

## Juneau Visitor Industry Task Force

### **Numbers**

This will be my twenty sixth year working on the docks in the summer.  
Nine years with Princess and fifteen with Gastineau Guiding.

Tourism is all about a good experience for our guests, and yet, because of our inability as a city, to deal with the numbers, the Alaskan experience for our guests continues to diminish every year, whether they know it or not.

In 2017 there was a change in the industry. It was the year we got one million guests. It was the first time in my twenty three years working on the docks, that things felt out of control.

It was just too many people  
On the docks  
At the glacier  
In and out of Auke Bay.

I thought a million would be a good number for a cap.  
You know what happened.

Tourists #s over the years.

2017	1 m
2018	1.17 m
2019	1.3 m
2020	1.44 m

Over the last few years:  
We've got some nice new floating docks.  
We've got some bigger staging areas.  
We have a partial seawalk and a great whale park.  
We have reasonable downtown bathrooms  
The bus loading at Auke Bay is much improved.

Yet, even with all this, the city hasn't been able to keep pace with the sheer number of people.

There is no way we can make Juneau or any of the tourist venues any bigger.  
New Infrastructure takes years to plan and implement. There are no quick solutions.  
There is no plan or decision the city can make or vote we can take that will improve the situation until we get the numbers under control.  
If this task force and the city government don't address the big problem, which is too many people coming off these ships every summer, then nothing else they try to solve all the problems we have will really make much difference.

Top of the list for this task force has to be dealing with the numbers.

Anything less is just wistful thinking.

Ask yourself if what you see downtown or at the Glacier on a four ship day is what made you decide this is where you want to live?

### **Self Regulation**

At the November task force meeting, someone on the panel brought up the phrase Self Regulation.

This means, I think, letting the cruise companies take care of themselves.

I wondered where I could see the plan. Who's got a copy of it, and what have they have done so far to regulate themselves?

It turns out that there is no plan.

Self Regulating means nothing. It doesn't exist. It's words with no meaning.

Even if there was such a thing, for the ships it can only cover what goes on on the ships.

The only thing they can regulate is how many ships and people they bring, and their business is to fill the biggest ships and bring the most people.

They can't self regulate Juneau. That's our job.

At the November meeting, the same person said that when the quality of the experience goes down, people won't want to come, and the ships will adjust. Well, the quality has gone down already, yet the ships and numbers just keep getting bigger.

In the non existing world of Self Regulation, how many people do the cruise lines think is too many?

I've got a good idea. What's theirs?

Cam Byrnes  
7303 N. Douglas