



Date: December 29, 2008  
To: Rod Swope, City Manager  
From: JCVB Board of Directors  
Re: JCVB Visitor Information request

Dear Mr. Swope:

The JCVB requests 2009 passenger fee funding for the following programs:

- 1) TBMP Crossing Guard services- \$119,000 (estimated for the FY10 program year). JCVB administers this program on behalf of the TBMP.
- 2) JCVB Visitor Information services - \$115,000 – We are requesting a modest increase of \$15,000 in order to fund a seasonal position for a visitor information aide to supplement our summer volunteer program. This position will be dedicated to serving the cruise ship terminal and Marine Park kiosk.

Over the past couple of years our volunteer program has struggled to keep up with the expanding hours needed to properly cover these two cruise ship sites. The increase provides us the maximum funding necessary for 30-40 hours per week from mid-April to September 30 with a pay rate of \$13 – 15 per hour and the associated payroll costs. Based upon the individual selected, rate of pay and schedule, we will return any unused portion of the position funding to the city.

The visitor information program is an important part of positioning Juneau as an inviting visitor destination. Visitor centers that are manned with courteous, knowledgeable people help us to fulfill that objective. Visitor information services improve the cruise passenger experience by helping them locate the services they need or desire while visiting our community.

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

VISITOR INFORMATION  
101 Egan Drive  
Juneau, Alaska 99801  
888-581-2201  
(907) 586-2201  
Fax (907)-586-6304

ADMINISTRATIVE OFFICES  
One Sealaska Plaza, Suite 305  
Juneau, Alaska 99801  
(907) 586-1737  
Fax (907) 586-1449  
e-mail: info@traveljuneau.com  
www.traveljuneau.com