

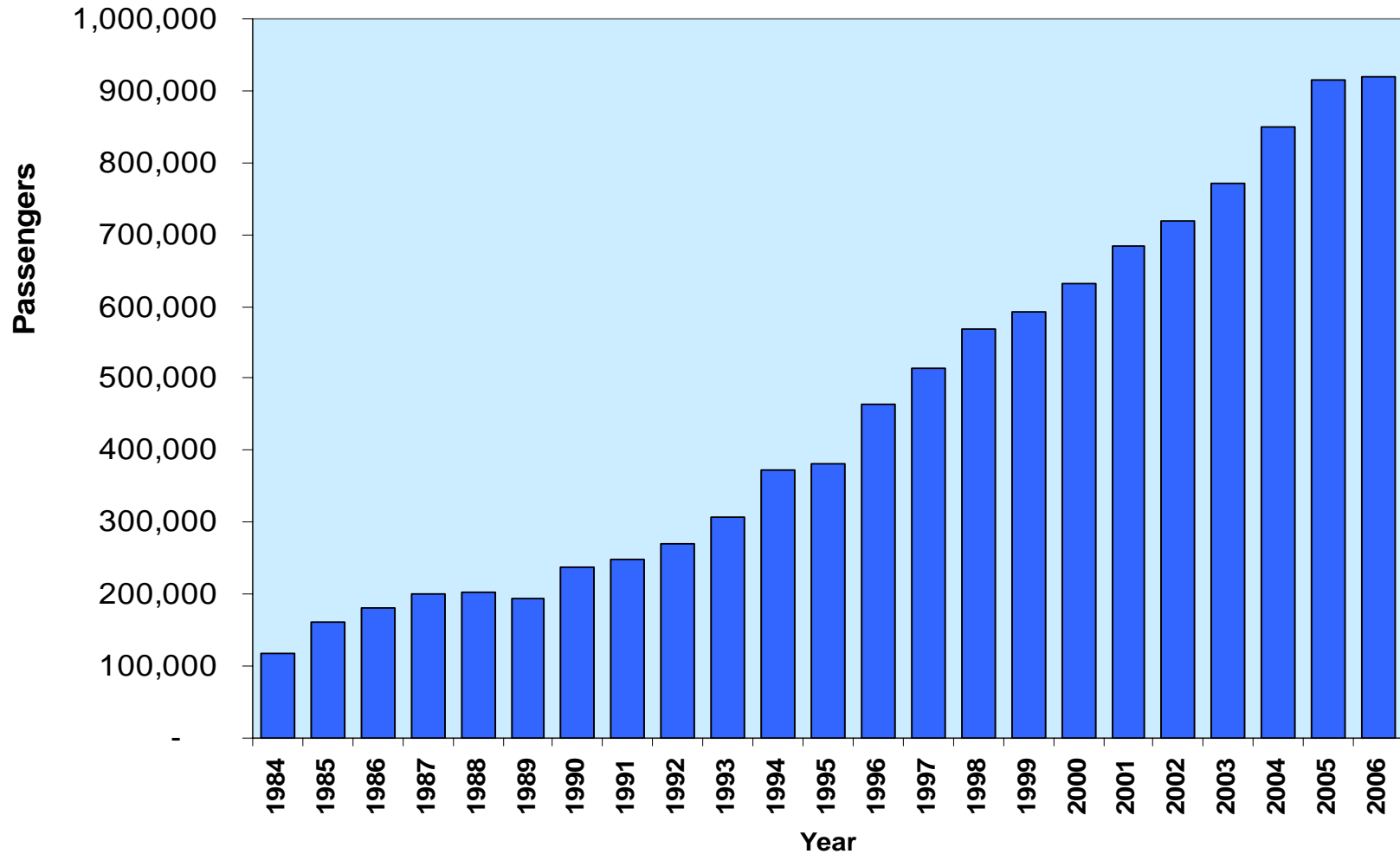
TBMP

Tourism Best Management Practices

working together for Juneau's future

Tourism Best Management Practices (**TBMP**) is a cooperative effort by tour operators, cruise lines, transportation providers and the City and Borough of Juneau. The TBMP program is intended to minimize the impacts of tourism in a manner which addresses both resident and industry concerns.

Growth in Cruise Volume



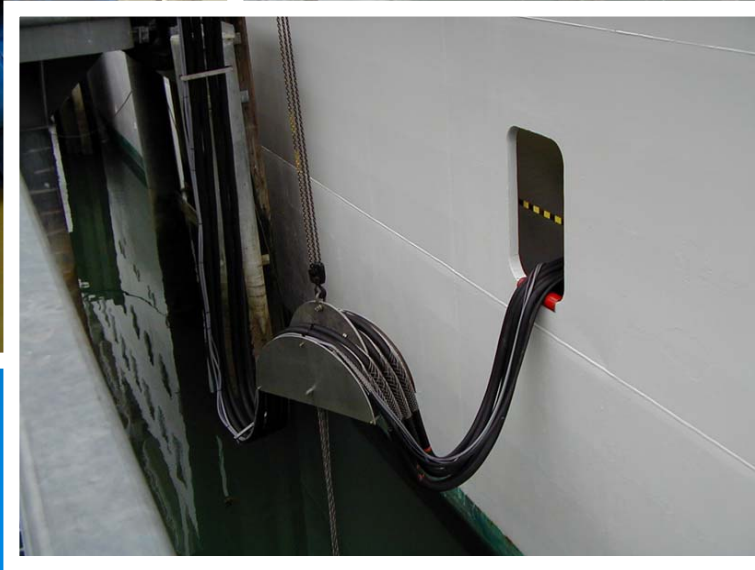
Infrastructure changes carrying capacity



Technology Reduces Noise Impacts



Technology Improves Ship Emissions and Wastewater



Evolution of TBMP

- *1994 - A nine-member “Tourism Working Group” was established to address concerns with the growth of tourism.*
- *1997 - Tourism Advisory Council formalized and “Voluntary Compliance” established, which included 19 specific guidelines. In 2006, 51 specific items are included in **Tourism Best Management Practices**.*
- *2002 – **Collaboration Juneau** established to bring industry and concerned residents together to identify tourism issues and craft solutions.*

TBMP Guidelines



General Practices

- Annual Review and Revision – Operators
- Public Meetings – 2 pre-season events
- Training for all relevant employees
- Employees sign “TBMP Partnership Agreement”
- Contact info updated and submitted to CBJ/Hotline
- Hotline Response Objectives

Transportation & Vehicle Practices

- Traffic Flow
- 12th St/Calhoun
- Empty Tour Vehicles
- Engine Idling/Backup
- Transiting Residential
- Blueberry/Pioneer
- Left Lane – Egan
- Recreational Areas
- Backing Procedures
- Impeding Pedestrian
- Roadway Safety

Flightseeing Practices

- Routes & Aircraft Identifiers
- Altitude
- Fly Neighborly Program
- Operating Times
- Low Use Zones & Wildlife Viewing



Walking, Hiking & Bicycling Practices

- Tours During Commute Hours
- Use of Bike Paths
- Instructions to Yield
- Trailhead Parking
- Identifiers for Tour Guides
- Yield to Other Users
- Trail Condition Reports
- Litter Removal



Cruise Ships, Docks, Harbors & Airport

- P.A. Announcements & Signals
- Emission Standards
- Courteous Use of Vessel Floats – Tenders
- Vessel Wakes, P.A. systems
- Courteous Use & Special Events



National Recognition

- Georgia Tech's Tourism and Regional Assistance Center 2005 publication:
“Guide to Best Practices in Tourism and Destination Management”
- *Invited to present TBMP at 2004 Cruise Maine symposium*

Elements Necessary for TBMP Success

- Buy-In
 - Tour Operators
 - Community
 - Government
- Communication
- Accountability
- On-going Review



Tourism Best Management Practices

Helping Make Tourism Work

TBMP.info

The background of the slide features several decorative elements consisting of concentric circles in shades of blue, resembling ripples in water. These circles are positioned in the lower half of the slide, with one prominent set in the bottom center and others scattered to the right and bottom right.