



TBMP Hotline Log

Created By: Elizabeth Arnett
 Created On: 10/03/2023
 Start Date: 09/01/2023
 End Date: 09/30/2023
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
09/01/2023, 11:01 AM	Email	Other	Downtown	Closed	I'm sitting here waiting for a website to pop up on my laptop. I remember the days of dial-up and this reminds me of those days. Other people I have spoken with lately complain of the same thing, and we all believe it is because of reduced bandwidth because of all the cruise ships and tourists in town. I just want to report this in case that is what is going on. Thank you.	CBJ Tourism Department	HOTLINE TO EMAILER: Hi, ****. Apparently AT&T is having system wide phone and internet issues today. That may be what's affecting you. However, I've heard several times this summer about cell phone issues when ships are in town. It was also mentioned that once GCI changed to 5G issues started occurring with their customers. I am not well versed in bandwidth knowledge but it would seem to me that the providers should consider increasing their service in Juneau, especially during the summer. Elizabeth	HOTLINE provided incorrect information in the response...it was ACS having outage troubles.
09/02/2023, 10:45 AM	Email	Other	Downtown	Closed	Hello, I would like to stress a concern about the man who is operating the orange pedicab. Today is the second time I saw him riding on the road headed south on Franklin. In fact, he did a u-turn right in front of cars. I understand that the pedicabs operate on the sea walk, which is the best location for them as there is plenty of room for them, plus pedestrians. He should never be allowed to operate on the main road. It's not a small bicycle you can pass and going 3 miles an hour is creating a traffic jam. I don't need a call back or anything, I just wanted to let you know. Thank you.	Alaskan Pedicab Tours	HOTLINE: No response requested.	
09/02/2023, 2:48 PM	Email	Aircraft	Mendenhall Valley	Closed	I haven't written to complain for a few days, though my life is adversely impacted by helicopter noise intruding into my home daily. Sometimes it is like a low grade headache, where you cannot figure out why you are feeling grouchy and uncomfortable. Other times it comes like an abscessed tooth, demanding attention. At all times, it is unwanted and impairs my quality of life for others' profits and is not acceptable.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		
09/03/2023, 1:09 PM	Email	Aircraft	Mendenhall Valley	Closed	We live near the airport and so historically have tolerated a certain amount of necessary helicopter noise - it's an important part of our community's summer industry. So that's been just fine. But this year has really been different! At times it seems like the helicopter droning is almost non stop, and really, this is just "too much of a good thing!" My theory is that the newest tremendously enormous cruise ships, even though they only "count" as one ship at the docks, actually bring in many more visitors than the older ships. Thus... more visitors wanting helicopter rides! And bus rides to the glacier, which obviously is a piece of that whole limited permit problem as well. We need to manage THE NUMBER OF VISITORS, not the number of ships I think!	CBJ Tourism Department	ALIX PIERCE TO EMAILER: HI ****, I apologize that it has taken me so long to get back to you. I was out of town for a few weeks. I agree that we need further limits on cruise tourism, but we don't have a legal mechanism to set a "cap" on the number of passengers. We can impose limits by negotiating on the size of ships that come here, closing the anchorage or limiting the size of ship at anchor, or doing the same for our city docks. We are exploring all those options in collaboration with other southeast communities. As for helicopter noise, the operators are regulated by glacier landing permits and no new permits have been issued since 2001. So, while the impacts are real, the number of flights hasn't increased. This has pushed visitors to other shore excursions like glacier tours and whale watching. It's a complicated problem with no clear-cut solutions, but we can work on improving the resident and visitor experience in Juneau on a variety of fronts, and we are. This is our busiest season ever, and I think it has been a wake-up call for the industry. I'm hopeful that we will see less opposition to efforts by CBJ and its regional neighbors to manage and balance tourism. Happy to talk further if you have additional questions. Thanks for reaching out, Alexandra Pierce Tourism Manager, City & Borough of Juneau	

09/03/2023, 12:23 PM	Phone	Aircraft	Auke Bay (Land)	Closed	I just had six helicopters fly over my house. The first three were directly over, the others were slightly off. Darker in color. 12:22 Sunday afternoon.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO CALLER: Thanks again **** for the specificity on the time, it is quite helpful. I was not in the office yesterday but was able to look back at our schedule and aircraft tracking to see that NorthStar did not have any aircraft in the Auke Bay area around 12:22. We did have two aircraft transition the area at 12:35-12:36 and earlier two aircraft were outbound from the airport around 12:03. I'll chat with yesterdays pilots regardless and see if there was anything going on traffic or weather wise that may have had others diverting north. Jason Kulbeth, Director of Operations, NorthStar Trekking	
09/05/2023, 10:24 AM	Email	Aircraft	Mendenhall Valley	Closed	Today I'm getting helicopters flying in both directions, crossing over my front yard (not seen this before). Had about 15 in 17 minutes and a lot more since then. Mostly red, a few yellow. Are they just being jerks, or am I being targeted for this? Hard to know.	Coastal Helicopters, TEMSCO Helicopters	COASTAL HELICOPTERS TO EMAILER: Good Afternoon ****, This morning, routes were affected by weather and other air traffic. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters TEMSCO HELICOPTERS TO HOTLINE: Weather this morning dictated that we used the "Mendenhall Route" both coming and going to the glacier. The caller was correct that using that route in both directions is unusual but only because of the weather. Now that the weather has improved we are back on our preferred "Steep Creek route". Craig Jennison, TEMSCO Helicopters.	
09/05/2023, 10:57 AM	Email	Aircraft	Mendenhall Valley	Closed	You can also add that the ambient outside decibel level at my home today is 47 (captures loop road traffic, wind, etc). With just one helicopter overhead (just recorded) it goes to 70 db. Noise is measured logarithmically. This means that 70db is 4 times as loud as 50db. Understand that it is not just me. I'm still complaining. Few are because it has done no good for decades. People have moved from Juneau because of this. Moved within Juneau because of this. There is a lot of research that shows that noise causes the release of stress hormones, even if someone states they do not notice or are not disturbed by noise. Stress hormones impact cardiovascular system. In Europe, the actually measure and attribute deaths to noise. In the US, Richard Nixon created an Office of Noise Abatement within EPA in 1972; in 1982 Nixon administration cut that office and transferred responsibility re noise to state and local governments. Little has been done since in the US. Understand that I would likely not have founded the Global Cruise Activist Network or been fighting cruise tourism in Juneau so hard if I was able to enjoy my home and yard and trails without helicopter noise. I cannot. The cruise industry is the source of the bulk of passengers for the helicopter tours. I appreciate you are a nice person. Your sorry in this case however, feels as if you are working for the plantation owner and cleaning the wounds after the owner has again beaten the slaves. I challenge you to actually do something to fix the issue.	CBJ Tourism Department, Coastal Helicopters, TEMSCO Helicopters		This email is a follow-up to a concern submitted earlier in the day.
09/07/2023, 10:26 PM	Email	Aircraft	Mendenhall Valley	Closed	On Wednesday 9-6 roughly between 1650 and 1725, five helicopter flew either directly over our house, or nearly so. Two groups of two and one single aircraft. I don't know that this was tourism related but the number of aircraft leads me to believe so. Typically, we see this once a summer or so, likely due to poor visibility. I assume this unexpected flight path may have been caused by reduced visibility but it is still a nuisance and worth reporting as such. Because the aircraft were overhead and at lower altitudes, I could not see the sides or colors to ID the company. I live on River Road.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO EMAILER: Thanks ****. The two groups of two were NorthStar Helicopters recovering their last groups for the day on the Mendenhall. You hit the nail on the head with regards to the weather and the reasoning for these aircraft to be lower and off of their normal path ways. Our pilots are always instructed that safety of flight takes precedence over noise mitigation and normal routing. The lead pilot from each group did come to me independently and inform me that they had to stray from normal course and we cancelled any further flights for that day. Uncertain who the 5th (single) aircraft belonged to?? Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
09/09/2023, 1:14 PM	Phone	Aircraft	Auke Bay (Land)	Closed	Helicopter traffic at 1:12 Saturday afternoon. [Caller left his phone number.]	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR TREKKING TO CALLER: Thanks again **** for the exact timing. NorthStar had two flights of two aircraft pass each other over Auke Bay at around 13:32 and one flight of two cross Auke Bay around 13:58 but did not have any aircraft in the area around 13:12. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
09/12/2023, 1:03 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	Idling bus at W Glacier on 9/11. Nobody on the bus.	Alaska Travel Adventures		

09/12/2023, 1:07 PM	Email	Other	Mendenhall Valley	Open	Why are there rafting tours still on the Mendenhall? How often do commercial rafts get hung up on trees in the Mendenhall? A tree fell today between the motorized rescue boat (with four rescued guests in it) and the stuck raft, narrowly missing the boat. To get back to the stuck raft and remaining passengers, the rescue boat folks had to cut that tree that just fell. A couple days ago there were several trees fallen into the river completely blocking passage. The river banks are incredibly unstable and a disaster waiting to put the Mendenhall River in national news again. [Emailer included two images which were emailed to Alaska Travel Adventures.]	Alaska Travel Adventures		
09/12/2023, 2:21 PM	Email	Cruise: Noise	Gastineau Channel (Marine)	Closed	Hello! There is a cruise ship blasting music while heading out past Thane right now. Our whole little community sounds like a discotheque. Thank you for letting them know that they can't blast music until further down the channel. It's Norwegian Bliss, and I can still hear them from even further away. Very disruptive to working from home.	Cruise Line Agencies of Alaska	CLAA TO EMAILER: Good afternoon, Thank you for your call to the hotline. There was a USCG drill yesterday but I don't know if this was what the call was about or not? If you have a specific ship I can address it directly with them. Thank you in advance for your advice. Best regards, Andrew Green, CLAA	
09/12/2023, 9:07 PM	Phone	Vessel: Whale Watching	Favorite Channel (Marine)	Closed	I am calling on behalf of myself and several other people here. We have lots and lots of concerns with the whale watch fleet, and we would like to know what, if anything, you guys or the city is going to do to try to educate these captains to have a little respect for everybody else in the water that is not whale watching. They've basically ruined every fishing hole from Auke Bay to North Pass whenever the fleet is running. Many of these guys don't give a d*** how close they come to you. The Allen Marine boats seem to be a step above everybody else when it comes to respect of other people in the water. But most of the whale watch companies don't care about a local boat trying to fish. This year I even had to tell a couple of older people I take out every year that I don't want to take them out because the boat's going to be rocking so much I'm afraid you'll hurt yourself. The whale watching industry is totally out of control here. It needs to be curtailed, cut down by about 75% to put things into a tolerable fashion for everyone who's not a whale watcher. Caller requested TBMP to call back.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Anchor Point Lodge, CBJ Tourism Department, Dolphin Tours LLC, Gastineau Guiding, Harv & Marv's Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, 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: Elizabeth phoned the caller and chatted for approximately 30 minutes. The caller vented and expressed great frustration with the whale watching situation. The caller also had suggestions for mitigating some of the issues expressed. JUNEAU TOURS & WHALE WATCH TO HOTLINE: Hello! I listened to **** for 25 mins this morning on the phone, he reiterated the need to slow down in the cut. He mentioned how bad it was during salmon derby 8 years ago. He was glad to hear about our efforts to monitor ourselves and he said he would save my number so he can call me if he sees any of my vessels going to fast around fishing boats. He said he has called a few companies directly and was dismissed and told his complaints were invalid. I assured him they were valid and that as a fleet we are taking things seriously. His solution is no more whale watching in Auke bay. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
09/14/2023, 8:21 AM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	Is this the place to register a complaint? If so here it is. Last night 09.13.23 I was downtown in Juneau with my wife and a friend from Anchorage. We all were disturbed to see the Discovery Princess cruise ship at the first Juneau dock. across from where the police station used to be, spewing continuous whitish smoke, large volume, from one of its stacks. It was quite dark out so no pictures were obtained, as we only had iPhones, which cannot capture the scene. The ship was docked and thus was not going anywhere for a while. Almost no people on the streets. Is this a calculated thing to do when it is dark and there are few people around? This looked to be a newer ship and thus disturbing as to what they were doing. I am concerned regarding particulate matter going into our air. I would like to see this activity stopped.	Princess Cruises	PRINCESS CRUISES TO EMAILER: Hello **** - thank you for using this hotline and to TBMP for forwarding to me. Can you tell me the approximate time you were seeing this last evening, 9/12/23? This will allow me to do some research with the vessel. Thank you, Kirby Day PRINCESS CRUISES TO EMAILER #2: Good Evening - please see the response from the Captain of the Discovery Princess. I hope this clarifies what was happening at 8:19pm on September 13th as the vessel was preparing to get underway at 8:45pm. Best Regards, Kirby Day Kirby - First of all, thanks for bringing this concern to our attention. We have checked our emission records, and everything seems to be in order. It may be possible that at 8:19 pm, as we were preparing the ship for departure and started our engines, the visual emissions were more prominent. Throughout the call we did not observe any abnormalities and once again, according to our records, all the emissions were within the permissible limits.	

09/14/2023, 9:40 AM	Email	Other	Mendenhall Valley		<p>On Sept. 12, I observed a raft with tourists stuck on a tree in the river outside the Riverside Condos. Regularly, I would notice trees had fallen in the river and people would arrive with chainsaws, buck up the fallen trees, to clear a path for the rafts. I mention this only to indicate the company knows how unstable the riverbanks are, as well as how much debris is in the river. On Sept. 12, I called 911 out of concern for the people on the raft, as I would see water coming over the side of the raft, and also out of fear that the raft could get punctured and sink. Capital City Fire and Rescue came on scene to observe, as offers to assist were rejected by the tour operators, who believed they had the "situation" under control. Other tour guides had gone by and were now on a gravel bar, throwing ropes to the raft and also trying to catch the rope being tossed by the raft. After at least an hour, a skiff finally arrived and was able to remove some of the people from the raft. However, as they moved downstream to get the people to safety, a large tree fell and narrowly missed the skiff- by seconds, if not milli-seconds. The skiff then had to get up to the fallen tree in order to chainsaw it up and get back to the raft and remaining passengers still stuck on the tree. They cut up the tree, and were able to rescue the remaining passengers and the raft. This was terrifying to watch from the riverbank; I can't even imagine how terrifying it was for the tourists and their guides. Thankfully, luck was on their side that day and all were physically ok (I think). It could have gone wrong in so many ways. Apparently, there is no regulatory agency that monitors or has authority over when the rafting companies can float tourists down the river. The almighty dollar seems to run things. Tourism needs to be curtailed, not eliminated. I consider leaving Juneau because of how awful this past summer has been. I can't stay home due to the constant helicopter noise, and the trails are bombarded with their noise as well. I enjoy talking and visiting with tourists on the trails, but they have no idea the impact the hordes have on those of us who live here. Please reign it in. I think half the number of tourists (not ships) with corresponding excursions might be acceptable. Don't spread it out with new/more excursions. Eaglecrest used to be a safe haven, but no longer. Out the road, probably not. Don't schedule the ships to spread them out throughout the day, as then there virtually no time without them (to go to the glacier, be on the trails, etc.). That's my views on things.</p>	CBJ Tourism Department		
09/15/2023, 4:28 PM	Phone	Vehicle: Bus/Shuttle	North Douglas	Open	<p>I was driving on N Douglas Hwy between Bonnie Brae and the boat launch. I was going a little more than the speed limit when suddenly in my rear view mirror was van and trailer of the Segway providers. He rode my tail at a dangerous distance so that if anyone popped out -- or a dog -- this is a residential highway. He was doing such an unsafe job. When I found a safe place to pull off so that he could pass me, he shot out like a bat out of h***. This is just not acceptable driving.</p>	iRide Alaska/Segway Alaska		
09/16/2023, 2:57 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	<p>An observation: It's Saturday, September 16, at about 3:00 and the Carnival Spirit is just getting ready to leave. You know it's leaving because it sets up a vibration in our home (227 Gastineau Avenue). I see the radar spinning and you see a considerable plume from the propulsion motors just starting. So I think we need to consider these older ships and the impact that they have here in Juneau and also globally. Thank you.</p>	CBJ Tourism Department, Cruise Line Agencies of Alaska		
09/20/2023, 2:24 PM	Email	Aircraft	Mendenhall Valley	Closed	<p>Put me down for another day that the helicopter noise is so annoying and disruptive of my day that I am again motivated to write to TBMP, even knowing that it will do nothing.</p>	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters		

09/20/2023, 4:25 PM	Email	Vehicle: Bus/Shuttle	Downtown	Closed	To who this may concern, After watching busses pull out right in front of me all season, today it became egregious. My two kids in the car where scared to the point they got nauseous. Right in front of Trove, today at approximately 15:55, one of those white busses with light blue lettering pulled out, right in front of me. I was driving towards Thane, they came out of the parking lot and have a stop sign, turning towards downtown (so left hand turn for them). The crossing guard had not stopped traffic (there was one crossing guard present) and there was another bus behind me. I instantly hit the breaks, but as the bus was turning he got so close to me there must have been just a hair that would fit in between. I could not back up because somebody was behind me. Driver was wearing a wide rimmed hat (for rain), and I believe license plate is Gdz 638, but difficult to tell in the rear view mirror. I get that tourism is important, but most bus drivers can't make the turn around the teardrop in front of the library, they can't make the turn coming out of the parking lot in front of Trove going towards Thane. They have been pulling out in front of traffic all season and frankly most of them don't care about local traffic. I have been close to reporting before, and looking back, I should have. Next year I will report every single bus that pulls out in front of me. If they can't complete the turn in time, they should not pull out. Literally having busses back up in the teardrop is dangerous. Feel free to reach out with questions.	HAP Alaska-Yukon	HAP ALASKA-YUKON TO EMAILER: Thank you for bringing this to our attention. After speaking with the driver he explained that he did not see your oncoming car due to the trees and vegetation on the left. By the time he did see the car, he had already committed to the turn. We have asked the City to prune back the trees to make the road and traffic more visible. Drivers will also be reminded to be extra cautious turning out of CT. Thank you, Whitney Schaefer, Transportation Manager, Juneau Transportation & Guest Services, HAP Alaska - Yukon	
09/20/2023, 9:42 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Closed	I took the attached video of an idling and empty ATA bus on September 11. Didn't bother to report in the moment because I was out for a walk and I'm tired of the industry needed to be reported on to do the right thing. But, today, 9/20 I see an observation posted today on social media with the same observation of ATA bus idling. PS did you hear Bob Janes at the Assembly COW recently on whales, commenting on how hard it is to get the captains to follow the voluntary compliance things and pay attention to their wakes. Perhaps it is time for the industry to agree to voluntary fines for violations their voluntary guidelines? And those fines could go to pay for rewards for those of us who police the industry. [Sender included a video and an image which were emailed to Alaska Travel Adventures and to Alix Pierce.]	Alaska Travel Adventures, CBJ Tourism Department	ALASKA TRAVEL ADVENTURES TO EMAILER: Good Morning, ****. Thank you for making us aware of the driver who was idling their bus at the West Glacier Trailhead parking lot. Our policy prohibits drivers from idling their bus while not actively loading guests. Our Transportation Manager has spoken with the driver and will work with him to make sure he is following company policy. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
09/22/2023, 5:57 PM	Email	Vehicle: Bus/Shuttle	Mendenhall Valley	Open	And this was posted on social media by someone I don't know who doesn't seem to want to contact TBMP at about 5:50pm 9/22/23. [Emailer pasted a Facebook blurb: ****...was there again this afternoon, maybe ATA should buy him some long underwear and socks so his little footsies don't get cold.]	Alaska Travel Adventures		HOTLINE: Email was also sent to Alaska Travel Adventures.
09/24/2023, 4:54 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	I witnessed a gold GMC Savana with an Alaska Excursions logo on the side driving at 75-80mph on Egan at 4:45 pm on Sunday, September 24th. License Plate FTY896.	Alaska X -- Alaska Excursions	ALASKA EXCURSIONS TO HOTLINE: I spoke with our driver that was driving our van in Juneau at the time of the report. He explained he was heading home for the day and assured me that he was not going as fast as reported, but admitted he could have been going a few mph over the speed limit. I reminded him that he must follow traffic laws and always maintain safe driving practices while operating a company vehicle and that speeding was unacceptable. I also forwarded the concern to his direct manager to keep on file. Let me know if I can provide anything further. Thank you. Michaela Thomas, Administrative Services Manager, Alaska X	
09/25/2023, 5:31 PM	Email	Vehicle: Bus/Shuttle	Egan Drive	Closed	I'm calling to complain about an Alaska Zipline Tours (or Adventures...I'm not sure of the entire name). One of their expo vans cut me off at the Safeway intersection at a red light. They were in the right lane, and I was in the left lane coming to a stop with probably about four car lengths in front of me. They started merging over from the right lane to the left lane at a complete stop. Then later on they cut me off trying to merge back into the right lane once the light had turned green. It's a concerning practice, especially since I had my dog with me in my truck. If I had rear ended that person, it would not have been good for my dog. Please give me a call back at ***. Thank you.	Kawanti Adventures	KAWANTI ADVENTURES TO HOTLINE: I'm following up with all drivers to reiterate their responsibilities when in company vehicles. I will also call ****. John Shanks, Kawanti Adventures	

09/26/2023, 2:26 PM	Email	Other	Egan Drive	Closed	Our bus #80 had a very scary incident today with a bus full of guests coming inbound past Vanderbilt hill. A dark gray Toyota license #L60786 or #LG786 pulled in front of the bus and slammed on his breaks, causing many of our guests to fall out of their seats. He then got up to speed two more times and did it again. The guests were the ones who got the plate number because it was obvious he was behaving erratically. We have reported it to JPD non emergency line as well. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch			
09/26/2023, 6:57 AM	Website	Aircraft	Auke Bay (Land)	Closed	Coastal Helicopters helicopter at 657am	Coastal Helicopters	COASTAL HELICOPTERS TO HOTLINE: No helicopter tours are flying at 6:57am. Please let me know if you have any questions. Dustin Carroll, Chief Pilot, Coastal Helicopters	