

Message

---

**From:** kday@princesstours.com [kday@princesstours.com]  
**Sent:** 4/18/2004 9:10:34 AM  
**To:** Mayor [bruce\_botelho@ci.juneau.ak.us]; Marc Wheeler [marc\_wheeler@ci.juneau.ak.us]; Jim Powell [jim\_powell@ci.juneau.ak.us]; David Stone [david\_stone@ci.juneau.ak.us]; Jeannie Johnson [jeannie\_johnson@ci.juneau.ak.us]; Daniel Peterson [daniel\_peterson@ci.juneau.ak.us]; Randy Wanamaker [randy\_wanamaker@ci.juneau.ak.us]; Stan Ridgeway [stan\_ridgeway@ci.juneau.ak.us]; Merrill Sanford [merrill\_sanford@ci.juneau.ak.us]  
**CC:** Rod Swope [rod\_swope@ci.juneau.ak.us]; Donna Pierce [donna\_pierce@ci.juneau.ak.us]; Maria Gladziszewski [maria\_gladziszewski@ci.juneau.ak.us]; Joe Buck [joe\_buck@ci.juneau.ak.us]; richard.gummow@ci.juneau.ak.us  
**Subject:** 2004 TBMP Guidelines  
**Attachments:** 04 TBMP final guidelines 4-15.doc; 04 TBMP invite w-logo.doc

All:

Attached are the 2004 Tourism Best Management Practices guidelines that have been distributed to 70 operators along with an invitation to join our organization. I have also attached that invitation letter. We look forward to high participation again this summer.

The TBMP program is a great example of how tour operators can work together with local residents to craft ways to conduct their operation in a manner that does not jeopardize their business' viability.

TBMP will not solve every single tourism issue for every single person in our community. However, it is a positive, pro-active piece of the puzzle, that over the last eight years, has served to reduce many of the negative impacts in Juneau. It has also turned out to be a "feather in Juneau's cap".

(As the professor from Georgia Tech University noted: "...a global example....something that Juneau and the State of Alaska should be proud of." )

As always, should you have suggestions or comments/concerns as the summer progresses, please do not hesitate to contact me or the related business.

Thank you for your continued support of TBMP. I think you will agree that for \$9,000 from passenger fees, the community gets a pretty good return on investment from our program. I hope you will continue to support our efforts and share a sense of pride in a program that we have all worked hard to mold.

We are committed to Tourism Best Management Practices, and will continue to endeavor to provide you with tangible results.

Best Regards, Kirby Day

(See attached file: 04 TBMP final guidelines 4-15.doc)

(See attached file: 04 TBMP invite w-logo.doc)

## 2004 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. 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** (586-6774) or through direct contact with the operators. You may also e-mail your comments to [ **HYPERLINK "mailto:tourism@ci.juneau.ak.us"** ]. TBMP encourages the community to utilize the hotline to register comments. Being informed of residents' concerns allows operators to modify the way in which they conduct their business to minimize impacts on the community.*

*In 2004, tour operators will continue utilizing an 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")*

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

*In their continued effort to fine-tune **Tourism Best Management Practices**, participating operators will require employees to sign an agreement in which they certify that they have read, understood, and intend to abide by the practices outlined below. (See attachments "D" and "E")*

### 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, and taxis. 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 preseason 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 Mansion when transiting 12<sup>th</sup> Street/Calhoun Avenue and along South Franklin Street in the core of downtown.
2. Taxis and Crew shuttles 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. **12<sup>TH</sup> STREET & CALHOUN AVENUE:** Drivers agree to avoid transiting 12<sup>th</sup> Street/Calhoun Avenue in empty buses and to avoid this area during morning and afternoon commute hours (7:30-8:00 a.m.; 4:30-5:00 p.m.). If a transfer or tour does not specifically include the Governor's Mansion, drivers will use Egan Drive as the preferred route to/from downtown and will refrain from transiting 12<sup>th</sup> Street/Calhoun Avenue. Operators of large buses agree to minimize use of this area for regularly scheduled tours and transfers.

4. **EMPTY TOUR VEHICLES:** Drivers of empty tour vehicles agree to avoid looping through downtown on Franklin/Front Streets or on Shattuck Way unless transiting to a drop-off or pick-up destination in the immediate vicinity.
5. **FRANKLIN STREET:** Drivers who miss a loading space at the 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 Avenues. To avoid congestion, drivers agree not to use Franklin Street as a shortcut when returning to the Steamship Wharf.
6. **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.
7. **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. Vehicles should not sit with engines idling while actively loading, unloading, or waiting for passengers to arrive. Note that the State Museum and USFS require companies to turn off engines at their facilities as part of a company's permit to operate.
8. **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.
9. **WEST JUNEAU:** All drivers should avoid conducting tours on Blueberry Hill and Pioneer Avenue. This includes taxi companies.
10. **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 Avenues.

11. **LEFT LANE OF EGAN DRIVE:** Operators of large buses 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.
12. **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.
13. **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.

14. **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.
15. **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.
16. **SAFETY ON ROADWAYS:** Drivers will take extra caution when encountering pedestrians, bikers, 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.

### **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 for 2004. To learn more, a website link to the LOA may be found at: **www.juneau.org/tourism**. Operators will conduct preseason training in a manner which emphasizes these guidelines.

17. **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
18. **ALTITUDE:** Operators follow voluntarily agreed-on 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.
19. **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 at the HAI website [ **HYPERLINK "http://www.rotor.com"** ].
20. **OPERATING TIMES:** Operators agree not to schedule glacier tour flight 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.

[ DATE \@ "MM/dd/yy" ]

Exhibit DT Best Management Practices Program Agreement -- Page [PAGE ]

Page 4 of 14

21. **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 (safety permitting).
22. **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**

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 in 2004: 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, and Treadwell Historic Loop Trail. Operators will conduct pre-season training in a manner which emphasizes these guidelines.

23. **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.).
24. **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 path around Twin Lakes for tours.
25. **INSTRUCTIONS TO YIELD:** Biking guides agree to instruct clients to safely yield to other users on commercially used bike paths whenever possible.
26. **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.
27. **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.
28. **YIELD TO OTHER USERS:** Guides agree to instruct clients to yield to other users on commercially used trails.
29. **TRAIL CONDITION REPORTS:** Operators agree to report trail conditions and trail abuse to appropriate regulating agencies.
30. **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)

31. **P.A. ANNOUNCEMENTS & SIGNALS:** Cruise Line Agencies, NorthWest CruiseShip Association and individual cruise lines will continue to work to minimize vessel announcements and signals. 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.

32. **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.

33. **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.

## 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 preseason training in a manner which emphasizes these guidelines.

34. **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.

35. **SPECIAL EVENTS:** Operators agree to pay extra attention when using these areas during special events including Salmon Derby and the Fourth of July.

36. **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. Marine tour operators also agree to monitor the volume and use of their onboard PA systems, as those may impact local residents and recreational boaters.

## General Agreements for All Operators and/or Agents

37. **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 2004 Tourism Best Management Practices guidelines applicable to his/her job description. See attachment "D" and "E" for examples.

38. CONTACT NAME: Operators/Agents agree to provide the CBJ and TBMP Hotline administrator with a contact name, telephone number, fax number and email address.

39. WORK SESSIONS: Operators/Agents agree to participate in periodic work sessions to discuss progress made in attaining program goals.

40. RESPONSE TO TBMP HOTLINE: Operators/Agents agree to respond to calls and emails received by 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.

## 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  
463-3900; [ HYPERLINK "mailto:kday@princess.com" ]

CBJ WEBSITE [ HYPERLINK "http://www.juneau.org/tourism" ]

TBMP HOTLINE Email [ HYPERLINK "mailto:tourismhotline@ci.juneau.ak.us" ]  
Phone: 586-6774

Laurie Logsdon, TBMP Hotline Administrator; [ HYPERLINK "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.

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 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) [ [HYPERLINK http://www.uscg.mil/vtm/pages/rules.htm](http://www.uscg.mil/vtm/pages/rules.htm) ] )

ATTACHMENT D: TBMP Employee Agreement (sample #1)

**TEMSCO Helicopters, Inc.  
TBMP Employee Partnership Agreement**

As an employee of TEMSCO Helicopters, Inc. in Juneau, I certify that I have read and fully understand the attached 2004 Tourism Best Management Practices (TBMP) program.

In an effort to demonstrate my personal commitment to make the 2004 visitor season as enjoyable as possible for visitors and local residents alike, to the best of my ability, I will honor the guidelines as outlined in this program. Further, I will convey to my fellow employees in the visitor industry the importance of operating our businesses in a manner that is both responsible and sensitive to neighborhood concerns.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor / Trainer Name

ATTACHMENT E: TBMP Employee Agreement (sample #2)

**COASTAL HELICOPTERS, INC.  
TBMP EMPLOYEE PARTNERSHIP AGREEMENT**

As an employee of Coastal Helicopters, Inc. in Juneau, I certify that I have read and fully understand the attached 2004 Tourism Best Management Practices (TBMP) program.

In an effort to demonstrate my personal commitment to make the 2004 visitor season as enjoyable as possible for visitors and local residents alike, to the best of my ability I will honor the guidelines as outlined in this program. Further, I will convey to my fellow employees in the visitor industry the importance of operating our businesses in a manner that is both responsible and sensitive to neighborhood concerns.

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

\_\_\_\_\_  
Employee Name Printed      Employee Signature      Date

**ATTACHMENT F: TBMP Internal Observation Form**

[ SHAPE \\* MERGEFORMAT ]  
TBMP Participant,

We thought it prudent to inform you that one of the facets of your operation was viewed by our staff to possibly be out of compliance with one or more of the guidelines established in the 2004 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 have addressed this issue.

Don't hesitate to call our owner/manager to discuss this issue further. We are sure that you are aware of the importance bestowed upon this program by all participants and the community. If any of our operations were viewed to be possibly out of compliance we hope that you would extend us the courtesy of communicating similar information.

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

\_\_\_\_\_  
\_\_\_\_\_

**Participant explanation:**

---

---

---

---

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

---

---

---

---

*Signature:*

Manager of observed program participant: \_\_\_\_\_ Phone \_\_\_\_\_

Email: \_\_\_\_\_

**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 11

Effective Date: May 1, 2004

#### 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 drainage's, (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

[ DATE \@ "MM/dd/yy" ]

Exhibit DT Best Management Practices Program Agreement -- Page [PAGE ]

Page 13 of 14

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.