



### TBMP Hotline Log

Created By: Elizabeth Arnett  
 Created On: 11/02/2023  
 Start Date: 10/01/2023  
 End Date: 10/31/2023  
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
10/01/2023, 4:50 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Glacier Rec. Area	Closed	Idling van at W Glacier Trailhead ~4:30pm. Note that this is NOT about the individual employee who is left to sit in the cold rain for hours in October because the cruise industry chooses to run so late. This is about a company that relies upon idling vehicles to shelter and warm their employees rather than figuring something else out. Perhaps an idling van instead of an idling bus is a loophole around TBMP and Forest Service permit conditions? I don't know what company this van is with. Alaska plate GJU 131. Princess sticker and red for hire sticker (or whatever that is) as well. Kayakers had left from gated beach that appear to be associated.	Alaska Travel Adventures		
10/03/2023, 7:05 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	I live in downtown Juneau. I'm calling to file a complaint about a particular bus. I'm driving from the valley to town right now. It's about 7:00 on Tuesday, October 3rd. The company is Alaska Coach Tours and the bus number is 135. Every time it accelerated a bunch of black smoke came out at me when I was behind it. There were two other Alaska Coach Tour buses coming into town and they did not seem to have a problem with exhaust. I would like the company to maintain bus 135 to get rid of the black smoke. My phone number is ***** and I can be called or texted anytime. My email is ****. Thank you.	Alaska Coach Tours	ALASKA COACH TOURS TO HOTLINE: Hello Elizabeth, I have called **** and left a voicemail. We appreciate the comment and will pass this information on to our maintenance team. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	