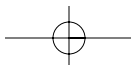
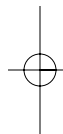
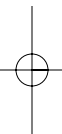
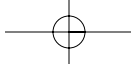


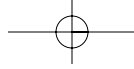


P.O. Box 21675  
Juneau, Alaska 99802

# 2009 Tourism Best Management Practices







## Table of Contents

Agreements Regarding Transportation and Vehicles ..... 1

Agreements Regarding Flightseeing (Helicopter & Fixed Wing) ..... 4

Agreements Regarding Walking, Hiking, Bicycling & Zipline Tours ..... 5

Agreements Regarding Cruise Ships ..... 5

Agreements Regarding Docks, Harbors, & the Airport ..... 6

Agreements Regarding Marine Tour, Sightseeing, and Sportfishing Operators ..... 6

General Agreements for All Operators and/or Agents ..... 7

Program Contacts ..... 8

ATTACHMENT A: Commercial Passenger Vehicle Code ..... 8

ATTACHMENT B: Marine Vessel Visible Emission Standards (18 AAC 50.070) ..... 8

ATTACHMENT C: The Sounds of a Port ..... 9

ATTACHMENT D: TBMP Employee Agreement (sample #1) ..... 10

ATTACHMENT E: TBMP Employee Agreement (sample #2) ..... 10

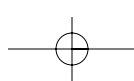
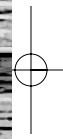
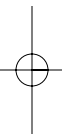
ATTACHMENT F: TBMP Internal Observation Form ..... 11

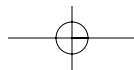
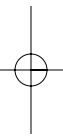
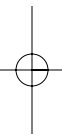
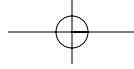
ATTACHMENT G: TBMP Air Operator Letter of Agreement ..... 12

ATTACHMENT H: Marine Mammal Protection Act and  
Endangered Species Act Regulations ..... 13

ATTACHMENT I: Wilderness Best Management Practices for  
Tracy Arm-Fords Terror Wilderness ..... 15

ATTACHMENT J: Recycle with TBMP ..... 18





# 2009 Tourism Best Management Practices

*This program is a cooperative effort of Juneau tour operators, cruise lines, transportation providers and the City and Borough of Juneau (CBJ). Begun in 1997, Tourism Best Management Practices (TBMP) are intended to minimize the impacts of tourism in a manner which addresses both resident and industry concerns and enhances our visitors' experience in the Capital City. These guidelines, however, do not replace applicable city, state, or federal regulations. By actively participating in this voluntary program, operators demonstrate their commitment to address key community concerns. It is equally important for residents to help operators and the CBJ monitor the success of this program by providing constructive feedback via the **Tourism Best Management Practices Hotline** (907-586-6774) or through direct contact with the operators. You may also e-mail your comments to [tourism\\_hotline@ci.juneau.ak.us](mailto:tourism_hotline@ci.juneau.ak.us). TBMP encourages the community to utilize the hotline to register comments (see item #56). Being informed of residents' concerns allows operators to modify the way in which they conduct their business to minimize impacts on the community. Visit our website at: [www.tbmp.info](http://www.tbmp.info).*

*Tour operators will continue utilizing the internal observation program. This process encourages operators to notify each other if they observe TBMP guidelines not being followed. This program is intended to provide additional feedback to tour operators to assist them in continuing to reduce impacts in the community. (See attachment "F")*

*Participating operators will also require employees to sign a **TBMP** agreement in which they certify that they have read, understood, and intend to abide by the practices outlined below. (See attachments "D" and "E")*

*The CBJ Assembly applauds the signatories to this document for their continued efforts on behalf of the community and the visitors they serve and **TBMP** appreciates the continued support of the Assembly.*

## Agreements Regarding Transportation and Vehicles

Commercial passenger vehicles are required to comply with CBJ Administrative Code (*Title 20: Business Regulations, Chapter 40: Commercial Passenger Vehicles*)—relevant sections are included as attachment "A"). For purposes of this program, **vehicles** include motorcoaches, buses, mini-buses, limos, vans, trolleys, taxis, motorcycles, and pedi-cabs. Residents should remember that tour vehicles are sometimes used for non-tour activities, including charters, government service contracts, school field trips and charity work. While this program focuses on tour activities, operators agree to conduct all activities in a courteous manner and to emphasize these guidelines during pre-season training.

- 1. TRAFFIC FLOW:** Drivers agree not to impede normal traffic flow by slowing down or stopping for sightseeing opportunities anywhere within the City and Borough of Juneau. Drivers will be especially attentive not to slow down or stop in front of the Governor's House, when transiting 12th Street/ Calhoun Avenue, Glacier/Willoughby Avenue between 12th Street and the State Museum/Egan Drive, or along South Franklin Street in the core of downtown.
- 2.** Taxis, Crew Shuttles, and Pedi-Cabs should avoid stopping in the roadway, even when flagged for a fare. Vehicles should attempt to stop out of the flow of traffic to prevent congestion in the area.





3. Drivers attempting to accomplish a “quick drop-off” using the curbside lane adjacent to the Marine Park Plaza should pull completely off the roadway so as not to block traffic on Egan Drive. Vehicles should not pull over or park in a manner that blocks the entrance to Marine Park.
4. **12TH STREET & CALHOUN AVENUE:** All operators agree not to transit Calhoun Avenue/12th Street in empty vehicles at any time. Drivers agree to avoid these locations during morning and afternoon commute hours (7:30–8 am ; 4:30–5 pm) and to limit transiting this area during the noon hour (12–1 pm) whenever possible. If a transfer/tour does not specifically include the Governor’s House, drivers will use Egan Drive as the preferred route to/from downtown.  
Operators agree to make every effort not to dispatch vehicles in excess of 35 feet in length on the Calhoun/12th Street corridor and to direct all traffic flow in this area via Calhoun (downhill) through 12th Street to minimize engine noise and exhaust that can occur when coaches transit uphill (12th through Calhoun). Drivers agree to proceed cautiously when transiting the Cope Park/12th Street area where pedestrian traffic may be increased on given days and times of day.
5. **EMPTY TOUR VEHICLES:** Drivers of empty tour vehicles agree to avoid looping through downtown on Franklin/Front Street or on Shattuck Way unless transiting to a drop-off or pick-up destination in the immediate vicinity.
6. **FRANKLIN STREET:** Drivers who miss a loading space at the Alaska Steamship Wharf/Marine Park agree to use the roundabout intersection in front of the parking garage, turn around and return to the Steamship Wharf/Marine Park via Willoughby and Whittier Avenue. To avoid congestion, drivers agree not to use Franklin Street as a shortcut when returning to the Steamship Wharf.
7. **VEHICLE FLUIDS:** Drivers of ALL VEHICLES agree to monitor any engine oil and/or fluid leaks when operating throughout the CBJ road system. This includes monitoring at all staging/loading zones and docks downtown, as well as venues such as, but not limited to the State Museum, Mendenhall Glacier, Brotherhood Bridge Photo Lookout, Homestead Park on Douglas Island, and Juneau International Airport. Should any vehicle exhibit a leak of a substantial nature, the operator should be prepared to immediately pull the vehicle from service until repaired.
8. **ENGINE IDLING:** Drivers of ALL VEHICLES agree to turn engines off at every reasonable opportunity when loading and unloading passengers and/or when staging in the various loading zones, staging areas and tour venues throughout the CBJ. This includes all passenger and crew shuttle operations and “quick drop-offs” accomplished at Marine Park and the Columbia (Tram) Lot. Vehicles should not sit with engines idling while actively loading, unloading, or waiting for passengers to arrive. Engines should be started only when the vehicle is ready to move, and thereafter, only when the vehicle is in motion or in traffic. Note that the State Museum, Juneau Ranger District, and all downtown docks require companies to turn off engines at these facilities as part of a company’s permit to operate.
9. **TRANSITING RESIDENTIAL STREETS:** Drivers agree to avoid transiting residential streets within the City and Borough of Juneau unless conducting a specific pick-up or drop-off in the immediate vicinity. This includes, but is not limited to 1st Street in Douglas and Riverside Drive in the valley.
10. **WEST JUNEAU:** All drivers should avoid conducting tours on Blueberry Hill and Pioneer Avenue. This includes taxi companies.
11. **LEFT TURNS:** Drivers of motorcoaches and full size buses departing the Seadrome Building and Goldbelt Hotel agree not to make left turns onto Egan Drive.

When traveling northbound on Marine Way, and attempting to make a legal left turn

into the Alaska Steamship Wharf loading/unloading zone (Marine Park Plaza), drivers of all vehicles should be mindful of traffic behind them. If this left turn is not possible to make without causing a considerable delay of traffic (numerous vehicles) behind them, drivers should proceed and return to the Alaska Steamship Wharf via Willoughby and Whittier Avenue.

- 12. USE OF LEFT LANE ON EGAN DRIVE:** Operators of ALL VEHICLES (regardless of size) will avoid driving in the left lane on Egan Drive except when turning left, setting up for a left turn, or overtaking unusually slow traffic traveling in the right lane.
- 13. USE OF LEFT LANE DOWNTOWN:** When exiting downtown, ALL VEHICLES will make every effort to move into the right lane by the time they reach Centennial Hall, unless they are setting up for a left turn.
- 14. SANDY BEACH, TWIN LAKES, AUKE REC, COPE PARK:** Drivers agree not to use Sandy Beach, Twin Lakes, Cope Park or Auke Bay Recreation Area as tour destinations unless they have specifically obtained a permit to do so.
- 15. HANDICAPPED ZONES NOT FOR STAGING:** Drivers utilizing equipment with a wheelchair lift will use the designated ADA zones for active loading and unloading and not for staging of vehicles.
- 16. SAFETY WHEN BACKING:** All motorcoaches, buses, mini-buses, and trolleys will take special care when backing out of the loading/unloading zones at the Alaska Steamship Wharf, the AJ Dock, and the Franklin Street Dock. All companies will attempt to have a representative on site to assist with traffic flow and backing procedures. As well, when preparing to back, drivers should be aware of the back-up beepers and the sound they make, and should strive to spend as little time as possible in reverse. Drivers should only shift into reverse when they are ready to commence backing to minimize beeper sounds.
- 17. IMPEDING PEDESTRIAN TRAFFIC:** Taxis and Crew Shuttles will refrain from opening their doors into the sidewalks (to advertise) in a manner that impedes pedestrian traffic on that sidewalk.
- 18. SAFETY ON ROADWAYS:** Drivers will take caution when encountering pedestrians, cyclists, and animals on narrow roadways and bike lanes throughout the borough and companies will take this into consideration during their driver training programs. Drivers should strive to operate in a manner which exhibits common courtesy throughout their daily travels. **Operators who transit Thane Road recognize the potential hazards associated with its being a narrow roadway with uneven surfaces, and will take extra precautions to avoid joggers and cyclists when transiting the area.**
- 19.** Drivers utilizing Thane Road for tours, transfers, and charters should be aware that Thane Road has a somewhat uneven road surface that may require vans and minibuses to transit the area at a slower rate of speed than the typical passenger car. Should these slower speeds result in congestion and a back-up of traffic, drivers are asked to utilize the next available "vehicle pullout" to allow other vehicles to safely pass.
- 20. RESOURCE SCHEDULING:** Operators agree to assign vehicles to scheduled tours and transfers in a manner which efficiently maximizes the use of all vehicles on duty. The number of vehicles and type of equipment will be assigned to a tour or transfer based on the capacity needs on a given day. Operators will collaborate with partners/vendors to find opportunities to minimize the number of vehicles on the road whenever possible.
- 21. TRAINING OF SCHEDULERS:** Operators will train all schedulers to take advantage of synergies that are present in the Juneau tourism transportation industry. Schedulers should strive to better serve their constituents and community stakeholders by minimizing vehicles on the road whenever possible.





**22. CROSSING GUARDS:** TBMP Crossing Guards will be positioned in strategic locations in order to promote safety and facilitate vehicle and pedestrian movement throughout the downtown corridor. TBMP members should be mindful of their presence and obey their instructions.

### Agreements Regarding Flightseeing (Helicopter & Fixed Wing)

Flightseeing operations are subject to Federal Aviation Administration (FAA) regulations and operational requirements. Guided glacier landing trips are also subject to US Forest Service permit requirements. Although the following guidelines are designed to minimize noise, safety and flight operations take precedence over noise abatement procedures. Flightseeing operators have signed a Letter of Agreement (LOA) in conjunction with the FAA addressing operational routes and procedures. To learn more, a website link to the LOA may be found at: [www.juneau.org/tourism](http://www.juneau.org/tourism). Operators will conduct pre-season training in a manner which emphasizes these guidelines.

**23. ROUTES & AIRCRAFT IDENTIFIERS:** Operators agree to provide the following to the CBJ who will make the information available to interested members of the public:

- established flight routes
- common factors influencing route choice, such as weather, turbulence and traffic
- aircraft colors or other distinguishing characteristics useful in identifying individual operators

**24. ALTITUDE:** Operators follow voluntarily agreed-upon routes for tour flights and maintain minimum altitudes of 1,500 feet for helicopters and 1,000 feet for floatplanes operating above residential areas, except during take-off, landing or when deviations are required by weather, traffic, or the Air Traffic Control Tower.

**25. FLY NEIGHBORLY:** Helicopter operators agree to conduct flightseeing tours in accordance with the Helicopter Association International (HAI) Fly Neighborly Program. The Fly Neighborly Program is a voluntary noise reduction program designed to be implemented worldwide by local helicopter operators, large and small. Operators will train all pilots on the Fly Neighborly Program with regard to its application to local operations. Additional information on this program can be viewed on the HAI website — [www.rotor.com](http://www.rotor.com).

**26. OPERATING TIMES:** Operators agree not to schedule glacier flightseeing tour departures before 8:00 a.m. or after 7:00 p.m. and to complete all tour flights by 9:00 p.m. 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.

**27. LOW USE ZONES:** Operators agree to maintain “low use zones” in the Perseverance/Granite Creek Basin, Peterson Trail/Lake, the Eagle River/Eagle Glacier Cabin, and the John Muir Cabin areas. “Low use zones” are identified as areas where direct overhead tour flights are avoided (weather permitting).

**28. WILDLIFE VIEWING:** Operators conducting air tours within CBJ boundaries agree to minimize impacts to backcountry users and wildlife. Operators will not circle, hover, harass or decrease altitude for wildlife viewing. Flightseeing operators also agree to avoid key mountain goat kidding areas at appropriate times.

## Agreements Regarding Walking, Hiking, Bicycling & Zipline Tours

Commercial use of public trails is permitted by the CBJ Department of Parks & Recreation (11 CBJ AC 01.010–01.100 — Commercial Use of Parks and Recreation Facilities and Trails), by the US Forest Service, and by Alaska State Parks. Operators may hold commercial permits for the following trails: Perseverance Trail System, Upper Mt. Roberts (above tram), East Glacier, West Glacier, Moraine Ecology, Herbert Glacier, Glacier Nature Loop, Rainforest Trail, Amalga Meadows Beach Access (SAGA Beach), Auke Lake Launch Ramp Access, Nugget Creek, Sunshine Cove Beach Access, Ernest Gruening State Park, Trail of Time, and Treadwell Historic Loop Trail. Operators will conduct pre-season training in a manner which focuses on and emphasizes these guidelines.

- 29. TOURS DURING COMMUTE HOURS:** Operators agree not to conduct downtown walking tours during morning and afternoon commute hours (7:30–8:00 a.m. and 4:30–5:00 p.m.).
- 30. USE OF BIKE PATHS:** Operators agree to use bike paths along Glacier Highway, Fritz Cove Road, and other destinations within CBJ, and to instruct clients to ride single file. Operators agree not to use the walking path immediately along the Twin Lakes shoreline for tours.
- 31. FISH CREEK ROAD:** Cycling guides agree to instruct guests to ride single file in the bike lane unless the lane is blocked by a parked vehicle or other roadside obstruction. A guide will always be in the lead to make sure that guests descend the hill at a safe speed.
- 32. INSTRUCTIONS TO YIELD:** Cycling guides agree to instruct clients to safely yield to other users on commercially used bike paths whenever possible.
- 33. TRAILHEAD PARKING:** Operators agree to use trailhead parking in a courteous and responsible manner and to pay special attention to independent users. While utilizing the Brotherhood Bridge Photo Lookout, operators will not encourage visitors to use the trail unless the operator has a permit to do so.
- 34. IDENTIFIERS FOR TOUR GUIDES:** Operators agree to ensure tour guides are easily identifiable and that company names are visible on guides' attire and company vehicles.
- 35. YIELD TO OTHER USERS:** Guides agree to instruct clients to yield to other users on commercially used trails.
- 36. TRAIL CONDITION REPORTS:** Operators agree to report trail conditions and trail abuse to appropriate regulatory agencies.
- 37. LITTER REMOVAL:** Operators agree to remove litter (tour and non-tour related) from permitted trails on a regular basis.

## Agreements Regarding Cruise Ships

Visible stack emissions are regulated by the Alaska Department of Environmental Conservation under the *Marine Vessel Visible Emission Standards (18 AAC 50-.070)*. (See attachment B)

- 38. P.A. ANNOUNCEMENTS & SIGNALS:** Cruise Line Agencies, North West Cruise Ship Association and individual cruise lines will continue to work to minimize vessel announcements and signals while docked or anchored in Juneau Harbor. Cruise ships are also asked to monitor their outside speakers and announcements made on approach to and departure from Juneau. Ships will keep outside speakers turned “off” or down until they are well past the homes which line Gastineau Channel. Cruise Line Agencies and cruise lines will insure that the shipboard staff understands the importance of this specific guideline. Certain signals and announcements are necessary and required by the US Coast Guard or are necessary for safety reasons. See attachment C for a discussion and explanation of the use of ships' whistles.





- 39. EMISSION STANDARDS:** All cruise vessels agree to comply with the Marine Vessel Visible Emissions Standards (*18 AAC 50-.070*) and take all available and reasonable steps to minimize visible stack effluents while in port.
- 40. VESSEL EMISSIONS:** All cruise vessels agree to take any other proactive steps feasible to manage visible emissions, especially on days when the downtown area might be under an air quality alert.
- 41. COURTEOUS USE OF VESSEL FLOATS:** Cruise ship tender operators agree to use the Marine Park Float and the Intermediate Vessel Float in a safe and responsible manner and to pay special attention to other users. Tender operators also agree to minimize their wake in the harbor, especially in the vicinity of floatplanes and kayaks and to operate in a manner which exhibits common courtesy to others.
- 42. Litter:** In an effort to keep our streets clean, ships' crew and passengers will be asked to utilize trash containers and cigarette ash trays near coin telephones. The CBJ Harbor Department and private dock owners will be asked to insure that there are adequate receptacles near the telephones.

### Agreements Regarding Docks, Harbors, & the Airport

Docks and harbors are regulated under the CBJ Administrative Code (*05 CBJ AC 10.010-10.090—Docks and Harbors*). Operators will conduct pre-season training in a manner which emphasizes these guidelines.

- 43. COURTEOUS USE:** Operators agree to use docks, harbors, loading ramps, the airport and related parking facilities in a courteous and responsible manner, and to pay special attention to other users.
- 44. SPECIAL EVENTS:** Operators agree to pay extra attention when using these areas during special events including Salmon Derby and the Fourth of July.

### Agreements Regarding Marine Tour, Sightseeing and Sportfishing Operators

- 45. IMPACTS TO COASTAL ZONES:** Marine tour 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.
- 46.** 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.
- 47.** 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](http://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")
- 48.** When two or more vessels are positioned in close proximity to wildlife they are viewing, and the intention of the other vessels is not obvious, all vessel operators agree to coordinate their movements by radio to reduce the potential for causing disturbance to the wildlife.
- 49.** If a vessel captain or crew member believes they have observed TBMP guidelines not being followed, they agree to document the specifics (using the TBMP Internal Observation Form) and report to their shore side management. Shore side management shall determine whether it is appropriate to contact the owner/manager/operator of that vessel.
- 50.** Time spent by marine operators observing a specific whale or specific group of whales

shall not exceed 30 minutes. Vessels shall refrain from revisiting the same whale or group of whales on one particular tour or charter departure.

51. **VESSEL ENGINE IDLING:** ALL marine vessel operators (including charter fishing captains) agree to minimize engine idling at every reasonable opportunity. This includes loading and unloading of passengers and/or when standing-by in the various vessel loading zones throughout the CBJ. In the interest of reducing emissions, whenever it is deemed safe and prudent by vessel captains, engines should be turned off. Engines should not be started until the vessel is making ready to get underway.
52. For all companies that may engage in whale-watching in the Juneau area as part of their marine activities, at least one representative shall agree to attend annual NOAA or NMFS wildlife viewing training scheduled to occur in Juneau and will pass that information on to their respective management for training purposes.

### General Agreements for All Operators and/or Agents

53. **TRAINING:** Operators/Agents agree to train all relevant employees (including drivers, dock representatives, guides, naturalists, aircraft pilots, and vessel captains) on the program objectives and practices and to conduct periodic training sessions for employees hired mid-season. Operators will train employees and strive to conduct business in a manner which exhibits common courtesy throughout the season. Employees of participating operators will be required to sign a “**TBMP Employee Partnership Agreement**” certifying that the employee has read, understands and agrees to abide by the Tourism Best Management Practices guidelines applicable to his/her job description. See attachment “D” and “E” for examples.
54. **CONTACT NAME:** Operators/Agents agree to provide the CBJ and TBMP Hotline administrator with a contact name, telephone number, fax number and email address.
55. **WORK SESSIONS:** Operators/Agents agree to participate in periodic work sessions to discuss progress made in attaining program goals.
56. **RESPONSE TO TBMP HOTLINE:** An important ingredient towards a successful TBMP program is consistent and prompt response to the tourism hotline messages. Operators/Agents agree to respond to calls and emails received directly and via the Tourism Best Management Practices Hotline as long as callers provide sufficient detail to allow operators to address the issue. Operators/Agents also agree to notify the TBMP Hotline administrator as to the result of their interaction with the caller. Callers will be asked to communicate as much information as possible, including name of operator, description of the aircraft, watercraft, or vehicle (vehicle number if possible) and date and approximate time of observation. Callers will also be asked to leave a name, phone number, and/or email address so the operator/agent may respond.
57. **OPERATOR SELF-MONITORING:** All participants/tour operators agree to improve their self-monitoring efforts by actively utilizing the TBMP Internal Observation Form to directly contact a company who may not be observing the TBMP guidelines. These actions honor the spirit of TBMP and ultimately help all companies reduce tourism impacts in the community.
58. **ONGOING TRAINING FOR EMPLOYEES:** Tour Operators agree to provide ongoing (mid-season) training and coaching for their employees, in an effort to reinforce compliance with the guidelines that pertain to their particular operations. This will be accomplished by members’ participation in TBMP Community Awareness Week or by addressing training opportunities as determined by each Operator.
59. **RECYCLING:** All TBMP members are strongly encouraged to recycle and track their recycling efforts to be included in the end of the season TBMP Community Recognition Program. (see Attachment J)



## Program Contacts

Participating tour operators are responsible for managing this program and for promoting its objectives through a variety of means. These may include press releases, public service announcements, brochures, newspaper inserts, additional print media, and other appropriate means. This may also include contacting operators who have not signed on to the program and encouraging those operators to join with other visitor industry businesses in participating. The CBJ supports and endorses the Tourism Best Management Practices program, and encourages all tour operators and transportation providers to participate.

Kirby Day, (primary industry contact)

**Director of Shore Operations,  
Princess Cruises and Tours**

P.O. Box 21675  
Juneau, Alaska 99802

Phone: 907-463-3900  
Email: [kday@princesscruises.com](mailto:kday@princesscruises.com)

**CBJ Website:** [www.juneau.org/tourism](http://www.juneau.org/tourism)

**TBMP Website:** [www.tbmp.info](http://www.tbmp.info)

## TBMP Hotline

Email: [tourism\\_hotline@ci.juneau.ak.us](mailto:tourism_hotline@ci.juneau.ak.us)

Phone: 907-586-6774

Laurie Logsdon, TBMP Hotline Administrator; [ytboss@ptialaska.net](mailto:ytboss@ptialaska.net)

## ATTACHMENT A: Commercial Passenger Vehicle Code

In addition to the voluntary guidelines above, drivers are required to follow CBJ commercial passenger vehicle codes and traffic laws, which include the following:

1. Drivers will not park, stop vehicles or disembark passengers on bridges throughout CBJ, including but not limited to Salmon Creek, Montana Creek and Brotherhood Bridges {CBJ 72.02.360(a)(1)(g)}.
2. Drivers will not block designated bike paths {CBJ 72.02.400}.
3. Drivers will pay special attention to crosswalks throughout CBJ and must stop for pedestrians using crosswalks {CBJ 72.02.155}.
4. Drivers will use Basin Road in a safe and responsible manner and adhere to the speed limit of 10 m.p.h. {CBJ 72.02.275(a)}.
5. Drivers will use appropriate loading and unloading zones {CBJ 72.12.045, 050, 060}.
6. Drivers are prohibited from making U turns unless otherwise noted {CBJ 72.10.095}.

## ATTACHMENT B: Marine Vessel Visible Emission Standards (18 AAC 50.070)

Within three miles of the Alaska coastline, visible emissions, excluding condensed water vapor, may not reduce visibility through the exhaust effluent of a marine vessel by more than 20 percent except as follows:

1. while at berth or at anchor, visibility may be reduced by 10 percent for periods aggregating no more than
  - a three minutes in any one hour; and
  - b an additional three minutes during initial startup of a vessel; for purposes of this subparagraph, "initial startup" includes the period during which a vessel is testing equipment in preparation to casting off or weighing anchor;

2. during the hour immediately after weighing anchor or casting off, visibility may be reduced under one, but not both, of the following options:
  - a visibility may be reduced by up to 40 percent for that entire hour; or
  - b visibility may be reduced by up to 100 percent for periods aggregating no more than nine minutes during that hour;
3. during the hour immediately before the completion of all maneuvers to anchor or make fast to the shore, visibility may be reduced under one, but not both, of the following options:
  - a visibility may be reduced by up to 40 percent for that entire hour; or
  - b visibility may be reduced by up to 100 percent for periods aggregating no more than nine minutes during that hour; and
4. at any time not covered by (1)–(3) of this section, visibility may be reduced by up to 100 percent for periods aggregating no more than three minutes in any one hour.

### ATTACHMENT C: The Sounds of a Port

Included as part of the operating procedures of any large vessel is the need, requirement, and ability to signal other vessels in the area of their position (in areas of restricted visibility) and of their intentions (when under way, or getting under way). These signals are required for safe navigation. In addition, many small vessel operators may not have or may not consistently monitor their VHF radios. Therefore, the only way for large vessels to communicate (regardless of visibility issues) is via sound signals. This is a common practice in the maritime industry around the world.

The USCG regulations require vessels to use their whistles to signal when they are in an area of restricted visibility, which is defined as “any condition in which visibility is restricted by fog, mist, falling snow, heavy rainstorms, sandstorms, or any other similar causes.”

The USCG defines ship’s whistle as any sound signaling appliance capable of producing the prescribed blasts and which complies with the specifications in Annex III to these Regulations.

This whistle must meet USCG specifications for audibility. For vessels 200 meters in length or more, which encompasses most large cruise ships calling in Juneau, the sound must produce 143 db of sound 1 meter from the whistle in the direction of maximum intensity, and be audible for 2 nautical miles in the direction of maximum intensity. This is why a ship’s whistle may sound quite strong if one is positioned directly in front of the ship.

Regulations require ships to signal under the following circumstances:

1. When making way astern, day or night, ships are required to sound three short blasts on the ship’s whistle to announce their intention of going astern. This is why a ship will signal with three short blasts (day or night) when departing the port and coming off the dock with engines operating astern.
2. When conducting an USCG Safety of Life at Sea drills or inspections, the ship is required to sound 6 short blasts and one long blast on the ship’s whistle to initiate the drill or inspection. During the drill, certain signals may also be used to announce lowering of the lifeboats or all clear. During such drills and inspections, ships are required to use all ship’s public address systems, including inside and outside speakers. The intention in every case is to conduct a drill or inspection as if the exercise is an actual emergency event, which requires ships to use the full complement of signaling capabilities a vessel would have at its disposal during a real emergency.

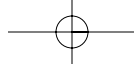
Finally, there are other times when a ship will use its whistle and/or public address system to ensure safe navigation, or for other safety or emergency reasons that may occur onboard ship.

The cruise industry is keenly aware of the sensitivity of some Juneau residents to the sounds of these signals and procedures, and will continue to minimize unnecessary use of the ships’ whistles and outside public address speakers.

(For more detailed information, reference “International Regulations for Prevention of Collisions at Sea, 1972 (72 COLREGS) <http://www.uscg.mil/vtm/pages/rules.htm>)







### ATTACHMENT F: TBMP Internal Observation Form

TBMP Participant,

A staff member has reported an instance that may have been out of compliance with one or more of the guidelines established in the TBMP program. The following is a brief description of the observed activity. Please complete the bottom portion of this form and return it to us as verification that you are aware of the situation.

To further improve the outcome of TBMP, the assistance of the staff of all participants has been enlisted to watch not only their company's operations, but operations throughout the industry. We can be stronger by helping each other.

Don't hesitate to call our owner/manager to discuss this issue further. If any of our operations were viewed to be possibly out of compliance we hope that you would extend us the same courtesy of communicating similar information.

Thank you, and again, don't hesitate to contact our owner/manager for clarification.

Date of observed activity: \_\_\_\_\_ Time: \_\_\_\_\_ a.m./p.m.

**Observed activity:**

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Signature of Manager of observed company

Phone

Fax

Email

**Fax Report to:** 907-463-5055

**Participant explanation:**

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**Corrective action taken (if necessary):**

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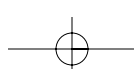
Signature of Manager of observed company

Phone

Fax

Email

**Fax Report to:** 907-463-5055



## ATTACHMENT G: TBMP Air Operator Letter of Agreement Juneau Commercial Operators

### Letter of Agreement

#### Airspace Users—Juneau, Alaska and Vicinity

Juneau Airspace Letter of Agreement

Revision Number 13

Effective Date: May 1, 2009

### LETTER OF AGREEMENT

#### Airspace Users—Juneau, Alaska and Vicinity

This letter of agreement is entered into for the purpose of establishing safe operating practices in the Juneau Airport Class D surface area and the uncontrolled airspace in the geographic areas surrounding Juneau, Alaska to include, (1) the Juneau Icefield and its glacier drainages, (2) Gastineau Channel and Taku Inlet to include the Taku Glacier ice field, and (3) Lynn Canal, Glacier Bay and Cross Sound/Icy Strait as described in Appendices A, B, C, and D to this agreement.

The intent is to ensure horizontal and vertical separation of aircraft, and to ensure aircraft on common routes are on the same radio frequencies. These routes and procedures are designed to include commercial aircraft operations (air carriers and tour operators), both fixed and rotary wing, special use operations (para-gliders, powered and non-powered parachutes), general aviation, and military users.

The methods employed include preferred routes, primary and secondary reporting points, specific radio frequencies, frequency changeover points, and specific altitudes for specified direction of flight at traffic conflict areas.

The procedures in this agreement are based on effective procedures developed over years of use by local commercial operators. The topography and prevailing weather surrounding Juneau, Alaska channels aircraft into common routes, creating potential conflicts between aircraft regardless of the type of operation being conducted. The largest concentration of aircraft is comprised of VFR Commuter traffic and air tours. However, all aircraft are geographically restricted to the use of the same routes.

Signature of an aircraft operator to the routes and procedures contained in this Juneau Operators Letter of Agreement (LOA) indicates voluntary compliance, in that while operating on the described routes, these procedures should be adhered to. This does not restrict an aircraft operator from utilizing non-depicted routes. Deviations from this letter of agreement may be made after verbal coordination with other affected parties. This agreement does not relieve aircraft operators and pilots from adhering to Federal Aviation Regulations, or Operations Specifications issued to that company by FAA Flight Standards. It remains a right and responsibility for a pilot to deviate from any procedure if required to ensure the safety of their aircraft, or when weather conflicts require.

Modifications to a specific area procedure will be made via date and numbered revisions to the specific appendix or page, including a signature agreement line for each party to this agreement. This agreement is valid until the end of each calendar year.

*A website link to the Letter of Agreement may be found at: [www.juneau.org/tourism](http://www.juneau.org/tourism)*

## ATTACHMENT H:

### **Marine Mammal Protection Act and Endangered Species Act Regulations**

MARINE MAMMAL PROTECTION ACT; TITLE 50 PART 216 REGULATIONS GOVERNING THE TAKING AND IMPORTING OF MARINE MAMMALS

50 CFR 216.11 Take Prohibitions

*Except as otherwise provided in subparts C, D, and I of this part 216 or in part 228 or 229, it is unlawful for:*

- a** *Any person, vessel, or conveyance subject to the jurisdiction of the United States to take any marine mammal on the high seas, or*
- b** *Any person, vessel, or conveyance to take any marine mammal in waters or on lands under the jurisdiction of the United States, or*
- c** *Any person subject to the jurisdiction of the United States to take any marine mammal during the moratorium.*

The Marine Mammal Protection Act prohibits the **TAKE** of all marine mammal species in U.S. waters. Take means “to harass, hunt, capture, or kill, or attempt to harass, hunt, capture, or kill,” and harassment means “any act of pursuit, torment, or annoyance which has the potential to injure a marine mammal or marine mammal stock in the wild; or has the potential to disturb a marine mammal or marine mammal stock in the wild by causing disruption of behavioral patterns, including, but not limited to migration, breathing, nursing, breeding, feeding, sheltering.

**TAKE** includes feeding or attempting to feed a marine mammal in the wild. Some exceptions for take are made for authorized scientific research and subsistence hunting by Alaska Natives.

ENDANGERED SPECIES ACT; TITLE 50 PART 224 REGULATIONS GOVERNING ENDANGERED MARINE AND ANADROMOUS SPECIES

50 CFR 224.103—*Special Prohibitions for Endangered Marine Mammals*

- b** ***Approaching humpback whales in Alaska—(1) Prohibitions.*** *Except as provided under paragraph (b)(2) of this section, it is unlawful for any person subject to the jurisdiction of the United States to commit, to attempt to commit, to solicit another to commit, or to cause to be committed, within 200 nautical miles (370.4 km) of Alaska, or within inland waters of the state, any of the acts in paragraphs (b)(1)(i) through (b)(1)(iii) of this section with respect to humpback whales (*Megaptera novaeangliae*):*
  - i** *Approach, by any means, including by interception (i.e., placing a vessel in the path of an oncoming humpback whale so that the whale surfaces within 100 yards (91.4 m) of the vessel), within 100 yards (91.4 m) of any humpback whale;*
  - ii** *Cause a vessel or other object to approach within 100 yards (91.4 m) of a humpback whale; or*
  - iii** *Disrupt the normal behavior or prior activity of a whale by any other act or omission, as described in paragraph (a)(4) of this section.*
- a (4)** *Disrupt the normal behavior or prior activity of a whale by any other act or omission. A disruption of normal behavior may be manifested by, among other actions on the part of the whale, a rapid change in direction or speed; escape tactics such as prolonged diving, underwater course changes, underwater exhalation, or evasive swimming patterns; interruptions of breeding, nursing, or resting activities, attempts by a whale to shield a calf from a vessel or human observer by tail swishing or by other protective movement; or the abandonment of a previously frequented area.*





**ENDANGERED SPECIES ACT  
TITLE 50 PART 226 DESIGNATED CRITICAL HABITAT  
50 CFR 226.202 Critical habitat for Steller sea lions**

*(a) Alaska rookeries, haulouts, and associated areas. In Alaska, all major Steller sea lion rookeries identified in Table 1 and major haulouts identified in Table 2 and associated terrestrial, air, and aquatic zones. Critical habitat includes a terrestrial zone that extends 3,000 feet (0.9 km) landward from the baseline or base point of each major rookery and major haulout in Alaska. Critical habitat includes an air zone that extends 3,000 feet (0.9 km) above the terrestrial zone of each major rookery and major haulout in Alaska, measured vertically from sea level. Critical habitat includes an aquatic zone that extends 3,000 feet (0.9 km) seaward in State and Federally managed waters from the baseline or basepoint of each major rookery and major haulout in Alaska that is east of 144 deg. W. longitude. Critical habitat includes an aquatic zone that extends 20 nm (37 km) seaward in State and Federally managed waters from the baseline or basepoint of each major rookery and major haulout in Alaska that is west of 144 deg. W. longitude.*

**Critical habitat for Steller sea lions  
Major haulout and major rookeries in Alaska**

<b>Southeast Alaska:</b>					
<b>Haulout</b>		<b>Latitude</b>		<b>Longitude</b>	
<b>Major Haulout</b>	Benjamin Island	58 33.5 N		134 54.5 W	
	Biali Rock	56 43.0 N		135 20.5 W	
	Biorka Island	56 50.0 N		135 34.0 W	
	Cape Addington	55 26.5 N		133 49.5 W	
	Cape Cross	57 55.0 N		136 34.0 W	
	Cape Ommaney	56 10.5 N		134 42.5 W	
	Coronation Island	55 56.0 N		134 17.0 W	
	Gran Point	59 08.0 N		135 14.5 W	
	Graves Rock	58 14.5 N		136 45.5 W	
	Lull Point	57 18.5 N		134 48.5 W	
	Sunset Island	57 30.5 N		133 35.0 W	
	Timbered Island	55 42.0 N		133 48.0 W	
<b>BOUNDARIES TO</b>					
<b>Major Rookeries</b>	<b>Rookery</b>	<b>Latitude</b>	<b>Longitude</b>	<b>Latitude</b>	<b>Longitude</b>
	Forrester Island	54 51.0 N	133 32.0 W	54 52.5 N	133 35.5 W
	Hazy Island	55 52.0 N	134 34.0 W	55 51.5 N	134 35.0 W
	White Sisters	57 38.0 N	136 15.5 W		

## ATTACHMENT I:

### Wilderness Best Management Practices for Tracy Arm-Fords Terror Wilderness Agreements Regarding Vessel Operators

*This program is a cooperative effort between vessel operators and the Tongass National Forest. Initiated in 2008, Wilderness Best Management Practices are intended to minimize the impacts of tourism and vessel operations in the Tracy Arm-Fords Terror Wilderness in a manner that addresses both concerns for our natural resources and operators' concerns for safety and passenger service. By actively participating in this voluntary program, operators demonstrate their commitment to address key wilderness concerns.*

The following agreements will advance wilderness values but are not intended to compromise vessel safety.

**PRESERVING QUIET:** Operators recognize the importance of quiet and solitude and will minimize vessel announcements and signals while in Tracy Arm-Fords Terror Wilderness. While interpretation of wilderness values and marine ecology for passengers is important, operators agree to limit their outside announcements to preserve wilderness values of others in the vicinity. Operators agree to avoid announcements prior to 8:00am whenever possible, to limit the duration of announcements to about 5 minutes, to limit the number of announcements, and to lower the volume of announcements on outside decks to the minimum required for communication and safety. The Forest Service will work with vessel operators to suggest preferred locations for announcements and operators will agree to follow the Forest Service's recommended locations for these interpretive announcements (attached as Exhibit A and map). The Forest Service will also attempt to provide alternative methods of interpretation such as brochures, maps, and podcasts. Certain signals and announcements are necessary and required by the US Coast Guard for navigational and safety reasons.

**MAINTAINING CLEAN AIR:** All vessels agree to comply with the Marine Vessel Visible Emissions Standards (18 AAC 50-.070) and take all available and reasonable steps to minimize visible stack emissions while in Tracy Arm-Fords Terror Wilderness. Operators agree to take proactive steps to manage visible emissions, such as seeking engineered solutions and improvements to emissions monitoring. Visible stack emissions are regulated by the Alaska Department of Environmental Conservation and monitored by the US Forest Service in cooperation with Alaska Department of Environmental Conservation. Forest Service rangers will provide timely feedback to vessel operators resulting from their observations.

**PROTECTING WILDLIFE:** Operators agree to conduct their business in a manner which, whenever possible avoids changing the natural behavior of wildlife in their vicinity including bears, whales, and nesting birds such as terns and oystercatchers.

Harbor seals are protected by the Marine Mammal Protection Act that prohibits activities that could injure or disturb seals by disrupting behavioral patterns (i.e., breathing, nursing, breeding, feeding, or sheltering). Operators agree to remain **a minimum of 100 yards** away from seals on icebergs whenever possible.

All vessels agree to **reduce speed** when approaching hauled out seals, and to gradually increase speed when leaving the site in order to minimize wake. Sudden changes in speed are more likely to startle seals and wake can rock or tip icebergs, causing seals to slip off, separating mother-pup pairs.





**PRESERVING SOLITUDE:** Operators recognize the importance of an authentic Alaskan experience of wilderness and agree to help preserve solitude through the following measures:

**ENDICOTT ARM:** Vessels with more than 250 passengers agree not to schedule operations in Endicott Arm or Fords Terror. Visits to Endicott Arm and Fords Terror by vessels with more than 250 passengers will occur rarely such as when ice or fog limits operations elsewhere.

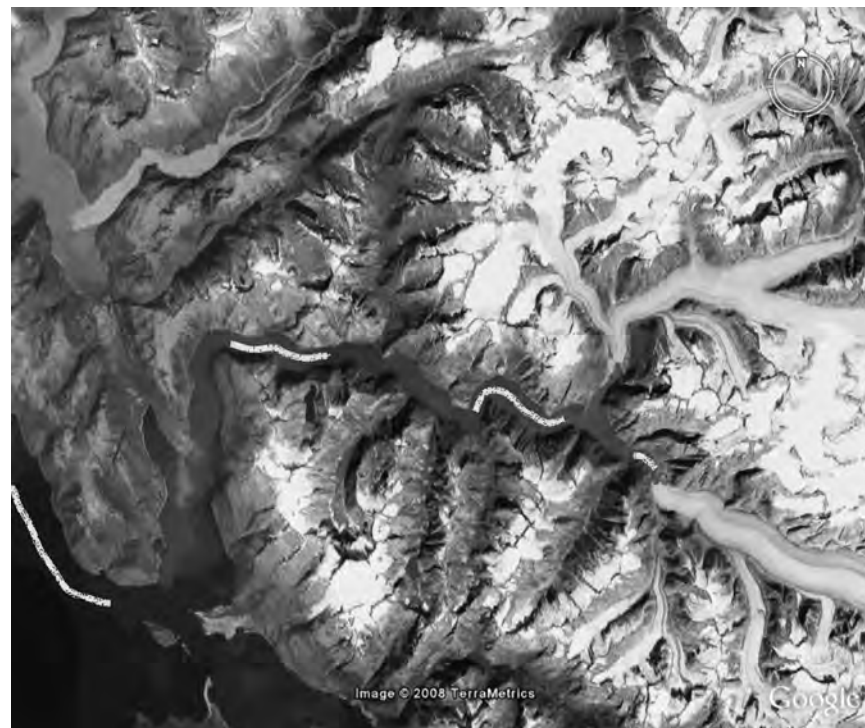
**FORDS TERROR:** Operators of motorized vessels agree to minimize their speed and wake around paddlers and to avoid them whenever possible, maintaining a safe and respectful distance. Paddlers acknowledge that use of the marine radio to announce their presence will assist motorized vessel operators in achieving these goals.

**SCHEDULES:** Operators agree to share their schedules to help avoid crowding any particular destination in the Tracy Arm – Fords Terror Wilderness.

**KEEPING IT ALIVE:** Vessel operators agree to include these guidelines in annual training and respective policies and procedures documentation. Operators will provide feedback about compliance with the above-guidelines to other operators and the appropriate agency. Operators agree to meet annually in February to review these Wilderness Best Management Practices.

**EXHIBIT A**  
**RECOMMENDED AREAS FOR INTERPRETIVE ANNOUNCEMENTS**

Here is a summary of locations where outside announcements would affect the fewest visitors: (see map)



Stephens Passage before entering Holkham Bay would be a good place to introduce Tracy Arm. Since the waterway is wide, announcements would not impact campers, kayakers, fishermen on shore, beach-walkers, hunters and other users of the wilderness area.

There is an approximate five-mile stretch beginning one mile east of the Tracy Arm elbow and ending one mile west of the first large U-shaped valley on the north shore. This would be a good area for short (5 minute) interpretive announcements to be made to guests.

There is another approximate four-mile stretch within the Tracy Arm S turns. It begins one mile north of the third U-shaped valley on the south shore, approximately eleven miles east of the elbow. It ends 1.5 miles west of Sawyer Island. This would be a good area for short (5 minute) interpretive announcements to be made to guests.

At the end of Tracy Arm, a few miles from South Sawyer Glacier is another area where there is an opportunity to present a short (5 minute) interpretive announcement for guests onboard ship. It would be preferable to leave a “quiet zone” within a few miles of Sawyer Island, to be able to ensure a more peaceful environment for those people who may be camping on the island.

**Recommended language for PA announcement in Stephens Passage or just prior to entering Tracy Arm, and/or for printing in ship’s daily program onboard which explains the intentions of this joint effort between vessel operators and the USFS:**

We’re about to enter one of the most pristine Alaskan environments that we’ll see on our voyage. Tracy Arm is a thirty-mile glacial fiord that reaches deep into the Coast Mountains and deep into our glacial past. With old-growth temperate rain forest here at its beginning and active tidewater glaciers at its upper reaches, our visit to Tracy Arm is a trip in time back to the Pleistocene ice age.

Tracy Arm is a special place. Recognizing its extraordinary biological, scenic, and recreational values, Congress protected the surrounding land as part of the National Wilderness Preservation System. The designation provides permanent protection for this part of the Tongass National Forest, ensuring that it remains a place of wild nature. It’s a land for wildlife, timeless forests, and the enjoyment of the American public.

To help preserve Tracy Arm’s wild character, tour companies and the Tongass National Forest created a set of guidelines for visiting the area. Cruise lines helped develop the guidelines and proudly support their goals, which include special considerations for wildlife, air quality, and other natural systems. In accordance with the agreement, we will limit our outside announcements within the fiord, helping preserve a quiet environment both for wildlife and for other visitors. During the next few hours, our naturalists will make a few announcements about the area, but otherwise we invite you to sit back and enjoy this spectacular part of our rich national heritage.



## Attachment J: Recycle with TBMP

TBMP members are strongly encouraged to commit to some level of recycling. In the spirit of Tourism Best Management Practices, this is a continuing effort to minimize impacts in our community. With the number of visitors that we receive each year, the waste we are generating provides a tremendous opportunity for each company to do their part by managing their waste streams in a responsible manner. Commitments we make to reduce that waste and recycle our re-usable items will be recognized by TBMP at the end of the season.

TBMP asks that all members track their recycling efforts each season by keeping records of the amount of waste that you are recycling (in pounds) either internally through your own record keeping or through an itemized receipt from a recycling service provider. TBMP will ask members to provide a short report at the end of the season which will allow TBMP to tally the cumulative amount of waste which was recycled by its members. Those companies who turn in records of their recycling will be recognized at the end of the season in a TBMP radio and print ad highlighting members' commitment to this program.

Thanks for doing your part to further the protection of our environment.

Here is a list of names and contact numbers for Juneau Recycling service providers. Please call them directly for service.

Coastal Recycling offers weekly, biweekly, and monthly pick-ups for commercial recycling. (Phone: 957.6168)

Green Guys Recycling: Phone: 209-9491 Email: [greenguysrecycle@yahoo.com](mailto:greenguysrecycle@yahoo.com)

