



Port of Juneau

155 Heritage Way • Juneau, AK 99801
(907) 586-0292 Phone • (907) 586-0295 Fax

From: *Carl Uchytel*
Port Director

To: Docks & Harbor Board

Date: December 12th, 2024

Re: Electronic ID Verification

At Docks & Harbors Operations-Planning Committee on December 11th, Port Operations Supervisor Scott Hinton briefed adding a surcharge to large cruise vessels not employing electronic verification ID at our downtown facilities. The Committee requested that this topic be brought to the December Board regular meeting.

To encourage cruise lines to embrace electronic ID verification, I recommend supporting the concept contained in Mr. Hinton's memo. The memo needs to be fully vetted with cruise lines and the CBJ Tourism Director with a more deliberate discussion on the size of the vessel impacted with this change. I recommend that any adoption be executed as a Staff option with the goal to persuade adoption and not be perceived as action to increase revenue.

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Encl: Undated Memo from Port Operations Supervisor Hinton



Port of Juneau

City & Borough of Juneau • Docks & Harbors
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Subject: Implementation of Additional Charges for Cruise Ships Without Electronic ID Verification

To All Concerned Stakeholders,

The safety and security of our port operations are paramount, and compliance with the regulations set forth by the United States Coast Guard (USCG) remains a top priority. In 2020, the USCG introduced a mandate requiring ports that accommodate MTSA-regulated vessels to verify government-issued identification against cruise ship credentials for access to secure areas. This mandate, while essential for maintaining high security standards, necessitates additional resources for compliance.

Context and Current Practices

Most cruise lines have already implemented electronic ID verification systems to meet this requirement. These systems significantly enhance operational efficiency by streamlining the credential verification process, minimizing passenger delays, and bolstering security. However, cruise ships that do not utilize electronic ID verification systems place additional demand on port resources due to the need for manual checks of government-issued photo identification and credentials. This significantly delays the boarding process and diminishes the visitor experience.

New Policy Implementation

To address the resource impact of manual credential verification, the Port of Juneau will implement an **additional charge for large cruise ships that do not use electronic ID verification systems** during passenger boarding. This policy will take effect on **April 1, 2025**.

The fee is designed to offset the increased manpower and operational costs required to meet security obligations in these instances.

Fee Details

- The fee will be calculated based on the number of personnel required to perform manual credential verification and the duration of the port call.
- **Labor rate:** \$94.08 per hour per staff member.
- The fee will only be assessed when the passenger count on the vessel is over **2000 passengers**.

For example:

- A port call lasting 8 hours that requires 3 staff members for manual credential verification would incur a charge of \$2,257.92:
(8 hours × 3 staff × \$94.08/hour).

The fee structure ensures that additional resources necessary for manual processing are fairly compensated while encouraging modernization and efficiency in ID verification practices.

Rationale for the Policy

1. **Enhanced Efficiency:** Electronic ID verification reduces delays and ensures a smoother boarding process.
2. **Improved Security Compliance:** Modern verification systems ensure alignment with USCG mandates and strengthen security operations.
3. **Promoting Industry Standards:** Encouraging cruise lines to adopt electronic ID verification promotes best practices across the industry, benefiting both the port and its stakeholders.

Next Steps

We encourage all cruise lines operating at the Port of Juneau to implement or transition to electronic ID verification systems prior to the effective date of this policy. For cruise lines needing assistance or guidance on implementing electronic ID verification systems, our team is available to provide support and recommendations.

Contact Information

If you have any questions or require further clarification regarding this policy or the associated fees, please do not hesitate to reach out to our office at:

Phone: (907) 500-4119

Email: scott.hinton@juneau.gov

We appreciate your understanding and cooperation as we continue to enhance the safety, security, and efficiency of port operations. Thank you for your ongoing partnership in supporting the Port of Juneau's mission to maintain world-class standards for all stakeholders.

Sincerely,

Scott Hinton

Port Operations Manager

Port of Juneau