

Juneau, Alaska Tourism Advisory Committee Voluntary Compliance Program

[NOTE: This is an archival page. Current information about tourism issues in Juneau will be found at <http://www.juneau.org/tourism/>. The Tourism Advisory Committee was disestablished by resolution of the City and Borough of Juneau Assembly on July 10, 2000.]

1999 Voluntary Compliance Program

The Tourism Advisory Committee introduced the Voluntary Compliance Program in 1997 to establish guidelines for tourism operators with the objective of minimizing the impacts of tourism growth on the community. The guidelines represent a cooperative effort between local tourism industry operators and the Tourism Advisory Committee. Operators who participate in this voluntary program agree to conduct their operations in accordance with established guidelines.

Request for Feedback

The Tourism Advisory Committee recognizes that the Voluntary Compliance Program cannot be the only answer to the pressures that increasing tourism growth has placed on our community, however, it is an important piece of the solution. Please help us increase the effectiveness of the program next year by reviewing the operator guidelines and telling us how effective you think the program has or has not been. Have you noticed areas of improvement or deterioration specific to these guidelines? Are there operators we should commend for their improved efforts to minimize their impacts on the quality of life in Juneau? Are there other guidelines we should add to the program? How can the program serve you better next year?

Please submit your comments to the Committee at Tourism_Coordinator@mail.ci.juneau.ak.us. Your input will help us work toward our mutual goals of protecting the qualities of our community that make it a great place to live and visit.

Voluntary Compliance Guidelines*

* [Also available for download as a PDF \(Adobe Acrobat™\) file.](#)

Transportation and Vehicle Issues

For the purposes of this agreement, "vehicles" include buses, mini-buses, limousines, and vans operated by the company whose representative signs this agreement and taxis whose owners or drivers sign this agreement.

1. Drivers will not park or stop vehicles or disembark passengers on bridges throughout the CBJ, including but not limited to Salmon Creek, Montana Creek, and Brotherhood bridges. {CBJ 72.02.360 (a)(1)(g)}
2. Drivers will avoid transiting 12th Street/Calhoun Avenue in empty buses.
3. Traffic will be kept to a minimum on 12th Street/Calhoun Avenue and curtailed during commute hours (7:30 a.m. to 8:00 a.m. and 4:30 p.m. to 5:00 p.m.) If a transfer or tour does not specifically include passing the Governor's mansion, the recommended route to and from downtown is Egan Drive.
4. As a safety measure, drivers of buses departing the Seadrome Building and the Goldbelt Hotel will avoid making left turns onto Egan Drive during peak traffic hours.

5. Drivers of buses and mini-buses who miss a loading space in Marine Park will transit the Columbia Lot, turn around, proceed to the museum area, and return to Marine Park.
6. Drivers of empty tour vehicles will avoid looping through downtown on Franklin and Front Streets or behind City Hall on Shattuck Way unless transiting to a pick-up destination in that area. This includes empty vehicles arriving from the Rock Dump and preparing to stage at Marine Park.
7. Vehicle operators will never block designated bike paths. {CBJ 72.02.400}
8. Vehicle operators will turn off engines at all venues and eliminate all needless idling of engines.
9. When staging vehicles at the State Museum and on 9th Street, drivers will not block other vehicles.
10. Vehicle operators will pay special attention to crosswalks throughout CBJ and will make it a point to stop for pedestrians using the crosswalks. {CBJ 72.02.155}
11. Vehicle operators will minimize transit of residential streets off of Douglas Highway unless going to a specific pick-up or drop-off destination (charter, call for taxi, etc.) Taxi drivers will minimize tours conducted on Pioneer Avenue and Blueberry Hill and limit themselves to no more than two taxis in the area at one time. Taxi drivers will not load or unload passengers on private property on Pioneer Avenue or Blueberry Hill when on a tour.
12. Vehicle operators will use Basin Road in a safe and responsible manner. The speed limit on Basin Road is 10 m.p.h. {CBJ 72.02.275(a)}
13. Vehicle operators will use appropriate loading and unloading zones. {CBJ 71.12.045, 050, 055, 060}
14. Vehicles will have a number and, when possible, company identification consistent with applicable commercial passenger vehicle code requirements.
15. Operators will not use Sandy Beach, Twin Lakes, or Auke Bay Recreation Area as tour destinations.

Flightseeing Issues

1. Operators agree that tour flight departures will not be scheduled prior to 8:00 a.m. or after 7:00 p.m. Regularly-scheduled tour flights will be completed by 9:00 p.m. (Non-tour operations will occur outside these hours.)
2. All companies conducting air tours will operate in a manner that minimizes impacts to back-country users and wildlife.
3. All helicopter flightseeing operators will abide by the principals of the Helicopter Association International (HAI) Fly Neighborly Program and instruct pilots in its local application. In addition to the air tour routes, minimum altitudes of 1,500 feet will be utilized over all residential areas (except during landing and take-off, or when lower altitudes are required by the Juneau Control tower, weather conditions, or to insure safety of flight).

Walking, Hiking, and Bicycling Issues

1. Operators conducting downtown walking tours will curtail operations during commute hours (7:30 a.m. to 8:00 a.m. and 4:30 p.m. to 5:00 p.m.).

2. Operators conducting bicycle tours along Twin Lakes will use the bike path on Glacier Highway instead of the path along the shoreline.
3. Operators will use trails and trailhead parking in a courteous and responsible manner and pay particular attention to independent users and environmental impacts. When possible, operators will pick up and dispose of incidental litter along the trails and in the parking areas.

Commercial Use of Trails

Trails scheduled for commercial use during the 1999 season: Perseverance, Sheep Creek, Upper Mt. Roberts, East Glacier, West Glacier, Herbert Glacier, Outer Point, Granite Creek.

Cruise Ship Issues

1. Cruiseline Agencies, NorthWest CruiseShip Association, and individual cruise lines will continue to work to minimize vessel announcements and signals, understanding that certain announcements and signals are necessary and required by the U.S. Coast Guard or are necessary for safety reasons.
2. All cruise vessels agree to comply with Marine Vessel Visible Emissions Standards 18-AAC-50-070 and to take all available and reasonable steps to minimize visible air emissions while in port.

Docks, Harbors, and Airport Issues

1. All tourism companies and charter boat operators will use docks, harbors, loading ramps (including their associated parking facilities) and airport facilities in a courteous and responsible manner. Operators will be especially cooperative in the use of facilities in non-regulated situations.
2. During holidays and special local events such as the Salmon Derby and 4th of July, operators will use docks, harbors, and loading ramp areas in a courteous and expeditious manner.

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