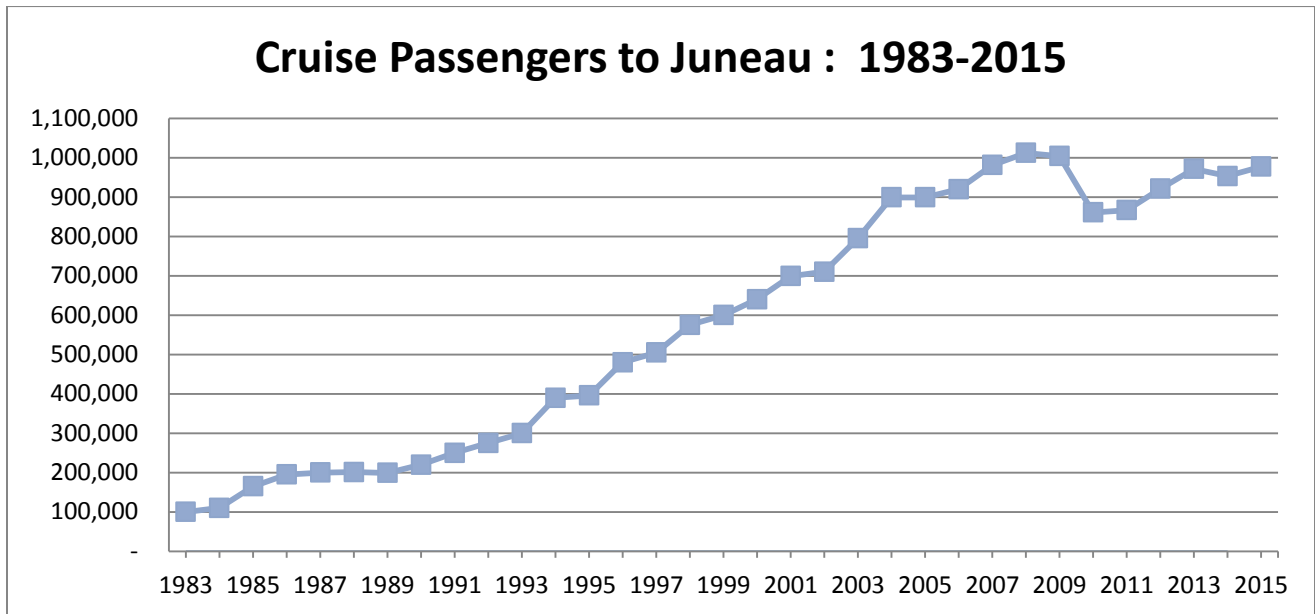


Factual Basis – Don D. Statter Harbor Facility (Statter) Charter Fleet Facility

The cruise ship industry in Juneau has increased dramatically over the past three decades. In 1973 there were 36,536 cruise ship passengers arriving at the downtown cruise ship docks. By 1980 that number increased to 86,000 passengers. The following graph shows cruise ship passenger counts from 1983 (about 100,000) to 2015 (about 1,000,000).



Cruise passenger visits to Juneau, Alaska: 1983-2015 (Juneau Convention and Visitor's Bureau 2000, Southeast Stevedoring 2004; CBJ Docks & Harbors 2016).

By 2008 cruise ship passengers topped out at 1,030,000 but dropped slightly during the ensuing economic downturn. However, the numbers have been rising again with expectations of nearly 1,020,000 passengers in 2016.

Cruise passengers disembark in downtown Juneau and venture out to various venues throughout the Borough. The most popular venue is the Mendenhall Glacier which hosts 465,000 cruise ship passengers a year (limit established by the U.S. Forest Service).

Other popular activities for visitors to Juneau are whale watching and charter fishing. Virtually all charter vessel tours depart Auke Bay at: Statter Harbor, Andrew's Marina, or Allen Marine Dock near the ferry terminal. CBJ Docks & Harbors collects a fee for each passenger embarking on charter vessels which originates from Statter Harbor.

As the cruise ship passenger arrivals have increased dramatically over the years so has the number of whale watch and fish charter tours. In the early 1980s the industry operated but a handful of vessels, in 2015 Statter



Tour vessels vying for limited loading zone.

Harbor alone hosted 61,850 charter passengers. Sheinberg Associates was contracted by Docks & Harbors to accurately verify the origination of charter vessel visitors from either cruise ships or independent travelers. The Statter Harbor Passenger Data, For-Hire Commercial Charters report is attached as an enclosure which states that 86% of all Statter charter vessel passengers originated from downtown cruise ships. There were 25 separate companies operating 49 vessels offering 499 seats operating out of this location. On the busiest of days over 1000 cruise ship originating passengers will embark on a whale or charter fishing excursion from Statter Harbor. Over the course of a season, it is estimated 9,600 individual charter vessel moorings and unmoorings occur at this facility.

The Don D. Statter Harbor is a multi-use facility supporting recreational boaters, visiting yachts, commercial fishermen, kayakers, and charter boat operators. Without a doubt, the greatest increase of users to Statter Harbor has been the growth of whale watching and charter fishing catering to visiting cruise ship passengers.

The publically owned Don D. Statter Harbor is operated by CBJ Docks & Harbors. It was constructed in 1987 for transient moorage with approximately 10,000 linear feet of dock space. Using an average of 35 feet per vessel the total capacity is about 286 vessels. In 2006, CBJ purchased DeHart's Marina containing approximately 100 slips for a total at Statter Harbor of 386 slips. In 2013, Docks & Harbors completed a project to improve overall safety and efficiency of the facility by demolishing the failing DeHart's Marina and replacing it with 70 new floats (reducing the overall capacity to 316 vessels).



Fishing vessels rafting six or more deep on a busy day.

On a typical summer day, Statter Harbor moorage slips are filled above capacity. On extreme days, during various commercial fisheries openings, busy whale watch days, Salmon Derby, or holidays there might be over 450 vessels mooring at the facility. This results in many vessels rafting up three and four deep. In this situation safety becomes a concern for patrons

accessing their vessels by crossing other vessels and rafting of vessels severely reduces the maneuvering fairway within the harbor thus creating unsafe vessel movement.

While the overall use of Statter Harbor has increased over the years, the level of increase of tourism related uses has overshadowed all others and has greatly strained the capacity of Docks and Harbors to maintain safe, efficient, convenient, and secure facilities at Statter Harbor to serve cruise ship passengers - resulting in tensions, conflicts, and strained management decisions.

Basic infrastructure needs of cruise ship passengers are not met resulting in inconvenient and inefficient long lines at the current below capacity restrooms at Statter Harbor. In



Long lines awaiting use of restroom facilities.

recent years portable toilets have been brought in to serve the cruise passenger needs but the area available for setting these units are much needed parking stalls thus further impacting the facilities at Statter Harbor.



Visitors disembarking bus to tour vessel loading area.

Currently there are insufficient areas for coach and van unloading/loading thus cruise passengers must disembark the vehicles a distance from the gangway to their tour vessels and are exposed to vehicular hazards by walking through parking lots, drive lanes, and active launch ramps. Every single arriving guest on a coach or bus originated from a cruise ship.

Since 2005 Docks and Harbors has planned for phased development to address the safety and inefficiency issues at Statter Harbor. Phase I, completed in 2013, removed failing DeHart's moorage floats and replaced them with a new improved float system. Phase II, which is scheduled for completion in August 2016, will provide a new safe and efficient two-lane boat launch component. Both these improvements were funded with a combination of city sales tax, legislative grants, state grants, and a federal grant. While these projects have improved the overall situation immensely, they have not addressed the continued need to address issues more directly related to the charter operations for whale watching and the safety of the passengers originating from cruise ships.

The Sheinberg Associates report, stated in 2015, cruise ship companies made an estimated \$1.2 million from onboard sales of excursions that use Statter Harbor. The profit was estimated using the point of sales aboard the cruise ship for whale watching and fishing excursions at Statter Harbor.

Phase III, currently in the final planning stages, would greatly improve safety for cruise passengers as they arrive by motor coach or van, assembly for escort to their vessels, and embark/disembark for their tour. New floats would be constructed to serve the tourism charter fleet for embarking/disembarking and mooring overnight thereby reducing pressure on the overall moorage facility. New restrooms would be installed to provide adequate and convenient amenities for the cruise passengers utilizing the facility. This exclusive use area for the charter fleet would provide safe, efficient, and convenient facilities to serve the cruise ship passengers; and, thus deconflicting the current operations by enhancing the experience for cruise ship passengers, the cruise ship industry, and locals vying for limited real estate at Statter Harbor.

Given the goals and objectives of Phase III of the Statter Harbor Master Plan improvements to improve safe, efficient, and convenient facilities for charter fleet operations, funding for the construction of these improvements is sought from the State of Alaska – Commercial Passenger Vessel Excise Tax. It seems clear from the description above of the issues being addressed with the proposed Phase III project that the funding supports improvements directly related to safety, efficiency, and convenience of the cruise ships and their passengers who utilize the publically owned facilities at Statter Harbor.

Depending on funding availability the project may be constructed in segments. Phase III-A would consist of dredging the float basin; construct the seawall to contain the uplands edge; construction and installation of floats for tourist charters; fabrication and installation of the gangway; grading the vehicle staging area. Phase III-B would construct a covered assembly area; construct restrooms; construct a connecting seawalk; and paving of the vehicle staging area for cruise ship arriving passengers.

Attachments:

1. Letters from Operators
2. Phase III Plan – draft conceptual
3. Sheinberg Associates Report “Statter Harbor Passenger Data, For-Hire Commercial Charters”

PAUL H. SWANSON
3101 RIVERWOOD DRIVE
JUNEAU, AK, 99801

October 3, 2015

Carl Uchytel, Port Director
Juneau Docks and Harbors
Juneau, AK 99801

Port Director Uchytel,

I am very much in support of the proposed commercial ramp and floats at Statter Harbor to accommodate the excessive traffic associated with the whale watch tours that predominately serve the cruise ship passengers. The current amount of tourism activity at Statter Harbor poses a significant safety issue for everyone using the harbor facilities, as they are not designed to accommodate excessive commercial traffic, including busses and pedestrians.

We all know that the ramp area is heavily utilized and even without the additional tour activity is typically congested with boats, trailers and vehicles; a safety concern in and of itself. Then when the large tourist busses are in the harbor area, they must back into the right side of the launch ramps to off/on load their passengers. As the cruise ship passengers on tours are departing from or returning to their busses, they are crossing behind or in front of the trucks and trailers accessing the boat ramp. Clearly this is less than ideal situation for all user groups.

I am in full support of the proposed ramp and floats for the commercial uses of whale watch patrons and other related activities. It is critical that new facilities are completed to accommodate the tourist activities at Statter Harbor.

Sincerely,



Paul H. Swanson

PS. As much as I dislike the speed bumps installed, it has slowed traffic down and is an improvement. However, I hope that the speed bumps will go away, once the major safety issues of excessive commercial traffic are addressed.

Douglas H. Ward
Dolphin Tours LLC
9349 Turn Street
Juneau, AK 99801
(907) 321-3422c

April 13, 2016

Carl Uchytel
Port Director
Juneau Docks and Harbors
155 S. Seward Street
Juneau, AK 99801

RE: STATTER HARBOR IMPROVEMENTS PH III

I am writing this letter in support of the proposed use of Cruise Line Head Tax funds for the purpose of building a new commercial operators loading facility at Statter Harbor in Juneau, Alaska.

Since 1994, I have owned and operated Dolphin Tours LLC, a whale watching tour company. We operate almost exclusively through Statter Harbor with our office on the far side of the present parking lot. Over the years we have grown until now we operate seven vessels from 35 to 51 feet long. Other commercial tour operators use the facilities for many additional vessels. In total, according to harbor staff, there are 18 companies with 53 vessels presently paying an Auke Bay harbor head tax for passenger use.

Our passengers almost exclusively originate from visiting cruise ships. I would estimate 1% of our passengers came from other sources, such as local, airport or ferry arrivals. We schedule our days around cruise ship port times and begin and end our season on the same day as the cruise ships. We do not operate tours on days in the summer when no ships are present. I suspect that all the other operators have a similar ratio of cruise ship passengers.

Our passengers arrive in Auke Bay on one of our fleet of busses, which drop off and pick up passengers simultaneously with the arrival and departure of our vessels. While this may seem a simple matter of timing, it is far more complicated than that. Presently, there is one 'loading/unloading' lane for our buses, accommodating a total of three buses. Since every operator uses a fleet of buses and vans (approximately two buses for every boat on average), the Auke Bay bus loading zone becomes extremely congested. In addition, several operators contract with various bus companies for their land transportation, complicating driver coordination.

Over a great deal of negotiation, harbor staff and operators have come up with a complex set of rules for both buses and boats in order to deal with the congestion. These rules are not

intuitively obvious to all. Each year, from beginning to end, new drivers and captains with good intentions revert to behavior which they believe to be harmless, causing chaos to others, both operators and locals.

The simple act of a single captain running up to use the restroom, leaving his/her vessel tied up in the middle of an empty loading zone can cause mayhem. What that well-intentioned individual didn't realize was that three minutes later, six commercial vessels from four companies loaded with passengers were going to be vying for the remaining dock space, to both offload and onload passengers. Since the vessel might be tied in such a way it blocks two commercial vessels, the commercial transit will be drastically slowed. As each vessel drops off passengers, it might pull away and idle in the harbor, letting the next vessel drop off. Even though the commercial operators work together, it might take an extra 15 minutes for the transfer. If there was a line to use the restroom (caused by the commercial passengers), it is completely likely that by the time the local 'trouble-causer' walked back to his/her boat, the harbor would once again be empty.

It is not reasonable to expect every operator, commercial and non-commercial to know and follow the rules all of the time. More tickets would just irritate people. They can't be expected to know what they don't know.

Presently the harbor staff do their best to enforce the rules, and I will say they do a very good job. They attempt to focus on the trouble-causers, whoever they may be, which is difficult to discern.

Another example is with the bus loading zone. Since it is a single lane, a single bus can clog the works. Imagine a bus is scheduled to drop off/pick up his passengers at 1:00pm. He shows up at 12:55 and finds another single bus in the lane, so he parks behind. The first bus leaves, but since his folks are lollygagging as they depart the bus, he is unable to move forward. Just as his last passenger steps off, a passenger from his boat steps up. One by one, passengers arrive, always just stepping on, or about to do so. Passengers disappear in the restroom, clogging each other, so they arrive 30 seconds apart. The driver finally leaves at 1:05pm. Just before he goes, another bus pulls in and begins to unload to his rear.

Now the fun begins as bus after bus pull into Auke Bay, unable to park because the last bus is in the last space. Buses should never back up, so they don't pull past and back into the empty slots to the front. Instead they wait to the rear, clogging the boat launch ramp area, or circle the parking lot, dramatically increasing congestion.

We solve the problem, passengers get on and off buses and boats, with just a minor delay. But meanwhile, perhaps 200 passengers are milling around the harbor, in buses and waiting on the sidewalk. This is all due to the Auke Bay facilities which were not designed for commercial passenger operations on this scale.

Since the upland facilities are extremely limited, fully 80% of the passenger buses circle the parking lot virtually every pick up/drop off, sometimes several times. Those that leave often stage at the Auke Lake parking overlook, driving to and from along busy Glacier Highway without passengers. This congestion is incremental; while no one bus causes congestion, the overall effect is real and significant.

Operators and Harbor staff don't have a working solution to this congestion, no amount of training can compensate for the facilities. Over the past few years the rules haven't changed much, because none of us can come up with a better set of rules or solutions.

Another problem is the fact that many of our passengers are mentally on vacation. They don't behave as fully functioning adults. While wonderful people, they think nothing of strolling through a busy foreign parking lot oblivious to instructions and traffic. Many look the wrong way while crossing traffic. To expect them to change is futile. And while we expect them to stay on the well-designed sidewalks, we also expect them to cross a busy two-lane boat ramp on slimy and uneven footing when entering and exiting any full-sized coach.

While the commercial passengers are overwhelmingly from cruise ships, the impact of the congestion primarily affects locals. Operators cater to the naturally oblivious passengers, who accept the congestion as normal. On the other hand, as a local, I feel 'chased out' by the congestion and tourists, only my inside knowledge allows me to understand the flow and find my way through the crowds. I am sure others feel the same way. Like Salmon Derby weekend, if you don't know the harbors, things get intimidating when things are crowded. I don't want to cause trouble, and neither do most locals.

As an example, just beside the Bus Loading Zone are three 'compact' car spaces. If a car parks poorly there, or a large truck, then buses cannot circle the parking lot and avoid the loading zone. One car can force all of the buses to stop circling and pile up, causing even more congestion.

Also, as previously mentioned, commercial passengers come in waves and often clog the restrooms. The women's restroom has just two stalls. While the harbor puts out multiple portable toilets, and keeps them clean, no one likes to use them. So locals might find half a dozen people waiting for a stall.

Locals operate at a different pace than tour operators. They load and unload vessels in Auke Bay as well, but are dealing with carts full of provisions and items. Congestion between locals with heavy carts and oblivious tourists are potentially dangerous and certainly stressful.

Cruise Ship passengers are very commonly slow movers. They may walk, or use wheelchairs, but in such a scenic environment, every step causes delays. Presently passengers must walk 200 yards, more or less between the boats and buses. The congestion is in part due to this distance. As the present facilities are designed, nothing can be done to reduce this, but a new facility with even 25% less walking would be remarkably more efficient.

In light of the recent lawsuit filed by the Cruise Lines International Association filed against the City and Borough of Juneau, it seems particularly appropriate to consider whether the proposed use of the funds for the Statter Harbor improvements truly goes towards cruise ship passenger facilities.

I was against the head tax and still am. We should be encouraging passengers and cruise lines to come to Alaska rather than skimming off them. The world is a big place with many other attractive destinations, we should continue to strive to make Alaska more attractive, rather than more expensive. I still believe the state would be better off without the tax.

Be that as it may, the funds have accumulated, and will never be reimbursed to the passengers. With that in mind, I cannot imagine a more qualified proposal for a facility that will be built for and used by cruise ship passengers. While the proposed Auke Bay facility is not designed or built for the direct embarkation or disembarkation of passengers to their cruise ships, it is a direct benefit to an enormous number of cruise ship passengers, and also will directly reduce the impact of cruise ship passengers on locals.

I recognize that my listed arguments and concerns are perhaps a bit muddled to anyone who has not transited Auke Bay during the busy tourist season, and I have not included any diagrams or photos to delineate these issues. You may not fully understand the problems, or think there must be a simple solution to relieve the local stress without the dedicated facility.

If you think that way, I agree with you. My thoughts and feelings are muddled, because the problem is complex. I am an insider in Auke Bay operations, having watched the muddled process of development for over 20 years. A similar facility has been on the drawing boards for over 10 years.

This proposed solution, the Commercial Auke Bay Loading facility is not my preferred option, because, frankly, I can't wrap my mind around any solution. My proposed changes and 'improvements' to this facility bring both advantages and unintended consequences. I keep thinking outside the box, and coming up with nothing.

After considerable heartburn at not being able to think of a better solution, I reluctantly agree that this proposed facility is a good call. The situation in Auke Bay is a boiling pot, and I am a frog. Ten years of my intermittent imagination couldn't come up with a better solution, so this must be right, waiting ten more years won't make us more imaginative.

My nature is to only reluctantly agree, but I must also let you know that I whole-heartedly agree that this proposed solution is the right one. Life for everyone, tourist and locals, will be vastly improved with the facility. Auke Bay will return to the locals, while the tourists and operators are able to continue to operate with much less impact.

Thank you for your time. You may contact me by email or phone.

Sincerely,

Douglas H. Ward
Dolphin Tours LLC member
9349 Turn Street
Juneau, AK 99801
(907) 321-3422c

Gastineau Guiding Company

April 13, 2016

To Whom It May Concern,

I am submitting this letter today as the owner and operator of Gastineau Guiding Company. We are a local hiking and whale watching tour operator that has been using the facilities at Statter Harbor for the past 12 years.

Gastineau Guiding has been growing steadily to accommodate increased cruise line passenger demand for whale watching. Over the past decade, we have added an average of one 44' vessel to our fleet every year. We now berth 10 boats in Statter Harbor, coinciding with the cruise ship season which runs May-September. We serve over 35,000 cruise passengers (98% Cruise Line) every season through the Statter facility every season. This collective growth has simply over loaded the harbor, and has displaced local users on busy days.

With larger ships plying the waters of Southeast Alaska and coming to Juneau, we expect to grow another 15% in 2016, and will likely be ordering yet another boat for the 2017 season. Other whale watching and charter fishing companies are growing at the same rate, and will continue to grow as the cruise lines add beds to the Alaska Itinerary.

My primary concern for the outdated facility is safety, both on the docks and in the upland parking lot. Bus lanes are few and small. Sidewalks are narrow and disconnected, which leaves both local users and cruise ship passengers stranded in vehicle lanes, unaware of buses, cars, and boat trailers navigating in all directions. Restrooms are sadly inadequate. Porta potties have even infiltrated coveted parking spaces, as there is no other space to place them.

I have witnessed many near misses involving pedestrians and vehicles. I have also witnessed 2 contact accidents, in which pick-up trucks have knocked passengers off their feet while nosing up to crowded narrow sidewalks.

The ramps and docks are also dangerous. Heavy cargo being wheeled down the very crowded main access ramp by the fishing fleet operators and local boat owners has at least twice in my observations become out of control, and has struck people walking up or down the ramp.

The boat loading zones are also overly-crowded, with up to 60 people at a time boarding boats while other users are trying to skirt around them. I have seen many people come very close to falling off the dock in this situation, as I also Captain one of our boats at times.

Docking our boats at the end of the day is a nightmare, as we usually return near the end of the day and need to raft side to side along other boats. This takes the coordination of jumping quickly to the decks of different leveled boats with And of course, leaving with a boat that is rafted 5 deep is not an easy or safe operation, as it means jumping across at least four often slippery and cluttered decks and hulls. Slippery decks. I myself slipped during one of these acrobatic moves, and deeply punctured my shin on a mast stay of a fishing vessel. I myself punctured my shin very deeply on the mast stay of a fishing vessel. One of our captains badly broke his wrist in a disembarking accident as well.

A new commercial loading will eliminate most if not all of these dangerous issues, and will provide a much safer experience to the cruise passengers that visit Juneau.

Sincerely, Bob Janes

President, Gastineau Guiding Company



April 14, 2016

Carl Uchytel, Port Director
Juneau Docks and Harbors
Juneau, Alaska 99801

Dear Mr. Uchytel,

I operate a sportfishing lodge on Shelter Island and have been doing so for the past 35 years. We have been using Auke Bay to pick up and drop off our guests way before Statter Harbor existed and before there were any whale watching boats. We now find ourselves having problems with bus traffic, parking, and crowded sidewalks and docks. We are in support of the continued development of commercial ramps and floats to alleviate this congestion and to improve the safety for our guests.

Regards,

Richard Yamada
Owner/Manager

From: [Teena Larson](#)
To: [Carl Uchytel](#)
Subject: FW: Phase 3 Charter Whale dock
Date: Thursday, April 14, 2016 8:10:48 AM

-----Original Message-----

From: Kevin Burchfield [<mailto:lostinalaska@gci.net>]
Sent: Wednesday, April 13, 2016 8:01 PM
To: Teena Larson
Subject: Phase 3 Charter Whale dock

Teena,

Sorry to use this avenue but I just found out about the need for comment. Please accept this as my comment. Thank you!

As President of the Juneau Charter Boat Operators Association I would like to express our support for Phase 3 of the Harbor improvements.

We feel this is an excellent use of cruise ship head tax funds as it truly does benefit cruise passengers!

We also feel that this project will help to reduce the congestion on the main dock.

Thank you for your time!

Best Fishes!

Capt. Kevin
President
JCBOA

Lost in Alaska Adventures, LLC

www.lostinalaskaadventures.com

907-321-1405

Follow us on Twitter @lostinalaska
"Like" us on Facebook

From: [Teena Larson](#)
To: [Carl Uchytel](#)
Subject: FW: phase 3
Date: Thursday, April 14, 2016 8:13:12 AM

From: Grantley Moore [mailto:grant@moorecharters.com]
Sent: Wednesday, April 13, 2016 9:32 PM
To: Teena Larson
Subject: Re: phase 3

Hi Teena,

The new phase 3 would greatly help alleviate the whole congested areas in the Auke Bay city boat harbor. It would be great to have a commercial loading new area! There is so much vehicle and boat traffic right now it is difficult to get around, very unsafe. I am in full support of the proposed ramp and floats for the commercial uses of whale watching, sport fishing, etc. It is critical that new facilities are completed to accommodate the tourist activities at Statter Harbor.

Thanks, Capt Grantley

On Thu, Apr 14, 2016 at 12:06 AM, Grantley Moore <grant@moorecharters.com> wrote:
Teena,

On Thu, Apr 14, 2016 at 12:05 AM, Grantley Moore <grant@moorecharters.com> wrote:
Hi Tina, I'd like to show my support for phase 3 of the CBJ Auke Bay area! Louis sent me an example but I'm unable to open the pdf file. Would you be able to resend in a different format?

Thanks, Capt Grantley

--

Captain Grantley Moore

Owner, *Moore Charters LLC*

Juneau, Alaska 99801

[907.723.2260](tel:907.723.2260) | grant@moorecharters.com

[Moore Charters Website](#)



From: [Bob Janes](#)
To: [Carl Uchytel](#)
Subject: Fwd: Rafting onto non-GG boats....
Date: Saturday, June 18, 2016 11:12:12 AM

Just a moment in time to show what we all go through everyday Carl. This even before the fishing fleet arrives! Feel free to include it in our support materials.

Bob

Sent from my iPhone

Begin forwarded message:

From: Steve White <white173@hotmail.com>
Date: June 18, 2016 at 9:26:32 AM AKDT
To: Adriane Honerbrink <adriane.honerbrink@gmail.com>, Annette Smith <ages@gci.net>, Bob Janes <bob@gguiding.com>, Brandon Felts <brandon.w.felts@gmail.com>, Diane Kyser <djkyser@gmail.com>, Fred Hiltner <svsongline@me.com>, Jen Levy <euphoria42313@yahoo.com>, Jim Schell <juneaujim@yahoo.com>, Jon Davis <jonathandavis-06@hotmail.com>, Lee Davis <leefrompulmo@gmail.com>, Mark Stopha <mark_stopha@yahoo.com>, Micheal Lamonica <mplamonica@gmail.com>, Mike Johnson <gotsoot@yahoo.com>, Robert Fawcett <nolimitsailing@hotmail.com>, Scotty Davis <captainscotty2000@yahoo.com>, Steve White <white173@hotmail.com>, Tom Bruckman <iouxyz@yahoo.com>, "louis@harvandmarvs.com" <louis@harvandmarvs.com>
Subject: Rafting onto non-GG boats....

Louis, the owner of Harv & Marvs, said that one of our boats had rafted onto one of his, creating a departure problem this morning.

Please DO NOT RAFT onto a boat that is not one of ours UNLESS 1. you get permission from someone who is on board or 2. you are CERTAIN that the boat will not be leaving the harbor before the next time that your boat will go out.

Also, please do not, under any circumstances, TIE TO THE OUTSIDE (SEA SIDE) OF THE BREAKWATER. That creates too many opportunities for wake/swell damage to hull tubes, cleats. etc.

And, before rafting onto GG boats, you can call the DC, or me, to find out the next morning's order of departure....so you don't hem in one of our boats, needlessly.

I realize that it is very difficult to find a mooring spot at the end of the day. And it will get worse. I wish there were a solution....but, until the new commercial dock is built, there's not. (Remember that the "horseshoe" is open for overnight mooring after 7:00 PM.)

- Steve.

Exhibit CW
Page 16 of 21



PRELIMINARY

CITY & BOROUGH OF JUNEAU, ALASKA
STATTER HARBOR IMPROVEMENTS PH III
 CBJ PROJECT - DH16-XXX

SHEET TITLE: SITE PLAN CONCEPT NO. 1

NO. PROJECT: 152295

DATE: JAN. 2016

SCALE: 1" = 100 FT.

DESIGNED BY: []
 CHECKED BY: []
 APPROVED BY: []

DATE: []

DESCRIPTION: []

DATE: []

DESCRIPTION: []

DATE: []

DESCRIPTION: []

DATE: []

DESCRIPTION: []

DATE: []

DESCRIPTION: []

DATE: []

DESCRIPTION: []

P N D
ENGINEERS, INC.

1001 Glacier Highway, Box 100
 Juneau, Alaska 99801
 Phone: 907.586.2200
 Fax: 907.586.2000
 www.pndengineers.com

OWNER: []
 DESIGNER: []
 CHECKER: []
 APPROVER: []

SCALE: 1" = 100 FT.

DATE: JAN. 2016

SHEET NO. 2 OF 3

Statter Harbor Passenger Data, For-Hire Commercial Charters

Project Task

The City and Borough of Juneau (CBJ) Docks and Harbors (D&H) contracted with Sheinberg Associates to accurately identify the split between cruise ship and non-cruise ship passengers onboard for-hire commercial charters that use Don D. Statter Harbor at Auke Bay, Alaska. Sheinberg Associates, a Juneau firm in business for 27 years, offers Community & Strategic Planning, Research and Data Analysis, and Public Engagement services.

Analytical Methods

To determine the split between cruise ship based and non-cruise ship based passengers, Sheinberg Associates surveyed 24 of the 25 for-hire commercial charter companies listed on Table 1 in June 2016 and asked each to review their passenger data to identify:

- Total number of passengers served
- Of that total, the number served in and out of Statter Harbor
- Of that total, the number who were off a cruise ship versus non-cruise ship

Some operators (but not all) also were able to provide the following information:

- For non-cruise passengers, the split between Juneau residents and independent visitors
- The way passenger trips were booked (onboard a cruise ship, online with the charter business directly, or on-the-Juneau-docks)

Businesses were assured their data would be confidential and that only aggregated total results from all companies would be shared.

Depending on the company, the requested data was provided for all of 2015, 2016 to date, or one to four weeks in 2016.

Because there was a complete year of data for 2015, this was used as the base year for calculation.

Some charter businesses provided a complete set of year 2015 Statter Harbor passenger data. For others, Sheinberg Associates used the business's total passenger-for-hire fee paid in 2015 to the CBJ D&H, determined the percent that was from Statter Harbor usage based on company information, and divided that total by the per passenger charge to obtain the total passengers at Statter Harbor in 2015. Data on the cruise/non-cruise passenger split from the company was applied to the derived 2015 total.

Some companies provided 2016 data. In this case, Sheinberg Associates used the provided information to establish a ratio between cruise/non-cruise passengers and applied this to the

company's 2015 Statter Harbor passenger totals. Sheinberg Associates asked several businesses during the interviews about the level of business in 2016 compared to 2015. Everyone that was still in business (a few companies have closed) responded that business in 2016 was either just about the same or better than 2015.

Table 1. For-Hire Commercial Charter Companies Interviewed
Above & Beyond Alaska
Adventure Bound Alaska
Alaska Canopy Adventures
Alaska Connections
Alaska Fjordlines
Alaska Galore
Alaska Travel Adventures
Allen Marine
Auke Bay Charters
Blue Addiction
Dolphin Tours
Gastineau Guiding
Harv and Marv's (including one contractor)
Juneau Sportfishing
Juneau Tours/Juneau Whale Watch
Lost in Alaska Adventures
Lucky Dog Adventure
Melino's Marine
Moore Charters
Quinnat Inc.
Shelter Lodge
Sound Sailing/Alaska Sailing Expeditions
Southeast Charters
Sunshine Water Taxi
Three Eagles Charters

The larger charter companies had all requested information in their records.

For some of the smaller charter companies, a portion of the requested data was estimated as follows:

- Some companies do not know the origin of the passengers that do not book onboard the cruise ship. However, based upon their records of where passengers were picked up in

combination with knowledge about their business, almost all were able to estimate who was off a cruise ship versus a resident or independent traveler for those that did not book onboard a cruise ship.

- Several companies only offer multi-day experiences (typically at a fishing lodge) and know that none of their clients are off a cruise ship.
- A few of the smaller companies do not keep detailed records but based on knowledge of their business felt confident that they could estimate the split between cruise and non-cruise clients. Several cautioned that if anything the percentage split they provided underestimated cruise ship customers. Some of these companies provided a range (e.g. 70-75% cruise passengers), which resulted in the final totals having a high-low range.

Results

- **In 2015, approximately 86% of passengers (53,250) onboard for-hire commercial charters using Statter Harbor are visiting Juneau on a cruise ship. The other 14% (8,600) are independent visitors or residents.**

For-hire commercial charter companies that used Statter Harbor in 2015 included Alaska Fjordlines, Alaska Galore, Allen Marine, Blue Addiction, Dolphin Jet Boat Tours, Gastineau Guiding, Juneau Sportfishing, Harv & Marv's, Moore Charters, Quinnat Inc, Southeast Alaska Charters, Lost in Alaska Adventures, Lucky Dog Adventure, Shelter Lodge, Sound Sailing, and Sunshine Taxi. The results of interviews and data provided by each of these companies shows that 86% of the total passengers using Statter Harbor on a for-hire charter are from a visiting cruise ship (Table 2).

Table 2 - Statter Harbor Passenger Data on For-Hire Commercial Charters, 2015					
CRUISE SHIP PASSENGERS		NON-CRUISE SHIP PASSENGERS		TOTAL PASSENGERS	
Number	% of Total	Number	% of Total	Number	% of Total
53,250	86%	8,600	14%	61,850	100%

Sources: Sheinberg Associates collected data from Alaska Fjordlines, Alaska Galore, Allen Marine, Blue Addiction, Dolphin Jet Boat Tours, Gastineau Guiding, Juneau Sportfishing, Harv & Marv's, Moore Charters, Quinnat Inc, Southeast Alaska Charters, Lost in Alaska Adventures, Lucky Dog Adventure, Shelter Lodge, Sound Sailing, and Sunshine Taxi

- **There were an estimated 4,800 for-hire commercial passenger vessel trips in 2015 at Statter Harbor to accommodate the 61,850 total passengers onboard for-hire commercial charters.**

When both on and offloading of passengers is counted, this yields an estimated 9,600 vessel dockings.

- **In 2015, cruise ship companies made an estimated \$1.2 million from onboard sales of excursions that use Statter Harbor.**

Based on data provided by two of the largest for hire commercial charter companies using Statter Harbor, it is estimated that at least 86% of cruise passengers purchased their Statter Harbor-based charter trip onboard/via the cruise ship (versus online, direct sales or on the dock). Assuming an average price of \$135 each for the trip, this is $\$135 \times 45,800$ cruise passengers = \$6.2 million in sales. Assuming the cruise ship companies keep 20%, the direct profit to the cruise ships for the use of Statter Harbor is \$1.2 million/year.

- **Improved Statter Harbor facilities that reduce congestion for commercial charters could lead to increased use of the facility.**

Four companies interviewed (Alaska Travel Adventures, Juneau Tours/Whale Watching, Moore Charters, Lost in Alaska Adventures) use Fishermen's Bend either exclusively or in combination with Statter Harbor. One stated that the proposed Statter Harbor improvements would cause the company to use Statter Harbor more frequently in the future. Another prefers Fisherman's Bend because they desire dedicated assigned berths for their 48 ft. passenger vessels, which Fishermen's Bend can provide. A 5th company noted that it primarily uses Amalga Harbor even though it takes more gas and time to drive passengers to that facility because Statter Harbor is so congested.

Based on interviews with company representatives, a very conservative estimate of the number of passengers onboard for-hire commercial charters based out of Fisherman's Bend is 20,000. At least six, 48-passenger vessels (another expected in 2017) and three smaller charter vessels regularly use Fisherman's Bend.