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 use 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 disenguous 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 then is offered in Juneau where very noisy helicopters are omnipresent.

August 15, 2026
Dear Task Force Members, Downtown congestion: consider roundabout improvements an 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.

August 31, 2026
Dear Visitor Industry Task Force, I am writing to ask the Assembly to make the 5 cruise-ship-per-day limit mandatory as a first step towards curbing the many negative impacts of the cruise industry on local residents. I have lived in downtown Juneau for 28 years and in the last 5-10 years I have become increasingly distressed and frustrated by the always increasing scale of the cruise industry. Every year the ships get bigger and more numerous and the passenger and crew numbers increase accordingly, impacting the experience of both locals and visitors. Our beautiful town is being "cruised" to death. We need a hard ship and passenger limit imposed before the quality of life for residents and the visitor experience degrades even further. The cumulative effects of years of growth in the number of cruise ships, passengers, and crew with no end in sight has taken its toll. This spring the sight of the first cruise ship brought nothing but feelings of despair and anger at the thought of the coming onslaught – I was sick of the ships and tourists before they even arrived. Below are some of the many ways the cruise industry has negatively impacted the quality of life for Juneau residents: • Crowds and traffic – in downtown, on a seemingly ever-expanding number of trails, in Auke Bay harbor and on the water, on the roads. • Noise – constant helicopter traffic ruining alpine hikes on Thunder Mt and Mt McGinnis and making it impossible to hear the birds or talk to friends while hiking almost anywhere in the valley, Segway tour leaders blaring their spiel on a loudspeaker, foghorns sounding repeatedly starting as early as 4 am. • Strain on local services – including public transportation, wastewater treatment, the landfill, cell and internet services, housing, the high volume of bus and van traffic on Juneau roads. There are also the impacts on the environment, including air pollution, dumping of waste in inside waters, and the impacts of ship noise and vessel strikes on marine mammals. Other cities and towns have started taking steps to regulate and limit industrial tourism and Juneau should act immediately to do the same, before the situation gets even more out of hand. Sincerely, Karen Blejwas

September 2, 2026
Helicopter approach speeds and noise. I live under the path of helicopters near the airport. One of the biggest variables in an individual helicopter's noise impact is the speed of its approach to the airport. The faster a helicopter goes during its descent the greater its low-frequency sound, which carries much further than high frequencies and penetrates through structures. The difference is dramatic. Published research confirms that. Helicopters operating at high speeds approaching 120 kts have extremely high noise profiles, especially forward of the aircraft. I've observed this using two tools - a flight radar tracking app (Flightradar 24) that shows individual aircraft in real-time including their

airspeeds and registration numbers, and a sound meter app that shows the decibel levels of different sound frequencies. The noise impacts can be quantified. The biggest offender by far is Coastal. Their helicopters routinely approach the airport much faster (120 kts and greater) than most of the others and their noise signature is much greater. NorthStar occasional does it too. For example, as I write this (Wednesday 9/2 about 7 am), Coastal helicopter registration # N301CH has just returned to the airport at 124 kts. The noise is very loud inside my house with the doors and windows closed. Helicopters operating in the 60-90 kts regime have the lowest noise impact. Juneau helicopters should not fly over populated areas at speeds exceeding 90 kts. This should not be a difficult adjustment for the helicopter operators to make.

September 2, 2026
Plain and simple, Juneau has reached its carrying capacity dealing with the effects of tourism on the community. The five large ship agreement has been somewhat effective keeping Juneau livable and enjoyable for locals, but the impacts are numerous, including increased noise, traffic, and harbor congestion. If the new development on North Douglas results in 2 or 3 more large ships in addition to the 5 ships downtown, our already tenuous quality of life in Juneau will be further eroded. More whale watching boats, more busses, more helicopters overhead, more impacts on our infrastructure. In many aspects, it is "tourism gone bad" in Juneau. Please consider the overall impact on the community, and keep things reasonable. Thank you for your consideration and your efforts as assembly members, Shawn Carey

September 3, 2026
I am sending today, September 3, 2026, my comments of today specifying the measures needed to ameliorate tourist helicopter flight noise. Robert Eastaugh

September 3, 2026
Dear VITF Members, Thank you for all the work you do for our community. Juneau is already overrun with cruise ship tourism and we cannot handle seven ships in one day. I am especially concerned about: more whale watching boats surrounding whales during critical feeding months. The city needs to limit whale watching boat business licenses. more whale watching boats using transient harbor space in Statter Harbor more boats transporting tourists through Auke Bay and whale habitat from North Douglas to access tourist excursions more buses on our roads; it's scary to ride a bike in Juneau now. more helicopters making Juneau even louder than it is. I can hear them from my condo and on many of the trails I hike to find peace and quiet. more charter boats impacting local fishing. Have you tried to catch a decent sized halibut within an hour of Juneau? more tour groups on our hiking trails. I avoid East and West Glacier trails in the summer now. more tours on Mendenhall Lake using up all the parking at West Glacier trail more impact on the sewer system and increased fees we locals are shouldering to repair and maintain the system more trash in our landfill that is rapidly filling up I would like to see the Assembly pass a five cruise ship a day ordinance. We need to put a cap on mass tourism in our community before it breaks more than it already has. _____ M A R I N A L I N D S E Y

September 10, 2026

Dear Assembly and Task Force Members: My entire life, there have been cruise ships in Juneau. My family moved here in 1993, when I was a baby. In 1995, there were 380,600 cruise ship passengers. In 2002, there were 741,500. In 2006, 951,400. For most of my childhood, Juneau saw less than 1,000,000 passengers per year. That's about 6,000-7,000 passengers per day during May through September. Or roughly 2 to 3 medium-sized cruise ships each day. I've always known summer in Juneau to come with the occasional drone of sightseeing planes and helicopters, and a slight increase in whale-watching boat traffic. I remember downtown getting busier, and as a kid I enjoyed marveling at the large ships tied up to the docks. I left Juneau as a teenager in 2008, and recently moved back with my family, returning to the place I love so much and hoping to put down roots. But the town I've always known as home has changed dramatically. In 2024--the year I moved back--there were 1,677,935 cruise ship passengers. Most days of the summer there were 5 massive ships. The once-occasional drone of seaplanes and helicopters is now a near-constant roar. I watch swarms of whale-watching boats chasing humpbacks and orcas around the local waters. The streets and sidewalks of downtown Juneau are frequently choked with cruise passengers. Driving through downtown has become an ordeal. Housing has become scarce due to all the seasonal workers and AirBnbs for tourists. Downtown rent is inflated, making survival difficult for local small businesses that don't cater to tourists. What's most disappointing is that Juneau often doesn't feel like a community anymore. Walking through downtown on summer days, it feels like I am walking through a strange city full of people I've never seen. On top of this, there are plans to continue expanding---building new docks downtown and out North Douglas. It sometimes feels like a hopeless situation; like my home is being sold out so cruise ship and tour companies can endlessly expand their profits. When I began to tune into the local tourism debate, I was surprised by the rhetoric. I noticed how many locals insisted that the huge number of cruise ship passengers was necessary and good for our economy. I remember a thriving Juneau that welcomed less than 1,000,000 passengers per year. What changed? Wanting to learn more, I read through the 2023 McKinley Research Group report on the Economic Impact of Juneau's Cruise Industry. The report says that in 2023, a year with 1.67 million passengers, the "cruise industry accounted for $375 million in direct spending in Juneau." The report said that the "cruise industry was associated with 3,850 jobs." That sounds like a lot. But it doesn't answer some important questions that many Juneau residents have. How many of those jobs are worked by local people? And how many of the summer workers just leave town and take their money with them? How much of the tourist spending actually stays in Juneau? And how much of the spending goes to jewelry stores and tour companies owned by outside corporations? As far as I can tell, there's never been a report about the actual economic impact for Juneau residents. But I'm not going to suggest that we need one. A new report would cost a lot of money and it would tell us what we already know: Most of the tourism money doesn't stay in Juneau. That's no surprise. That's the way Alaska's whole economy is designed. To see what that means, let's take a big step back. Since the first Russians arrived in Alaska several hundred years ago, Alaska's economy has been one of corporate extraction. Alaska's resources are exploited by outsiders, shipped away, and sold for profit. This happened with furs. It happened with the salmon canning industry. It

happened with mining. And logging. Then oil and gas. And trawling. And now it's happening with tourism. At every stage of Alaska's economic history, huge, for-profit corporations from outside have come to Alaska seeking to get rich off the natural resources. Alaskans, for the most part, have gone along with it, content to settle for the crumbs the corporations leave behind. Some important exceptions include historical and ongoing Indigenous resistance to colonization, and those working toward a more sustainable economy. But by and large, Alaskans have been eager to sell out the state's resources for a small slice of the pie. Just look at the recent LNG pipeline tax break debacle. I'm not claiming to be above the problem. I'm a descendant of settler-colonists. I've benefited from this system, and only in recent years have I begun to think critically about it. I've worked in commercial fishing and mining. I now work for the State, which is funded largely by oil. I understand that people need jobs, and, in today's Alaska, most jobs come directly or indirectly from resource extraction. But I hope there will come a time when Alaskans decide we don't want to just be a doormat for corporate wealth. Someday, we could take back control of our economy and make sure that it provides for Alaskans first. We could move away from corporate resource extraction, and take care of the place we live. We did it with salmon when we banned fish traps so that we could have sustainable salmon runs. We did it with logging when we limited the clear-cutting of old-growth forests in the Tongass. And now we could do it with tourism. The voluntary agreements to cap passenger numbers are a positive step. But they are not nearly enough. For-profit corporations, by their nature, will try to maximize their profits at our expense. So it's up to us to set limits and enforce them. Here's a simple idea: Let's shoot for 1,000,000 passengers per year. That's 2 to 3 mid-size cruise ships per day. Plenty to sustain a thriving tourism economy. But not so much that our community is diluted and polluted. We could learn from places like Bhutan and the Azores -- regions that have created thriving economies with high value, low volume tourism. We could follow the example of Bar Harbor, Maine, which successfully defended corporate lawsuits against its reasonable cruise passenger limits. And it doesn't have to happen all at once. We can plan for a gradual decrease over time. Here's another idea: We could tax sightseeing tours---whale watching, helicopter flights, bus tours, etc. A tour tax could create revenue for the city, incentivize low volume/high value tours, and limit tourism impacts. By setting reasonable limits, we can begin to reclaim our integrity, and reclaim our home. Will there be challenges during the transition? Of course. Will there be lawsuits by the corporations? Almost certainly. But we can handle it. And I think we should give it a go. Because the future of our home depends on it. Thank you, Logan Miller

September 14, 2026

Greetings CBJ Visitor Industry Task Force, I am writing to strongly urge you to pass an ordinance that limits the number of daily large cruise ships. I have lived in Juneau for almost 40 years, my husband and two kids all grew up in Juneau. I am not against tourism. It's been woven into the fabric of the community for many, many years. My issue is with the skyrocketing volume of tourists. There is no question that the quality of life as a Juneau resident has markedly diminished as the number of cruise ships has increased. The congestion on land, congestion on the water, and congestion in the air is incessant and overwhelming. Mayor Weldon claims changing the MOU is unnecessary because, “it has

worked over the past three years". I suggest that it appears to be working because it has never been challenged, which will very likely change once the Goldbelt dock/facilities become operational. It is both wiser and more community minded to address the likely outcome of additional ships proactively and in a fair and definitive manner. A friend once said, "instead of war mongering, Juneau is experiencing cruise ship mongering". That is very close to the truth. Each year Juneau becomes less of a community and more solely a cruise ship destination. A small number of people/companies - and I would venture to say the vast majority are not residents of Juneau - are making a lot of money at the expense of others. Fear of litigation is yet more evidence that Juneau is controlled by the cruise ship industry. Time to take back the community. Limiting vessel traffic can be a first step. Regards, Katharine Savage

September 24, 2026
The Juneau-Douglas City Museum preserves the history and shares Juneau's heritage and culture to visitors and residents. Ensure the Museum's services through adequate staffing and budget.

September 26, 2026
To the hard working folks engaged in this vibrant community: This statement is taken directly from the mandate you have set for our town. "CBJ seeks a healthy and vibrant tourism sector generating business opportunities and employment for Juneau citizens, protecting Juneau's heritage and cultural values and its natural resources, and making a positive contribution to the community's quality of life". The first thing I do when traveling is seek out local art and history. This can take many forms of course. Who hasn't sipped a coffee in a funky cafe while checking out home made crafts or paintings? Who hasn't strolled into a museum describing the stories and curiosities behind the place? Who hasn't meandered through town reading interpretive signs and people watching? It adds texture and depth to any travel experience. As an artist in this town, I know that tourists LOVE to see living art and history. I know this because tourists often stop and watch me plein air painting around town and inquire about all things Juneau and about what I'm up to. I direct them to places where they can see real art and culture and avoid the curated and commercial tourist traps of t-shirt shops and non Alaskan trinkets. Some folks love this and that's good but many of us would rather stay home than visit an inauthentic destination. Juneau is an incredibly rare kind of place with loads of history, culture and a vibrant arts scene. Art is big business, let's give our hard working and committed makers a place to exhibit their works. There is exactly one other non- retail space in the Capital Coty at the moment and it's got its share of big problems when it comes to exhibiting. Not criticizing here, merely stating that the City Museum is essential to maintain this vital aspect of tourism and local artist employment. Creative people solve problems. Thanks for your time, Timi Johnson

September 27, 2026
It is important to remember how valuable the city museum is in the tourism industry and in introducing visitors to our unique and rich diverse history and arts. The Museum also offers

a unique experience for visitors who are scheduled for various tours throughout the day at an affordable price. A win/win for everyone.

September 27, 2026
As stated a the Task Force's vision: CBJ seeks a healthy and vibrant tourism sector generating business opportunities and employment for Juneau citizens, protecting Juneau's heritage and cultural values and its natural resources, and making a positive contribution to the community's quality of life." There is no better place to protect Juneau's heritage than the Juneau-Douglas City Museum. The recent budget cuts decimated the museum - laying off 2 of the 3.75 staff. With no promise of continued support of the City, the last of the staff sought more permanent employment and resigned. Our dramatic history and unique culture, along with the vivid scenery, are all part of what draws visitors to Juneau - we should be proud and show it off.

September 28, 2026
I am writing to urge you to preserve funding for the Juneau-Douglas City Museum and the staff positions that make its public programming possible. As a Juneau resident, educator, artist, and parent, I have benefited from the museum's work for many years. Over the past three decades, I have been honored to participate in two poetry and painting exhibitions there, experiences that connected my creative work to the broader community and highlighted the museum's role in supporting local artists. The most recent exhibition, a collaboration with artist Elise Tomlinson, Unleashed: Paintings and Poems Exploring the Dog Culture of Juneau and Douglas, opened in November and drew more than 300 people to the museum. That kind of community engagement demonstrates the museum's unique ability to bring residents together through local history, art, and shared experience. The museum has also been an invaluable educational resource. As a faculty member at the University of Alaska Southeast, I have brought students to the museum to engage with items in the archives and write about local history, helping them develop a deeper understanding of the place they call home. These opportunities are possible because of the knowledgeable staff who preserve collections, create programs, and make the museum accessible to the public. The museum has been equally important to my family. I have brought my children there for years, and they have proudly exhibited their own work in the annual 12 x 12 show. The museum is not simply a building that houses artifacts; it is a living community space that fosters creativity, education, and civic connection. Eliminating the positions that support programming would diminish one of Juneau's most valuable cultural resources. I respectfully ask you to protect funding for the museum and the staff who make its work possible. Sincerely, Emily Wall

September 29, 2026
In general, both individuals and organizations tend to take the easiest course of action. That is certainly true of the Juneau Assembly when it comes to tourism. Time and time again the Assembly has bowed to the industry while making a big deal over small, palliative measures. And so it goes. Ray Preston

September 29, 2026
Why is there no mention of the Juneau City Museum is this document? The City Museum is an incredibly valuable resource for visitors to understand the place they are arrived at. It is an oversight that this has been excluded and should be added and funded accordingly.

September 29, 2026
The Juneau-Douglas City Museum is the best chance for visitors to learn about the history of this area in detail. The State museum is amazing, but its focus is on a huge state & all of its various history. Visitors like to understand why this city is here, how it survived & especially why it is still the state capital. It is important to share history with so many of our visitors. Please help to support the JuneauDouglas City museum to remain open & share our local history. Thanks, B wright 44 year resident.

October 25, 2026
Dear Members of the Visitor Industry Task Force and the Assembly, I'm writing about the proposals before the task force to establish a whale-watching permit system, limited entry, or fleet reduction plan. Several operators have already raised serious concerns about fairness, process, and the scientific basis for these measures, and I share many of them. I also want to add a concern the taskforce has so far deferred to "the Assembly to figure out later": whether CBJ can lawfully carry out such recommendations at all. To be clear, the frustration residents feel at Statter Harbor and on the water is real, and I'm not asking the task force to do nothing. I'm asking it to pick tools that will work and will hold up. I spent years inside State of Alaska government, twice as the State's Chief Information Security Officer. I've watched plenty of policy be built, and I know what a defensible process looks like. You define the problem. You bring in the people affected. You let evidence lead. You check your legal authority before you write the rule, not after. My concern is that this process has done these things in reverse order. 1. The limited-entry concept under consideration treats one group differently from others doing the same activity. Whale watching from Statter Harbor would be capped. Whale watching from private docks, lodges, fishing charters, and water taxis would not. Article VIII, Section 17 of the Alaska Constitution requires that laws governing the use of natural resources "apply equally to all persons similarly situated." Alaska's equal protection standard is also stricter than the federal one, and it requires a fair and substantial relationship between a classification and its purpose. If the purpose is protecting whales or reducing traffic on the water, it's hard to explain why the same boat doing the same thing is regulated from one dock and exempt from another. The only line this proposal draws is which dock you leave from. That line has no relationship to whales. 2. CBJ's clear authority stops at its own docks. The city can manage its harbor: moorage, loading zones, and passenger-for-hire floats. The water past the harbor is state water, and the Alaska State Constitution guarantees free access to navigable waters unless the legislature restricts it by general law (Art. VIII, §14). It's worth remembering that the State itself had to amend the Constitution in 1972 before it could create limited entry for commercial fisheries. A municipal limited-entry program for an activity conducted on state waters would be on weaker footing than that. These first two points are really one problem. The only lever CBJ clearly holds is its harbor. A harbor-based

cap therefore can't regulate the industry. It can only regulate the operators who use public facilities, which is exactly the "winners and losers" outcome the industry has been working to avoid. 3. Protecting whales is a federal responsibility. Humpback whales are protected under the Marine Mammal Protection Act, and NOAA already enforces approach rules for humpbacks in Alaska. The MMPA generally bars state and local governments from regulating the "taking" of marine mammals, and as I read it, that includes harassment. When NOAA and university researchers studied Juneau's humpbacks during the 2020 season, with almost no whale-watch traffic, they attributed the increase in calves more to ocean conditions than to the absence of boats, and cautioned it was too early to draw conclusions about vessel impacts. NOAA's own Whale SENSE coordinator has described Juneau's fleet as largely made up of considerate, responsible operators. That is not the record of an industry that needs to be capped to protect whales. If CBJ justifies limited entry as protecting whales, it is moving into a field Congress reserved for federal agencies. If it justifies the program as managing congestion, then the right tools are congestion tools, not a cap on the number of operators or a weak "rented" seasonal permit. A rented permit fails on every count that matters. It counts operators, not boats on the water at 10 a.m. in July, so it does nothing about congestion. No one can finance or insure a vessel against a permit they may not hold next season, so it punishes the small, local operators the city says it wants to protect and favors whoever has the deepest pockets to outlast everyone else. It still exempts private docks. And charging rent for access to state waters CBJ doesn't control raises the same authority problems in points 1 and 2. It hasn't been tested against a single operating season. 4. CBJ's legal position appears to have changed. About 15 months ago, CBJ staff told operators that this kind of control wasn't being considered because it was illegal. If that view has changed, the Assembly and the public deserve to know why, in writing, before any recommendation advances. The Task Force's own October 15 materials list the number of active whale watch vessels as data CBJ still needs to obtain from NOAA, estimate up to $150,000 just to design a limited-entry program, and identify a formal operating agreement with SEAWWA as a high priority. CBJ should finish the cooperative option it already has before spending six figures to cap a fleet it hasn't counted. My requests of CBJ Assmbly before ruling on VITF Recommendations: Before advancing any limited-entry or permit-cap recommendation, get a written opinion from the City Attorney on CBJ's authority and on equal-application and preemption issues. Demand marine tour operators have a real seat in any further VITF or Assembly work on this subject, not simply offer participation on a one-time panel. Let the industry's 2027 operational commitments (loading-zone limits, cross-loading, an extended no-wake boundary, and treating Coghlan Cut as a no-wake zone) run for a full season, and formalize them in the SEAWWA operating agreement the Task Force has already rated to be a high priority. Set measurable benchmarks such as loading-zone dwell time, fuel dock access, and wake complaints, and judge the results before adding restrictions. For context, the TBMP hotline logged 33 whale-watching complaints in 2026, up one from 2025. From 2019 through 2025, whale watching never ranked above third among complaint categories, behind buses and flightseeing. That gives us a measurable baseline to judge future seasons against. Defer any limited-entry or fleet-cap decision until the Marine Passenger Fee–funded Juneau Whale HEALTH research (UAS/UAF; $160K in FY25, with $210K requested for FY26) is published and independently

peer reviewed, with the goal of revisiting the question before the 2028 season. NOAA Fisheries has determined that the Hawaii population, which makes up most of Juneau's humpbacks, has recovered and was delisted in 2016, and federal approach regulations are in place and enforced. Before CBJ layers local restrictions on top of that federal framework, the research being commissioned and paid for by MPFs should show a specific, documented need, and the City should confirm with NOAA that any proposed measure is consistent with federal law. Everyone at this table wants to ensure the best outcomes for the whales and the harbor. Let's get there with something that will survive its first court challenge. Sincerely Chris E. Letterman Management Consultant (Written in support of Harv and Marvs Outback Alaska, Alaska Galore Tours, and Juneau Lighthouse Tours)

October 25, 2026

Dear Members of the Visitor Industry Task Force and Assembly, I am writing to urge you not to move forward with a whale-watching permit system, limited-entry program, or fleet reduction. These proposals are unnecessary, raise serious questions of fairness and legal authority, and appear to target an industry whose growth has already flattened under the existing cruise passenger cap. Fifteen months ago, we met with Alix Pierce and Mayor Weldon to discuss potential restrictions on whale watching. We specifically asked to be included in any future conversations. We were told that this type of control was not being considered because it was illegal, and that if it ever was considered we would have a seat at the table—including on the VITF. That commitment was not kept. Whale watching is one of the primary activities under discussion for unprecedented regulation, yet the industry had no direct representation on the task force while other sectors did. We are now forced to respond to a process we asked to be part of more than a year ago. A permit or limited-entry system will not affect all operators equally. How will CBJ enforce restrictions on private docks? Goldbelt could establish its own fleet outside Statter Harbor rules. Allen Marine and other operators with private facilities would have the same advantage. Fishing charters, lodges, and water taxis could continue expanding whale-watching activity while established operators using the public harbor are locked in place. That is not industry management—it is selecting winners and losers. More fundamentally, I question CBJ's legal authority to impose these restrictions on commercial activity occurring on state waters. The city's own tourism manager has previously stated in public that CBJ has limited jurisdictional authority over whale watching on the water, noting that while the city owns harbors, there are private marinas and that government tools are blunt once vessels leave those facilities. CBJ Docks & Harbors powers under Title 85 are tied to the operation of municipally owned facilities and are explicitly subject to state law. Alaska's Limited Entry system (AS 16.43) was created by the Legislature specifically for commercial fisheries and is administered by the Commercial Fisheries Entry Commission. There is no comparable statutory framework authorizing a municipality to create limited entry for tourism or wildlife-viewing operators on state navigable waters. Any system that reaches beyond harbor facilities and attempts to control who may operate once vessels are on state waters risks exceeding CBJ's delegated authority and inviting legal challenge. NOAA staff have also clarified publicly that their jurisdiction is over the marine mammal resource itself, not over how many commercial operators may run businesses or how many boats may use state

waters—further underscoring that any city-created permit or fleet-cap system would rest on municipal authority that has not been clearly established. The industry has already been making substantial operational changes beginning in 2025, and these practices will continue indefinitely. They include: - Maximum ten-minute occupancy at the public loading zone, with no more than one vessel per company at a time - Prioritizing cross-loading and passenger-for-hire floats - Keeping one of the four fueling positions at Petro Marine available to local boaters - Treating Coghlan Cut as a no-wake zone - Extending the no-wake boundary approximately 500 yards farther from Auke Bay - Giving smaller recreational boats more space and yielding whenever safe and practical These changes are producing a noticeable difference for locals, but they require time. We respectfully ask for the opportunity to continue working for these changes before imposing additional restrictions. The scientific justification for limited entry has also not been established. Juneau's humpback population has shown positive trends, and prior cortisol research in the area has not demonstrated elevated stress hormones associated with whale-watching traffic. Operators already follow federal regulations and participate in Whale SENSE, SEWAA, and TBMP. What is particularly troubling is that CBJ is exploring restrictions while simultaneously funding research on impacts—before those results have been published. This sequence creates the appearance that the city is seeking scientific cover for a decision already made rather than allowing the research to guide policy. Science should drive decisions, not the reverse. The cruise passenger cap is already working; ticket sales and fleet growth have leveled off. What additional problem would limited entry solve? Finally, the city already collects substantial fees from operators at multiple points for the same guests. We pay for an A & B Loading Zone Permit downtown to pick up and drop off passengers. We then pay for a Statter Harbor drop-off permit and related fees to move those same guests to the harbor. And then we pay the passenger-for-hire fee again to load those same guests onto our boats. On top of that, every commercial stop we make to enhance the guest experience—Brotherhood Bridge, the Whale Statue (Mayor Bill Overstreet Park), Auke Lake, Homestead Park, and similar sites—carries a $5 per-passenger fee that will increase $0.50 per year until it reaches $6.50. Most of the community has no idea these layered fees already exist. The recent proposal to increase the Statter Harbor per-passenger fee from $2.05 to $7.50 represents a 266% jump on top of all of this. Docks & Harbors has collected more than $3.3 million in passenger-for-hire fees since 2005 from whale-watching and fishing charter operators using Statter Harbor. I request that the Assembly and the public receive a clear accounting of total revenue collected from all of these fees—downtown loading zone permits, Statter Harbor drop-off/bus permits, passenger-for-hire fees, and the per-passenger fees at commercial stop locations—where those funds have been spent, and whether the current and proposed rates are justified by actual costs. Is CBJ asking any other local industry to operate and attempt to thrive under this combination of layered fees plus the threat of limited-entry restrictions on its core business activity? Restaurants, retail, hotels, and other tour operators do not face this dual burden. If the justification for new restrictions includes harbor impacts or infrastructure needs, the public deserves transparency about what operators are already paying and whether this level of regulation is being applied evenly. We live here, use these waters, and have every reason to protect the whales that support

our families, businesses, and this community. We are asking the Assembly to allow the industry's operational changes to continue, to respect the investments local businesses have made, and to reject a legally questionable limited-entry system that lacks both a clear demonstrated need and clear statutory authority. Thank you for your consideration. Sincerely, Jamie Letterman Alaska Galore Tours Juneau Additional Considerations for VITF and CBJ Assembly: If CBJ restricts the number of whale-watching vessels that can use Statter Harbor (or makes it significantly more expensive/restrictive), operators have clear incentives to: - Shift operations to private docks/marinas that are not under the same rules - Partner with, lease from, or co-locate with companies that already control private facilities - Move passenger loading/unloading to locations outside CBJ's direct control In that scenario CBJ would: - Fail to actually reduce the total number of boats on the water - Lose the passenger-for-hire fees, bus/drop-off fees, and related harbor revenue it currently collects - Create an uneven playing field that rewards operators with private access while penalizing those who have invested in using the public harbor This undercuts the stated goals of fleet management and reducing impacts, while also reducing the revenue stream the city relies on for harbor maintenance and staffing. It is a classic example of a regulation that is easy to evade and produces the opposite of the intended fiscal result.

October 26, 2026

Dear VITF and Assembly Members, I strongly urge that you do NOT move forward with a whale watching permit system, limited entry or fleet reduction plan. I believe these proposals represent an unnecessary attempt to take control of an industry whose growth has already flattened, largely due to the cruise ship passenger cap. It also raises serious questions about fairness, legality, and the city's actual objectives. Part of the reason we find ourselves in this position today is because of how this process has unfolded. Approximately 15 months ago, we met with the Mayor and Alex Pierce to discuss our concerns about potential restrictions on the whale watching industry. We specifically asked to be part of any conversations regarding future regulation. At that meeting, Alex told us this type of control was not being considered because it was illegal, and the Mayor assured us that if it ever was, we would be included in the discussion and promised us a seat on the VITF. Unfortunately, that didn't happen. We were left in the dark throughout discussions on the VITF, with no direct representation from the whale watching industry. Bussing and helicopters were represented, yet whale watching, one of the major industries being considered for unprecedented regulation, had no seat at the table. It's difficult to understand how the city can consider such significant restrictions on an industry without including the businesses that would be directly affected. We are now playing catch-up on a process we specifically asked to participate in more than a year ago. 1. A permit system will not affect all operators equally. How is CBJ going to enforce these restrictions on private docks? Goldbelt could potentially establish its own whale-watching fleet without being subject to the same restrictions imposed on operators using Statter Harbor. Allen Marine and other operators with private facilities may have similar advantages. Fishing charters, lodges, water taxis, and other smaller operators could continue expanding their whale-watching activities to meet demand while established operators are prohibited from growing. I also seriously question CBJ's legal authority to restrict commercial activity on

state waters. I suspect this would face significant legal challenges. Creating a system that restricts some businesses while allowing others to expand doesn't control the industry. It simply picks winners and losers. 2. Our industry is making substantial changes for 2027. We recognize the concerns of local boaters, and we are taking responsibility for addressing them. Our planned operational changes include: Loading zone: Maximum ten-minute occupancy, with no more than one vessel per company at the public loading zone at a time. Cross-loading: Cross-load whenever possible and prioritize the use of passenger-for-hire floats. Fueling: Keep one of the four fueling positions at Petro Marine available to local boaters when they are waiting, rather than requiring them to wait behind commercial vessels. Coghlan Cut: Treat this waterway as a no-wake zone. Wake reduction: Extend our no-wake boundary approximately 500 yards farther from Auke Bay. Courtesy underway: Give smaller recreational boats more space and yield whenever safe and practical. There will be a noticeable difference for local boaters next summer. Give us the opportunity to make these improvements before imposing additional restrictions. 3. The scientific justification for limited entry has not been established. Juneau's humpback population has shown positive trends year after year, and the previous cortisol research in the Juneau area has not demonstrated elevated stress hormones associated with whale watching traffic. That doesn't mean we should stop improving our practices. We already follow federal regulations, participate in programs such as Whale SENSE, SEWAA, and TBMP, and will continue refining our practices based on credible science and best practices. What I find particularly troubling is that CBJ is already exploring ways to restrict this industry while funding local scientists to study its impacts, before the results have even been published. How can the public have confidence in the process when the city is developing restrictions before the science, that they also funded, has established a need for them? It creates the appearance that CBJ is looking for scientific justification for a decision it has already made, rather than allowing the research to guide its decisions. Science should drive policy, not the other way around. Meanwhile, the cruise passenger cap is working, whale-watching ticket sales have flattened, and fleet growth has leveled off. What additional benefit would limited entry actually accomplish? 4. What problem are we actually trying to solve? I believe much of this debate has become an optics issue rather than a demonstrated biological problem. If the problem is harbor congestion, let's fix congestion. If the problem is wakes and conflicts with local boaters, let's address those issues. If the problem is whale disturbance, let's follow the science and address documented impacts. My frustration goes beyond the proposed regulations. I believe the entire process leading us here has been handled poorly. CBJ is funding research that I believe is being used to justify a predetermined outcome, while a handpicked task force is making recommendations about our industry without anyone from whale watching at the table. During task force meetings, concerns about legality were routinely set aside as something for the Assembly to figure out later. All of this is being presented as a fair and open public process. But from my perspective, it looks like the outcome was decided long before the industry was given an opportunity to participate. Whether that was the intention or not, it seriously undermines the credibility of the task force's recommendations and the process behind them. We all love these whales. We've built our careers around sharing them with visitors, and we have every reason to protect them. We also live here, use these same waters, and

recognize our responsibility to the local community. I am asking the Assembly to give the industry's operational changes a chance, respect the businesses that have invested in Juneau, and stop pursuing a legally questionable limited-entry system without a clearly demonstrated need. Sincerely, Louis Juergens Harv & Marv's Outback Alaska Juneau Lighthouse Tours

October 27, 2026
After reading the draft document, I didn't see anything regarding the traffic congestion in the Mendenhall Valley particularly at the back loop road and glacier spur road. First let me say I love that the tourists can walk down to the glacier via the public transport buses. It gives them the opportunity to see and walk the trails and bike path that we take daily. Many times we have walked with them and taken them places that they would not normally know about and I think they enjoy it. But I think that there are two things that could be addressed one being a simple fix and the second being a little more costly. The first is that there is a issue is a cross walk somewhere that the tourists can use to get across the glacier spur road after they get off the bus to get on the side that has the bike path all the way down to the glacier. As it stands now they cross anywhere from the start of the back loop all the way down to Gladstone Street where they have to if they want to stay safe and use the path. There needs to be one or two designated crosswalks for people to get across the road safely. Not only would the tourists use them but also the locals. Just a suggestion. The other thing is that the city or state needs to look at the traffic congestion during the months of April to September at the back loop road. Coming off the back loop road trying to turn onto the glacier spur road to head to streets (Threadneedle, Garnet, Gladstone, etc.) is awful. You wait for buses, trucks, cars, tourists and locals to just get where you need to go. Some kind of roundabout or traffic signal would go a long way in helping to relieve the congestion created during the peak times. I hope that these suggestions can be brought forward to the committee. Thanks for allowing this opportunity to input to the document.

November 3, 2026
AIR QUALITY, AIR QUALITY, AIR QUALITY First of all, thank you for working on this task force to improve the visitor industry. 1. I work in tourism and live in downtown Juneau. The air quality is poor downtown, unhealthy (PM 2.5 is dangerous not to mention the NOX and SOX), and the cause is twofold: cruise ships and old diesel coaches. CBJ should monitor the downtown air quality for the tourist season and before and after for comparison. If CBJ cares about the health of its residents it would take charge monitoring the air quality (and water quality) and not leave it to AKDEC which was chronically underfunded and vetoed. A. CBJ needs to fast track more shore power for the 2 CBJ docks. The head taxes should be used for this key infrastructure and CBJ should work with the hydropower companies, AELP and Juneau Hydro, to make it happen. Nearly daily we can smell the exhaust at our house on 3rd St. Even though the cruise ships use scrubbers (which are polluting Gastineau Channel with toxic waste) the ships should burn MGO (marine gas oil, aka cleaner diesel) in Alaskan waters and Juneau. They are already required to use MGO in Glacier Bay! B. Old coaches owned by ACT and HAP shouldn't operate in Juneau. We should establish either emissions tests and/or age limits for these old smokers. Don't let these companies let

Juneau get stuck with coaches that don't pass ANC and FBX emissions tests. Yes HAP has been getting newer double decker buses but that's not fast enough. Yes I have to go through S. Franklin and Marine Way numerous times daily for work, but I try to avoid it at other times because of those ancient smoking buses. 2. CBJ should stick with the 5 ship limit even in light of Goldbelt's docks on the back side of Douglas Is. If 100% of those Royal Carribean/Goldbelt passengers stayed on property then expansion could be considered, but I'm sure they will disperse around town (downtown, Eaglecrest, the glacier) and on the whale watching waters and the 16,000 passenger limit would be exceeded. The 16,000 passenger limit is smart. Keep it at 5 big ships in the Borough. 3. CBJ should install multi-head water fountains at all docks on the boardwalk and Statter Harbor. Companies like mine have mostly switched from handing out Costco water bottles to handing out Thunder Mountain spring water with compostable cups. Having numerous water fountains would eliminate more waste/compost/recycling. This is a simple fix and would be nice amenities. 4. Statter Harbor bathrooms are a joke. They were built the same size as the Whale Park bathrooms but have 10X? the number of users. Please triple the size. This would eliminate some 5-10 minute wait times. And BTW the speed bumps in Statter Harbor are very obnoxious and unpleasant for visitors. 5. Limited entry whale watching: Working with SEAWA, CBJ should establish limited entry for the number of whale watching boats in all of Juneau waters (downtown, Douglas, Auke Bay, Goldbelt docks etc.). 6. The helicopter noise above East Glacier and West Glacier trails is ridiculous sometimes. While leading hikes, I often have to stop interpreting until the swarms pass. Rerouting further outside the valley should be prioritized. 7. The Princess Dock (Franklin) should be redesigned so all coach and bus traffic can make a left turn and don't have to go to the Tram to turn around. 8. Rental car companies downtown: Unplugged Adventures (Jeeps) and Juneau Car Rental) and in the Rock Dump (Avis etc) area should be discouraged. The mom and pop companies that are in the Rock Dump area park their crab-stickered used rental cars on the street and are taking up valuable parking spaces for tourism employees. All these companies should be moved north of the downtown core because we don't need more vehicles going through S. Franklin. Even though the number of passengers is capped daily, the number of new businesses results in increased traffic. 9. Work with CLAA to get the cruise ships to further spread out the arrivals on Monday. Currently, 4 ships usually arrive between 12:30 and 1:30 causing massive jams on S. Franklin (up to a 27 minute traffic jam). Things that work well: 1. The downtown crossing guards are amazing. I feel bad that they have to breathe that polluted air all day. 2. The chains on the S. Franklin sidewalks work at keeping pedestrians safe and traffic flowing. 3. The finally paved Statter Harbor bus parking lot is amazing.

November 3, 2026

Agree regulations for the whale watching industry is way overdue. A priority must be made to address a cap on ships/passengers given new docks being planned!!!!! Juneau is turning from a community to a cruise ship destination. Those who do not benefit directly are overwhelmed and find many of our local areas are no longer welcome to locals. I feel for N. Douglas residents, all residents on our roads and all residents for the garbage that blights our city as industry expands. This does not bode well for the future of this town as less young people can find full time jobs and seniors move on.

November 3, 2026
Hello. I am thankful for all the hours that have gone into the VITF with their thoughtful deliberations and conversations. One area I'd like to comment on is the recommendation about the whale watching fleet. I fully support the recommendation from the VITF for the limited entry licensing program for whale watching tours that would cap the number of operators and consider future fleet reductions. Juneau's whales are harassed by the amount of whale watching boats that track them down and encircle them. The wake from the whale watching boats is incredibly dangerous to other boats on the water, not to mention sea kayakers, SUPs, and small open skiffs. Their boats clog the harbor transient dock, which subsidizes their businesses and forces local citizens to alter plans on days they're able to get on the water. CBJ has an important role to reel in this industry to sustainable levels and protect our local whales. Thank you for your time.

November 3, 2026
Re: Public Comment in Support of VITF 2.0 Preliminary Recommendations Dear Members of the Visitor Industry Task Force and Juneau Assembly, I am writing in strong support of the preliminary recommendations presented by the Visitor Industry Task Force 2.0. I appreciate the time and effort that have gone into examining the impacts of Juneau's visitor industry and developing recommendations that recognize the importance of tourism while also acknowledging the responsibility to protect our community, our public spaces, our waterways, and our natural resources. I believe Juneau needs to move toward a more thoughtful and proactive approach to tourism management. Tourism is an important part of our local economy, but its success should not come at the expense of residents' safety, quality of life, access to public resources, or the environment that makes Juneau such a special place. I particularly support the recommendations addressing downtown congestion, helicopter noise, improved data collection, public transparency, and long-term tourism planning. We need reliable information about the cumulative impacts of tourism, and we need to use that information to make informed decisions about appropriate levels of activity and the infrastructure and resources necessary to support it. I want to place particular emphasis on the need to control and manage the commercial whale-watching fleet operating in Juneau's waters. My personal experiences traveling out of Statter Harbor have made this issue impossible to ignore. Time and again, I encounter dangerous wave action created by whale-watching vessels, congestion in and around the harbor, and difficulty finding available mooring space because of the sheer number of commercial whale-watching boats occupying the area. These are not hypothetical concerns or inconveniences. They are recurring conditions that affect the safety and accessibility of our waterways for people who live here, recreate here, and depend on these facilities for their own boating activities. Statter Harbor is a public resource, and its use should be managed in a way that recognizes the needs of all users, not simply the demands of a growing commercial industry. I am equally concerned about what is happening to the whales themselves. The number of vessels that routinely converge on whale sightings, sometimes effectively encircling the animals, is deeply troubling. Watching large numbers of boats surround whales raises serious questions about the disturbance of their natural behavior and the cumulative effects of constant vessel pressure. The wildlife that attracts visitors to

Juneau should not be subjected to increasingly intrusive activity simply because there is commercial demand to see it. Voluntary guidelines and industry best practices are valuable, but I do not believe they are sufficient on their own to address the scale of this problem. When the number of commercial operators and vessels exceeds what an area can reasonably accommodate, enforceable management becomes necessary. For these reasons, I strongly support the workgroup's recommendations to: * Explore a limited-entry licensing or permitting program for commercial whale-watching operators. * Evaluate a cap on the number of permits, a moratorium on additional operators, or a future tapering of commercial activity. * Establish enforceable vessel identification and compliance mechanisms. * Develop science-based guidelines for appropriate vessel numbers, spacing, and no-go zones around whales. * Improve enforcement in and around Statter Harbor, including speed limits and measures to reduce fuel dock congestion. * Coordinate with NOAA, Alaska Department of Natural Resources, the U.S. Coast Guard, Docks & Harbors, and other relevant authorities. * Incorporate Whale SENSE guidelines and SEAWWA commitments into the TBMP program. I would also encourage the City to consider the cumulative impacts of commercial vessel activity on recreational boaters and other harbor users when developing these regulations. This should include assessing vessel traffic, wake and wave impacts, available mooring space, harbor congestion, and the capacity of existing facilities to safely accommodate commercial operations. I believe commercial whale watching must be managed according to the capacity of our waterways and the needs of the wildlife, rather than allowing the number of operators and vessels to grow without meaningful limits. A licensing system that establishes reasonable limits and clear operating requirements would provide a framework for accountability and help protect both the resource and the public. More broadly, I support the workgroup's emphasis on collecting meaningful data and making that information publicly available. We should be measuring not only the economic benefits of tourism, but also its costs: impacts on infrastructure, public safety, residents, local businesses, wildlife, and the environment. These measurements should help inform future decisions about whether additional tourism growth is appropriate and under what conditions. I also support developing a comprehensive CBJ Tourism Plan that establishes a long-term vision for the visitor industry. Juneau deserves a tourism strategy that puts the interests of the community and the long-term health of our natural environment alongside economic considerations. I appreciate that these recommendations are preliminary and that the Assembly will ultimately determine which measures are adopted and implemented. I encourage both the task force and the Assembly to retain the substance of these recommendations and move forward with meaningful action, particularly regarding the management of commercial whale watching. We have an opportunity to establish a more sustainable and responsible approach to tourism in Juneau. I hope we will take it. Thank you for your work and for considering my comments. Sincerely, Brooks Horan

November 4, 2026

Thank you for your work in the difficult task of determining the best level of big cruise ship tourism for maintaining a strong economy in Juneau along with our good quality of life. There is one aspect of big cruise ship tourism that I think needs closer examination. I have

worked in tourism for thirty years, and the changes that I have seen in Juneau lead me to believe that we need to take a closer look at the way big cruise ship tourism harms our economy. Where do those visitor-spent dollars go, and how does that compare with other industries that may be displaced by the crowding and housing shortages created with a seasonal workforce? My perspective is informed by my own experience, especially working for a company that went from fewer than 10 to more than 100 employees. When numbers were small, our workforce was entirely local hire. It was made up of people at the beginning of their careers, or people working a post-retirement job, with a smattering of schoolteachers and legislative workers making some seasonal dollars. Today the workforce is almost entirely hired from elsewhere. Most come for a season, make their money and leave, contributing little to our overall economy. And the company has to provide housing, so has bought up apartment buildings and condominiums in downtown and West Juneau, taking those units off the general market. How do the economic impacts of those 100 employees compare to 100 employees in a year-round job, in any other industry? I would be interested to see how many of our tourism dollars are leaving Juneau without any benefit to the community. And how much harm is being done by tourism companies buying up available housing? I believe a modest level of large-cruise-ship tourism benefits Juneau's economy, but a high level does not. I would welcome research on specific economic effects in Juneau: who benefits and who is harmed? These findings could guide planning for the size of Juneau's cruise ship industry or, at a minimum, prompt discussion, negotiation, or legislation to limit its growth. Thank you for your attention!

November 4, 2026

I am in support of the VITF recommendation to explore implementation of a limited entry licensing program for whale watching tours that would cap the number of operators and consider future fleet reductions. I have been a resident of Juneau since 2013 and I am on the water most weekends from May to November for recreation. The impact of the world's largest whale watching tour boats (with no plan to cap this fleet) in Juneau has been notably increased. Juneau's natural environment and wildlife are among its greatest assets. As the number of tour operators and vessels increases, it is important to consider the cumulative impacts of Juneau's harbor infrastructure, vessel traffic, pressure on wildlife, congestion on the water, and the overall quality of the locals and visitor safety and experience alike. There is a tangible impact to launching a boat on North Douglas when tourists are being dropped off and picked up on the beach next to the dock by whale watching boats. The tourists become a safety hazard as they walk behind boats while they are backed down the ramp and wander in the parking lot. Witnessing the incredible high number of boats surrounding a group of whales and proximity to the wildlife is at times shocking. At one point returning from fishing we stopped to count 28 boats around one group of whales. As the whale watching boats are on the cruise ship schedules, the congestion on the water negatively impacts boating safety. The long-term well-being of Juneau, its residents, its businesses, safety on the water, and its extraordinary marine environment should be priority over the whale watching industry. Thank you for your consideration.

November 4, 2026
Catering to tourists is at the expense of Juneau citizens. There are too many cruise ships and cruise ship tourists. Whale sightseeing boats cause extreme noise underwater causing damage to whales. Tourists go to the areas that should be quiet and peaceful. Because of catering to tourists Juneau has lost its own identity and can't determine its own future.

November 5, 2026
Hello— thanks for being on the task force. I live in Juneau near backloop and the glacier. We have seen the intersection between Mendenhall loop road and glacier spur road become increasingly more congested every summer with tourists using public transportation, increase in bike tours, and regular local recreation users. All good things—- But the intersection is dangerously close to having an accident with one of the user groups. I'd like to see a little more attention for this specific location in terms of city support to balance tourism and local recreation users. Thanks for reading my comment.

November 5, 2026
The visitor industry is a significant contributor to the Juneau economy and we have to respect that however: 1) The sheer number of visitors is affecting the way of life for the residents. 2) "Industry Creep" is becoming more evident with tourist activities focused further from main tourist centers at an increasing rate. If one of the mines attempts to expand, there is a very visible public process - the same doesn't seem to be true of tourism - one example is the kayak/canoe infrastructure on the northern shore of Mendenhall Lake. 3) How will the Goldbelt tourism situation be managed when the Douglas Island infrastructure is completed? Their project seems to undermine CBJ tourism management efforts. 4) When will limits be placed on whale watching vessels? I used to look for whales - now I just look for clusters of boats to find the whales. 5) ~15 years ago there was significant discussion of helicopter noise and routes that took them away from residential areas - that was when there was an occasional squadron of 2-3 helicopters - now its constant with squadrons of 3-5. Helo noise is constant.

November 5, 2026
I own Peak Construction Inc, a local general contracting firm. I'm writing to inform VITF of the positive benefits of the tourism industry in Juneau. My business has performed and continues to perform work that supports the tourism industry in downtown and other areas of town. This work is often performed in the tourism off-season, and it's important to note the economic impact in general, but also the during the time of year when there appears to be less of an tourism economic impact. The work I am hired to perform creates sales tax revenue, increased property tax revenue, jobs, and a diverse economic contribution at various other businesses in Juneau that support the construction industry. I would like to emphasize the economic impact in general for my business and the local economy as a whole, but also the time of year that this economic impact is strongest for the construction industry that supports the tourism industry. This positive economic impact during the winter when we have no tourism directly demonstrates the year round positive economic impact that the tourism industry has on our local economy. It goes well beyond the local

storefronts downtown and I would like VITF to understand the importance of that economic impact.

November 5, 2026
Please stop the Government over regulation and meddling in private industry. The visitor industry is one of the only threads besides the mining industry that is holding the property and sales tax together. Their contributions to the local taxes through property and sales tax are crucial to long term sustainability of our city. The industry provides year-round and seasonal jobs that contribute to the vitality of Juneau. The continued attack and meddling into regulating and over regulating, including trying to limit ships and days they can be in port, and how many wale watch boats can leave on excursions is a path to retraction of the industry from Juneau and collapse in the economy that the CBJ would not recover from without taxing the residents even more than the current additional 1% seasonal tax above the historic sales tax of 5%. Much like the problem with the Housing Chief Officer position that started in 2016, it accomplished essentially nothing to the housing problems in Juneau. That department couldn't figure out how to get regulations out of the way to develop housing, and the Visitor Industry task force is similar in that they don't know how to get out of the way to allow sustainable growth, including West Douglas. We need to have government work with not against the industries that sustain the CBJ tax base and maintain a sustainable stable economy throughout Juneau. Respectfully submitted.

November 5, 2026
I very much favor any increase in the cruise ship tourism industry and in the independent tourism side. If cruise ships were docking out at Auke Bay where I live I would still very much favor that. It's a wonderful industry in every respect. I participate in the industry in no way, but as a Juneau resident I benefit very much from the income it brings to all of use. Thank you. Tom Boutin, Juneau

November 5, 2026
Let the recent election show you, there IS NO QUALITY OF LIFE more important than the economy, if people have less, then they are not satisfied AT ALL with their lives. Without the cruise tourism economy, which is the only sustaining growth sector, even people who claim it's effecting them negatively are being short sighted, it's only surface level nonsense, the bottom line is more important to everyone. Tourism is Juneau's top job provider. Healthcare (including public and private healthcare employment) and tourism are roughly tied as the community's second-largest wage providers, with each sector accounting for about 10% of total local wages. In 2024, Juneau gained nearly 300 year-round equivalent jobs and $69 million in workforce earnings compared to 2023. DO NOT even check the golden goose we have, much less try to kill it. Support it, feed it, let it grow and provide for the masses and stop confusing yourselves with nonsense of a few. Especially dismiss the retired who already "got theirs" and now want others to not have the opportunity because it's business around town for 4.5 months of the year. The other seven (7) months are gloriously (to them) wonderfully quiet.

November 5, 2026
The VITF and CBJ are doing an excellent job of managing tourism. I am grateful for the hard work and commitment on all sides (including the cruise lines) to find the solutions that work for everyone. Of course it's not "perfect"...nothing ever is or will be. However the limit on ships/passengers has been a great overall success and the work being done to improve the impacts of tourism on the community has been noticeable and should be appreciated! Keep it up!! Nothing extreme has to be done at this point...except possibly focusing on slowing down the ambitions of Goldbelt adding a new port in N. Douglas and 2 huge ships. THAT is going to be a nightmare.

November 5, 2026
My name is Mariann Cummings and I am the owner and operator of The AJ Mine Gastineau Mill Tour here in Juneau. My business relies entirely on cruise ship passengers to survive. Each year, this industry allows me to provide crucial, steady income for 15 to 20 local employees and their families. Furthermore, the revenue generated by my tours—and those of my fellow tour owners and operators—brings substantial economic benefits that directly support the city, our community, and the state of Alaska. Every effort to restrict or drastically cut cruise ship passenger numbers is a direct threat to our livelihood. The funds brought in by these visitors support infrastructure, local businesses, and services that make life better for everyone who lives in Juneau. When you cut cruise ship passengers, you are cutting our way of life. I urge the task force to protect our local businesses, our workers, and our economy by supporting the tourism industry. Thank you for your time and your service to our community. Sincerely, Mariann Cummings AJ Mine Gastineau Mill

November 5, 2026
My concerns, in order of importance are: 1. Whale watching crowding, we need a limited entry system enforced by NOAA and CBJ that is not only advisory, but also regulatory. I have tried to watch whales from my kayak or skiff only to be rebuffed by crowds of boats. 2. Helicopters, we need restrictions on time of day, day of week or something that allows residents to hike trails without persistent noise above. West Glacier, Thunder Man. and other trails are badly affected by noise. 3) Total numbers of ships and passengers: Five ships/day total within the borough is reasonable. 4) Emissions: I'm very concerned about air and water pollution from these ships. Scrubbers just drop pollutants into the water. They should be required to plug in at the docks, and in transit, burn only higher quality fuels with less NOx and SOx emissions. 5) Transit to Glacier: Parnter with bus tour operators to implement clean transit such as e-buses. They are too expensive for tour operators on their own, but CBJ could qualify for purchase and lease arrangements and agree to certain routes and times. 6) TBMP worked fine for 0.5 million visitors, and was still fairly relevant at 1 million, but is now ineffective at 1.6 million. Move toward mandatory and regulatory solutions instead.

November 5, 2026
Please limit the Whale Watching boats at Statter Harbor and on "the grounds" if possible. They have reduced the quality of life for the Whales and other recreation activities around Juneau for residents.

November 5, 2026
Dear Visitor Industry Task Force and CBJ, I've lived in Juneau for 20 years and worked in tourism the whole time. I just wanted to reach out and say thank you for the work you've been doing to manage tourism here. It's noticeable. The limits you've put in place, and the way you've adjusted things when needed, have made living with 1.7 million passengers each season a lot more manageable. Visitors still get a good experience, and people who live here have a little more space. That balance is hard to get right, and you've done a good job with it. I don't have any criticisms or suggestions. Honestly, just stay the course. Keep doing what you're doing. This past summer went really smoothly, and while there's always room for small improvements, those things take time. I hope the community can keep trusting the process you've put in place. It's a solid approach. Thanks again for the hard work. It shows. Sincerely, Alan Corbett

November 5, 2026
Considering that the 2025 Juneau Tourism survey indicated that 60% felt that keeping the 5 ship limit was a high priority, I was surprised to find that there was no reference in the draft VITF recommendations exploring a legal analysis of limiting the number of cruise ships and/or visitors. I frequently hear that changing from a voluntary 5 ship limit to a mandatory policy would immediately trigger lawsuits—but have we fully explored the legal implications of this strategy? Apparently in other parts of the country such as a recent case in Maine, the courts have ruled in favor of a passenger limit. It's interesting to note that in the category of Whale Watching, acknowledging the unsustainable status quo of the current management, No. 20 recommends exploring implementation of a strategy employing new regulatory and/or operational frameworks including a limited entry methodology or a moratorium for licensing of tour operators. Recognizing the need for legal expertise to explore this option, an estimate of $105,000-$290,000 is proposed for the drafting and development of a new ordinance policy. Understanding that this recommendation may be tricky, in this case, the VITF appropriately does not shy from enlisting legal help. While clearly the VITF draft of recommendations reflects a good deal of work on their part, I find the points are slanted towards highlighting tourism's benefits, "celebrating wins" and supporting businesses. While it is relatively simple to assess the economic benefits of the sales, head and bed tax, it is more difficult to predict the longterm impact on our infrastructure and environment. Sadly, I think in the long run, the cruise ship industry is getting the better deal.

November 5, 2026
I respect the verbiage within the whale watching category stating "the status quo is not sustainable." I believe that this is true for and should also be added to the helicopter flight seeing category. I'm curious, if accepted by the assembly, when the commissioning of a

noise study will take place, as is stated as a recommendation within this tracker, and how these findings could recognize that the preexisting “disturbing the peace ordinance” relates to helicopter traffic during certain hours of the day. I suggest that the data collection category, specifically the resident sentiment survey, should include questions that allow for residents to share the potential mental health deficits that cruise ship tourism creates. If we consider that a majority of residents cannot bbq on a sunny Friday without consistent noise pollution or that one must remain clear of a significant number of hiking trails, fishing spots, and restaurants, I believe that it’s an important factor to track within the survey. That along with residents thoughts on the cruise tourism season taking up over half of the year. Also within the data collection category, under industry economic impact recommendations, I see a focus on economic contributions, but no mention of economic strains. It appears that the task force has allocated the lowest estimated cost to the environmental data and public health tracking. I would like to see more than a simple monitoring of the CDC outbreak page especially considering the earlier outbreaks of influenza since cruise ships have extended there port calls well into October. Likewise, as opposed to just checking the DEC data website, how can we more vigorously investigate the increasing acidification levels of the inside passage and how that will impact the commercial fishing industry, not to mention our ability to consume seafood without heavy metal accumulation within our bodies. To this draft recommendation tracker I would also like to add a reallocation of cruise industry revenue to crucial public services such as schools, fire departments, police, and substance use treatment facilities. To name a few. If we present this as a reasonable thing to do with the head tax then the city will most likely be sued. I suggest that we create a new passenger fee designed to distribute revenue to these public sectors and find other ways to show Juneau residents that their tolerance of this industry is noticed as I believe no other industry in this city demands so much resignation of values from it’s residents. Lastly, I believe that Juneau should be setting aside revenue, maybe redirecting some of the roughly $30 million dollars estimated to reduce downtown congestion, for a lawsuit defense savings. If we wish to distribute resources to the common residents of this community from additional passenger fees, if we decide that our carrying capacity has been reached and set a passenger and ship limit into law, or if we implement expectations for ships to transition to cleaner fuels, the city will most likely be sued by the multinational cruise corporations. Let us have money set aside for this inevitability so that we can have some control of what Juneau becomes for the generations that will walk these lands after us. I believe that we are destroying the ecosystems which every tour operator showcases. I believe that most issues that this task force are tackling could be solved with a halt to tourism growth. A 5 ship limit and passenger cap would be a good start.

November 5, 2026

My family has lived in Juneau for over 30 years. We originally moved here to work in the tourism industry. Over the years, we rented homes in different parts of town until we could finally afford to buy a home of our own. We raised our children here, sent them to local schools, and built our lives in this community. To this day, our family's income still humbly depends on summer tourism. There are many families like mine who have spent decades

living, working, raising children, and contributing to Juneau all thanks to the opportunities the tourism industry provides. I think some people who are strongly opposed to tourism forget that whenever they leave Juneau to visit another city or country, they become tourists themselves. We all enjoy the freedom to travel, experience new places, and visit other communities. It is insular and closed-minded to expect other communities to welcome us while resenting people who want to experience Juneau. However there are legitimate concerns about the impacts of tourism and we should be doing much more to address them. We should be investing in infrastructure that can better accommodate the number of visitors we receive, strengthening environmental regulations and enforcement, and taking a closer look at the number of cruise-line-owned or affiliated shops operating downtown. I would much rather see more locally owned businesses benefiting from tourism than large connected corporations taking the majority of those profits out of our community. Juneau is capable of managing tourism in a way that protects our environment, improves the quality of life for residents, and supports the local families who depend on this industry. We should be putting our energy into finding practical, long-term solutions to the challenges that come with being a popular destination rather than simply limiting how many people are allowed to experience our community. Thank you for reading. Lemon Creek