

DOWNTOWN KNOXVILLE SURVEY

Conducted by Knoxville Central Business Improvement District

April 2015



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2015 DOWNTOWN KNOXVILLE SURVEY

Purpose

The Downtown Knoxville Survey was conducted by the Downtown Knoxville Central Improvement District (CBID) as a part of the planning process for FY 15-16. The primary purpose of the survey was to seek input from a variety of stakeholders on the effectiveness of existing programs as well as seek new ideas to define future priorities.

Distribution

The survey was open between March 9 and April 27, 2015. With over 28,000 Facebook and 15,000 Twitter followers, the survey was primarily promoted through Downtown Knoxville social media as well as through the Downtown Knoxville newsletter. Links were sent directly to downtown homeowner associations in order to increase participation by downtown residential owners. Information about the survey was also picked up by downtown-focused blogs as well as the News Sentinel. A copy of the survey is included at the end of this report.

Results

A total of 716 people completed the survey. This included the following breakdown (participants were allowed to pick more than one category):

CBID/Downtown Property Owner	16%
Business Owner	11%
Downtown Employee	26%
Downtown Resident	30%
Visits Downtown	69%

Of the Downtown Residents, 63% indicated they own property and 37% indicated they lease.

Because of the very large percentage of participants who visit downtown for business or recreation (69%), the statistical results of business owners, employees, residents, and visitors were compared to determine if responses were significantly different between categories. Overall, there was not a significant difference although a few observations are noted on pages including the statistical information.

Comments

There was a significant amount of information provided through the open-ended questions including “What types of businesses or services would you like to see added to Downtown Knoxville,” “What would you identify as the top priority for downtown,” and “Please provide any additional comments on how we can improve CBID, Downtown Knoxville, future efforts, or any other items you would like to share.”

In total, there were 1,490 comments received. In order to provide meaningful use of these comments, they have been grouped into 11 general categories. Additional analysis can be done to further categorize each of these as needed.

	# of Comments	% of Total
Retail	326	21.9%
Development, Design, and Beautification	256	17.2%
Restaurants and Bars	153	10.3%
Events, Entertainment, Venues, and Attractions	141	9.5%
Parking	96	6.4%
Transportation	75	5.0%
Security and Safety	70	4.7%
Panhandling and Homelessness	64	4.3%
Services	34	2.3%
Housing	28	1.9%
Other	247	16.6%
	1,490	

Information included in Report

Pages 3 and 4 – Statistical results of questions related to the impact Existing Programs have had within the last year (respondents were asked to indicate if programs were Very Noticeable, Noticeable, Not Noticeable, or Don’t Know)

Pages 5 through 7 – Statistical results of questions related to priorities for Future Programs (respondents were asked to indicate if programs should be Expanded, Remain the Same, Reduced, or Eliminated).

Pages 8 and 9 –These pages include high-level observations from the 1,490 comments.

Pages 10 through 35 – Detailed comments received from respondents by category. Comments are unedited, including typos and grammatical errors. One comment was deleted due to excessive profanity. All others are included as submitted.

Pages 36 and 38 – Copy of survey.

Questions?

Contact Downtown Knoxville Central Business Improvement District. Michele Hummel, Director at 865.246.2654 or Robin Thomas, Marketing at 865.246.2653.

Existing Program VERY NOTICEABLE or NOTICEABLE impact within the past year:

	Total	Residents	Business Owners	Employees	Visitors
Beautification Efforts	85.5%	84.2%	79.4%	81.3%	85.7%
Development/Façade Grants	74.4%	72.8%	74.6%	76.4%	75.9%
Marketing Business, Events, Assets, etc.	67.0%	64.1%	50.8%	65.5%	68.8%
Sponsoring Events	60.7%	58.0%	60.3%	61.8%	61.1%
Website/Social Media Improvements	42.0%	33.2%	25.4%	40.6%	45.4%
Providing Additional Security in Evenings	36.3%	39.5%	34.9%	40.6%	35.5%

Summary:

- Respondents have a positive opinion of impact of Beautification Efforts; Development/Façade Grants; Marketing Business, Events, Assets, etc; and Sponsoring Events.
- Visitors have a more positive opinion of the impact of programs related to Marketing Business, Events, Assets, etc., and Website/Social Media Improvements and business owners have the least positive opinion.
- Residents and Business Owners seem to be significantly less aware of Website and Social Media improvements.

Take Away: There is room to build more value with Business Owners.

Existing Program NOT NOTICEABLE or DON'T KNOW impact within the past year:

	Total	Residents	Business Owners	Employees	Visitors
Providing Additional Security in Evenings	63.7%	60.5%	65.1%	59.4%	64.5%
Website/Social Media Improvements	58.0%	66.8%	74.6%	59.4%	54.6%
Sponsoring Events	39.3%	42.0%	39.7%	38.2%	38.9%
Marketing Business, Events, Assets, etc.	33.0%	35.9%	49.2%	34.5%	31.2%
Development/Façade Grants	25.6%	27.2%	25.4%	23.6%	24.1%
Beautification Efforts	14.5%	15.8%	20.6%	18.7%	14.3%

Summary:

- Least noticeable among Employees and Visitors was Providing Additional Security in Evenings.
- Least noticeable among Residents and Business Owners was Website/Social Media Improvements.
- In terms of the impact of Marketing Business, Events, Assets, etc., almost 50% of Business Owners indicated that the programs were NOT NOTICEABLE or DON'T KNOW. This is 16 points higher than the average and 13 points higher than any other group of respondents.
- In most categories, Business Owners again had the least favorable opinions.

New Programs EXPAND:

	Total	Residents	Business Owners	Employees	Visitors
Retention/Recruitment of Retail	75.5%	77.1%	68.9%	79.0%	75.3%
Public Space Improvements	70.9%	71.0%	61.7%	70.4%	72.1%
Beautification Efforts	64.3%	64.1%	60.7%	57.3%	63.4%
Improved Parking and Transportation	59.4%	54.2%	43.3%	58.3%	64.0%
Retention/Recruitment of Restaurants	59.0%	55.6%	49.2%	59.1%	62.8%
Safety and Security	54.9%	53.4%	47.5%	60.1%	55.7%
Development/Façade Grants	51.5%	46.7%	44.1%	48.1%	51.9%
Retention/Recruitment of Office	46.4%	46.2%	50.0%	49.3%	46.9%
Event Sponsorship	35.0%	30.5%	30.5%	28.6%	39.4%
Parking Token Programs	32.0%	22.4%	20.7%	30.9%	33.9%

Summary:

- Retention/Recruitment of Retail scored highest among all respondents.
- Public Space Improvements scored second highest among all respondents. Beautification Efforts, which certainly could be considered a similar initiative to Public Space Improvements, scored third or fourth highest among all respondents.
- Improved Parking and Transportation scored higher among Visitors driving the overall score, with lower emphasis on this EXPAND need from Residents, Business Owners, and Employees. Business Owners actually scored 16 points lower than the average and 11 points lower than any other category.
- Retention/Recruitment of Office scored higher among Business Owners and Employees.
- Employees scored higher on concerns related to Safety and Security emphasizing the need to address these concerns.

New Programs REMAIN THE SAME:

	Total	Residents	Business Owners	Employees	Visitors
Event Sponsorship	55.9%	56.5%	52.5%	61.0%	53.0%
Parking Token Programs	49.9%	52.3%	44.8%	49.7%	52.0%
Retention/Recruitment of Office	44.9%	43.9%	36.7%	44.1%	44.5%
Safety and Security	42.5%	44.4%	44.3%	37.3%	41.7%
Development/Façade Grants	41.7%	42.2%	37.3%	46.2%	44.3%
Beautification Efforts	35.3%	35.3%	39.3%	42.7%	36.7%
Improved Parking and Transportation	34.0%	34.6%	41.7%	31.4%	32.3%
Retention/Recruitment of Restaurants	33.4%	36.5%	33.9%	33.1%	31.3%
Public Space Improvements	27.4%	27.8%	33.3%	28.3%	26.8%
Retention/Recruitment of Retail	21.9%	22.4%	27.9%	20.4%	21.8%

Summary:

- Analysis focused on EXPAND and REDUCE/ELIMINATE opportunities.

New Programs REDUCE OR ELIMINATE:

	Total	Residents	Business Owners	Employees	Visitors
Parking Token Programs	18.1%	25.3%	34.5%	19.5%	14.1%
Event Sponsorships	9.1%	13.0%	16.9%	10.4%	7.7%
Retention/Recruitment of Office	8.7%	9.8%	13.3%	6.6%	8.6%
Retention/Recruitment of Restaurants	7.6%	7.9%	16.9%	7.8%	5.9%
Development/Façade Grants	6.8%	11.1%	18.6%	5.8%	3.8%
Improved Parking and Transportation	6.5%	11.2%	15.0%	10.3%	3.7%
Retention/Recruitment of Retail	2.6%	0.6%	3.3%	0.6%	2.9%
Safety and Security	2.6%	1.7%	8.2%	2.5%	2.6%
Public Space Improvements	1.7%	2.2%	5.0%	1.3%	1.1%
Beautification Efforts	0.0%	0.5%	0.0%	0.0%	0.0%

Summary:

- The survey did not require a forced prioritization of initiatives. As expected, respondents had low interest in reducing or eliminating most programs. There was relatively high support for reducing or eliminating the Parking Token Program, particularly from Business Owners.
- Business Owners scored significantly higher in both the reduction or elimination of Event Sponsorships and reduction or elimination of Retention/Recruitment of Restaurants.
- Residents and Business Owners scored significantly higher in reduction or elimination of Development/Façade Grants.
- Business Owners showed stronger interest in elimination of most categories than other respondents. However, they showed very low interest in elimination of Recruitment/Retention of Retail.
- There was almost zero interest in elimination of Beautification Efforts across all respondents.

Comment Summary

The 1,490 comments have been grouped into 11 separate categories and are included following this summary. Below are some high-level observations.

Retail – In general, there was a very strong interest in additional retail with 326 comments related to this category (22% of total). Drug store/pharmacy, grocery store, and hardware store were the most frequently mentioned. Bakery, clothing stores (particularly men’s), and office supply store were also mentioned frequently. Many respondents had strong opinions about the importance of retail remaining unique, local, community-minded, independent, “specialty shops that you cannot find in other places in Knoxville.” However, there were also comments related to department stores and successful chains. Trade Joe’s and IKEA were both mentioned a few times. A few specific ideas were options for oven-ready meals to purchase and take home, a donation center since so many renters throw out things when they move rather than drive to donate, and a UT store selling tickets and fan gear along with promoting all UT research and programs.

The retail comments highlight several opportunities for existing retailers to further educate the downtown stakeholders on services already being provided. Although always not through specialty, designated storefronts, several of the retail needs mentioned are provided in some capacity through existing merchants. There’s also significant opportunity to continue to expand awareness and ease-of-use of trolley service to University Commons for many items mentioned.

Development, Design, and Beautification – A total of 256 comments related to Development, Design, and Beautification (17% of total). By far, these were the most passionate and thorough comments included in the survey results. Respondents have very specific ideas on development of downtown.

Frequently mentioned were ideas related to Henley Ave, access to World’s Fair Park, waterfront development, Jackson Ave., and the expanding footprint of downtown both north (numerous references to Happy Holler) and south. Kid’s parks, green spaces, community gardens, and pocket parks were mentioned numerous times. The need for handicap improvements was also frequently mentioned. There were a few comments related to the expansion of the façade grant program to include residential buildings.

This summary does not do the comments justice and it is recommended that the detailed comments be reviewed to have a real understanding of the ideas submitted.

Restaurants and Bars – There were 153 comments related to Restaurants and Bars (10% of total). Comments ranged from needs of more high-end to needs for fast food. The primary take-away is the interest in more diversity and more ethnic dining options.

Events, Entertainment, Venues, and Attractions – There were 141 comments related to Events, Entertainment, Venues, and Attractions (9.5%). There were many comments related to more events on the water and more family-friendly events. Many comments related to the need for a “destination attraction” for downtown in addition to ongoing festivals. There were comments related to need for additional small venues, including outdoor music venues; and significant interest in more events with local musicians. Comments include specific ideas ranging from climbing walls, downtown tennis courts, after-dark farmers’ market, and return of Sundown in the City (or some form of additional outdoor music festivities). Additional events at World’s Fair Park were mentioned several times as were the interest in more art events. A couple of the more specific ideas: “Recruit Scripps Network to open an attraction downtown. It might include demonstration kitchens, travel presentations, and home decorating product ideas.” “Turn World’s Fair Park into an outdoor center. Reimagine the water features as beginner kayak and paddling areas complete with natural landscaping. Small but technical mountain biking areas would run along the

water route...Would add tremendous uniqueness to Knoxville.” Clearly, respondents are interested in helping make Downtown Knoxville a place where people want to visit.

Parking – There were 96 comments related to parking (6.4%). Comments ranged from we need more to we have enough. There were several comments related to downtown parking apps and/or interactive maps, several resident comments related to specific issues of meters being bagged during events, a few comments related to need for improved handicapped parking availability, and interest in extending two-hour parking to provide visitors time to eat and shop.

Transportation – There were 75 comments related to Transportation (5%). Most related to the importance of expanding public transportation options. Specific comments related to expanding trolley routes and service hours, and the importance of connecting downtown neighborhoods (Gay, Old City, Happy Holler, UT) via convenient and late-night service.

Security and Safety – There were 70 comments related to Security and Safety (just less than 5%). Most comments were general in nature, but there were several concerns about the increased number of groups of teenagers gathering and wandering around.

Panhandling and Homelessness – There were 64 comments related to Panhandling and Homelessness (4.3% of total). Most were general in nature.

Services – There were 34 comments related to Services (2.3%). Specific interests related to gas station, medical services, gym, copy center/office services, and pet services.

Housing – There were 28 comments related to housing (about 2%). The very high majority of these were related to the importance of maintaining affordable housing in downtown.

Other – There are currently 247 comments that have been grouped as Other (just under 17%). Many of these comments fall into interest for public restrooms, interesting in improved downtown internet infrastructure, permanent locations for food trucks, improved communication about what CBID provides, and increased recruitment of office employment.

Comments – The detailed comments received from respondents are included below:

Retail – Pages 10-13

Development, Design, and Beautification – Pages 14-18

Restaurants and Bars – Page 19-20

Events, Entertainment, Venues, and Attractions – Pages 21-22

Parking – Pages 23-24

Transportation – Page 25-26

Security and Safety – Page 27

Panhandling and Homelessness – Page 28

Services – Page 29

Housing – Page 30

Other – Pages 31-35

Retail

1. A 24-hour convenience store.
2. A bakery would be nice, a game shop, etc.
3. A bakery, a convenience store that sells Mayfield milk and such (without tripling the price like the market on Gay does).
4. A clothing store for adult women like Chico's.
5. a couple of good-quality nonprofit thrift shops
6. A department store. Perhaps a Macy's or JCPenny. Where you could buy household items, business type attire and shoes, Also, a grocery store and hardware store.
7. A drug store which I understand is coming to downtown. More variety of shopping.
8. A few well placed, successful chains i.e. Walgreens, Starbucks (not the one in the hotel).
9. A full grocery store, rather than just a convenience/specialty shop.
10. a GOOD bookstore
11. A major department store
12. a music store, an art/craft workshop space with classes and any other type of community involvement things
13. A quality food market.
14. A small Trader Joe's would be perfect for downtown. Specialty stores like Just Ripe, and small stores like The Market are fine, but are not sufficient for most people's grocery needs.
15. A store such as Walgreens/CVS. Although a pharmacy is in the works for Downtown, as a downtown employee a retail location where I could get various sundries (Advil if I have a headache, shampoo on my lunch break, ect.) at a reasonable price would be greatly beneficial. There seems to be an "anti-chain" mentality, but a chain may be something to anchor downtown.
16. A toy store. A drug store.
17. Additional retail
18. Additional retail like an Apple store. Looking forward to the upcoming Pharmacy and Minute Clinic!
19. All types of retail
20. Anchor tenant department type store; small fresh food type grocery store
21. another bookstore
22. another clothing consignment store
23. Any business that would allow a downtown resident or worker to avoid a car trip out of downtown. Like grocery, hardware, general goods, etc. Things for living. Even as a visitor these are helpful.
24. Apple Store, or somewhere to get a cell phone and computer repair, grocery store, pharmacy is coming I hear, that's a big one. I think downtown has done a great job becoming an entertainment hub, and they next level is to make downtown a neighborhood that has everything you need to live.
25. Attract more business to occupy vacant or sub capacity buildings. A pharmacy and full fledged grocery store. A real Starbucks.
26. Attract more businesses which offer practical goods and services to downtown + urban-friendly corporations
27. attracting more retail
28. Attracting retail
29. Attracting retail
30. Bakery
31. bakery
32. Bakery. Cigar store, grocery store, drug store.
33. Bigger grocery stores with longer hours.
34. Bookstore, food market
35. Bringing in and keeping high quality shops
36. business recruitment.
37. Businesses to support resident population- grocery store, drug store, bakery, florist, news stand, shoe store, upscale men's & women's clothing
38. Camera Store
39. cell phones, general store
40. Children's shop/boutique, bakery (fresh breads, sandwiches, pastries)
41. Clothing store for women over 40
42. Clothing Store with business and business casual attire.
43. Comprehensive grocery store.
44. computer/electronics store, men's clothing store, regular (non-throw-back) department store, men's/women's shoe store
45. Could use an "urban" hardware store for small things one needs to maintain a condo or apartment. It is too far to Lowes or Home Depot for small needs.
46. Crate and barrel
47. Department store and major grocery and drug stores
48. Department Store, Grocery Store, Butcher Shop
49. Digital age (modern run) pharmacy hopefully with an old retro soda fountain feel atmosphere. (seems to be on it's way.
50. Drug and grocery, thrift store
51. drug store
52. Drug Store
53. Drug store
54. Drug store
55. drug store
56. drug store
57. drug store
58. Drug store
59. Drug store is top priority, but is apparently coming
60. Drug store such as cvs/Walgreens Retail shopping; national chains such as The Limited, Belk, JcPenney, Alter'd State
61. Drug store, full-size grocery store, bakery
62. Drug Store, grocery store
63. drug store, grocery store, department store
64. Drug store.
65. Drug store.
66. Drug store. As much as I like local, independently owned businesses, I think a major chain drugstore like CVS or Walgreens would be best.
67. Drug store. Grocery store. More clothing stores to form a real niche of those. A UT store selling tickets and fan gear, and also promoting all of the UT research and programs.
68. Drug Store/Card Shop
69. drug store/pharmacy, moderate size grocery (more meats, produce)
70. Drugstore
71. Drugstore
72. Drugstore
73. Drugstore
74. Drugstore ex: Walgreens, Later night convenience store.
75. Drugstore w/ parking accessible
76. Drugstore- which I heard is coming.
77. Expand variety of retail offerings
78. Expanding non-restaurant retail offerings
79. Expansion and Retention of Retail
80. Expansion of retail on all street levels, so much of our downtown street level spaces are taken up by non-retail establishments, when they could be just as effective on a higher level
81. Fish Market.
82. full grocery store - grocery delivery service - a concierge service
83. Full Grocery store.
84. full line grocery store that would make the city totally independent of the suburbs. the downtown district has everything we need minus food.
85. Full service grocery and pharmacy
86. Games/comics/novelty, grocery store.
87. General retail

Retail

88. get a grocery store like a mini walmart down here
89. getting more businesses on Market Square to replace the ones that left.
90. Great job on CareMark pharmacy. A pharmacy was number 1 on my list.
91. Grocery
92. Grocery
93. Grocery
94. Grocery
95. Grocery
96. Grocery
97. Grocery
98. Grocery and drugstore shopping, increased variety of retail space, addressing recent vacancies on Market Square.
99. Grocery and higher end/recognizable brand stores
100. Grocery or Drug store
101. Grocery pharmacy
102. Grocery store
103. Grocery store
104. Grocery store
105. Grocery store
106. Grocery Store
107. grocery store
108. Grocery store
109. grocery store
110. Grocery store
111. Grocery store
112. grocery store
113. Grocery store
114. grocery store
115. Grocery store
116. Grocery store
117. Grocery store
118. Grocery store
119. grocery store drug store
120. Grocery store GameStop
121. Grocery store (Aldi, Trader Joe's, etc), IKEA, Crate & Barrel, drugstore.
122. grocery store and lower priced food options.
123. Grocery store or something for basic needs.
124. Grocery store recruitment
125. Grocery store- whole foods or trader joes will be fantastic
126. Grocery store, target.
127. Grocery store, upscale clothing retail.
128. Grocery store.
129. Grocery Store.
130. Grocery store.
131. Grocery store. Maybe an ALDI-type store? Small, but has the staples. Good that a drugstore is coming.
132. Grocery store/General Store.
133. Grocery store/office supply
134. Grocery store; pharmacist
135. Grocery Stores
136. Grocery Stores, Hardware store, Bakery/Bagels, Full Service Convenience Store, Men's Clothing, Sporting Goods
137. Grocery, additional clothing and home goods
Excited to see the pharmacy, clinic, and soda fountain opening soon!
138. Grocery, Drugstore
139. Grocery, electronics, men's clothing.
140. Grocery, Hardware
141. Grocery, hardware, cellular carrier, apparel
142. Grocery, pharmacy
143. Grocery, pharmacy
144. Grocery/Fresh Market, pharmacy
145. Hardware for downtown residents
146. Hardware store
147. Hardware store - everyone needs paint or a screw at some point and crazy to have to drive out to a Home Depot for something simple.
148. Hardware store/ household Goods.
149. hardware!
150. Hardware/home office/kitchen items store
151. Healthy food, Three Rivers Market
152. Help the shops to get replace that recently closed
153. hobby shop
154. Household retail (hardware store, paint shop).
155. I am so glad we are getting a pharmacy! We need places like urban outfitters that people want to come to but can't go to anywhere else in knoxville. We don't need that stupid "market square welcome center that the wests are wanting to put where orange leaf was... There is already a welcome center around the corner. Worst idea ever!
156. I think Knoxville would thrive with the addition of more Market type shopping. I can meet my entertainment needs downtown, but if I need groceries I still have to drive away from downtown. A grocery store would be fantastic!
157. I would like see more retail added. Particularly one big box store (preferably more upscale, like target). I don't think it would take away from local businesses. I just think downtown residents should have a place they can go for their very basic, non artsy needs.
158. I would like to have a local owned pharmacy and hardware store.
159. I would like to see a grocery like Trader Joe's or Whole Foods downtown. I would also love to see a juice bar, and better retail options.
160. I would like to see more retail that offers something other than home decor.
161. I would love a small scale grocery for fill-in items and a pharmacy.
162. I would love to see a men's boutique/retail store added downtown.
163. I would love to see more retail shops
164. I'd also like to see more trendy mens clothing stores downtown. There isn't anything for men really except urban outfitters, and it's pricy for the average person.
165. IKEA
166. Independent book store like Malaprop's in Asheville (NC) that features author readings and signings
167. Independent shops, crafts, groceries
168. Italian bakery, pottery studio/shop, antique store
169. Keeping chain stores out.
170. Large market and pharmacy
171. Large Retail. Like Macy's or Nordstrom.
172. Larger grocery store and a pharmacy. I hear a pharmacy is in the works and hope that is true.
173. Larger grocery store, but NOT a chain one.
174. Less "big box retail/major chain businesses" more "small/local/organic/mindful"
175. Local grocery options.
176. Local shops
177. Local, Community-minded Coffee Shop.
178. Locally owned, unique businesses. If there is a big box store - IKEA
179. Macy's
180. Market with better hours, slightly larger selection.
181. Marquee retailer
182. Maybe boutiques that aren't outrageously expensive.
183. Men's clothing
184. Men's clothing
185. Men's clothing
186. Men's clothing Shoes Bakery Cheese shop
187. Men's clothing store
188. mini grocery, shoe shops, shoe repair
189. mini target type store; grocery store
190. Mix of soda fountain, candy store, diner.
191. More are need big name shops like gap Vera Bradley macs
192. More diverse and unique shops.

Retail

193. more diverse businesses of the non-food variety
194. More general retail. Like what has come; need more.
195. More grocery shopping.
196. More grocery type stores .
197. More independent retail shops - no "big box" stores. Stores being spread out across downtown more so that visitors have more than just Gay street and Union to browse around.
198. More local retail. Grocery store with a draw: Trader Joes, Coop, etc.
199. More local/small businesses. Less chains. More local artisans - pottery, art, etc. Nadeau furniture store.
200. More retail
201. More retail
202. More retail
203. More retail
204. More retail
205. More retail
206. More retail
207. More retail
208. more retail
209. More retail
210. more retail - shoe store, clothing, book store
211. more retail ... larger grocery store, pharmacy, shoe store, clothing stores, hardware, & unique retail
212. More retail clothing, mid-sized grocery, office supplies
213. More retail of almost any kind
214. More retail options.
215. More retail stores.
216. More retail, but NOT chain stores.
217. More retail.
218. More retail.
219. More retail.
220. More retail; drugstore. Higher end clothing.
221. More retailers. Local artists.
222. More shopping
223. More shops
224. more shops
225. More shops in areas other than Market Square and Old City
226. More shops to balance with all the restaurants.
227. More shops.
228. National retail
229. Natural/Health food store, more diverse retail.
230. Need an "urban" hardware store to be able to get small items need for maintenance or improvements of condos and apartments. Lowes and Home Depot are too far away for small things.
231. No more resturants More retsil office
232. Office supplies store
233. Office supply
234. office supply, drug store
235. Old fashioned ice cream parlor, full service grocery store, goodwill with donation center (so many renters throw out things when they move in and out rather than drive to donate them).
236. Old time ice cream shop.
237. outdoor retail bike/running shop bike rental program
238. Oven-ready meals to purchase and take home.
239. Pharmaceutical Businesses...More retail.
240. pharmacy
241. Pharmacy
242. Pharmacy
243. Pharmacy
244. Pharmacy
245. pharmacy
246. Pharmacy
247. Pharmacy
248. Pharmacy
249. pharmacy (it's supposedly coming), hardware store, a better stocked small market or speciality market (Fresh Market, Whole Foods, etc.), more hip stores like Urban Outfitters (it seems to be quite popular) and perhaps, a department store (smaller scale)such as Dillard's, Macy's or Target? Of course, all of these businesses need to meet strict historic preservation guidelines when it comes to building design, etc.
250. Pharmacy and grocery store
251. Pharmacy and high-end Department store/anchor
252. pharmacy or drug store
253. Pharmacy, grocery store.
254. Pharmacy, grocery, athletic store.
255. Pharmacy, hardware
256. pharmacy, more retail
257. Pharmacy, more retail, esp independent
258. Pharmacy, retail
259. Pharmacy, specialty retail, replacements for closed stores like the Orange Leaf and the Peanut Shoppe
260. Pharmacy, which I believe is coming soon.
261. Pharmacy.
262. Pharmacy. Regular grocery store.
263. pharmacy; cell phone store; hardware
264. Pharmacy; men's clothing stores (casual); more retail in general; Redbox.
265. Pottery painting studio, yoga studio or Pilates studio, cosmetics store, Billard bar, bookstore.
266. Practical retail.
267. Quality grocery and hardware stores. (Pharmacy is now underway, thankfully.)
268. Quality of life retail (grocery, pharmacy, hardware/housewares).
269. Recruit grocery store
270. Recruit one or two all-night businesses, such as drugstore, coffee shop, diner, etc. that would serve downtown residents, hotel guests, early/late downtown workers, and visitors.
271. Residential convenience. Retail support
272. residential services, esp grocery & drug store
273. Restoration Hardware
274. retail
275. Retail
276. Retail
277. Retail
278. Retail
279. Retail
280. retail
281. Retail
282. retail
283. Retail
284. retail
285. Retail
286. Retail Grocery
287. Retail commerce
288. Retail development
289. retail grocery/pharmacy development
290. Retail of all types
291. Retail of different sorts--a pharmacy, a true grocery store, unique businesses
292. Retail Outlets
293. Retail shops.
294. Retail stores that sell the basics, such as dishes, underwear, toiletries.
295. Retail stores, grocery store.
296. Retail, grocery,
297. Retail, grocery, more everyday services
298. Retail, markets
299. Retail.
300. Serious shopping, grocery, drug store, bakety
301. Shoe store
302. Shoe store, electronics store
303. Shopping

Retail

304. Shopping Outlets
305. Shopping.
306. Shops, pharmacy, grocery newsstand
307. Shops.
308. Small grocery store
309. Some kind of grocery store between the highest most expensive organic sort and the gouging convenience store.
310. Some type of grocery store, more retail in general
311. Specialty retail food stores (cheese shop, a real bakery, etc.).
312. specialty shops that you can not find in other places in Knoxville
313. Specialty shops, such as the former Peanut Shop, boutiques such as the former Crass Couture and Black Market Squared.
314. Sports retailer like Dick's, Nike, etc. More retail at World's Fair Park.
315. Standard grocery store.
316. Things that people want what you can't get anywhere else. I liked in that plan where they talked about making the old court house a grocery store. That would be great!
317. Toy store
318. Trader Joes
319. Unique products not junky tourist spots
320. Unique shops.
321. Upscale shoe outlet
322. Upscale, men's and women's clothing stores.
323. Walgreens/cvs-type pharmacy
324. We may have a drug store, but another would be nice
325. Weigel's that's in a safe place
326. Would love to see ONE more National retailer like the Container Store, etc.

Development, Design, and Beautification

1. A chairlift from the riverfront to the 100 block of Gay, stopping at the First Tennessee building and the Krutch extension.
2. A trash can at each intersection, not every corner but one per intersection. I think that'll help with litter greatly.
3. Aesthetic and safety.
4. Also since Henley Bridge has reopened it has become a small highway over there. It feels like everything across the walkway is cutoff and not pedestrian friendly.
5. Anything that develops surface lots on Walnut, Gay, etc...
6. Attention paid to areas other than Gay Street and Market Square.
7. Beautification
8. Beautification
9. Beautification , murals, Better architecture
10. Beautification And events
11. Beautification and exceptional maintenance of public areas
12. Beautification and expansion
13. Beautification efforts have been great, & engender pride in the community.
14. Beautification for sure. Less smoking in Krutch Park- my whole office talked about this. Maybe have more designated smoking areas.
15. beautification, green space
16. beautify gay street by completing the current work on kub, penneys, kress bldgs...seems to be taking years...because it is...
17. better connected pedestrian access to World's Fair
18. Better sidewalk maintenance! and keep bikes off sidewalks by keeping streets safe for them!
19. Better/more access to World's Fair Park from downtown (starting with calming of Henley St traffic)
20. Bike paths to Downtown that don't cross Kingston Pike or other major roads. Outreach to West Knoxville.
21. Bring in retail waterfront development that is tied into Downtown development.
22. Building new structures and try to eliminate vacant lots/surface parking.
23. Businesses on main floors, living above.
24. CBID needs to ask the City to write an ordinance prohibiting broken or boarded-up windows on buildings not actively under construction. The old KUB, The Kress Bld and Bacon & Co. are the worst offenders. These buildings are eyesores. It's the DT equivalent to dirty lot or junk cars on a residential lot. Ordinances prohibiting these are already on the books.
25. CBID needs to include homeowners, through their HOAs, in the consideration for grant money. All the responsibility for maintaining our beautiful buildings falls on us while the developers get the subsidies. Can we reach a reasonable balance?
26. Change the facade grants to repayable loans upon time of sale of property, and if its over a specific period, then in small increments over a 3 or 5 year period. change this from a give-away to a revolving fund to benefit downtown. The developers receiving CBID funds from us should not hold onto these funds once they realize a profit from the use or sale of a property. CBID funds should go back to CBID members.
27. City repaving after KUB work, beautification- specifically cleaning up graffiti
28. Clean up
29. Clean up the streets and parking lots. People use these areas as trash bins
30. Cleaning up the Old City.
31. Cleaning up, developing and providing easy pedestrian access to the riverfront would take us up a peg or two.
32. cleanup ugly garage like Langley side facing Pembroke
33. Cohesiveness- filling empty space with stores/restaurants that make sense
34. Combining historical preservation with development.
35. community garden
36. connecting downtown north and south to central downtown, better walkability, building in undeveloped areas
37. consistency
38. Consistency
39. Consistent, well done development. Not cheaply done. This is an investment in our city. Do not skimp.
40. Contine developing the areas around downtown (Magnolia, South Knox, Broadway, ect.)
41. continue beautification
42. Continue renovation of historic buildings, more user friendly bike/walk paths
43. continue renovation of old buildings on Gay st and in the old city while maintaining the historic nature
44. Continue to build up density. Parking once then walking is great but only works with a high density layout
45. Continue to expand financial incentives to the core of business owners and current residents who currently support the urban community and encourage it's growth.
46. Continue to push growth in the Depot area.
47. continue to remodel old buildings mixed use spaces green spaces
48. Continue to support good mix of retail, service businesses, residential, and entertainment.
49. continued beautification
50. Continued growth and infill
51. Continued growth in the N Gay area
52. Continued investment, both public and private, in redeveloping and re-building the spaces in downtown. Expand the connectivity to other areas that are cutoff by physical barriers.
53. Continuing to renovate old buildings to bring in more businesses and residents
54. Create a fenced in kids park in the center grass area between Crutch Park and Gay Street. Dog parks are great but there needs to be a park friendly to young children that animals cannot get to.
55. Create a restaurant, shop, bar, etc corridor between Downtown and Old North/4th and Gill. Improved transportation.
56. deal with ugly Langley garage side near Pembroke
57. Definitely needs more trees, water (waterfalls), anything "mountainy"
58. Design guidelines (developing strong ones and STICKING TO THEM)
59. Develop empty spaces
60. Develop more of the waterfront and create an area to do light/music shows on the river. The ideal place would be on the south side of the river between the Gay and Henley bridges, to be viewed from the north side of the river. Look at what Grand Haven, Michigan does.
61. Develop surface parking lots into buildings and businesses.
62. Development

Development, Design, and Beautification

63. Development of a vision to help guide future development with a focus on keeping the core pedestrian friendly.
64. Do something about the ugly new garage. Develop Jackson ave for the public good.
65. dog owner education about cleaning up after their pets
66. Downtown playground for children.
67. Downtown sidewalks cleared of snow and ice regardless of who owns the business
68. Encourage first floor office tenants to move to upper floors to increase availability of new retail tenants along Union and on Market Street.
69. Encourage new construction of architectural value on empty lots.
70. Expand business development into areas like S. Knox and N. Central. Encourage businesses that help the neighborhoods (like anything new in Happy Holler) and stop allowing more "mission businesses". We have enough already in this area and it's become detrimental to business growth and property values.
71. expand development of "downtown knoxville" to areas south of Market Square, and West of Gay. As well as along State and Central. You might as well start by the intersection where Yassin's, the library and that hotel are - that would be a great place to see further development.
72. Expand the time-stamp and demographics of the urban center. If every reason to be downtown occurs according to the same schedule (like say all upscale restaurants and boutiques) it won't be sustainable. The same goes for demographics of people. No downtown can survive with just a rich older population. We need to bring in more cheaper food, more reasonable housing, more markets, more things like artist and dance studios. Also, making it easier to walk/bike between areas with student populations and the downtown could help support the downtown during "business hours" (which currently feel like ghost hours).
73. Expanding beyond the 300/400 blocks of Gay street and Market Square
74. Expanding foot traffic/storefronts on less well-traveled streets (Church, Clinch, including improving walk from Transit Center).
75. Expanding the downtown footprint--whether that means expanding north or across the river to south Knoxville
76. Expansion outside of market square
77. Extend beyond Market Square.
78. Facade grants have been a success. What if there were grants for the inside of spaces too, and also- Id love to see some non luxury affordable spaces to live popup in downtown- this way, we could create a more dense population of creative artists and entrepreneurs
79. Facade improvement
80. Facades on Gay St.
81. facilitating/promoting re-use of existing commercial/retail space
82. Family friendly.
83. Fill the now empty restaurant locations on the square
84. filling empty building spaces
85. Filling empty spaces
86. Filling empty spaces
87. Filling empty store fronts
88. Filling in empty commercial space with retail businesses.
89. Find way to use vacant buildings to bring new vendors to downtown.
90. finish developing / restoring the existing downtown buildings
91. Finish south side riverfront project
92. Finishing street beautification
93. Fixing potholes
94. Focus on making downtown pedestrian and bicycle friendly.
95. Further redevelopment on the north side is a brilliant idea. Cool businesses that are coming to that area are greatly expanding where visitors want to go, and the overall safety of the area in my opinion. And potentially add more large office space downtown (such as a new tower or two) without destroying any of the beautiful old buildings. Redevelop the state street/civic colosseum area into a more residential area.
96. Future: move the concrete canyon of the James white parkway further to the east to allow more development. Make it more of a river town- better connections. Sports venues for kids....more family destinations. Make downtown less dependent on festivals and more everyday reasons to come. The people who work downtown leave at quitting time. Find reason to stay. We've come a long way but can be so much better. Connect the various areas to each other better.
97. Gardens for beautification and for food. Dog Bag and Cigarette bins everywhere.
98. Gathering spots (bars and not bars).
99. Getting the roads fixed
100. Good new development and less tearing down of old buildings. Still feels like a bombed-out warzone on many streets.
101. Grants to HOAs for building improvements
102. Green space.
103. handicap improvements
104. Hard to pick just one, but keeping the architectural integrity and not allowing any more buildings that absolutely necessary be torn down. It breaks my heart over the the two buildings/houses that were torn down next to St Johns. Those could/would have been wonderfully restored homes.
105. help develop vacant properties with new incentives
106. Helping small businesses stay by making renovations on building affordable
107. Henley street more pedestrian friendly.
108. historical preservation
109. Hold developers to their originally improved plans instead of approving a mixed use plan and then allowing amendments later on that eliminate that purpose (e.g. the recent parking garage on locust).
110. I am curious to know plans for Jackson, especially with the additional apartments going in at the Daniels building, and the event space. Will there be enough parking? Will the sidewalks be wide enough for the additional foot traffic?
111. I lived downtown for 2 years. I currently live in Boulder CO. Knoxville is the most underrated town in America! I believe one thing that would make downtown better is increase the amount of attractions on the north Gay st. area, as well as the Jackson ave. area. that would give un-interrupted attractions from one end of Gay st. to the Old City. Jackson ave. is sort of wasted space. IT see a surprising amount of foot traffic considering there really isn't much there. Also, make the Urban Wilderness more accessible to foot traffic from downtown. Run the greenway through

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- downtown and connect it through to the Island Homes greenway which connects to the Urban Wilderness.
112. I think CBID does a great job. I'd like to see them branch out a bit and expand our downtown to include areas north of the viaduct and south of the river with transit options. And help with businesses getting established possibly with help affording rent.
 113. I think that renovation on Jackson Avenue (near the Standard) and in Old City should be a top priority. Knoxville is in need of more parking, new sidewalks, and more security along Jackson.
 114. I think the *worst* thing would be to ruin the nice blossoming arts district of W. Jackson Ave with a horrible chain supermarket, or any other large soulless building. So don't do that!
 115. I think the curb radiuses (radii) at busy intersections should be smaller so that people have to drive more slowly when they turn corners, making it safer for pedestrians.
 116. I would like to see a shift from large developers getting grants to small businesses getting support
 117. I would love to see a focus on urban gardens.
 118. I'd like to see downtown expanded north of gay st and the old city with shops, restaurants, entertainment, and parking.
 119. If any of Knoxville's "underground" sections of the original Gay street could be restructured- that would be a GREAT draw for downtown. People love underground establishments!
 120. If the 5 small parks/gardens were improved to be real showplace gardens and promoted as new attraction, they would attract visitors. We went to Selby Gardens in downtown Sarasota Florida last week and it was mobbed with people. They charge \$10 to get in but visitors still flock to it.
 121. Image clean up
 122. Implement the suggestions of the ULI asap.
 123. Improved dog park.
 124. improved roads. Gay street is bumpy, Union is tough, state street once construction is finished
 125. Improvements are wonderful, keeping balance of interests balanced for young and older residents
 126. Improving areas off Market Square. encouraging use of space on the fringes of downtown and linking to the surrounding neighborhoods.
 127. Improving parking does not mean the destruction of historic and/or beautiful buildings/locations.
 128. Improving public transportation and reducing the need for car service and parking.
 129. improving traffic flow around the downtown area
 130. Increase mixed use development and limit future growth of buildings that only provide parking.
 131. Increased residential/mixed use opportunities. The more people who live in an area, the more businesses want to invest in it, and the more an area can grow
 132. Infill and redevelopment. Enhanced residential density.
 133. Infill construction (higher rise) on empty/parking lots to add retail, restaurant, and entertainment spaces.
 134. Infill development on vacant lots. Also fill the considerable amount of vacant office space (when you count the TVA buildings).
 135. Infill development, fewer surface parking lots, less obstructive parking structures, ground level retail
 136. Infill of all the empty lots and surface-level parking lots with productive businesses or housing.
 137. Infill the overpriced surface lots with buildings.
 138. Infrastructure improvements to entice more retail and business. There are so many residential spaces and not enough commercial space to support
 139. Innovative development... Not allowing anyone to throw up/redevelop a new building, making sure it will fit with the overarching big picture of the long-term downtown scene.
 140. Insist on good design - no residential on street-level - no more parking - make the city friendlier for pedestrians and bicyclists - tame Henley Street
 141. It seems like a little extra effort on "cleanliness" especially during events, ie stuff in the water, mud instead of grass, garbage cans overflowing. City does a good job, but this could be enhanced.
 142. It would be great if dog bags were available near every single green space.
 143. Jackson ave /mcclung rfp
 144. Jackson Ave. development and slowing down Henley st while adding on street parking
 145. Jackson Avenue Redevelopment. Still Downtown's front door; still nothing going on. Pushing on other blight such as the Kress Bldg.
 146. Just as the COK is looking for a suitor for the Supreme Court Site, I think the Knox County School system should move to the empty TVA tower and allow the AJ Building go residential
 147. Keep at it! Preserve history, make the new parking structures more attractive (vertical garden!), try and get those ugly holes for parking lots filled in, try to diversify restaurants and retail options.
 148. Keep clean and family friendly
 149. Keep some green space downtown. Murals on parking garages. Don't destroy historic buildings.
 150. Keeping it people and bike friendly
 151. Keeping storefronts filled and space clean and vibrant
 152. Knoxville is in the top third of the country for high-tech jobs. Let's make downtown a high-technology hub! CoWorking spaces (examples are Mojo in Asheville and Grind in NYC) are centers of action for new start-ups. Fund and promote maker spaces, technology conferences, young start-ups. Employ the University to host tech competitions, but keep the events downtown. Get tech start-ups connected to each other and incentivize collaboration. With hard work, we could be the Silicon Valley of the Southeast.
 153. Knoxville should focus itself on lending more of its resources into developing the waterfront. Chattanooga is known as the fastest growing cities to relocate to for Tech graduates. Chattanooga has the Aquarium, fastest internet service, and has a thriving Downtown community that puts together events that support local economy, and attract business ventures.
 154. Less construction
 155. Looks
 156. Maintaining quality construction in downtown expansion. I see too many wood frame apartments and condos going up. Downtown is vibrant and nice because of the old buildings not because of their age, but because they were built well and still serve as useful and attractive structures today. In short, increased standards for downtown construction.
 157. maintenance and beautification. Last years planters were fantastic. Condition of brick sidewalks and streets is poor. And the planters have become random rather than per plan.
 158. Make certain something beautiful comes out of the 7 story cement wall parking garage that's now a part of "the parking district" of our city

Development, Design, and Beautification

159. Make Henley St pedestrian friendly, enhance and landscape creeks as contributor to quality of life in downtown
160. Make Henley Street pedestrian friendly. A freeway cutting through our otherwise terrific downtown is untenable and the ULI knows it too.
161. Make sure it stays affordable and attractive to most city residents, not just the monied, faux hip, cool trust fund babies and wasps. Keep it real.
162. Making it very residential-friendly
163. Manage the congestion. I am a downtown guy, so I can manage the parking and such, but most people are afraid to go downtown because they can't navigate the City.
164. Minimize empty business spaces.
165. More area to sit outside and watch life go by.
166. More bike accommodations - lanes, signs, racks, etc.
167. more bike stations ...more bikes
168. More grassy areas (not mud) where downtown residents and visitors can take their dogs.
169. more green space
170. More parks & green space.
171. More restaurants on river front
172. More walkable, redevelopment of old buildings, get rid of surface lots
173. Need to greatly improve access to waterfront. This is a hugely neglected asset. A Portland type waterfront is within our grasp if we have the will.
174. No more tearing down buildings for surface parking lot
175. NOT turning downtown into a) the old city, b) pigeon forge, c) the strip, d) chain-businesses in old buildings
176. Parks, public space, green zones
177. Pedestrian safety.
178. place for kids to play keep homeless out
179. Pleasing signage and attractive landscaping
180. Pocket parks.
181. Pooping dogs!
182. Preservation and Development of older buildings. Put the baseball stadium downtown.
183. Preservation and improvement
184. Preservation of existing buildings and infill in current surface lots.
185. Preservation of existing older buildings.
186. Preserving ALL pre-existing historic buildings.
187. preventing pooping dogs from entering farmers market and food festivals
188. Promote development of fringe (south Knox and downtown north as well as east downtown)
189. protecting historic structures from demolition, infilling surface parking
190. Provide additional financial support avenues for downtown HOA's for future historical building preservation, improvement and maintenance.
191. Put a mural on the side of the ugly building adjacent to the Holston overlooking Krutch Park.
192. Redevelop the state street/civic colosseum area into a more residential area.
193. Redeveloping the Coliseum into a neighborhood.
194. Reducing surface parking lots and improving public transportation and greenway connections, particularly heading north.
195. rehab remaining vacant buildings
196. Renovate-- NOT REPLACE civic coliseum/auditorium. Lessen Section 8 vouchers
197. Renovating and maintaining the historical buildings
198. Renovation of old city, Renovation of old buildings.
199. Replace coliseum/theater complex behind Marriott . We need this type of facility but this one is in horrible condition and an embarrassment to Knoxville.
200. Replacing surface parking lots with residential towers.
201. Re-prioritize some grant money to Homeowner Association's for flexible spending accounts for capital improvements for our buildings. Downtown property owners are core to the city, both paying taxes and spending in the CBID, but a sector currently receiving zero funding.
202. Residential trash cans hidden from view.
203. Reestablish the facade grant program. It is the best reinvestment of our tax money.
204. Restoration & conversion of boarded up building on west side of State St, near Commerce St
205. Restore the Bijou.
206. Restoring as many buildings as possible to be available as future office or retail space.
207. Restoring old buildings, not tearing them down to rebuild a new one. Our diverse architecture downtown needs to be restored and protected!
208. Revitalization of the World's Fair Park site.
209. Revitalize Jackson Avenue
210. Revitalizing west jackson Ave. lots of potential with the McClung warehouse sites and opportunities to connect to greenway
211. Riverfront development! Please see Chattanooga.
212. Riverfront, riverfront, riverfront.
213. Road improvement
214. Road repair, graffiti
215. Safety Beautification Traffic light sound signal for handicapped
216. Sidewalk repairs, better lighting, police walking beat, an abundance of plants flowers, shrubs trees along the streets and square for the various seasons, either more garbage cans or better cleanup, police call buttons, a public event announcement/message board, better signage (I think this is in the works), more benches, public restrooms.
217. Slow down Henley with parking
218. Small "pocket" parks
219. Small park or monument at SW corner of Gay St & Church Ave to mark birthplace of Tennessee (a plaque on the building occupying the site was there when I moved to Knoxville in 1993)
220. Smart urban development
221. Stay engaged with major property owners (including government) as to how they can act in a way that improves downtown, e.g. convince Home Federal to develop its lot on Union
222. Stop building parking garages, with fake brick facades. For heaven's sake, just show the damn concrete. Or better yet, build them underground.
223. Street beautification program is great and needs to be expanded, if possible.
224. Street maintenance
225. Streets on either end of market square should be closed to vehicles (except maybe deliveries during certain hours)
226. Summit is extremely dangerous to cross. It should be 2 lanes instead of 4 to calm traffic.
227. Support Multi-purpose spaces offering housing on upper levels and retail on main level.
228. Supporting continued development and better use of open space parking - we have too much open space parking; we need a multi-level public parking garage towards South Gay.
229. Supporting existing businesses and beautification efforts for the fringe areas.

Development, Design, and Beautification

230. Take the lead and use solar power to provide energy to downtown events and patrons!!
231. Taking advantage of vacant buildings.
232. The 100 block needs more pedestrian traffic for shops to succeed!
233. The entrance to the Old City from Summit Hill onto Central Ave. needs to be more welcoming, especially considering the old Don the Costumier's building.
234. the informational signs being installed seem to be in error, wrong, or just plain misleading
235. The main thing I've noticed are all of the old buildings that need improvement. Just visited Greenville, SC and they have such a neat downtown. Nothing is run down and all the roads are nice and paved. Our roads need help downtown.
236. The overall appearance needs a facelift. Headed in the right direction but still needs work.
237. Things uniquely "Knoxville" give it the charm. It is important to maintain and grow that identity.
238. Think big. Take bigger risk. Try a new idea over tradition. Don't fear failure. Make a name for knoxville vs manage it.
239. Traffic flow
240. Try to eliminate graffiti
241. Vacant old buildings need to be redeveloped or razed. Jackson Avenue is coming along nicely. Keep up the good work!!
242. W Jackson Ave Development
243. Walkability, bikeability and services that cater to pedestrian traffic.
244. Waterfront beautification
245. Way finding project is a positive step.
246. We really need to make sure that downtown traffic is at a minimum. Downtown does not need to be a thoroughfare. Saw plans last year suggesting to make more streets two way and all that does is unnecessarily increase traffic downtown. We need to encourage more pedestrians and more alternative transportation. Another idea that I think would be great to help revive the Old City a bit is to make Central between W Jackson and Willow a pedestrian area only. Cobble stones, trees, possibly a fountain. It would be a wonderful attraction for the Old City and great as Marble Alley develops.
247. West Jackson Avenue between Broadway and Gay St. needs help. How about planters outside existing residential buildings and businesses?
248. what you do is important for business development and that indirectly impacts me as an owner of a condo, but I do not see what you do for owners in general.
249. While support has been given to commercial and retail improvements, residential properties have not been equally supported. While some of the downtown residents stay but for a few years, some of us are committed to living here for a long time. Living in such a public area presents challenges, and CBID could honor us with support in our willingness to provide stability to the area.
250. Whoever does the flowers in the planters around the 100 block deserves a huge thank you an job well done! They are always beautiful!
251. Wise traffic patterns to protect the integrity of our tiny downtown.
252. Work hard to fill empty store fronts on Market Square and Gay St
253. Work on the south end of Gay street, fix the bridge on Hill street and powerwash it. Fix the sidewalks (brick) on south Gay street.
254. Working with existing businesses in historic buildings re: operational issues related to aging structure/plumbing/electrical, etc.
255. Would like to see CBID grants to HOA's for help in maintaining their historic structures.
256. Would love to see Neyland drive moved away from the river toward the north side to allow for more parks along the banks of the river. Should keep 3 lanes or 4. More beautification. Thought the city had a greenhouse for planting.

Restaurants and Bars

1. 24 hour breakfast
2. 24 hour diner
3. 24-hour diner
4. 4-5 star dining
5. A decent deli again! (Miss Harold's).
6. A dignified and QUIET/adult sit down restaurant one can take a client to, be able to hear what they have to say (make a deal), and not cost \$100/person.
7. A jazz lounge on market square, more unique restaurants on market square.
8. A large nice coffee shop where you can sit for a while.
9. A Latin restaurant, similar to Chorizo's in Asheville, NC
10. Additional free parking.
11. Affordable convenient lunch restaurants
12. Affordable places to eat lunch.
13. All night breakfast
14. All night diner
15. An upscale dining option
16. Aubrey's or Sunspot, Panera (some breakfast gathering venue with wifi and meeting rooms)
17. Bakery
18. Bakery (European style)
19. Better restaurants that get better health scores
20. Better, local restaurants.
21. Breweries
22. Breweries
23. Breweries. Plain and simple. Restaurants too. Retail is nice, but it tends to be overpriced so it really doesn't affect me much. I come to downtown for a good time with friends. I think most people that live elsewhere do.
24. Brewery
25. Bringing in and keeping high quality restaurants
26. buffet style restaurant
27. Café and restaurants
28. Café and restaurants.
29. Cafes and restaurants
30. Cafés, restaurants
31. Chain restaurant
32. Cheap restaurants
33. Cheaper dining options.
34. Chinese food, bar-b-que
35. Chinese restaurant
36. Chinese Restaurant
37. Chinese restaurant
38. Chipotle, chik fil a
39. Chocolate/dessert bar, restaurants
40. Coffee lounges, healthier restaurant options.
41. Coffee shops with more room, gathering places to visit with friends more like the bars have, but for those who like coffee, too!
42. Coffee shops, dog friendly, restaurants
43. Could always have more restaurants.
44. Craft breweries, rooftop dining, ethnic restaurants, local and unique establishments (no chains)
45. Deli
46. Deli
47. dim sum restaurant, more fresh produce
48. Diverse restaurants like Thai food, Ethiopian food, etc. More outdoor patios
49. diverse, quality restaurants
50. DIVERSITY of restaurants and businesses should be considered. there seems to be a glut of "sports bar-ish" places (lots of TV screens). wish there were more places like Holly's, Knox Mason, OliBea, in terms of restaurants.
51. Diversity of restaurants. Patio space off market square. Places like Casual Pint on Union need a patio.
52. donut shop; cheaper fast food options
53. Donuts, ice cream
54. Ethnic food (Indian, Vietnamese).
55. Ethnic food open for dinner, more vegetarian options,
56. Ethnic restaurants
57. Family family events
58. fast food for lunch or quick dinner...no real place other than Lennys or subway to grab a quick sandwich, small salad, etc and go....a full service pharmacy also
59. fast food place cheaper to eat
60. Fast food restaurant(s)
61. Fast food.
62. Fill the now empty restaurant locations on the square
63. fill up recently closed restaurants on market square
64. fine dining
65. Fine Dining vs pub grub
66. food
67. Food
68. Good restaurants and bars
69. Good restaurants
70. Gourmet vegetarian restaurant
71. Healthier restaurants, maybe another local cafe with brunch.
72. High end restaurant
73. High end restaurants.
74. I would love to see more breakfast oriented restaurants downtown
75. I would love to see more cafes and restaurants
76. Indian restaurant
77. Indian restaurant
78. Indian restaurant Chinese restaurant
79. Indian restaurant and other ethnic food options
80. international restaurants
81. Internet cafe, beer garden
82. It would be great to have a good Indian restaurant and good replacements for the very good restaurants that recently left Market Square. They are a loss to the community.
83. It would be great to have more restaurants with a nice bar area.
84. Jewish deli/bagelry
85. Keep good reasonable restaurants.
86. Local eateries
87. Local, chef run, restaurants.
88. Locally owned restaurants, specifically wine-centric establishments and/or fine dining
89. Maintain quality restaurants and shopping. Avoid becoming overrun with too many bars/pubs. Fill empty spaces on Market Square
90. Maybe a Japanese restaurant.
91. More "high end" restaurants with food to ooh and ahh over
92. More bars/restaurants.
93. More breakfast places.
94. More complete streets. More outside dining options. Ice cream shops.
95. more diverse restaurants and bars
96. More entertainment and restaurants.
97. More ethnic restaurants
98. More food delivery.

Restaurants and Bars

99. More inexpensive eateries in the Downtown Knoxville area that are open in the evenings and on the weekends, and not just opening for limited hours for the people who work downtown.
100. more late-night activities and open food stores
101. More local ethnic restaurants: Indian, Thai, Chinese etc.
102. More local restaurants
103. More localized restaurants and craft breweries
104. more non-Sysco/RFG/PFG restaurants
105. More restaurant options.
106. More restaurants
107. more restaurants
108. more restaurants
109. More restaurants
110. more restaurants
111. more restaurants
112. More restaurants
113. More restaurants.
114. More restaurants.
115. More restraurants
116. More restraurants, such as Firehouse Subs, Five Guys, Aubreys, Salsaritas
117. More sit down restaurant diversity
118. Morning restaurant
119. No more bars and restaurants
120. Not everything should be southern comfort food.
121. Panera or the like (fast casual dining)
122. Quick Places to eat
123. Quick, inexpensive to-go food options.
124. Really like new food options; keep these coming through promoting new ones.
125. Restaurant
126. restaurant recruitment.
127. Restaurant with high quality foods and specialty items.
128. Restaurants
129. restaurants
130. Restaurants
131. restaurants
132. Restaurants
133. Restaurants
134. Restaurants
135. Restaurants on the South side of the river
136. Restaurants that are more reasonably price for lunch
137. Restaurants that don't blend in and eventually fade away.
138. Restaurants with more variety and better quality (Indian, Chinese, Vegetarian/Vegan, NYC quality Italian, artisan bakery), a real deli.
139. Restaurants with outdoor space... Love the concept Greenville SC has implemented.
140. Restaurants.
141. restaurants/bars
142. Rooftop/al fresco bars
143. Starbucks on Gay, an upscale Mexican restaurant.
144. Steak house
145. Tapas bar
146. Thai or Indian food
147. Thai restaurant
148. Upscale National Chain Restaurant like PF Changs, Mangiano Italian, J. Alexaders, Flemings
149. Upscale restaurants
150. Veterinarian, Indian restaurant
151. We have way too many restaurants as it is, but if any were to be added, we need Chinese food and Indian food, please.
152. Wider selection of cuisines; better quality restaurants
153. Wine bar

Events, Entertainment, Venues, and Attractions

1. 3rd space venues.
2. A children's museum/discovery center
3. A climbing wall would be a great addition
4. A destination attraction. At one there was talk of a regional Smithsonian Museum
5. A downtown "attraction" (discovery center, aquarium, sports stadium, ect).
6. A live concert venue.
7. A real country bar/dance hall, with live music and decent food on Central. to bring in an older crowd earlier in the evening and more than 10-2 am on Fri-Sat. Maybe Don's could be refurbished for this.
8. activities
9. Activities (putt-putt, children's museum, minor league baseball, bowling, etc.)
10. after dark farmers market
11. an arcade to go with the pending bowling alley.
12. Another medium sized venue space (200-400) for shows too big for restaurants and bars but too small for the Bijou and Tennessee.
13. Another theater for live performances
14. Aquarium, Farris wheel are a few examples
15. Arcade
16. architectural & cultural tours
17. Art galleries with modern, edgy art.
18. Art museums.
19. art related events, music events night life stuff
20. Art, photography, film, music related venues to attract more visitors
21. baseball stadium
22. Baseball stadium, museums, aquarium, added attractions...BASEBALL!!!
23. Basically need more to do than just bars and sit down restaurants.
24. better event feel (events tend to feel disjointed)
25. better event venues
26. Bowling Alley?
27. Bowling alley-adult arcade, maybe even a high class strip bar.
28. bring back sundown
29. Bring back the summer concert series in Market Square or at the outdoor amphitheater by the convention center
30. Children's museum
31. Children's Museum, music venues, gym, childrens playground, develop waterfront park
32. Climbing walls for the side of a parking garage, and other active forms of entertainment.
33. comedy club
34. Continue to build "destination" type events that will draw people to downtown in the "off season">"
35. Continue to have events that bring people downtown
36. Continued event sponsorships, arts crafts etc. music is good
37. Crafts outlets which highlight regional artists and handicrafts.
38. Cultural Center for arts & classes.
39. Daily/weekly events to generate traffic
40. Encourage more ethnic, music, nationality, and other festivals.
41. Entertainment
42. Entertainment
43. Entertainment
44. Entertainment and activities. Things for kids to do.
45. Entertainment based businesses
46. Entertainment venues that are not bars.
47. Even more festivals- especially ones that are (little)kid friendly-most festivals don't have a strong element for kids, ie. a bouncy house, balloon maker, etc
48. Even wider publicity of events
49. Event center on Supreme Court site and slow down henley
50. Event or to do businesses-- offers activities.
51. events
52. Events to draw patrons to the area
53. Events to stimulate growth
54. Expand regular performance offerings.
55. Family attraction. Maybe a giant Farris wheel
56. Family family events
57. Family friendly type places
58. Festivals....CELEBRATE EVERYTHING
59. Fiber arts, galleries
60. Figure out a way to help the city create an open air ice rink during the holidays. The tent is ugly and needs to be removed. I agree with merchants who also say it's a visual distraction from the market square businesses.
61. Free family entertainment.
62. Friendly events
63. Getting the word out about events and attractions in Downtown.
64. greater emphasis on recycling at downtown events
65. How about a park/museum dedicated to this area's history of transportation? Because of our logistical proximity to the eastern part of the nation, our access to Oak Ridge/UT...this area has utilized every thing from Conestoga wagons and flat boats... to contributing to space flight and deep sea exploration. Interactive, simulators, and outdoor play equipment would make it a destination. Don't forget to mention Thunder Road. Or just wait a few years for Sevier County to do this.
66. How about expanding chess club for young minds. Medical Science has by now clearly shown the great impact on kids concentration, critical thinking and planning and strategizingI happen to be MD. Mike has been trying to get city to help with installation of chess tables unsuccessfully. Can he get an ear ?
67. I think doing away with Hot Summer Nites, Sundown in the City and Smokies Baseball were HUGE mistakes. Great draws that knoxville was basically scared of. Man up!! Metropolitan areas have events. They aren't ones you'd have at church sure. But they make revenue, can be positive experiences and hey...MAKE REVENUE.
68. I would love to see more attractions or spots for kids.
69. I would love to see more events on the water. Besides Boomsday, I never go there because there is never anything going on. I love market square for the farmers market, for shopping, and for eating, but I would rather see concerts down by the water with things to do like paddle boats and paddle boards.
70. I'd like to see more music events held at the Market Square Pavilion.
71. Idk but I wish families with children were considered more often
72. Increase the quality of life by bringing more types of entertainment to the actual "downtown" area to bring more people into the downtown area. This will increase business profits, which will be more tax money, which will be more money for the city to spend on beautification to the downtown, and more businesses will come.
73. Indoor roller skating rink.
74. Keep events on Market square to keep this as a central vital part of the happenings.
75. Keep on growing! Bring back sundown in the city!
76. Market Square needs more festivals and live music!
77. mkt sq. events & farmers market
78. More "destination" events year-round. All is fabulous in the Spring and Fall. But, in the heart of the summer and winter, what can we do to continue to attract "feet on the street" in the Off-Season?
79. More activities such as movies, bowling, events, etc.
80. More activities.

Events, Entertainment, Venues, and Attractions

81. More art would also be good. Lets not turn into a bunch of cavemen. Art also lol.
82. More CBID supported events at WFP. Allow retail/outdoor seating at base of Sunsphere to attract public foot traffic.
83. More children's events
84. more community involvement - festivals, farmers markets, concerts, etc.
85. More entertainment and restaurants.
86. More entertainment venues
87. More entertainment, For example, more fun activities for family and friends to do. ex: pigeon forge
88. More entertainment.
89. More events
90. More family activities. More conventions for the city
91. More festivals with local aritisans
92. More incentives to lure the public to come and stay downtown
93. More kid friendly entertainment.
94. More kid/teen friendly events to get the next generation excited about and involved in downtown.
95. More local music
96. More nighttime entertainment venues, different style dance nights such as disco, grunge, rock, electronic, variety shows, dance troupes.
97. More options for young children, play spaces / educational or structured play programs.
98. More outdoor music venues
99. More seating on Market Square
100. more shows for all age groups old, young and everything inbetween
101. More social things
102. More sport provisions.
103. More sports facilities.
104. More stuff 'to do' other than bars.
105. More than just bars and restaurants.
106. More things for families to do
107. more things to do--shops, restaurants, museums, parks/playground
108. More types of entertainment in the 100 block Gay street/Jackson Row area
109. move smokies baseball downtown
110. Music for over 50
111. Music related businesses.
112. music venue/sundown in the city type events
113. Music venues that aren't bars. More park space like Krutch Park
114. Need more local music. Make downtown the place to be seen and heard if your and up and coming band.
115. New performing arts spaces
116. Nightlife
117. Nightlife
118. Outdoor tennis courts in CBID or a multi-use sports facility for adults and kids.
119. Outside vendors and business promoting outdoor activities
120. Planetarium
121. Please take a look at New Orleans, Atlanta, Charleston...expand your historical, bring more FREE FESTIVALS, Live music
122. pls, could Regal Riviera dedicate just one small screen to indie/foreign films?
123. Poolhall
124. Promote family friendly entertainment to bring people. Ie. the light show idea. Use the world fair park stage for quality outdoor concerts/symphony on the park.
125. Recruit Scripps Networks to open an attraction downtown. They've mentioned that they want to. It might include demonstration kitchens, travel presentations, and home decorating product info. Maybe a studio to film shows. It could be a kind of ongoing World Fair.
126. recruiting events that people want to come to
127. Retail and tourist draws. Children's Museum. Move Hockey downtown, etc.
128. Return of outdoor concerts (utilizing the underused Old City pavilion).
129. Revive sundown in the city
130. Rock climbing
131. Some kind of program to encourage and regulate street musicians (we have some great local musicians, and it could be a fun unique element of our downtown to capitalize on that).
132. stremline the events it is so scattered - there are so many people on social media with calendars and while on one hand that is good on the other it seems there are often multiple events happening simultaneously which gets messy and confusing too often
133. The street musicians add a vitality to the downtown areas. They should be encouraged.
134. Theaters and cultural attractions.
135. Theatre (performances not movie) and art space, a public space affordable to groups or free
136. Turn the worlds fair park into an outdoor center. Reimagine the water features as beginner kayak and paddling areas complete with natural landscaping. Small but technical mountain biking areas would run along the water route. Idea is to 'bring the smokies/outdoors' to the center of Knoxville. Practicing what we promote. Add tremendous uniqueness to Knoxville, and our marketing efforts.
137. Turning J's Mega Mart back into an arcade would be awesome. A jazz club in the old Regions bank lobby space.
138. Variety of community activities in safe venues
139. We need a live concert venue comparable to the Orange Peel in Asheville/Exit/In in Nashville. We aren't getting great acts because there is nowhere for them to go. This is important if we really want to compete with neighboring cities.
140. We still need an anchor destination to draw in lots of people. Restaurants and limited retail alone won't keep folks coming back over time.
141. Year-round farmer's market, hands down. The skating rink is a waste of time, and farms have gone out on their own to form a winter market just a little too far outside the downtown's center.

Parking

1. A downtown parking app showing available spaces would be great.
2. A problem I have living downtown is that sometimes events come through and we'll have no idea that the spot we've left our car in for the weekend is going to have a red bag on it Sunday with our cars being towed for \$100/each, which is almost the price for year long downtown resident parking permit. Living downtown is great and I love being without a car on the weekend, but having that fear in the back of your mind that your car could get towed the next day sucks. Even if there were "warning bags" on the meters a few days in advance that still allowed parking but let you know that in 3 days (or whatever) that they will begin towing. Maybe the new parking meters the city is looking to replace will have the ability to notify users of future towing?
3. Access and parking
4. Accessability and parking
5. Additional free parking.
6. Advertising parking lots for free, so more people will get over the idea there aren't any!!!!
7. An interactive map of downtown that tells people what is where and where to park.
8. Assigned parking spaces (or areas) in the city garages for residents who pay monthly.
9. better parking
10. Better parking areas for the handicapped or someone with difficulty with walking
11. Better parking signage.
12. Better parking.
13. Better publicize the many parking options, which are great
14. Change the two-hour parking to longer -- maybe four. Long enough to eat dinner AND go to a retail shop. 2 hours is too short.
15. continue to improve parking
16. Continued development/growth and FREE parking. No one wants to pay to just park their car. I feel this is one huge advantage knoxville has over many other cities.
17. easier parking to enjoy downtown
18. Especially Security and Parking!!!!!!! Really need to focus on these or the other efforts will be for nothing!!!!
19. Evening & Weekend Parking for people who live on Gay Street but work elsewhere!
20. free parking
21. Free parking
22. Free parking!
23. Free parking!
24. I live at the Candy Factory, where almost every time there is an event of some sort at the Art Museum and Worlds Fair Park, most or all of the parking meters are bagged for quite a few days in advance. Many times the bagged meters are NOT even used for the event, so makes no sense at all. If we are trying to encourage folks to live and visit downtown, let make it convenient please!
25. I really think we have to stop trying to fix parking. All well-functioning urban areas have parking problems. If Downtown is functioning well there's no way to solve the parking problems. The more interesting of a place Downtown is to live, work and play, the more willing people will be to find their way here in spite of the parking problems. Also, if the Downtown gets interesting enough, private enterprise will rise to alleviate parking problems and the CBID (and City) can concentrate efforts and resources on ways to make Downtown even more interesting of a place to live, work and play.
26. I think there is not a parking problem. I would like to not see any additional parking garages going up.
27. Illusion of parking issues - impacts visitors and businesses looking to come here
28. Improved Parking programs
29. Increased and safer parking. I never feel safe using the parking garages but end up having to use one almost every trip downtown. I mostly only visit downtown during the day as I think it would be too risky at night which limits the events in which I can participate.
30. increased parking directions
31. I want to be able to visit more easily (better parking) and feel safe enough to come at night.
32. Just to make it easier for people to come downtown. Many improvements have been made, but still people are apprehensive because of parking, etc. The new signage is too small to read from your moving car (or even sitting still). I think eliminating parking on Gay Street would be a good move.
33. market the parking spots that are available
34. More affordable parking.
35. more free parking
36. More handicap parking
37. more over site over pba parking enforcement
38. More park space
39. More parking
40. more parking
41. More parking garages
42. more parking spaces
43. More parking.
44. More/better parking
45. Need to neutralize private firms in charge of parking
46. parking
47. Parking
48. Parking
49. Parking
50. Parking
51. parking
52. parking
53. Parking
54. Parking
55. Parking
56. Parking
57. parking
58. PARKING
59. Parking
60. Parking
61. Parking
62. Parking
63. Parking
64. parking
65. parking
66. parking
67. parking
68. Parking
69. parking
70. Parking

Parking

71. Parking End Of KUB road demolition
72. Parking and accessibility
73. parking availability
74. Parking continues to be an issue. It seems to me the city needs to find a way to encourage people to live and visit down town more by improving parking somehow and not make it a hassle. I purchased a CBID residential parking permit last week, which clearly says on the informational letter that the permit allows free parking in the downtown parking garages such as Market Sq, Locust St. etc. Yet the parking attendant was unaware of this and free parking is not the case with the permit. Even after I showed him my informational flier, he said it was for residential parking only. So some education is needed for the parking attendants!
75. Parking costs
76. Parking Improvements
77. Parking is #1
78. Parking is a big problem
79. Parking is major, can't count on getting someplace on time
80. Parking is a nightmare
81. Parking is pretty awful sometimes. Like, top floor of garage awful. Would like to see an expansion of free street parking options like there already are along Gay Street.
82. Parking location advertisement. There are several underutilized parking garages downtown. The reason is most visitors do not know about them.
83. Parking!
84. Parking!!! Which seems to be improving with a new garage going up
85. Parking.
86. Parking.
87. Parking/enforcement on Gay Street has significantly improved traffic flow and safety. That is badly needed along Union Avenue, which is very frequently blocked by illegal parkers -- many times in the travel lane itself. This creates a danger for passengers and other motorists who have to enter oncoming lanes of traffic to get around illegally stopped cars.
88. Provide more free parking for visitors.
89. Safe, handicap accessible parking.
90. Stop focusing on parking.
91. Stop parking ticketing people after work hours during the week. It's just stupid and does nothing but make people not want to come downtown.
92. There seems to be plenty of parking in downtown. The issue is people either want it at their "front door", for free, or a combination. If you live or work downtown, you must be prepared to pay for parking and willing to walk. If you wish to have a parking space in front of your residence or business, you move to the suburbs.
93. Too much space is used for parking garages too near down town. i.e. much of the space around Market Square is wasted on parking garages.
94. Try starting out with enforcing the parking signs in the old city. Calls to the mayor and police have done no good.
95. valet parking
96. Work on parking

Transportation

1. A free trolley that runs the length of Gay St on weekends/nights, something that would "connect" market square and the old city.
2. add trolley service back to ft sanders medical . that would make k town unique and attractive to seniors like me.
3. Allow for safe, alternative transportation especially pedestrian and bike friendly. Bicycling downtown is dangerous!
4. Better bus stops.
5. Better mass transit, extension into other corridors.
6. Better public transit to where the young people that are improving the city are actually living, a.k.a. Old North Knox, etc. Carless living concentrates revenues downtown, not at the big box stores out west.
7. Better public transit, with linear route(s), particularly two way on Gay Street. The current loops are confusing, cumbersome and non-intuitive.
8. better public transportation to and from W. Knox, commuter bus and train
9. Better transit
10. better transportation
11. Better transportation alternatives.
12. Better use of the trolleys. Running the trolleys to the Old City, The River and Happy Holler.
13. bike sharing program
14. Bridging to neighbors separated by traffic corridors in each direction - west across Henley, north over I-40, east into East Knoxville
15. By supporting improved transportation, I mean ALTERNATIVES to cars and parking garages.
16. Carpooling and riding the trolleys.
17. Connect to Happy Holler!
18. Connecting Downton, Old City and Happy Holler into a continuous downtown corridor.
19. Connecting waterfront, downtown, old city, and happy holler.
20. connectivity of the distinct vibrant areas: Market Square, 100 Block, Old City
21. continue to support the trolley system
22. Convenience of parking/transportation
23. Easy access - which includes public transportation
24. Easy navigation
25. ebike rental
26. Emphasis on making public transportation a real viable option.
27. Emphasis on pleasant paths of travel between areas like to Old City from trolley stop on Gay Street
28. Encourage people to take transit/carpool downtown so we don't have to increase parking lots!
29. Expand bus service and make the CBID more pedestrian friendly.
30. Expand public transit and pedestrian options / reduce or keep same vehicle / parking access
31. Expand public transportation to neighboring areas (ut, 4th and gill, happy holler)
32. expand the trolley service and better educate Knoxvilleians about parking options
33. Expand trolley service
34. Expand trolley service area and hours
35. Expand trolley service beyond 6pm every night, since evening/night is the busiest time for retail businesses downtown. Linking Old City, Downtown, and UT via trolleys is vital at night when people tend to be drinking and could more safely utilize this transit option without driving. This could be funded by eliminating the DTL line, which is seldom used.
36. Expand trolley service to more times and more areas
37. expanded route 24-hour trolley service
38. Get TVA to sponsor electric transportation downtown. Knoxville is a great area for business, outdoor recreation, and performances of all types. Let's make it friendly and inclusive for everyone by making it more accessible.
39. good transportation/utilization of trolleys ,etc. that will connect Happy Holler to Downtown and make NoKno AWESOME
40. Green transportation options, like bike rentals, pedal taxis, expanded bus service, specialty shops for food, art. It would be nice if buses were allowed to service special events instead of cancelling the trolleys or keeping the buses out of the area.
41. I would like to see better transit options going into Happy Holler and Old City. I'd love the trolley to take those routes.
42. Improve public transportation, not more parking
43. Improve public transportation; light rail & subway.
44. Improved transportation is great, but we don't need more parking garages!
45. Improved trolley service
46. Improvement of Old City/rail station/near north downtown/Jackson Avenue corridor with Gay and Central cross streets to extend beyond I-40/rail barriers
47. increasing connectivity with trolley-burbs
48. larger trolley area with longer hours (driving slower)
49. Later trolley service and Sunday trolley service
50. Later trolley service weekdays and Sunday service
51. Linking downtown to Old City
52. Maps of how to get around with all the shops listed.
53. more benches at trolley stops for those who have difficulty standing or walking.
54. More public transport
55. More Trolley hours
56. More/better public trans throughout Knoxville!!!!!! And linking to oak ridge & maryville!!!
57. More/better public transportation.
58. Park on the perimeter, walk and bike everywhere.
59. Pedicabs
60. Pedicabs or other small transportation from City Garages throughout downtown
61. Provide free or very inexpensive rail transportation from Gatlinburg to Knoxville to get the tourists here. A futuristic monorail would be my first choice but any passenger train would do.
62. Public trans link to patrolled & SECURE parking. And from outlying areas of Knoxville, oak ridge, maryville

TRANSPORTATION

63. Public transportation
64. public transportation
65. Public transportation options.
66. Ride the trolley and bus promotional event to encourage use of public transportation
67. Running the trolley from parking areas to market square.
68. solve traffic problems
69. Stronger links to N/S/E and UT/WFP
70. The route that the downtown trolley runs is not very convenient. The Gay street trolley is nice, but there's really only 3 blocks of gay street that are worth visiting, - for such small distances it hardly seems worth it. I think that instead of having 2 trolley lines (one on gay, one going to UT) that these should be combined into a single line that does a loop from student areas near campus to downtown, over to the old Regas building, and back.
71. Transportation and walkability
72. transportations
73. Trolley transportation in the evenings/night linking Old City to Market Square.
74. trolly service to fort sanders should be restored
75. Utilize and promote more use of public transportation at events downtown and in the area

Security and Safety

1. Additional security.
2. As more folks live, work and play downtown, we need more police presence... Not just paying an extra cop after hours.
3. Become more accessible and friendly. People still think it's dangerous to come down here.
4. better lighting
5. Continue to add to the great progress achieved so far. However, crime in the downtown Knoxville area really needs to be addressed, as it is too high.
6. crowd control on business evenings
7. Draw attention to safety.
8. Especially Security and Parking!!!!!! Really need to focus on these or the other efforts will be for nothing!!!!
9. Improve security
10. Improve security and feeling of safety
11. Increased security on nights when large groups of teenagers often gather in the square, krutch park, and/or outside movie theatre and harass people as they try to walk by and scream obscenities and fight with each other.
12. Keeping gangs of kids under control in evening hours
13. Last week I had a sandwich down town and it was stolen. I talked to the police and they said they couldn't do anything about it. I told them it was very important and they laughed at me. I am VERY upset about this. Do something!
14. Lighting
15. Like the idea of more police precise, though honestly have not noticed it.
16. Maintain and improve safety and security presence.
17. Maintain/increase feeling of safe and comfortable area to work and play.
18. More consistent security prior to 8:00 a.m.
19. More police officers would always be good.
20. More security
21. More security
22. More security in parking garages and parks.
23. Most importantly we need police walking the streets to help visitors feel safe. When I talk to tourist they complain about the panhandling .
24. Really concerned about teenage kids running in crowds in downtown. Seems people are dropping of their kids with no supervision and have seen these kids scare visitors
25. Safety
26. Safety
27. Safety
28. Safety
29. Safety
30. safety
31. Safety
32. Safety
33. Safety
34. Safety
35. Safety
36. Safety
37. Safety
38. Safety
39. Safety
40. Safety and cleanliness
41. safety and perception of safety
42. safety and security
43. Safety and Security
44. Safety and security
45. Safety and security - people must feel safe downtown.
46. Safety and security.
47. Safety at night
48. Safety of visitors, employees and residents
49. Safety! Increase police presence in evenings and on weekends
50. Safety, especially in the Old City
51. Safety.
52. Safety.
53. Safety. More patrols of parking areas.
54. Safety/security
55. security
56. Security
57. Security
58. Security
59. security
60. Security
61. Security
62. Security
63. Security
64. security
65. Security Keeping area clean well maintained.
66. Security / Police that will OFFER assistance, smile, be friendly.
67. Security concerns
68. so many people will not visit because of perception as unsafe see #6
69. The downtown area has a reputation for being safe and friendly. I would like to see that continued.
70. What is the ratio of police officers per capita in Knox County? With the density of downtown, there should be more police presence.

Panhandling and Homelessness

1. And we find ourselves trying to avoid the homeless who are asking for money.
2. Anything that curbs the homeless population.
3. Anyway to provide safe and productive opportunities for a small population of homeless individuals who are receiving case management, screened and referred by their case managers, such as apprenticeships in local business or earning stipend for working in cleaning or beautifying efforts on Mk Square.
4. Assist with finding more solutions for homelessness and panhandling - possibly, put up signs that indicate panhandling will be prosecuted.
5. Better provisions for homeless people.
6. Better provisions for homeless people.
7. Better regulation of panhandlers is needed.
8. Continue to increase police presence in the afternoon/evenings and deter homeless loitering.
9. Continued growth, and helping the homeless get off the streets. Living downtown I don't feel safe walking around by myself because I am constantly asked for money. Everyday.
10. coordination with homeless projects
11. Crack down on panhandling!
12. Crack down on panhandling.
13. Dealing with ongoing homeless problems.
14. decreased incidents of panhandlers and homeless
15. do something about homeless milling about on Market Square all day and also asking for money.
16. Do something about the aggressive panhandlers. Issuing citations does squat. I don't feel safe walking around downtown.
17. Eliminate begging
18. Eliminating panhandling is very important
19. fewer homeless
20. Focus on addressing the homeless/panhandling issue, aggressively.
21. Get control of the homeless population. Make panhandling illegal, put up signs stating it is illegal, and enforce the law. Have seen this in other cities and it works.
22. Get rid of panhandlers.
23. Get rid of/move the homeless shelter.
24. Getting rid of bum.
25. Getting rid of panhandlers or at least providing them productive things to do to fill their time.
26. Homeless
27. Homeless and panhandling issues must be dealt with in a humane manner.
28. homeless approaching and following people
29. Homeless panhandling
30. Homeless panhandling and loitering seems to have increased in the last 3+ years especially in the evening hours.
31. homeless population control
32. I hate to say it but panhandling. I don't think we have a homeless problem compared to other large cities but for our size and for the limited area between Gay St and Mkt Square the panhandling is a problem and has gotten more aggressive.
33. Improving the overall image regarding safety. Find a way to discourage the loitering/vagrants hanging out all over, especially Market Square, Gay St., and Old City.
34. Increase security and lessen the homeless population. I work downtown and do not feel safe when approached by homeless people while eating lunch in the park or walking to my car when it's dark out.
35. Intensify anti-panhandling efforts.
36. keeping the homeless population at bay
37. Less homeless people making me feel uncomfortable by trying to com me out of money in the old city (almost got robbed/conned several times)
38. Less homeless people.
39. Manage panhandling
40. Minimize panhandling
41. More alternatives to help the homeless downtown. Being a downtown resident, there is a constant stream of homeless persons downtown who ask for money. I try to help when I can, but if I gave money to every person who asked me for it every day, I'd have to take on a second job. I'm sure that there are laws on the books that deal with this, but they do not seem to be enforced very well. If we enforced the vagrancy laws the same way we did the parking meters, would definitely be a bit of a different feel.
42. More assistance for the homeless population
43. More attention to persons who spend all day sitting on square who approach persons for contributions
44. More control over panhandling and loitering.
45. More control over panhandling/loitering.
46. More help for homeless as they are not an asset to downtown moving forward.
47. More support for the unhoused, rather than treating them worse than dogs.
48. panhandling and homeless a major problem
49. Panhandling continues to be an issue. Ordinances mean nothing if there is no one there to enforce them.
50. Plan to re-direct people who loiter in Market Square hours upon hours daily.
51. PR campaign to educate public about dealing with panhandlers
52. reduction of street people presence.
53. Relocating homeless
54. Relocation of the homeless
55. Relocation of the homeless
56. Remove or relocate homeless/ministry industry from CBID. Broadway is an eyesore and embarrassment for our town. Move greyhound bus station or eliminate it completely.
57. Safety with continued efforts at helping the homeless and the beggars. If people don't feel safe it doesn't matter what businesses are downtown or how much parking there is. They won't come back if they feel threatened or uncomfortable.
58. Safety!!!!...The homeless are slowly getting a foothold...
59. Security, keeping panhandlers away
60. The chronically homeless and panhandling.
61. There should be a service that shows street people how annoying they are. I have a friend who live on Market Square and is basically stalked by the same person everyday so that he dreads leaving his loft to venture out. If they were show what it feels like to be hounded day after day for the same things, told lies constantly to gain a bit of pocket change, then maybe they'd become less annoying. Have a day or 2 each week where the hard working residents and business owners of downtown turn the tables.
62. Vagrant removal (convince the shelters to let the vagrants stay in the shelters in the daytime).
63. We need to get the homeless population under control. It seems more are coming every day.

PANHANDLING AND HOMELESSNESS

This does nothing good for anybody, but I understand a very challenging problem.

64. Working to keep panhandlers away

Services

1. A real nail salon. The B&B set up for pedicures is inadequate.
2. A vet.
3. an allergist!
4. daycare
5. Doggie daycare & grooming store.
6. Family doctor's office. I appreciate Dr. Neibors having his downtown office. I don't know of anywhere I can walk to that offers a checkup or appointment for healthcare needs.
7. FedEx Office
8. FedEx or small business center
9. Fitness studio.
10. Gas Station
11. Gas station.
12. Gold's Gym or another fitness center
13. Gym
14. Gym
15. Gym
16. Gym
17. Gym
18. Gym
19. Health care providers of all kinds
20. I would love to see a nice spa.
21. If a copy center is not part of the incoming pharmacy on Gay Street, then that would be excellent.
22. Kinko-type store.
23. Laundromat
24. medical care
25. Modern fitness club i.e. Golds, 24 hour fitness, LA Fitness.
26. Nail salon
27. Pet Day Care/night care maybe
28. services
29. spa services
30. Summit Medical clinic or doctors office
31. UPS/FedEx counter (not just drop boxes)
32. Urgent care clinic, car wash
33. Walk in clinics
34. Yoga studio, wine/painting attraction...

HOUSING

1. Add mid-level rent and house buying options. The Inventory now, including the new construction, seems to have priced the average socio-economic Knoxville right out of downtown.
2. affordable apartments
3. Affordable housing
4. Affordable housing
5. Affordable Housing
6. Affordable housing for middle income families.
7. Affordable housing for people
8. Affordable live where you work housing.
9. Affordable real estate market
10. Continue to expand high income ownership and living downtown and the services that go with it. So happy a drug store is opening for example
11. development of additional housing
12. Encouraging business and residential growth. We need to ensure residential keeps growing to support the businesses coming in.
13. Ensure more condo growth for ownership vs just rentals. Ensure the infrastructure and offerings appeal to all ages.
14. Eventually, I would love to see the river open up as more luxury condos rather than college housing
15. Expansion of leas/own housing
16. Getting young residence to purchase downtown. the current price points, especially with newly converted properties is way too high for anyone under 40. Everything newly built seems to be rentals...doesn't add the same fiber to the community as ownership.
17. Increase downtown residential units.
18. Make downtown housing more affordable so people can own their property, rather than rent it. As it stands now, there are far more renters than owners which makes the neighborhood seem imbalanced and inauthentic.
19. Make HOUSING MORE AFFORDABLE -- If the home prices don't discourage someone from moving downtown, then the outrageous HOA fees and double-tax situation will.
20. More affordable downtown living (purchase options-not just leasing).
21. More affordable living spaces, affordable to young married students
22. More housing
23. Need more affordable housing
24. Need to provide diverse housing stock in and around downtown to have buying power and diversity of residents
25. Reasonable rent
26. Remaining affordable.
27. Residential
28. We are terrible at living options. Hardly anyone can afford to live here. And the ones that can aren't even your typical customer you'll see in Market Square or Gay Street. My husband and I both have great jobs that pay very well. Not only do I work here, but we (and friends and family) frequent downtown at least 4/7 days a week. Would love if we felt more catered to and not shooed away from living here because we don't want to lease a 1 bed, 1 bath for \$1350 on Jackson. We would be one of the first to purchase a 2 bed, 2 bath if it were actually reasonable. We can afford these options, but no, thank you. Overpriced is not fair. Been looking for years.

Other

1. A healthy mix -- professionals who are there during the day, with some of them staying all the time as they are residents.
2. A makers pace and businesses that cater to an early professional age group.
3. A safe LGBT friendly location.
4. A shift from car culture to walkable public spaces.
5. A Which Which would be awesome!
6. Accessibility
7. Adding fiber data lines. Eliminate the white blue street lights. Theshine into residential properties.
8. Allow food vender trucks.
9. Allow retail and restaurants to flourish and unify downtown/old city/waterfront areas
10. Anything local; basically, anything that I can find in Knoxville but no where else.
11. Anyway we could get Carleo Entertainment group to move to West Knoxville? That would be great
12. As a resident I would like the downtown post office to be open on Saturdays
13. Attracting people who will spend money at the businesses
14. Availability / promotion of a "pick up service " from reasonable close businesses .
15. Become a "fun" place INVITING
16. Better communication with business and property owners. I found out about this survey from reading the KNS.
17. Better information/notice on downtown events or activies
18. Bigger business community to support downtown.
19. Bike share.
20. Business grade broadband throughout Downtown would be nice
21. CBID does a good job More advance information about events like the Biscuit Festival and just information about entertainment in the Square whether or not it is CBID connected. Downtown workers might linger after work more, if they could plan ahead.
22. Complete existing projects
23. Congrats on the success you have made so far. Downtown is wonderful now. Keep it going.
24. Continue the slow steady progress toward building a safe place for people to live, work and play. The national recognition Knoxville is getting should be an encouragement to continue this trajectory.
25. Continued activity 7 days a week; effective communication and marketing about everything happening, how easy it is to park, etc.
26. Continued promotion and expansion of living/working spaces
27. County and City tax stabilization / reduction
28. Creating an atmosphere that is unique to Knoxville, or really just an atmosphere of camaraderie (which I do think IS happening via community activities and social celebrations)
29. Creating and sustaining a warm family atmosphere
30. Decrease number of nightclubs in the Old City.
31. delivery services
32. Diversity of economy and diversity of businesses in downtown sector, while not becoming a cheap tourist destination
33. Do not agree with the changes suggested by the company that the city used.
34. Doing s great job. Keep in up
35. don't overspend
36. Downtown is growing, on the weekends a large influx of suburbanites come into town, which is great for businesses but can be annoying for residents. Managing the balance between being an entertainment district and a neighborhood is the ongoing challenge we face.
37. Downtown Knox is great as it is! Keep it growing! The new South Knox project will continue this steady growth and I can't wait to see the riverfront finished!
38. Downtown Knoxville is headed in the right direction ... a lot of good work by the City and developers!
39. Downtown should be a safe place for families. I hope the team is exploring ways to make our city vibrant, dynamic and bigger than a fun place to visit on a football Saturday. (That's fun, too, but Knoxville is far more than football.)
40. Downtown was a thriving area for years. Please go back to basics with department store and regular businesses that people can use. Its as though if you don't earn 75000.00 a year or more your not wanted downtown. That's one of the reasons I moved from there
41. Drawing visitors while maintaining a pleasant environment for residents downtown. Making downtown the place to be/live.
42. Easier way to find information about downtown events.
43. Eco friendly/solar powered shops and transit. Pet friendly areas. Remove the buskers!!!!!!! (even though some are friends of mine). New law: No buskers on Market Square!
44. Expansion
45. Family friendly
46. Fiber internet lines not run by Comcast.
47. fine tune the number of signs: it's too many and too confusing. (do we really need all the Top Secret Highway signs? no one uses them.)
48. Focus set meetings on Residential... set meetings in conjunction with the Chamber on Business recruitment and one or two meetings per year on Events (Play).
49. Food trucks should have priority. Parking seems to be getting better but can be improved.
50. Food trucks.
51. Free high speed internet
52. Free Wifi for CBID.
53. Get the current mayor and other government leaders to know what is going on downtown and the potential for quality job creation and communities there.
54. Getting rid of the good ole boy network that is associated with Haslam. Bredesen did this in the 90's as mayor of Nashville and it was the impetus of growth. When locals are in control. Including the power to grant the developer for Knoxville High School
55. Getting the word out to folks that have stayed away for years is difficult; they're leery about making the effort to come downtown, & the parking situation increases that negativity. The 2 yrs. of Cumberland Ave. repairs won't help either! Maybe make sure alternative routes are well advertised.
56. Go to Asheville or Chatanooga for ideas. We're years behind them. Breweries, art studios...so much to discover.

Other

57. growth through private ownership
58. High end hotel
59. How about promoting among the local downtown a promotion of smiling / asking people if the need assistance / encourage the local police officers to do the same ??
60. I am very proud of our city and feel a distinct ownership in it. We now have the mass of people coming downtown to make decisions. We are at a time in our growth when we need quality over quantity.
61. I enjoyed reading the planning commission report. I would like to hear responses from city officials.
62. I have no idea of what Parking Token Programs is .
63. I have begged to get a recycling bin for my building and have not yet received one. very frustrating.
64. I haven't seen the CBID name on sponsorships for events. That may be due to lack of branding. If you want recognition, you need to be recognizable.
65. I love coming to market square. I feel safe to bring my family here. We see several police officers on market square and they seem to be very friendly and professional. The one improvement that I would like to see is public restrooms.
66. I love downtown Knoxville and applaud the many improvements that have taken place over the last couple of years.
67. I love downtown, and I would like to have more reasons to bring the family and spend the day
68. I love going to the old city and its a great place to just hang out,day or night..there's always something to do.☺
69. I love living downtown. :)
70. I love living in the CBID and think we get our money's worth from the additional property tax rate! Thank you for all you do. You are very visible to people who live in the CBID.
71. I think it would definitely be retaining businesses/restaurants/venues.
72. I think we should focus on expanding our offerings and capturing attention of those looking to spend a few days or more here. We are on the right track, but it's a slow process. As I mentioned, you can literally see/do all there is to see/do downtown in a single day.
73. I would love to see CBID update their name to Downtown Knoxville Partners. I would like to see a more "neighborhood" out reach and sharing of construction/road updates.
74. I would say increased communication, but I might not be doing as much to be easy to contact.
75. I'm very supportive of helping independent businesses grow downtown. I don't think that the chains should be able to take advantage of the hard work that people who believed in downtown early on have put in. I like that our downtown is diverse and independent and not like an outdoor mall. We have our own identity and I think that's extremely important to the continued development and success of downtown.
76. Improve communication/coordination of services.
77. Improve experience and quality of life
78. Improved internet
79. Improved options for Internet access for downtown Knoxville businesses.
80. Improvement takes too long. CBID should/could be a more powerful lobby if membership were engaged to help. Maybe email blasts on hot issues. Public infrastructure of sidewalks is still in rough shape. The City needs to fund more improvements if progress is to continue.
81. Increase racial, cultural and economic diversity.
82. Increase urban agriculture and put fewer people in jail
83. Increased commerce
84. increased residential and office density
85. Increasing downtown residential population and bringing in businesses that serve their needs.
86. Increasing population
87. Increasing ratio of owners to renters. Make parking friendlier for downtown residents. Have police be friendlier to downtown residents. Keep doing the great job. Everything seems to be moving in right direction
88. Invite the public in to more events. I know that the CBID welcomes the public into their meetings but most of the public does not know the CBID exists. I would love to see campaigns to get the public's attention. I have seen the Chamber put on art exhibits for First Friday and I would love to see the CBID do something similar. I think inviting people from the Facebook page to an event would be a great start!!
89. Is CBID relevant today? Why? CBID can improve by communicating what it is and what it does. Currently there is no easy way to know what CBID does/accomplishes. Publish the Board minutes!! Figure out a way to regularly get input from a broader constituency about key issues.
90. It is pretty vibrant currently.
91. I've been trying for years to get on your email I produced comedy events on a monthly basis and I've never been able to get on your email not once and three and a half years
92. Just follow through
93. Keep along the lines that are in progress right now.
94. Keep making it a "cool" place to be.
95. Keep on working on making it a safe place to live, play and do business, or just visit - love the festivals -- have more for all ages
96. Keep the CBD a prime focus...you're doing a great job (from one who moved here in '77)
97. Keep up the good work. I love how Knoxville is growing with small creative businesses.
98. Keep up the great work! Just responding to encourage and share my 2 cents I LOVE downtown
99. Keep up the great work-seriously.
100. Keeping the places in business Pet friendly places
101. keeping things "fresh" new things coming in while keeping the great things going
102. kid friendly--toy shops, children's museums, etc.
103. Knoxville has so much local talent and right now it is mainly confined to old city and North Knoxville. More locally sourced restraurants, goods, weekly markets/events are here but spread out by the expense of downtown real-estate.
104. Knoxville needs a major organization to promote downtown everyday.
105. Love market square
106. lower taxes
107. lower taxes on property for residents
108. Major office employer(s) and employees
109. make clear what CBID is doing vs city

Other

110. make it easy for local residents to use
111. Make news items more prominent on the website home page
112. Man...its been so royal effed up thru the years and the ball dropped or never even picked up so many times. I cant be clear enough about this. Take a good look at Asheville and Chattanooga. Go spend time there. Beg for an audience. Then wholly steal their ideas. It's obvious to me no one here has evr had many good ideas. I'm from Maryville and lived here many years. I leave and take \$\$ I could be spending here often because Knoxville has no soul. Not like the two aforementioned cities. Honestly I dont care what you do, just PICK A DIRECTION AND STICK TO IT. Knoxville's biggest problem is talking a good game but never doing anything.
113. Market square is a great asset
114. Minor league baseball team
115. more development
116. More food truck friendly. the new food truck program is a disaster.
117. More meetings open to the public for suggestions on developing ongoing plans
118. more occupied office space
119. More pro-union businesses and more worker-owned cooperatives
120. Move Smokies baseball back to downtown. A solar powered light rail to and from airport.
121. Moving towards sustainability
122. Municipal Internet service.
123. My husband and I miss Metro Pulse and would like to see a similar paper.
124. Newsletter and emails are terrific. I truly feel informed after reading them.
125. Nightlife and food is covered! We need more day to day businesses and people downtown and SHARE the Road signs notifying motorists of cyclists rights (and responsibilities).
126. Not sure what can be done about this, but on a weekly basis there are drivers that do not understand the pedestrian right of way and sometimes walking downtown can be dangerous.
127. Nothing in particular - more variety - as in beyond places to eat and shop for gifts
128. Nothing in particular. I just hate seeing empty spaces.
129. nothing special - we have everything
130. Old City and north corridor redevelopment is appreciated.
131. Open container law for market square, gay street, and old city
132. Open more business and bring more people to downtown for more then work. Make people want to come downtown for an affordable price. Have family activities. Plenty to eat and drink. But what is there really to do downtown?
133. Other than firing half the idiots in charge, train the others to be more helpful. Continue to expand arts and music.
134. Parking/Security/Beautification. Build it and they will come.
135. Place a surtax on underutilized space.
136. Please make downtown spaces more handicapped accessible. It would be so nice if there was electric car/taxi of sorts, especially for Market Square. Older people and handicapped people have money, too. I would love to spend some downtown!
137. Please please please ban smoking within a certain radius of residential entrances and inform littering laws. There are cigarettes everywhere on the ground and walking through the smoke to enter my home is terrible.
138. promoting how safe and easy it is to go downtown and enjoy all it has to offer
139. promoting the farmers market at market square- love it!
140. Promotion of the Arts
141. Protect Downtown from corporate chains that take local money to other counties, states, or countries. Only \$0.14 of every dollar spent at a chain stays in our community!
142. Provide more ambassadors to teach people about our City and make music events more noticeable.
143. Reduce taxes
144. Remember downtown is more than market square
145. Retaining businesses, especially restaurants. Recently they are required to make costly additions for grease traps our something causing some to leave. Some kind of support in that effort would be great. I like the environmental consciousness, but if it is that expensive they should have payment plans that will allow them to stay.
146. Safety, fun factor to generate people downtown, pride/bragging opportunities, linkages to neighborhoods, events, businesses, UT, make Knoxville a cool city and a destination city for young entrepreneurs to start businesses.
147. SECURE & staffed CLEAN public toilet AND family area with clean private areas for breast feeding. And no, that is not what a bathroom stall is for.
148. So glad to see the improvements!
149. Some that last. Ease restrictions when possible, use common sense approach, and help businesses thrive and slow the turn over.
150. Staying busy! Keeping the businesses open! We absolutely love being downtown and love seeing places flourish!
151. Technology infrastructure - 10 gig fiber optic
152. Thank you for all that you've accomplished so far! Prioritizing funding and pinpointing what will preserve and expand our city's history most effectively is no easy task.
153. Thank you for helping make downtown Knoxville a vibrant community!
154. Thank you for sending this survey.
155. Thank you so much for the efforts you are putting in to make downtown a special and fun place to live. It has been great to be part of the transformation!
156. Thanks for all you do!
157. Thanks for all you do.
158. Thanks for asking!
159. Thanks for asking!
160. Thanks for everything you all do!
161. There is an obvious need for public restrooms
162. This list assumes that I know what CBID does in these areas and what all of them are - I do not know either
163. To keep the momentum rolling and keep an eye to the QUALITY of the restaurants, retail, and nightlife.
164. To loosen up. Even with the tremendous strides knoxville still doesn't have a really vibrant

Other

downtown. It feels as if everyone is anticipating something bad might happen we don't keep security a high priority. Maybe allowing public consumption would help to bring the area bars and restaurants together into one establishment.

165. Touring guides
166. Tourism
167. Use social media more every day. I'm very active online and still get surprised by downtown events that I didn't "hear" about.
168. Visitors
169. We as condo owners object to the extra taxes must pay for improvements to central Knoxville only. We derive no more benefits from these taxes than any other person coming to town. This is not fair.
170. We need FEWER nightclubs, especially in the Old City. Too much noise pollution, especially if we are looking to attract more residents in that area.

171. While the promotion of downtown and the greenways as a biking and dog-friendly destination has no doubt brought new visitors, I feel it has gone too far in one direction. You cannot eat on a patio on a warm day without dogs barking! You can't walk on a greenway without constantly looking over your shoulder for bikes. You can't put all this back in a bottle of course, so perhaps we need some greenways that are bike only or pedestrian only. No business wants to be the only one who doesn't allow dogs, I guess, but I wish we could roll back this dogs at restaurants thing. Some people would just say, well stay home, but don't people have a right to eat without someone's dog there, it's not politically correct to be anti-dogs at tables I don't think, but I bet there are others who feel this way. Also, the big wheel riders at Local Motors are leaving skid marks on Market Square and on days

when the bike cops aren't there there are skateboarders jumping off the stage.

172. Working on improving marketing of various events specifically ones held at the Tennessee Theater or the Bijou.
173. Year-round Food Truck/vendor spaces rather than just for events.
174. You can see/experience all of Downtown Knoxville in one day. This is too great of a place to not sub market ourselves as a weekend destination. We simply don't have enough to offer for that at the moment. All we have are bars and a few historical places to visit.
175. You pretty much have it covered. Music venues, restaurants, breweries, shops, farmers market. Love downtown Knox

Comments related to Public Restroom

1. A public bathroom for the masses of tourist.
2. Business recycling, public water fountains/bathrooms
3. Clean permanent public restrooms near Market Square.
4. having a nice public restroom facility
5. Managing the visiting public - restrooms and parking, better crosswalk management.
6. More bathrooms and parking please. Shouldn't have to go into a restaurant to use the bathroom.
7. More bathrooms and parking please. Shouldn't have to go into a restaurant to use the bathroom.
8. more public restrooms especially in Market Square, no Porta potties
9. public bathrooms
10. Public restrooms
11. public restrooms
12. public restrooms
13. Restrooms!
14. Restrooms!
15. Restrooms!!
16. we desperately need public restrooms downtown.
17. We need public restrooms

Comments related to Business Development

1. A corporate headquarters and I think the parking will already be there with the new garage
2. Add more large office space downtown (such as a new tower or two) without destroying any of the beautiful old buildings.
3. adding new employees and residents
4. Additional Class A Office building
5. Additional corporate businesses like Sea Ray.
6. Attract more businesses and young professional s
7. Attracting businesses to downtown office spaces
8. Attracting innovative and interesting local businesses (restaurants, retail, etc.)
9. Attracting jobs, retail and continue residential growth
10. Attracting new office tenants - business anchors to build out the live-work-play model.
11. Attracting office
12. attracting retail businesses and companies
13. Business Development
14. Business recruitment
15. Business retention
16. Business retention.
17. Continue to recruit businesses.
18. corporate headquarters to bring more people down
19. Corporate headquarters/large signature employer
20. development of new office building and expansion of offices
21. Entice more professional services to the city center. It seems most engineering, medical, and related services remain on the periphery.
22. Expanding businesses and their longevity.

Other

23. Find ways to make it more cost effective for businesses to be here.
24. I'd like to open some businesses downtown. I wish rent was more affordable. It'd be nice if CBID could help on that front.
25. Increasing business and adding value to the city for its residents as well as its visitors
26. Increasing employment as well as residential population
27. Keeping businesses - retention of customers and places to shop/eat
28. Keeping businesses open.
29. More big employers
30. More daytime people downtown
31. more jobs
32. More professional jobs and relocating HQ's
33. Need more work force or affordable housing
34. New office space and sizeable businesses.
35. Office related businesses increasing in downtown
36. offices for professional and businesses
37. recruit corporate headquarters. Fill TVA and surrounding office space
38. recruit more business
39. recruiting businesses
40. recruiting businesses
41. Retain current businesses! Also, this KUB construction is a mess.
42. Retaining and attracting businesses in the service and retail industry
43. Retaining and attracting businesses.
44. Retaining and bringing in retail and restaurants.
45. Retaining existing businesses; reducing empty storefronts.
46. Retaining local small businesses
47. Retaining the current businesses.
48. retention
49. Retention
50. retention of business
51. Retention of restaurants and businesses downtown, preferably in Market Square
52. Stop focusing on parking. Focused more on attracting businesses in order to drive interest.
53. Support for downtown businesses
54. Supporting downtowns resurgence with a balance of local businesses and traditional retail chains.
55. Sustainable-local business recruitment and retention.

Q1 Please click all the items that are applicable to you?

Answer Choices	Responses	
CBID/Downtown Property Owner	15.94%	113
Business Owner	10.58%	75
Downtown Employee	26.23%	186
Downtown Resident	29.62%	210
Visit/come downtown for business or entertainment	68.55%	486
Total Respondents: 709		

Q2 If you live downtown, do you own or lease?

Answer Choices	Responses	
Own	63.49%	160
Lease	36.51%	92
Total		252

Q3 Below is a list of existing CBID programs. Please indicate what impact each program has had on Downtown Knoxville over the past year:

	Very Noticeable	Noticeable	Not Noticeable	Don't Know	Total
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Downtown Knoxville Survey

Development/Façade Grants	25.39% 146	49.04% 282	10.26% 59	15.30% 88	575
Beautification efforts (planters, media boxes, etc.)	35.11% 204	50.43% 293	9.47% 55	4.99% 29	581
Marketing businesses, events, assets, etc.	16.34% 93	50.62% 288	21.44% 122	11.60% 66	569
Providing additional security officer(s) in the evening hours	8.65% 50	27.68% 160	45.50% 263	18.17% 105	578
Sponsoring events	11.69% 67	49.04% 281	23.73% 136	15.53% 89	573
Website/social media improvements	7.47% 43	34.55% 199	34.38% 198	23.61% 136	576

Q4 Please tell us which downtown services/programs are most important to you:

	Expand	Remain the Same	Reduce	Eliminate	Total
Beautification efforts	64.34% 350	35.29% 192	0.37% 2	0.00% 0	544
Development/Façade Grants	51.52% 272	41.67% 220	5.11% 27	1.70% 9	528
Event Sponsorships	34.98% 184	55.89% 294	7.79% 41	1.33% 7	526
Public Space Improvements	70.93% 383	27.41% 148	0.93% 5	0.74% 4	540
Parking Token Programs	32.02% 163	49.90% 254	10.02% 51	8.06% 41	509
Retention/Recruitment of businesses (office)	46.44% 241	44.89% 233	7.32% 38	1.35% 7	519
Retention/Recruitment of retail businesses	75.52% 401	21.85% 116	2.26% 12	0.38% 2	531

Downtown Knoxville Survey

Retention/Recruitment of restaurants	59.01% 311	33.40% 176	6.07% 32	1.52% 8	527
Safety and Security	54.92% 296	42.49% 229	1.67% 9	0.93% 5	539
Supporting improved parking/transportation	59.44% 318	34.02% 182	5.05% 27	1.50% 8	535

Q5 What type of businesses or services would you like to see added to Downtown Knoxville?

Q6 What would you identify as the top priority for downtown?

Q7 Please provide any additional comments on how we can improve CBID, Downtown Knoxville, future efforts, or any other items you would like to share.