

National Park Service  
U.S. Department of the Interior

Klondike Gold Rush National Historical Park



# Jeff. Smiths Parlor Museum

## Tour operations plan

EXPERIENCE YOUR AMERICA

# Jefferson Smith Period



EXPERIENCE YOUR AMERICA



# Martin Itjen Period



EXPERIENCE YOUR AMERICA

# George Rapuzzi Period



EXPERIENCE YOUR AMERICA



# 2008: Donation to NPS



EXPERIENCE YOUR AMERICA



# Challenge: Preserve



EXPERIENCE YOUR AMERICA



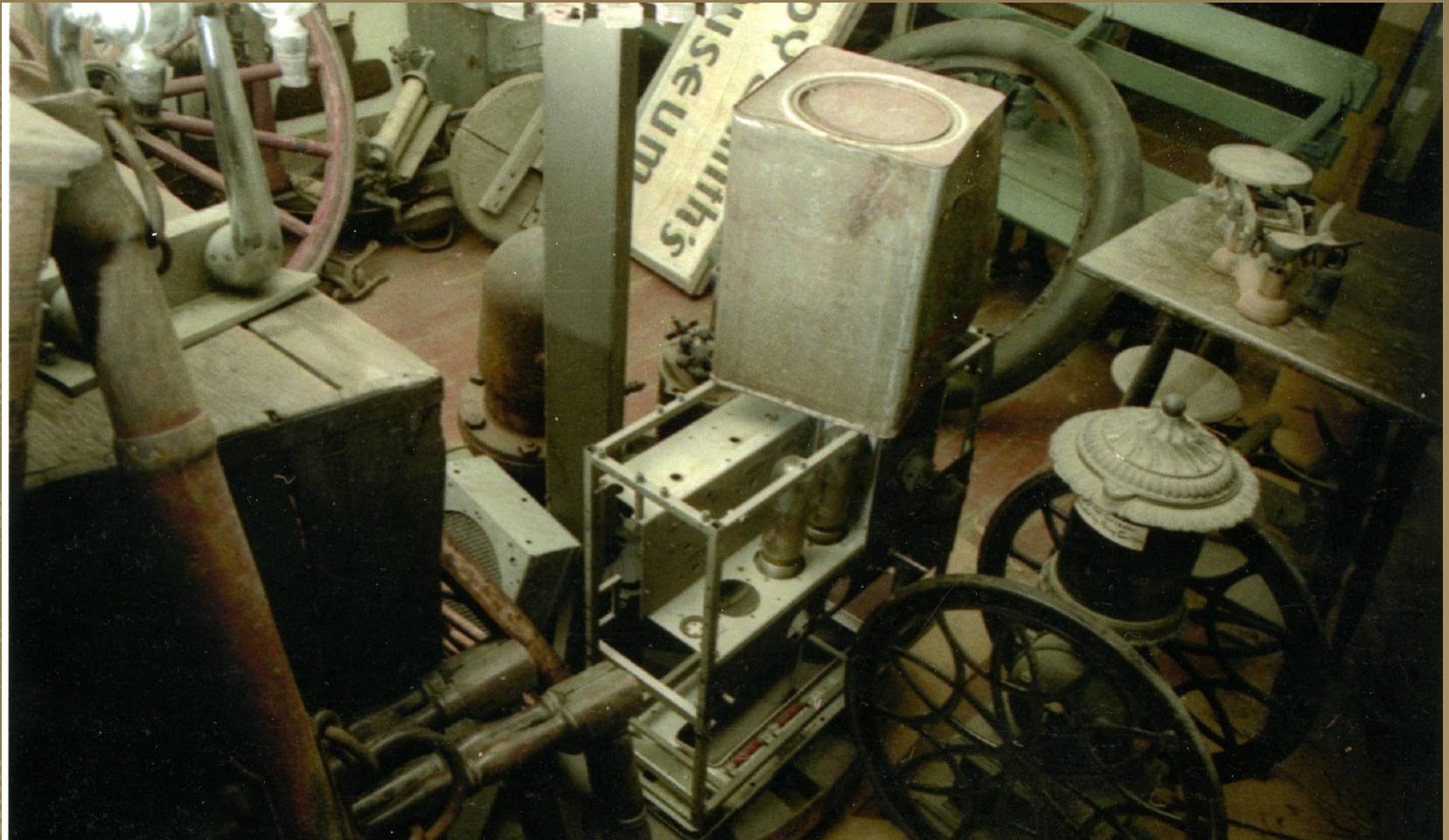
# Challenge: Preserve



EXPERIENCE YOUR AMERICA



# Challenge: Preserve



EXPERIENCE YOUR AMERICA



# Challenge: Preserve



EXPERIENCE YOUR AMERICA

# Challenge: Preserve



EXPERIENCE YOUR AMERICA



# Challenge: Preserve



EXPERIENCE YOUR AMERICA

# Challenge: Preserve

KLGO 00055042  
09/04/2009



KLGO 00055043  
09/04/2009



KLGO 00055118  
09/04/2009



EXPERIENCE YOUR AMERICA



# Challenge: Preserve



EXPERIENCE YOUR AMERICA

# Challenge: Preserve



EXPERIENCE YOUR AMERICA



# Sharing the story



EXPERIENCE YOUR AMERICA

# 1960s Museum Experience



EXPERIENCE YOUR AMERICA



# 1960s Museum Experience



EXPERIENCE YOUR AMERICA

# 1960s Museum Experience



EXPERIENCE YOUR AMERICA



# Sharing the story: Themes



JEFFERSON RANDOLPH "SOAPY" SMITH  
(1860–1898)

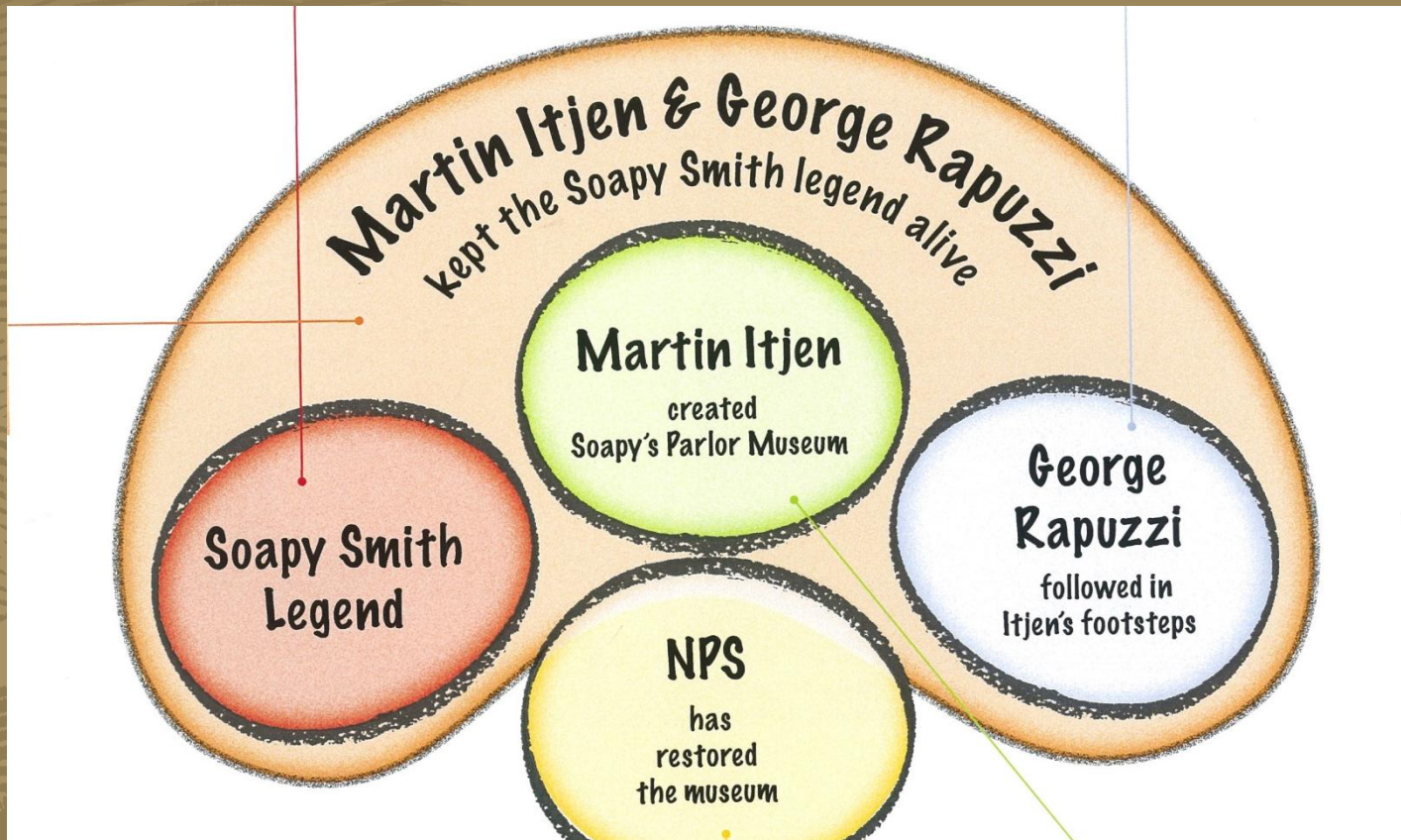


MARTIN ITJEN  
(1870–1942)



GEORGE RAPUZZI  
(1899–1986)

# Sharing the story: Themes

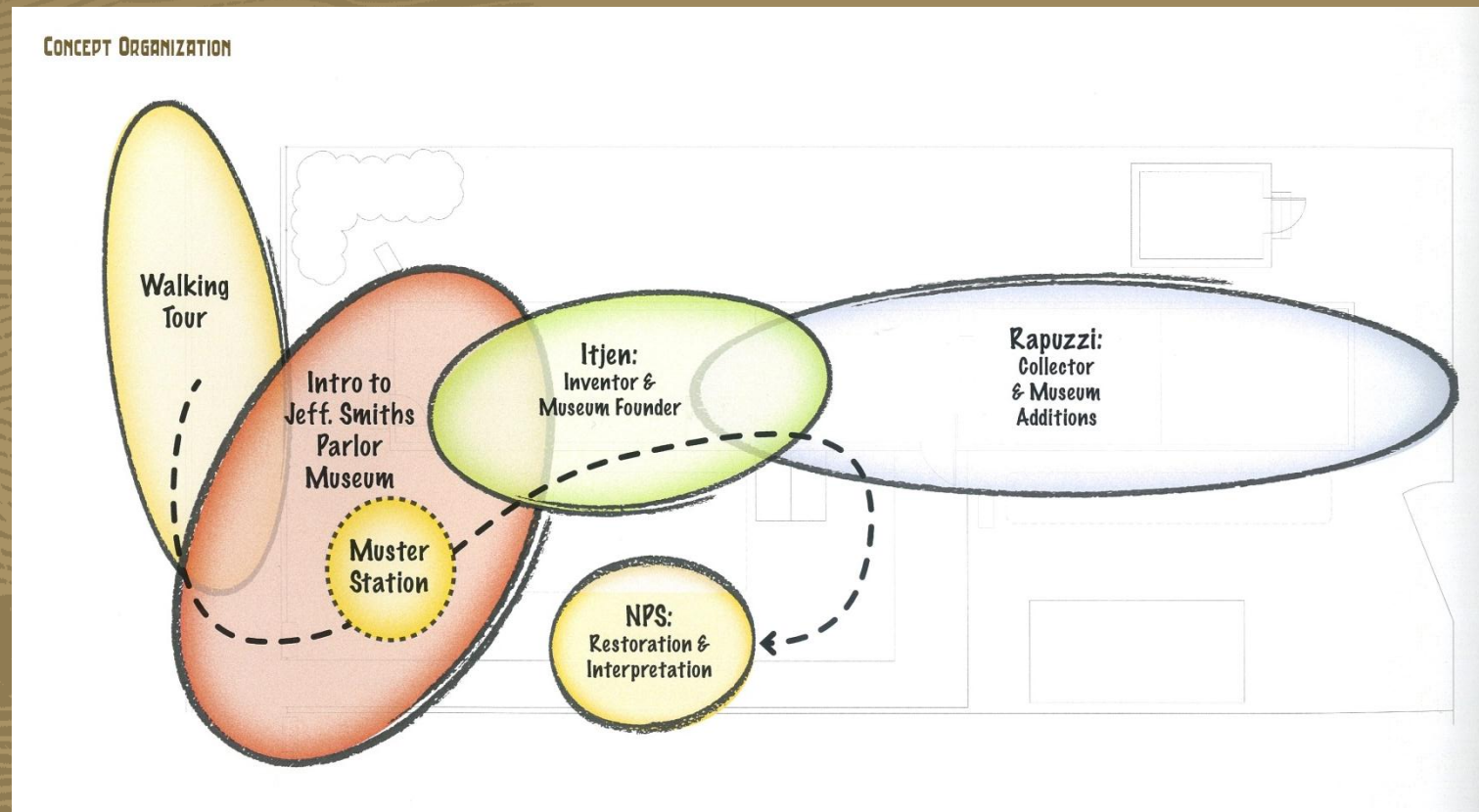




# Sharing the story: Themes

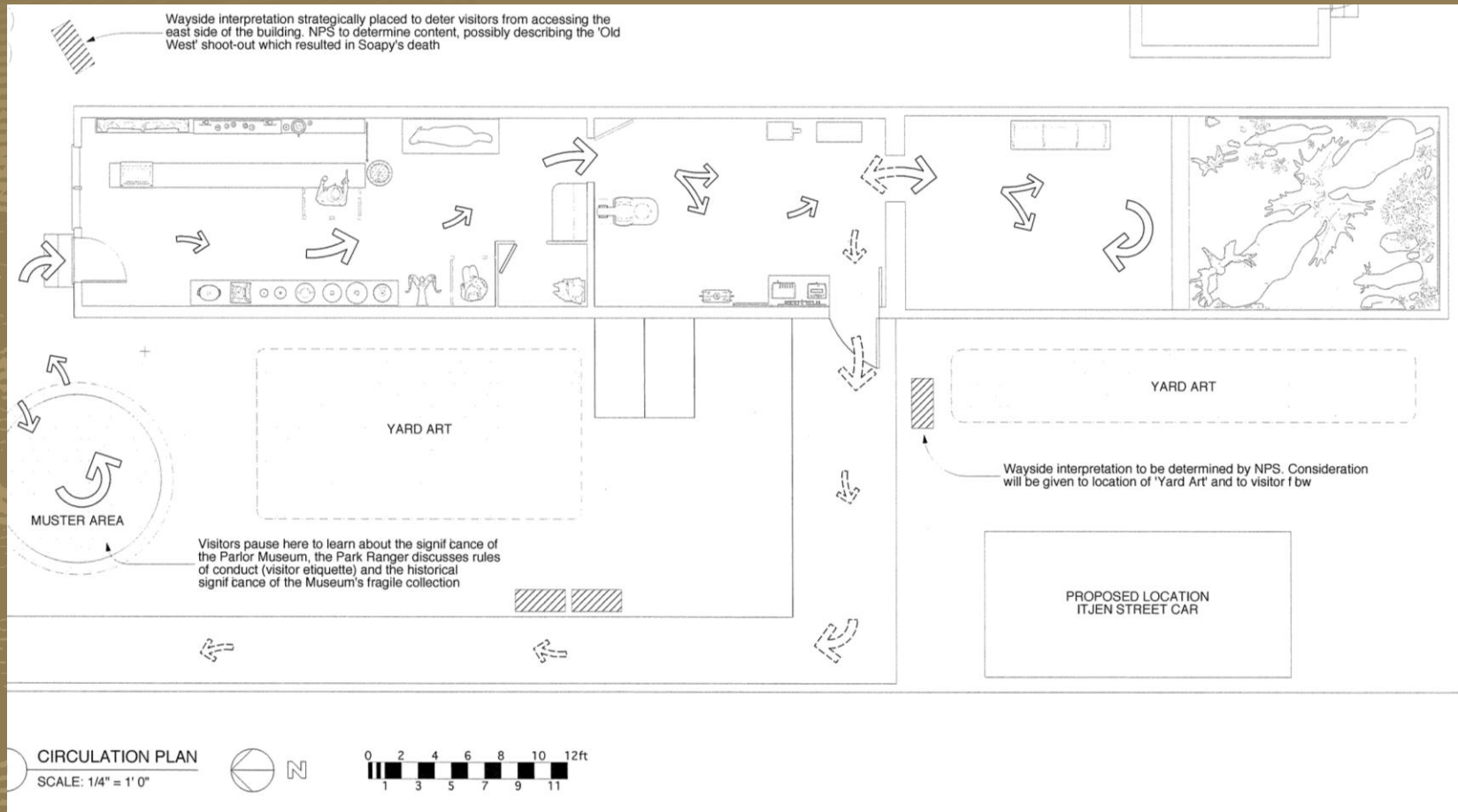
- Outside: Jefferson Smith, from man to myth
- Room 1: Martin Itjen, building the legend
- Rooms 2-3: George Rapuzzi, saving the legacy
- Outside: NPS mission, preserving for the future
- Tours will be 30 minutes in length

# Sharing the story: Themes

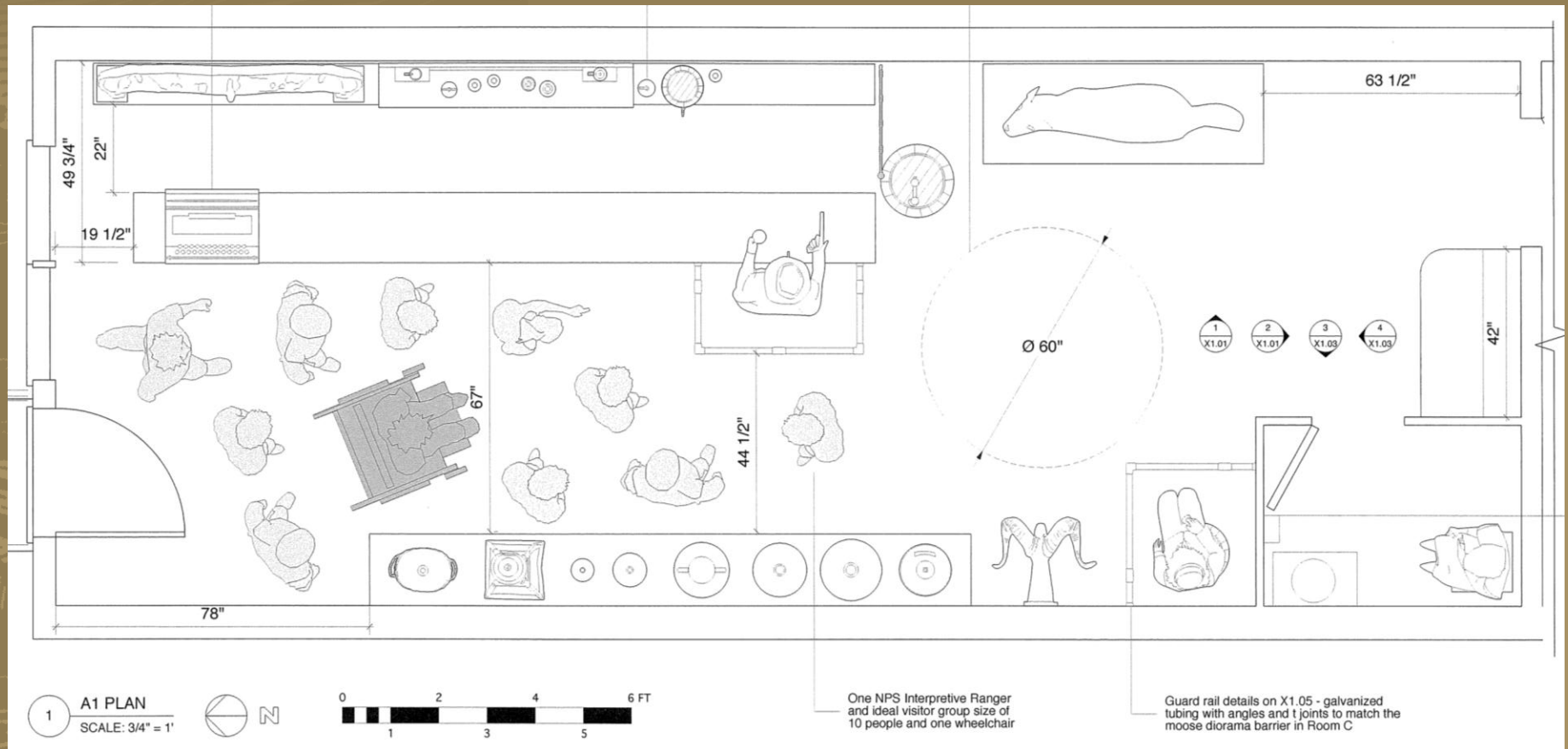




# Challenge: Capacity



# Challenge: Capacity





# Solution: Ticketed Entry

- Strict limit of 10 visitors at a time
- Artifact security requires staff escort for all visitors
- Visitor demand will exceed building capacity no matter what
- Timed, ticketed entry provides solution
- Same as timed, ticket distribution as walking tours
- Timed entry helps visitors make efficient use of their day in town


# Solution: Ticketed Entry

Days	Tours	Tickets
Monday – Thursday	27	270
Friday	14	140
Saturday – Sunday	7	70
Total Distribution	2,794	27,940



# recreation.gov

[Enhanced Search](#)



**Recreation.gov**  
EXPLORE YOUR AMERICA

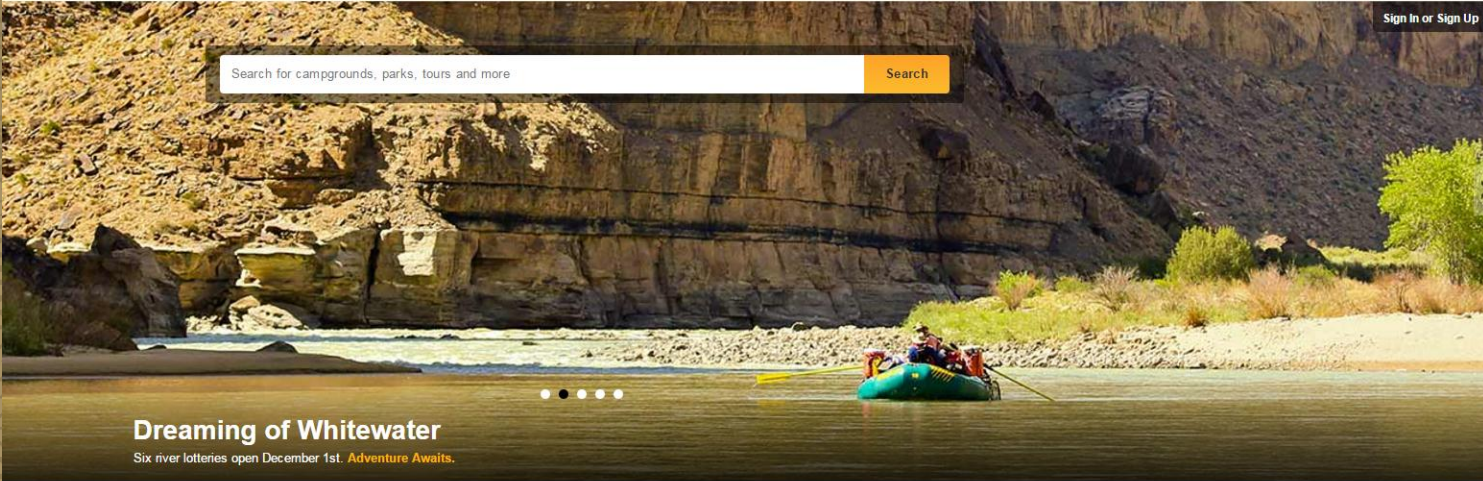
[Need Help?](#) | [Contact Us](#)

[Facebook](#) [Like](#) [44k](#) [Google+](#) [Pinterest](#) [Twitter](#) [Facebook](#) [YouTube](#)

[Find Places & Activities](#) [Explore Trip Ideas](#) [Build A Trip](#) [Help & FAQ](#) [About Us](#)


[Sign In or Sign Up](#)

[Search](#)




## Dreaming of Whitewater


Six river lotteries open December 1st. [Adventure Awaits.](#)



**Build a Trip** [Beta](#)  
Create your adventure now




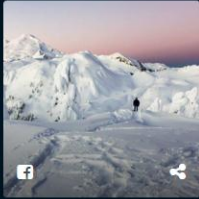

**Make a Reservation**  
Reserve your experience today



**Enter a Lottery**  
Apply for limited-entry locations

### Discover Camping Spots, National Parks & Forests, Tours and More.

Discover the best American experiences, learn about epic camping spots, national monument tours, hiking through pristine national parks and forests, renting a cabin on federal lands and so much more.



### The Go List

- [Whitewater That Takes You In Deep](#)
- [Catch the Holly Jolly Spirit](#)
- [Snowshoeing in the Pacific Northwest](#)
- [Holiday Highlights](#)

EXPERIENCE YOUR AMERICA

# Purchase tickets on recreation.gov

[Find Other Facilities](#)  
[Switch to Group Sales](#)

## Find your spot



Map data ©2015 Google

## Find Tours

Tour Name:  
All Tours ▼

Tour Date  
MM/DD/YYYY

# Tickets

[Search Tours](#)

## Group Sales!



[Book Now](#)

## Independence National Historical Park Tours, PA

part of Independence National Historical Park, National Park Service

[Like](#) 165

**Notice:**  
Independence Hall Tours - tickets are required (except January & February). First come, first served! Pick up free tickets to tour Independence Hall at the Independence Visitor Center (6th & Market Sts.) Visitor Center open daily from 8:30am to 5pm.

[Tour Park Details](#)[Tour List](#)[Visitor Photos](#)

**Overview:**  
At Independence National Historic Park, the old cracked Bell still proclaims Liberty and Independence Hall still echoes the words "We the People." Explore Benjamin Franklin's Philadelphia and learn about America's past and present struggle to fulfill the Founders' declaration that "all men are created equal."

Independence Hall was constructed between 1732 and 1756 as the State House of the Province of Pennsylvania. From 1775 to 1783 this was the meeting place for the Second Continental Congress.

In the Assembly Room of this building, the Declaration of Independence was adopted on July 4, 1776. In the same room, the design for the American flag was agreed upon, the Articles of Confederation adopted and the U. S. Constitution drafted in 1787.

The building, inside and out, has been restored wherever possible to its original late-18th century appearance. Most of the furnishings are period pieces, including the "rising sun" chair used by George Washington as he presided over the Constitutional Convention.

While Independence Hall is the main attraction to Independence National Historic Park, there are plenty of other fantastic sites for visitors to see before or after taking a tour.

Spanning over 55 acres on 20 city blocks within the historic district of Philadelphia, the park preserves and interprets many of our country's most important resources associated with the establishment of the United States of America. These sites include the Second Bank of the United States, Congress Hall and Old City Hall. Additionally, the park tells the story of Philadelphia's most famous citizen, Benjamin Franklin, in Franklin Court, where his home once stood.

[Book Now](#)

**Know Before You Go:**

- Tickets purchased in advance must be picked up at will call on the day of the tour, at least 45 minutes prior to tour start time
- Tickets not picked up 45 minutes prior to the departure time will be re-dispersed
- Changes and cancellation requests can be made by calling 877-444-8777
- Parking garages can be found near the historic areas; street parking is also available
- Click [here](#) for more information
- Tickets are free. However, a nonrefundable \$1.50 advance reservation service fee applies to each ticket.




[Visitor Photos \(2\)](#)  
[Log-In to Upload Photo](#)

**Additional Information**

- [Pennsylvania State Tourism](#)
- [Independence Visitor Center](#)
- [Pennsylvania State Road Conditions](#)
- [National Weather Service \(NOAA\)](#)

**7-day forecast**

	Today	Tomorrow
		
	High: 62° F Low: 42° F Mostly Sunny	High: 53° F Low: 45° F Partly Sunny

	High° F	Low° F
Thurs	57	44
Fri	49	31
Sat	41	30
Sun	45	33



# Purchase tickets on recreation.gov

Find Sites [x]

Availability

Arrival Date

Departure Date

Not Flexible

Loop

Any Loop

Site #

Looking for

Any type of site

☐ Pets allowed

☐ Accessibility needs

☐ Water hookup

☐ Sewer hookup

☐ Pull-through driveway

☐ Waterfront

Electric hookup

Not Required

Occupants

Length (ft)

Search

Find your spot

Note: LAUGHTON GLACIER CABIN will be closed from July 10, 2016 to July 22, 2016

Find Other Facilities

LAUGHTON GLACIER CABIN, AK

part of Tongass National Forest, US Forest Service

Like 0

Status: Closed through Sat Apr 30 2016 [Season Dates](#)

Cabin Details

Cabin Map

Cabin List

Date Range Availability

Visitor Photos

Overview

Laughton Glacier Cabin is located 2 miles west of the Canadian border on the north side of the Sawtooth Mountains. It offers the opportunity for relaxation and recreation in Alaska's beautiful Inside Passage.

The site can be accessed by a train, followed by a 1.5-mile hike. The White Pass and Yukon Railroad operates from May 1 to September 30. The cabin is closed to reservations in the off-season, since the surrounding area is owned by the railroad. Guests are responsible for their own travel arrangements and safety and must bring several of their own amenities.

**Natural Features:**  
The area around the cabin is mountainous and covered with spruce and subalpine fir forest. Wildflowers bloom around the cabin in summer. The cabin overlooks the Skagway River.

Moose, brown bears and black bears are common in this area ([bear safety information](#)). Mountain goats can sometimes be spotted on the surrounding mountains.

**Recreation:**  
The access trail to the cabin follows the Skagway River and leads hikers through lush rainforest. The trail continues beyond the cabin along the rocky banks of Laughton Creek to Laughton Glacier. The total distance for this trail is 3-5 miles round-trip, with an elevation gain of 200-600 feet.

Mountain goat and bear hunting is possible in designated seasons with the proper permits.

**Facilities:**  
This 12x14 cabin is *pan-abode style* and sleeps six people with two single and two double bunks. The cabin also has a table and benches, a broom, oil heater and an outhouse. A wooden cooler box for food storage is attached to the outside of the cabin and a fire ring is located out front.

Book Now

Overview

Season Dates

Booking Window

Fees and Cancellation

# Challenge: Budget Sustainability

Item	Annual Cost	Notes
Utilities	\$6,000	Electricity only, no fuel, water, or sewage. Interior climate maintained to museum standards year round.
Custodial	\$12,600	Estimated \$70 per day labor and supplies.
Maintenance	\$7,800	Estimated at \$150 per week to maintain systems and for routine repairs.
Security	\$2,400	Estimated \$200 per month for fire/intrusion alarm and response.
Curation	\$8,400	Estimated \$700 per month for artifact preservation.
Visitor service	\$75,240	Estimated staffing to provide daily tour operation.
<b>TOTAL</b>	<b>\$112,440</b>	



# Solution: \$5 Ticket Fee

- No funding increase to provide tours, maintain building
- \$5 fee will provide needed capacity for staffing, building maintenance, and artifact preservation
- Similar to historic building leases
- Taxpayers don't pay for building
- No net reduction of other free services, tours, and programs
- Capacity to serve more visitors overall
- \$.25 in 1935 = \$4.64 in 2015

# Ticket rules

- Everyone must have a ticket to enter
- Everyone 6 and older pays \$5 per ticket
- Tickets are free for children under 6
- Limit of 5 tickets per purchase
- Tickets are for a specific entry time
- No guarantee for late arrivals



# Estimated Ticket Revenue

Total Tickets for Sale	Estimated Revenue
24,080	\$102,340

# Plan for Ticket Revenue

Item	Estimate
Maintain building and artifacts	\$27,140
Provide tours	\$75,200
TOTAL	102,340



# Opportunities to visit free

- Minimum of 19 free ticket days in 2016
- Free Skagway School visits in late April
- Free tickets May 1 – 7 for Grand Opening Week
- Free tickets August 21 – 27 for NPS Centennial
- Free tickets June 30<sup>th</sup> for park 40<sup>th</sup> anniversary
- Free tickets September 25 – 28 for end of season
- Estimated 3,860 free tickets in 2016

# Summary

- Exciting tours of an iconic Skagway's building
- Entry will be ticket based due to building size
- Tickets will be \$5
- Ticket revenue will pay for building costs and tours
- 3,850 free tickets available in 2016
- Park will have capacity to provide more visitor services at no cost to taxpayers





National Park Service  
U.S. Department of the Interior

EXPERIENCE YOUR AMERICA