TBMP
Tourism Best Management Practices
Making Tourism Work for Juneau

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

	May	June	July	August	September	Season
2000						
Cruise Ship Noise	3	7	4	4	2	20
Cruise Ship Emissions*	12	19	34	13	7	85
Flightseeing	18	35	26	15	10	104
Vehicles	13	6	4	5	6	34
Other	3	0	2	0	0	5
Total Calls	49	67	70	37	25	248
2001						
Cruise Ship Noise	1	2	2	3	0	8
Cruise Ship Emissions*	4 (10)	5 (24)	7 (39)	4 (17)	0	20
Flightseeing	23	23	24	13	1	84
Vehicles	9	17	14	10	1	51
Other	6	3	5	1	2	17
Total Calls	39	45	45	27	4	180
2002						
Cruise Ship Noise	2	4	4	3	2	15
Cruise Ship Emissions*	1 (4)	1 (10)	1 (6)	-3	-2	3
Flightseeing	6	8	12	9	3	38
Vehicles	2	6	2	6	1	17
Other	2	1	2	6	0	11
Total Calls	13	20	21	24	6	84
2003						
Cruise Ship Noise	5	9	3	3	2	22
Cruise Ship Emissions*	0	1	1	0	0	2
Flightseeing	5	22	11	7	5	50
Vehicles	6	11	8	4	2	31
Other	2	5	3	3	1	14
Total Calls	18	48	26	17	10	119
2004						
Cruise Ship Noise	1	2	3	1	0	7
Cruise Ship Emissions*	5	2	0	2	0	9
Flightseeing	22	36	40	44	1	143
Vehicles	5	6	6	6	4	27
Other	7	4	2	1	1	15
Total Calls	40	50	51	54	6	201
2005						
Cruise Ship Noise	0	4	2	2	2	9
Cruise Ship Emissions*	2	0	0	0	0	3
Flightseeing	8	17	22	18	4	69
Vehicles	10	14	12	13	0	49
Other	3	0	1	3	0	7
Total Calls	23	35	37	36	6	137
2006						
Cruise Ship Noise	0	1	1	0	0	2
Cruise Ship Emissions*	0	0	1	0	0	1
Flightseeing	10	13	15	4	1	43
Vehicles	12	4	11	6	1	34
Other	1	2	5	0	1	9
Total Calls	23	20	33	10	3	89
2007						
Cruise Ship Noise	2	(1other) 7	0	3	0	12
Cruise Ship Emissions*	3	0	2	1	0	6
Flightseeing	6	5	6	7	5	29
Vehicles	11	13	7	7	3	41
Other	4	2	1	2	1	10

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

Total Calls	26	27	16	20	9	98
2008						
Cruise Ship Noise	2	5	** 0	1	1	9
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	4	6	7	4	1	22
Vehicles	7	6	11	5	3	32
Other	1	1	6	0	0	8
Total Calls	14	18	24	10	5	71
2009						
Cruise Ship Noise	1	1	0	1	4	7
Cruise Ship Emissions*	3	1	0	0	0	4
Flightseeing	1	6	7	2	1	17
Vehicles	6	25	17	9	3	60
Other	1	2	2	2	0	7
Total Calls	12	35	26	14	8	95
2010						
Cruise Ship Noise	0	0	0	1	1	2
Cruise Ship Emissions*	1	1	0	0	0	2
Flightseeing	1	1	4	0	0	6
Vehicles	7	8	4	5	1	25
Other	4	0	0	0	1	5
Total Calls	13	10	8	6	3	40
2011						
Cruise Ship Noise†	9	0	0	1	0	10
Cruise Ship Emissions*	1	1	0	0	0	2
Flightseeing	3	3	0	0	0	6
Vehicles	4	4	6	11	1	26
Other	2	1	0	1	1	5
Total Calls	19	9	6	13	2	49
2012						
Cruise Ship Noise	0	0	0	2	1	3
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	8	0	3	5	0	16
Vehicles	8	4	6	7	7	32
Other	1	1	2	1	0	5
Total Calls	16	5	11	15	8	56
2013						
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	3	3	1	0	1	8
Vehicles	2	3	2	8	2	17
Other	1	1	3	3	1	9
Total Calls	6	7	6	11	4	34
2014	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	1	0	0	0	0	1
Vehicles	3	2	1	5	1	12
Other	2	7	6	1	1	17
Total Calls	6	9	7	6	2	30
2015	May	June	July	August	September	Total
Cruise Ship Noise	1	1	0	0	0	2
Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	3	0	2	0	0	5
Vehicles	3	4	5	3	0	15
Other	3	2	1	5	0	11
Total Calls	10	7	8	8	0	33
2016	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0

TBMP Hotline Year Over Year Comparison, by Call Type

2019 Season (May through September)

Cruise Ship Emissions*	0	0	0	0	0	0
Flightseeing	4	0	3	6	1	14
Vehicles	5	7	5	3	1	21
Other	0	6	3	1	0	10
Total Calls	9	13	11	10	2	45
2017	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	0	2	1	1	1	0
Aircraft	1	3	5	3	0	0
Vehicles	6	5	18	6	0	0
Other	5	1	6	1	1	0
Total Calls	12	11	30	11	2	66
2018	May	June	July	August	September	Total
Cruise Ship Noise	0	0	0	0	0	0
Cruise Ship Emissions*	1	3	1	1	0	6
Aircraft	2	1	2	0	0	5
Vehicles	8	6	3	6	3	26
Other	2	1	7	0	5	15
Other: Whale Watching	0	1	1	0	0	2
Total Calls	13	12	14	7	0	54
2019	May	June	July	August	September	Total
Cruise Ship Noise	3	0	0	0	0	3
Cruise Ship Emissions*	2	0	0	0	0	2
Aircraft	4	0	0	0	0	4
Vehicles	9	0	0	0	0	9
Other	4	0	0	0	0	4
Other: Whale Watching	3	0	0	0	0	3
Total Calls	25	0	0	0	0	25

† In May 2011 Disney Cruise Line's Disney Wonder called in Juneau for the first time and was unfamiliar with the TBMP noise guidelines as they applied to the Gastineau Channel.

In 2006 a number of previous records were broken for rain fall. May – 4.56"; June – 5.93"; July – 4.43"; August – 11.02"; September – 13.01". The flightseeing industry was especially impacted by this bad weather.

* As of 2001 callers were asked to report emission concerns directly to the Alaska Department of Environmental Conservation (DEC). Calls left on the message line were forwarded to DEC and are included in the total calls shown for Cruise Ship Emissions in parenthesizes. However, only the calls left on the message line are included in the Total Calls.

** Two calls on the July 2008 Summary and Comparison were logged under cruise ships. On this report they have been linked with the Other category as Other Vessel complaints.