In 1997, in response to growing concerns about the impact of tourism on the community, local tourism operators took the initiative to develop the Voluntary Compliance Program – over time, this evolved into TOURISM BEST MANAGEMENT PRACTICES, or TBMP.
“This program is a cooperative effort by tour operators, cruise lines, transportation providers and the City & Borough of Juneau. The TBMP program is intended to minimize the impacts of tourism in a manner which addresses both resident and industry concerns.”

- TBMP Guidelines
PROACTIVE

VS

REACTIVE
TBMP was formed to address impacts to Juneau from its growing tourism industry:

- Congestion
- Flightseeing noise
- Ship emissions
- Commercial use of trails
- Carrying capacity – infrastructure and technology
- Marine tours and fishing charters; wake management
Agreements Regarding Marine Tour, Sightseeing and Sportfishing Operators

57. IMPACTS TO COASTAL ZONES: Marine tour operators and charter/sportfishing operators will take all available and reasonable steps to minimize impacts to coastal residents and other vessel operators. In particular, vessel operators will strive to minimize the impacts of their wake on other watercraft, docks and beaches throughout the CBJ coastal watersways, including popular crabbing and recreational boating grounds. Additionally, these operators agree to honor and abide by a voluntary “no wake zone” in the Smugglers Cove/Spuhn Island/Swedula Island vicinity as outlined in the image appearing on page 22 of this document.

58. Marine Tour operators, in an effort to minimize wake damage to adjacent property owners in Auke Bay, agree to voluntarily navigate along the centerline of the bay. The proposed centerline is approximate to a line from the white speed buoy to the south end of Coughlin Island. Captains of vessels will agree to remain as close to this proposed centerline as practicable and as depicted in the adjacent image. Operators are reminded of their responsibility to maintain a safe speed at all times and nothing in this voluntary guideline removes the duty to follow established rules of the road.

59. Marine tour operators agree to monitor the volume and use of their onboard PA systems and outside speakers in a manner which reduces the impact on local residents and recreational boaters.

60. Marine Operators will follow all applicable federal regulations regarding marine mammal viewing. For the most current information on this see: www.fakr.noaa.gov/proTECTEDresources/mmV/guide.htm—50 CFR 216.11 states the federal regulations governing the taking and importing of marine mammals. (See attachment “H”)
Online concern form

www.tbmp.info
Hotline Summary
2000 = 248 calls
2019 = 73 calls

TBMP Hotline Year Over Year Comparison, by Call Type
2019 Season (May through September)

<table>
<thead>
<tr>
<th>Call Type</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cruise Ship Noise</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Cruise Ship Emissions*</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Aircraft</td>
<td>4</td>
<td>2</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>Vehicles</td>
<td>2</td>
<td>7</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Other: Whale Watching</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Total Calls</td>
<td>25</td>
<td>19</td>
<td>29</td>
<td>0</td>
<td>0</td>
<td>73</td>
</tr>
</tbody>
</table>

† In May 2011 Disney Cruise Line’s Disney Wonder called in Juneau for the first time and was unfamiliar with the TBMP noise guidelines as they applied to the Gastineau Channel.

In 2006 a number of previous records were broken for rain fall. May — 4.55”; June — 5.38”; July — 4.43”; August — 11.02”; September — 13.01”. The flightseeing industry was especially impacted by this bad weather.

* As of 2001, callers were asked to report emission concerns directly to the Alaska Department of Environmental Conservation (DEC). Calls left on the message line were forwarded to DEC and are included in the total calls shown for Cruise Ship Emissions in parentheses. However, only the calls left on the message line are included in the Total Calls.

** Two calls on the July 2006 Summary and Comparison were logged under cruise ships. On this report they have been linked with the Other category as Other Vessel complaints.
### Monthly Report: July 2019

#### Hotline call log

<table>
<thead>
<tr>
<th>Call ID</th>
<th>Sub-date</th>
<th>Cessna</th>
<th>Area</th>
<th>Details</th>
<th>Referred to</th>
<th>Details of response</th>
</tr>
</thead>
<tbody>
<tr>
<td>49-7/13</td>
<td>7/15/2019</td>
<td>Tight</td>
<td>Valley</td>
<td>Mr. Arthur reported that two U.S. Helicopters were still flying over his residential neighborhood, and stated that this was very loud. (NOTE: TBMP guidelines state that all tour flights complete operations by 8PM and that no tour flights will operate after 10PM). Mr. Arthur wants operators to consider residents, not just the tourists, and states that if these problems persist, he will put a petition together to get changes made.</td>
<td>Tambor, Coast Guard</td>
<td>Sarah: Concern helicopter operators sightseeing around the area, and have been advised to follow guidelines. The site is well known for its helicopter operations.</td>
</tr>
<tr>
<td>49-7/12</td>
<td>7/2/2019</td>
<td>Other</td>
<td>Downtown</td>
<td>Mr. Khinwood submitted a photo of a helicopter that was standing in the entire crosswalk across 1st Street at the Maxwell Street intersection. It is not a local commercial operator, but a private group with a pole tour.</td>
<td>Red</td>
<td>As far as I can tell, this is a private group, there is no response.</td>
</tr>
<tr>
<td>49-7/09</td>
<td>7/3/2019</td>
<td>Vehicles: Bus/Shuttle</td>
<td>Downtown</td>
<td>I walked down Ceasar Street today to get a view of the Medinah Station. There is a crosswalk across Leavitt Drive at the bottom of the hill, but no traffic light. My experience is that generally the cars are quite courteous about stopping for pedestrians. Today, I began to cross the street and the street car passed right through without slowing down. I was in a crosswalk and was not reached by the driver. I then realized what was happening, but it was too late. The next vehicle was a passenger car who stopped and crossed. When I left the intersection, I walked the door and saw a group of U.S. tourists standing at the crosswalk on the Maxwell Street side waiting to cross. Coming through again was a bus — the first I noticed was the &quot;Glacier Tour&quot; on the right — and went through without slowing. This is a crosswalk where pedestrians walked up to the crosswalk at the time a bus was started upon the crossing. I don't understand why they don't follow the rule. But the people were standing at the crosswalk when the bus was last crossing the intersection.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>49-7/13</td>
<td>7/5/2019</td>
<td>Vehicles: Bus/Shuttle</td>
<td>Twin Lakes</td>
<td>Caller reported following a Coastal Helicopter van that was in the left lane all the way from downtown to Vincennes Hill road.</td>
<td>Coastal Helicopters</td>
<td>Sarah: Concerned about noise and safety of développing this complaint. We will be covering this again in our meeting meeting on Monday, July 8th.</td>
</tr>
</tbody>
</table>
QUIETER ON THE WATERFRONT
For example, Wings Airways modernized their fleet by converting 4 De Havilland and Otter aircraft from piston engines to modern, quiet, reliable turbine power plants. These conversions have added flexibility and a very high degree of safety to the overall operations. They have also provided the community of Juneau with a decrease in floatplane noise.
Ongoing efforts include

- Community
- Operators
- Employees

➢ Awareness
➢ Action
➢ Accountability
Elements necessary for success:

**Buy-in from**
- Community
- Tour Operators
- Local government

**Plus** continuous communication, accountability, and review by all parties
Thank you!
You can find more information at the TBMP website: www.tbmp.info

Hotline – 907-586-6774