

**From:** [Jim Powell](#)  
**To:** [City Clerk](#)  
**Subject:** Summarized Comments from Neighborhood Association at Dec. 11th Meeting about Cruise Ship Impacts  
**Date:** Saturday, January 11, 2020 12:40:23 AM  
**Attachments:** [Summary of Neighborhood A. Mtg 1-10-20 JP.pdf](#)

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Neighborhood Association Contacts,

For your consideration, attached are comments summarized from the open meeting attended by the public and representatives held on December 11, 2019. Sixteen of the 26 Neighborhood Associations attended.

If you have any questions, comments, or objections please let me know before Sunday, Jan. 12 before I forward them to the City for their consideration.

Thank you, jim

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# Neighborhood Association Meeting Regarding Cruise Ships Impacts

## Meeting Notes

Meeting date: December 11<sup>th</sup>, 2019

Notes compiled and summarize without analysis by Jim Powell, PhD., Assistant Professor, UAS

### Organizers and Facilitators:

Kitty Farnham - Catalyst Consulting  
Katharine Heumann, -Former DEC & CBJ  
Brian Holst - ED - Juneau Economic Development Council  
Ed White - Former DEC Cruise Ship Program Director  
Chris Meade - Former EPA  
Beth Kerttula - Former Alaska State Rep.  
Jim Powell - PhD, Asst. Prof, UAS

***“To be informed about the issues and have a discussion about the impacts of cruise ships.”***

Quote from meeting participant

### Introduction

On December 11<sup>th</sup>, 2019, Juneau’s Neighborhood Associations (NAs) met to discuss cruise ship impacts. This was the first time NAs had joined together to discuss an issue in more than 25 years since they had been formed. Jim Powell and several NA representatives organized the meeting. To reach the NA representatives, the organizers used the list of NA contacts from the city clerk’s office to email them to ask about their interest in meeting to discuss cruise ship impacts for the purpose of providing their perceptions to the City’s Visitor Industry Task Force. Based on a quick and positive response from the NA representatives, the organizers arranged the meeting, which was noticed and open to the public. More than sixty residents, including representatives from 16 of the 26 Neighborhood Associations, attended. Below are the outcomes from the meeting.

### Organization

The meeting was organized into three themes or “impact areas”: environmental, economic, and social/cultural/government. There were three tables and facilitators (who kept notes) for each impact area, and NA representatives circulated to each table to provide their positive and negative views of impacts of cruise ships from their neighborhood and community-wide perspectives. There was also electronic polling of the NA representatives. The NA representatives’ comments were based on their own perceptions, not necessarily from each NA group. Members of the general public were not at the tables, but watched and they were also asked to comment on 4X8 cards that were collected at the end of the meeting. The meeting was very congenial and successful.

### Outcomes

There are three major outcome areas.

- 1) NA representatives indicated that they wanted to meet again as a group on this and other issues.
- 2) The NA representatives were polled electronically on seven overall questions listed below. The responses are included in Appendix B. The questions were:
  - How long have you lived in Juneau?
  - Why was it important for you to be here tonight?
  - What was the most promising thing you learned tonight?
  - What was the most concerning thing you learned tonight?
  - How important is it that the Neighborhood Associations collaboratively develop specific policy recommendations for the CBJ Visitor Industry Task Force and the Assembly?
  - Would you like to continue working together with other Neighborhood Associations on other issues?

How was your experience participating in tonight's program?

3) Summary and Specific Comments

Below are the top concerns, both negative and positive that were expressed at the meeting.

**a) Top negative concerns (five or more comments on the topic), number and specific coded comment**

Topic	Number & Codes for specific comments.
1) Overcrowding, traffic, development increases	17+ (A1, A4, A8, A10, A11, A13, A20, B32, B8, B36,P5,B44, B1, B10, C (many), B 24.
2) Whale watching	11 (A6, P5, P4, P4, B4, A1, P5, A16, P6, C)
3) Helicopter noise	8 (A6, P5, P4, P4, B27, B31, A6, C)
4) Air pollution	9 (A7, A8, A9, A15, A23, A25, A27, A28)
5) Waste water pollution	7 (A7, A22, A24, A26)
6) Noise (general) and light pollution (airplanes, jet skis, DT vendors, traffic)	7 (A1, A3, A5, A6, A8, A12, A19)
7) Local Business, industry influence	7 (B25, B36, B37, C, C, C, D42,)
8) Lack of control, no government regulation	6 (C, P5, B18, P3, B1, P3, B4)
9) Boat wakes, energy, wildlife feeding	5 (A1, A2, A14, A16, A21)

**b) Top positive impacts (two or more comments on the topic) number and specific coded comment**

1) Alaska Native / Cultural	9 (A21, B16, B27, B28, C, C, B3, B34, B41)
2) Tax opportunities	6 (C-1)
3) Small Business Opportunities	3 (C, C, C)
4) Restaurants	3 (B27, B28, B16)
5) Infrastructure (hospital area)	2 (B14, C)
6) TBMP	2 (B16)

**c) Specific Comments**

**The meeting comments are below.** These comments were recorded on flip charts and maps and are organized into the three impact areas the NA representatives were asked to comment on at the meeting (environmental, economic, and social/cultural/government,). The comments are also organized by whether they are positive or negative and include information on geographic area, number of comments, and the actual language of the comments. The notes in parentheses are the codes used for specific comments.

**Environmental Negative Comments**

Impact	Area	# of comments	Actual Comments from NA Representatives taken from flip chart notes (A = Environmental, B = Economic, C = Cultural/Societal/ Government) and written comments from the public (P -1 thru 6) that attended.
Waste Water Discharge	General (indicates everywhere in Juneau area)  Downtown  In harbor	7	- Concerns about dumping tanks in the harbor (P-1) - Cruise ship pollution is not really being dealt with – air & dumping in our waters is not stopped. Cruises are bad polluters. (P-3) - Cruise ship general wastewater permit? Needs to be extended. (P-3) - Cruise Ship scrubbers wastewater, discharges (A 26) - Wastewater discharge from ships in port. Gray water, treated sewage. Concern-downtown, general area.(A 22) - scrubbers are causing water quality problems. Human health problems. Some ships are permitted to dump at port, causing health concerns and degrading our water quality. All ships are permitted to dump w/moving at a certain speed, near beaches where people collect food, salmon from rivers causing water quality and food quality issues (P-5) - Most concerned with water quality (marine and fresh waters) (P-6)



			they sent a two page statement (A 1) Whale, sea lions, seals, nearby are surrounded stressful to watch (P5)
Whale Watching, feeding of wildlife	General	2	Wildlife feeding by boats and whale watching tours. Auke Bay. Concern. (A16)
		1	Most concerned with impacts on wildlife and habitat (P-6)
Trash	Marine Water	1	Trash in water, source unknown (A17)
Solid Waste	General	1	The City does not have to capacity to take all the garbage from the cruise ships. More oversight is needed.
Waste plastics	General	1	Plastics use, should stop using plastics. Negative, general area. (A-29)
Wave activity	General, Indian cove /Indian pt.	1	- Those that use the water, a lot of boat waves from whale watch boats, big waves making boating, fishing unpleasant and dangerous to impossible for kayakers, paddle boarders, waves keep water fowl from shoreline (P5)
Wave activity	Cogland Island	4	- Wave activity is continually getting worse inside Cogland Island. - Small boats unloading at the drive down deck are getting hammered against the dock or an otherwise flat calm day because of the constant whale tour boats (P4) - It's harassment to the marine life. (P-4) - We cannot accommodate all the tourists at the price of the marine mammals (P4) - whale watching makes it difficult to access shore due to waves. (B31)
	Shelter Island		
Traffic	Buses	2	Bus traffic. Negative and concern, Uptown and other areas in Juneau (A8)
Increased Development	Auke Bay	2	Increased development in Auke Bay, including the old NOAA facilities. Concern. Increased development. (A 4)
Bus Traffic	West Shelter Island Uptown	3	Bus traffic, people, boats at Boat Ramp (B-4) Buses many times seem unaware of their speed. Going slow while the driver talking about the sites. (P-5) Buses areas wide are a safety concern (B19)
	General		
Industrial expansion	DT Douglas	1	Industrial expansion to DT and Douglas without knowledge of residents (B33)
Eaglecrest	N. Douglas / EagleCrest	1	Eaglecrest is a gem and is in danger, growing concern over development and over tourism (B17)
Traffic, Congestion	Auke Bay	2	Auke Bay – getting the traffic but not the benefit (B32)
	N. Douglas		Congestion at N. Douglas Boat Launch, Increased Traffic on North Douglas (B-8)
Safety Emergency response – Fire, ambulances	Thane	2	Safety – ambulance / fire response to Thane (B2)
Trash	Downtown	1	Trash downtown from employees, other people. (A-18)
<b>Positive Comments</b>			
Improve it by persevering it	General	1	Love to share the beauty, wilderness, wildlife, culture and history of AK in hopes that others will value what is here and how important it is to preserve. To preserve is to improve where they live (P5)
Cleaner Streets	General	1	Streets are cleaner & trash is picked up – Although goes away when ships leave (P-3)
Electric Buses	Buses	1	Industrial level of the tourism our town is suffering and may lead to persuading the industry to buy electrical buses to replace the old diesel buses (P-3)
Whale Watching	Educational	1	Appreciation for whales (A1)

## Social /Cultural/ Government

Impact	Location	# of comments	Comments
Cultural Wasteland	S. Franklin Down Town	3	- Cultural wasteland – Summer and Winter on S. Franklin (B11) - Downtown off Season vacuum – no go zone (B13) - Our downtown is dead! When the cruise ships are gone. Shops are boarded up ( C )
Access to traditional public spaces	North Douglas	2	Lack of access to waterfront – North Douglas & Downtown (P-1) - stay away from favorite places, trails etc. (B43)
Congestion	Road congestion	1	Tour bus traffic stopping in roads during commuting times (P-1)
No Regulation/ control	General Waterfront	2	We need oversight, Ocean Rangers, Emergency services will get more and more pressure (P 5) Loss of control of water front ( NCL purchase) ( C)
Congestion	Down town	1	Access to downtown, congestion (B7)
Residential intrusions - Too many passengers		3	There are too many people on the large cruise ships being dumped on our town. Trespassers, garbage, gardens, photos (B-15) Taxi tour groups on Blueberry (B16)
Hazards	Downtown congestion and Alaska Marine Lines Traffic	1	Cruise ship congestion downtown from buses, vans combined with AML Alaska Marine Lines?? & other marine line traffic is intolerable & dangerous
No Voice, loss of control	Loss of control Loss of local voice	2	It feels as though citizens of Juneau have no voice (P-3) Too many non-locals taking advantage of situation (C)
Benefits		1	It isn't very clear what citizens of Juneau get out of this (P-3)
Art	General	1	Don't like the light statutes on the wharf, colors are harsh (B38)
Company Town	General		Our town is a company town with no vitality that is really us – Juneau. It used to be a vital downtown. (P-3) Industrial Tourism (B4)
City Beautification - flowers	Downtown Flowers	1	We beautified our city in the past, not now (B19)
Small town feel	General	1	Loss of small-town feel (B43)
Social impact	General	1	Changes how we see each other and don't see each (B35)
Capacity - Increased congestion, capacity	General	5	Cannot be a win-win for residents and tourists if the Cruise ship industry continues to push for more and more. Cap it.(P-5) Everywhere we go in Juneau has some sort of tourism we have to deal with. When I come home I now have to listen to helicopters fly (P5) Change for the worse (B44)
Kayaks and bikes	Kayaks Bikes	2	Too many Kayak tours at boat ramp in N. Douglas (congestion and safety)(B1) Kayak, bikes are OK now but what about growth? (B10)
Capacity – Overtourism	Increased cruise ships	1	More cruise ships visits will make it worse (B36)
Lack of Government Regulation	Tourism Plan	4	- What is the tourism plan? (C) - Our state and local agencies are unwilling to do their jobs to protect the safety, health, and wellbeing of Alaskans (P-5) - No comp plan for N. Douglas concerning tourism.(B18) - Lack of a tourism Plan ( C )
Demographics	General	1	Retired people leave due to tourism (B42)
Industrial	General	1	Too industrial ( C)

Tourism			
Tourism Sprawl	General	1	Not contained, spreading (B24)
<b>Positive Comments</b>			
Community Motivated to organize and take action	General	1	People are getting motivated to organize and take action to make our local and state-wide regulations more protective regarding cruise ships.(P5)
Cultural	Tlingit – Haida (TH) Auke Village  Downtown	6	TH Cultural Center on Thane (B3) Positive Sharing of Native Culture (B34) Native Traditions should be built on / valuable opportunity. Natives should be included (B41) Downtown culture positive impacts (c)
Cultural	Tlingit-Haida	1	Recreation/beach positive- Tlingit and Haida development. Thane. (A21)
TBMP		2	TBMP have been responsive (2) (B16)
Seawalk	Seawalk	1	Seawalk is positive (B21)
Different languages	General	1	Nice to see & hear people from other cultures & speaking other languages is really nice (P-3)
Restaurants	Auke Bay	3	Good Restaurants (B27) Auke Bay Restaurants (B28) Makes Juneau have good Restaurants ( C)
Retired people		1	Retired people have __ to tourism, bullies – lawsuit for example (B42)
Market		1	Market to Celebrate (B22)
Impacts addressed	General	1	Contained, comparatively (B-5)
Opportunity for meeting people		1	I enjoy meeting new people when the opportunity arises (P-3)

### Economic Negative Comments

Impact	Location	#	Comment
Cost to community	General	5	- Economics ignore cost to the community (C-5) - Revenue seems to go back to industry( c) - Tourism for tourism sake ( C ) - Tourism linked to homeless ( C) - Locals do not benefit from visitors ( C)
Anti-trust violation, predatory economic behavior	General	1	- Cruise lines push certain businesses ( C )
Tax Exemption	On board	1	Tax exemption for on board sales (C-6)
Taxes	General	1	No locals [so] pay no taxes ( C )
Jobs and Taxes	General	2	- Jobs and taxes, are they enough? (C-7) Impact of jobs on community is too small ( C)
Emergency Services	General	1	Drain on emergency health services (P-1)
Safety	Downtown S. Franklin	1	Pedestrian Safety Basin Road (B6) Safety Concern (B12)
Housing	General	1	Both Positive and Negative: Rented in summer, but vacant in winter (B29)
Passenger Fee	General		Too many restrictions on use of head tax (P – 1)
Infrastructure	General	2	Tourism is a huge draw down on our infrastructure (P-2) - roads need resurfacing more often than ordinary use of buses - we residents have to pay for this.

			- Companies don't pay to offset the physical impacts on our infrastructure. ie. trails, dump, hospitals (P5)
Seasonal Economy	General	2	Shops that are only seasonal. Need to get away from seasonal economy. Need to negotiate a longer season (B39)
Less diversity of goods & services	General	1	We don't have better shopping or better variety of goods or better restaurants (P-3)
Off-season	General		Encourage winter tourism, Independent travelers are getting squeezed out(B40)
Local business	General	4	Cruise ships owning the shops is spreading (B25) Cruise ships have preferred vendors - recommended certain businesses (B36) Loss of local business to cruise ship industry Cruise ships tell passenger not to go above library because it's too dangerous (B37) - Too many non-locals taking advantage of situation ( C )
Hospital	General	2	Impact to hospital (B43) Heavy use of hospital (C)
Predatory behavior	General	1	Industry are bullies (CBJ Law suit ex.) B42)
Economy	General	1	EC needs other revenues but plans are aggressive (B26)
Business only	General	2	Tourism for tourism sake only Cruise ships are just as extractive as mining and logging. They profit off of our local culture & take all the profit out of our communities and region. (P -5)
Loss of quality experience	General	1	Visitor who want to be here & experience the Juneau Culture and Environment Eg. My observations as a CBJ Museum volunteer walking tour guide (P6)
Lawsuits	Legal	1	Lawsuits by industry ( C )
Demographics	General		Juneau less attractive to 20-year olds ( c )
Professional Art Galleries	General	1	No professional Art Galleries (C-2)
Industry influence	General	2	Our town is a company town ( C ) Industry has too much influence, not enough benefits to enough citizens ( C )

<b>Positive comments</b>			
Tax	General	6	Tax opportunity, luxury tax, tourism (C-1)
Local Business	General	1	Locals have business that make money (C-4)
Seasonal Jobs		1	Seasonal Jobs( C )
Young People	General	1	Jobs for young people ( C )
		1	Tourism supports youth and community( C )
Native Culture	General	1	Native Culture celebrated
Art Businesses	General	1	Art businesses benefit (C)
Professional Development	Uptown, Downtown	1	Uptown - Professional Development, DT Restaurant (B 29)
Infrastructure	Hospital area	2	Opportunity for infrastructure, hospital circle (B14) Infrastructure (C)
Air Transportation	General	1	Air Transportation Services available (B29)
Shore Power	Downtown	1	Plug in power- positive. 1 (A15)
Independent Travel	General	1	Independent travelers benefit Juneau (B20)
Eaglecrest	Eaglecrest	1	Eaglecrest strengthened (C)
Small Business Opportunities	General	2	Could be nice economic opportunities for smaller scale businesses catering to tourism if the cruise line did not have to make so much off of them. Small business opportunities (C)