

2000 Voluntary Compliance Guidelines

General

The Voluntary Compliance Program provides guidelines intended to minimize impacts of tourism in a manner that addresses both community and industry concerns. The guidelines are a cooperative effort of the Planning and Policy Committee, the Tourism Advisory Committee, and local tour operators. Operators who choose to participate in the program voluntarily comply with guidelines suggested by the Tourism Advisory Committee which are intended to reduce impacts to local residents.

The program is designed to work in conjunction with the Tourism Hotline. Operators who agree to participate in this voluntary program are agreeing that they will conduct their operations in accordance with the guidelines below in order to minimize impacts on the community. Tour operators will be informed by CBJ staff of complaints received on the Hotline relating to their specific operations. Participating operators also agree to attempt to resolve the situation or misunderstanding by responding to the call and informing CBJ staff of the outcome.

Transportation and Vehicle Issues

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

1. Drivers will not slow down for specific sightseeing opportunities when their actions do not coincide with the normal flow of the traffic in the area. This will prevent tour vehicles traveling at unreasonably slow speeds from holding up traffic.
2. Drivers will avoid transiting 12th Street/Calhoun Avenue in empty buses. (Some training will occur before and during the season.)
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, via Willoughby to Whittier Avenue, and return to Marine Park. To avoid congestion, drivers will not use Franklin Street for the purpose of turning around and returning 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 these areas. This includes empty vehicles arriving from the Rock Dump and preparing to stage at Marine Park.
7. Vehicle operators will eliminate all needless idling of engines and will at every reasonable opportunity, turn engines off.
8. Vehicle operators utilizing equipment with a wheelchair lift will use the designated ADA zones for active loading and unloading, and not for staging.
9. When staging vehicles at the State Museum and on 9th Street, drivers will not block other vehicles.

10. Vehicle operators will minimize transit of residential streets unless going to a specific pick-up or drop-off destination.

11. 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. Vehicles will display a number and when possible, company identification consistent with applicable commercial passenger vehicle code requirements.

13. Operators will not use Sandy Beach, Twin Lakes, or Auke Bay Recreation Area as tour destinations.

In addition to voluntarily adhering to the guidelines above, vehicle operators should be aware that the following are actual CBJ laws pertaining to vehicle traffic:

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. Vehicle operators will not block designated bike paths. {CBJ 72.02.400}

3. Vehicle operators will pay special attention to crosswalks throughout CBJ and will stop for pedestrians using the crosswalks. {CBJ 72.02.155}

4. 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)}

5. Vehicle operators will use appropriate loading and unloading zones. {CBJ 71.12.045, 050, 055, 060}

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-related 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. Operators will increase route management efforts to minimize impacts and use less disturbing routes whenever possible (weather and operational constraints permitting). Specific route and altitude changes are planned to include raising altitudes in the Gastineau Channel (pending outcome of 2000 Operator/FAA Letter of Agreement).

4. The departure from the airport to the west will be routed directly over the beacon to the north of the cut in order to avoid having aircraft drifting too far to the north (unless otherwise directed by the Air Traffic Control Tower or to avoid traffic).

5. Operators have identified voluntary "low use zones" and will avoid the following areas in the proximity of tour routes:

a. Perseverance /Granite Creek Basin Area

b. Peterson Trail/Lake Area

c. Eagle River/Eagle Glacier Cabin Area.

6. Operators will increase emphasis on training pilots to make sure they are using routes as designed to minimize impacts.

7. Operators will increase coordination efforts among themselves to encourage adherence to the guidelines and improve the effectiveness of the Voluntary Compliance Program.

8. Air tour operators will conduct helicopter flightseeing operations in accordance with the principals of the Helicopter Association International (HAI) Fly Neighborly Program and instruct their 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, Fritz Cove Road, and other areas within the CBJ will utilize bike paths as provided and will operate single file.

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.

4. Tour guides and their company name should be easily identifiable when conducting these hiking, biking, or walking tours.

5. Tour guides shall instruct their clients to yield to other users on the trail.

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 stack effluents while in port.

3. Cruise ship tender operators will utilize tender facilities such as the Marine Park Float and the Intermediate Vessel Float in a safe and responsible manner, while being courteous to other users of the facility.

Docks, Harbors, and Airport Issues

1. All tour 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.

General Information

Phone Contacts:

CBJ Tourism Hotline	586-6774	CBJ Tourism Coordinator	586-0218
U.S. Forest Service, Juneau Ranger District	586-8800	Alaska State Parks, Southeast Area Office	465-4563
CBJ Parks and Recreation	586-5226	Airport Manager	789-7821
Trails Information	586-5330	CBJ Port Director	586-5255
Trail Mix	790-6406		

Commercial Use of Trails

You may encounter commercial groups on the following trails during the 2000 tourist season:

Perseverance, Upper Mt. Roberts (above the tram), East Glacier, West Glacier, Herbert Glacier, Glacier Nature Loop, Outer Point, Granite Creek, Amalga (Eagle River), SAGA Beach, Auke Lake Launch Ramp Access, Smugglers Cove Beach Access, Nugget Creek, Sunshine Cove Beach Access.