



### TBMP Hotline Log

Created By: Elizabeth Arnett  
 Created On: 06/03/2024  
 Start Date: 05/01/2024  
 End Date: 05/31/2024  
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
05/01/2024, 12:07 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Glacier Rec. Area	Closed	I was at the glacier today around 11:00 and a couple came out of a taxi. They were from India and barely spoke English. I was chatting with them and they asked "do the taxi drivers collect money for the park [Mendenhall Glacier Recreation Area]. The taxi driver collected \$20 for each of them. The visitor center, however, was not open. I'm not sure if taxi drivers are supposed to be collecting those fees. Anyway, they felt like they got ripped off. I don't know who the taxi driver was but there weren't very many tourists out there today.	Capital Cab, DLux Rides, Evergreen Taxi, Mendenhall Taxi, Taku Taxi	DLUX RIDES TO TBMP: Hello, The information provided below is general in nature, we are more than happy to answer any questions you may have. The cost to go to the Mendenhall Glacier from the Cruise Dock area is approximately \$50.00 each way for the taxi. The rate is metered. This is for the entire vehicle. The Travel time to the Mendenhall Glacier and Downtown Juneau, Cruise Terminal is approximately 25 minutes each way. We are a U.S. Forest Service Special Use Commercial Permit Holder. The US Forest Service has made all U.S. Forest Service Special Use Commercial Permit Holders, a Federal Forest Service Kiosk. The Forest Service Fees to enter the Mendenhall Glacier are \$7.00 per person 16 yrs and up and \$2.00 for 15 yrs and down. This will be collected by your Driver. This includes access to the visitor center. If you have any type of park pass, it would only be a \$2.00 per person charge. These fees are non-negotiable and are federal fees that are charged, not local. The Company charges a 13.00 per person surcharge on all trips to the Mendenhall Glacier; this is on top of the Federal Forest Service Fees. The total cost per person is 20.00 per person 16 years and up and 15.00 per person 15 years and down. No 5.00 dollar Federal Pass is required for individuals 15 years and down. Our Tour rate is 70.00 per hour. It is for the entire vehicle (up to 10 passengers). The Driver/Vehicle accompanies you and provides history and commentary. This ensures your time is not wasted while you are waiting for them to pick you back up for your next adventure. The Tour Rate does not include entry fees. The Tour Rate is metered by time. We quote mileage metered rate for Glacier Fares unless you request a Tour. We have vehicles that can accommodate up to 10 people. We accept all Major Credit Cards, Travelers Checks and Cash. To book your reservation we will need the date your group arrives, the ship name, number of ppl in your group, time you would like to be picked up and a cell number your group is traveling with. We look forward to hearing from you. Sincerely, DLUX RIDES	

05/02/2024, 5:10 PM	Website	Other	North Douglas	Closed	I was in my vehicle at the Rainforest Trail parking area a little after 5 PM at the same time a Gastineau Guiding van was trying to park. The guide got out of the van, knocked on my window, and told me I was not allowed to park there because it is permit parking only, and I needed to move my vehicle. The guide was rude and sarcastic, and referenced the "Permit Parking Only 9-5" sign, indicating that it was right next to me and I should have seen it. It was after 5 PM, so the permit requirement didn't apply (per the sign she was citing). Gastineau Guiding are neither parking enforcement nor the only ones allowed to use the trails in Juneau, it's disturbing to see them so unwilling to share our beautiful trails with locals. I also have concerns about privacy when submitting concerns to TBMP. The website states that all complaints are made anonymous before being shared, but when I receive the TMBP monthly reports and hot line log, contact information is clearly visible. I love and appreciate the transparency of being able to see the log. It allows me to be able to see the things that are concerning to Juneau residents and proactively train my employees to make sure we are operating in a way that is as least disruptive as possible. However I do think it is important to protect privacy and anonymity, and honor what is said on the website, to ensure public trust in the TMBP program. Another way to rectify this would be to remove the requirement to provide an email in the submission process.	Gastineau Guiding	GASTINEAU GUIDING TO TBMP: Hi Elizabeth, I spoke with our guide who had an encounter out on the North Douglas Rainforest trail head. She apologizes if she came across as rude to this woman and had no intentions on doing so. Due to the tight timing of our tour, she asked the women if she could pull forward so our bus could park at the designated permitted parking spot. She is also a local woman who lives out North Douglas and also uses this trail on her off time. We train all of our guides to yield and respect locals out on the trail. Our priority is to make this a sustainable industry for locals and operators. I sent a response to the email provided on the complaint but received an "address not found" and that it was not delivered. Let me know if there is anything else I can do. All the best, Robie Janes, General Manager, Gastineau Guiding	TBMP also tried to email Gastineau Guiding's response to the email provided and it bounced back. There is no other way provided to contact the emailer.
05/03/2024, 6:38 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling about the dark, black NorthStar helicopters not flying the flight path at 6:35 today. Could you give me a call back? Thank you very much.	Northstar Helicopters	NORTHSTAR HELICOPTERS TO CALLER: ****, Hope you've had a good spring so far. I took a look at our flight tracker and spoke with the two pilots who were flying this day. Best I can tell both aircraft were at 2000' while crossing Auke Bay and due to the airport being in "west flow" at the time, both aircraft appeared to be on the correct routing. This was confirmed by the pilots, the lead of which is on his second year with us. We requested and it appears we will be granted a minor change to our letter of agreement with the tower, which should give us a tiny bit more airspace to work with in Auke Bay and I have hopes that this will help to alleviate some of your concerns. We had hoped this change would occur before the beginning of the season but it has been going through all of the government channels and has been moving slower than hoped. I'll try to reach out and let you know when the change takes effect and maybe you can let me know if you notice any difference? Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
05/04/2024, 10:58 AM	Phone	Aircraft	Auke Bay (Land)	Closed	It's 10:56 in the morning, and a helicopter just flew directly over the house quite a ways off the flight path. Please give me a call back. Have a good day.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO CALLER: I have reviewed Temsco's flight paths and times and have determined that at 10:56AM Temsco was using the Steep Creek route exclusively, which takes us over Heintzelman ridge and not in the area of Auke Bay. We had two separate training flights later in the day, approximately 1500 for route instruction for pilots new to the area. I appreciate the information provided, especially the time. It makes it easier for us to review flights and try to provide additional information to the pilots, especially those new to the area who are figuring out the complicated airspace and the importance of adherence to pre-determined routes. Thanks, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters COASTAL HELICOPTERS TO CALLER: Looking at our aircraft traffic database, it does look like we had a helicopter flying around that area at that time. Coastal Helicopters fly four routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA) and the Juneau Tower Helicopter LOA. Our route choice is based on weather and ALL air traffic. We will bring it up with our pilots to be attentive to their routes based on the above. Please reach out with any questions. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters NORTHSTAR HELICOPTERS TO CALLER: Thanks again Bryan for the very specific time frame, it helps to pin point which aircraft/pilots to speak with. NorthStar did have aircraft flying at this time frame and I spoke with the pilots flying and again reminded them of this noise sensitive area and again reminded them that if there is no opposing traffic or weather concerns there should be no reason to be that far north of course. I sent out a graphic to all of our pilots with the area around your home highlighted and said overflying this area should be avoided if possible given traffic and weather conditions. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	

05/05/2024, 8:46am	Website	Aircraft	Auke Bay (Land)	Closed	Awoken by NOISY! helicopter overflight on Fritz Cove... 8:46am on a damn Sunday...	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO SUBMITTER: NorthStar did not have any aircraft flying from the airport until after 3pm on Sunday. Only one flight utilized the Auke Bay routing this day and that was not until after 5 pm, all other flights used the Mendenhall Route. Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO SUBMITTER: Good Afternoon ****, Thank you for submitting a notice regarding helicopter noise. Coastal Helicopters did not conduct any flightseeing tours on Sunday. Our only operations on Sunday was for helicopter support for our contract/utility clients. Please reach out with any additional questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters TEMSCO HELICOPTERS TO SUBMITTER: Good afternoon, Temsco did not operate any flights on Sunday 5/5. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	
05/06/2024, 4:47 PM	Email	Aircraft	Other (Land)	Closed	[4:37 PM] Today at around 4:20pm I was out walking my neighborhood. Six, yes six, Coastal Helicopters flew directly over my home and property. This was very disturbing and unnecessary. I live at Amalga Harbor. I would like a response to address my concern and request that Coastal NOT fly over my home with tourists all summer long. Thank you. [4:47 PM] At 4:45 there are 2 more Coastal helicopters flying over [5:23 PM] 5:22 there are 2 more Coastal copters directly over my house [5:24 PM] 5:24 there are 2 more now [7:04 PM] 1 at 7:02. Lucky 13. Yeah.	Coastal Helicopters	COASTAL HELICOPTERS TO EMAILER: Good Afternoon ****, Thank you for submitting a notice regarding helicopter noise; we apologize for the deviation of our flights. we have discussed this with our new Tour Pilots and we will be conducting additional route training and reminders. We appreciate the feedback, please reach out with any additional questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
05/10/2024, 7 PM	Website	Aircraft	Other (Land)	Closed	I was told by your staff at the Travel Fair in Juneau that the helicopter companies had agreed not to fly the flightseeing tours to the ice field after 6 PM. I live on Raddcliffe Road and frequently hear helicopters overhead as late as 7 PM. Please tell me how that fits with what I was told at your booth at the Travel Fair.		TBMP TO SUBMITTER: Dear Ms. ****, From the Air Operators Letter of Agreement in the 2024 TBMP Guidelines document: "Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm. Operators agree to minimize tour support operations outside these hours. Non-tour operations will occur outside these hours as our community is uniquely dependent on commercial fixed-wing and helicopter operations. Operators agree to take the same care to minimize their impacts during non-tour flight operations." The information you received at the Travel Fair was incorrect, and for that TBMP apologizes. Thank you for contacting the Tourism Hotline, and please do so again if you have any concerns or complaints. Best regards, Elizabeth Arnett, Administrator, Tourism Best Management Practices.	
05/11/2024, 10:52 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	At about 10:47 this morning one of the blue whale boats (kind of looked like an Orca boat but I'm not 100% sure --- I got a picture of it) cut in pretty close to my breakwater and threw a pretty good wake. The other boats -- I'm looking right now -- are out out in the center line they're supposed to be following but he came in right close to here. I have a picture if you need it.	Dolphin Tours LLC	DOLPHIN JET BOAT TOURS TO TBMP: Thank you for bringing this to our attention. We will go over the no wake policy with all our captains to ensure they are up to date. Sommer Ward, Dolphin Jet Boat Tours	
05/11/2024, 11:43 AM	Phone	Cruise: Noise	Downtown Docks	Closed	Hi, this is ****. I'm over on 2nd Street in Douglas and it is Saturday morning around 10:00, and there is a cruise ship at the dock that has its speakers on so loud, and they're the outside speakers, and they're flooding us with all kinds of ridiculous information we don't need. It's making it really hard for me to sit even on the opposite side of my house. I don't hear it right at this moment but I've been listening to it for the last 15 minutes, and I'd appreciate it if you would make sure they don't do that. Thank you.		TBMP TO CALLER: The Grand Princess conducted a full drill and exercise onboard which will include outside announcements, ship's whistle, and other emergency sounds (devices) in order to meet various safety requirements. This was to take place between 10:00am and 11:30am Saturday, May 11.	
05/11/2024, 5:26 PM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	TBMP - we're mere weeks into the "cruise season" and Harv and Marv's either has not stressed enough the importance of complying with TBMP, or not done the training. I do not believe the individual employees are to blame here. Two Harv and Marv vehicles, one van, one bigger than a van but smaller than a motor coach, were parked along the sidewalk viewing area. I didn't notice if there was a driver in the larger vehicle. The van had no driver in the vehicle. Violations of TBMP 36 on where to park the vans and that drivers must remain in the vehicles. In further violation of TBMP 48, the van driver appeared from down the trail direction of with a cluster of what appeared to be her passengers with her. Rather than be walking down there at all, TBMP says she should have directed them to not go onto the Kaxdigoowu Heen Dei trail. On the good side, neither vehicle was idling. No pictures as the violation was so flagrant that I was pulling up the TBMP to see if something had changed on where the vehicles were to park. When do we enact a reward system for residents reporting violations of the TBMP?	Harv & Marv Outback Alaska	HARV & MARV'S OUTBACK ALASKA TO TBMP: Elizabeth, As you are aware, we have been working with our staff and CBJ to ensure we understand and are complying with the new rules at Brotherhood Bridge. We did not respond to **** directly as she has been combative in communications and we are keeping contact with her to a minimum. We appreciate all of your help with this as we get up and rolling with staff and training. - Jamie, Owner/Partner, Harv & Marv's Outback Alaska	

05/12/2024, 1:36 PM	Phone	Other	Mendenhall Valley	Closed	Hi, my name is ***** and I live on Eyelet Court in the valley on the way to the glacier. And it's starting again this summer. I just had a group of 25 tourists standing out here in the pouring down rain trying to figure out how to get to the glacier. They were told it wasn't very far down from the bus driver.	CBJ Tourism Department, Travel Juneau	CBJ TOURISM MANAGER TO TBMP: I will talk to Capital Transit.	
05/12/2024, 2:42 PM	Email	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	Driving out North Douglas and we just had an incident with the big yellow Salmon Bake bus! They crossed the Fish Creek bridge straddling the center line and we had to brake abruptly to avoid a head on collision! That is a two lane bridge with plenty of room for two vehicles! This was not necessary! Please contact the owners and have them correct this dangerous behavior!	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Good morning, *****. Thank you for bringing the matter to our attention. We spoke with the driver, and she attests that she has been moving towards the middle of the lane on Fish Creek Bridge due to the condition of the road on the bridge. We have instructed her to instead reduce her speed while crossing the bridge. My direct number is ***** if you would like to discuss this further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
05/12/2024, 3:11 PM	Phone	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	I live at Mile 23 and I just watched three whale watch boats chase down an orca pod in a way that was not safe for the orca. They were right on its tail as it came in close to the Shrine. Not at all good behavior. 3:10 on Sunday afternoon our at the Shrine.	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, Dolphin Tours LLC, Gastineau Guiding, Harv & Marv's Outback Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, Rum Runner Charters, Sea Lion Adventure Tours, Alaska Whale and Drone Tours	ALASKA TRAVEL ADVENTURES TO TBMP: I spoke our captains and we did not operate whale watching tours as far north as the Shrine today. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures. LOST IN ALASKA ADVENTURES TO TBMP: This wasn't me! Capt. Kevin Burchfield, Lost in Alaska Adventures. GASTINEAU GUIDING TO TBMP: Thank you for your email! We will investigate this event and get back to you as soon as possible. Steven Arends, Operations Manager, Gastineau Guiding. JAYLEEN'S ALASKA TO CALLER: 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 view the orcas while they were in that area today) we take any input from the community very seriously & continue to make sure our employees are following the TBMP guidelines, MMPA guidelines and respecting the local wildlife to best of their abilities at all times. Sincerely, Jayleen Bydlon, Owner/Operator, Jayleen's Alaska ALLEN MARINE TO TBMP: I reached out to this individual and spoke to them, they confirmed that Allen Marine was not involved in this situation. Thank you for forwarding this and we will continue to work with our staff to ensure they are acting in an appropriate manner around wildlife and in general with the public. Stuart McDonald, Allen Marine DOLPHIN JET BOAT TOURS TO TBMP: This was not our boat, as our boats were in the harbor at 3:10 that day. Sommer Ward, Dolphin Jet Boat Tours ALASKA GALORE/HARV & MARV'S/JUNEAU LIGHTHOUSE TOURS TO TBMP: I spoke with our crew, and they said they were not in the area at that time. Louis Juergens, Owner/Partner, AG/H&M/JLT	
05/12/2024, 6:43 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Other (Land)	Closed	Hello, my name is *****, and I work for *****. Today at about 5 PM I was pulling into Brotherhood Bridge with a group of tourists, and I saw Gastineau Guiding parked along the sidewalk area where locals typically park. And just as I was parking in the new Class B Zone, that's when I saw Gastineau Guiding pulling out of the local's area parking and I was asked by my manager to report it to you. Thank you.	Gastineau Guiding	GASTINEAU GUIDING TO TBMP: Hi Elizabeth, I spoke with our driver regarding the Brotherhood Bridge complaint. Here is what he had to say. "I was parked in Zone-A because Zone-B was full of boats and local cars. I'm not sure if someone else was parked in the local parking lot. Thanks for letting me know. Is there any way we can get more room for Zone-B." Hopefully we can get this resolved or else I see this being a continued issue throughout the summer. All the best, Robie Janes, General Manager, Gastineau Guiding	
05/12/2024, 6:49 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	Closed	Hello. I was at the Alaska Steamship Dock today around 2:00 PM, and I saw two Alaska Coach Tour buses as well as a salmon bake bus back out of their spots without assistance. I was under the impression that it's mandatory for those buses to have someone to help back them out. I just want to make sure that that's being followed.	Alaska Coach Tours, Alaska Travel Adventures	ALASKA COACH TOURS TO TBMP: I called the caller and left a voicemail. I thanked them for their concern but let them know that we were following TBMP guidelines and had a backer for the first 4 hours of operations or during peak hours. At this time of day, drivers are trained to back with caution. Alicia Phillips, Juneau Division Manager, Alaska Coach Tours. ALASKA TRAVEL ADVENTURES TO TBMP: Good morning. Thank you for bringing this matter to our attention. We have emphasized the need for backup assistance to both our driver and dock representative teams. My phone number is 907-617-2124 if you would like to discuss this matter further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	

05/12/2024, 9:36 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	It's about 9:32 in the evening and the Norwegian Sun is getting ready to leave here, and the emissions out of its smokestack are terrible. And you know what? I'm not going to bother to boot up my computer to fill out DEC's form because DEC doesn't do a thing. So I would appreciate it if you would pass this concern on as to why, year after year, must the citizens of Juneau put up with this type of filthy cruise ship air emissions. I know it's right during the time the ship's getting ready to leave, but there is no reason they have to be burning this cheap bunker fuel -- why they can't be burning something that is much cleaner as they are departing our city. The smoke is going up very high. It's relative still right now, not much to the breeze, and it's just hanging there and it's filthy dirty. Please pass this comment along to DEC, and I don't expect anything to really be done, particularly under our current governor, but to register this as another complaint. They are fouling our air. Thank you.	CBJ Tourism Department, Cruise Line Agencies of Alaska	ALIX PIERCE TO TBMP: That's just a smoky ship. I've had meetings with their environmental team. They are burning MGO and we'll continue to get complaints. CLAA TO TBMP: I will pass along to NCL execs. I noticed the smoke yesterday as well. They are not burning the cheap fuel as she mentions but I am curious if they were using their scrubbers which ironically cause a lot more visible emissions than no scrubbers. Drew NCL REP TO TBMP: Just listened to this message and the caller stated that we are burning dirty bunker fuels on departure. Just wish to correct this statement as all ships run on MGO both on arrival and departure. She also states that the emissions were excessive- this is difficult to comment on without a photo however it does sound like they were starting up their engines for departure which always creates more visibility from the stack. Let me know if you wish me to do anything else at this time. Thank you, Sandi Weir, sweir@ncl.com	Also emailed to Krista Botkin at DEC
05/14/2024, 2:00 PM	Website	Aircraft	Auke Bay (Land)	Closed	This season every afternoon the yellow helicopters from Coastal Helicopters fly over our home going to Herbert Glacier. It is VERY loud and obnoxious. They need to fly higher and not over any residential areas.	Coastal Helicopters	COASTAL HELICOPTERS TO TBMP: Good Afternoon, Thank you for submitting your comments about the helicopter noise. Coastal Helicopters operates four routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather and other air traffic. For future comments, please provide location and time. We can take that information and review our flight tracking system. We will be able to see if the pilot(s) did get off course, in which, we can provide additional route training. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
05/14/2024, 4:18 PM	Phone	Aircraft	Mendenhall Valley	Closed	All day yesterday we listened to helicopters the whole day. You couldn't even work out in the rain. Sounded like a Vietnam war zone. This morning it was pretty nice, but now I see they're back again. There are 2 or 3 at a time, they're about 20 minutes apart, and it's boring as ****. It's early in year, and you need to know that your tourism is p****ing off the locals. These guys need to change their routes or fly variable routes over variable days so that they don't beat the heck out of one neighborhood. Or if the weather is tough, they need to park the things and not fly them so low. Anyway, let it be known that the locals are not too happy with the helicopters.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO TBMP: NorthStar only flew 2 out of 9 scheduled departures on this day. All remaining departures were cancelled due to weather conditions. One flight of two helicopters flew at 11:30, returning around 1:00pm and the other flight of two flew at 2:30pm returning around 4:00pm. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
05/14/2024, 6:12 AM	Email	Cruise: Emissions (referred to DEC)	Gastineau Channel (Marine)	Closed	Hello, just noticing this morning that emissions from the Norwegian Bliss passing Mayflower island seem darker than usual.	Alaska DEC	TBMP referred emailer to Alaska Dept of Environmental Conservation	
05/14/2024, 8:55 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	I just saw an Alaska Coach Tours bus full of people at the Brotherhood Bridge Trail on Egan Drive let their passengers walk down the path. I thought they were supposed to stay in the parking lot. I talked to the bus driver and she said she thought it was OK. My understanding is it's not OK.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: Thanks for sending this along. We will be following up with Parks and Rec about our permit use at Brotherhood as we were unaware that guests were not allowed on the trails. We do know our driver cannot guide on the trail, but we thought the guests could still wander in the area. Do you know the specifics of that location? We are calling our permit admin on the subject but wanted to keep you updated in case you continue to see that specific complaint. Thanks, Brenna Reeder, Vice President - Tour Operations, Alaska Coach Tours	
05/15/2024, 1:04 PM	Phone	Other	Downtown	Closed	We're a service company -- a plumbing and heating contractor, and we can't even get through town. It's gotten to a ridiculous level. Granted, there are lots of tourists on our streets, probably more than the streets should have on them, but there were a couple of buses in front of me and it took 20 minutes to get through town, and we just can't do that. Puts us out of business. Trying to get to jobs, to get in and out of town. It's unacceptable. We've got to keep it moving. Tour operators need to understand that it isn't 100% their world. We can't stop for every single person who wants to cross the street.	CBJ Tourism Department	TBMP spoke with caller and explained the illness/staff shortage situation of the crossing guards.	
05/15/2024, 10:27 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	I was in the middle of a crosswalk today at about 9:30 or so in front of the Franklin Dock and a Salmon Bake bus almost ran me over. The guy didn't even stop. I gestured my dismay and he gave me a vulgar gesture back and just kept on going. That's pretty scary. Maybe you can make sure somebody doesn't get hit over there.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon. I spoke with **** on the phone about this morning's situation. I expressed that the driver's actions did not meet our expectations and apologized on behalf of Alaska Travel Adventures. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	

05/15/2024, 11:20am - 4:51 pm	Website	Aircraft	Other	Open	On Wednesday, May 15, Coastal flew groups of helicopters( In 2's and 3's and occasionally 1) 39 times over my house on the north side of Lena Loop Rd. The flights occurred from 11:20am - 4:51pm. It was partly cloudy and the helicopters flew fairly low. When the clouds cleared and the sky became blue the helicopters still flew at the same altitude and route. I was outside gardening most of the day and it was horrible and sounded like we were in a battlefield. I assume they were taking tourists to Hebert glacier. I recorded the time, direction, and number of helicopters in each group that flew over my house. They need to fly over the water and not people's homes and use one flight path to go north and a different one to go south, to spread the noise pollution out. I like tourists, but this is intolerable and if this keeps up all summer we will not be able to be outside.	Coastal Helicopters		This webform submission was overlooked and was sent to Coastal Helicopters on 6/3/24.
05/15/2024, 3:39 PM	Phone	Aircraft	Auke Bay (Land)	Closed	The helicopters over the past couple of weeks have not been great. They're flying right above our house, and when it was cloudy it sounded like Vietnam out there. They're flying over the playground at Auke Bay School where I work. It's just wherever we go, we're inundated by helicopter noise. They never used to fly over our house. The flight pattern changed...that needs to be changed again. I've lived here for 20 years and this has been an issue for the past 5-6 years. So tell me where to start. What do we need to do to get the flight pattern changed? Thank you.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO TBMP: Uncertain where the caller's house is but seeing the location as "Auke Bay" I will say that NorthStar specifically favors the Auke Bay arrival and departure route because it provides the best route from the airport to the icefield without actually having to fly directly over any homes. I questioned all of our pilots flying this day and there were no events or weather that required diverting off of the prescribed route. There is no route that crosses the "playground at Auke Bay school" however the route from the ferry terminal to the Mendenhall glacier does cross approximately 1 mile north west of the playground and usually helicopters on that route will be 2200' or higher. This likely means they would be visible from the playground. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC TEMSCO HELICOPTERS TO TBMP: Hello, At Temsco we have had largely unchanged route with the exception of the Auke Bay arrival and departure. This was mandated by the Juneau Air Traffic Control Tower. I would like to know specifically where your house is located, if we have been pushed closer to it that may be helpful to have the routes changed back. As far as flying over the Auke Bay school, this is not a prescribed route Temsco would use. Occasionally Temsco needs to deviate from our voluntary routes path and altitudes for weather. Once it has been determined we are no longer able to comply with these voluntary restrictions to route and or altitude tour operations are suspended. What that means is, there are no more tours initiated from our base of operations. Temsco however may have multiple flights required after cancellations have been made in order to recover the guest that are still on the glacier. I did not have an email address for the person filing the report but would be happy to correspond with them to help alleviate any issues to the best of our ability. Thanks, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters COASTAL HELICOPTERS TO TBMP: Good Afternoon, Thank you for submitting your comments about the helicopter noise. We have taken your comments into consideration, reviewed our flight tracker and will be conducting additional route training/refreshers for the new pilots. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
05/15/2024, 9:08 AM	Phone	Other	Mendenhall Valley	Closed	Hello, my name is **** and I live at **** Eyelet Court. I'm calling about the tourists that ride the city buses, which for some reason the cruise ships don't think they do. On 5/12, I have a good 5-minute clip of tourists at our door in the rain worried about their elderly grandmother and children and the walk to the glacier. They asked if grandmother could sit under our eave. This goes on and on. I've talked with Kirby Day before about this. We have a real problem at our house because we are the first the tourists see. Because we are retired, we tend to be home and they love to come and ask us questions like "how far away is the glacier? Is it a long walk?", "can we use your bathroom?" It's becoming very, very frustrating. I'd like to talk to somebody about it.	CBJ Tourism Department	CBJ TOURISM MANAGER TO TBMP: I know ****. I'll give him a call. Alix Pierce, CBJ Tourism Manager.	

05/15/2024, Noise, non-functioning internet, disgust	Website	Cruise: Other	Auke Bay (Land)	Closed	I am a longtime Juneau resident who makes my living from a home office. My ability to focus and be productive is already tested during the (ever-lengthening) tourist season by the intrusive rattling drone of helicopter traffic over my house (leaving aside for now the impact on my ability to enjoy my yard when I am not working). You might then understand, why it is all the more irksome when my internet speed – and thus my work – grinds to a halt, due to what I can only assume is a result of the added demand of some obscene number of cruise ship visitors pushing our services to the breaking point. Until our city leadership is willing to entertain some reasonable limit on what is becoming a scourge that increasingly reduces our quality of life here, then you should remove the adjective "best" from from TBMP – there is a practice of some kind, but not one any principled person should be taking pride in.	CBJ Tourism Department	TBMP TO SUBMITTER: TBMP and CBJ are aware of the issue are are trying to implement a solution using Marine Passenger Funds but as of yet have no approval from CLIA to do so.	
05/16/2024, 00:00:00	Website	Aircraft	Other (Land)	Open	This is just a question, not a complaint. I live at 17 mile Glacier Highway, just past Lena Point. For the last few weeks I have noticed lots of helicopter traffic over my house. Today I heard multiple flights between 9-11 a.m. and now in the late afternoon. As far as I can tell, they are yellow helicopters from Coastal. Is this a tour operator flying regularly to Herbert Glacier, or is something else going on? I haven't noticed this in past seasons. Just curious to learn if this is going to be happening every day this summer.	Coastal Helicopters		This concern was overlooked and sent to Coastal Helicopters on 6/3/24.
05/16/2024, 4:59 PM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Bus load of tourists disgorged and walking down trail right now. I'm on trail so don't know bus details. Another TBMP fail. Clearly not the fault of the driver but the employer in terms of training. He wasn't familiar with TBMP rules for Brotherhood bridge. At least the bus wasn't idling. [TBMP: emailer provided picture of the rear of the bus including the license plate.] May 16, 2024, 5:05 PM (15 hours ago) to me Clearly not the fault of the driver but the employer in terms of training. He wasn't familiar with TBMP rules for Brotherhood bridge. At least the bus wasn't idling.	CBJ Parks and Recreation, Royal Hyway Tours-HA	CBJ PARKS & REC TO TBMP: Thanks, Elizabeth. TBMP #48 asks drivers to discourage passengers from walking down the trail, but we can't prevent folks from doing so. It would be helpful to remind the company of this. George Schaaf, CBJ Parks & Recreation	
05/16/2024, 5:52 PM	Phone	Other	Downtown	Closed	Hi Elizabeth, there is a bit of a pedestrian hazard downtown. The sidewalk is closed and people are just stepping into the road, this is a far fetched request but, any possibility of getting a crossing guard down there to stop folks. There is a sign saying the sidewalk is closed, but not specific enough. We are warning our drivers. People are just walking in the street checked out with buses at their back.	Goldbelt Security	GOLDBELT SECURITY TO TBMP: Crossing guards are scheduled to start at 8 am ending at 8 pm. Our guards are assigned to cross walks between the tram and ferry way depending on tour shop locations. Additionally we are regulated by our state permit to our notes areas. Mike Tagaban, Goldbelt Security	
05/17/2024, 1:59 PM	Phone	Other	Downtown	Closed	I'm calling about the cell phone/wifi disruption going on today. I was having lunch at the Hangar and now I'm home in West Juneau, and we could not send or receive emails or messages or anything and now it's even interrupting my phone service. The Douglas Postmaster told me that when ships are in he can't even utilize some of his equipment there because he can't get a signal. So something really does need to be done about this. This is a problem I can see as only getting worse and I hope that people can work to remedy it, as it can actually be a very dangerous situation. Thank you for listening and I appreciate the opportunity to share my concerns.	CBJ Tourism Department	No response requested.	
05/17/2024, 11:35 AM	Phone	Aircraft	Other (Land)	Closed	On Wednesday, I had 39 helicopter flights over my house. I live on N Lena and they were probably going to Herbert Glacier where I think they land. They were flying out and back over my house on the same route. It was very disturbing and a lot of the neighbors are upset too. I would like to let Coastal know that they need to vary their flight -- go out one way and come back another way, probably over the water and not over houses. It was cloudy and they were flying a little low, but when the sun came out they continued to fly at the same height. I want to know what to do about that. It was just shocking. It was like we were in the middle of a battlefield. Thank you for your help.	Coastal Helicopters	COASTAL HELICOPTERS TO TBMP: Good Afternoon, Thank you for submitting your comments about the helicopter noise. We have taken your comments into consideration, reviewed our flight tracker and will be conducting additional route training/refresher for the new pilots. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather and other air traffic. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	



05/17/2024, 4:19 PM	Email	Cruise: Noise	Downtown Docks	Closed	It's Friday, 5/17/24, 4pm ish. The Carnival ship has been idling out in the Channel all afternoon and is creating a noise pollution issue. The loud nonstop rumble is very audible on Foster Ave in Douglas even indoors with the windows closed. Noise pollution from Carnival ships idling at anchor in the Channel was a problem last year as well. I think that visiting cruise ships should tie up at a dock and that all of the docks should eventually be electrified with ships required to plug in. It's my understanding that this is part of the long-term plan for ships visiting Juneau. In the meantime, is there a way for the Carnival ship to minimize the noise impact it is having on me and other residents? I think it is the Carnival Miracle, but I can't see it from here, I can only hear it. All. Day.. Long.	Carnival Cruise Lines, Cruise Line Agencies of Alaska	CLAA TO EMAILER: Good morning, Thank you for your call to the hotline. Would you mind sharing the type of sound you heard and I will ask the line about the possible noise? From below it sounds like it must be mechanical. I agree it would be great if all the ships had a dock and shore power while in Juneau. It seems things are heading that direction but it is slow and costly (and complicated). If I recall their starboard side was facing Douglas. Anything you can add will be helpful and I will reach out to the cruise line's leadership for a response. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
05/17/2024, 5:59 PM	Email	Other	Downtown	Closed	Hi there. ****, Thane resident and frequent driver of south Franklin. I continue to be frustrated with the pedicab's use of the road. In particular there is an older gentleman driver that seems unaware of his impact on traffic. I do not believe they should be allowed to bike on the already congested, narrow roads. Here is an image from today, clearly displaying their impact and the need for cars to "go around" him, causing head-on traffic concerns. My ask is that the pedicabs are now allowed to use downtown roads to transport tourists?		TBMP TO EMAILER: Dear Ms. ****, unfortunately the owner of the orange pedicab is not a member of TBMP and thus we have no influence over him. Elizabeth Amett, Administrator, Tourism Best Management Practices	
05/18/2024, 3:12 PM	Phone	Other		Closed	I have been having for the last few days dropped calls -- my cell service has been impacted by the cruise ships. I can really tell the difference between when ships are in town and when they're not. There are too many people using cell service. That's a real problem for me. Thank you.	CBJ Tourism Department	No response requested.	
05/18/2024, 8:54 AM	Phone	Other	Other (Land)	Closed	I'm calling with a concern about limited cell phone texting and band width coverage on days when cruise ships are in town. I think this is not a new concern but it is persisting, and sometimes my calls don't go through and my messages don't get to the recipient in Juneau for 12 to 24 hours on crowded cruise ship days. In some places it can be dangerous if someone can't get a call for help. I hope that TBMP folks are aware and are dealing with it and that it's an issue that stays on the table with the cruise ship industry. I'm happy to talk more about it if someone wants to give me a call. Thank you.	CBJ Tourism Department	TBMP TO CALLER: TBMP and CBJ are aware of the issue are are trying to implement a solution using Marine Passenger Funds but as of yet have no approval from CLIA to do so.	
05/18/2024, all day	Website	Aircraft	Auke Bay (Marine)	Closed	Helicopter traffic over Auke Bay and the Mendenhall Peninsula has become so frequent, loud and common that you can not have a conversation outside your home during daytime hours, approximately 9-10AM until 7-8PM. I worked out side the house yesterday in the yard and couldn't speak to anyone whenever a helicopter flew overhead - which was pretty darn constant all day. This appears to be helicopter traffic going both N and S. They come off of Auke Mt. as well as head due N during the day. Do you know how many flights a day there are on average across Auke Bay. That's aside from the near constant whale watching boat traffic and resulting wave activity in the bay. This does not make for any kind of natural, calm/quiet or satisfying experience living in the bay every day for 5-6 months each year. We can not eat a meal outside our house without the constant traffic nor converse naturally as we usually have to stop and wait for the traffic to pass. This is not the Juneau we have grown to love over the past 40 some years. Quality of life has really sunk over the past 19 years while living in Auke Bay. Now its pretty constant noise and water pollution every day for 5+ months each spring/summer/fall. It's not why we choose to live here. It's become an unattractive place to live. We have seen it many places around the world that we would not return to because of how overwhelming the noise, congestion and crowds are during the tourist season. You would not want to live here with this in your front yard, over your head and all around you for this long each year.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		



05/19/2024, 11:12 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	This bus drove along 7th Street as I was driving home. We do not need ANY MORE TOUR BUSSES IN OUR NEIGHBORHOOD! I've been trying to get the city to do something about the obscene amount of traffic on Basin Road for years. Now this. Please tell whoever is driving another tour vehicle through our neighborhood to stop immediately. *****, Juneau Taxpayer	Alaska Coach Tours, Capital City Sightseeing, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited, First Student	JUNEAU TOURS & WHALE WATCH TO TBMP: None of our tours go up basin road. Serene Hutchinson, General Manager, Juneau Tours & Whale Watch FIRST STUDENT TO TBMP: This is First Student Bus Company. School busses are always yellow, equipped with stop signs and flashing lights. They are never to be associated with any other color or a tour company. I spoke with **** about the situation, and she was surprised that we were notified about this complaint. First Student is not affiliated with TBMP, so transportation complaints should not be channeled to our Company. Thank You, Location Safety Manager, Dean Blood	TBMP TO EMAILER: Good morning, ****. None of TBMP's operators of large buses has identified the bus in your complaint as one of their own. I do not have access to Alaska's license plate owner identification lists, so I cannot find any information from that platform. I'm sorry I am unable to provide closure to your complaint. If any further information comes my way, I will certainly let you know. Best regards, Elizabeth TBMP TO FIRST STUDENT: Mr. Blood, thanks for responding to the TBMP concern regarding a tour bus using 7th Avenue. In your response you mentioned you were not affiliated with TBMP. However, I did receive a 2024 member sign up form from **** for First Student (see attached) and that is why First Student was included in the Complaint email distribution. I do know that First Student buses are yellow, but I am not versed enough in your operation to know that there might not be a single bus of a different color used for different purposes, so I included your company. Now I know differently. Best regards, Elizabeth
05/20/2024, 8:13 PM	Phone	Aircraft	Other (Land)	Closed	I called Coastal Helicopters last week due to constant low flying helicopters over North Point Lena Loop Rd above our house. The neighbors said they couldn't even talk to each other because it was so loud. Today there were still yellow helicopters flying low over our home. Please follow up with Coastal. They did say they needed the times and they have the ability to track who it might be, but if you could contact them with the neighbor's complaint that they either wrote in or called in sometime recently.	Coastal Helicopters	No response requested.	
05/21/2024, 1:02 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	Closed	I was on Franklin Dock today taking a walk, and the Alaska Travel Adventures blue bus has been running for quite a while and it really stinks. I wasn't sure what the rules are about idling buses go, so I just wanted to bring it to someone's attention.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: To Whom It May Concern: We have identified and spoke to the driver about engine idling, reminding them the proper practice is to turn off engines when staging. I have called and left a voicemail at the number of the person who made the complaint. I explained that we have spoken with the driver, left my phone number, and requested that they call me back if they would like to discuss the matter further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	2024 TBMP Guideline #18 states in part: ENGINE IDLING: Drivers of ALL VEHICLES agree to turn engines off at every reasonable opportunity when loading and unloading passengers and/or when staging in the various loading zones, staging areas, and tour venues throughout the CBJ.
05/21/2024, 11:47 AM	Phone	Aircraft	Downtown	Closed	I am calling to complain about the helicopters flying straight down the channel again. We had an agreement that they would fly behind Douglas to dissipate the noise. It's very annoying and I would like a response.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TBMP CALLED THIS CALLER to explain that TEMSCO had a construction helicopter working for AEL&P at Sheep Creek and Annex Creek and that it was indeed flying over downtown. However, the caller said it wasn't that helicopter she was calling about, but instead it was a string of helicopters flying down Douglas Island for the past several days. TBMP will notify NorthStar Helicopters with the concern. TBMP RECONTACTED NORTHSTAR, THEIR RESPONSE: I looked back at our satellite tracking and all of our tour flights out of the heliport today have been flying behind Douglas. This is our preferred route when we can't go up Salmon creek however there are times when the clouds will keep us from flying far enough up on the hills behind Douglas and we are left with only the route down the channel. This is nothing new, it is ERA's historical routing. Not sure what arrangement this caller is talking about unless it is regards to Temsco's utility flights?? Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
05/21/2024, 11:57 AM	Phone	Other	Downtown	Closed	[TBMP: this call was a bit garbled as is summarized by TBMP] There were crossing guards on S Franklin but crosswalks a little farther north had no guards and it was very problematic for getting through. People kept straggling across and definitely the crosswalks could benefit from having a crossing guard.	Goldbelt Security	GOLDBELT SECURITY TO TBMP: Thank you for the message. We are currently short 4 crossing guards. GOLDBELT staff is doing everything we can to release the congregation. Mike Tagaban. TBMP forwarded this response to the caller.	
05/21/2024, 12:52 PM	Phone	Aircraft	Downtown	Closed	This is **** calling. I live in downtown Juneau and we've noticed helicopters going overhead today and yesterday. Could you give me a call and explain what they're doing? Thank you.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP: TEMSCO has a helicopter doing commerical work for AEL&P at Sheep Creek and Annex Creek, and it is flying over the downtown area on its way to and from the work site. TBMP TO CALLER: Elizabeth called to relay the information from TEMSCO to the resident, who was satisfied with the explanation.	

05/21/2024, 2:00 PM	Website	Cruise: Emissions (referred to DEC)	Downtown	Closed	Upon departure yesterday (May 21, 2024). Norwegian Bliss expelling lots of smoke. So much that it caused a haze across the channel to Douglas Island.		TBMP TO SUBMITTER: Thank you for contacting the TBMP hotline concerning emissions from the Norwegian Bliss. Unfortunately, TBMP has no authority in the area. Please visit the AK Dept of Environmental Conservation's complaint page and complete the form, as they are the regulating agency for cruise ship emissions. The URL is <a href="https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints">https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints</a> . Elizabeth Amett, Adminisrator, Tourism Best Management Practices	
05/21/2024, 2:09 PM	Phone	Other	Downtown	Closed	I'm calling because I've just come through town on May 21st about 2:00. It's a huge mess of congestion in town. There need to be more crossing guards. People are streaming across the road. It's hard to get through when you're driving through town. I was just cut off by a glacier tours vehicle #25. Somebody needs to deal with that congestion. Thank you.		TBMP called submitter and explained that several of crossing guards were out sick and they were short-handed.	
05/21/2024, 6:38 PM	Phone	Aircraft	Auke Bay (Land)	Closed	6:36 PM. Numerous aircraft traveling both directions above my house. Yellow and black. Thanks a lot. Goodbye.	Coastal Helicopters, Northstar Helicopters	NORTHSTAR HELICOPTERS TO CALLER: Thanks ****. I put out another reminder to pilots about being too far north on that route. We did receive confirmation from the tower that the change we requested has been approved and just has a few more steps before we can implement it. I'm guessing by sometime next week we should be signing the changes into the LOA and I will let you know when that is in place. Don't know how much it will change things but I am hopeful. Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO CALLER: Thank you for submitting a concern. Our operations team conducted a team meeting yesterday; route reminders were on the agenda and addressed. Please reach out with any additional questions or concerns. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
05/21/2024, 8:58 PM	Phone	Other	Downtown	Closed	It's May 21st, 8:50 PM. There's a Cruise Line Agencies minivan parked in my private parking spot. They are doing street cleaning today, so I need it. License plate GXT 734. On Alder Street downtown. It's parked half in the street as well.	Cruise Line Agencies of Alaska	CLAA TO TBMP: Thank you, The van was there temporarily, and it was back at our office last night. I am not sure why it was there other than I believe one of our night time employees who has a home in that neighborhood may have been checking his mail. Regardless, the van should not have been there. I spoke with the caller, thanked him and all is resolved. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
05/21/2024, 9:39 PM	Phone	Other	Mendenhall Glacier Rec. Area	Closed	This is not one specific person or tour operator but this morning on my drive out in the valley I was making a turn off Mendenhall Loop Road onto Back Loop Road where the Glacier Spur Road takes off, and there were a bunch of visitors waiting at the bus stop there. There were a long line of tour vehicles backed up at 11:00 this morning. They were trying to flag down bus operators. Some people were cutting across the road. That intersection is becoming increasingly dangerous. The city, DOT, the cruise industry, the Forest Service, and tour operators need to figure out a better solution. Thanks for having the hotline. I hope everyone can figure that part of town out.	CBJ Tourism Department	No response requested.	
05/22/2024, 3:45 PM	Website	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	I live on North Douglas. A school bus was stopped in front of my house, with it's flashing lights on, stop sign arm out, and a child getting off the bus. A Cycle Alaska van, towing a trailer full of bicycles, came toward the bus in the opposite lane. The van and it's trailer didn't even slow down, drove right past the school bus, through the flashing lights, through the stop sign, and through the bus driver blaring their horn. North Douglas Highway is already a very unsafe road, given its heavy traffic levels, speeding, and no safe place for North Douglas residents to walk, bike, push strollers, walk dogs, etc. Increased commercial tourism traffic on the road is significantly raising the risk of accidents.	Cycle Alaska	CYCLE ALASKA TO TBMP: We were contacted directly about this incident via phone call yesterday and I let the North Douglas resident know that I would speak with the driver immediately. I spoke with the guide operating the Cycle Alaska van and expressed to the driver that this is not to be taken lightly. We have also taken the time to reiterate to our guides about being extremely cautious on the roadways and to err on the side of caution, particularly near school buses, school zones, crosswalks, and intersections. Kind Regards, Clay, Cycle Alaska Tour Operations	

05/22/2024, 7:30 PM	Website	Vessel: Other	Mendenhall Glacier Rec. Area	Closed	This small kayak operation started several years ago in a small cove on Mendenhall Lake ~0.3 miles from the West Glacier Trailhead. It was a small tidy operation that was inconspicuous in how they kept their operation and stored their gear. While walking the West Glacier Trail the other night, I was met with a loud cheer coming from the area of this operation. Apparently the tourists were celebrating their return to shore? On the way back to the parking lot, I walked the lake edge and found a much different operation. The kayaks have been replaced by ~24' canoes. Several of the canoes were not on the nice racks back in the woods and are now apparently left on the beach. There are a couple of buoys in the cove for some reason. The vegetation in the area is trampled and several trails now cut through the woods and connect the tourist operation with the West Glacier Trail and apparently now hikers of this trail apparently get to enjoy the sound of cheering tourists who plied the icy waters of Mendenhall Lake! How did this go from a small inconspicuous operation to something that has taken over yet another area of the lake? Is there a permit? Was there a new permit issued for the canoes versus kayaks, trails, buoys, increased number of tourists? Based on the way it's being done, there was no development plan for the increased activity. Where does it end? There are a couple of other small coves north of this operation that we could put some tourist setups in. Should put some food cart, coffee stand, and jewelry store somewhere up there! Might as well ruin the west side of the lake since we've already done in the east side.	Above and Beyond Alaska, Liquid Alaska Tours	ABOVE & BEYOND ALASKA TO SUBMITTER: Hello **** ~ TBMP forwarded your messages, and we appreciate the opportunity to address your concerns. Since our inception in 2002, we've transitioned from using kayaks to canoes on the lake for safety reasons. This change allows us to keep groups together and provide more stable watercraft, especially against the Katabatic winds on Mendenhall Lake. Our guides strive to offer a once-in-a-lifetime experience for our guests, and we're delighted to hear that their cheers upon reaching the shore indicated they had a fantastic time. Over the years, we've grown and created year-round employment opportunities for locals, and we take great pride in our dedicated team and the positive impact we've had on both staff and visitors. We work closely with the Forest Service for all permitting and canoe site management at Mendenhall Lake. Canoes are placed on racks after tours unless there's another tour heading out soon or the guides haven't yet had the chance to put them back. Canoes never remain on the beach overnight. The buoys you noticed mark the deeper areas of the lake, protecting our canoes from damage caused by the rocky bottom. All site and trail maintenance is approved by the Forest Service, and we strictly adhere to their protocols. Our partnership with the Forest Service spans over 20 years, ensuring compliance with all regulations. Our company serves as an ambassador for exploration, education, and conservation, promoting both human and environmental well-being. We take great pride in offering high-quality, low-impact experiences for visitors. From being the first tourism company to participate and raise funds for the Alaska Carbon Reduction Fund (ACRF) to our ongoing contributions to local organizations, we are dedicated to making a positive impact. We invite you to join us on a trip to experience the full scope of our operations. If you have any further comments, please feel free to reach out to me. We always welcome feedback and continuously strive to improve our operations. Liz Barlow, Director of Operations, Above & Beyond Alaska
05/24/2024, 5:15 PM	Phone	Other	Downtown	Closed	I have two things I'm calling about. I've been watching this most of the afternoon. The Disney Wonder ship which is tied up at the AJ Dock is spewing gray pollution into the air. It's their rear stack. I've been recreating in this area. I don't live here so I don't see the cruise ships every single day, but I sure do notice when they're spewing junk into our air. Also I will contact the emissions website [DEC]. The second thing, and this is a recurrent issue, with only three ships in today, there negative impacts on cell phone lines in Juneau. Specifically delayed messages getting through and dropped calls. Thank you for having this hotline available at all hours. It's really a good way to funnel the information to the correct agencies. I appreciate it. Thanks.	CBJ Tourism Department	Caller was referred to DEC for the emissions complaint. TBMP TO CALLER: TBMP and CBJ are aware of the issue are are trying to implement a solution using Marine Passenger Funds but as of yet have no approval from CLIA to do so.
05/24/2024, 5:30 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Helicopters flying low over the house. They need to fly higher. Thanks.	Coastal Helicopters, Northstar Helicopters	COASTAL HELICOPTERS TO CALLER: Good Afternoon ****. Thank you for submitting your comment. Our route choice is based on weather and other air traffic. However, we will touch base with our team as a friendly reminder. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters

05/25/2024, 11:40 AM	Email	Aircraft	Auke Bay (Marine)	Closed	Greetings, Here in Auke Bay today it has been ridiculously loud. I'm in my house and all I can hear is helicopter noise and whale watching engine noise throb. I try and think of another industry that maligns the municipality more and cannot think of one. The shore side tourism industry knows no boundary or practice that is otherwise common in this community. Shut the **** up already, mature into a respectable business environment on your own or get regulated into submission from your own greed and cry to the Assembly later.	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, Coastal Helicopters, 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, Northstar Helicopters, Rum Runner Charters, Sea Lion Adventure Tours, TEMSCO Helicopters, Alaska Whale and Drone Tours	No response requested. JAYLEEN'S ALASKA TO EMAILER: In response to the Hotline comments made by **** on May 25th, 2024: To whom it may concern - this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. We operate out of Andrew's Marina in Auke Bay and solely operate 6 passenger vessels with highly efficient, quiet; outboard engines. With that said, 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. Sincerely, Jayleen Bydlon, Owner/Operator	
05/25/2024, 2:35 PM	Phone	Aircraft	Auke Bay (Land)	Closed	2:33 Saturday afternoon, two outbound darker NorthStar helicopters and one oddball coming inbound. Thank a lot, goodbye.	Northstar Helicopters	No response requested. COASTAL HELICOPTERS TO CALLER: Good Afternoon ****, Thank you for submitting your comment. Our route choice is based on weather and other air traffic. However, we will touch base with our team as a friendly reminder. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters NORTHSTAR TREKKING TO CALLER: Checked our schedule and NorthStar had two aircraft transiting Auke Bay during that time frame. I went and pulled the GPS based tracking data and it appears both aircraft were clearly on the correct route and altitudes. Thanks again Bryan for the exact times, it really helps to gather the data. Also, the LOA changes have been approved and signed. NorthStar plans to brief our pilots in the next few days and implement the slight changes next week. If you have the time I'd love to have you come fly the route with me and I can show you the difference between what we have been doing since 2020 and what our intention is going forward. Again it is a minor change but I do hope it will provide some relief!. Jason Kulbeth, Director of Operations, NorthStar Trekking	
05/25/2024, 9:16 AM	Phone	Aircraft	Auke Bay (Land)	Closed	It's Saturday morning and we've already had three flyby helicopters over the house at 11:58 a.m.. 9:03 a.m., 9:12 a.m. I had called previously about them flying over Auke Bay School. One of the companies said that they don't, but yesterday sitting at my desk inside the classroom, at 12:07, 12:15, 12:58, 1:14, 1:31, 1:51 and I stopped recording after that. I heard the noise inside my classroom. Luckily school is out so I don't think it will affect as many people but I am concerned about the neighborhood and having them fly over my house. This started in 2020. We've lived here for 19 years and never had a problem except for the past three years. I couldn't tell the color of the ones flying over my house, but I did record the noise level.	Coastal Helicopters, Northstar Helicopters	COASTAL HELICOPTERS TO TBMP: Good afternoon, ****. Thank you for submitting a comment. We will be sure to bring this up with our team and have a refresher on the routes. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters NORTHSTAR HELICOPTERS TO CALLER: Thank you for the specific time frames, it does help to gather the data and identify any issues. I'm assuming the first time you wrote you meant 8:58 and not 11:58 since the email came in around 10:30. NorthStar didn't have any flights depart until 9:06 this morning so the 9:12am could have been one of ours. We did have a few flights that fit into the Friday time frames as well. I went and pulled the GPS based tracking data on these flights and all of them appeared to be on the proper routes and at appropriate altitudes. The track they are flying is close to a mile NW of the Auke Bay school and transitions to either the Mendenhall Glacier or even further north to the Herbert glacier. The majority of the flights on this particular Friday transitioned from the ferry terminal area, across Spaulding meadows to Montana Creek and followed Montana creek to the Herbert. I'm not sure exactly where your home is located but we prefer the Auke Bay routing because it allows flight from the airport all the way to the glacier without actually flying over any homes. There are times when either due to weather or traffic that aircraft will have to divert off of route but the majority of flights do not cross over any homes. Jason Kulbeth, Director of Operations, NorthStar Trekking	
05/27/2024, 7:10 PM	Phone	Aircraft	Auke Bay (Marine)	Closed	At 7:07 - 7:10 nonstop. Earlier ones were over my house...way over the line, and they've been cutting the corner way down at the other end too. That you very much.	Coastal Helicopters, Northstar Helicopters	No response requested.	

05/27/2024, 8:00 PM	Website	Aircraft	Auke Bay (Land)	Closed	The helicopters flying over Auke Bay and the Mendenhall Valley this summer are incessant. I just put our kids down for bed and they are still buzzing over our neighborhood in Auke Bay. My in laws are in town this week and we took them up the west glacier trail on Saturday and you would think it was pristine wilderness but no, we were getting buzzed by helicopters the entire time. There are a lot of negatives of the cruise lines/tourist crush in the summer, but the helicopter tourism companies are top of my list. It's embarrassing to this community and detracts from what it means to live here. I'd like to see them gone or cut down to a slim window of time during the week they can go. That, or the cruise ships out of our community altogether.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
05/28/2024, 1:34 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Hello, my wife and I pulled into Stater harbor this morning in our boat after a 2 week trip, wow the harbor has gotten busy in the 2 weeks we had been gone. We had our vhf radio on for maybe 10 minutes and heard several calls reminding whale watching boats the harbor is a no wake zone. We also saw several whale watching boats flying through the harbor kicking up a wake. The whale watching fleet needs a friendly reminder about the auke bay speed zones. We have personally decided to not spend the \$300 a month with docks and harbors for moorage in auke bay this year because of how frustrated we were with the whale watching fleet last year. We'll trailer our boat instead of it getting rocked constantly by whale watching boat wakes and worrying about finding somewhere to tie up when we come in late. Thanks	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, CBJ Docks and Harbors, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, Rum Runner Charters, Sea Lion Adventure Tours, Alaska Whale and Drone Tours	ABOVE & BEYOND ALASKA TO TBMP: Hello Elizabeth~Thanks for sending this over. Our two boats were not in the vicinity of Auke Bay during this time. They were not back until around 3:00PM today. Thanks! Liz Barlow, Director of Operations, Above & Beyond Alaska GASTINEAU GUIDING TO EMAILER: "Hi ****, My name is Robie Janes and I'm the General Manager at Gastineau Guiding Company. I'm emailing you to apologize for your experience with wake in Statter Harbor. There are many whale watching companies outside of Juneau and it would be great to know the specific company names in the future if you do have a complaint. We train our Captains to slow down to 5 knots at the no wake buoy and 4 knots inside the harbor as our no wake company policy. I've witnessed good behavior from our Captains this season, but I will send them another reminder regarding our no wake policy." I will follow up with a reminder to our Captains about our company no wake policy. All the best, Robie Janes, General Manager, Gastineau Guiding JAYLEEN'S ALASKA TO EMAILER: In response to the Hotline comments made by **** on May 28th, 2024: To whom it may concern - this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. We operate out of Andrew's Marina in Auke Bay and solely operate 6 passenger vessels with highly efficient, quiet; outboard engines. With that said, we take any input from the community very seriously & will remind our captains of harbor rules. Sincerely, Jayleen Bydlon, Owner/Operator, Jayleen's Alaska DOLPHIN JET BOAT TOURS TO TBMP: Hello, Thank you for reaching out. We will remind all our captains that the harbor is a no wake zone. Thank you, Sommer Ward, Dolphin Jet Boat Tours	
05/28/2024, 3:57 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Good afternoon, I'm writing this email to share some experiences that I've had as they don't sit well with me and I don't know where else to share them. On memorial day I was lucky enough to go out on my aluminum boat with my family. My hope was to view some humpbacks and possibly have lunch on an island. From Auke Bay to Bird Island I counted, while trying not to count, 30 whale watching boats. We pounded through boat wakes from Auke Bay to about Coglán island. We saw several whales, but each animal had about 8 whale watching boats scattered around it. On the ride home I saw a traffic jam through the Coglán cut. Several whale watching boats including 3 catamarans were trying to decipher how to navigate through. At this point it seems that whale watching vessels should adhere to the route around Coglán that the Ferry takes. Not long ago one could camp on Coglán island; imagine trying to do that now. For some reason this experience made me feel embarrassed. I was hoping to get myself and my family away from the ever present helicopter noise, the diesel buses and airport vans, the trails that we travel in the winter, but cannot set foot on in the summer. I had expectations and I failed to meet those expectations for my family. My understanding of the progress made in balancing cruise ship revenue with quality of life is as follows: 5 cruise ship cap per day and roughly 17,000 people per day. If this is accurate then for how long do we have this agreement with the industry and the city? I appreciate that these conversations are happening; a voice to the citizens of Juneau who do not engage in tourism, but continue to pay the price. Do we have an idea on when the next negotiation for head count and ship limit will occur? I'm grateful to have a way to get these experiences off of my chest. Please let me know if a more appropriate method is available. Take care.	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, CBJ Tourism Department, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, Rum Runner Charters, Sea Lion Adventure Tours, Alaska Whale and Drone Tours	CBJ TOURISM DEPT TO EMAILER: Hello Mr. ****, Thank you for your concerns. First, I want to address your information about the limits we're working to establish. The City and cruise lines have agreed to a daily cap of 16,000 passengers, 12,000 on Saturday. This does not mean that we will be maxing out that capacity every day. The most important component of this agreement is that we meet annually to discuss the schedule and balance our passenger numbers to avoid this exact situation and ensure that we keep our numbers relatively flat. This allows us to work on infrastructure projects to help accommodate the number of visitors and take the pressure off areas that are currently overtaxed. We also need to do a lot more work on the areas where residents are feeling displaced by the visitor industry, which is easier to accomplish when we're not bracing for record growth every year. A good example is whale watching. Balancing an important component of our economy and many local livelihoods with preserving the quality of life that keeps people in our community is an ongoing challenge and I can assure you that we're working on it. Please feel free to reach out directly if you have any questions or want to discuss this further. Alexandra Pierce, Visitor Industry Director, City & Borough of Juneau JAYLEEN'S ALASKA TO EMAILER: To whom it may concern - this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. We operate out of Andrew's Marina in Auke Bay and solely operate 6 passenger vessels with highly efficient, quiet; outboard engines. With that said, 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. TBMP guidelines have been updated this summer to include the Coglán cut as a no-wake zone - I am sorry to hear that boats have not been respecting this new recommendation. I will remind my captains to continue to go around Coglán or to slow down to no wake in the Coglán cut. Sincerely, Jayleen Bydlon, Owner/Operator, Jayleen's Alaska DOLPHIN JET BOAT TOURS TO TBMP: Thank you for reaching out with this concern. I shall share it among our crew. Sommer Ward, Dolphin Jet Boat Tours	

05/29/2024, 8:20 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	I'm calling about an incident that just occurred at about 8:15. The lime green M&M tours bus did not stop at one of the roundabouts that has the flashing pedestrian light. They were not able to see that there was a child on a bicycle walking across the street because their buses are elevated and they almost hit that child. The driver was looking in the rear view mirror, very animatedly speaking to the tourists and was not paying attention to the road nor the child. This is not the first time I've called to complain about M&M Tours and their operators, and I would like to see changes in their training along Mendenhall Loop Road.	M&M Tours Unlimited	M&M TOURS TO TBMP: Three different phone messages were left with the caller, but none were returned. Management has spoken with the driver about the incident.	
05/29/2024, 9:08 AM	Email	Other	Egan Drive	Closed	Hello, I was in the left lane of outbound Egan yesterday around 3:49 pm headed to the valley when someone from the right lane swerved in front of me. There were several cars pulling over to the left lane and hitting the brakes. On the "shoulder" of Egan just a little ahead of this area were two taxi vans and two other vehicles stopped to view bears in the field by the dump. One was a yellow taxi van and the other was orange (though I'm not 100% sure, it could have been red but I do think it was orange). I believe this to be dangerous and I can't imagine it's a best practice for taxi driving (or for other drivers for that matter).	Capital Cab, DLUX Rides, Evergreen Taxi, Mendenhall Taxi, Taku Taxi	DLUX RIDES (Capital Cab, DLux, Evergreen Taxi, Taku Taxi) TO TBMP: Hello Elizabeth, Orange and Yellow are the other Companies. DLUX are Burgundy, Red/White, Black, Silver and Blue. Thank you, Shane Williams, DLUX Mgr. Member	
05/29/2024, Midday	Website	Vehicle: Trolley	Downtown	Closed	Buses on Calhoun Ave and 12th St: Per the TBMP agreements on Transportation: 12TH STREET & CALHOUN AVENUE/COPE PARK: All operators agree to eliminate the use of buses, mini-buses, and tour vans on 12th Street/Calhoun Avenue unless required by a CBJ traffic revision. Cope Park should not be used. The Trolley is a bus; as such it is violating your own agreement. To repeat: the Trolley is a bus.		TBMP TO EMAILER: Hello, Mr. ****. I just had a phone conversation with ****, and she recommended I send you the information I shared with her about the trolley: Since its inception over 15 years ago, the trolley has been considered a trolley, not a tour bus by TBMP and has permission to transit the Calhoun/12th Street area. That is why the trolley was purposefully omitted from Guideline #10 and why it is also listed separately in the opening paragraph of TBMP's Agreements Regarding Transportation and Vehicles: "...For purposes of this program, vehicles include motorcoaches, buses, mini-buses, limos, vans, trolleys, taxis, motorcycles, pedi-cabs, or any vehicle used for an organized tour." Guideline #10 reads: "12TH STREET & CALHOUN AVENUE/COPE PARK: All operators agree to eliminate the use of buses, mini-buses, and tour vans on 12th Street/Calhoun Avenue unless required by a CBJ traffic revision. Cope Park should not be used by tour operators." I recorded her concerns in our database and it will be reported in the May TBMP reports. Your concern was also recorded in our database and will be included in the monthly reports. Also I will make a note to consider clarifying or revising the language of Guideline #10 for the 2025 TBMP Guidelines. Thank you for contacting the TBMP hotline, and please continue to do so whenever you feel a visitor industry activity is impacting you. Best regards, Elizabeth Arnett, Administrator, Tourism Best Management Practices	
05/30/2024, 10:16 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Just now in Auke Bay I encountered 3 or 4 Gastineau Guiding boats going like ****, making it rough for us small boats (22 ft). I got salt water all over my window thanks to their wake. Somebody needs to tell those guys to slow down and show a little respect for other boaters.	Gastineau Guiding	GASTINEAU GUIDING TO TBMP: I called the individual and chatted with him and apologized for his experience. This event did not happen in Auke Bay Harbor. After speaking with him, this was 2.5 miles out of Auke Bay on the South end of Coghlan Island. This is our new route Gastineau Guiding and Juneau Tours is using to avoid the Coghlan Cut for locals. This is a designated marine highway that the ferry also uses. We will give locals as much room as possible when out on the water but we are unable to prevent the boat wake completely. All the best, Robie Janes, General Manager, Gastineau Guiding	
05/30/2024, 10:56 AM	Phone	Other	Downtown	Closed	It's May 30th around 11 a.m. I just drove through town and again I didn't see any crossing guards. People are slowly walking across the road. It does not make for good travel movement. I really think that there's a responsibility to provide crossing guards and I wish that would happen. No need to call me back.	Goldbelt Security	GOLDBELT SECURITY TO TBMP: At about the time this concern came in, there were 3 officers on duty at this time. I was through this area as well at about 1130 and 1245. Crossing guards were on station and people are crossing over chained stantions to cross the street with complete disregard to traffic flow. Goldbelt crossing guards were observed blowing their whistles and directing people to stay on the sidewalks, and some visitors disregarded the directions of the Crossing guards. Michael G. Tagaban, General Manager, Goldbelt Security	

05/30/2024, 4:09 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	I was on Calhoun and I'm wondering are trolleys allowed down our street this year? I guess we thought that they were not going to be coming down Calhoun so if someone could get back to be, I'd appreciate it. Thank you.		TBMP TO CALLER: Since its inception over 15 years ago, the trolley has been considered a trolley, not a tour bus by TBMP and has permission to transit the Calhoun/12th Street area. That is why the trolley was purposefully omitted from Guideline #10 and why it is also listed separately in the opening paragraph of TBMP's Agreements Regarding Transportation and Vehicles: "...For purposes of this program, vehicles include motorcoaches, buses, mini-buses, limos, vans, trolleys, taxis, motorcycles, pedi-cabs, or any vehicle used for an organized tour." Guideline #10 reads: "12TH STREET & CALHOUN AVENUE/COPE PARK: All operators agree to eliminate the use of buses, mini-buses, and tour vans on 12th Street/Calhoun Avenue unless required by a CBJ traffic revision. Cope Park should not be used by tour operators."	CALLER'S CONCERN is that the size of the trolley transiting Calhoun and 12th Street would prohibit the ability of a fire truck to access the area, and she also mentioned that the neighborhood is full of young children who are out and about when school is in session and playing in the area during the summer. Her contention is that the trolley, no matter what you call it, is in actuality a tour bus.
05/30/2024, 4:58 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Other (Land)	Closed	I'm calling about a second incident with Alaska Coach Tours. I already called them and spoke to multiple people but I going to elevate it to the Native corporations that own the company because I just haven't heard back on the first one and have just been given the runaround on the second one.	Alaska Coach Tours	No response requested.	
05/30/2024, 8:28 PM	Phone	Cruise: Noise	Downtown	Closed	Hi, it's not quite 8:30 PM on Thursday, May 30th, and one of the ships is docked in port just played their big loud chime and their outdoor announcements over their outdoor loudspeaker. We can hear them up here on 6th Street. We're way too late in the season for anyone to be making first-of-the-year mistakes. Please get in touch with the lines and make sure that they knock that off.	Carnival Cruise Lines, Celebrity Cruises, Cruise Line Agencies of Alaska, Cruise Lines International Association Alaska, Cunard Line, Disney Cruise Line, Holland America Line, Norwegian Cruise Lines, Oceania Cruises, Princess Cruises, Crystal Cruises	PRINCESS CRUISES TO TBMP: This was not Crown Princess on May 30th. Kirby Day, Government and Community Relations - Alaska, Princess Cruises. CRUISE LINE AGENCIES ALASKA TO TBMP: I responded to the call to get more information. Left a voice message with the caller. I have narrowed it down to two ships. The goal is to find out if this was a safety related issue (looking for a passenger before sailing) or if it was a ship related announcement which should not have been broadcasted externally Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
05/31/2024, 2:44 PM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	I was driving home about 2:20pm when the tour ship Quantum of Seas began belching black smoke from its main stack, really black smoke. This ship is tied up right now across from our public library and is spewing thick black smoke big time. Not okay. This seemed to be especially bad today. What we have here is so precious and I am just sick that our precious clean air and water continues to be polluted by this money hungry unethical industry.	CBJ Tourism Department	CBJ TOURISM MANAGER TO EMAILER: Thank you for your message. It is so important for residents to reach out with this type of feedback. We can't all be everywhere at once. The best place to register air quality complaints is with DEC, which is the enforcement body for cruise ship air quality. I have also copied the TBMP hotline, which tracks resident concerns, and our regional government affairs representative for Royal Caribbean. <a href="https://dec.alaska.gov/air/air-compliance/">https://dec.alaska.gov/air/air-compliance/</a>	The email was sent to CBJ Tourism Manager, the Borough Assembly, Juneau CAN, and Mayor Weldon.