

Message

From: kday@princesstours.com [kday@princesstours.com]
Sent: 1/19/2014 6:57:40 AM
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CC: Juneau Convention & Visitors Bureau [elizabeth.arnett@traveljuneau.com]; nancy.woizeschke@traveljuneau.com; alex.marvel@traveljuneau.com
Subject: Jan 23rd - 5pm - Docks and Harbors meeting
Attachments: OPS_Planning_CSTSA_Parking_v1.pdf; Cruise Ship Terminal Staging area .pdf

TBMP members and others -- IMPORTANT MEETING!!

The following management plan for the cruise ship vehicle staging areas at the Cruise Ship Terminal and Columbia Lot will be discussed at this meeting, January 23rd in the Assembly Chambers at 5pm.
I would suggest operators attend if they have questions or concerns.

I believe this is one of the most comprehensive and thorough management plans that I have seen over the course of the many years I have worked on the waterfront. I believe that it is as balanced and fair as can be, given the overall space limitations that we and the CBJ continue to face. There may be some opportunity for tweaking, but it is important to weigh in if you have an opinion.

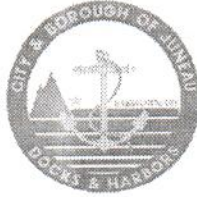
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Exhibit FU
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City and Borough of Juneau
Docks & Harbors
CRUISE SHIP TERMINAL PARKING LOTS MANAGEMENT
January 17th, 2014

Issue: Docks & Harbors has contracted to Miller Construction for reconstruction of the Cruise Ship Terminal (CST) parking lots. The construction is anticipated to be complete on May 2nd, 2014. The primary change will be diagonal parking (versus pull through) for the coaches. Some permit operators authorized to use the Docks & Harbors parking lots have requested management plans for the new facility.

Background: Docks & Harbors began a public process to improve the safety and efficiency of the CST uplands beginning in January 2009 which culminated in the CBJ Planning Commission approval in April 2011. In December 2011 & January 2012, the Docks & Harbors Board conducted public meetings to explain the planned improvements, operational changes and ordinance regulations with the new project.

Docks & Harbors is tasked with managing facilities associated with cruise activity at the Alaska Steamship Wharf and the Cruise Ship Terminal. The primary responsibility of the ten "Docks" seasonal staff is to provide shoreside security in accordance with the Coast Guard approved Facility Security Plan. When not engaged in facility security, the team will provide other services such as facility maintenance, monitoring tour booth sales and regulating the parking lots. The four Harbor Officer seasonally assigned are authorized to cite individuals who violate CBJ ordinance on Docks & Harbors managed property. The six Harbor Technicians assist the Officers with all duties but are not permitted to issue citations. The Docks seasonal staff is supervised by a year-round Senior Harbor Officer.

Docks & Harbors does not limit the number of companies nor the size or quantity of vehicles. To receive an "A or B Zone" permit, the applicant must pay \$300 per company plus \$7 per seat of all the vehicles in the company's inventory. The last two years of data are presented below:

	# of Companies Purchase A & B Zones (\$300 ea)	Revenue "A Zone" (\$7/seat)	Revenue "B Zone" (\$7/seat)	Total Revenue Collected
2012	35	\$37,403	\$23,637	\$71,540
2013	33	\$33,005	\$27,062	\$69,967

Recommendation:

1. A CBJ Docks employee will be assigned to the lot to ensure a consistent and orderly compliance of CBJ ordinance pertaining to parking lot management.
2. Conditions of the 2014 "A" Zone Permits will include:



- a. All companies must employ a "Dock Representative" whenever a coach or "A" zone vehicle enters the Cruise Ship Terminal parking lot. The company's Dock Representative will communicate parking availability to the coach driver within the lot. The goal is to reduced congestion by coordinating coaches to enter the lot only when there is existing parking availability.
- b. Dock Representative shall act as a "safety spotter" for all coaches backing out until 6 pm daily.
- c. All companies must be members of the Tourism Best Management Practice.
3. All "B zone Permits", including Crew Shuttles, must members of the Tourism Best Management Practice.
4. Docks & Harbors will continue its policy of "locking down" the CST parking lot in accordance previously issued "A" and "B" zone permits. The purpose of this activity is to maximize the efficiency of transporting cruise passengers with pre-sold tours.
 - a. *Port staff are authorized to restrict use of all parts of loading zones to carriers with pre-sold tours during the period of heaviest pre-sold tour activity. Typically, the pre-sold period extends over a period of sixty-minutes.*
 - b. *Port staff will provide you with the start and stop times of the pre-sold tour period showing the areas restricted to pre-sold tours.*
 - c. *Prior to allowing permitted operators to enter an area restricted to pre-sold tours, port staff will verify the operator is picking up pre-sold tour passengers.*
5. The Columbia Lot is designated the "A zone" shuttle facility. As required in a conditional use permit, coaches shuttling cruise passengers from the AJ Dock will actively load and unload from this facility. On days when the AJ Dock shuttle is not operating "A" zone permitted coaches with scheduled shuttles to the Mendenhall Glacier may also actively load and unload from this facility.
6. The active loading zone established near the People's Wharf shall not be designated for "A" or "B" permits vehicles. This active loading zone is to be used for commercial deliveries, including USPS and other freight companies.
7. The two designated "taxi stands" are located at the Port-Customs parking lot. This was the same number of "taxi stands" which were designated prior to the new lot construction. The taxi stands are in a public lot not required to possess a "B zone" permit. Only direct "point-to-point metered fares" shall be collected from taxis at any location in the Docks & Harbors managed lot and "selling tours" from taxis is prohibited.
8. On a trial basis, Docks & Harbors is proposing a construction modification to the Columbia Lot which would provide for "B zone" permitted taxis to drop off and pick up fares in place of the "queuing island". The Port Director will, after careful consideration of the traffic flow, congestion and safety & efficiency of the lot, decide whether to maintain a taxi drop off and pick up zone or return it to a "queuing island". This area is not designated a "taxi stand".

Encl: (1) Report on Public Information Meetings on Terminal Staging Area Construction Project from January 19th, 2012 Subcommittee Work Session

(2) Meeting Record Summary

Date: January 24, 2012

From: Chairman, Subcommittee

To: Docks and Harbors Board

Subject: Report on Public Information Meetings on Terminal Staging Area Construction Project from January 19th Subcommittee Work Session.

Overview: The Docks and Harbors Department hosted informational meetings on December 15, 2011 and January 12, 2012. The meetings were held to better explain the planned improvements, operational changes and ordinance regulations associated with the Terminal Staging Area Construction Project. The agenda included a welcome by the Chairman of the Docks and Harbors Board, an introduction by the Port Director, an update on the project by the Port Engineer, an overview on waterfront vendor permits by the Port Administration Assistant and a summary of enforcement issues by the Harbormaster and Operations Maintenance Supervisor.

Issues: The following is a summary of public testimony and comments received, including recommended action.

1. Taxi Issues. The proposed parking lot design included two taxi spaces adjacent to B Zone parking near South Franklin Street. Taxi operators expressed concern about the number of spaces, visibility and proximity to the docks. There was concern too many taxi spaces have been lost with the loss of on street parking and the loading zone. Discussions also included concern about taxis using taxi spaces and B Zone spaces to sell tours. Since the early 1990s there have only been two designated taxi spaces on the street. While taxi operators can purchase B Zone spaces, they are only permitted for picking up passengers who have pre-sold tours.

Recommendation: Assign two designated meter-only taxi spaces in the new on site parking lot.

2. Vendor Booth Consolidation. The proposed construction project included both movement and consolidation of the two vendor booths currently located in front of the Port/Customs Building and new Visitor Center to a single booth location on the Cruise Ship Dock in 2014. The vendor booths at near Marine Park would be unaffected. There were several letters and numerous comments about the potential for significant loss of revenue associated with this proposal due to loss of visibility, especially when no ships are docked at the Cruise Ship Terminal and if passenger foot traffic from the AJ and Princess Dock bypass the proposed vendor booth location. Currently the highest sales are experienced by the booths in front of the Port/Customs Building. Additional comments were received recommending increasing auction deposits to discourage auction abuses, currently the required deposit is \$5,000. Reports of vendor booth issues was down significantly from

2010, however there were still several reported violations, which were handled informally. It was recommended that formal citations be issued for future violations

Recommendations: a. Keep three vendor booth locations, one at Marine Park, one at the Cruise Terminal (seaward of the new Visitor Center) and one in front of the Port/Customs Office. b. Increase the deposit for the vendor booth auction for the 2013 season. c. Issue citations instead of warnings for vendor booth improprieties.

3. Cruise Representative Booth. It was recommended that small covered booth be built and placed near the head of the pier for use by cruise ship representatives and tour company dock representatives.

Recommendation: Research the cost to design and build a booth for both cruise ship docks.

4. Bus Operations. There were several concerns expressed about A Zone bus turning radiuses and their ability to successfully navigate the turns out of the A Zone parking lot and into shuttle/drop off lot. There was also concern about safety associated with backing up from the A Zone parking lot and excessive loitering in the A/B parking areas.

Recommendation: The Port Engineer will investigate reducing the size of the median near the transformer and verify computer modeling for buses entering/exiting the lots.

5. A/B Zone Parking: There is concern expressed that there will be flow and traffic issues associated with the A/B Zone parking.

Recommendation: The Port Engineer will review turning radiuses to ensure sufficient. Assignment of taxi spaces to assigned parking will allow for two additional B Zone Spaces. Port Operations Department will monitor to ensure no excessive loitering.

6. Crew Shuttles. The number of crew shuttles has increased over the years. There were several recommendations to provide either dedicated parking or find space for additional parking.

Recommendation: Investigate the availability of additional parking and possibility of consolidating Crew Shuttle pick-up at a central location to reduce congestion.

PROCESS TO DATE

- Consultants began gathering information in January 2009.
- Open Houses for public comment on May 7, May 14, and May 15, 2009. Received comments until July 31, 2009.
- Site observations and video recording of pedestrian and vehicular movement took place on June 16th, 2009 (typical busiest day of week).
- Project team developed concept-level designs based on concerns and comments received from dock users.
- Public meeting held on October 28, 2009 to present concept designs. Received comments at meeting and distributed comment sheets.
- Presented plan concepts to Harbor Board and Assembly Lands Committee in November 2009.
- Continued to receive comments and worked with user groups to develop recommended options.
- Final report and recommendations completed in March 2010.
- Met with user groups a number of times to fine tune plan.
- CBJ Assembly approved the project along with 16B in September 2010
- CBJ Planning Commission approved the project in April 2011.

