



TBMP Hotline Log

Created By: Elizabeth Arnett
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 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
08/01/2023, 5:36 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Hi: I'm a former whale watch captain for Gastineau Guiding. I now have a 30' Sundowner Tug vessel that I run to fish and hunt from as a private person. I'm not a charter vessel. I recommend that the whale watch vessels go around the George Rock side of Coghlan Island, and not through "The Cut" on the other side of Coghlan Island. I've been waked this summer by the big blue whale watch jet boats, and today by the big purple whale watch jet boats in the cut, and it is not fun. If the whale watch boats transit the other side of the island, they will avoid this bottleneck that wakes small boats in a severe way, and not add more than a minute or two of transit time if they have to go around Coghlan Island to get to either side of Shelter Island. The boats go 30 knots. This will make it safer for smaller boats, especially slow boats like mine that are 6 to 7 knot boats that would add maybe half an hour time to go around Coghlan Island coming from South Shelter Island into Auke Bay to avoid the whale watch boat wakes. Thanks.	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 & Marys 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	JUNEAU TOURS & WHALE WATCH TO EMAILER: Hello ****, Thank you for taking the time to write about this. You have hit upon a huge topic of discussion which all of us in the fleet are working on. If you see any of our vessels operating in an unsafe way please don't hesitate to call me immediately and I can address specific vessels right then. Our vessels all monitor 16 and 66 and run AIS. Kindest regards, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch JAYLEEN'S ALASKA TO EMAILER: Hello ****, Thank you for reaching out to the whale-watching community. I appreciate your suggestions - we take input from locals very seriously and will consider what you have recommended. Please feel free to reach out with other concerns as this is how the industry continues to make changes for the better in Juneau. Sincerely, Jayleen Bydlon, Owner/Operator ALASKA SEA TO SHORE TO HOTLINE: Winston from AK Sea to Shore called ****, then called the Hotline to say he agrees with the caller about using outer Coghlan. GASTINEAU GUIDING TO HOTLINE: This individual has been contacted by Gastineau Guiding regarding their TBMP complaint. Robie Janes, General Manager, Gastineau Guiding	
08/01/2023, 5:47 PM	Email	Other	Downtown Docks	Closed	To whom it may concern, I heard some concerning comments made on the dock today that I think you should know about. As I was disembarking the cruise ship dock closest to the tramway and unfortunately heard a port authority agent who was checking ID's and manning a gate speak very poorly to a young woman a little before 4pm today. It appeared she was delivering supplies to a boat and while the agent may have had the right to deny her access, he could have done it in a more professional tone and with less threats of blocking her and company from making deliveries. It was embarrassing for the rest of us to hear this poor woman belittled while we tried to take in our surroundings and I worry about this person's behavior towards others. I appreciate your taking my comment, I just think with a little professionalism and self control a job can be done well, without having a negative impact on those who had to witness the exchange.	CBJ Docks and Harbors	MATT CRESWELL TO HOTLINE: I just met with Scott Hinton and he believes he knows what happened and plans on speaking with the team member that was speaking with the agent this afternoon and reinforcing the importance of positive interactions with all customers and users.	

08/02/2023, 1:26 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	Blue Glacier Express Bus parked along curb again. Why can't buses drop passengers off away from the railing?	M&M Tours Unlimited		
08/02/2023, 10:41 AM	Phone	Aircraft	Lemon Creek	Closed	I live in the Lemon Creek area and I've about had it with the helicopter noise. We get inundated from Blackerby Ridge and from Heintzelman Ridge for hours and hours every day. It's unbelievable how many hours we're subjected to this noise. I just wanted to get it on the books to say this is ridiculous. In Lemon Creek, we have the jail, we have the dump, and now we have the helicopter noise. Thank you very much. [caller said not necessary to call back]	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
08/02/2023, 10:56 AM	Email	Other	North Douglas	Closed	Can the operator of the Jeep rentals emphasize to their clients to observe posted speed limits. This season there is an endless stream of the colored jeeps traveling on North Douglas. Daily they speed right up to you and then pass while we are doing the speed limit of 45 mph. They zoom around and speed off. Is there a way to get out the message. The excessive speed creates unnecessary noise and safety risks. Thank you.	Unplugged Adventures	UNPLUGGED ADVENTURES TO EMAILER: Thank you for messaging us, we appreciate you letting us know about any traffic concerns on North Douglas. We can certainly emphasize to guests the need to drive no faster than the 45 mph limit. We remind drivers that they are required to obey all traffic laws when they sign their rental agreement, but we will reiterate to them that anyone in the area needs to remain below 45 mph and exercise extra caution when others are present. We hope you are having a nice day, Unplugged Adventures	
08/02/2023, 11:00 AM	Email	Aircraft	Mendenhall Valley	Closed	Hello, I left town for a month to escape impacts of cruise tourism, and most specifically the helicopter noise that makes my home unbearable, inside or out. I'm back. I've been striving to practice Zen emotions re the noise on my return so that I can remain at home without incredible increase to my stress. Thanks to whatever routing choices helicopter companies make that are not transparent or predictable, for some time I was doing okay (and helicopters were largely being routed elsewhere). Today is back to the severe impacts, difficulty to conduct phone calls and hear in my home. I expect my stress hormone level is raging as a result of this noise impact. In the past week I've bumped into folks around Juneau who have shared what's going on in their life. People who have purchased cabins in the Yukon to get away from the helicopter noise and other tourism chaos in the summer. A couple who sold their home that was seriously impacted by helicopter noise and moved downtown to escape the helicopters (and pick up a new suite of air quality impacts). Another who sold and moved to West Douglas, only to discover that West Douglas is also seriously impacted by helicopter noise. This is a real issue and I realize that the hotline is not able to deal with it. That is why I and others seldom bother to report. Lack of reporting in no way means that the problem isn't there and fueling widespread anti-cruise sentiment in Juneau, even beyond the general overtourism.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	COASTAL HELICOPTERS TO EMAILER: Good Morning ****, 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. We have historical flight data that we can reference. It's understandable that helicopters make noise; so, 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. Coastal Helicopters has made efforts to mitigate the noise during the Summer season by decreasing the number of tour helicopters and removing our last departures from our availability. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters	

08/02/2023, 12:02 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I've been directed to this site in hopes of of having a solution to a matter that concerns every recreational boater that uses Statter Harbor. Would it be possible to have the whale watching boats do as Allen Marine does and only use the south end of Coghlan Island? The whale tour boats don't care about the size of their wake for any small craft using the narrow passage through Coghlan Island and Indian Island route. If you've ever been in that passage way you'd understand. We've actually been over taken in the narrow passage by them and it's not a fun experience. Some day one of those whale tour boats are going to cause a serious accident there and it's not going to be great advertising for tourism. All in all having them use the south route might add 5 minutes to their agenda. I was given the website from the USCG over another incident that I've addressed with the tour company and they were very accommodating. Lastly, I'm not one of the anti-tourist Juneau residents. We have hundreds of tourists walk or peddle by our home daily which we enjoy as we engage down in conversation and share Alaskan stories with them. Thank you for reading this.	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 Tours & Whale Watch, 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	JAYLEEN'S ALASKA TO CALLER: Hello ****, Thank you for reaching out to the whale-watching community. I appreciate your suggestions - we take input from locals very seriously and will consider what you have recommended. Please feel free to reach out with other concerns as this is how the industry continues to make changes for the better in Juneau. Sincerely, Jayleen Bydion, Owner/Operator GASTINEAU GUIDING TO HOTLINE: This individual has been contacted by Gastineau Guiding regarding their TBMP complaint. Robie Janes, General Manager, Gastineau Guiding	
08/02/2023, 2:31 PM	Phone	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	I have a lot of tourism concerns, but for today and for the last month or two specifically about the increase in tourism at the Brotherhood Bridge trail. It is unsafe. It is over the top and I will give more details when we talk. Please give me a call. Thank you.	CBJ Parks and Recreation	PARKS & RECREATION TO HOTLINE: I have spoken to ****. We def have a situation with the number of guests going to Brotherhood. I'll be discussing with George and will most likely be emailing all my permit holders next week. Lauren Verrelli, Recreation & Public Services Manager, Parks & Recreation	
08/02/2023, 3:36 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I'm calling to comment on the helicopter traffic. I just counted eight at once over my property and it is like Viet Nam out here. It is so noisy you cannot hear yourself think. I've counted many times 14 helicopters in one hour. You multiply that out...they start around 7 in the morning and end at 8 at night and it is just constant noise. Sometimes we have to stop talking even when we're inside because the noise is so loud. It just doesn't seem fair that we have to live with this all summer long. I don't know who the operator is that goes out over Auke Bay (they're the black helicopters) but I can tell you my favorite part of the day is before 7 am and after 8 pm because it's nice and quiet out here. Sorry to complain but I can't stand it any longer.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO HOTLINE; All three helicopter companies utilize the Auke Bay route. There are no helicopters in Juneau with black paint jobs, however NorthStar's are dark blue. NorthStar is operating only 4 helicopters from our base at the airport and our tour flights generally do not begin before 9 am. On a rare occasion we may have 8:30am flights or possibly charter flights before 9 am but the vast majority of our schedule is set up for a 9 am start. This is a change from the past as we have eliminated a possible departure in the mornings and in the evenings. When weather allows NorthStar will try to split our flights to the Mendenhall between the Auke Bay route and the Blackerby Ridge route. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC COASTAL HELICOPTERS TO EMAILER: Good Morning ****, 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. We have historical flight data that we can reference. It's understandable that helicopters make noise; so, 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. Coastal Helicopters has made efforts to mitigate the noise during the Summer season by decreasing the number of tour helicopters and removing our last departures from our availability. We appreciate your feedback - please reach out with any additional questions. kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters	
08/02/2023, 4:00 PM	Website	Vehicle: Bus/Shuttle	Other	Closed	Harv and Marv bus triton displayed some very aggressive road rage today . Definitely going way over the speed limits, tailgating other vehicles, and passing them and came very close to causing an accident . Out past the ferry terminal.	Harv & Marvs Outback Alaska	HOTLINE: Submitted does not want to be contacted. HARV & MARV'S TO HOTLINE: Driver has been notified and addressed. Thank you, Jamie, Alaska Galore Tours.	

08/04/2023, 3:15 PM	Phone	Other	Other	Closed	Hello, this is *****. I'd like to talk to the director of the TBMP. I've got a suggestion. We may learn more of how we're treating our guests. Please give me a call anytime. Thank you, and good day.		TBMP called Mr. ***** and left a message for him to return the call. As of 8/8 the call had not been returned.	
08/05/2023, 9:56 AM	Phone	Cruise: Emissions (referred to DEC)	Douglas	Closed	Hello, I want to talk to a human being. My name is ***** and my number is *****.	CBJ Tourism Department, Cruise Line Agencies of Alaska	HOTLINE CALLED: Mr. *** lives on 3rd St in Douglas and said that since this morning there has been a wall of blue smoke from the Rock Dump to Gold Street. He's concerned that there are just too many ships. He prefers not to file a complaint re the emissions with the Department of Environmental Conservation. He wants the city to limit the number of ships. CLAA TO HOTLINE: Good afternoon, I responded to Mr ***** with a phone call. He was very pleasant. Is concerned about the number of ships and the CO2. I said that I sent this complaint to NCL as he is referring to Norwegian Spirit - a ship which will not be here in 2024. We also talked about the initiative for more shore power and different energy sources such as blue ethanol and natural gas powering some of the new builds. He was surprised that he got a call - a second call, I believe Elizabeth called him back initially.	
08/06/2023, 11:19 AM	Phone	Other		Closed	Hello, this is *** from the state of West Virginia. I visited Juneau from July 12 -15 of this year and I just wanted to say that everybody was the friendliest I've ever met anywhere in the United States, and I've been to them all. So I just want to say you all are doing something good up there. Thank you.	CBJ Tourism Department, Travel Juneau		
08/06/2023, 12:10 PM	Phone	Aircraft	Gastineau Channel (Marine)	Closed	We live straight up the hill from the Marine View apartment building on Gastineau Avenue and are aligned with the landing pattern for the planes operated by Wings. At 11:53 today, the first of four planes in a flight group landed, and the pilot applied beta rather quickly which sent an especially loud wall of sound up the hillside to us when we were outdoors. I think the pilot need not apply beta at all except in a safety situation. We've talked to Wings about this before and asked that their chief pilot tell the pilots to not apply beta unless necessary because it always sends a wall of sound up the hill to us.	Wings Airways	WINGS AIRWAYS TO CALLER: Dear *****, Thank you for taking the time to raise this concern with us. Upon review of the day we have pinpointed the issue. One of our pilots flew with a different operation up north during our two-year closure amid the pandemic. Regrettably, he occasionally reverts to their practice of employing beta/reverse coming off step in the harbor, as it was a standard procedure with the previous operator. We have taken this matter seriously and always strive to lessen our impacts. We have reinforced our expectations with the pilot. Thank you once again, Bill, for your valuable input. Kind regards, Arne Johnson, President, Wings Airways	
08/06/2023, 3:30 PM	Phone	Vehicle: Bus/Shuttle	Egan Drive	Closed	I have a complaint about a van -- one of the small, large-windowed vehicles with Royal Highway Tours in small print on the side. The number on the back of the vehicle was 1257. Last week I was behind the vehicle and it was belching a lot of black smoke. Please let them know this needs to be fixed.	Alaska Independent Coach Tours, HAP Alaska-Yukon	ALASKA COACH TOURS TO HOTLINE: Called *** on 8/8/23 and left a message. The van was brought into the shop yesterday and mechanics are working on the exhaust issue. Thank you, Whitney Schaeler, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon	
08/06/2023, 6:30 PM	Website	Vessel: Whale Watching	Saginaw Channel	Open	On Sun Aug 6, 2023 at 1830, we were rounding the western tip of South Shelter Island in our 7 knot cruising boat ~300' off shore heading for Auke Bay. The Alaska Travel Adventures whale watching craft was traveling the opposite direction and appeared to be headed toward the center of Saginaw Channel, but then altered course and cut between us and Shelter well under 100' away from us rocking us on our beam with a 3' wake. This is an all too common occurrence in that locale. It would be prudent for the operators to follow the Rules of the Road (reference Chapman's). Thank you.	Alaska Travel Adventures		
08/07/2023, 8:22 PM	Email	Other	Mendenhall Valley	Closed	Today I was surprised to see tourism rafters on Mendenhall River - There were still trees falling in the river and large masses of trees and debris in the river - It seems like a safety hazard to conduct rafting on the river when it is this dangerous. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: No rafting tours have been conducted since August 4th. We had a team of guides go down the river yesterday to assess the river. We are not operating today and are assessing the situation on a day-by-day basis. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	

08/09/2023, 3:00 PM	Email	Aircraft	Auke Bay (Land)	Closed	I've not called in a while -- tried not to -- but it's getting pretty terrible again with the helicopter noise. It's 3:00 and they've been going over repeatedly. I have all doors and windows closed and it is still almost impossible to do anything. Yesterday around 11:00 it was particularly bad. I know that you asked for the color of the aircraft; I know that it's Coastal and it's NorthStar. Thanks.	Coastal Helicopters, Northstar Helicopters	COASTAL HELICOPTERS TO EMAILER: Good Morning ****, 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. We have historical flight data that we can reference. It's understandable that helicopters make noise; so, 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. Coastal Helicopters has made efforts to mitigate the noise during the Summer season by decreasing the number of tour helicopters and removing our last departures from our availability. We appreciate your feedback - please reach out with any additional questions. Kind Regards, Sarah Lowell, Tour & Marketing Manager, Coastal Helicopters	
08/09/2023, 7:44 AM	Email	Other	Mendenhall Valley	Closed	Yesterday I watched 11 commercial rafts going down river. With all the flood caused hazards still existing why are they on the river. Thankfully they did not appear to have tourist in them.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: We did not operate yesterday. Of the 11 rafts cited by the ****s, 10 were most likely professional services, such as search and rescue or government agencies. We know they were active on the river yesterday. Our guide team was out again last night scouting the river in preparation to operate. We will be conducting training sessions with our guides today in preparation to resume operations on August 10th. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
08/10/2023, 1:20 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	At approximately 1:20PM on Thursday August 10 a Last Chance van passed me on Egan at about Norway Point. I was at speed limit, but was slower moments earlier. Digits on plate were 301--I didn't get letters. Van driving 55-60 stayed in left hand lane all the way to Vanderbilt Exit where I turned off. Please remind driver to avoid left hand lane on Egan.	Last Chance Tours	LAST CHANCE TOURS TO EMAILER: Hello Mr. ****, Thank you for your call! Safety is our #1 concern and when I spoke with my driver he said that is why we have a rule to never talk on the phone when you are driving. He was finished with his tours and was driving out to get his oil changed and was actually on the phone with me asking me where the place was! We know exactly what happened because of your time line of 1:20pm. Both of us apologize and do appreciate your call. We promise to be more aware and stay in the right lane! Thanks again Mr. ****! ~Suparna & Danny Tour Guide	
08/10/2023, 1:39 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Hello. I think it's the Atlin or a boat very similar to that -- the large aluminum boat -- went by my dock at 1:37 and threw a pretty good sized wake on my dock. I'm trying not to complain but it is getting bad again, and I have had some damage that I'm going to be doing some repairs to that I'm obviously not happy about. My number is ****.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO HOTLINE: Spoke with Mr. ****. Our vessel Atlin was not on the water today. He also didn't see any logo to identify the vessel. None of our similar vessels were near his dock at that time. But I assured him I would send out a reminder again to my whole team to watch wakes that can impact his dock. It could be anyone with an Armstrong catamaran or Bayweld. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
08/10/2023, 10:36 AM	Phone	Cruise: Noise	Downtown	Closed	I'm a resident of West Juneau, and I just wanted to call that this morning the Queen Elizabeth is in, and I can hear her motors from my house. Also there's an awful lot of smoke coming from her and we have a bit of an inversion layer today. Thank you.	CBJ Tourism Department, Cruise Line Agencies of Alaska	CLAA TO HOTLINE: RE: TBMP Concern- Response Needed Inbox Andrew Green 1:10 PM (2 hours ago) to Elizabeth, me Good Afternoon, I have spoken with the Captain on the Queen Elizabeth. They did test an engine for a few minutes at 0900 hrs. Perhaps that produced some of the emissions reference below. This would have been a momentary test. No operations were out of the norm. As a further check an officer has gone in one of their tenders to verify if and how far can he hear the noise, just to be fair at what was reported. I called the caller below and he was very appreciative of the call. He did mention that he could hear the sound of their engine even while alongside at the dock last week. This is their last call but I will have to remember to listen for this in future seasons and inquire if any adjustments can be made. Best regards, Andrew Green, Cruise Line Agencies of Alaska	

08/10/2023, 10:52 AM	Email	Other	Mendenhall Valley	Closed	The commercial rafts are on the river again today. There are still houses teetering on the river banks. People are working to stabilize the river banks. And commercial sightseeing is being resumed. It's not safe. Do not send another message that you have forwarded my concerns. Please check with the rafting company and find out why they think it is safe to go sightseeing at this time.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Dear ****, I am responding to your concern placed with TBMP. All Mendenhall Glacier River Rafting tours have been cancelled starting August 5th, 2023 and no guests have been guided down the river by our company over the past five days. While we have received permission to operate from the Forest Service, Fire Department, and city officials, we have voluntarily suspended tour operations through at least August 11th. Our guide team is actively training on the river. Today, our guides are on the river cleaning up debris to help restore the watershed. Please feel free to contact me directly by phone or email. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
08/11/2023, 8:50 AM	Phone	Vehicle: Bus/Shuttle	Douglas	Open	This is ****; it's about 8:50 AM. There are two Alaska Coach tour buses on Douglas Hwy that are going 30 mph. The driver in front of me swung out to see if he could pass them...two buses in a row. It's not related to the construction...they're just driving really slowly. At one point they were 25 mph below the speed limit. They need to, at a minimum, keep to the speed limit. Thank you.	Alaska Independent Coach Tours		
08/13/2023, 10:36 AM	Phone	Cruise: Emissions (referred to DEC)	West Juneau	Closed	I'm a West Juneau resident. It's 4:30 on Sunday and from my window I'm looking down at the Norwegian Spirit and I'm watching smoke pour out of its stacks and roll up the valley. You don't need to call me back. I appreciate the work you guys do but I just thought I would let you know. Thank you.	CBJ Tourism Department, Cruise Line Agencies of Alaska, Norwegian Cruise Lines	HOTLINE CALLED and provided DEC complaint URL to caller	
08/13/2023, 4:45 PM	Email	Vehicle: Bus/Shuttle	Lemon Creek	Closed	A white 15-passenger van from Juneau Sportfishing Tours tailgated me today at 4:30 p.m. as I was driving southbound on Glacier Highway through Lemon Creek. I stopped to allow two pedestrians waiting to cross in the marked and lighted crosswalk near the Lemon Creek Breeze-In. The driver of the Juneau Sportfishing Tours van laid on his horn and stopped less than 2 feet from my rear bumper. If he had hit me, he would have pushed me into the pedestrians. At the red light for Commercial Blvd., I pulled into the left turn lane (toward Costco) and the Juneau Sportfishing Tours van pulled alongside me. The driver had his window down and was glaring at me. I rolled down my passenger side window and calmly said, "You have to stop for pedestrians in the crosswalk." He yelled back, "I almost hit you!" twice, rolled up his window, and pulled away. If he had rear-ended me, it would have been entirely his fault. I don't know if he wasn't paying attention or was simply absorbed with following too closely to notice the pedestrians I stopped for. The driver was bald and wore dark sunglasses. I didn't get a license plate. The front windshield had two Princess Cruises parking decals.	Juneau Sportfishing	JUNEAU SPORTFISHING TO EMAILER: Hello Mr. ****, I spoke with my driver and he apologized for following too closely. There is no excuse for that! He didn't see the pedestrians either. Our sincere apologies and so happy a terrible situation was avoided. Thank you so much for letting me know! He will be a better driver from now! Sincerely, Suparna, Juneau Sportfishing	
08/13/2023, 4:51 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Closed	Hi, I'm **** and I'm a Juneau resident. It's Sunday afternoon about ten til 5 and I'm looking out over the cruise ships. I see the Norwegian Spirit is pouring smoke up the valley. A huge amount of smoke. I'm very concerned about this.	CBJ Tourism Department, Cruise Line Agencies of Alaska, Norwegian Cruise Lines	HOTLINE: Called and left message with URL for DEC complaint form.	
08/13/2023, 8:00 PM	Phone	Other	North Douglas	Closed	Hi, I'm calling to complain about a kayak operator at North Douglas boat launch that's been using North Douglas boat launch like a private dock all summer. They're supposed to be moored out on a buoy but they've been taking over the fish cleaning station and leaving their Lund moored there. Pretty much the whole derby tournament it was there and we couldn't use the end of the dock. I found an employee yesterday and asked him if he would move the skiff and he made no move to do that. So I called the harbormaster and complained to someone there named Kevin. Today the derby is just finishing up and they're still leaving their skiff there so people can't use the fish cleaning station. It's really not a private dock for a private tour company. They should be for launching, loading, and fish cleaning. I think they should probably be either fined or disallowed from the use of this facility.	Alaska Travel Adventures, CBJ Docks and Harbors	DOCKS & HARBORS TO HOTLINE: The company in question is Alaska Travel Adventures. I called them Friday afternoon and left a message for the manager to call me back. I never received a call back. I advised the lady on the phone that the skiff wasn't authorized to be left unattended at the boarding float. I will continue to reach out to the company until I have made positive contact. Thanks, Matt	

08/13/2023, 9:44 PM	Email	Other	Downtown	Closed	The city needs more and better barriers to keep pedestrians from crossing south Franklin where there are no crosswalks. I nearly hit a pedestrian who, without looking, stepped in front of my car as I was returning from Thane today. I had to slam on the brakes, thankfully in time to avoid a collision. Once I was stopped, three other pedestrians walked in front of my car, even though there was a crosswalk about 30 or so feet further up the street. This happened near the north end of the tram parking area. This was a frightening experience for me. The issue is not just about pedestrian safety. It would be a traumatic experience for a driver to hit and possibly injure or kill a pedestrian, even if it is clearly the pedestrian's fault. I would appreciate a response explaining why barriers similar to those that can be found elsewhere on South Franklin are not present in the other high congestion areas. We've had several pandemic years of low tourism visitation when such structures could have been installed. How does the city expect residents to be supportive of the industrial tourism that takes over our town each year, if the city cannot provide a safe downtown environment for residents and tourists alike?	CBJ Tourism Department	ALIX PIERCE TO EMAILER: Hello ****, I apologize for the delayed response. I am copying the Assembly because you included specific members on your original message. We don't currently have plans for additional pedestrian stanchions but would be open to discussing sites for additional ones. Can you tell me exactly where this occurred? I really appreciate you reaching out. We only know about these issues if people tell us! I'm happy to talk by phone if that works better for you. 907-500-8677. Kind regards, Alix	This email was also sent to Mayor Weldon and Assembly members Greg Smith, Wade Bryson, and Michelle Hale.
08/18/2023, 2:31 PM	Website	Aircraft	Mendenhall Valley	Closed	On Saturday 19 August the Juneau Community Garden is hosting the 29th annual Harvest Fair. I am a 29-year member and active gardener. After chatting with some of those planning this event, I am requesting - if possible - measures to mitigate the helicopter noise from 11-130; this is the peak public period. There will be music planning and even some children playing violin. Hundreds of locals attend this event and many bring their out of town friends. Any consideration of the noise on the Montana Creek route would be appreciated.		NORTHSTAR TREKKING TO SUBMITTER: Hey ****, I instructed all of our pilots to give as wide a berth to the community gardens as possible. We'll try to utilize the Blackerby routing if the weather permits and it looks like it is improving. We may still have to use the route from the Mendenhall site out to the ferry terminal but I instructed them all to hug Mcginnis as much as possible and swing up Montana creek a ways before turning back to the ferry terminal. Hope you all have a great event out there! Jason Kulbeth, Director of Operations, NorthStar Trekking	
08/19/2023, 11:28 AM	Phone	Cruise: Noise	Downtown	Closed	I'm over in Douglas and I don't understand why these cruise ships need to share all of their information all over the entire harbor. It seems to me it's the Norwegian ships -- the Norwegian Bliss -- it's very frustrating. It's the easiest way to create problems with locals.	Cruise Line Agencies of Alaska, Norwegian Cruise Lines	CLAA TO HOTLINE: Good afternoon, I called Mr. **** and left a voice mail. I spoke with the Captain and there was no drill or USCG examination so it was a mishap of selecting the wrong general areas for announcements. Cruise and Hotel staff are reviewing procedures so it doesn't happen again. I let Mr. **** know that in the voice mail as well. Drew Green, CLAA	

08/19/2023, 11:51 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I'm a Juneau resident and have a small boat that I use pretty much every weekend. Normally I wouldn't voice a complaint but I had a pretty nasty incident going through the Coghlin Cut with an Alaska Travel Adventures boat, and the returning, again I had another incident with one of the Dolphin whale watching boats. This is just a general blanket complaint for the whale watchers. They overrun the waters around Auke Bay and just generally up the difficulty and danger being out there, especially if you're not in a vessel 30+ feet or more. I just want to voice my concern -- maybe some limits or forcing them to go around Coghlin through the more open waters would be awesome. Thank you.	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, CBJ Tourism Department, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Sportfishing, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, M&M Tours Unlimited, Rum Runner Charters, Sea Lion Adventure Tours, Sea Spirit Charters, Alaska Whale and Drone Tours, Alaska Humpback Adventures	ALASKA TRAVEL ADVENTURES TO HOTLINE: Good afternoon. Our captain has reached out to **** and is hoping to hear back from him. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
08/19/2023, 4:41 PM	Email	Aircraft	Mendenhall Valley	Closed	Hello, No need to reply, we both know that these complaints don't affect change, but please do add this to the tally of helicopter noise complaints. I'm at home and have been disturbed by helicopter noise from through the day . And, add another helicopter noise complaint for yesterday when I fled noise in my house and went out the road for berry picking and had fewer but still intrusive and disruptive helicopters as they headed towards Herbert/Eagle glacier area. And, while we're going, another when I took a hike up John Muir trail a ways two weeks ago and it was so loud conversations had to pause until helicopters passed over. But I have fewer complaints this summer because I have been away a lot, as the helicopter noise in my home causes stress and it is hard to escape the helicopter noise on trails.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
08/22/2023, 9:30am	Website	Vessel: Whale Watching	Other (Water)	Closed	The Alaska Whale Watch Tours "Raven's Journey" boat has buzzed past our boat THREE times now far too close. The wake is ridiculous as well as dangerous but the surprising factor is how much space there is in the water and why they choose to go full speed so close? We have called out to them both times on the radio with no response. In all instances we had people who felt in danger (twice with elderly and once with a baby). This operator is a clear example of why there is such a negative outlook of tourism boats on the water!! I would like a call back from the owner, please.	Dolphin Tours LLC	DOLPHIN TOURS TO HOTLINE: I spoke with **** today, my response is ongoing. Douglas Ward	

08/23/2023, 10 to 11 am	Website	Cruise: Noise	Downtown Docks	Closed	Cruise ship loud speaker announcements that can be heard all over downtown, including on 7th street.		HOTLINE TO SUBMITTER: Hello, ****. Thank you for contacting the TBMP hotline through the website. Unfortunately the noise you speak of happened on 8/23 and your concern was submitted on 8/30, so it would be impossible to identify any particular ship at this point. However, in the past day or so, all cruise lines were reminded that external speakers must remain off while ships are in the harbor. Occasionally, US Coast Guard drills and safety inspections of ships do require outside speakers to be active or ships use announcements/whistles in emergency situations. In the future, if you have a concern, please call the hotline (907-586-6774), email hotline@traveljuneau.com, or complete the webform as soon as possible so that action can be taken to correct the issue at the time. Best regards, Elizabeth Amett, TBMP	
08/23/2023, 12:28 PM	Phone	Vehicle: Bus/Shuttle	North Douglas	Closed	I was just driving on N Douglas Highway, and there was a yellow bus with "Salmon Bake" printed on its side that was on its way past the Eaglecrest road. It was moving along at least 10 miles more per hour from the posted speed limit. I couldn't even keep up with it. It was a danger to bikers and walkers.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO CALLER: Thank you for reporting the issue. I will address this with the driver and remind her to drive the speed limit. My number is 907-617-2124 if you have any questions or would like to discuss this matter further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
08/24/2023, 2:31 PM	Email	Aircraft	Mendenhall Valley	Closed	Monday 21 August was a magnificent day. It was not only the weather break, which you can't control, but the fact that there were NO SHIPS IN UNTIL NOON, which I think you should work to control. We were able to hike the Rock Peninsula at Mendenhall and were untroubled by the pounding of helicopters overhead, the crowding of buses on the street and parking area, or the chattering of multiple commercial groups on the trails. It was wonderful and a very great relief to be out in nature without the sound of any human-made noise. We need more of these breaks to stay sane here. We once had more frequent random breaks in the ship schedule but they disappeared long ago. The Mayor's Pro-Tourism Task Force made the mistaken conclusion to try and equalize days throughout the week, which is only going to make every day equally bad. TBMP should strive to make sure we have at least one day per week with no ships, OR two half days per week with no ships, rather than it being a mere fluke on the schedule. Every week we need a break. Tuesday and Wednesday were good on helicopter noise from my neighborhood on the west side of the valley (I don't know about elsewhere). The fair weather allowed flights to be further away. It works in good weather and I mention this to point out the contrast with the majority of overcast days, which have been horrible this year and has resulted in this being the worst helicopter noise summer we have ever had (even with several no-fly days, which are not good for anyone).	CBJ Tourism Department		
08/26/2023, 11:59 AM	Phone	Aircraft	Downtown Docks	Open	It's 11:55 am on Saturday, the 26th, and the Wings landing plane applied beta in a situation that I, as a pilot, believe is absolutely unnecessary. It sends a loud wall of sound directly up the hill to our house. The pilots have been better about not using beta when not necessary, but this person today (not the orange plane but the one that landed just before the orange one) chose to apply a blast of beta instead. Please ask him not to that unless necessary. Thank you.	Wings Airways		
08/28/2023, 12:00 PM	Website	Vessel: Other	Gastineau Channel (Marine)	Closed	8/28 Koningsdam came into Gastineau Channel too fast and rolled a set of 5' breaking waves across to the Douglas side of the Channel. Our 22' Glaspy dipped our bow twice and everything in the boat flew elsewhere, we had salt water over the top of the entire boat. The cruise ships used to slow down at Marmion Island and they're not doing that anymore. If we were in a 16' skiff we would have been in the water.	Cruise Line Agencies of Alaska	CLAA TO SUBMITTER: Good afternoon ****. Kirby is travelling. I have attached a PDF of the guidelines. See page 12. The speed limits are not on there specifically but they are: It is recommended that vessels arriving and departing Juneau Harbor maintain a safe and appropriate distance from one another taking into consideration the weather, tide and current, and each vessel's maneuverability and speed. Notwithstanding concerns for weather, environmental conditions, and small boat/fishing vessel operations, the MSTF recommends the following speed limit guidelines while transiting Gastineau Channel: i) Between Marmion Island and DuPont Dock 16 knots ii) Between DuPont Dock and Sheep Creek 14 knots iii) Between Sheep Creek and Juneau Isle 10 knots iv) Between Juneau Isle and Juneau Harbor 7 knots Drew	

08/28/2023, 3:32 PM	Phone	Cruise: Noise	Downtown	Closed	At 7th Sreet at 3:30 on Monday, the 28th, listening to the PA announcements of whatever ship is at anchor in the bay right now. It's incredibly loud clear across town. Please give them a heads-up to turn off their PA. I appreciate it.	Cruise Line Agencies of Alaska	Good morning ****. Thank you for letting us know. This helped narrow down another complaint about the same ship (we didn't know which one). Please see response and apology from the Captain directly below. Best regards, Drew Green, CLAA	EMAIL FROM CROWN PRINCESS TO CALLER/CLAA/KIRBY DAY: Good morning everyone. The message string below is both disappointing and self-explanatory. We are drawing to the end of our season here and everyone should by now be well aware of the zero external noise policy in Juneau and on our wider Alaskan itinerary. Please ensure that any member of your respective teams tasked with making routine broadcasts is re-briefed as to the "internally only" policy. In addition, I reiterate that there is to be zero background music in any external location (including bars) on the ship and a blank and silent MUTS screen in all Alaskan ports, whether we are alongside or at anchor. I apologise to all in copy for any disturbance that we may unintentionally have caused during our Juneau anchor call of yesterday. Kind regards, Captain Christopher B. Lye, Master CROWN PRINCESS
08/28/2023, 8:42 AM	Email	Cruise: Noise	West Juneau	Closed	Good morning, Is there any way any agency or organization can prohibit ships from broadcasting their PA system announcements outside the ship? I live in West Juneau and the constant barrage of information all summer about disembarking procedures, breakfast schedules, and other random cruise ship passenger information is really annoying. Why does the general public in Juneau need to know any of this? Thank you for your consideration.	Cruise Line Agencies of Alaska, Princess Cruises	CLAA TO EMAILER: Good afternoon ****. Thank you for your call to the hotline. We have been able to catch a few ships who simply pushed the wrong sequences of public address buttons when making announcements and have been able to correct the issue on-board. If you can contact us or the hotline when you hear it with a specific ship then we can address the issue on that ship specifically as most are rigorously compliant with the best management practice standards. My staff work mostly in the port area and can hear ships at the dock unless they are on-board then we don't know if it is an internal announcement or an all-locations announcement. We are not able to hear ships at anchor which is likely what is heard in West Juneau so we would appreciate a call on these if convenient. There was one ship in port today at anchor at 0842 if this call was in regard to that ship we can deal with the matter quickly. Best regards, Drew Green, Port Director, CLAA KIRBY DAY (PRINCESS CRUISES) TO EMAILER: Hi **** - I will try to answer. TBMP guidelines do ask all ships not to use outside speakers or ships' whistle/horn for anything other than USCG inspections or drills during which those announcements are required during these activities. There have been numerous of those inspections and drills this summer. That said, I fully agree that other than those said inspections and drills or an actual emergency - which could involve looking for a passenger who seems to have not made it back onboard - outside speakers should not be used. I have copied Drew at the Port Agent's office as both of us try to remind the ships of this whenever we hear random announcements. The challenge is that as staff onboard these ships change, sometimes a "new" crewmember in charge of announcements flips a switch by mistake or not knowing, and we have an unnecessary outside announcement. I guess at times as well, someone just forgets. We will continue to do our best to remind ships and address when we hear violations or hear from the public, as I completely understand and agree with you. You wrote your email at 842am this morning - was there an announcement you heard this morning? Crown Princess was only ship in at that time and was at anchor. If that is the case, I will be happy to address with the vessel. Thank you for calling this to our attention. --Kirby	
08/28/2023, 9:42 AM	Email	Cruise: Emissions (referred to DEC)	Gastineau Channel (Marine)	Closed	It's time we change the air regulations that allow this kind of pollution. It is no longer acceptable in 2023. This company is asking our city to agree to a new dock where their positioning emissions will impact a larger population. It's Norwegian Spirit exiting Juneau Sunday August 27, 2023 at 5:15pm. [Emailer included two images of the ship and its discharge.]	Cruise Line Agencies of Alaska, Norwegian Cruise Lines	HOTLINE: Emailer also sent the concern to CBJ Tourism Manager, Alix Pierce.	
08/29/2023, 1:53 PM	Email	Aircraft	Auke Bay (Land)	Closed	Complaint: Low flying helicopter disturbance in Auke Bay, loud, obnoxious, extremely disruptive. This is the first time I've complained, but it's been a recurrent issue for years. If this is best, it's not good enough.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		

08/29/2023, 10:02 AM	Phone	Vehicle: Bus/Shuttle	Downtown Docks	Open	We got off the Radiance on the 27th at Juneau. Walked up to the kiosk right on the dock. Far right side of the kiosk "bus rides to the glacier." Unpleasant experience with the guy, including him coming around from behind his kiosk trying to start a fight, calling me words which I won't repeat here. The long and short of it is, he said we could not get to the glacier with him or with anybody else because there were no more permits remaining. We took a taxi and everything went well. Unsavory interaction with this individual. Please call me back -- I'd appreciate it.	Juneau Tours & Whale Watch, M&M Tours Unlimited		
08/29/2023, 4:35 PM	Email	Aircraft		Closed	The helicopters are incessant over my house today.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
08/29/2023, 9:00 AM	Email	Cruise: Noise	Downtown	Closed	This morning, August 29 at 8:53 AM, the Ruby Princess ship broadcast a very loud outside announcement about debarking procedures. Although the announcement did not wake us up, it was still very loud and annoying. Thank you.		HOTLINE TO EMAILER: Hello, ****. Thanks for contacting the hotline about cruise ship noise this morning. Per Kirby Day at Princess, there is a US Coast Guard inspection on Ruby Princess today as well as safety drills on the Grand Princess. Hopefully the activities won't last too long. Best regards, Elizabeth Arnett TBMP	
08/29/2023, 9:11 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	**** here on Auk Nu Drive, the one with the dock. Just wanted to give everyone a heads up that from 10 to 2 we're going to be out on the breakwater doing maintenance, so if the boats could do a little extra slow down or take a wide berth for u. It's flat calm out so that wake is really going to roll in here. Thank you.	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 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	HOTLINE TO WHALE WATCHING OPERATORS: Good morning! I'm rushing out the door but didn't want to delay getting the phone message below out to the whale watching fleet. Please listen to the message and respect the request. Thanks! Elizabeth	
08/29/2023, 9:17 AM	Email	Cruise: Noise	West Juneau	Closed	Dear TBMP Administrator, Currently Tuesday August 29, 2023 at 9:12 AM there is cruise ship noise from loud speaking over intercoms. This noise travels to our home at 3035 Nowell Avenue which is across the channel two streets up on the uphill side of the street. We can hear the announcements inside our home with our doors and windows closed. This has happened earlier this week also. For example earlier this week we could hear the announcements for Libby Riddles boat lecture at 7:30 PM. This noise is far over the limit of a healthy environment and would seem to service no purpose for cruise passengers who could be notified from inside the ship, not by blasting the natural environment of our homes and surrounding areas. Please advise.		HOTLINE TO EMAILER: Hello, ****. Thanks for contacting the hotline about cruise ship noise this morning. Per Kirby Day at Princess, there is a US Coast Guard inspection on Ruby Princess today as well as safety drills on the Grand Princess. Hopefully the activities won't last too long. As for noise earlier in the week, we did receive some complaints, and the ship(s) were reminded that outside loudspeakers are not allowed in port. Best regards, Elizabeth Arnett, TBMP	

08/30/2023, 10:44 AM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	Yesterday around 1150 I was driving behind a white bus (large coach) on the Back Loop. Driver did fine in making his turn from the main Mendenhall Loop road onto the Back Loop and accelerated well, up to the minimum speed of 45. He proceeded driving well until he suddenly braked at the bridge over the river. There was no other traffic in either lane that I could see and I did not see any reason for slowing down on the bridge. I am not a commercial driver of large vehicles so I do not know if there was some logical reason for the sudden slow down, such as a patch of rough pavement or a bump on the expansion joints of the bridge. It appeared to me however, that the sole reason this bus slowed traffic behind him was to gawk at the river bank and flood aftermath, with the damaged house and property in view. This is the second time in two weeks we have been behind a bus inexplicably slowing on the back loop bridge. We didn't contact you about the first time but find it necessary to do so now. Naturally I am willing to assume this assessment is correct. If you have a better explanation I am willing to read it. I did not identify the bus well. Could not read a name on it. Description is mostly all white, and I believe the number at the top on the rear was 8959, or something close. I did not write it down at the time and may have missed a digit.	Alaska Independent Coach Tours, HAP Alaska-Yukon	HAP ALASKA-YUKON TO EMAILER: Hi ****, Thank you for reaching out. We were able to identify the driver that was passing the bridge around the time you noted. He assured us that he was not pointing out the aftermath of the flood, but rather slowing down for the curve that happens right after the bridge. As buses maneuver a bit differently, it is imperative that they slow down before curves so as to not induce peak sway. That being said, if he "suddenly braked" to set up for this curve, then that is not ideal for traffic, nor for his guests and is something we will address with him as far as proper driving techniques. Again, thank you for bringing this to our attention. Regards, Whitney Schaeler, Transportation Manager, HAP Alaska - Yukon	
08/31/2023, 4:14 PM	Phone	Other	Downtown	Closed	I'm calling in regard to the number of cruise ships and tourists on those ships visiting Juneau on Tuesday, August 27. I counted six ships and was told that 20,000 people were visiting that time. I also visited Mendenhall Glacier that day and it was absolutely choked with tour buses and crawling with people. It was just like an ant hill out there. I think that Juneau is just shooting itself in the foot allowing so many cruise ships and people in town on one given day. Those 20,000 people are going to go home and talk about how crowded and awful Juneau is and I think it's a shame that we're allowing that to happen. Shame on Juneau for allowing it to happen. I think it appalling to have that many people in town at once.	CBJ Tourism Department		
08/31/2023, 7:04 AM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	Last night my family and I were taking an after dinner stroll through downtown. Between Marine Park and the Downtown library we were taken aback by a very heavy sewage smell. Strongest where the cruise ship was docked right across from the library around 7pm last night 8/30/23. My uncle who is a salvage diver, and frequently all around town here said that he wouldn't doubt it could be a cruise ship dumping in the channel. I didn't want to just shake my head and do nothing about it if that could be true, but wanted to contact someone who might be able to steer me in the direction of the right person to discuss this further with, or contact and possibly investigate the area to see if there actually has been dumping going on. Would you be able to help with this? thank you for your time		NOTE: Hotline was cc'd on this email to Aaron Brakel at SEACC. REPLY TO EMAILER FROM AARON BRAKEL: Thank you for reaching out. The Alaska Department of Environmental Conservation's Cruise Ship Environmental Compliance program is the regulatory enforcement body for cruise ship discharges. They should be able to get to the bottom of it. Their web page is https://dec.alaska.gov/water/cruise-ship , and I've copied them on this email. I have also copied Alexandra Pierce, the City & Borough of Juneau's Tourism Manager, and the Tourism Best Management Practices (TBMP) email. The city's tourism web page is here, and the TBMP site is here. Raw sewage dumping from cruise ships is illegal and unacceptable in Alaska waters. I will be following along to find out what the regulators are able to learn. I encourage you to write down and document all details that you can recall about the sewage smell you encountered. Please let me know what more you find out. Best regards, Aaron	Ben Eisenstein, an Environmental Program Specialist - Division of Water -- DEC replied to Aaron Brakel: Thanks for sending this along. I will follow up on this matter but any additional information would be helpful. Like in the future, photos/videos are very useful, alerts at the time are also very helpful, if there is a particular vessel that you (or anyone is concerned about) its helpful to know that as well to narrow down possibilities. If a vessel was discharging (just to be clear that is highly unlikely) there would have been a sheen/discholoration at the surface that would have been very noticeable and photos videos very helpful for us in those instances. I will reach out to the vessels to request logs to double check but can't understate how helpful a timely alert to us can be. For instance, it looks like Discovery Princess was the closest vessel to that area at the time, and they occasionally utilize the CBJ shoreside connection to offload GW, which could have been responsible for the smell if that was taking place, and could have been an easy thing to rule out quickly. The Cruise ships that were in the area yesterday all have the electronic logs that always log when any valve is opened or dose (like I mentioned when we spoke on the phone) so I will start there. The Princess vessel that was closest to the area described is authorized for permeate (treated wastewater) discharge in port, so they could have been discharging permeate although this wouldn't be responsible for a sewage smell (again this permeate is held to strict parameters and more so than even shoreside treatment facilities and is not the same as sewage). I will look into this more and follow up with the vessels in the area, and let you know what I find. Feel free to pass along any more info you have.