

From: [Susan Phillips](#)
To: [City Clerk](#); [Borough Assembly](#)
Subject: Visitor Industry Task Force and Borough Assembly comments
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Good afternoon.

Please direct these comments to the Visitor Industry Task Force and the Borough Assembly. Thank you.

My name is Susan Phillips and I live in downtown Juneau. I have lived primarily in downtown Juneau since 1980.

I believe that Juneau welcomes too many cruise ships and their passengers to our capital city. I appreciate the city putting limits on the daily number of cruise ship passengers that Juneau receives, but frankly, 16,000 a day in a town of 32,000 is not much of a limit. I would like to see that number of daily passengers cut in half.

I patronize a business in the Rock Dump area, which requires that I drive through the very crowded cruise port area a few times a month. I appreciate the crossing guards as they improve safety. I also appreciate the stanchions and chains that the city has installed along some parts of South Franklin Street. However, the stanchions and chains are not everywhere, and tourists often cross streets outside of designated crosswalks. In addition, I frequently see people climbing over (and children climbing under) the chains. Driving in this area is difficult and unsafe, as one must be constantly vigilant for pedestrians who walk in the street.

I enjoy walking and I use Basin Road and the flume often. There are many visitors who use these areas also, as do large passenger vans that transit Basin Road to take visitors to Gold Creek for gold panning and to visit the Last Chance Mining Museum. These vans more often than not violate the 10 miles-per-hour speed limit on Basin Road which makes walking down the road less safe.

I have out of town visitors coming on July 12-13. I'd like to take them to see the Mendenhall Glacier, but I worry about crowds and finding parking out there. I looked at the cruise ship calendar and on July 12, there are 7 ships in Juneau that day. Port calls start at 6:00 a.m. and end at 11:00 p.m. The 13th wasn't any better. 5 large ships call on Juneau that day, with port calls starting at 7:00 a.m. and ending at 10:30 p.m. No opportunity to have an uncrowded experience at the glacier.

The vision of the Visitor Industry task force, as outlined in Resolution 2170, says, in part:

"CBJ seeks a healthy and vibrant tourism sector generating business opportunities and employment for Juneau citizens..." "...and making a positive contribution to the community's quality of life."

I would like to point out that, while the cruise ship industry generates employment

opportunities for Juneau citizens (as outlined in the VITF's vision), Juneau does not have enough citizens to fill these jobs. Many, many seasonal workers crowd our town during the tourism season, exacerbating our housing crisis. Cruise ships and their passengers require a lot of staff: bus, shuttle and taxi drivers, dock representatives selling tours, restaurant workers, tour guides, etc. Why don't we limit the number of daily cruise ship passengers even more, so we don't have to import workers to serve this industry?

Cruise ship tourism is a large industry. Its scale in Juneau negatively affects my quality of life and that of my independent visitors. Please lower the daily limits on cruise ship passengers to 8,000 per day. Thank you.

Susan Phillips