



Tourism Best Management Practices

DRAFT by the Wrangell Convention and Visitor Bureau

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 Wrangell's visitor experience. This program is a cooperative effort of Wrangell tour operators, cruise lines, transportation providers, merchants, hospitality businesses, tour brokers, the U.S.F.S Tongass National Forest, and the City and Borough of Wrangell (CBW). 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. It is equally important for residents to help operators and the CBW monitor the success of this program by providing constructive feedback via the Tourism Best Management Practices Hotline or email. Using the TBMP email address comments@travelwrangell.com is the best method to ensure that your concern is viewed and responded to in a timely and efficient manner and for staff to report back to you regarding your issue. You may also register any tourism related concerns by calling the hotline phone number, 907-874-2828 and leave a detailed voice message. TBMP encourages the community to utilize the email and phone hotline to register comments (see item #7). Residents are also encouraged to provide positive feedback via the email/hotline to recognize participants who are making a difference by following the guidelines and operating their business in a courteous and neighborhood-friendly manner. Being informed of residents' observations and concerns allows participants to consider the way in which they conduct their business to minimize impacts on the community.

In consideration of all visitors, local residents, and fellow industry employees and businesses, the following guidelines are in place in an effort to maintain a friendly business atmosphere and an aesthetically welcoming environment in Wrangell. Agreeing to sign on to the program also expresses your support of the program, which is in place to allow members to work cooperatively to minimize impacts, address industry growth, and protect the very qualities that make Wrangell a great place to live and to visit. The CBW Assembly applauds the signatories to this document for their efforts on behalf of the community and the visitors they serve to provide a safe and enjoyable visitor experience.

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The goal of TBMP is to address real and potential impacts in the community and residents' concerns from increased tourism and visitation. Participation in Wrangell's TBMP will encourage further collaboration with the Convention and Visitor Bureau and Wrangell businesses, and will support efforts to address and promote Wrangell as a great place to live and wonderful destination to visit.

1. Transportation and Vehicles

- Sightseeing vehicle drivers agree not to impede normal traffic flow by slowing down or stopping in driving lanes for sightseeing opportunities.
- Drivers will use appropriate loading and unloading zones.
- Driving beyond 13 Mile Zimovia Highway on USFS Roads - Tourbus drivers will be attentive and considerate to oncoming vehicles and work to allow safe passage by using pullouts/wider areas of the roadways. They will also attempt to move to the side of the road when viewing wildlife or pausing for interpretive narration to allow other vehicles to pass.

2. Trails and Trailheads

- Trailhead Parking: Operators agree to use trailhead parking in a courteous and responsible manner and to pay special attention to independent users and adjacent residents.
- Petroglyph Beach - Drivers shall be considerate to local residents' properties along Grave St. (the short road down to the entrance to Petroglyph Beach). When possible, parking of buses and vans across Evergreen on Grave St. will occur. Communication between operators prior to arrival can help facilitate coordinated parking and positive flow.
- Operators utilizing Mt. Dewey Trail should not park at the trailhead. Only active loading and unloading should occur at the trailhead.
- When two hiking groups pass each other, trail etiquette should be followed, i.e., larger groups give way to smaller groups or individuals, hikers coming up hill have the right-of-way.
- No litter should be left on the trails – pack it in, pack it out.

3. Cruise Ships

- Emission Standards: All cruise vessels agree to comply with the Marine Vessel Visible Emissions Standards (18AAC 50-.070) and take all available and reasonable steps to minimize visible stack effluents while in port.
- Small Cruise vessels moored at the Summer float need to be courteous of other vessels and passengers. Maximize dock space, minimize equipment and trash, and be conscious of lines and hoses to accommodate as many vessels and dock users as possible.
- P.A. Announcements - Cruise lines will minimize vessel announcements, whistle signals, and onboard outdoor entertainment while in port.
- Lightering vessels must coordinate with Port staff as to which float to use and concentrate vessels and passengers in area directed to minimize conflicts with other vessels and dock users.
- Cruise ships should not put their trash in the receptacles on the cul-de-sac but arrange ahead of time with the Borough for a trash pick-up.

4. Docks and Harbors

- Wrangell Port and Harbors will ensure there are adequate trash receptacles within the City Dock Cul-de-sac, and they are emptied regularly.
- Wrangell Port and Harbors will limit vehicular access within the cul-de-sac on cruise ship days to operators or necessary personnel to reduce safety hazards between service operators and passengers. Parking is limited and all parties must work together to minimize transportation issues.
- A pre-season meeting will be held between Port staff, operators, Police and adjacent landowners regarding dock access, parking, and other issues.
- Vessels utilizing the summer floats need to maximize dock space to accommodate as many vessels as possible. On heavy use days, vessels should not be idling while waiting for passengers to minimize fumes and noise. Idling should occur once passengers are loaded and away from the summer float. Vessels will be efficient as possible and not linger any longer than necessary when returning from or departing for a tour.
- Operators using the summer floats need to maintain a safe walking path if gear and equipment is being stacked and staged for an immediate upcoming use.
- Users of the fish cleaning table must keep fish and gear consolidated and cleaned after use.
- Operators should use the vessel loading zone on Reliance Dock only for actively loading and unloading vessels, unless necessary for boats to remain due to extenuating circumstances such as extreme tides.
- Operators utilizing Harbor provided dock carts should always return them to the top of the ramp.

5. Marine Tours, Sightseeing, Sport Fishing

- Operators on the Stikine River should follow the Stikine River Etiquette (attached), such as call yourself in/out of sloughs, radio the group about paddlers/locations, minimize wakes, leave the deep water for the bigger boats.
- Operators agree to comply with the Marine Mammal Protection Act and all other state and federal regulation for land and water use.
- Always be mindful of boat wake on canoes, kayaks and other non-motorized vessels.
- Operators agree to comply with USFS regulations on site at the Anan Bear and Wildlife Observatory.

6. Restaurants, Hospitality Businesses and Retail (Including temporary vendors)

- Merchants will be responsible for sweeping the sidewalk immediately in front of their establishment, will pick up and properly dispose of all litter and cigarette butts into the proper receptacle and avoid sweeping litter into the street. (WMC13.04.010)
- Vendors wanting booth or table space near the cul-de-sac need to get permission from owner of the Stikine Inn.
- Vendors wanting to set up on public land or right-of-way need to review the City Code (WMC 6.08 and 6.10) or seek permission from private landowner.
- Merchandise and sandwich boards should not block sidewalks, should only be placed on private property with permission and placed so as not to block vehicular site distance or parking.

7. General Agreements

- Participating businesses will encourage good stewardship and promote local commerce from their clients and visitors. Likewise, clients and visitors will be directed to public facilities for conveniences such as restrooms, instead of entering private businesses for such services.
 - The Cruise Ship calendar will be distributed online and posted on the travelwrangell.com website for residents and businesses pre-season and as changes are made to help with planning and awareness.
 - Contact Name: TBMP participants agree to provide the WCVB with a contact name, telephone number, and email address.
 - Work Session: Participants agree to participate in an annual work session to discuss progress made in attaining program goals.
 - RESPONSE TO TBMP HOTLINE: An important ingredient towards a successful TBMP program is consistent, respectful, and prompt responses to the tourism hotline messages. Participants agree to respond within 3 business days to calls and emails received directly and via the Tourism Best Management Practices Hotline as long as callers provide sufficient details to
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allow businesses to address the issue. Participants also agree to copy the TBMP Hotline administrator as to the result of their interaction with the caller. Callers will be asked to communicate as much information as possible, including name of participant business, description of the aircraft, watercraft, or vehicle, and date and approximate time of observation. Callers will also be asked to leave a name, phone number, and/or email address so the participants may respond. Callers are also encouraged to provide positive feedback via the hotline to recognize participants who are making a difference by following the guidelines and operating their business in a courteous and neighborhood-friendly manner.

8. Health Protocol Guidance

Section 8 Health Protocol Guidance is not a mandatory guideline required to sign on to TBMP but added in order to make participants aware of some best practices towards providing a healthy and safe visitor experience. We strongly recommend participants follow best practices to create, update, and implement a health mitigation plan. Overall guidance coming from the federal, state, regional and local levels will continue to change into the future. The cruise industry is working closely with communities in the region to help formulate procedures and protocols consistent throughout the region.

All TBMP participants are highly encouraged to put the appropriate measures in place to mitigate the potential transmission of highly contagious viral diseases including but not limited to Norovirus Gastroenteritis and COVID-19. Because businesses are different and operate in a myriad of ways, it is highly recommended that each business has a health and sanitation plan for staff and guests tailored to their operations and that the plan is maintained and updated as needed. TBMP participants are encouraged to train staff and monitor and enforce policy implementation as required by applicable local, state and federal regulations and mandates.

Program Contacts

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 CBW supports and endorses the Tourism Best Management Practices program and encourages all to participate.

Links to relevant Regulations:

Marine Vessel Visible Emission Standards ([18 AAC 50.070](#))

[US Coast Guard information for signaling in restricted visibility](#)

[Marine Mammal Protection Act and Endangered Species Act Regulations](#)

[Stikine-LeConte Wilderness Best Management Practices](#)

Stikine River Etiquette Brochure