

Skagway
Tourism Best
Management Practices

TBMP

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2020 Tourism Best Management Practices

This program is a cooperative effort of Skagway businesses, merchants, restaurants, tour operators, cruise lines, transportation providers and Municipality of Skagway. Tourism Best Management Practices (TBMP) are intended to minimize the impacts of tourism in a manner which addresses both resident and industry concerns and enhances the visitor experience in Skagway. These guidelines, however, do not replace applicable city, state, or federal regulations. By actively participating in this voluntary program, participants demonstrate their commitment to address key community concerns.

Participating businesses are responsible for managing this program and for promoting its objectives through a variety of means. These may include press releases, public service announcements, brochures, newspaper inserts, additional print media, and other appropriate means. This may also include contacting other businesses who have not signed on to the program and encouraging them to join with other visitor industry businesses. The MOS supports and endorses the Tourism Best Management Practices program and encourages all to participate.

Program Contacts

PRIMARY INDUSTRY CONTACT TBD

BUSINESS TBD

Phone: TBD/ Email: TBD

TBMP Website: TBD

TBMP Hotline: TBD

Email: TBD

Phone: XXX-XXX-XXXX

General Agreements for All Operators and/or Agents

1. **TRAINING/AWARENESS:** Operators/Agents agree to educate all relevant employees (including drivers, dock representatives, guides, naturalists, aircraft pilots, and vessel captains) on the program objectives and practices and to conduct periodic training sessions for employees hired midseason. Operators will require employees to strive to conduct business in a manner which exhibits common courtesy throughout the season. Employees of participating operators will be required to sign a "TBMP Employee Partnership Agreement" certifying that the employee has read, understands and agrees to abide by the Tourism Best Management Practices guidelines applicable to his/her job description. See attachment "E" for an example.
2. **CONTACT NAME:** Operators/Agents agree to provide TBMP with a contact name, telephone number, fax number and email address.
3. **WORK SESSIONS:** Operators/Agents agree to participate in periodic work sessions to discuss progress made in attaining program goals. **RESPONSE TO TBMP FEEDBACK FORM:** An important ingredient towards a successful TBMP program is consistent and prompt response to the feedback forms. Operators/Agents agree to respond to TBMP Feedback Forms regarding complaints and issues as long as enough information is given to respond to the complaint. See attachment "F."
4. **OPERATOR SELF MONITORING:** All participants agree to improve self-monitoring efforts and to notify other operators who are not observing the TBMP guidelines by utilizing the TBMP Feedback Form, available at the Skagway CYB.
5. **RECYCLING:** TBMP believes that recycling is everyone's responsibility to the environment and the community. Operators are encouraged to recycle and be involved in improving recycling in Skagway.

Employee Conduct for All Operators and/or Agents

Operators/Agent agree to train their seasonal employees on the below points.

1. You are a Skagway ambassador. Please act in a courteous and respectful manner on and off the job. We are very proud to work, play and live in this amazing community and want to keep it that way.
2. Skagway is a very pleasant community whose population swells during the summer months. By nature, people like to "share one another's actions and personal business," so you should conduct yourself with that in mind.
3. The area surrounding Skagway is home to bears and other wildlife. Please do not disrupt these animals and be mindful of your trash so as not to attract them.
4. Please do your part to keep Skagway looking clean, including cleaning up any trash from outside your housing and disposing of your own trash or cigarette butts in the proper receptacles.
5. While driving company vehicles, they should be kept clean and you should always keep in mind that you are representing your company while driving a company vehicle, regardless of whether you are on or off the clock.

Health and Sanitation Plan and Protocols

All TBMP members agree to maintain and update as needed, a health and sanitation plan for staff and guests to mitigate the potential transmission of highly contagious viral diseases including but not limited to Norovirus Gastroenteritis and COVID-19 Coronavirus. Members will train staff and monitor and enforce policy implementation and agree to comply with all applicable local, state and federal regulations and mandates.

Because businesses operate in a myriad of ways, each TBMP member can tailor the plan and implementation to its specific operations. At a minimum, businesses pledge to ensure that:

1. Staff and guests will wash hands frequently and hand sanitizer will be available
2. Common touch points will be minimized
3. Staff wellness screenings will be conducted with appropriate frequency
4. Staff and guests will follow any social distancing and capacity guidelines that are in place
5. Staff & guests will wear face coverings per applicable local guidance when interacting in confined spaces (gathering areas, transportation, offices, tour venues, etc.)
6. Appropriate cleaning protocols and frequencies of all gathering areas, transportation, offices, equipment, etc. are incorporated in the plan
7. Training of all staff is incorporated in the plan
8. The plan/protocols will be available upon request of staff or guests and will be shared on the business website
9. Protocols will be summarized and posted/available at the place of business and/or place where staff and guests gather (tour venues, transportation, offices, etc.)
10. Other tour venues/attractions (museums, restaurants, breweries, hatcheries, shopping locations, etc.), to which members take guests on tour also have similar plans and protocols in accordance with this TBMP guideline and all applicable local, state and federal regulations and mandates.

Agreements Regarding Transportation and Vehicles

Commercial passenger vehicles are required to comply with Skagway Municipal Code (Chapter 10: Traffic Code relevant sections are included as attachment "A"). For purposes of this program, vehicles include motorcoaches, buses, minibuses, streetcars, limos, vans, trolleys, trains, and pedicabs. Residents should remember that tour vehicles are sometimes used for non-tour activities. Participants agree to conduct all activities in a courteous manner and to emphasize these guidelines during pre-season training.

11. **TRAFFIC FLOW:** Due to the unique historical characteristics of the city core of Skagway, drivers should make every effort not to impede normal traffic flow. Drivers should try to avoid slowing or stopping for sightseeing opportunities. Drivers should use street shoulder to pull over to allow traffic to pass by.
12. Drivers should use extreme caution driving on Broadway. Broadway is more of a mixed-use street. At times it can be a pedestrian mall with vehicles.
13. Vehicles should attempt to stop out of the flow of traffic to prevent congestion in the area. It is illegal to pick up or drop off passengers in the roadway.

14. BROADWAY: Drivers agree to not transit Broadway in empty buses and to avoid this area unless on tour. Drivers should refrain from driving south on Broadway.
15. EMPTY TOUR VEHICLES: Drivers of empty tour vehicles agree to avoid Broadway unless transiting to a pickup destination on Broadway. State Street should be used to transit north and south, and then use cross streets to access pickup and drop off points off Broadway on cross streets.
16. VEHICLE FLUIDS: Drivers of ALL VEHICLES agree to monitor any engine oil and/or fluid leaks when operating throughout the road system. This includes monitoring at all staging/loading zones and docks. Should any vehicle exhibit a leak of a substantial nature, the operator should be prepared to immediately pull the vehicle from service until repaired.
17. ENGINE IDLING: Drivers of ALL VEHICLES agree to turn engines off at every reasonable opportunity when loading and unloading passengers and/or when staging in the various loading zones, staging areas and tour venues throughout Skagway. Vehicles should not sit with engines idling while actively loading, unloading, or waiting for passengers to arrive. Engines should be started only when the vehicle is ready to move, and thereafter, only when the vehicle is in motion or in traffic.
18. TRANSITING RESIDENTIAL STREETS: Drivers will endeavor to minimize activity in residential areas and use State Street as much as possible when driving in and out of town. Drivers agree to be sensitive (horn blowing, air conditioner, blowers, etc.) to the residential nature of Alaska Street and Main Street.
19. SAFETY WHEN BACKING: All motorcoaches, buses, mini-buses, and trolleys will take special care when backing out of the loading/unloading zones, at the White Pass depot and Spring Street Staging Area, cemetery, overlook, museum, and at the docks. All companies will attempt to have a representative on site to assist with traffic flow and backing procedures. As well, when preparing to back, drivers should be aware of the backup beepers and the sound they make and should strive to spend as little time as possible in re-verse. Drivers should only shift into reverse when they are ready to commence backing to minimize beeper sounds.
20. IMPEDING PEDESTRIAN TRAFFIC: Buses will ensure that they pull off the road completely when loading or unloading on Broadway. Pedestrian and vehicle traffic are impeded if the back of the bus is still in the traffic lane.
21. CEMETERY: Buses and vehicles will not park or unload passengers in the cemetery turnaround area. Buses and other vehicles will not impede traffic flow in turnaround area. Vehicle operators will not block parked vehicles.
22. CITY OVERLOOK: Vehicles will pull through the turnaround to the parking area and as far forward as possible. The turnaround area must remain clear of vehicles.
23. Drivers will use designated LOADING AND UNLOADING ZONES.
24. Drivers should avoid all SMART zones. The SMART zone on the south side of 2nd Avenue is the only handicap drop off available on 2nd Avenue. Buses will access handicap zone expeditiously as to not impede SMART buses.
25. SAFETY ON ROADWAYS: Drivers will take caution when encountering pedestrians, cyclists, and animals on narrow roadways and bike lanes throughout the borough and companies will take this into consideration during their driver training programs. Drivers should strive to operate in a manner which exhibits common courtesy throughout their daily travels.

26. **RESOURCE SCHEDULING:** Operators agree to assign vehicles to scheduled tours and transfers in a manner which efficiently maximizes the use of all vehicles on duty. The number of vehicles and type of equipment will be assigned to a tour or transfer based on the capacity needs on a given day. Operators will collaborate with partners/vendors to find opportunities to minimize the number of vehicles on the road whenever possible.
27. **TRAINING OF SCHEDULERS:** Operators will train all schedulers to take advantage of synergies that are present in the Skagway tourism transportation industry. Schedulers should strive to better serve their constituents and community stakeholders by minimizing vehicles on the road whenever possible.
28. **TRAIN:** Passenger trains are required to comply with Federal Railroad Administration standards and not impede traffic flow across roadways for any longer than necessary.
29. Train crossing guards will be positioned on roadways when a train is approaching in order to control pedestrian and traffic flow.
30. Drivers will follow all laws regarding train crossings and will obey all instructions given by the train crossing guards.
31. Vehicles and pedestrians should exercise extra caution when train crossings are unprotected.

Agreements Regarding Flightseeing (Helicopter & Fixed Wing)

Flightseeing operations are subject to Federal Aviation Administration (FAA) regulations and operational requirements. Guided glacier landing trips are also subject to US Forest Service and Bureau of Land Management permit requirements. Although the following guidelines are designed to minimize noise, safety and flight operations take precedence over noise abatement procedures. Operators will conduct pre-season training in a manner which emphasizes these guidelines.

1. **ALTITUDE:** Operators follow voluntarily agreed upon routes for tour flights and maintain minimum altitudes of 1,500 feet for helicopters operating above residential areas, except during takeoff, landing or when deviations are required by weather or traffic.
2. **FLY NEIGHBORLY:** Helicopter operators agree to conduct flightseeing tours in accordance with the Helicopter Association International (HAI) Fly Neighborly Program. The Fly Neighborly Program is a voluntary noise reduction program designed to be implemented worldwide by local helicopter operators, large and small. Operators will train all pilots on the Fly Neighborly Program with regard to its application to local operations. Additional information on this program can be viewed on the HAI website www.rotor.com.
3. **OPERATING TIMES:** Operators agree not to schedule glacier flightseeing tour departures before 7:30 a.m. or after 7:00 p.m. and to complete all tour flights by 9:00 p.m. Operators agree to minimize tour support operations outside these hours. Non-tour operations will occur outside these hours as our community is uniquely dependent on commercial fixed wing and helicopter operations. Operators agree to take the same care to minimize their impacts during non-tour flight operations.
4. **WILDLIFE VIEWING:** Operators conducting air tours agree to minimize impacts to backcountry users and wildlife. Operators will not circle, hover, harass or decrease altitude for wildlife viewing. Flightseeing operators also agree to avoid whenever possible key mountain goat kidding areas at appropriate times.

Agreements Regarding Walking, Hiking & Bicycling Tours

Commercial use of public trails may be permitted on some municipal lands, by the US Forest Service, and by the National Park Service; however, please check with local, state or federal government authorities regarding specific regulations. Commercial tour operations are only allowed by permit on municipal lands, the Dewey Lakes and Yakutania Point recreation areas and do not allow commercial operations at all and commercial operations on State or Federal lands may require a conditional use permit depending on what zoning area those lands are in. Please refer to attachment "B" regarding commercial use of public trails. Operators may hold commercial permits for the following areas: Tongass National Forest, Chilkoot Trail, Skagway Historic District, Fraser Lake, Dyea Area, Klondike Highway, Taiya & Skagway River, and Small Boat Harbor. Operators will conduct pre-season training in a manner that focuses on and emphasizes these guidelines.

1. DOWNTOWN VEHICULAR TRAFFIC: Operators agree to respect vehicular traffic, especially busy intersections of downtown.
2. TRAIN CROSSINGS: Operators agree to obey crossing guards, train agents or any WP&YR representative on scene regarding safety.
3. USE OF BIKE PATHS: Operators agree to use the bike path along the Pat Moore Bridge and to instruct clients to ride single file.
4. KLONDIKE HIGHWAY: Cycling guides agree to instruct clients to ride single file to the right side of the right lane. A guide will always be in the lead to make sure that clients descend the hill at a safe speed. An effort will be made to keep groups as close together as safely possible.
5. DYEA TRAILS: Operators agree to obey NPS representatives while in the park and agree to abide by approved permits.
6. TRAILHEAD PARKING: Operators agree to use Chilkoot Trailhead parking in a courteous and responsible manner and to pay special attention to independent users.
7. IDENTIFIERS FOR TOUR GUIDES: Operators agree to ensure tour guides are easily identifiable and that the company names are visible on guides' attire and company vehicles.
8. YIELD TO OTHER USERS: Guides agrees to instruct clients to yield to other users on commercially used trails.
9. TRAIL CONDITION REPORTS: Operators agree to report trail conditions and trail abuse to appropriate regulatory agencies.
10. LITTER REMOVAL: Operators agree to remove litter (tour and non-tour related) from permitted trails on a regular basis.

Agreements Regarding Cruise Ships

Visible stack emissions are regulated by the Alaska Department of Environmental Conservation under the Marine Vessel Visible Emission Standards (18 AAC 50-.070). (See attachment "C")

1. P.A. ANNOUNCEMENTS & SIGNALS: Cruise Line Agencies and individual cruise lines will continue to work to minimize vessel announcements and signals while docked or anchored in Skagway. Cruise ships are also asked to monitor their outside speakers and announcements made on approach to and departure from Skagway. Cruise Line Agencies and cruise lines will ensure that the shipboard staff understands the importance

of this specific guideline. Certain signals and announcements are necessary and required by the US Coast Guard or are necessary for safety reasons. See attachment "D" for a discussion and explanation of the use of ships' whistles.

2. EMISSION STANDARDS: All cruise vessels agree to comply with the Marine Vessel Visible Emissions Standards (18 AAC 50-.070) and take all available and reasonable steps to minimize visible stack effluents while in port.
3. VESSEL EMISSIONS: All cruise vessels agree to take any other proactive steps feasible to manage visible emissions.
4. LITTER: In an effort to keep our streets clean, ships' crew and passengers will be asked to utilize trash containers and cigarette ash trays.

Agreements Regarding Docks, Harbors, & the Airport

Docks and harbors are regulated under the Skagway Municipal Code (Chapter 12.08 Small Boat Harbor). Operators will conduct pre-season training in a manner which emphasizes these guidelines.

1. COURTEOUS USE: Operators agree to use docks, harbors, loading ramps, the airport and related parking facilities in a courteous and responsible manner, and to pay special attention to other users.
2. DOCK PARKING: There is limited motorcoach parking at or near each of the docks (Railroad, Broadway and Ore) Parking Permits are required for each vehicle accessing the designated parking areas and must be displayed on the rear-view mirror at all times. Permits are issued through White Pass & Yukon Route.
3. SPECIAL EVENTS: Operators agree to pay extra attention when using these areas during special events including Salmon Derby, Canadian Holidays and the Fourth of July.

Agreements Regarding Marine Tour and Sightseeing Operators

1. IMPACTS TO COASTAL ZONES: Marine tour operators will take all available and reasonable steps to minimize impacts to coastal residents and other vessel operators. Vessel operators will strive to minimize the impacts of their wake on other watercraft and docks.
2. Marine Operators will follow all applicable federal regulations regarding marine mammal viewing. For the most current information on this see 50 CFR 216.11 states the federal regulations governing the taking and importing of marine mammals.
www.fakr.noaa.gov/protectedresources/mmv/guide.htm
3. Radio communication among Captains is encouraged, in order to coordinate vessel movements in an effort to reduce the potential for disturbance to wildlife species.
4. Time spent by marine operators observing a specific wildlife shall not exceed 30 minutes. Vessels shall refrain from revisiting the same group of wildlife on one particular tour or charter departure.
5. VESSEL ENGINE IDLING: ALL marine vessel operators (including charter fishing captains) agree to minimize engine idling at every reasonable opportunity. This includes loading and unloading of passengers and/or when standing by in the various vessel loading zones. In the interest of reducing emissions, whenever it is deemed safe and prudent by vessel captains, engines should be turned off. Engines should not be started until the vessel is making ready to get underway.

Agreements Regarding Restaurants and Hospitality Businesses

1. Businesses will be responsible for sweeping the sidewalk immediately in front of their establishment, will pick up and properly dispose of all litter into the proper receptacle, and will avoid sweeping litter into the street (as the street sweeper may already have made their rounds).
2. Businesses and their employees will strive to be good ambassadors of the community with knowledge of the locations of public amenities such as post office, bus stops, museums, restrooms and government buildings.

Agreements Regarding Downtown Retail Businesses

1. Merchants will be responsible for sweeping the sidewalk immediately in front of their establishment, will pick up and properly dispose of all litter into the proper receptacle, and will avoid sweeping litter into the street (as the street sweeper may already have made their rounds).
2. Merchants will not place their business' accumulated daily refuse into street-side, public MOS refuse containers. They should secure their own agreement with the MOS.
3. Merchants and their employees will avoid handing out flyers or leaflets outside of their place of business.
4. Merchants and their employees will not engage in sidewalk hawking or any other disruptive or aggressive physical behavior in order to get potential customers into their place of business.
5. Merchants and their employees who may smoke on the sidewalk in front of their businesses agree to utilize the proper receptacles for disposing of cigarette butts.
6. Merchants will avoid displaying misleading signage or advertising and agree not to post stickers or signage in their windows indicating "cruise ship preferred or guaranteed shopping venue."
7. Merchants and their employees will at all times agree to practice good standard business ethics by not disparaging or making negative comments concerning other businesses.
8. Merchants and their employees will strive to be good ambassadors of the community with knowledge of the locations of public amenities such as post office, bus stops, museums, restrooms, and government buildings.
9. Merchants will avoid boarding up or taping brown paper or newspaper to their windows when closing in the off-season. Merchants are encouraged to utilize some sort of economical and decorative paper (wrapping paper, etc.) in an attempt to "brighten up the look" of a business closed for the winter.
10. Merchants should follow the MOS Historic District requirements to the best of their ability and consider where possible and economical, keeping display windows lit (LED lighting) and/or their outside awning lights on or on motion sensors in order to keep windows and sidewalks lit after dark to promote safety and a welcoming feel to downtown during the winter months.

ATTACHMENT A: Commercial Passenger Vehicle Code

In addition to the voluntary guidelines above, drivers are required to follow Skagway Municipal Codes and traffic laws, which include the following:

1. Drivers will exercise due care to avoid colliding with a pedestrian upon any roadway {10.02.060 (A)(B)}.
2. Drivers will use appropriate loading and unloading zones {10.02.070 (D)}.
3. Drivers will not stage in loading and unloading zones for more than 30 minutes {10.02.070 (D)(I)}.
4. Vehicles in excess of 19 feet shall not park on Broadway between 2nd & 7th (10.02.070 (e)).
5. Commercial vehicles will not be parked overnight on municipal streets; the operator shall utilize off street parking {10.02.070 (F)}.

ATTACHMENT B: Commercial Use of Municipal Trail Prohibited (Skagway Municipal Code 5.20.020)

It is the intent of this code to protect the public use and enjoyment of the municipal trail system from the incursion of commercial activity. This trail system is a unique and pristine environment, the enjoyment of which will be diminished by commercial activity.

No person, agency or business shall conduct commercial tours on any trail maintained by the City of Skagway, nor sell, or offer for sale anything upon this trail system. For purposes of this section, commercial tours shall be defined as any group larger than one that is being guided on any City of Skagway Trail, for any form of compensation. Tours offered by any employee of any commercial venture, including, but not limited to cruise line employees, and included in the price of that venture shall be considered commercial tours.

For purposes of this section, trails maintained by the City of Skagway include the Dewey Lakes Trail System, Yakutania Point Trail System, AB Mountain Skyline Trail, the Lost Lake Trail and the West Creek Trail from the slide to the back valley.

Exemptions: Interpretive programs offered by local, state or federal land management agencies, nonprofit youth organizations, training sponsored by or subscribed to by local emergency response agencies, or recreational events with a permit shall be exempted from this section.

ATTACHMENT C: Marine Vessel Visible Emission Standards (18 AAC 50.070)

Within three miles of the Alaska coastline, visible emissions, excluding condensed water vapor, may not reduce visibility through the exhaust effluent of a marine vessel by more than 20 percent except as follows:

1. while at berth or at anchor, visibility may be reduced by 10 percent for periods aggregating no more than three minutes in any one hour; and
2. an additional three minutes during initial startup of a vessel; for purposes of this subparagraph, "initial startup" includes the period during which a vessel is testing equipment in preparation to casting off or weighing anchor;
3. during the hour immediately after weighing anchor or casting off, visibility may be reduced under one, but not both, of the following options:
4. visibility may be reduced by up to 40 percent for that entire hour; or
5. visibility may be reduced by up to 100 percent for periods aggregating no more than nine minutes during that hour;
6. during the hour immediately before the completion of all maneuvers to anchor or make fast to the shore, visibility may be reduced under one, but not both, of the following options:
7. visibility may be reduced by up to 40 percent for that entire hour; or
8. visibility may be reduced by up to 100 percent for periods aggregating no more than nine minutes during that hour; and
9. at any time not covered by (1) - (3) of this section, visibility may be reduced by up to 100 percent for periods aggregating no more than three minutes in any one hour.

ATTACHMENT D: The Sounds of a Port

Included as part of the operating procedures of any large vessel is the need, requirement, and ability to signal other vessels in the area of their position (in areas of restricted visibility) and of their intentions (when under way or getting under way). These signals are required for safe navigation. In addition, many small vessel operators may not have or may not consistently monitor their VHF radios. Therefore, the only way for large vessels to communicate (regardless of visibility issues) is via sound signals. This is a common practice in the maritime industry around the world.

The USCG regulations require vessels to use their whistles to signal when they are in an area of restricted visibility, which is defined as "any condition in which visibility is restricted by fog, mist, falling snow, heavy rainstorms, sandstorms, or any other similar causes."

The USCG defines ship's whistle as any sound signaling appliance capable of producing the prescribed blasts and which complies with the specifications in Annex III to these Regulations.

This whistle must meet USCG specifications for audibility. For vessels 200 meters in length or more, which encompasses most large cruise ships calling in Skagway, the sound must produce 143 dB of sound 1 meter from the whistle in the direction of maximum intensity, and be audible for 2 nautical miles in the direction of maximum intensity. This is why a ship's whistle may sound quite strong if one is positioned directly in front of the ship.

Regulations require ships to signal under the following circumstances:

1. When making way astern, day or night, ships are required to sound three short blasts on the ship's whistle to announce their intention of going astern. This is why a ship will signal with three short blasts (day or night) when departing the port and coming off the dock with engines operating astern.
2. When conducting an USCG Safety of Life at Sea drills or inspections, the ship is required to sound 6 short blasts and one long blast on the ship's whistle to initiate the drill or inspection. During the drill, certain signals may also be used to announce lowering of the lifeboats or all clear. During such drills and inspections, ships are required to use all ship's public address systems, including inside and outside speakers. The intention in every case is to conduct a drill or inspection as if the exercise is an actual emergency event, which requires ships to use the full complement of signaling capabilities a vessel would have at its disposal during a real emergency.
3. Finally, there are other times when a ship will use its whistle and/or public address system to ensure safe navigation, or for other safety or emergency reasons that may occur onboard ship.

The cruise industry is keenly aware of the sensitivity of some Skagway residents to the sounds of these signals and procedures and will minimize unnecessary use of the ships' whistles and outside public address speakers.

(For more detailed information, reference "International Regulations for Prevention of Collisions at Sea, 1972 _ (72 COLREGS) <http://www.uscg.mil/vtm/pages/rules.htm>)

ATTACHMENT E: TBMP Employee Agreement SAMPLE

Participating businesses will also require employees to sign a TBMP agreement in which they certify that they have read, understood, and intend to abide by the practices outlined below. The Skagway Assembly applauds the signatories to this document for their continued efforts on behalf of the community and the visitors they serve and TBMP appreciates the support of the Assembly.

As an employee of A Local Skagway Business in Skagway, I certify that I have read and fully understand the attached Tourism Best Management Practices (TBMP) program.

To demonstrate my personal commitment to make the visitor season as enjoyable as possible for visitors and residents alike, to the best of my ability I will honor the guidelines as outlined in this program. Further, I will convey to my fellow employees in the visitor industry the importance of operating our businesses in a manner that is both responsible and sensitive to neighborhood concerns.

Employee Name Printed
Employee Signature
Date

Employee Name Printed
Employee Signature
Date

Employee Name Printed
Employee Signature
Date

Employee Name Printed
Employee Signature
Date

Employee Name Printed
Employee Signature
Date

Employee Name Printed
Employee Signature
Date

ATTACHMENT F: Tourism Best Management Practices Tourism Feedback Form SAMPLE

Participants will utilize a feedback form that encourages businesses to notify each other if they observe TBMP guidelines not being followed. This program is intended to provide additional feedback to businesses to assist them in continuing to reduce impacts in the community.

TBMP Participant / Visitor / Skagway Resident (please circle one)

The Borough of Skagway and participants of the Tourism Best Management Practices (TBMP) program are dedicated to providing the highest possible quality of service. We believe it is very important to recognize those who go beyond your expectations to deliver personalized quality service during your visit to Skagway. Please use this form to recognize those individuals who have provided superior service and made your visit memorable. In addition, this form may be used to report an instance that may have been negative during your visit to Skagway. Under this circumstance, the owner/operator, if a participant of the TBMP program, will make every effort to contact you regarding the complaint if enough information is given to respond. Your involvement in this program is very important to us. Many thanks and please enjoy your stay in Skagway.

The following is a brief description of the observed activity.

Date:

Time:

Observed activity:

Name

Signature

Email

Phone

TBMP Participants: Please complete this portion of the form and return it to us as verification that you are aware of the situation. To further improve the outcome of TBMP, the assistance of the staff of all participants has been enlisted to watch not only their company's operations, but operations throughout the industry.

TBMP Participant explanation:

Corrective action taken (if necessary):

Signature of Manager of observed company
