

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.

Visitor Industry Task Force

December 12, 2019



Meeting Goal

Charging Question: *Is the current approach to managing the visitor industry adequate to make Juneau an attractive place to live and to visit?*

- Understand who manages what activities related to tourism in Juneau
- Learn about various management approaches
- Identify areas of weakness in management and opportunities for additional collaboration

Presentations

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

Mendenhall Glacier Visitor Center Master Plan

A Vision for the next 50 years





- 700,000 annual visits
- Retreating glacier
- Safety and resource protection
- Opportunities to see the glacier and enjoy public lands



- Hub and spoke concept
- Site entrance features expanded vehicle facilities, a new Welcome Center with site information, retail space, food service and restrooms



- Lake shore trail
- Expanded interpretive space and theater
- Three new trailheads



- Lake and Glacier access with boat transportation across the lake, new trails and visitor facilities that are expandable and moveable on the far side of the lake



- Steep Creek with new elevated walkways, wildlife viewing opportunities, safety improvements and creek restoration



- Public input from
 - Six public meetings
 - Public survey
 - Focus groups including locals, tour providers, environmental community, and out-of-town visitors
- Next steps:
 - National Environmental Policy Act (NEPA) analysis process, further public meetings
 - Design
 - Project website: <https://www.mgra-mgvc.us>
 - Further information: James King, Regional Director, Recreation, Lands & Minerals 907-586-8877, james.g.king@usda.gov

Discussion

We have heard about:

- On the ground –pedestrian flow, vehicles, traffic, streets, parks, trails and facilities
- On the water – best practices, wildlife, boat traffic
- On the docks – cruise scheduling, tours, operations
- In the air – helicopters, planes and tours
- At the glacier – federal approach to management

Discussion Questions

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

Public Input

- Meetings scheduled January 11, 2020 at 10am and January 16, 2020 at 5:30pm in the Assembly Chambers
- January as Public Input Month
 - Oral comment sessions
 - Survey
 - Social Media, Radio, Publications, Table Top comment cards
 - Other suggestions for outreach and input



OVER 20 YEARS OF MAKING TOURISM WORK FOR JUNEAU!

2019 Tourism Best Management Practices Participants

49th Fathom Charters	Cunard Line	Mendenhall Taxi
Above and Beyond Alaska	Custom Juneau Tours/My Juneau Ride	Milano Diamond Gallery
Admiralty Air Service	Cycle Alaska	Moore Charters
Adventures in Alaska	Diamonds International of Alaska	M&M Tours of Juneau
Airboat Alaska	Diamonds Intl. Watch and Design	Norwegian Cruise Line
AJ Juneau Dock LLC.	Disney Cruises	NorthStar Helicopters
AJ Mine/Gastineau Mill Enterprises	DLux Rides	NYK Cruises
AK Brews Cruise	Dolphin Jet Boat Tours	Oceania Cruises
Alaska Fish & Chips Company	Eaglecrest Ski Area	Pack Creek Bear Tours
Alaska Fjordlines	Effy Jewelry Juneau	Pier 49 Seafood Station
Alaska Galore Tours	Evergreen Taxi	Ponant Cruise Line
Alaska Humpback Adventures	Experience Juneau	Princess Cruises
Alaska Independent Coach Tours	First Student	R and C Shuttles
Alaska Juneau Mining Company	Franklin Dock Enterprises	Red Dog Saloon and Mercantile
Alaska Knifeworks	Gastineau Guiding Company	Regent Seven Seas Cruises
Alaska Luxury Tours	Glacier Bear Coffee & Tea	Roma - Bistro on the Wharf
Alaska Rainforest Sanctuary LLC	Glacier Gardens Rainforest Adventure	Royal Caribbean Cruise Line
Alaska Seaplanes	Glacier Taxi and Tours	Royal Hyway Tours
Alaska Sea to Shore	Gold Rush Dog Tours	Rumrunner Charters
Alaska Shirt Company	Goldbelt Mount Roberts Tramway	Seabourn Cruise Line
Alaska Travel Adventures	Goldbelt Security Services	Silverbow Inn
Alaska Weddings on Ice	Goldbelt Seadrome Marina	Silversea Cruises
Alaska X	Hangar on the Wharf	Southeast Stevedoring Corporation
Alaskan Dream Cruises	Harv and Marv's Outback Alaska	Taku Glacier Lodge
Alaskan Fudge Company	Holland America Line	Taku Taxi
Alaska's Capital Inn	House of Russia	TEMSCO Helicopters
Allen Marine Tours	Jayleen's Alaska	The Local Guy Charters & Sightseeing
Alpaca International	Juneau Food Tours	The Narrows Bar
Amalga Distillery	Juneau Guided Tours	The Salmon Shoppe
Azamara Club Cruises	Juneau Jeep Adventures	Thunder Cloud 9
Bear Creek Outfitters	Juneau Limousine Services	Travel Juneau
Boheme	Juneau Mercantile and Armory	Tracy's King Crab Shack
Book Alaskan Tours	Juneau Outfitters	Trove
Capital Cab	Juneau Pedicab	Twisted Fish
Capital City Sightseeing	Juneau Rainforest Garden	UnCruise Adventures
Caribou Crossings	Juneau Ranger District	Unplugged Adventures
Carnival Cruise Lines	Juneau Sportfishing	Viking Ocean Cruises
Celebrity Cruises	Juneau Taxi & Tours	Ward Air
Celebrity Jewelers	Juneau Tours	Whale SENSE
CBJ Docks and Harbors Department	Juneau Trading Company	Whale Tales
Changing Tides	Last Chance Tours	Willy's Wee Haul
Chum Fun Charters	Linblad Expeditions	Windstar Cruises
Coastal Helicopters	Liquid Alaska Tours	Wings Airways
Crew International Tours	Lost in Alaska Adventures	Woo Hoo Tours
Cruise Line Agencies of Alaska	Macaulay Salmon Hatchery	
Cruise Lines Intl. Assoc. - AK		
Crystal Cruises		

Participating Companies:
136 Total Employees
Represented: 3,090



The CBJ Assembly recognizes all who contribute to the success of this program.

For details about
 Tourism Best Management Practices Program, please visit
www.juneau.org/tourism or www.tbmp.info
TBMP Hotline 586-6774
hotline@traveljuneau.com



TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

	May	June	July	August	September	Season
2000						
Cruise Ship Noise	3	7	4	4	2	20
Cruise Ship Emissions*	12	19	34	13	7	85
Flightseeing	18	35	26	15	10	104
Vehicles	13	6	4	5	6	34
Other	<u>3</u>	<u>0</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>5</u>
Total Calls	49	67	70	37	25	248
2001						
Cruise Ship Noise	1	2	2	3	0	8
Cruise Ship Emissions*	4 (10)	5 (24)	7 (39)	4 (17)	0	20
Flightseeing	23	23	24	13	1	84
Vehicles	9	17	14	10	1	51
Other	<u>6</u>	<u>3</u>	<u>5</u>	<u>1</u>	<u>2</u>	<u>17</u>
Total Calls	39	45	45	27	4	180
2002						
Cruise Ship Noise	2	4	4	3	2	15
Cruise Ship Emissions*	1 (4)	1 (10)	1 (6)	-3	-2	3
Flightseeing	6	8	12	9	3	38
Vehicles	2	6	2	6	1	17
Other	<u>2</u>	<u>1</u>	<u>2</u>	<u>6</u>	<u>0</u>	<u>11</u>
Total Calls	13	20	21	24	6	84
2003						
Cruise Ship Noise	5	9	3	3	2	22
Cruise Ship Emissions*	0	1	1	0	0	2
Flightseeing	5	22	11	7	5	50
Vehicles	6	11	8	4	2	31
Other	<u>2</u>	<u>5</u>	<u>3</u>	<u>3</u>	<u>1</u>	<u>14</u>
Total Calls	18	48	26	17	10	119
2004						
Cruise Ship Noise	1	2	3	1	0	7
Cruise Ship Emissions*	5	2	0	2	0	9
Flightseeing	22	36	40	44	1	143
Vehicles	5	6	6	6	4	27
Other	<u>7</u>	<u>4</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>15</u>
Total Calls	40	50	51	54	6	201
2005						
Cruise Ship Noise	0	4	2	2	2	9
Cruise Ship Emissions*	2	0	0	0	0	3
Flightseeing	8	17	22	18	4	69
Vehicles	10	14	12	13	0	49
Other	<u>3</u>	<u>0</u>	<u>1</u>	<u>3</u>	<u>0</u>	<u>7</u>

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

Total Calls	23	35	37	36	6	137
2006						
Cruise Ship Noise	0	1	1	0	0	2
Cruise Ship Emissions*	0	0	1	0	0	1
Flightseeing	10	13	15	4	1	43
Vehicles	12	4	11	6	1	34
Other	1	2	5	0	<u>1</u>	9
Total Calls	23	20	33	10	3	89
2007						
Cruise Ship Noise	2	(10ther) 7	0	3	0	12
Cruise Ship Emissions*	3	0	2	1	0	6
Flightseeing	6	5	6	7	5	29
Vehicles	11	13	7	7	3	41
Other	<u>4</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>10</u>
Total Calls	26	27	16	20	9	98
2008						
Cruise Ship Noise	2	5	** 0	1	1	9
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	4	6	7	4	1	22
Vehicles	7	6	11	5	3	32
Other	1	1	6	0	0	8
Total Calls	14	18	24	10	5	71
2009						
Cruise Ship Noise	1	1	0	1	4	7
Cruise Ship Emissions*	3	1	0	0	0	4
Flightseeing	1	6	7	2	1	17
Vehicles	6	25	17	9	3	60
Other	1	2	2	2	0	7
Total Calls	12	35	26	14	8	95
2010						
Cruise Ship Noise	0	0	0	1	1	2
Cruise Ship Emissions*	1	1	0	0	0	2
Flightseeing	1	1	4	0	0	6
Vehicles	7	8	4	5	1	25
Other	4	0	0	0	1	5
Total Calls	13	10	8	6	3	40
2011						
Cruise Ship Noise†	9	0	0	1	0	10
Cruise Ship Emissions*	1	1	0	0	0	2
Flightseeing	3	3	0	0	0	6
Vehicles	4	4	6	11	1	26
Other	2	1	0	1	1	5
Total Calls	19	9	6	13	2	49

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

2012						
Cruise Ship Noise	0	0	0	2	1	3
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	8	0	3	5	0	16
Vehicles	8	4	6	7	7	32
Other	1	1	2	1	0	5
Total Calls	16	5	11	15	8	56
2013						
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	3	3	1	0	1	8
Vehicles	2	3	2	8	2	17
Other	1	1	3	3	1	9
Total Calls	6	7	6	11	4	34
2014	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	1	0	0	0	0	1
Vehicles	3	2	1	5	1	12
Other	2	7	6	1	1	17
Total Calls	6	9	7	6	2	30
2015	May	June	July	August	September	Total
Cruise Ship Noise	1	1	0	0	0	2
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	3	0	2	0	0	5
Vehicles	3	4	5	3	0	15
Other	3	2	1	5	0	11
Total Calls	10	7	8	8	0	33
2016	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	4	0	3	6	1	14
Vehicles	5	7	5	3	1	21
Other	0	6	3	1	0	10
Total Calls	9	13	11	10	2	45
2017	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	2	1	1	1	0
Aircraft	1	3	5	3	0	0
Vehicles	6	5	18	6	0	0
Other	5	1	6	1	1	0
Total Calls	12	11	30	11	2	66
2018	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

Cruise Ship Emissions*	1	3	1	1	0	6
Aircraft	2	1	2	0	0	5
Vehicles	8	6	3	6	3	26
Other	2	1	7	0	5	15
Other: Whale Watching	0	1	1	0	0	2
Total Calls	13	12	14	7	0	54
2019	May	June	July	August	September	Total
Cruise Ship Noise	3	5	3	1	0	12
Cruise Ship Emissions*	2	0	0	1	0	3
Aircraft	3	2	7	4	1	17
Vehicles	9	6	10	6	2	33
Other	4	1	5	1	1	12
Other: Whale Watching	3	4	4	3	1	15
Kudos	0	0	1	0	0	1
Total Calls	24	18	30	16	5	93

† In May 2011 Disney Cruise Line's Disney Wonder called in Juneau for the first time and was unfamiliar with the TBMP noise guidelines as they applied to the Gastineau Channel.

In 2006 a number of previous records were broken for rain fall. May – 4.56"; June – 5.93"; July – 4.43"; August – 11.02"; September – 13.01". The flightseeing industry was especially impacted by this bad weather.

* As of 2001 callers were asked to report emission concerns directly to the Alaska Department of Environmental Conservation (DEC). Calls left on the message line were forwarded to DEC and are included in the total calls shown for Cruise Ship Emissions in parentheses. However, only the calls left on the message line are included in the Total Calls.

** Two calls on the July 2008 Summary and Comparison were logged under cruise ships. On this report they have been linked with the Other category as Other Vessel complaints.