



TBMP Hotline Log

Created By: Elizabeth Arnett
 Created On: 08/02/2023
 Start Date: 07/01/2023
 End Date: 07/31/2023
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
07/01/2023, 12:13 PM	Phone	Aircraft	Mendenhall Valley	Closed	I'm calling to complain about the helicopter noise. I live in the valley and it is constant all day long inside my condo with the windows closed. They just go over. I used to love hiking on the trails here and now I find them following me on the trails. I've heard them up Salmon Creek; I've heard them on Herbert River trail. It's just out of control. I don't know if they can get quieter engines or if you could limit the hours. They start early in the morning and they go all day long until late. I've heard them as late as 10:00 at night. Today I'm sitting here thinking I may need to leave Juneau and I've been here since 1985. The tourism is not worth the price that we who are living here are having to pay. I don't know if the employees are local or if they come to work and take their money with them. Juneau really does not benefit as much as the cruise industry does and the out of town homeowners that have their employees staying in places here.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
07/01/2023, 2:29 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling about helicopter traffic over Auke Bay and the agreed upon flight paths. They're not even trying to fly the flight paths, especially the helicopters at the tail end of the thing. They're not going over to Indian Cove...they're coming way to the northwest of [untelligible,, sounds like Dry Creek] line. I can't see which particular helicopters it is but they're not even trying. I left my number.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO HOTLINE: Hello, At Temsco we follow the voluntary routes, altitudes and flight times very strictly for tour operations. There have been no new routes created for decades in Juneau for tours. Salmon creek is an approved arrival and departure route and has been in use since circa 1990's when Era was still flying flight seeing tours in Juneau. Any operations that may happen outside the times set forth by TBMP are generally support flights for search and rescue or other non-tour related activities. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters. NORTHSTAR HELICOPTERS TO HOTLINE: My plan is to only respond to this one, not all 5. I spoke with Brian a couple weeks back and explained that as of 2020 the LOA had a minor change (insisted upon by air traffic control) which has the effect of pushing Auke Bay traffic slightly north of what our historic paths were. In one of his statements however he mentions "they're not even going to Indian cove". In 25 years we have never agreed to fly over Indian Cove or been asked to do so, so I have to believe there is also a bit of misunderstanding on his part about our "agreed upon routes". I have flown over the last week along with our pilots and the best I can tell all of NorthStar's pilots are flying the Auke Bay arrival and departure how it should be flown, and I have not observed any other companies aircraft flying it improperly either. Unfortunately, Mr. Olson's home is on Fritz Cove Rd, about 1000' north of what a perfect track would cross on that route. When you fly over at our minimum of 2000' and deviate slightly for opposing traffic there is no doubt that it will appear as though aircraft are over his home. I am at a loss at what we can do in this particular case, however I have asked the Tower Chief to include in an ongoing study the possibility of restoring the afore mentioned "minor change" to the way things were in the LOA prior to 2020. I don't believe it would solve Mr. Olson's problem 100% but it would help. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC / DBA NorthStar Helicopters	
07/02/2023, 1:23 PM	Phone	Aircraft	Auke Bay (Land)	Closed	**** calling again. I'm only calling when they are way off track. It's getting old.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		

07/02/2023, 1:52 PM	Phone	Aircraft	Auke Bay (Land)	Closed	1:50 in the afternoon. These people are not even trying to fly the helicopters over the path. They are so far off they didn't even get past Spaulding Mountain. Cut right across everybody's property. A whole string of them. They're not even trying to put an effort to it. I don't care if it's their money loss because they didn't plan properly and follow their flight paths. Give me a call back.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	
07/02/2023, 12:22 pm	Phone	Aircraft	Auke Bay (Land)	Closed	Helicopters are not even close to their flight path that they agreed upon. Way off. Not even trying to get close to it. You have my number	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	
07/03/2023, 3:00 pm	Website	Vehicle: Bus/Shuttle	Egan Drive	Closed	A grey line bus, #89504 was fully stopped on the right hand turn from Egan drive into the valley. Both the dedicated lane for those turning right and the main lane were traffic free. I did a curtesy beep beep on the horn to get them moving they did not move. A truck was rushing down the lane behind me blaring their horn, almost rear ending me. Finally the grey line bus went. If someone does not have common sense, they should not be allowed to drive much less drive a commercial vehicle.	HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited	HAP ALASKA-YUKON TO HOTLINE: We were notified of this yesterday, and I believe Whitney is or has reached out to the caller. She'll be meeting with the Driver as well. Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-YukonWe talked to the bus driver to clarify and emphasize the importance of not stopping or yielding on this turn. WHITNEY (HAP) TO HOTLINE: We talked to the bus driver to clarify and emphasize the importance of not stopping or yielding on this turn. Called Jonathan on Saturday, but was unable to make contact with him. Thank you, Whitney Schaefer, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon
07/03/2023, 5:01 PM	Phone	Aircraft	Auke Bay (Land)	Closed	**** again. Tourist helicopters are returning to the airport way off track.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	
07/04/2023, 3:13 PM	Email	Cruise: Noise	Gastineau Channel (Marine)	Closed	I would like to report that Norwegian Bliss went past Thane at about 3:05 today blaring their music quite loudly. We don't need that in a quiet little community.	Norwegian Cruise Lines	CLAA FOR NORWEGIAN TO EMAILER: Good afternoon, Thank you for your message and letting us know. We will correct this immediately. Kindly inform us if this happens again. The point in the Channel agreed for announcements/music is south of Dupont. Drew Green, CLAA.
07/04/2023, 5:27 PM	Email	Vehicle: Bus/Shuttle	Downtown	Closed	Alaska coach bus plate 316 here at Mt Robert's rd Turing right I was in the cross walk and the drive cut right in front of me crossing the road. I am at *****. I would like a call soon as possible thank you.	Alaska Independent Coach Tours	ALASKA COACH TOURS TO HOTLINE: I have called Fredrick back, I assured him that it's not our policy to maneuver through crosswalks when there is someone in them. I will be speaking to the driver and we will also add this to our agenda for our next driver meeting. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours
07/04/2023, 7:00 pm	Website	Vehicle: Bus/Shuttle	Egan Drive	Closed	At 7:00 p.m. on July 4th, a Juneau Tours bus was tailgating me in the left lane outbound on Egan, at a speed of 62 miles per hour. When I slowed down, the driver moved the bus into the right lane, and then immediately back into the left lane. That happened at least twice. The bus had the number "55" on its rear, and the license plate's last 3 digits were 403.	Juneau Tours & Whale Watch	JUNEAU TOURS TO SUBMITTER: Thank you so much for bringing this to our attention. Thanks to you providing the bus number, I know exactly who was driving. I will speak to her this morning before she goes out again. Our drivers are supposed to stay in the right lane apart from quickly passing a vehicle and then returning back upon safe passing. If you ever see anything with our buses again, feel free to email or call me anytime and I will address immediately. Thank you very much! Kindly, Serene
07/04/2023, when ever the Bliss left Juneau	Website	Cruise: Noise	Gastineau Channel (Marine)	Closed	My husband and I have a cabin on South Douglas Island approximately 2 miles past Sandy Beach. We spend many summer days and nights at our cabin to escape the madness created by the throngs off people arriving by cruise ship and choking not only the downtown area, but also the Glacier, many, many trails and of course the traffic involved in transporting 1.7M tourists (forecasted for this season). On the evening of July 4th the Norwegian Bliss departed Juneau.....as they chugged down the channel - some yahoo on their speaker system was broadcasting his vocal talents as well as a diatribe for the passengers. Interrupting our peace and quiet as well as every property owner along Gastineau Channel.....we could hear him for a very long time as the Bliss made its way. This is the first time that this has happened and hopefully it will be the last. I have worked in the tourism industry both in Juneau and in south-central Alaska for approximately 20 years. The cruise line industry along with it's ever larger Behemoths is in my mind - destroying Alaska. I'm quite sure you hear this sentiment a lot..... Please let me know that this issue has been addressed. Thank you for your time Sincerely, A 48+ year resident of Alaska	Cruise Line Agencies of Alaska, Norwegian Cruise Lines	CLAA TO EMAILER: Thank you ****, The issue was addressed with the vessel. They apologize and have corrected the matter on-board. The event was scheduled to occur as part of their 4th of July events/celebration on-board. But it was programmed to start at Marmion Island at the southern end of Douglas. However, the ship schedule was adjusted on Monday to depart 90 minutes later but they did not catch the timing of the event on-board with ship's position. Best regards, Drew Green, CLAA

07/05/2023, 12:35 PM	Email	Cruise: Noise	Gastineau Channel (Marine)	Closed	More and more ships are forgetting to turn off their loudspeakers while in port. Could they please be reminded that they are surrounded by residential areas and their announcements are magnified by the water and mountains?	Carnival Cruise Lines, Celebrity Cruises, Cunard Line, Disney Cruise Line, Holland America Line, Norwegian Cruise Lines, Oceania Cruises 3, Regent Seven Seas Cruises, Royal Caribbean Cruise Line, Seabourn Cruise Line, Silversea Cruises, Viking Ocean Cruises, Windstar Cruises	CLAA TO EMAILER: Thank you - Nieuw Amsterdam had a mandatory USCG examination today which was likely the source of the announcements. I hope you are enjoying the amazing sunny days this week. If there was other noise please let me know and I'll correct it. Drew Green, CLAA PRINCESS CRUISES TO EMAILER: There have been an inordinate number of USCG inspections (semis and annuals) as well as ships conducting their own required drills in preparation for USCG visits. I think there as been one or the other nearly every day over the last week. Is your concern below regarding ships in port or when they are sailing into or out of Juneau in Gastineau Channel? The location section below confused me. Today, Nieuw Amsterdam had their USCG annual inspection beginning around 1045am and likely went on through the 2pm hour. During these inspections and drills, announcements, whistles, ship's horns and emergency "tones" are required at various times during the event. I have a feeling this is what you have been hearing over the last few weeks but wanted to make sure. Below is the section of TBMP that mentions this guideline [TBMP guideline #52 regarding cruise ship noise]. Thank you, Kirby
07/06/2023, 12:25 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling again about helicopter traffic. It's been more than three days and I've heard nothing from any of the helicopter companies. Please get back to me.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	
07/06/2023, 12:52 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling again about the helicopters not following their flight paths. It's been more than 3 days and I haven't heard back from anyone.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	HOTLINE TO CALLER: Elizabeth spoke with **** and assured him she was encouraging the helicopters companies to call him. TEMSCO and NORTHSTAR have responded to the HOTLINE. COASTAL HELICOPTERS TO HOTLINE: It sounds like Temsco and Northstar have both already responded to Mr. Olson. Jason from Northstar talked to him on the phone and Temsco responded via hotline. We are all aligned on the same response. Please let us know if there is anything else you will need from us. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters, Inc.
07/06/2023, 6:54 PM	Email	Cruise: Noise	Gastineau Channel (Marine)	Closed	Hello Travel Juneau, I just heard a Thane resident, ***, complained about "music blaring" as the cruise ship passed Thane residential area. She is in the minority!!! I, too, live out Thane, closer to the water than she does (and she's a fairly new resident out here). I love hearing the fun coming from the ship, even though it's only heard for a couple of minutes as they pass. Please don't stop it!! I hope it increases because more Thane residents love it than are annoyed by it. The louder the music and announcements, the better. ***, Thane resident for 47 years!	CBJ Tourism Department, Cruise Line Agencies of Alaska	
07/07/2023, 6:50 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	We follow this bus all the way to town in the left-hand lane [image provided]. They finally moved over right before the radio station, bus number 53.	Juneau Tours & Whale Watch	JUNEAU TOURS TO HOTLINE: I emailed Jamie from Alaska Galore tours, and apologized for our driver and assured her I will speak with the driver before she drives again about the importance of spending as little time as possible in the left lane. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch

07/09/2023, 2:09PM	Phone	Aircraft	Mendenhall Valley	Closed	<p>This is **** calling, and I would like you to contact the helicopter companies and tell them to get up into that blue sky. They are flying over the west side of Auke Lake. There is not a cloud in sight and they can get higher and reduce the sound to those of uses who are trying to enjoy this beautiful day. I hear them coming from the airport behind my house, and then I also hear them when they make the turn and go along the west flank up the lake up toward the glacier. They need to do a better job of abatement. They can do it by getting higher and out of the realm of people who are trying to enjoy a sunny Sunday afternoon. Thank you.</p>	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	<p>NORTHSTAR TO EMAILER: Thank you **** for reaching out to TBMP. On this particular day more than half of NorthStar's flights utilized the "Blackerby Departure" or "Blackerby Arrival" to come and go to the Mendenhall Glacier out of the airport. This would have these aircraft on a route to the east and not on the route you described. Some of our flights however did utilize the "Auke Bay routing" which would put us near to where you described. I know they are ways away but could you tell the color of the aircraft? Blue, red or yellow? When transitioning from the ferry terminal area our aircraft should be passing west of the quarry, and remaining approximately 1 nautical mile horizontally to the west from the edge of Auke Lake. They should be at a minimum of 2200' when crossing this area as well and best I can tell all of our aircraft that flew that route on Sunday were at that height or greater. Sometimes when the weather is down we are forced a little lower or closer to the lake but like you say it was a sunny beautiful day so I would like to know if any of my aircraft were off route or too low. I did put this report out to our crews as a reminder to be thoughtful of the local folks affected by helicopter noise. Thanks again.</p> <p>Jason Kulbeth, Director of Operations, NorthStar Trekking LLC / DBA NorthStar Helicopters COASTAL HELICOPTERS TO CALLER: Good Afternoon ****, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 5:55pm Dog Sled and 5:20pm & 5:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters</p>	
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07/11/2023, 2:55 PM	Email	Aircraft	Auke Bay (Land)	Closed	<p>"Life Inside a Blender: I knew it would be bad, but I've forgotten what it's like to live inside a blender. That's what it sounds like; or maybe a jack hammer. I was gone for most of the month of June, visiting the Seattle area for some medical stuff. While I was there a friend introduced me to Merlin's bird identification sound app. What a fun thing to be able to sit outside and listen for birds in the area. I couldn't wait to get home to try it here. Although it makes mistakes sometimes, it is amazingly accurate and I have seen birds that I never would have spotted if I didn't know they were in the area. The other day when it stopped raining for a few minutes and a patch of bright blue sky appeared I quickly found a towel, rushed outside to dry off the rocking chair, grabbed my trusty phone, and settled in for some bird song ID. I heard a robin and a chickadee, and so did the phone. Then it said it heard an orange crowned warbler. I didn't hear it but I saw a fluttering in a bush, and suddenly there it was. That took 2 minutes and a few seconds and made me smile. Then I heard the distant whap whap and the roar approaching. At least four helicopters flying overhead and out to the ice field and two of another company flying back to the airport blotted out all sound of birds or anything else for over five minutes. For the next hour it wasn't raining. I tried to sit on my deck and enjoy the birds and flowers. The bird song app has a timer when you turn on the microphone, so it was easy to time the periods of relative silence without the offending helicopters. In the hour without rain on the deck I was able to hear almost five minutes of birdsong in two or three minute spaces. Who knows what was trying to sing in the other 55 minutes. I couldn't hear it, nor could my phone. Last night as I lay trying to fall asleep the constant roar and whop whop of a day of living under the barrage of noise was still ringing through my head. Kind of like a day of swimming in the ocean imprints the memory of waves in your mind, except not nearly so pleasant. In fact it was very uncomfortable, horrible in its insistent whine, roar, whop whopping. I spent a couple of hours in my son's yard keeping my two sons company as they worked on a truck. Even there, almost half a mile from my house it was terrible, although not quite as bad as at my house. There was still no birdsong to be heard or uninterrupted conversation to be had. This morning I spent two quiet hours with my coffee, among the flowers on my deck. It was so wonderful. I heard at least twelve different kinds of birds and a fledgling robin visited my deck railing for several minutes, alternately grooming his fluffed up feathers and looking around in wonder at his new world. He reacted to quiet chirping somewhere below him. His parents perhaps? Now as the roar has begun again he could not possibly hear them. And so it goes. Today is the 4th of July. It's a nice day and the noise hasn't been too bad. I suspect the hell birds couldn't get their customers out to the airport with all the traffic of the parade and other traditional events. For whatever reason it has been a nice respite for a few hours. I can actually hear myself think and I don't have a headache from the noise. Uh oh, I spoke too soon. Here they come. Waiting for the walls to start shaking. False alarm; it's only a float plane. But here I sit waiting for the world's biggest other shoe to drop. I should love summer, not dread it." I wrote this last year. Nothing has changed. I am not a complainer by nature, but I think it is grossly unfair that on days like today I cannot use my deck, be in my garden, etc. without the unbelievable noise that shakes my house, and threatens to deafen me if I walk outside. I really don't know why it is so horrible here. Something makes the sound waves of the blades on these things collide right here, at this property, at this elevation. Some days like today when atmospheric conditions are right, and there are only two to five minute breaks between onslaughts I think of moving from this house I've lived in for nearly 40 years. I have a headache and I am generally just furious.</p>	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
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07/11/2023, 6:55 AM	Email	Aircraft	Mendenhall Valley	Closed	Hey, It's time for the \$800k ordinance. I was asked to provide supporting detail this last spring, when I prompted the issue, so as to get somewhere in this decade, and not be in prospective for "retirement consulting". Please advise on info needed from me to support the request...as in The Law department drafts something for others to cognate. The \$200k for muni petting "the industry" is inordinate to the duration, scale and regulatory necessities of this single issue, historically speaking. Thx	CBJ Tourism Department		
07/12/2023, 1:05 PM	Phone	Aircraft	Auke Bay (Land)	Closed	This is ***** again with the daily helicopter report. It's not as bad as yesterday with the number of aircraft, but it still is horrible when they fly over, especially with 5 or more at a time. It didn't go away until well after 9:00 last night and I went to bed with an excruciating headache. I don't know what to say. I talked to several of my neighbors with a text last night, and several of them agreed with me and said that they were probably going to call you and leave a message. So thank you for your work.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	HOTLINE: No response requested.	
07/12/2023, 10:20 AM	Phone	Aircraft	Auke Bay (Land)	Closed	It is 10:20 in the morning and we've already had three sets of helicopters blasting our house. The helicopter noise is out of control. It's just gotten worse and worse every year. We've had enough. Please just think about it.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NO RESPONSE WAS REQUESTED BY THE CALLER	
07/12/2023, 11:43 AM	Email	Aircraft	Auke Bay (Land)	Closed	TBMP, As I write this, I am hearing helicopter noise pollution with jet/small plane noise intermixed. I have been hearing it all morning long with maybe 5 minute breaks. The helicopter noise creates about 95% of the noise pollution we hear ALL day long. It is generally Northstar, Coastal, and Temsco helicopters that we hear. We live on Muir Street near the airport. Ever summer we are overwhelmed by the helicopter noise. BUT, this summer the helicopter noise is so unbelievable, and the noise -again I say- is ALL day into the evening hours!!!!!! The noise is severely impacting our quality of life to be in and outside our home, in our yard and neighborhood. This morning at 10:24am the noise from the helicopters reached inside the house - with our back screen door cracked about 5 inches - so loud we could no longer hear the TV show we were watching. Sometimes the helicopters fly so close and near the house the windows rattle. I work from home three days a week, and I am not able to leave my office window cracked during the day as the noise traffic from the helicopters is so loud that it is picked up by my headphone mic when I am in meetings. Last Wednesday (July 5th) in the early evening we had friends over. We sat on our front deck from about 5-6pm. When the helicopters were landing/leaving the airport, we had to stop our conversation as we could not hear each other above the engine noise. On Sunday (July 9th), my husband and I were sitting on our back deck during the afternoon trying to enjoy the sun. When the helicopters left/arrived the airport we had to stop our conversation as we could not hear each other as we were sitting right NEXT to each other!!!! Also, we experience the noise pollution when we visit my mother-in-law that lives about 1/2 mile down Fritz Cove Road as the helicopters pass right over her house. We can no longer eat on her deck when we visit her because of the helicopter noise is so loud. She often turns off her hearing aides when she is outside as the helicopter noise overwhelms her. That affects her quality of life! These are just a few examples of how the helicopters are affecting us. The noise really is an offensive all day, everyday this summer. Enough is enough! Can the helicopter company's be fined for all the noise pollution they create? It ABSOLUTELY diminishes the quality of life for the locals during the Spring, Summer (especially), and Fall as the cruise ships come so early and late now.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO EMAILER: Thanks for reaching out to TBMP. I know you are probably affected by all three helicopter companies to varying degrees but knowing where Muir street is I have no doubt that you are likely affected most by NorthStar. Unfortunately our location here on the airfield has us flying lower than the other two companies in the vicinity of the west end of the field. We still train our pilots to seek ways to mitigate the noise to your neighborhood by utilizing the "inside lane" of the traffic pattern when there is no opposing traffic. There isn't a whole lot beyond that we can do since we have to come and go from the airport. Others in your general vicinity have stated that it makes a difference so we will continue to seek out the opportunities to fly "opposite flow" or on the inside lane when possible. Thanks again. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC COASTAL HELICOPTERS TO CALLER: Good Afternoon ***, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters TEMSCO HELICOPTERS TO HOTLINE: Muir St is directly adjacent to the airfield. In the controlled airspace, of the airport, TEMSCO has limited options for routes in and out and our flights are directed to the Muir Street side of the airfield. We will share the callers concerns with the pilots and make sure they know where the street is. Craig Jennison, TEMSCO	Letter was also sent to CBJ manager's office and the Assembly.

07/12/2023, 7:12 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Hi, this is **** again. I called this morning at 10:20 and there had already been three series of helicopters. They have been going on and on and on, non-stop. It's 7:10 at night and we are trying to have dinner on the deck and it feels like we are in Vietnam right now. Please call back and let me know what our plan is to get rid of this constant noise.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	HOTLINE: Left message for submitter to call back; no call back was made. NORTHSTAR TREKKING TO HOTLINE: On 7/12 NorthStar's flights started at 9:30 am and were completed by 7:02pm. It appears that the majority of our flights were along the Auke Bay route but it also appears that the weather must have improved in the later afternoon as flights began utilizing the Blackerby route for the last few flights of the day. We continue to stress to our crews to try splitting flights between Auke Bay and Blackerby when the weather/ceiling allows as we feel these two routes expose the least number of residents to helicopter noise. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC COASTAL HELICOPTERS TO CALLER: Good Afternoon ***, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters
07/13/2023, 1:38 PM	Email	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	Yesterday morning I was biking outbound on N. Douglas Highway just before the boat ramp. An ATA Bus carrying passengers for kayak trips passed me and turned into the boat ramp parking lot without signaling a turn in right across my path so I had to brake hard to avoid being hit by it. I found the driver and suggested that she needed to use the turn signal and to avoid turning in front of bicycles, she denied both. She denied doing either one and tried to walk away from me. In fact, it was obvious to me and anyone else looking that she was just being negligent and endangering me and my bicycle . there didn't seem to be any point in talking to her since she was in complete denial What do you think can be done about this? It was an ATA tour bus and the driver said her name was April and that her supervisor was named Tagaban.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: We have responded directly the emailer.
07/13/2023, 12:26 PM	Phone	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	Hi, my name is **** and I'm calling about a tour bus that was going extremely fast. It was one of those blue Gray Line buses with alaskatourjobs.com on the back of it, #8256. They went through Fisherman's Bend going at least 50 mph and it's a 35 mph zone. Please ask them to slow down!	HAP Alaska-Yukon	HAP ALASKA-YUKON TO HOTLINE: This was one of our buses. We'll see who the Driver was, verify speed in our GPS tracking system and respond to Mr. Brown as well as meet with the Driver. Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-Yukon HAP ALASKA-YUKON TO HOTLINE: GPS tracked the bus at 41 mph, but it can seem faster in that area. Driver apparently didn't slow down fast enough in the speed change zone. Bill Hagevig HAP ALASKA-YUKON TO HOTLINE: We have spoken with the driver about the speed. HAP ALASKA-YUKON TO HOTLINE: **** was contacted. He did not pick up, so a voice message was left. Thank you, Whitney
07/13/2023, 5:30pm	Website	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	Consistently observing 12+ boats following and/or paralleling a whale[s] in South Shelter and North Shelter side of Favorite Channel. ON 7/12/23 observed 18 boats following and traveling on either side of at least 5 whales from South Shelter along North Shelter in Favorite Channel. I observed the hoard of boats until they were out of my line of sight- at least half-way up Shelter Island. I strenuously object to this many boats descending on whales at one time as well as the length of time they ran their motors and stayed with the whales.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Alaska Whale-watching/Anglers Choice Alaska, Allen Marine, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures	

07/14/2023, 12:00 PM	Website	Aircraft	Other (Land)	Closed	<p>This feels like the worst year ever for helicopter traffic. The frequency of the trips, the number of helicopters, and the range. They feel inescapable and constant. I moved to Juneau in 2001 and don't remember it ever feeling this frustrating. I hike most weekends and many weekdays and it seems they are everywhere - Juneau ridge, Blackerby ridge, heintzelman, eaglecrest area, herbert. It's disheartening to finish a climb and theres a series of aircraft buzzing right by. Sorry to rant. I know this is part of Juneau summer, but am hoping the traffic can be mitigated to lessen the nuisance. Thank you.</p>	<p>CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters</p>	<p>HOTLINE: No response was requested. COASTAL HELICOPTERS TO CALLER: Good Afternoon ***, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters TEMCSO HELICOPTERS TO HOTLINE: Since 2001 TEMSCO has largely been using the same routes to and from the glacier. On a dear day we use Heintzelman ridge almost exclusively and on days with lower cloud cover we use the Mendenhall and Auke Bay routes. These routes are detailed in the Juneau Commercial Operators Letter of Agreement, with a link on the TBMP website. Craig Jennison, TEMSCO NORTHSTAR TREKKING TO SUBMITTER: Thank you for reaching out via TBMP. I can't speak for the other two companies but I will say for NorthStar we actually have less helicopters and a lower frequency of trips flying this season than some in the past. We have one helicopter dedicated to the BLM doing cadastral survey work all over the interior of Alaska and one helicopter either being cyded through maintenance or flying utility jobs with the USFS or NPS. We have 4 operating from our base at the airport and 4 operating from our base on North Douglas Island. When the weather allows the North Douglas aircraft will climb up Salmon Creek drainage enroute to our Dog Camp or Airboat tours, these are likely the helicopters you might see if you've hiked Blackerby. I've shared your comments with our crews and asked them to try to fly more towards the center of Salmon Creek rather than close to Blackerby Ridge when they can. Let me know if you have specific encounters with any of the blue helicopters and I'll try to mitigate what we can. Thanks again. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC</p>	
07/14/2023, 6:31 PM	Email	Vessel: Other	Gastineau Channel (Marine)	Closed	<p>Good Afternoon. We were out boating last night (7/13/23) and on our way back to town right by the old dock by DuPont we encountered a cruise ship wake that was throwing at least 6 foot waves. We were forced, by our location and the closeness to land, to go over the wake and one of our passengers was ejected from his seat and broke multiple ribs and has small punctures in his lungs. He is on vacation and we were just trying to enjoy a sunny Juneau afternoon. He has incurred a massive amount of pain and doctor bills now after this occurrence that we could not avoid. We are responsible boaters and do not go out if there are waves larger than our boat can handle. We would not have to be in those waves if the cruise ship was being responsible. We also had our 6 month baby on board and had something happened to her this email would be a completely different one. I am hoping at the very least that this email will help so that someone else does not have the same thing happen to them. It happened at around 8:15 pm and I believe it was the Celebrity Eclipse.</p>	<p>CBJ Tourism Department, Celebrity Cruises, Cruise Line Agencies of Alaska</p>	<p>CRUISE LINE AGENCIES TO EMAILER: Good afternoon, We have communicated with the subject vessel and cruise line of concern below and after some research on their end have received this response: At Celebrity Cruises, the safety of our guests, crew and the communities we visit is our highest priority, and we are committed to upholding the highest standards of maritime safety and responsible boating practices. Our records reflect that the Celebrity Eclipse transited the Gastineau channel outbound from Juneau on July 13, with a pilot on the bridge, while adhering to all required speed restrictions. We thank the TBMP for bringing this matter to our attention and wish the affected boater a speedy recovery.</p>	

07/14/2023, 7:25 AM	Email	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	This is crazy, there are way too many whale watching boats out there. They produce huge waves as they race around, their behavior impacts a lot of people. Let alone the poor whales. Yesterday one whale was encircled by lots of whale watching boats. I hope the whales stop coming to the Juneau area. This industry needs to be regulated.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Alaska Whale-watching/Anglers Choice Alaska, Allen Marine, Anchor Point Lodge, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures	HOTLINE: No response was requested.	
07/15/2023, 8:20pm	Website	Vessel: Whale Watching	Stevens Passage / Young Bay (Marine)	Closed	Quiet night on South Shelter @8:20pm on a Saturday night. After a long day of listening to boats go by, we are getting to the end of the boat traffic but we get to hear the naturalist description as the whale boat goes by a half mile off shore. There are so many whale boats now that boating isn't much fun near Auke Bay. Our moored boats at South Shelter get pounded by wakes on the weekend.....when will controls be put in place?	Allen Marine, CBJ Tourism Department	ALLEN MARINE TO SUBMITTER: Hello ****, First my apologies about the disturbance and can understand the frustration. We do have a "no-go" zone on our chart plotters around S. Shelter starting at Favorite reef to Strauss rock and then back up to the east side of Shelter. We will remind Captains of that zone and work to try to minimize narration around the southern tip of Shelter. We have received the letter that was sent to TBMP from the S. Shelter Island group and are looking at options and maybe expanding our current "no-go" zone around that area. Thank you for your comments and wish to work in partnership with those in the community to make it work for all. Stuart MacDonald, Operators Manger-Juneau, Allen Marine	
07/16/2023, 12:34 PM	Phone	Cruise: Noise	Auke Bay (Land)	Closed	The helicopter noise is awful again today. I don't know if it's atmospheric pressure or what causes it, but it is just terrible. Thanks, bye.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	HOTLINE: No response requested. COASTAL HELICOPTERS TO CALLER: Good Afternoon ***, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters CALLER TO COASTAL HELICOPTERS/HOTLINE: Thank you Elizabeth and Sarah for your response. I don't know why but the noise has been better the last few days. Perhaps not as many, or flying higher. I don't know, but I am very grateful.	
07/16/2023, 3:10 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm sorry to keep bugging you but I just don't know what else to do. I've written the Assembly members - each one -- and the helicopter companies. Nothing seems to work. Today is particularly bad. It's raining and I'm sitting here looking out at the flowers with the music playing in the background, and still I can clearly hear the helicopters and feel the vibration in the floor. It's extremely irritating. Thanks for listening.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO HOTLINE: On 7/12 NorthStar's flights started at 9:30 am and were completed by 7:02pm. It appears that the majority of our flights were along the Auke Bay route but it also appears that the weather must have improved in the later afternoon as flights began utilizing the Blackerby route for the last few flights of the day. We continue to stress to our crews to try splitting flights between Auke Bay and Blackerby when the weather/ceiling allows as we feel these two routes expose the least number of residents to helicopter noise. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC TEMSCO HELICOPTERS TO HOTLINE: On July 16th TEMSCO was using the Auke Bay route to return to the airport from the glacier. Our aircraft stay as high as allowed over Auke Bay and Fritz Cove to limit noise as much as possible. Craig Jennison, TEMSCO	
07/16/2023, 3:57 PM	Phone	Aircraft	Auke Bay (Land)	Closed	The helicopters are not even trying to fly over their flight path today. Flying low, trying to squeak barely over the trees. Not flying upon the agreed upon flight paths. I'm tired of having to call in with no ramifications for their flight paths or anything else. They don't seem to care about us. They just want their dollars for tourism, cutting corners, and I'm sick and tired of it. They never answer me via email or anything. Last time I had to go to TBMP to get everything. They didn't even try to answer me either.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO CALLER: ****, Thank you for reaching out via TBMP. When you and I spoke earlier this summer I mentioned that there had been a minor change to LOA (letter of Agreement) that exists between the ATCT and the helicopter operators at the airport. This change occurred in the version of the LOA signed in August of 2020 but realistically was not put into full swing until the summer of 2022 due to Covid. On paper it seems like a minor change but I do believe it is has the effect of moving traffic slightly north of what our historical track would have looked like. I just want to make sure we are on the same page with what the "agreed upon routes" are because you have mentioned on numerous occasions that the "helicopters aren't even trying" or the	

"helicopters are not flying upon the agreed upon routes". Below is an excerpt from the most current LOA regarding the Auke Bay routing. It should be noted that in the picture the red line represents the "HOA" (helicopter operations area) line which in essence is a brick wall to us. We cannot cross it without risking pilot deviations. NorthStar will not utilize this route unless we can maintain 2000' while crossing the water. I have personally been flying this summer quite a bit, I have watched our flights from the ground both from the Fritz Cove road side as well as the ferry terminal side, and I am struggling to find any evidence that NorthStar's helicopters are not flying to what we agreed upon so I wanted to be sure you had accurate information about the route. NorthStar trains our pilots to aim for the same point on Petersen Hill inbound and outbound unless there is opposing traffic. If there is opposing traffic the aircraft closest to the "HOA" line is given the right of way and the traffic on the inside will widen out as to not push that traffic over the line. I believe this is when you might observe aircraft that are closer to your home than they may have been historically. I'd be more than happy to take you for a flight some day soon to fly this route and give you the perspective from the air. Feel free to write me direct if you'd like to go for a ride, I'd love to hear any suggestions you may have that would come of it. Auke Bay Departure: On West Flow: Depart the Juneau Helicopter Traffic Pattern from the extended upwind leg over or west of the Mendenhall Golf Course. On East Flow: Coastal and Northstar helicopters must make an early turn west of the Buffer. Depart the Juneau Helicopter Traffic Pattern from the extended downwind leg over or west of the Mendenhall Golf Course. Fly direct to the beacon on Pederson Hill, then follow a line direct to the middle of Auke Cape. Once abeam the Alaska Marine Highway (AMH) ferry terminal, resume own navigation towards the north. Transitions from the AMHS ferry terminal towards Lena Point may be authorized and should be requested prior to departure. Auke Bay Arrival: Initial contact must be prior to entering the surface area near Lake Creek. Fly direct to the AMH ferry terminal, then direct to the beacon on Pederson Hill. On West Flow: Enter the Juneau Helicopter Traffic Pattern from the extended downwind leg over or west of the Mendenhall Golf Course. On West Flow, Coastal and Northstar helicopters must make an early turn west of the Buffer. On West Flow: Coastal and Northstar helicopters must make an "early turn" west of the Buffer. On East Flow: Enter the Juneau Helicopter Traffic Pattern from the extended final leg over Engineer's Cutoff Road. Report Pederson Hill. Transitions from Lena Point to join the Auke Bay arrival at the AMHS ferry terminal may be authorized; make the request on 118.7 prior to Lena Point. Note: The Tower may choose to sequence you to the active runway instead. NOTE: All helicopter company ramp areas are either not visible from the tower or are located in non-movement areas of the airport. All take-offs and landings from company ramps or the Douglas Heliport will be done at the pilot's own risk. Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO CALLER: Good Afternoon ***, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters TEMSCO HELICOPTERS TO HOTLINE: On July 16th TEMSCO was using the Auke Bay route to return to the airport from the glacier. Our aircraft stay as high as allowed over Auke Bay and Fritz Cove to limit noise as much as possible. Craig Jennison, TEMSCO

07/16/2023, 5:28 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Closed	PHONE CALL: Who's monitoring the cruise ships? Again, why is it that every single time they come they belch blue smoke, and we do this little dance with our complaints, and nobody ever does anything about it. Why don't you tell me the answer please. My name is ****, my number is ****. EMAIL: So I'm putting a complaint and I'm sure it's a waste of time, the air is full of blue smoke and stinks. Again. It stinks to live in Juneau, AK.	CBJ Tourism Department, Cruise Line Agencies of Alaska	HOTLINE emailed DEC complaint URL to submitter. DEC TO SUBMITTER: ****: Your efforts are not "a waste of time". People do actually monitor the downtown area as well as monitor the ships from across the channel and the ferries, which also receive a fair amount of attention. DEC has an independent contractor and we have numerous internal staff members who conduct the monitoring efforts. We are required to use the EPA Method 9 visible emissions protocol which requires certification every 6 months. I have been working on this effort since 2008. If you want to talk please reach out. Amanda Compton, Alaska Dept of Envir. Conserv., Division of Air Quality, Enforcement Program	
07/16/2023, 8:46 PM	Email	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	Hello, Sorry I did not record the dates of these events or get a license number of the bus, but I know now you want to know about this. Last week of June and First week of July I was twice held up on Glacier Highway by buses turning in to Allen Marine. I mean, full stop on all traffic and a line of at least 15 vehicles stopped there just so a bus driver can figure out what to do. I say at least 15 vehicles because the line continued around the curve behind me and I could only see that far. The surprising thing is this has never happened to me before. I do not drive out the road very often and this year I do so less than past years. I average maybe 2 or three trips by Allen Marine a week this year. Getting held up twice when I was never held up before is a marked increase in this problem. Once this year in June, when returning towards Auke Bay, I had a bus pull out in front of me too. I did not record the bus number but will try to do so next time. This turn-in hazard at Allen Marine is getting too much large vehicle traffic for a spot with only two lanes. Thank you.	Alaska Independent Coach Tours, HAP Alaska-Yukon	HAP ALASKA-YUKON TO HOTLINE: Elizabeth, It's hard to do this without knowing when it occurred, and it's something that should likely be directed to Allen Marine, as they control vehicle flow into and out of their facility. Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-Yukon ALASKA COACH TOURS TO HOTLINE: Without a bus number or a license plate there's no way of knowing who was behind the wheel. I have not reached out to the caller as we do not know which company he saw. We will add it to our next driver meeting as it is a good reminder. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours ALLEN MARINE TO HOTLINE: I can understand that it can frustrating to be held up in traffic. Without specifics it would be very difficult to be able to pinpoint the exact reason this could have happened. I will say that we run dispatch for all busses arriving and departing the facility in Auke Bay to minimize any impact like this. Typically busses call in at a couple of check points to ensure that the traffic flow will be smooth and not cause delays on the hwy. Busses are told to either hold at certain locations off of the road or "sent around" as to not stop at the top of our ramp if there is opposing traffic departing our facility. I will touch base with our dispatch team and discuss this with them. Thank you, Travis Mingo, VP of Operations, Allen Marine Tours/Alaskan Dream Cruise	
07/16/2023, 8:54 PM	Email	Aircraft	Mendenhall Valley	Closed	Hello. Today was one more bad day in the worst summer I have ever experienced for Helicopter noise in Juneau. Unfortunately for me, I have been here every day whereas most years I get out of town at least a little bit. I live on River Road, so I am reporting noise on the west side of the valley. I do not normally see the helicopters through the trees without some effort, so I do not identify each and every aircraft. When I did look, it was Temsco flying. Given that TEMSCO was over here on the west side, I decided to get away from them by hiking on the east side, assuming they were unable to fly on Heintzleman Ridge. Unfortunately for me when I did this between 1200 and 1500 I discovered they were over there too. So it looks like there was some effort made to spread the aircraft around when the ceiling allowed, but overall there were too many flights, too loud, flying noisy in these conditions.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO EMAILER: Thanks ****. I believe NorthStar was able to utilize the Auke Bay routing for the majority of the day but I do think there was a patch of lower weather over Auke Bay that caused us to have to run the Mendenhall route on a couple of flights, and I believe this route affects River Road folks more than the other. I keep reminding our pilots to utilize Auke Bay and Blackerby Routes whenever weather allows. Hope you had a good hike otherwise! Jason Kulbeth, Director of Operations, NorthStar Trekking	
07/16/2023, 9:00 PM	Email	Other	Mendenhall Valley	Closed	Hello, This year there seems to be a marked increase in people getting off the CBJ bus at the intersection of the Back Loop, and walking to the glacier. Sometimes in larger groups. Today when driving towards the glacier on the spur road we had a confused group try to cross the road in front of us, some safely across, others turning back or stopping when they realized there was vehicle traffic on the road. This created a brief traffic slowdown, but more importantly was dangerous behavior by the people walking. I can only assume they were tourists as I do not know them. Could have been some misbehaving residents, but I doubt it. This is the first time I have had this problem when driving to the glacier. I have often seen groups walking there but never experienced an issue when in a car before. When biking however I have routinely had problems with groups of people looking right at me and not sharing the pathway as they walk along several people abreast.	CBJ Tourism Department, Travel Juneau		

07/16/2023, 9:07 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Glacier Rec. Area	Closed	Hello, Despite the invasion of Juneau by tourists, we still try to recreate ourselves near the glacier visitors center, or at least we park there and then walk on away from the place. Today at 1205 when we parked there were too many buses moving. The noise and exhaust belch of these ancient buses is a real problem. Think of what the experience there could be for visitors, seeing a place not over developed yet, and with great natural beauty, and then we hazard everyone's health with engine exhaust from buses and assault their ears with both bus engines and helicopters. Not a very friendly way to treat visitors or residents, either one. The cover near the visitor center is excellent bird habitat and particularly in May and June would be a great place to hear songbirds, but the voices of nature are too often overrun by our mechanized invasion of tourists. The USFS development plans do little or nothing to address this noise and exhaust issue. What we need is a daily limit on the number of buses allowed there. Thank you.	Alaska Independent Coach Tours, CBJ Tourism Department, HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited	JUNEAU TOURS & WHALE WATCH TO EMAILER: Hello ****. Your concerns are well taken, thank you for taking the time to express them. Your love and concern for nature is so well stated! This is very good timing as the MGRA is undergoing a full review of their commercial capacity and limits. This season our company has almost used our entire allotment, so two weeks ago we cut 1/2 of our buses to the glacier for the second half of the season. We also have been upgrading our vehicles each year and I am happy to say we have clean and quiet buses, though of course not electric (as they are still priced above what a small business could afford), but as clean and quiet as they make otherwise! We look forward to the future with all of us locals work together to find a balance between maintaining a sought after tourist destination, which is our livelihood, with conserving our natural environment which is the livelihood of so many wonderful species we are fortunate enough to share this space with. Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch
07/17/2023, 4:45 pm	Website	Vessel: Other	Downtown	Closed	I've had to move aside on 3 different occasions for rickshaws on the sidewalk on the Egan strip along the water between the boardwalk entrance and across from TK Maguires. This part of the highway has a wide and dedicated bike lane that they should be using. Instead they force pedestrians to move aside as they pull along tourists. It's been ongoing for a few years. They ride on other roads when there is no bike lane. Why do they crowd a well-walked sidewalk when there is an excellent bike lane next to it? Irritating and dangerous for pedestrians.	Alaskan Pedicab Tours	
07/17/2023, 5:02 PM	Phone	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	My name is *** and I'm a Juneau resident. I just observed at 4:56 an AlaskaTours.com bus #1200 inbound from out the road, just in from the ferry terminal, going 52 MPH in a 35 MPH zone. Highly irresponsible. Very disappointed, and it's not the first time I've seen that. Everybody's going way to fast. I would hate to see more enforcement. I've also seen at the top of Back Loop where the crosswalk is Juneau Tours, the blue buses, I saw one blaze right through there. So maybe a not-so-gentle reminder to bus drivers about crosswalks especially with these darker and rainier days coming.	Alaska Independent Coach Tours, HAP Alaska-Yukon, Juneau Tours & Whale Watch, M&M Tours Unlimited	HAP ALASKA-YUKON TO HOTLINE: We'll follow up with ****. I just ran a GPS track on coach 1200 during their Auke Bay route yesterday afternoon, and reached a top speed of 37 mph after leaving Allen Marine, and by the time it got to Fishermen's Bend speed was at or under 30 mph. At the time noted below the coach had just cleared the round about and was doing 24 mph. It could be that the caller is referring to a different bus, but he seems pretty clear below. I also checked the other two buses on that route yesterday at that time, and happy to say that none of them were over the speed limit. Much of this may be perception, as a large coach in a small area can look like it's going fast. We'll put an alert out to our Drivers today regarding this. Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-Yukon JUNEAU TOURS & WHALE WATCH TO HOTLINE: Left a message on Mr. Nicholl's voicemail. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch ALASKA COACH TOURS TO HOTLINE: We do not have a bus number 1200. However, this is a good reminder for our drivers. I will add it to our next drivers meeting agenda. I did not reach out to the caller as this was not our bus. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours HAP ALASKA-YUKON TO HOTLINE: Reached out to ****, but was unable to speak with him. Left a voice message. Thank you, Whitney Schaeler, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon
07/18/2023, 9:49 PM	Email	Aircraft	Mendenhall Valley	Closed	Hello, Today, Tuesday 7-18, was not nearly so bad as it might have been. In a summer of a great many bad days for helo noise, today ranks as one of the rare okay days, at least in my neighborhood. I of course don't know how it was elsewhere. Except for some flights mid-morning, and a few after 1700, most of the aircraft were farther away. I could still hear the constant drone of the noise surrounding the valley, but it was a lot better than most day. I know this is a complaint line but I thought I should put this one in. Some days are acceptable, though the overall picture is bad.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	

07/18/2023, none	Website	Cruise: Visual	Downtown Docks	Closed	I work in the tourism industry and spend much of my day on the docks. I am thinking we need better labeling of our bear proof garbage cans. The tourists believe them to be garbage containers but many of them are not labeled as such. The labels have worn off and there is no labeling of any kind. They tourists do their best at using them but get frustrated at not being able to open them and just leave their garbage sitting next to the cans. A valiant effort for sure and many of the dock workers (vendors, tour staff, shop owners etc) do their best to help which does lead to some great interactions but they are not always available. I think we need clear labels and instructions to use them. A local artist could design a label or have a contest for school kids to design something. Certainly this could also be an opportunity to educate our visitors about the necessity of these containers to keep our wildlife safe. They want to see a pristine Juneau as much as we do!	CBJ Docks and Harbors, CBJ Parks and Recreation, CBJ Tourism Department		
07/19/2023, 11:46 AM	Email	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	Just now at North Pass the St Maria was far too close to several humpbacks feeding. They did not stay 100 yards off.	Allen Marine	ALLEN MARINE TO EMAILER: Hello ****, I wanted to let you know that I spoke to the Captain of the St. Maria that day about keeping their distance from the whales during actively feeding. It sounds like that day they were moving in one direction and switched directions, which may have brought them in closer. This is a Captain that has been with us for 3 yrs now and works to keep the vessel in a safe operating distance every time. Thank you for your concern, we will continue to work towards keeping the appropriate distance. Stuart MacDonald, Allen Marine	
07/19/2023, 3:43 PM	Email	Vehicle: Bus/Shuttle	North Douglas	Closed	Hello. I've already called and left a phone message for the IRIDE ALASKA TOURS AND SHORE EXCURSIONS segway tour company about the failure to acknowledge the speed limit on North Douglas Highway and keep a safe distance from other (local) vehicles. Supposedly, the IRIDE ALASKA TOURS AND SHORE EXCURSIONS owners are locals, so maybe their van drivers are college-aged, seasonal employees and just want to make money. This is what tailgating communicates to people on the road. I've already called in to the Juneau Tourism Hotline earlier this summer about being tailgated at 50 mph on North Douglas Highway by the white segway tour van. At 2pm today, I saw not one, but two segway tour vans pulling equipment tailgating a white Subaru going outbound on North Douglas Highway today. A true Juneauite knows that Subaru's actually go the speed limit in the summer months. These vans were less than a car length behind the Subaru and the second van was pretty damn close to the first van's trailer, in tandem. -The speed limit on North Douglas Highway is 45 mph. People who live out north douglas don't enjoy being tailgated as they drive home, just because someone else needs to make money. The next time I see one of the IRIDE ALASKA TOURS AND SHORE EXCURSIONS segway tours vans on North Douglas Highway tailgating, I'll be calling JPD (Juneau Police Department), just as I would for a drunk driver. Tailgating and failure to maintain the SAFE, appropriate distance behind local vehicles is cowardice intimidation and violation of another's safety. I look forward to the demonstration of basic safety and courtesy by IRIDE ALASKA TOURS AND SHORE EXCURSIONS on North Douglas Highway. I don't want a verbal or written apology, because I've already been tailgated and stressed out for someone's summertime paycheck with IRIDE ALASKA TOURS AND SHORE EXCURSIONS.	iRide Alaska/Segway Alaska	IRIDE ALASKA TO HOTLINE: This is Rueben Willis with iRide Alaska. I'm calling in response to the complaint by **** about being tailgated by one of our vehicles. I have responded to her directly, left her a message, and had a conversation with my team. Thank you very much.	Emailer also left a phone message detailing the same information.
07/19/2023, 4:45 PM	Phone	Vehicle: Bus/Shuttle	Downtown	Closed	I would like to report one of the Salmon Bake buses where the driver had both hands on his cellphone, texting, not looking at the road, coming out of the roundabout downtown. Obviously super dangerous. Please feel free to contact me. I wasn't able to see the bus number.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: Hello, We have responded directly to the person who placed the comment. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	

07/19/2023, 5:33 PM	Phone	Other	Downtown	Open	<p>CALL #1: Today I put my garbage cans out and went for a walk on the dirt portion of Basin Road, I was passed by at least four cabs of two different companies going at least twice the posted speed limit of 10 mph, and each one of them drove at me. My guess was that they thought I was in their way and I needed to move. In fact there are no sidewalks here. These are shared road surfaces between pedestrians and motor vehicles. Some of the pedestrians are people who live here, some are tourists. I don't like it when I'm being intimidated by these vehicles. Also, there were no vehicles that did the speed limit. If the tour operators actually drove the speed limit, it might encourage others to do so. Additionally, there were two brand new shiny Jeeps that drove by me at twice the speed limit. They too thought I should disappear from the road. I'm going to guess they belong to the Jeep rental place downtown. I really hope you can convince people who operate these businesses that they need to make sure that their drivers know that aside from the gas pedal, they have a steering wheel and they have a braking pedal, and it would be good if they followed the posted speed limits. Thank you. CALL #2: I've also been told by my neighbors that my planter, which is adjacent to the street, has been hit number of times by Alaska Travel Adventures. It's a big oak planter with plants on top. Inside it has about 300-400 pounds of rocks, and they've managed to move it a good yard after been hit several times. After a few years they are beaten to matchsticks and I have to replace them. One of the reasons it's there is to shelter the people on the road, giving them a place to hide when people insist on squeezing through the portion of Basin Road that's not the dirt portion but is much narrower. When those vehicles come through, nobody has ever notified me that they hit it, nobody's ever put it back where it comes from, and the reason it got there in the first place is I used to have my car parked there and it was sideswiped on a regular basis by Alaska Travel Adventures and others. I would really like people to drive the speed limit.</p>	<p>Alaska Travel Adventures, Capital Cab, DLux Rides, Evergreen Taxi, Taku Taxi, Unplugged Adventures</p>	<p>UNPLUGGED ADVENTURES TO HOTLINE: Thank you for sharing your concern. Please note that we do not direct Jeeps up Basin Road, but some guests might occasionally choose to visit there along with residents visiting the numerous trails. Regardless of their destination, guests agree to abide by all local laws and posted signs and are reminded of that before they leave. We have found the vast majority of our guests to be conscientious travelers and would hope that would be all anyone would encounter. Have a nice day, Unplugged Adventures</p>	
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07/20/2023, 10:04 am	Website	Aircraft	Mendenhall Valley	Closed	<p>I have been listening to helicopters fly over the Mendenhall valley for the last 2 months on a daily basis. This is new noise. I hear helicopters 7 days a week up to 12 hours a day. Residential neighborhoods impacted by tourism needs to be addressed. The helicopter noise is unbearable. My suggestion is to 1) reroute the thousands of helicopters to less residential areas and 2) set up up designated areas for no tourism activities in the Juneau borough.</p>	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	<p>COASTAL HELICOPTERS TO SUBMITTER: Good Afternoon ****, 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 traffic. This season, Coastal Helicopters is operating one less helicopter on our tour schedule than we did in 2019. We have also removed our late evening departures from our schedule to limit the noise in the evenings. We removed our 7:15pm Icefield Excursion, 6:55pm Dog Sled and 6:20pm & 6:55pm Dog Sled w/Additional Landing. Here is our year to date passengers flown compared to 2019: 12,708 (2022) vs 13,775 (2019). I compare this season to 2019 because our industry was still reeling from the crippling shut down of our industry until this summer. We have historical flight data that we can reference. It is helpful when complaints come through to provide operators with more specific details regarding time, color of a/c and location. We can then pull up the data to see if the pilot was not flying in accordance with the LOA's. As you can see, Coastal Helicopters has made efforts to mitigate the noise during the Summer season. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters, Inc. NORTHSTAR HELICOPTERS TO SUBMITTER: Thank you for reaching out to TBMP and apologies for the delayed response! You mentioned in your comment that "this is new noise". The "Mendenhall Route" to and from the airport has been in use for over 25 years, so I wonder if by stating "this is new noise" you are possibly picking up on some aircraft not flying on the route as they should be. First off let me state that NorthStar in particular tries our best to avoid using the Mendenhall route when the weather allows. We have been blessed this season so far with pretty dam good weather for flying so only a few times (including a few flights yesterday) have we had to utilize that route. Our preferred routes to the Mendenhall Glacier are the Auke Bay route to the west or the Blackerby Ridge Route to the east and for the most part this summer we have been able to use those routes exclusively. It would help to know where in the valley you live or have experienced the noise from and if you could pin point a specific time that it occurs. It is difficult to see sometimes because the aircraft are usually above 2000 feet but if you could tell what color they are and which direction they are travelling (to or from the airport) this would also be very helpful. I want to be sure that NorthStar's pilots are flying the routes properly and although I speak to them about each comment that comes in I can't be along for every flight so I do appreciate when I get any reports of anomalies in routing that are reported. Sometimes pilots must deviate from normal routes for either traffic or weather but the vast majority of our flights should be on the routes and at proper altitudes. Thanks again for your comments. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC</p>	
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07/20/2023, 10:20 AM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	<p>Hello, we are 40-year residents of Juneau living on Lena Cove and over the last 5-10 years have seen an exorbitant increase in whale watchers and the actions of the whale watchers with the whales particularly in the mouth of Lena Cove and between here and Shelter Island. Also in Saginaw Channel where the whale watchers are extremely discourteous, congregate about the whales well within 100 yards, and pass directly off the beam of our boat which travels slowly. We'd like to make a definite complaint with regard to the whale watchers. They can contact us at *****, email *****. Thank you. Hopefully this can be improved upon.</p>	<p>49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Alaska Whale-watching/Anglers Choice Alaska, Allen Marine, CBJ Tourism Department, Dolphin Tours LLC, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures</p>	<p>JUNEAU TOURS & WHALE WATCH TO CALLER: Hello, I got your report about whale watching vessels and appreciate you taking the time. We have range finders on board every vessel and are very rigid about the approach rule. We also have agreed to follow the extra restrictions requested by the community and laid out by TBMP and Whale Sense. We do ongoing training with our captains to attempt to maintain compliance. Please contact me immediately if you see any of our vessels specifically operating in conflict of any laws or guidelines. I will address anything specific immediately. My direct cell is: **** We love the whales and our waters and want this to be a happy place for all locals and our guests alike! Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch JAYLEEN'S ALASKA TO SUBMITTER: Hello - This is Jayleen owner/operator at Jayleen's Alaska. While I haven't been here as long as you; I am a 30-year resident of Juneau - most of which was living full time on Shelter Island. I have lived and grown up with the growth of the whale-watching community and I am familiar with your concerns. It can sometimes be very difficult to judge distance in photos with large animals, open spaces, and sometimes misleading angles. Whale-watching vessels are required to shut down or neutral our engines if whales approach us and get closer than 100 yards, which sometimes does result in pictures of boats closer than 100 yards to whales. I assure you that I am personally on the water most days and monitor our captains frequently. While some of the captains in the industry may appear to be discourteous - a lot of them (all of them in our company) are locals who love & respect this area & the whales as well. It is something that concerns them too - which is why we, as an industry, attend seminars, and captains meetings and have protocols in place that go above and beyond what is legally required - in an effort to make a difference and minimize our impacts. In regard to boating practices, we can always do better and I will remind our captains to be extra mindful and respectful of other vessels on the water. We take safety concerns very seriously. We will continue to do our part in minimizing the impacts of the whale-watching industry as much as possible. Sincerely, Jayleen Bydlon, Owner/Operator GASTINEAU GUIDING TO HOTLINE: I emailed this individual directly and informed them about the recent collaboration among whale watching companies. I informed them our goal to make this a sustainable industry for years to come in the least impactful way on our Juneau locals and marine wildlife. I also gave them the legal and voluntary guidelines we all hold each other accountable for. I also told this individual the option to reach out to me directly if there is any concern or complaint regarding a Gastineau Guiding vessel. Robie Janes, General Manager, Gastineau Guiding</p>	
07/20/2023, 4:24 PM	Phone	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	<p>Today I was going through the Auke Bay roundabout going about 15-17 mph and there was a large bus license ETG 497 that was traveling northbound that pretty much cut me off by speeding up. I thought buses were supposed to come to a stop, like school buses, but this driver...I had to apply my brakes in order not to hit him.</p>	HAP Alaska-Yukon	<p>HAP ALASKA-YUKON TO HOTLINE: Called Dave Klein. We had a nice chat and we were able to discern who the driver was. I will address this issue with the driver and remind them of roundabout risks, rules, and etiquette. Thank you, Whitney Schaefer, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon</p>	
07/21/2023, 5:20 PM	Email	Vehicle: Bus/Shuttle	Auke Bay (Land)	Closed	<p>The hundreds of busses and vans moving cruise ship passengers in and out of the Auke Bay area is insane. We hear back up beepers from busses and vans throughout the day. It is very disturbing. This used to be a great neighborhood to live in. Now the traffic volume is dangerous. At times we can't even pull safely out of our driveway. Reduce the number of cruise ship passengers in Juneau.</p>	CBJ Tourism Department		

07/21/2023, 8:25 AM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	<p>Hello, I'd like to express concerns about the growing number of whale boats out of Auke bay, and the poor actions of many of the operators. Over the course of the summer we have witnessed groups of whale boats encircling pods of whales multiple times, causing distressed behavior among the pods, and individual operators deliberately cruising far too close to the whales. We have also witnessed smaller whale boats speeding in and out of the harbor, spraying wake and cutting across or very close to other boat drivers. There are too many and many are not respectful of the whales or other boats. This is not all drivers, but very noticeable every time we are on the water and distinctly different from just a few years ago. As cruise passengers rise, these operators will continue to grow & whale harassment and unsafe boats will continue to proliferate unless the industry adheres to best practices.</p>	<p>49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Alaska Whale-watching/Anglers Choice Alaska, Allen Marine, Dolphin Tours LLC, Gastineau Guiding, Harv & Marv's Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures</p>	<p>JUNEAU TOURS & WHALE WATCH TO EMAILER: Hello, I got your report about your concerns about whale watching vessels and appreciate you taking the time. We share your concerns as we are also locals and want to preserve this great experience for years to come! Some of the things we have done to practice and promote responsible whale watching as a company is that we have range finders on board every vessel and are very rigid about the approach rule. We also have been involved in WhaleSense where we do extra training and follow additional restricted guidelines beyond the laws set out. We also, via TBMP, have volunteered to follow the extra restrictions requested by the community and laid out by TBMP. Please contact me immediately if you see any of our vessels specifically operating in conflict of any laws or guidelines. I will address anything specific immediately. My direct cell is: (907)723-3208. We love the whales and our waters and want this to be a happy place for all locals and our guests alike! Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch JAYLEEN'S ALASKA TO EMAILER: Hello - This is Jayleen owner/operator at Jayleen's Alaska. While I haven't been here as long as you; I am a 30-year resident of Juneau - most of which was living full time on Shelter Island. I have lived and grown up with the growth of the whale-watching community and I am familiar with your concerns. It can sometimes be very difficult to judge distance in photos with large animals, open spaces, and sometimes misleading angles. Whale-watching vessels are required to shut down or neutral our engines if whales approach us and get closer than 100 yards, which sometimes does result in pictures of boats closer than 100 yards to whales. I assure you that I am personally on the water most days and monitor our captains frequently. While some of the captains in the industry may appear to be discourteous - a lot of them (all of them in our company) are locals who love & respect this area & the whales as well. It is something that concerns them too - which is why we, as an industry, attend seminars, and captains meetings and have protocols in place that go above and beyond what is legally required - in an effort to make a difference and minimize our impacts. In regard to boating practices, we can always do better and I will remind our captains to be extra mindful and respectful of other vessels on the water. We take safety concerns very seriously. We will continue to do our part in minimizing the impacts of the whale-watching industry as much as possible. Sincerely, Jayleen Bydlon, Owner/Operator GASTINEAU GUIDING TO HOTLINE: I've reached out to the individual and responded to the complaint. Robie Jane, General Manager, Gastineau Guiding</p>	
07/22/2023, 5:31 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	<p>My concern is Alaska Travel Adventures with those whale watching boats (they have three of them), they make a terrific wave. They come right in to the marker. They are responsible for their wake. I've never gotten a call from anybody from them. I've called before...it does absolutely zero as far as their wake goes. It's tearing us up.</p>	<p>Alaska Travel Adventures</p>	<p>ALASKA TRAVEL ADVENTURES TO HOTLINE: Good Afternoon TBMP. We have talked to Mr. Lindegaard both in person and by phone many times during past seasons to hear his concerns. Our captains follow the established 'best practice' route, and bring the vessels to an idle speed by the time they arrive at the marker. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures</p>	
07/22/2023, 8:34 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Closed	<p>Good evening, this is *****. I'm sitting here in my house in West Juneau and I looked out and thought "oh my gosh, there's a cruise ship on fire." The cruise ship is not on fire. It is simply the air emissions coming out of Carnival Spirit which was scheduled to leave at 8 and is still here polluting our air. No, I'm not going to bother responding to DEC. You can't expect them to do anything. What I would like is if Alix Pierce could possibly give me a call on Monday. I understand NCL did speak before the Assembly a few weeks ago. We were out of town. I heard they somehow blamed Juneau's geography on their emissions. It's curious because the Queen Elizabeth left here just about 1/2 hour ago and there were hardly any emissions coming out of her smokestack, and she's dealing with the same geography that NCL is. This is disgusting. I'm not sure why our city officials are willing to put up with this degree of pollution. Again, if Alix could call me and fill me in on what the NCL folks had to say to the Juneau Assembly, I would appreciate that very much.</p>	<p>Carnival Cruise Lines, CBJ Tourism Department</p>	<p>ALIX PIERCE TO HOTLINE: I called and had a long conversation with the caller.</p>	

07/22/2023, Around 11 am	Website	Vessel: Whale Watching	Other	Closed	The MV Rochelle B, Juneau Whale Watch Tours, almost ran over our boat while we were fishing north of Shelter Island on Saturday morning. The captain either didn't see us or purposely choose to ignore us because he did not give us any room. Choosing to go between us and the island causing a horrible wake because he was traveling at about 40 knots and we were trolling in 100 ft of water. It was rude and dangerous for the kids we had on board. Very disappointed in what is listed as a Juneau business that appears to have no regards for the locals. There were other tour operators out there that purposefully swung wide to limit their impact on the other small boats that were in the area fishing.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Thank you so much for taking the time to email the TBMP Hotline. As a local company, knowing how our individual captains operate out on the water every day is so important. We really appreciate you bringing this to our attention and we take these cases to heart. The fact that you got the name of the vessel and the time and location makes it so easy for us to address this. Thank you. I had a conversation with Capt T, who was driving the RochelleB that day. He is a 15 year captain, 10 of those here in Juneau. He sent me the below email reply to send to you. Dear Ms *****, I am so very sorry about this! You are right, I must not have seen you and been too focused on other things while I was north of Shelter at that time, because I don't remember any close encounters. This is no excuse, it is an important reminder to me of how important ALL aspects of situational awareness are for a boat captain. One thing I do want to add, hopefully to put you a little bit at ease, we never go faster than 29 knots - our motors can't go any faster than that. Of course, I understand and see how it how it must have seemed faster due to the size difference of our vessels, so once again, I apologize. I will be much more vigilant about smaller vessels from this day forward. Kindly, Capt T, Juneau Tour and Whale Watch	
07/23/2023, 7:54 PM	Email	Other	Eaglecrest	Closed	Dear TBMP, What is now some time ago, the Eaglecrest manager, Dave Scanlon, met with North Douglas residents and assured us of promises which he would follow. Yesterday I saw them broken. My husband and I walked along the lower trail toward the bridge over the creek. A group of tourists were coming along at a good clip on their Segways. We had to leave the trail then and later so they could pass. Mr. Scanlon promised that tourists would not impact local berry picking spots. But there they were, at several spots, Segways parked and tourists picked berries, much to their delight, in locations used by local berry pickers. We engaged in brief conversation with them and were polite, after all, this is Juneau. I do not so much begrudge them a few berries as I felt this was yet another issue of uncontrolled tourism. We also noticed that where the machines stopped, they pulled onto the verge and about 6 feet at several sites the muskeg was shredded, flooded and without vegetation. Again, local users of Eaglecrest were promised by Mr. Scanlon that degradation would not happen. Will the tourism company restore these locations where mechanized travel, forbidden even when the ground is frozen, has negatively impacted the ground cover and drainage? I hope we are not seeing a decline in efforts to protect locals' quality of life in favor of providing experiences for tourists. On another note North Douglas residents had spoken about Eaglecrest requiring tourism companies to convey summer visitors in smaller electric buses. I would appreciate an update on that issue.	CBJ Tourism Department	EAGLECREST TO EMAILER; Thank you for reaching out to us to relay your experience with the Segway tours and express other concerns about tourism at Eaglecrest. I know that Eaglecrest is a popular blueberry picking spot for many. The Lower Loop trail that the Segway tours are using does have really close access to blueberry patches and although I'm sure they are starting to take advantage of the berries close to the edge of the trail they are not permitted to be doing berry picking excursions off of the direct trail side bushes. Please let me know if you see them deeper off trail in your future berry picking outings as I cannot have eyes everywhere and I count on regular users such as yourselves to keep me informed on what is happening out on the trails. I am glad to hear that the Segway staff you encountered were polite. The owners have taken extra effort to train their guides to the importance of trail etiquette and ensuring that they are minimizing any trail conflict to the very best of their ability. I will be sure to inspect the trail area for damaged sections of trail that may be caused by their use and will be sure to address it. As you know balancing local use of our facilities with the financial benefit that tourism brings is a big task that needs constant nurturing and is ever evolving. Electric mini busses for transport of tourists to Eaglecrest and other tourism destinations around town is certainly a great aspiration that we would like to strive for. I hope the we will see the technology of Electric Vehicles continue to evolve to the point where we will see 15 passenger electric vans or 24 passenger electric mini busses grow to the point where the will be affordable and reliable enough to become our new norm. Thank you again for reaching out and please continue to reach out with any other thoughts or questions. Best Regards, Dave Scanlan, General Manager, Eaglecrest Ski Area IRIDE ALASKA TO EMAILER: Dear *****, Thank you for your email. Having been in operation for 3 years this is only the second concern we have received. We are proud of our record, but are always willing to listen to what we can do better. Our guides are trained to be respectful of others using the trail, especially when passing, we will remind them again. Any Berry picking would be limited to the couple they pick as a taste next to the trail, and would not be enough to have a negative impact on local Berry pickers. We have a policy that Segways are only ridden on the graveled trail. The beauty of the area is very important to us. Each winter there is some damage caused by the snow grooming equipment that is 12' wide. As part of the grooming done for the cross country skiers. There are a few places along the trail where every winter grooming has damaged bushes and or moss. In the spring we use our employees and spend time replacing moss and trimming any damaged vegetation although that is not possible in all areas. In addition, this year we placed new gravel on the trail in places where it was wearing thin or eroding and added gravel where the new trail joined the old trail and was extremely rough with shot rock. We are happy to help keep the trail nice for everyone. We are also pleased that the fees generated from using the trail go toward operations and maintenance at Eaglecrest helping to reduce the cost for everyone in Juneau. Thanks again for your email, we will continue to work hard to keep the impacts on the trail, the surrounding vegetation and other users to a minimum. Kind Regards, Reuben Willis, iRide Alaska	

07/24/2023, 6:26 PM	Phone	Other		Closed	I was just listening to the city tourism manager, Alexandra Pierce, saying that there are too many tourists coming to Juneau, and I agree with her 100%. I was listening to her on KTOO. With 1.67 projected tourists this year, Juneau has too many cruise ships coming. They are doing too much environmental damage to Southeast Alaska and they are just absolutely overrunning this place. I've lived in this community over 50 years and it's absolutely disgusting to see that the city is continuing to allow this level of increase on an annual basis. It's ridiculous. It's completely out of hand. I want to advocate for fewer cruise ship passengers, fewer landings, fewer visits, and fewer impacts. One of the big problems happening with these cruise ships is the amount of stuff they are dumping in the oceans. It's unbelievable. We continue to allow this community, which is the large cruise ship port on the west coast of North America, we continue to allow or not even attempt to have any kind of influence on this industry, which has really been built on the back of this community. [the message machine stops recording at 2 minutes]	CBJ Tourism Department	
07/24/2023, 8:36 PM	Phone	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	I was turning right out from Safeway to head over Brotherhood Bridge, and Allen Marine van #5, a white 12-person, came across Brotherhood Bridge and did an illegal left turn, an illegal u-turn. I called the company, but please let them know.	Allen Marine	ALLEN MARINE TO HOTLINE: I will be responding to this person, Thank you. Stuart MacDonald, Allen Marine.
07/25/2023, 12:00 PM	Phone	Vehicle: Bus/Shuttle	Downtown	Closed	Alaska Coach Tours bus 131 is belching black smoke every time it accelerates as was coach 222 two days ago. Today was downtown, two days ago was coming out of downtown, belching black smoke every time they touched their accelerator.	Alaska Independent Coach Tours	ALASKA COACH TOURS TO HOTLINE: I spoke with **** and let her know we have scheduled these buses for maintenance. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours
07/25/2023, 12:52 PM	Email	Vehicle: Bus/Shuttle	Downtown	Open	ATA male driver in white small passenger van with ~10 ish seats. Backing out of the Marine Park Deckover entrance onto Marine Way at 12:52 pm today. He chose his time well and wasn't reckless, but not good practice. Thanks.	Alaska Travel Adventures	
07/25/2023, 5:23 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	I'm calling about an event that happened on Egan with a TEMSCO vehicle. I was in the fast lane on Egan. They merged over into the fast lane from the Walmart exit and got in front of me doing roughly 50 mph when slower traffic was probably 65. I've already talked to TEMSCO about it but I just wanted to talk to you guys too.	TEMSCO Helicopters	HOTLINE TO CALLER: Thanks for submitting the concern and it will go into the monthly report. [Caller already talked to TEMSCO.]
07/25/2023, 7:34 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	I'm calling to complain about Gray Line and Alaska Coach Tours, two 25-year-old buses and they're both blowing smoke on Egan. How come they're starting with black smoke? This community gets more cruise ship passengers than any other port on the west coast of North America. Why do we get the **** buses? Why does the city tolerate that? I also want to complain about the tourism hotline. It takes 56 seconds before you can leave a message, and then you can't even complain about emissions. I want to complain about the city never ever standing up about emissions. Why do we allow the cruise ships to come up here and discharge they way that they do? Why doesn't the city say ships have to burn marine grade fuel in order to come into Juneau? But no...the whole industry was built around this anchor port and we do nothing.	Alaska Independent Coach Tours, CBJ Tourism Department, HAP Alaska-Yukon	HAP ALASKA-YUKON TO HOTLINE: Thank you. I'll research and call Mr. **** back today. Luckily our GPS does show two coaches with "Gray Line" on them on Egan around the time of the call, so we should be able to pinpoint the problem. None of our buses should be blowing black smoke - unless there is a mechanical defect to address. Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-Yukon HAP ALASKA-YUKON TO HOTLINE: Made contact with Aaron via telephone. Had a lovely conversation with him about his concern for the less-than-desirable state of some of the buses in Juneau. We were able to track down the HAP bus that was billowing smoke and it turned out to have a faulty fuel injector, which is being repaired. Thank you, Whitney Schaeler, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon
07/25/2023, 9:30 AM	Phone	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	I was out fishing at North Douglas on the Favorite Channel side today. My dad and I were fishing in a skiff. Great weather today. Almost every other tour operator was driving at absolutely the highest standards. Between 9:30 and 9:50 a.m. Alaska Travel Adventures boat completely swamped our vessel. It had water over the bow. It came way too close at full speed. It was the most extreme wave I've ever experienced in our boat. It's flat calm out and we just got a 3-4 foot wave over the bow. Then a couple of hours later two of their vessels were coming up the channel...[message machine cut message at 2:00 minutes]	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: Our Lead Captain and Manager spoke with Ms. Thrower. She was overall complimentary of how our captains handle the boats on the water. They spoke of this particular encounter and our captain apologized to her for our boat throwing a wake at her skiff. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures
07/26/2023, 1:10 PM	Phone	Other	Downtown	Open	I'm calling in a concern of the older gentleman who is on the pedicab service that is in town. He is literally riding that trike blocking traffic from the garage to the tram, and he's going like one mph. He is holding up traffic in an incredible way. I think we need to figure out what to do there and try and move forward.	Alaskan Pedicab Tours	

07/26/2023, 4:09 PM	Phone	Other	Gastineau Channel (Marine)	Open	I have two concerns to address: 1) Yesterday, July 25 about 4:45 AM, I was going out in my 19-foot boat and the Norwegian Bliss coming in had a giant wake that resulted in waves coming over the bow of my boat. They're supposed to have controlled wakes in the channel. And the Celebrity boat right behind it had almost no wake and the Norwegian boat had this giant unsafe wake. 2) The North Douglas boat launch kayak tourism operation leaves their Lund all of the time at the fish cleaning station so that no one can use it. There's not always someone there to move it.	Alaska Travel Adventures, Cruise Line Agencies of Alaska, Norwegian Cruise Lines	ALASKA TRAVEL ADVENTURES TO HOTLINE: Hello, We have responded to this concern and will position the skiff further away from the fish cleaning station. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
07/28/2023, 10:03 AM	Email	Other	Downtown	Closed	Five ships a day is still too much for Juneau to handle. The Mendenhall glacier can't handle this many tourists as seen by the passes already drying up. The public bus system can't handle this many tourists on their routes and now have to leave Juneau residents stranded not able to get to their jobs. The one lane Mendenhall Valley road is now congested with endless traffic from big tour buses none stop. The ATMs downtown can't connect because so many tourists are eating up the internet. Grey water dumping all over our beautiful channel. Garbage being dumped at our already full land fill. The list goes on and on. It saddens me as a life long Alaskan watching the cruise ship industry do whatever they want and Juneau residents having to pay for it. Wake up and realize how much damage this cruise ships are doing to Juneau. Five ships a day is still way too much. I think the businesses that rely on the cruise ships can manage just fine and profit with three ships a day like Skagway and Sitka.	CBJ Tourism Department		
07/28/2023, 10:36 AM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	Hello I am writing about Juneau Tour Bus #11 this am. The bus has a whale breaching on the side. I was driving on Egan inbound at 9:14 am and in the left hand lane passing Fred Meyer and this tour bus was right in my tail . I was going 65 mph . When able I moved to right hand lane before pioneer home and he passed me going faster than 65mph. There were no passenger on the bus and the driver was male. This speed seems excessive.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO EMAILER: Thank you so much for bringing this to our attention. Our drivers need to remember to stay within the speed limit even when they are empty! I will contact him and talk to him before he heads out on another tour. Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
07/28/2023, 2:30 pm	Website	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	Juneau Tours & Whale Watch...Two of their boats remained in the area of active bubble netting whales for 45+ minutes. Between the north tip of Aaron island and Shelter.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello, I just got this concern forwarded to me. Sorry for the delayed reply. I reviewed our dispatch to find out who was on the water that day and I reminded those captains to watch the time on whales and limit to max 30 minutes as we were one of the companies that decided on that guideline in the first place! Thank you so much for bringing this to our attention. Feel free to contact me directly anytime, that way I can address any issue immediately. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
07/28/2023, 3:01 PM	Phone	Vehicle: Bus/Shuttle	J-D Bridge	Closed	I was driving into town at about 2:45 in the afternoon today. I was behind a Gray Line bus #8262. This bus had done what many buses do. It had come over the Douglas bridge around the roundabout and back over the bridge into town. I guess they're just sightseeing. Kirby Day told me there's no problem with it unless of course you live in Douglas and you're trying to get across the bridge. Anyway, this bus was going about 20 mph; it got up to about 22 mph going over the bridge. When we got to the base of the bridge at Egan, the bus was turning right and, I don't know for what reason, sat there and would not make the right turn. There was no traffic that I could see. I was directly behind the bus. We sat there for a couple of minutes, then they finally started turning when the oncoming traffic so they sat there even longer. If they can't go with the flow of traffic so the locals can get to where they need to go, we've got too many buses.	HAP Alaska-Yukon	HAP ALASKA-YUKON TO HOTLINE: We'll follow up. We do indeed allow Drivers to drive across the bridge and come back as long as they aren't impeding traffic - if they were only doing 20 mph, then that was too slow, but we also don't know what was in front of the bus. As for the right turn merge onto Egan, we'll see what the Driver was looking at. A bus is a bit larger than a car, so they do need a bit more space in traffic to pull out. We don't turn right on red lights at intersections, but the bridge merge is different as it's a yield, not a stop. Thanks, Bill Hagevig, Division Manager, Juneau Transportation & Guest Services, HAP Alaska-Yukon HAP ALASKA-YUKON TO CALLER: Thank you for reaching out with this concern. After speaking with the driver we were able to deduce the root cause of why he stopped for so long before turning right and it won't be an issue in the future. As far as the slow speed on the bridge, the driver has been reminded that he needs to be more cognizant of his speed so as not to impede traffic on the bridge, as that is unfair and obnoxious to vehicles around him. Again, thank you for bringing this to our attention so we could correct this driving habit. Thank you, Whitney Schaefer, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon	

07/29/2023, 12:48 PM	Phone	Aircraft	Lemon Creek	Closed	Hello, my is **** and I live in Mountainside. The last few days the helicopter traffic has just been intolerable. It's like listening to a replay of Apocalypse Now. I was also at Dimond Park Athletic Field coaching youth soccer. I couldn't even talk to the kids during much of the time with all the helicopter traffic there as well. This has been going on for several days. I think the reason people aren't calling is you never get to speak with anybody and nothing ever happens, so it was disingenuous to publish an article saying the complaints were similar to last year even though there's a lot more people here. Thank you.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO HOTLINE: Called and spoke with Tom. Very nice man. Had a good conversation and spoke about the routes (Blackerby, and Salmon Creek) that might affect his neighborhood. He mentioned that today "it hasn't been all that bad" and that yesterday was worse. I explained to him that NorthStar does utilize both the Blackerby and Salmon Creek routes He seemed to indicate that he was concerned about the number of people coming to town on the cruise ships and that he felt the article about complaints was misleading. Reminiscid a little about projects he had done in the past with helicopters and that his neighbor used to be the founder of our company. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
07/29/2023, 4:30 PM	Phone	Aircraft	Mendenhall Valley	Open	It's a beautiful, warm afternoon. I'm sitting out on my deck and the helicopter noise continues to drum away, even louder than the traffic on the road. So I will continue to register my concerns. I have gotten responses but they seems more like simply excuses or justifications rather than corrections. So probably I will petition the FAA for a noise study, and we need to have monitors at different places around the borough because the sound is different depending on where you are located because of the terrain here and because of the flight patterns. As a community we really need to tackle this to understand what the problem is and try to fix it because it's not getting done. It's overwhelming.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
07/29/2023, 5:18 PM	Email	Vehicle: Bus/Shuttle	Auke Bay (Land)	Open	I am a long time user of the boat launch at Statter. I pay my boat launch permit every year and my daily parking fee. A few of us (actually users I don't know; but Juneau residents) were at the dock yesterday getting our boats out of the water. (Thursday the 28th). It was quite pleasant coming into Auke Bay except for the 3-4 foot seas in Auke Bay. Someone brought up the congestion with the whale watching boats and then another person --- and myself -- brought up the buses that are now using the parking lot to access the whale watching dock. Quite frankly, those buses are in the way. That bus traffic is terrible. Surely this was never built or this. Figure it out. Get these buses out of the lot for locals using the boat ramp. There is enough local user congestion on a nice weather weekend (and weekday these days) without adding giant buses to the equation. I don't remember this bus thing when I commented on the plan to cram that whale watching dock in a few years ago. Was that in the plan options? Please help the locals.	CBJ Docks and Harbors, CBJ Tourism Department		
07/29/2023, 6:56 PM	Phone	Cruise: Noise	Douglas	Open	I'm calling to complain about the loudspeakers on one of the cruise ships downtown. I can hear it here in Douglas. It's a nice evening and I want to be outside. It's also been rumbling all day as if it's on. I don't know which ship it is; I'm not going to drive downtown to find out. I'm really bummed out that this will be glossed over yet again. The impacts this summer have been pretty incredible. I hope people are making up enough money from the pandemic but, boy, it's time for some limits. Thank you.	CBJ Tourism Department, Cruise Line Agencies of Alaska, Princess Cruises		
07/30/2023, 10:48 AM	Phone	Aircraft	Auke Bay (Land)	Closed	At 10:46 Northstar Helicopters are flying directly over for no reason. Thanks a lot...bye.	Northstar Helicopters	NORTHSTAR HELICOPTERS TO CALLER: Thanks ***. This is great to get a time, and I know you are calling from Fritz Cove road, so that helps to narrow things down for me. Think this one might be a misidentification however. NorthStar only had three aircraft airborne anywhere near that time. We had one aircraft performing a maintenance operational check flight, that lifted off the ramp at 10:47 but this aircraft stayed in the pattern at the airport and didn't fly again until just after noon. The other two aircraft lifted off the airport at 10:31 and went to the Mendenhall via the Blackerby departure and Lemon Creek. These two aircraft touched down on the glacier at 10:50 and called off the glacier at 10:53. They did utilize the Auke Bay arrival and crossed Auke Bay at 10:58 ultimately touching down on our ramp at 11:02. Even though the times didn't match up I questioned the two pilots who crossed Auke Bay at 10:58 anyhow and they stated that there was no opposing traffic at the time and nothing unusual about the approach. They said it was "west flow" but were able to fly over the beacon on Petersen Hill regardless because there was no opposing traffic at the time. The 10:31 flights were the first flights we had on the schedule today and the next flight to depart the airport after they landed was a guide flight at 11:08. All flights today so far have been able to utilize the Blackerby Departure or Arrival for at least one leg of the trip. Thanks again. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	

07/30/2023, 4:34 PM	Email	Other	Other	Closed	I no longer find the monthly reports of the TBMP calls posted online. Why this change? Transparency is good. Since it is not posted online, please add me to the email distribution list to receive the monthly reports. ****@gmail.com. And, please send me the monthly reports to date for 2023. Please explain the purpose of/reason for tracking "repeat callers," especially if those callers, like me, are perhaps calling about distinct and different situations?		HOTLINE TO EMAILER: The purpose of identifying total number of calls and number of callers (and thus repeat callers) is simply to provide more quantifiable data in the reporting scheme. No call or caller is discounted based on the number of calls or the type of concern the call generates. Reports sent to CBJ do not contain names or contact information nor do the call log reports indicate if a concern is from a repeat caller. Also, the number of calls/callers/repeat callers have been reported for a number of years and are not new data being collected.	
07/30/2023, 4:59 PM	Email	Other	Other	Closed	Greetings, I have lived in Juneau since 1988, am married to a lifelong Juneaunte, and have two kids born in Juneau. Over the years, I have seen Juneau change dramatically with the influx of tourists. I think that the Juneau assembly has pandered to business at the expense of the community as a whole. Jobs are important but they should not be a blind battle cry, which they often are, without consideration for quality of life for all. Examples of this include: 1) As the volume of tourists has increased, the quality of life has decreased and this has been particularly apparent after COVID. The onslaught is constant, now overflowing into the Valley and impacting so many aspects of daily life, whether grocery shopping, driving, hiking, boating, or the level of background noise. If there's an iota of money to be made from tourists, someone is on it. Consequently, we have bus tours, taxi tours, whale watching tours, fishing charter boats, jet ski tours, bike tours, segway tours, hiking tours, helicopter tours, rafting - what am I missing? - each of which creates an impact. 2) Because of the overwhelming increase in the number of tourists over the years, downtown Juneau now has very little to offer locals. In truth, downtown Juneau is akin to one big jewelry store. There are very few locally owned businesses and very few that are open throughout the year. Consequently, the area is basically deserted when tourists aren't around. I am also very concerned over the quality of the marine environment that is being harmed by the sheer number of grossly huge ships that are in SEAK waters. I would like someone to explain to me what is being done to ensure discharge from these ships is monitored and how the discharge is not adversely impacting the water quality along their route. I think that 5 ships a day is too many and I think we should decrease the daily allowance. I also think the community would benefit by having one day each week with no ships whatsoever. P.S. I saw an article in the Empire recently describing how comments received by the Juneau tourism hotline did not increase commensurate with the increase in tourists. I wonder whether it's because people don't know there's an avenue for comment? I did not know there was a number to call or an address to send an email until I saw the Empire article.		HOTLINE TO EMAILER: Thank you for your email citing your concerns about tourism in Juneau. To express your concerns about cruise ship emissions and their impacts on our environment, you need to file a complaint with the Alaska Department of Environmental Conservation. You can find the complaint form here: https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints . Also, you mentioned that possibly residents do not know about the TBMP hotline to submit concerns and complaints. Tourism Best Management Practices has been a program in Juneau for 27 years, and the hotline is advertised in print and on radio. As well as the hotline phone and the hotline email, the TBMP website (traveljuneau.com/tbmp) has a complaint form page. I'm happy you learned of the path for submitting complaints, as it is important for residents to be heard. Please use the hotline (phone, email, webform) whenever you wish to make a comment. That's what it's here for. Best regards, Elizabeth	This email was also sent to the Juneau Assembly.