

**03/11/14
LUNCH & LEARN:
GROWING THE
PIE: TOURISM
INVESTMENTS
STRENGTHEN
ALASKA'S
INFRASTRUCTURE**

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GROWING THE PIE TOURISM INVESTMENTS STRENGTHEN ALASKA'S
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Lunch and Learn

Tuesday at Noon

Capitol Room 106

An In-depth Look at Alaska's Resources

Lunch provided by presenters

**HOSTED BY
REP. ERIC FEIGE &
REP. DAN SADDLER
CO-CHAIRS
House Resources**

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Tuesday, March 11, 2014

Program Title: **Growing the Pie: Tourism Investments Strengthen Alaska's Infrastructure**

Presenters: **Matt Divens, Holland America Princess, Alaska-Yukon & Dave Arnott, Gen. Mgr. Fairbanks Princess Riverside Lodge**

Sponsor: **Resource Development Council**

Growing the pie:
Investments that strengthen Alaska's infrastructure

Matt Divens

Matt Divens is the Director of Fleet, Facilities & Interior Operations for HAP Alaska-Yukon. He has lived in Fairbanks for 13 years and has worked in the Alaska visitor industry for 22 years. He is an Explore Fairbanks (FCVB) board member and serves as treasurer. His wife is a Speech Language Pathologist with the Fairbanks School District and they have 3 dogs. They enjoy snowmachining, hiking with their dogs, and being outdoors in Alaska.

Dave Arnott

Dave Arnott is the General Manager for the Fairbanks Princess Riverside Lodge. He started his adventurous journey in 1997 as a Denali Princess Driver for Princess Cruises & Tours. He was promoted to leadership positions at four of the five Princess Lodges before reaching his current position. Dave has also contributed to a variety of local state chamber groups as well as the Alaska Hotel & Lodging Association, where he currently the Chair of the organization.

Growing the Pie: Investments that strengthen Alaska's infrastructure

March 11, 2014 / Lunch & Learn



Today's Presenters

Dave Arnott

General Manager -

Fairbanks Princess Riverside Lodge

Princess Lodges



Matt Divens

Director -

Fleet, Facilities & Interior Operations

HAP Alaska Yukon



What is HAP Alaska Yukon?

- transportation, tours and lodging for Princess and Holland America cruise line guests

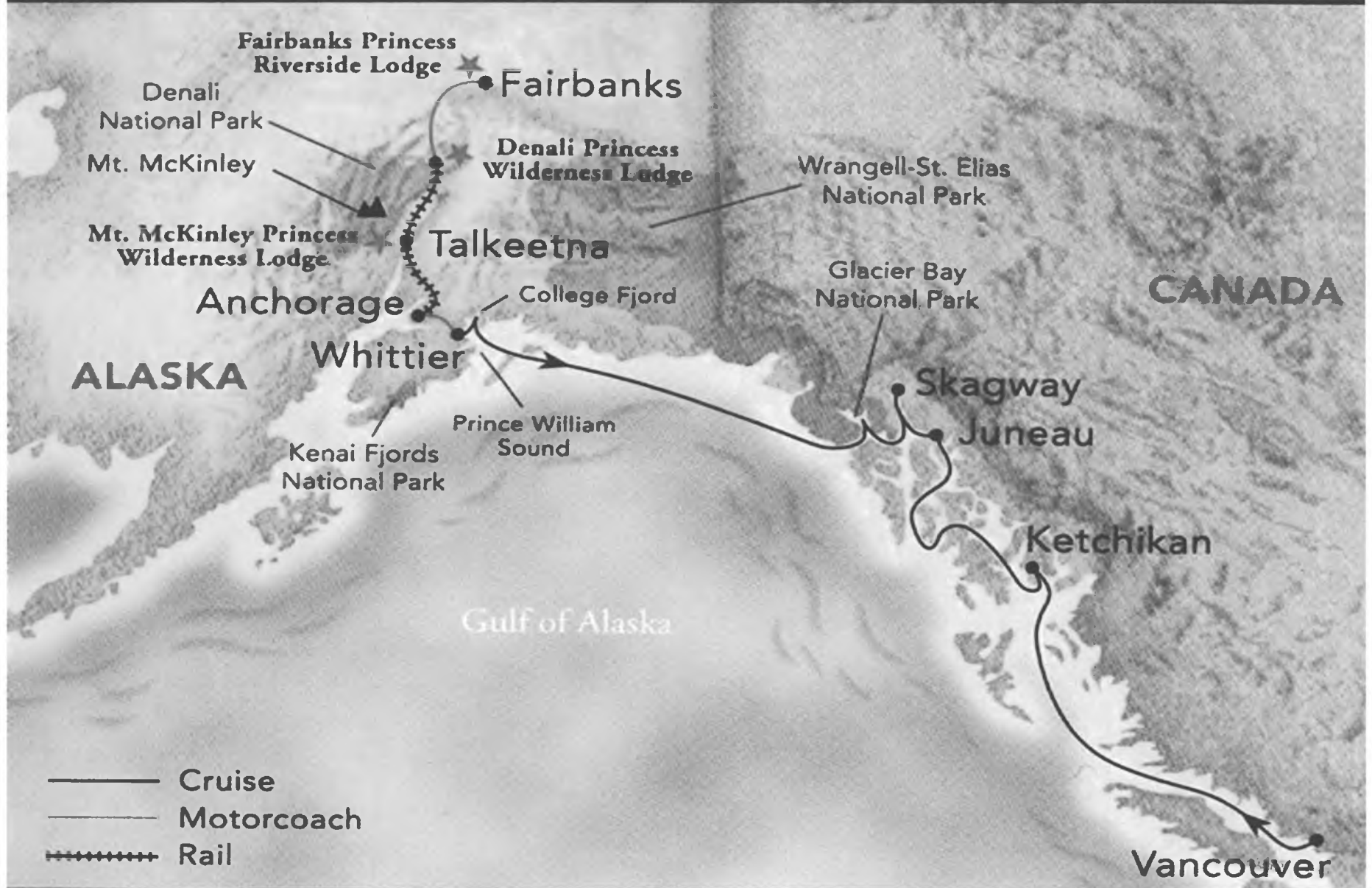


Passenger impact beyond the port

- strengthening Alaska's infrastructure



Typical travel patterns



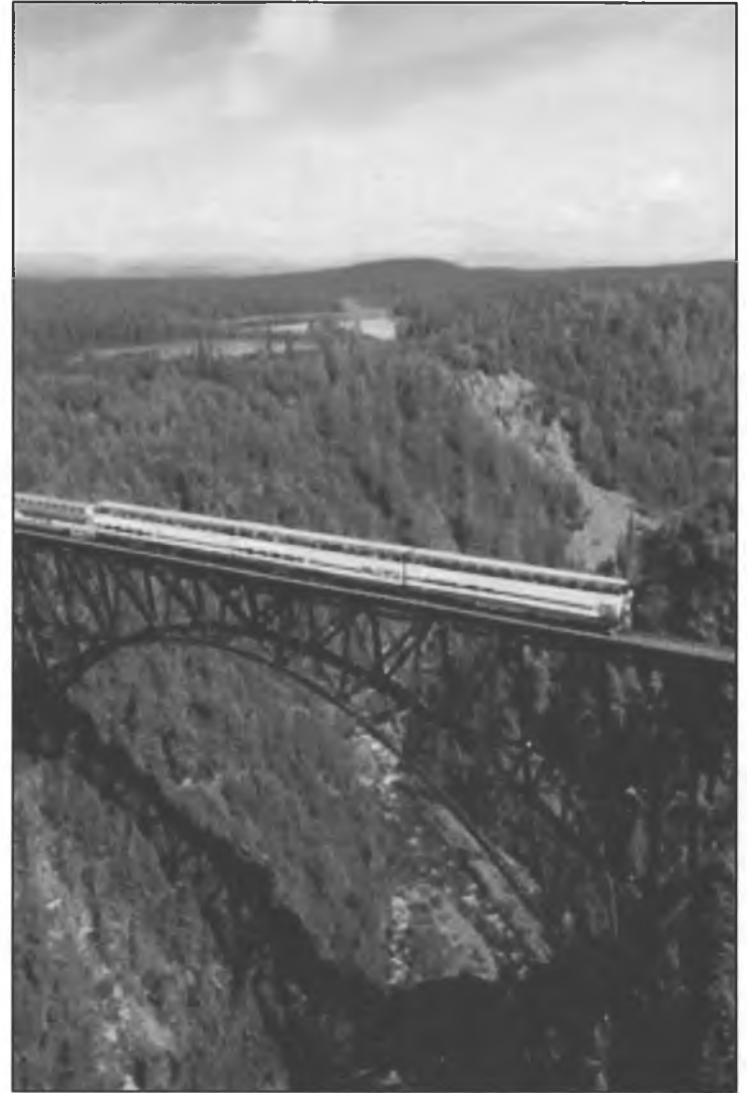
2014: Changes in tour flow

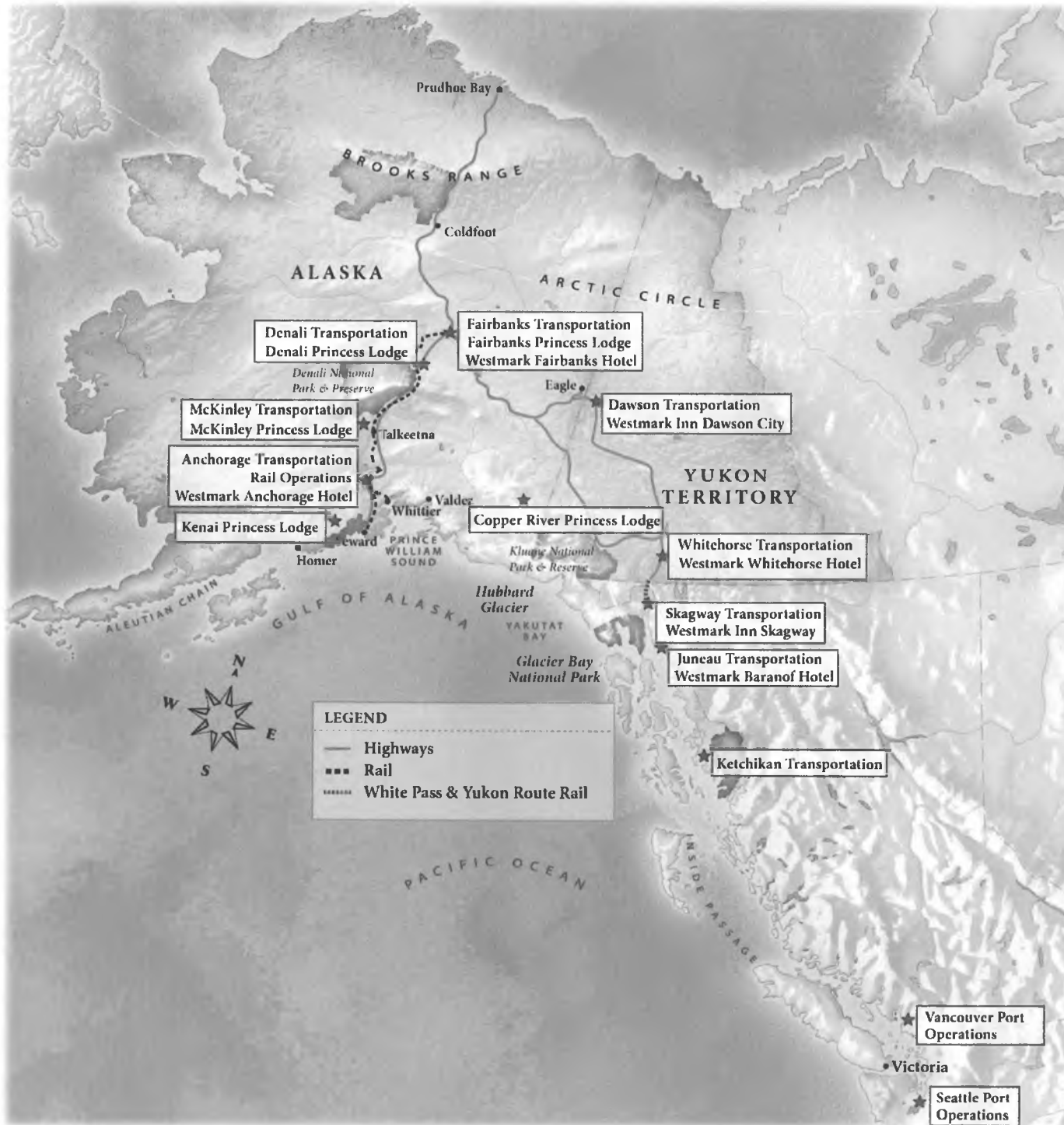
Yukon:

flights between Dawson
City and Fairbanks

Railbelt:

passenger train
adjustments





More time at destination

- later departure from Anchorage
- motorcoaches between Fairbanks/Denali
- more time on the ground in Fairbanks
- earlier arrivals into Denali



More time at destination: Fairbanks

Dawson City itinerary changes allow

- earlier arrival in Fairbanks
- depart Fairbanks later



2014: Changes in tour flow

Denali:

3-night stays popular with guests

Skagway:

2-night stays



Healy Shop – \$550,000 investment

- expanded parking lot and fencing
- upgraded electrical, lights
- remodeled facilities
- fuel pump, dump station



Skagway Shop - \$500,000 upgrade

- expanded work bays
- remodeled pump/dump/wash station
- in-floor lift



Hotel Division

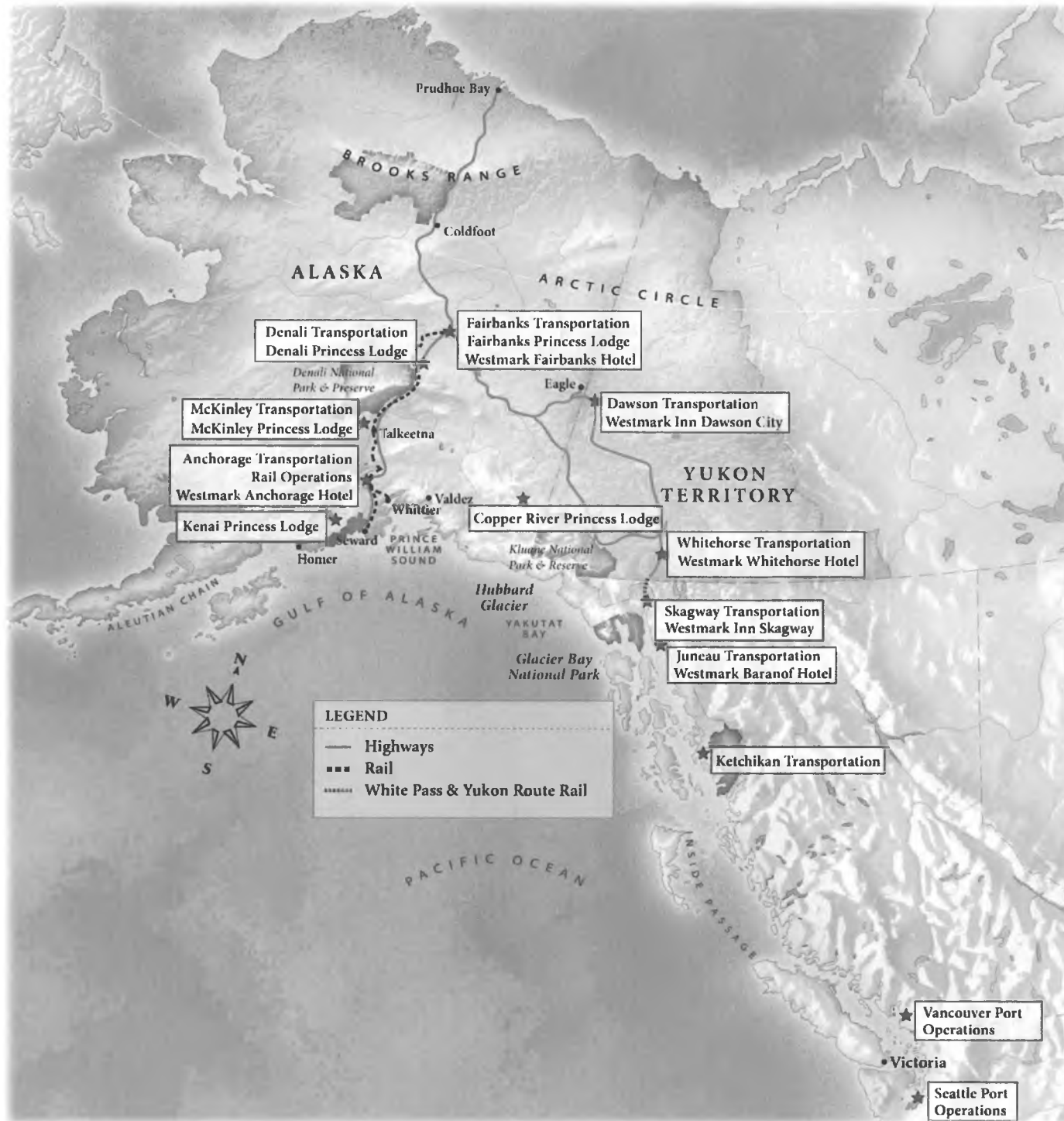
Princess Lodges:

1,613 guest rooms

Holland/Westmark:

1,779 rooms





Fairbanks Princess Riverside Lodge

- high cost of energy
- other hotels
- Winter refurbishment



Denali Area Investments

Holland America Line purchased
the McKinley Chalets



Denali Area Investments



Denali Area Investments





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Skagway Investments

Skagway Westmark built in early 1950s

- refurbishing guest rooms
- remodeling lobby and front desk
- improving employee housing



Skagway Investments

- floors, walls and window coverings
- guest room enhancements



South Denali Visitor Center



South Denali Visitor Center

- offers RV sites and walk-in camp sites
- 3.5 mile road to the top for views
- an interpretive trail
- 5 miles of hiking



Community Involvement



Community Involvement



Community Involvement

