

From: [Joanie Waller](#)
To: [City Clerk](#)
Subject: Visitor Industry Task Force comments
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EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS

City Clerk, please give this letter to the Task Force for the Thursday Jan 16 meeting.

Hello Task Force members,

I would like to ask YOU to help We Juneauites determine a maximum amount of cruise ship/ tourism capacity that this big little town can handle and have CBJ set those limits.

Tenakee voted to have no ships, Haines has determined a limit. The conversation around residents' impacts vs business opportunities should be able find a middle ground. It's high time for Juneau to be having this discussion!

I personally like the fact that we get visitors and am proud to share it with them and family. I like that we care to beautify our town. (The flags and the flowers and previously the Egan flower boulevard.) But we must be careful to keep it accessible for each visitor to enjoy and keep it Alaskan - not "same destination diamonds and fur shops" as any other cruise ship port. Unfortunately, it is too late for that, South Franklin is already there; we need to find a way to limit the daily numbers so that each person can experience Juneau and be able to walk along the sidewalk without being jostled in a crowd. Nobody likes 'overtourism". Like it or not, our town is only physically so big.

If we set reasonable limits, the cruise businesses will find a way to comply, and hopefully be able to see the benefits for their customers. Limiting the number of ships on any given day or scheduling staggered landing times; this will trickle down to the amount of tour buses on our streets at once. The focus should be more on quality of experience than on per-head tax or tshirts sold or revenues. And our City needs to sets the limits, not the cruise industry, for they will never self-limit.

I have one single Airbnb summer rental on Third St. I do like that I am able to offer my independent travelers the excursions that are available a short walk away into the downtown center. I do like the quality restaurants we have. I'm proud to send them to our City and State museums. I also direct them to walk up Perseverance Trail or up Mt Roberts - Alaskan wilderness so close to downtown. But in the last several years, especially since the 6th St hiking access has been inaccessible, the foot traffic AND vehicle traffic up Basin Road has been noticeably increasing. The residents there are highly impacted.

I know a lot of locals who "just don't go downtown" during the summer months. I live downtown and I can attest to the fact that the amount of people on the streets on any given summer day has noticeably increased. The number of ships has increased. We built new docks to accommodate more ships. And now we just sold land to Norwegian Cruises so that they can bring in 2 more boats?!! IT REALLY IS TIME TO

DETERMINE OUR LIMITS - FOR THE NEAR FUTURE AND FOR THE VISITORS' QUALITY OF EXPERIENCE. My guests often tell me their visit to Alaska has been a life-long desire. Let's determine and set limits so that each visitor has a memorable Alaskan experience.

Thank you for your time and attention on this.

Joanie Waller

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