

## City Image/Authenticity

### Issues

- Tour saturation
- Charleston is not, has never been frozen in time. It has preserved its beauty while continuing to be a place where people live and work. We are not stagnant, but honor our history.
- Pedi cab tours
- Pedi cabs are giving tours
- Modern new construction- use 1700's+ 1800's architecture for modern new buildings.
- No more building approvals and/or ZBA appeal approval for oversized lot line to lot line construction. That belongs in Chicago and is not unique or authentic for Charleston.
- Concerns of gentrification/making city livable and affordable for families- otherwise we will be a city of rich, part-time residents who aren't linked to the city's heritage.
- Special exception, variance South of Broad
- Keep the focus on history, architecture & culture. We cannot be all things to all people and preserve what makes us special.
- Cruise ship management is needed
- Some tax relief/ perks for residents who maintain the physical authenticity of these houses/attractions.
- Charleston has always been a city of history and architecture. Now we seem to have more focus on building rooms to house shoppers. Do we need to get back to the real meaning of the city?
- Enforce noise/drinking ordinance to ensure that we do not become "party town".

### Solutions

- Focus on history, music, art, architecture, culture
- Cruise ship management
  1. Shore power required at cruise terminal
  2. Access to cruise ship pollution logs
  3. Limit ships to no larger than 3500 passenger capacity
  4. Limit no more than 104 cruise ships.
- Increase permit costs for all tours, buses
- Special exception- tax breaks for businesses South of Broad
- Strict enforcement and training of Pedi cabs
- Pedi cabs giving tours must have education and tour guide license

- Authenticity- diverse culture (well, black, white, rich & poor, anyway). A program to train unemployed locals to become tour guides visitor center employee, etc. So that those positions are filled.
- Reduced tour fee for tours north of Wentworth street- tour saturation

## **Visitor Orientation**

### **Issues**

- South of Broad parking
- Statue on Hampton Park Gullah Trail
- Plaque for Memorial Day (Declaration Day)
- Email, apps, maps, people don't go to buildings
- "Visitor centers" that are not authorized, more sell centers
- Scaled model of city needs to be visible again, move screens away from the model
- Signage/direction is important, but DO NOT become Hilton Head. No Stepford Wives in Charleston.
- Sign for Robert Smalls

### **Solutions**

- Signage to direct you to statue Denmark Vessey at Hampton Park
- Signage for Memorial Day plaque
- Signage for Robert Smalls
- Special call in number for phone orientation- or text message
- Authorized sign for visitor center by City of Charleston
- Remove scrim over model and move video screens to kiosks along east side wall of the center at that spot (blank wall space at this time)
- Reduce expenses at Visitor Center and put it in enforcement
- Everything must be on website
- Know the amount of visitors that come to the center before exploring Charleston
- Reduce garage fees for retail and tourism workers off the streets

## **Transportation**

### **Issues**

- Too much traffic south of Line Street
- Public transportation to bus and train station

- We need continuous bike lanes! Having sections on E. Bay then no lane creates problems with cars adjusting. Motor coaches are a blight, they rattle historic foundations and hold up traffic
- People do not use buses because they are never on schedule. Needs to be improved. Routes need to be more direct to take less time
- Pedestrian crossing at busy intersections (Meeting & Broad and Calhoun and King) hold up traffic that is turning.
- Sometimes I am caught behind a minibus, then 2 or 3 carriages and perhaps a Pedi cab or golf cart all on the same strip of my one-way street. Too much! And if you pass, you get a ticket.
- The buses do not serve the working population. They do not run when & where people need to go. Example: factories (Bosch, Boeing, and Cummins) start at 6am.
- The number of cars generated by the cruise industry and traffic/pollution/etc. associated.
- Need to control noise pollution Dash, UPS, Motorcycles, leaf blowers
- Bus needed downtown to train station
- Pedi cabs are adding to the congestion
- Parking for small business owners who cannot afford to live downtown. Keep the businesses that help Charleston's economy.
- Are you seriously considering golf cart rentals to tourists? Crazy.
- Traffic is becoming intolerable during tourist seasons. Why can't we put parking lots on perimeter and bus people in?
- Why are city trolleys so wide that they must drive over city street center lines?
- Why do small tour buses ignore the rule to pull over so that cars may pass?
- Buses are not being measured or enforced several are larger than code
- Why has the city issued permits to small tour buses are so wide they must drive over the center line on many city streets? Against the law for all other drivers.
- We need more restrictive parking regulations particularly on east bay and south battery. Very difficult for taxpayers to find a parking spot before 5-6pm. Resident only spots are needed.
- Huge volume of cars
- How do you regulate all transportation on a daily basis so Pedi-cab, carriages, coaches, tour buses are coordinated and not treated separately?
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## **Solutions**

- Congestion charge system for cars in the downtown
- Remote parking with free bus in and out to visitor's venter (similar to large airports)

- Pay big \$'s for permits
- Taxi response times must be 5 minutes or less for it to be a viable alternative to a personal auto
- Public transport/low fee shuttle to the airport to reduce traffic and to help CofC students without cars
- Regulate # of carriages operating in "a row" on streets, no more than 2, 3 in a row
- Thank you for Nash to airport!
- Resident only parking
- More narrow tour vehicles
- Congestion tax in historic neighborhoods a la London
- Tell docents/guides to inform pedestrian tours to keep sidewalks free for others
- Ban autos in designated residential areas without current, valid residential parking permit
- Restrict battery parking East Battery to Murray to hours 7 am – 11pm only
- Stop Pedi cabs
- Make King Street pedestrian only all times
- Regulate deliveries in Old and Historic District: Big Trucks before 8:30. Can't accommodate major delivery M-F 9-5
- Keep all tourist vehicles out of South of Broad to manage traffic
- Open Concord Street when Carnival Ship is loading/unloading
- Restrict motorcycles without mufflers
- Restrict residents quantity of vehicles to 2
- Do not build a surface lot (especially a 9 acre lot) for cars- instead implement shuttles, CARTA etc. to aid in traffic caused by cruise ships
- Make it mandatory that carriage drivers pull over before more than 4 cars are stacked up behind them.
- Great idea to have bus from airport to downtown
- We need a centralized parking system. I.e. Electronic signs on garages that track spaces and more visible parking signage to direct visitors to available parking.
- Provide parking lots on perimeter of city and bus people in to city for free
- Motor coaches should be banned from South of Calhoun
- Eliminate carriages in business zones 4-6 pm. Ties up traffic at rush hour.

### **Special Events**

- Parking/accommodations for volunteers who give up their time to promote the City of Charleston
- Too large and need to be controlled. Streets are closed and pose a problem for safety

- Too many special events at Marion Square
- Parking & Trash
- Too often access to neighborhoods cut off as a result
- When will the City just say no? Another event can't fit.
- When do we reach the point where there are too many special events in the City?
- Too many
- Way too many & seem to be uncoordinated with other activities in city-  
overwhelming
- Special events are a way to fill hotel rooms- more hotel rooms more special events  
and larger special events
- Why so many street closings? Dangerous for residents trying to get to hospital in  
emergency
- How to coordinate or limit the # of events so that we are not overrun with one event  
after another i.e. Reindeer Run, Turkey Day run, charity runs, all of which close  
down streets

### **Solutions**

- Facilitate communications so we can share joint marketing and not compete in a bad  
way with one another. Share calendars and look for partnerships.
- Move them to Daniel Island at least some
- Just say no!
- Mandatory master calendar
- Limit # of events on daily basis
- Must have tourist Czar that encompasses all related activities- incredibly ineffective  
now
- Master schedule of events
- Deny movie and TV filming requests during busiest months in spring and fall.

### **Other**

#### **Issues**

- Bathroom: I have photo 1870's bathroom foot of Meeting Street.
- Cruise ship control is most essential: limits on size, number and pollution (air, water  
& visual). New terminal should not be built in the National Historic District
- No binding agreement with the cruise companies or port regarding shore power.
- No binding agreement with the cruise companies regarding the number of cruise  
ships.

- Zero consideration of the opinion of residents in the placement of the cruise terminal.
- Accessibility?
- Bathrooms: photo provided of 1870's bathroom at the foot of Meeting Street.
- Why not create a blog or website or other social media site for ideas? Reactions to them or general commentary about tourism management issues- true dialog.
- These types of breakout sessions should be more relevant to residents- not image, authenticity, etc. If committee is serious there should be a broad based survey of 29401 and 29403 residents and the results published.
- Office of Tourism Management is in need of an overhaul. Recently its website was completely inaccurate and its new tourism book is full of errors. There was even an error on the actual guide exam. The personnel is not accommodating or particularly welcoming.
- Poor sidewalks
- Wentworth/SOB sidewalks
- Bathrooms
- Noise ordinance needs to be enforced
- Uneven sidewalks are trip hazard
- Need more enforcement, residential parking, and #of tours buses, carriages etc. and time restrictions. Have seen carriage events many times in the evenings.
- Zoning keeps allowing more hotels. Who is tallying the room totals being planned and what is the limit?
- Special events: tourists come to historic Charleston not to see 1000's of cruisers but to support preservation, conservation, culture and they financially support the museums, HCF, hotels, restaurants, etc. Cruise ships are a total distraction- the terminal will destroy the being of this treasured city.

## **Solutions**

- Compose a new regulation: all licensed contractors must pass an exam that educates them to leaving original architectural fabric in houses. They are slowly stripping original to put in stock woodwork. They do not have regulations. They have to be approved by Historic Charleston Foundation and be held accountable and fined if they do not. HCF must monitor this. Our city is being destroyed. They are killing the goose that laid the golden egg.
- Shoreline power is a must
- Property taxes in historic districts should be reduced, because our houses are raising revenue for the City of Charleston
- Rebuild 1870's restroom at the foot of meeting- see photo provided

- Build new cruise ship terminal at Columbus Street or Naval Base or on other SPA land outside of the National Historic District
- Digital Technology for sharing info on former buildings now gone.
- Binding agreement between port, City of Charleston, cruise ship companies mandating number of cruise ships and shore power.
- Job out enforcement as parking has been done. They are the only success story in town.
- Digital Technology to share information on buildings that are now gone. (QR codes/apps)
- Don't put bathrooms in private neighborhoods. Public bathrooms are a problem in private neighborhoods
- Bathrooms- purchase part of Fort Sumter parking lot for Parisian style bathroom for which people pay
- Sidewalks relay the slate. Assure ADA standards
- New loading dock for large buses- ADA standards
- Access to facilities (restrooms at HV. Parker
- Bathroom- pay HCF big \$'s to operate public bathrooms at headquarter building
- Solution to enforcement of carriage violations. Assign specific officer or person. The police clearly have bigger fish to fry.
- The city is not upholding the proposals of the 1998 study re: execution/enforcement. Planning is worthless without enforcement.
- Solution for sidewalks: floating suspension system to accommodate underground utilities with modular functions
- large bus parking inadequate
- Disclose plan for existing cruise ship dock. Must be raised for 2 reasons.
  1. open corridor to water
  2. building code would allow a 52' building on existing footprint  
Mayor Riley refuses to answer this concern.
- There are too many people South of Broad. Ideas to reduce:
  - Resident only parking
  - No restrooms
  - Regulate number of walking tours
  - Manage total # of people e.g. No carriage or walking tours during House Tours
  - Raise costs of buses. They are presently paying \$14 a day- absurd low
  - Should pay \$25 per person