



### 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
08/01/2024, 11:28 AM		Aircraft	Mendenhall Valley	Closed	I am forced out of my home today because of incessant helicopter flightseeing noise. Using flight tracking for CH and NS and my eyes for red Temsco helicopters, I know that it is all three brands. Also, thanks to flight tracking I know that even when the helicopters are sticking on or close to their Montana Creek Back Loop Bridge crossing, it feels as if they are immediately overhead. That means that their noise footprint is well excess of 1/2 mile each side of their actual line of flight. And, I hear aircraft flying routes that avoid flying over Montana Creek as well. TBMP - you should invest cruise passenger fees in developing an actual map on noise footprint and intensity of helicopter tours as a step towards addressing this serious health and quality of life impact from cruise tourism.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
08/01/2024, 12:06 PM	Email	Other	Downtown Docks	Closed	Juneau has the largest population of whales in all of Alaska? Isn't truth required by vendors in the dock kiosks? [Email included video of Juneau Whale Tours booth vendor saying Juneau had the largest population of whales in Alaska: <a href="https://youtube.com/clip/Ugkxcw_uYDg6QInQO4HAFaJ1ZWLDVv-UPHEO?si=HE5sH6oaLWkCEDnJ">https://youtube.com/clip/Ugkxcw_uYDg6QInQO4HAFaJ1ZWLDVv-UPHEO?si=HE5sH6oaLWkCEDnJ</a> ]	Juneau Whale Tours	JUNEAU WHALE TOURS TO EMAILER: To whom it may concern. Thank you for bringing this to our attention, we will make sure all of our dock reps have correct information going forward. Have a lovely day.	
08/02/2024, 12:24 PM	Email	Aircraft	Mendenhall Valley	Closed	Hello: Yesterday, Thursday 8-1, was the worst day of helicopter noise I have been here to suffer through this year. Because I am only able to see glimpses of the aircraft through the trees, I cannot say for certain that all the flights were TEMSCO, but they usually are on this route in poor flight weather and visibility. I also cannot judge the total number of flights, because I don't count them, but there seemed a great deal too many for these conditions. I report my perceptions, in hopes you may get a better understanding of what generates the complaints: First, it seemed as though the quality of the noise was worse. I heard more of the low frequency whump-whump type sound, (perhaps this is defined a rotor whump in the sound studies?). This is not always the case when TEMSCO uses this route. Most often I hear mostly just the engine noise. Thursday (and Wednesday) seemed louder for reasons unknown to me. Altitude different? Echo from cloud? Different noise transmission? I don't know. It was louder. Second, for much of the morning it was nearly a continuous stream of aircraft generating the noise. It was as though there were a lot more flights, with little horizontal separation between, or perhaps the same number of flights but aircraft spaced out horizontally more. Again I could not see well enough to tell you, but reporting on the sound, it sounded as though there were frequently single aircraft or just two aircraft going by. Then just as the sound began to lessen, but before it faded much, I could hear another flight coming along the route. I normally see TEMSCO fly in groups of three or four aircraft. This allows a longer quiet spell between groups. Yesterday it seemed as though we had long periods with no quiet gaps between flights, as though the usual groups were strung out, or more aircraft flying. On the good side, the first flight I heard was 0900. I am grateful it did not start earlier. The noise pattern went on until shortly after 1400. After I finally gave up living here and left my house to escape the noise, I noticed flights just beginning to use the Hentzlemann route. I am grateful you can fly there. Now that you have described the "Auke Bay Return" for me I believe I can perceive the benefit for this neighborhood. Aircraft noise I described as louder yesterday was the outgoing legs. The return, which I can still hear, is noticeably less of a problem. Thanks.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO EMAILER: Thanks for the feedback ****. I looked at our records and spoke with the pilots flying on Thursday and it seems that NorthStar contributed a little to the traffic in the valley (on the Mendenhall Route) especially earlier in the day. As you and I have discussed in the past, NorthStar's preferred route both outbound and inbound is the Auke Bay routing but we need a little bit higher ceiling than what we had early on Thursday in order to utilize it. The pilots said that they started using Auke Bay as soon as the ceiling came up and the clouds in the Spaulding Meadows area dissipated. Can't speak for Coastal but I would imagine that all three companies were utilizing the Mendenhall Route earlier in the day which likely made it feel more like a "continuous stream". Jason Kulbeth, Director of Operations, NorthStar Trekking	

08/02/2024, 2:33 PM	Phone	Other	Downtown	Closed	I'm calling about the crossing guards downtown. They definitely hired more people but I came in today for my shift at work and there is an army of crossing guards. That's great. But there was hardly anybody downtown and I think were only two ships in. Now, a couple of hours later, there's four or five ships in, and I just drove through and there's one guard at the sixth crossing. Just making a comment -- maybe they're still fine tuning it. Thanks.	Goldbelt Security	No response requested.	
08/02/2024, 5:45 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	There's a tour operator here in Juneau with no markings on his van. It's a really rusty white van. He goes to the B Zone loading zones in the downtown area. I don't think he's a legal operator. It's a white van, pretty rusted out. Might want to take a look into that.	CBJ Docks and Harbors	DOCKS & HARBORS TO TBMP: I believe the rusty white mystery van belongs to the tram. They utilize the van for taking their staff to off site parking and tram deliveries. Occasionally they are in the CT lot or Columbia Lot. They are usually quick with deliveries. Thanks, Scott Hinton, Docks & Harbors	
08/02/2024, 8:28 AM	Email	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	Yellow Salmon Bake bus, 8:20 AM, outbound on Egan approaching Fred's -- left headlight is out.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Thank you for notifying us, ****. We have identified the bus and fixed the headlight. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
08/03/2024, 10:08 AM	Website	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	One of the dolphin tour buses has consistently parked for multiple hours a day in front of a shared residential house on Gamet St. The driver has parked there for up to two hour increments multiple times a day for over a month now. During this time, the driver goes into the residence and leaves the vehicle parked on the side of the road with hazard lights on. It's now 10:08 AM and he has been parked there since 9:11 AM this morning.	Dolphin Tours LLC	DOLPHIN TOURS TO TBMP: Hello, Thank you for notifying us. It is our policy that our buses do not enter residential neighborhoods, and we have informed our driver. As far as I know, he has not been parking there since he has been notified. Please feel free to let us know if this changes. Our email is DolphinJetBoatTours@gmail.com. Thank you, Sommer Ward, Dolphin Tours	
08/03/2024, 4:42 PM	Email	Aircraft	Mendenhall Valley	Closed	Jesus! I just had a helicopter fly so low over my house it vibrated glass containers off a shelf. Really? We have got to get these guys up higher and back over the ridge like they used to. This isn't acceptable.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	TEMSCO HELICOPTERS TO EMAILER: Hello, Temsco had no flights through the valley below 2000' on the 3rd, well above TBMP's minimum voluntary altitude. As Heitzman ridge opened up from clouds we began to use that route exclusively. Thanks, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters NORTHSTAR HELICOPTERS TO EMAILER: Looked at our records and NorthStar only had two aircraft in the air between 4:30pm and 5:00pm and they were nowhere near any homes. They were on our typical tour routes to the Mendenhall glacier via the Auke Bay route and were at higher than normal altitudes due to the nice weather. Believe this could have been the utility helicopter that has been working all summer with AEL&P? Jason Kulbeth, Director of Operations, NorthStar Trekking COASTAL HELICOPTERS TO TBMP: We had a charter helicopter fly over that area on its way to Taku Harbor. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
08/03/2024, 6:22 PM	Phone	Other	Downtown	Closed	It's August 3rd at 6:22 PM. There are no crossing guards. It's ridiculous. You need to have crossing guards so people don't free flow across the street and the through traffic can't get through. So the cruise ship industry needs to pay for crossing guards, even if they need to pay people \$500 an hour. They need to cover that so the people who live here have a somewhat reasonable place to live. Please address this matter. It hasn't been addressed all season, and it's August.	Goldbelt Security	No response requested.	
08/04/2024, 3:59 PM	Email	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	Unlabeled clean green white bus , but no Alaska Coach tours logo, inbound Egan, by Twin Lakes , 1238 or so today, right headlight out.	Alaska Coach Tours	ALASKA COACH TOURS TO EMAILER: Thank you for reaching out to TMBP with your comment regarding our coach that had a headlight out. We were able to pinpoint the bus and pull it for maintenance. We appreciate you taking the time to make a comment. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
08/04/2024, 4:09 PM	Email	Aircraft	Lemon Creek	Closed	Same flight as yesterday. 4pm. Right over houses in Mountainside heading north, did not seem to stop at airport or Temsco. Certainly not at 2000'. Red and White helicopter. Way too low. Way too noisy.	TEMSCO Helicopters	TEMSCO HELICOPTERS TO EMAILER: Hello, This is a Temsco helicopter. It is a heavy lift helicopter departing the airport on climb out. It was heavy and full of fuel so it took time to reach it's desired altitude. It is being used for repairs for AEL&P and the Juneau Hydroelectric system equipment and is non tour related. We will try to mitigate noise from this job as best we can as this helicopter produces much more noise than helicopters typically used for tours. Thanks, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	
08/04/2024, 4:56 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	I noticed a gold taxi van parked on the Salmon Creek bridge. Everyone was out and looking over the side at the spawning salmon.	Capital Cab, DLux Rides, Evergreen Taxi, Mendenhall Taxi, Taku Taxi, Mendenhall Glacier Taxi, Glacier Taxi & Tours, Juneau Taxi & Tours		

08/06/2024, 10:24 PM	Phone	Cruise: Noise	Downtown Docks	Closed	I live on 6th Street in downtown Juneau, and there's a cruise ship -- one of the ships still in town -- at 10:30 at night, there's a loud, whining sounds like it's a generator or something onboard. It's been going on all evening. Sometimes you can hear it in the morning. Maybe it's a Tuesday ship -- it is Tuesday, the 6th of August. It's about 10:30 PM, it's hot out, and we're having to close our windows to muffle the sound. This is a concern.	Cruise Line Agencies of Alaska	CLAA TO TBMP (FORWARDED TO CALLER): The only ship left in port was the Westerdam but they departed at 2234 last line from the dock. So the timing lines up. It may have been the sound of their thrusters departing the dock. There was also a street sweeper that made the sound described below, we heard it in our office for a significant part of the day as well. I don't know if they made that sound but with the nice weather there is often street sweeping and street striping happening in the night. If the noise was all day I suspect that could be the noise he was hearing. The Westerdam is here almost every week with the same schedule, and I would be curious if this is the first time they are noticing it. Either way I can look into it but I am leaning towards the street sweeper. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
08/06/2024, 10:43 AM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	At 6:43 pm on August 5th, 2024, the Light Green M&M Tours bus was headed south on Marine Way when it blatantly ran the stoplight at the intersection with Main Street. No one was hit or hurt or anything, but tour buses need to follow the rules of the road, regardless of whether or not they are behind schedule.	M&M Tours Unlimited	M&M TOURS TO EMAILER: ****, thank you very much for the feedback. The safe operation of our tour buses is our highest priority. We have addressed this matter with the entire team, and stressed how critical it is that we are all following the rules of the road to ensure the safety of our passengers, our staff, and the local residents of Juneau. Thank you again for your time, and for bringing this matter to our attention. Please let us know if you need anything else. Kind Regards, Robert Steinke, General Manager, M&M Tours of Juneau	
08/06/2024, 9:51 AM	Phone	Other	Downtown	Closed	August 6, 9:40 in the morning. We need more crossing guards. Ridiculous. Consider the locals as well as the people who make the cruise ship companies money. Thank you.	Goldbelt Security		
08/08/2024, 1:48 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	Closed	It's Thursday afternoon about 1:47, and I wanted to call and file a complaint. I work with Coastal Helicopters. We're doing our pickups down at the Tram, which is our normal location. There are two Cycle Alaska vans with two big trailers that have been sitting in the Tram lot for about an hour now and haven't moved. There are no passengers in the vans, and I don't see a dock rep picking up anyone. I do understand that they need to be here to pick up their guests, but they've been sitting here for over an hour. It's prime time so there's not really any spots for our vans to get in.	Cycle Alaska	CYCLE ALASKA TO CALLER: Dear ****, We apologize for the congestion in the Columbia Lot at Cruiseship Terminal yesterday. Unfortunately the Ruby Princess was late to port so our guides had to wait a long while for our guests to come off the ship. The delay was out of our control and not communicated to us by the ship. Kind Regards, Clay, Cycle Alaska Tour Operations	
08/08/2024, 3:21 PM	Phone	Other	Downtown	Closed	It's 3:20 on August 8, and I just drove through town and there's not a single crossing guard. People are just randomly walking across, not even always on the crosswalk areas. I'd like a call back with an explanation of why there are no crossing guards at all and how that's acceptable to those of us in town who have to travel through town. I do not have an email that you can reply to.	CBJ Tourism Department, Goldbelt Security	TBMP FORWARDED RESPONSE FROM GOLDBELT SECURITY TO CALLER: Regarding yesterday, we had 2 officers on duty from 0800 to 1800. We had several who simply did not report for duty and were unreachable by phone. Of those, one has been terminated and a replacement is currently being onboarded. However, it will be the middle of next week at the earliest till we can get him on post. As for the two who did show up...as the person assigned to go around and give them their scheduled breaks is one of those who did not show up, they were required to do so on their own. As such, there were going to be times when there would be no coverage.	
08/08/2024, 4:01 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	I am a Juneau resident and I was almost sideswiped by the orange bus today. I was turning right at Western Auto and they were about 1.5 feet into the turning lane for 100 yards or so before they got back in their lane.	M&M Tours Unlimited	M&M TOURS TO TBMP: I called **** and reassured him that we will be talking to the bus driver that was driving one of our orange buses at that time/place. Mr. **** was satisfied. He has my name and contact information. Robert Steinke, M&M Tours of Juneau.	
08/08/2024, 4:01 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Closed	I have a commercial fishing boat and we're continually getting rocked with wakes. I know there's nothing we can do about it because we can't identify which boat it is, but it's a non-stop issue. It puts stresses on everybody's boat and makes it dangerous to climb up the ladders. It's something everyone has to deal with because of whale watching. I know it's legal and everyone supports it, the city supports it, but it steps on everyone's toes just a little bit.	49th Fathom Charters, Above and Beyond Alaska, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Dolphin Tours LLC, Gastineau Guiding, Harv & Marvs Outback Alaska, Jayleen's Alaska, Juneau Charters, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours, Lost in Alaska Adventures, Rum Runner Charters, Sea Lion Adventure Tours, Alaska Whale and Drone Tours, Angler's Choice Alaska	No response request; sharing for awareness. GASTINEAU GUIDING TO CALLER: Hi ****, Thank you for your level-headed message. We too are aware of the wake issues, and will continue to do everything within reason to address them. Is there anywhere in particular that the problem is most evident? We will notify our captains of your concerns. Yes, there are a lot of boats on Juneau's waterways, and yes, boats make wakes. We'll continue to do our best to minimize our footprint. Bob Janes, Gastineau Guiding, Member, Southeast Alaska Whale Watching Association	
08/08/2024, 6:00 PM	Website	Aircraft	Auke Bay (Land)	Closed	Like many people I know, I am absolutely fed up with the helicopter noise. I live in Auke Bay, far from the maddening cruise ship traffic, but I am still paying the price. If the helicopter companies and Forest Service do not soon figure out a solution, keep flying over our houses, and disturbing every minute of our short summers, then I suspect they will quickly find themselves in court over numerous NEPA and other violations. Stay tuned.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	

08/08/2024, 9:47 PM	Phone	Aircraft	Mendenhall Valley	Closed	I calling about a concern about two helicopter operators in the same slight path as the tour operators at 9:45 PM tonight. It seems extra late for them to be out and about tonight. I understand if they're out on a job, but if it's a tourism thing, it's too much!		TBMP TO CALLER: NorthStar Helicopters had informed TBMP that several of their aircraft were assisting in a non-tour related emergency and will be flying into the airport along normal routes between 9:15 and 10:00 PM. There will be a Coast Guard helicopters as well.	
08/09/2024, 2:40 PM	Phone	Other	Downtown	Closed	It's 2:30 on August 9, driving through town there are five ships in and one crossing guard. It's incredible that this could happen during such a crowded time. I don't know if there's no one working today or they're all sick or they don't know how to schedule their breaks, but there's one guard, and there's chaos, as you can imagine.	Goldbelt Security	No response requested.	
08/09/2024, 3:25 PM	Phone	Other	Downtown	Closed	It's August 9th at 3:25 and there are zero crossing guards all through town. This has happened all summer, and it happened last summer. Somebody needs to address this. If the cruise ship industry needs to provide enough money to pay someone \$1000/hour to provide crossing guards, then they need to do that because this is unfair to the people who live here. Thank you.	CBJ Tourism Department, Goldbelt Security	No response requested.	
08/09/2024, 4:18 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	Closed	Idling buses (two images attached). For the white bus, knocked at idling coach door. Very nice man replied he didn't know what TBMP is, nor Tourism Best Management Practices. He explained he wasn't idling, he was waiting to get "aired up" and someone would be there soon. I explained idling is not allowed. He turned off bus. I do NOT blame the employees. Responsibility rests with operators to train and reinforce so employees know. A million things thrown at once, especially at non-residents where all is new, is too much to expect. But up to operators to figure ways for training to stick.	Alaska Coach Tours	ALASKA COACH TOURS TO EMAILER: Thank you for your TBMP comment and for including pictures. We regularly discuss TBMP during our driver meetings to reinforce these important guidelines. While the driver was correct, they may not have fully explained the situation. Our motorcoaches operate using an air brake system, which requires 4-7 minutes to build sufficient air pressure for the brakes to function properly. During this time, it may appear that the vehicle is idling, but the driver is actually waiting for the necessary air pressure to ensure safe operation of the coach. I will speak with these drivers individually and again remind drivers not to idle in our next driver meeting. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
08/11/2024, 1:39 PM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	It's Sunday, about 1:37 PM. I'm out on my boat, just coming back on a trip from Tenakee to Juneau and really just got cut off by one of the whale boats. There's whale activity out by Point Retreat as we passed, and there was a number of boats. I saw him coming from far away and said "I hope he isn't going to cut across my bow." And he sure as heck did, right across the bow, waked us out. It was just a **** move. I got on Channel 16 and said whoever the large catamaran whale watching boat - two story -- please don't cut me off at Retreat" and they didn't respond and just did it. So I flipped him off as he went by -- him and all his tourists. It's really frustrating. These people are coming to our town; they're taking our town over. I've live here since 1982. Whale watching boats are out of control in Juneau.	Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Juneau Lighthouse Tours, Juneau Tours & Whale Watch, Juneau Whale Tours	ALASKA TALES WHALE WATCHING TO TBMP: Can confirm this was 100% not Alaska Tales. Thank you for reaching out, Tommy English, Alaska Tales Whale Watching ALLEN MARINE TO TBMP: Good day, I reached out to **** regarding his submission on Sunday. I asked if he had any other descriptions of the vessel to share in which he did not. We discussed many of his concerns and discussed changes that Allen Marine has implemented over the last few seasons regarding whale watching, wakes and working within the community. Thank you, Travis Mingo, VP of Operations, Allen Marine JUNEAU TOURS & WHALE WATCH: Spoke with **** on the phone. We discussed what the whale watching fleet needs to do to live in harmony with small boaters. I told him about SEAWWA and our dedication to best practices and gave him my cell in case he has future encounters. Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
08/12/2024, 1:30 PM	Website	Other	Downtown	Closed	Today at roughly 1:30 pm, I was driving from the valley to Thane and traffic in-bound from the valley was backed up past the Prospector Hotel. Traffic from Thane was backed up to the Princess Dock. When I drove through downtown there was only one crossing guard downtown at the Tram/Trove crosswalk. Taxis and motor coaches were stopping at every crosswalk to let one person or small groups cross. Motor coach were also stopping traffic along Franklin and Marine Way at the Cruise Ship Terminal, Archipelago property and Steamship Wharf to let motor coaches enter Franklin, only adding to the congestion. I realize we are getting to the end of season but Monday is a busy cruise ship day and having only one crossing guard does nothing to reduce vehicle congestion downtown. Also, my downtown business relies on cell phone service, and today I have had repeated instances when calls could not go through, calls were not received and went straight to voicemail, or were dropped while talking with a client. GCI is not experiencing any outage in Juneau today and this is likely due to the number of cruise ships passengers in town. This is a repeated issue that happens almost daily throughout the season and it clearly tied to the number of ships in port. The more ships, the more likely that I will have poor cell phone connectivity.	CBJ Tourism Department, Cruise Line Agencies of Alaska	TBMP TO SUBMITTER: Dear Mr. ****: Thank you for contacting the TBMP hotline with your concern about the congestion downtown on Monday afternoon. After speaking with my contact at Goldbelt Security (the contractor for the crossing guards), I wanted to relay to you that indeed at the time you passed there was only one guard on duty. Another was on a break, and the third had called in sick. The situation was exacerbated by the fact that four ships arrived within an hour of each other and all of these ships' shore excursions were leaving downtown around the same time. Mondays are unfortunate in the timing of ship arrivals, and reworking that long-held schedule is being discussed. Also, Goldbelt is trying desperately to hire more crossing guards, and hopefully they will soon have more employees on the roster. While this probably doesn't relieve your frustration, I hope it provides a bit of explanation (not an excuse). Thanks again for using the hotline to voice your concern! Elizabeth Arnett, Administrator, TBMP	

08/12/2024, 4:44 AM	Phone	Cruise: Noise	Downtown	Closed	It's 4:42 in the morning and the fog horns are waking us up. Unacceptable for people who live here. The cruise ships should have to stand out by Marmion and wait until at least 7:30. Unacceptable impact, very loud. Unfair.	CBJ Tourism Department, Cruise Line Agencies of Alaska, Cruise Lines International Association Alaska	CLAA TO CALLER: Good afternoon. Thank you for your call to the hotline regarding fog horns. The use of fog horns by ferries, barge lines, cruise ships, the fishing fleet and other users on the water is unfortunately not something they have an option to stop doing. There is an informational attachment called the "sounds of a port" in the TBMP guidelines on page#19 describing the international and domestic requirements for restricted visibility. They are quite specific. The Carnival Luminosa arrived at Marmion Island at roughly 0415 hrs this morning so she was likely the horn contributor this morning in the Gastineau Channel fog. Perhaps in the future technology will offer some solutions to the fog horns but for now we have the reminder on occasion that ships are using our waterways. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
08/12/2024, 5:20 PM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	I observed the M&M Tours orange bus spewing smoke about an hour ago at the Egan/Loop intersection. I thought it was on fire but maybe just a bad oil/coolant leak.	M&M Tours Unlimited	M&M TOURS TO TBMP: I called the concerned citizen regarding our orange bus spewing smoke. It is true, that our bus was experiencing a mechanical issue and the bus driver was able to reach a safe spot to let everyone off the bus and we had another bus come pick the passengers up and take them back to town. Thank you for your concern. Robert Steinke, General Manager, M&M Tours of Juneau	
08/12/2024, 8:00 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Other (Land)	Closed	I'm calling because it's been a concern of mine for a long time, and I've talked to a lot of people about it, and I feel it's crazy that derelict buses can be shipped to Juneau, AK -- our beautiful community -- and have no emissions testing. Everywhere else those buses wouldn't be able to operate. It's gross that every time your behind a bus or outside on the sidewalk with your kids that it's toxic to your health. They're not allowed anywhere else and that's why they ship them here, and something has to happen about it. If you're going to have tourism in Juneau, please have standards. It's a big issue for me. I live on Montana Creek. If I go to walk my children to Skaters Cabin, it's toxic for our health. If we want to ride our bikes to the glacier, there are so many of those buses spewing out toxic emissions. Even our own Juneau [city] buses spew out all kinds of gross emissions. [The message cut off after 2 minutes.]	Alaska Coach Tours, CBJ Tourism Department, Dolphin Tours LLC, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited	No response requested.	
08/14/2024, 11:23 AM	Email	Other	North Douglas	Closed	Good morning, I was launching my skiff yesterday afternoon at the North Douglas ramp and encountered increased tourism activity at the facility. I have purchased a CBJ launch ramp permit for many years and am happy to do so to contribute to the maintenance of these important access facilities. I am a regular user of that boat ramp and have accepted that I will modify my use of ramp to ensure I safely launch my boat and park without having a negative interaction with the kayak tour company and their clients. It is usually not a big problem, I just often have to wait while clients or tour company employees walk across the ramp and parking lot, or tour company employees drive their vehicle, trailer, or boat around the ramp facility. I have also become accustomed to more limited parking due to the already limited space being occupied by the tour company, their vehicles and trailers, and the busses that drop off and pick up clients. While not ideal, especially on busy days, I do not have major issues reasonably sharing this facility with the kayak tour company that has been operating there for years. However, based on my experience at the North Douglas ramp, it appears to me that the amount of commercial tourism activity is increasing at that location. It appears the kayak tour company has more boats and clients, more busses coming and going, and more overall activity. This increase in activity does negatively impact the public's ability to use the facility. In addition, yesterday afternoon I observed a tour boat dropping off clients at the beach directly adjacent to the ramp and picking up more clients. Both the group of clients leaving and the next group getting picked up walked up into the parking lot and utilized 2 busses that were in the parking lot. I have never see this before. Pictures attached. The existing commercial tourism activity at the North Douglas launch ramp makes it more difficult to me to use that facility and regularly creates unsafe situations for folks launch boats and tourism clientele. Increased commercial tourism at the North Douglas ramp will significantly negatively impact the public's ability to use that facility and should not be allowed. Is CBJ permitting more commercial tourism activities at the North Douglas launch ramp facility? Are the existing permits available to the public to view and is there a public process for users to comment on this commercial use of a public facility? Thank you for considering these comments and providing any information that is available.	CBJ Docks and Harbors	CBJ DOCK & HARBORS TO TBMP: There are only two companies permitted to operate out of North Douglas. The pictures show both of those companies. I have not noticed an appreciable increase to their passenger numbers this season. I will reach out to them to ensure they are keeping their guests from congesting the parking lot. Thanks, Captain Matthew Creswell, AMPE, CMM, Harbormaster	

08/15/2024, 11:50 AM	Website	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	At 11:50am on August 15, Alaska Excursions van/bus #19 was tailgating me on North Douglas Hwy. I was going 45mph which is the speed limit. When the coast was clear, the van/bus passed me at a high rate of speed. I followed him to see how fast he was going - over 50mph. He turned up the Eaglecrest road, which I did too. On the Eaglecrest road he was going 45mph. When I saw him pull off into a pull-out area by Fish Creek, I pulled over to talk to the driver. I live on North Douglas Hwy, have friends and neighbors who bike/run/walk on the road, and I'm concerned about speeding on the road due to safety. I told the driver this. He immediately got very belligerent, told me I was crazy, told me I was going 38mph (I have a 2023 car and I have checked the accuracy of my speedometer). I told him I was simply concerned about speed and safety on our neighborhood road and he continued to get more angry, telling me I am wrong and crazy - and that since I don't have a radar on my car I can't prove how fast he was going. This is our neighborhood road. We walk, bike, and run on the shoulder of this road. The speed limit is 45 for a reason. Large tourism vans/buses that are speeding, and drivers who don't seem to care about it, are a huge threat to the safety of our neighbors and visitors to our neighborhood. This needs to stop. Now.	Alaska X	ALASKA EXCURSIONS TO TBMP: To whom it may concern, Thank you for bringing this matter to our attention. We have reviewed the incident from August 15th with the driver involved. According to his account, he observed the other vehicle driving slower than the posted speed limit on the far-right side of the road, which allowed him to safely pass. He assures us that he was not driving erratically but was instead maneuvering to navigate the road safely. We apologize if his actions were perceived differently and understand the concern expressed. We will reinforce with our team the importance of adhering to proper speeds and driving protocols, and remaining vigilant about local traffic conditions, especially in residential areas with pedestrians, cyclists, and children. Again, we appreciate this feedback and will certainly review these concerns with our entire team of drivers as to prevent similar situations in the future. Please feel free to reach out if you need any additional information. Thank you, Moira Finn, Director of Sales & Marketing, Alaska X
08/15/2024, 12:45 PM	Email	Vehicle: Bus/Shuttle/Taxi	Mendenhall Glacier Rec. Area	Closed	A white motorcoach number 237, has no license plate and was spewing black smoke all the way to the glacier. I think it said independent alaska near the DOT number.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I called and left a VM. I thanked the caller for the comment and asked if he had any information on the bus number or license plate number. Once we have that information we can pull the bus for maintenance. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours
08/16/2024, 2:24 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	I live in the Valley, down Montana Creek, and just taking one drive right now there are four big buses that all have lots of emissions. I don't think anywhere else in the United States these buses are allowed to drive without having to have an EPA certified low emissions standard, and I just wonder why in this beautiful place -- Juneau, Alaska -- is allowing them to pollute our community. I think tourism is great but I think they should have to follow some guidelines. And if that means we need emissions testing for our cards, that's fine. But four big buses in one small radius (and other smaller tourism vehicles), like it's ridiculous. I don't know that I've ever seen it this bad. I don't know who the person is to talk to blow the whistle. It's not OK for our kids to be outside at recess with all the buses going by, and I seen emissions at Auke Bay on a hot day from all the buses. Please call me back. There are now seven buses within a one mile radius.	Alaska Coach Tours, Royal Hyway Tours-HA, Juneau Tours & Whale Watch, M&M Tours Unlimited	JUNEAU TOURS & WHALE WATCH TO TBMP: Sent a text to her to talk about her concerns and to update her on what JT+WW is doing to mitigate this issue. Serene Hutchinson, General Manager, Juneau Tours & Whale Watch ROYAL HYWAY TOURS TO TBMP: Not sure what this is in reference to in terms of location. We don't have any equipment in the Montana Creek area, but do have a few buses near Allen Marine now (not 7). We'll do some research on our end in terms of emissions as well (I haven't noticed any today, and have backed up quite a few of our buses). Bill Hagevig, Division Manager, HAP Alaska-Yukon
08/16/2024, 4:00 PM	Website	Other	Downtown	Closed	Aroma Perfume, 380-398 S Franklin St, Juneau, AK 99801. That's all I could find, no business licenses posted, nothing legally posted inside. They seem to be selling fake perfumes. Also demanding cash versus credit card, honestly very shady practices preying on tourists. I used to work for La Belle, and a lot of the stuff these guys are pawing off as real perfumes are not. Not to mention if you just look at the reviews it's quite concerning they have not been audited yet. They are for sure giving a bad name to Juneau and leaving a sour taste in multiple tourists.		TBMP TO SUBMITTER: Hello, and thank you for contacting the tourism hotline. Unfortunately, Aroma Perfume is not a member of TBMP and thus I am unable to help you other than to suggest that you contact the Better Business Bureau and/or the state's consumer protection division. I appreciate your concern for promoting authentic products availability to our visitors. Elizabeth Arnett, Administrator, Tourism Best Management Practices.

08/18/2024, 10:37 AM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	<p>Sunday, August 18. The time of this message is 10:37 a.m.; the time of the incident was 9:30 a.m. Location would be North Pass. This is with specific regard to Alaska Travel Adventures and one of their whale watching vessels. I'm super bummed that this is the second time in two years I'm having to make this phone call. Their vessel was operating without due regard to other vessels and mariners. I was out fishing with my dad in North Pass. We had our fishing gear out and were trolling for salmon. We were well to the side and out of their way. They didn't slow down at all to get to the whales they wanted to watch -- they just blasted right past us and completely soaked us. The weather was just fine today, and even though our boat's a little on the smaller side, we have every right to be fishing in that area. I'm a 100-ton licensed captain. I'm a local Juneau person. I know for a fact that it was Alaska Travel Adventures -- they have a very distinct wake, and I watched them with my eyeballs. They have distinct vessels and wakes. They are required by the Coast Guard to operate with due regard to the safety of those around them. Their captains are responsible for anything that their wake damages or anyone that their wake injures. We got completely soaked and almost lost gear overboard. We got completely swamped and had to immediately go back in. I would be frustrated if this was the first time this happened. Last year I made an almost identical phone call and so now I'm very upset with the tour operator because obviously they failed to train their team correctly. I've been in tourism for longer than 8 years in Juneau...[message machine cut message at 2:00 minutes]</p>	Alaska Travel Adventures	<p>ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon. We have spoken with our captain about the incident and reinforced the need to be aware of other boats in the area. Multiple attempts have been made to reach **** in response to her complaint about the wake incident she described. We are happy to discuss the matter with her at any time, but to date have not received a response from her. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures</p>	
08/18/2024, 9:09 PM	Email	Other	Other	Closed	<p>I'm curious who decided to include the names and contact information of people calling to the TBMP in the July 2024 call log? Why? This was not done in 2023, nor was it done in the June 2024 log. It is and clearly not accidental. How is this going to improve the function of TBMP, or is to just publicly out people who are calling? Or discourage people from calling once they know their names and contact information will be published?</p>		<p>TBMP TO EMAILER: This is a mistake -- I accidentally loaded the wrong version of the report. I will fix it immediately! Elizabeth Arnett, Administrator, TBMP</p>	



08/19/2024, 2:10 PM	Email	Other		Closed	<p>I am writing to complain about the load on cell phone service that I think is from tourists. For the past couple of months I have been having trouble making phone calls. I dial the number and then my phone says "calling" but it never places the call. If I wait long enough (several minutes), the call will fail and when I try again sometimes it will go through. Sometimes I turn my phone all the way off and on and then I can place a call. Sometimes I just give up. My phone is with me, but does not ring when I get a call (ringer not turned off). I will pick up my phone later in the day and see missed calls that never rang my phone. I have missed calls from my doctor's office. I am not getting texts on time. I will send a text, the person will answer right away, but I don't get the text delivered for hours. I have missed meet ups because of this. I was unable to complete a purchase via Pay Pal the other day because the text from Pay Pal with the security code did not arrive in time to complete the purchase. I have trouble logging into my medical record for the same reason. This is all very frustrating. What can be done to allow me to conduct normal business with my cell phone while tourists are in town? Thank you for your help.</p>	CBJ Tourism Department	<p>TBMP TO EMAILER: Hello,****! Thank you for contacting the hotline with you concern about cell phone issues during the cruise season. Below is a press release from GCI we received yesterday noting that they have been working to improve their infrastructure to help mitigate the situation. We all hope it helps! FOR IMMEDIATE RELEASE August 21, 2024 GCI upgrades improve service for wireless customers in Southeast Alaska The upgrades bolster GCI's network in some of Alaska's busiest cruise ship communities ANCHORAGE, Alaska — After GCI's multi-year effort to improve its wireless network in Southeast Alaska, the company's customers in Juneau and other communities in the region are experiencing more reliable mobile data service. The improvements will make a noticeable difference in some of the region's busiest cruise ship ports, including Juneau, Sitka, Ketchikan and Petersburg. The upgrades include the launch of four 5G wireless sites in Juneau and improved LTE service throughout many Southeast Alaska communities. "GCI's wireless upgrades in Juneau and throughout much of Southeast Alaska means a significantly improved mobile experience for our customers in the region," said GCI Chief Customer Experience Officer Maureen McCabe Moore. "The difference should be especially noticeable during cruise ship season, with the upgrades largely alleviating wireless network congestion sometimes experienced while cruise ships are in port." GCI has invested more than \$4 billion in its statewide network. "While the economic benefits for communities are significant, we recognize there are also challenges that arise with bringing visitors into small communities," said Renée Limoge Reeve, Vice President of Government and Community Relations for Cruise Lines International Association in Alaska. "We're grateful for the work GCI is doing to help ensure the summer season is a positive experience not just for our visitors, but for the communities and their residents who host us each year." Over the past 40 years, GCI has invested more than \$4 billion in its statewide network. More than 97 percent of Alaskans live within GCI's network footprint. For more information about GCI mobile service, visit: <a href="https://www.gci.com/mobile">https://www.gci.com/mobile</a>. About GCI Headquartered in Alaska, GCI provides data, mobile, video, voice and managed services to consumer, business, government, and carrier customers throughout Alaska, serving more than 200 communities. The company has invested more than \$4 billion in its Alaska network and facilities over the past 40 years and recently launched true standards-based 5G NR service in Anchorage, now the nation's northernmost 5G service area. Learn more about GCI at <a href="http://www.gci.com">www.gci.com</a>. GCI is a wholly owned subsidiary of Liberty Broadband Corporation (Nasdaq: LBRDA, LBRDK, LBRDP). Learn more about Liberty Broadband at <a href="http://www.libertybroadband.com">http://www.libertybroadband.com</a>. Media Contact Josh Edge Phone: 907-575-3622 Email: <a href="mailto:jedg@gci.com">jedg@gci.com</a> Best regards, Elizabeth, TBMP ALIX PIERCE (CBJ) TO EMAILER: Hello ****. You are correct that we experience disruptions to our cell phone service when ships are in port. This is an issue that CBJ and others have been working hard to resolve, and I'm happy to say that both the major providers (AT&amp;T and GCI) are in the process of increasing network capacity. Additionally, CBJ is installing downtown wifi so residents and businesses will not need to depend on cellular data for basic functions. I believe that the combination of upgrades will solve the problem and I agree that the current situation is frustrating and untenable. Thank you for reaching out! Alexandra Pierce   Visitor Industry Director, City &amp; Borough of Juneau</p>	
08/19/2024, 8:46 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	<p>Yesterday, August 18, between 4:40 PM and 4:45 PM I was driving behind an Alaska Coach Tours bus, a green bus, heading out from Safeway area toward Auke Bay and I followed this bus through the Auke Bay roundabout. The entire time behind that bus it was spewing out disgusting black smoke -- when accelerating, when it would brake. It was a disgusting amount of air pollution. That bus has no right being on the road.</p>	Alaska Coach Tours	<p>ALASKA COACH TOURS TO TBMP: I called and left a VM. I thanked the caller for the comment and asked if he had any information on the bus number or license plate number. Once we have that information we can pull the bus for maintenance. Alicia Phillips, Juneau Division Manager, Alaska Coach Tours</p>	



08/20/2024, 11:04 AM	Email	Aircraft	Auke Bay (Land)	Closed	Again this morning, the yellow helicopters from Coastal are flying overhead of our house instead out over the channel. 8/20/2024. 9:58, 10:18, 11:00 They are flying up over the road at 16 mile Glacier Hwy, not out over the channel as you reported the last time I raised this issue. Thanks for looking into this for me.	Coastal Helicopters	COASTAL HELICOPTERS TO EMAILER: Good Afternoon, Thank you for taking the time to submit your concern. Not too sure what you mean by Channel? Upon reviewing our flight records it does show that our helicopters were on track per our Letter of Agreement (LOA) with the FAA. We were at about 2,000 ft which was as high as we could fly given the weather ceilings that day. This route, per the LOA, does take us to the center of Lena Cove just off Glacier Hwy. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters	
08/20/2024, 2:53 PM	Email	Aircraft	Mendenhall Valley	Closed	Again, Too much bloody helicopter noise. Auke Bay. Only contacting you so complaint is on record. We all know that TBMP is an industry biased group and the bottom line is local quality of life is not a consideration.	CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
08/20/2024, 6:19 PM	Phone	Other	Downtown	Closed	On Sunday, August 14, I unfortunately had to transit South Franklin to pick up a friend in Thane and then return her home. It was between 2:00 and 4:00. Why were there no crossing guards? There were four or five cruise ships in port that day. It was a gorgeous day. People were walking through the crosswalks; traffic was tied up. I thought we had a head tax that was paying for crossing guards. Why can't we staff enough? Is it just a worker shortage? Maybe we should pay them a little more. Maybe we should get a different contractor who could actually get people to work as crossing guards. Don't tell us we have crossing guards when we don't. This isn't the first time this summer I've notice a shortage of crossing guards. Let's raise the head tax, pay those individuals a little more, and help get the problem under control. Thank you.	Goldbelt Security	GOLDBELT SECURITY TO TBMP: Sunday the 18th was a very difficult day for myself as the General Manager overseeing the crossing guard project. Three of our crossing guards were out due to medical issues. Efforts to contact other crossing guards via phone were unsuccessful. Two crossing guards resigned their positions during this same time frame for various reasons even after they were notified of a significant pay rate increase. The end result was a nightmare for our company local residents and our tour industry. Michael G. Tagaban   General Manager, Goldbelt Security	

08/20/2024, 6:49 PM	Email	Aircraft	Downtown	Closed	I am curious as to if/when/why the flight-seeing practices along the downtown channel were changed. A little over 20 years ago, CBJ provided low interest loans for float planes to swap out their engines for those with a less "invasive" pitch. As I recall, making the swap was a requirement in order to continue flying from the downtown dock. All flights from other origins were to fly over the crest of Douglas Island unless the ceiling was too low. Recently, helicopters and fixed wing planes (those with the older engines) have been flying either above the channel or along the ridge of the mainland. Why the change? Flying between these mountains and over water amplifies engine noise by putting it in a reverberating box. In itself, the practice is extremely annoying, but combined with the other impacts of downtown tourism, negative feelings are magnified. Please reconsider these new practices.	CBJ Tourism Department, Northstar Helicopters, TEMSCO Helicopters, Wings Airways	NORTHSTAR HELICOPTERS TO EMAILER: Thanks **** for using TBMP and for the thoughtful questions. I can't speak to any of the fixed wing operations but will address NorthStar Helicopter's operations from the Douglas Heliport. NorthStar took over operations from ERA Helicopters at the heliport in 2018. The routes we fly for tours from there have not changed from what ERA historically flew. I hate to admit I've been around this long but I was here when the routes were first put on paper 20+ years ago and other than a few very minor tweaks many years ago to accommodate Alaska Airlines the downtown tour routes have not changed. One difference that NorthStar has instituted is that we utilize the Salmon Creek approach and departure much more frequently than ERA ever did. The downtown area was part of ERA's tour but if the weather allows it we will avoid flying downtown and will turn up Salmon Creek to access the icefield area. This seems to impact far fewer homes. I will say however that we have experienced periods of lesser weather in the last couple years. July this season is a good example. You mentioned "over the crest of Douglas Island" and I wouldn't necessarily agree with that verbiage although the intent is the same as what you mean. If weather is not good enough for us to utilize Salmon Creek but good enough to fly what we call the "long route" we will make all efforts to turn and climb as high up in the hills behind Douglas as the ceiling will allow. This is typically around 2200' and we will proceed south east bound until either turning back across the channel abeam Sheep Creek or all the way down to Marmion Island. You also mentioned "flying above the channel or along the ridge of the mainland" which we should only be doing on the return trip to the heliport. Again these are the routes and altitudes put in place by ERA many years ago. As far as I am aware neither of the other two helicopter companies are flying any flightseeing flights in the direction of downtown. Having said this there has been for the last few years a very extensive restoration project going on out at Annex PowerStation by AELP and both of the other two helicopter companies have been extensively involved and maybe this could account for some of the "change" you are noticing? There was a helicopter from an outside company working this project last summer that often flew back and forth from the airport to Annex without regard to noise sensitive areas or altitudes and had to be constantly reminded of them. Please let me know if I can answer any specific questions or if you could pin point a specific time and place of something that you perceive as out of the norm that way I can check into it and make sure we are doing what we say we are! Thanks again. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC TEMSCO HELICOPTERS TO TBMP: I reached out to **** to explain that the increased helicopter active near downtown this summer is due to a construction project for AEL&P. TEMSCO's Bell 214 heavy lift has been flying from the airport to Sheep and Annex Creeks for this. The pilot flies around the backside of Douglas when the weather and fuel allow him to. Craig Jennison, TEMSCO Helicopters	
08/22/2024, 12:05 PM	Email	Aircraft		Closed	Too much helicopter noise. Again.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
08/23/2024, 3:02 PM	Phone	Aircraft	Downtown	Closed	I don't know which company it is but all of a sudden we have helicopters flying over downtown often. It happens on days with good weather so it's not just a bad weather alternate route thing. I'd like to know why this is happening.	Northstar Helicopters, TEMSCO Helicopters	TBMP TO CALLER: Hello, ****. According to TEMSCO, increased helicopter active near downtown this summer is due to a construction project for AEL&P. TEMSCO's Bell 214 heavy lift has been flying from the airport to Sheep and Annex Creeks for this. The pilot flies around the backside of Douglas when the weather and fuel allow him to.	
08/23/2024, 3:20 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	Today is August 23rd. I live on Basin Road. Around 2:00 there was a small new custom bus from M&M Tours up here, and the driver was stopping every 100 feet or so in the middle of the road to deliver information to the people she had onboard. She's certainly welcome to talk, and they're certainly welcome to drive here, but this is a residential neighborhood that has a lot of traffic. Stopping in the middle of the road every 100 feet is really unacceptable. Someone needs to talk to the woman who was driving the bus.	M&M Tours Unlimited	M&M TOURS TO TBMP: I called **** and assured him that he will never see our van up on Basin Road again as we are letting go of our driver that continues to go rouge and thinks she can go wherever she wants. Nice conversation and he was very satisfied with our response. Thank you, Robert Steinke, M&M Tours	

08/24/2024, 10:22 AM	Phone	Other	Downtown	Closed	I live on Basin Road and have a planter barrel on my property at the street that usually gets hit a couple of times a week. The reason it's there is before I put it there my car would get sideswiped on a regular basis. It's been there for a couple of decades. If it weren't there, my car, possibly people would be getting hit by cars. The industry and the city really needs to think about public safety on Basin Road. It's actively promoted as a place for people to drive cars and to come walk. Given the physical nature of Basin Road, unless people become more thoughtful it is not safe as well as being a nuisance. If you'd like to have some conversation about it, I'd like to talk. We've gotten more of those little buses up here since ATA shut down the salmon bake years ago, and it just doesn't fit. Until we get realistic about what's physically possible, and we protect public safety as well as deal with the public nuisance, things won't get better. I appreciate that you guys do actually work [message was cut off by answer machine]	CBJ Tourism Department		
08/24/2024, 1200	Website	Aircraft	Mendenhall Valley	Closed	The annual Juneau community garden harvest fair is Saturday 24 August. Please do your best to keep the chopper traffic over the garden to a minimum.	Coastal Helicopters, Northstar Helicopters	NORTHSTAR HELICOPTERS TO SUBMITTER: Thanks for the reminder on the Harvest Fair. I'll spread the word with our pilots to swing wide if at all possible tomorrow! Weather is supposed to be changing on us tomorrow so might not even be flying?? Hope the event goes well for you all! Jason Kulbeth, Director of Operations, NorthStar Trekking	
08/24/2024, 5:16 PM	Email	Aircraft	Mendenhall Valley	Closed	Flight of four over my house. Originated at Temsco heliport, 116NS, 118NS and two with identities hidden on FlightTracker just went over at 1,150 feet. The TBMP says 1,500 feet but allows deviations for weather.... Perhaps if the weather does not allow 1,500 feet, they shouldn't be flying.		TEMSCO HELICOPTERS TO EMAIER: Perhaps the weather changed rapidly and Temsco flew out to retrieve passengers that were already on the glacier with the rapidly changing weather returned the same flight at 2400' and then ceased tours for the day. Eric Main, Juneau Flight Operations Manager, Temsco Helicopters	
08/28/2024, 4:33 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Closed	Within the past 30 minutes I followed Juneau Tours & Whale Watching trolley number 22 through downtown, heading from Thane out the road. It cut in front of me with almost no room for space for him to get in coming out of the Tram parking lot. He turned left, and I had to hit the brakes. Then I witnessed that driver driving into and through crosswalks that had tourists that had already stepped off the curb. The pedestrians were still on the opposite side of the street and had not entered my lane but I thought the law was if pedestrians step off the curb you stop. I witnessed that three times between Mt Roberts Tram and Centennial Hall, which is inexcusable.	Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH: Hello, Thank you so much for taking the time to bring this to my attention. I will speak with the driver as soon as he is finished today. I did hear from all our driver guides that we were struggling with little to no crossing guards all day. But still it is vital to always give right-of-way to pedestrians, so again I appreciate your help holding my team accountable. Kindly, Serene Hutchinson, General Manager, Juneau Tours & Whale Watch	
08/28/2024, 4:33 PM	Phone	Other	Downtown	Closed	Along the downtown route from Thane going out the road, I only saw one crossing guard. There were no guards at any crosswalks except for the one from the parking garage going across toward Red Dog Saloon.	Goldbelt Security	No response requested.	
08/30/2024, 2:07 PM	Phone	Other	Downtown	Closed	It's 2:00 in the afternoon on Friday, August 30. I not sure who the operator is -- whoever is in charge of the crossing guards -- it might be the city -- I don't actually know. It took me 20 minutes (from 1:30 to 1:50) to get from the Princess dock to the Main Street light. There was only one crossing guard the whole way. So the consequence was that there were no pulses of traffic, just people walking in the crosswalks with no flow of traffic. So whoever is in charge of the crossing guards -- we need more than one guard at a time if we are going to have flow through downtown. If we are going to have this many tourists, we at least need crossing guards. Thanks.	Goldbelt Security	TBMP TO CALLER: Hello, ****. Thanks for contacting the tourism hotline with your concern about the lack of crossing guards today. Goldbelt Security is the contractor for the crossing guard program, which is funded by Marine Passenger Fees through CBJ. For today, I did receive a notice from Goldbelt Security that one of their guards twisted an ankle and had to leave. The manager of the program was getting another guard to take his/her place. That doesn't explain the whereabouts of the two other guards scheduled to work today. Possibly they were taking a break. This explanation probably doesn't do much to ease your frustration of the extra time spent getting through downtown today, and for that I apologize. Hopefully guard presence will improve to help traffic flow more smoothly in the future. Best regards, Elizabeth Arnett, Administrator, TBMP	
08/31/2024, 1:19 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Open	Why do people in Statter harbor have to listen to extremely loud motors being "checked out" by two clueless employees of Orca Enterprises? Why are they tied up between small boats instead of the designated area for whale watching boats? Right now the whole dock is vibrating and we cannot talk to each other. It is outrageous and rude. I went and told them to do this "engine testing" somewhere else but they ignored my complaint and continue revving these incredible loud engines. That's how much the whale watching fleet cares about the rest of the world. In the harbor and out on the water they rule and you let them. Please do something about this mess	Dolphin Tours LLC		TBMP: The monthly reporting period ended before a response was received for this concern.