



Office of the Mayor

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April 18, 2017

RE: 2017 Total Solar Eclipse

Dear Carbondale Business Owner,

By now you're probably well aware that in August, Carbondale will be the epicenter of activity surrounding the 2017 total solar eclipse. SIU has been planning activities for nearly 2 years and our City staff is making final preparations on parking, transportation, and public safety planning to ensure that the 50,000 visitors we are expecting are well served. I can't remember a time in Carbondale where we've had such a chance to introduce our community to so many people and it's vitally important that we seize this opportunity. I hope that you can join us in preparing for the August eclipse.

Over the next few months you'll notice a lot of activity in Carbondale that will include new landscaping, signage, new parking lots, and new streetscapes downtown. I hope you can join us in preparing the community. In order to make the best first impression possible, I ask that you pay special attention to your business and property and make any necessary improvements that are needed. Specifically, we're asking that everyone complete those paint touch-ups that have been needed, upgrade your landscaping, repair sidewalks, repaint your parking lots, or just give your property some extra TLC to show our visitors that we care about our community. If we all work together over the next few months, it will make a big difference in how people perceive Carbondale. I hope you will work with us to present the best possible image we can to our visitors.

On behalf of the City Council, I want to thank you for your attention to this matter. We hope that you get involved in the eclipse activities. You can follow our progress at www.carbondaleeclipse.com and can contact the Carbondale Chamber of Commerce to see how you can participate in eclipse weekend. Best of luck in your future business endeavors!

Sincerely,

Mike Henry
Mayor

General Eclipse Information

How many people are expected to come for the Total Solar Eclipse?

Southern Illinois estimates as a region we will encounter up to 100k people. The city of Carbondale expects up to **50k** for just our area. Consequently, if the weather is not conducive for viewing, we will experience a significant decrease in the number of attendees.

Are there going to be glasses available for the public?

Eclipse glasses are available at several businesses including Quatro's Pizza, Fat Patties, Primo's Pizza, Tres Hombres, Murdale True Value, First Mid-Illinois Bank, Vic Koenig, Chris Auffenberg, Dunkin Donuts, Banterra Bank-SOLD OUT, Carbondale Public Library, and at the Carbondale Tourism Visitor Center. Contact Carbondale Tourism at XXX-XXX-XXXX to find additional locations.

Are there plans for information stations downtown?

There will be information booths located at the **Carbondale Tourism** office at 126 S Illinois Ave, the **Civic Center** at 200 S Illinois Ave, the **Carbondale Eclipse Marketplace** at 509 S Illinois Ave, and the **Family Fun Zone** at the Town Square Pavilion. There will also be information booths located at each of the three off-site parking locations.

Why is Carbondale so important during this Eclipse? As the Eclipse will reach so many places, why is Carbondale such a hot spot?

The path of the total solar eclipse will stretch across the entire United States, reaching its *point of greatest duration* a few miles south of Carbondale. This will make the area a focal point for scientists and eclipse chasers from across the world. During "Totality", the City of Carbondale will experience a total of **2 minutes and 38 seconds** of total darkness. Carbondale is not only in the path of the 2017 eclipse, but also the 2024 eclipse, making it a unique location for being able to perform observations of both eclipses from the same location.

Who is represented on the Carbondale Eclipse Committee?

Executive Director of Carbondale Tourism
Public Works Director of the City of Carbondale
Economic Development Director of the City of Carbondale
Assistant to the City Manager of the City of Carbondale
Fire Chief of the City of Carbondale
Deputy Chief of Police of the City of Carbondale
Emergency Management of Carbondale Fire Department *Kathy Renfro* –
Executive Director of Carbondale Park District
Executive Director of Carbondale Main Street
Family Fun Zone Coordinator
Eclipse Volunteer Coordinator (*Citizen of the Year*)
Webmaster & Eclipse Assistant Coordinator
SIH Board Member
SIU Coordinator
Public Relations Officer of the City of Carbondale

Volunteers

How can volunteers sign up?

Diane Hood is coordinating volunteers for eclipse weekend, she can be reached at Volunteer@carbondaleeclipse.com or you may register to volunteer [here](#).

Will you have volunteers throughout the area? Has the City talked with local groups to help volunteer during the event(s)?

Many community organizations and individuals have indicated a willingness to help in many ways and our plan is to have our volunteers circulating throughout downtown, cleaning up the area and assisting our guests.

What type of volunteering opportunities are there?

- Waste Management
- Customer Service
- Parking Attendants

How will volunteers be managed? Will there be training?

City staff will be utilized as group leaders for our volunteers and there will be two training meetings in July and August.

What are the shifts for volunteers?

Volunteers will serve for at least 4hr shifts and must have transportation to work locations. Shifts will be needed from morning until night.

Accommodations

What are hotels reporting currently for occupancy?

As of late July, Carbondale Hotels are at **98% capacity**, with a few campgrounds outside of Carbondale still reporting vacancies.

What are other housing options for visitors?

Residents within Carbondale city limits have the option to register their homes as Vacation Rental Units and use a service like Airbnb to rent out rooms (see below). SIU is offering “indoor camping” at the Rec Center and Schneider Hall is accepting reservations as well. Regionally, there may still be hotel rooms available in nearby towns, and for those who love the outdoors; primitive camping sites are available in the Shawnee Forest. We do not have availability information for local Bed and Breakfast operators, cabin owners, or developed camping areas.

Will camping be allowed in town?

Camping is not allowed within Carbondale’s zoning districts unless the property is zoned Forestry or Agriculture. In that case, landowners can apply for a Special Use Permit for a “Campground” land use. Contact *Travis Taylor* in the Planning Department at XXX-XXX-XXXX for more information.

Can I rent out a room in my house or offer RV’s a place to park?

You can utilize [AirBnB](#), [VRBO](#), & [Hipcamp.com](#) however, we advise checking your homeowner’s insurance and understand your liability coverage. You should also inform your local municipality for the purposes of emergency services and safety inspections. For RV’s you need to ensure proper sanitation and meet requirements of [Jackson County Health Department](#).

What if I want to rent out my basement? A room in my house?

City Council passed an ordinance allowing homeowners to rent out all or a portion of their house on a temporary basis as a Vacation Rental Unit. The application is found [here](#).

The application is to be filed with the City’s Development Services Department. All applications will be reviewed by City of Carbondale Planning Staff and properties will be inspected by the City of Carbondale Building Inspector. Owners of Vacation Rental Units must remit an annual \$10 licensing fee and all hotel/motel taxes as required by the City of Carbondale.

What if I want to rent out parking on my property?

In districts zoned for business, a private business is allowed to rent out parking on a paved lot. In districts zoned residential, parking rules have not been changed. Parking in yards or other unpaved areas is not allowed.

Southern Illinois University

Is there a good connection between downtown Carbondale and SIU campus?

Shuttle Buses will operate between City Hall and the SIU campus. The schedule is under development.

How do local businesses connect with SIU events during the Eclipse?

Interested food and merchandise vendors can contact **Kings Food Service of Herrin, IL**. They are coordinating all external vendor needs at SIU events.
(XXX) XXX-XXXX.

For parking on campus, what is the cost to park? How many parking spaces will be available on campus?

Parking near the SIU Arena for events on Friday, Saturday, and Sunday, August 18, 19 & 20, 2017 is **free**. Parking for events on Monday, August 21, 2017, the day of the eclipse is being sold in advance and costs either \$20 for field lots or \$35 for paved lots. Visit [here](#) or call (XXX) XXX-XXXX for details. There will be 4,400 spots available on campus for the public to purchase for events on Monday, August 21, 2017.

What has been done to mitigate move-in weekend?

New students will move in on campus on Wednesday, August 16 and all Orientation Activities will conclude by Friday, August 18. All other students can move in on campus beginning Thursday, August 17. We are communicating with students and their families now so they know the details of all the activities.

Are classes being held on Monday on SIU's Campus?

The University is open for business on Monday, August 21, 2017 but classes have been cancelled. Most staff and faculty parking lots will be full as well as residence halls student lots.

Is there a fee for activities on campus?

Some events are free and some have costs. Tickets are currently on sale for "Eclipse Day in Saluki Stadium", Eclipse Comic Con and parking on Eclipse day. Details can be found on the website at <http://eclipse.siu.edu/> or by calling (XXX) XXX-XXXX.

Will the streetlights activate during the total phase of the eclipse on campus?

To maximize the effect for spectators, SIUC intends to prevent as many streetlights from illuminating as possible that resources and safety allow.

Public Safety

Will the City honor mutual aid requests for public safety response requests from other jurisdictions during the Eclipse?

The City and other units of government in Jackson County have formal mutual aid agreements in place. Each request for mutual aid is evaluated based upon the needs of the City and the nature of the request from another jurisdiction. Further, regional public safety Eclipse pre-planning meetings have been ongoing since August, 2016 and mutual aid planning is included.

With the expected number of visitors will our utilities be able to keep up with demand?

Staff does not expect any problems with the City's water and sewer infrastructure; currently the City's water treatment plant serves a population of about 50,000 persons (including our bulk water district customers) with average water demands being only half of the maximum capacity of the treatment plant. Similarly, the sewer plants have adequate reserve capacity.

Will the streetlights be on in the neighborhoods and downtown?

The public street lights downtown will be controlled like they are during the Carbondale Lights Fantastic celebration. Downtown private property owners may have their own photo cell-operated lights, and it is hoped that they will cooperate as they do during Lights Fantastic. In the neighborhoods, most of streetlights are owned and operated by the various utility companies and not under the control of the City. Additionally they are typically controlled by a photo cell that is on top of each individual light. There's a very good chance that these street lights will be on during the total phase of the eclipse.

Will you have police/volunteers on foot and in vehicles throughout the area?

Visitors and residents will notice an increased presence of public safety personnel throughout the Eclipse weekend. Police operational pre-planning includes both foot and vehicle patrols in the downtown and vehicle patrols throughout the City.

What is the City's plan for security police force during the Eclipse?

Police pre-planning includes mutual aid contingencies to ensure the safety and security of the entire City.

How do I prevent trespassing on my property?

You can certainly put "no trespassing signs on your property if you feel it's a concern. Illinois also abides by the purple paint law for those with large fields.

Is there a plan for recycling/trash/cleanup efforts?

Keep Carbondale Beautiful is planning cleanup efforts. The City will have additional patrols in the downtown area to empty dumpsters and trash cans as needed.

Travel & Parking

Where is parking located, are there lots throughout the city?

Maps will be forthcoming with specific information, go to <http://www.carbondaleeclipse.com/get-around/> for additional information.

City parking lots are first-come first served with a 2hr max limit.

Remote parking will be at CCHS, University Mall, and the west side parking area(s) will be accessed via Ready Mix Road (off North 51) and will be located near the intersection of Ready Mix Road and Oakland Avenue). The cost is \$5 cash or \$7 credit

City Hall lot is for handicap accessible parking only.

Parking lots will also be color coded to ensure you are riding the correct shuttle bus back to your car.

What are the parking areas & shuttle hours? Are there overnight options?

CCHS, University Mall & Oakland shuttles will operate on Saturday and Sunday from 10 a.m.-1 a.m. and from 8 a.m.-4 p.m. on Monday. There are no options for overnight parking. Parking tickets/towing will be enforced.

Are the parking spaces sold by the day first come, first serve? How much?

For daily offsite parking (see above), the City is charging \$7.00 (*credit card*) or \$5.00 (*cash*) for all day parking and shuttle rides between the offsite parking areas and the Civic Center. There will be **no advance purchases** of parking passes for these lots.

In the downtown area, parking in the other City-owned parking lots will be two-hour maximum, except for the lots located at the intersections of Mill and Washington and Lincoln and Illinois, which will be \$20 for all day.

Accessible parking will be free at the City Hall/Civic Center.

Where are pick up sites for shuttle transportation?

Pickup sites will be located near the 3 remote parking areas and at City Hall.

Shuttles will run between the various parking sites and City Hall; no other stops are planned. There will also be a shuttle service available to transport people from City Hall to the SIU campus.

There are no shuttles provided by the City from SIA airport, hotels, or Murdale Shopping Center.

How are the City and SIU working together to ensure that both transportation and also events and activities in general go smoothly? How much is coordinated.

Representatives from the City, SIU, Carbondale Tourism, the Chamber of Commerce, Carbondale Main Street, and the general community meet regularly, so information is being readily shared. SIU will have shuttles from their parking areas to the events on campus and the Saluki Express will run its regular schedule.

If we have 50,000 people come into town, can our infrastructure, roads, and planning allow for parking for all of those people?

The City's infrastructure should be adequate for whatever number of visitors we receive, though roadways can only handle so much traffic at one time. It's possible

that we may experience some traffic issues with 50,000 additional people in town. This is the primary reason that remote parking areas with shuttle busses are being created.

If my business would like to help with transportation, can I contract with the City to provide this service for a fee?

The only shuttle routes supported by the City will be for the routes serving offsite parking areas and the Civic Center and a route between the Civic Center and SIU campus.

Will Saluki Express be operating as usual with normal Fall semester routes?

It is the City's understanding that the Saluki Express will be running their regular schedule.

Has anyone been communicating with Amtrak, are they accommodating more passengers for Eclipse weekend?

Amtrak has already launched a 30% discount for tickets to Carbondale for the Eclipse. As of June, there are no plans for any additional cars or trains, each train can accommodate 320 passengers.

Click here for this [special rate](#).

What will be the best way to get around town during Eclipse weekend?

For out of town visitors, the best way is to park at one of the offsite lots and ride a shuttle to downtown. If the City gets the number of visitors that have been projected, it may be best for our local residents to avoid driving through the downtown area.

Are there going to be places for the tour buses to park?

Tour buses will be allowed to park at the Super Block parking area.

Is there a backup plan if traffic gets too hectic downtown and towards City Hall?

Should traffic become hectic, City staff are developing plans to adjust traffic patterns to avoid congested areas as needed, and staff will be deployed to manually direct traffic and to maintain the best possible flow of traffic.

In bussing, is there a plan to use University Mall for parking?

Yes, portions of the University Mall parking lots will be used for a remote parking area. There will be a fee for these areas and shuttles will run between the parking areas and City Hall.

Our sidewalks seem narrow, is there an alternative for people to get around?

On-street parking may be closed, if necessary, for pedestrian use.

Will there be a lot of foot traffic from SIU to City Hall?

Construction of the multi-use path connecting downtown and campus will be completed by eclipse weekend, easing concerns of foot traffic. Wayfinding signage is planned to be installed downtown.

Will there be bus transportation throughout town?

Yes, the Saluki Express will be running on their regular schedule. In addition, there will be shuttle busses that run from the remote parking areas to the Civic Center, as well as between SIU and the Civic Center.

If my church wants to charge for parking in our parking lot can we?

Churches and businesses are free to charge for parking on their own properties, however because of the limited area that can be displayed on the interactive map, we will not be able to include those areas.

Are there plans for information stations downtown?

Yes, at City Hall, Carbondale Tourism, and at the Marketplace on South Illinois Ave.

For the phase 1 of the power line relocation/streetscape project?

The downtown Streetscape project is scheduled to be substantially complete by August 10, 2017. Questions can be directed to the City's Engineering Division at (XXX) XXX-XXXX

Activities & Events

Is the City going to close down certain streets/ the strip?

The "Strip" (S. Illinois Ave.) will not be closed, however, South Washington Ave will be closed between the intersections of Walnut and Elm St. The second closure is expected to be West Hospital Dr. between S. Illinois and S. University Ave. The closures will provide the additional space needed for entertainment.

What citywide events will be going on? Days/ Times?

Carbondale Eclipse Marketplace, Shadowfest, the Family Fun Zone in Town Square, and the [Varsity Events](#).

If you are a business that is hosting an event we would love to advertise your event to the public by adding it to our calendar. Simply email info@carbondaeeclipse.com. For consideration, be sure to include the time, date, location, photo, and description.

How is the City coordinating with eclipse events held at?

SIU and the City of Carbondale are working together to compliment one another. Members of each organization are communicating on a regular basis to ensure there are activities for all.

What are the boundaries for the open alcohol policy?

Jackson Street to the North and Mill Street to the South and between Washington Street to the East and University Avenue to the West. See the map at <http://www.carbondaeeclipse.com/get-around/>

Is the open carry of alcohol all three day (SAT/SUN/MON)?

11:00 a.m. to 11:00 p.m. daily, Friday, August 18th through Monday, August 21st. Plastic containers only!

Where is the vendor fair/local music?

The Eclipse Marketplace is being held at First Mid-Illinois Bank (Old National Bank) parking lot. This event is free admission to the public.

There will also be vendors at the Family Fun Zone, Shadowfest, and the Crossroads festival at SIU.

Aside from the Marketplace, Shadowfest will offer local entertainment on Saturday and Sunday 5pm-11pm and Monday, August 21 from 11-5pm.

Who should I contact to learn more about the concert Shadowfest, is it free?

For details about Shadowfest, you may visit [here](#) or contact Carbondale Main Street at (XXX) XXX-XXXX.

This event is free admission to the public.

Business Tips

- Also, can I partner with the City or Tourism to promote Carbondale as well as my business to travelers out of St. Louis?

Individual businesses can register and promote their products, services and events on the regional www.southernillinoiseclipse.com website. To register for this free listing, call Carbondale Tourism at XXX-XXX-XXX.

- As a business person, can I enter my information/events/etc. to the Carbondale Eclipse website?

The carbondaaleclipse.com website is not designed for the promotion of individual businesses or events. However, all businesses are welcome and encouraged to register their business, services and events on a regional eclipse website, www.southernillinoiseclipse.com. To register, call Carbondale Tourism at XXX-XXX-XXXX.

- Will the cell service affect the ability to take credit card payments if you use wireless?

We have been in direct communication with Verizon, the area's largest cellular service provider. Verizon engineers assure us that the area's cellular network can handle the anticipated demand and that payment processing systems will function as usual.

- Does anyone have automatic lights that come on automatically when it gets dark? That needs to be addressed so you don't ruin everyone's eclipse...

Many businesses do have lights that come on at dusk with a timer. It is the responsibility of individual businesses to change the settings on their lighting to prevent the lights coming on during the eclipse. Overhead lights in downtown Carbondale will not come on.

- If business owners want to put the Carbondale Eclipse logo on promotional items, how do they do that? How do get the logo for use?

Many area promotional products companies such as Attitude Designs and Silkworm have the logo which can be used with permission from Carbondale Tourism.

- Can I make my own items or do I have to go to Silkworm and Attitude? Any entrepreneur or business is welcome to make their own eclipse-related merchandise.

The official Carbondale Eclipse logo may be used with permission from Carbondale Tourism.

- Will the City/Chamber of Commerce/Main Street be able to work with restaurants to help us rent a refrigerated semi? Restaurants barely have room to store even for a busy weekend, especially with many small footprint downtown locations...

Carbondale Main Street is exploring possibilities for downtown restaurants to share a refrigerated trailer for storage purposes. More information is available from CMS at XXX-XXX-XXXX.

- Is there going to be an after party for the community after everyone has gone?

Currently there are no plans for a communitywide event.

- Is there a blog or a forum for business owners to see what others are doing?

The regional www.southernillinoiseclipse.com website contains listings of many of the special events and promotions that businesses across the region are planning.

- Could businesses in downtown have their own meeting to work together to share ideas/cross-promote/get people to spend more money?
Businesses and other organizations are welcome to cooperate to enhance the eclipse experience. We encourage businesses to cross-promote and share ideas and marketing with each other.
- Does the city have plans to lift some of the signage ordinances? Have they already done this?
XXXXXXX
- Can businesses set up outside of their establishment?
XXXXXXX
- Can we sell food with a food permit if we're not already a restaurant/grocery/food vendor? Who should we contact for that?
Jackson County food service permits are required. Please call the Jackson- County Health Dept. at (XXX) XXX-XXXX for more information.
- If I can't have employees work from home instead of out of my business location to avoid traffic and avoid adding to traffic, or to avoid safety and security concerns, should I?
If your business can still function efficiently by allowing employees to work from home during the eclipse, it may be wise to make these arrangements.
- If a restaurant wants to vend, is there an extra license needed, other than the application and deposit?
XXXXX
- What does the City have in place to ensure that all businesses provide a great customer service experience? Is there a standard of service? A plan to "help" businesses with this?
The City or Chamber of Commerce cannot dictate how individual businesses conduct themselves. Obviously, it is in every business' best interests to be welcoming, professional and courteous during the eclipse celebration. The Chamber recommends businesses increase their level of staffing for the weekend and stress to employees the need for friendly and exceptional customer service.
- How can businesses help the City and the overall Eclipse effort? Products to be offered? Needs to be met?
XXXXX
- Do we have more information on how wristbands will be distributed/how the open consumption will work in the downtown?
XXXXXXX

Carbondale Eclipse Business Survey

Purpose of Survey

On August 21, 2017, an eclipse will travel 2,500 miles across the United States in an estimated 70 mile wide path, beginning its journey in Oregon, crossing 12 states, and ending at the Atlantic Ocean off the shore of South Carolina.

Carbondale is only a few miles north from the point of greatest duration. Estimates show we can expect an influx of between 50,000 and 500,000 people to visit the region on that day and the weekend prior.

But, do area businesses feel ready to handle the big rush?

1. On a scale of 1-5 (1 = not prepared and 5 = very prepared), how prepared do you feel for the solar eclipse?

- 1
- 2
- 3
- 4
- 5

2. What are you most concerned about?

- Parking
- Running out of supplies
- Getting around town
- High volume of people
- Other (please specify)

3. How long have you been preparing for the solar eclipse?

- Less than 3 months
- 3-6 months
- 6-12 months
- More than a year

4. How many eclipse meetings have you attended?

- 0
- 1
- 2
- 3 or more

5. If you have never attended a solar eclipse meeting, why not?

- Didn't know about it
- Time didn't work
- Didn't care
- Other (please specify)

6. What is the best time of day to hold a meeting?

- Between 8-11 am
- Between 1-3 pm
- Between 4-7 pm
- Other (please specify)

7. How do you stay up-to-date on eclipse information?

- Eclipse newsletter
- Social media
- Carbondale eclipse website
- News media
- None of the above

8. Would you like to be updated on the progress of eclipse planning on a monthly basis?

- Yes
- No
- If you answered yes, please provide an email address

9. What questions do you still have about the eclipse?

Done

Parking:

1. Where is parking?
 - a. CCHS, University Mall, & Corner of Oakland & Rigdon (\$5.00/cash - \$7.00/credit card daily)
 - b. City lots w/2hr limit (\$.25/hour)
 - c. City Hall- Handicap accessible parking
 - d. Grand Avenue – Premium parking \$20 daily
2. How much is parking? – see above
3. Will parking passes be available in advance? If so is there a special rate?
 - a. No
4. What are the accepted payment methods?
 - a. Cash
 - b. Credit cards
5. What are the increments of the parking passes? (Daily/Weekend)
 - a. See above
6. What are the hours of parking?
 - a. CCHS, University Mall & Oakland: 10AM-12AM
 - b.
7. Are there overnight parking options?
 - a. No
8. Will there be staff for entrance and exits and security?
 - a. Yes
9. Will there be lighting in the designated parking lots?
 - a. Yes
10. Will parking lots be fenced in?
 - a. No
11. Will Tour buses have a map of approved drop off points?
 - a. Private tour buses will be responsible for parking and drop offs
12. Are there designated areas for handicap parking/ tour buses/ and vendors?
 - a. Handicap parking – Yes
 - b. Tour buses- No

c. Vendors- Yes

13. Is there a price difference for parking on pavement verse lawn/field?

a. No

14. Will parking tickets be issued and/or towing enforced?

a. Yes

Shuttles:

1. Is there a cost to use shuttles?

a. Shuttles will run between the outlying parking spaces and the drop off point at the Civic Center. The cost is included in the \$5/car parking fee.

2. Will children be charged to ride the shuttles?

a. No

3. Where are shuttles going?

a. Designated parking lots to City Hall

4. Are shuttles handicapped accessible?

a. Yes

5. Are there shuttles from the hotels to downtown?

a. Check with hotels

6. Are there shuttles from downtown to SIU stadium?

a. That is to be decided.

7. Are there shuttles from the airport "SIA" to downtown?

a. No

8. What are the hours of operation for shuttles?

a. 10AM-12AM

9. Are the shuttles air-conditioned?

10. Will the shuttles only go to certain parking lots?

a. Yes

11. How will the bus driver or I know which shuttle bus is mine?

a. The parking lots and shuttle buses are color coded

12. Will there be security on the buses or an ability to refuse rides?

a. We will not have security on the buses

13. Can anyone ride the shuttles or do you need proof of parking?
 - a. Shuttle buses will only between the parking lots and Civic Center drop off point
14. Will shuttles be equipped with maps and event info?
 - a. Maps and event info will be available at the parking lots, the hotels and online
15. Will there be a lost and found for items left on the bus?
 - a. Yes
16. Can a shuttle also transport people to and from the Dome, which is only a few blocks away?
 - a. No

Street:

1. Will there be lane and/or road closures?
 - a. No
2. Will the Strip be closed and/or blocked off at any point?
 - a. South Illinois Avenue will not be closed.
3. Will there be crossing guards for the large crowds?
 - a. City staff will manage traffic and crowds as needed
4. Will there be water fountains and water bottle refill stations?
 - a. No
5. Where will there be port-a potties?
 - a. Public facilities will be strategically placed around Downtown Carbondale
6. Are pets allowed? Will there be pet stations (bags and trash bins)?
 - a. Pets are allowed on leash, but no pet stations
7. Sidewalks are narrow; will businesses be allowed sidewalk permits since the strip will not be closed?
 - a. Yes, through the City Manager's Office
8. Is it safe to allow open containers, when there is not enough room for pedestrians to walk?
 - a. Sidewalks must remain clear and passable at all times.

9. At the time of the eclipse, will the street lights remain off for the full experience of totality? If not where are the viewing locations?
 - a. Yes, the streetlights downtown will be turned off.

General

1. What are the 24hr options for those arrive by Amtrak at 1:30 am?
 - a. We have 24hr restaurants available
2. What are the hours of City Hall during eclipse weekend?
 - a. City Hall will be accessible throughout the eclipse weekend with staff and volunteers available
3. Is there a number I can call during after-hours to answer questions/concerns?
 - a. Call the police non-emergency number at (XXX)XXX-XXXX
4. Will there be additional ATMs placed around downtown?
 - a. There are six ATMs available downtown. Maps will be provided that show their locations.
5. Where can I find information about tickets and events once I arrive?
 - a. Downtown event- carbondaleeclipse.com
 - b. SIU event- eclipse.siu.edu
6. Will there be paper agenda's for each day? How will I know what time events are taking place?
7. Will businesses allow pedestrians to use their facilities without being paying customers?
 - a. Locations of public facilities will be indicated at carbondaleeclipse.com
8. Will there be recycling bins?
 - a. Yes
9. Will schools be in sessions?
 - a. No. Neither the public schools nor the University will have classes on August 21, 2017.
10. How will I know when to put on glasses and take glasses off?
 - a. Please refer to carbondaleeclipse.com for eye safety information.

11. What activities will be available for children?

- a. The Dayemi group is organizing activities at the Pavilion in Downtown Carbondale

Bars

1. Are the bars all 21 and over during eclipse weekend?
 - a. 19 and over
2. With the open container regulation, are bars using paper or vinyl wristbands? (Paper can be easily tampered, Vinyl is secure and has to be cut off)
 - a. The wristbands that the City is providing to liquor license holders within the public consumption area downtown will be made of Tyvek
3. With the open container, can open liquor go to establishments without a liquor license or can I refuse them in my business?
 - a. You can refuse them in your business
4. With the open container are beer cans allowed or are plastic cups only allowed?
 - a. Plastic containers only
5. Who issues the wristbands?
 - a. The City will provide wristbands free of charge to all liquor license holders within the public consumption area downtown. The license holders will issue them to customers over 21 years old.
6. Are wristbands to be used all weekend or replaced daily?
 - a. Wristbands can be removed at any time and replaced by the establishment as needed.
7. Will bars be cash only this weekend?
 - a. That will be at the discretion of each business.

Restaurants

1. Many restaurants are closed Sunday and Mondays, will they be open for eclipse weekend?
 - a. We expect extended hours, however, that is at the business' discretion
2. Will restaurants have extended hours?

- a. That will be at the business' discretion
- 3. What are the late night options?
 - a. Denny's
 - b. Steak -N-Shake
 - c. Sam's Café
 - d. Walmart
- 4. Will restaurants have delivery service?
 - a. That will be at the business' discretion

Land Owners/ Residents

- 1. How do I prevent trespassing on my property?
 - a. You can certainly put "no trespassing" signs on your property if you feel it's a concern
- 2. How should I report suspicious activity?
 - a. 911
- 3. What are the rules I should follow if I want to allow campers on my property?
 - a. City does not allow camping in residential areas
- 4. Where can I publish that I have a room open for eclipse visitors?
 - a. Contact an online residential short term lodging broker

Camping

- 1. Will camping be an option given the high prices of hotels?
 - a. The City doesn't permit camping within the city limits
- 2. Where can someone camp?
 - a. There are a number of options available in the area including SIU Touch of Nature, Giant City State Park, Ferne Clyffe, Rend Lake, and SIU will offer indoor camping at the Rec Center
- 3. How much is camping?
 - a. You will need to check the individual parks to inquire
- 4. I am totally self-contained with a 19' travel trailer and simply need a place to park. Are there places I can park?
 - a. The City doesn't permit people to sleep overnight in RV's, campers, travel trailers, etc. within the city limits.

Marketplace

1. How many vendor spots are there?
 - a. Up to 32 spots are available
2. What are the hours of the marketplace?
 - a. Go to carbondaleeclipse.com
3. Will there be entertainment?
 - a. Go to carbondaleeclipse.com
4. What genres of music will be in this area?
 - a. Go to carbondaleeclipse.com
5. Is this a free area?
 - a. There will be no admission charge to the Marketplace
6. Will beer and food be cash only or ticketed?
 - a. Go to carbondaleeclipse.com

Washington Concert

1. When will acts be announced?
2. What genre is the focused act?
3. How many acts are there?
4. Will this showcase local talent or just national acts?
5. Will there be vendors for this area as well?
6. If so, what is the cost to be a vendor in this area?
7. Can you enter and leave the concert multiple times?
8. What are the estimated ticket cost?
9. Will there be seating?
10. What items are allowed in concert area? (Umbrella, folding chair, blanket,etc.)

Volunteer

1. What types of volunteering opportunities are there?
 - a. Waste management
 - b. Customer service
 - c. Parking attendants

2. What kind of volunteer are you looking for?
 - a. Friendly and willing to work
3. How will volunteers be managed?
 - a. Groups leaders
4. Where can you sign up to be a volunteer?
 - a. Please call Jane Doe at XXX-XXX-XXXX
5. How many volunteers are needed?
6. What are the shifts for volunteers?
7. Will there be volunteer training?
 - a. Yes

KEEP EMAILS:

I hope you are enjoying this lovely day! I wanted to contact you because I have stumbled across one of the best eclipse stories I have seen to date and I wondered if you could create a story similar but unique to our area of course. Some of the things that make this story one of the best are the use of proper terminology and accurate descriptions. Of course it is just a suggestion but I believe Bob Baer and Cinnamon Smith would be great contacts for this.

<http://www.abc17news.com/news/planning-for-the-2017-total-solar-eclipse/364766056>

Good Afternoon Bob,

Thank you so much for that information. I hope I am not disturbing you, however, I have one quick question for you... I was reading the article to the link below and it stated, "Owen noted that Dr. David Linton will be in the area on April 21 because that date features the same position of the sun as the day of the eclipse." Is there any truth to this? Can you really find the

most optimal spots for viewing the eclipse on April 21?

<http://www.randolphcountyheraldtribune.com/news/20170130/solar-eclipse-planning-ramps-up>

Jannika,

Yes, the sun is in approximately the same location on April 21 as it is on August 21. Generally any time that week is a good time to see about where the sun will be in the sky during the eclipse.

We're tentatively planning on taking advantage of that as well...

Just waiting to hear back on travel details from our partners at NASA.

Bob

Should have done:

- Met all departing passengers on all trains, or provide information for those departing early AM
- Need better/more transportation options (Uber, Taxis, etc) for visitors
- Need to be better aware of transportation schedules and options (Rides Mass Transit, JCMTD, Saluki Express, Amtrak schedule, etc)
- Storage lockers to check baggage
- Had the next date for an event (concert, festival, etc) set and ready to market. Share the information with visitors
- Record interviews/statements/testimonials from guests from all over the country and world
- Online version of interactive map needs to be more user friendly, include traffic updates, information on lodging and camping availability, schedule of entertainment
- There needs to be only one website, constantly updated, single point of contact
- Messaging to the public needs to be consistent and unified
- Needs to be a strategy to communicate with public about crowd sizes – whether the crowds are small or large
- Entertainment should run later – midnight or 1 AM
- Wristbands were not used
- Civic Center cooling station should have had a sign outdoors
- Metered parking and enforcement was confusing to those outside the area
- Daily city coordination meetings with staff would have been helpful
- Needed more camping options in town and more “park and watch” options
- Needed a better way to determine number of visitors
- Needed more posters, hats, t-shirts and souvenirs to sell
- Town Square Pavilion needs a potable water source

Positives:

- The volunteer turnout was amazing. The cleanup and information volunteers did an outstanding job
- Retail parking passes were very popular
- Great opportunity to develop relationships with Amtrak officials
- Great opportunity to develop closer working relationships with downtown businesses
- Misting stations were a huge hit
- The wayfinding signs were great; could have used more
- Public works department did an outstanding job all weekend
- The cooperation and coordination between many different groups and organizations was incredible (SIUC, Carbondale Main Street, Tourism, Dayemi, civic groups and community organizers)
- Media room was a great idea
- Hotline was very useful
- Civic Center cooling station, along with free water for those inside, and those outside waiting on busses
- Family Fun Zone