**From:** Nate Vallier
**To:** City Clerk
**Cc:** Alexandra Pierce
**Subject:** VITF Comment for tonight
**Date:** Thursday, November 5, 2026 5:13:41 PM
**Attachments:** image001.png
image002.png
image003.png

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Aye, sorry for being late – been working on our 2027 products and wresting with our booking system.

Wanted to comment not only as a travel agent, but also as possibly Juneau's biggest cruiser – I'm at 408 days at sea, been to 78 ports, and on 33 ships.

We have a major problem coming down the pipe that we need to address.... Many cruisers are no longer getting off the ship. I've been hearing every reason lately – from it becoming too expensive, weather not conductive for walking/self travel, shore excursions full or not available, over crowding, but also "I've been here before, and already seen it". My agency ran a brick & mortar shop in Skagway for 2 years that also doubled as a co-working/wifi space, which allowed me to befriend MANY cruise officers, speakers, and staff. Its alarming to hear how many of them tell me the number of people who aren't getting off in port (one ship I was on this summer while in port said that 900 out of 3000 didn't get off!) – while friends who were working a ship at tender said almost half didn't get off.

This is alarming.

We can NOT become another Nassau, Cozumel, or St Maarten where our port is structured in a way that doesn't manage the crowd, but also manage tourism better. I'm even guilty of not getting off in Cozumel or Costa Maya the last 3 times I was there (I'm going in 3 weeks on the Sun Princess and we have yet to book anything). We need to bring back the spirit that started TBMP and maintain our leadership in the cruise industry – we are literally in the top 10 busiest cruise PORTS (based on ships per DAY, not annual passenger counts) and we should have more direct dialogue with not only CLAA, but also the cruise lines themselves to help us maintain our stature and keep people wanting to come here, AND GET OFF THE BOAT. The cruise lines have rolled over as Greece, Italy, and Iceland have added more taxes and tried to regulate cruising better; and we need to figure something out

and get back in the driver's seat so we can control & maintain our tourism levels to keep Juneau one of the top rated, most desired cruise ports.

I'm seeing older, smaller ships get replaced with bigger, newer ships. These ships have a larger percentage of TRIPLE and QUAD berth cabins, so even with our lower berth limit, we will still be breaking records. The Queen Elizabeth was replaced with the Crown Princess, which has about 35% more triple and quad rooms (max occupancy is 3674 for Crown vs 2500 for the Queen Elizabeth). Disney has added another ship to their portfolio this year, and its not docking here. I've had a lot of disappointing tourists complain about that 😵

-n

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***Location & Hours:*** **Nov 1-15:** Juneau, Alaska (AK time zone – 4 hrs behind Eastern). No emails/calls on except for emergency/en-route travelers during weekends & off hours