



TBMP Hotline Log

Created By: Elizabeth Arnett
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 Start Date: 01/01/2024
 End Date: 04/30/2024
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
01/30/2024, 10:36 AM	Email	Other		Closed	Read the exciting news that cruise ships are leaving less waste and that you all were monitoring it. I am especially encouraged that 5 cruise ships will be the limit. I think it should be 4 and that we should not allow the huge ships to come but glad for the first step in giving back our town. I am concerned about the loud speakers on the ships and especially on the whale boats. noise travels well over the water and I can hear them from Horse Island to Fritz Cove. I would also like one day with no helicopters. again, thanks for your work.	CBJ Tourism Department	No response requested.	
03/23/2024, Evening	Website	Other	Downtown Docks	Closed	Good morning, Is there a way to unlock the trash bins along the Princess Cruise dock? I am a downtown resident and often go on runs in this area. I noticed that these trash bins are oddly locked and that seems unhelpful because trash is often put outside the bins such as items (maybe from the homeless population? or dog waste bags). I understand that this dock is primarily used for tourists but locals often seek to enjoy the beauty of downtown docks as well. The cruise ships have not arrived yet but locals still would like access to this trash bin to help ensure the city is kept clean. Thanks so much!	Princess Cruises	KIRBY DAY TO TBMP: Yes, please tell her to call me if she wants further information. The blue garbage cans on the Princess (shoreside) side of the seawalk in this area are locked in the winter due to past vandalism and garbage being taken out and strewn on the sidewalk by individuals. Typically, the CBJ (brown) trash cans that sit on the seawalk along this area are left open - this year CBJ left one of them open near end of seawalk - I believe for the same reasons. Princess leaves one blue trash can open up near our offices in the Miners Cove building just north of the dock. Rgds, Kirby S. Kirby Day, III PFSO Franklin Dock, Juneau Alaska, Government and Community Relations - Alaska, Princess Cruises, Holland America Line & Seabourn	TBMP relayed Kirby's response to submitter along with his phone number.
04/04/2024, 11:07 AM	Email	Other	Gastineau Channel (Marine)	Closed	TBMP SUMMARY: A letter from the Thane Neighborhood Association requested CBJ support for lowering the speed limits for cruise ships in Gastineau Channel. Attached was a copy of a similar letter from 2020.		TBMP: This issue is being referred to the cruise lines and pilots via CLIA-Alaska.	
04/09/2024, 12:49 pm	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	There is a Last Chance Tours bus driving erratically on Egan Drive, and has gone off the road onto the right shoulder four times. The bus is white and is larger than a Sprinter but smaller than a school bus. I do not want a call back. They might be training a new driver, but it's dangerous.	Last Chance Tours	LAST CHANCE TOURS TO TBMP: I just spoke to my driver and he apologizes. He remembers going around near the High School and near the curb. He could not remember exactly if there was another bus or car but he said it will not happen again. We really appreciate your call! Thank you! ~Suparna Last Chance Tours	
04/09/2024, 9:00 AM	Website	Other	Downtown	Closed	After talking with both Juneau chief of police and city attorney both stated that crossing guards have no legal authority to direct traffic and drivers are ultimately responsible for their vehicle. According to crossing guards I talked with they were told in training to prioritize letting busses and commercial vehicles through over non-commercial vehicles. If a driver stops and wants to let people cross the crossing guards should let people cross. Legally by Federal, State, and CBJ law drivers MUST yield to people in a crosswalk. I transit downtown frequently in the summer and have had crossing guards become quite hostile swearing, threatening, even hitting my vehicle (this year already and in years past) when I refuse to drive past when people are in cross walk.	CBJ Tourism Department	GOLDBELT SECURITY TO SUBMITTER: Good afternoon. Thank you for sharing your concerns. I am reviewing exactly what our crossing guards were told during training. Regardless, any unprofessional actions by any of our staff is unacceptable. I will reengage with our crossing guards to ensure they understand their authority and responsibility. Thank you. Michael G. Tagaban General Manager, Goldbelt Security LLC	

04/13/2024, 9:17 PM	Website	Vehicle: Bus/Shuttle/Taxi	Other (Land)	Closed	This is in regards to an ATA van (License plate # GYT 436) driver speeding though the driveway of the Thunder Bird Terrace condos tonight, April 13th, at about 20:17. There are posted signs saying that it is a private driveway, and the young woman driving came through at ~20mph. After blowing through the driveway, she ran the stop sign at the Berners Ave and Muir Street. This is a residential neighborhood, with children often playing outside, and with lots of folks walking dogs, especially around that hour.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO SUBMITTER: Good morning, ****. Thank you for submitting the TBMP concern and providing sufficient information so that we could identify the driver. We have spoken with the driver about driving the speed limit and respecting residential areas. My phone number is **** if you would like to discuss this further. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
04/19/2024, 9:13 AM	Email	Aircraft	Mendenhall Valley	Closed	I realize you don't care, but, sharing. Oh joy. It's that point (earlier every season), where I remember I hate living here during what should be the best time of year to be in Juneau; because the constant rattle of helicopter noise over my house (which should be a refuge, and where, additionally, I am also a remote worker trying to focus on my job) sets my nerves on edge for the entire, ever lengthening, obscene tourist season. Best practices - ? What a cynical joke.		TBMP TO SUBMITTER: Hello, ***! Thank you for contacting the TBMP hotline. Tourism Best Management Practices does understand the impact of the visitor industry on our community and continues to work with tour operators and cruise lines to mitigate these impacts to the best of our ability. Not all issues will be solved 100 percent of the time but hearing concerns from residents over the past 28 years has produced over 100 voluntary guidelines which tour operators agree to follow. The TBMP program has been replicated in various other ports around Alaska in an effort to continue to address specific impacts. For your concern about helicopter noise, if you would like to provide your location to TBMP, I would be happy to contact the appropriate helicopter operator to make them aware of your concern and your location in relation to their routes. Best regards, Elizabeth	
04/23/2024, 2:24 PM	Phone	Other	Mendenhall Valley	Closed	PHONE CALL TO CITY MANAGER: Thank you for taking my call yesterday regarding my concerns about a local bike tour that consistently and regularly usurped the public's use of parking at the Auke Lake Parking area off Goat Hill Road (Back Loop) last tourist season. I contacted you since I had not received any follow-up from the Tourism Director last Fall after we initially discussed these issues, nor did I receive a response to my April 7, 2024 email when I attempted to follow-up. All communications are attached, the most recent from Lauren Verrelli, the Deputy Director of Parks and Recreation. Ms. Verrilli simply explained that the issue is not the Parks and Rec's problem since they didn't issue a permit for the Auke Lake trail and she suggested I contact DOT. The picture and the fact that Ms. Verrelli did not experience the problem on her dog walk does not negate my concerns. Attached also is an image I took one of the times I attempted to pull into the Auke Lake parking on Goat Hill last summer; on the left side of the street was the company's van; in the street and in the designated parking spots were all the cyclists. There was no where to pull in safely, no where to park. This happened multiple times a day, multiple days a week, sometimes resulting in an inability to use the trail. After my attempts to resolve this with three different guides on three separate occasions, I finally contacted the Tourism Director in September. It was said that there had been similar problems with tours in other parking lots, and that this would be addressed with the bike company. Further, I was asked if I wanted to remain anonymous or be contacted by the company and I still feel that if the company wants to contact me, I am happy to discuss the issue. So far, however, I am unclear as to whether the company has even been contacted and what changes if any will be made. I do believe I am following TBMP; however, this is my first attempt to bring a tourism issue forward and so if I misunderstand the collaborative process, I would appreciate your guidance. Thank you for your help reaching a positive outcome on this for our community. Sincerely, ****	CBJ Tourism Department, Cycle Alaska	CYCLE ALASKA TO CBJ TOURISM DIRECTOR: Thank you for bringing this to our attention. We are in the process of reviewing this stop and discussing several options. We will reach out to Karen. Take care. Regards, John McConnochie, Owner, Cycle Alaska	TBMP was cc'd in the emails concerning this submission. We are including it here for the record.
04/26/2024, 12:09 PM	Phone	Vessel: Whale Watching	Saginaw Channel	Closed	The whale watching catamarans traveling in Saginaw Channel have their outdoor speakers on too loud. I'm on Shelter Island at my cabin I don't want to hear loudspeakers. The whale watching boats are about two miles away and I can still hear them. So please pass this on to the whale watching catamarans. They seem to be the worst offenders but all whale watching boats need to turn down their outside speakers.	49th Fathom Charters, Alaska Fjordlines Inc, Alaska Galore Tours, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Whale Watching, Alaska Travel Adventures, Allen Marine, Dolphin Tours LLC, Gastineau Guiding, Harv & Marv's Outback Alaska, 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, Alaska Humpback Adventures	TBMP TO CALLER: Hello, ****. I received your phone call to the Tourism Hotline and wanted to let you know I have transcribed your message and forwarded it to all of the contacts I have who conduct tours in the Juneau area. Please continue to let me know if this continues to be a problem. Elizabeth Amett, Administrator, TBMP	

04/27/2024, 9:21 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Closed	A text message was received on the TBMP Administrator's personal phone showing an image of what appears to be the UnCruise Legacy making way in the CBJ harbor and billowing smoke. There was no comment, nor was there a name (just the phone number).	Uncruise Adventures	TBMP sent a text message to the submitter, providing the URL to complete a complaint form with the Alaska Dept. of Environmental Conservation, which is the TBMP policy on emissions concerns. TBMP also emailed UnCruise Adventures and shared the image. UNCRUISE ADVENTURES REPLY TO TBMP: Thank you for sending this along. I also viewed this incident and took pictures as well. I notified the captain immediately and they took most load off the engines, which immediately cleared up the smoke situation. The Vessel continued down the channel with no excess smoke noted. Our deepest apologies for this, we're working on operational changes to reduce the opportunity for this type of incident. Sincerely, Dan Blanchard	
04/29/2024, 1:32 PM	Email	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	Hello, I live out N. Douglas and witnessed a dangerous situation created by a bus moving very slowly with a long line of vehicles behind it on N. Douglas highway between the bridge and Northstar helicopters at about 12:30 pm. As the bus driver did not pull over when eight vehicles were behind it, vehicles attempted to pass, crossing the center lane divider and nearly missing oncoming traffic. While the drivers attempting to pass were at fault, so was the bus driver for creating a dangerous situation with so many cars behind it, unexpectedly braking for no apparent reason, and not traveling at a consistent, reasonable speed at or near 45 mph (I'd guess we were averaging 30-35, but it was super variable). At one time, the bus driver overtook two cyclists in the bike lane and it was very scary to watch. I believe the safety of cyclists and other drivers was seriously compromised by this driver today. Please require this company to provide a separate narrator/tour guide and driver so we don't have this situation again. It's early season and I'm guessing some drivers clearly do not have the experience or situational awareness needed to drive safely and talk at the same time. Thank you. [TBMP: Email also included a photograph of the bus.]	Alaska Coach Tours, HAP Alaska-Yukon	ROYAL HYWAY TOURS (HAP) TO TBMP: In checking our GPS, this appears to be a Driver who was out doing route training. I'm guessing they were going to Northstar for the first time - hence the slower and inconsistent speed, but they should have been conscious of the traffic behind them. We'll speak to both the Driver and Training Instructor. Whitney, can you follow up with the caller. Coach looks like it was 8257. Thanks, Bill Hagevig, Division Manager, HAP Alaska-Yukon	
04/29/2024, 8:00 PM	Website	Other	Other (Land)	Closed	So many seasonal workers coming to town and looking for housing. Since the season starts earlier, there is a longer overlap with legislative session. It seems like there could be an industry solution to better accommodate the influx of short-term employees. Similar to Legislature and USCG, there needs to be a centralized effort/committee to find housing for the people that the tourism companies hire.	CBJ Tourism Department	No response was requested.	
04/29/2024, 8:20 PM	Phone	Vessel: Whale Watching	Other (Water)	Closed	A tour boat, one of the lighthouse boats, was probably within 50 feet of the shore off of the sea lion haul out on Benjamin Island today. Super close. I called them on Channel 16 and told them they shouldn't be that close, and they didn't back off right away. That happened around 4:30 PM.	Juneau Lighthouse Tours	JUNEAU LIGHTHOUSE TOURS TO TBMP: Hello, I called ****, she said that it was difficult to determine how far our boat was from the sea lions because they were pretty far away, but that it appeared that our boat was closer than they should be. She said that none of the animals were reacting to the boat or were acting in any way to indicate an aversion to the boat being at that distance. I thanked her for bringing this to our attention and that we will continue to train our staff to operate in a responsible and sustainable manner on the water. She thanked me for my response. So... Per our chart plotter, we were over 100 yards from the sea lions and my crew heard her calling on the radio but chose not to respond. I told them to politely respond next time. Thank you! Louis Juergens, Chief Operations Officer	

04/29/2024, 8:20 PM	Phone	Aircraft	Mendenhall Valley	Closed	It's 8:17 PM and the tour helicopters are still flying. I thought they were supposed to be done by now. I didn't see what operator it is but if they fly after 8:00 and that's the rule, I'm going to call you every time.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	COASTAL HELICOPTERS TO TBMP: Good Morning, Coastal Helicopters' operations concluded on April 29th, 2024, at 5:23pm. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters. TEMSCO HELICOPTERS TO TBMP: To All, On 4/29/2024 TEMSCO Helicopters had concluded all tour and any other flights by 1700. Let me know if I can answer any other questions for you. Thank you, Eric Main, Juneau Flight Operations Manager, Temsco Helicopters. NORTHSTAR HELICOPTERS TO TBMP: Not sure if the caller is referring to our operation but NorthStar did have flights occurring during that time frame. Our last tour flight of the day launched at 6:45pm and the last support flight (guide flight) landed on our ramp at 8:38pm. OPERATING TIMES: Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm. Operators agree to minimize tour support operations outside these hours. Non-tour operations will occur outside these hours as our community is uniquely dependent on commercial fixed-wing and helicopter operations. Operators agree to take the same care to minimize their impacts during non-tour flight operations. Jason Kulbeth, Director of Operations, NorthStar Trekking LLC	
04/30/2024, 1:56 PM	Phone	Cruise: Visual	Downtown Docks	Closed	I just watched what looked like a hot berth with one Norwegian ship leaving and another taking it's place at the dock, and I thought that last year the Assembly passed an ordinance against hot berthing.		TBMP left message for caller that while the City and ships have an agreement limiting large ships to five a day, there are currently no regulations concerning hot berthing.	