## Section 2
## Loading Zone Rules

A CBJ employee will be assigned to the lot to ensure a consistent and orderly compliance of CBJ ordinance pertaining to parking lot management. No person shall operate, park, stand, or stop a commercial vehicle, or cause or direct the same, within the designated loading zones in the downtown waterfront area except as authorized by the permit. Vehicular use of a designated loading zone for commercial purposes is a violation of CBJ ordinance 85.25.090(15).

The Port Director may require permit holders to comply with stipulations as necessary to assure safety, security, and efficiency of operation. All commercial transportation users of the Loading Zones must be members of Tourism Best Management Practice (TBMP).

**1) "A" Loading Zones.** Pursuant to 05 CBJAC 10.060 Loading Permits section (c)(6) "A" loading zones are designated for vehicles greater than 27 feet in overall length. Conditions of the "A" Zone Permits will include:

a. All motor coaches, buses, mini-buses, and trolleys will take special care when backing out of all loading/unloading zones. All companies will assign a representative on site to assist with traffic flow and backing procedures during the first two (2) hours of tour operations at each staging facility. Operators should also provide a backer during their own peak hours of operations throughout the day at each location.
b. Beginning in permit year 2025, all buses will be required to have "white noise" backup alarms vs. the traditional "beeping" backup alarms.
c. All companies must be members of TBMP.

**2) "B" Loading Zones.** Pursuant to 05 CBJAC 10.060 Loading Permits section(c)(7)"B" loading zones are designated for vehicles 27 feet and less in overall length. All companies, including Crew Shuttles, must be members of the TBMP.

**3) "C" Loading Zones.** This authorizes the holder to provide non-motorized tour/shuttle services on the Seawalk. Drivers shall be limited to operating during daylight hours. Vehicles are restricted to the downtown area from 10th street and Egan Drive to Mill Street. Area will exclude Egan Drive from Willoughby Avenue to 10th St. Drivers may not stop for passengers at any location that obstructs traffic or causes a safety hazard to passengers or others. All companies must be members of TBMP.

**4) "Limited" Loading Permits.** Pursuant to 05 CBJAC 10.060 Loading Permits section (d) a person may apply for a limited loading permit for designated vehicles to provide services in a designated loading zone to a cruise ship or cruise ship passengers for Occasional or off-peak-hour use. The active freight loading zone established near the

People's Wharf and Peratrovich Plaza shall not be designated for "A" or "B" permit vehicles. This active loading zone is to be used for commercial deliveries, including USPS and other freight companies.

a. Non-passenger vehicles. If the vehicle will be left standing in a loading zone for any amount of time, or if the driver will not remain with the vehicle for any period of time, the permittee must schedule that time with the Port Manager at 500-4119 so as not to interfere with the efficient use of the loading zone by other permittees. The permittee must make every attempt to minimize any standing in the loading zone.
b. Passenger Vehicles. All requirements of 05 CBJAC 10.060(c) "Loading Zone Rules" apply to vehicles providing passenger services to a cruise ship pursuant to a limited loading permit.

**5) General Rules.** Pursuant to 05 CBJAC 10.060(c) the following "Loading Zone Rules" apply.

a. No signs are allowed in the loading zone.
b. Vehicles with windshields must have a current decal displayed in the lower right corner of the front windshield of the vehicle, or as specified by the Port Director. Non-Motorized (human powered vehicle), must display a decal between the two bars just below the handlebars.
c. No person shall sell or solicit the sale of any goods or services in any loading zone.
d. Goods and passengers shall be staged at loading zones to minimize vehicular standing time. No vehicle shall be present in a loading zone except as reasonably necessary for loading or unloading goods or passengers. (see section 3 (1))
e. Queuing, blocking, or staging outside of designated loading zones, taxi stands, or signed load/unload areas is strictly prohibited. No vehicle may block or impede the travel lane, crosswalks, pedestrian routes, or ADA-accessible paths at any time.
f. The driver of a vehicle must remain in the driver's seat unless assisting in the loading or unloading of passengers or luggage in the immediate vicinity of the vehicle. No driver may leave a vehicle unattended in a loading zone for any period of time.
g. All employees of the permitted operators must wear an ID tag with their first and last name and company name.
h. Permittees are required to provide a list of all employees who will operate in the loading zones to the Port Office in the Seadrome Building at 76 Egan Drive. No employees or drivers will be permitted onto the CBJ lots without their names and drivers license numbers being presented to the Port Office in the Seadrome Building at 76 Egan Drive.

i. Backing of vehicles during peak hours is prohibited unless personnel are in place to assure no pedestrians or other vehicles are in back-up area.
j. The holder of this permit is responsible and accountable for the actions of all drivers operating under your Permit.

**6) Pre-Sold Tour Rules.** Docks & Harbors will continue its policy of "locking down" the Cruise Ship Terminal Lot in accordance with previously issued "A" and "B" zone permits. The purpose of this activity is to maximize the efficiency of transporting cruise passengers with pre-sold tours.

a. Port staff is authorized to restrict use of all parts of loading zones to carriers with pre-sold tours during the period of heaviest pre-sold tour activity. Typically, the pre-sold period extends over a period of sixty-minutes.
b. Port staff will provide the start and stop times of the pre-sold tour period showing the areas restricted to pre-sold tours.
c. Prior to allowing permitted operators to enter an area restricted to pre-sold tours, port staff will verify the operator is picking up pre-sold tour passengers by providing a manifest.

## Section 3
## Designated Loading Zones

Per CBJAC 10.060(b)(1) the Port Director is authorized to designate loading zones in the downtown waterfront area and establish rules to assure safety, security, and efficiency of operation.

**1) Loading Zone Time Limits.** Operators are not to use the loading zones as a "sales booth." Port staff may establish staging time limits to assure that goods and passengers are staged at loading zones to minimize vehicular standing time and to assure that no vehicle is present in the loading zone except as reasonably necessary for loading and unloading goods and passengers.

**2) Columbia Lot (Tram Lot).** This lot is designated the "A zone" shuttle facility. As required in a conditional use permit, coaches shuttling cruise passengers from the AJ Dock will actively load and unload from this using a designated facility shuttle lane. On days when the AJ Dock shuttle is not operating, "A" zone permitted coaches with scheduled shuttles to the Mendenhall Glacier may also actively load and unload from this designated shuttle lane.

a. "A or B" loading zone includes the three lanes closest to the Tram between the Taxi/Crewshuttle load-unload and the "A" zone.
b. "B" loading zone includes the two lanes closest to the Taxi/Crewshuttle load-unload lanes.
c. Taxi/Crewshuttle load-unload zone is the lane closest to S. Franklin Street.
d. Front of the line vehicles shall adhere to a ten-minute rule for standing.
e. No vehicle shall stop in the drive-thru lane.
f. No vehicle shall enter the Columbia Lot (Tram Lot) with oil/fluid leaks.

g. No vehicle backing is allowed in the Columbia Lot (Tram Lot).

**3) Cruise Ship Terminal Lot.** This lot is designated for "A zone" permitted coaches and for "B zone" vehicles engaged in large capacity transportation of cruise ship passengers. As such, Class C Vehicles Taxis and Crew Shuttles will not have access to this lot.

a. Lane's one through twelve are designated for "A" loading zones, and large freight loading & unloading vehicles.
b. Lanes thirteen through fifteen are designated for "B" loading zones.
c. Class C Vehicles, Taxis, and Crew Shuttles may not pick up or drop off passengers in the Cruise Terminal Lot.
d. Vehicles may not stop anywhere in the Cruise Terminal Lot other than designated parking lanes.
e. No vehicle shall enter the Cruise Terminal Lot with oil/fluid leaks.

**4) Steamship Wharf Plaza. (Brickyard)**

a. The inner plaza schedule will be opened and closed in accordance with a schedule adopted by the Port Director. On occasion, there will be partial closures, or reconfigurations, to accommodate community events. Advanced notification will be provided by port staff.
b. "A" loading zones include the inner plaza and the on-street lane designated as "A" zones. Port staff is authorized to allow "B" vehicles to use these zones on occasion.
c. Operators shall turn-off vehicles after parking and not restart buses until passengers are loaded and the vehicle is ready to depart.
d. Crew Shuttles and Taxis are prohibited from using the Steamship Wharf Plaza.
e. No vehicles shall enter the plaza with oil/fluid leaks.

**5) Red Dog Saloon "B Zone" Lane**

a. Designated lane for "B Zone" passenger pickup and drop off only while actively loading or unloading. Taxis may use this lane only when operating under a valid "B Zone" permit for a pre-arranged pickup/drop off; taxis may not stand or stage in this lane. Because pre-arranged service may not be visually apparent, Harbor/Port staff may verify compliance by contacting the driver.

b. "Front of the line" vehicle shall adhere to a ten-minute maximum for standing while completing an active pickup/drop off. Vehicles not actively loading/unloading must move out of the lane.

c. No hawking, selling or soliciting of tours in a loading zone (see general rules).

**6) Peratrovich Plaza (PP) "B Zone Only"**

a. Class "A" Vehicles and Class "C" Vehicles will not have access to the PP Lot.
b. Class "A" Vehicles, Class "C" Vehicles. may not drop off passengers in the PP Lot.
c. Vehicles may not stop anywhere in the PP Lot other than designated parking lanes.
d. Operators shall turn-off vehicles after parking and not restart buses until passengers are loaded and the vehicle is ready to depart.
e. No vehicle shall enter the PP Lot with oil/fluid leaks.
f. No hawking, selling or soliciting of tours is allowed (see general rules).
g. The Taxi Stands are the two spots nearest the Seawalk on the south side of the lot. The area is signed as a Taxi Stand.

**7) Port Field Office Lightering Float.**

a. Vendors are allowed to assemble contract tours near the head of the ramp, provided activities do not impede passenger flows.
b. No tour sales may take place at or near the head of the ramp.

**8) Class C Endorsement.**

a. Non-motorized (human powered vehicles), with a class C endorsement are authorized to use the Seawalk.
b. This type of vehicle is allowed to troll up and down the Seawalk but no hawking allowed. With the exception of pedi-cab tours, no excursions shall be sold by the operator of the class C endorsement vehicle.
c. Stopping stations are located in an area behind the Visitors Center and in the vicinity of the Visitor Center Kiosk at the Brickyard. (see attached map)
d. Class C Endorsed vehicles are not permitted to use the Cruise Terminal Lot.
e. This type of vehicle is allowed to advertise subject to the following limitations:
    i. Signage not larger than 3 square feet in total and no wider than the maximum width of the pedi-cab.
    ii. With the exception of pedi-cab tours, no solicitation for tour related excursions;
    iii. No solicitation endorsing any of the Vendor Booths permitted under 05 CBJAC 10;
    iv. No advertisement of alcohol, tobacco or marijuana products.
f. Music is prohibited.

**9) Crew Shuttles.**

a. Crew Shuttles are not permitted to use the Cruise Terminal Lot or Brickyard.
b. Crew Shuttles are not permitted to sell tours without meeting the requirements

for tour sales to passengers.

c. Crew Shuttles are not permitted to transfer fares between the "A" & "B" zones or "B" zones.

d. Crew Shuttles are permitted to use the "B" loading zones, with the following exceptions:

i. Crew Shuttles are not permitted to use the "B" loading zones during the pre-sold period and/or for 60 minutes after the first passenger disembarks.

ii. The front vehicle in the "B" zone has a ten-minute limit.

e. No vehicles shall enter any loading zone areas with oil/fluid leaks.

**10) Taxis.**

a. Designated "taxi stands" are located in the Taku Parking Lot, Peratrovich Plaza, and the Red Dog. The taxi stands are designated by signage and are not required to possess a "B zone permit.

b. In the Columbia Lot (Tram Lot) there is a designated "load & unload" zone for taxis. This designated area is not a taxi-standing zone but rather a location to drop off and for dispatched taxis to meet their customers in a visible location. Taxis are not required to possess a "B zone" permit to use this designated "load & unload" zone.

c. Taxis are not allowed in the Cruise Ship Terminal lot or the Brickyard.

d.. Taxis are not permitted to use the "B" loading zones in the PP Lot during the pre-sold period and/or for the first 60 minutes after the first passenger disembarks. Taxis are allowed to use the Taxi Stand during the pre-sold period.

e.. No person shall sell or solicit the sale of any goods or services in any loading zone.

f.. Permittee or its representatives shall not engage in hawking or interfere verbally or non-verbally with the active operations of other sales.

g.. No vehicles shall enter any loading area with oil/fluid leaks.

h. Queuing, blocking, or staging outside the designated taxi stands or the signed load/unload areas is strictly prohibited. No vehicle may block or impede the travel lane, crosswalks, pedestrian routes, or ADA-accessible paths at any time.

## Section 4
## General Operating Requirements

Pursuant to 05 CBJAC 10.070 General operating requirements, permittee must comply with the following:

**1) Insurance**

a. Permittee will provide a certificate of insurance and policy endorsement demonstrating auto liability insurance coverage with a minimum limit of $500,000 combined single limit and/or general liability coverage per occurrence and aggregate, naming the City & Borough of Juneau as additional insured.

b. The Permittee thereof shall notify the City and Borough if the policy is modified, or cancelled.

**2) Compliance**

a. Permittee is responsible for compliance with permit conditions. Any entity or person listed on the permit, whether it be a partnership, joint venture, or other form of association or joint ownership, shall be deemed to be jointly and severally liable for any violations of the permit by any person operating under the permit.

**3) Permit Requirements & Eligibility**

a. The permittee is required to comply with stipulations as necessary to assure compliance with applicable requirements of 05 CBJAC 10.040 and the Maritime Transportation Security Act of 2002. Permit holders shall also comply with the prohibitions set out in 05 CBJAC 10.020, the tour sales area rules set out in 05 CBJAC 10.040(c), and the general operating requirements set out in 05 CBJAC 10.070. The permittee:

(1) is responsible for complying with all state, federal , and local laws applicable to their activities;
(2) shall police area immediately around their area and shall properly dispose of all litter accumulating during the course of activities;
(3) shall reimburse the City and Borough of Juneau for any damage to municipal property caused by the permittee's activities, including the cost of litter abatement;
(4) may not store equipment or supplies in the downtown waterfront area, except as approved by the Port Director in advance;
(5) shall prominently display the permit decal issued, as well as all other required permits and licenses, at all times during their activities;
(6) may not engage in hawking or make an unreasonably loud noise; and written information may be distributed to interested parties only when requested; and

(7) shall agree to indemnify, defend, and hold harmless the City and Borough of Juneau from any and all claims for injury or damage to persons or property suffered in connection with the permittee's activities unless such injury or damage is caused by the gross negligence of the City and Borough of Juneau.

**4) Permittee Contact Information**

a. In order to remain eligible for the permit the permittee must maintain a year-round place of business and mailing address in the City and Borough of Juneau, Alaska, and must designate a single individual by physical address, mailing address and phone number in Juneau upon whom service of notices and legal proceedings may be made.
b. The Port Director must be notified in writing no less than ten days before there is a change in the name, address or phone number of the designated person for a permit. Failure to timely notify the Port Director shall be considered a violation of the permit conditions.

**5) Demonstration of Permit Eligibility**. Pursuant to 05 CBJAC 10.060(b) (3) a loading zone permittee will be limited to transportation of passengers and/or crew to or from cruise ships. If the permittee will be transporting passengers, the showing must consist of at least one of the following:

a. a tour sales permit in the applicants name;
b. a contract for the sale of tours onboard a cruise ship;
c. a contract with a cruise ship for the transportation of passengers;
d. a contract for the sale of tours with a tour sales permit holder (permittee may enter into contract with one tour sales permit holder only); or
e. if the applicant sells tours without the aid of the cruise lines, a cruise ship, or a tour sales permit holder, the applicant must show that it will only transport persons who have purchased tours directly from the applicant. The applicant shall, upon request, provide the Port Director with a daily manifest showing the names of the passengers to be transported prior to transport.

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## Section 5
## Permit Details

Permits are issued by the Port Director, and are valid for dates, times, areas, and activity as specified in 05 CBJAC 10.030.

**1) Permit Duration**

a. Loading Zone Permits are valid only from April 1st through October 31st of each permit year.
b. No permit may be issued for a period in excess of one calendar year.

**2) Transferability**

a. A Loading Zone Permit may be transferred per 05 CBJAC 10.030 (c), with any reissuance options, provided that such a transfer includes the transferor's entire business interest in activities conducted under the permit.
b. No permit may be leased or rented, nor may the permittee allow the permit to be used by any person who is not an employee of the permittee.
c. A transferred permit is not valid until it has been approved and reissued by the Port Director.

**3) Refunds**

a. No permit fees shall be refunded after the issuance of a permit.

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## Section 6
## Enforcement

Loading Zone Permits are regulated by 05 CBJAC Chapter 10.

1) If any activity conducted under the permit presents an immediate danger to public health, welfare or safety, the Port Director is authorized to suspend a permit issued under 05 CBJAC 10 without a hearing for a period not to exceed ten days.

2) The Port Director may suspend a permit, revoke a permit, deny a permit, deny the reissuance of a permit, or deny the ability to bid on a permit under CBJAC 10 after an informal hearing before the Port Director upon written findings that the permittee or applicant has violated these regulations, engaged in fraud or gross negligence, or misrepresented the nature and substance of a tour product.

3) Hearings called for on 05 CBJAC 10.080(b) shall be conducted as follows:

a. The permittee shall be provided with at least ten days notice of the hearing. The notice shall include a brief statement of the facts giving reason of the proposed suspension or revocation.
b. The permittee shall have the opportunity to be heard at the hearing and shall have the right to call or cross-examine the witnesses.
c. Relevant evidence may be admitted as stated in 05 CBJAC 10.080(b)(3).
d. The hearing shall be recorded by digital audio recording technology.
e. The Port Director shall issue a written decision. The permittee may appeal the Port Director's decision to the Docks and Harbors Board per 05CBJAC 10.080(b)(4)(d) by filing a written notice to appeal, setting forth the reasons for the appeal, with the Port Director within ten days of the director's decision.

4) A permittee whose permit is revoked:

a. loses all rights and privileges under that permit,
b. shall deliver copies of the permit to the Port Director, and

c. may not apply for a new waterfront sales permit for a period of one year after the revocation.

d. In addition, for a period of one year after revocation, no application for a waterfront sales permit shall be approved for an applicant who was an owner, operator, partner, director, manager, officer, assignor, or transferor, of any operation or business which required a waterfront sales permit, regardless of its form of legal entity, if the waterfront sales permit for that operation or business was revoked.

5) Failure to follow any permit condition is a violation of CBJ 85.25.090, and will be subject to the fine schedule as outlined in CBJ 03.30.052(5).

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## Section 7
## Definitions

Following is a list of definitions used in this permit.

"Port Director" means Port Director or Port Director's designee.

"Employee" means a person who provides services at the director or under the control of another. An employee is an integrated part of the employer's business, is hired, supervised and paid by the employer for hours set by the employer, and the employer furnishes tools and materials for the employee's use.

"Hawking" means the loud or continuous audible solicitation of business by permittee to the general public.

"Pre-sold tour" means a tour, fare, or ticket that has been sold in advance.

"Pre-sold tour period" means the time period after a ship arrival when the lot is intensely utilized.

"Permittee," "permit holder" and "holder" mean the business entity or its authorized representatives conducting activities in the downtown waterfront area according to a permit issued under 05 CBJAC 10.010.

"Person" means a natural person, partnership, corporation, association, or other legal entity.

"Taxi Stand" means a designated area where taxis are permitted to wait for passengers.

"Tour season" means April 1st through October 15th in one calendar year.

"Tours and experiences" means tours, transportation, transfers, entertainment, meals and services sold to customers and includes all services provided whether or not incidental to, advertised with, or specifically offered in the sale.

"Vehicle" a means of carrying or transporting passengers.

## Section 8
## Attachments

X 2026 Vehicle Information Form
X 2026 Vehicle Driver Information Form
X 2026 Vehicle Non-Driver Information Form (if applicable)
X 2026 Loading Zone Map