



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
07/01/2024, 10:11 PM	Phone	Other	Downtown	Closed	Thank you for having this hotline available. I'm a Juneau resident. I'm calling about dropped calls. It happened repeatedly today -- at least five times-- as I was doing personal business from my home. I know it's a busy cruise ship day. My dropped calls happened intermittently from 10 a.m. to 7 p.m. Elizabeth has called me back on this repeatedly. I don't need a call back. If you need more information, you are welcome to call me. My name is ****, my phone ****, my carrier is AT&T. I believe the issues is cruise ship passengers and crew members come off the ship and use their own phones and suck up all the band width. It leaves local people who pay for service with any service. It's yet another way that cruise ship activity has blocked productivity in Juneau. I understand that Alix Pierce tries to offer a plan to offer a Juneau wifi service and the cruise ship industry blocked it for 2024. We really need to set limits.	CBJ Tourism Department	Elizabeth emailed *** to let her know that the downtown wifi plan was not blocked and has been budgeted for FY25 with activation for the 2025 season.	
07/01/2024, 5:15 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	I'm calling with a concern about tour buses. This has happened to me a number of times. Tonight, trying to come home about 4:45 PM, there are three tour buses in front of us to turn at Allen Marine. So they all stop for the left-hand turn, there's on-coming traffic, and they wait and wait, and then only one at a time can cross that bridge. So the next two wait and wait, and the traffic is backed up around the corner toward the rock quarry while we're still sitting there waiting for those buses to clear that bridge. It seems to me it would be very easy for those buses, when they load up and leave town, to NOT be 1-2-3.	Alaska Coach Tours, Royal Hyway Tours-HA	HAP ALASKA TO TBMP: I called **** today. His phone went to voice message. I left a message letting him know that we are working on a solution with Allen Marine for this issue of traffic backing up when buses are turning left onto the Allen Marine dock. Thanks, Whitney	
07/04/2024, 4:09 PM	Website	Vessel: Other	Auke Bay (Marine)	Closed	Run Runner charters vessel and another charter vessel were observed feeding multiple eagles multiple times at the north end of Coghlan. This is illegal behavior as per 50 CFR 22.6.	Rum Runner Charters	RUM RUNNER CHARTERS TO TBMP (forwarded to submitter): While I appreciate this individual's concern, we feel they are misinterpreting 50 CFR 22.6. which states you must not interfere with or TAKE an eagle while feeding (example: don't let your dog run after eagles in a salmon stream). 50 CFR 22.6 directly states: Take means pursue, shoot, shoot at, poison, wound, kill, capture, trap, collect, destroy, molest, or disturb. Throwing a few pieces of Beef fat (suet) or Fish into the water for the eagles does not qualify under the definition as Take. CFRs are Federal Regulations, enforced in this case by NOAA enforcement, and we have checked in the past with NOAA enforcement to make sure we are OK. We have had both NOAA and the USCG come by us while at Coghlan Island. That being said, there was a valid point brought up by our staff, "What if the other Whale Watching companies starting doing it?" This definitely would not be good, so we curtailing that part of our tour. Chris Condor, Rum Runner Charters	

07/04/2024, 5:26 AM	Phone	Cruise: Noise	Gastineau Channel (Marine)	Closed	Hi. It's 5:25 AM on July 4th. I'm calling because I was hoping to sleep in past 5:10 AM this morning when the fog horns started going off because a cruise ship is coming in. Excessive impact on the quality of life. I would like to ask that the fog horns hold off until at least 7 or 8 AM. It would be nice if I could sleep until a regular time in the morning. Thank you.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Good afternoon, I called back the caller today and there was no answer but I left a voicemail. I simply explained that this is part of the sounds of a port addressed in the TBMP guidelines and it is also international law and required by USCG for all vessels operating in fog, not just cruise ships. They would like to avoid sounding the horns if there was a way to avoid it as well as the passengers and crew were likely sleeping through the early morning fog. Best regards, Andrew Green, Port Director, cruise Line Agencies of Alaska	
07/04/2024, All day	Website	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I work on a charter yacht and tie up to the breakwater at the outside of Statter Harbor on a weekly basis. We are in port for 48 hours and the entire time we are here we are constantly being rocked by the wake of the whale watching vessels as they come racing into the harbor. Some vessels have a clear wake well past the No Wake Buoy. It has been so bad that our skiff has been lifted up onto the dock with the large waves. It is not safe nor considerate for these vessels to blatantly ignore the no wake zone. They are clearly putting profit over courtesy and should extend their tour times to allow themselves ample time to return to the harbor if that is what is needed. The harbor is supposed to be a safe anchorage for all, not just the playground for the whale watching boats.	Alaska Tales Whale Watching, Juneau Lighthouse Tours, Juneau Tours & Whale Watch	JUNEAU TOURS AND WHALE WATCH TO SUBMITTER: Hello ****, Thank you for taking the time to email. I am a member of our newly formed Southeast Alaska Whale Watch Association. Wakes are an issue we are addressing with additional agreements beyond existing rules and guidelines. First off, all of us have received this email and we address it with all of our crew. In the future any specific information you can give us on vessels will help, so we can address the captains directly. Feel free to call me or email anytime: Serene@juneautours.com. Have a great day! Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
07/05/2024, 4:12 PM	Phone	Aircraft	Other (Land)	Closed	I'm calling with a concern about helicopter flightseeing noise. I live out the road near 18 mile close to the Lynn Canal fire station. I can see the yellow Coastal helicopters going up to Herbert Glacier with tourists. Many an hour, every 25 minutes or so, up and back, up and back four or five helicopters in a chain. This is not the first day this has happened. When the sun is out (when visibility is better) they fly way up high and way inland and I don't even hear them. Now they're flying quite low along the coast. I wonder why they don't go further out into the water where they won't bother residents. I can't have a conversation out on my deck when they fly over. It's very annoying.	Coastal Helicopters	COASTAL HELICOPTERS TO TBMP: Good Morning, Thank you for submitting your concern to TBMP. Coastal Helicopters fly tour 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 other air traffic. We have five helicopters allocated to our tour division; 2 operate on a 35 minute schedule, 2 operate on a 55 minute schedule and 1 on a 70 minute schedule. We also operate charter and on demand requests at any given time during operating hours. Please reach out with any additional concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
07/06/2024, 8:41 AM	Email	Cruise: Noise	Downtown Docks	Closed	The Carnival Spirit is at Marine Park today and it's making a loud vibrating noise that I can feel all the way across the street and on all the buildings. I don't know what the decibel rating is that it's permitted under the EPA guidelines, but I would bet that it's approaching the maximum. It's creating a vibration everywhere.	Cruise Line Agencies of Alaska	CLAA TO TBMP: I called and received voice mail, was hoping to get a better description of the sound so I can reach out to the vessel. It could be something like a needle gun used for maintenance on metal or maybe it was mechanical from the ship. This is at this dock nearly every Saturday and this is the first noise complaint. Curious if it may have actually been something else other than the ship. I left a voice mail to this effect. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
07/08/2024, 5:30 AM	Website	Other	Airport	Closed	TSA signage insufficient. Existing signage on a pole and on a wall near the elevators is insufficient in size and text. Instead of "Passenger Screening" in BIG BLOC letters, TSA should be displayed (IN VERY LARGE FONT) near the existing signs that have arrows adjacent to them. Many older passengers unfamiliar with JIA have trouble seeing, so big print is almost an ADA issue. Couples finishing up check-in at Delta looked around for a while, and since I was waiting for someone, I asked if they were looking for TSA and they said yes. Before I met my departing friend, that happened twice, so I looked around and found the existing signs that need to be larger and clearly say TSA, a phrase familiar to many airline passengers trying to figure out where to go at JIA which is laid out different from most other airports I've visited (about 20). As an alternative, maybe parking announcements could be supplemented with a periodic TSA announcement that it's on the second floor accessible via elevator or escalator (or something like that).		Concern was forwarded by TBMP to the airport manager's office.	
07/08/2024, 5:51 PM	Email	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	Hi, I was on my way home this evening, and a white van #5 turned into the Allen marine parking lot with no turn signal, and crossed way over the white line on the right side of the road. I understand when the busses do this, because they turn wide, but this was a van. I was assuming they were pulling over to let me pass, but I'm glad that I didn't pass them. Tell your drivers to turn their licenses in and do the whole world a favor. This isn't the first time this has happened. I have included dash cam footage in this email.	Alaska Coach Tours, Royal Hyway Tours-HA	TBMP TO EMAILER: As neither Alaska Coach Tours nor Royal Hyway Tours (the two coach companies who transport guests from town to the Allen Marine Dock) have a white van, the assumption is that the van in question was possibly a delivery vehicle of some sort. Thank you for contacting the hotline with your concern. Elizabeth Arnett, Administrator, TBMP	

07/09/2024, Pedestrian Safety	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	I witnessed a line of 2 small tour buses coming off of Basin Rd, requiring oncoming traffic to reverse down Basin in order to let the buses pass, while pedestrians were also trying to walk down the road. Then saw at least 3 more of the same company's buses either enter or exit the Basin Rd bridge over the next 30 min. Basin Rd is just too narrow to have this frequent of tour bus travel in and out. Other regular sized cars should not be required to reverse for 50+ feet down the road to let buses pass, while pedestrians, children, and dogs are also trying to use the same roadway. There is barely enough space for regular sized cars to negotiate around each other in the area leading to the bridge, let alone small buses. Some ideas: 1. less frequent bus travel on Basin (it's kind of gotten out of hand) 2. install some kind of small traffic light that can alert inbound drivers to wait for an outbound bus that may be traveling down the road.	CBJ Tourism Department	Response not requested.	
07/11/2024, 12:16 pm	Phone	Vehicle: Bus/Shuttle/Taxi		Closed	I'm calling because I'm pretty frustrated. I run a service company, and we have four service guys driving around Juneau 12 months out of the year. In summer, the amount of buses and how slow they drive is costing our customers a lot more money for our service, and it's just getting to a ridiculous level. For the second day in a row I'm driving behind a string of buses with about 15-20 cars behind them. I think it's illegal. I think if your holding up more than five cars you're supposed to pull off the road and let them pass. We work by the hour -- we charge by the hour. You could probably add about \$100 more to each customer because of this, and I don't think that's fair to the customer or the business owner. I think a big problem is they're talking and doing tours while they're driving so they're not paying attention as much to the road.	Alaska Coach Tours, Alaska Travel Adventures, Dolphin Tours LLC, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited	Response not requested. Shared with transportation companies for awareness.	
07/11/2024, 3:36 PM	Phone	Aircraft	Auke Bay (Land)	Closed	My name is ****. I live at **** Fritz Cove Road. It's 3:35 PM on July 11, and I am a complete nervous wreck from listening to so many helicopters flying directly over and right around my house. I can't hear anything; I can't hear myself think. I'm so distraught I'm just about ready to leave Juneau. They are coming and going sometimes as many as ten at a time, and I can't hear anything. [message cuts off]	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
07/11/2024, 8:35 AM	Email	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	Large white school bus outbound Egan approaching Vanderbilt intersection, left headlight out. Sunday morning at 9:08 a.m. There was no bus number and small identifying print behind the rear wheels.	Alaska Tales Whale Watching, Alaska Travel Adventures, Dolphin Tours LLC	No response requested. Share as a head's up.	
07/13/2024, 8:56 AM	Phone	Vehicle: Bus/Shuttle/Taxi	J-D Bridge	Closed	At about 8:50 this morning I was driving across the bridge into town, and there was an Alaska Coach Tours green bus #102 making a right turn onto Egan. And it just hesitated at Egan even though there were no cars coming. Then he got into the left lane and stayed there. Then the lane petered out and he finally got into the right lane. I'm not sure why he was driving in the left lane, but if I recall properly that is not what TBMP is suggesting the drivers do. I don't know if the driver was talking to the passengers and not paying that much attention to the road, but when they're downtown they need to stay in the right lane so those of us who are trying to get somewhere can get somewhere.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I spoke with the caller. I explained to her that the bus was going to the museum after returning from Douglas and needed to be in the left lane to make the turn onto Whittier. I spoke with the driver about the hesitancy to turn right and he said it was a right light and he took a few extra seconds coming to a complete stop and ensuring there was not any traffic that had the right of way. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
07/14/2024, 9:51 PM	Email	Other	Other (Land)	Closed	I am a 49+ year resident living on Cohen Drive. Twice in the past 5 days while I was doing volunteer work at the Shrine, 'visitors' headed down to the salmon stream, got into the stream and on one occasion this afternoon picked up a salmon. The visitors were informed that they were interfering with the salmon fighting to get upstream to spawn. Please inform your tour operators and cruise line people to educate their passengers along with the other informative stories they share. I hope not to see this thoughtless -if not illegal-behavior again. Thank you.	All Members		

07/15/2024, 12:15 AM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Last Monday approximately 4:30 pm I was biking thru McNugget Intersection in the timed crosswalk from the Froyo side to the north bike path along Egan Drive. Half way thru the intersection I watched a Gray Line bus lock up their brakes and slide thru the part of the crosswalk/traffic lane I was about to enter. I made eye contact with the driver after he finished talking to passengers while looking thru his rear view mirror and waved to have him back up so I could use the crosswalk. He had plenty of room to do so. He smiled at me then waved to me and did nothing. Needless to say, he was not paying attention to the road and if I hadn't been paying attention, I might have been hit. This is a problem that needs to be addressed. Unfortunately, I was a bit upset and did not get a number from the bus or driver. I immediately tried calling Gray Line of Juneau Alaska after I went around the front of the bus and entered the bike path and was not able to find a working telephone number. This is not good for tourism in Juneau. Traffic from Freddy's to Auke Bay should be slowed down. Thank you taking the time to read this. I hope we can slow em down!	Royal Hyway Tours-HA	ROYAL HYWAY TOURS TO TBMP: Thank you. We will research and get back to individual asap. Bill Hagevig, Division Manager, HAP-Alaska-Yukon HAP ALASKA-YUKON TO EMAILER: Thank you for sharing this information about the Grayline of Alaska bus and the event that happened last week. We are trying to narrow down who this was so that we can speak with them to ensure something like this does not happen in the future. You said this happened at approximately 4:30 pm on Monday the 8th, correct? What color(s) was the coach? The driver was male, but do you have any other details? Was he older, younger, wearing a hat, no hat, glasses, etc.? We would like to figure out who this was. Your help with identifying the driver would be most helpful and appreciated. Thank you, Whitney
07/15/2024, 6:07 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	It is currently 6:06 on Monday, July 15, and I'm calling with some feedback specifically for Juneau Tours. I'm out walking and about two minutes ago at the intersection of Mendenhall Loop Road and Back Loop Road. I just watched bus #11 headed from the glacier toward town use that intersection to do a 3-point turn in the middle of traffic. I don't know if they forgot someone at the glacier or what, but they should have proceeded to the roundabout or turned around in any of the available parking lots adjacent to the road.	Juneau Tours & Whale Watch	JUNEAU TOURS TO CALLER: Hello ****, I spoke with the driver and he full on confessed! He had a guest on his bus panic on him because her husband called and said he was still at the glacier - she had thought he went on ahead of her. Our driver said he reacted to her too quickly and turned as soon as he thought he had room, but he said he knew as he was executing the turn that he should have gone and turned at the round about. Thank you so much for taking the time to help us catch these things so they don't happen again! Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch
07/16/2024, 7:16 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	At about 7:10 this evening, Alaska Travel Adventures comes in and slows down to about 2/3s or 1/3s throttle just so they can make a bigger wave up to the marker. It's just ongoing. I feel like I'm totally wasting my time even calling in. I've never gotten a call back from them and it's very discouraging. All they do is beat everybody that's in the harbor with yatches and my personal dock -- they beat us to death. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: Alaska Travel Adventures follows the traffic pattern established by TBMP guidelines. Our vessels come off step and are not creating a wake by the time we reach the no wake buoy. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures
07/17/2024, 11:30 pm	Website	Cruise: Noise	Stevens Passage / Young Bay (Marine)	Closed	On the night of July 17 into July 18 it was foggy and many fog horns went off that night and into the morning. I live out past Auk Rec and was woken up several times, including but not limited to, around 1130pm and 5 am. Many fog horns went off at various hours through the night. I am sure that many residents lost sleep that night. I know that fog horns are necessary but want you to know that there is a serious impact to residents from cruise ships using them. Is there any thing to be done? Move closer to Admiralty Island? Rely more on radar? The number of ships of course affects the number of fog horns blown, and I would like to see fewer ships.	Cruise Line Agencies of Alaska	CLAA TO SUBMITTER: Dear Mr. ****, Thank you for your call to the hotline regarding fog horns. The use of fog horns by ferries, barge lines, cruise ships, the fishing fleet and other users on the water is unfortunately not something they have an option to stop doing. There is an informational attachment called the "sounds of a port" in the TBMP guidelines on page#19 describing the international and domestic requirements for restricted visibility. They are quite specific. Cruise ships were likely a significant contributor to the fog horns that evening. The track lines they set are based on state of Alaska sea pilot best practices (or specific established track lines), shipping lanes, gillnet fisheries areas and so on so altering their path is quite involved. Perhaps in the future technology will offer some solutions to the fog horns but for now we have the reminder on occasion that ships are passing in the night. Let me know if you have any questions. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska
07/18/2024, most of the day	Website	Vessel: Whale Watching	Stevens Passage / Young Bay (Marine)	Closed	Over the last weeks I have been seeing many whale watching boats running out to the whale watching grounds north of shelter island. I live near the south end of shelter. The larger whale watching boats are loud and when 4 or five are running fast into and out of Favorite Channel there is an impact on the residents there. That is one concern. The other larger concern is the impact on the whales to have so many whale watching boats on them, and with their engines running constantly. The underwater noise must affect the whales but apparently has not been studied. There seems to be too many whale watching boats and not enough known about the impact on these whales from engine noise and the boats being physically by them. Has anything been done to control the number of whale watching boats? Also included are the sport fish charter boats, as they too whale watch with their clients as the transit local waters	49th Fathom Charters, 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, Whale SENSE, Alaska Whale and Drone Tours, Angler's Choice Alaska	ALASKA WHALE AND DRONE TOURS TO TBMP: Hello, my name is Josh Young from Hoonah Alaska, and I'm a local operator/whale researcher, and I work closely with researchers both in Alaska and Hawaii, and have made some interesting discoveries about these creatures myself. I know these animals pretty well from many years of study and observation, but at the same time I'm not invested into Juneau's whale watching; I don't operate over there, I don't make any money off of them. This is my opinion as factual and unbiased as I can be. According to the research we do have on these animals, and born out by observations made on them, the boat impact of whale watching vessels is not as great as it might first appear. There was a survey done of the whales in Juneau, I believe in 2019, where they took biopsies of them to test the whales around Juneau (with LOTS of boats) for stress levels, and compared

them to whales down Chatham Strait (with almost NO boats). The results were the differences in the levels of stress between these two groups of whales were negligible, indicating that the whales around Juneau are NOT stressed out by the high levels of boats. Another pretty clear example of the whales' attitudes toward boats is that in the summer of 2023, the Chatham Bubblenetting Group, a group of a dozen or so whales that ranges from south of Angoon to Glacier Bay and up Lynn Canal over to Juneau, spent TWO MONTHS feeding around Shelter Island. They had anywhere from 5 to 25 boats on them all day every day they were here, but they decided to stay. These are whales that have many other opportunities, (I know this because we were observing at that time plenty of bait fish in Chatham Strait, Lynn Canal, and Icy Strait) that move around a lot, and know exactly where to go to avoid boats if they want to. They decided the feeding was good enough to ignore the high levels of boat traffic, and stayed in Juneau for two months in peak season. One way the whales have been observed USING the boats, is that frequently when a whale wants to take a nap, to avoid getting run over by random boat traffic, they'll park themselves right next to the biggest, loudest diesel boat they can find, knowing that the fast boats usually go AROUND the slow boats that are sitting there watching them! The whales of Juneau are used to the boats. Not all whales are, I've definitely observed whales that don't like boats; they can be observed moving away from the boat whenever the boat tries to watch them, diving deep for long periods of time and coming up long distances away. These whales live out in remote areas where they're happy and alone. But the whales of Juneau don't move out there, they stay put. The boats have been around these whales for so long, they are probably as much a part of these whales' environment now as sea lions or salmon. And if the whales strongly disliked the boats, they would leave. Whales move around as they need to; if an area is not suitable for them anymore, they go find somewhere else that is. There's even vacancies left in other areas of Alaska from the approximately 7,000 whales that died during the 2018-2019 marine heat wave, but still, these whales hang around Juneau. The general opinion held both by myself and those members of the whale-researching community I have asked this of, is that boats CAN have a negative impact on whales. Boats moving too close, making too much noise, or moving too fast, make the whales either nervous or uncomfortable. But boats moving around the whales in a quiet, slow, respectful manner have no great impact on their stress levels. I am much more concerned about fast boats transiting through the area and hitting a whale, than I am about numbers of slow boats following them around and watching from a respectable distance. And having whale boats constantly watching the whales, indicating where the whales are at to the faster boats? I genuinely think those help keep the whales safer. In summary, boats and boat noise, while not great, is something THESE particular whales don't seem to care too much about. Follow the guidelines, be respectful, mitigate your noise, and the whales will be a-ok! Fast boat traffic going through the area is a hazard though. I hope this helps! Josh Young, Alaska Whale and Drone Tours WHALE SENSE TO SUBMITTER: Sorry for the delayed response, but I appreciate the chance to add some more context. ***, thanks for sharing your concern about vessel impacts on humpback whales and the need for research. This is a topic that I have put a lot of thought into and your questions are good ones. Josh, thank you for your thoughtful response and summary of some of the work on your observations on this topic. I work for NOAA Fisheries as a marine mammal specialist and the Alaska humpback whale recovery coordinator. I have been studying Juneau area humpback whales and whale watching for a while now. Our current study is evaluating Juneau area humpback whale abundance, distribution, and physiology (hormones like cortisol for stress and progesterone for pregnancy) and other factors contributing to whale health. In my opinion,

						<p>Juneau is an especially interesting location to study whales because of the number of boats that participate in the whale watching industry. As you noted, ****, there are lots of participants in this industry - in fact, it is the largest whale watching port in the world. While several studies have focused on the impacts on whales from vessel disturbance, there is still so much we don't know. It is challenging and amazing at the same time to try and objectively understand an animal that spends so much of their time beneath the surface of the water and out of sight. Still, I would like to offer a few more details about what has been done and what we do know. We know that underwater sound impacts humpback whales. However, the question of how much is too much when it comes to vessel disturbance seems to depend on individual whale preferences and the reward (i.e., is the prey quality and quantity worth the noise?). One study of Juneau whales and vessels showed that as the number of vessels around a whale increased, the behavior of whales changed. There were more abrupt changes in direction at the surface, faster swimming speeds, and quicker breathing at the surface. In other words, whales were working harder and making their time at the surface quicker as they worked around boats. You can take a look at this study here: Schuler et al. 2019. This and several other similar studies around the world can confirm that whales have behavioral changes around boats, however, how or if these translate into long-term impacts is less understood. In Teerlink et al. 2018 (attached) we compared the blubber cortisol of Juneau-area humpback whales to whales in more remote areas with far less vessel traffic. As Josh summarized, we did not find differences in cortisol and hypothesized that whales in the Juneau area are either habituated to high concentrations of vessels or, if bothered, move out of the area. Indeed, there isn't anything keeping whales in the Juneau tour area and there is a lot of equally productive water in Southeast Alaska to spread out into. Still, if you are interested, I would encourage you to read the discussion of this paper where you will find some more considerations and caveats. And of course, cortisol is just one component. In recent years, we have been investigating other factors, for example, entanglement and vessel strike injuries. Along with more vessels comes more risk of vessel interaction. I am attaching a poster I presented at the Alaska Marine Science Symposium that summarizes what we found from 2020-2023. We have also collaborated with Sound Science Collective which is monitoring whale vocalizations and noise in North Pass related to the volume of vessel noise. This study is still underway. So while much of this research is still in progress and we don't have definitive answers, I wanted to give you a broader understanding of the kinds of research underway and express that NOAA Fisheries is concerned about protecting humpback whales and other marine life and that we are actively investigating impacts and risks in Juneau and other key areas. Probably more info than you want, but if either of you is interested in digging even deeper into this topic, I am linking two recorded community talks that I gave last year that provide more information. Assembly Meeting (@ 47 mins in) Fireside Chat 2/16/2024 Thanks, and don't hesitate to reach out if you would like to discuss further. Suzie Teerlink, Ph.D. (she/her), Marine Mammal Specialist, Protected Resources Division Alaska Region, NOAA Fisheries U.S. Department of Commerce</p>	
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07/19/2024, 12:33 PM	Website	Other	Downtown	Closed	I continue to be concerned about the lack of crossing guards between Marine Park and the Tram. It seems like fewer crosswalks are covered this year than last year. The main impact this has on me is that without crossing guards, the pedestrians dribble through the crosswalks and the flow often continues once cars stop. People run to make it to the crosswalks once a group of people start crossing. It's hard for vehicles to get traffic flowing again. Could you give me an update on how things are going maintaining full staffing levels for the crossing guards? Thank you.	Goldbelt Security	TBMP TO SUBMITTER: Hi, **** -- sorry it's taken so long to respond to your crossing guard concern submitted to the tourism hotline, but I've been working to determine what the issues are. Goldbelt Security is the contractor for the crossing guard program, and they have been experiencing hiring difficulties as well as illness (Covid) with their existing staff. I am now monitoring the daily scheduling and hopefully the hiring process will result in more guards to fill the base daily schedules. If you know of anyone who might be interested in being a crossing guard, the pay is \$20-\$25 an hour. Mike Tagaban at Goldbelt Security is the contact for hiring: mike.tagaban@goldbelt.com. Thanks for using the hotline and letting us know of your concerns!
07/20/2024, 11:27 AM	Phone	Aircraft	Auke Bay (Land)	Closed	The rain was lovely last week to not have these helicopters go over us but they are back at it. 11:25 AM Saturday, there's another round coming by my house right now. I can't see the color of them. I was in the house cooking and had to turn the TV up because they were so loud. They need to re-route or something. Pretty outrageous.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO CALLER: Thanks again for the feedback ****. Can you give me a better idea of where your home is in the Auke Bay area because the best I can tell all of our aircraft were flying on the proper routes and at the proper altitudes on Saturday. The Auke Bay route was designed primarily with safety in mind but one consideration certainly was that it allows for a transition from the airport to the icefield area without actually flying "over" any homes. Jason Kulbeth, Director of Operations, NorthStar Trekking TEMSCO HELICOPTERS TO CALLER: On days that weather prevents us from using TEMSCO's preferred Heintzelman ridge route, we will use Auke Bay for entering and exiting the airport airspace as is defined in the Air Tour Operators Letter of Agreement, was the case for much of Saturday the 20th. Craig Jennison
07/20/2024, 11:32 AM		Aircraft	Mendenhall Valley	Closed	My home is getting inundated with helicopters today and they are not flying very high. Of course, I could get data that reports how high they are actually flying; however, TEMSCO has their flight data hidden from the public (unlike their sister companies Northstar and Coastal). Why is this? Does someone at TEMSCO think if we cannot see the helicopters on the flight tracker, we cannot hear them? Or is it that if we had solid evidence of how low they regularly fly, and the frequency and blanketing of the community that it would cause them problems? I believe it should be a condition of Fly Neighborly and the TBMP that all tour-related aircraft have their flight tracking information visible to the public. I would like a response.	TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: TEMSCO's policy is that tours are launched only when our aircraft can maintain a minimum altitude of 1500 feet for the entire flight route. Craig Jennison, VP of Torus & Marketing, TEMSCO Helicopters
07/20/2024, 3:00 PM	Website	Cruise: Other	Downtown	Closed	In light of the recent harassment of bears and resulting euthanasia of two young male bears residing in downtown, I would like you all to consider a solution to tourist-wildlife conflict in Juneau. I think it's time that we provide cruise ship passengers with resources on how to interact safely and respectfully around bears. This could easily be done as a ship wide announcement or text message that visitors receive upon their arrival to Juneau. This problem will only continue to be exacerbated as we continue to expand the urban wildlife interface and accommodate more and more tourists. The recent behavior of tourists around bears is not only a safety issue to those who enjoy Juneau for a few hours, but especially to those who live here year round. If bears continue to have negative interactions with humans (harassment, access to food, tourists attempting to pet them, etc.) these bears will associate any human with their experience. The bears have no concept of a tourist vs. a resident. As people who have chosen to reside and create a tourist destination in bear habitat, it is our responsibility to protect our four-legged neighbors and not subject them to the negative effects of tourism. I hope that a solution can be developed ASAP.	Cruise Line Agencies of Alaska	ALIX PIERCE TO SUBMITTER: Hello, Thank you for reaching out regarding your concerns about interactions between tourists and bears downtown. We are meeting with ADF&G, Alaska Waste, and others tomorrow to figure out how to better educate visitors and to ensure that downtown businesses are properly securing their trash. I'm hopeful we can come up with some practical solutions. I'll share your suggestion. Thank you! Alexandra Pierce, Visitor Industry Director, City & Borough of Juneau

07/21/2024, UNKNOWN	Phone	Aircraft	Mendenhall Valley	Closed	FORWARDED FROM THE MAYOR'S OFFICE: Passing on a message that was left on the Manager's voicemail box this weekend. ****, 907-****, lives in the Duck Creek area and said the helicopter noise was constant and unbearable. Thought they were to be flying farther away from residential area. Would like a call back.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	COASTAL HELICOPTERS TO TBMP: Without much information; color of helicopters, time, etc. I am unable to provide much followup. However, Coastal Helicopters does not typically operate in the Duck Creek area. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters NORTHSTAR HELICOPTERS TO TBMP: Called **** and had a good (and entertaining) conversation. Explained to her that none of our routes fly on the east side of the valley and let her know if she ever sees any of the blue helicopters flying in that area to call and let me know. Jason Kulbeth, Director of Operations, NorthStar Trekking	
07/22/2024, 2:43 PM	Phone	Other	Downtown	Closed	I'm a truck driver here in town, and it has taken me over half an hour to get from Mt. Roberts to Marine Park. I find that highly unacceptable. I have temperature-sensitive goods here in my container that are spoiling because of mismanagement of the downtown corridor. Please rectify the situation. I really love tourism in this town, however I feel that the tourism companies are making it very hard for locals who want to support you to support you. Thank you, and have a good day.	Goldbelt Security	GOLDBELT SECURITY TO TBMP: Staff illness (covid) caused two guards to call in sick today, and that information was delayed in getting to Mike Tagaban. He has two more guards headed downtown as of 3:00. TBMP phoned the caller and discussed the crossing guard staffing situation.	
07/22/2024, 3:57 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling about helicopters. They're getting absolutely lazy about flying on their patterns. All weekend long they were flying way over the lines, not even trying to fly their agreed patterns. I'm tired of me having to keep track of all this information when they are clearly in the wrong. It was all of them just a few minutes ago, going both directions all the way over the line.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: TEMSCO adheres to the agreed upon routes unless weather conditions, Air Traffic Control Tower or oncoming traffic in the airspace dictates otherwise. Without more detailed information on the time of an incident it is hard to comment on specifics. Craig Jennison	
07/23/2024, 7:33 AM	Email	Other	Downtown	Closed	People, I live on Thane Road. Yesterday afternoon, at 2 PM I tried to drive through downtown. It took me half-an-hour. Northbound traffic was backed up beginning at Mill Street. I believe one reason for this was the absence of crossing guards. There was only one crossing guard and she was at what I believe is called the Alaska Steamship dock, the dock closest to the Wharf. I hope this will not become a regular occurrence. I would appreciate a response.		TBMP TO EMAILER: Hello, ****. Thank you for contacting the TBMP hotline with your concern about congestion in the downtown core yesterday. As an explanation (not an excuse), Goldbelt Security, who is the contractor for the crossing guard program, had two scheduled guards call in sick but the manager was not notified. As soon as he was alerted, he sent two guards downtown to help control the vehicle/pedestrian traffic. They should have been onsite by 3:00 pm. The crossing guard program has had its difficulties with staffing this year, as hiring has been challenging and illness (including Covid) is working its way through the staff. While the frustration you experienced is valid and acknowledged, please continue to be patient during this trying time. Thanks again for using the hotline. TBMP appreciates your taking the time to notify the program of issues affecting you. Best regards, Elizabeth Arnett, Administrator, TBMP	
07/24/2024, 10:07AM	Website	Vehicle: Bus/Shuttle/Taxi	Willoughby District	Closed	At 10:07, I witnessed ACT make a left turn onto Whittier from Willoughby in the direction of the State Museum while a man in a wheelchair was in the crosswalk. The coach had stopped with its blinker engaged; the man started across Whittier and was about 3 ft into the crosswalk when the coach began its turn, forcing the man to stop and wait.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I spoke with **** and went over the scenario, due to not having a bus number we are not able to track it down to the individual to speak with them directly but will highlight this safety concern at our next driver meeting. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
07/24/2024, 7:54 PM	Phone	Vehicle: Trolley	Egan Drive	Closed	I have a concern. Today, July 24, I see a Juneau Trolley bus pull off Egan Drive at the Salmon Creek intersection, pulling over so guests can see the salmon in the stream. This is very concerning to me, as this is a freeway. It's not safe. I don't even know if it's legal. Overall I appreciate what tourism brings to Juneau. I'm not trying to be a naysayer but this did red-flag me. I hope to hear back -- I can be reached after 12 noon.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO CALLER: Hello****, Thank you very much for bringing this to my attention! This is one of our big rules, not to pull over on Egan. I have sent out a reminder to ALL our drivers that this is never allowed. Thank you for the help! Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
07/25/2024, 11:22 AM	Email	Aircraft	Mendenhall Valley	Closed	It has been a poor week for helo noise with TEMSCO flying on the west side of the valley for some portions of Saturday, Sunday, Monday and Wednesday (yesterday). By the looks of today's weather, if they get to fly it will be a bad day today too.	TEMSCO Helicopters	No response requested.	
07/25/2024, 2:24	Phone	Other	Downtown	Closed	It's about 2:20 on Thursday and it would be a good time for you guys to come down and see the total chaos that the inept crossing guard situation is creating. The traffic is backed up all the way past AJ. There's either no crossing guards, or if there is a crossing guard, they don't know how to let traffic flow. It's been like this all summer long. Completely unacceptable.	CBJ Tourism Department, Goldbelt Security	TBMP TO CALLER: Elizabeth called and talked with ****. After listening to this call Elizabeth went downtown and only saw one guard on duty. She called Goldbelt Security, and they were going to see what was going on as there were supposed to be six guards on duty. Elizabeth called and talked with **** about the situation and the caller hoped the situation could be remedied.	

07/26/2024, 3:03 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	At about 2:50 this after I was coming down Egan out of town, and there was an Alaska Coach Tours white bus that was flying down the road incredible fast. I clocked them at at least 75 MPH, and they ended up turning right across from Fred Meyer to go toward the airport. They were hauling *** the road, and it was so dangerous. I believe the number over the door on the bus ended in a "9" -- I think it was "229" but I'm not sure.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: Hello Elizabeth, I have spoken with the caller. I thanked her for the comment and for including the time and bus number. I will speak to this individual driver and add this topic to our next driver meeting. It is our policy to adhere to speed limits and not to impede traffic. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
07/26/2024, 4:05 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	A van operated by Noble Eagle Charters (license plate KJA777) was observed by CBJ staff picking up passengers in the Marine Parking Garage (MPG). Noble Eagle Charters does not have a permit to park vehicles in MPG and did not pay for hourly parking. The driver of this vehicle parked illegally in permit-only space at 10:42am. At 1:37pm, the driver backed into an hourly parking space reserved for EVs, where he picked up a number of passengers while partially blocking the lane of travel in the facility. When the driver saw CBJ Park Rangers, he rushed to leave the facility before staff could contact him and issue citations. Video footage of passenger pickup https://vkda.co/view/e3a79b48-687f-4a56-aa4b-599dd979c52f?audio=1&shard=prod1 . Photos of vehicle entrance/exit attached. It is unlawful for Noble Eagle Charters to: Use MPG without payment; Park non-electric vehicles in spaces reserved for EVs. George Schaaf, Director, Parks & Recreation Department	Noble Eagle	NOBLE EAGLE TO TBMP (FORWARDED TO PARKS & REC): Hello, As discussed with Elizabeth on the phone yesterday, this van is a vehicle for personal use. It is not for hire and this is no employee of Noble Eagle LLC. is pictured in the images or video. This was a family that borrowed the vehicle while they were in Juneau so they could all fit in one van. I am sure they did not know they were in an area where a permit was required to drive. I apologize for their actions and I will be sure to remind anyone that borrows our vehicles to remember to follow all laws and regulations. Thank you, Haley Janttie, General Manager, Eagle Charters & Lodge	
07/29/2024, 2:18 PM	Phone	Other		Closed	I was born and raised here in Juneau in 1960. I have to say I'm pretty disappointed in how much you've changed my hometown. I feel like you're destroying it with all this tourism and you just don't care about the people that actually live here and would like to maybe stay here. You don't care. Five ships a day -- too much. Six ships a day -- too much. Seven ships a day -- too much. We can't support that in this town of 30,000 people. It is insane that you think we can. If you think all that money stays here, you're wrong. 70% of those people take the money and leave. Even the locals that have tourism businesses here, they leave in the wintertime and don't live here. And because of tourism, my daughter can't afford to come back here and live. It's too expensive. Her family can't afford to live here because of what you've done to my town. And I am leaving. We're selling my mom's house that they've had for 50 years and we're getting the h*** out of Juneau. I think you have destroyed it. My nephew who graduates in two years can't wait to leave and never, ever come back. His friends feel the same way. They don't feel like this is their town, that they don't belong here. You're not supporting the people that live here; you're choosing to support the people that don't live here. That, in my opinion, is really, really wrong. My number is *** and I'm sure you have nothing to say to me.	CBJ Tourism Department, Cruise Lines International Association Alaska	No response requested.	

07/29/2024, 3:49 PM	Phone	Other	Mendenhall Valley	Closed	I'm calling to make a complaint about a Cycle Alaska van and bike trailer on Back Loop. They stopped and had traffic stopped right near the Montana Creek intersection, trying to make a U-turn. This is during a point in time when the linemen are doing work on the power lines, which has been occurring for the last two or three weeks. It was a very dangerous situation that occurred today at 3:45. I'm not sure who the driver is. But also I want to dove tail this into my complaint about the Cycle Alaska tours on Back Loop, especially during construction or line work that's occurring there. It's simply a very, very unsafe situation. I'm curious if we are waiting for the first fatality that occurs before we decide to change that or forbid the tours on the second busiest highway in Juneau just so a handful of local tour operators can fill their pockets. It's simply ridiculous, it's simply unsafe, and it's simply unethical. I'm not going to tell you my name and phone number because I've made complaints in the past, and it just gets relayed to the tour operator. The tour operator responds with some fluff and nothing happens. So I guess we'll just wait til the first fatality occurs, and then you can ruin some 16-year-old child's life that accidentally hits one of these bicyclists or God forbid the bicyclist gets injured too. Simply unbelievable.	Cycle Alaska	No response requested.	
07/29/2024, 9:58 AM	Phone	Aircraft	Downtown	Closed	At 9:56 this morning (July 29) another helicopter came over extremely loud, shaking the house. This is new this summer. It's been happening repeatedly; I'm just finally getting around to calling. It's probably happened 10 times. I don't know which operator, but it's not acceptable. The other companies use another route, but not this one. It's quite a problem.	TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: I called and talked with **** earlier today. Explained to her that the helicopter that came over downtown this morning was our Bell 214, a much larger and louder aircraft than what we fly on tours, heading to Sheep Creek. It is here this summer working on a construction project for AEL&P. Once she learned it was not tour related, she was no longer concerned with the noise. Craig Jennison, TEMSCO Helicopters	
07/30/2024, 11:00 AM	Website	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	For the first time starting this year, tour vans and buses that take people to the Brotherhood Bridge parking lot are directing the tourists to walk down the trail. This causes significant congestion at the start of the trail and is a hazard to anyone who is trying to bicycle, or even just walk through. The tourists dump together and completely block the path. When giving a "heads up, please move aside!" they either don't hear or just ignore requests to move. I have had to resort to yelling loudly at them as I slowly try to bike through. I live on Meadow Lane and use the Brotherhood Trail almost daily on my bike. The tourists used to stay in the parking lot and take photos from there, but this has changed. One day last week a bus was parked in front of the handicapped access portion of the sidewalk, which is highly illegal!	Alaska Galore Tours, Alaska Coach Tours, Alaska Travel Adventures, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited	TBMP TO SUBMITTER: Hello, ****. Thank you for submitting your concern about the Brotherhood Bridge trailhead congestion. I have forwarded your concern to TBMP members who have permits to stop at the parking lot. While visitors are allowed to use this public trail, I reminded our members that trail use should not be encouraged by the drivers/guides. Best regards, Elizabeth	
07/30/2024, 11:30 AM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Alaska Coach Tours, 11:10 this morning, turning left off Back Loop toward the glacier. Right headlight out. Don't operators/drivers inspect their vehicles before driving?	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP, FORWARDED TO EMAILER: Our drivers do perform a thorough pre-trip before driving their assigned vehicle, and checking headlights is part of the inspection process. However, occasionally a headlight will go out as a vehicle is driving. The headlight was reported by another employee and the bus will be pulled in for maintenance. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
07/31/2024, 3:02 PM	Phone	Vehicle: Bus/Shuttle/Taxi		Closed	About 2:45 today (July 31) I walked back Basin Road and went down toward the creek. There were two ATA vans parked there with no customers to be seen. I believe that their permits require that they do not park there by the river's edge. So that's my complaint.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO CALLER: Good afternoon, ****. Thank you for bringing this matter to our attention. We had a 1:30 departure of our gold panning tour yesterday afternoon, and two 24-passenger busses were assigned to this tour. The guides would be loading guests at the designated gated parking area during the approximate time you were on site (2:45PM). We are unaware of any other ATA vehicles that would be parked in outside of the designated area. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	