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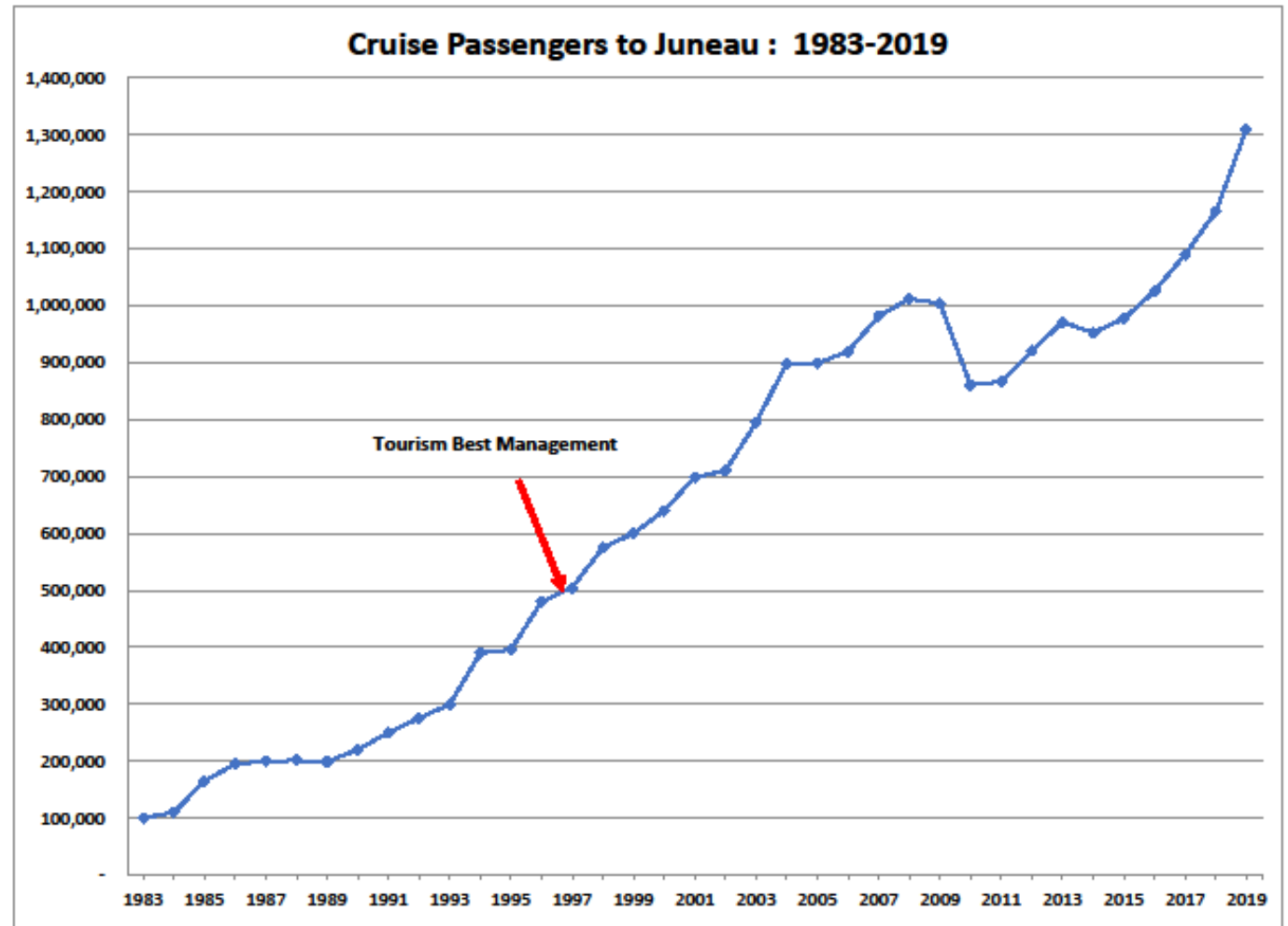
Tourism Best Management Practices

Making Tourism Work for Juneau

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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

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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

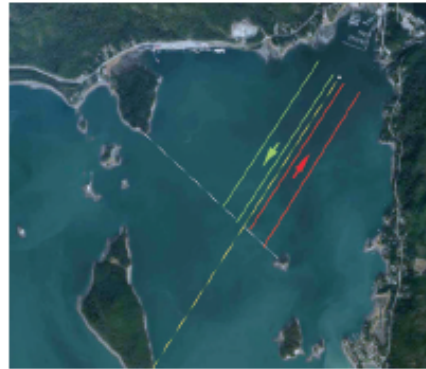


Guidelines example

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 waterways, 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

Detail of Concern/Complaint:

Who, what, when, where, and how.

Category: Please select from one of the options below *

Choose

Location of Concern *

Choose

Date of Concern/Complaint Event *

Date

mm/dd/yyyy

Time of Concern/Complaint Event *

Time

: AM

Business Involved (if unknown, enter description of vehicle, craft, or other identifying factors) *

Your answer

Concern/Complaint Details *

Please describe your concern or complaint

Your answer

NEXT Page 1 of 2

TBMP Concern/Complaint Form

Contact Information

Your contact information is given directly to the identified business(es) for followup purposes. All call logs are made anonymous before released to the City & Borough of Juneau

Your First Name

Your answer

Your Last Name

Your answer

Your Email

Used by TBMP staff and local operators to followup with you about concern.

Your answer

Your Phone Number

Used by TBMP staff and local operators to followup with you about concern.

Your answer

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Never submit passwords through Google Forms.



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

2019	May	June	July	August	September	Total
Cruise Ship Noise	3	5	3	0	0	11
Cruise Ship Emissions*	2	0	0	0	0	2
Aircraft	4	2	7	0	0	13
Vehicles	9	7	10	0	0	26
Other	4	1	5	0	0	10
Other: Whale Watching	3	4	4	0	0	11
Total Calls	25	19	29	0	0	73



† 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 – 4.56"; June – 5.93"; 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 2008 Summary and Comparison were logged under cruise ships. On this report they have been linked with the Other category as Other Vessel complaints.

Hotline Summary
2000 = 248 calls
2019 = 73 calls

Hotline call log

		Monthly Report: July 2019				
Call ID	Sub date	Concern Type	Area	Details	Referred to	Details of response
45-7/19	7/1/2019	Aircraft: Helicopter	Valley	Ms. Arthur reported that at around 8:15, helicopters were still flying over her residential neighborhood, and stated that this was way too late. [NOTE: TBMP Guidelines state that all tour flights will complete operations by 9:00PM and that no tour flights will depart/initiate after 7PM] Ms. Arthur wants operators to consider residents, not just the tourists, and stated that if the problem persists, she will put a petition together to get changes made.	Temasco, Coastal	Sarah Lowell: Coastal Helicopters had flights depart the airport to pick up existing tours (not new tours) at 7:30pm, 8:05pm & 8:40pm. Eric Main: On 7-1-2019 Temasco helicopters last tour flight lifted from the airport at 1833 (630 PM) and the last tour helicopter landed back at the airport at 1954 (754 PM). This was apparently not Temscos helicopter flight observed. This is a direct excerpt from the 2019 TBMP guidelines: "3B. OPERATING TIMES: Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm . Operators agree to minimize tour support operations outside these hours . Non-tour operations will occur outside these hours as our community is uniquely dependent on commercial fixed-wing and helicopter operations . Operators agree to take the same care to minimize their impacts during non-tour flight operations ." It appears whoever's flight is was seemed to still be operating within the parameters of how the operating times are outlined. Also as a point of fact, as outlined above the guidelines also state the operators will not schedule glacier flightseeing departures after 7 PM, it does not state no flights will initiate/ depart after 7PM. Kirby confirmed that other (non-tour) flights/returns and maintenance flights will likely continue until 9:00PM.
46-7/19	7/2/2019	Other	Downtown	Mr. Kirkwood submitted a photo of a walking tour that was standing in the entire crosswalk across 2nd Street at the Franklin Street intersection. It appeared to be a guided tour for German-speaking guests. This is not a local commercial operator, but likely a private group with a paid tour escort.	Kirby	As this appears to be a private group, there is no response.
47-7/19	7/2/2019	Vehicle: Bus/Shuttle	Downtown	"I walked down Seward Street today to get a haircut at the Merchant's Wharf. There is a crosswalk across Egan Drive at the bottom of Seward, but no traffic light. My experience is that generally the cars are quite courteous about stopping for pedestrians. Today I began to cross and a bus coming inbound on Egan barreled right through without slowing down. I wasn't in danger - I had not reached the little island yet, but I did have the right of way. I didn't notice what bus it was, but it was not a CBJ bus. The next vehicle was a passenger car who stopped, and I crossed. When I left Merchant's Wharf I walked out the door and saw a group of 4-5 tourists standing at that crosswalk on the Merchant's Wharf side waiting to cross. Coming inbound again was a bus -- this time I noticed that it said "Glacier Tours" on the back -- and it went through without slowing. This was not a case where pedestrians walked up to the crosswalk at the time a bus was close upon the crosswalk. I understand they can't slam on the brakes. But these folks were standing at the crosswalk when the bus was just coming through the intersection at the bottom of Main St. The bus clearly had no intention of giving the pedestrians the right of way, which is the law. The next car was a passenger car, and it stopped. So what I see is that Juneau drivers are being very courteous to the pedestrians, most of whom are tourists. It's the industry that isn't observing the right of way laws. I'm hoping someone will bring this traffic infraction to their attention for the safety of our walking visitors and residents."	All bus companies	Mariann Cummings responded that none of her buses have "Glacier Tours" on them. She will remind all drivers to be very cautious and courteous at the crosswalks. Bill Hagevig and Alicia at Alaska Coach Tours will do the same.
48-7/19	7/3/2019	Vehicle: Bus/Shuttle	Twin Lakes	Caller reported following a Coastal Helicopter van that was in the left lane all the way from downtown to Vanderbilt Hill Road.	Coastal Helicopters	Sarah Lowell responded that her staff have been addressed regarding this complaint. We will also be covering this again in our Weekly meeting on Monday, July 8th.

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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.

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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