

February 17, 2026

I would like to suggest improving Warner's Wharf Alley to be more inviting for pedestrians:

1. Get rid of the huge bump which is a trip hazard where the pavement meets the seawalk.
2. Cobblestone the walkway to be an inviting throughway for all pedestrians.
3. Develop an arch on both sides with zigzag beer garden lights and hanging flower baskets.
4. Create some enclosure for the trash cans to be out of sight. (we did that on our property).
5. More enforcement on cars in the alley during business hours.

March 25, 2026

I was born and raised in Juneau, and returned to raise my children because I believed that Juneau was an incomparable location. However, this is no longer the case a much of that has to do with the massive influx of tourism that impacts our daily life. There is constant helicopter noise over my home in the valley, and on the trails as well. Trying to park to walk my dogs in the Dredge Lake area means dodging tourists as they walk on both sides of the road out to the glacier, often not even bothering to use the sidewalk. Commute time to work is about double, as is the time to get to the store, or the beach, or the trails. City buses are plugged and locals have difficulty using their own public transportation system. Additionally, massive quantities of pollution – air quality impacts and the dumping of waste into pristine Alaskan waters are also a factor. Juneau's infrastructure supports the cruise ship industry (roads, internet and cellular services, solid waste facility, wastewater treatment facility) and yet the head tax is earmarked only for special projects to benefit the tourists. I would argue that our infrastructure is what makes it possible for them to be here at all. Everyone wants to talk about the benefits of tourism, but what about the costs? I used to think Juneau was it – where I wanted to be for the rest of my life. This is no longer the case due to the impacts of tourism on the quality of life of the locals.

April 27, 2026

A transporter bus that drives a circuit through the city from dock up to Basin Road and back again could give visitors access to local shops and sights that they would otherwise avoid due to uphill walking, and it could be paid for by the cruise ship fees collected by CBJ.

April 27, 2026

I have lived in Juneau since 2001 and have witnessed the explosion in tourism during the relatively short time I have lived here. The cap that was set on the number of cruise ships that come to town each day was set with business owners in mind and not for the locals who are not involved with tourism at all. We used to be able to find places to go around town where we could still get away from tourists, but now we don't have anywhere to go to get away from them because there are excessive numbers of cruise ship passengers and crew members who bombard our town every single day for months on end. The cap has been set too high for locals to have any quality of life and to be able to enjoy our town. Not only can we not go out on boats, out on our trails, go shopping at Costco or Fred Meyers, or go anywhere really without being overtaken by tourists, but the excessive numbers are

taking a serious toll on our public services. Locals no longer have consistent access to EMT services or public transportation that many people rely on. Along those lines, funding for a head tax should also be used to help maintain our services and infrastructure. Funding for the cruise ship head tax should be used to contribute to our emergency services since they certainly use those services and take resources away from locals. Our roads are a complete mess and all of the diesel busses that transport thousands of cruise ship passengers all over the place each day, for months on end, have to be contributing to the destruction. If the city has a shortage of funding to maintain our roads, it seems reasonable and justifiable to have the cruise ship head tax contribute. And all of the diesel busses driving around everywhere have to be reducing our air quality as well. I think the short-sighted, greedy approach of "the more, the merrier" when it comes to local tourism is ruining Juneau for locals. It seems like there should be a happy medium that takes locals who aren't involved in the tourist industry in mind to help improve our quality of life and help us enjoy living in Juneau again. I think a lower cap on number of ships/passengers allowed to come to town each day would help achieve that and it seems like 4 ships per day would be plenty to keep businesses going...especially considering the number of people each ship holds is going up. Please, please consider us locals who aren't involved in the tourist industry as you make decisions related to tourism management. We obviously know we need some tourism, but we would also like to have some quality of life and to be able to enjoy Juneau again. Please lower the number of ships and people we have to deal with and make sure they are accountable for helping support our local services and infrastructure, since they certainly use it and benefit from it. Our local businesses seemed to do just fine years ago when we had much lower numbers of visitors and locals certainly were able to enjoy our town much more back then as well.

June 17, 2026

Dear Visitor Industry Task Force, I live in Auke Bay and I am writing to ask that you focus your efforts on eliminating the constant noise from flight seeing helicopters during Juneau's short summers. I do not live close to airport, and yet I am exposed to the near constant noise and pounding reverberations from flightseeing helicopters. They cause my shelves to rattle, they result in me not being able to have a normal conversation with my neighbors, and—worst of all—I am unable to hear the birds when the flight-seeing helicopters are nearby, which increasingly seems like every moment of the day. If I can't hear the birds, they probably also can't hear each other. Helicopter noise is detracting from the visitor experience and the quality of life for those of us who live here. Hiking the John Muir trail, the Spaulding meadows trail, or the West Glacier Trail during the summer I meet a variety of locals and visitors who are also exposed to and comment on the same intense noise that disrupts what should be a special experience in Southeast Alaska. Whether it's Auke Bay, the Mendenhall Valley, Lemon Creek, or other areas of Juneau, the loud and constant noise from flight-seeing helicopters is substantial and unnecessarily impact a huge swath of our community. Working in your garden after work or on weekends? Having a barbecue with friends? Reading a book on the porch? Good luck. We can and should do better. The flightseeing helicopters do not serve a vital transportation role in Juneau. By and large, they are not contributing to the mining industry, other

industries, scientific research, or search and rescue. Instead, the vast majority of flights are noisily ferrying tourists to contrived dog sled tours on a melting glacier while simultaneously contributing to the very greenhouse gas emissions that are causing the glaciers to melt. We need and demand a change from our leaders. Regarding the routes that hell-I-copters take: where is the thorough environmental analysis, the 60-day comment period, or the range of alternatives that we, the public, should have had the opportunity to weigh in on under Federal law? Small businesses and Juneau residents are shouldering the burden for decisions made by the FAA and the Juneau airport without the legally mandated input from the public and without considering impacts to these businesses and individuals. Until the law is followed, I ask that CBJ prohibit the sale of flightseeing helicopters on property owned by CBJ, with no sales on the city-owned docks. In the meantime, please consider other, silent ways that visitors to Juneau can experience our amazing landscape while being able to hear nature. All over the world trams safely and quietly take visitors to the alpine. As Goldbelt has demonstrated, trams are profitable and visitors and locals love the experience. Juneau could have trams up every valley from Thane to Out the Road and beyond without inflicting pounding noise on people and wildlife. The visitor industry and locals would all benefit. A lack of vision has made us settle for a cheap amusement park when we could be providing an unparalleled experience that brings in more revenue. As the apex predator of visitor impacts to Juneau, I ask that you please prioritize eliminating the noise from flightseeing helicopters. We all deserve to hear the birds during our short summers and the birds deserve to hear each other. Best wishes, Rich Brenner

June 17, 2026

Helicopter noise is excessive and appears to be increasing in Auke Bay. I have lived next to Wadlich Creek over 25 years and tourism impacts from both helicopters and boats are severely decreasing quality of life. Today, for example, in early afternoon 6 helicopters simultaneously came by (4 going one direction and 2 the opposite) --THE NOISE was SO LOUD it made conversations impossible. The repeated frequency of the noise is as serious an issue as the loudness. Suggest they travel farther away from heavily populated areas. And boat traffic (whale watching) appears to be increasing. There are numerous commercial boats that I have not recognized from before; I have seen more than a dozen commercial boats exit the marina in close proximity (when large ships arrive near the same time downtown) and converge on a lone whale near the marina. This is not fair for the whale, local residents, nor the tourists who pay big dollars to see whales not other boats. There needs to be more regulation to limit new commercial entries. Commercial ski-do outfits add an additional recent impact that seems incompatible with existing use of the marina. Although thus far they are reasonably well mannered, the marina and proximity is already overloaded with boats, kayakers, and paddleboarders

June 17, 2026

I speak for myself but have had many conversations with friends about the impacts we feel from the cruise ship industry on our town, on our roads and waterways, and in our backyards. The tenuous agreement to hold the number of ships to five is now seen for

what it is; a disingenuous attempt to make us think they really did want a partnership in tourism. What they want is to make as much money as possible with as little negative feedback as possible. There are the obvious impacts on over zealous captains hovering over whales and creating boat wakes that make kayaking or paddlingboard or even trolling a nightmare, continuous droning of helicopters overhead making a peaceful outdoor barbeque a joke, and traffic behind slow moving buses testing patience. The more insidious stab is the lack of input to the city's infrastructure that is obviously very impacted by the sheer volume of people and vehicles. The roads, hospital, buses, trails, waterways, search and rescue, and downtown should be maintained for all users and the funding of that maintenance should come from an increase in the head tax. I want the ships limited however that happens. And the ones that are allowed according to our needs and desires, not theirs, should pay more to support the very place they are trashing.

June 17, 2026

I think there are two main issues with Juneau's cruise ship tourism. Number 1 is there are simply just too many tourists on any given day. To hike a local hike now, one needs to go in the very early hours of the day, in order to not run into scores of guided and non guided tourists. The woods along the walk from the city bus stop on back loop to the glacier has become a mile long toilet; loading up with human feces. We are soon to "lose" Herbert Glacier trail to mining. That has been an oasis during the summer onslaught. The noise impact of helicopter after helicopter is inescapable anywhere now, including on an alpine hike. Whale watching has reached a limit where Auke bay and out is never calm or quiet. I cringe at the site of a dozen or more whale boats on top of feeding whales; constantly for months on end. Royal Caribbean just said they would like to spread the tourist impacts out, but what gives them the right to decide how our town functions? I would like to see it contained. They are obviously not a good partner in this business with the city. They're in it for the money and will push for all they want at our expense. Number two is I don't really think the town is benefiting financially from 1.6 million visitors each year. Those that work directly with the cruise industry certainly are,(many which are non-residents) but the rest of us drive behind stinky buses on roads that become worn out by the same buses, and the industry does not contribute to repairs. The cruise lines control the head tax checkbook. That was years ago when Don Young made them that concession. The industry is now fully matured and it's time to let the coastal communities put some of that money into our cities general funds. (Like other nations with cruise stops) We have a booming industry but we can barely keep our pools and library's open, while we citizens pay for the clean up and repair of the tourist impacts. Our assembly should ask our federal congress members to change or revise the head tax rules. Every coastal town would be in favor of it. At the very least Juneau should implement a permitting process similar to what Haines has done. When Royal Caribbean announced that they were going to build two cruise ship docks on Douglas, less than 24 hours after the Juneau citizens voted on a Saturday cruise ship free day, it just shows that the industry has very little respect for the city assembly and the citizens. If Juneau had been asked if they wanted one ship free day, from the the SEVEN ship days in the future, the outcome of that vote might have been very different. Goldbelt knew that and withheld information that would likely sway the voters. As a homeowner and

tax payer, I'm not convinced the cruise ship industry doesn't cost me more than I receive back monetarily when all is said and done. I don't think they pay their fair share by a long shot.

June 18, 2026

I'm concerned that cruise tourism has grown much faster than the infrastructure that supports it. I mean infrastructure very broadly: emergency services, search and rescue, trails, downtown traffic, public buses, whale watching and flightseeing oversight, our water, sewer, and waste systems. Visitors have arrived faster than our capacity to absorb them, and residents feel the strain. A lot of this comes down to funding. The largest pot of tourism money we collect is restricted by the cruise settlement, so it tends to flow toward what's clearly allowable rather than what we need most. Things like trail safety and search and rescue get heavily scrutinized and pushed down the priority list, even though cruise passengers have gotten lost and died on our trails. That doesn't sit right with me. I worry that the settlement overly limited our options. The needs of cruise ships are very different from other vessels, but the settlement treats them more like cargo vessels than the floating cities that they are. Bigger picture, I think Juneau has leaned too hard on cruise tourism, which brings huge numbers but little revenue per person, and not enough on independent travelers, who spend more across more of our local businesses. As you work on a long-term plan, I hope you'll think about the kind of visitor we want, not just how many. I encourage you to look for creative ways to regulate the industry, where the CBJ has authority, such as permit requirements (or stricter requirements, like smaller group sizes on public sidewalks and trails) for tour operators. Work with state and federal agencies to come up with regulatory options, rather than just saying "it's out of our purview." I love this town and I'm not against tourism. I just want it to work for the people who live here year round in a sustainable way. Thank you for your work.

June 24, 2026

I think all the people that like to complain need to get a life I was a little boy when the first cruise ships came to Juneau and it was a real boost to our economy people in Juneau like to get out of here and travel just think what they would think they were restricted where they could go I think they are bunch of not in my back yard trying to restrict business is a fiscal loonacy the only way for Juneau's economy going to grow is let business grow not restrict they .

June 25, 2026

1. History is important to tourism. CBJ needs to support the Juneau Douglas Museum and stop encouraging/allowing destruction of heritage structures.
2. CBJ should take the recommendations of the South Douglas/West Juneau Plan. Examples: Extend the Waterfront Trail across the Bridge and along the Douglas Waterfront, encourage touristic infrastructure (food establishments, small accommodations) at Douglas Harbor, bike infrastructure, etc.
3. Limit the numbers of cruise passengers daily. Do a study of tourist free Sundays.
4. Restrict tourist operators to non-Parks and Rec lands and facilities.
5. Negotiate use of Marine fees for diverse tourist infrastructure as above.