



2025 Alaska State Legislative Satisfaction Survey Results



Completed by the Juneau Economic Development Council in partnership with the Alaska Committee

June 2025

JEDC research efforts are supported by core funding from the City & Borough of Juneau



Table of Contents

Executive Summary.....	2
Introduction and Methodology	4
Findings	6
Respondent Characteristics	6
Juneau Aspect Evaluation	7
Multi-year Comparisons	12
Juneau Safety	14
Arts, Entertainment, and Recreation	15
Access to Juneau	17
Capitol Complex	18
Respondents With Children	21
Gavel Alaska	22
Summary of Findings.....	23
Appendix A: 2025 Survey Questions	26

Executive Summary

The Juneau Economic Development Council (JEDC) partnered with the Alaska Committee to survey all elected officials and staff of the 34th Alaska State Legislature about their satisfaction with Juneau and its amenities. The survey objective was to determine how the community of Juneau, through collaboration among community partners, can better serve legislators and staff. The survey also served to elicit ideas for changes or upgrades to the Capitol Complex and for improvements to Gavel Alaska.

The survey was made available to elected officials and staff both in paper and online in April 2025. One hundred fifty-eight responses were received, providing an overall response rate of 63% and a 5% margin of error at 95% confidence level. Survey analysis focused primarily on the 104 responses from elected officials and staff who made their home outside of Juneau. Results were analyzed as well as compared to similar surveys of the legislature performed in 2022 and 2018.

Consistent with past surveys, legislators and staff primarily found accommodation in or proximal to downtown Juneau in long-term (6+ months) or short-term (1-5 months) rental housing. Most used their own car as their primary mode of transportation, but many also reported walking to most places. The safety, walkability, availability of affordable housing and parking downtown was found to be of primary importance to survey respondents. Recreation accessibility and arts & entertainment options were also highly valued by respondents this year.

Overall, Juneau received satisfactory ratings from all out-of-town legislators and staff and have decreased only slightly since 2022. Recreation and walkability of downtown continued to receive the highest satisfaction ratings. Arts and entertainment, information on activities, and snow removal also received high ratings.

However, the value-for-money of accommodations, value-for-money of restaurants, availability of downtown parking, airport concessions options, downtown shopping options, and transportation options to the airport received the lowest satisfaction ratings of all Juneau amenities. Many comments were directed at limited business hours, the cost of living, and limited remote access options between Juneau and full-time residences. Respondents were also concerned about homeless individuals downtown and cleanliness. Both these issues were common topics in the 2022 and 2018 surveys as well.

Suggestions for improved access to Juneau mainly focused on more flights and improved flight connections. Improved access between the airport and downtown was also a common suggestion, and several requested improved ferry service and access to the ferry terminal. There was a notable decrease in the suggestion of building the road from the previous two surveys.

Overall ratings for the Capitol Complex were high but decreased from past surveys. However, most comments focused on ways to improve it. Broadly, they fell into the categories of improving or modernizing utilities, improving access to the building, and increasing food and beverage options. There were several comments suggesting more meeting spaces and moving the Governor's office out of the building. In contrast to the 2022 survey, recommended disuse of the Assembly Building as legislator housing was only mentioned once this year.

Gavel Alaska, the service providing TV coverage of state government activities, is highly valued. Comments indicated that the service needs more promotion in the rest of the state and easier integration with social media for sharing. This was consistent with the previous survey. Suggestions for improvement included modernizing production via a streaming service or podcast, improved video quality, live captioning, and increased content.

Final comments on steps to make Juneau a better capital city reinforced issues identified earlier in the survey. The lack of affordable housing, homeless population downtown, and accessibility from other parts of the state were common issues legislators and staff would like to see addressed.

Introduction and Methodology

JEDC distributed the survey in April 2025 to 250 legislators and staff working in Juneau during the legislative session, both in paper form and by a link to SurveyMonkey, an online survey development and analysis tool, where the survey could be taken electronically. Respondents were able to take the survey only once using a unique link, in the form most convenient for them.

The survey asked about the living situation, transportation, satisfaction with amenities, satisfaction with Capitol facilities, the importance of Gavel Alaska, and solicited opinions on how to improve the Capitol Complex and how to improve Juneau. Most questions were repeated from the 2022 survey, providing feedback on the current state and how their feelings have changed in the past few years. Added to this year's survey were a series of questions tailored to those with children aged 18 or younger to assess reasons that non-local staff and legislators may leave their children at their year-round residence, or bring their children to Juneau. This information was used to evaluate non-local respondents' satisfaction with Juneau's education options.

JEDC developed the survey with input from members of the Alaska Committee, Travel Juneau, the Juneau Chamber of Commerce, and Gavel Alaska. The survey consisted of 31 questions. Some were multiple-choice, some were open-response, and some were opinions based on a rating scale. To encourage participation, respondents were offered the opportunity to submit their name into a drawing for a \$25 Local Frequency gift card at the end of the survey. Anonymity was guaranteed.

The survey was launched on April 2, 2025, when advanced notification was emailed to each legislator and their staff in the form of a letter of introduction from the JEDC Executive Director alerting them to the survey. This was followed by an email with a link to the online survey. Paper copies were made available as well, though only one was used. Follow-up emails were sent on April 7th, 9th, 11th, 14th, 15th, 16th, and 21st. The survey closed on April 22nd.

In total, 158 respondents, out of a possible total of 250 legislators and staff, completed the survey. One respondent reported they did not live in Juneau during the legislative session and were disqualified from subsequent questions. This provides a 63% overall response rate with a 5% margin of error at a 95% confidence level. Of the total respondents, 104 (66%) indicated that they do not live in Juneau year-round. This report, with a few noted exceptions, discusses the survey results for the subset of respondents not living in Juneau year-round, as improving the experience of living in Juneau for this population is a specific intent of this survey. In some cases, results are compared to the subset of respondents who live in Juneau year-round.

A further breakdown of responses is given in the chart below.

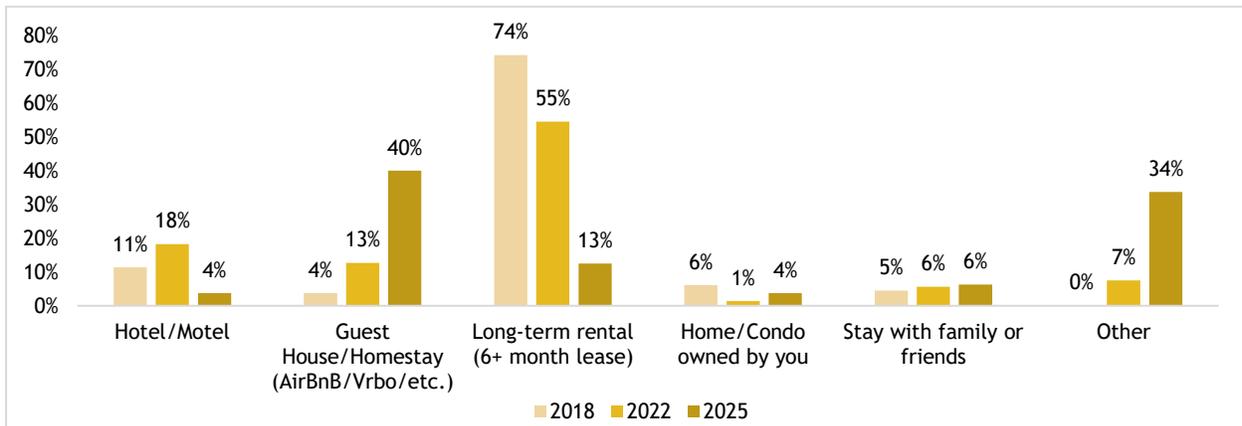
	Total Pool	Responses	Percent of Total	Respondents from Out of Town	Percent of Total
Legislators	60	28	47%	25	89%
Staff	190	130	68%	79	61%
Total	250	158	63%	104	66%

Findings

Respondent Characteristics

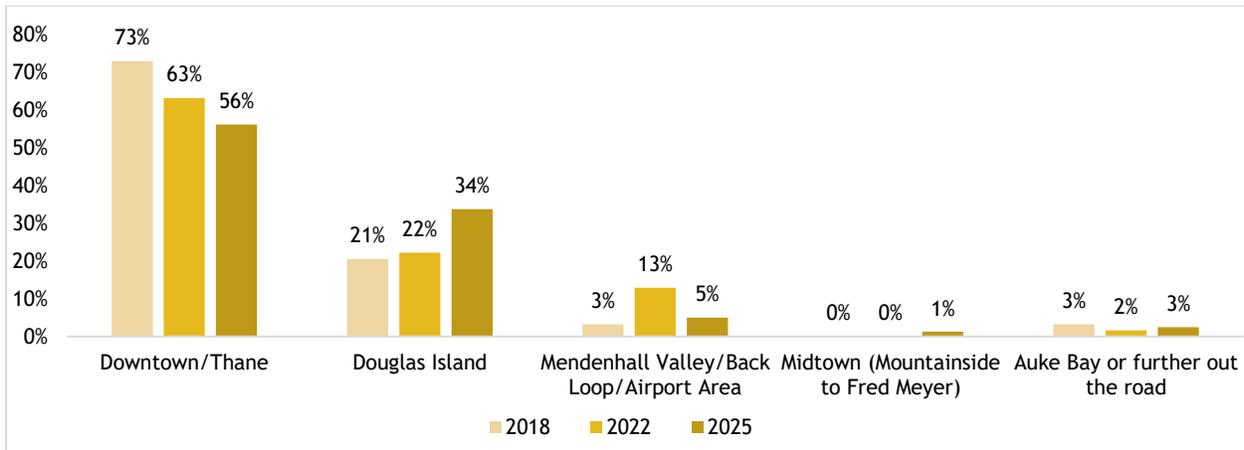
Among legislators and staff who live in Juneau only during the legislative session, the majority (40%) find housing in guest homes and homestays including Airbnb, Vrbo, etc.), while 13% secured a long-term rental in Juneau, and 4% lodge in a hotel or motel. A high proportion of respondents (34%) selected “Other”, of which 32.5% entered accommodations amounting to short-term rentals; month-to-month leases or rental durations of five months or less. If this 32.5% (representing 26 survey respondents) was instead applied to the long-term rental category, the resulting 45% utilization would still indicate a collective shift away from long-term rentals since past surveys. Increasing reliance on guest houses and Airbnb arrangements are most likely a reflection of a market shift in Juneau’s housing stock from traditional long-term rentals towards Airbnb’s rather than a shift in preferences among Alaska’s legislature, as suggested by the increase in short-term rentals in Juneau.

Figure 1: What kind of accommodation do you have in Juneau during the legislative session?



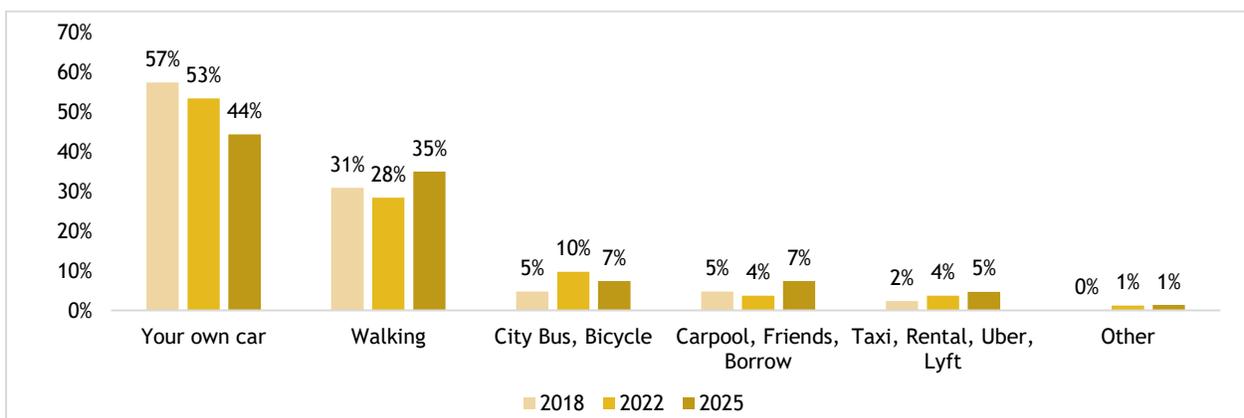
Legislators and staff living in Juneau for the session prefer to live close to the Capitol, with 90% living downtown or on Douglas Island. The trend of legislators and staff moving farther from the Capitol (out of Douglas and Downtown and into Lemon Creek, Valley, or Airport area) observed in the 2022 study appears to have shifted instead towards Douglas Island. The percentage of legislators and staff living in Bark Loop/Valley/Airport Area is down from 13% in 2022 to 5% in 2025. Douglas Island may be increasing in popularity due to its short commute to downtown and housing availability.

Figure 2: Where in Juneau is your accommodation?



Decreasing in popularity among legislators and staff is the use of a personal car as the primary mode of transportation during the legislative session, perhaps due to the consolidation of housing closer to their offices. Forty-four percent of legislators and staff indicated that their primary form of transportation during the session was their own car, and 35% primarily walked (more than one choice was allowed) which represented the highest percentage of walkers in survey history. The breakdown of transportation uses across legislators and staff in 2025 was mostly consistent or insignificant due to the relatively few responses from legislators, however it appeared that legislators were slightly more likely to ride a bicycle and rent a car, while staff were slightly more likely to walk, drive their own car, borrow a car, and use Uber or Lyft. Compared to past surveys, the combined popularity of carpooling or borrowing a car, taxing, and walking have all increased slightly.

Figure 3: What is your primary form of transportation during this session? (More than one choice was allowed).



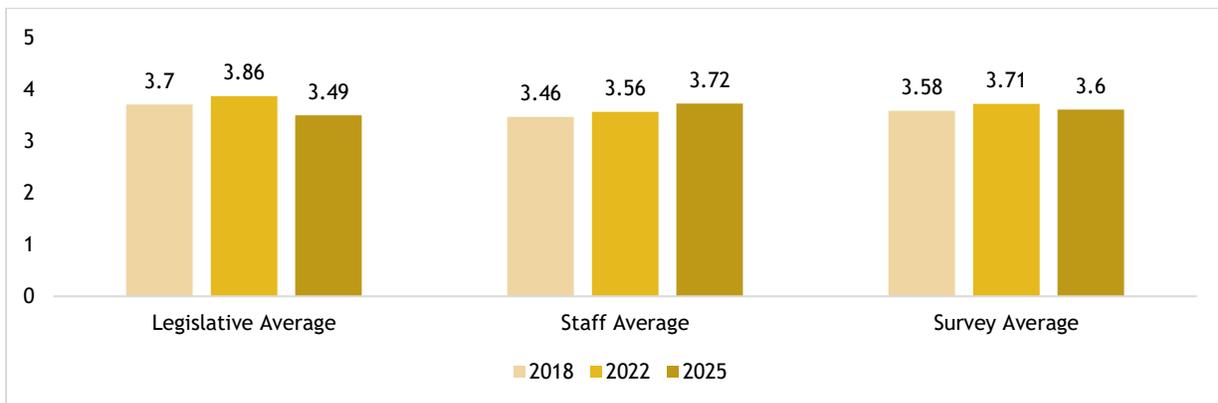
Juneau Aspect Evaluation

The survey next asked a series of questions where, using a 1-5 scale, respondents were asked if they were very dissatisfied, dissatisfied, neutral, satisfied, or very satisfied with

several aspects of their stay in Juneau (5=very satisfied, 1=very dissatisfied). Rating responses were averaged over the number of responses received for a question. The result is an average evaluation score for each aspect. Responses were tabulated for all respondents combined and separately for legislators and staff.

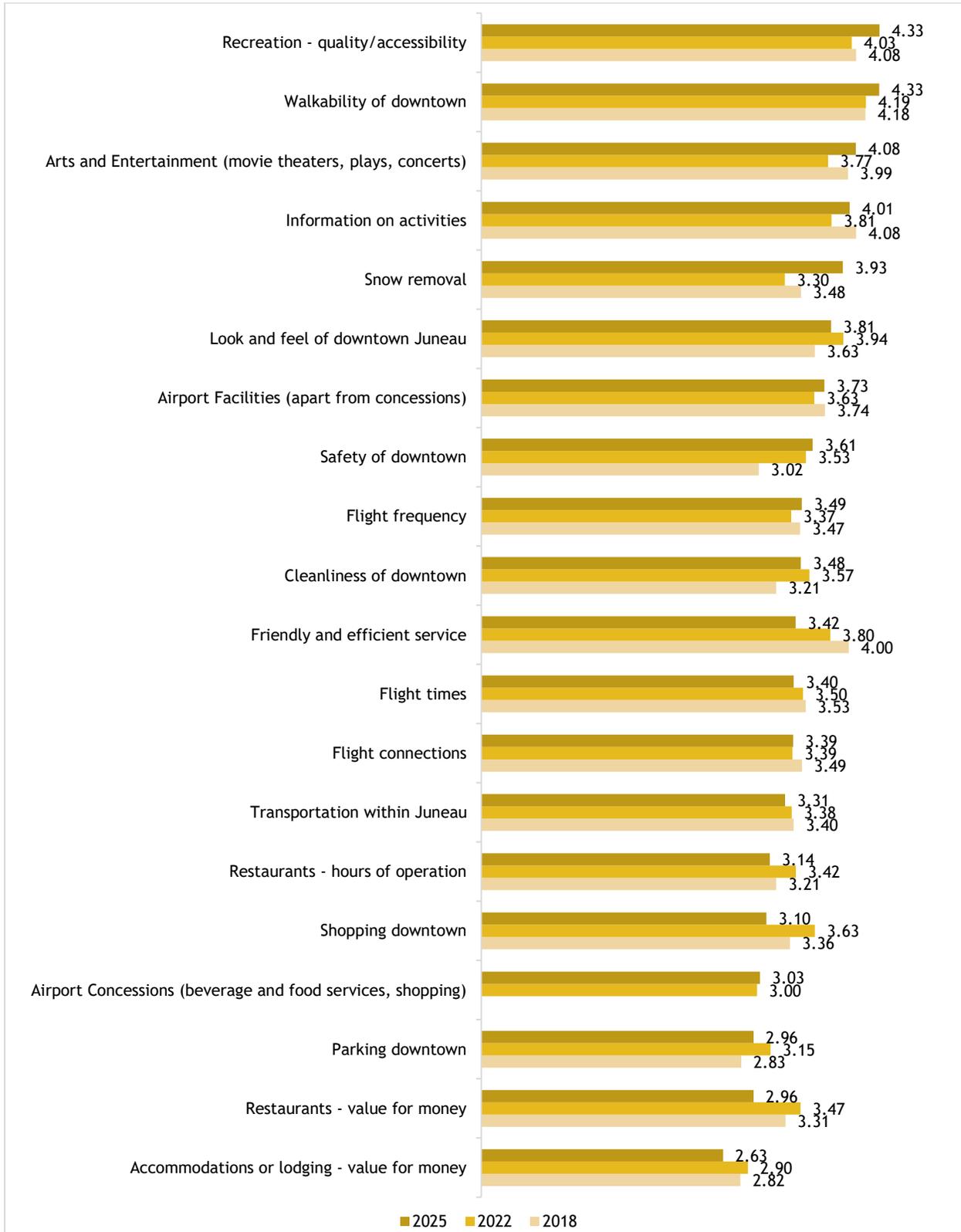
An overall average evaluation score was calculated for elected officials and staff. Results showed that both legislators and staff were moderately satisfied with Juneau, with staff slightly happier than legislators. Legislators' satisfaction with Juneau was the lowest recorded since 2018, while staff satisfaction was the highest since 2018, indicating a year-over-year increase. Legislators went from an average of 3.86 to 3.49, and staff went from an average of 3.56 to 3.72. Combined satisfaction of all respondents was 3.6, slightly less than the 2022 score of 3.71.

Figure 4: Overall rating of Juneau amenities.



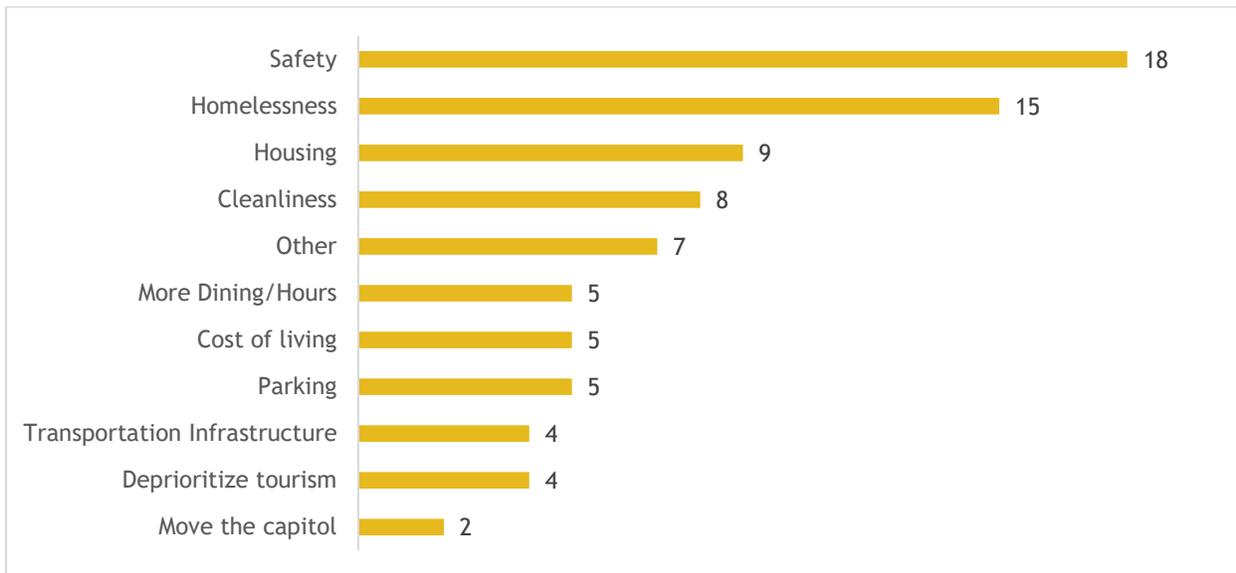
Individual scores for each aspect show Juneau to have several amenities that legislators and staff enjoy when they are here during the session. Downtown walkability, recreation, and arts and entertainment get high marks, along with information on activities. Juneau also scored well for snow removal, the look and feel of downtown, and airport facilities (apart from concessions). There were only subtle shifts in opinion among the top amenities since the last survey. Information on activities increased from 3.8 to 4 and snow removal increased from 3.3 to 3.9, while arts and entertainment, recreation, and walkability all increased (3.77 to 4.08, 4.03 to 4.33, and 4.19 to 4.33, respectively). The look and feel of downtown, commonly complained about in the short replies regarding safety, homelessness, and accessibility, fell from 3.94 in 2022 to 3.81. Other comments made on Juneau amenities focused on expanding business hours, increasing restaurant options, and increasing parking.

Figure 5: Average Evaluation Score from highest to lowest (2025) for all non-local respondents.



The bottom-ranking aspects of Juneau should be of concern to the community. Accommodations value for money, restaurants value for money, and parking scored the lowest, with several comments directed at these perceived issues. Most of the low-scoring Juneau aspects were addressed in questions related specifically to Juneau’s downtown, of which non-local legislators had a more pessimistic score (3.45) than staff (3.71). Figure 6 (below) displays the number of times a given concern was mentioned regarding downtown Juneau. Forty percent of open-ended suggestions were appeals to address downtown safety, usually as it pertained to the presence of homeless individuals or hazards on sidewalks and faded paint on crosswalks. Housing affordability and availability, and cleanliness were also commonly mentioned. Some respondents noted that downtown businesses would perform better if they catered more towards locals rather than tourists, and could do so by extending business hours, cleaning storefronts, and providing more dining options later into the evening.

Figure 6: Do you have any improvement suggestions for Juneau’s Downtown?



Below are sample legislator and staff comments related to Downtown satisfaction:

- “The city seems to prioritize cars over pedestrians by plowing the streets and not clearing the sidewalks. This forces pedestrians into the street and in my opinion is contrary to safety.”
- “I really love the downtown area and would love to buy a house. It seems like the last decade has seen way more Airbnb’s which takes away from the character and makes housing so much more costly. I would hate to see this capital city become too expensive for people who live here year-round.”
- “If there were year-round housing available in the upper floors of downtown buildings (especially those buildings currently vacant) you would have more of a demand on services and businesses that would make the downtown more vibrant.”

- “The homeless are an issue in the parking garages, creating an unsafe atmosphere. Additionally, rent is expensive as is food. It's hard to support Juneau industries when so much money is tied up in rent.”
- “Extend seawalk as quickly as able too, encourage more restaurants, workforce housing. Commercial buildings not being used, incentives to become housing. Family friendly events increase downtown. Food events downtown for Legislators.”
- “A bus or trolley running in just the downtown area on a continuous circuit for 10 hours per day beginning April 1 of each year to reduce the need for parking and walking for elderly and disabled persons.”
- “I wish there were downtown clean ups I could participate in because it feels like sometimes we reach a critical mass of litter/dog poop on sidewalks -- I feel like other legislative staff would be inclined to participate if it were made an AkLeg day of service or something.”
- “More long-term housing and housing options for those experiencing houselessness.”
- “Address the mental health, substance abuse, and lack of affordable housing.”

While the airport concessions scored low, none of the comments about overall Juneau satisfaction mentioned them. However, they were a high concern for travelers when asked in a later question regarding satisfaction with Juneau’s airport. Among non-local legislators and staff, airport concessions ranked the lowest (3.03). Out of 36 open-ended comments related to Juneau’s airport, the greatest number of complaints were related to limited airport transportation options (14), followed by limited flight options (7), concessions (4) and parking options/cost (4). Flight connections, times and frequency -- and transportation between the airport and downtown all scored relatively low with scores of 3.39, 3.40, 3.49, and 3.31 respectively. Long-term parking was criticized for its exorbitant cost, particularly frustrating because the limited airport transportation options provide few alternatives to long-term parking. Several respondents also mentioned the aggressive enforcement of pull-through parking, even when the airport is not busy and flight delays result in questionable arrival times.

Although the legislative satisfaction survey has undergone modifications each year it is conducted, some trends are apparent from as early as 2009 (see Figure 7 below). The “look and feel of downtown Juneau,” for example, has fallen slightly since 2009 from a score of 4 to 3.84 in 2025 but reached its lowest score of 3.63 in 2018. Scoring consistently low is Downtown Parking, ranging from its lowest score of 2.43 in 2015, to its highest score of 3.15 in 2022. Scoring consistently moderately well is Downtown shopping, ranging from 3.26 in 2025 to 3.63 in 2022. The highest scoring Downtown Juneau aspect measured as far back as 2009 is the walkability of Downtown, ranging from 4.18 in 2018 to 4.44 in 2015. Despite the frequency of safety concerns mentioned in the open-ended comments, Downtown Juneau’s safety score has improved year-over-year since 2018, from 3.02 to 3.53 in 2022, to 3.76 in 2025.

Multi-year Comparisons

The following two charts (Figures 7 and 8) present Juneau legislators' satisfaction scores for four aspects of downtown Juneau—look and feel, parking, shopping, and walkability—collected in surveys from 2009, 2013, 2015, 2018, 2022, and 2025. Scores are on a 1–5 scale, with higher values indicating greater satisfaction.

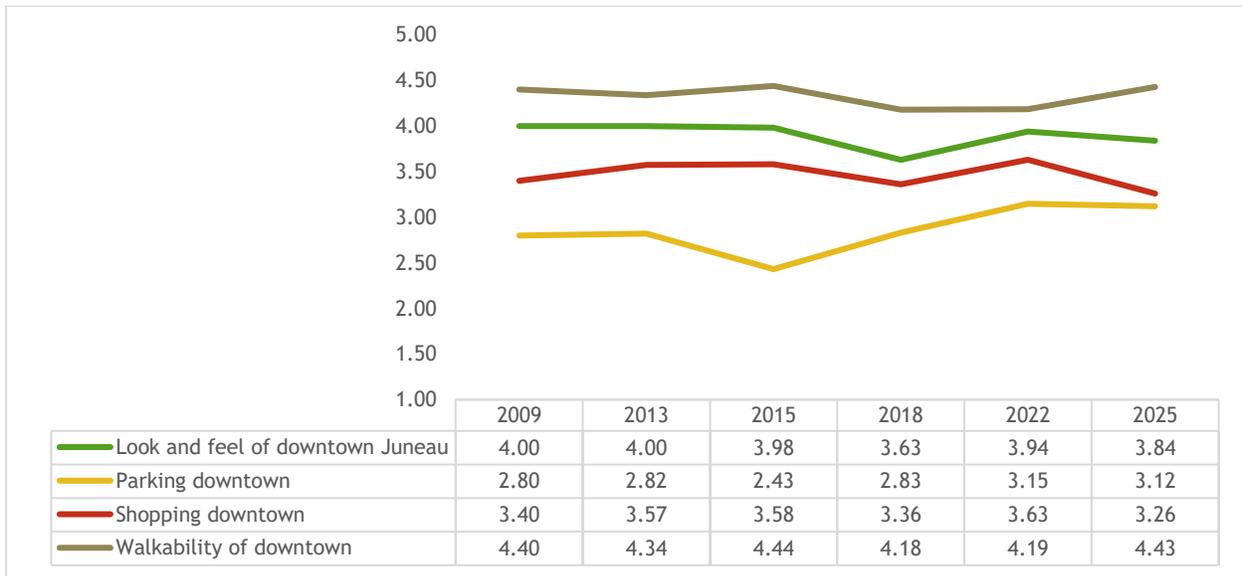
Satisfaction with the look and feel of downtown Juneau began at 4.00 in 2009 and remained steady through 2013 and 2015, before experiencing a notable decline to 3.63 in 2018. This dip may reflect changing perceptions or specific events affecting downtown aesthetics. However, satisfaction rebounded to 3.94 in 2022, before slightly declining again to 3.84 in 2025. While the most recent score is below the 2009 baseline, the overall trend suggests relative stability with a temporary downturn in 2018.

Parking consistently received the lowest satisfaction scores among all categories. Starting at 2.80 in 2009, parking satisfaction barely changed through 2015, then dropped to its lowest point (2.50) in 2018. This indicates persistent dissatisfaction, likely due to limited availability or accessibility issues. However, the score improved to 3.15 in 2022 and remained relatively stable at 3.12 in 2025, suggesting some progress in addressing parking concerns, though it still lags behind other aspects.

Shopping satisfaction showed modest improvement from 3.40 in 2009 to 3.58 in 2015. However, a decline followed, dropping to 3.36 in 2018. The score recovered to 3.63 in 2022, the highest over the survey period, but then fell sharply to 3.26 in 2025. This recent decline may indicate emerging challenges in the downtown retail environment, such as store closures, limited variety, or competition from other shopping venues.

Walkability consistently received the highest satisfaction scores. Starting at 4.40 in 2009, it remained above 4.0 throughout the survey period, peaking at 4.44 in 2015. A slight decline occurred in 2018 (4.18), possibly due to construction or safety concerns, but scores rebounded to 4.19 in 2022 and 4.43 in 2025. This suggests that downtown Juneau's pedestrian infrastructure remains a strong asset and is highly valued by legislators and staff.

Figure 7: Downtown Juneau aspect scores, by year.



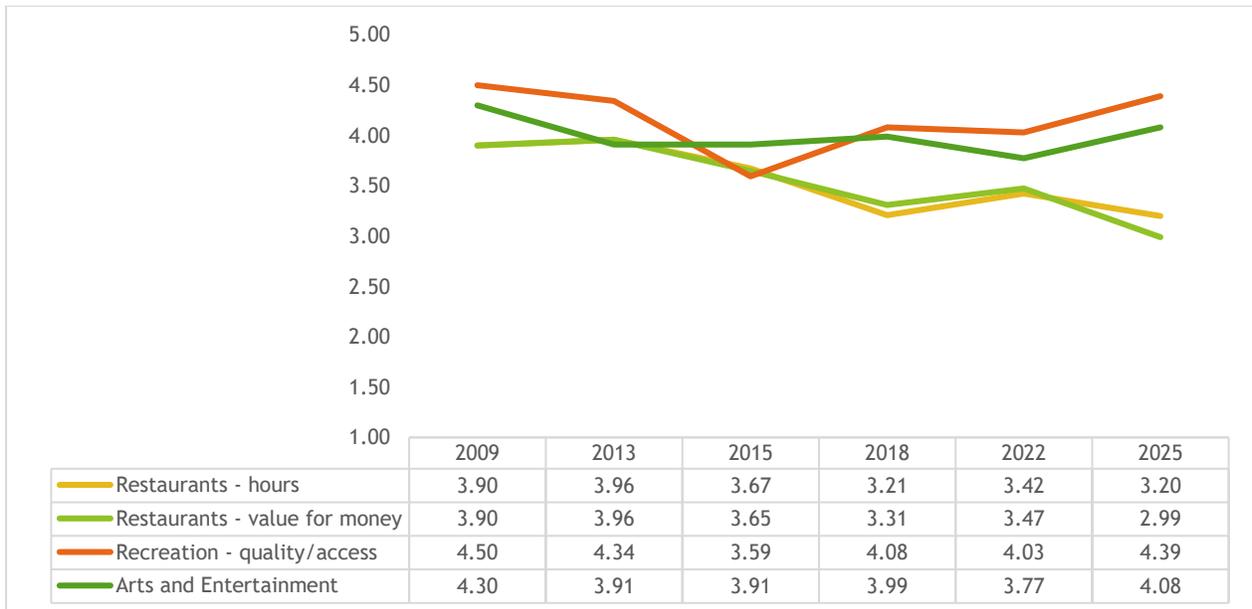
Satisfaction with restaurant hours started at 3.90 in 2009 and remained steady through 2013 (3.96) but then declined to 3.67 in 2015 and dropped further to 3.21 in 2018. This suggests growing frustration with limited or inconvenient restaurant hours. A modest recovery occurred in 2022 (3.42), but the score fell again to 3.20 in 2025, indicating ongoing dissatisfaction and possibly reflecting a lack of late-night or flexible dining options.

Perceptions of value for money in restaurants followed a similar trajectory, beginning at 3.90 in 2009, dipping to 3.65 in 2015, and declining further to 3.31 in 2018. After a slight rebound to 3.47 in 2022, satisfaction dropped sharply to 2.99 in 2025, the lowest score recorded for this category. This significant decline may be linked to rising prices, inflation, or perceptions of declining quality relative to cost.

Recreation quality and access consistently received the highest satisfaction ratings. Starting at 4.50 in 2009, scores remained strong through 2013 (4.34), but dropped to 3.59 in 2015, possibly reflecting temporary issues or unmet expectations. Satisfaction rebounded to 4.08 in 2018, held steady in 2022 (4.03), and rose again to 4.39 in 2025. This pattern suggests that recreational opportunities in Juneau are a significant asset, with recent improvements or expansions restoring high satisfaction.

Arts and entertainment satisfaction began at 4.30 in 2009, declined to 3.91 in 2013 and 2015, and then recovered to 3.99 in 2018. A further dip occurred in 2022 (3.77), but satisfaction rebounded to 4.08 in 2025. This indicates a resilient arts and entertainment scene that, despite some fluctuations, has managed to regain and even surpass earlier satisfaction levels.

Figure 8: Juneau amenity scores, by year.



Juneau Safety

Legislators and staff were then asked how often they experienced situations in public spaces that made them feel unsafe. Figure 9 displays the frequency of unsafe occurrences experienced by respondents survey-wide, locals and non-locals, out of 146 responses. In a follow up question, respondents had the option to share details from specific situations which made them feel unsafe in Juneau during the legislative session (figure 10). Sixty-six respondents recounted moments that made them feel unsafe. Each response was assigned at least one category that best described the event. Events involving the homeless population were by far the most common, with 45% of respondents sharing situations involving homelessness. The second-highest category, “Other Unsafe or Yelling”, comprised any sentiment ranging from general discomfort walking around or an explicit statement of feeling uncomfortable or unsafe, and yelling that was not directed at the respondent. Twenty-two of the unsafe conditions fell into this category (39% of respondents). Unsafe behavior ranging from yelling directed at the respondent up to physical altercation was categorized as “Aggressive Behavior” and was experienced by 26% of respondents. Panhandling and open substance abuse were also common nuisances for respondents, referenced by 23% and 18% of respondents, respectively. Situations involving parking garages were referenced by 14% of respondents, while concerns of mental health issues of others were referenced by 8% in respondents’ situations.

Figure 9: During the legislative session, how often have you experienced situations in public spaces that made you feel unsafe?

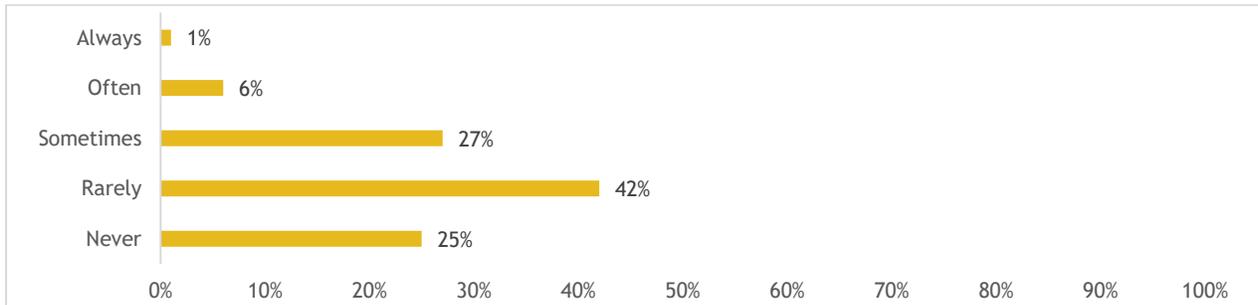
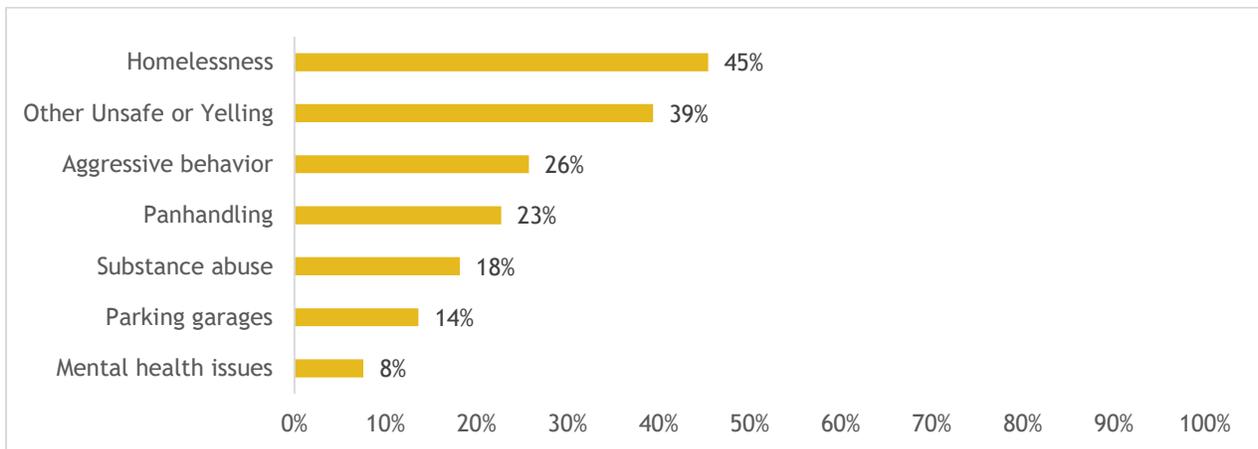


Figure 10: If you are comfortable sharing details, can you describe specific situation(s) in which you felt unsafe while in Juneau during the legislative session?



Arts, Entertainment, and Recreation

Respondents were asked how much time they spent on arts, entertainment, and recreation activities outside of work. Out of 115 respondents, most (52%) spent between 1 and 7 hours, with 30% spending 8 to 14 hours, and 15% spending 15 hours. Five percent of legislators and 2% of their staff reported no time spent on these activities.

Compared to the 2022 survey, respondents are spending greater hours per week on art, recreation, and entertainment with 11% of legislators and 16% of staff spending 15 or more hours per week, compared to 7% and 2% in 2022, respectively (Figures 11 and 12). The 8-14 hours per week range also increased, from 26% of legislators and 31% of staff, compared to 0% of legislators and 31% of staff in 2022. The share of respondents spending no time on arts, entertainment, and recreation decreased from 14% and 7% in 2022 to 5% and 2% in 2025.

Respondents were then asked what specific activities they participate in during the legislative session in an open-ended response format. Categories were assigned based on common answers. Most respondents provided more than one activity, yielding 224 activities

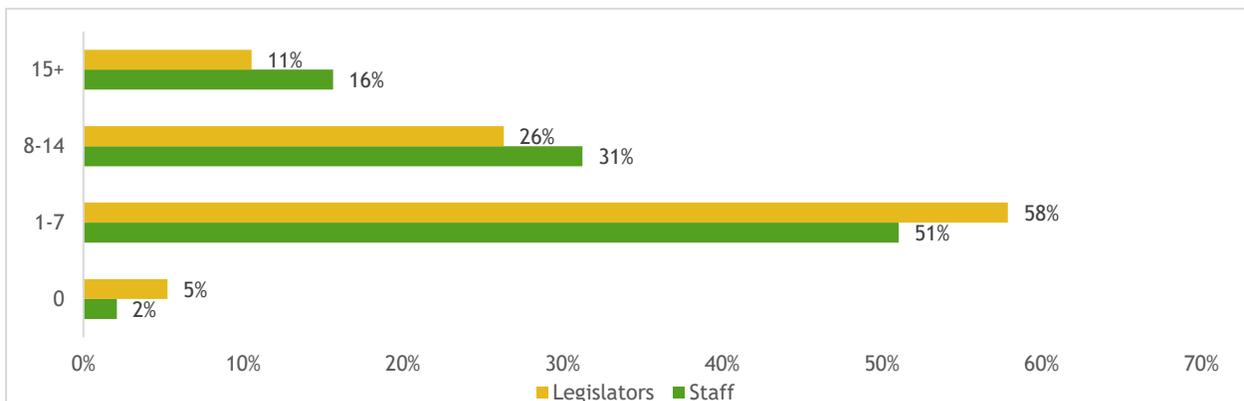
from 107 individual responses (Figure 13). Eighty-nine of these activities (40% of the total) fell under the Outdoor Recreation category, including hiking, walking, biking, organized sports, etc. The following three most common responses were Bars and Restaurants, Other Arts, and Live Music, accounting for 36, 35, and 33 mentions, respectively. Less popular, but still important to respondents, were Gyms (such as the Alaska Club or yoga classes), Swimming, and Shopping, representing 14%, 11%, and 6% of mentions, respectively. One respondent commented that Juneau’s pools were the best out of Alaska’s three largest cities.

Below are some responses to the follow-up question “Do you have any suggested improvements to Juneau’s hospitality and recreation?”

- “More local businesses & third spaces, cafes, performance venues, places to spend time with community that aren't bars.”
- “Re-open Outer Point Trail and keep Eaglecrest open and functional.”
- “A central and updated community calendar.”
- “I wish there were more healthy dining options and restaurants that stayed open later.”
- “More affordable eating options and working bathrooms on hiking trails.”
- “I wish there were more things to do besides go out and eat, like painting classes, or areas which you can go and meet people of like-minded nature without drinking.”
- “Additional affordable single unit housing and healthy affordable food like soup and salad.”
- “Extended lift hours at Eaglecrest!”
- “The legislature could upgrade the workout facilities available to the staff. It's a sad little room.”

Figures 11 & 12: Please estimate the number of hours spent on art, entertainment, and recreation activities outside of the home per week during the legislative session (2025 and 2022 comparison).

2025



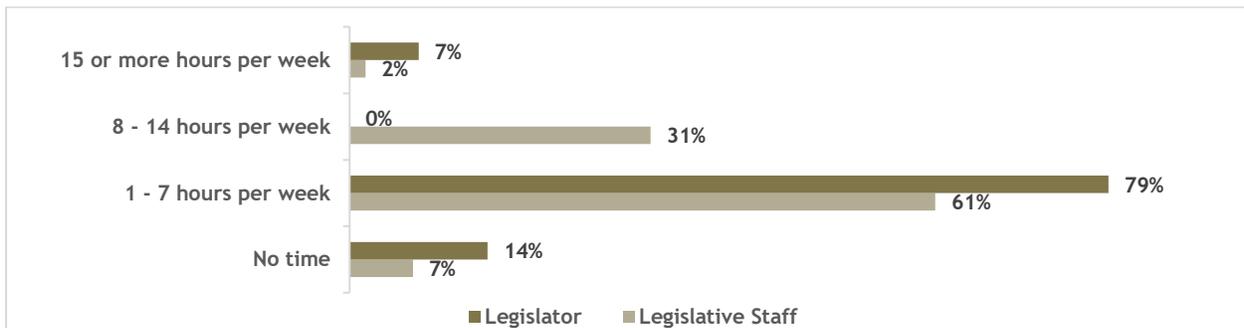
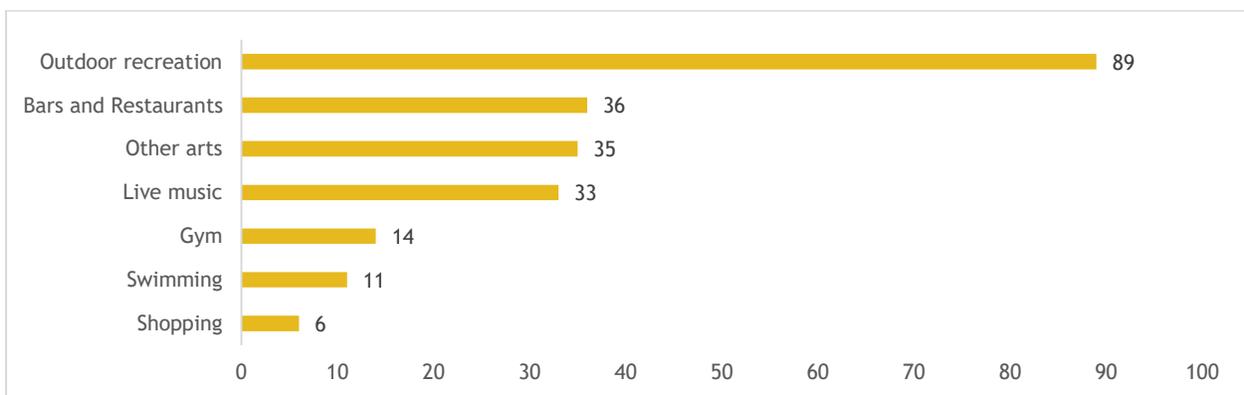


Figure 13: What type(s) of recreation/activity do you take part in during the session?



Access to Juneau

Survey respondents were asked for opinions on what would improve their access to Juneau (Figure 14). The top choice was more flights, a complaint that increased from 21% in 2018 to 24% in 2022, and rose sharply in 2025 to 36%. Respondents continue to advocate for improved transportation from the airport to downtown (26%), such as a designated downtown shuttle bus or more robust taxi services. The suggestion to build the road has continued to decline in popularity from previous studies, from 25% in 2018 to 5% in 2025, and the mention of more ferry service also fell, from 19% to 10%.

The following question asked respondents to rate several aspects of the Juneau airport (Figure 15). All aspects scored moderately well; Concessions scored the lowest (3.03), followed by Airport Transportation (3.31), Flight Connections (3.39), Flight Times (3.4), Flight Frequency (3.49), and Facilities including parking, baggage claim, and the waiting area (3.73). In an optional comment section, 32 respondents provided written feedback on concerns they were most passionate about, revealing a different distribution than was drawn in Figure 15. Fourteen comments pertained to the lack of transportation between the airport and other areas of Juneau, especially downtown. Taxi service was criticized for its high cost, limited availability, and unreliability, especially in the evenings, while a staffer commented that they were denied a van service reserved for legislators despite vacant seating. Several respondents stated they had been stranded at the airport due to lack of

transportation options. One person said that rental car vendors at the airport should be obligated to remain open when they know an arriving flight is delayed to prevent visitors from becoming stranded at the airport. Additional comments called for More Flights (7 comments), Improved Concessions (4 comments), and Improved Parking (4 comments).

Figure 14: Do you have any suggestions regarding potential improvements to Juneau’s ease of access?

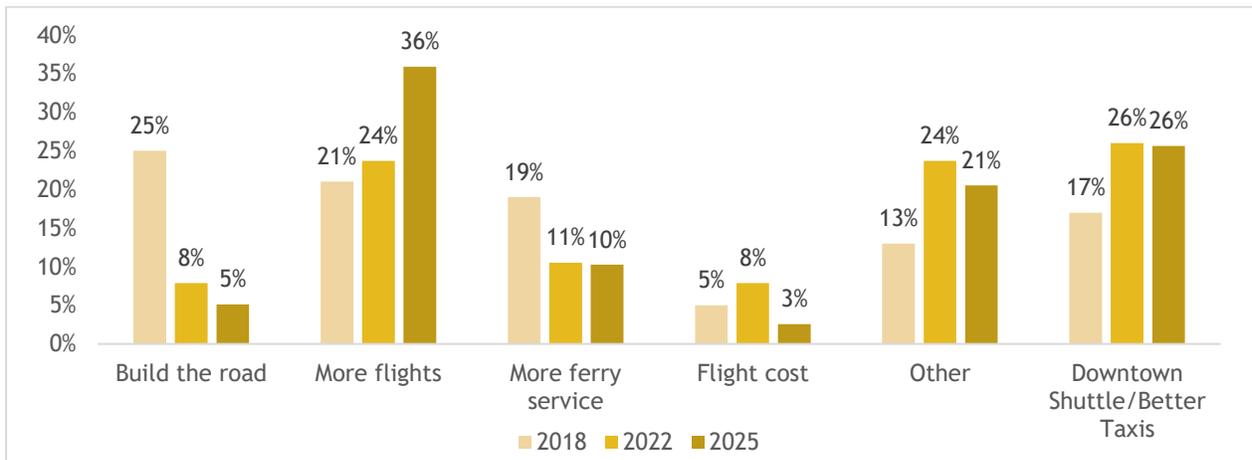
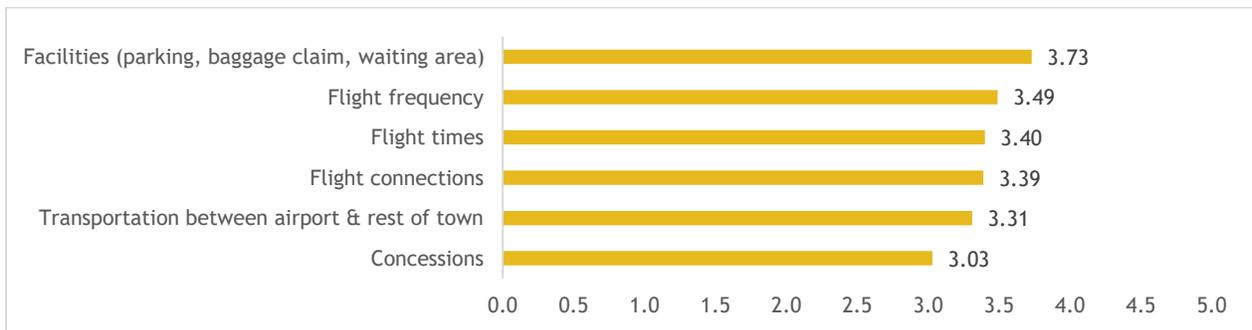


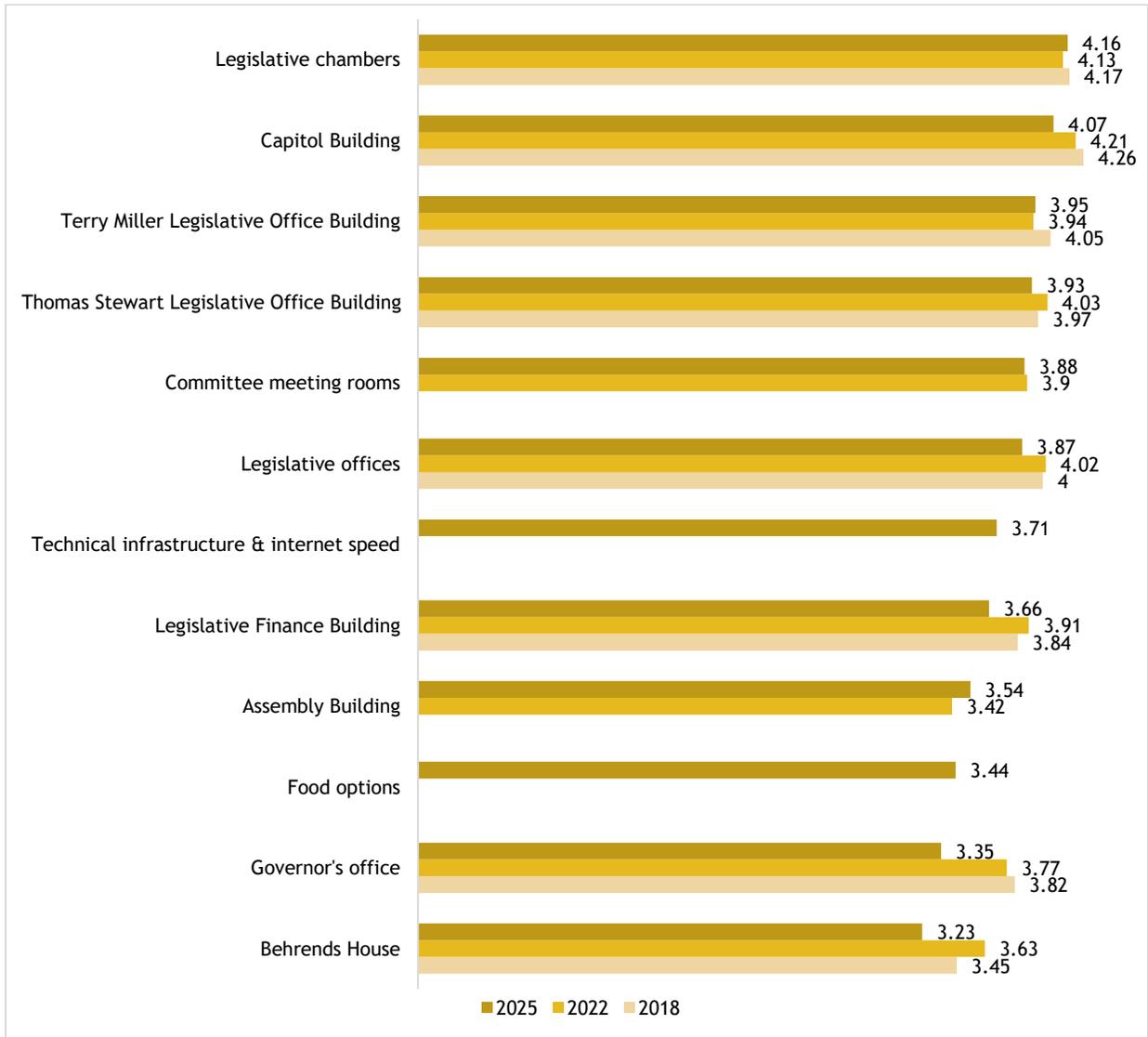
Figure 15: Please rate the following aspects of Juneau’s airport.



Capitol Complex

Respondents were asked to rate their satisfaction with the buildings that constitute Juneau's Capitol Complex (Figure 16). Most buildings received high satisfaction scores. Consistent with the 2018 and 2022 surveys, the Behrends House, Governor's Office, and the Assembly Building all scored somewhat low, with the Governor’s Office and Assembly building receiving their lowest scores of any year. All buildings were rated similarly to how they were rated in past surveys. The Legislative Chambers, Capitol Building, Terry Miller building, and Thomas Stewart building all received high scores again. New this year were two questions about the Capitol’s technical infrastructure/internet speed and food options, both scoring moderately well.

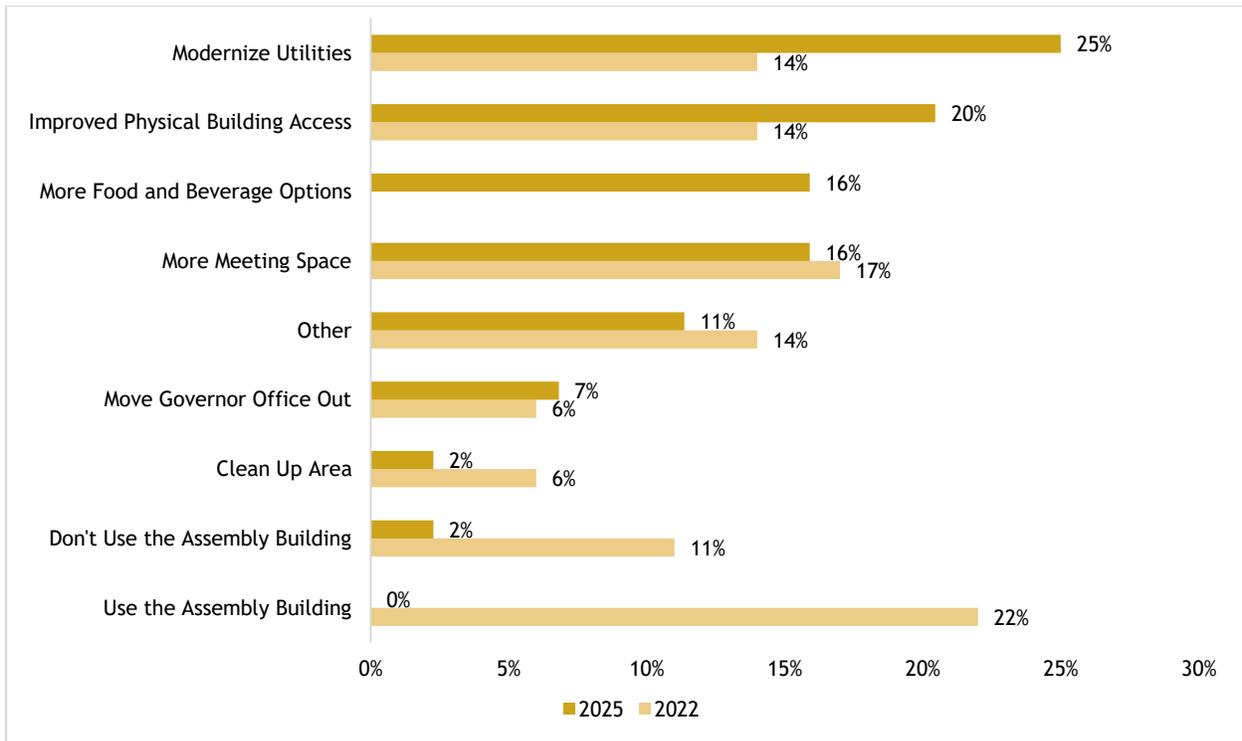
Figure 16: Please rate your satisfaction with the following aspects of Juneau's Capitol Complex



In the space for comments, most (25%) advocated for modernizing utilities, such as additional elevators, improved air circulation and climate control in offices, enhanced internet speed and bandwidth, and an overall more modern structure (Figure 17). Twenty percent of comments called for improved building access, such as ADA access in restrooms, repairing uneven surfaces in the car park entrance, and a safety buffer between the front steps and street traffic. Other common complaints included more physical space for work meetings and personal phone calls, more food and beverage options, and moving the governor’s office out of the Capitol to make space for legislative business. Here are some sample comments:

- “There is not enough room for the public in some committee rooms, and awkward layout for the recording people in some of the rooms.”
- “The Governor's 3rd Floor should have gone to the Terry Miller Building making the State Capitol exclusively for the Legislature. We need more rooms that allow for larger committee meetings or joint hearings.”
- “The Assembly Building was a genius move. Everyone loves it - I haven't heard a single bad thing said about it at all, except that they are sticklers for cleanliness at move out and that is hard if you have a small child (a colleague last year did).”
- "Handicapped accessibility to bathrooms needs improvement."
- “The teleconference system needs to be updated.”
- “A coffee cart inside the Capitol would be very helpful!”
- “The Lounge is AMAZING! I have only had great, tasty, and healthy food from there this year.
- “The legislative lounge offers some solid options, but there is an influx of store-bought items available that are easy to prepare yourself, for example boiled eggs, yogurt parfaits, etc. The lounge used to be a lot busier and I think that's because there was more homemade food that made people feel like they weren't eating processed stuff throughout the day.”
- “The Capitol could really use some soundproof phone booths for private phone conversations. There are no real meeting rooms one can duck into and a lot of people default to the hallways or echo-y stairwells to make calls. As most offices are shared/open concept, private calls are also undesirable there. Small, soundproof telephone booths are commonplace in larger open concept offices. The public lounge would greatly benefit from a furniture refresh. As it, it is very dated and an inefficient use of space that gets very crowded during Legislative fly-ins.”
- “It’s very dangerous to step out of the capitol and reach the bottom stair only to find yourself inches away from fast moving traffic. Perhaps an additional stop sign or other warning to motorists would help.”

Figure 17: Suggested improvements to Juneau's Capitol Complex



Respondents With Children

The survey this year sought to capture the number of legislators and staff with children aged 18 or younger to learn the factors influencing their decisions to bring their children with them to session. Out of 130 respondents, only 23 had children aged 18 or younger. Just 13 of these 23 respondents were non-locals (8 staff, 5 legislators), and only 2 of these non-locals choose to bring their children to Juneau for the legislative session. Below are sample responses from those who choose not to bring their children to Juneau for the legislative session:

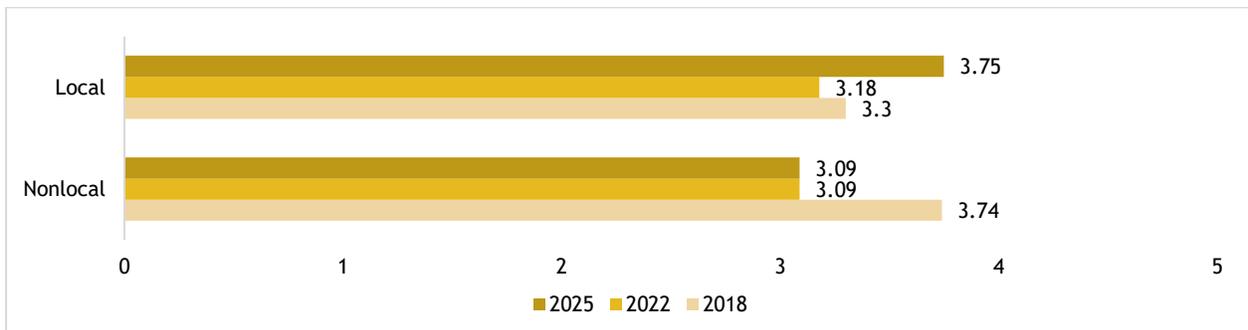
- “My wife has a job and kids are in their local school.”
- “She is in a great school back home and this is not a place I would feel comfortable bringing her due to safety concerns and academic.”
- “Cost of childcare in Juneau.”
- “They would hate leaving their friends and lack of options for them to do stuff. One was even offered a job and turned it down.”
- “They're enrolled in an Inupiaq immersion program at home, they will join me next year.”
- “They are in school in Seattle now. Unfortunately, part of the reason we moved was the collapsing Alaska education system. Part of the reason I'm still working is to try and fix it.”
- “They did not want to transition back and forth after they aged into late Jr. High and high school.”

- “My wife and children live in Anchorage and go to school and work there.”

Gavel Alaska

Respondents were asked to assess the importance of Gavel Alaska to their respective communities on a scale of 1 to 5 (Figure 18). Overall, 68% of non-local respondents rated the service as Very Important to Extremely Important. In comparison, 80% of legislators and staffers who are year-round Juneau residents scored the service Very Important to Extremely Important. Perceived non-local importance scored the same in 2025 (3.09) as it did in 2022, down significantly from 2018’s score (3.74). The local respondents, however, perceived Gavel Alaska’s importance to Juneau residents as more important in 2025 (3.75) than in previous years (2022: 3.18, 2018: 3.30). When asked the follow-up question “How can Gavel Alaska help you reach your community better?” 51% of respondents said “Increase Awareness,” 16% said to “Modernize Production and/or Quality, 3% said “Increase Content,” while 16% said “It’s Great” and 14% said “Other.”

Figure 18: How important is Gavel Alaska to your community?



Summary of Findings

Overall, the survey results show that out-of-town legislators and staff are satisfied with Juneau during the legislative session. Figure 19 compares responses from 2018, 2022, and 2025 to the question, “How can Juneau improve as a capital city?” This question received 67 responses, and it highlights shifting priorities and persistent concerns among respondents over the three survey periods.

The most prominent and consistently growing concern is the need for more or **affordable housing**. In 2018, 18% of respondents identified housing as a key area for improvement. This figure rose sharply to 30% in 2022 and reached 28% in 2025, making it the single largest category in the most recent survey. The increase since 2018 underscores a mounting housing crisis in Juneau, reflecting both rising costs and limited availability. This trend suggests that despite ongoing attention, the issue has only intensified and it often dominates the conversation about Juneau’s cost of living.

Safety and homelessness emerged as a decreasing concern relative to other issues. In 2018, 22% of respondents cited safety or homelessness as an area needing improvement. This proportion decreased to 15% in 2022 and then nearly halved to 8% in 2025. The sharp decrease in 2025 suggests that public perceptions of safety and visible homelessness have become less acute. As indicated in the open-ended comments, the two issues are often correlated; when a respondent made a comment about feeling unsafe, it usually implied or explicitly mentioned Juneau’s homeless population.

The cost of living, cited by 11% of respondents in 2025, was not categorized in prior years due to fewer mentions as related issues like housing affordability were more salient and defined. This year, responses from legislative staff especially have highlighted the challenges of affording to live in Juneau with a large proportion of net incomes claimed by housing costs.

Public transportation and parking, while often discussed in urban improvement contexts, were only cited by 10% of respondents in 2025 and did not register as a major concern in the closing comments of past surveys. This may indicate either improvements in these areas or a shift in priorities toward more urgent issues like housing and cost of living.

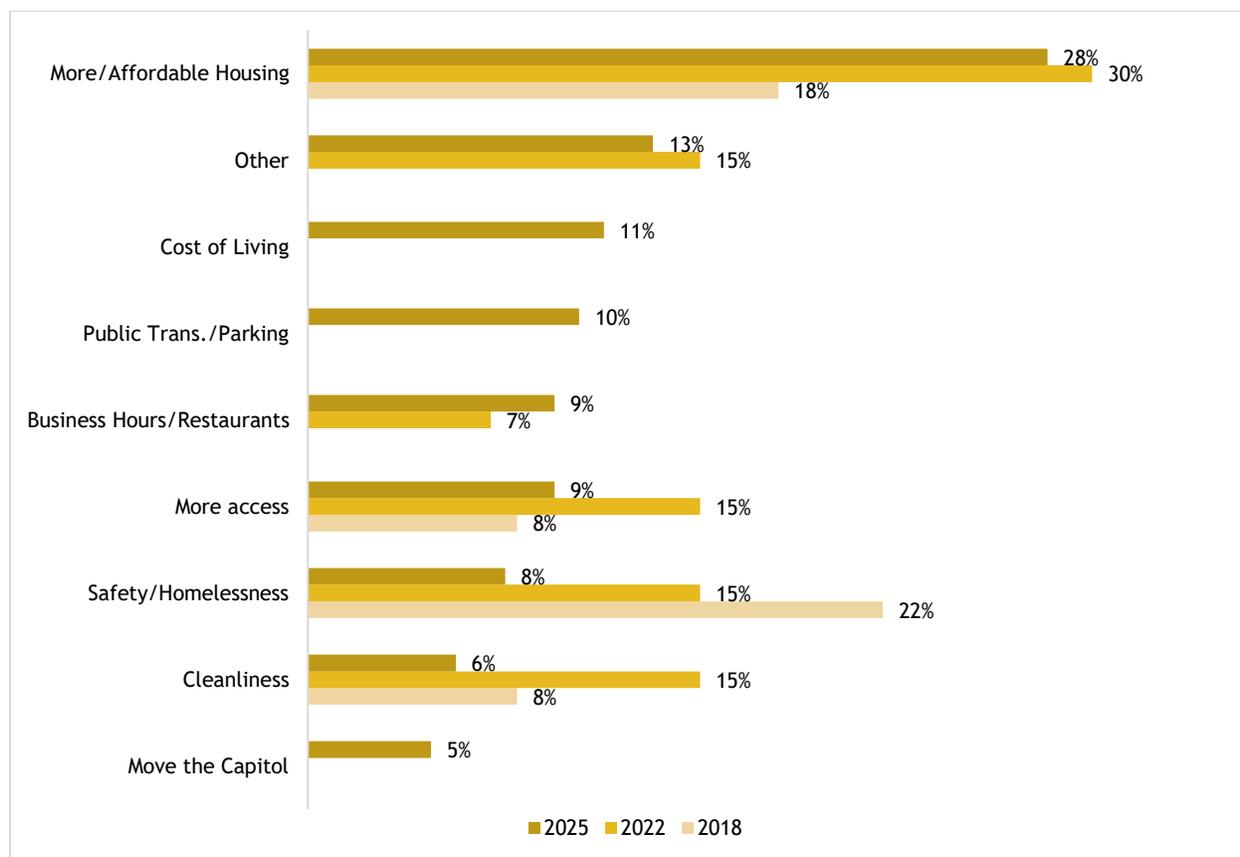
Business hours and restaurant availability remained a relatively minor but stable concern, with 7% mentioning it in 2022 and 9% in 2025. This suggests a persistent, if not growing, desire for more flexible or extended business and dining options in Juneau, which could contribute to a more vibrant capital city experience. Associated with the lack of dining options in downtown Juneau were complaints about seasonal tourism as a too-powerful determinant of available services, both in dining options, and hours of operation.

Ease of access to Juneau cited by 15% of respondents in 2022 was down by nearly half at 9% in 2025. Cleanliness shared this trend with a significant reduction from 15% in 2022 to

6% in 2025, however it is unclear whether these perceptions have improved subjectively, or other issues are overshadowing. What is clear is that legislators and staff are proponents for more flight offerings (and more carrier competition) and a downtown shuttle from the airport provided by the CBJ or more robust and less costly private sector options.

Finally, the idea of **relocating the capital**, a perennial topic in Alaska, was mentioned by only 5% of respondents in 2025 and did not register in the closing comments in prior surveys and appears to remain a minority view or one far less pressing than other issues.

Figure 19: How can Juneau improve as a capital city?



Housing Location Trends:

- 90% of legislators and staff now live in downtown Juneau or on Douglas Island, reversing a 2022 trend toward more distant neighborhoods.
- The share living in the Valley/Airport area dropped from 13% in 2022 to 5% in 2025, likely due to Douglas Island’s short commute and utilization of the Assembly Building.

Transportation Shifts

- Fewer respondents use a personal car as their main transportation; only 44% now, while 35% primarily walk—the highest rate of walkers in survey history.
- Carpooling, borrowing cars, and walking have all increased slightly in popularity.

- State representatives are more likely to bike or rent cars; senators are less likely to walk; staff are more likely to borrow cars.

Airport Issues:

- Airport concessions are a major concern, scoring the lowest among airport aspects.
- Complaints focus on limited airport transportation, flight options, concessions, and parking options.

Arts, Entertainment, and Recreation Participation:

- Respondents are spending more time on arts, recreation, and entertainment activities compared to 2022, with increases in those spending 8–14 and 15+ hours per week.

High-Rated Aspects

- Downtown walkability, recreation, arts and entertainment, information on activities, snow removal, and the look and feel of downtown all received high marks.
- Walkability, recreation, and arts/entertainment scores increased since 2022.
- Information on activities and snow removal also improved.

Low-Rated Aspects

- Accommodations value, restaurant value for money, and parking scored lowest.
- Downtown parking remains a persistent issue, with satisfaction scores consistently low (2.43–3.15 since 2009).
- Restaurant value for money declined to its lowest ever (2.99 in 2025).

Long-Term Trends:

- “Look and feel” of downtown has remained relatively stable since 2009, with a temporary dip in 2018.
- Downtown walkability remains the highest-rated aspect across all years.
- Shopping satisfaction peaked in 2022 but declined in 2025.

Key Recommendations from Comments:

Improve downtown safety and cleanliness, address homelessness, expand housing (including workforce and year-round options), improve parking, extend business hours, and increase late-night dining.

Suggestions include more public events, incentives for converting vacant commercial space into housing, and improved pedestrian infrastructure.

Appendix A: 2025 Survey Questions

	List of 2025 Alaska State Legislative Satisfaction Survey Questions:
Question 1	In which capacity do you serve the State of Alaska?
Question 2	Are you living in Juneau during the legislative session? (If no, thank you for your time.)
Question 3	Do you live in Juneau year-round?
Question 4	Where is your full-time residence? (Southeast Alaska (excluding Juneau), Southcentral Alaska, Southwest Alaska, Interior, Far North, Outside of Alaska)
Question 5	Are you residing in legislative housing during the 2025 session?
Question 6	What kind of accommodations do you have while in Juneau during the 2025 legislative session? (Select all that apply)
Question 7	Where in Juneau is your accommodation?
Question 8	What are your primary forms of transportation during this session? Please select the most common forms of transportation you use?
Question 9	Please rate the following aspects of Downtown Juneau using the following ratings: Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied.
Question 10	Do you have any improvement suggestions for Juneau's downtown?
Question 11	During the legislative session, how often have you experienced situations in public spaces that made you feel unsafe? (Never, Rarely, Sometimes, Often, or Always)
Question 12	If you are comfortable sharing details, can you describe specific situation(s) in which you felt unsafe while in Juneau during the legislative session?
Question 13	Using the following ratings; Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, or Not Applicable, please rate the following aspects of Juneau's hospitality and recreation.
Question 14	Please estimate the number of hours spent on art, entertainment, and recreation activities outside of the home per week during the legislative session. Input a number of hours per week.
Question 15	What type(s) of recreation/activity do you take part in during the session?
Question 16	Do you have any suggested improvements to Juneau's hospitality and recreation?
Question 17	Using the following ratings; Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, or Not Applicable, please rate the following aspects of Juneau's airport.
Question 18	Do you have any suggestions regarding potential improvements to Juneau's ease of access?
Question 19	Using the following ratings; Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, or Not Applicable, please rate the following aspects of Juneau's Capitol Complex.
Question 20	Do you have any suggested improvements to the Capitol Complex?
Question 21	Do you have children (aged 18 or younger) who live at home?
Question 22	What age group are your children in? (Select all that apply)
Question 23	Do you bring your children to Juneau during the legislative session?
Question 24	Why do you not choose to bring your children to Juneau during the session?
Question 25	What is your child's educational arrangement when they are in Juneau during the session?

Question 26	What has been your overall experience with Juneau’s education system? Do you find it adequate to meet your child’s needs?
Question 27	How important do you think Gavel Alaska is to your constituents?
Question 28	How can Gavel Alaska help you reach your constituents better?
Question 29	How can Gavel Alaska improve TV/web service?
Question 30	Overall, how can Juneau improve as a capital city?
Question 31	Optional: please enter your name and email address to be entered into a drawing for three \$25 Local Frequency gift cards that are redeemable at local Juneau businesses.