TBMP
Tourism Best Management Practices
Making Tourism Work for Juneau

TBMP SUMMARY REPORT

March 2022

CONTACT ID	DATE	CONCERN TYPE	AREA	SUBMISSION DETAILS	REFERRED TO	RESPONSE DETAILS	ADDITIONAL RESPONSE
01-3/22	3/25/2022	Vehicle: Bus/Trolley	Auke Bay	There is no commercial tourism at Auke Village Recreation Area and no reason for a motor coach to be training on the old Glacier Highway in that stretch instead of the bypass above. Saw an empty motor coach with one elderly female driver on that section today. Gave her a thumbs down and she glowered at me. Don't know what line, white w light blue patterns. Please remind all the drivers for all companies that they have no reason to be training in areas they won't tour and in neighborhoods.	Kirby Day, Bus Operators	HAP: We chatted with the Training Instructor about it today. Apparently he wasn't in the meeting last week when we went over locations that we needed to stay away from during training. He knows now.	HAP to submitter: Sorry for the late response, but I have confirmed that this was one of our training coaches. Your assessment below is spot on – we have no business being on that section of road with the bypass located just above. We met with our training Instructors and passed this along on Tuesday, and I'm confident that the issue is corrected.