



TBMP Hotline Log

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Created On: 08/01/2025

Start Date: 07/01/2025

End Date: 07/31/2025

Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Submission Details	Referred To	Response(s)	Additional Information
07/01/2025, 7:06 PM	Phone	Aircraft	Auke Bay (Land)	**** calling from Auke Bay, calling for the operator of JIA. Need to let you know that it's like 7:00. I've been in the house here for about an hour or so and it's been just solid, the background drone of helicopter noise inside my house for the last hour. I haven't really noticed a time that it was not occur. It's the consistency of noise inside my house that I can hear, and it's just it's like a couple \$100 in taxes that you guys have raised between 6:00 PM and 9:00 PM with all the helicopter tours and all the other tours that you do on city property. I mean it's like the bad money, the money that has no benefit or return. It's the negative spending, really, where it starts to come back to you and not be a benefit. It's a detriment after. You know, a 10 hour day it starts to count back against you rather than for you, even though you still collect taxes and all that type of stuff. So just calling to let you know we're negative spending here and not pay with helicopters this evening.		TBMP: This concern was forwarded to the Juneau International Airport manager's office.	
07/01/2025, 9:57 AM	Phone	Crossing Guards	Downtown	It's Tuesday, July 1st, just before 10 a.m. My complaint is against all the cruise ships that have loads of passengers from their cruise ships with one – a single – crossing guard. So people just crossing willy nilly in little droves of ones and twos and threes and holding up traffic. Unacceptable to people who live in this town and who have to have a reasonable quality of life. So my complaint is if they can't find people to man the crosswalks, pay them more money. If the cruise ship industry has to pay people \$500 an hour, that's what they do so that people can live in this community without complete frustration. Thank you.	7 Juneau Economic Development Council	JEDC TO TBMP: Thank you for reaching out! So far, all scheduled staff have arrived early for their shifts and we are operating at the current manpower as planned: Goldbelt Tram Area - 8AM-4PM - JL (shift change at 4PM to JH); Marine Park (Library) - 8AM-12PM - JM (shift change at 12PM to JB); On-Street Supervisor - 10AM-6PM - MH; Dispatch - 8AM-8PM - CB. The three additional crosswalks under contract will be staffed at 2PM to accommodate the influx of passengers arriving on the Anthem and the Encore. Kindly, Charlie	
07/02/2025, 12:41 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Good afternoon, I was walking downtown near 6th Street and witnessed a taxi from Juneau Taxi running through stop signs at high speed on 6th Street around 12:25 today, July 2nd. The license plate was JKL664. Just wanted to let you know.		TBMP: Juneau Taxi is not a 2025 member of TBMP, but the concern was forwarded to them.	
07/03/2025, 4:30 PM	Website	Compliment	Downtown	Since July 1 there has been a noticeable difference with crossing guards. Traffic has moved well, and most importantly the guards themselves appear to be attentive and engaged in what they are doing. As a Thane resident this is meaningful	7 Juneau Economic Development Council		

07/05/2025, 10:30 AM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Juneau Tours and Whale Watching, Coastal Helicopter, Gastineau Guiding...in general, not just the 3 mentioned above...companies traveling 50 mph or less on Egan. Included in that are the rented jeeps. Please remind drivers that the speed on Egan is 55.	2 49th Fathom Charters, 2 Above and Beyond Alaska, 4 AJ Mine Gastineau Mill , 3 Alaska Fjordlines Inc, 2 Alaska Galore Tours, 4 Alaska Icefield Expeditions, 3 Alaska Coach Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 6 Anchor Point Lodge, 6 Chum Fun Charters, 1 Coastal Helicopters, 3 Crew International Tours, 4 Cycle Alaska, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 4 Glacier Gardens Rainforest Adventures, 4 Gold Rush Dog Tours, 4 Goldbelt Tram, 3 Royal Hyway Tours- HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 4 iRide Alaska/Segway Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 4 Juneau Food Tours - Taste Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 Kawanti Adventures, 4 Last Chance Tours, 4 Liquid Alaska Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 4 Macaulay Salmon Hatchery, 1 Northstar Helicopters, 6 Rum Runner Charters, 6 Shelter Lodge, 1 TEMSCO Helicopters, 4 Treadwell: Alaska's Lost Mine, 3 Unplugged Adventures, 4 Wings Airways, 4 Juneau Private Tours, 2 Alaska Whale and Drone Tours, 4 Dangerous Water Adventures, 4 Wild Coast Excursions, 4 Breathe Alaska LLC, 4 Juneau Snorkeling, 6 Undisclosed Excursions, 6 Waters Edge Lodge, 6 Noble Eagle, 2 Morsa Marine, 4 Alaska X, 6 Angler's Choice Alaska, 4 Paddle Juneau, 6 Apex Lodge & Charters, 4 IntoAlaska, 3 Explore Juneau, 4 Juneau Local Tours, 6 Pybus Point Lodge, 6 Adventure Fishing Tours, 2 Tongass Tide, 3 Tee's Crew Shuttle & Tours, 4 Alaska on Tap, 4 Capital City Tours, 2 Charter Juneau	TBMP sent a reminder to observe speed limits to all members who provide tour transportation.	
07/05/2025, 10:38 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Yes, good morning, this is **** and it's about 10:30. The catamaran Thundercloud got on step almost before the no wake buoy. Came out 400 yards if even that and proceeded to do a man overboard drill, spinning around in tight turns. Did it twice. I did call him on the VHF. Ignored it the first time. I repeated myself, asking "can you go further out in the bay/" and the operator said yes, he could. But this is not the first time for some of these boats, and I think it needs to be brought to their attention. I would also like to bring to your attention that Alaska Travel Adventure has done a fantastic job. They're slowing down way out. You wouldn't know that they were the same operation. Believe me, they need a gold star. We appreciate it. Thank you and good afternoon.	2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 2 Morsa Marine, 2 Charter Juneau		TBMP: Unfortunately this concern, while documented in the TBMP system, was inadvertently not forwarded to the operators on the list shown in the report. Once realized (on August 1), TBMP notified the caller as well as Juneau Tours & Whale Watch and Alaska Travel Adventures of the mistake.
07/06/2025, 12:12 PM	Email	Aircraft	Auke Bay (Land)	Rattle Rattle Rattle Rattle. Every day. Ignoring the impact this has on community members is divisive. You are contributing to the divisiveness in our community. Don't we have enough to feel divided over?	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		This email was also sent to Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk's office at CBJ.
07/08/2025, 1:53 PM	Phone	Cruise: Emissions (referred to DEC)	Downtown	I live downtown in Juneau, and I'm calling to complain about a smell of engine exhaust that permeating downtown, from up on Starr Hill down to the Flats and down to the waterfront as well. I believe this is probably due to ship exhaust – excess air pollution – and I'm not going to go to DEC because I tried to do that and I couldn't find the form you talked about. So I'll let you call DEC about this. It's pretty disgusting. We live downtown and it's coming into our house, and it should stop.	9 Referred to AK DEC		TBMP: The Tourism Hotline has a long-standing policy of referring emissions concerns to DEC. The URL in the hotline message was checked and does link to the DEC page with information about filing an emissions concern.

07/08/2025, 10:23 AM	Website	Vessel: Whale Watching	Auke Bay (Marine)	Sealion tour skiff slow down in the harbor . Don't flip people off because your doing 10 knots in the harbor and they tell you to slow down . Your behavior is unacceptable.	8 CBJ Docks and Harbors	SEA LION ADVENTURE TOURS TO TBMP (not forwarded to submitter as email address is invalid): Hello ****, thanks for being a concerned citizen. I believe it's what makes Juneau so very special. While I agree that vessels should not speed through the harbor, I don't believe the incident involved my 30' tour boat, which may have been mistaken for a "skiff." I personally operated the boat on July 8th with a small family onboard and was not in a hurry or speeding. I did not receive any warnings to slow down and have never made obscene gestures from my boat. As a long-time, year-round resident of Auke Bay, I value and respect our community. Carl D. Greene	TBMP: Sea Lion Adventure Tours is not a 2025 member of TBMP, however the concern was forwarded to them and also to Docks & Harbors.
07/08/2025, 8:20 AM	Email	Other	Mendenhall Glacier Rec. Area	Good morning, I'm a long time and frequent East Glacier trail user. I know when I hike in summer I will cross paths with a tour group or two. Yesterday (July 7th) I had to pass 4 large groups in less than 30 minutes at the beginning of the trail. I believe that this is too big of an impact on that trail and other users. I'm always friendly and grateful when passing. I have noticed this season that not all the guides are quick to ask the group to allow passing -- this happened with two of the groups yesterday. I'm also curious if the biking and hiking groups are larger this season.	2 Gastineau Guiding	GASTINEAU GUIDING TO TBMP (forwarded to emailer): Good Morning! Thank you for passing this along! As I'm sure you know, Monday afternoons are always busy due to the weekly timing of the cruise ships. With all or most of the ships arriving at once, it's difficult to spread out the tours as we do during the rest of the week, so the trails are busier with us and all the companies. While we are unable to change the cruise ship schedule, we will continue to remind our tour guides to be mindful of local hikers on the trail, especially on these busy days! Thank you! Steven Arends, Operations Manager	
07/09/2025, 7:58 PM	Phone	Other	Thane	We are having trouble getting on the Internet at our house. We live down on Thane, and we have bandwidth issues when there are a bunch of cruise ships in. We also have trouble with getting cell phone coverage or cell phone calls dropping. It only happens when there are cruise ships in town. It never happens any other time, and it happens regularly. So we are impacted by not having good cell service and Internet when the cruise ships are here. I don't know how that all works, but it's the fact of when they're in town. Thanks.	8 CBJ Tourism Department		
07/12/2025, 12:55 PM	Phone	Crossing Guards	Downtown	Hi, my name is **** and I am working for Travel Juneau in the CST building right now, and there's a crosswalk guard who keeps yelling at all the tourists. I really believe she's just trying to keep them safe, but she's saying "you know better." And she's really kind of scolding them and yelling at them and I don't know who it is, but it's a shift here on the 12th. I've been here since 11:00, so she's been doing it from 11:00 AM to 1:00 PM. So I just wanted someone to know about it. Maybe look into it. Thank you very much.	7 Juneau Economic Development Council	JEDC TO TBMP (forwarded to caller): In our staff training, we have emphasized safety, which includes using a whistle or otherwise getting people's attention to help pedestrians avoid putting themselves in harm's way. Our intent is to be helpful. We have met with the staff person and will work them and all staff on communicating in the most friendly manner possible. Charla Brown.	
07/13/2025, 10:36 PM	Phone	Cruise: Visual	Downtown	Hi folks at Tourism Best Management Practices, this is **** calling you for the second time this year, 10:30 here on Sunday night, watching television on the big screen of the ship. Whatever it is, it's moored out on the Rock Dump. So I would really appreciate if you folks would give them a call and ask them to remember to turn their TV's off when they're in port. It's not the the kind of scenery I want to look out my window. Appreciate you. Thank you very much.	7 Cruise Line Agencies of Alaska	CRUISE LINE AGENCIES OF ALASKA TO CALLER: Hi ****, Thank you for letting us know. We will correct the matter below. Assume new staff took over that position and the turning off at Dupont Dock was not passed along. We will make sure ship is adhering to the guidelines. Best regards, Andrew Green, Port Director	
07/13/2025, 3:15 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Hello **** here. Today is Sunday, July 13th, and I was turning right onto Egan drive at the 10th St. intersection, waiting for traffic to clear since you can have the right of way at that point. Two commercial vans came through and then an M&M big bus was just booking it through the intersection, which is always annoying because if you don't have good sight lines to make a right hand turn onto Egan. So I followed it. Before I got to the hospital intersection, the M&M bus not only was way ahead of me, but had passed the other two vans on the road that had gone through the intersection ahead of it. My impression is it was going well past the speed limit. This is the M&M Tours bus and the time was 3:10 approximately on Sunday afternoon, July 13th. That driver needs to cool his jets. Thank you.	4 M&M Tours Unlimited	M&M TOURS TO TBMP: Thank you for taking the time to voice your concern about the speed of our bus and the conduct of the driver. Safety is our top priority, and we appreciate every opportunity to improve. All of our buses are equipped with GPS tracking devices and speed governors that cap their maximum speed. We will review the telematics data from the trip in question and discuss our findings in an upcoming safety meeting with the driving team. I also spoke with **** and had a constructive conversation about his observations. Please know that we take this matter seriously and will address any issues that come to light. If you have any additional details or questions, feel free to reach me at 907-419-1235. Thank you again for bringing this to our attention and for helping us keep our passengers safe. Sincerely, Robert Steinke, General Manager	

07/13/2025, 8:35 AM	Website	Other	Other (Land)	All cruise agency contacts and tour operators inclusive of 'you drive' private vehicle rentals: This is a repeat, pro active request (as made a year ago following incidents of visitors in local streams picking up spawning salmon for selfie) that all visitors who are renting self drive or on private tours via taxi or 12 passenger commercial tours be informed that it is not only disruptive to the salmon cycle to wade into streams to 'touch' or pick up fish ...but that it is also against the law. Perhaps there could be information sheets in vehicles, or operators provide visitors with information on the salmon life cycle so that visitors can enjoy observing 'fish fighting their way upstream' without impeding them. I am not an employee of the Diocese or Shrine but a neighbor who volunteers 3-4x daily during the crush of cruise season to clean restrooms ...this gives me multiple interactions with visitors to answer questions about the Shrine and the 'views', plants and animals that they are curious about.	4 Juneau Private Tours, 4 Juneau Local Tours		
07/14/2025, 4:41 PM	Phone	Aircraft	Auke Bay (Land)	This is ****. 4:38. Coastal Helicopters flying low. And inbound. Don't see anything different. I want to talk to them personally for lying. Appreciate it. Thanks. Bye.	1 Coastal Helicopters	COASTAL HELICOPTERS TO TBMP: I have not responded to ****. While I welcome constructive feedback, I find it hard to engage and condone abusive language and accusations of dishonestly directed at our team. Such comments do not foster productive dialogue and are not contrary to the respectful discourse we strive to maintain. We have responded to every complaint thus far from **** and we have ALL taken the time to meet with him in person. We checked all our trackers around the time frame **** stated and there wasn't anything showing that our aircraft were flying were out of compliance. However, **** wouldn't believe us anyway. I am more than happy to discuss and provide feedback to **** when the comments are constructive, not personal attacks. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager	
07/15/2025, 10:53 AM	Phone	Vessel: Other	Auke Bay (Marine)	Yeah, it's ***. About 10:45 an aluminum catamaran whale boat just went by pretty close to my breakwater at full speed. Looks like a double decker. If you need a picture I can text it to you. It threw a big, huge wake over my breakwater onto my dock against my boat. [Caller texted boat image to TBMP.]			TBMP: The vessel in the image provided by the caller was identified as one belonging to Highliner Lodge in Pelican. They are not 2025 TBMP members. TBMP provided caller with a contact name, phone number, and email for the lodge and recommended he call them directly, as previous emails from TBMP to Highliner Lodge regarding similar complaints did not produce a response from the lodge.

07/15/2025, 11:06 AM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	As a regular Thane road commuter, the crossing guard situation has improved significantly in the past week -- more consistency and taking more control of traffic. That's the good news. But there are still very long wait times getting through the S. Franklin gauntlet. Traffic from the south is regularly backing up all the way to the turn-off to the AJ Dock. Yesterday I spent 8 minutes trying to get through, between 2 large buses, breathing diesel fumes the whole time- not good for anyone with health issues, and unpleasant and unhealthy for the rest of us. I don't think that buses should be allowed to turn across traffic to get in and out of the bus parking at the docks -- they cause huge delays and safety issues.	3 Alaska Coach Tours, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Juneau Tours & Whale Watch, 4 M&M Tours Unlimited		
07/15/2025, 3:18 PM	Phone	Crossing Guards	Downtown	Hi, it's 3:15 on Tuesday, the 15th, and it is completely clogged up in town. The sidewalks are jam packed full. There are not enough crossing guards. People are crossing all over. It's taken me almost 10 minutes to get through town. I had to wait 3 minutes, backed up, before I even got to Twisted Fish coming from Thane into town. It's just an unacceptable mess that we have to live with this, and I think there needs to be more crossing guards and there needs to be fewer people transiting through town or in this town that are not local. Thank you.	7 Juneau Economic Development Council		
07/15/2025, 4:24 PM	Email	Aircraft	Auke Bay (Land)	The helicopter noise is particularly bad this month. Today it is very loud, with little break in between repeated rounds. I have been working extra hours at my job which I do from home, trying to meet deadlines before taking a short summer break out of town. It is very hard to focus and maintain productivity with this constant disruption. Among the things I am looking forward to on my vacation is relief for my nervous system from this constant presence – it is very high on the list of what I need a break from. Sometimes while I'm struggling to tune out this noise, I think about the fact that if I choose to stay in this community – where I have been a very long time, raised my children, developed bonds, worked etc. etc. etc. – it will mean I will have to listen to this 6 months a year for the rest of my life. Apparently, our community leaders have decided that is perfectly fine. Do not mistake a failed ballot initiative for proof that many of us are not seething as we try to enjoy our homes, spend time in our yards or take a hike while being subjected to this incessant racket – you know, if you're wondering about the reasons our population is declining and why people might choose not to stay here.			This email was also sent to Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk's office at CBJ.
07/16/2025, 8:24 PM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	Crew international/ crew shuttles. I have noticed that the crew shuttles that give rides to and from Costco also Fred Meyers are making crew members wait A LONG TIME to shuttle them. Also they have been left stranded at Costco and called taxis to get back to the ship. Crew members have also started using taxis because they are quicker. These guys are on a time limit and shouldn't be forced to wait. Or be abandoned and have to worry about getting back to port. Also they are parking in taxi zones and being very combative towards competition. Taxi drivers are just doing their job. The are deliberately parking in taxi zones instead of their own zones that they have been given. I've witnessed road rage and all kinds of corruption. Which is unnecessary and uncalled for. Did I mention unprofessional and down right spiteful. I've witnessed how rude the drivers are to customers and a lot of drivers from different taxi companies. I witnessed one lady doing 80 mph on Egan with a full shuttle. Also to be picking strangers off the street and taking them to the glacier regardless of whether they have a permit or not shouldn't be allowed. They are CREW shuttles. Not taxis or tour vans. Someone needs to explain to them how to conduct their business and obey the rules.	3 Crew International Tours, 3 Tee's Crew Shuttle & Tours		

07/17/2025, 4:30 PM	Email	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Hello, I have followed a few of these buses every summer as they bring passengers to the Allen Marine whale watching boats. I have noticed black clouds of exhaust as I follow them (I live at Mile 15+). Sometimes my windshield gets black bits from the exhaust (must be the worst when driver is shifting gears?). When I contacted TBMP a couple of years ago about one of these older buses I was told it probably was due for an oil change. It's especially irksome to be behind one of these on a clear Juneau sunny day when I COULD have my car windows open! Thanks for trying to keep the impact of these old buses down.	3 Alaska Coach Tours, 3 Royal Hyway Tours-HAP Alaska-Yukon		
07/18/2025, 7:34 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Whoever was driving this bus this evening was using Main Street to turn around. However they got into this situation is unknown. Someone should talk to them about not using the middle of Main Street to turn around. [image provided]	4 Alaska X	ALASKA X TO TBMP (forwarded to emailer): Yes, this is one of our vehicles—thank you for bringing this to our attention and for the helpful feedback. Since our COO and Juneau Camp Manager are cc'd here, they're aware of the situation and will speak with our drivers in Juneau to ensure this doesn't happen again. We really appreciate your continued support this season! Michaela Thomas, Administrative Services Manager	
07/19/2025, 7:59 AM	Email	Compliment	Gastineau Channel (Marine)	Thank you to the "Joy" this morning, July 19, for coming in to town so slowly and WITHOUT any smoke!!! A Thane resident.	7 Cruise Line Agencies of Alaska, 0 Norwegian Cruise Lines		
07/20/2025, 3:52 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Today is July 20th, Sunday. Just want to report a near miss I had with a whale watching boat. I'm a commercial vessel headed to AGS [Alaska Glacier Seafood] to offload halibut and was nearly hit by what looked to be a Gastineau Guiding whale watching boat full of passengers. Without my stopping and slowing down, I think there potentially could have been a collision. My main concern was the speed at which he was traveling and the indecisiveness on his maneuvers. There really could have led to a dangerous situation. It happened around 12:30 PM today, so I'd be happy to talk about it some more. If anyone has any questions and give me a call anytime. Thank you.		GASTINEAU GUIDING TO TBMP (forwarded to caller): Good afternoon, Yesterday I called **** directly to get more information from him about the incident he reported out on the water. He was able to provide me with the information needed for me to track down the exact captain. This Captain is one of our most experienced, he is a year round local who has held his license for 15 years here was his response to the incident. "I was outbound and he was coming from my port side (it was a slow fishing boat), so I maintained course and speed until I was not sure he would maneuver. I tried hailing him on 16 with no response (though there was some other chatter on that channel it may have gotten lost in). So I slowed down and made a turn to port in order to go behind him, essentially giving way to him. He slowed down at the same time, so I had to make a much larger turn in order to keep clear and still take his stern. Essentially I was following the rules of the road as the stand-on vessel and when it looked like he either didn't see me or wanted to cut across my bow, I took avoidance action. He happened to take action at the same time by slowing down." Based on this response, it sounds like our Captain was doing everything he could to avoid any type of collision with this fishing vessel. I let our Captain know to continue to be extra careful and vigilant out on the water and continue to give other vessels as much space as possible. All the best, Robie Janes, General Manager	
07/20/2025, 5:05 PM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	While on a bike - I was very nearly hit by the Alaska on Tap shuttle near Evergreen Cemetery. I was riding downhill on Spruce St. towards Glacier hwy. The shuttle driver very briefly pulled to a stop at Seater then proceeded to turn left without yielding to me. Either she didn't look for traffic or was just completely oblivious. They swung so wide that there was no room for me to dodge the vehicle in the street. I had a lot of speed from the steep downhill so this was extremely dangerous. Thankfully there was a curb ramp that allowed me to escape onto the sidewalk to burn speed and avoid the vehicle. She did not stop afterwards, so clearly had no idea that she ran a cyclist off the road. Much less why is a tour operator driving through this residential neighborhood.	4 Alaska on Tap	ALASKA ON TAP TO TBMP: Thank you for this email. I spoke to the biker over the phone yesterday and was made aware of the situation. We spoke to our guide who was involved in the incident yesterday after I was made aware of the situation. They wanted to show the guests the Cemetery on their way from downtown which is not our usual path - we have since instructed the guides not to do that. We are really sorry this situation happened and will take measures to make sure the van drivers are more cautious. If there is anything else we can do please let us know. Thank you, Katie Nave, Co-Owner	

07/21/2025, 12:10 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Calling about a complaint on Coghlan Island, July 17th. This last Thursday at around 1:00 PM, a silver and navy blue double decker boat, coming through the channel markers along the shore at full speed while kayakers were trying to enter their boat. So I don't know what company it was, but it was the silver and dark blue double decker boats that did not slow down at all and they were within feet of the shoreline. Thanks.	2 Alaska Tales Whale Watching, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch	JUNEAU LIGHTHOUSE TOURS TO TBMP: We went through our records, and I spoke with our captains and it was logistically impossible for us to have a boat in that place at that time. Louis Juergens ALASKA TALES WHALE WATCHING TO TBMP: I think this is addressed to the wrong company because the description does not match our vessels, which are all-silver aluminum color. ...We just reviewed the footage from our vessels to double confirm if this was our vessel or not and can confirm it was not. Our crew is not allowed to go through the Coghlan Cut in a situation like this so we take it very seriously. Additionally, our vessels are equipped with cameras and we reviewed the footage on this day on our boats and confirmed this was not our vessel. Jeff Fanning JUNEAU TOURS AND WHALE WATCH TO TBMP: We didn't have any vessels inbound within 45 mins of the time. Also our vessels do not go north of Coghlan island unless there is severe weather. But I still checked in with our team and reminded them about the area and about people on kayaks. Kindly, Serene Hutchinson, General Manager	TBMP has been unable to identify the vessel described in the concern.
07/21/2025, 8:32 AM	Email	Compliment	Downtown	...the new crossing guards are fantastic, what an improvement!!! with all the tourism \$ you would think they could be paid a nice price for such a tedious job. I especially like the new woman, blond, thin build and middle age? She does an excellent job talking to the tourists about what to expect with the road crossing. Waving cars, etc through so they aren't all tempted to stop for every person, even with a guard there, and uses her whistle for both cars and foot traffic. So many people from down south are use to those and gets their attention.	7 Juneau Economic Development Council		
07/22/2025, 4:02 PM	Email	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Greetings, I was a passenger on my way home for surgery this morning when we saw a van driving in an unpredictable way. I was prepping to record because the female driver of the Dolphin Tours van was all over the road because she was texting from downtown to the valley but we also got one of the red lights she was running [emailer provided video]. Thanks for letting me send this email. I think TBMP and Travel Juneau do a really good job in trying to keep tourism and this town compatible, kind, and safe. I've read the TBMP book many times when I did that kind of work and there is some really great stuff in there that's very logical and means something. I think people forget that others are always watching and I don't want the seasonal workers to have a bad time and not want to come back over safety issues. I understand they are all under incredibly pressure from their leaders to perform but their individual safety is important too. Nothing is so important it couldn't or shouldn't be done safely. Thanks for letting me share. I don't want anyone in trouble or to get hurt. Thank you again.	2 Dolphin Tours LLC	DOLPHIN TOURS TO EMAILER: Good morning, My name is Lisa and I am the owner/operator of the van. I pride myself on having a clean driving record and having lived in Juneau for the past 30 years. This is the best kind of wake-up call to do better and be in less of a rush. Thank you for your attention to this and reminding me to take my time. Sincerely, Lisa Ward	
07/22/2025, 8:40 PM	Email	Vessel: Other	North Douglas	I'd like to file a complaint against the kayaking guiding company that launches at the North Douglas boat ramp. I believe that this company may be Alaska Travel Adventure, but i'm not certain. We have witnessed their safety boat employee, that sits in a lund skiff, actively catching sculpin and flounders, keeping them in the skiff and then prior to the kayak tour returning to the beach, discarding the fish on the beach to lure eagles to dive and feed, to put on a show for the tourists. This lund safety boat also keeps a dungeness crab pot active that they pull for the tourists enjoyment. I would hope that this is done with mindfulness of how many personal pots are set there and how wasteful this could be seen unless they then, either donate the crab or otherwise use for community benefit. It is very concerning to create this much waste of fish day after day for the benefit of tourists, especially when it is illegal to bait and feed Eagles. If I need to collect greater evidence of this action through photos, I would be happy to comply, but would hope that the TBMP would be able to stop this activity. It would appreciate any response to how my complaint may be addressed. Thank you.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO EMAILER: Good morning, ****. Thank you for bringing this matter to our attention as we take such concerns very seriously at Alaska Travel Adventures. We do not condone the actions described regarding our safety skiff operator to lure wildlife, and we assure you that we are taking corrective action with the employee. We have taken immediate steps to address this issue by meeting with our entire guide team to reinforce the seriousness of this behavior and to ensure future actions align with our environmental policies. Our employees are explicitly prohibited from fishing while on duty, and we are committed to ensuring this does not happen again. Regarding the crabbing activity, we can confirm that our guides operate with proper fishing licenses, and we ensure that no crab is wasted. We appreciate your vigilance and encourage you to provide any further evidence, such as photos, to assist us in fully addressing this matter. Thank you again for raising this concern. We are dedicated to preserving the natural environment and ensuring our operations reflect the highest standards of responsibility. Please feel free to contact me directly if you have additional questions or concerns. All the Best, Ryan Rushton, Vice President - Operations	

07/23/2025, 10:50 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	The Juneau Lighthouse boat named Beacon took off this morning at approximately 9:30 and at the white buoy pulled way over onto our side to avoid a yacht that's anchored and blasted right by. I have a 38 foot boat tied to the outside of my dock that's ****'s boat that has received damage from someone, not knowing who. It rolled so far over up onto the dock that it scuffed up the side and took part of the rubber strip and tore it off. The Beacon often does not have any consideration for anybody but themselves, and definitely needs a tongue lashing as far as I'm concerned. I appreciate whatever you people can do. Thank you and have a good day.	2 Juneau Lighthouse Tours	JUNEAU LIGHTHOUSE TOURS TO TBMP: Thank you for this. I reached out to the captain as well as ****. We will be making some adjustments. Louis Juergens	
07/24/2025, 6:36 PM	Phone	Aircraft	Auke Bay (Land)	I'm calling about the helicopter noise inside of my house with all the windows and the doors closed at 6:30. The helicopter noise has been unstoppable. For the last half hour or more it's just a constant racket. That is inside of my home. And it doesn't belong there. All people are doing is making money hand over fist. Bad cash and I have to deal with it. And I get no benefit out of it. They make a couple hundred dollars of sales tax during this time and it causes all kinds of concerns. You know. People get irritated by this stuff and it goes on and on and on, and the municipality does nothing about it because FAA says that they're in charge and you guys really haven't run this down. You really haven't. It's kind of that wimpy. Sad. You know, municipality type thing that you guys do. It's not OK. It's not OK. You know, you guys really need to represent your facilities and your rights and your responsibilities and your public, and not just be such a cash**** quite honestly, you know there's more to it than just running throttle on everybody, everybody, everybody. You don't have conscientious operators. They're cash [message cut off after two minutes].	8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
07/25/2025, 1:29 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Yeah, it's **** again here. I've been down working on my boat for the last two hours and just getting hammered here. I just videoed a boat going by heading towards the commercial float dock. It's a big cat. I don't know if there was people on board. Obviously it's a big passenger boat, right up close to my breakwater again. [Caller provided video to TBMP.] But it's not just one boat. It's getting terrible here. Now that I'm down here, I'm seeing it.	2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide, 2 Charter Juneau	HUNA TOTEM CORPORATION (ICY STRAIT POINT) TO TBMP (forwarded to caller): Thank you for sharing this observation. Our Director of Marine Operations was contacted by Jamie Cagle from Allen Marine, who informed her that this was being reported. He also shared valuable insight into how their company mitigates wake impacts in shared waterways—particularly emphasizing that their larger vessels reduce speed well below typical limits to avoid disturbing other operators and docked vessels. We greatly appreciate the information Jamie provided and we are sharing these practices with our Marine team. We are committed to aligning with the same strict policies and wake-reduction measures that TBMP and Allen Marine follows. In fact, they consistently go above and beyond the baseline TBMP standards, and we intend to adopt those same elevated practices moving forward. Specifically, we will implement the following procedures: At Coghlan Cut, reduce speed to 10 knots or less. From there into Auk Bay, proceed at idle speed to prevent waking out any docks or nearby vessels. We'll ensure these updates are reflected in our operational protocols and communicated across the team. Erica Drahozal, Director of Sustainability	
07/25/2025, 10:26 AM	Phone	Vessel: Other	Auke Bay (Marine)	Yeah, I'm just checking to see if you have a phone number for the Highliner Express. I believe it's from Pelican. Comes in here hot and I'd just like to get a phone number. I might be able to speak to that captain and see if we can get them to slow down a little sooner. Thank you.		TBMP provided the phone number to the caller.	
07/25/2025, 11:17 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Friday, July 25th, 11:07 there was a Taku Taxi van pulled over in the outbound lane of Egan so that he was blocking the turn lane coming from the hospital. I think that's probably too dangerous and illegal, so I just wanted to report that. Thanks, bye.	3 Taku Taxi		
07/26/2025, 3:36 PM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Can the Harv and Marv cdl drivers abide by the law please. Stay in the right lane on Egan unless needed. It's in the cdl book. Read it again if you struggle. Also going 70-80 in those buses and vans is reckless driving both companies. Don't hangout in the left lane it's not cool. Also whichever taxi company has the license plate LME 564 really needs to get off their phone while driving they were inches from hitting pedestrians.	3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 2 Harv & Marvs Outback Alaska, 2 Juneau Charters, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Mendenhall Glacier Taxi	HARV & MARV'S TO TBMP: My apologies for the delayed response, all drivers have been reminded to maintain appropriate speed and to drive in the right lane except to pass. Jamie Letterman, Chief Admin Officer CAPITAL CAB/DLUX RIDES/EVERGREEN TAXI/TAKU TAXI TO TBMP: Received and understood. Shane Williams.	

07/26/2025, 7:04 AM	Email	Other	Downtown	People, I live on Thane Road. Yesterday, for the third time this year, it took me approximately 25 minutes to get through downtown. This time, however, there was no shortage of crossing guards. My wife and I are both retired so we no longer have to drive through downtown every day. Thank God. But I assume that the congestion I encountered yesterday happens much more frequently than my own experiences. So that begs the question, what is causing it and what are you doing about it?	8 CBJ Tourism Department	TBMP TO EMAILER: Mr. ****, TBMP will get with others to see if there is any solution to the congestion downtown. I'm happy to hear the crossing guards are working better with the new contractor, but I understand the frustration of not being able to traverse downtown in a reasonable amount of time. Elizabeth Arnett	
07/27/2025, 6:16 PM	Phone	Aircraft	Auke Bay (Land)	I'm calling about the helicopters at 6:15 on Sunday night. I've been sitting out here for a while and I have to say now, I'm usually inside my house. I'm outside my house this evening and and it's annoying outside the house too. It's just sitting here trying to relax and stuff and then you hear a helicopter and you're like, OK, it'll go by in a couple of minutes. And then another helicopter comes by, going the other direction and then the other one returns and it just becomes incessant. Really, you keep on waiting for it to pass by, but it doesn't. It's just one trip that runs into another trip. From like the noise pattern and it makes for one long continuous string of noise that goes on and it never passes, and so it's after 6:00 sitting here in the yard for a while, just kind of trying to unwind and relax and get ready and stuff like that for the next week ahead. And, you know, really take in the evening and it's unnecessary to have the airport making money at this time of night, and really for the operators on city property, it's just really not a good policy. Suppose maybe if they're coming from private land and serving boats that weren't foreign flagged or something? I don't know. It's just it's not really respectful of the community values. I guess I would say for the airport and for the docks and for tourism and for the industry and for the community on a beautiful Sunday evening. So probably not a good idea.	8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
07/28/2025, 11:26 AM	Email	Cruise: Noise	Downtown Docks	Cruise ships have been sounding their horns in port, in good weather. Seems like several times this week. Is there a maritime reason for this?		TBMP TO EMAILER: Mr. ****, last Friday (the 25th) the Ruby Princess had a Coast Guard required drill, which includes horns and whistles. As for others earlier in the week, I will look at my list of drill exercises to see if others happened. Thanks for letting the hotline know, as ship noise is not allowed unless it's a drill or an emergency. Elizabeth Arnett, Administrator	
07/29/2025, 1:38 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Glacier Rec. Area	TBMP CALL SUMMARY: A commercial van operator expressed discontent that the Forest Service isn't enforcing the permit rules (i.e., operators need a permit in order to drop people at the glacier). The complaint has been forwarded to Alix Pierce, CBJ Visitor Industry Director, and Michael Downs, USFS District Ranger.	8 CBJ Tourism Department, 7 Juneau Ranger District		
07/29/2025, 3:57 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Hi, it's 4:00 July 29th. There is a huge bunch of congestion - vans, cars, trucks, buses. Dammed up all through town. Way too many people, way too many buses and vans. Something has to be done so that there's not so much congestion for people who live here that need to go back and forth through that. Crazy congested area so. Please work on that.	8 CBJ Tourism Department		
07/31/2025, 2:18 PM	Phone	Vehicle: Trolley	Downtown	I've got to complain about that **** trolley. They're coming up through Franklin, down Franklin at like 2 miles an hour, stopping, and you can see the drivers hand waving, so he's giving a tour of downtown. Stops dead in its tracks. Right there at Deckhand Dave's and then up the hill and down. Calhoun. That big thing about hit me the other day, coming around the corner towards Cope Park. Unbelievable. And they go so slow, pointing things out, giving a tour. Totally disgraceful.	2 Juneau Tours & Whale Watch		
07/31/2025, 9:53 AM	Phone	Cruise: Emissions (referred to DEC)	Downtown	Hi. I'm calling about the Norwegian Jade today, July 31st. I know that I don't have time to go online to do your form, but they are putting out big time emissions - sit there all day and let them out. It needs to be addressed. Thanks.	9 Referred to AK DEC	TBMP TEXTED TO CALLER: Hello, ****. I received your hotline complaint about ship emissions. Unfortunately, TBMP does not deal with ship emissions. It has been our long-standing policy to refer people to DEC. Follow this link to file a complaint: bit.ly/emissionsconcern .	