



## TBMP Hotline Log

Created By: Elizabeth Arnett  
 Created On: 06/02/2025  
 Start Date: 05/01/2025  
 End Date: 05/31/2025  
 Concern Type: All types

| Concern Date & Time  | Source | Concern Type           | Area of town      | Status | Submission Details  | Referred To  | Response(s)   | Additional Information   |
|----------------------|--------|------------------------|-------------------|--------|---|--|---|--|
| 05/01/2025, 3:04 PM  | Phone  | Vessel: Whale Watching | Auke Bay (Marine) | Closed | Last week, I was reporting some violations of the No wake zone in Statter Harbor by the through the wildlife and whale watch folks, and since then they have done a remarkable job of abiding by the No wake zone. So I just wanted to let them know that I applaud them. Unfortunately, there are others that are not. So I think the global heads up to all the whale watch folks in the Statter Harbor area would be advisable. I'm just observing and taking pictures of Eagle Charters' Willow May, and they need to be reminded that the No Wake zone does not start at the breakwater. It starts at the white pylon and I have pictures to back up all the references, and if there's other violations, I will let you know. Thank you.  |  | TBMP: Willow Mae is owned by Eagle Charters in Elfin Cove, who is not a member of TBMP. |  |
| 05/05/2025, 11:54 AM | Email  | Aircraft               | Auke Bay (Land)   | Closed | Another tourist season, another year of rattled nerves and lower quality of living in our homes, where some of us actually are trying to concentrate at our jobs, others just trying to enjoy our private dwellings, while they vibrate from hours upon hours of helicopter traffic. I honestly don't even know why I send these messages. TBMP is an industry group, advocating for only things that benefit industry, Amanda Pierce never responds to messages from the public, The assembly and city government seems to be have completely caved as the industry has dropped almost all pretense of needing to even inform the city of it's plans, let alone be limited in any way by local government or community interests. At least I can pass on the favor of being annoying. Sincerely, Auke Bay resident | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested   | Email was also sent to CBJ: Katie Koester, Robert Barr, Alex Pierce, and the city clerk. |

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| 05/05/2025,<br>12:00 PM     | Website | Other          | Other (Land) | Closed | I'm sure you get lots of complaints. I just wanted to say that the tourist provide a great benefit to our community. Don't get bogged down with all the nay sayers.   | 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, 5 Alaska Shirt Company, 2 Alaska Tales Whale Watching, 7 Alaska Tour Sales, 2 Alaska Travel Adventures, 7 Alaska's Capital Inn, 5 Alaskan Brewing Co, 0 Alaskan Dream Cruises, 2 Allen Marine, 6 Anchor Point Lodge, 7 Arctic Jupiter, 3 Capital Cab, 7 Capital City Sightseeing, 7 Captain Summers Marine Services LLC, 0 Carnival Cruise Lines, 8 CBJ Tourism Department, 5 Celebrity Jewelers, 5 Changing Tides, 6 Chum Fun Charters, 1 Coastal Helicopters, 3 Crew International Tours, 7 Cruise Line Agencies of Alaska, 0 Cunard Line, 4 Cycle Alaska, 0 Disney Cruise Line, 3 DLux Rides, 2 Dolphin Tours LLC, 7 Downtown Business Association, 3 Evergreen Taxi, 7 Experience Juneau, 5 Forbidden Peak Brewery, 7 Franklin Dock Enterprises, 2 Gastineau Guiding, 4 Glacier Gardens Rainforest Adventures, 5 Glacier Smoothie Soaps LLC, 4 Gold Rush Dog Tours, 7 Goldbelt Seadrome Marina, 7 Goldbelt Security, 4 Goldbelt Tram, Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 0 Holland America Line, 7 Icy Strait Point, 4 iRide Alaska/Segway Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 7 Juneau Economic Development Council, 4 Juneau Food Tours - Taste Alaska, 2 Juneau Lighthouse Tours, 7 Juneau Ranger District, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 5 Juneau Trading Company, 2 Juneau Whale Tours, 4 Kawantl Adventures, 4 Last Chance Tours, 0 Lindblad Expeditions, 4 Liquid Alaska Tours, 6 Lost in Alaska Adventures, 2 M&M Tours Unlimited, 4 Macaulay Salmon Hatchery, 3 Mendenhall Taxi, 1 Northstar Helicopters, 0 Norwegian Cruise Lines, 0 Oceania Cruises 3, 0 Princess Cruises, 0 Regent Seven Seas Cruises, 6 Rum Runner Charters, 0 Seabourn Cruise Line, 6 Shelter Lodge, 7 Silverbow Inn and Suites, 7 Southeast Conference, 7 Sunshine Water Taxi, 3 Taku Taxi, 1 TEMSCO Helicopters, 5 Tracy's King Crab Shack, 7 Travel Juneau, 4 Treadwell: Alaska's Lost Mine, 5 Trove 20, 0 Uncruise Adventures, 3 Unplugged Adventures, 0 Viking Ocean Cruises, 7 Whale SENSE, 4 Wings Airways, 7 Woo Hoo Tours, 7 Melino's Marine Services, 4 Juneau Private Tours, 2 Alaska Whale and Drone Tours, 4 Dangerous Water Adventures, 5 Alaska Shirt Company Extended, 4 Wild Coast Excursions, 7 Alaska Sailing Expeditions, 4 Breathe Alaska LLC, 7 Camp Manito-Wish YMCA, 3 First Student, 5 Alaska Juneau Mining Company, 5 Alaska Knifeworks, 7 Jorgenson House, 7 Juneau Empire, 4 Juneau Snorkeling, 6 Undisclosed Excursions, 6 Waters Edge Lodge, 5 Caribou Crossings, 7 Noble Eagle, 3 Southeast Alaska Express Pedicab, 2 Morsa Marine, 4 Alaska X, 6 Angler's Choice Alaska, 7 Access Juneau, 7 Juneau Mobility Rentals, 4 Paddle Juneau, 6 Apex Lodge & Charters, 4 IntoAlaska, 3 Explore Juneau, 3 Goldbelt Transportation, 4 Juneau Local Tours, 6 Pybus Point Lodge, 0 The Boat Company, 5 The Grind Coffee Company, 3 Alaskan Pedicab Tours, 6 Adventure Fishing Tours | No response requested.  |  |
| 05/05/2025,<br>9:00 PM      | Phone   | Cruise: Visual | Downtown     | Closed | Well, hello there folks at TBMP. This is ****. I live up on Seventh Street here in downtown Juneau. It's nine o'clock here on Monday night, and instead of joining the view of Mount Jumbo, I'm looking at the large screen on the back of the Norwegian Joy. So I know it's early in the season, maybe you could give those folks a call and let them know that I don't really appreciate the TV view. I've got a lovely view here as it is. Appreciate you folks letting them know, and I appreciate you doing all the work you do to make it work here. Thank you very much. You can give me a call back at ****. Feel free to give me a call or a ring anytime you. | 7 Cruise Line Agencies of Alaska   | CLAA TO CALLER: Good afternoon, We have notified the line of this error. We have reminded the vessel officers on-board in charge of this as well. It was an oversight; they apologize and are correcting the issue. Best regards, Andrew Green, Port Director |  |
| 05/05/2025,<br>all day long | Website | Other          | Thane        | Closed | deckhand dave. burning trash on the beach, pouring diesel on the beach (and filing a restraining order against the person who reported him)   |  | TBMP: Deckhand Dave's is not a member of TBMP.  |  |

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| 05/06/2025,<br>1:07 PM      | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Mendenhall Valley | Closed | Around 10:45 this morning, Tuesday. May the 6th, out on Montana Creek Road between the Back Loop and Skaters Cabin there was a white bus with "Alaska something" on it. The license plate was JET 880 and it was just belching thick, stinky exhaust smoke all the way down the road . Once it got on the highway and started going faster it wasn't quite as bad.   | 2 Above and Beyond Alaska, 2 Alaska Travel Adventures, 4 Liquid Alaska Tours | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to caller): Good afternoon. Thank you for logging this concern. We were alerted of a potential mechanical issue with this vehicle earlier this morning. The vehicle was pulled from today's dispatch and is currently being evaluated by our mechanic. All the Best, Ryan Rushton, Vice President - Operations ABOVE & BEYOND ALASKA TO TBMP: Thanks Elizabeth for sending this over. This is not one of our vans. Thank you, Liz Barlow, Director of Operations LIQUID ALASKA TOURS TO TBMP: This is not a Liquid vehicle. Thank you!!!! Sincerely, Jeff Fanning, President   |  |
| 05/06/2025,<br>Around 7-8pm | Website | Vessel: Whale Watching       | Auke Bay (Marine) | Closed | Watched the Beacon boat stay on step till the breakwater , come on there is a no wake bouy and sign for a reason. I get its late in the evening but don't wake the harbor just cause your in a big rush . Just slow down maybe 500 yards from to bouy to avoid this . The big boats throw the biggest wakes they should be slowing down the farthest out .   | 2 Juneau Lighthouse Tours  | JUNEAU LIGHTHOUSE TOURS TO TBMP (emailed submitter also but email bounced back): Hello, Thank you for your report that Beacon was traveling too fast through the "no-wake" zone in Auke Bay. I have spoken with the crew and reinforced the importance of this regulation being followed. I apologize for thier failure to follow the rules. I was hoping that you might have a video to share about this? If so, it would help me in training our crew of what not to do. Thank you, Louis Juergens   |  |
| 05/07/2025,<br>12:40 PM     | Website | Aircraft                     | Downtown          | Closed | Last summer the helicopters were flying over the Highland Drive subdivision and the noise was unbelievable. This 2025 season it is occurring again with several helicopters returning to their base mid day and evenings. Again, over houses flying at around 300/400 feet estimated. Very loud. In the past they flew down the channel and that meant less noise. We'd appreciate it if you can get them to resume flying the channel route. Thank you. | 1 Northstar Helicopters  | NORTHSTAR HELICOPTERS TO SUBMITTER: ****, Thanks for this. This is the time of the year I expect to see a few mistakes from our new pilots, however we really haven't gotten much flying in yet due to the weather. I checked with our company instructors and the route is being taught correctly, and you are right our tour helicopters should be mid channel as they are passing the highland area. Couple questions for you. Can you tell if the aircraft that are flying over highland are blue in color? When you state that they are returning "mid-day and in the evenings" this makes me think that the aircraft you may be seeing (or hearing) are a handful of utility helicopters doing work down on the annex power station. The project has been going on for several years now. For our part, NorthStar operates several tours out of the base formerly run by ERA helicopters on North Douglas. When weather allows we always try to use the route that leaves the heliport and almost immediately turns up Salmon Creek and on to the icefield. This is our preferred route and provides for the least amount of noise for the community. However when the ceiling is lower we have to fly down the channel and again you are correct that on the inbound leg our aircraft should be tracking mid channel as they pass the area abeam Highland. They should also be crossing the bridge at 2000' and descending to be at 1000' when abeam the antenna near Salmon Creek. Please feel free to reach out directly to me if you see any blue helicopters overflying Highland Subdivision and if you can provide an exact time of day when it happens that can be very helpful in finding out who and why it occurred. Thanks again, Jason Kulbeth, Director of Operations |  |
| 05/09/2025,<br>3:20 PM      | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown          | Closed | Hi, good afternoon. I just want to report that I saw HAP bus number 1280 Downtown Juneau May 9th driving with no rear license plate. Thank you. [image provided]   | Royal Hyway Tours-HAP Alaska-Yukon   | ROYAL HYWAY TOURS TO CALLER: ****, Thank you for bringing the below to our attention. It's very confusing (for us too) but commercial vehicles are required to place their plates and tags on the front of the vehicle vs. the rear (like everyone else does). I think this is due to weigh stations, but I'm not 100% sure. You'll see some buses around town with plates on the front and back, but the tags are in the front. These vehicles pre-existed the change. Coach 1280 is fairly new to Juneau and has the correct plates on the front (you'll see the same thing with Capital Transit as their buses have plates on front and back except for the newer electric buses – they are front only). I hope this clarifies things and, again, thank you for bringing this to our attention. Bill Hagevig, Division Manager, HAP Alaska-Yukon  |  |

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| 05/10/2025, 4:10 PM  | Phone | Vessel: Other             | Auke Bay (Marine) | Closed | Hello. My name is ****. I would like to have the Dangerous Waters jet ski folks to slow down at the appropriate time in Statter Harbor. At 4:05 today, which is the 10th of May, Saturday, they continued to create awake with their tour until they got to the breakwater at Statter Harbor and even then there's some of the riders that were creating a wake by spinning their machines around quickly. So this is unacceptable behavior and I would appreciate you notifying them that they need to abide by the No Wake Zone as everybody else is.Thank you.   | 4 Dangerous Water Adventures   | DANGEROUS WATER ADVENTURES TO TBMP: We have received this information and it has been addressed immediately. This will no longer be an issue. In addition, I have tried to reach out to the complainant but have not received any response. Dangerous Water Adventures prides itself on safe and responsible travel on the water and sets a very high safety standard. If anyone has any issues feel free to call me personally at 1-916-990-4713. Thank you, Steven Moll, Adventure Guide   |  |
| 05/10/2025, 5:24 PM  | Email | Other                     | Mendenhall Valley | Closed | This van belonging to your company is parked on our private property in a space used for people with disabilities. It's very frustrating you took no interest whatsoever in correcting this problem and decided to make it worse by parking illegally, the police can enforce disability space misuse even on private property. We are asking you once again to correct this problem or we will call JPD and have the vehicle ticketed and towed and your employees trespassed from our property.   | 2 Alaska Travel Adventures   | ALASKA TRAVEL ADVENTURESS TO EMAILER: Good afternoon. We responded to **** directly when he emailed the same complaint outside of TBMP. The ATA employees who live at the unit have been reminded to park only in spaces that are designated to us as tenants in this housing unit. Employees have also been told to never to use the handicapped space. I have provided my direct number to **** in case he has any further issues. All the Best, Ryan Rushton, Vice President - Operations   |  |
| 05/11/2025, 11:50 AM | Phone | Vehicle: Bus/Shuttle/Taxi | North Douglas     | Closed | Hey, it's ****. I'm just coming into town. It is about 11:50. I was passed by an ATA blue bus on N Douglas going at least 55 miles an hour. We have a 45 mile an hour zone in our residential highway. This is the third time this week I have been passed. I will continue to call you right as this happens, it's an ongoing problem on N Douglas. The other two were Segway van tours earlier in the week, and it's a grave concern, especially as we look at the unmitigated tourism expands out N Douglas right now. There is also a huge plume of smoke coming on one of the five ships that are in. And it's just I'm going to say not the best way for me to be in my Mother's Day. So thank you for listening and I look forward to any correspondence, I will be out of town and remote for the next 8 days. Thank you so much. | 2 Alaska Travel Adventures, 7 Cruise Line Agencies of Alaska, 0 Princess Cruises | CLAA TO CALLER: Good morning, Thank you for your call to the hotline. Regarding the smoke is it possible to recall which dock this may have been coming from? We are trying to pinpoint the ship. At this time there would have been 3 ships in port on a 4 ship day. The Anthem of the Seas was just arriving at that time at the Alaska Steamship Wharf under maneuvers the others would have been in hotel mode or connected to shore power. Best regards, Andrew Green, Port Director PRINCESS/HOLLAND AMERICA/SEABOURN TO CALLER: Thank you for your comments and fully understand that fog horns required by USCG, and international safety regulations can be disturbing here and in many other seaports around Alaska and the world. Unfortunately, there is no clearly developed technology that exempt vessels from these regulations, and thus, the safest manner in which to make other vessels aware of your presence when visibility is low is the use of the ship's whistle. Below from TBMP which also comes from USCG: SOUNDS OF A PORT: Included as part of the operating procedures of any large vessel is the need, requirement, and ability to signal other vessels in the area of their position (in areas of restricted visibility) and of their intentions (when under way or getting under way). These signals are required for safe navigation. In addition, many small vessel operators may not have or may not consistently monitor their VHF radios. Therefore, the only way for large vessels to communicate (regardless of visibility issues) is via sound signals. This is a common practice in the maritime industry around the world. The USCG regulations require vessels to use their whistles to signal when they are in an area of restricted visibility, which is defined as "any condition in which visibility is restricted by fog, mist, falling snow, heavy rainstorms, sandstorms, or any other similar causes." The USCG defines a ship's whistle as any sound signaling appliance capable of producing the prescribed blasts and which complies with the specifications in Annex III to the USCG regulations. This whistle must meet USCG specifications for audibility. For vessels 200 meters in length or more, which encompasses most large cruise ships calling in Juneau, the sound must produce 143 db of sound one meter from the whistle in the direction of maximum intensity and be audible for two nautical miles in the direction of maximum intensity. This is why a ship's whistle may sound quite strong if one is positioned directly in front of the ship. Kirby Day, Government and Community Relations - Alaska ALASKA TRAVEL ADVENTURES TO CALLER: Good afternoon, ****. I left a voicemail message for you with my direct number. We have spoken with the driver of our bus, and I would like to discuss the actions we have taken in the matter. I look forward to hearing from you when you have an opportunity to call. All the Best, Ryan Rushton, Vice President - Operations |  |

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| 05/11/2025, 12:30 PM | Website | Cruise: Emissions (referred to DEC) | Gastineau Channel (Marine) | Closed | Anthem of the Seas. This cruise ship came all the way down the channel to the dock spewing black smoke and smoking up the channel on one of our first nice days!! There were 4 other ships in that same day and they were all being very cautious about being good for our environment and community.   | 9 Referred to AK DEC   | Referred to DEC   |  |
| 05/13/2025, 1:30 PM  | Website | Aircraft                            | Auke Bay (Land)            | Closed | **** helicopters flying so low and slow it rattles the **** windows. Can someone PLEASE explain to me that given the operational space given why they CHOOSE to fly directly over homes when it is not necessary?   | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Afternoon, Thank you for submitting your comments about the helicopter noise. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather, ceiling levels and ALL other air traffic. For future comments, please provide location and time so we can take that information and review our flight tracking system. We will be able to see if the pilot(s) did get off course, in which, we can address the team during our morning briefings - and if needed, provide additional route training. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager TEMSCO HELICOPTERS TO TBMP (forwarded to submitter): Hello, At Temsco we strive to cross Pederson Hill at 2000 feet and no lower than 1500 feet. Operationally the approach does not work to be any higher than that on the Auke Bay arrival. Thank you, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO TBMP (forwarded to submitter): On this day NorthStar did have flights over Auke Bay and each one flew the routes as depicted and at a minimum of 2000'. I personally was flying this day and can confirm this. NorthStar will not fly the Auke Bay route if we cannot consistently reach 2000' before crossing the shoreline. Jason Kulbeth, Director of Operations |  |
| 05/13/2025, 12:41 PM | Email   | Aircraft                            | Other (Land)               | Closed | With the start of the 2025 tourist season it appears that Coastal Helicopters is NOT flying the route outlined in Juneau Airspace Letter of Agreement, version 29. Page 9 of that LOA clearly shows the route in green and red to be out over Favorite Channel when the helicopters fly north to Herbert Glacier and return to their base. Again this summer they are flying east of Glacier Hwy up over Aant'iyeik Park Disc Golf Course. I have attached a copy of the route from the LOA and I drew a RED line showing their approximate route. Sure wish this issue could be addressed and Coastal would fly north and south where they are supposed to be. Thanks for your attention in this matter. | 1 Coastal Helicopters  | COASTAL HELICOPTERS TO TBMP (forwarded to emailer): Good Afternoon, Thank you for submitting your comments about the helicopter noise. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather, ceiling levels and ALL other air traffic. Here is a snapshot of the route per the JNU Helicopter Ops LOA between the helicopter operators and the JIA Traffic Control Tower, revised and instated May 28th, 2024. [image of map] It is slightly updated from the screen shot you shared from page 9. However, thank you for bringing this to our attention. We have discussed the flight paths with our pilots and how important it is to stay within those routes (as best/safe as weather will provide). If you continue to see this, please don't hesitate to reach out again. Kind Regards, Sarah Lowell, General Manager   |  |

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| 05/13/2025, 4:30 p.m. | Website | Vehicle: Bus/Shuttle/Taxi | Other (Land)    | Closed | Multiple buses and the trolley are not parking in the designated spots for tour operators at the Brotherhood Bridge parking lot (5/9, 5/11, 5/12, 5/13). Instead, they are parking right by the entrance to the trail creating pedestrian congestion ie. a bottleneck at the entrance to the park trail, impeding trail users like myself. Today Last Chance Tours was in the yellow zone which is a ramp so that wheel-chairs can access the trail. I did talk with one driver (Harv N Marv) and asked if he knew about the bus parking; he said yes but he wanted to park closer for his clients. TBMP Best Practices "Agreements Regarding Transportation and Vehicles" section says that "parking for commercial vehicles shall be in designated spaces" p. 8. Note that a lot of public feedback was given at the CBJ commercial permit meeting last year about the problematic congestion at the Brotherhood Bridge trailhead. Please direct buses to designated spots so congestion at trailhead is mitigated. You may want to consider posting "No commercial loading" signs at trailhead. Thank you!  | 3 Alaska Fjordlines Inc, 2 Alaska Galore Tours, 3 Alaska Coach Tours, 2 Alaska Travel Adventures, 2 Gastineau Guiding, Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 2 Juneau Tours & Whale Watch, 4 Last Chance Tours, 2 M&M Tours Unlimited, 4 Juneau Private Tours, 4 Juneau Local Tours, 4 Alaska on Tap, 4 Capital City Tours | JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello! Thank you for bringing the parking issue to our attention! I am the manager of the trolleys and we just did a full company "field trip" on Saturday in one of our trolleys demonstrating exactly where we can park. Do you happen to know if any have been spotted in the wrong place since then and if so on which exact day? I will fix it I promise!! Kindest regards, Serene Hutchinson HARV & MARV'S TO SUBMITTER: All drivers have been reminded again to load/unload/park in designated areas. Thank you for bringing this to our attention. Jamie Letterman, Chief Admin Officer HAP ALASKA-YUKON TO TBMP (forwarded to submitter): Thanks. We haven't been out there yet this season, but a good training tool on what not to do or say. Bill Hagevig, Division Manager ALASKA FJORDLINES TO TBMP (forwarded to submitter): I received the TBMP email about drivers parking in the wrong location at Brotherhood Bridge. It is noted that you don't park in front of the trailhead. Alaska Fjordlines has not started operating yet, but we will be on May 18th. I will let our drivers know. Thanks, Alison Jacobsen GASTINEAU GUIDING TO TBMP (forwarded to submitter): Good Morning! Thank you for letting us know! We will make sure to remind our drivers where to park at Brotherhood Bridge, which for us is the B Zone. Thank you! Steven Arends, Operations Manager ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thank you for reaching out. Our policy is to park only in the designated commercial bus spots. On May 5th, we conducted a driver training on-site where we specifically addressed approved parking locations as a company. We'll continue to reinforce this policy with our drivers to ensure compliance. We appreciate your feedback and commitment to keeping things running smoothly. Thanks, Alicia Phillips, Juneau Division Manager LAST CHANCE TOURS TO TBMP (forwarded to submitter): Oh my goodness! So sorry! I just saw our name in the complaint! I notified my Tour Guide and he apologized and is all set for the future. Our apologies and we will be perfect in the future! at least do our best to try! Thank you so much! Supama |  |
| 05/13/2025, 6:12 PM   | Phone   | Aircraft                  | Auke Bay (Land) | Closed | FIRST CALL: It's May 13th at 6:10 PM. I'm inside my house inside of Auke Bay harbor, lying down, and the helicopters are flying so low that they disturb my quiet enjoyment inside of my house at 6:00 at night, and they don't need to make money inside of my house at 6:00 at night. If they want to fly helicopters, the can fly them during the day and take a break at night. I do not want to listen to people make money from tourism. I do not have to listen to you make money at night inside my own house for your industry. You figure this out during the daytime. Some place, some other time. Give me a call. Let's have a chat on what is civilized behavior in the municipality for decades at a time. SECOND CALL: Hi, it's **** calling again about the helicopter noise inside my house on May 13th. It's now 6:19 PM. Since I called at 6:11 PM, there has been no interruption in the helicopter noise inside of my home after 6:00 PM. I do not have to listen to this go on and on and on by fleets of helicopters coming to and fro and to and fro in groups of five and six that take minutes to pass us by. They overlap other groups of five or six helicopters that are flying back and forth and back and forth and back and forth, and it becomes an interrupted stream of noise inside of my home that I can do nothing about because you are unresponsive for decades at a time. It irritates people to no end. Call me...let's discuss. Would love to have this chat with you. THIRD CALL: Hi, it's ****. It's 6:23 and there were three helicopters that just left Mendenhall Peninsula flying towards JIA. They could be TEMSCO but it doesn't really matter. They all have the same answer and the same attitude, the same destination. It just doesn't matter. Nobody can say anything to make any difference. decades at a time. So, 6:23, three more headed your way. They'll be back and forth, back and forth, back and forth inside my house. I can hear every single stroke of the blade. | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters  | TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, Temsco has been using Auke Bay as an agreed upon flight route and only as a return route from the glacier when appropriate as weather dictates. We have had no deviations from prescribed altitudes or routes and are currently operating well within the TBMP guidelines for hours of operation. Thank you, Eric Main Juneau Flight Operations Manager COASTAL HELICOPTERS TO TBMP (forwarded to caller): on weather, ceiling levels and ALL other air traffic. For future comments, please provide approximate time and location so we can take that information and review our flight tracking system. We will be able to see if the pilot(s) did get off course, in which, we can address the team during our morning briefings - and if needed, provide additional route training. Kind Regards, Sarah Lowell, General Manager  | CALLER TO TBMP FOLLOWUP: Thank you, it's the parts (helicopter tour operators) that don't add up to a whole (civilized air space in the municipality, aka JIA stewardship, active management in a changing environment, regional significance, and the long term facility synopsis). |

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| 05/13/2025,<br>Unknown | Website | Other                               | Douglas                    | Closed | Why are there so many tourists now in north Douglas the last couple years? Segways, bikers, hiking groups on most of the trails and pull outs. I thought false outer and fish creek were off limits.   | 8 CBJ Parks and Recreation   | TBMP forwarded to the submitter an email from Dave Pusich at JNU Parks & Recreation explaining permitting for commercial use in North Douglas.  |  |
| 05/14/2025,<br>8:07 AM | Phone   | Cruise: Emissions (referred to DEC) | Gastineau Channel (Marine) | Closed | I'm calling to complain about the Norwegian Jade that has a big plume of blue smoke as it's sunning up Gastineau Channel. I'd like a call back, and I'd like to know if that ship is equipped with diesel particulate filtration and whether it's running heavy fuel oil or ultra-low sulphur diesel or marine gas oil. Thank you.   | 0 Norwegian Cruise Lines, 9 Referred to AK DEC                       | NORWEGIAN CRUISE LINES TO TBMP (forwarded to caller): Good morning, The Norwegian Jade was operating on MGO at the time the complaint was received. We have not reached out to the individual directly. Please let us know if we can assist further. Cheers, Sarah Ferguson-Brown, Sr. Director, Environmental Operations   |  |
| 05/14/2025,<br>8:14 AM | Email   | Cruise: Emissions (referred to DEC) | Downtown Docks             | Closed | Around 9pm on May 9, the Princess cruise ship at the South Franklin dock was belching black smoke continuously such that it formed a cloud hanging over the dock. It was disgusting and concerning. Please see attached photos, though the dim light does not do the cloud justice.  | 0 Princess Cruises, 9 Referred to AK DEC                             | TBMP REFERRED EMAILER TO AK DEC. PRINCESS CRUISE LINES TO EMAILER: Grand Princess arrived on May 9th at approximately 10:00am and after re-commissioning its shore power connection, was connected to shore power for approximately 9 hours. This would have been a period of time during which there were no or minimal visible emissions from the vessel as she was plugged into shoreside electricity. Preparing to depart, the vessel had to restart her departure engines. After sitting "cold" for nearly 9 hours, the starting of the generators can create visible emissions for a short period of time. While visibly unpleasant I agree, this was within compliance with visible emissions regulations. Once the engines were online, the visible emissions dissipated to normal. We will attempt to improve the situation the next time Grand Princess is faced with this scenario. Kirby Day, Government and Community Relations – Alaska   |  |
| 05/16/2025,<br>6:34 PM | Phone   | Aircraft                            | Auke Bay (Land)            | Closed | This is *** calling to complain about the helicopter noise. You know, this is something that just destroys the summer and this afternoon (it's 6:30 on Friday, May 16th) I can see just two helicopters flying over Peterson Hill (specifically it is a nice hill between Auke Lake and Swampy Acres), and it's just this constant thrum and drum beat of helicopters. We need to figure out how to make them quiet, either by changing the rotors, by getting them higher, by changing their patterns. I don't want to just send this over to somebody else's house, but there needs to be some real serious cooperation because someone else's pleasure is absolute destruction for mine, and I shouldn't have to keep turning the television up louder and louder to drown out the sound of the helicopters. This is only the middle of May. We haven't even had a day to sit outside and enjoy the sunshine on the deck. So I'm registering my complaint now. I'll do it again. The helicopters appear to be blue, which makes me think they're NorthStar. They're a fine operation. They do good work, but they are so annoying to those of us who can't move our houses away from the pattern. Let's try to find a solution. And figure out how to make this quieter so that we can exist with them. Thanks. | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, Temsco is following a prescribed route at prescribed altitudes in accordance with TBMP guidelines for hours of operations. We are always welcome to feedback and different ideas to implement for best practices within the community. Thank you, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO CALLER: Thanks **** for your comments. As I've stated in the past, NorthStar still prefers to use the Auke Bay route or the Blackerby route when weather allows. What you are describing is the Mendenhall route and we will use this when either of the others are not available due to weather. I was personally flying this day and can confirm that the majority of flights were flown on the Auke Bay route but we did have lowering ceilings later in the afternoon. I looked back at our flight tracking record and we did have a flight of two helicopters come inbound to the airport at roughly 6:30pm on this day on the Mendenhall Route. We appreciate the compliment and will continue to fly the other routes when we can. Jason Kulbeth, Director of Operations |  |
| 05/18/2025,<br>1:46 PM | Phone   | Aircraft                            | Auke Bay (Land)            | Closed | Dear Helicopter Operators at JIA, Why even bother participating in the program? It's proven to be for pointless, without destination, self serving consumerism. There is not a public benefit after 10 hours each and every day, it's making profit at the detriment of the tourism industry, a noise invasion of people's homes, private property, and public lands. If you can't run a profitable helicopter sight seeing operation between JIA and Mendenhall Icefield inside of 10 hours a day, please relocate to a better suited community or otherwise reinvest in the tourism industry so as to result positive outcomes.  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested   |  |
| 05/19/2025,<br>1:00 PM | Website | Vehicle: Bus/Shuttle/Taxi           | Other (Land)               | Closed | Alaska Independent Tours? Big white bus # 138, Plate#-KDN337? The bus pulled out in front of myself and another car from the Allen Marine Dock around 1:00 pm today. We were going 50 mph and had to slam on our brakes to avoid hitting the bus. This is a common occurrence with big busses pulling out of that dock.  | 3 Alaska Coach Tours   | ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thank you for bringing this to our attention. We take safety very seriously and will speak with our drivers—specifically regarding the driver for bus #138—about the importance of waiting for traffic to clear before pulling out. We understand your concern and appreciate you taking the time to share this feedback with us. Thanks, Alicia Phillips  |  |

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| 05/20/2025, 4:43 PM  | Phone | Crossing Guards           | Downtown        | Closed | Hi I am just wondering why we don't have crossing guards on Tuesdays, 2 Tuesdays in a row. I've driven through around 4:00 and there's no crossing guards, tourists crossing everywhere. It's crazy. Thanks so much.  | 7 Goldbelt Security  | GOLDBELT SECURITY TO TBMP (forwarded to caller): Each of these ships has the capacity of at least 5K passengers plus crew. Potentially 20-25K visitors on the streets and buses. Juneau population as of 2023 32K. Weather conditions (Sunny). Dock locations, Bus Loading locations tour bus departure/arrival times. Local residents arrival/return to/from work. Local companies with delivery responses to local business's for merchandize. All of the above effects the time it takes to travel through Marine Way/So. Franklin St. Visitors' attention to Crossing guards. Even with staffing of 5 cross walks the ability to minimize delays in vehicle traffic versus pedestrians is marginal. Local Jay walking ordinance --- Illegal Jaywalking is technically illegal in Juneau, Alaska, but not in the way drivers think. Pedestrians are not stopped for traffic violations unless they are in immediate danger of being hit by a vehicle1. Solution? Crossing Guard staffing. Compared to last year and the previous year's staffing is fairly good. Could It be better? More applicants are needed. Overall pay rates have increased over the past three years to compete with other seasonal positions. Crossing guard attitude- Most believe they are helping fix the problem. Some don't really understand the impact they on the flow of traffic.  |  |
| 05/20/2025, 4:56 PM  | Phone | Crossing Guards           | Downtown        | Closed | Hi this is Tuesday, May 20th, about 4:45. I just drove through downtown Juneau. There are four ships in there is not one crossing guard on any crosswalk anywhere. No sight of them. This is terrible. Not one crossing guard and four ships. Bye.  | 7 Goldbelt Security  |  |  |
| 05/20/2025, 7:40 PM  | Email | Aircraft                  | Auke Bay (Land) | Closed | Omg! Ever since the first day of tourists, the helicopter noise over my house has been incredibly unpleasant. Here it is at 7:40 at night and it sounds like Vietnam. This is ridiculous. Even my students at Auke bay have been complaining about the noise. Please notify the city that enough is enough. Residence need to be a priority. Thank you for listening.   | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested  |  |
| 05/21/2025, 10:51 AM | Email | Cruise: Noise             | West Juneau     | Closed | I would like to report that I can hear the ship announcements this spring from in port to my yard, and somewhat home, on Nowell Avenue. Today Wednesday, May 21 at 10:36 is a perfect example. First the Ding, Ding, then the announcements. I don't want to hear the ship intercoms and I am sure they don't want to be disruptive.. Since I am at **** Nowell and we even have a good tree block right below on Douglas Highway, it seems that someone with contacts could ask that the volume be turned down and the passengers on the ship will still hear the messages. Thank you.   | 7 Cruise Line Agencies of Alaska                                     | TBMP TO EMAILER; Thank you for contacting the hotline with your concern about ship loud speaker announcements. At the time you indicated, the Neluw Amsterdam was conducting a safety drill, which is one of the exceptions to Juneau's port policy for ships of no outside loud speaker announcements.  |  |
| 05/23/2025, 12:38 PM | Phone | Vehicle: Bus/Shuttle/Taxi | Downtown        | Closed | Today is 5/23 at approximately 12:30 in the afternoon. I have two complaints. This is a repeated problem with Gray Line pulling out of the Rock Dump and not paying any attention on the north side. From people coming from Thane, here's Gray Line license DZB 530, bus 248, pulled out right in front of me. This happened all year last year. And then? Downtown we had the same thing happen with an M&M bus. It was the green bus license, KEN 848 pulled out right in front of me at the tram, paying no attention and there weren't even that many cars around. I'm dumbfounded. This is a repeated problem that happened all last year and the year before I've complained about it, and I think you can tell by my voice I'm pretty upset right now. Thank you for this opportunity. Goodbye. | Royal Hyway Tours-HAP Alaska-Yukon, 2 M&M Tours Unlimited            | M&M TOURS TO TBMP (forwarded to caller): Thank you for bringing this to our attention. Safety and courtesy on the road are our priorities. The license plate and timing information was very helpful as the bus is equipped with cameras. We will review with the driver and use this as an opportunity for continued training for our team. Thank you and have a good day. Jeff Fanning, Vice President ADDITIONAL M&M TOURS TO TBMP: I called **** and spoke to him directly. I apologized to him for our driver pulling out in front of him. He said that he appreciated the call and just wanted us to be more aware. I also reached out to the driver and spoke to them about being more careful when pulling out of the lot. I let them know to be more patient when pulling out of the CT lot because of all the traffic in both directions. We contacted all our drivers and let them know to be more vigilant when pulling into traffic downtown. Greg Pilcher HAP ALASKA-YUKON TO TBMP (forwarded to caller): Greetings ****, Thank you for bringing this to our attention. We have identified the driver who pulled out in front of you, and the event is under investigation. Safety is a priority and driving habits like the one coach 248 exhibited are not in alignment with our training nor our safety standards. We will address this event with the driver in question and also review situations like this with all our drivers at our next company meeting. Again, thank you for alerting us to these types of driving events so we can address the issue and make positive change moving forward. Regards, Whitney Schaefer, Transportation Manager |  |



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| 05/23/2025, Multiple times throughout the day! | Website | Vessel: Whale Watching    | Favorite Channel (Marine) | Closed | Two of the worst boats to deal with on the water that don't give room and drive real close in the harbor and out in Favorite Channel are charter boat Pearl and lighthouse boats . Spent 30 years here and never had such problems but these boats every year are always the same, just rude and obnoxious, careless.                           | 2 Juneau Lighthouse Tours, 6 Rum Runner Charters                     | RUM RUNNER CHARTERS TO TBMP (could not forward to submitter as no phone was provided and the email address bounced back): I thank **** for bringing this to our attention. In reviewing with our Captains, no one recalls any close calls or crowding other than what is normal for Auke Bay. Our Captains all have multiple years of experience and do their utmost to be safe and courteous. However we all try to be more aware of other boats that may not feel comfortable in tight quarters and take that to heart. I urge any captain that feels that their mobility is being restricted by another boat, thinks that a boat is unaware of them or is uncertain of that boat's intention at any time, call on the radio, on channel 16 which should be constantly monitored by all vessels and politely call that vessel to make them aware of the situation. If that Captain feels his boat is in immediate danger, the signal is five sharp blasts on the horn. Smooth Seas, Capt. Chris Conder<br>JUNEAU LIGHTHOUSE TOURS TO TBMP (could not forward to submitter as no phone was provided and the email address bounced back): Apologies for the delayed response. We spoke to our captains and discussed additional space around other boats. Additional efforts will be made to make space for them. Thank you, Louis |  |
| 05/24/2025, 3:45 PM                            | Phone   | Vehicle: Bus/Shuttle/Taxi | Auke Bay (Land)           | Closed | Yeah, I'm just, wanting to call about Juneau Tours and Whale Watch bus. They just blatantly pulled out in front of me coming out of the harbor. Now they're doing like 35 down Back Loop so I don't know why they're so anxious to get out of the harbor, but then go so slow on Back Loop. The tour bus number is 102.                         | 2 Juneau Tours & Whale Watch   | JUNEAU TOURS & WHALE WATCH TO TBMP: Gave them a call after speaking to my driver. The driver under estimated the window of escape from Statter harbor. He will be more careful from now on. Serene Hutchinson, General Manager   |  |
| 05/25/2025, 1:36 PM                            | Phone   | Crossing Guards           | Downtown                  | Closed | Hi, today is Sunday, May 25th. There are five ships in. It's 1:30. I just passed through downtown, both directions, heading back home to Thane. There are only two crosswalks with crossing guards, and it's not as bad as the other day when there were no crosswalks and crossing guards. It's very difficult to get through. Thank you. Bye. | 7 Goldbelt Security  |  |  |
| 05/25/2025, 10:33 AM                           | Phone   | Aircraft                  | Auke Bay (Land)           | Closed | **** calling about the helicopters flying low. 10:30 in the morning Sunday. All morning long can hear him from every place in the house, inside the house doors and windows close. Low flying aircraft, helicopters. 10:30 was really low. Thanks.  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to caller): Thank you for submitting your concern: Coastal Helicopters checked our flight data and we had two helicopters flying around your area during the 10:30am hour, the recorded elevation was 1800-2000 ft. It is super helpful to let us know if they are inbound or outbound and what color helicopter. If you have any other concerns or questions, please let us know. Kind Regards, Sarah Lowell, General Manager<br>TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Good Afternoon, This morning Temsco was using Heintzelman ridge while the route was open. After that we were using the Mendenhall departure and Auke bay arrival with no cloud ceiling to contend with regard to the prescribed altitude> We were maintaining 2000' over Auke Bay. Thanks, Eric Main, Juneau Flight Operations Manager  |  |
| 05/25/2025, 12:04 PM                           | Phone   | Aircraft                  | Auke Bay (Land)           | Closed | This is Brian Olson calling again about the helicopters flying low and farther north than what they're supposed to. They're well below 1000 feet and flying well north of the designated path, 1136. Another inbound aircraft and a helicopter. And they do not care where they're flying, they're cutting the corners.                         | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to caller): Per our tracker, we did not have any helicopters flying around your area during the time stated: 11:36am. Kind Regards, Sarah Lowell, General Manager<br>NORTHSTAR HELICOPTERS TO CALLER: Thanks ****, hope you had a good winter! I went back and checked our records and satellite tracking. NorthStar had aircraft flying the Auke Bay route throughout the day on the 25th including at times close to those you have stated. I checked every "ping" from each aircraft for the entire day, in an area spanning from the beacon on Petersen Hill to just beyond the ferry terminal. The lowest recorded "ping" was at 1837' and the highest was 2428'. The majority showed closer to 2000' which is the altitude we train our pilots to be at prior to crossing either shoreline. To the best I can tell from the tracking data it appears as though our flights were flying "the designated path" however there was a report of one instance where a pilot from a different company may have diverted slightly north while outbound due to the timing of an arrival of one of our flights when both parties converged on the narrow airspace over Petersen hill. Jason Kulbeth, Director of Operations   |  |

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| 05/26/2025, 5:11 PM  | Email   | Other                     | Other (Land)      | Closed | Hi there, I live out the road in Juneau and we see a lot of your rentals out this way. A few weeks ago I noticed a suggestion on Facebook that you should ask your customers to drive with their headlights on. I also noticed that TBMP replied that headlights aren't legally required. But on these rainy and gray days, it would really help if you would ask or require your renters to use their headlights. Your dark colored vehicles are hard to see, especially if they are stopped in the roadway to look at a bear. For their safety and ours, would you be willing to add a "headlights on" requirement to your rental agreements? I have no objection to the tours -- they are relatively low impact and when we meet your customers they are usually very nice and curious. We often talk to them and offer "local knowledge" about what they are seeing. Thanks for your consideration. | 3 Unplugged Adventures   | UNPLUGGED ADVENTURES TO EMAILER: Hj ****, Thank you so much for reaching out to us and your kind note. I know visitors really enjoy meeting locals away from the docks and I'm sure it means a lot to them. Last year we began reminding guests during their departure to drive with their lights on when it's dark and overcast, but we need to make sure it continues this year. I'll speak with the team and make sure it's a regular part of their meet and greet before guests leave. We also need to remind them that they should not be stopping anywhere in or near the road to look at wildlife. Thank you for letting us know, we appreciate it and hope you had a nice Memorial Day. All the Best, Jo   |  |
| 05/27/2025, 1:15 pm  | Website | Vehicle: Bus/Shuttle/Taxi | North Douglas     | Closed | Commercial van, white, no id on sides, logo on back (think there were caribou antlers). Driving too fast. This van passed me at the intersection with Wee Bum. I was driving around 45 mph (posted speed limit). The van passed me and pulled away - clearly exceeding the speed limit on our scenic road, where folks walk dogs, bicycle, and drive.   | 2 Alaska Travel Adventures, 4 Gold Rush Dog Tours, 4 iRide Alaska/Segway Alaska, 4 Alaska X, 4 Paddle Juneau | IRIDE ALASKA TO TBMP (forwarded to submitter): Thank you for reaching out. I want to clarify that the van in question is not one of ours. All of our vehicles are clearly marked with Segway or eBike logos for easy identification. Additionally, I've made safety a top priority by conducting extensive training with all our guides on this very issue. To ensure ongoing compliance, I've also been performing random checks on our guides in various areas along the Douglas Highway. I've been very pleased with how well they've stayed within speed limits and how courteous they've been to other drivers. Please rest assured that we remain committed to working closely with our team to keep everyone safe on the road. Thank you, Chris King ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Our vans have the company name on the side above our DOT number. We do not have logos on our vehicles. It does not appear any of our vehicles match the description in the complaint. All the Best, Ryan Rushton, Vice President - Operations |  |
| 05/27/2025, 10:00 am | Website | Vessel: Whale Watching    | Auke Bay (Marine) | Closed | Observed a whale breach 50-100 feet behind Thundercloud, Boat flipped a hard U and went close or over breaching location at a high rate of speed. General driving was very aggressive. Sister boat Atlin drove fine and what I would expect from this local company.  | 2 Juneau Tours & Whale Watch   | JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello, Thank you so much for contacting us! We appreciate the details and the timely report so we can address any issue right away. That vessel is being run today with one of our most experienced captains. I spoke with him and he apologized but respectfully had a different perspective of what happened. His reply: "We were hovering in the same spot for 20 minutes and flame came out of nowhere and did a head slap next to the boat. We did not alter course or direction after the whale dove. Or turn to "get a better view" We stayed until it was clear and then exited for our return to the harbor." This does serve as a good reminder that our captains need to be vigilant at all times for other vessels on the water and never in a hurry. Thank you kindly, Serene Hutchinson, General Manager  |  |
| 05/27/2025, 10:02 AM | Email   | Aircraft                  | Auke Bay (Land)   | Closed | Another tourist season, another year of rattled nerves and lower quality of living in our homes, where some of us actually are trying to concentrate at our jobs, others just trying to enjoy our private dwellings, while they vibrate from hours upon hours of helicopter traffic. I honestly don't even know why I send these messages. TBMP is an industry group, advocating for only things that benefit industry, Amanda Pierce never responds to messages from the public, The assembly and city government seems to be have completely caved as the industry has dropped almost all pretense of needing to even inform the city of it's plans, let alone be limited in any way by local government or community interests. At least I can pass on the favor of being annoying. Sincerely, Auke Bay resident   |  | This is an identical concern which was submitted on 5/5/2025 (see inquiry/concern ID 263816).  | Email was also resent to CBJ: Katie Koester, Robert Barr, Alex Pierce, and the city clerk. |
| 05/27/2025, 12:15pm  | Website | Crossing Guards           | Downtown          | Closed | Female crossing guard by T-Shirt Company today at 12:15pm. She refused to let pedestrians cross when I stopped for them. She then yelled at several people. According to both JPD and City Attorney crossing guards have NO authority to direct traffic and the laws says drivers must stop for people in cross walk. Crossing guards need to let people cross when drivers stop, they should not be wearing anything that says "security" or wearing badges!   | 7 Goldbelt Security  |  |  |

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| 05/27/2025, 4:57 PM  | Email | Aircraft        | Mendenhall Valley | Closed | How about 5:55 pm on Monday night the 26th; straight shot from Spaulding cutting all corners and low. Three inbound helicopters? Who were those?  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | TEMSCO HELICOPTERS TO TBMP (forwarded to emailer): Hello, Thanks you for the detailed call. I'm not sure if that particular flight was Temsco but by auditing some of these types of detailed calls we can identify when pilots new to these routes are misinterpreting how they are being flown. We have addressed this in our pilot briefings with all of our pilots and I'm sure it will make a difference. Although we were at the correct altitude the route was flown incorrectly several times and corrections have been made. Thanks, Eric Main, Juneau Flight Operations Manager COASTAL HELICOPTERS TO TBMP (forwarded to emailer): Coastal checked our trackers and we were not in this area during the stated time. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO EMAILER: So, NorthStar had two flights of two helicopters flying yesterday afternoon. I checked the flight tracking data on all four from 17:00 – 18:30. Two of them aren't really all that close to 17:55 with their closest "pings" in the Auke Bay area being an inbound leg at 17:32 and an outbound leg at 18:18. The other two were a bit closer however showing an inbound ping just off the tip of Indian Point at the end of Auke Cape at 18:05 and then the second aircraft had a ping closer in towards the beacon on Petersen. The ping close to Indian Point was at 1969' and the one closer in was obviously descending back into the airport and pinged at 1772'. Being that a ping occurred on this flight out near Indian Point I guess I'd assume these were not the ones you saw cutting the corner, but they were in the vicinity close to that time?? I do appreciate the exact time of incidents cause if my guys/gals are doing something wrong I do want to fix it or at very least understand why a route/altitude was broken. Thanks ****, Jason Kulbeth, Director of Operations |  |
| 05/27/2025, 5:10 PM  | Email | Aircraft        | Auke Bay (Marine) | Closed | It's a big ship day with a low ceiling due to clouds but the vibrating chop sound of helicopters is again overwhelmingly disruptive. These companies — who admittedly provide appreciated tourist attractions — need to respect residents more and adjust their routes, altitudes, fleet closeness in flight and frequency to be better neighbors. Enemies are being made of residents who should be supporters but are losing interest in that. Do better, helicopter firms.   | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested.  |  |
| 05/27/2025, 8:52 PM  | Email | Crossing Guards | Downtown          | Closed | 5 ship day, and NO crossing guards at 5 pm. today, May 27. Lots of pedestrians, lots of buses, very slow traffic at going home time.  | 7 Goldbelt Security  |   |  |
| 05/28/2025, 11:03 PM | Email | Crossing Guards | Downtown          | Closed | well-- this evening (Wed., 5/28) at about 5 pm, was one crossing guard. Not very good for a full set of ships, tourist pedestrians, and dozens of tour buses jockeying for position in poor visibility and people scampbling to get out of the downpour. S. Franklin is a hazard zone if there aren't at least 5 crossing guards on duty.   | 7 Goldbelt Security  |   |  |
| 05/28/2025, 9:09 AM  | Phone | Other           | Other (Land)      | Closed | I was going out the road this morning around 9:00 and saw one of the Jeep rentals come to a screeching halt around mile 21 to watch a sow and cub. They stopped on a curve and proceeded to back up, then opened the doors of the Jeep. They were within five feet of the bears. We all know if something had happened, it would be the bears who would be punished. If you wish to have the support of the community, please remind your Jeep renters to practice responsible wildlife watching.   | 3 Unplugged Adventures   | UNPLUGGED ADVENTURES TO CALLER: Thank you for reaching out and bringing this situation to our attention. We deeply apologize for the actions of our guests, as this certainly posed a threat to both wildlife and overall public safety. We will be sure to emphasize to our guest's safe vehicle practices and keeping a distance from wildlife when renting the Jeeps. We do that upon each departure, but unfortunately we cannot entirely control what they do once they leave. If you do happen to see a similar incident in the future and wouldn't mind giving us a call, we can address it with the guest upon their return. Have a nice evening, Berkley   |  |
| 05/29/2025, 12:04 PM | Email | Other           | Mendenhall Valley | Closed | Hi there, I was very surprised a couple days ago when I went to walk the brotherhood Bridge Trail from the River Road parking lot and found the parking lot almost completely full of vehicles for a guide training. Last I knew, this trail was not being used for commercial tourism. Can you give me an update on what has changed and whether that parking lot (and or trail) are going to be used for commercial tourism? It was very full and we almost didn't have room to park. I participated in the community discussions about tourism expansion in Juneau and strongly advocated for this trail not to be used for commercial tourism as it is very heavily used by the community. Thank you very much. | 2 Alaska Travel Adventures   | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to emailer): Good afternoon. We have had guides using the bridge parking lot on the back loop during our river rafting guide training, which is now complete. We do not use Brotherhood Bridge for staff parking as our takeout is on the downstream side of the bridge and has ample parking for our staff. All the Best, Ryan Rushton, Vice President - Operations  |  |

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| 05/29/2025,<br>6:11 PM | Phone | Aircraft | Auke Bay (Land) | Closed | Hi, my name is ****. I live here in Auke Bay. I'm inside my house. I've been here for about 20 minutes or so. I've been on the computer all day. I laid down to rest my eyes because I do need to rest my eyes after being on the computer all day. And it has been incessant helicopter noise. So my complaint is to JIA -- that your helicopter noise from JIA is excessive. It is an invasion of my home and it is unnecessary and avoidable. I need you guys to actually run that airport like it freaking matters, and that includes your operators, your lease holders. You have the ability. It's in code now. You can do this. So this is the JIA management. You can take it up to the assembly. The helicopter operators are kaput, you know, they're whatever, they're nothing. But the JIA and the assembly and the management, you have a duty to the public. You have over 2000 complaints. You have a complaint just about every day that you're open for business with these guys and you say you can't do anything, well, that's your law department. Your law department gives you bad advice. Frequently, frequently, and we can talk about that list of bad advice, we bullet point those bad advices that you get from the law department. But you need to do something and be proactive of the facility of the resource of the region, and we need you to be an actual manager and manage the property and not just kick it down the can. FAA can't do anything. We can't do anything. It's the helicopter operators that run the whole show. That's a lie. And it has been a lie for a long time. Too long you have lied. |  |  | This concern was forwarded to the manager's office at the Juneau International Airport.                  |
| 05/29/2025,<br>6:23 PM | Phone | Aircraft | Auke Bay (Land) | Closed | Hi. This is **** calling from Auke Bay and still in my house, said the helicopter noise has not ceased since I last called however many minutes ago that was. So what happened in that situation is we've talked about helicopters in the past and it's the frequency of the helicopters, how many times they go by. It's the duration of the helicopter noise, you know from the time that they start coming to the time that their [message cut off].  |  |  | This concern was forwarded to the manager's office at the Juneau International Airport.                  |
| 05/29/2025,<br>6:32 PM | Phone | Aircraft | Auke Bay (Land) | Closed | So it's **** again. It's 631 now. I don't know what time I first called, but 10 minutes after six or so the the helicopter noise hasn't stopped in the last 20 odd minutes. And that's not acceptable. That's just not acceptable. Nobody bought off on having incessant helicopter noise on top of their house so that these people can make 100% profit after 6:00. How can you not make money in the 1st 10 hours of operations in a day? It's crazy. Assembly help. Why doesn't somebody do something about these people? Are we working with bad information? Is the FAA lying? Is the airport manager lying? Is the municipal attorney's office lying? Who's lying here? You have leases that have terms that you can adjust. These people are going to sue you or carry on. They can find someplace else to do business. They have many locations where they run helicopters in Alaska with glaciers and who cares what glacier you see? It doesn't matter. One glacier is the same to the next one to the people that come to visit us. So, regulate the airspace. Take care of your facility and stop interfering with people's privacy in their home. I want to take a nap and I can't because of the incessant helicopter noise. It's ridiculous.   |  |  | This concern was forwarded to the Juneau Assembly and the Juneau International Airport manager's office. |

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| 05/29/2025,<br>6:48 PM | Phone | Aircraft                     | Auke Bay (Land) | Closed | Hi. It's **** in Auke Bay again. And yeah, the helicopters are still going. I was just reading online for the airport board and public works and facilities at the Assembly. You're having an airport master plan. The JIA master plan. I read what the consultant has put together and I've read the presentation that the Assembly is getting. And it makes no mention of the thousands of comments that you've received about helicopter noise and the problem. There is absolutely no reference at all in the planning document. I mean, maybe you've had public meetings, but it doesn't even matter because the topic isn't real for you. And so how can it be addressed if the topic isn't real? Public works and facilities of the Assembly, no mention at all of the thousands of complaints. Airport board, no mention of the thousands of complaints. It's just business as usual. And it's not OK to ruin people's homes with your noise and have no discussion of it at all. It's not OK. Hey, it's not OK to blindsides the topic for decades at a time either. That's not OK. That's not how you run an airport. It's not how you run a line of business, and it's not how you run a tourism industry. It's very, very, very sad to have to report this. 20-25 years down the road, nothing has been done. Frequency and duration are...You can't separate them. The noise doesn't stop. That's not what we talked about 25 years ago. That's not what we talked about. You talked about using flight routes and elevations, and you ran it into infinity. And that does not work, that the individual pieces of the tour operators running it into infinity doesn't work. Back then we had several 100,000 [message cut off]. |  |   | This concern was forwarded to the Juneau Assembly and the Juneau International Airport manager's office. |
| 05/30/2025,<br>9:10 AM | Email | Other                        | Downtown        | Closed | Good morning TBMP, attached are some photos from this mornings dog walk, I thought I would share . I was there last night walking with my family and noticed what seemed to be a large gathering of cruise ship staff ( maybe 20 or so) having a crew night off bbq and basic innocent fun, probably well deserved. These photos don't really do it justice but they left a mess big enough to warrant contacting you in the hope that maybe the cruise ship staff responsible for this could be at least notified that this is, deplorable and dangerous as we have bears etc etc. I picked up the food that was left behind and put it in the trash bin that was also seen in these photos. Thank you for any efforts on your part, please feel free to contact me with any questions.  | 7 Cruise Line Agencies of Alaska   | PRINCESS/HOLLAND AMERICA/SEABOURN TO TBMP: I had a nice discussion with **** and we agreed that no one using our city picnic facilities (like Cope Park) should ever leave litter like was left here. I told him that while likely not being able to ascertain exactly where these individuals might have come from (a ship?), I will message our ships to ensure that they remind all crew to respectfully visit our community. S. Kirby Day, III, Government and Community Relations – Alaska |  |
| 05/30/2025,<br>9:35 AM | Email | Vehicle:<br>Bus/Shuttle/Taxi | Lemon Creek     | Closed | This is a common summertime problem, taxi tour operators, pulling off the side of the road on Vanderbilt to allow their clients to take photos of eagle and occasionally bears. Not only is this illegal, against the traffic ordinances, this is also dangerous. Attached to a phone photos from 9:30 AM on Friday, May 30th. Thank you, much appreciate the efforts of TBMP!  | 3 Capital Cab, 3 Crew International Tours, 3 DLux Rides, 3 Evergreen Taxi, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours | DLUX RIDES/EVERGREEN TAXI/CAPITAL CAB/TAKU TAXI TO TBMP: This is a Juneau Taxi. Not a driver or vehicle in my fleet. Troy Williams  | TBMP: Juneau Taxi is not a member of TBMP.   |