



TBMP Hotline Log

Created By: Elizabeth Arnett
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Start Date: 03/01/2023
End Date: 05/31/2023
Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
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03/27/2023, 7:52 AM	Email	Aircraft	Airport	Closed	Kirby, would Princess stop selling helicopter tours that depart after 5 PM? Helicopter operators can sell flights until 9 PM, and later, but as a good citizen and bmp, Princess and other cruise lines that understand the issue, don't sell tours that negatively impact numerous residences for 9 plus hours a day. It's a real option, what do you think?	Princess Cruises	<p>KIRBY TO EMAILER: *** I will be back to you shortly – I am doing some additional research and have some meetings today too. EMAILER TO KIRBY: Thx for the quick response. Take your time, think about it for a bit. It makes some sense and is a corporate example of having, or holding, a performance standard in residential areas. Separately, but in tandem, I'd like to ask the helicopter operators if the public could buy 3-5 years of quiet hours, 6-9 PM for example, and what that would cost. I have become equally concerned about the proximity and frequency of helicopter interface with JIA. I continue to suggest a new Tongass heliport for Tongass sightseeing, free and clear of residential areas and without limits on hours of use. KIRBY TO EMAILER: thank you for the email regarding Princess' helicopter tours offered in Juneau. I understand the impacts that some in the community do experience from flightseeing noise. TBMP (now overseen by Travel Juneau and Elizabeth Arnett in copy) continues to work with operators and the public to track concerns and collaborate on the best methods to manage and minimize those impacts. Although I am no longer managing TBMP, I will take this opportunity given all in copy to give a short background (which I know you understand) and to share some information I received when I checked on Princess (and all) flightseeing tour departures. As you likely remember, a public process that took place many years ago on aircraft noise impacts and operating times resulted in both fixed wing and helicopter operators amending their tour schedules and reducing tour operating hours. There was a time when operators sold 715am tour departures and the last tour departure was around 8pm, thus returning around 10pm when there were peak daylight hours. The public process in part, guided TBMP and the CBJ towards the set of guidelines below for flightseeing tours. I still think that the guidelines in place do make a good faith attempt to manage the noise impacts across the City and Borough and have made a difference in many areas of the community, realizing that there remain other areas which are impacted at certain times. In terms of timing, the earliest tour departure (take-off) times are now (per TBMP guidelines) 8am and the latest tour departure sold is a 7pm departure (take-off) time. The non-tour operations mentioned involve charter aircraft operations, scheduled (non-tour) point-to-point flights, and in the evenings after 7pm, returning aircraft from tour departures sold up until 7pm. I also know that at times, some helicopter operators have moved for instance, a 7pm departure of small numbers – 5-6 passengers – to an earlier departure time (say 6p or 630p that was not sold out) to avoid a 7pm departure. This cannot always be accomplished but when it can, operators are aware of this opportunity. Regarding Princess not selling flightseeing tours after 5pm, I believe that the majority of our departures are prior to 5pm, even when Princess has afternoon ship arrivals (Mondays and Wednesdays). I don't believe Princess would forego selling to guests wishing to experience a flightseeing tour as long as the departure time fits within the TBMP guidance. Your second query, wondering if the public could buy 3-5 years of quiet hours, 6-9 PM hours from helicopter companies, and what that would cost, really is a question I cannot answer. I did some research and found the following: [tour times for various helicopter tours are explained]. EMAILER TO KIRBY: Thank you for the information, and for your service. The summary is particularly helpful. I continue to prescribe heliport(s) in the Tongass, for this impacted community, and do not foresee future interruption or diminishing need for icefield access, if anything it is also an opportunity to expand operations and improve safety, without restrictions on hours of use. And it's spring already, see you out there.</p>	
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04/24/2023, 3:30 PM	Email	Vehicle: Bus/Shuttle	Downtown Docks	Closed	Big fail on TBMP. My casual walk by of buses staged for tours had about 1/3 idling while empty. Last year casual walk bys always came with a least a bus out of every four. How do you propose to ensure buses aren't idling? TBMP seems a failure on this one.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Coach Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Coastal Helicopters, Crew International Tours, Dolphin Tours LLC, Gastineau Guiding, HAP Alaska-Yukon, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Sportfishing, Juneau Tours & Whale Watch, M&M Tours Unlimited, Northstar Helicopters, Sea Lion Adventure Tours, Sea Spirit Charters, TEMSCO Helicopters	ALASKA GALORE TOURS TO HOTLINE: We did not have any vehicles at AS, we did not operate yesterday. JAYLEEN'S ALASKA TO HOTLINE: To whom it may concern – this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. Although this comment does not concern us or our company directly (as we did not run any tours yesterday) we take any input from the community very seriously & continue to make sure our employees are following the TBMP guidelines to best of their abilities. Juneau Tours & Whale Watch: Emailed to Karla: Thank you very much for the reminder. We do follow this practice religiously, but I will still send the reminder out to my driving team. It was extra cold yesterday so the buses may have been trying to get the buses warm for our poor guests from warm climes. HAP ALASKA-YUKON TO HOTLINE: As unfortunate as this incident is, it's actually good timing for us. Our Driver training for TBMP and our own idling policy is scheduled for Thursday afternoon before our first ship, so we'll share this as an example. Alaska Coach Tours: Emailed to Hotline: Thank you for bringing this to our attention. We are ensuring our drivers do not idle on the dock; we had a meeting last week on dock operating procedures; and the no idling policy was discussed extensively. They do however need to start their buses and gain air pressure ALASKA COACH TOURS TO HOTLINE: Thank you for bringing this to our attention. We are ensuring our drivers do not idle on the dock; we had a meeting last week on dock operating procedures; and the no idling policy was discussed extensively. They do however need to start their buses and gain air pressure before operating; this can take 1-5 minutes before a bus can safely leave the dock. We also had a ADA lift coach on the bus that does need to be running while the lift is operating which would make it appear to be idling while the lift is in use. I hope this information is helpful to you and please let me know if there is any more info that you need from us regarding idling.	SUBMITTER: I'll keep checking as I'm in town with a few minutes (will be frequently as we're greeting ships). If doesn't seem to be resolved I'll work to get Assembly to implement a substantial fine, that will incentivize compliance. You have a systemic problem. Treating it as individuals, as Kirby seemed to do, didn't work last year. Only change was when drivers saw me approach with video running they turned their buses off. That isn't a sustainable solution unless I get \$100 for each bus a member of public videos idling.
04/26/2023, 10:42 AM	Phone	Vehicle: Bus/Shuttle	North Douglas	Closed	We live on Fish Creek Road, the road going up to Eaglecrest, and many of the tour busses, especially Alaska Coach, are going way above the speed limit and it's very unsafe and it's consistently. If you have any additional questions, please give us a call.	Alaska Coach Tours, HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited	ALASKA COACH TOURS: Thank you for the reminder. It is our policy to go the posted speed limit. During our weekly meetings we will bring this up with the drivers again, and the importance of braking correctly in order to go the posted speed limit.	
04/26/2023, 12:30 PM	Phone	Vehicle: Bus/Shuttle	J-D Bridge	Closed	I just followed a white Alaska Independent Coach's tour bus across the Douglas bridge. The bus was going 20-25 mile per hour across the bridge. There was no traffic preventing it from going the speed limit of 30. However, there was a long line of cars behind it. So would you please remind all of the bus drivers, no matter what company they work for, to go the speed limit. There's absolutely no reason the buses have to be plugging along at 5-10 or miles under the posted speed limit if traffic allows them to go the speed limit. This will prevent a lot of annoyance from the locals. I called about this issue last year and Kirby was supposed to remind them. I guess they need another reminder this year.	Alaska Coach Tours, HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited	ALASKA COACH TOURS: Thank you for bringing this to our attention. It is our policy to go the posted speed limit. I will speak to the drivers during our weekly meeting.	
04/28/2023, 7:28 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	Hi - Just wanted to report what appeared to be a white tourism van #3 (no other logo), license plate LOCGUY coming in from the valley tonight and was weaving on the road behind me so I gave him a lot of room when he passed, and saw he was texting and driving about 60 mph on Egan. Can you please put the word out to ask folks not to text and speed? We just had a fatal accident a few days ago, and we don't need more of them from inattention. Thanks very much!		Alaska Coach Tours to Hotline: Thank you for passing this along. We do not have a white van #3. It is our policy to never use phone's while driving. Jayleen's Alaska: In response to the Hotline comment made by Sudie Hargis on April 28th, 2023: To whom it may concern – this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. Although this comment does not concern us or our company directly (as this was not our van) we take any input from the community very seriously & continue to make sure our employees are following the TBMP guidelines & any safety concerns, to best of their abilities.	

04/28/2023, 7:28 pm	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	Hi - Just wanted to report what appeared to be a white tourism van #3 (no other logo), license plate LOCGUY coming in from the valley tonight and was weaving on the road behind me so I gave him a lot of room when he passed, and saw he was texting and driving about 60 mph on Egan. Can you please put the word out to ask folks not to text and speed? We just had a fatal accident a few days ago, and we don't need more of them from inattention. Thanks very much!	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Coach Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Coastal Helicopters, Crew International Tours, Cycle Alaska, Dolphin Tours LLC, Gastineau Guiding, HAP Alaska-Yukon, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Tours & Whale Watch, Juneau Whale Tours, M&M Tours Unlimited, Northstar Helicopters, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters	ALASKA GALORE TO HOTLINE: We did not have any vehicles at AS, we did not operate yesterday. JAYLEEN'S ALASKA TO HOTLINE: To whom it may concern - this is Jayleen Bydton, Owner & Operator of Jayleen's Alaska. Although this comment does not concern us or our company directly (as we did not run any tours yesterday) we take any input from the community very seriously & continue to make sure our employees are following the TBMP guidelines to best of their abilities. Juneau Tours & Whale Watch: Emailed to Karla: Thank you very much for the reminder. We do follow this practice religiously, but I will still send the reminder out to my driving team. It was extra cold yesterday so the buses may have been trying to get the buses warm for our poor guests from warm climes. HAP-ALASKA TO HOTLINE: As unfortunate as this incident is, it's actually good timing for us. Our Driver training for TBMP and our own idling policy is scheduled for Thursday afternoon before our first ship, so we'll share this as an example. ALASKA COACH TOURS TO HOTLINE: Thank you for bringing this to our attention. We are ensuring our drivers do not idle on the dock; we had a meeting last week on dock operating procedures; and the no idling policy was discussed extensively. They do however need to start their buses and gain air pressure ALASKA COACH TOURS TO HOTLINE: Thank you for bringing this to our attention. We are ensuring our drivers do not idle on the dock; we had a meeting last week on dock operating procedures; and the no idling policy was discussed extensively. They do however need to start their buses and gain air pressure before operating; this can take 1-5 minutes before a bus can safely leave the dock. We also had a ADA lift coach on the bus that does need to be running while the lift is operating which would make it appear to be idling while the lift is in use. I hope this information is helpful to you and please let me know if there is any more info that you need from us regarding idling. EMAILER TO HOTLINE: I'll keep checking as I'm in town with a few minutes (will be frequently as we're greeting ships). If doesn't seem to be resolved I'll work to get Assembly to implement a substantial fine, that will incentivize compliance. You have a systemic problem. Treating it as individuals, as Kirby seemed to do, didn't work last year. Only change was when drivers saw me approach with video running they turned their buses off. That isn't a sustainable solution unless I get \$100 for each bus a member of public videos idling.
04/29/2023, 1:16 PM	Phone	Vehicle: Bus/Shuttle	J-D Bridge	Closed	Hello, this is ***. I had called on Wednesday, April 26, at 10:39 a.m. about a large white bus - bus number 122 - that was traversing the Douglas Bridge from the island over to the mainland going about 20-25 miles an hour with a very long line of cars behind it. There was no traffic in front of the bus and therefore I could see no reason why the bus could not maintain the 30 mile an hour speed limit on the bridge. So I called and left that message at 10:39. The incident occurred at about 10:30 on Wednesday morning. I haven't heard back from anybody so I just need confirmation that somebody is monitoring the tourism hotline and an acknowledgement that this bus going well below the speed limit is contrary to the Tourism Best Management Practices. I also asked in my phone message that somebody - whoever that might be - remind all of the bus companies and the van companies that they need to maintain the speed limit. This was a problem last year and it appears at this point that it may be a problem this year also.		TBMP TO CALLER: Elizabeth called and chatted with resident, assuring her the hotline was being monitored and that her first concern was indeed distributed to bus tour companies.
05/02/2023, 5:10 PM	Phone	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	At about 5:10 this evening I pulled out of Industrial Boulevard behind a tour bus. It was Juneau Tours bus #80 headed toward Auke Bay. He got up to 38 MPH once. Of course, everybody was headed home, including me. He pulled off at the Auke Bay harbor. He averaged about 30 MPH and he needs to speed up. He needs to work with the traffic. It's just one reason why locals are down on tourism. They're slowing down the whole show. You don't need to call back. You need to talk to the driver and have him drive like everybody else drives. Thank you.	Juneau Tours & Whale Watch	JUNEAU TOURS TO CALLER: I spoke with the driver and reminded him not to drive too slow or too fast. Thank you for the reminder and sorry he held you up in your way home!

05/03/2023, 4:53 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I wish to remain anonymous. I'm calling with regard to Juneau Tours, the Atlin. At 4:53 on May 3rd. They are at the fuel dock and they have finished fueling and now they are washing their boat and they will not close out their account at the gas station and they've been here for approximately 20 minutes after they finished getting gas. Unacceptable as there is now a line of boats who are now waiting to get gas and they haven't moved.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO HOTLINE: I contacted the whale watching company who was stuck behind our boat. She now has my direct cell and that of our lead captains so this won't happen again. I also spoke with the captain of that vessel and made him aware of the need for effect at use of time at the fuel dock.	
05/04/2023, 11:45 AM	Phone	Cruise: Noise	West Juneau	Closed	There are two ships in the harbor. I'm in my garage in West Juneau and I can hear one of the ships (I can't tell which ship because they are parked next to each other) announcing something or other over their loudspeakers. I thought this was to be discouraged when the ships are in port. This is the second time this season we've been home and heard the ships using their loudspeakers. [Ships in port: Sapphire Princess and Norwegian Jewel]	Norwegian Cruise Lines, Princess Cruises	PRINCESS TO CALLER: Good morning - this was Sapphire Princess and USCG was conducting their semi-annual USCG inspection and drills during which whistles, and full ship (inside and outside) announcements are required (as noted in TBMP guideline #52). Rgds, Kirby	
05/04/2023, 4:09 PM	Email	Vehicle: Bus/Shuttle	Other	Closed	Belching black smoke and no license plate!	Alaska Coach Tours	ALASKA COACH TOURS: Thank you for your TBMP hotline comment. I have attached the DMV requirement for license plates now that only one plate is being issued. Alaska DOT is requiring commercial vehicles to display the license plate on the front of the bus. We really appreciate being notified on black exhaust. We can inform our maintenance team and they can rotate that bus into service. Unfortunately, there is no notice on this hotline call of the bus number in this photo and we will continue to monitor our fleet and pull this bus into service once we determine which bus is creating the exhaust.	
05/07/2023, 12:55 PM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	Hello, I'm calling about an incident this morning at the north end of Barlow Cove. We were about 40 feet off the shoreline. Alaska Travel Adventures whale watch boat came in between us and shoreline creating a huge wake because they were going full speed. It forced us to turn into the wave, and it was quite a *indistinguishable.* It was very disrespectful.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: This was my phone conversation that I had with the complainant: I spoke with this lady (linda) about the wake incident that happened yesterday. Although the distances between boats she described had increased significantly, she did have a good point. Our vessel overtook hers at about 25 knots. As such the boat being overtaken has the right of way and probably should have been given a wider berth. I have spoken with Dan about this and he assured me it won't happen again. Terry Carter, Alaska Travel Adventures	
05/07/2023, 3:55 PM	Phone	Cruise: Noise	Downtown Docks	Closed	My name is Sonia Henrick. I'm at my office downtown working and there seems to be a live concert on board one of the ships. It's pretty loud, and it just seems to be one of those things they should not do in port. I would appreciate an email response back.	Norwegian Cruise Lines, Princess Cruises	CLAA FOR NORWEGIAN: Thank you ****, TBMP - This is something for CBJ D&H or Parks and Rec. I saw that as well and was concerned as it further congested a dock with limited uplands that we have acquired for the day for a ship's use at great cost. We were not aware of this activity to prepare tour operators or our vessel operating at the facility. Maybe the park with the whale sculpture or Sealaska Plaza are more appropriate venues. Their box truck took up a bus space or two in the permit parking only lanes. PRINCESS CRUISES TO HOTLINE: I have been in the office at the Crown Princess all day and no music down here. This was the US Navy band from Hawaii I believe that was conducting a free concert for the community and visitors. Docks and Harbors can confirm.	From JNU Docks & Harbors Port Director: All -- This was a Docks & Harbors approved event. The Navy Pacific Fleet Band came at our invitation to the Maritime Festival. They agreed to perform Friday at Wildflower Court, Saturday at the Maritime Festival, Sunday (1500) near the AS Dock as passengers returned to the NORWEGIAN SPIRIT and today at 1300 near the Visitor's Center for the passengers arriving from the KONNINGSDAM & EURODAM. These events were advertised in our TIDE LINE. There is no violation of local noise ordinance. Yesterday, I was on hand and instructed the band to use the Brickyard parking spot (there was only one vehicle). I used my judgement and it did not appear the location I picked impacted the ability for the coaches to operate. Carl
05/08/2023, 10:06 AM	Email	Cruise: Visual	Downtown Docks	Closed	According to the cruise lines of Alaska schedule I have they were not supposed to be any cruise ships into Juneau on May 8 until the afternoon and I was down at the city walk at 8:30 in the morning and there was a princess ship already there can you tell me why that is and if there's a new schedule could you send me a link please. Tom Rutecki 907-321-0839		TBMP to Rutecki: Hi, Tom! Thanks for your email to the TBMP Hotline. Below is information supplied by Cruise Line Agencies of Alaska regarding the early arrival of the ship today. This email was distributed at 9:50 a.m. this morning. "Good morning, The Majestic Princess has arrived early today due to a medical emergency. AJ shuttle operations will begin at 10 AM with a slow ramp up. By 1030 the shuttles will be in full operation." Thanks for your concern.	
05/10/2023, 6:39 PM	Email	Aircraft	Auke Bay (Land)	Closed	Greetings. Once again we have helicopters overhead our houses that serve no legitimate transportation purpose. I live at 3255 Fritz Cove Road. Because of the route used across Auke Bay, my house and yard are subject to about 3-1/2 minutes of very perceptible helicopter noise for every helicopter that traverses this route over Ann Coleman, over to Auke Mountain, along Spaulding Meadows, until the noise subsides close to the helicopter nearing Mt. McGinnis. For each helicopter. When they are spaced 30 seconds to one minute apart, and number up to 5 and 6 at a time, then the noise lasts nearly ten minutes per traverse. Then within minutes, they all return along the same route, and have a similar noise impact. On a sunny day, when I am trying to		Forwarded to CBJ, helicopter flight seeing and whale watching companies as a reminder of the issues.	

work outside or otherwise enjoy the outside, their noise is a persistent problem. When they pass, they are generally in the 60 to 70 decibel level depending upon weather conditions and whether they are ascending (usually on the way out) or descending. By comparison, I guess, I'm lucky. My neighbors down the road are subjected to a deafening 90+ decibels, as they are directly under the flight path. They have to cut off phone conversations, dinner time conversations, and other typical household conversations until they pass. At my location, we just have to stop conversations or yell at barbecue and other outdoor functions. This issue has gone on too long without any foreseeable solution. It is unacceptable. Residents cannot enjoy their own home in Juneau because of this persistent, stress-inducing, and impactful noise. I have no issue with the helicopter companies' operation or their tours to the glacier. I think it is fortunate for many citizens of the country and world to be able to see the glacial sites, and I'm sure the helicopter companies do a good job in showing them the highlights. The helicopter industry's benefits to exploration, public safety, emergency rescues, and general economic impact are commended. However, we collectively need to find an alternative to flying over 80% of Juneau's households to show tourists the ice field. The only entities that are going to solve this issue is the CBJ and the helicopter companies, with the CBJ leading with the benefit of head tax funds. The State is no help. The federal government is of no use; their EIS (1994?) accomplished nothing other than spending +\$1 million dollars of federal taxpayer monies. The FAA will say that they don't regulate noise from this aircraft classification. Worthless. The only foreseeable remedy I can envision are/is remote and seasonal heliports. Many years ago, I spoke with the manager of one of the helicopter companies (Northstar, I believe) - he was very sympathetic and obviously wanted to find a long term solution because he forthrightly believed the industry would continue to expand and impacts on the residents would continue to increase. We collectively agreed that a remote and seasonal heliport would be a good idea, and we both agreed that the McGinnis/Montana Creek area would be a good site for consideration. With a remote heliport, we would not alleviate all helicopter noise: shuttling back and forth to the main base for nightly maintenance and morning staging would not go away, but the consistent shuttling of tourists could largely be shielded from residents' houses, particularly if the location was in the McGinnis Creek drainage. This issue is related to transportation of tourists from the ships, much as the project for commercial boat operators at Auke Bay. It should be eligible for head tax funding. The first component of this work would be to fund a mapping of noise impacts throughout the community. This has never been done, and since it is one of the major impacts to the community, it needs to be done. It may be helpful for real estate evaluations as well. Costs are not minimal. Road upgrades and new construction from the Montana Creek intersection to the heliport would be needed. A fairly large landing and staging area would need to be constructed at the (McGinnis) site. The road would have to be constructed to a standard to safely handle busses, fuel trucks, and other vehicles. Additionally, there would be need for a power and communication line extensions, as well as weather and flight safety facilities. In summary, TBMP needs to actively address impacts to residents. Much of the impact is noise. I honestly don't care if we have 1 million or 2 million visitors each year. If we can substantially reduce the impact to residents, then I welcome them. However, if we do not collectively address and reduce the impacts, citizens' patience will be over. I don't want to see that for our community. On a similar issue, there are still a few remaining whale watching boats that have not switched to 4-stroke engines and still rely on loud and polluting diesel engines. At the dock, while idling, these boats create +110 decibels - unacceptable. They can be heard by residents (and undoubtedly whales) for miles. At about 1/2 mile

					away, 4-stroke motors on idling whale watching boats, are imperceptible from background noise (~40 decibels) on a decibel meter. At about 1 mile away, diesel whale watching boats create nearly 65 decibels at idle. Time for those operators to get their stuff together. The residents don't enjoy it, the fellow tourists on adjacent boats don't enjoy it, the tourists on the offending boat don't enjoy it, and I'm sure the whales don't enjoy it, and are probably being driven away from Juneau because of it. Thank you for your consideration. Consider this message resent every time a helicopter goes over my house. I don't have the time or patience to count them, but I would like to know what is being done to reconcile this situation. Thanks.			
05/12/2023, 11:41 AM	Phone	Other	Downtown	Closed	Hi, I'm trying to use my phone again and cruise ship's going through the channel and my reception goes from perfect to marginal to poor. This needs to be fixed for the live ...[undistinguishable]... 1991. I would like a phone call back to find out what is happening to fix this situation. Thank you.		SENT EMAIL TO ALIX PIERCE FROM HOTLINE ADVISING HER OF CONCERN. HOTLINE left message on caller's phone but didn't get a response back. RESPONSE TO HOTLINE FROM ALIX PIERCE: Thank you. We had some complaints about this last year. I used to have a contact at GCI (she has since moved on) and I had raised the issue and we were discussing how to address it but nobody picked it up when she left last fall. I'll ask our IT folks if they have a contact at AT&T or GCI who can re-start the conversation.	Subsequent call from caller gave HOTLINE a chance to share email from Alix Pierce and listen to caller's aggravation.
05/12/2023, 9:39 PM	Phone	Other	Gastineau Channel (Marine)	Closed	I like to report a white 10-passenger van with the word "Skagway Alaska" on it in kind of a circular design traveling out North Douglas about 2 p.m. on Saturday, May 13. They were going pretty fast, riding my a**. I don't recognize the company name, all I saw was "Skagway Alaska" and if you could get ahold of the company owner and let them know that it's not good for business to do that our North Douglas, that would be fantastic.	Above and Beyond Alaska, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Coach Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska X -- Alaska Excursions, Allen Marine, Coastal Helicopters, Crew International Tours, Cycle Alaska, Dolphin Tours LLC, Gastineau Guiding, Gold Rush Dog Tours, HAP Alaska-Yukon, Harv & Marv's Outback Alaska, iRide Alaska/Segway Alaska, Jayleen's Alaska, Juneau Charters, Juneau Limousine Services, Juneau Sportfishing, Juneau Tours & Whale Watch, Last Chance Tours, Liquid Alaska Tours, M&M Tours Unlimited, Northstar Helicopters, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, TEMSCO Helicopters, Unplugged Adventures, Juneau Private Tours, Alaska Whale and Drone Tours	FROM JAYLEEN'S ALASKA: To whom it may concern - this is Jayleen Bydton, Owner & Operator of Jayleen's Alaska. Although this comment does not concern us or our company directly we take any input from the community very seriously & continue to make sure our captains & employees are following the TBMP guidelines to the best of their abilities. Since no email was provided, we did not respond to Inga directly. ALASKA COACH TOURS TO HOTLINE: We do not have any vehicles that match that description.	
05/13/2023, 2:04 PM	Phone	Vehicle: Bus/Shuttle	North Douglas	Closed	On May 13th at 9:00 PM Norwegian cruise ship left Juneau harbor heading south on Gastineau channel. The thing was spewing out thick smoke as she left. There must be a better way than leaving Juneau in a blue haze. Can they do better? I live on the water side of Thane Rd so I see the pollution first hand. A lot of the cruise ships must be burning a better grade of fuel at least when entering and leaving port.		TBMP forwarded to Alaska Dept. of Environmental Conservation. TBMP responded to emailer that concern had been forwarded.	

05/16/2023, 1:27 PM	Phone	Cruise: Noise	Douglas	Closed	Hi, my name is Kate Troll and I live in Douglas. I am calling to vigorously complain about the Norwegian Encore their speakers system and announcements go on for at least 20 to 30 minutes. I do not need this. Take care of it please.	Cruise Line Agencies of Alaska, Norwegian Cruise Lines	CLAA TO HOTLINE: I called Kate and left a message on her cell. I did hear a message from what sounded like their inner corridors on arrival and possibly their pool deck. I said I would ask them to test the PA system to see what activates the area that is bleeding over outside. I was on the dock on arrival and I did here a faint announcement but it was not on their outside PA or not all of the external system anyway. Drew, CLAA Juneau.	
05/16/2023, 11:00 AM	Phone	Other	North Douglas	Closed	Hi, I have a complaint. Out in the Fish Creek Park parking lot this morning, Tuesday at 11 a.m., some ebike company parked their truck and unloaded their bikes on the driveway going down into the parking area instead of being in the parking area where they wouldn't have disturbed anyone. They were on the driveway so people and other bikes had to stop and wait for them to move the bikes and the people to get to the parking area. That was annoying. I'm also wondering if they even have a permit to park there to do the staging of their tours. My number is 907-321-1498 and I expect a call back to explain to me why that's OK. Thank you.	iRide Alaska/Segway Alaska	iRIDE ALASKA TO HOTLINE: We called **** and apologized for any inconvenience. We let her know that we do have a permit and have chosen to park along the road because it is extra wide in that section and the van can park completely out of the driveway. This keeps us out of the main parking lot so we aren't taking up space where others want to park. We let her know that was the first time we used the space and we recognized the problem and have let our guides know to keep the bikes and clients at the back of the trailer and out of the road. She seemed grateful that we were correcting the problem and that we had thought about how to be least impactful to others. PARKS&REC TO HOTLINE: They do have a permit to use the park. It is a new tour, so we anticipated there would be some feedback from people who have not seen them there before. They requested to park in that location to avoid taking up space in the main parking lot. It sounds like that might not be working out so well, as maybe their clients are blocking the driveway. I've asked our permit staff to reach out to the company and see if we should adjust their plan based on this feedback. Also, this year, we are requiring all companies holding commercial use permits for CBJ Parks to display a permit in the window of their vehicle. We also list the companies with permits and the locations where they are authorized to operate on our website: https://juneau.org/parks-recreation/commercial-use . This particular tour isn't listed yet, because a Permit was just issued a week ago. Will get the website updated. Thank you! George PARKS&REC TO HOTLINE: George said someone would call and explain the situation to ***.	
05/16/2023, 9:10 PM	Phone	Cruise: Visual	Downtown	Closed	Good evening, TBMP. It's about 10 minutes after 9 Tuesday, the 16th, in downtown Juneau. I'm sitting on my deck and looking out at the Norwegian Encore with its giant screen TV on entertaining the entire community with whatever programming they might be offering on the ship today. I know you folks are going to help me out and get these folks to turn their TVs off when in port and I appreciate it. Please give them a call and let them know.	CBJ Tourism Department, Cruise Line Agencies of Alaska, Norwegian Cruise Lines	CLAA TO HOTLINE: Thank you, I reminded the ship. It was off last week but they are getting back in to the routine and will have better management on-board to have the screen off next week. Best regards, Drew	EMAILER also emailed the same complaint to hotline@traveljuneau.com .
05/17/2023, 10:00 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Good morning, my name is ***** and last night, which would be Wednesday, the 17th, at roughly 10 PM a Juneau Whale Watching boat came into Statter Harbor, tied up and proceeded to unload about 20-30 completely drunk crew members, and they proceeded to sit there and hoot and holler on the dock for a hour and a half - 2 hours, waking up everybody. They parked right next to a bunch of live-aboards that are all the 6 AM crew that get up and go to work first thing in the morning. Are we allowing large amounts of drunk crew members to be out and operating a boat and doing all this whale watching stuff drunk? My name is *****, my phone number is *****. Get back to me.	CBJ Docks and Harbors, CBJ Tourism Department, Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO HOTLINE: ***** called me directly yesterday, first thing in the morning and I spoke with him and apologized for the fact that our crew woke him up when they were coming back from a bonfire. I spoke with our lead captain and the captain who was piloting the boat who were the DDs for the trip and they said they made a conscious effort to be quiet as they docked and disembarked and were terribly embarrassed that they woke anyone. I assured Mr. Stiles that this won't happen again. Serene Hutchinson	
05/21/2023, 4:42 PM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	This is definitely not ok. What is Juneau doing to hold the cruise industry responsible for the pollution they generate daily? Honestly, if they blatantly belch this into the air, what else are they releasing?		TBMP TO EMAILER: Referred to DEC site to complete emissions complaint form. CC'd Alexandra Pierce at CBJ and Andrew Green at CLAA.	

05/23/2023, 9:41 AM	Email	Aircraft	Airport	Closed	I have noticed that post COVID that the helicopter tours have deviated away from the Engineers Cutoff flight line which used to go over Engineers Cutoff and Dock Street and are now flying more towards the beginning of Fritz Cove Road. The increase in flights and noise is significant. I have lived at 3025 Fritz Cove Road since 2005. I have called the TBMP hotline last year about the increase in traffic and noise as well. Please provide me with the helicopter routes I am able to request per page 10 of the 2023 TBMP . 37. ROUTES & AIRCRAFT IDENTIFIERS: Operators agree to provide the following to the CBJ which will make the information available to interested members of the public: • established flight routes • common factors influencing route choice, such as weather, turbulence, and traffic • aircraft colors or other distinguishing characteristics useful in identifying individual operators 38. ALTITUDE: Operators follow voluntarily agreed-upon routes for tour flights and maintain minimum altitudes of 1,500 feet for helicopters and 1,000 feet for floatplanes operating above residential areas, except during take-off, landing, or when deviations are required by weather, traffic, or the Air Traffic Control Tower.		TBMP TO EMAILER: Hi, ***. Attached is the Juneau Commercial Operators Letter of Agreement you requested. The document should contain all the elements you ask about. Please let me know if you have further questions. BeSt regards, Elizabeth	
05/24/2023, 11:17 AM	Email	Aircraft	Auke Bay (Land)	Closed	Good morning, thank you for the document. The helicopters are definitely more towards the start of Fritz Cove than going over the tower at the end of that trail... or Pederson Hill. Most of the helicopters are Yellow. It is on all days so it isn't weather related. It really does make a significant difference in sound.	Coastal Helicopters	TBMP TO COASTAL HELICOPTERS: TBMP had an inquiry from a Fritz Cove resident about the increased helicopter traffic over his location compared to previous years. He indicated that most of the helicopters were yellow, thus I'm contacting you. He says the increased traffic has increased the noise level and was wondering why the helicopters are deviating from the Air Operators Agreement flight plan. I suggested that Coastal does a lot of non-tourism work and possibly a project of some sort was causing the shift in flight paths. Do you have any insight I can provide to this resident? Thanks! COASTAL HELICOPTERS TO TBMP: We should be following the LOA (which hasn't changed from last year). It is early season though, so there is a possibility some new pilots might need a refresher. If they have specific times when they think we are deviating, we can follow up and make sure everyone is on route. The more specific on the date and time the better. Exact location is also helpful if they are willing to disclose that. We can also verify if it happens to be a non-tourism flight, although these flights generally follow the same routes. TBMP TO EMAILER: Hello, ****. Please see the response from Coastal Helicopters below. If you have specific dates and times, providing that information will be very helpful in identifying the problem flights. Hopefully this will be helpful for your concern. EMAILER RESPONSE: Thank you everyone, For Mike, my exact location. Is my home at 3025 Fritz Cove Road. I don't have dates or times or photos. It is pretty constant. I think the refresher is probably a good thing. Much appreciated!	
05/26/2023, 11:30 AM	Phone	Vehicle: Bus/Shuttle	Lemon Creek	Closed	I have a question about why tour buses are going along Glacier Hwy around Twin Lakes. There are no tourism ventures here and it would be nice to keep those tour buses out of the residential area. It was a white bus with a little sign on the door that said Gray Line. The number on the back was 8260	HAP Alaska-Yukon	HAP ALASKA-YUKON TO CALLER: ****, Thank you for bringing this issue to our attention. I did some research and coach 8260 was actually doing a CDL training session on the highway near Twin Lakes, so it was a one-off and not part of our regular routing. I believe the Instructor chose that section of road today because it fit the training level for "medium" road condition driving. I'll speak with our Transportation Manager, as I'm sure we can find similar road conditions elsewhere. Best regards. Bill Hagevig	
05/26/2023, 5:42PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	Good afternoon. I just wanted to report I was following ACT bus number 222 from town today and it was belching out black smoke all the way from town to Auke Bay.	Alaska Coach Tours	ALASKA COACH TOURS TO HOTLINE: I have called *** and left a voicemail. I let him know we appreciated his comment and that bus 222 had a mechanical issue and has been pulled from service until it can be repaired. Please let me know if you have any questions. Thanks, Alicia	

05/27/2023, 1:42 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Okay...the industry is having a serious issue with radio etiquette...there are now a couple of captains talking on the radio hailing boats by the wrong names...being very unprofessional...I've heard boats called Marinara, Chill Kitty, the Beer Can, and several other stupid names! It's gotten to the point where you can't tell who is talking...what boat they are on or calling...or where they are at! Also instead of asking another captain to switch to a different frequency some captains are asking "Do you wanna shack up?" This too is completely unacceptable! In most boats the passengers can hear everything being said on the radio! I had a customer ask what was going on with the radio and let's just say they were not impressed with the fleet! If your captains are not professional enough to operate the radio in a proper fashion they should not be allowed to operate your boats! You should be concerned as the owner/lead captain that this lack of professionalism by your captains could indicate a lackadaisical approach to how they are running your vessels overall! Please correct this behavior by your captains! Training is obviously needed! Best Fishes! Capt. Kevin Burchfield, President, Juneau Charter Boat Association and Owner, Lost in Alaska Adventures, LLC	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 & Marvs 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	JUNEAU TOURS & WHALE WATCH to TBMP: I spoke with Capt Kevin several hours ago and also checked with my captains who may have been involved. Apparently many of them who work for several different companies are friends from working all over the world together. They got into a teasing conversation on the radio - it was all in jest but they now understand that the radio is not the place for goofing around.	
05/29/2023, 1:50 PM	Email	Other	Other	Closed	It was just a matter of time before we would start seeing jeeps from the rental fleet for cruise ship passengers to start showing up in neighborhoods. It's bad enough that the amount of traffic going out the road and back has increased exponentially but some tourists are veering off their GPS guided tour and traveling in my neighborhood. Is there nowhere we can get away from this invasion of tourists? Not even in our neighborhoods? I suspect it's the cruise ship industry that's in charge of the rentals. They have a responsibility to ensure our neighborhoods are not impacted with touring jeeps if they're going to rent them out.	Unplugged Adventures	UNPLUGGED ADVENTURES TO HOTLINE: Thank you for your email. Unfortunately, I cannot confirm if this is one of our vehicles because there are many Jeeps in Juneau. Additionally, the GPS doesn't take renters through any residential neighborhoods. While most guests stick to the recommended route, they are free to use the public road system and it's entirely possible that a few have explored on their own as many visitors that rent cars do. All renters sign an agreement that they will abide by local laws. If a guest were to transit a private road without permission, they would be in violation of their agreement and we would appreciate notification of such an occurrence. We trust that the same prudence is used for others as it is for us and that personal sentiments against the tourism industry do not play a role in complaints such as this.	
05/29/2023, 5:11 PM	Email	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	Today is Monday May 29th. All day there have been whale watch boats surrounding a whale off Lena Point. The assembly will undoubtedly receive notification emails from residents all season long. I propose CBJ adopt ordinances giving whales rest periods throughout the day maybe allowing what watch tours to only pursue whales between the hours of 8am-11pm, then 1pm-4pm, and then 6pm-9pm. Further ideas could include ordinances mandating gas/diesel engines off while on site viewing whales but allow electric/hybrid maneuvering to drastically reduce underwater sound disturbances. The assembly could offer rebates and low interest loans like they did for radial airplane to turning conversions in the early 2000s. I doubt a limited entry or license program will fly. But the CBJ could adopt some ordinances to greatly improve the experience for our tourist guests, and the the whales. Not only would this benefit the whales, but it will also elevate our community status in the travel industry and we could set Juneau up for winning some major travel industry awards. In addition to these whale watch practices, the city should consider programs or ordinances to encourage the use of hybrid or electric busses/vans for noise abatement. We have seen the Capital Transit bus program prove electric busses are not ready yet, but a hybrid system for traveling on all EV power at speeds 20/30mph would be a game changer for visitors and residents alike for downtown, the glacier, and for Stater Harbor. Again, CBJ could embrace these changes and Juneau could be poised to win a lot of travel awards.		TBMP: This concern was sent to the Assembly and Alix Pierce. Ms. Pierce asked that it be included in the TBMP reporting.	

05/29/2023, 6:11 PM	Email	Other	Other	Closed	<p>My husband and I passed at least twelve jeep tour rental cars out the road today. None of the jeeps had their lights on while on the two-way highway. I flashed each one as we intercepted, but none put their headlights on in response. Please notify the Jeep rental owner that headlights are required on our highway. All the other Juneau drivers had their headlights on.</p>	Unplugged Adventures	<p>UNPLUGGED ADVENTURES TO HOTLINE: E-mailer was not directly contacted. Referencing Section 13 Alaska Admin Code 04.010 (When lights are required): "(a) Every vehicle traveling on a highway or other vehicular way or area within the state must illuminate lights (1) between one half hour after sunset and one half hour before sunrise; or (2) at any other time when, because of insufficient light or other atmospheric conditions, persons or vehicles on the highway are not clearly discernible at a distance of 1000 feet. (b) Stop lights, turn signals, and other signaling devices must be illuminated as required by this chapter. (c) Every vehicle traveling on a highway or vehicular way or area must illuminate lights when traveling on any roadway that is posted with signs requiring the use of headlights. (d) For the purposes of (c) of this section, lights include low intensity headlights and daytime running lamp devices that meet the standards in 49 C.F.R. 571 (revised as of August 29, 1996), if the headlights are not otherwise required under (a)(1) or (2) of this section." We are not aware of any posted signs that require daylight headlights: We double checked in person today to verify. The DOT employee who I spoke to was also not aware of this requirement. Additionally, visibility on 5/29/2023 was high at 7 miles, negating 2(a) above. The safety of our renters and community is paramount to us and we do our best to ensure this. If you have additional information, please let us know. Thank you. HOTLINE TO UNPLUGGED ADVENTURES: Hi! Thanks for the response. The concern submitted by the emailer prompted me to do a little research also. According to the information attached, which is located at https://dot.alaska.gov/comm/pressbox/arch_2014/PR14-2543.shtml, there are posted areas in Juneau where headlights are required at all times. As a member of TBMP, whose goal is to mitigate the impacts of tourism on the community, you may wish to recommend to your clients that they use their headlights at all times just to avoid any confusion. I will consider this concern submission closed at this point. Thanks again.</p> <p>UNPLUGGED ADVENTURES TO HOTLINE: Last night I found the document online that you referenced and researched it further. Having personally not seen a daytime headlight sign in the numerous trips I've taken out the road, I had our Operations Officer make a drive all the way to the Shrine this morning and he said he did not see any signs either (specifically looking for a sign around the Auke Rec road as the document had stated). The DOT employee I spoke to on the phone who is based in Juneau and very familiar with that road was not aware of the requirement as well. I'm uncertain if the document is dated, a draft, or erroneously published. I don't think most drivers would be aware of the daytime headlight requirement if it did exist. I personally observe a high number of drivers not using daytime headlights on a daily basis. I've attempted to further reach out to the Alaska Highway Safety Office for further guidance but cannot get an answer. In the 6 years we've been in operation, one thing that we learned early on is that a small minority of people attempt to interpret or confabulate regulations in order to satisfy their dislike of the cruise ship industry. I'm not saying the complainants are part of this group but have found it best to state the facts, otherwise I feel like this opens the door up for other demands that are not practical to implement. We can tell renters to turn their headlights on when they leave our lot but it's up to them to do so after their subsequent stops in which the Jeep is started again. If there is not a road sign prompting them, then I think it would be fairly impractical to expect them to do so. Please keep in mind that we are a vehicle rental company and not an employee-guided tour company like the bus lines. Our rental vehicles are easily identified and recognizable compared to other rental vehicles, which opens us up to complaints, valid or not. Thanks for working with us, I hope the season is off to a good start for you. HOTLINE TO UNPLUGGED ADVENTURES: I have a contact at the Highway Safety Office I can reach out to. I'll let you know what I find out.</p>	<p>ALASKA HIGHWAY SAFETY OFFICE TO HOTLINE: Unfortunately, it's not a requirement in the State of Alaska except in Safety Corridors. 13 AAC 04.010. When lights are required (a) Every vehicle traveling on a highway or other vehicular way or area within the state must illuminate lights (1) between one half hour after sunset and one half hour before sunrise; or (2) at any other time when, because of insufficient light or other atmospheric conditions, persons or vehicles on the highway are not clearly discernible at a distance of 1000 feet. (b) Stop lights, turn signals, and other signaling devices must be illuminated as required by this chapter. (c) Every vehicle traveling on a highway or vehicular way or area must illuminate lights when traveling on any roadway that is posted with signs requiring the use of headlights. (d) For the purposes of (c) of this section, lights include low intensity headlights and daytime running lamp devices that meet the standards in 49 C.F.R. 571 (revised as of August 29, 1996), if the headlights are not otherwise required under (a) (1) or (2) of this section. Thanks for reaching out about this, of course we always recommend headlights on at all times. There used to be Headlights On At All Times signs at MP14 (south junction of Auke Rec Rd) to Echo Cove, Thane - end of road to Old AJ Mine access road, North Douglas Hwy - Kowee Creek Bridget to end of road (N.Douglas); for a small analysis and inclusion project, but were taken down after the project a few years ago.</p>
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05/31/2023, 9:23 AM	Email	Aircraft	Mendenhall Valley	Closed	<p>Yesterday, May 30th was a terrible helicopter noise day here on the west side of the Valley. I live on River Road. Helicopters started at about 0800 and continued nearly 12 hours until roughly 1930. Some gaps in the morning thankfully, but the afternoon particularly from around 1530 until 1830 was nearly constant noise from helicopters hammering the air. During this time we had at most a few gaps of only 7 to 8 minutes when one could not hear a helo. This is far too many flights to hammer us with. They were flying too LOUD. Whether that means too low, you'll have to ask the flight companies. I believe what happens in these weather conditions is that both Northstar and Temsco fly the same route on the west side. Not sure of this either but that is what it appears to me. Thunder Mountain route perhaps not open to Temsco? They then hammer the west side instead. The two companies flying the same route is too much. We end up with far too many flights concentrated on one route.</p>	Northstar Helicopters, TEMSCO Helicopters	<p>NORTHSTAR TREKKING TO HOTLINE: NorthStar did have tour flights on the 30th that utilized the Auke Bay route to the Mendenhall Glacier. Our first flights departed at 9:00 and the last two aircraft were back at the airport at 19:30. Having personally flown on this day I can confirm that all of our flights were above 2000' when transiting from the ferry terminal area to the rifle range and to the terminus of the Mendenhall. In many cases we were actually higher than 2000'. Mr. Flory is correct that the weather kept Temsco from utilizing their "Steep Creek" arrival and departure route that climbs up and down Thunder Mountain. It also kept NorthStar from utilizing the Blackerby arrival and departure which we try to use when weather allows to split the flights between east and west routes. We were however able to utilize our tour route over to the Herbert glacier for a portion of the day which cut down on the number of traverses along the corridor that seems to impact the river road area. We were also able to utilize the Auke Bay route throughout the day which has much less impact than the Mendenhall route through the middle of the valley. TEMSCO HELICOPTERS TO HOTLINE: Temsco was indeed flying on May 30th. The clouds prevented us for using the route that goes over Heitzleman ridge to the glacier area to the north. Temsco conducted tours using the 2 TBMP approved routes. Outbound Temsco utilized the Mendenhall departure from the airport and returned via the Auke Bay arrival all day with the tours equally split between each route. All tours were conducted at established published flight altitudes and there was no need to go as low as TBMP guidelines permit as weather conditions did not warrant that. If you would like any addition information please let me know. HOTLINE FORWARDED THIS INFORMATION TO THE EMAILER.</p>	
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