

From: [Phil Wheeler](#)
To: [City Clerk](#)
Subject: Visitor industry
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Hello,

Below are my thoughts on the visitor industry on how it applies to Juneau.

I am a 4th generation Juneau resident and work in the tourist industry. The income I receive is 95% from cruise ship visitors, independent visitors and residual business from those who have visited our city.

Addressing the complaint about noise from either float planes or helicopters, the operators of these have made great strides to reduce the noise by making large financial investments in newer quieter aircraft. Though many may not remember, my relatives that grew up here, our airport was Gastineau Channel. The planes that landed downtown were significantly louder than the planes that are flying in currently. The people were listened to and the problem was addressed the best way possible.

As far as the large number of ships docking downtown, I can see the concern with the congestion of the sidewalks, but I can not see why this is a problem. We live in a beautiful town and should welcome these people to experience it. The complaint about not coming to town due to the congestion is very lost on most downtown businesses. We have April that is quite often a beautiful time of year and will rarely see any significant increase in business. The common complaint is no parking. These visitors are not bringing vehicles on the cruise ship, which only leads me to believe employees are parking on the street all day which can be solved by consistent parking enforcement, which is out of the business's hands. We are open year-round, but do not see much business aside from holiday time. I hear the complaints and they always change due to the time of the year, from the homeless, to no parking, to businesses being open. It seems there is no answer to the problem.

I feel that limiting or taxing cruise ships is irresponsible. Once we push them out, it is much harder to get them back. The businesses that cater to the visitors is a huge portion of the sales tax income to the city. With city money being needed and coming up short, this is a bright spot that we can't afford to lose. The visitor industry is listening and doing our best to coexist. Let's make the responsible decision to welcome everyone.

Phil Wheeler
The Alaskan Fudge Co