

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 thoroughway 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.

July 1, 2026

Hello, I am a resident of Douglas and have lived in Juneau for 14 years. In that time the size of ships and the number of tourists coming annually has risen dramatically. I've seen an explosion of whale watching boats and helicopters, and am extremely concerned about the continued expansion of visitor facilities and activities. I always breathe a huge sigh of relief at the end of tourist season when the town quiets down and I can walk around downtown again, or hike on a ridge without the constant buzz of helicopters all around. There are activities I simply don't engage in anymore in the summer because of the volume of people. I don't go to the glacier at all, and I don't hike West Glacier trail or Mt McGinnis because of the incessant helicopter traffic. I don't go downtown nearly as much in the summer to go out to eat, have a drink, or listen to music. I don't sit with my friends on their decks in Fritz Cove or Auke Bay because the helicopters are so loud they stop conversation. In addition to the things I choose not to do anymore, I am very saddened by the things that I can't do anymore, primarily hike and camp on the back side of Douglas. What was once a beloved social trail with campsites, a tree swing, and a lovely memorial bench is now off limits to residents and sadly will soon be a bustling tourism port with yet more helicopters, buses, whale watching boats, huge ships, noise and pollution. No more quiet kayak paddles to Middle Point to camp on the beach. No more berry picking or deer hunting over there. And I am guessing it will make North Douglas Highway and False Outer Point unpleasant (and potentially unsafe) for biking, beach fires, hiking, or dog walking. As residents, we are having to go further and further afield to find space and quiet for six months of the year and I don't believe any realized economic benefits compensate for this. This needs to stop. We live here. We do not owe large, multinational corporations anything. We have to put more limits on tourism for our sanity, for our quality of life, and for the animals that we share this place with. Thank you for tackling this issue. Allison Bidlack Douglas, Alaska

July 1, 2026

Greetings: I was born and raised in Juneau on Thane Road, and as a child I remember learning basic statistics by keeping a tally of the frequencies with which different cruise ships sailed up the channel. Two notable things were true then: 1) the ships were a pleasant part of my summers and 2) there were a reasonable enough number of them that I could keep count. I wish both things were still true. I returned to Juneau as an adult because of the quality of life we have here--the ease with which I can get into wilderness, harvest wild foods, recreate on our astonishing trails, mountains, and waters, and enjoy our local thriving arts scene. Like many with whom I attended JDHS, I got my college and graduate school education elsewhere and have brought my advanced degree home to our community. The cruise ship industry as it currently stands in Juneau is degrading that wilderness experience, threatening our wild foods, and damaging my access to our trails and waters (as well as actually damaging the trails and waters themselves). Further, the industry is not adding to our community's resources in meaningful ways--it does not translate into better support for arts, public pools, libraries, or the other important infrastructure that supports high quality of life. The current Visitor Industry in Juneau impacts my life through noise pollution, pushing locals out of beloved areas, and physical damage to trails and waters. Noise Pollution: I live in downtown Douglas, tucked against

Mt. Jumbo--a quiet residential neighborhood where kids play in the streets on their bikes. One of the main reasons I moved here was because it's a *quiet* neighborhood; however, in the summer, the float plane traffic from the float plane dock downtown can make it impossible to hold a conversation outside without shouting. I am lucky not to live in Auke Bay or Fritz Cove, where the helicopter noise is even worse, but please do not think that those are the only neighborhoods in Juneau impacted by visitor industry noise pollution--Downtown Douglas suffers substantially from float plane noise (as well as the endless throbbing noise of the cruise ships themselves), such that evening (and autumn) come as a massive relief. The air traffic is too heavy; we bought this house so we could enjoy our yard and garden in this quiet neighborhood with the sounds of kids playing and birdsong. In summer, too much of the time, we can't. Pushing locals out of beloved areas: I love the Mendenhall Glacier and all the recreation options that area provides--biking, hiking, running, watching bears, paddling, skating, and skiing on the lake, and marveling at the beauty of our glacier. I go there frequently in winter but hardly ever brave the horrific crowds and traffic in summer. The volume of tourists and buses and tour groups have pushed locals out. Similarly, I love going to Downtown Juneau businesses, arts events, and food and drink joints in fall and winter--Downtown is the beating heart of the cultural vitality of Juneau. However I spend far less time and money downtown in the summer--it is too congested, too loud, and the air is too smoky from buses and ships--the air quality and crowds push us out of our own town. The islands and waters of Auke Bay are similar--each summer we need to kayak or take the skiff further and further afield to enjoy camping and fishing since the islands and waters around Auke Bay are too overrun with whale watching/tour boats--it is hard to navigate, it is full of wakes, and it is noisy--all in all not the recreation and harvesting experience that drew me back to Juneau in the first place.

Physical damage to trails and waters: the visitor industry is physically damaging our land and waters, both in broad and very specific ways. Trails like Mt. Roberts and the lower Perseverance trail systems that are overrun with visitors are suffering extreme degradation from overuse without adequate repair and maintenance. Don't get me wrong--I love it when visitors use our trails, and I think hiking is one of the best experiences any tourist could have. However, given this many visitors using our trails, our most heavily used trails should be better repaired and funded by visitor industry money. The Mt. Roberts trail is eroded and parts are dangerous, and this physical damage should be repaired using Visitor Industry money. The broader damage to our air and water through pollution and to our wildlife through both of those and noise pollution are another, enormous issue. The recent explosion of the use of Exhaust Gas Cleaning Systems or scrubbers on cruise ships has introduced a toxic and unregulated threat to our waters, releasing toxic metals and polycyclic aromatic hydrocarbons that cause extreme harm to organisms at the base of the food web as well as still-unknown toxic effects on salmon, marine mammals, and humans who consume seafood. We must not trade our fishing industry, our lifeways (both traditional and modern) of subsistence and sport fishing and harvesting, and the health of our marine ecosystem for the convenience of the cruise ship industry. I am extremely concerned about the toxic cocktails now being released into the waters around Juneau. The CBJ and community at large do not get enough benefits (financial or otherwise) from the cruise industry at its current level to make up for the costs to our quality of life. A small

number of people in town make a large amount of money off the industry; their voices are loud because their pockets are deep. A larger number of people, mostly outside seasonal workers, make less money. Most Juneau residents do not benefit financially at all, and suffer the consequences. Further, the visitor industry does not provide the CBJ with enough money in ways that can benefit residents' quality of life: cruise ship money does not keep our pools open, or keep our gyms open, or fund our libraries; it does not support our schools or help create affordable housing solutions or help us tackle any of our town's real issues. It does not support the CBJ programs that keep people living in our town and it has not helped with our current city financial crisis. As a community we are poorer--in pollution costs, quality of life impacts, strain on our first responder infrastructure, etc--not richer for the cruise industry as it currently stands. We need fewer impacts on our town and quality of life; we need to reduce pollution (in the form of noise, air pollution, and water pollution), we need to decrease traffic impacts and crowding. One obvious way to do this is reduce the number of ships and passengers allowed in the CBJ each day--reducing maximums to four ships and fewer passengers/crew would massively reduce these issues, as would instituting limits on ship size. We need stricter noise regulation--and that may come with some hard choices, but is necessary for resident sanity and health. A few people may need to make less money for the community as a whole to have a richer life and to benefit. What we do NOT need is more cruise ship docks, and we do NOT need more development. We must stop any plans for docks and cruise ship infrastructure on North Douglas, on land zoned "Rural Reserve" which is specifically and legally designated as land which is not compatible with development of that kind. The proposed increase in number of helicopters and sightseeing boats at the proposed development would also directly worsen all of the existing visitor industry issues, would create congestion and dangerous overuse on North Douglas Highway, would stretch first responders too thin, and would degrade and ruin yet another favorite local area for recreation and harvesting. Land ownership matters, but CBJ codes and zoning also matter, and all zoning laws exist to dictate what kinds of activities are allowed where. Further, CBJ must not allow corporations to strongarm the city into expanding the cruise industry at a time when the industry is hurting most people in town and helping only a few. CBJ needs to decide what we want as a city by weighing costs and benefits (both financial but also importantly impacts to quality of life) to all Juneau residents and not be forced by for-profit corporations. My parents still live out Thane, and they are getting older. I fear for them. I fear that if one of them needs an ambulance, it will get stuck in traffic as has happened in years past in the congested nightmare that is often Downtown and that they will not get the medical help they need in time. Please continue to prioritize the health, wellbeing, safety, and quality of life of Juneau residents over the financial benefit of a small number of individual and for-profit corporations, and work to make the visitor industry serve our town, not vice versa. Best, Megan Behnke

July 2, 2026

Tour buses downtown between Taku and Marine Park are failing to yield the right of way to traffic on Eagan. They cannot make the turn out without executing a 3-point (or sometimes 5-point) turn, blocking traffic. They also will then drive into the on-coming traffic lane, again failing to yield. Buses will bully their way out of parking lots without stopping (following hard

on each other), causing traffic in both directions to come to a complete stop. Tourism Juneau's response from the TBMP hotline has been "Oh well. There is a lot of traffic, so that's okay." It most certainly is NOT okay. If there is too much traffic for tour buses to safely turn onto Eagan without disrupting established traffic, then the tour operators need to space out their departures better. If the buses are incapable of turning without executing a 3-point turn, then operators need to use smaller buses. The drivers of these buses all hold CDLs and most certainly should know they are breaking the law. Additionally, according to at least one HAP representative, crossing guards employed by either Tourism Juneau or CBJ are taking upon themselves to direct vehicular traffic beyond pedestrian crossing to facilitate bus departures. CBJ needs to address this as crossing guards are not sworn officers allowed to direct traffic.

August 9, 2026

Subject: Concern Regarding Helicopter Noise and TBMP Guidelines I am writing to express my concern regarding the increasing helicopter noise during the summer tour season. I live near the airport and understand that I should expect to hear planes taking off and landing daily. However, the incessant helicopter noise has become increasingly disruptive and, at times, unbearable. There are currently two operators using the airport for arrivals and departures, and they often come in and leave in groups. On busy ship days, the noise can be constant. When Thunder Mountain is obscured, I understand that a third operator may also fly over the area. I reviewed the TBMP guidelines and understand that helicopter operators are expected to operate between 8:00 a.m. and 7:00 p.m. daily. I am curious whether this is simply a good-faith agreement, as I have personally witnessed flights departing after 7:00 p.m. I contacted TBMP earlier this summer because of these concerns, but unfortunately, I came away feeling that there was little interest in listening to or understanding the concerns of local residents. When I asked about operators flying after 7:00 p.m., I was told that it was probably a local job and that the operator would be asked about it. I agreed to that, and I was subsequently copied on the email exchange. However, TBMP indicated to the operator that I had "pressed" the issue, which was not the case. I simply answered yes when asked whether I wanted the matter addressed. The interaction left me feeling as though my concern was unreasonable simply for bringing it forward. The TBMP guidelines also indicate that helicopters should stay away from Spaulding Meadows. I hiked to the John Muir Cabin twice this summer, and on both occasions helicopters flew directly overhead. This raises concerns about whether the current guidelines are being followed and, if so, whether they are sufficient to protect the experience of residents and visitors. As residents, we deserve peace, quiet, and a reasonable quality of life. Many of us choose to live in Alaska because of its natural beauty, quiet, and outdoor environment. The constant helicopter noise is intrusive, disruptive, and negatively affects our ability to enjoy our homes and outdoor spaces. I understand that the FAA has jurisdiction over flight plans and airspace, but I believe the current situation warrants further discussion and review. Residents should be able to enjoy the summer months and spend time outside without the constant noise pollution—even if we live near an airport. Specifically, I would appreciate clarification on the following: Are the 8:00 a.m. to 7:00 p.m. operating hours an enforceable requirement, or are they voluntary guidelines that operators are simply encouraged to

follow? Are helicopter operators required to avoid flying over or near Spaulding Meadows, and if so, how is compliance with that guideline monitored? Given the increasing volume of helicopter traffic during the summer tour season, is there an opportunity to review or strengthen the existing TBMP guidelines? What mechanisms are available for residents to raise ongoing concerns and have them meaningfully considered by TBMP and the operators? I would welcome the opportunity for the members of VITF to visit my home on a Sunday afternoon and experience firsthand the level of helicopter noise I am describing. I believe hearing it from a residential setting would provide valuable perspective on the impact this activity is having on those of us who live here. I understand that helicopter operators provide an important service and that tourism is an important part of our community. My concern is not with the existence of helicopter operations, but with the frequency, timing, and cumulative impact of the noise on residents and the surrounding environment. I hope we can find a reasonable balance that allows operators to conduct their business while also respecting the quality of life and outdoor experience of the surrounding community. Thank you for taking the time to consider these concerns. I look forward to your response and to understanding what steps can be taken to address these issues. Sincerely, Deborah Rakos

August 12, 2026

I just got back from a trip to Sitka where there is a fair amount of tourism, but no helicopters which made the whole experience much better than is offered in Juneau where very noisy helicopters are omnipresent.

August 15, 2026

Dear Task Force Members, Downtown congestion: consider roundabout improvements and prohibiting turns across traffic on S. Franklin. The CBJ's August 11 memo "Formalizing Recommendations on Downtown Crowding" lists several solutions that could cumulatively help with crowding and congestion in the S. Franklin area. As a Thane resident who has spent many aggravated hours of my life in the increasing number of traffic and pedestrian jams on S. Franklin, I would particularly like to see serious consideration of the 5th item on the list: "Restructuring roundabout outside of Red Dog Saloon to aid in traffic congestion". A real roundabout that could accommodate buses could help resolve a major congestion cause -- the buses and vans heading north that are trying to turn across traffic to get into dockside parking areas. These buses not only have to find a slot in the steady flow of oncoming traffic, but then often have to stop mid-street to avoid pedestrians. Creating a real roundabout between the library and the Red Dog, and prohibiting turns across traffic between the library and the Franklin dock, could allow a much smoother flow of traffic. This isn't just a matter of reducing the random traffic jams on S. Franklin that turn the usual 5 minutes transit into 15 or 20 minutes. This is a bottleneck that blocks access by emergency vehicles. At least one ambulance carrying a Thane heart-attack victim stalled there, and we worry about access for fire and police. And it isn't just Thane residents who are at risk. Ambulances are regularly being called to the cruise ship docks. There aren't any alternate routes -- the chained off sidewalks and pedestrian crowds would make it impossible for emergency vehicles to get around blocked traffic. I urge you to recommend an analysis of

this option for helping to reduce congestion and improve safety in the S. Franklin corridor.
Sincerely, Steve Behnke

August 20, 2026

- Encouraging continued construction of benches and covered areas to aid in human congestion Great idea, especially on the Seawalk side.
- Encouraging businesses to shift customer entry and focus to the Seawalk rather than the street Not sure how that will work for businesses not on the Seawalk??
- Maintaining and growing the crossing guard program Yes, an important safety idea. Crossing in front of Westmark (or is it 4 Seasons now?) might help, though pretty close to a light. Also in front of DT library over to Grizz Bar. Maybe also down by Taku Smokeries/Twisted Fish.
- Maintain conscientious development plans in Peratrovich Plaza area. Retain presence of communal spaces and public games/activities Hoonah Totem's project will come into play here, and should be included in the Whittier St development. Hopefully the long planned remodeled Civic/Arts Center will be anticipated and included in these plans. It may be germane to consider the safety/privacy of Zach Gordon when building out this area. Please consult Jorden Nigro. Possibly KTOO would find having a visitor program useful, especially if they could get municipal support to build it.
- Restructuring roundabout outside of Red Dog Saloon to aid in traffic congestion Glad you have engineers to figure this one out! Good job on Vanderbilt/Egan Drive remodel.
- Encourage Seawalk development through Wharf to Aak'w Landing Yes! Absolutely. That will be terrific. I recently saw a slide show of night lighting planned by Pat Race and Devon Kibby that looked fantastic and beautifully non-obtrusive.
- Better signage noting one-way streets and traffic rules downtown for car rentals Yes. OMG I see cars going the wrong way above the Baranoff almost daily. Very clear maps of downtown should be mandatory at car rentals agencies at the airport (and elsewhere). Maybe someone can develop an app that tourists renting cars are required to install and use while driving around. Thank you so much for your attention.

August 30, 2026

Aug 29th Mayor and Assembly, 1 Thank you for your deep consideration of mandating the 5-ship ordinance, including Goldbelt. I'm writing in support of this as a step in balancing the values and needs of our community with the industry. The next step is to focus on the number of visitors; thanks for the work on the 16,000/12,000 allocation. 2. I'm supporting a clear plan with a vision regarding our main industry; we need a Tourism Plan. Tourism impacts every single Borough neighborhood from May through October- be it on land, sky or sea- as well as all the ecosystems that comprise our home. I suggest replacing the VITF with a year-round committee including representation from neighborhoods as we look closely at where we've come from to design a future for people who live here and our guests. 3. We need data for planning. I live in North Douglas. We have no data, but our residential highway is no longer safe for the increasing motorized and non motorized users, locals and guests. It is reasonable to request the numbers/increase over the last decade, tours and commercially-guided tourists (e.g. segways, kayakers, electric bikes, bikes, sport fishing, hiking, jeep tours, etc) so we can better understand who is using our highways, trails, seas and road shoulders in order to promote a safer environment for all. As you may

know, I also serve on the North Douglas Neighborhood Association Safety and Transportation Committee. While I'm not wearing that hat, we've spent time with most of you sharing our knowledge and concerns re: the North Douglas Highway. We've also met with DOT, Goldbelt , organized community meetings with Goldbelt and others as we live in the crosshairs of a potentially huge development (Goldbelt) without a plan to take care of our 'hood for those who live here and visit. Please, take the step to manage how many ships can dock here.