



Juneau Non-Resident Worker Survey Results



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EXECUTIVE SUMMARY

In an age when workers are increasingly mobile, Juneau's workforce has a significant non-resident component. The community stands to gain significantly by converting non-residents to full time residents and keeping their payroll in Juneau. The Juneau Economic Development Council (JEDC) was tasked by the City and Borough of Juneau assembly to look into the possibility of attracting to live in Juneau more of the workers who earn a wage in Juneau but do not make their permanent home here. JEDC created a survey with the goal to determine housing and lifestyle needs and barriers to these employees becoming year-round residents.

The survey was developed using the online survey tool SurveyMonkey and was distributed between February 28 and May 16, 2016. The survey was distributed to employees in the mining, health care and IT industries; all three traditionally have high non-resident employment rates. Employers distributed an online link to the survey instrument or a paper survey, depending on preference. A total of 85 responses were received. Key findings are summarized below:

The most significant barrier to converting the non-resident workers employed in Juneau to residents is the perceived high cost of living in Juneau. Along with the high price of goods and services, the lack of affordable housing is perceived as the next significant barrier. For the youngest demographic, as well as for those making their permanent residence outside of Alaska, the climate/weather in Juneau was a third most influential factor.

The primary type of housing needed for survey respondents is affordable single family housing. The next type of housing needed, according to the survey results, is affordable rental units. Third, affordable condo or multifamily units are needed.

A challenge for Juneau in attracting non-residents to make their permanent home in Juneau is the perceived lack of safety. Safety was rated only the fifth favorable aspect of Juneau out of a list of seven.

Finally, respondents indicated that a lifestyle need lacking in Juneau is entertainment, arts and culture that they enjoy. Specifically, for all those under 50, concerts were the aspect of Juneau to least satisfactorily meet their needs. Also, based on written comments, another amenity Juneau lacks is a place to ride all-terrain vehicles. However, the most significant finding may be that most non-residents do not participate, and potentially are not aware of, life style opportunities available in Juneau. Most of the lifestyle aspects of Juneau were used by about 50 percent or less of respondents.

The appendix includes a variety of comments and suggestions made by survey respondents. These suggestions and comments serve to substantiate many of the survey results.

Introduction

Initiative: Attract and Prepare the Next Generation Workforce

A key ingredient in a community's economic vitality and development potential is its capacity to attract and retain the workforce local employers need.

– *Juneau Economic Plan, January 2015*

The ten year economic plan adopted by the City and Borough of Juneau (CBJ) in 2015 identifies as a goal that the CBJ should “Prepare and attract the professional, technical, skilled, entrepreneurial, and creative labor force that Juneau’s diverse employers, businesses, and non-profits need.” Objective 5 to achieve this goal directs the city to “Take steps to convert the non-resident workforce to a resident workforce.”

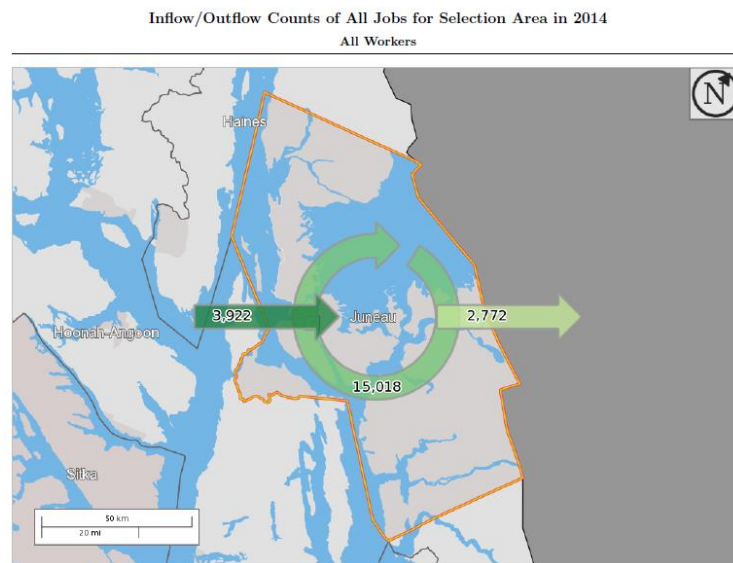
In an age when workers are increasingly mobile, Juneau’s workforce has a significant non-resident component. According to the Alaska Department of Labor and Workforce Development, Research and Analysis Section, about 5,500 workers (26 percent) reside outside our community. Of these workers, 69 percent reside out of state and 31 percent in other communities in state.¹ Non-residents earned a total of \$162 million in wages in 2014. The community stands to gain significantly by converting non-residents to full time residents and keeping their payroll in Juneau. Although many of the non-residents are seasonal workers who live in town while here for summer jobs that disappear in the fall, there are a surprising number of wage earners who hold full time jobs here but choose to live elsewhere, commuting or telecommuting to Juneau for work.

The federal government also tracks workplace and residential distributions. While the state data is based on Alaska Permanent Fund Dividend applications, the federal data is based on employee place of work reported by states compared to employee place of residence as assigned by the U.S. Census Bureau. Because this survey is done in the second quarter of the year, this may be a better measure of the year round non-resident workforce. In this count there are about 3,900 non-resident workers, of whom 43 percent are Alaskans from other communities and 57 percent are from out of state.² Over half of these workers (54 percent) are aged 30 to 54, while just under a quarter are aged 29 or younger and also just under a quarter are aged 55 and older. These workers have jobs in mining, health care, trade and transportation, among other sectors. It should also be noted that in addition to the 3,900 workers who live elsewhere but work in Juneau,

¹ 2014 Nonresidents Working in Alaska, publication of the Alaska Department of Labor and Workforce Development, <http://laborstats.alaska.gov/reshire/nonres.pdf>.

² Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2014).

there are about 2,700 who have chosen to live in Juneau while employed elsewhere according to the census bureau.



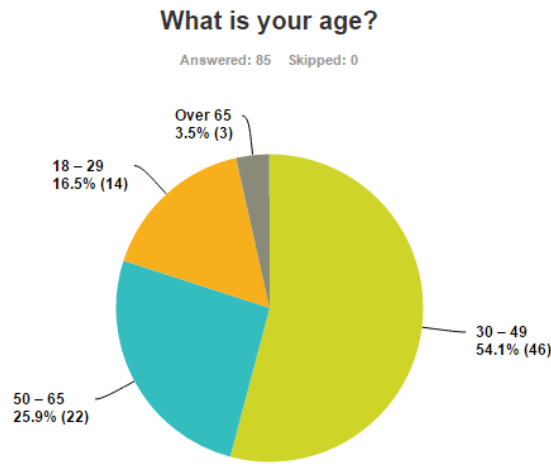
In support of the CBJ Economic Plan, JEDC was tasked by the CBJ assembly to look into the possibility of attracting to live in Juneau more of the workers who earn a wage in Juneau but do not make their permanent home here. JEDC created a survey with the goal to determine housing and lifestyle needs and barriers to these employees becoming year-round residents. Some demographic data was also gathered. All surveys were anonymous and all responses were pooled for statistical evaluation and presentation. No employee or industry has been separately identified.

Methodology

JEDC developed a survey instrument using SurveyMonkey, an online survey development and analysis tool. The survey consisted of 13 questions. Some were multiple choice, some were open response, and some were opinions based on a rating scale. Survey respondents were asked questions to gain a better understanding of demographic characteristics, including age, gender and employment status. They were asked about their attitudes and their perception of quality of life in Juneau, to indicate on a scale which factors contributed to a decision to keep their permanent home outside of Juneau, and to respond to open-ended questions about what could make Juneau more appealing as a place to establish their permanent residence. The survey was distributed to employees in the mining, health care and IT industries with the assistance of their participating firms and through their internal channels. Employers distributed an online link to the survey instrument or a paper survey, depending on preference. Surveys were distributed between February 28 and May 16, 2016, and a total of 85 responses were received. Based on an estimated population size of 3,900 non-resident workers, a sample size of 85 responses represents about a 10.5 percent margin of error at a 95 percent confidence interval.

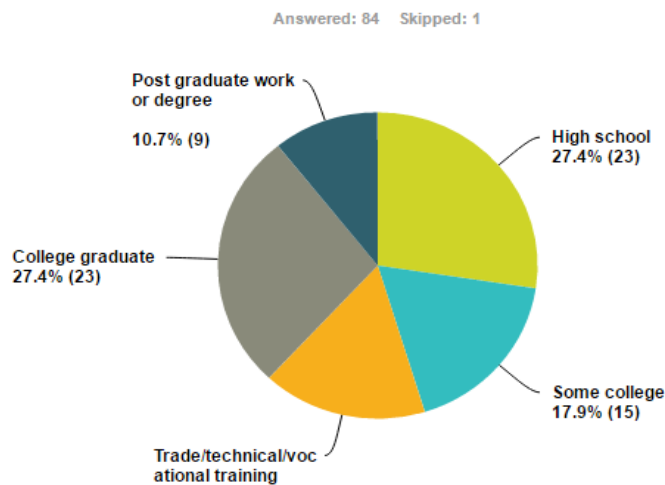
Findings

Respondent Demographics



Just over half of all respondents (54 percent) indicated that they were in the age range of 30 to 49. The second largest demographic (26 percent) were in the age range of 50 to 65, while 16 to 29 year olds accounted for close to 17 percent of respondents. Overall, most were in the mid-years of their careers, while just over a quarter were in the first ten years and another quarter of respondents were nearing retirement or already retired. In addition, almost 30 percent were the parent of a child 18 years or younger. The majority of survey respondents (83 percent) were male. Overall, 74 surveys (87 percent) were received from full time workers and 11 (13 percent) were from seasonal or part-time workers.

What is the highest level of education you have completed?

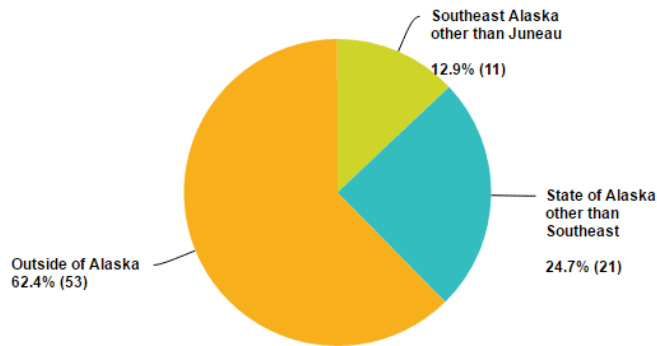


Twenty seven percent of respondents were college graduates and an additional 11 percent had done some post graduate work or received a post graduate degree. Thirty five percent had

attained some college or trade, technical or vocational training. For 27 percent the highest level of education completed was high school.

Where do you make your permanent home?

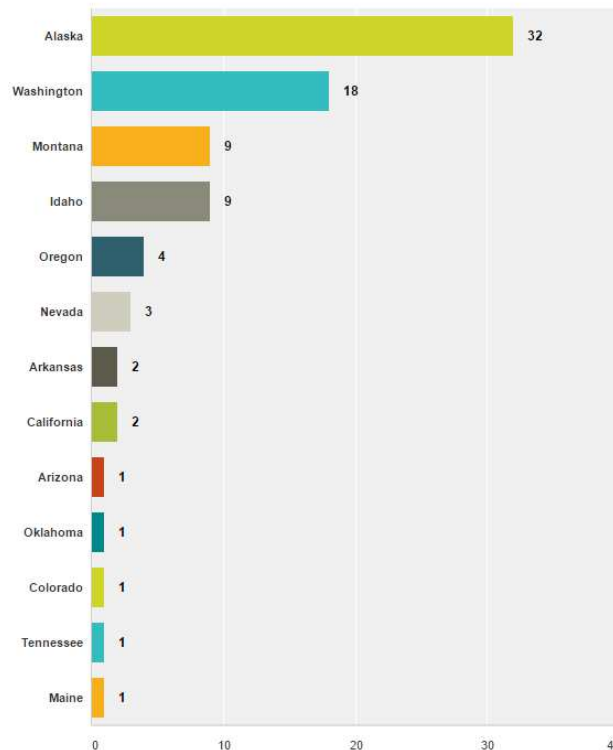
Answered: 85 Skipped: 0



The majority of respondents (62 percent) made their permanent home in the lower 48. Close to a quarter lived in the state of Alaska outside of Southeast, and a surprising 13 percent lived elsewhere in in Southeast.

In which state is your permanent residence?

Answered: 84 Skipped: 1

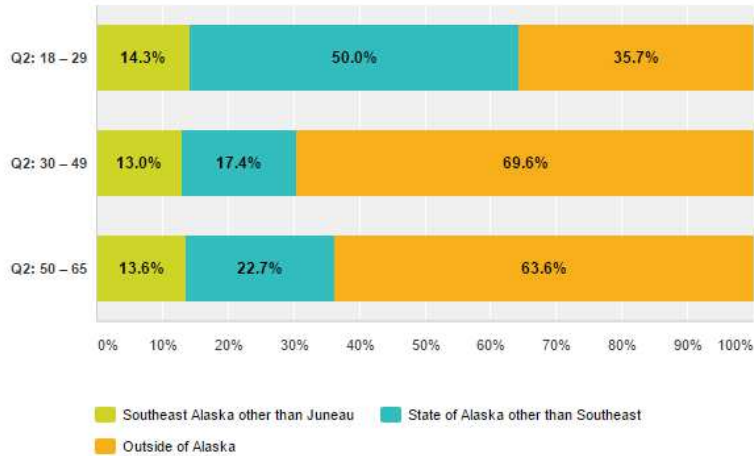


Of those that live outside, more than a third (35 percent) lived in Washington State. This is followed by Idaho and Montana, with 17 percent of respondents each. Finally, 25 percent of respondents indicated that they had at one time lived in Juneau, while 75 percent had never lived here.

Demographic Differences

Where do you make your permanent home?

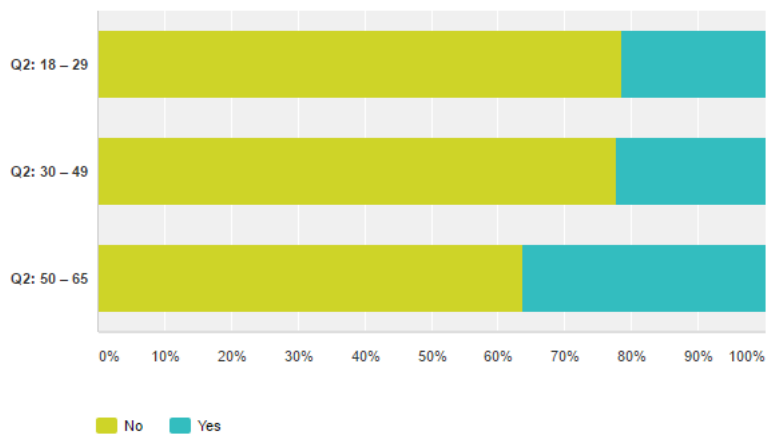
Answered: 82 Skipped: 0



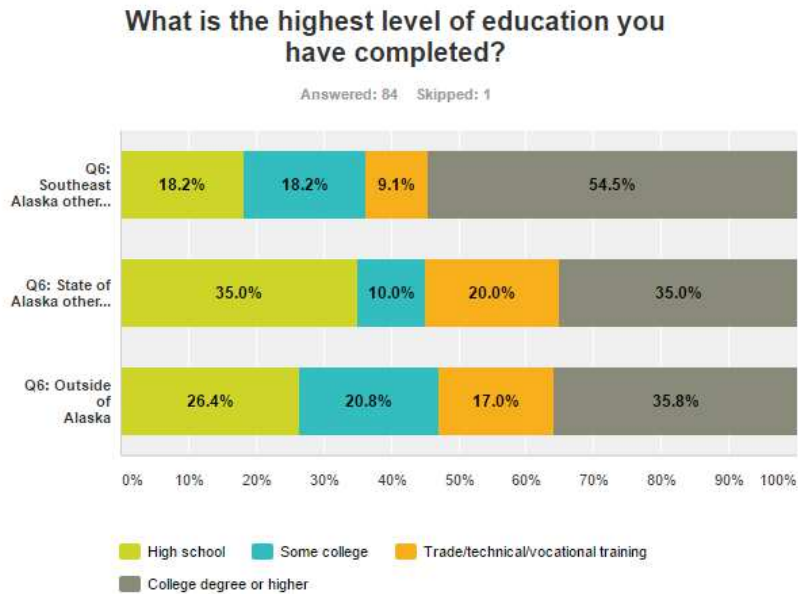
While only 38 percent of respondents were Alaskans, these respondents tended to be younger than respondents living in other states. Most of the 18 to 29 year old respondents (50 percent) lived in Alaska outside of Southeast. Those ages 30 to 49 were the least likely to live in Alaska, with almost 70 percent living outside the state. Further, among 50 to 65 year olds, more than a third (36 percent) had at one time lived in Juneau, while among those under 50 less than one quarter (22 percent) had lived here.

Have you ever made your permanent home in Juneau?

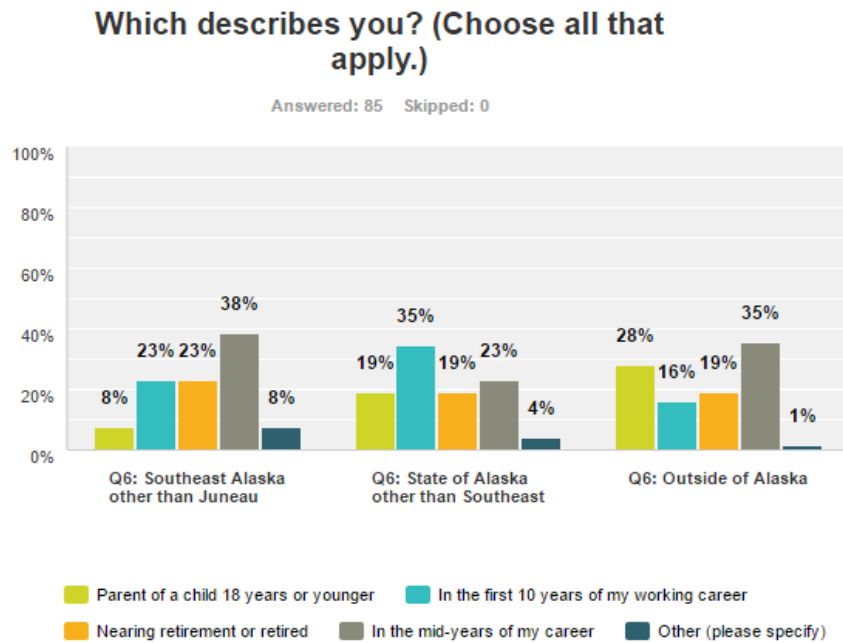
Answered: 81 Skipped: 1



Educational attainment was noticeably higher for those that resided in Southeast Alaska; 55 percent had a college degree or higher. Those that lived in Alaska other than Southeast were more likely to end their education with high school than residents of other states or residents of Southeast. However, if they continued on with their education, the same percent had a college degree or higher as those that lived out of state.

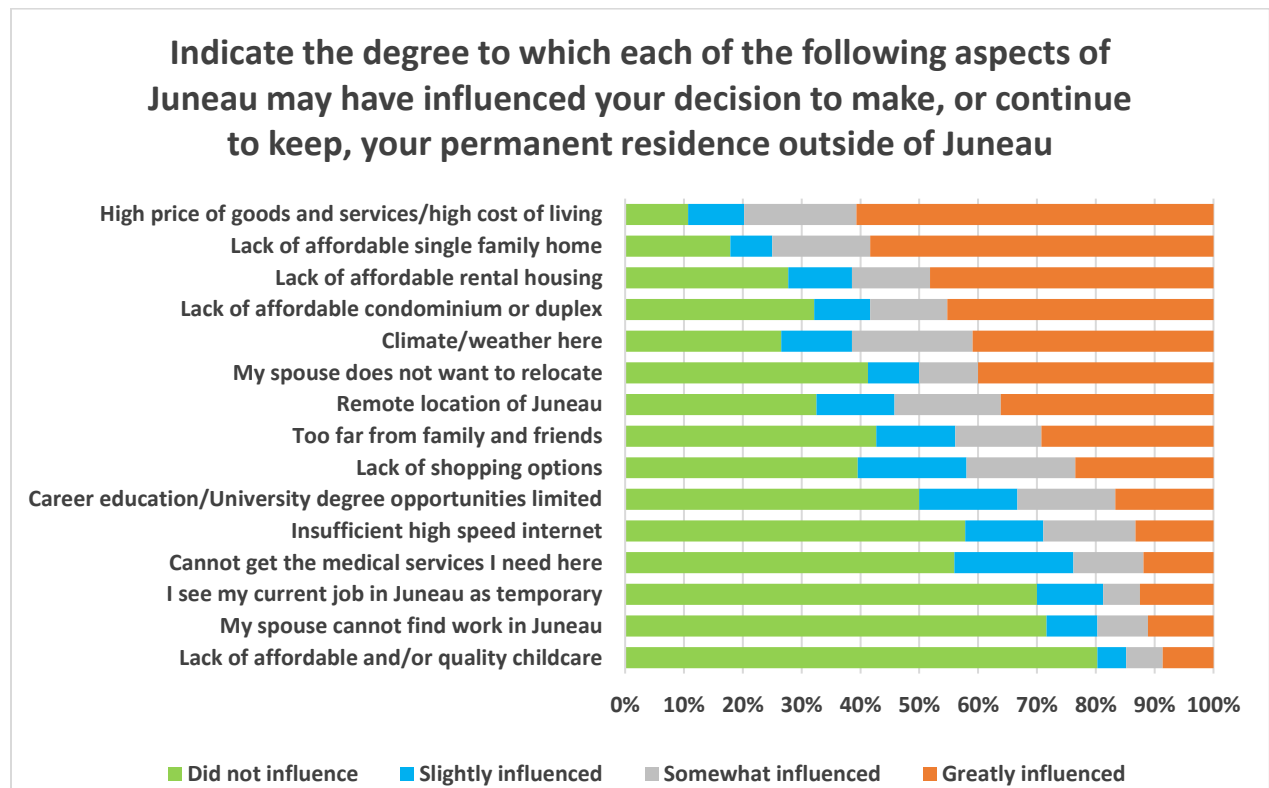


In addition, respondents from Southeast were least likely to be a parent of a child under 18 (8 percent), while those living outside of Alaska were the most likely to be a parent (28 percent). Those living in Alaska outside of Southeast, in keeping with their younger age, were the most likely to be in the first ten years of their careers.

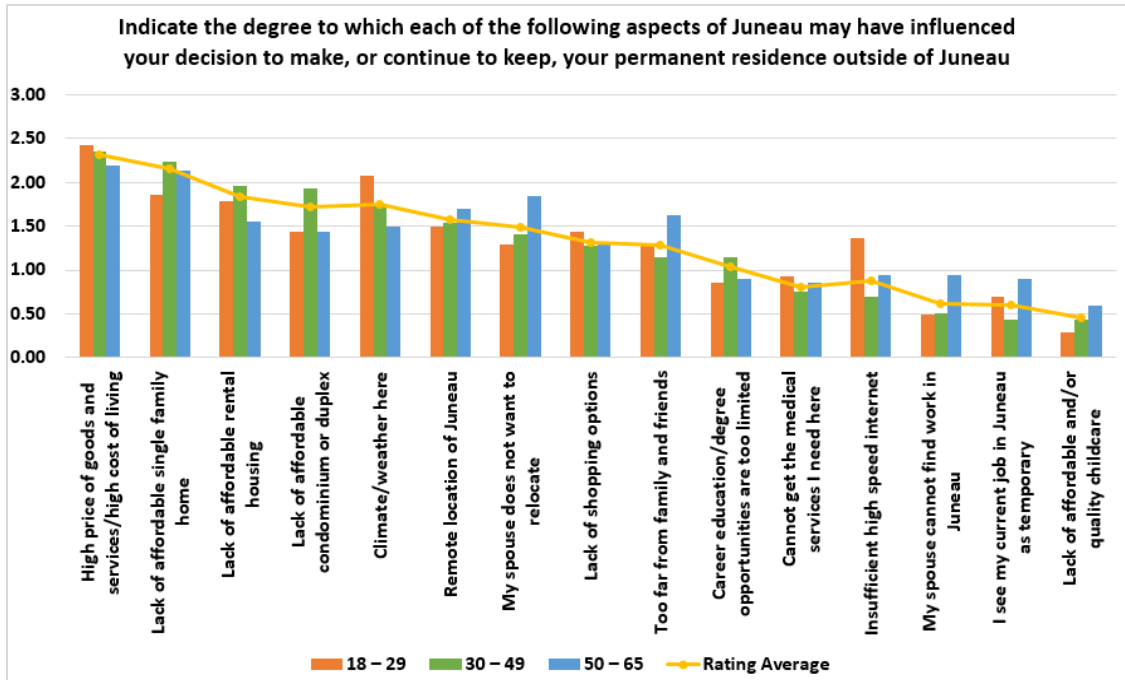


Factors Influencing Decision to Make or Keep Permanent Residence Outside of Juneau

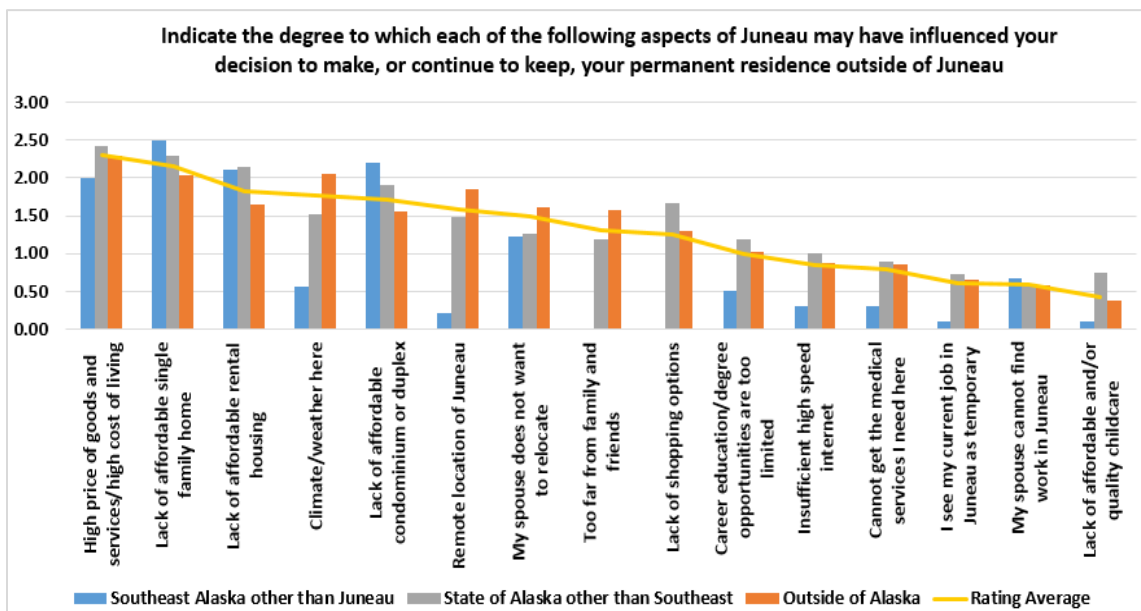
Survey respondents were given a list of 15 potential reasons for making or keeping their permanent residence outside of Juneau. They were asked the degree to which each influenced their decision: not at all, slightly, somewhat and greatly. The majority of respondents indicated that the cost of living was the number one reason they chose to live elsewhere. The lack of affordable single family housing followed closely as the next factor influencing the decision. Lack of rental housing and then lack of condominium or duplex housing followed. The weather, isolation and a spouse who does not want to relocate were the other top reasons.



Responses were scored, with “not at all” given a weight of 0, “slightly” a weight of 1, “somewhat” a weight of 2 and “greatly” a weight of 3. The higher the weighted average score, the more influential the factor in the decision to live elsewhere. When responses were evaluated based on age demographic, differences were seen in some of the top scoring factors that influence the decision to live outside. For the youngest demographic the climate/weather in Juneau follows the high price of goods and services as the second most influential factor in the decision not to reside in Juneau. Third is the lack of affordable single family housing. Those in the mid-age range agree with the high cost of goods and services. Following this is the lack of affordable of housing of all types in influencing their decision to live elsewhere. However, for the oldest demographic, the high cost of living and the lack of affordable single family housing is followed by a spouse who does not want to relocate, Juneau’s remote location and distance from family and friends as top reasons to live elsewhere.

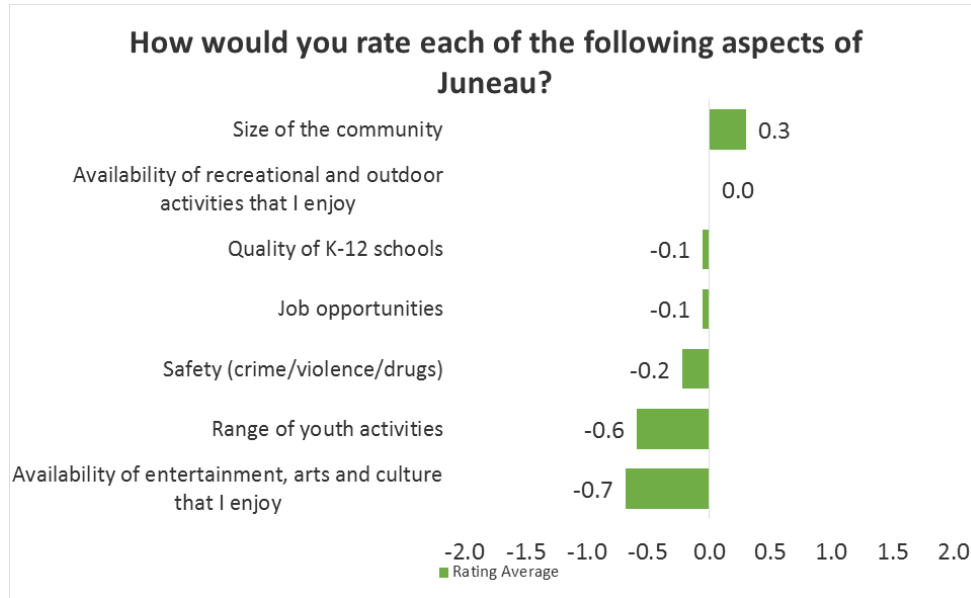


When responses are sorted based on location of residence, differences are again seen in the rating of factors that influence the decision to live elsewhere. Those that live in Southeast other than Juneau rate the lack of affordable housing over the high price of goods and services as most significant in their decision. This is followed by a spouse who either does not want to relocate or cannot find work in Juneau. Those that live in Alaska outside of Southeast find the cost of living here too high, followed by lack of affordable housing, and, surprisingly, this is followed by the lack of shopping options. Those living outside of Alaska, while putting the cost of living as the most significant factor, rate the climate/weather in Juneau as the second most influential factor in their decision to live outside.



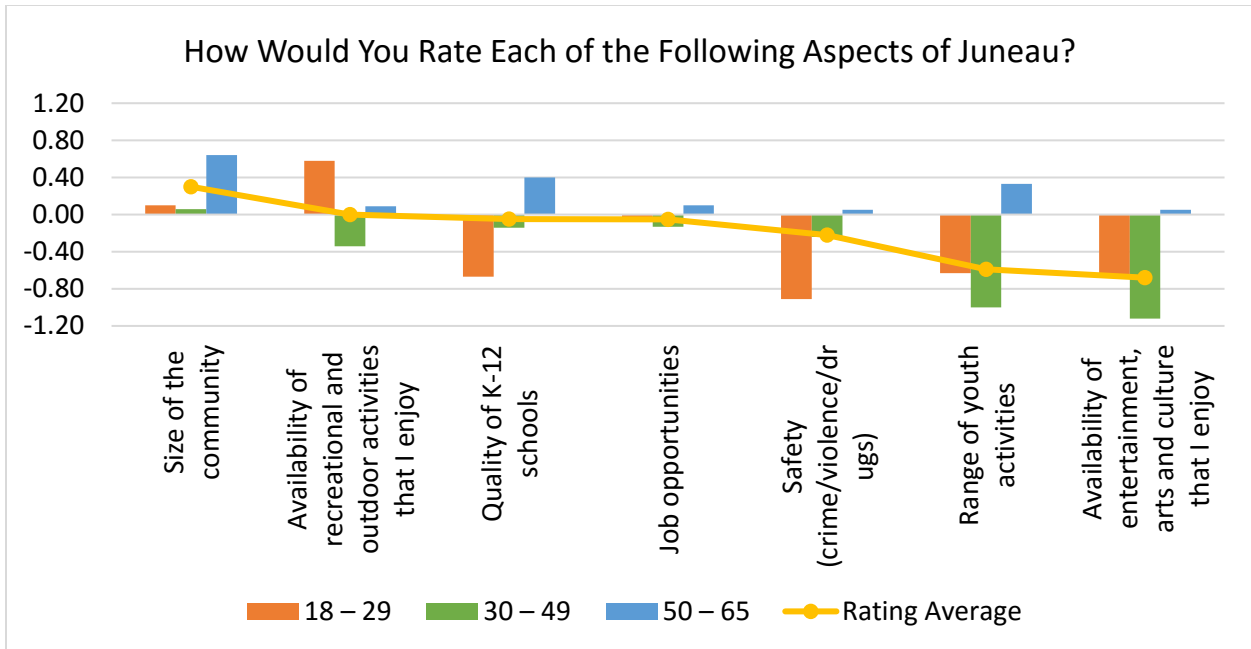
Juneau Satisfaction Ratings

Respondents were asked to rate seven aspects of Juneau on a scale of excellent (+2), good (+1), only fair (-1), and poor (-2). They could also indicate not applicable. The size of the community received the highest positive weighted average rating. The availability of recreational and outdoor activities received an overall neutral weighted average rating (0). The remaining aspects received increasingly negative weighted average scores, with the lowest rating for availability of entertainment, arts and culture that respondents enjoy.

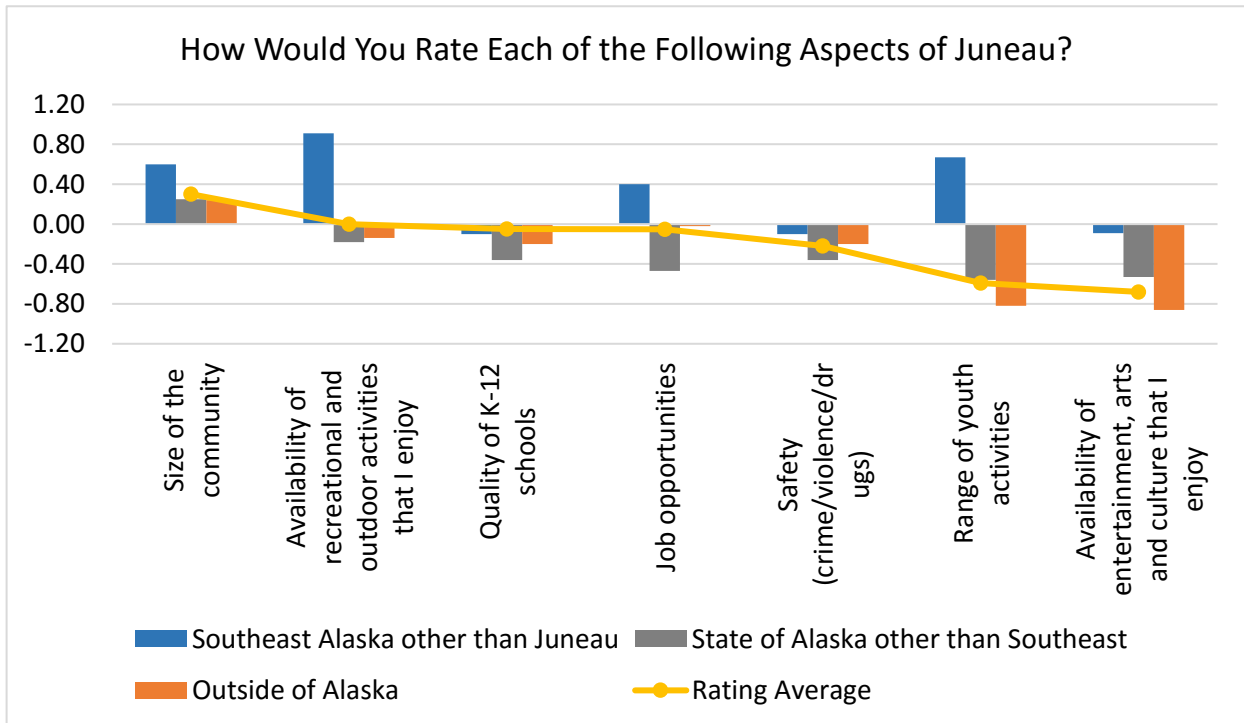


Respondents again showed differences in responses depending on their age and the location of their permanent residence. Older respondents (50-65) had the most favorable impression of Juneau, giving a positive weighted average rating to all aspects of the community. They gave the highest score to size of the community, followed by quality of schools and range of youth activities. They were least enthusiastic about the availability of entertainment, arts and culture and the safety of the community. The youngest demographic (18-29) gave their highest rating to the availability of recreational and outdoor activities. The only other positive rating was for the size of the community. They gave the lowest ratings also to the safety of the community and the availability of entertainment, arts and culture they enjoy. Those in the mid-range demographic (30-49) gave a positive rating only to the size of the community. This demographic gave the availability of entertainment, arts and culture that they enjoy the lowest score and the range of youth activities the second lowest score.

When sorted by location of permanent residence, those that live in Southeast other than Juneau had an overall positive impression of Juneau, while those that live elsewhere, either



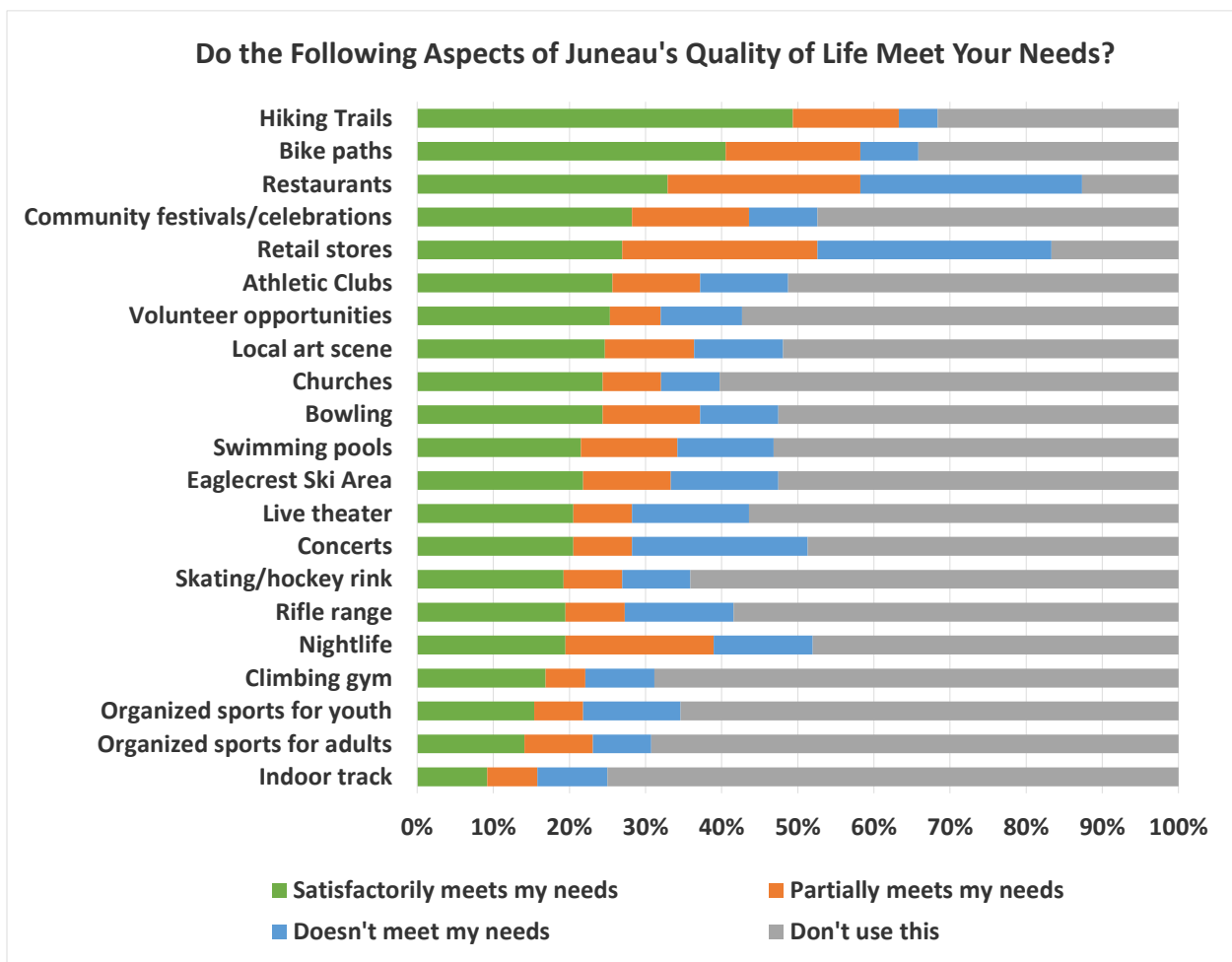
in Alaska or outside, had a more negative view of Juneau. Those living in Southeast rated the availability of recreation that they enjoy as the most positive the aspect of Juneau. Those Alaskans living outside of Southeast rated the size of the community the highest followed by the availability of recreation they enjoy next. Those from outside of Alaska also liked the size of the community best, followed by job opportunities second. The range of youth activities and availability of entertainment arts and culture they enjoy fell to the bottom for both of these



groups. This is in contrast to those living in Southeast who gave bottom ranking to the quality of schools and safety of the community.

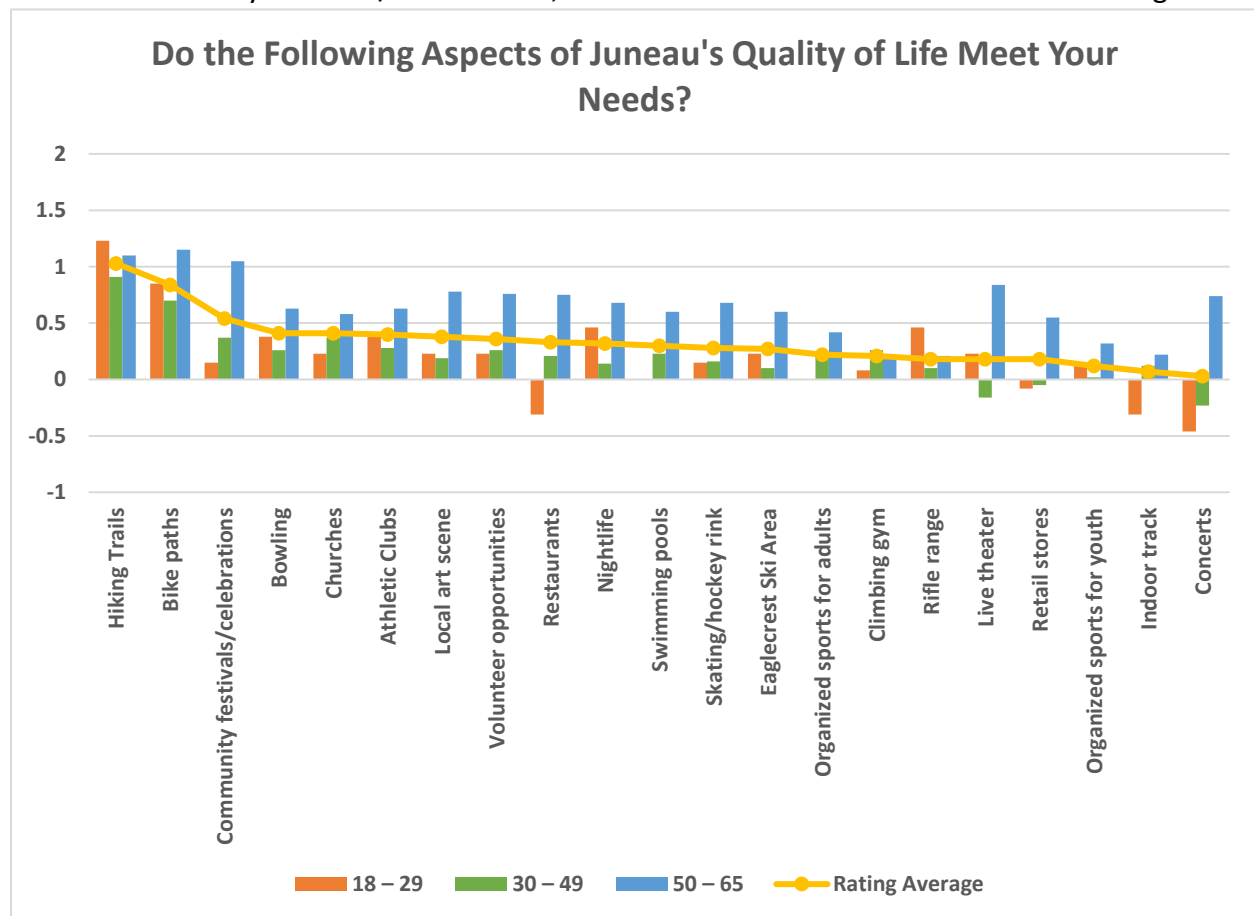
Juneau Quality of Life Ratings

In response to how well each of 21 aspects of Juneau meet quality of life needs for respondents, only hiking trails, bike paths, restaurants and retail stores satisfactorily or partially met the needs of more than half of respondents. However, a significant number also indicated that restaurants and retail stores did not meet their needs. The most surprising result is the number of respondents who did not use most of the recreational, cultural or other aspects that contribute to Juneau’s quality of life. More than half of the respondents did not use 14 of the 21 aspects.



A weighted average score for each quality of life aspect was calculated using a scale of -2 for “doesn’t meet my needs”, 1 for “partially meets my needs” and 2 for “satisfactorily meets my needs”. Again there is a difference in responses based on age demographic. While all respondents agreed that hiking trails and bike paths come closest to satisfactorily meeting their needs, they showed a significant difference in their perception of what other aspects of Juneau best

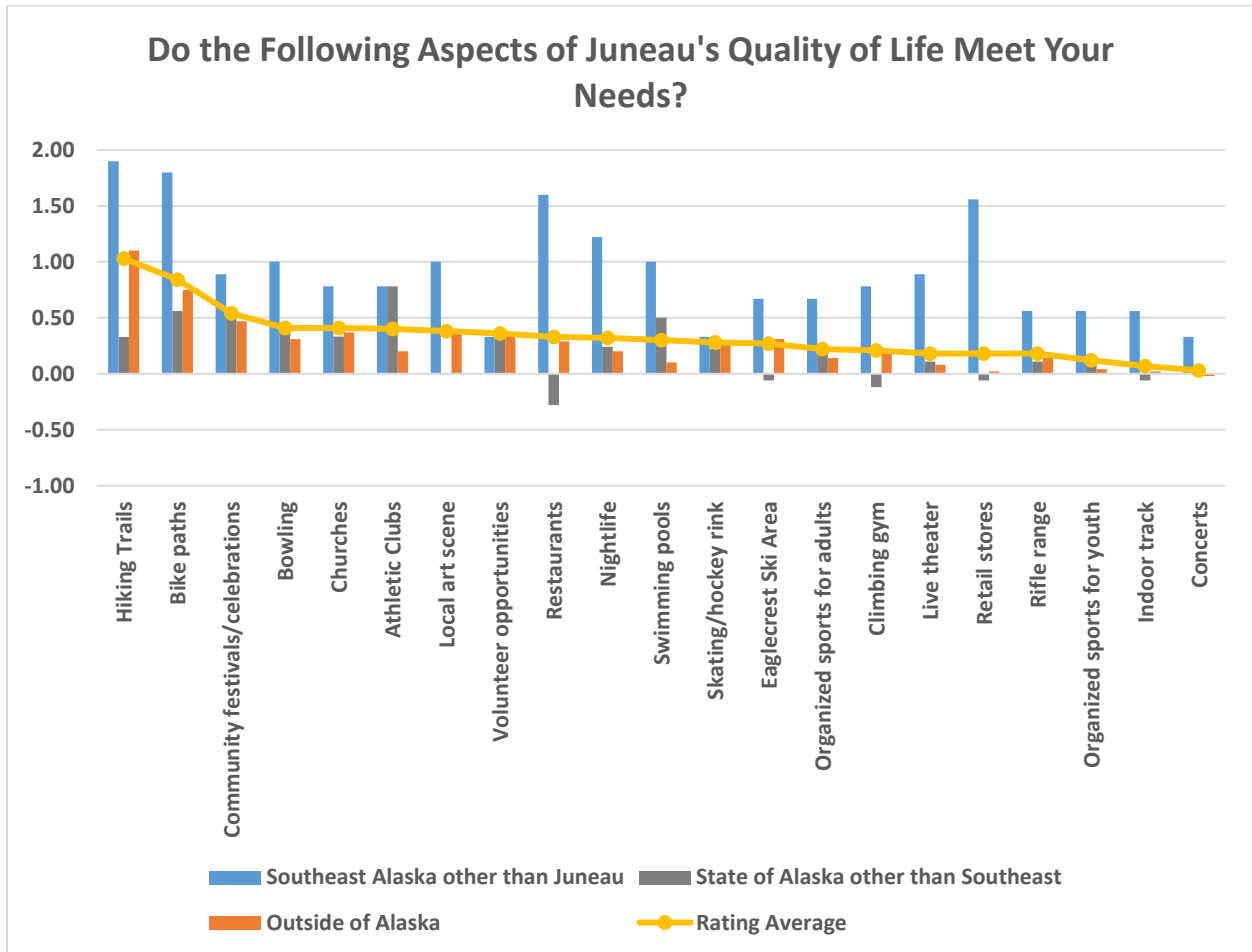
contribute to their quality of life. Overall, the oldest demographic (50-65) was the most enthusiastic about all aspects of Juneau’s quality of life, giving all aspects a positive rating. They ranked community festivals/celebrations, live theater and the local art scene next highest in



satisfactorily meeting their needs after hiking trails and bike paths. At the bottom of their list were the indoor track, climbing gym and rifle range. The youngest demographic (18-29) ranked the nightlife and rifle range as next best in meeting their needs after hiking trails and bike paths, while restaurants, indoor track and concerts were the quality of life aspects to least meet their needs, receiving a negative rating. As for the majority of respondents, those in the mid-age range (30-49), they ranked churches and community festivals/celebrations next after hiking trails and bike paths. They gave negative ratings to retail stores, theater and concerts.

When results are sorted by location of permanent residence, hiking trails and bike paths once again are at the top of the list in most satisfactorily meeting quality of life needs. Those living in Southeast, other than Juneau, rate all aspects contributing to Juneau’s quality of life higher than those who live elsewhere in Alaska or those who live outside Alaska. After hiking and biking, those from Southeast rank restaurants, retail stores and nightlife high. Concerts received the lowest average rating. Alaska residents from outside of Southeast gave high marks to community festivals/celebrations and the swimming pools. Lowest ranked in satisfactorily meeting their needs were restaurants. Retail stores, indoor track and climbing gym also had negative scores.

Those residing outside Alaska ranked community festivals/celebrations and the local art scene after hiking trails and bike paths. The only negative score was given to concerts. Retail stores and indoor track also scored low.



Conclusions

Cost of Living

Survey results overwhelmingly indicate that the most significant barrier to converting the non-resident workers employed in Juneau to residents is the perceived high cost of living in Juneau. All respondents except those who reside outside of Juneau in Southeast indicated this to be the greatest influence on their decision not to make their permanent residence in Juneau. Along with the high price of goods and services, the lack of affordable housing is perceived as the next significant barrier. This was the second most influential factor, after the cost of living, for all demographics over 30 and for all Alaskans who reside outside of Southeast. For the youngest demographic, as well as for those making their permanent residence outside of Alaska, the climate/weather in Juneau was a third most influential factor.

Housing

Results indicate that the primary type of housing needed for survey respondents is affordable single family housing. The next type of housing needed, according to the survey results, is affordable rental units. Third, affordable condo or multifamily units are needed.

Recreation

The most favorable aspects of Juneau reported by survey respondents is the size of the community, followed by the availability of recreational activities. Specifically, respondents highlighted the Juneau trail system and the bike paths as most meeting their needs. However, the lack of ATV trails were often mentioned in the comments as a reason why recreational options did not meet their needs.

Safety

A challenge for Juneau in attracting non-residents to make their permanent home in Juneau is the perceived lack of safety. Those 18 to 29, and those residing in Southeast, rated safety (crime/violence/drugs) as the most negative aspect of the community. Overall, safety was rated only the fifth favorable aspect of Juneau out of a list of seven.

Other Lifestyle Needs

Finally, respondents indicated that a lifestyle need lacking in Juneau is entertainment, arts and culture that they enjoy. For the majority of respondents, especially those who live outside of Alaska and those who are in the mid-age range, this was the aspect of Juneau that received the lowest rating. More specifically, this group identified concerts as the aspect of Juneau to least satisfactorily meet their needs. Other lifestyle needs not met in Juneau were shopping options and restaurants.

However, the most significant finding may be that most non-residents do not participate, and potentially are not aware of, life style opportunities available in Juneau. Outside of restaurants and retail stores used by approximately 85 percent of respondents, and hiking trails and biking paths were used by about 67 percent of respondents, the remaining aspects of Juneau were used by about 50 percent or less of respondents.

Recommendations

- For most respondents the primary consideration in making or keeping their residence outside of Juneau is economic. Their money goes further and their housing costs are cheaper where they have chosen to make their home. To attract the non-resident to move to the community, CBJ and the private sector need to make available affordable single family housing (under \$300,000). The results of this survey highlight one more impact on the community of this chronic issue.
- The results also identify a significant concern with the perception of Juneau's safety among non-residents. There is an overall negative perception of safety. The Juneau police department is aware of the recent increase in crime and is taking measures to improve the

safety of the community. This needs to be followed with measures to address the negative perception of safety. For example, the *Choose Juneau* campaign could have a component comparing relative safety in Juneau to other communities.

- The barriers to residency (the high cost of living, lack of affordable housing and community safety) will require long term solutions. In the near term, CBJ and the business community should take steps to engage more non-residents in the quality of life options available in Juneau that they currently do not use and may not be aware of. CBJ should invest in a robust *Choose Juneau* campaign with targeted information on lifestyle elements that non-residents find appealing, such as community festivals, volunteer opportunities, the rifle range, athletic clubs, for example. The business community needs to be made familiar with and encouraged to make prospective employees aware of this website.
- CBJ should continue to enhance Juneau's trail and bike system, and options for ATV recreation should continue to be pursued for development.
- Finally, the quality of life deficiency that can be most easily addressed is the lack of concerts that appeal to respondents under 50. The report findings should be shared with the Juneau Arts and Humanities Council so that they can evaluate which musical concerts will better appeal to a younger demographic. CBJ could help underwrite concerts targeted to appeal to the non-resident demographic.

APPENDIX 1: OPEN ENDED RESPONSES

This appendix provides a selection of comments and responses to open ended questions.

Question 8: Have you ever made your permanent home in Juneau? If yes, what was the reason for your move away from Juneau?

- Ridiculous housing costs, liberal politics, political correctness [deleted], too confined, going to Fred Meyers is a big outing.
- Children live down South. Cost of housing is too high in Juneau.
- Sorry to say but yes, not for me.
- Housing costs, outdoor activity options for family members who enjoy ATV's, snow machines, dirt bikes.
- Up north trails are opened certain days of the week for ATV's use so those that want quiet serenity can have it on certain days but ATV's can also share trails on some days. I was impressed with this sharing of trails and thought Juneau could do something similar.
- It was way too expensive in Juneau. Your income doesn't go far. Far cheaper to live in Wasilla.
- Too expensive
- Weather
- Cost
- Housing
- Husband retired from Active Duty with the US Coast Guard. We moved permanently after his retirement.
- I loved the natural outdoors beauty of Juneau and all the great hiking trails and beaches. I miss that. But I found Juneau to be somewhat too isolated for me. I moved to Juneau from Anchorage, and I returned to Anchorage after seven years in Juneau. I love road trips and Anchorage has that and Juneau really doesn't. Also, for me, the main thing really was that I found it impossible to really break into the Juneau social scene and really make friends. Oh, I knew lots & lots of people where ever I went in Juneau, but in general the long-time residents don't seem to be interested in really including new folks. After 7 years I figured that would not change. I am happier now in Anchorage, where I think people better accept other folks coming and going, and somehow new & returning people are more welcomed.
- There are no entertainment options here. And too much heroin. The community is rotting and miserable.
- Expense and rain.
- We had a kid and the grandparents live in Washington and they can babysit.
- Too expensive to buy a home here. You never built the road.
- To be closer to grandson.

Question 12: Please let us know of anything specific that could make Juneau appealing as a place to establish your permanent residence.

<p>Recreational Opportunities</p>	<p>Shooting/hunting/trail riding Mountain biking A road in and out Ski/snowboarding Available snowmobile trails/highways Off road - roads Side by side trails, drive out of town Opening trails for ATV's, snow machine, dirt bikes Snow machining, four wheeling, dirt biking Dirt biking Snow machine trails, more hiking, roads League baseball Road trips Motor sports ATV and snow machine access More rec facilities for all ages. Hunting, fishing, ATV, and hiking Get rid of fees for usage. ORV Trails Open up areas for quading/snowmobiling Football and riding ATVs Not much for hunting, ATV and snow machining</p>
<p>Medical Services</p>	<p>Cancer treatment center Dental Better doctor services Cardio, cancer Hospitals Cardiologist Increase the Scope of Practice, Level 1 Trauma Center, Internal medicine, ophthalmology. Any specialty care is not here. Better services at the hospital; more urgent care facilities Medical costs are higher here than other places and I even work at the hospital</p>
<p>Educational Opportunities</p>	<p>Better collage Language options for grade school.</p>
<p>Housing</p>	<p>Housing is ridiculous. Quarter million for a mobile home? Single family Lower cost housing Down to one: Affordable Cheaper housing Need more housing</p>

	<p>Something affordable that isn't a tent Single family home priced below \$300,000. Housing affordable. Houses expensive for what you get. Too expensive! Lower rental property Single family Cheaper rent Nice home to rent for under \$1500; nice home to buy for under \$250,000 2000 sq ft home for under \$150,000 Affordable INSANELY overpriced!!! Housing prices and land availability Housing is WAY too expensive, for ALL wage-earners. Renting or building a home expensive Land with purchase of house with fair price. Single family rental homes that accept pets/dogs, that are affordable. Open up land. Don't be greedy. Not affordable Cheaper housing Too expensive Cost of living is way too high Affordable housing</p>
Other	<p>Highways Road out of here Roads to somewhere Moorage for boats Take more pride by enforcing the law; need more law enforcement personnel The long term residents could be more accepting of new residents. But, maybe so many new residents don't stick around, that the long term residents don't expect much from the new residents. A road from the mainland. Weather</p>

Question 13: Do you have any closing comments?

- Cost of living is way too high to want to live here. Does not make financial sense.
- I don't like that there aren't roads out.
- I couldn't see myself moving here. It's way too expensive! Beautiful as is Montana, but way too expensive.
- Cost of living too high. Too many people on drugs.

- No early breakfast places in Valley
- Keep options open for locals to play in the community, ie don't charge locals for visiting our glacier. Don't write kids tickets for skating on the sidewalks, or kids playing there violins on the street corner. The enormous amount of tourists allowed in on the ships feels like Juneau is bursting at the seams. I think they should tighten up the number of ships allowed in at once.
- More services needed near the Harbors and Auke Bay. West Marine store. Boating consignment store. Vessel work dock. Marine fuel dock south of the bridge. Loading dock for pick up / drop off south of bridge.
- It always rains and people are rude.
- Juneau is a nice place to visit. There's not much here otherwise. I like to be able to go for a drive, or take my snow machine down on the river. Housing is too expensive. This is a nice town but I will never live here unless I have to.
- Make the sun shine more.
- There is nothing you can do to make Juneau better. The people suck, the prices will always be high. It will always be a lame place to live because the people here make it that way. The hippies take all the fun away and everybody else is on drugs and trying to use you.
- Two years temporary residence, did not enjoy temperature or climate.
- I would love to live here. Just can't afford the ridiculous house prices on my meager 6 figure income. Maybe if I won the lottery. \$1400 a month for a 1 bedroom closet? \$300,000 for a run of the mill ranch style home that you wouldn't buy for \$100,000 down South?
- Unhappy with cost of living and weather
- Reasonable single-family housing prices and a road in and out of town would make a massive difference for me and my family, without those two things we will never be able to realistically consider the negative impact those two things would have on our family by living in Juneau.
- We'd love, love, love to move to Juneau, however family commitments with aging parents is a big reason for not making the move. We currently live in Bellingham and enjoy having a boatyard in town and the resources for maintenance and repairs available.
- I would have loved to move to Juneau years ago, we even thought about it, however we have an old wooden yacht and the weather conditions in Southeast, Alaska would make it nearly impossible to care for the boat properly.
- I think Juneau is a wonderful small city and in the 35 years I've spent in the area it has really been through many changes.
- Medical care needs vast improvement with the specialty fields. Juneau loses a huge amount of money by others going to Anchorage and more importantly to Seattle.
- Road system to the outside world. Juneau has the opportunity to increase services by completing the road to Haines. Juneau is the only capital city (connected to North America) that cannot be driven to from the outside.
- Juneau has an "I'm alive so I deserve it" mentality that is hard to shake. There are a lot of unemployed individuals who use the system for free handouts. Thus, there is a large problem with drug use and litter and bad customer service, overall. There needs to be better management training and more law enforcement present.

- The biggest concern about making a permanent/long-term career choice and place of residence in Juneau is my current assessment about the economic prospects for Juneau over the next 5-10 years. The sustained low crude oil prices will have a long-term negative impact on Alaska's state government, which is currently the lifeblood of Juneau's economy. Since it appears unlikely that oil prices will recover over the next few years (and since Alaska is running out of economically accessible oil), drastic and permanent cuts in Alaska's budget seem unavoidable, and will have a disproportionate negative impact on Juneau's economy/housing market/etc. I view making a long-term career move to Juneau at this time while housing prices are currently high and future career outlooks are uncertain as extremely risky given this economic outlook.
- Fight the heroin problem. That will make the whole region more enticing to move to.
- Build the road, people don't like being trapped.
- Build a road to Juneau.
- Too much drugs and violence in Juneau.
- Build road to outside.
- More people would move to Juneau if the housing market - all aspects of it - weren't so ridiculously priced.
- I may consider a move if Juneau improved on all medical, ATV and cost of living.
- I really like Juneau but I could not live here full time because the housing is absolutely atrocious. The housing market is such a bubble it's a joke.
- As a temporary employee in Juneau the first thing I noticed was how run down your city is. The majority of the businesses need a major facelift. What first impression does Juneau make to those who arrive by cruise ship? The "glory hole" right in the center of town with its occupants hanging out all around town, day and night.
- Juneau has beautiful landscapes and I work with wonderful people but the developed areas show a lack of pride in the community.