

VISITOR INDUSTRY TASK FORCE
THE CITY AND BOROUGH OF JUNEAU, ALASKA
December 17, 2019 12:05 PM
City Hall, Assembly Chambers

I. CALL TO ORDER/ROLL CALL

II. APPROVAL OF AGENDA

III. APPROVAL OF MINUTES

- a. December 3, 2019 Visitor Industry Task Force Action Minutes

IV. MEETING GOAL

- a. **Address the charging question:** *Is the current approach to managing the visitor industry adequate to make Juneau an attractive place to live and to visit?*
 - i. Understand who manages what activities related to tourism in Juneau
 - ii. Learn about various management approaches
 - iii. Identify areas of weakness in management and opportunities for additional collaboration

V. PRESENTATIONS ON TOURISM MANAGEMENT

- a. **Tourism Best Management Practices History and Summary – S. Kirby Day, Holland America Group**
- b. **Managing Commercial Activity at the Waterfront – Scott Hinton, CBJ Docks & Harbors**
- c. **Cruise Ship Scheduling – Drew Green, Cruise Line Agencies of Alaska**
- d. **Whale Sense Program – Suzie Teerlink, NOAA**
- e. **Mendenhall Glacier Visitation Management – James King, USFS**
- f. **Other CBJ Tourism Management Permitting – Michele Elfers, CBJ Parks & Recreation**

VI. DISCUSSION

- a. *Is there consistency and coordination in management strategy across the community?*
- b. *Are there areas and facilities that lack management or are not managed appropriately?*
- c. *Are there areas or uses where we should focus more discussion on management?*

VII. PUBLIC INPUT

- a. Meetings scheduled January 11, 2020 at 10am and January 16, 2020 at 5:30pm in the Assembly Chambers
- b. January as Public Input month
 - i. Oral comment sessions

- ii. Survey
- iii. Social Media, Radio, Publications, Table Top comment cards
- iv. Other suggestions for outreach and input

VIII. ADJOURNMENT

Next Meeting:

- A. January 7, 2020 12:05pm – 1:30pm Facilitated Workshop
 - a. Identify specific questions for public input
 - b. Create strategy and timeline for charging questions, final report topics and outline

Note: Agenda packets are available to review online at <https://juneau.org>

ADA accommodations available upon request: Please contact the City Clerk's office 72 hours prior to any meeting so arrangements can be made to have a sign language interpreter present or an audiotape of the Assembly's agenda made available. The Clerk's office telephone number is 586-5278, TDD 586-5351, email: city.clerk@juneau.org.