



TBMP Hotline Log

Created By: Elizabeth Arnett
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 Start Date: 09/01/2024
 End Date: 09/30/2024
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Status	Submission Details	Referred To	Response(s)	Additional Information
09/01/2024, 1:30 PM	Website	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Closed	I followed an Alaska Coach bus coming from the Allen Marine whale watching dock near the ferry terminal to the Auke Bay roundabout. It was going 50 miles per hour in the first 45 mph zone, and continued going 50 mph in the 35 mph hour zone. Way too fast for a big bus going through Auke Bay! People walk their dogs and bike ride along the road. PLEASE TELL YOUR DRIVERS TO SLOW DOWN!	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I spoke with the caller, and I thanked her for her comment. Our policy is to go the speed limit and not to impede traffic by going too fast or too slow. We have reminded our staff of the importance of going the speed limit. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours.	
09/03/2024, 2:07 PM	Email	Aircraft	Auke Bay (Land)	Closed	Too much helicopter noise.	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
09/04/2024, 10:18 PM	Email	Aircraft	Mendenhall Valley	Closed	Yesterday (9-3) and today (9-4). The usual noise problem on the West side of the river when companies fly too many flights on this route (West Mendenhall?) on reduced visibility/low ceiling days. Today included two Northstar aircraft going by at low altitude around Noon. I assume this was IFR (I Follow River) due to reducing vis. I don't really need an explanation about this, I hear it at least once a summer, but wish to point out it is a tax on our ears whether it is called "safety" or not and it all adds up to the many nuisances piled on us from too much cruise tourism. At least there were only two aircraft. You are welcome to say if it is not tourism related. There may have been a period of no flights afternoon due visibility but the morning was sure noisy. Thank you.	Northstar Helicopters	No response requested.	
09/04/2024, 11:51 AM	Email	Aircraft	Auke Bay (Land)	Closed	Too much helicopter noise!	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	
09/05/2024, 3:34 PM	Email	Aircraft	Auke Bay (Land)	Closed	Too much helicopter noise (September 5).	Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters	No response requested.	

09/05/2024, 8:56 AM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Closed	I have just recently become aware of your complaint hotline, and I would like to add an incident that I witnessed on August 5 2024. Please add this to the documentation that is available for viewing. I was crossing Gastineau Channel in my 14' skiff, starting from Douglas Harbor heading toward the Taku Smokeries dock to meet my friend who was waiting in his vessel for his offload appointment. The time was approximately 12pm. It was a cloudless sunny day and as I crossed I noticed thick brown smog covering the width of the channel. There were two ships' stacks that I could visibly trace the smog to: the Queen Elizabeth and the Discovery Princess. Furthermore, as I ran parallel to where the D. Princess was lightered, I could see the water was churning for about 100 yards from the ship's hull, and as I got closer I could smell the distinguishable odor of sewage. This was not a rotten fish smell, this was not the smell of dying salmon, this was a rank, foul, human sewage smell. I know the difference between the smell of rotten fish and sewage. I made several attempts to call the harbor on Channel 16 and ended up filing my complaint with them over the phone. I would like a response, but not if it is going to be a response full of excuses and denials. Back in the 1990s, 10,000 visitors on any given day was unthinkable, and smog and sewage from the cruise ships were not tolerated in the Juneau community. Apparently now, smog discoloring our beautiful and otherwise clear skies and the smell of raw sewage close to shore where we offload and process fish and during the time of summer that our salmon are returning are to be tolerated because of the economic gift from the cruise ship industry and with the blessing from the tourism "oversight" department. I'm not sure if I have any faith in the DEC taking action as from what I'm told this is a common occurrence, which tells me that the cruise ships are used to getting away with emitting foul pollutants. Thank you for your time.	Referred to AK DEC	Referred to DEC	
09/06/2024, 2:11 PM	Phone	Other	Downtown	Closed	On Friday, September 6, once again calling about the lack of crossing guards at the downtown crosswalks. Starting at Marine Park, the first three crosswalks have no guards and there are thousands of people clogging up the streets, needing to cross safely. It's the usual chaos. I could be calling in almost every day. Things have gotten better in the last couple of week -- there are some new crossing guards and they seem to be doing a good job if they're there. Anyway, the whole season has been a disaster with the crossing guards and I want that back on the record.	CBJ Tourism Department, Goldbelt Security	No response requested.	
09/06/2024, 3:30 PM	Email	Other	Channel Dr. / Hospital Area	Closed	I wanted to report an incident that interfered with locals fishing at DIPAC on Sept 6, 2024. At JAMHI we work with clients who has scarce resources and rely on food stamps, food banks, and local harvests they can gather for themselves. Yesterday I took a client to DIPAC for fishing, so she can possibly catch a fish to have for dinner and put in her freezer for the winter. There were many locals there fishing for silvers mostly from the shore. My client and I went down to the dock to fish, as she has a disability that prevents her from standing or accessing fishing from the shore. There were just few other locals on the dock at the time, so we could each have good part of the dock to fish. About 20 minutes into fishing a tour group came down to the dock, about 6-8 passengers and two guides. My client has deep cultural connection to fishing and a quiet environment is one of the aspects of fishing that is important to her. The guides were instructing the passengers in a loud manner about fishing and some of the passengers were talking, laughing, and carrying on obnoxiously deeply disturbing local people fishing. Then they all spread out on the dock and took up most of the front pushing me toward the side of the dock. It was very disheartening to see how this group disregarded and was oblivious (including the guides) of locals' needs and cultural connection of harvesting food. Please address this issue with the fishing companies who take visitors to local community resources. Thank you.	Chum Fun Charters	CHUM FUN CHARTERS TO EMAILER: Thank you for bringing this to my attention. I will remind my guides to be aware of the other people fishing on the dock. Michelle & Paul, Owners, Chum Fun Charters.	

09/08/2024, 11:58 AM	Email	Aircraft	Mendenhall Valley	Closed	Helicopters, flight of 3 including N118NS & N116NS & 1 blocked, flew over my house well below 1,500 feet, with plenty of ceiling below high clouds. By time I loaded flight tracker they were 30 seconds away and showed 1,025. Landed at TEMSCO heliport. Again note that flight tracker does show that they are flying their agreed route over Montana Creek Bridge, which means that a full 1/2 mile away from that point still feels that it is exactly atop my house. The noise and impact footprint of the helicopters should and could be analyzed to assess the number of households impacted by regular flight routes.	CBJ Tourism Department, TEMSCO Helicopters	No response requested.	
09/08/2024, 3:54 PM	Phone	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	This is concerning the tour operator that runs kayak tours out of the North Douglas boat launch area. At about 3:45 today, I turned onto the highway after the tour operator pulling a trailer full of kayaks passed, and clearly that operator was not observing the 45 MPH speed limit. The driver should be reminded that there is a 45 MPH speed limit out there. People bike on that road, people drive on that road, people walk on that road, and driving 55 is irresponsible. Give me a call if you need to.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: Good morning. We agree that going over the speed limit is not acceptable. I have reached out to **** to discuss his concerns and let him know we have spoken with the staff who were driving our vehicle and trailer. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
09/09/2024, 4:52 PM	Email	Aircraft	Downtown	Closed	Hello. I'm not sure if this is a tour operator, but there is a dark gray and red helicopter that has been flying over our office in the downtown area for the past few weeks, Monday-Friday (1 to 2 times a day) and it is EXTREMELY loud. We find ourselves having to cover our ears if we are outside and it flies over. The sound waves also cause our office to vibrate. Please let me know if you need any further information.	TEMSCO Helicopters	TBMP TO EMAILER: Per TEMSCO Helicopters, this is a Temsco helicopter. It is a heavy lift helicopter departing the airport on climb out. It was heavy and full of fuel so it took time to reach it's desired altitude. It is being used for repairs for AEL&P and the Juneau Hydroelectric system equipment and is non tour related. We will try to mitigate noise from this job as best we can as this helicopter produces much more noise than helicopters typically used for tours.	
09/10/2024, 3:54 PM	Phone	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	I live out North Douglas, and I was coming into town approaching the Fish Creek park, and the segway tour business just pulled out of the park in front of me. I was actually going to call to compliment them for obeying the speed limit because they were going about 45 until they got to Eaglecrest road, and then they just blasted and pulled away pretty quickly. It's a 45 MPH speed limit on North Douglas Highway...people bike there, walk there...and these concessionaires should obey the speed limit. They will get there just about as fast if they go 45 and not 55. Give me a call if you have any other questions.	iRide Alaska/Segway Alaska	IRIDE ALASKA TO TBMP: I am grateful for that fact that he was impressed that they were driving the speed limit along Douglas Highway, but am also grateful for the knowledge that they sped up the hill as this is not acceptable under any circumstances, especially as bumpy as that road can get. Not only am I concerned about the safety of those using the road, but for my guests and my guides in the vehicle. I have talked with all my staff and reminded them to obey all the speed limit laws on all roads. I have also reminded them that if they were feeling the pressure of being behind a bit on their tour that driving is not the place to make us the time. They all know how to adjust the tour to compensate for time variations. I have reminded them of this as well. I will continue to monitor and work with my guides on a regular basis to make sure that they obeying all guidelines and laws for the safety of all. Kind Regards, Chris King, iRide Alaska	
09/11/2024, 6:07 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Closed	Between 17:30 and 18:00 on Wednesday the 11th, the Alaska luxury tours boat the Luff Boat spent half an hour fueling up in Statter harbor, tying up directly in the middle of the dock so that no local boats (of which there were 4 waiting in line) could fit on either side of the boat. They were asked several times on the radio and in person if they would be willing to move so that more patrons could use the dock, and they refused. This is a very easy way to be courteous to the local sport and commercial fisherman, and they refused to accommodate and instead caused a backup of boats waiting to fuel.	Alaska Luxury Tours	TBMP TO EMAILER: Good Day, Thank you for the very specific and kind complaint in regards to the fuel dock yesterday. These situations bother me the most because they are 100% preventable with a little situational awareness. I spoke with the fill-in captain that was in charge of Luff yesterday. He told me that there was a small boat fueling in front of him when he arrived but agreed he had room to move back to create more space once it left. He said that he was unaware of anyone asking him to move the boat, only a captain from Harv & Marv that told him someone was trying to get ahold of him on the VHF. Regardless, you're right that we all need to work together especially at congested areas like the fuel dock. On behalf of the captain, we apologize for the inconvenience and I appreciate you bringing this to my attention in a respectful manner. All the best, Brent Bitterman President / COO, Alaska Luxury Tours	

09/12/2024, 12:41 PM	Phone	Other	North Douglas	Closed	An incident occurred at 9:10 a.m. on Rainforest Trail. I observed the eBike operator's guides leading the clients on a cut trail between the established trail and the beach, so they're not staying on the trail out there. Thank you.	iRide Alaska/Segway Alaska	IRIDE ALASKA TO CALLER: Thank you so much for the heads up as we try very hard to comply to all the guidelines of the Rainforest trail. Because I am not sure where you saw our guides taking guests through a "cut trail" through the woods that did not comply with the Rainforest trail. I wanted to let you know what route we have been approved to take guests on. We guide our guests down the Rainforest Trail, staying on the right hand spur at the top and guide them down to the beach, we come out and onto the beach on the trail that goes past the vertical slate located on the bank. We walk along the top part of the beach, stop at the bench, continue walking for another 50ish feet and go up through woods on a trail that then takes us back up the Rainforest Trail, the same way we came down. We also have permission to use both sides of the Rainforest Trail which creates a nice loop, this access is a bit further down the beach. For our tours, we have opted to go down and back up the same side of the Rainforest Loop Trail. Again, I will double check with my guides to make sure they are not using any other route through the woods other than the ones we've been given permission to use to make sure they are always in compliance. Thank you for your concern. Kind Regards, Chris King, iRide Alaska
09/13/2024, 7:28 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	I was waiting at the Salmon Creek light this evening at about 7:10 PM. Long after the Egan side light had turned red, a Gray Line bus #81139 went blasting through on the red. They had plenty of time with the yellow to stop but they didn't. They need to do better and make all of us safe on the roads.	Royal Hyway Tours-HA	ROYAL HYWAY TOURS TO CALLER: My apologies for the late response on this, but we did investigate the matter noted below when it was brought to our attention. In checking GPS for the vehicle it's clear that the Driver didn't slow down at the intersection and simply proceeded straight through as you've noted. We are in the process of dealing with the Driver over this matter. One of the areas that we are seeking to better manage our Driver performance is installing onboard cameras on all HAP coaches that capture live video both inside and outside the bus. That process wasn't in place last Friday for this coach, but as of this weekend all of our commercial vehicles have these cameras. This is both a tool to gain better information as to what happened and to act as a deterrent for Drivers to not drive poorly. In the buses that have had these cameras this season the outcome has worked very well. Our hope is that safe driving is more widespread, but when it isn't we now can have a better account of what actually happened. Best regards, and again, thank you for bringing this to our attention. Bill Hagevig, Division Manager, HAP Alaska-Yukon
09/16/2024, 10:49 AM	Email	Other	Downtown	Closed	Yesterday (9/15/2024) there was yet another black bear eating trash from the multiplex at 300 W 11th Street across from Cope Park. This property is owned by Gad Properties of Juneau LTD and rented to seasonal workers from overseas who I've heard work at Diamonds International. This is the fourth time this summer alone that I have seen a bear eating trash at this property. This is a recurrent problem that is habituating bears to eating trash, which poses risks not only for people who live in the neighborhood, but also to the bears, who will likely be killed at some point for becoming "problem bears." Only three months ago, two other bears were killed in the neighborhood by the Alaska Department of Fish and Game for this exact reason (https://www.ktoo.org/2024/07/19/two-black-bears-euthanized-in-downtown-juneau/). It is the responsibility of seasonal employees to responsibly manage their garbage, as well as the property owner and the employer to ensure there are secure places to store garbage bins and ideally bear-proof garbage bins. Everyone involved needs to take more responsibility for this problem. Since this is a recurrent problem, I filed a police report.		TBMP TO EMAILER: Dear ****, thank you for contacting the TBMP hotline about the bears/trash. Unfortunately neither GAD Properties nor Diamonds International are members of TBMP and thus I am unable to assist you by contacting them. Elizabeth Amett, Administrator, TBMP.

09/16/2024, 12:41 PM	Phone	Vehicle: Bus/Shuttle/Taxi	North Douglas	Closed	I want to report hazardous driving by a tour operator at 12:30 today -- the kayak tour folks that do the tour out North Douglas. I was driving the speed limit going out North Douglas and they came up pretty fast behind me. I pulled over and let them by. I paced them going out North and at times they were hitting 70 MPH. I spoke with the driver of the vehicle and also the manager, and I also filed a police report. This group has a history of driving fast on North Douglas Highway. It's bad enough if it's just a vehicle, but a vehicle towing a trailer? It's completely unsatisfactory and unsafe. I hope that I get a response from the owner of that business because I need an explanation as to why they were going so fast. Thank you.	Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: I spoke with **** this morning to apologize and understand yesterday's incident. We have reminded our kayaking staff that being safe extends to all aspects of our tour operation, including the driving of vehicles and trailers to North Douglas. Alaska Travel Adventures' drivers should be travelling at the speed limit, whether in a support vehicle or in a commercial passenger vehicle. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures	
09/16/2024, 6:50 PM	Email	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Closed	This tour bus was driving on Egan without a rear license plate. It also let out some grey smoke. Just wanted to let you know. Thank you! [image attached to email]	Royal Hyway Tours-HA	ROYAL HYWAY TOURS TO EMAILER: Commercial plates are required in the front of the vehicle, not the rear. Our whole bus fleet is like this. Bill Hagevig, HAP-Alaska/Yukon	
09/17/2024, 10:20-10:30	Website	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	Closed	Needs to remind drivers not to drive while texting. It looks bad for all of tourism. Saw one lady at least twice while driving at the duck creek roundabout and then also approaching the Mendenhall loop/egan intersection looking down and typing on her phone today around 10:20-10:30. License plate was JTU-359.	Crew International Tours	No response requested.	
09/17/2024, 8:27 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Airport	Closed	My name is **** and I'm driving a city bus right now. Over here at the airport I was trying to get where the city bus is supposed to be, but there was an ACT bus -- a green bus -- parked right there so I couldn't get there. It happened today and I had to wait for him to get out. These guys are stopping right where the city bus is supposed to stop at.	Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I spoke with **** and thanked him for his comment. We both agreed that it's not super well marked and easy to get confused as the whole area looks like a bus zone. I informed him that I would speak with the driver and make sure he knows the city bus stop is the furthest forward stop in the bus zone. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours	
09/19/2024, 11:52 AM	Phone	Aircraft	Downtown	Closed	I would appreciate a response back. I live downtown and we hear helicopter noise every day. Do you know what that might be about? Thank you.	TEMSCO Helicopters	TBMP TO CALLER: According to Temsco Helicopters, this is a Temsco helicopter. It is a heavy lift helicopter departing the airport on climb out. It's heavy and full of fuel so it takes time to reach its desired altitude. It is being used for repairs for AEL&P and the Juneau Hydroelectric system equipment and is non-tour related. We will try to mitigate noise from this job as best we can as this helicopter produces much more noise than helicopters typically used for tours.	
09/20/2024, 2:19 PM	Phone	Other	Downtown	Closed	It's Friday, September 20, and at 2:20 there is not one single crossing guard manning the crosswalks. Of course, it's total gridlock, total chaos, which is what it's been pretty much all summer. Total disaster. It think it would be better next year to may ditch Goldbelt and have a new provider or figure something out, but this doesn't work. Thanks.	CBJ Tourism Department, Goldbelt Security	No response requested.	

09/22/2024, 2:44 PM	Email	Other	Mendenhall Glacier Rec. Area	Closed	<p>Good Afternoon TBMP Members: I'm writing to share what I saw this morning at Mendenhall Lake (West Glacier side) at the raft tours staging area. I've enjoyed this beach and adjacent trails for decades, but today I was deeply dismayed by what I saw on the beach and in the trees (immediately adjacent to the beach)—there were approximately 50 discarded/used white nicotine pouches (you may have heard about a popular brand called "Zyn") littered across the beach, at the waterline, embedded in the sand, and in the trees, with heavy concentration at the staging area. I do not want to place blame on the operator, however, based on the different states of decomposition of the pouches, it appears that whomever is throwing them on the ground has been doing so over a long period of time in concentrated spaces around the staging areas. I want to note they were not found in the area used by Liquid Alaska. To add insult to injury, they were within 10-15 feet of a park garbage container. While I understand misc. items can accidentally fall out of people's pockets (visitors, locals, and operators alike), this is clearly a pattern. It is flagrantly disrespectful to the land, the park, and others who enjoy what is typically a near-pristine jewel of our town. Not only is it unsightly, it's dangerous. The pouches contain toxins (including nicotine "salt" or nicotine bitartrate dihydrate, ammonia, chromium, formaldehyde, and nickel), and are an environmental threat—even the manufacturers state: "You shouldn't leave pouches on the open ground, in a forest, yard, or anywhere else. One of the main reasons for this is animals attracted to the sweeteners and aromas might swallow the pouch. Nicotine is deadly to dogs, squirrels, bats, and almost every other small animal. Small animals have much lower body weight and nicotine thresholds. If they accidentally swallow a pouch, it could prove fatal. Furthermore, ZYNs contain nicotine and other chemicals, which could harm plants and cause a pH imbalance in the soil. Nicotine pouches are also very addictive and pernicious to children. A child playing in a park could pick up a used pouch and accidentally swallow it. You should never leave used nicotine pouches around in the open." Please share this message to those who use this space. I have attached a photo of what I collected today (you'll see some other misc. litter items too). If you are an operator who uses the space, please talk with your staff about the issue. If they notice others littering, please encourage them to use the garbage can that's there or even provide additional temporary receptacles during the tour and ask your staff to do an end-of-day beach sweep to pick up anything left behind. And, if you or someone you know is addicted to nicotine, there are many free services provided by the state and FDA approved cessation products on the market (nicotine pouches aren't one of them). Thank you for considering my suggestions. Let's work together and do better.</p>	Above and Beyond Alaska, Alaska Travel Adventures, Liquid Alaska Tours	<p>LIQUID ALASKA TO EMAILER: Thank you for highlighting this issue for all operators using the West Glacier commercial area. Liquid Alaska Tours is proud to be a 'Leave No Trace' partner, and we emphasize this in our employee training and daily operations. We appreciate the reminder to be more vigilant about waste collection throughout the area, not just at our setup locations. Please feel free to reach out to our office right away if you notice any waste linked to our presence. Regards, Jason Rush, VP Operations, Liquid Alaska Tours ABOVE & BEYOND ALASKA TO TBMP: Thank you for sending this over. We do not operate on the beach where all the garbage was found. We operate our own remote site further up the West Glacier Trail. I will share with the guides as a reminder to be mindful of our guests/their impact and make sure what is taken in, is taken out and not littered along the shore or trail. Appreciate this reminder. Thank you, Liz Barlow, Director of Operations, Above & Beyond Alaska ALASKA TRAVEL ADVENTURES TO EMAILER: Thank you for bringing this issue forward. Our team is responsible for ensuring the West Glacier staging area is clean, beautiful, and pristine for all users of the area. You are correct that packaging and waste from Zyn is harmful to the environment and dangerous to other users. Having the waste from this product on the site is contrary to our stewardship efforts and environmental policies. We have spoken with our guide team, cleaned up the area, and directed them to keep the site free of their waste as well as pickup after other users. Please let me know if you would like to discuss this issue further. My direct number is 907-617-2124. All the Best, Ryan Rushton, Vice President - Operations, Alaska Travel Adventures</p>	
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09/22/2024, 6:20 PM	Email	Aircraft	Mendenhall Valley	Closed	<p>6:20 PM: Good evening, I live on Radcliffe Road and the helicopter noise today was nonstop. Will you please double check that Coastal and North Star are adhering to the flight pattern requirements? I do not oppose tourism or flight seeing, but the helicopter noise has become absolutely ridiculous when you are trying to relax or spend time outdoors. I understand I live by an airport, but planes come and go. Helicopters travel in groups and are constantly back and forth with little time in between. Thank you! 6:33 PM: A follow up to this email. I realize it's Temsco flying over the house on days when they can't get over Thunder Mountain. Not only do they have some noisier helicopters, but it just adds to the parade of helicopters that already fly over the house. I know we live by an airport, but in a town of 30,000 you don't expect so much noise. I understand the FAA regulates where helicopters operate/flight plans. But I wonder if it's time to revisit this study, especially with the extended season and increased number of visitors. I am not anti-tourism but there needs to be a balance. The quality of life of residents should not be compromised. Thank you for your time..</p>	<p>CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters</p>	<p>NORTHSTAR HELICOPTERS TO EMAILER: Thanks for using the hotline and for your thoughtful comments. Attached is the depiction of the traffic pattern for helicopters here at the west end of the airport. The numbers (1,2,3) represent landmarks/aiming points for the aircraft to fly directly over. As you say it is the FAA (more accurately the ATC) who regulates and enforces these patterns and so far this season there have been no reports from ATC regarding NorthStar not adhering to these flight patterns. We recently negotiated with ATC in order to keep the northern most line of the pattern south of the wastewater treatment plant and thankfully settled on this as they had wanted us to "square off" the pattern and move that line further north. Our only reason for taking this stance was to try to help relieve the noise issue in the Radcliff area, it would have been easier in the end for us to do what they asked. NorthStar did not start flying any flights on this date until 2:30pm and the last flight touched down at 6:44pm. COASTAL HELICOPTERS TO TBMP: Good Morning. Coastal reviewed our Satellite trackers and nothing appears to be off course from our standard. However, we did bring this concern up in our Pilots morning briefing as a reminder to keep vigilant on routes. Kind Regards, Sarah Lowell, General Manager, Coastal Helicopters</p>	
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09/23/2024, 9:40 PM	Email	Aircraft	Mendenhall Valley	Closed	<p>Hello: this is not a HOT item as it is an observation from 4 months ago about a longstanding issue, but I am sending it because I know you wish to have feedback. Saturday May 11 (2024) returning down MT McGinnis trail to West Glacier trail and decided to sit at the 1,550 ft elevation overlook. (The rock outcrop where West Glacier technically ends and MT McGinnis trail begins). We are reasonably familiar with Helicopter companies having landing zones on the smooth ice portion of the glacier just north of the overlook, but mistakenly thought it was early season and we should be able to put up with some noise for the sake of enjoying the view. Unfortunately there was more aircraft noise than expected. The total number of landings by TEMSCO may not have been many but what would otherwise have been a quiet period was ruined when another TEMSCO aircraft arrived, touched down on the ice maybe 150 to 200 yards from the tent, and remained there with rotors turning for several minutes. No one got on or off this aircraft and eventually it left. Whatever it was doing, it was a noise factor too, tourism related or otherwise. Here are some points I would make from this example: - West Glacier can be a wonderful trail and the overlook of the glacier is spectacular but the experience is greatly diminished by the noise of having a heliport so close to the overlook. In this regard, helicopter flightseeing and landing is practically an exclusive use of the area as the noise ruins it for anyone else. - The TEMSCO landing area seemed closer to the overlook than in past years. I know it moves around and I can't say exactly where it has been, nor when, but I am more familiar with seeing it farther away. Did you not sometimes land farther up the glacier in past years? Obviously you must have constraints on good ice, but if at all possible I recommend placing the landing areas farther from the trails. Give people a chance to see the place without helicopter noise. - NORTHSTAR did better. I know it is an unfair comparison because they had fewer flights and their landing area was in the far corner, but their level of activity could be tolerated while TEMSCO should improve in sharing the place. - On the good side, I am grateful we did not hear any helicopters at all until about 0845 and appreciate that you don't start earlier. (We actually started up the trail at 0400 so we could listen to nature. The sounds of spring in this area are amazing when mechanized human noise is not present). - TEMSCO was flying the Heintzleman route, which I am grateful for as I usually complain about the noise they make on West Mendenhall. - In the past, there were random accidental gaps in the cruise ship port call schedule which gave us occasional breaks with fewer or no ships. These breaks gave us a chance to hike without as much flight noise. The unmanaged growth of the industry, filling in every day with more ships, and also expanding the season into spring and autumn has robbed us of the calm days for these important recreational activities and cheats us out of enjoying our own surroundings. If we had such schedule breaks again you would not have ballot measures asking for one day off a week. Thank you</p>	<p>CBJ Tourism Department, Coastal Helicopters, Northstar Helicopters, TEMSCO Helicopters</p>	<p>No response requested.</p>	
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