



TBMP Hotline Log

Created By: Elizabeth Arnett
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 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
06/01/2023, 1:43 PM	Email	Aircraft	Other (Land)	Closed	I live at Amalga Harbor. The helicopter noise these past couple of weeks has been horrendous. It is extremely disruptive. They are flying 2 3 or 4 helicopters so close to my house it is ridiculous. You can't talk without speaking very loudly or sometimes shouting. This is only June 1st. This cannot go on all summer.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TO TBMP: This was not NorthStar. None of our tour routes come close to Amalga Harbor. On rare occasion we may have charter flights that cross this area but have not so far this year. TEMSCO TO HOTLINE: In the last three weeks there were 6 operations Temsco conducted in the vicinity of Amalga Harbor, the flights were to assist with a medical emergency and were not tour related. No other flights we conducted by Temsco in that area. Please let me know if you have any additional questions. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	
06/01/2023, 12:30 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	I'd like to register a complaint about Alaska Coach Tours. It's a green bus #220. I was driving behind it from Auke Bay to Nugget Mall where I get off, and every time it accelerated there were big plumes of black smoke coming out of the back of the bus. Please message a response to my phone number.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: Thank you for the email. I have left a voicemail with Pat stating that we welcome the comment and will have our maintenance team look into the issue.	
06/01/2023, 9:00 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	The Norwegian Jewel is finally leaving port. I've been watching her for the last 15-20 minutes. The amount of air emissions exhaust is ridiculous. She is at the Rock Dump dock, and the bluish gray smoke is hanging over the city. I can see it all the way to the high school, a matter of several miles. Interestingly, by comparison, the Ruby Princess is also getting ready to leave and has some air emissions. You can see a small plume going up and immediately dissipating. I'm not going to bother talking to DEC. I've been going that for years, and under the current governor the chances of anything being done by DEC for these cruise ship air emissions is very unlikely, to say the least. But why in the world should the Norwegian Cruise Line ship be so filthy dirty while the Ruby is not? This is disgusting what this air emission is doing to our city. It is a bluish grayish haze hanging for miles over our city. Norwegian Cruise Lines, I would like to hear from them directly. This is not steam. Steam doesn't stay in the atmosphere visually for several miles. So please, have somebody from Norwegian Cruise Lines call me.	Norwegian Cruise Lines	CLAA TO TBMP: Can you send me the complaint and I'll pass to their envo officials. Drew	
06/02/2023, 11:46 am	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	Right now Alaska Coach Tour's big huge bus on the side of the road on Egan Drive right past Vanderbilt. Everybody's out on the side of the road. Don't know if they're looking at an eagle or a bear or what but unless that bus is broke down it is not cool to stop there at all!	Alaska Coach Tours	ALASKA COACH TOURS TO HOTLINE: Today this coach did in fact break down. And if you zoom in you can see the driver with the orange triangles getting ready to put them out. It is not our policy to stop on the highway or slowdown in this location. HOTLINE TO CALLER: I spoke with the caller and let them know the ACT bus had broken down and they were satisfied with the answer.	
06/02/2023, 12:01 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	I wanted to submit a complaint about this. This is extremely unacceptable. The bus is taking up a majority of a merge lane. I get that it is exciting to see bears, but not like this. This is an accident waiting to happen. Thanks!	Alaska Coach Tours	ALASKA COACH TOURS TO SUBMITTER: Hello Teri, Thank you for the comment regarding our bus on the side of the road near Vanderbilt on Egan. This bus did in fact break down and if you zoom in you can see the driver with the orange reflective triangles getting ready to put them out on the road signaling caution. The guests were evacuated from the bus due to caution as the bus was not in usual working order. It is against our policy to stop on Egan for any other reason other than a breakdown. Please, let me know if you have questions. Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	

06/04/2023, 1:17 PM	Phone	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	I am calling to report an issue with Alaska Coach Tours. I was just driving out at the Auke Bay roundabout and there were two of the Alaska Coach Tours leading the pack and we were going 17 in a 35 and then when it hit 50 we were going a max of 24 mph. There were maybe 44-60 of us stuck in this line and it creates a traffic hazard for everybody. I think it's unacceptable by going half the speed limit.	Alaska Coach Tours	ALASKA COACH TOURS TO HOTLINE: I just Talked to Max, and I apologize for the delay in our response. I let him know that we have reminded our drivers that they need to be obeying traffic laws and not impeding traffic with slow speeds and we will do better in the future, and to let us know if he sees anything else. He appreciated the call back.
06/04/2023, 10:11 AM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	I have also submitted a complaint to DEC. This continues to occur. This is today, 6/4/23 at 10:00AM. The industry reaps a ton of money from us, they should be forced to retrofit their engines and their emissions systems to burn as clean as possible. Honestly, other industries are forced to, why do we let them get away with this?	CBJ Tourism Department, Cruise Line Agencies of Alaska, Norwegian Cruise Lines	ALIX PIERCE TO NORWEGIAN: Hi ***, It seems we receive these complaints every time the Spirit is in port and the weather is clear enough to see emissions. I know your options are limited, but concerns seem to be escalating. NORWEGIAN TO ALIX PIERCE: As you know the Spirit runs on MGO, one of the cleanest fuels we are able to run this ship on (addressing the comment below). We are trying new things to minimize the visibility of emissions as we come in and leave the harbor so recently, we have shut down all the boilers in her approach and departure. I thought this was slightly helping as I didn't hear anything on her last call ... but then this. However, this was at 10am - not sure if the photo was then but that was the time of the complaint. I guess it's back to the drawing board. I'm doing what I can with our engineering group and will continue! ALIX PIERCE TO NORWEGIAN: Thank you. I do understand. Emissions complaints are typically weather dependent. If there is low cloud cover, people simply don't notice as much. I appreciate the continued efforts. I understand the ships are burning MGO, but that is not something that our residents or Assembly will accept as a response. This community is pretty sensitive at the moment.
06/04/2023, 6:21 PM	Email	Vessel: Whale Watching	Auke Bay (Land)	Closed	This vessel ran over a whale that had just breached and was diving. It was rocking because of the encounter. All other boats were stopped. This vessel was exiting Statter Harbor, a person on the upper deck deck could not have missed the spray as the whale was diving. I am astonished and dismayed by this. I live in condominiums nearby I have watched many whales and boats at the harbor, but never this type of action.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Anchor Point Lodge, Dolphin Tours LLC, Gastineau Guiding, Harv & Marv's Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures	JUNEAU TOURS & WHALE WATCH TO EMAILER: Thank you very much for your attention and concern. I just got this report from the captain of that vessel: " I was coming out of statter harbor at the channel markers. I was going 4.75 knots (under the recommended 5 knots). The whale dove right in front of our bow and I went to reverse. We did not hit the whale and it was about 10 feet from us. No contact was made between us." Please feel free to call me anytime you have a concern (907)723-3208. Kindly, Serene Hutchinson, General Manager, Juneau Tours and Whale Watch
06/05/2023, 10:31 AM	Phone	Vessel: Other	Douglas	Closed	I live in Douglas and there is a tour that's given down in Douglas -- a zipline tour I believe -- and they take a jet boat down there and that thing is way too loud. That thing came buzzing by here and it almost rattled my windows. So you guys need to deal with that. It's super loud. It's obnoxious. Let alone the rest of the tours downtown. You can't drive through downtown. It's very difficult. The crossing guards have a hard time dealing with what they have to deal with. Please deal with the boat -- it's so loud, probably like 130 db, so please fix that boat. Thank you.		HOTLINE TO CALLER: According to all information sources, there is no zipline operating in S Douglas. Hotline asked caller if there was a company name on the boat, which he said no (it was going too fast). Hotline said if he could ID the bot as a tour operation to call back with the information.
06/05/2023, 3:43 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Caller left message about helicopters not flying according to the Letter of Agreement, saying they were way off course and cutting corners and flying over Auke Bay. He has more detailed information if someone wishes to call him.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO HOTLINE: Called and spoke with Brian. His concern was aircraft being off route too close to Auke Bay harbor. I explained to him that during the last negotiations on the LOA the tower insisted on adjusting the "HOA" line running from just south of the beacon on Petersen hill to the middle of Auke Cape. It used to run to the southern most point on Auke Cape. This does have the effect of moving the traffic northward and closer to the harbor area. This was not something the helicopter operators wanted and we did fight it. It makes it more difficult for us to stay further away from noise sensitive areas especially when there is opposing traffic. Anyhow, we had a good conversation and I told him that if indeed the helicopters are over his home they are too far north and off route and to not hesitate to let me know. He was uncertain of which companies aircraft they were. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC / DBA NorthStar Helicopters
06/06/2023, 12:19 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Our concern is Juneau Whale Watching boats and Alaska Travel Adventures' boats wakes. They go right beside yachts that are anchored out here in the bay that have lightering boats off to the sides of them, with no concern or consideration for wake. We have a private dock with boats tied to it and there is a good share of the time we cannot even use our own dock because of their wake, and they are responsible for it. We need some help in getting the no wake zone put further out into the bay. It is an anchoring area for yachts and we're sure not being kind to our tourism yachting people. Thank you, I appreciate what help you can do, and we'll be calling back.	Alaska Travel Adventures, CBJ Docks and Harbors, CBJ Tourism Department, Juneau Tours & Whale Watch	

06/06/2023, 2:23 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	Alaska Coach Tours bus #321, on Egan right by Safeway, the driver is all over the road. I don't know if he's drunk or what's going on. Anyway it's parked now in the Safeway parking lot. Worst driver ever, and I worked in tourism for 15 years. Get this person off the road!	Alaska Coach Tours	ALASKA COACH TOURS TO HOTLINE: I have reached out to the number listed in the comment, he was very nice and understanding, I let him know we do not have a coach 321 but that we would give all drivers a reminder to pay attention to their surroundings and to their driving and focus on the road. He was appreciative of the call back.
06/09/2023, 9:30 AM	Phone	Other	Downtown	Closed	At about 9:30 this morning on Basin Road that has newly reopened, there were four rental Jeeps going well over the 10 mph speed limit following each other on the dirt part of the road. We were out walking and dogs were out, and it felt pretty dangerous. I know they say they are just a rental company and they can't control how people drive. I know in the past they had a suggested route to go on Basin Road on their dashboard readout. Maybe they can take that off or put warning signs and reminders that it's only 5 mph on the wooden trestle and 10 mph on the road. Thank you.	Unplugged Adventures	UNPLUGGED ADVENTURES TO CALLER: Thanks for your concern. We will continue to remind rental clients that many small neighborhoods around Juneau have narrow streets and speed limits that need to be observed.
06/10/2023, 1:46 PM	Phone	Other	Downtown	Closed	I am calling because Basin Rd is once again open to traffic and this morning I heard many vehicles going by my house, so I looked out and there was a convoy of the rental Jeeps going too fast for conditions. I walked up Basin Rd just to check things out and stopped several of them by walking in the middle of the road to tell them that they were driving too fast on the road. The speed limit is posted at 10 mph on the road and 5 mph on the bridge. I am against having any kind of tour vehicles on the road, and I'm also concerned about too many local vehicles, because our neighborhood cannot stand the numbers. Last summer in mid June we had close to 1000 vehicle trips in one day. So please log my complaint, and I'll be calling in any day I experience this kind of traffic.	Unplugged Adventures	UNPLUGGED ADVENTURES TO CALLER: Thanks for your concern. We will continue to remind rental clients that many small neighborhoods around Juneau have narrow streets and speed limits that need to be observed.
06/10/2023, 11:40 AM	Phone	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	Today at about 11:40 I was coming in from out the road and was in the turnaround at Auke Bay when a Gastineau Guiding bus with passengers on it coming from town cut me off and I had to slam on the brakes. I honked at him and if I had kept going I would have been t-boned. And the driver never looked towards the road in the turnaround where people coming from out the road have the right of way. This driver needs some education. Thank you.	Gastineau Guiding	GASTINEAU GUIDING TO HOTLINE: We are investigating the situation and will find out who the exact driver was and talk with them about the situation. We have narrowed it down to two people based on the time and location of the complaint. I also got in contact with **** and had a good conversation with him. Happy everyone is safe.
06/12/2023, 9:15 AM	Email	Other	Mendenhall Valley	Closed	I am writing this morning, not as a disgruntled anti-tourism resident, but as a genuinely concerned citizen. My family and I live in the Back Loop neighborhood. Over the years I have noticed the Cycle Alaska bike tours growth. Now with a newly driver's licensed child, 2 significant concerns have surfaced to my attention. The first is these "tours" are a danger to vehicle traffic. The oblivious nature of these vacation-minded tourists requires that almost ALL of the attention of any vehicle driver be directed towards anticipating the next careless move of the biking tourist. Thus, reducing the attention drivers can devote to everyday safe driving (like abruptly slowing down for the tourist busses/vans). Secondly, this tour is a danger to the tourist themselves! Having little to no shoulder, lots of curves, and traffic the Back Loop Highway is not conducive to bicycle tours. Each day I witness multiple bicyclists inadvertently swerve off the road and into traffic, as they are trying to find the scenic Alaska view they were undoubtedly promised. I honestly fear it is only a matter of time before someone is seriously injured due to one of these "tours"? It seems Cycle Alaska has done very well for themselves selling and renting bikes and selling tours across town. Perhaps it is not too much to ask that at a minimum they avoid selling/conducting tours along the second busiest stretch of road in town. Thanks for listening to me. And I sincerely ask that you give this concern some consideration. And know that it is a real concern, not just a complaint from an inconvenienced resident.	Cycle Alaska	CYCLE ALASKA TO EMAILER: Thank you for being so concerned. Please be assured that safety is our highest priority and is constantly on our minds during the tours. For some background, we have operated bike tours in the Juneau area, including Back Loop Road, for 18 years and have not had one vehicle bike incident. Before the tour begins, we have a 15-minute safety and demonstration talk. Topics covered include the operation of a bike safely and riding etiquette. Since cars are on the road, we instruct the guests to ride to the far right of the fog line for comfort and safety. We ride in a single file and 4 to 5 bike lengths between riders. We also remind the guests that they are considered vehicles on the road when bicycling and must follow all road rules. Our guides are instructed to remind guests that everyone needs to follow the instructions given in the safety talk. The tour is conducted at a moderate pace and averages about 10 miles per hour. The riding portion of the tour in the valley is 8.4 miles, of which only 2.7 miles in on the Back Loop Road. The remainder of the tour is on pedestrian/bike paths and trails. The number of people on this tour has remained relatively constant over the past six years, excluding 2020 and 2021, when the pandemic curtailed operations. If you see a specific incident that concerns you, don't hesitate to contact me so we can follow up with the guide. We take safety very seriously and constantly ensure safety procedures are followed. Take care, and thank you again for sharing your concern. Regards, John McConnochie, Owner
06/13/2023, 3:03 PM	Phone	Vehicle: Bus/Shuttle	Thane	Closed	At 3:03 this afternoon, coming out of Mt. Roberts St, a Juneau Tours bus #96 nearly t-boned me. I'm driving a little Chevy Volt and it's a huge, regular sized bus. I was right there, I had to slam on my brakes, I honked the horn and he didn't do anything. It seemed like he couldn't hear me or see me. I had my lights on. It's very annoying and this bus nearly ran me off the road.	Juneau Tours & Whale Watch	JUNEAU TOURS TO HOTLINE: I called the concerned person and apologized on behalf of our driver and assured her I would speak with him and caution him urgently to watch out for the smaller vehicles he encounters on the road. Kindly, Serene

06/13/2023, 3:04 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	Is there another location for the busses to wait other than the Safeway parking lot? I also work in the tourism industry in Juneau and we try to use that north west corner to stay out of the way of the locals. The last time we went stopped there were 8 busses parked there.	Alaska Coach Tours, HAP Alaska-Yukon	HAP ALASKA-YUKON TO EMAILER: Thank you for bringing this to our attention. We allow up to five coaches from our company (six on slow ship days) to stage in the Northwest corner of Safeway during down time, but understand we aren't the only company that does this. We've also checked with Safeway over the years and have the understanding that if there are too many buses there we will move if asked. Also, none of our coaches should be parked anywhere other than the area beyond where the Oaken Keg is (typically as sparsely used part of the lot by the general public). If you see anything other than this going on, please let us know and we'll fix the situation. Unfortunately there aren't many places for buses to stage in the Valley and we try to reduce congestion downtown by having empty buses transit back and forth. Best regards. Bill Hagevig HAP ALASKA-YUKON TO HOTLINE: HAP does limit the number of buses that stage there, and we do also utilize the Northwest corner away from the building, however other companies may also stage there. We've worked with Safeway over the years to ensure we aren't getting in the way, and they let us know if this is the case.	
06/13/2023, 6:20 PM	Phone	Aircraft	Mendenhall Valley	Closed	Please ask the yellow helicopters to stop flying over the condos at 9444 La Parouse. They do it every night. This is June 13th. It's been going on for a couple of weeks. They know the rules. They are not supposed to fly over the condos. We can't even carry on a conversation in our own kitchen. Please pass it on.	Coastal Helicopters		
06/14/2023, 3:06 PM	Phone	Vehicle: Bus/Shuttle	Downtown	Closed	We are Meals on Wheels deliverers and today delivering our meals downtown, my husband was in the crosswalk, already half way across the street, and a driver from Cycle Alaska with their van right there near their shop just simply didn't stop and he had to step back. We approached the driver after because we were delivering a meal there and she said "I'm sorry, I just couldn't stop." She was pulling over to let out her clients. We did speak with the driver briefly and she apologized but it is unacceptable that she did not stop for someone in the crosswalk right there in front of their building at the pier.	Cycle Alaska	CYCLE ALASKA TO HOTLINE: My name is Clay James and I am the Tour Operations Manager overseeing Cycle Alaska's bike guiding team. We agree with you that it is unacceptable that our driver did not stop for your husband in the crosswalk. We also would like to apologize for our wrong doing. Our driver contacted me immediately after the incident occurred to let me know that she had made a grave mistake. She even offered to respond directly to this concern herself once I let her know that we had been contacted by TBMP. We have taken this time to remind all of our driver guides how important it is to drive extremely slowly through crosswalks, especially while crossing guards are not on duty. Also, we have reminded all of them that pedestrians always have the right of way while in the crosswalk. Thank you for sharing this concern with us. We will be better. also just spoke with **** on the phone and let her know that we have taken her concern very seriously.	
06/14/2023, 8:08 AM	Phone	Vehicle: Bus/Shuttle	Thane	Closed	I'm driving into town from Thane this morning and the orange bus from M&M Tours did not stop at the stop sign. There's a slight rise by Mt Roberts and you can't see whose coming if you don't stop and take a moment to look.	M&M Tours Unlimited	M&M TOURS UNLIMITED TO HOTLINE: I just spoke to Pat and she was very nice. I explained that at the pull out area for Mt Roberts Street the stop sign is BEFORE the cross walk. After checking to see that it is all clear the drivers then slowly proceed onto Thane Rd. When Pat topped the hill and saw the bus he had already stopped and was passing through the crosswalk. She was very understanding. She pointed out some observations in the landscape. When pulling out from Mt Roberts you cannot see vehicles coming from the Thane until they top the hill and this time of year the foliage is so thick that it is also a visual hindrance. Maybe we could see if the city could trim that back. Good conversation. Mariann	
06/15/2023, 11:11 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Eric Lindegaard called to express again his concern about the wave action damaging his dock from larger whale watching boats going full speed up to the no-wake buoy in Auke Bay. He asked that TBMP call him to discuss the issue.		TBMP TO CALLER: Elizabeth talked with caller and listened to his frustration with the situation. His concern is the amount of boats creating wakes that affect his dock has increased drastically over the years and that the situation is becoming untenable. Elizabeth offered to check with Docks & Harbors to see if anything can be done. DOCKS & HARBORS TO TBMP: Carl Uchytel provided a description of what responsibilities and limits of authority D&H has at Statter Harbor, which does not include the moving of the no-wake buoy further out from the breakwater. Elizabeth will explain this to the caller.	TBMP may wish to consider a new guideline for 2024 for TBMP member vessels to reduce their speeds starting at 3000 feet from the breakwater rather than at the buoy, which is 1000 feet from the breakwater.

06/16/2023, 1:31 PM	Phone	Other	Downtown	Closed	As a citizen who's lived here over the past 20 years and seen the increase in tourism, I am completely distressed that the bandwidth for all kinds of telecommunications has not kept pace. Once the ships arrive it is impossible to do anything on your cell phones if you are downtown. You cannot receive messages, cannot some days make phone calls, you cannot see a picture through a text, you cannot stream anything, you cannot work in any application on your phone. It is a huge problem and continues to be a problem. I feel there are too many people coming to town using the bandwidth, and people that live here on a day-to-day basis have an impact on their life. I know it sounds minor but we are all connected through those and it's very difficult not to be able to receive communications throughout the day because there are so many ships in town. This is not just an individual problem. I have talked to other people. It continues to be a problem and you can completely identify it with the timing of the ships' arrivals everyday. I am extremely frustrated and I am hoping that they will seriously look into what can be done so that this can be limited and that people who live here year round can continue to use their cell phones without interruption. I would be much happier having ships arrive if this were not a daily problem. Thank you.	CBJ Tourism Department		
06/17/2023, 6:29 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	Please let ALL van/bus drivers working in travel business to NOT stop or park or leave their vehicle running along the sidewalk at Brotherhood Bridge view along the railing. Spoke with a very nice young woman driver today who made a short stop for passengers wanting to take photos of the Glacier and she really didn't know--had a Princess Cruises name tag. I pointed out to her where she could park in the lot. Thanks!	Alaska Coach Tours, Alaska Luxury Tours, Alaska Travel Adventures, Gastineau Guiding, HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited, Princess Cruises		
06/18/2023, 4:10 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Closed	Hi, this is actually a ship emissions concern but I don't have access to the internet and I wanted to call this in before I forget. You can fill it out for me. This is Sunday, June 18, about 4:10 pm and the Norwegian Spirit, which is anchored out in front of downtown, is spewing a huge amount of smoke emissions of some sort. My name is ****. The Norwegian Sun, which is at the Princess dock, is also spewing at lot of emissions at the exact same time as we drive by. As I have no access to the internet, I hope you fill it out [the DEC emissions complaint form] on my behalf.	CBJ Tourism Department	HOTLINE: Hotline chose not to complete the online form but instead emailed the concern to DEC. DEC BACK TO CALLER: Copy Larri. Someone will look into this. Like everyone, we're short staffed; I'm just filling in this summer. If you're in a position to complete this for future reporting, it will expedite things: https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints . This is general information: https://dec.alaska.gov/water/cruise-ships/cruise-air/ . Thanks, Amanda Compton, Alaska Department of Environmental Conservation	
06/18/2023, 8:30 AM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	I'm out here at Shelter Island, and on the north end of Favorite Reef, and the Gastineau Guiding boat "Ranger" comes by in the morning and chases the seals off the north end of the reef when they're sunning at low tide. The rest of us like to see them also so he doesn't have to get so close. If he just drives by at a distance farther than he is and doesn't stop and turn around the seals will stay on reef.	Gastineau Guiding	GASTINEAU GUIDING TO HOTLINE: Good afternoon, I spoke with the Captain of our whale watching boat and he informed me that he was more than 100 yards off of favorite reef when the sea lions were spooked. He said it was a very quiet morning and the shifting from neutral to reverse startled them. This Captain has worked at Gastineau Guiding for many years and I can testify to his professionalism as a Captain and the respect he has for our marine wildlife. He will take extra caution driving by Favorite Reef in the future. All the best, Robie Janes, General Manager	
06/21/2023, 7:23 PM	Phone	Cruise: Visual	Downtown	Closed	Hi, folks, this is *****. AT 7:23 PM I'm sitting on my deck and watching a giant screen television advertisement on the Princess ship that is closest to Merchant's Wharf. I'd appreciate you folks giving them a call and having them turn that off this evening. Thank you so much.	Princess Cruises	PRINCESS TO CALLER: Yep that was us and I saw it and sent an email about that time to get them to turn it off. They apologized and mentioned that it had been turned off prior to arrival and not sure who turned it back on. They are aware of the TBMP guideline will address onboard. Thanks *** - apologize for the mistake. All the best, Kirby	
06/21/2023, 8:45 AM	Phone	Other	Downtown	Closed	Yesterday at 1:30 in the afternoon I was downtown and I want to compliment the crossing guard who was working by the parking garage with the library,. Of course, it's just chaos downtown and yesterday it was even work with the bus that broke down in a terrible position. But this crossing guard was wonderful, and please find a way to pass along my compliments to whomever it was. It was a man, and he had a whistle, and he would very briskly blast his whistle and control people and traffic. He made everything flow. He did a great job and was easily seen by all.	CBJ Tourism Department, Goldbelt Security, Travel Juneau		

06/23/2023, 2:25 PM	Phone	Other	Mendenhall Valley	Closed	Hello, my name is ****. I am a commercial vehicle driver and I frequent Back Loop Road from the Montana Creek area to the Auke Bay roundabout. In the past few years I've had multiple occurrences of close calls and/or bicycles crowding the roadway to the point that I had to be in the oncoming lane around the corners around Goat Hill. Basically if someone had come around the corner I would have gotten in a crash or hit a bicyclist. I've had three or four incidences in the past couple of weeks. I called the Cycle Alaska number to express concern, and they took note of it but I haven't seen any change.	Cycle Alaska	CYCLE ALASKA TO CALLER AND TBMP: Thank you for reaching out and expressing your concern. Please be assured that safety is our highest priority and is constantly on our minds during the tours. Before the tour begins, we have a 15-minute safety and demonstration talk. Topics covered include the safe bike operation and riding etiquette. Since cars are on the road, we instruct the guests to ride to the far right of the fog line for comfort and safety. We ride in a single file and 4 to 5 bike lengths between riders. We also remind the guests that they are considered vehicles on the road when bicycling and must follow all road rules. Our guides are instructed to remind guests that everyone needs to follow the instructions given in the safety talk. Last week we focused our efforts on reminding the tour guides of how paramount this is. See my communication with them below: "On the back loop road while doing the Bike & Brew Glacier View Tour it is extremely important that we inform and reiterate that the guests need to stay as far to the right of the white line (fog line) as possible. All guests need to be riding single file while on the roadway. The lead guide should lead by example here. Please be sure that you are mentioning the importance of this multiple times in your safety talk. Also, quiz all of the guests at the end of the safety talk about single file and staying way right of the white line. This helps drill it in their minds." Kind Regards, Clay
06/23/2023, 8:56 PM	Email	Vehicle: Bus/Shuttle	West Juneau	Closed	I live at 2906 Blueberry Hills Rd and I observed a Lux van with tourists driving through our neighborhood. The license plate was LBR 648. Would you please follow up with the operator and let them know that tours are not allowed through this private neighborhood? Thanks.	DLux Rides	DLUX RIDES TO HOTLINE: I have spoken to the driver. He stated that the individual rushed his vehicle screaming at him and frightened the individuals in it. I am not sure if this is the same individual who complained about drivers who were dropping at VRBO's or taking folks to their personal residents in the past ? But charging a vehicle in a threatening manner is not acceptable in any case. I have informed all of our drives that certain areas should not be tour or transited. Thank you for informing me. Sincerely, Shane Williams, Founder DLUX Rides
06/23/2023, 9:00 AM	Website	Vehicle: Bus/Shuttle	Egan Drive	Closed	Please have all tour buses as soon as safely possible merge into to right lane and stay in said lane on Egan drive. It creates an unsafe situation on Egan Hwy when big tour buses (as well as vans) try to make up 3 minutes to go to or leave downtown. Offenders are typically Juneau Tours & Whale Watch and M&M tours. Also, ask the tour buses to go with the right lane traffic flow, and do not excessively speed. Said compaignies are mostly the offenders. Thank you.	Juneau Tours & Whale Watch, M&M Tours Unlimited	JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello! I am sorry that I missed this! I just had a drivers meeting this morning in fact, where we once again went over how to operate on Egan drive. Our drivers are supposed to only move into the left lane to pass when absolutely necessary because of an excessively slow vehicle in the right lane, then safely return to the right lane. We do appreciate you point thing out as we use it as a reminder for our whole crew. If you ever witness one of our buses operating incorrectly again - feel free to call me directly on my cell. We take these comments very seriously. Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch M&M TOURS TO SUBMITTER: Thank you and I will certainly let my bus drivers know that, unless they are going around a very slow vehicle, they are to stay in the right lane at all times. Sorry for any inconvenience. Thank you and have a blessed day!
06/25/2023, 5:00 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Yesterday, Sunday, July 25, around 5:00-5:15 PM, my husband and I were on a personal fishing vessel and encountered a boat from Alaska Tales Whale Watching -- the boat's name was Ramsey. We had two encounters with them coming into the harbor. They passed us at excessive speed. We were going the posted speed and they passed us significantly faster, leaving a wake. Another encounter happened when they came out of their dock and going into the loading ramp, again going at an excessive speed, and they cut in front of us and impeded the flow of traffic. I've already spoken directly with Tommy with Alaska Tales but I wanted to pass it on to TBMP.	Alaska Tales Whale Watching	TBMP: Caller had already spoken with tour operator.
06/26/2023, 12:37 PM	Phone	Vehicle: Bus/Shuttle	Downtown	Closed	We were driving behind a Royal Highway Tours van between 3 and 12 mph all the way from the Tram to the turnoff for the last cruise ship, and they also stopped at the Juneau Mining Tours building. It was very frustrating as there were no cars in front of them and I couldn't think of a reason they would go that slow. Please have a word with them and call me back. Thank you.	HAP Alaska-Yukon	HAP ALASKA-YUKON TO HOTLINE: Reached out to Max via phone call and had a productive conversation. From additional details he shared, the situation gained some clarity. Though the metal plates on the road contributed to part of the reason the driver was going slow, the main reason the driver slowed considerably right before Franklin Dock was because of the busy traffic happening on the dock. Thank you, Whitney Schaefer, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon
06/27/2023, 11:42 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Good morning. This is ***. One of many but one of the worst wave-makers here in Auke Bay up to the white buoy and beyond is Alaska Travel Adventures. They throw a horrible wake, and they seem to be slowing down about half speed further out and then cruising at half speed where they actually make a bigger wake right past the yachts that are anchored out with tenders alongside. They are just one of many and it's all day long when they're operating.	Alaska Travel Adventures	HOTLINE: Elizabeth spoke with **** and has shared his concerns with the whale watching fleet.

06/27/2023, 9:00 AM	Website	Vehicle: Bus/Shuttle	Other	Closed	The bus is so full from tourists, taking the bus out to the glacier residents workers can't even get on the bus to go home after work. Also, the bus is so full of with tourists you can't even take the bus to the store or go home. Tourists are not giving up seats for the elderly and disabled, or women with small children! Please do some advertising encouragement for tourists to take alternate means to the Glacier. I don't know let them know that it's a long walk with bears next to sidewalk. I saw a mama bear and babies on the sidewalk this last weekend, something really needs to be done so the people who live here and pay taxes here can access capital transit.	CBJ Tourism Department	
06/27/2023, 9:00 AM	Website	Other	Downtown	Closed	My Concern is, what will be left of the "Alaska" flavor other than this make believe Disney-Land-like fantasy that is being created?	CBJ Tourism Department	
06/28/2023, 8:19 AM	Phone	Other	Downtown	Closed	Good morning. My name is **** and myself, my husband, and six friends have traveled from Virginia to Juneau and this morning we were supposed to take the Adventure Bound Alaska Tracy Arm fjord tour and found out yesterday that they had cancelled. Our understanding is that they have not done any tours this season. If you go online, they are still booking tours and taking money.		HOTLINE: The hotline emailed the caller and expressed sympathy for the situation and provided the link to the Alaska consumer protection office where complaints can be filed. Adventure Bound Alaska is not a member of TBMP.
06/29/2023, 9:00 AM	Website	Cruise: Emissions (referred to DEC)	Auke Bay (Marine)	Closed	Quantum is coming by Lena at 8:25 pm on 6/29 and it is really smoking!	CBJ Tourism Department	HOTLINE TO SUBMITTER: Hello, Heid!! Thank you for submitting your concern about the emissions from the Quantum of the Seas. I have forwarded your complaint to Alix Pierce, the CBJ Tourism Manager, so that she is aware. However, TBMP has been directed to refer emission complaints to the Department of Environmental Conservation complaint form online. That URL is https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints . I urge you to submit your concern to them. Best regards, Elizabeth
06/30/2023, 12:30 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	Today at 12:30 at the Salmon creek intersection we observed this yellow bus (Salmon Bake?) race ahead inbound on Egan from the stop light to beat a group of 10 or so pedestrians attempting to cross Egan Drive. We thought it was a very dangerous and dumb maneuver. After waiting for the pedestrians to clear the cross walk, we chased the bus to get the attached photos. We estimated the driver was going 70 to 75 MPH. We caught up with it near the Breakwater Inn to capture the photos. I don't know what the drivers rush was, but it was foolhardy to put pedestrians at risk. The driver needs a reprimand and some safety lessons in our opinion. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: We have responded directly the emailer.