



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
06/01/2024, 12:00 PM	Website	Vessel: Other	North Douglas	Closed	The kayak tour operator based at the North Douglas boat launch is using the public boat launch as a private dock. They leave their Lund permanently docked on the launch ramp at the end near the fish cleaning station. Today was king salmon fishing opener. No one could dock and use the fish cleaning station because their boat was there unattended. Leaving their boat there also makes it more difficult for people to launch and load at low tide or when it is windy, as it was today. They did this all last year as well. I can't use the boat launch as a private dock, why can a non-locally based tourist operation? I'm not against the kayakers using the cove. It's a beautiful view and I'm happy that tourists can have that experience. What I am against is an operator who thinks he owns the boat launch, to the detriment of Juneauites. Last year when I asked them to move the Lund they refused. Today I couldn't even find anyone to talk to.	Alaska Travel Adventures, CBJ Docks and Harbors	DOCKS & HARBORS TO SUBMITTER: Thanks for bringing this to my attention. We will address with the tour company - soonest. Sincerely, Carl Uchytel, P.E., Port Director, City & Borough of Juneau DOCKS & HARBORS TO TBMP: I just spoke with Ryan from ATA and reminded him that the skiff could not be left unattended at the boarding float. He understands and will remind his crew. Thanks, Matt Creswell, Harbormaster, City & Borough of Juneau ALASKA TRAVEL ADVENTURES TO SUBMITTER: Good afternoon, ****. Thank you for bringing this matter to our attention. I have read through your comments, spoken with the harbormaster and our sea kayak team, and concur our guides have not been following protocol with docking the safety skiff. They have at times left the skiff unattended between tour departures, blocking access to the fish cleaning station. The team will be beaching the skiff in our operating area between tours going forward. Please feel free to call me directly at 907-617-2124 if you would like to discuss this matter any further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
06/01/2024, 3:00 PM	Website	Vehide: Bus/Shuttle/Taxi	Other	Closed	Bus 6052 almost to downtown emitted a lot of air pollution each time it started after stops on Glacier Ave. Around 3:00pm on Sat, June 1.	CBJ Tourism Department	TBMP forwarded the concern to Capital Transit.	
06/01/2024, 7:52 AM	Website	Aircraft	Auke Bay (Land)	Closed	50+ over flights a day and some **** in a copter still feels the need to fly over at 7:52... AND 8:49 this morning. Extremely Frustrating.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO SUBMITTER: NorthStar did not have any flights on this morning until a guide flight at 9:52am. First tour flight departed at 10:01am. Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO TBMP: Good Morning, Coastal Helicopters did have a helicopter fly over around 7:52am. This was non-tour related; it was a charter helicopter heading up to Haines. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopter TEMSCO HELICOPTERS TO SUBMITTER: Temsco Helicopters had no flights in that direction or that early this particular day. The hours described do fall within what the TBMP guidelines state, however many flights going in many directions are not tour related and can be anything from supporting local industry and infrastructure to assisting with medical or other emergency situations. Eric Main Juneau Flight Operations Manager, Temsco Helicopters	
06/03/2024, 1:15 PM	Email	Other	Airport	Closed	Hello, When recently greeting arriving visitors at the Juneau International Airport, I noticed a difference in cruise ship policies about meeting their customers. One guy was upstairs, while a couple were downstairs, thus making it a little confusing for those looking upstairs for those contacts that were not available until they got downstairs off the escalator. Make sense? If all were downstairs, it might make more sense, since upstairs sometimes gets a little crowded and the escalator gives arriving passengers a clear view of what's below while they slowly descend. However, those who use the elevator will NOT encounter the escalator's view, thus making that a minor issue with my suggestion.		TBMP TO EMAILER: Hello, ****. Thank you for submitting your observation and recommendation to the tourism hotline. I will forward your email to the airport manager's office. Best regards, Elizabeth	

06/03/2024, 11:37 AM	Phone	Other	Downtown	Closed	Whenever a cruise ship comes by, I lose my cell phone coverage or it becomes so difficult that I have to hang up and wait until the cruise ship is gone. I just lost 25 minutes waiting on a medical hold for something and the person could not hear me. I had to call back. Somebody needs to deal with this because it's impacting our lives. Thank you.	CBJ Tourism Department	No response requested.	
06/04/2024, 3:19 PM	Phone	Aircraft	Airport	Closed	I'm calling to voice a complaint with TEMSCO's new helicopters. Looks like they've got some new green and white helicopters that sound like there's an airplane crashing above you. They're noisier than the other helicopters they're flying and I can tolerate those barely. These are ridiculous. Thank you.	TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: Thank you for sharing the concern. TEMSCO is operating two Airbus EC-130 along with our traditional fleet of AS-350 aircraft. While the EC-130 sound is a slightly different pitch, they do produce less decibels in flight than the AS-350. Let me know if you would like any more detailed information. Craig Jennison, VP of Tours & Marketing, TEMSCO Helicopters	
06/04/2024, 3:45 PM	Phone	Other	Downtown	Closed	My concerns are about the lack of good phone service when there are ships in town. November through April I have no difficulties, but the 1st of June when there were five ships in, I was unable to complete a conversation with someone in Haines, with repeated cutoff and dropped calls. On the 6th there were five ships in and I was unable to text my disabled spouse from town and he was in Auke Bay. It took over 1/2 hour for that text to go through. And today, the 4th of June, I had a dropped call. I would very much like to have the cruise folks solve this problem because we don't have this problem when they're around. Thank you.	CBJ Tourism Department	No response requested.	
06/04/2024, 5:20 PM	Website	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I live in the Spaulding Beach condos, waterfront. A large whale watching boat (Purple with a large wing on the back) by the name of Orca Odessey (could not completely make it out with binoculars, best guess). Came in HOT to Stattor Harbor. Did not slow down until half past the 5 mph marker.	Dolphin Tours LLC	TBMP TO SUBMITTER: Thank you for contacting the tourism hotline with your complaint about the behavior of the Orca Odyssey on Tuesday afternoon. I forwarded your complaint to Dolphin Jet Boat Tours, the owner of the vessel, and I received the following response: "Hello, Thank you for reaching out. I was watching the boat come in, and I agree, our captain did not slow down on time. I have already spoken to him about this matter. Thank you.-- Sommer Ward, Dolphin Jet Boat Tours"	
06/04/2024, 6:20 PM	Email	Aircraft	Mendenhall Valley	Closed	Good evening, I live on Raddliffe Road and the helicopter noise today was nonstop. Will you please double check that Coastal and North Star are adhering to the flight pattern requirements? I do not oppose tourism or flight seeing, but the helicopter noise has become absolutely ridiculous when you are trying to relax or spend time outdoors. I understand I live by an airport, but planes come and go. Helicopters travel in groups and are constantly back and forth with little time in between. Thank you!	Coastal Helicopters, Northstar Helicopters	NORTHSTAR HELICOPTERS TO EMAILER: *****, Thank you for using the TBMP hotline. The routing in and out of the airport environment is regulated by the air traffic control tower through a letter of agreement. We would know pretty quickly if any of our aircraft were not adhering to the flight pattern requirements and so far this season there have been no reports from the tower for NorthStar. Having flown with NorthStar for the last 26 years I'm keenly aware of our impact to the folks living on Raddcliffe, La Parouse, and Berners. Our location on the airport puts NorthStar's aircraft at a lower altitude when transiting the area near these streets. We have done everything we can over the years to reduce this impact including our requests to the tower to fly "opposite flow" in order to stay on the most southerly track possible. We also have resisted efforts by the tower to alter the helicopter traffic pattern in that corner by "straightening " out the downwind leg. The pattern we have created in our letter of agreement is unusual in that the racetrack like pattern is notched in that corner specifically to remain over airport property and as far away from those neighborhoods as we can. Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO TBMP: Good Afternoon, Thank you for submitting your comments about the helicopter noise. We have taken your comments into consideration. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather and other air traffic. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	

06/04/2024, Afternoon	Website	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	The green bus stopped on glacier highway waiting to turn in to Allen Marine dock in Auke bay for at least 5 minutes and had traffic backed up to Stablers point (at least 15/20 vehicles) waiting to turn in. Yesterday the white bus was driving was driving 20 mph from Statter harbor all the way to the Allen Marine dock before turning off. This is totally NOT acceptable.	Alaska Coach Tours, Royal Hyway Tours-HA	ROYAL HYWAY TOURS - HAP TO TBMP: Thank you. We don't have any green buses, but we can do a GPS track for the area yesterday and see if any of our white buses were driving as slow as reported. Speed increases the closer you get to the Allen Marine turn off, so shouldn't have been any reason to drive 20 the whole route. I picked three points along this stretch of road and did GPS proximity searches on all three for yesterday and I didn't find anyone who was consistently doing 20 mph. The slowest vehicle was doing 29 mph just after the Legion hall, but he did accelerate to 40ish before the rock quarry. This may have been ACT, but also an exaggeration. I've noticed that as soon as they pass Fisherman's Bend traffic ramps up to 50 mph pretty quickly in that area - well above the posted speed limit. All of our buses tended to be in the upper 30's to mid 40's. Bill Hagevig, Division Manager, HAP Alaska-Yukon ALASKA COACH TOURS TO TBMP: I spoke with the caller. We appreciate the comment and will work with Allen Marine to ensure a flow of traffic. Thanks, Alicia Phillips, Juneau Division Manager, ACT	
06/05/2024, 10:47 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I appreciate the ability to report things of concern. This morning the Orca Odyssey out here at Statter Harbor did not slow down until it was more than 200 yards past the no wake zone mark, and it threw a big wake because as it slows down the wake gets bigger, bouncing all the boats on the breakwater. This is not acceptable and I'd appreciate it if you'd let them know that they need to abide by the rules that the rest of us do. Thank you.	Dolphin Tours LLC	DOLPHIN JET BOAT TOURS TO TBMP: Hello, thank you for reaching out. I was watching the boat come in, and I agree, our captain did not slow down on time. I have already spoken to him about this matter. Thank you. Sommer Ward, Dolphin Jet Boat Tours	
06/05/2024, 12:01 PM	Email	Aircraft	North Douglas	Closed	I'm calling with regard to the incessant helicopter noise that affecting particularly the neighborhoods of Bonnie Brae and that north Douglas area. I live across at Mountainside and it's continuous noise coming from the heliport. Even when they're not in the air, NorthStar has the rotors on and it's just a continuous noise all day long, all summer long. While I understand that we're not going to do without these sightseeing tours, I think the heliport just needs to be strongly encouraged to move to the airport like the others so we can at least localize this noise pollution. In the absence of that, can they figure out how to shut the engines down more frequently so that the residents don't have to listen to that disturbing noise every day of the week? I am happy to talk with anyone.	Northstar Helicopters	NORTHSTAR HELICOPTERS TO TBMP: The base we operate at the North Douglas heliport services two separate partners who have their bases on the south end of the Juneau Icefield. If that operation were to move to the airport more homes would be exposed to noise due to the further flight and altered flight path. There is currently no infrastructure at the airport that could support that operation regardless. All of NorthStar's flights shutdown between tour flights, they do not "keep the rotors on continuously". This is actually less efficient and is an added cost to NorthStar but we do shutdown for the safety of our guests, pilot comfort, fuel savings, and for noise abatement for the nearby neighborhoods. Jason Kulbeth, Director of Operations, NorthStar Trekking	
06/05/2024, 2:55 PM	Email	Other	Downtown Docks	Closed	My wife walked up to a man (picture attached) at a booth outside of the Majestic Princess to ask about a tour. These are her words: "This man yelled at me when I asked the price of a tour as my husband walked down by other vendors. He stood there and yelled at me (I was shocked and didn't say a word) as he told me to go away and that he doesn't do business with people who check other prices. He was aggressive and belittling. Just thought his boss should know how he treats others and that Juneau should know that this is the first impression given to visitors." While he may look very nice in the picture, I assure you he was quite the opposite. He was mocking me due to the fact that I took his picture after yelling at my wife. Thank you.		SAME DAY TOURS TO TBMP [not a TBMP member]: Morning Elizabeth, We take these incidents very seriously. Once I was notified about the complaint I immediately pulled the sales person off the dock and brought it to his attention. He was given a written warning and suspended for two days. In addition he has been notified that this is his last opportunity to change his behavior or he will be terminated. I called and spoke with **** personally about his interaction with our sales person. I thanked him for bringing the inappropriate behavior to our attention. I apologized for the salesperson's actions and agreed that no one should be subject to that type of behavior. He was thankful for the call and very appreciative that the salesperson faced consequences for his actions. He felt the matter was resolved to his satisfaction. Sincerely, Greg Pilcher	
06/05/2024, 4:19 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Yesterday on the 4th of June at approximately 4:14 to 4:20, the Orca Odyssey came in and did not slow down until within approximately 500 feet of the breakwater. He was halfway in from the marker to the breakwater before he even dropped power. This is the second time I've witnessed this. If someone wants to call me back, I'll be happy to talk to them. Thank you and good afternoon.	Dolphin Tours LLC	TBMP TO CALLER: I called **** and relayed the message from Dolphin Jet Boat Tours that they were aware of the issue and had spoken with the captain of the vessel.	

06/06/2024, 10:02 AM	Email	Other	North Douglas	Closed	Hello, Alaskans wanting to enjoy a day at the beach or launching our boats in north Douglas are not interested in hearing blaring music from the young people unloading kayaks for the kayak tours. Best practices would have these folks wearing earbuds if they want to hear their music and allow the rest of us to hear eagles, whales surfacing or the slap of water on our boats. Please remind these young tour operators that this is not a place and time to blast their music. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Good evening, ****. Thank you for bringing this issue to our attention. I spoke with our guides and confirmed they have been playing music loudly during the daily set-up and take-down of our operation. I've reminded them we need to be courteous to other users and respectful of nature. Please feel free to give me a call at my direct line - 907-617-2124 - if you would like to discuss this matter further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
06/06/2024, 10:28 AM	Phone	Cruise: Noise	Downtown	Closed	Hello, I'm calling from 6th Street in Juneau. It's 10:30 on Thursday and one of the cruise ships was blasting a beeping noise for quite a while. It was clearly heard from here on 6th Street. I hope that you do something about it. I couldn't figure out which ship it was.		TBMP TO CALLER: Elizabeth called to let this resident know that the Noordam was conducting a crew drill between 10 and 11 a.m. on June 6, which was to include sounding all three alarms and lowering four lifeboats into the water. TBMP was advised by CLAA that this drill would take place.	
06/06/2024, 11:43 AM	Email	Aircraft	Douglas	Closed	Hello - There has been a big uptick in helicopter noise in Douglas. Have they changed their routes this year. I am complaining.	Northstar Helicopters	NORTHSTAR HELICOPTERS TO EMAILER: *****, Thank you for sending your concern via the TBMP system. My name is Jason Kulbeth and I'm the Director of Operations for NorthStar Helicopters. I'll start by answering your question, No we have not changed any of the routes in that area or from our base on North Douglas. They are the same routes that have been in place for 20 plus years from when ERA helicopters operated that base. One exception in our operation is that when the weather allows we utilize the "Salmon Creek" departure and arrival more than ERA did which serves to eliminate any noise issues for Douglas and downtown. This season so far we are down in flight numbers and passengers flown year over year from 2023. Currently we only operate 4 aircraft from the North Douglas Base which services our partners on the southern end of the Juneau icefield and Taku river. In 2018 and 2019 (first two years NorthStar operated on North Douglas) we flew 5 aircraft from that base, and at times before that ERA operated up to 12 aircraft from there. The routes have not changed but with that said there are things that can affect the perception of more noise or more traffic, weather being the chief among these. Also every season we end up with a handful of new pilots who are still learning the intricacies of the routing, weather, and noise sensitive areas. If you could send me specifics of time, location, number of helicopters, color of helicopters, direction of travel, your interpretation of what is being done improperly, I can more easily check to be sure that our pilots are adhering to the routes as specified or at least find out why they had to deviate. Also there is significant utility work being done by other companies down in the Annex creek area which could be contributing in part to some of the downtown area traffic. Again thanks for the feedback and feel free to write in again with any specifics or feel free to write me direct. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
06/06/2024, 6:49 PM	Email	Cruise: Emissions (referred to DEC)	Downtown	Closed	I am writing to complain about the celebrity cruise ship that is in port today June 6, filling the valley with smoke (6:45 p.m.). I know that i am supposed to fill out a form with DEC but you folks should record and care about this issue as well. I am tired of seeing these ships blowing smoke in the valley (which I see from my house in Douglas) it is totally unacceptable. Please pass this on. Thank you.	CBJ Tourism Department, Cruise Line Agencies of Alaska	No response requested.	
06/06/2024, 9:12 PM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	The cruise industry continues to pollute Juneau,Alaska's air quality with emissions of heavy diesel fuel. Here's an example. And I observed much heavier clouds of smoke before I was able to pull off the highway to take photos. Please charge and fine this vessel. I live upwind from these huge ships and their toxic fumes are health hazards for everyone in their path. [The email contained an image of the Celebrity Solstice spewing thick smoke.]	CBJ Tourism Department, Cruise Line Agencies of Alaska	No response requested.	This email was also sent to the CBJ Assembly, Krista Botkin with DEC, and the EJHotline@epa.gov.

06/07/2024, 11:08 AM	Phone	Other	Gastineau Channel (Marine)	Closed	I heard at a Parks & Rec meeting last night that we are going to get a new cell tower (or whatever) -- that cell service downtown is going to be upgraded, which is great. For the last two years -- this summer included -- we have had terrible cell service down the channel. We have a cabin several miles down, and for years we had fine cell service back and forth to town. This is not only for convenience, but since one or two of us can be down there all alone at times, if anything happened and we don't have cell service, it could literally mean life or death. We've had that cabin for over 20 years, and until last summer we had no problem connecting with each other from Auke Bay all the way down the channel. I really appreciate that this is going to happen and I hope we get our cell service back. Thank you.	CBJ Tourism Department	No response requested.	
06/07/2024, 12:48 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	My wife and I went to launch our boat at 12:20pm Friday at stater harbor. It was a very busy day with a lot of traffic. This whale watching boat was at the end of the ramp unattended causing a traffic jam. I called docks and harbors, they said he was waiting for a haul out. I didn't see a haul out truck in the parking lot. I believe the operator is dolphin jet boat tours. They did not answer their phone when I called. Please take care of this. My wife and I have stopped Mooring our boat in Stater harbor because of the whale watching boat's wakes and nowhere to tie up if you get in after the whale watching boats. Now they are even making it hard to launch our boat.	Dolphin Tours LLC	TBMP TO EMAILER; Hi, ****. Below is the response to your complaint that the Dolphin Tours boat was blocking the boat haul-out today: "We work with a local independent contractor that drops in hundreds of boats a year. We were told specifically to put the boat there, and he would take it at that time. He did not show up as scheduled, and we do not know why, but it was hauled out of the water. Sommer Ward, Dolphin Jet Boat Tours" Thank you for contacting the hotline with your concern. Best regards, Elizabeth	
06/07/2024, 3:56 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I am the one with the dock on the northwest side of Auke Bay. The purple Orca boat we by twice in the last week and a half way over on my side and he did it again today at 3:45. Now he just did a big circle heading back in. I don't know what happened, but he just came over and waked the dock pretty good. Please let him know he should be over where the other whale boats are traveling thru the Cut by the marker. Thank you.	Dolphin Tours LLC	DOLPHIN TOURS TO TBMP (RELAYED TO CALLER): Orca Odysea is a very large and distinctive vessel, and it does throw a wake. However, properly operated, the wakes at either side of Auke bay should be inconsequential. We did a study from a dock on the fritz cove side, and the wakes thrown by Orca Odysea (our largest vessel) were insignificant, even when we operated dramatically closer than any track on our GPS. We would be happy to replicate the study on your side as well. Orca Odysea has been operating in Auke Bay for a very long time, and although it is one of the more distinctive vessels, it is not the largest any more. We will be happy to come out to your dock and track all whale watching vessels with you at a time of your choosing so we can see which wakes (if any) are causing your problems. Sommer Ward, dolphin Jet Boat Tours	
06/07/2024, 4:00 PM	Website	Other	North Douglas	Closed	Friday June 7. 4:00 pm. About 15 e-bike riders at 12-13 mile N Douglas were all over the driving lane, oblivious to vehicle traffic. Maybe half of them were using the bike lane. When speaking to them about it, one said "there's a bike lane?" This outfit needs their "guides" to do a better job. The customers were nice, but need better safety instructions.	iRide Alaska/Segway Alaska	IRIDE ALASKA TO SUBMITTER: Concerned Citizen, For some reason this email was overlooked and just sent to me recently. I appreciate knowing that there was an issue on North Douglas Island as we continually work very hard as a company to make sure our guides are educating our guests on all the safety rules. I am sorry that this may have been an inconvenience to you or made you feel unsafe. We do have our guides do a safety training to all our guests at the beginning of all our bike tours and even give reminders at every stopping point along the way. We have even very purposefully hired two guides to be with each tour, so that one guide leads and the other guide follows to help prevent bikers from riding outside the white line. However, from time to time (thankfully not very often), we do get some guests that are a bit more difficult at wanting to comply to the rules. Please know that in these situations, our guides are doing their very best to wrangle in some very difficult personalities and we are continually giving them training on how to best approach difficult situations such these. Know that I have shared this concern with all my guides and we will continue to educate them and our guests, so that everyone using and sharing the road remains safe. Thank you, Chris King, iRide Alaska	TBMP: This concern submitted to the website on 6/7 was overlooked and sent to iRide on 6/17.

06/07/2024, 6:10 PM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	Between Vanderbilt and Fred Meyer intersection. Juneau Tours bus (#98) overtook Alaska Coach bus (101), passed me by before pulling in front of me. The bus then tailgated the car in front of the bus on the left side of the road. After the Juneau Tours bus merged to the right lane, the Alaska Coach bus overtook us both and then merged to the right. I was doing 55 MPH or slightly higher. I am not anti-tourism; I have family members who work or have worked in the industry. As we all know it is a point of debate in Juneau and actions like these only add fuel to the fire. It is my understanding that the drivers have strict instructions to not do this type of wild west driving. They need to understand that people are watching and noticing. Drive the speed limit, stay in the right-hand lane once on Egan Drive.	Alaska Coach Tours, Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Thank you so much for the detailed report. Your accuracy makes it possible for me to address this issue with the specific driver. You are correct that we have trained our drivers NOT to drive like it is the wild west! They are also aware of the spotlight tourism is under right now. But most important they are trained to be safe. I will address this issue with the driver before he is allowed back in a bus. I will also reiterate in our regular bi-weekly drivers meeting how important it is to stick with our agreed upon TBMP guidelines, even if it makes them late for a pick up. Thank you again, and thank you for not being anti-tourism! Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch ALASKA COACH TOURS TO TBMP: I spoke with the caller and let him know we appreciate the comment. We added this item to the agenda of our driver meeting. Thanks, Alicia Phillips, Juneau Division Manager, ACT
06/09/2024, 2:30 PM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	When enquiring the Juneau Tourism Information office (located at 470 S Franklin St, Juneau) about the cost of a taxi ride from downtown Juneau to the Mendenhall Glacier Visitor Center, we were told that a two-way ride for 2 persons should be around \$70. We used a cab from Daring Didat Juneau Taxi who charged us \$45 for 2 persons one-way, and also charged us \$20 per person (total for 2: \$40) for two day passes. The taxi driver (I don't have her name unfortunately, but she is a young woman) insisted to say that this was the way to pay for the day passes for the Glacier National park. When we got to the visitor center, we were informed that the cost for day passes was \$5 each. We were very upset by the fact that visitors to Juneau are being scammed while visiting, and we wanted to make sure you were aware of that practice. Let me know if you would like or need any additional information regarding this incident.		Juneau Taxi is not a member of TBMP. However, I did receive the following response from Juneau Taxi: "The taxi companies do charge a per person fee on top of the meter and passes. The fee is \$15 per person plus \$5 if you need a pass. So yes the driver was correct and this is also posted in each taxi." James Harris
06/09/2024, 4:30 pm	Website	Vessel: Whale Watching	Saginaw Channel	Closed	We are in a designated moorage area off of south Shelter Island in Adam's Anchorage and whale watching boats have been driving close to our anchors in the restricted area and causing large wakes when we are trying to unload and load our guests from our skiffs to our boats. This is causing injuries for our guests and our latest incident was on June 9, 2024, and one of our guests had to get 20 stitches on their smashed finger. We have guests of all ages, and it is a hazard to them. There is a channel marker SR for Strauss Rock that they should be passing to the south of, and they are not.	Above and Beyond Alaska, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, Rum Runner Charters, Sea Lion Adventure Tours, Alaska Whale and Drone Tours, Angler's Choice Alaska	TBMP responded to the submitter, noting that all TBMP whale watching members were forwarded the concern and reminded to stay outside of the South Shelter restricted zone.
06/10/2024, 2:52 PM	Email	Other	Downtown	Closed	I'd like to make a complaint about the tourism in downtown Juneau. I just drove through the area with all the jewelry stores by the library at almost 3:00 today, and there was one crossing guard there among the whole area. There are five big ships in town. I counted a backup of 75 vehicles from the library back to the rock dump, 15 of which were buses of different sizes. What is going on? We invite all these tourists into this town and then we don't even have crossing guards to police the streets so people can get through and locals who live on Thane have to sit there for 10 minutes just to get home. Anyway, I think it's pretty poor management.	CBJ Tourism Department, Goldbelt Security	TBMP TO CALLER: Elizabeth called and explained the short staff issue with the crossing guards and that more guards were being hired. TBMP realizes the situation is not good and will pass the comment along to Goldbelt Security.
06/10/2024, 8:08 AM	Email	Other		Closed	Morning, I am noticing that I can not get internet service when I leave my house the majority of the time over the last two weeks. This rarely if ever happens outside of cruise ship season. This impacted trying to connect with picking up a friend at the airport on May 5, general text messaging at almost any time. Couldn't get service to get directions on goggle maps 6/6. I even had challenges texting from my house on May 5. Having to send it at least 3 times to get it through. Is the city working on a solution for this? This seems worse than last year. My carrier is AT&T. Thanks	CBJ Tourism Department	TBMP TO EMAILER: Dear ****, Thank you for contacting the tourism hotline with your complaint about lack of internet and cell service. At this time, unless AT&T adds to their capabilities, I fear there is no relief. However, the city is planning to have a limited internet service beginning next summer for cruise passengers to use which should relieve some of the traffic taking bandwidth from AT&T and GCI. Your comment is being added to the many we have received. Once we receive enough concerns, we will forward them to AT&T and GCI to reiterate that there is indeed an infrastructure issue in Juneau. It will be up to them to react in any positive way to improve service to residents. Best regards, Elizabeth

06/10/2024, 8:15 pm	Website	Aircraft	Auke Bay (Land)	Closed	multiple instances of sky splitting flatulence after 8pm 6/10 and before 9am on 6/11. nearly 12 hours of this ****... and with ZERO attempt to not fly directly over homes.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	COASTAL HELICOPTERS TO SUBMITTER: Good Afternoon, Looking at our flight tracker and records; we concluded operations on June 10th @ 8:03pm. Anything before 9am would be part of our charter and utility operations; we conducted flights for AEL&P & FAA this morning (June 11th) before 9am. Our daily scheduled tour flights do not start until 9am on any given day. Coastal Helicopters fly routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA) and the Juneau Tower Helicopter LOA. Our route choice is based on weather and ALL air traffic. We will bring it up with our pilots to be attentive to their routes based on the above. Please reach out with any additional questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters NORTHSTAR HELICOPTERS TO SUBMITTER: On the 10th NorthStar's final tour flight of the day was scheduled for and launched at 6:30pm and landed back on the ramp at 8:04pm. This was a flight of two helicopters. We also had a guide flight (support flight) that landed on the ramp at 8:15pm. On the 11th the earliest flight NorthStar had was scheduled for 9:00am but departed a little late at 9:08am. All of these flights utilized the Auke Bay departure and arrival route which we use specifically because it allows for a transit to the icefield from the airport without flying directly over any homes. 1. OPERATING TIMES: Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm. 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. Jason Kulbeth, Director of Operations, NorthStar Trekking	
06/12/2024, 1:21 PM	Phone	Aircraft		Closed	I am looking forward to tourism free Saturdays. We're just getting helicopters flying over our house again, and trying to enjoy a little outside time at 1:15 on the 12th of June.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
06/12/2024, 2:57 PM	Email	Vessel: Other	North Douglas	Closed	I came back off the water and was unable to use the fish cleaning table at low tide 6-10-24 due to the unattended lund. Please see attached picture. It can also make it more difficult to load at low tide when there is a boat parked there, as you sometimes need to come in perpendicular to the dock when there isn't much of it in the water. Please be a good neighbor. No local would leave their boat unattended at the launch ramp, only this business. Please consider that this is not a private dock or harbor slip, but a public use dock for everyone. thanks for consideration.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Thank you for bringing this to my attention. It is very disappointing to see the skiff left at the dock, once again. We have stressed that the skiff is never to be left unattended. Our manager has scheduled an extra person who is solely dedicated to "skiff duty", beyond what is needed for operations, to prevent this situation. I apologize and will continue to work with our operation at North Douglass boat launch. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
06/13/2024, 09:15am	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive		On June 13th at 9:15am Holland America Princess Tours bus #81139 was traveling down Egan toward Auke Bay. At the Mendenhall light , I was in the left lane driving a tractor trailer. I was fully loaded. Bus #81139 was in the right lane. The light turned green and as i was driving headed to next light which was riverside drive, I was leaving approximately 2 car lengths in front of me as i saw the light was turning yellow at the Riverside intersection due to weight of my load. Bus #81139 proceeded to put left blinker on and one second later squeezed in between myself and the car in front of me as the light was turning red. This action of the bus driver caused me to slam on my brakes to avoid rear ending the bus, mind you i was approximately 45,000 lbs heavy. This was completely uncalled for, the driver should have anticipated the need to be in the left lane to continue to Auke Bay a lot sooner than the last second , plenty of time to merge over either before or after this intersection.			
06/13/2024, 1:47 PM	Email	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	An Alaska coach tours bus has been going through the loading zone at auke bay harbor with A/C running. The compressor raises dust on other buses and pax. Busses are supposed to shut off A/C when in the loading zone.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I emailed **** and apologized for the coach raising dust. I also let them know we will be reminding all drivers that AC's should be turned off in all gravel parking lots. I got an " email not found" response, when I sent the email. Thank you, Katie Haley, Tour Operations & Product Development Manager, Alaska Coach Tours	

06/13/2024, 2:18 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	Just calling in a concern about a Gastineau Guiding bus. It's about 2:15, they're just pulling into Auke Bay and all the way from Industrial Blvd all the way to Auke Bay they've been driving 15 mph under the speed limit. There's a massive line of traffic. So that driver, if they left early, they need to find a different way to manage their time instead of holding everybody up. And if they are that uncomfortable about driving a vehicle that large, they probably need some retraining. Thank you so much. I hope this can be a constructive conversation with the driver.	Gastineau Guiding	GASTINEAU GUIDING TO TBMP: I responded to the woman and apologized for our bus driving under the speed limit. I told them I would let our drivers know. I also assured them all of our CDL drivers are qualified and thoroughly trained prior to hitting the road. All the best, Robie Janes, General Manager, Gastineau Guiding GASTINEAU GUIDING TO TBMP: Good Morning! Thank you for your report! We have isolated the possible drivers that match the description of the event and are speaking with each of them about road safety and respecting the speed limit. Thank you! Steven Arends, Operations Manager, Gastineau Guiding	TBMP left a message for Ms. **** with the responses from Gastineau Guiding.
06/13/2024, 6:14 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Nonstop, north of the flight path after 6:00-6:15, and we're the ones getting violated and we need to track them. They are definitely not 1,500 feet above the ground. Maybe they're at 1,500 feet above the water but by the time they go over the neighbor's house, they are very low, not flying proper altitude, and just nonstop north of the line. Thank you.	Coastal Helicopters, Northstar Helicopters	No response requested.	
06/13/2024, 6:45 PM	Website	Aircraft	West Juneau	Closed	June 13. Approx 6:45? (Early evening). Very excessive noise from northbound helicopter flying over downtown Juneau (I could see the aircraft). My house is in West Juneau with east facing windows and the noise filled the house (I am used to aircraft noise in my neighborhood but this was loud).	Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO SUBMITTER: Hello, Temsco currently has our heavy lift Bell helicopter in town to do repairs to the Annex Power station operated by AEL&P that provides hydroelectric power to Juneau. The repairs are quite extensive to keep the powerhouse able to supply electricity and the helicopter will be based in Juneau much of the summer. When able, we try to minimize the noise as much as possible as we are aware it is louder than the tour helicopters many Juneau residents are used to. It is however sometimes necessary for helicopters doing this kind of utility work to use the most direct path to and from the airport for fuel purposes. Let me know if you have any questions. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters NORTHSTAR HELICOPTERS TO SUBMITTER: NorthStar did not have any aircraft in this area during this time frame. We had discontinued flights to our dog camp earlier in the day and the sole aircraft flying from our base in Douglas was using the Salmon creek routing. This aircraft was likely the utility helicopter operating for AEL&P. Jason Kulbeth, Director of Operations, NorthStar Trekking	
06/13/2024, 7:30 AM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Tour buses taking over Safeway parking lot. I reached out last summer to report this issue and it seems to have gotten worse this season. I am also in the tour industry and when I take my guests to Safeway for their supplies, I always try to stay out of the way and not block the lanes of traffic. I am on a very specific schedule with the time I pickup my guests and have time to go to Safeway before leaving town and it seems to be a busy time for the store at approximately 4:30pm. These bus drivers and locals glare at my guests as they drive by because with twenty people it is nearly impossible to find a place where we can stay out of lanes with all the busses taking up that side of the lot. I am eager to resolve this issue without needing to go to Fred Meyers instead of Safeway.	Alaska Coach Tours, Royal Hyway Tours-HA	ROYAL HYWAY TOURS (HAP ALASKA) TO TBMP: We'll have our Transportation Manager follow up with Mr. ****, but we are following the directive put forth by Safeway Management, and in doing a gps check for yesterday (assume this was Wednesday) we had 5 buses staged at Safeway between 4 and 5 p.m. We are lucky to have this option for staging and not driving around in empty buses, so we are very careful in it's use. This is also one row of parking in a pretty big parking lot. Bill Hagevig, Division Manager, HAP Alaska-Yukon ROYAL HYWAY TOURS TO EMAILER: Hi Elizabeth, I emailed **** and apologized for the lack of space and explained that we are allowed to park at Safeway but that we also have guidelines as a company to limit our time to 30 minutes when it is busy and if there are ever more than 6 coaches there at a time we ask drivers to not park there for any amount of time. We will be reminding all drivers of these guidelines. Thank you, Katie Haley, Tour Operations & Product Development Manager, HAP-Alaska	

06/13/2024, various	Website	Other	Downtown	Closed	I live on Thane Road and drive through town one or more times most days. I don't know this for sure, but I feel like we have quite a bit less crossing guard coverage downtown this summer. It seemed like things were pretty well covered in early to mid-May, but in the last few weeks, I have noticed a reduction. Do you think this is the case? If so, do you know why? The crossing guards are essential to safety and smooth traffic flow downtown. I know you support this program, I'm just noting my observation in case it becomes a more longstanding situation.		TBMP TO SUBMITTER: Ms. ****, thank you for contacting the hotline about your concern regarding the crossing guards. Your observation that there are less guards now than in May is correct. The crossing guard contractor originally had ten guards, but through illness and job change, they are down to four. One has been hired and should have started today, and another is getting trained. Hopefully they will be fully staffed before too long. In the meantime, Docks & Harbors is checking to see if any of their staff have flagger training, and we are reaching out to the school district to see if any school crossing guards would like some summer employment. The situation is not good, and we are very aware that vehicles and pedestrians are frustrated. I am hoping for a speedy remedy, and I certainly appreciate your kind note and patience during this trying time. Elizabeth Arnett, Administrator, TBMP	
06/14/2024, 5:01 PM	Phone	Aircraft	Auke Bay (Land)	Closed	5:00 Friday afternoon, two aircraft definitely directly over the house. Dark ones -- NorthStar. No other traffic in sight, no excuse.	Northstar Helicopters	No response requested.	

06/15/2024, 10:12 AM	Email	Aircraft	Gastineau Channel (Marine)	Closed	<p>Dear Madam Mayor, Assembly and others: I know you have heard a litany of my concerns over the years about cruise ships, and our city's response to my voiced concerns and those voiced by others. It is Saturday June, 15, 2024. I am in my living room at 414 3rd St and it is 9:30 am. There is a lot of "big" noise from float planes landing on Gastineau Channel this morning. There was "big" noise from float planes last night around 8-9:30 pm. I don't know what planes are making such big noise, no doubt they are DeHaviland Beavers or Otters. There has been large helicopter noise too. I know the big heavy helicopters are probably working and that work has to be done. It is the culmination of all the noise. This is noise pollution and residents in the up-town neighborhood of Juneau get a lot of it. If this level of noise was reasonable you would not be hearing from me.</p>	TEMSCO Helicopters, Wings Airways	<p>ALIX PIERCE TO EMAILER: Good morning ****, Thank you so much for writing in with your concerns. I have copied the tourism hotline and Wings, the floatplane company. The tourism hotline will connect you with the individual helicopter operators and it allows us to track the number of calls about a certain issue. I'm sorry the noise levels are uncomfortable for you. I don't know if there was a specific event on Friday night or Saturday morning that triggered the "big noise", but Holly from Wings can provide some context around those specific concerns. Thank you, Alexandra Pierce, Visitor Industry Director, City & Borough of Juneau TEMSCO HELICOPTERS TO EMAILER: Temsco currently has our heavy lift Bell helicopter in town to do repairs to the Annex Power station operated by AEL&P that provides hydroelectric power to Juneau. The repairs are quite extensive to keep the powerhouse able to supply electricity and the helicopter will be based in Juneau much of the summer. This job takes through the downtown and Thane corridor any time there are scheduled fly days. When able, we try to minimize the noise as much as possible as we are aware it is louder than the tour helicopters many Juneau residents are used to. This is a temporary situation and is not reflective of the normal tour helicopter and or tour routes flown in voluntary compliance with TBMP associated with the cruise and tourism industries. Let me know if you have any additional questions I can answer for you. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters WINGS AIRWAYS TO EMAILER: Hello ****, Id like to begin by apologizing for any inconvenience. We try to be excellent neighbors but it sounds like we missed the mark Friday night and Saturday morning. I have forwarded your comments to our senior management team and together we will review the pilot line up, weather conditions and any inconsistencies we can uncover. I will be sure to follow up with you once I have a little more information from the team. We will also talk to our whole pilot team about our company operational guidelines. We take community concerns to heart.. deeply.. and honestly appreciate you using the TBMP Hotline to share your concerns. It's the whole reason we participate and support the program. Thank you again. You will be hearing from me shortly. ~Holly Johnson, VP & Chief Marketing Officer, Wings Airways WINGS AIRWAYS #2 TO EMAILER:Hello Ms. ****, Our team has thoroughly reviewed operations from June 14th and 15th, consulting with all pilots and support staff on duty during that period. We weren't able to not identify any unusual activity or big noises. However, it was noted that there was a significant amount of traffic in Gastineau Channel over the weekend due to the beautiful weather, which encouraged more local travel by both residents and visitors. We did welcome a plane, operated by another floatplane company, to our downtown docks as a favor to take locals to a cabin. This occurred only on Friday night, and we made sure to stress our operational instructions to ensure it would not be disruptive. Again, we didn't experience anything unusual, although different aircraft can emit varying sounds. Although I wish I could find something specific to fix, we used your report as an opportunity to talk to our team about our efforts to be amazing community members and neighbors. Always an excellent reminder! Thank you again for taking the time to write. I can imagine it took some real frustration to get to that point and Im sincerely sorry. ~Holly & the Wings Team</p>	This email was forwarded to TBMP by Alix Pierce.
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06/16/2024, 9:00 PM	Website	Cruise: Noise	Downtown	Closed	Hello, Is it possible to request that the cruise ships turn off their generators when docked? This weekend has been on the warmer side so I have opened my windows. I live downtown and I find that the constant humming sound from the cruise ships are irritating and unpleasant. The sound has been constant. I understand that the industry is vital for Juneau's economy but I also think the city should try to tailor the needs at locals from locals. Is there a way there can be a compromise where tourists are less destructive? Noise pollution is a bummer. I am assuming I am not the only downtown resident that is unhappy with how we are being treated by this industry. I fear that Tourists' desires and wants are listened to and this is not the same for locals.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Good morning, I spoke with Ms **** to gain more understanding of what the noise was. The noise was at sailing time of the cruise ship Summit and not all day - only for about an hour that she noticed. She called at 9 PM which was the sailing time of the ship. The ship was in port side alongside so the propulsion end of the ship would have been facing towards downtown instead of south as most ships moor at the Alaska Steamship Wharf. For some reason the sound seemed louder this night that usual so we will investigate further. If this particular vessel has more noise generation than others port side alongside she could be brought alongside starboard side to quay which would remove the concern in her neighborhood. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
06/17/2024, 1:59 PM	Phone	Other	Downtown	Closed	Hello, it's about 2 o'clock on Monday, and downtown is a clogged mess. I'm trying to even get to where the crossing guards are. Multiple vans, buses...very difficult to get through. People streaming across the cross walks, and this is unacceptable for people trying to live in this town. I really wish we could do something about it. It is too congested, not conducive to the people who live here and have to transit through this congested area.	CBJ Tourism Department	No response requested.	
06/18/2024, 12:56 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	This bus [see attached image] and I drove to town "together." Photo taken while stopped at a light. Bus was switching lanes and passing traffic going 55+ on Egan Drive. Driver was apparently in a hurry as ended up stuck in middle of Main Street intersection on a red light after pushing through a yellow they should have waited on. Then pulled into bus parking at Steamship dock when entirely full of buses. No idea how that worked out.	Alaska Fjordlines Inc	ALASKA FJORDLINES TO EMAILER: Hello ****, I received your comments about our bus and driver. I will let our driver know about your comments. Alaska Fjordlines has been in business since 1990. We are a family run company based out of Haines Alaska. We hire locals and our bus driver in Juneau is a local man who has worked for us for over 10 years. He is a good and safe driver with a clean record. We run a catamaran service between Skagway, Haines and Juneau. Our clients are highway travelers from across Canada, lower 48, and locals from Haines, Skagway and Whitehorse. They are not off the cruise ships. We have had ONE boat and ONE bus for 35 years. We are finding it harder and harder to find a place to tie our boat up at the Statter Harbor and for our bus to find a spot to unload and load our passengers at Marine Park, yet the fees and costs to operate in Juneau have gone up substantially over the years. Thank you for allowing me to tell you about our business. Sincerely, Alison Jacobson, Alaska Fjordlines	
06/18/2024, 4:19 PM	Phone	Other	Downtown	Closed	I just want to complain about the Juneau pedicab (the carts that pull the people behind them) riding on the sidewalks. I'm a resident and I felt like I might get hit. There were also buses loading and unloading and they had to pedal right through all those people. I think they should stay in the street. It's Juneau Pedicab or Alaska Pedicab -- I'm not sure what the name is. I think they should be notified that they should stay in the street and not be on the sidewalks. Thank you.		TBMP TO CALLER: Elizabeth called **** after receiving guidance from JPD on the permissions of pedicabs to operate on the sidewalks/streets.	
06/19/2024, 12:45 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	One of Doug's boats, a jet boat with a light blue top, doesn't even slow down at the white marker -- goes well past it a couple hundred yards before pulling back on the throttle.	Dolphin Tours LLC	See DOLPHIN TOURS response in next concern.	
06/19/2024, 5:28 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	This is ****, it's the 19th at about 5:25, and I believe it's Doug's boat (owns Orca Odyssey) -- it's the light blue one, but smaller than the one I called about earlier today. They're coming in 200 yards plus past the breakwater float, throwing a great big wave, not slowing down. I've had enough. Something has got to be done. It's time we take some of this tourism money and have an officer out here on a harbor patrol boat. I wouldn't mind a call back. Thank you.	CBJ Docks and Harbors, Dolphin Tours LLC	DOLPHIN TOURS TO TBMP: Hello, We only have one blue boat in the water at the moment. I understand this is an issue, and we have reminded the captain about the no-wake protocol. I have personally stood out on the break water unannounced to see if our boats were stopping at the buoy, and both times I was out there, they slowed down on time. I will reach out to them again, and remind them, but I hope this matter has gotten better since your call. Thank you, Lisa Ward, Owner, Dolphin Jet Boat Tours	

06/20/2024, 12:16 PM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	A reminder, the speed limit on Loop Road is 40 mph, not 28 mph. Speed limit in the round-abouts is 20 mph, not 4 mph as the double-decker bus does. When buses arrive at the Glacier Visitor Center and park, they need to shut-down their engines. It's terrible to walk by an idling bus with the noise and exhaust fumes.	Alaska Coach Tours, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited	ALASKA COACH TOURS TO TBMP: Hello Elizabeth, We will discuss this at our next driver meeting and remind drivers of the Glacier operating rules. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours ROYAL HYWAY TOURS TO EMAILER: Greetings ****. Thank you for sharing your thoughts and frustrations. We appreciate input in order to make changes for the better. 4 mph is concerning and prompted us to review the speeds of the double decker buses on 6/20/24. According to our records, none of the double decker buses went below 9 mph while driving through the round-abouts. Drivers are required to keep a safe following distance behind other traffic (this is the case for all buses) as they take longer to stop. Traffic at that time may have been a contributing factor, as they are required to have a 4-second following distance between them and a vehicle in front of them. For what it's worth, none of our vehicles on 6/20 (or any day) will likely zip through a round-about doing 20 mph. Most will go between 10 and 15. We checked the speed at various sections of Loop Road for all our buses yesterday (measured between the two round-abouts) and speed ranged between 28 and 34 mph until Mendenhall Blvd. Then up to 35 - 40 mph after that intersection until the speed limit drops at the glacier (also normal for operating in these areas due to traffic). Coaches accelerate out of the round-about, but they don't have enough time to get up to the posted speed before they need to start slowing down in anticipation of the upcoming round-about (while maintaining following distance). As far as idling, we are in agreement that we don't want excessive idling at the glacier, (or any venue). We will take a look at our idling reports and deal with that accordingly to ensure drivers are following the idling rules set in place at the glacier. Kind regards, Whitney Schaeler, Juneau Transportation Manager / HAP Alaska - Yukon	
06/20/2024, 2:59 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	Closed	Walking past, idling bus unloading and then just waiting.	Royal Hyway Tours-HA	ROYAL HYWAY TOURS TO EMAILER: ****, Thank you, we just addressed this with the Driver in question and put an alert out to all other HAP Drivers. The picture helps. Best regards, Bill Hagevig, Division Manager, HAP Alaska-Yukon	
06/21/2024, 12:56 PM	Phone	Vessel: Other	Auke Bay (Marine)	Closed	I would like to report a significant concern of the catamaran tour vessel the Noble Eagle. It was going full bore way past the no-wake zone in Statter Harbor and the harbor is quite congested with boats coming and going. So please contact that operator and tell them that is unacceptable behavior and very dangerous. It happened at 12:50 on Friday, 6/21/24. Thank you.	Waters Edge Lodge	WATERS EDGE LODGE TO TBMP: Thank you for your email, I have share the email and discussed with our captain and he will do his best to keep better track of the no-wake zone and be sure he is going as slow as possible. regards, Mary Crum	Response was forwarded to caller.
06/21/2024, 4:45 PM	Phone	Other		Closed	I'm calling because I'm curious about what the helmet rule is for these bicycle rental outfits. I thought that there was a rule that they had to have the helmets on but a large group of young people just went by our place on North Douglas both directions, and they had all their helmets strapped into the back of their bicycles and not on their head. So I'm just curious: is it a law, or a request, or can they sign a waiver, or what the deal is with regard to the helmets. Thank you.	Cycle Alaska	CYCLE ALASKA TO TBMP: Good afternoon, I am responding to the concerns regarding helmets brought to our attention. We have each and every guest sign our acknowledgement and assumption of risk and release of liability form. In addition every guest is provided a helmet and told to wear it, guests are not allowed to leave the rental store without a helmet. I have called **** is required at this time. Best regards, Chanze Noble, Rental Shop Manager Cycle Alaska	
06/21/2024, 9:54 PM	Phone	Cruise: Noise	Downtown Docks	Closed	I'd like to make a complaint about the Holland America Lines Zaandam cruise ship. At 9:50 PM they blew their fog horn multiple times when it's a clear evening, which is totally uncalled for and is noise pollution. If you would like to contact me about this complaint, my name is *****, and my number is *****. Thank you.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Good afternoon, I spoke with Ms. **** today and had a good conversation. I gave the response below from the Captain. We also talked about the "sounds of a port" on page 19 and the below is well within those parameters. She understood and appreciated the explanation. She did mention that most of the noise she hears is from the smaller cruise ships which she doesn't recall occurred as much last season. I will follow up with the smaller US flagged lines to see if there is a policy change or if they are strictly observing the international backing signal of 3 blasts at their departures. "I'm sorry we had to make some noise last night, but it was done for navigation purposes. There was a fishing boat drifting in the middle of the channel just as we were exiting the harbor. We tried several times on VHF radio to get in touch, to no avail. 5 short blasts on the whistle were used to draw attention." Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	

06/21/2024, All day long	Website	Vessel: Whale Watching	Saginaw Channel	Closed	Please to the two lighthouse catamarans use the radio as a professional instead of a child. It is not a toy for you to use a fake Indian accent or impersonate other races. You may think being racist is funny but everyone can hear you.	Juneau Lighthouse Tours	JUNEAU LIGHTHOUSE TOURS TO TBMP: When someone hails our vessel Beacon on the radio, our Captain has developed a very popular answer, which is "you are speaking to the Beacon." The fleet has enjoyed this response when they call Beacon. Another boat operated by ATA hailed Pharos on the radio. They were trying to come up with another clever way of calling our new boat, and the ATA vessel said "Harrow Pharo". This was all it was, our Captain did not respond with an accented tone. We have sent spoken to this captain and asked them not to address this this way. Thank you, Louis Juergens, Owner, Juneau Lighthouse Tours	
06/22/2024, 3:00 PM	Website	Cruise: Noise	Downtown	Closed	6/22/24 at approx 15:00hrs - Apparently no reason, ship blows horn. These are incredibly loud and frankly, I live here and do not care if the ship is leaving or coming in or whatever. This has been happening more and more. There was no weather that would necessitate the horn. If there are issues with the float planes, then maybe the ship pilots can listen to the plane pilots on the radio - they are supposed to be calling their position and intent as it is a high-traffic space. And, the rest of us do not have to hear it. Horns and the very loud ship announcements are unnecessary. This is why everyone wants a DAY WITHOUT CRUISE SHIPS.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Good morning, This was a backing blast from the ship departing at 1500 hrs yesterday. I called and explained and she understood completely. She said she would inform her neighbors this is an international standard while backing (referenced on page#19 of TBMP guidelines). She is a pilot and understands aircraft noise at an airport thus sounds of a port at a seaport even though we try to minimize it when possible. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
06/22/2024, 9:00 pm	Website	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	Grand Princess spewing mass quantities of thick black smoke from funnel on June 22, 2023 at 9:00 pm. Other Princess ships doing the same thing, and more, at many other times, too often.	Alaska DEC	Provided DEC information to submitter.	
06/22/2024, 9:20am	Website	Aircraft	Auke Bay (Marine)	Closed	9:20am on a damned Saturday morning and 3x helicopters DIRECTLY overhead (not adjacent, DIRECTLY)...	Northstar Helicopters	NORTHSTAR HELICOPTERS TO SUBMITTER: ****, Thanks again for using an exact time frame, it helps. I see you said 9:20am and the call/report has a time stamp of 9:27am. NorthStar's (the dark blue ones) first flight was scheduled this morning for 9:30am. Our first aircraft (a guide flight) broke ground at the airport at 9:30:38 and crossed Auke Bay at 9:32. As it crossed Fritz Cove road it was at 2067' MSL and 2165' when crossing the ferry terminal . This aircraft could not have been any more "on route" and did not fly directly over 2625 Fritz Cove Road. There were two more of our aircraft that followed a few minutes behind and again were clearly on route. I'm not sure whose aircraft you saw but they were 100% not NorthStar's aircraft, ours were not in the air at 9:20am. Thanks again for using the hotline. Jason Kulbeth, Director of Operations, NorthStar Trekking	
06/22/2024, 9:27 AM	Email	Aircraft	Auke Bay (Land)	Closed	3 blue helicopters DIRECTLY over 2625 Fritz Cove Rd at 9:20am on a Saturday morning. "which we use specifically because it allows for a transit to the icefield from the airport without flying directly over any homes." are you high!?. next time youre flying, look down and you will see half a dozen on Fritz Cove alone. ridiculous.	Northstar Helicopters	No response requested.	This complaint was also emailed directly to NorthStar Helicopters.
06/23/2024, 9:54 AM	Phone	Aircraft	Lemon Creek	Closed	This morning I was again woken up with helicopters going overhead. I looked at the clock and it was 7:00 AM. I live on Blackerby Street. It looked like it was coming from the mountainside angling out toward the water. It look like it was dark colored on the underside. This is not the first time. I called once before because they've been going over most mornings right at treetop level. This one was higher but it was still loud enough that it woke me up. This is totally ridiculous. 7:00 in the morning. We need some kind of a break from these helicopters. We have airplane, floatplane, and helicopter noise almost all day long. It's affecting the wildlife -- they're no longer coming through our yard. Someone please give me a call about this.	Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO CALLER: ****, Thanks for using the hotline and for the feedback. NorthStar's first flight this morning did not leave the ground until 9:21am which was a single aircraft from our base on Douglas Island. All other tour flights began after 10am at our airport base and the Douglas Heliport. Jason Kulbeth, Director of Operations, NorthStar Trekking TEMSCO HELICOPTERS TO CALLER: Good Afternoon, This was a Temsco Helicopter contracted out to AEL&P for repairs on the hydroelectric plant in the Taku Inlet. Due to many factors helicopters will be flying outside of hours normally flown for tours. For Temsco's tour aircraft we strictly abide by our commitment to the standards set forth for tour helicopter hours of operation found in the TBMP guidelines. Let me know if there is any other questions you may have. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	

06/23/2024, Afternoon/evening	Website	Other	Mendenhall Valley	Closed	<p>I am a longtime Mendenhall Valley resident and avid hiking trail user. Years ago, I (very begrudgingly) gave up on hiking the East Glacier Trail during the summer, when Gastineau Guiding tours overran it. Instead, I started using West Glacier trail more often. I have now watched this trail follow the same fate as East Glacier! The trail itself is overrun by rude tour groups. But more annoying and dangerous is the West Glacier parking lot! With the Liquid AK tents/benches/trailers, the Cycle AK trailers, and the Above and Beyond vans, there is often no parking available for resident trail users. In addition, all these tours combine to form a carnival-like atmosphere that often involves near pedestrian/vehicle accidents. Its an unsafe situation. This unsafe situation is just another example of residents being inconvenienced and pushed aside so the small handful of tourism operators can make money abusing a public resource. Its sickening.</p>	Above and Beyond Alaska, CBJ Tourism Department, Cycle Alaska, Liquid Alaska Tours	<p>ABOVE & BEYOND AK TO SUBMITTER : Hello ***, Thank you for your feedback and the opportunity to respond. Above and Beyond Alaska has been operating at the West Glacier Trailhead for over 20 years and we park our vans in the designated areas that are outlined by the Forest Service for commercial operators. We pride ourselves in delivering top notch customer service and training. If you witness any of our groups on the West Glacier Trail, or in the parking lot, having poor etiquette, please reach out to me directly. Thanks, Liz Barlow, Director of Operations, Above & Beyond Alaska</p> <p>GASTINEAU GUIDING TO SUBMITTER: "Hi ***, I hope this message finds you well. My name is Robie Janes and I'm the General Manager at Gastineau Guiding Company. I am writing to address your recent TBMP complaint regarding congestion on West Glacier Trail this past Monday, 6/23. Our Mendenhall Glacier Guide's Choice Hike incorporates both East and West Glacier Trails, with the choice of trail determined by our guides based on group physical capabilities and weather conditions. It was an unusual circumstance that resulted in a higher-than-usual volume of hiking groups opting for the West Glacier Trail that day. To mitigate future congestion, we plan to assign specific trails to different groups as appropriate. Monday afternoons typically experience heightened tourist activity due to the arrival of cruise ships all at the same time, resulting in increased demand for tours departing simultaneously. While we do not have direct control over cruise ship schedules, we acknowledge their impact on local trail usage on Monday afternoons. Thankfully, this schedule only happens once a week. Alternatively, Monday mornings generally offer less crowded conditions, offering a great opportunity for locals to have the trails to themselves. Regarding your concerns about tour group behavior, particularly the reference to "rude tour groups," I assure you that respecting local residents is paramount to us. We teach this during our preseason training, emphasizing the need to yield and show courtesy to locals sharing the trails. As a lifelong resident of Juneau and someone deeply invested in the tourism industry's positive impact on our community, I am grateful for the opportunities it provides to our town. Without tourism, many local businesses and individuals, including myself, would not have the same opportunities for year-round and seasonal employment. We, as local owners and managers, are committed to ensuring that our industry operates sustainably and considerately toward our non-tourism community members. Please feel free to provide any specific feedback or further concerns you may have on this matter. Thank you for bringing this issue to our attention, and I appreciate your understanding. All the best, Robie Janes, General Manager, Gastineau Guiding</p>	
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06/24/2024, 10:32 AM	Email	Aircraft	Mendenhall Valley	Closed	Saturday, 22 June. I live on the west side of the valley, River Road. There were far too many flights using what I believe is the Mendenhall departure/Auke Bay return on Saturday. When weather conditions prevent TEMSCO's use of Heintzleman Ridge and they fly these routes on the west side, it makes for an awful noise day here. Except for a few minutes in the late afternoon when I saw helicopters near Heintzleman, it appeared to me that flights were here on the west side most of the day. Whether TBMP approved or not, these routes are unsuitable for this neighborhood. I am grateful you can fly other routes when weather allows but I think we need limits on how often these west side routes are flown when weather is poor. The past two summers in particular seemed to have many low overcast days when these west side routes were used. Last year amounted to the worst helicopter noise summer I have experienced here. The basis of my complaint is nearly entirely concern over the noise levels from the use of these nearby routes for this neighborhood. On the good side. I am grateful for the start times, which seemed fine, not too early, and I am grateful that flights seemed to stop in the evening (by 1900?), not going too late. If we are to be bombarded with the noise all day, it really helps to give us an evening off to experience some quiet at our homes before nightfall.	TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: Saturday June 22nd the weather was such that we were unable to safely use TEMSCO's preferred route of Heintzleman Ridge. As a result the best option that day had us using the Auke Bay/Mendenhall route. When conditions allows, TEMSCO will continue to stay on the Heintzleman route in an effort minimize impacts while maintaining the highest standards of safety. Let me know if I can provide any additional information. Craig Jennison, VP of Tours & Marketing, TEMSCO Helicopters	TEMSCO email was forwarded to submitter.
06/24/2024, 4:59 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Today is the 24th and with low ceilings and rain, it has been pleasantly quite. I have been listening to helicopters over my home since the ships started arriving, and it's annoying and stressful. So today was very much a sigh of relief. I would like to mention that there are quite a few yachts at Auke Bay, and one of the yachts has a helicopter pad, and I saw the helicopter come in twice yesterday, down low in/around the yacht and I could barely hear it. So the technology is there. It's just that whether or not those doing the tours are willing to invest and give the rest of us some relief.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: Hello, The specific helicopter that is operating off of the boat in Auke Bay while utilizing a different type of anti-torque system than most helicopters in an effort to reduce overall noise is not as quiet as the callers possible perception. Temsco is operating 2 similar helicopters that produce less noise than the one operating in Auke Bay. It is more likely environmental conditions that will be a larger factor in how much sound is noticeable to an observer. A helicopter overhead will always have more noticeable sound than one that is even as little as ¼ mile away and downwind from the observer. The difference in overall sound between the majority of the helicopters used in Juneau and the one in Auke Bay as well as the two Temsco currently operates with this "quiet technology" is approximately a 5 decibel difference for reference. Technology helps with overall sound and it exists, but not to the extent implied by the caller. These helicopters are also not necessarily suited for the multi mission roles Alaskan helicopters operators require. Juneau operators are committed to mitigating noise to the best of our ability in as many ways as possible. Temsco and the other tour helicopter operators have and will continue to be willing to invest in ways to mitigate tour impacts to the Juneau community in many ways at no small cost as operators, including helicopter technology. Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	
06/24/2024, 5:00 pm	Website	Other	Auke Bay (Land)	Closed	I am experiencing multiple dropped cell phone calls daily this season, including 4 on June 24 and 4 on June 19, 2024. This has been happening with increasing frequency since late April of this year. It was also a problem in 2023 during cruise ship season; it is worse this year. I do not have another phone to use and this tourism-created problem is unacceptable. All dropped calls mentioned on the 2 dates above occurred within CBJ.	CBJ Tourism Department	No response requested	
06/24/2024, 5:56 pm	Website	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	The driver of the tour bus 61 with Juneau Tours merged in from the right turn lane only onto the through travel lane very last minute. I had to slam on the brakes and honk the horn. Too many poorly trained or reckless tour bus drivers are putting people 's lives in danger.	Juneau Tours & Whale Watch	JUNEAU TOURS TO SUBMITTER: Hello, Thank you very much for letting us know. We don't have a bus 61, but I wonder if it was bus 81? He was around that area at that time. I have told him about this occurrence and reminded him to take his time, especially when changing lanes. He is actually a very experienced driver, a local who has worked for us for over 8 years. So it sounds like he made a mistake and I know this reminder will put him back on track! Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	

06/25/2024, 10:45-10:55am	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	The morning of Tuesday 6/25 at approximately 10:45-10:55am a Coastal Helicopters van, with the number #5 in the bottom right corner and licence plate GTU 628, was incredibly unsafe and sped through the main crosswalk in front of the AS dock while a slower, older man was walking through it. I was stopped directly behind the van in front of the AS dock, and the vehicles on the other side of the crosswalk in the other lane were also stopped. A group of people crossed, and the man was the last and walking a bit slower. The other cars remained stopped, but the Coastal Helicopters van sped through the crosswalk when the man was more than halfway crossed, causing him to noticeably sway. It seemed like everyone in the surrounding area was as shocked as I was.	Coastal Helicopters	COASTAL HELICOPTERS TO SUBMITTER: Thank you for submitting your concern regarding one of our drivers. We have discussed this concern with our driver; we reviewed with them the proper procedure and awareness while navigating around Juneau. This will also be brought up in our monthly safety meeting on June 29th with the crew so the entire team is briefed on situations such as this. Please reach out with any questions or concerns. Thank you again for bringing this to our attention. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
06/25/2024, 12:07 PM	Email	Other	Mendenhall Valley	Closed	A nod to the helicopter tour companies. Just when I think I will focus on things in my life other than the cruise industry, they bring impacts of cruise into my home, and refocus me on organizing and working to limit cruise tourism in Juneau, Alaska, and globally. Intrusive and harmful helicopter tour noise also helped to generate a lot of Ship-Free Saturdays signatures from throughout the community.		No response requested.	
06/25/2024, 2:52 PM	Phone	Aircraft	Channel Dr. / Hospital Area	Open	I'm concerned about the helicopter noise, which I never heard until the last 2-3 years. I even replaced the windows in my house 10 years ago and I can hear helicopters all the time. Two nights ago I heard the helicopters at 8:45 PM. Someone sent me the flight plan, and it appears they are not following their flight plan. They are supposed to fly right into that Douglas heliport. Instead they are flying down the channel, turning right at my house, and then flying back up to the heliport. That is not OK. We need to have some quiet time in our area. Two Saturdays ago (the 8th or the 15th) I had a float plane fly by my house at 6:30 in the morning. Again, that's a little excessive. Please start a dialogue with "them" about the noise. Thank you.	Northstar Helicopters, TEMSCO Helicopters	WINGS AIRWAYS TO TBMP: We can't leave the airport until after 7 because of our flight and duty times so happy to pass that on. Holly Johnson, Chief Marketing Officer, Wings Airways/Taku Glacier Lodge	
06/25/2024, 2:57 PM	Phone	Aircraft	Mendenhall Valley	Closed	I live about a mile south of the ferry terminal in Auke Bay, and I'm calling to make a comment about the helicopters that fly back and forth every day up to the glacier. I just had seven directly over my house. The noise is overwhelming, and it just seems as though every day they get a little lower and a little closer. I think their path is supposed to be more toward the ferry terminal but they just creep up into the residential areas. With seven of them over our house, it's just deafening. I can't tell who the individual operators are, but they flew over today at 3:00 pm -- there were four going up and three coming down.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
06/26/2024, 1:50 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Hello, my name is [inaudible], and I'm calling to complain about a bus that on Sunday, 6/23, at about 5 PM was going from the glacier visitor center all the way around Back Loop to the harbor. the bus said "Herbert" on it really large, and it was a white bus with "Dolphin Tours LLC" on the side. All the way around Back Loop it was going 30-35 MPH and it amassed a string of over 10 cars that were in tow right behind it. It one of those things I think that a lot of people are over it the slow bus drivers, but they can put their hazards on, they can pull over to let people pass. The company didn't pick up when I called. Thank you.	Dolphin Tours LLC	DOLPHIN TOURS TO CALLER: Hello, Thank you for reaching out. This was a driver with 30 years of driving in Juneau, and due to the deer and bikers he saw that day, he chose to slow down to put safety first. In such a large bus, there isn't a good place to pull over and let cars pass. We have reminded him to keep an eye on his speed, but safety will always be our priority. Thank you, Sommer Ward, Dolphin Jet Boat Tours	
06/26/2024, 4:40 PM	Email	Aircraft	Mendenhall Valley	Closed	We live on Engineers Cutoff , under the path of the helicopters . We can't even have a conversation on our deck, the noise level is so loud . And now, the helicopters go well into the night. How about giving me a call to address this issue ? My number is ****.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TBMP TO CALLER: Called to discuss the helicopter complaint, explained the TBMP guidelines re flight times. Said I would send the concern to helicopter companies for their awareness. Elizabeth Arnett, Administrator, TBMP	

06/26/2024, 7:09 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling from Auk Nu Drive. Helicopters just flew over at 7:07 between. Between 7:00 and 7:07, there were roughly eight helicopters flying back to the airport (photos attached). I'm complaining formally. No helicopters should be flying after 7 p.m. They ought to be on the ground and silent. Thank you.	Coastal Helicopters, Northstar Helicopters	COASTAL HELICOPTERS TO CALLER: Good Afternoon ****, Thank you for utilizing the TBMP platform regarding your concern. Per the TBMP guidelines; we are conducting operations within our policies and procedures. Our operations for the day concluded well before the 9pm cut off: "OPERATING TIMES: Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm. 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. The tours that landed at 7pm originated at 5:45pm. Please reach out with any additional questions. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
06/26/2024, 8:10 AM	Phone	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	Hello. Issue with the kayak operator operating out at the North Douglas launch ramp. Yesterday at 6:55 PM they were hauling a load of kayaks home on North Douglas Hwy and they were going between 50 and 55 MPH. It's not OK, and I would appreciate that you let them know. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO CALLER: Dear ****, Thank you for bringing this issue to our attention. The guides should always be driving at, or slightly under, the speed limit. We have spoken with our team and will monitor this situation. If you have any questions or would like to discuss this further, please call me on my cell phone at 907-617-2124. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
06/28/2024, 1:27 PM	Phone	Vessel: Other	Favorite Channel (Marine)	Closed	I live out on Lena Loop, and I look toward Shelter, and I've been noticing that the cruise ships when they come around Point Retreat and are heading south to Juneau (so they're just clearing Shelter Island and they're around Point Retreat and heading south), they stop for 20 minutes to an hour, and I don't know why. I was curious if someone could let me know because it just seems weird that they come up and they stop, hang out, and then continue on their journey. I don't know if they're dumping sewage or what. I would appreciate a call. Thank you.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Good afternoon, I spoke with **** and explained it is likely a traffic issue with either ships coming out of Juneau with passing arrangements near Youngs Bay or waiting for arrival order into Juneau. Some ships have a really slow transit on some legs as well but I would need to know the ship and date/time. She will reach back and contact when she sees it again. I assured here that near shore there is no sewage pumping unless they have a continuous discharge permit with a tertiary treatment plant approved by ADEC. She has our phone number and email to contact us for future events. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
06/28/2024, 10:00 AM	Email	Other	Downtown	Closed	How is this allowed? There are 12 spots being taken up by this tour company and I am pretty sure that if Juneau public knew about this they would be very concerned.	Unplugged Adventures	UNPLUGGED ADVENTURES TO EMAILER: Dear ****, Thank you for your email and communicating your concern. We do occasionally use spaces in that lot for loading, particularly when we have requests for ADA guests traveling with a wheelchair or walker. The lot is aware we use it and pay for the full hour but do our very best to be out within 15 minutes to minimize any impact on public parking. Thank you, Unplugged Adventures	
06/28/2024, 11:58 AM	Email	Cruise: Noise	Douglas	Closed	It may be time to remind the ships to turn off their exterior speakers when they reach Dupont. Everyday this week one or another ship has been broadcasting announcements to my home on Douglas, and they don't seem to Coast Guard exercise related. Thanks!	Cruise Line Agencies of Alaska	TBMP TO EMAILER: Hello, ****. Thanks for contacting the tourism hotline with your concern about cruise ship speakers. I do know that yesterday and today, the Nieuw Amsterdam and the Carnival Miracle, respectively, had inspections and drills. These activities generally involve the required use of the outside speakers. There have been at least four other inspections/drills this month alone. I will forward your note to Cruise Line Agencies of Alaska and ask them to remind the ships of the "no loud speakers" guidelines when they are not required for inspections/drills. Best regards, Elizabeth Arnett, Administrator, TBMP	
06/29/2024, 12:54 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	When did it become acceptable for Alaska Travel Adventures at Auke Lake in the boat parking for residents here? This is why locals are tired of the tour operators and the tourists. That's for boat parking, not for Alaska Travel Adventures. This is ridiculous. Please address the issue. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO CALLER: Dear ****, Our driver made a poor choice to stop at the Auke Lake parking lot between tours. One of our supervisors noticed the bus in the parking lot, called our dispatch, and the driver moved the vehicle. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
06/30/2024, 4:45 PM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	Between 4:45-4:55 PM, Alaska Travel Adventures blue bus pulled over to the side of Egan behind the police station looking at the bear in the field. Bus also had one headlight, right headlight out.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO SUBMITTER: Dear ****, Thank you for bringing this to our attention. The headlight has been repaired. Our drivers are aware that it is against TBMP and Alaska Travel Adventures policy to pull over on Egan for bear viewing. The driver made a poor choice and has been spoken to by her supervisor. Please contact me directly if you would like to discuss this matter further. My direct number is 907-617-2124. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	

