

From: [Liz Lavoie](#)
To: [Steve Burnham](#)
Subject: [External Email] Letter to Assembly RE: Railroad Dock Shorex booths
Date: Thursday, August 11, 2022 1:03:03 PM

[ATTENTION: This Email was received from outside the Municipality]

Dear Honorable Mayor and Assembly,

I have been involved in tour operations in our port for over 20 years, and am writing to advocate for the shore excursion teams onboard the various cruise lines calling on the Railroad Dock. I appreciate that the circumstances and mitigating response(s) are dynamic and changing, but we have to do better for the shore excursion staff that are tasked with dispatching tours at the top off the ramp. I went down a few days ago and they were just standing in the rain, looking quite stressed and uncomfortable. That is not a good look for Skagway, nor representative of the welcome we hope to give. It should not be underestimated what these teams, our friends, do for us all as they are some of the most enthusiastic and effective promoters of our town and businesses. I would like for them to have a booth available to them that is comparable to what M&M has, and similarly placed, as they will have put hundreds, if not thousands of people on tour and it is important that their guests be able to find them. The booths at the north end of the small boat harbor parking lot, make little functional sense if guests continue entering Skagway via the south ramp of the small boat harbor.

Thank you for your attention to this matter, and all the work you are doing for our community. (And THANK YOU for re-opening the restrooms.)

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