

Acknowledgements

The Egret Communications/ARA Consulting team approached this project with the understanding that Juneau is a community with strong opinions and feelings regarding tourism issues. We want to commend the people of Juneau for taking the time to sit down with us time and again, in a collaborative manner, and work out the details in this plan. Parts of this process have been hard and painful for some people and we admire the way you, the citizens of Juneau, have stayed with the process and have invested in its outcome.

We want to commend city staff - who were as determined as we are to have this planning project produce not a document - but the basis of a solution to the issues facing Juneau's tourism and, just as importantly, the path toward a tourism future that Juneau can embrace and build together.

Juneau's business community and tourism industry have partnered fully with this planning process. We were tested, as we should have been, on both our tourism knowledge and whether we came with an agenda. The local tourism industry helped this team understand issues in both discussion and by taking us flightseeing, whale watching, glacier cruising, etc. The insights from leaders and from experiences helped very much in this planning process.

We want to thank the cruise industry for providing information when that was needed, and for responding positively to Juneau's request to reframe the relationship between this community and your industry.

We want to thank Juneau's media for providing fair coverage to the processes of this planning project and for helping to generate participation in the polls and public sessions

The Forest Service has been most cooperative as we have asked challenging questions about impacts, permits, and resource integrity. We appreciate the help the agency has given this project.

In particular, we want to thank the Assembly. We have had extremely open and frank conversations with most of the Assembly and found Juneau's leaders, whatever their leaning, to be committed to a future that is good for both residents and businesses. Assembly members have listened hard to both our technical findings and our community assessments - and have challenged us with insightful questions.

Along the way, our team has spent time in many Juneau living rooms. We've shared meals and coffee with many of you. We've met into the night and over the phone. We've tasted home-smoked salmon and home made bread. And in the process we've developed a real fondness and respect for those of you that call Juneau home and who have shared so openly with us.

On behalf of this team, thank you.

Bob Harvey, Team Leader

Egret Communications