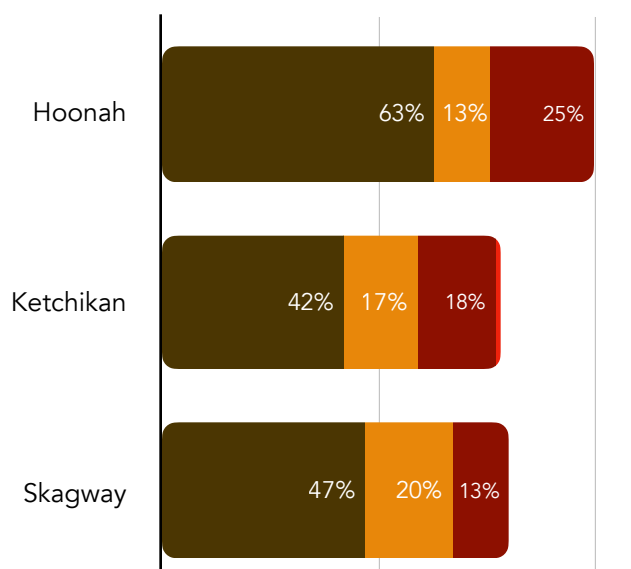
By Southeast Industry

■ Uncertain
■ Yes - Significant risk

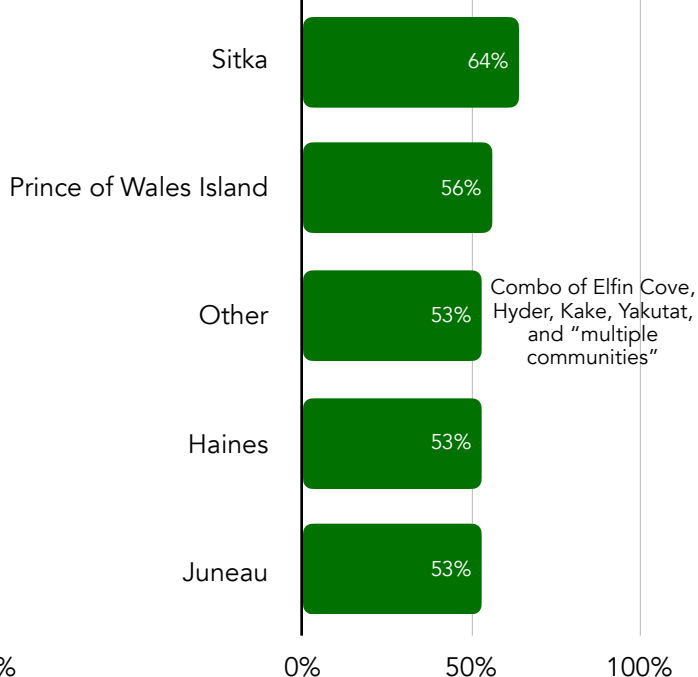
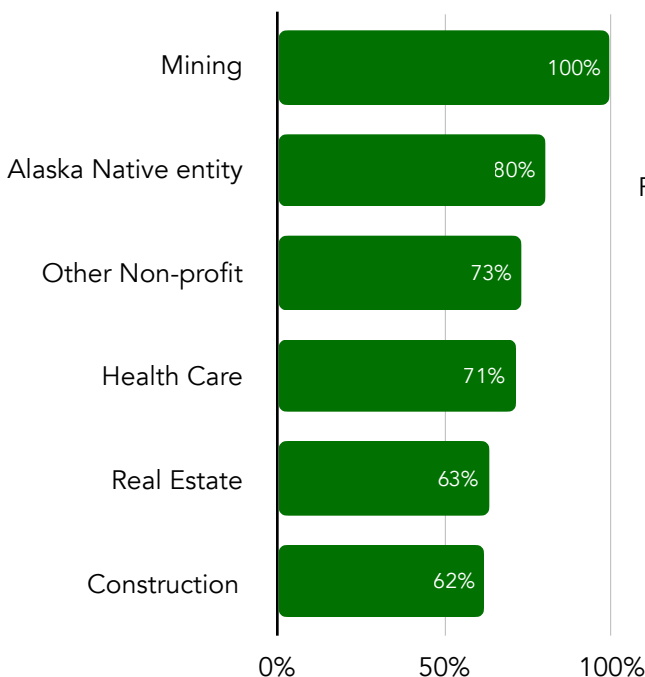


By Community

■ Yes - Moderate risk
■ I've already closed permanently

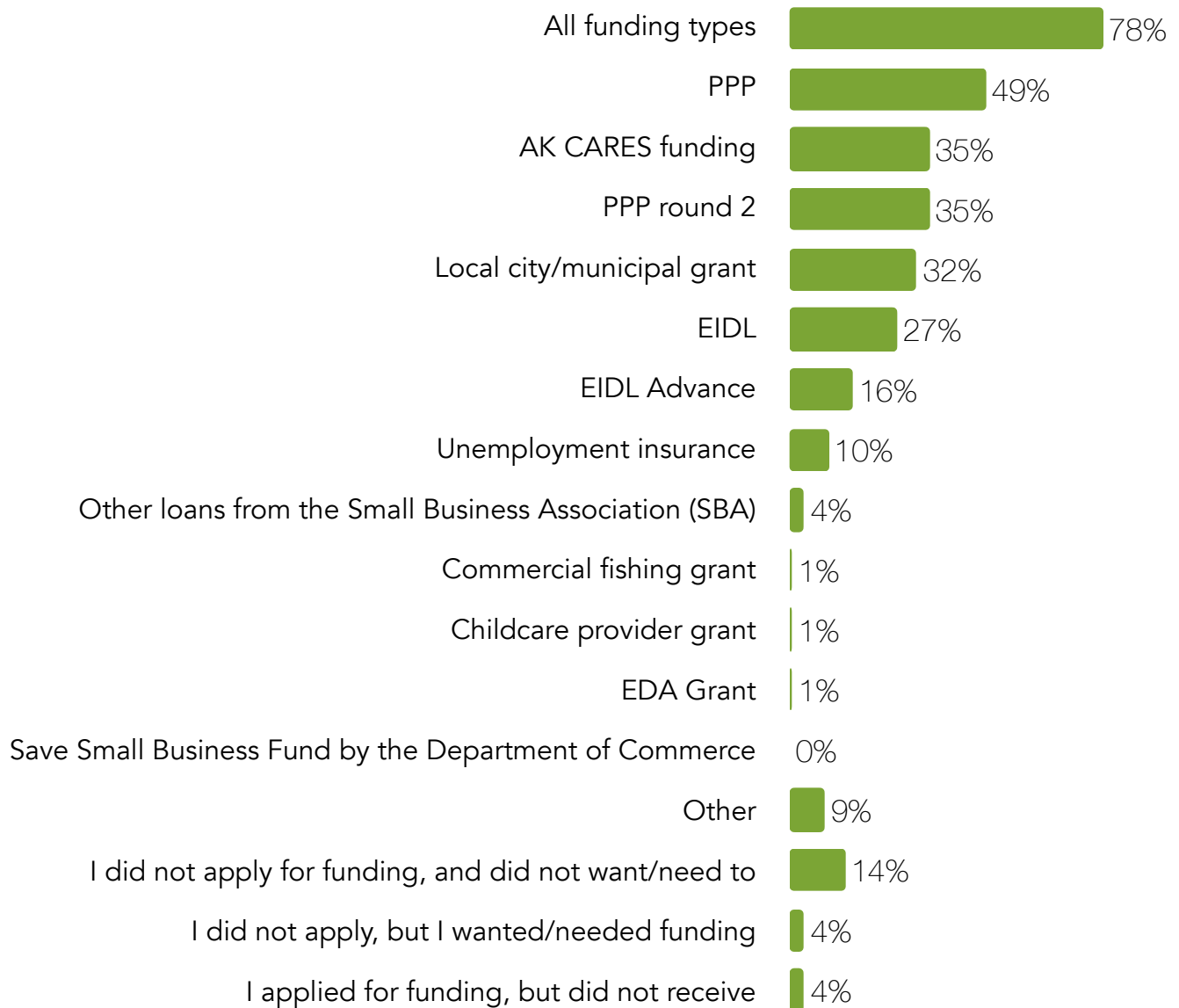


■ No - Not at risk of closing permanently



Did you receive any COVID-19 grants or loans to support your business? (check all that apply)

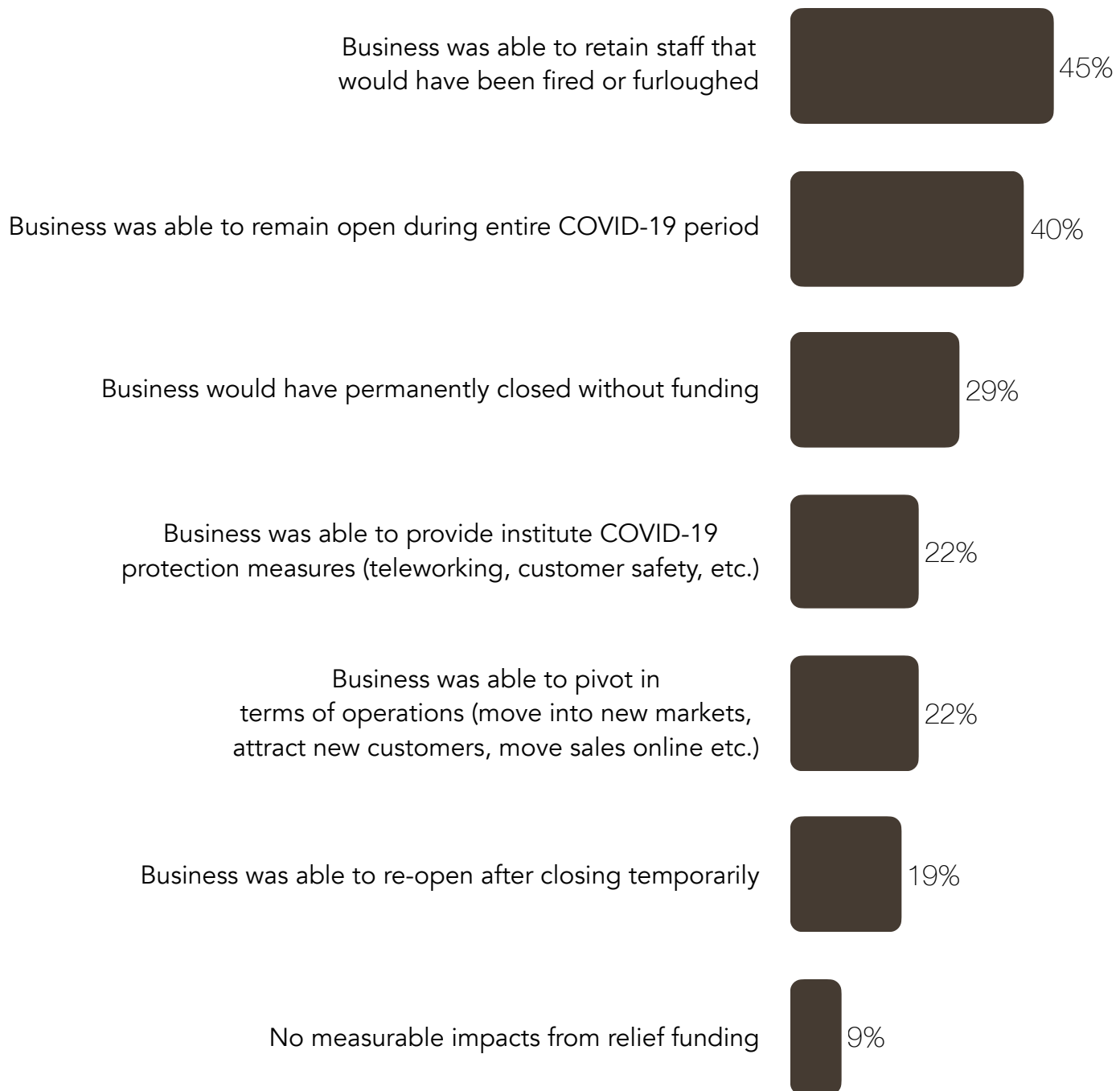
More than three-quarters of all reporting business leaders had received COVID relief funding for their organizations, including 49% who received the funds from the Payment Protection Program. Not everyone applied for funding, with 18% reporting not applying at all. An additional 4% said that they had applied for funding, but not received the funds.



Businesses receiving grants or loans = 78%

What was the impact of relief funding to your organization? (check all that apply)

Businesses that received funding asked about the impact of the COVID-19 aid they received. **Nearly a third (29%), reported that they would have closed permanently without the pandemic relief dollars.** Nearly half of respondents (45%) said that the funding allowed their businesses to retain staff. More than a fifth of businesses used their relief funding to pivot their operation model to attract new customer, move online, or move into new markets.



Businesses receiving grants or loans = 78%

COVID-19 Funding Distributions in Southeast Alaska

According to the Alaska Small Business Development Center (SBDC), which tracks four stimulus programs: PPP, EIDL (and EIDL Advanced), Alaska's state CARES program, and the local municipal grants to each community and borough, Southeast Alaska businesses and organizations have received \$500 million in COVID-19 funding. Among industries that were tracked, the accommodation and food services sector received the highest level of relief funding (\$35.4 million) followed by retail trade (\$31.6 million) and health and social services (\$28.3 million.) Southeast Alaska received 16% of the overall Alaska funding in these programs. The full result of the Alaska SBDC analysis is below:

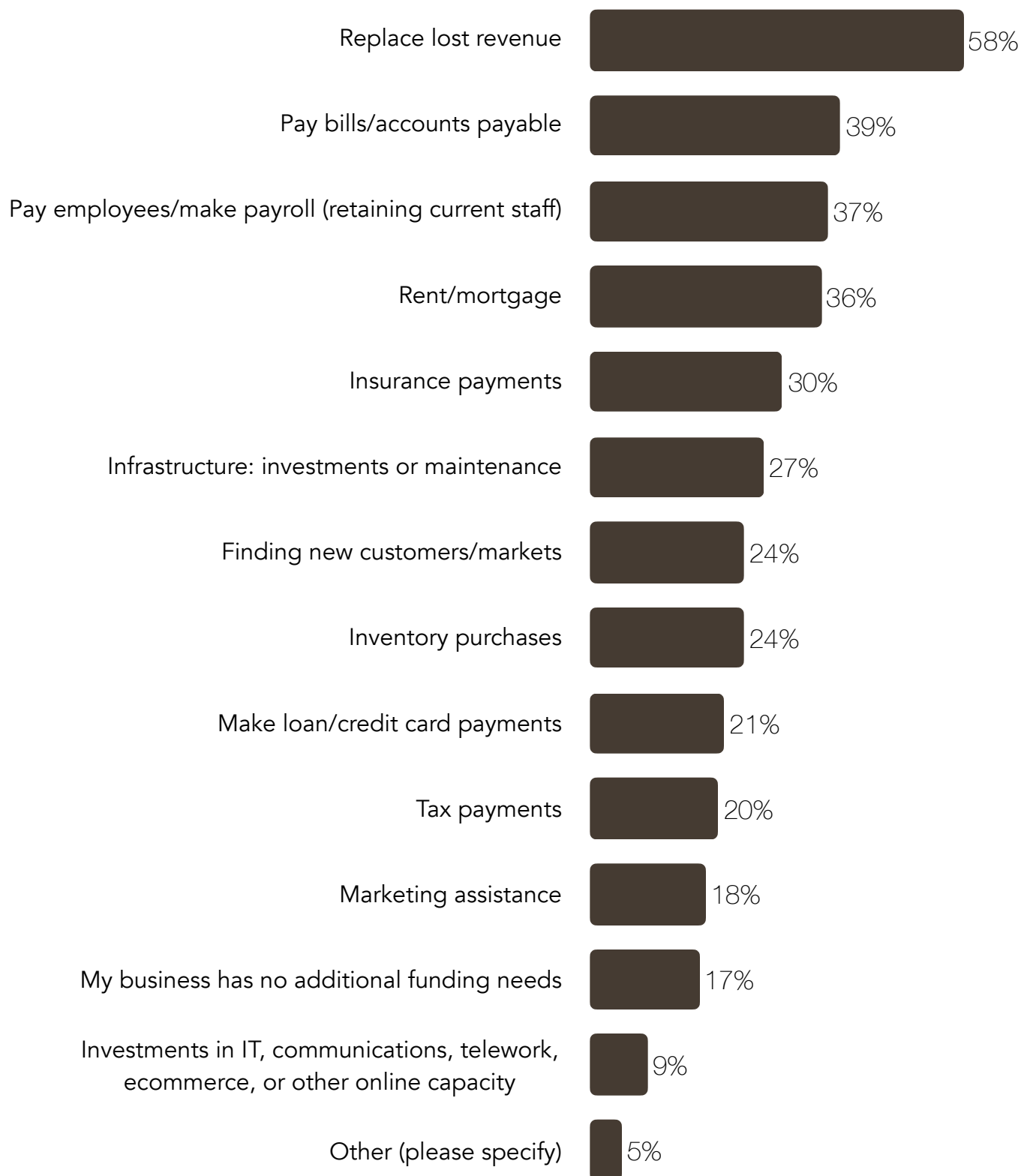
Industry Sector	Funding Received
Accommodation and Food Services	\$35,352,136
Retail Trade	\$31,592,164
Health Care and Social Assistance	\$28,272,682
Agriculture, Forestry, Fishing, Hunting	\$24,510,712
Transportation and Warehousing	\$24,363,577
Commercial Fishing	\$24,237,224
Construction	\$18,859,630
Arts, Entertainment, and Recreation	\$17,078,393
Admin & Support of Waste Mgmt & Remediation Services	\$16,193,772
Professional Scientific and Technical Services	\$10,395,587
Manufacturing	\$10,229,956
Real Estate Rental and Leasing	\$9,908,373
Wholesale Trade	\$6,141,097
Educational Services	\$3,497,732
Management of Companies and Enterprises	\$2,830,054
Public Administration	\$1,890,518
Information	\$1,117,417
Finance and Insurance	\$1,073,770
Utilities	\$451,188
Fed, State, & Local Gov't, excl. schools, hospitals & USPS	\$255,601
Mining	\$209,531
Other Services (except public administration)	\$36,651,439
Unclassified (significant portion is local grants)	\$194,895,161
Total	\$500,007,714

Borough Name	Updated PPP	EIDL	AK CARES	EIDL Advance	Local Grants	Total
Juneau	\$86,664,259	\$30,570,500	\$16,837,011	\$1,921,000	\$53,288,390	\$189,281,160
Ketchikan Gateway	\$55,171,734	\$19,400,900	\$12,101,232	\$860,000	\$24,296,962	\$111,830,828
Sitka	\$31,538,964	\$13,444,700	\$10,328,797	\$883,000	\$13,872,489	\$70,067,950
Petersburg	\$14,550,154	\$6,535,900	\$8,883,111	\$394,000	\$4,669,365	\$35,032,530
Skagway	\$8,564,780	\$7,301,400	\$3,991,615	\$274,000	\$7,301,019	\$27,432,814
Haines	\$5,734,361	\$4,786,000	\$5,189,718	\$300,000	\$3,497,809	\$19,507,888
Prince of Wales-Hyder	\$5,685,488	\$2,916,200	\$3,541,603	\$145,000	\$4,017,498	\$16,305,789
Wrangell	\$4,214,089	\$2,222,200	\$3,766,325	\$97,000	\$3,365,535	\$13,665,149
Hoonah-Angoon	\$3,178,375	\$2,693,200	\$1,948,335	\$196,000	\$3,526,453	\$11,542,363
Yakutat	\$1,753,865	\$729,300	\$935,661	\$24,000	\$1,566,335	\$5,009,161
#N/A	\$0	\$0	\$182,693	\$0	\$149,389	\$332,082
	\$217,056,071	\$90,600,300	\$67,706,101	\$5,094,000	\$119,551,244	\$500,007,714

In addition to the analysis above, \$60.5 million in direct payments has been allocated to Southeast Alaska's tribes, including \$46 million that stayed within the region.

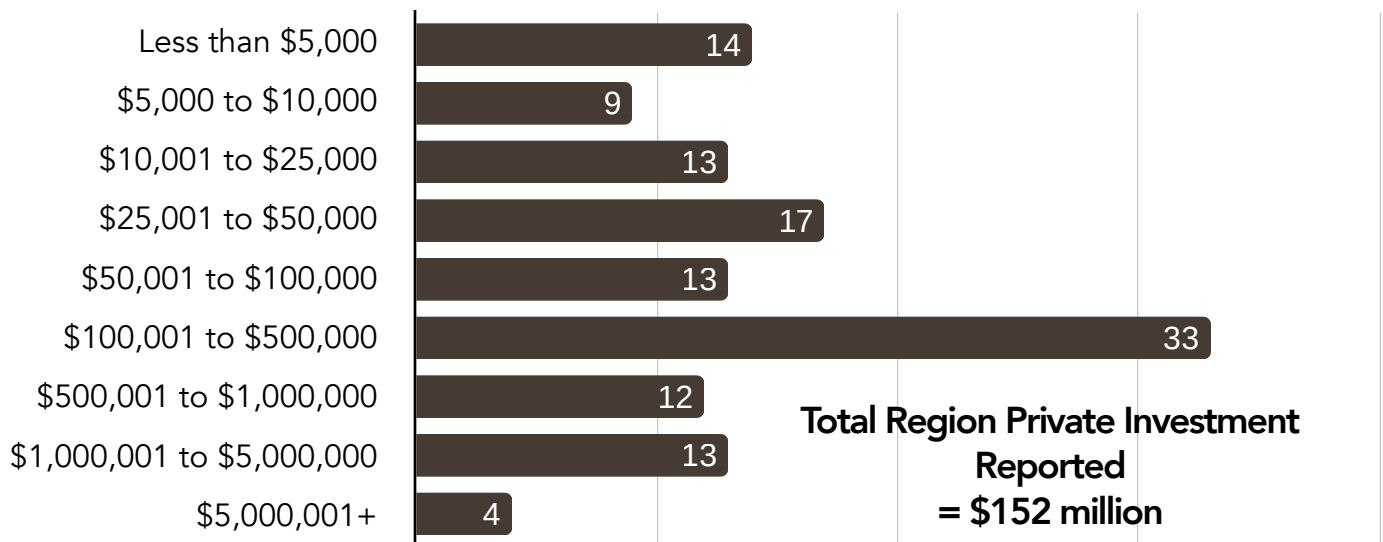
What does your business need funding for most moving forward? (check all that apply)

Business leaders were asked what help they most want and need moving forward. Top answers include replacement of lost revenue, help paying bills, making payroll, and mortgage and rent payments.



Southeast Private Investments

Participating Southeast businesses said they invested \$152 million in their businesses over the past 12 months. Investment is considered any expenditure beyond typical business and payroll expenses. Investments were most likely to fall into the \$100,000 to \$500,000 range. Alaska Native entities, Tourism, mining, and energy received the highest level of private investment over the last year.



Total Investment by Sector 2021

Sector	Investment
Alaska Native entity	\$50,940,000
Visitor or Tourism	\$46,899,188
Mining	\$35,000,000
Energy	\$5,643,958
Construction / Architecture / Engineering	\$2,153,561
Food/Beverage Services	\$1,892,420
Seafood, Commercial Fishing, Maritime	\$1,834,324
Retail / Wholesale Trade	\$1,695,443
Communications / Information Technology	\$1,464,362
Other Non-profit	\$1,367,767
Transportation (non-tourism)	\$1,315,211
Arts	\$484,021
Real Estate	\$353,254
Financial Activities	\$249,867
Professional & Business Services / Consultant	\$211,620
Other manufacturing	\$102,010
Health Care	\$70,638
Child Care, Education, Social Services	\$15,000
Total	\$152 million

Investment in CEDS Areas

One of the purposes of this survey is to allow us to track investments into projects that are part of the regional economic plan, also called the Comprehensive Economic Development Strategy (CEDS). Of the 162 private investments that were reported, 64 were invested in CEDS priority objective areas. \$174 million was reported to be invested into the Southeast Conference designated CEDS priority objectives over the past year.

Total Region Private Investment Reported 2021
= \$174 million, including \$28 million in SEC CEDS priority areas

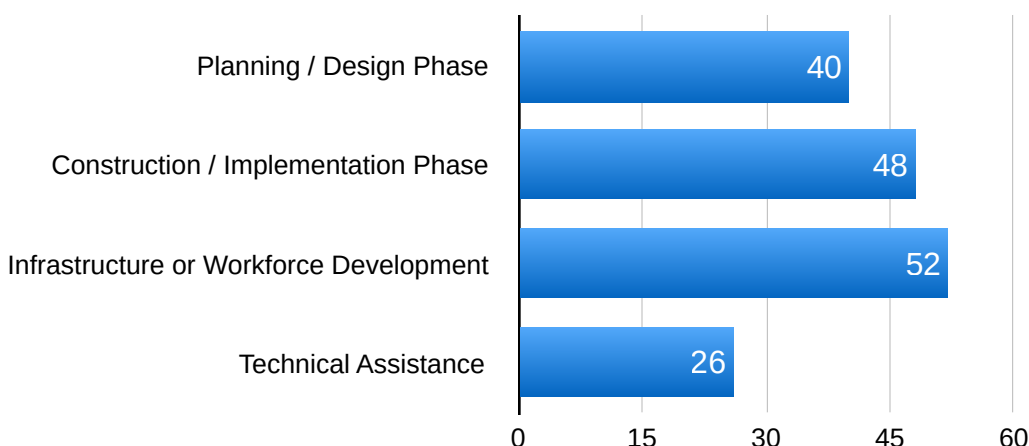
Was your investment specifically in one of the areas below?

Answer Options	Number of Investments
Development of seafood products	11
Mariculture	4
Maritime Workforce Development	3
Reducing diesel use through energy efficiency or moving to alternative energy	5
Marketing Southeast Alaska to Visitors	39
Timber	2

Did your projects use funds from any of the following sources?

Answer Options	Number of responses
State of Alaska	3
EDA (US Economic Development Administration)	1
Other Federal Agency	10

Number of Respondents by Project Stage



If applicable, businesses were asked to report on the project stage of their private investment. Projects were most likely to be in the infrastructure or workforce development phase.

Participant Overview

A total of 460 businesses in 23 Southeast Alaska communities responded to the private investment survey this year. Respondents came from 25 different regional economic sectors. Similar to past years, the highest number of respondents came from the visitor industry sector.

Please identify the community in which your business is located.

Answer Options	Response
Juneau	90
Ketchikan	84
Skagway	70
Wrangell	41
Sitka	37
Petersburg	30
Haines	24
Prince of Wales Island	23
Hoonah	9
Multiple communities/other	8
Gustavus	6
Metlakatla	5
Kake	3
Yakutat	3
Elfin Cove	1
Hyder	1
TOTAL	440

Which best describes you?

Answer Options	Response
Owner, President, CEO	246
Senior Executive, Senior Official, Director, Vice President, or Manager	84
Self-Employed Southeast Alaskan (includes small business owners, commercial fishermen, independent artists, etc.)	105
Other	5
TOTAL	440

Which best describes the primary industry focus of your company?

Answer Options	Response
Visitor or Tourism	143
Retail / Wholesale Trade	52
Seafood, Commercial Fishing, Maritime	37
Food/Beverage Services	31
Construction / Architecture / Engineering	26
Professional & Business Services / Consultant	22
Real Estate	17
Arts	16
Other Non-profit	12
Communications / Information Technology	11
Government	11
Health Care	11
Other manufacturing	9
Transportation (non-tourism)	9
Financial Activities	8
Energy	7
Child Care, Education, Social Services	6
Alaska Native entity	5
Agriculture	2
Mining	2
Timber	1
TOTAL	440

Open Ended Responses

Please elaborate on how COVID-19 has impacted your organization. Looking forward what are your hopes or concerns? Are you refocusing on online services or remote employment? Are you changing the products you create to try to capture new markets?

Gustavus

- Trying to sell business and no buyers. Trying to retire
- With not have people coming in the town since I have gift shop it's been a rough year I hope it picks up this summer or I might have to close.
- The damage is still to come. With higher taxes and more regulation. Shutting down mineral exploration and pipeline construction will be very detrimental for many US workers.

Haines

Visitor or Tourism

- Canadian travel restrictions eliminated 98% of our customer base. We are developing US stateside products that do not require crossing into Canada.
- Elimination of summer business and Travelers. No cruise ships for 2020 or 2021.
- Lack of visitors is biggest economic impact. Our business is pivoting from primarily working with cruise line visitors to attracting more multi-day independent travelers and also focusing on retail sales, which used to be secondary revenue streams. We've partnered with new travel organizations in our market to appeal to new multi-day visitors and invested in software to take our merchandise online. Both have so far shown some success and combined with the various ads funding will allow us to continue on as a smaller company until visitation levels bounce back.
- The majority of our revenue in 2019 came from cruise ship visitors. In 2020 we worked our staff for 6 weeks with the PPP loan. No revenue in 2020. 2021 we will work a small staff with the PPP2 loan and operate, marketing to independent travelers to our community.
- The US/Canada border has been closed. We rely on highway traffic from across Canada and the lower 48. Once the border opens I think there will be flood of travelers to Alaska. We are trying to get more fly in customers and marketing in that direction for this summer.
- We are in a difficult position; we have live Raptors here and must keep my staff employed or lose the Raptors.
- We sell shore excursions and there are no cruise ships. We have a retail store and the nearby Canadian border is closed and there are few state ferry arrivals so less visitors.

Arts

- As an Art Gallery, we were closed for the whole season, planning to be open this 2021
- As an artist and art product producer my company has had a huge impact from COVID related tourism declines. I had planned major investments to increase my product line and better meet the needs of a record tourism season. COVID caused me to hold off on creating new products and wait for galleries and gift shops to see large numbers again. I was looking to transition from a mom-and-pop boutique operation to a larger commercial producer. I stopped that transition and will wait.
- Refocusing to online, changing products

Other

- More people going to online services. Property Tax increased. Need to open back up so we have an economy. Need mining, road construction, timber services. Yes I have changed some of my inventory to draw in more customers due to no tourists.
- We were already set up for telemedicine services to serve more of SE Alaska with our service so we had an easy transition to full telemedicine services but about 30% of our patients could not or did not want to transition to telemedicine services in Haines. We had been planning to add a clinic in Juneau and were able to accomplish that several months after planned due to COVID19 but we still pulled it off and have now hired another employee to start this June. We hope to continue our hybrid onsite/telemed model to more SE communities that have limited access to services beginning with Angoon and Hoonah and having the Juneau clinic also allows for those communities to travel into Juneau for service as Haines was not practical for weather issues especially after more limited ferry services which has disrupted our expansion plans more so than COVID19 did.
- I make the bulk of my income from summer tourism. With borders closed and locals not making money there was nothing.
- New, we started selling merchandise online. We still need the Canadian border to open, and tourism traffic to build back up to get back to "normal," which allows local events to happen again.

Hoonah

Visitor or Tourism

- Just being able to open and do businesses
- Revenues have been significantly buoyed by construction projects but am concerned about resumption of tourism for when construction wanes...
- No work in town no monies coming in our town is HURTING
- Tourism is vital to the continued success of our community. The Government cannot reasonably expect to continue to simply print more "helicopter" money!
- We 100% dependent on cruise passengers so COVID/ the government really, has decimated our business. Our hopes are that the ships come back soon.
- We are located at Icy Strait Point in Hoonah Alaska and do not have access to our location or merchandise in the off season or at all since Covid.

Hyder

- The only road access into Hyder is through Canada. With the Canadian border closed all last year, and possibly all this year as well, things aren't looking good. If the Alaska Marine highway system where to come in to Hyder, we would see some relief In turn that might just help keep the Alaska Marine highway system afloat.

Juneau

Construction / Architecture / Engineering

- Covid-19 has eliminated in person collaboration which is unsustainable. Our business, fortunately, was already set up to work remotely and was really for when people wanted to work after normal working hours from home to catch up on a project etc...not to work for over a year with no in-person

meetings or collaboration. The office is essentially empty with people trying to do work remotely and teach their kids school at the same time. Covid-19 has eliminated having interns which are the next generation of professionals as it's very hard to have interns work remotely and learn the needed skills and get in their required hours towards their professional licenses. Overall Covid-19 has been a negative on our business, economy, community and country.

- Federal and State projects are drying up -- hopefully will see the economy rebounding
- Success of our business is subject to success of other businesses, organizations, State and local governments. We do not stand apart.

Professional & Business Services / Consultant

- Our work is with multiple communities, and COVID 19 reduced the amount of travel we were able to do, thus reducing the work. Fortunately, by basing all operations from Prince of Wales Island, we were able to pick up enough new work that others could not travel to the island for, in order to maintain operations.
- We need a working, affordable, reliable, and sustainable ferry system! We also need to switch over to sustainable zero-carbon energy, now!

Real Estate

- As a commercial property owner, this industry has had the toughest year. Many are now deciding to keep teleworking a more permanent situation for them and their employees. I also cannot understand what data CBJ is using for justification of huge tax increases at a time they should be looking for some relief. The occupancy rate in many commercial buildings in Juneau is dismal and with teleworking and little tourism. Also, with many commercial properties hitting record low occupancy rates, CBJ and their tax increases could push owners out on the margins. I can't imagine how much it will cost them long term with policing and other costs with vacant properties downtown that will become nuisances.
- More remote, work away from the office to complete daily tasks.
- The available inventory is down, the costs of product is rapidly increasing.
- We are okay for now, but when interest rates rise, the entire real estate market is in for a shock.

Retail / Wholesale Trade

- Consumer decline in spending. We are adding product offerings to broaden our market, to include international markets.
- My business was closed March - May 2020. This was a tough time and we lost a lot of business. When we reopened business took off but we were short staffed. We ended the year only down 15% but had to work incredibly hard and get a state grant to pull through.
- No tourists for the summer sales, and no public market. I developed an Esty shop, and increased marketing through a variety of areas.
- We hope to see a thriving construction market in SE AK, hoping for investment by the State & Feds (but not holding our breath)

Seafood, Commercial Fishing, Maritime

- Prices went significantly down on seafood. I had no visitor market in 2020. Local buyers were concerned with finances and did not spend as much on my fish products.

Visitor or Tourism

- I had a successful pivot, but I'm not sure how sustainable that will be. Without a steady influx of visitors, I don't know that I will be able to survive another summer.
- Lack of cruise ships has decreased my business 98%.

- Most of our small ships have been shut down since September of 2019 with no operations or revenue. We hope to start operation on May 16th of this year with six of our seven boats in SE AK.
- Our summer reservations are rolling in. As people get vaccinated, they are ready to get back out on the road. Prior to that we were sure we were going to have to close the business. Thank goodness for SBA, PPP, and some grants! It kept us alive.
- Private charter business. Had to reschedule several trips from 2020 to 2021 but was able to backfill a portion in 2020. Revenue for 2021 is therefore less, but now have a backlog of requests and a full schedule.
- Our tourism market was negatively impacted by 99.7%, our industrial support was impacted by delayed starts and a reduced season and the overall infrastructure and general costs of doing business (cleaning products and services) were increased markedly,
- There are no shows. There are no events. I have attempted to change my business to more suitable things to support local businesses instead of tourism.
- Travel and tourism are still very low going into our high season for the hotel. Bookings in the summer months exceeded 80% occupancy, currently it looks like 35% maybe. There are things we need to do for the property but we cannot afford them due to the decrease in revenues.
- Unfortunately we are in a position where we have invested over 40 years into a very specific (and previously successful) business model. Because of the competitive nature of our industry we are unable to pivot into other markets. fortunately we do have assets we could sell if we are unable to rebound. Our future depends on the revival of the cruise industry to even moderate levels.
- We hired remote workers located out of state. We rented out rooms monthly instead of nightly just to lessen the hemorrhage of cash.

Other

- Lost two of five main market sales outlets. Had to pivot and focus more on remaining three markets
- the cruise ship closure reduced retail sales; we were forced to convert many services to virtual and online; investors and grant providers shifted their focus to food security and housing
- Required a rethinking of my business. Learned to conduct my business in different ways.
- We're a small non-profit daycamp. We had to cancel our entire 2019 season but still had bills to pay, and four people missed out on their summer jobs. 2020 looks like it's going ahead, but enrollments are down, and our maximum number of students had to be reduced by 20% from the start.
- COVID-19 significantly impacted a large part of our client base, our income from tourist-based businesses was basically non-existent, however our business from non-profit and support services increased and our work with existing client shifted from office-based to home/remote based.
- Work from home has fast-forwarded many developments in the IT space but remain concerned about reduced spending going forward and especially with the State budgets being depleted.
- Electric sales have been fairly stable in our rural southeast communities.
- Fortunately very little impact. My massage business is safe.
- Covid has added significant cost in payroll and outside services. Much of the outside service costs went to a few local businesses.
- Need to roll out new manufacturing capabilities and hopefully rebuild the team.
- During a time when EVERY business has been affected by COVID, the City of Juneau continues to raise taxes--whether online sales collection, raising the mill rate slightly or drastically increasing property values--the CITY is making things worse for businesses.
- United Way received a grant of \$800,000 plus another \$130,000 raised to provide food service for the Glory Hall, the AWARE shelter and the cold weather shelter. We were able to provide over \$845,000 to 24 restaurants to produce meals three times a day for 7 months. This kept restaurants working and avoided having to layoff restaurant staff. Full report available if interested.

Kake

COVID caused public buildings to close reducing staff. Hoping for a return to normalcy but that remains a question.

Ketchikan

Financial Activities

- As a financial services organization, we have experienced a significant increase in deposits and rapid asset growth. This can be a good thing; however, it also puts downward pressure on our all-important capital ratio which has declined in the last year.

Food/Beverage Services

- We opened during Covid We are hoping local residence will recognize this and help support. And hoping for independent travelers.
- Without cruise ships we don't make enough money to cover the bills. Ppp covered half our payroll and we received SBA loan to pay for everything else. Now we are further in debt.

Health Care

- Decreased visits resulting in decrease revenue.

Retail / Wholesale Trade

- COVID has dramatically decreased our summer foot traffic and hence our revenue BUT off-season revenue has increased because people are shopping local....not enough to offset losses but enough to keep things steady for the future.
- COVID-19 has not impacted my ability to open my doors, the CDC has... We need our cruise ships back who know how to handle health and safety measures already. I am hopeful that we will see a resumption to cruising in the US by 4th quarter of this year and our 2022 will be back to almost normal. Lord help us.
- I am looking at new ways to reaching customers and hoping people will be ok again with more face-to-face interactions.
- Impact was positive last year because people pulled together to shop locally and had stimulus monies to do so. Looking forward, this year with no economy, it is uncertain, even with the stimulus monies. My hopes are that people will continue to shop local. We are focusing on handmade, local, and unique products.
- Our community in Ketchikan relies on the visitor industry. We have increased our online business and remain open.
- These numbers are for our Ketchikan operations only. We have also been impacted in other Southeast Alaska Locations.
- We are in the same position that the city or borough would be in if they had no income for 2 k up. It is not a good thing. We are trying to hold things together now for another year with no income. Property taxes really hurt as well. We cannot change our products. We need the cru
- We had to close for 2 months, we turned off our electricity, etc. We were able to hire a person to do deliveries and design our web page. (Current staff was unable to) But due to COVID it has become clear to us that our current location is terrible. For 6' distancing we only could have 4 people in our store, including the employee. It is impossible to clean to any kind of real standard. We need room.

- We rely on tourism, especially from cruises. Almost 95% of our business is derived from Cruise customers and due to the uncertainty surrounding the return, our business has not been able to reopen due to the cost of operation. Just the rent on its own is exorbitantly high and any grant or loan we received from government programs aren't sufficient to cover it in full. We are attempting to reach our customers through online and by phone but that's not a sufficient replacement for all the tourists that visit Alaska during the summer months.
- Will be 36 months till we see substantial tourist if that now we are doing 5% of business than what we are used to and basically that is due to the federal mandated shut down to survive till summer of 2022 we and all businesses will need tax free grants as we cannot take on any more loans
Businesses need to be allowed to open up and operate.

Seafood, Commercial Fishing, Maritime

- I am a cottage business and I was unable to operate in 2020 due to COVID. In 2021 I am struggling to get funds together to get inventory and start producing again.
- Increased payroll costs and decreased operational efficiency.

Transportation (non-tourism)

- We will actually be hit harder this year than last. As a charter airline, at least 50% of our business has been local charters (vs. tourism). This year with Sealaska shutting down their timber industry, we will be down another 50%.

Visitor or Tourism

- A part of our business was cruise-ship related, which has totally gone away. Biggest concern is that as businesses bounce back, there won't be pressure to provide bridge grants or low-interest aid options that will help us get these businesses to next summer. The rest of our businesses are looking much better for this summer and will likely erase 2020 losses.
- At the end of the 2019 season we added ALL major cruise lines as we looked ahead to 2020. Now - we will be lucky to make it to 2022 and still be in business.
- At this point, If the cruise ships are not returning to southeast Alaska. There is no hope as this town does not have the ability. We do not have enough hotels, B&B, and rentals that it would take to turn this around to an in-town guests-only venture for us. Anyone that thinks it will work is not directly involved or wishfully thinking. Out of the 1.2 Million guests that traveled here on cruise ships, we catered to somewhere around the measly amount of 3000 guests that fished, giving us the ability to survive, having only May to September to make it through the whole year. Even at 3000 guests in town, it still does not work. Not all want our services. The only two ways to get here being the Ferry System and Alaska Airlines and wondering if the ferry will continue to operate. On average, four guests fly here from Florida and book three eight-hour fishing charters; they have spent over \$10,000 at the current prices and have not even begun to pay for a place to stay or food! The lack of this income from our company alone affects up to 10 individual families. If it changes and the ships start coming here again, it will be a minimum of six years to recover.
- Boat Rentals are down. No cruise ships so we don't have any reservations from cruise ship passengers. Low travel so we don't have as many tourists coming to rent boats
- Covid-19 impacted our business within 2 months of our initial startup. We were already committed to a year-long lease, purchased several thousand dollars of inventory in preparation for the million-plus visitors expected in Ketchikan last year, and paid for the required insurance and utilities set up. As a new business, we had plans to make a distribution to a co-owner for hours worked and were unable to make one payment despite trying to remain open with no customers. Eventually, we temporarily closed the storefront, while continuing to pay all our monthly bills. We began cautiously building inventory in January of 2021 expecting the cruise ships to return, renewed our lease which was due in January, only to find out two months later, the ships are not returning this year either. Looking

forward, we are exploring the most economical way to promote our products and sell online but adding yet another monthly bill is a struggle to justify at this point. We have begun exploring other products that might be appealing to local business, but it is a very limited market given the economy overall.

- Hoping cruise ships come back soon
- just hanging on- loss of cruise ship passengers significant effect
- Looking to focus on Independent travelers, Contractors working in S.E. And encouraging local clientele to not fear the future, Looking at Facts and less on media's overzealous repetition of doom.
- Loss of employees, no customers, lots of inventory stored and still owing for inventory purchased in 2019 before covid
- No cruise ships mean no business for us.
- Pandemic has reduced cruise ship traffic to zero. As a pilot that means 0 work and also 0 ability to train new pilots for the future.
- Travel bans (at the state or local level) will decimate any remaining tourism industry in Alaska. Our company lost 40% within a 48-hour period when the travel ban was announced in 2020. We strongly believe mandatory vaccination passports would have the same, if not worse, effect. If you want to attract independent travelers to Alaska, do not impose overreaching regulations that take away individual freedoms and liberties.
- We are a small seasonal retail store totally dependent on cruise ships....but I am still paying rent for doing no business just because we are abiding by the lease and our landlord is heartless. Wanted to get out of this situation but my money pit store rent is not allowing to do that. WE NEED CRUISE SHIPS BACK.....PLEASE!!!!
- We are a tourist focused restaurant. We've had to rework our offering and try to survive with much smaller margins. Most tourist focused restaurants in town have just stayed closed.
- We are just waiting for the cruise ships to return and hoping for more government help to pay our bills until they do.
- We are unable to afford to attempt to re-open with the last of cruise ship customers. Marketing to independent travelers won't cover our operating costs. We are refocusing on a different market.
- We have not been able to capture any revenue as we operate at a large volume that can only be sustain by the Cruise Lines.
- We've expanded our online presence. This has barely offset our decline in revenues due to the cruise ships being cancelled for what is looking like two seasons.
- Yes. Changing products

Other

- Covid across USA has increased emphasize on domestic mineral sources, however Southeast Alaska politics, Federal government over-reach, and constant threat of litigation, all taken together, prevent little or none of this investment here in Southeast, my work has me returning regularly to the Interior where my group just moved a property into a multi-million-dollar exploration program. I do enjoy the fishing in Southeast, however. Wish my report could be more up-beat!!!
- Membership is down by 25%
- We received AK Cares, Alaska Community Foundation CAN DO, and PPP funding. Without this funding, we would not have been able to assist businesses with market expansion. We also added a function helping businesses apply for pandemic funding. With our assistance, businesses and individuals brought \$400,000+ into the local economy. We have started a new program that will promote and accomplish economic diversification and balance the losses of jobs and revenue from the pandemic.
- No visitors to Ketchikan resulted in no vacation rental bookings March 2020 to March 2021
- Other manufacturing

- My business is not classified as essential so I was closed the majority of the year. I was able to set up online sales
- Less revenue my hope is to turn it around by marketing my products online and reaching a broader audience
- Increased costs related to protocols, disinfecting. Delayed access due to travel restrictions to allow key vendors access to necessary work. In general, we are grateful to have held up decently during COVID and keep people healthy and employed.
- Loss of approximately 30% of revenues. Have reduced services and contracts.
- port revenues zero, 4.5 million in sales tax per year gone, hospital sales tax fund reduced, reserves being depleted, concerns about paying bond debt, cuts to capital infrastructure projects and over all becoming insolvent over time.

Metlakatla

- We have been severely impacted here in Metlakatla. Unfortunately, the tourism program here has not received any source of funding and we are taking a substantial hit for 2020 and 2021.

Petersburg

Seafood, Commercial Fishing, Maritime

- Looking into online markets.
- Reduced seafood markets, lowered seafood prices, closed or minimized seafood processing plant operations, hurt fishing opportunities to generate revenue for business.
- Sale prices are down 50%. Markets are down. Costs of goods sold are at all-time highs .
- We have spent millions in COVID prevention for our seafood workers. Our business saw a staggering drop in foodservice/restaurant sales, although domestic retail sales are up (they are not enough to cover the drop in foodservice). We have had to adapt to less valuable product forms that take less people to produce, due to our reduced workforce size.

Visitor or Tourism

- Covid hit the travel industry hard. Alaska Tours and our work with providing services to cruise ships didn't happen at all. We hope that independents will come back to Alaska this summer and our tour inquiries are up, as are sales. We'll continue remote employment for now. Changing tour products as lots of operators have closed due to large ships not coming. We've found some great local vendors, though, and are looking forward to developing relationships with them.
- Covid totally shut down my tour business last year. If we don't get the ferry system back on some sort of dependable schedule smaller companies like mine who depend on independent travelers will not be able to survive.
- Difficulty hiring employees due to increased unemployment benefits. Also, State of AK employee travel being curtailed has impacted our bottom line significantly.
- The community is restricting cruise ships in the community. I was doing cruise ship laundry so had contact with the crew on a regular basis for 4 months .
- Travel restrictions made our 2020 season non-existent. We are a small one room B&B. It was a 100% reduction in revenue.

Other

- We've been able to keep operations open, with a few modifications in place. As we are mostly grant funded, our funding levels were not impacted, however, the demand for social services significantly increased over the past year. With treasury funding, we were able to meet most of the urgent requests from tribal citizens. A lot of what we do has at times in the past year, switched to an online/telephone delivery which has worked well.
- Being childcare it is difficult to be remote and virtual. We are trying as hard as possible not to close, even temporarily, although to ensure the safety of the community we do so sometimes. We are working toward projects to improve our building and playground, and in the near future we will hopefully start building a permanent building for our school age kids.
- I saw minimal change in gross income but we had to work twice as hard for it and my net was virtually zero. I need to add to my workforce but between covid and the otherwise bleak outlook from poor fishing and the decline in AK ferries. I'm not sure what to do. Too many businesses have gone under this year. Others have closed for early retirement. Others are being consumed by larger corporations.
- COVID-19 has greatly impacted our business; however, we were able to quickly pivot our business strategies, including investing more with digital marketing.
- SE Alaska relies on revenue from travelers. We must open our doors and our communities to people wanting to come spend money. WE ARE NOT ALL GOVERNMENT EMPLOYEES WITH GUARANTEED JOBS And we need to move forward without relying on the government. Remote employment and online options are not a one size fit all. We as a society need face to face contact with people.
- added expenses, only partially offset by Federal dollars. Reduced revenues from tourism. Uncertainty in the community overall.
- Much lower walk-in traffic to main street store has significantly reduced sales of products. Our service business, while lower, has not been impacted as much. As visitors return, we hope that the product sales will return. Art and custom framing sales is difficult to translate online or to remote work. We have changed how we purchase some of our framing supplies so that we get more of our materials now that we spend additional time working on, rather than getting them already more finished. This allows us to reduce our dollar costs in exchange for time costs.
- We've modified our business and focused more on web sales. We also expanded our inventory and begun carrying sporting goods.

Prince of Wales Island

Visitor or Tourism

- Changes in Housekeeping. Provide clean rooms. No daily cleaning for customers.
- My small business lost 100% of its tour business because of COVID-19. None of the COVID relief funding was designed to help businesses like mine since we operated debt free. I don't buy anything unless we have the money to cover costs in-hand. It seems the COVID relief programs are designed to only help those who operate in debt. Operating debt free is what keeps our small business from going under in hard times. And they are hard times because we aren't operating and can't pay ourselves. But for some reason businesses like ours get no relief...
- We operate on membership dues and selling advertisements. We lost 30 memberships.
- The bed and breakfast market only survives if we have people traveling
- We have a vacation rental and extracurricular activities. Almost every reservation we had for last year cancelled due to covid19 restrictions and concerns.

Other

- We are struggling to compete with unemployment wage wise. Hard to attract and retain clients in current environment.
- Business down last year. But folks are looking to build here from lower 48.
- Lost revenue due to having to close some of our facilities. We had online payment already set up so that was an easy transition while doors were shut. Now that doors are open I thought we would have a rush of people but it seems they rather pay over the phone or on-line instead of coming in like they used to.
- Covid hurt initially. We have recovered. Need to see how tourism is this year. Would rather see a state mandate on Covid. we had fishing lodges quarantine their clients to their facility, we sell tourists item. We had precautions in place. Would rather have the customers!
- Direct market salmon to restaurants. They were basically shut down for the past year so I was unable to sell to them during COVID.
- I'm a small vessel freight business. My primary customer closed his business that required my business due to their prime customer being afraid to do business due to fear of covid. I think once restarted I'll have 2 years of business then all major customers will be closed. Future plans are negative...can't run a vessel online. Change of product means end of business.

Sitka

Visitor or Tourism

- 100% dependent upon the last cruise ship market. No large cruise ships, no business. Holding on to an aging asset and hoping for a 2022 season.
- Beyond the obvious revenue losses, we lost a lease and had to close prime location as landlord would not reduce rent in spite of Covid keeping store closed. Some online efforts resulted in increase in that market, but business depends on tourism traffic. Concerned about changing traffic patterns as cruise ships switch to private McGraw dock. City of Sitka government not recognizing or emphasizing the value of a viable downtown business core.
- The lack of large cruise ships has eliminated virtually all of our revenue. My hope is that ships are sailing again in 2022. We have a 20+ million-dollar investment in infrastructure for docking large cruise ships, can't change products we offer to capture new markets.

Other

- Loss of customer base. Hopefully with vaccines and more comfort people will become more open to sessions again.
- Covid-19 has had little financial effect on the business.
- I think we will be hard pressed to do fundraising to the degree we all need into 2022. I'm worried deeply about the regional recession coming as a result. 2 years of no cruise ships = \$300M loss. I think the flip side of this is there's a real energy behind sustainable development and organizing of community stakeholders. The public will is here to build nonprofit infrastructure and collaboration, even in the face of diminished resources. Really working around lack of in-person experiences. What are your silver linings? Any innovations or things to hold onto? Content innovation due to remote infrastructure should remain. I can see being able to build remote studios in our translator communities who want them, and providing training, cohort structure, and technical assistance. Additionally, we could do more creative programming locally and improve access to the airwaves through partnerships. People can't come to a live performance? Convert live events to virtual and expand audience AND participation? Put it on the air! The development of virtual learning/platforms is crucial. The need to build robust digital has been really underlined. From branding to digital equity,

we know people are interested in our regional stories, and we need to make sure to make them accessible on a global scale. Knowing our human limits emphasizes the need for capacity building. Splitting out job responsibilities and hiring more staff has given us much more capacity. I'd like to be able to hire more people to 1) improve our digital representation and bring us to 2021, 2) manage and grow our training programs, 3) enhance our fundraising. I would like to focus on developing local talent in general. And that will have to require institutional support and rethinking what baseline success looks like.

- Covid has affected our business by adding expenses to monitor employees travel, private sector infrastructure work is not happening so we have refocused on state and federal markets.
- As a restaurant, it completely changed things. I am still closed for dine in. For the first 8 months I was cooking by myself. Now that me and my staff are vaccinated it feels much safer to open!
- Access to building was limited to appointments. Employees worked mostly from home.
- We have been (sometimes painfully) reminded how important good technology and telecommunications systems, capacity, and hardware is. More people are being given the flexibility to work from home which is excellent - hoping that will remain in place. I think we have to get better about offering more services online. We have new generations of citizens who actually prefer online services - we need to be able to accommodate both in-person and online.
- With COVID, we saw needs and stepped in to meet them. We built our capacity and since capacity is so low across SE AK, more opportunities have come our way.
- No appreciable impact
- We have a consulting business that assists local and tribal government, nonprofits, Native Corporations and health care organizations. While our businesses grew over the past year for reasons unrelated to the pandemic, we expect federal relief funding to create new business opportunities over the next year.
- 2020 there was a slump in the market but we were able to break even. Q1 2021 has started strong but it is heavily a seller's market. There is little inventory for buyers and renters.
- Low interest rates and an active real estate market have kept us busy.
- Not applicable. I continued to rent full-time in my rental business
- Covid has made it very difficult to travel. My staff gains experience by attending conferences, trade shows and meetings. I feel we went backwards in education and the continuous improvement process.
- Harder to find employees, costs for testing and keeping employees safe.

Skagway

Food/Beverage Services

- We are a seasonal business located in Skagway, Alaska. We are 100% dependent on cruise ships, and without the cruise ships, there is no way to open and afford the cost of overhead. We have not been open since September 2019, and we will not open until the cruise ships return. I am in support of waiting until the risk can be managed properly and safely; however, the fact is since we closed almost two years ago, I have still had to pay license, insurance, utilities, legal, accounting, and make investor payments. All of this has come out of my own pocket, and I have not been able to lock in anything besides the \$4,000 in the form of the advance EIDL. Last year I was able to find a new job and pay \$18,000 in expenses and \$29,000 in investor payments while living off of \$23,000 for the year. I do not know if this will be possible for the second year in a row. And I have a real fear of not knowing what that will mean for my future and my company. I have been trying to submit a loan package to attempt to make improvements, put money into the community, but with the unknown,

the banks are extremely wary of the situation. In short, between 2020 and 2021, we will lose nearly a million in revenue. All my equipment will be aging and will most likely need work or replacements when reopening. It is hard to stay in the loop as I have not been able to stay in Alaska, so I have missed opportunities, but in the last 12 months, I have lived in 6 different places to obtain work to pay my bills. I worked for 10 months, 68-hour weeks, living in a hotel, and have 0\$ to show for it as every penny it fed to the business to keep it alive. This is my daily thought process.

- We aren't doing much different. Just hanging on.

Other manufacturing

- The seasonal employees and tourists utilize my services have greatly comprised my small growing business that I have built from the ground up,

Other Non-profit

- We are 100% on the cruise industry. We have had \$0 revenue with no additional funding consideration any different to other business with a much smaller loss. Movie theaters and restaurants are actually doing well with available funding, the those in the cruise industry haven't received any additional special funding, yet we are impacted the most.

Professional & Business Services / Consultant

- Commercial insurance dropped drastically
- We have not been able to pick up new contracts or add an employee

Real Estate

- The programs do not do much for building owners who are landlords. Our tenants are not paying rent but our mortgages are still due.

Retail / Wholesale Trade

- No tourism means way less customers. Luckily I have a loyal local following helping me keep my business afloat. But tourist dollars get me past just breaking even.
- We are a tourism town and rely on the cruise ships. No cruise ships for the last year and this year, have drastically dropped our economy. When the cruise ships return hopefully our community will rebound.

Visitor or Tourism

- As a recreational tourism rental business, we needed people here in volume to make any money. Since that hasn't happened, we had to pivot an open an online gift store. Our business was supposed to open in May 2020. Because of this we didn't qualify for PPP because we had no payroll, but we have all the same expenses an established business.
- COVID has decimated the tourism economy in Skagway. No cruise ships are allowed to sail. I am moving to online sales in an effort to make it to next year.
- Covid-19 shut down our business entirely. We are an in-person, tourism-based business so remote products/new markets aren't realistic. We are desperately trying to stay afloat until tourists are able to return to Skagway.
- Cruise industry. We have been completely shut down.
- No cruise ships - no business
- No cruise ships = No business
- No cruise ships equaled no business. Simple.
- Thankfully we have a 20 year + business. No mortgage. Never overextended our debt. But neither of these helps put wages into employees pockets

- We are a bookstore in a tourist town with no tourists for the second straight summer. Local business amounts to only 5% of our revenue.
- We are doing a line of wholesale items to sell for the upcoming tourist season. I have also opened up a painting business for the community that will lift our spirits through art. Skagway is a very unusual place in Southeast Alaska because our only commerce is Tourism. We are really struggling and losing families weekly. My fear is that by the time the cruise ships return there will be no one here to serve them, except the cruise ships themselves, and that would be really what the ultimate goal of the cruise industry would be.
- We have no hope without a. Cruise ships returning by July 1, 2021 or b. In lieu of ships a grant program so we can pay insurance, rent, equipment payments etc. 100% of our customers arrive by cruise ship and we have not had revenue since October 2019. The balance sheet for our company has collapsed. We have mortgaged our home for needed cash. There is no financing available if you do not have a date certain to be back in business. We need revenue replacement grants at this point.

Arts

- Several stores that sell my photography have not been open since before the pandemic. This has significantly impacted my sales...and left me with a surplus of inventory. I have a website and continue to promote through there.

Child Care, Education, Social Services

- Program modification with COVID Mitigation efforts in place.

Communications / Information Technology

- Closed borders impacted printing of our paper in Whitehorse. We pivoted to online. Used grant money to print using a printer in Southcentral. We don't pay ourselves. Business partner and I work for free in order to pay the bills. We work external jobs to pay our personal bills

Construction / Architecture / Engineering

- I think our economy will come roaring back. With financial backing we could expand infrastructure and be prepared to meet the new demand.
- My business has completely stopped. I have no hope for this year - 2021. I can only hope to hold out to the 2022 season. We cannot even drive to Whitehorse.
- Our local economy is down over 92%! I'm trying to secure federal contracts to bring outside money into our town, as local money is nonexistent. Since Thanksgiving of last year, over 80% of my business receivables have gone unpaid.

Energy

- I have concerns regarding lack of business; and if my business and other local businesses can make it through until May 2022 when cruise ships return. If ships return to Skagway in May 2022 that would be 30 months between cruise ships with a global pandemic cherry right on top that has decimated Skagway's economy and forced long term families and individual persons w talent to leave Alaska for better prospects.

Wrangell

Seafood, Commercial Fishing, Maritime

- COVID 19 has reduced seafood values by more than 50% while operating cost have risen and continue to rise. Gear cost is up 30 to 40%, fuel is up 25% and insurance has risen by up to 75%. All while fisheries product prices have declined by 50%.
- Reduced ex-vessel prices of seafood as markets were severely disrupted and processors had significant costs to operate under health safety mandates; we reduced spending wherever possible and have slowed development plans for a seaweed farm
- The price reduction of Dungeness Crab impacted us the most. Also the frequent closings of our seafood buyer due to covid in employees. This caused us to miss fishing days. We are hoping to diversify some of our products and add some new products also looking to expand our customer base.

Visitor or Tourism

- 2019 gross sales were over 1.7 million. 2020 was about 212,000. Devastating result from covid shut down of our industry. Hoping 2021 is going to continue the upward, positive direction!!
- 96% decline 2019 to 2020. And 2021 is looking better, but still most of this was just rebooking people that were forced to cancel their trips in 2020. I have rebooked many of them to 2022 for various reasons (Big ships can sail, Australians can't travel yet)
- Being in the accommodation industry with the majority of my income from tourists, last year was devastating. This year is looking better for August, but June and July still have minimal visits booked.
- less people coming in to stay. Also, lots of bookings/reservations cancelled.
- There was a 3-month pause in reservations to my Airbnb, with diminished activity from June 2020 to now.
- We lost about 93% of our gross revenue. We had to take an EIDL for \$120,000 at 3.75%. This interest accrues and we need to pay it back. We expect minimal revenue for 2021 yet have to go through all the permitting and inspection processes, repairs and maintenance of equipment, pay rent and insurance. Basically we're digging further into the hole. As we dig, interest is piling up, making it more difficult to recover. Online is not an option for a tour provider. We are trying to develop new products and collaborate with operators in communities that will likely recover faster, to improve revenue by offering more services.
- We offer tours, we need visitors both independent and cruise visitors

Other

- Loss of revenue. Hopefully the economy will stop diving..... prices will stop raising
- We have adjusted our menu a little to make everything easy to-go. Our dining room is open short hours, but a majority of our sales are still to-go.
- Yes, new equipment and new building

Yakutat

- Tourism was down last year due to pandemic. We will see what this year brings.
- Recovery of tourism

Business in Multiple Communities

- The loss of two cruise ship seasons is devastating to our business and all tourism businesses in SE AK.
- 60% loss of project income, staff hours reduced, focusing on retaining staff.
- Changed to flexible work from home policy and have been extremely flexible with our parents, given school and childcare closures/changes.
- Pursuing education goals to explore other options. In this climate, small business cannot survive.
- Low impact from covid. As a utility we provide necessary services. However, little to no growth in sales is always a concern as fixed costs of service rise. We are starting to implement beneficial electrification incentives to increase sales and economies of scale, and thereby reduce utility rates. We are hopeful the increase in sales will lead to greater efficiency, and reduced and more stable electric rates for our member-consumers.
- Through last summer we saw normal freight volumes, except for the poor seafood year in SE. The 4th quarter was where saw the big decline. Things are looking up for 2nd quarter this year.