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

Year vs. Passengers
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