



Date: December 19, 2009  
To: Rod Swope, City Manager  
From: JCVB Board of Directors  
Re: JCVB Visitor Information request

Dear Mr. Swope:

The JCVB requests FY11 passenger fee funding for the following programs:

- 1) TBMP Crossing Guard services- \$110,250.00 (estimated for the FY11 program year). This figure reflects a reduction in expenses due to 2010 ship redeployments resulting in reduced crossing guard staffing requirements. JCVB administers this program on behalf of the TBMP.
- 2) JCVB Visitor Information services - \$115,000 – This request provides resources to support a portion of the expenses associated with providing visitor information services for cruise passengers. Expenses include staff time to provide supervision and training for the JCVB volunteer program and resource materials for volunteers and cruise visitors. In addition, we hire a seasonal visitor information aide to supplement the summer program to cover absences in the volunteer schedule to maintain consistent hours at the cruise ship terminal and the Marine Park kiosk. Last year, this seasonal position also manned an information desk at the Mt. Roberts terminal building to expand service to cruise passengers. It is our intention to provide that service again for the summer of 2010.

On behalf of the board of directors of the Juneau Convention & Visitors Bureau, we appreciate your consideration and support of our ongoing efforts to position Juneau as a warm and welcoming community.

If you need further information or would like to discuss the requests in more detail, please don't hesitate to contact me.

Sincerely,

Lorene Palmer  
President, CEO  
Juneau Convention & Visitors Bureau