



TBMP Hotline Log

Created By: Elizabeth Arnett
 Created On: 07/07/2025
 Start Date: 06/01/2025
 End Date: 06/30/2025
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Submission Details	Referred To	Response(s)	Additional Information
06/01/2025, 1:46 PM	Phone	Aircraft	Auke Bay (Land)	1:40 Sunday afternoon 2 outbound aircraft flying north of the line up towards Spalding.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.	
06/01/2025, 3:06 PM	Phone	Aircraft	Auke Bay (Land)	Two aircraft outbound helicopters, d*** near flying side by side. Sick and tired of this stuff and tired of doing all the complaining and the company don't give a d*** about any of it. They just keep buzzing over the house. And are not even flying what they're supposed to. Thanks, bye.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.	
06/01/2025, 3:33 PM	Phone	Aircraft	Auke Bay (Land)	3:32 non-stop air traffic flying over my house. Inbound and outbound all at the same time. North of the line. You got all my information. It's North Star and coastal. It's all of them. Just non-stop flying over the house.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.	
06/01/2025, 4:29 PM	Email	Aircraft	Mendenhall Valley	Just got back from a weekend trip to Anchorage, a city with 9 times the size of Juneau. I stayed with friends in the Airport Heights area. Do you know what was nice? Sitting in their back yard, and enjoying the sounds of birds and neighborhood kids playing. No rattling helicopters disrupting the enjoyment of a peaceful afternoon on the porch. Now, I'm back home in Juneau, where such peaceful enjoyment is a luxury I can't even expect inside my house.	8 CBJ Tourism Department		This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.
06/01/2025, 6:35 PM	Phone	Aircraft	Auke Bay (Land)	6:30 on Sunday night, 11 helicopters flying over my house. I'm sick and tired of it. They need to high fly higher, going all directions set up. There's another one. I can't even sit on my porch and enjoy the day. I'm sorry you have to take these calls, but there's no other options. They're cutting corners, flying low. Very disrespectful. Thank you very much. Bye.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP (forwarded to caller) [response covers the four concerns submitted on June 1 by caller]: Hello, At Temsco our typical departure when departing west of the airfield is to depart on a Mendenhall Departure and return on an Auke Bay Arrival. I assume the line that Mr. Olsen is speaking of being north of is the absolute far limit to the southern boundary of the Auke Bay arrival/departure, If there are inbound and outbound aircraft on that arrival at the same time the aircraft to the north must give way of the "line" to the aircraft to the south, which in turn makes them fly farther north than the "line". This is not optional to stay in compliance with rules and regulations agreed to with the FAA. After reviewing Temsco's flight logs I cannot say with all certainty that all Temsco aircraft were not further north than necessary but our altitudes were at the correct levels (1800' to 2000') on our arrivals. We will continue to monitor our pilots routes and altitudes for compliance to minimize impacts to residents below. Thanks, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO TBMP (forwarded to caller) [response covers the four concerns submitted on June 1 by caller]: NorthStar had 4 helicopters flying on Sunday in pairs. I went back and checked every Satellite "ping" anywhere near Auke Bay, between the beacon on Petersen Hill and Spaulding Meadows. The Altitudes ranged from the lowest at 1805' to 2264'. Mr. Olsons house is adjacent to the flight path for the Auke Bay arrival and departure. The higher we fly the more it will seem like we are "over his house". Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to caller): Good Morning, Coastal Helicopters reviewed our flight data recording and showed that Coastal Helicopters was on the approved route. Please take into consideration the weather- due to the weather we have been experiencing this summer, it has forced ALL operators to the same departure and arrival route. However, we have discussed with our pilots, again, the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager	

06/02/2025, 2:20 pm	Website	Aircraft	Other (Land)	For weeks now, Coastal Helicopters has been flying pairs of helicopters down the middle of Lena Cove on their way to Herbert Glacier. THE NOISE IS UNACCEPTABLE!!! We cannot hold a conversation outside when they fly overhead. Their noise drowns out the warblers, robins, wrens, grouse, sparrows, etc. that nest in our Andreanoff neighborhood. Fly the helicopters behind the big hill that flanks the east side of Lena Cove.	1 Coastal Helicopters	COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Morning Christine, Thank you for submitting your concern to TBMP. Coastal Helicopters fly tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA) and the Juneau Tower Helicopter LOA. Our route choice is based on weather and other air traffic. We reviewed our flight data recording and it showed that Coastal Helicopters was on the approved route. We have had to utilize this route more due to the weather we have been experiencing this summer. However, we have discussed with our pilots the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Please reach out if you have any additional questions or concerns. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager	
06/02/2025, 3:00 PM	Website	Vessel: Other	North Douglas	As I was backing my trailer at the top of the ramp yesterday, a driver with an empty kayak trailer decided it would be a good time for him to drive off the beach and try to go around me, nearly causing me to hit his SUV. He could have waited 30 seconds for me to finish my turn and there would have been plenty of room for him. After loading my boat and exiting the ramp area I went and spoke to a manager at the tent site. She was polite and apologetic, however I want your organization to address the issue of congestion and inexperienced crew as well before someone gets hurt out there. Docks and Harbors has pretty much turned a blind eye to the amount of use by LOCALS out there for years now and have voiced my concerns repeatedly with them. I guess someone somewhere will take action after a tourist gets run over. With Gastineau Guiding unloading some of their fleet these past several years and the kayak operators it is a disaster out there on busy days. Myself and others have written to the Harbor Board for years to move the tour operations 1/8 of a mile down the road and the conflicts would pretty much go away.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Good afternoon, Feedback was received by a manager on-site at the time of the complaint. An apology was given to **** by our operations manager, and we addressed the guide's actions at the time. We work with our guide team throughout the season with a goal of being respectful to local users of the boat ramp. These efforts include conducting regular safety briefings, escorting guests from the outfitting area to the beach, and discontinuing use of the dock as of last season. All the Best, Ryan Rushton, Vice President - Operations	
06/02/2025, 5:46 PM	Phone	Aircraft	Auke Bay (Land)	5:43 PM Monday evening. Aircraft flying low and over the line. Both directions inbound and outbound. You have all my information. Thanks. Bye.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO TBMP (forwarded to caller): At 5:43 on Monday evening NorthStar only had two aircraft in the air and they were both located in the back of Nugget Creek Valley, Near the Nugget Spires. Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to caller): Good Morning, Coastal Helicopters reviewed our flight data recording and showed that Coastal Helicopters was on the approved route. Please take into consideration the weather- due to the weather we have been experiencing this summer, it has forced ALL operators to the same departure and arrival route. However, we have discussed with our pilots, again, the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager	
06/02/2025, 8:05	Website	Aircraft	Auke Bay (Land)	multiple helo overflights @ 8:05 pm	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	TEMSCO HELICPTERS TO TBMP (forwarded to submitter:) Hello, Temsco had concluded all flights with the lasty one touching down at 6:27PM on 6/2/25. Thanks, Eric Main, Juneau Flight Operations Manager	
06/03/2025, 12:25 PM	Phone	Vehicle: Trolley	Egan Drive	Hi, today is June 3rd. It's 12:25. Calling regarding a complaint Juneau Trolley. I was on Egan approaching the lights at Bartlett between 12:00-12:02-ish, and the light turns yellow. I slow down and come to a stop as the light turns red. And then all of a sudden Juneau Trolley bus number 26 blows through an absolute solid red light. Thanks. Bye.	2 Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO TBMP: Called and spoke with caller. Told her that I spoke with driver and reminded him to slow down near intersections so he doesn't have to make the choice of stopping too fast with a full bus, or going through the light. Kindly, Serene Hutchinson, General Manager	
06/03/2025, 9:12 AM	Email	Aircraft	Auke Bay (Land)	And on these low ceiling rainy days, of which we are experiencing many, the oppressiveness of the wet weather is compounded by the even lower flying helicopter traffic. So much for listening to the pitter patter of rain on the roof while trying to focus on work.			This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.
06/05/2025, 1:45 PM	Phone	Vessel: Other	Auke Bay (Marine)	At about 1:30, two big boats went by my dock about 5 minutes apart. I believe the one it had the mural on it from Elfin Cove. I think it's Waters Edge Lodge, and the other one was the Pelican lodge Highliner. Can you let them know they just waked my dock real hard? Two boats were on it [the dock] and one just about had ropes break. I've got a video of the Pelican Highliner Lodge if you need it. Thanks.	6 Waters Edge Lodge	WATERS EDGE LODGE TO TBMP (forwarded to caller): I am so sorry this happened! I am grateful the ropes held. I have discussed this with my captain and crew. They will endeavor to do a better job of being aware of Mr. Warden's dock and make every effort to not make a large wake as they go by. Thank you for bringing to my attention, looking forward to a great and successful season. All the best, Mary Crump	

06/05/2025, 1:58 PM	Phone	Crossing Guards	Downtown	Hi it's 2:00 PM on Thursday. I believe it's June 5th. I'm travelling through town. There's only one crossing guard slowing down traffic. Totally unfair and unacceptable to the residents of Juneau. I don't understand why there are not crossing guards at all or nearly all of the crossing paths through downtown. Please have somebody rectify this situation. Thank you.	7 Goldbelt Security		
06/05/2025, 4:09 PM	Phone	Cruise: Other	Other	Hi, my name is ****. I'm a resident of Juneau. I'm out commercial fishing out at the Cross Sound area, and I had a cruise ship run over my long line sets last night and cost me many thousands of dollars and a lot of time. And I'm just trying to figure out if there's any mechanisms in place for this situation. I wasn't there when it happened, but I was able to give the coordinates to the Marine Exchange, and they confirmed that it was the Radiance of the Seas that had drove over my gear, or had transited exactly on top of my gear, which was not in a shipping channel. There are shipping channels marked on the chart (cruise ships never use them), and it'd be really helpful if they did. Because then people would set their gear outside of the shipping channels and know that the ships wouldn't hit them because the ships would be in the shipping channels that are marked. Could you please give me a call back? I know they have mechanisms in place for restitution for gill netters. I don't know if they have anything like that for anyone else because it's so hard to pin down who did it, but Marine Exchange said it was pretty clear when I gave the coordinates. And they're like, oh, yeah, only one cruise ship like it. It was them. So, would you please give me a call back and let me know if there's anything going forward or if this is just another example of not being in the industry and getting our toes stepped on heavily. Thank you. Bye.	7 Cruise Line Agencies of Alaska	CRUISE LINE AGENCIES OF ALASKA TO TBMP (forwarded to caller): Good morning, The Captain and sea pilots (State of Alaska) who were on at the time of the alleged event below. Here is the reply: Good day, Andrew. The concern has been reviewed by our Alaska Pilots who joined yesterday. They were also onboard last week for the period the concern was raised. The pilots' names are: Captain **** and Captain ****. They had a few comments: - There are no exact times provided and also no position coordinates? - They also mention that there are "no" shipping lanes as stated in the concern? In addition I can mention that we always avoid anything what is observed in the water: buoys, logs... We have diligent lookouts, officers and pilots who are both maintaining a visual lookout as well as the use of several radars. There is no recollection of seeing any gear as such. If further investigation is needed, I would need to be provided with the exact coordinates and time as the person raising the concern claims to have. I would then be able to review VDR and CCTV. From Drew Green, Port Director, CLAA	
06/06/2025, 8:09 AM	Phone	Crossing Guards	Downtown	Hi, my name is ****. It's about 8:10 on Friday, June 6. There are 0 crossing guards n town and there are probably 15 vans and buses that I've either passed or that are logging up in front and the best practices are failing for the people who live in Juneau. Diminishing our quality of life. Thank you.	7 Goldbelt Security		
06/06/2025, 9:05 AM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Dear TBMP, I realize we are only a month into the season but I had hoped that congestion issues would lessen as taxi and tour operator drivers get more comfortable driving and also learn TBMP guidelines. Last night I was with friends at the Grizz Bar and watched the 'pink duct tape' taxis, Glacier Taxi, and Juneau Taxi vehicles repeatedly curb crawling through downtown, with their windows down asking people if they needed rides, held up traffic at unmanned crosswalks to ask people if they needed rides, and noticed that they spent much of the evening looping through downtown at slow speeds looking for passengers. They were also successful on occasion and blocked traffic while people got into their taxi. This created congestion throughout the early evening. I also live in Thane and have experienced this driving through downtown almost daily. The 'pink duct tape' taxis are clearing doing this more than the others. My other experience driving through downtown on multiple daily trips is the motor coaches and vans that are slowly driving through downtown (5-7 mph) while giving tours and creating a long line of traffic behind them. When behind these vehicles, you can clearly see the operator pointing while talking on the PA system giving a tour despite no other vehicle in front of them. They also frequently stop at crosswalks (even when directed by crossing guards to drive through), in what I can only guess is an extended opportunity to provide additional time to give the downtown tour. I realize we are still early in the season but perhaps operators need to be 'refreshed' on the TBMP so traffic can move through downtown with a little more efficiency. Happy to discuss further if needed and thanks for reviewing. Cheers.	3 Alaska Coach Tours, 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 3 Royal Hyway Tours-HAP Alaska-Yukon, 4 M&M Tours Unlimited, 3 Mendenhall Taxi, 3 Taku Taxi, 3 First Student, 3 Goldbelt Transportation, 3 Mendenhall Glacier Taxi	TBMP reminded operators of the specific TBMP guidelines related to the behavior mentioned in this concern. CAPITAL CAB/EVERGREEN TAXI/TAKU TAXI/DLUX RIDES TO TBMP (forwarded to emailer): I realize that TBMP is guidelines as well as being a sounding board for the public. With that said, if the public is not allowed to "hail" a taxi. Most of the drivers will not stop on Egan, a bad idea and can get a ticket. Most of the downtown area is almost considered a "Mall" folks will step off the curb and flag down a taxi almost anywhere on North or South Franklin and have for years. With that being said the driver understands getting out of traffic and not creating congestion is best. We are being further limited by docks and harbors as to where the Taxi Industry can wait/stage for individuals that want our services. Folks either understand or demand Both can be great or problematic. Thanks, Shane Williams	

06/09/2025, 2:49 PM	Email	Aircraft	Auke Bay (Land)	Particularly low and obnoxiously loud today..... the cost of a few hours of sunshine.....?	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.
06/09/2025, 3:00 PM	Website	Vessel: Whale Watching	Auke Bay (Marine)	Beacon whale watching boat, just cause you have the biggest boat in the harbor doesn't give you the right to be an ****. Learn to drive . Clearly they don't teach common sense anymore.	2 Juneau Lighthouse Tours	JUNEAU LIGHTHOUSE TOURS TO TBMP (forwarded to submitter): The harbor is a tight place to operate. Close proximities are necessary and many locals are not comfortable with that. I told our operator to try to do their best to minimize close encounters. That's pretty much all we can do. Louis Juergens	
06/10/2025, 8:28 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Good morning. My name is ****. Yes, it is Tuesday the 10th. Yesterday late afternoon - early evening my wife and I were out fishing in my boat. I'm tied to ****'s dock and Auke Bay. My wife has **** and we were attempting to get off the boat. And these **** whale watching boats coming by, throwing a **** wake, not slowing down. She ended up falling down. I am so ***** **. We need to do something about all these damn whale watchers. Let's get them to slow down following their path. There are way too many of them and they don't care. I'm about ready to file a lawsuit.	2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Angler's Choice Alaska, 2 Tongass Tide	GASTINEAU GUIDING TO TBMP: Good Afternoon! Thank you for sharing this! Did the reporter identify a particular company of boats not adhering to the no-wake zone? We are very strict about this with our captains but will issue a reminder regardless. Thank you! Steven Arends, Operations Manager ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon. We have instituted new practices this season to lessen the impact of our whale watching operation. Our captains now come off-step 0.25 miles outside of the no-wake buoy to reduce our wake upon approach to the harbor. All the Best, Ryan Rushton, Vice President - Operations JAYLEEN'S ALASKA TO TBMP: Hello to whom it may concern - All of our captains have been trained in the ways to best minimize their wake - especially when entering & exiting the Auke Bay area of Juneau. All of our vessels also have only a 6-passenger capacity; we operate 26' - 27' foot Hewescrafts - these are the same boats that many Juneau locals use themselves without wake concerns. We believe that it was not our vessels who caused this - however, we are reminding our captains to stay diligent & to minimize their wake whenever possible. I did not reach out to the caller directly. Please feel free to contact me with any questions or concerns. Sincerely, Jayleen Bydion, Owner/Operator	TBMP: The vessel was from Highliner Lodge in Pelican, not a whale watching boat. Highliner Lodge is not a TBMP member but a reminder was emailed: "Please caution your captains to give the dock between Alaska Glacier Seafood and Statter Harbor a wide (or wider) berth or go no-wake speed past that dock."
06/10/2025, 9:47 AM	Email	Aircraft	Auke Bay (Land)	About time for an updated noise study – what do you think about that idea? Hello.....? Anyone?		TBMP TO EMAILER: Hi, Christie****. I have received your two emails from yesterday and today, so just touching base to let you know I'm entering your concern about helicopter noise into the hotline reporting process. I am not forwarding your emails to CBJ as you already included them. Best regards, Elizabeth	This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.
06/11/2025, 11:55 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Good afternoon – it's about 12 noon and Raven's Journey is doing a "man overboard" right out in front of the harbor, spinning around – they've done it twice. Under a lot of power, making as big a wave as possible. I don't know why they can't go out at least in the middle of Auke Bay somewhere rather than right here in front. Thank you.	2 Dolphin Tours LLC	DOLPHIN JET BOAT TOURS TO TBMP (forwarded to caller): Mr. ****, Thank you for your feedback. Doug Ward	
06/11/2025, 12:11 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Hi. It's June 11th and this morning we had very irresponsible boat captains in Auke Bay. They're chasing away the whales. It thought they wanted to see whales. If they keep chasing them the whales are going to go somewhere else. So you need to impress upon the boat captains that they are not supposed to charge at the whales breaching. They're supposed to stay back. People have zooms on their phones. People have binoculars. Do not charge at the whales – leave the whales alone. Stay back. You need to talk to each of the captains to impress upon them the safety issues and that they are not supposed to do this.	2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 M&M Tours Unlimited, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide	Response not requested. JAYLEEN'S ALASKA TO TBMP: To whom it may concern - this is Jayleen Bydion, Owner/Operator of Jayleen's Alaska. We will remind our captains to be respectful stewards of the wildlife ; however, all of our staff are all local Juneautes or whale researchers, who are active participants of Whale Sense & are attentive to the rules and regulations that are outlined by the Marine Mammal Protection Act. Each boat and captain are equipped with range finders to ensure they are staying at least 100 yards away from whales. We are also members of TBMP and follow the recommendations & guidelines to the best of our abilities - taking local feedback very seriously. Thank you for your time. Sincerely, Jayleen Bydion, Owner/Operator	
06/12/2025, 3:00 pm	Website	Other	North Douglas	This is regarding a Bike Tour in a congested area and being unsafe on the Highway. The Fish Creek Parking lot was congested with a lot of car traffic during this time with parents picking up kids from an outdoor program, there was also a trail crew working on the pavilion. The addition of the bicycle tour in this location during the same time made it very difficult to navigate in and out of the parking lot. Upon the bicycle tour merging onto Douglas Hwy they did so in a congested way taking the space of the entire lane and one bike even crossing the midline. They continued in this fashion for awhile. This is not a safe situation for anybody and I suggest bikers keep to the bike lane, single file.	4 iRide Alaska/Segway Alaska	IRIDE ALASKA TO TBMP (forwarded to submitter): Thank you for sharing your concern with me regarding the congested eBike issue over at Fish Creek. I am sorry to hear that there were some difficulties there. Guides and guests are to remain on the bike lane during the duration of the tour. I will personally reinstruct our guides to be leaving Fish Creek area in single file order so as not to congest the area. I will also make sure all of our guides are retrained regarding riding in the bike lane to keep both them and the guests safe but also our fellow community goes on the road. At iRide Alaska, we strive to create enjoyable and seamless experiences for both our guests and the community, and I truly appreciate you bringing this to my attention. Thank you again for expressing your concern. Chris King	
06/13/2025, 1:51 PM	Phone	Crossing Guards	Downtown	I'd like to make a complaint on this whole cruise ship traffic of humans across the road downtown. I just came from Thane about 15 minutes ago and there was one crossing guard in the whole area. There's huge numbers of tourists. They're lining the sidewalks, crossing in front of people, crossing outside the crosswalks, and it's like, what the heck. It's one of the busiest days of the summer so far. It's a beautiful day and they don't have any crossing guards. It seems pretty ridiculous to me. Thank you.	7 Goldbelt Security		

06/13/2025, 11:08 AM	Phone	Crossing Guards	Downtown	I called a lot last year to complain about the crossing guards downtown. Been meaning to call this year – they're doing a great job. Hugely improved. Yesterday was the first bad day – I don't know what happened – but I thought I'd finally call and say hopefully they keep up the trend of doing a 100% better job.	7 Goldbelt Security		
06/13/2025, 5:11 PM	Phone	Crossing Guards	Downtown	Hey, I'm driving through town. It's 5:10 on Friday the 13th and there are, I think, two crossing guards. There's people all over walking across the roads without stopping streaming across. There needs to be more crossing guards. It's unfair to the people who live in this town that we have to be delayed over and over and over by people slowly struggling across. The deal was, I thought, that we were going to have crossing guards sufficient to allow the flow to continue. Needs to be fixed. Thank you.	7 Goldbelt Security		
06/13/2025, 6:51 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Yes, this is ****. And I'd like to speak to the manager of Alaska Travel Adventures. There's one of their captains that are doing a fantastic job and the other two are so far different. And I would just like to invite him out and have him see what is happening, where I'm coming from, where they're coming from, and see if we can work out this problem easily. It just the the captains don't understand the speed of their vessel. They slow down halfway and they actually make a a bigger wake then. Probably 3 knots or two knots less and wouldn't make any wake, so if the manager could give me a call, I'd invite him out to my home, and I'd like to talk to him or give him my phone number. I'd love to talk to him anyhow.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO CALLER: Good afternoon, ****. Thank you for sending us this message. Lee Davis, our Whale Watching Operations Manager, will be reaching out to you to set up a time to meet. We look forward to speaking with you and working out a cooperative solution. All the Best, Ryan Rushton, Vice President - Operations	
06/14/2025, 09:40 AM	Website	Aircraft	Auke Bay (Land)	They are seriously disturbing our very short summers with constant noise. I should be able to enjoy my evenings and weekends in peace, instead I'm hearing constant helicopter noise. Please make it stop!	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
06/14/2025, 11:36 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Hi my name is ****. I'm calling to complain about a tourism bus incident that I just saw on Eagan drive right at the crosswalk at Gold Creek. There was a pedestrian trying to cross the street. The cross light neon lines were on and blinking, and one of the double decker tourism buses that's labeled HAP barreled right through a good thing. The person didn't step off the sidewalk because she would have gotten creamed. And clearly the bus driver was on a mission to get to somewhere, probably the valley. It was outbound from downtown Juneau. So I mean, I saw it. I thought they had marching orders to stop at crosswalks, and especially when the flashing lights are on and lit. Shameful. Shameful on HP. Thank you.	3 Royal Hyway Tours-HAP Alaska-Yukon	HAP ALASKA-YUKON TO TBMP: Greetings, An email was sent to **** addressing the event involving the double decker and the crosswalk. "Thank you for bringing this to our attention. Safety is a priority and driving habits like the one exhibited are not in alignment with our training, nor our safety standards. We like to nip these kinds of actions in the bud, so reports like this are helpful. We have addressed this event with the driver in question and reviewed and retrained them on the proper procedures for crosswalks. At our next safety meeting we'll review situations like this with all our drivers so that all of them are refreshed on proper crosswalk/pedestrian procedures. Again, thank you for alerting us to this event so we can address the issue and make positive changes moving forward." Discussion/retraining with the specific driver occurred and a review with all drivers will happen at our next safety meeting. Thank you, Whitney Schaefer, Juneau Transportation Manager	
06/14/2025, 9:30 AM	Website	Aircraft	Auke Bay (Land)	Multiple heli overflights at 9:30 and again at 9:44... Sunday morning... just wonderful, thanks!	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
06/14/2025, 9:48 AM	Phone	Aircraft	Auke Bay (Land)	Hello, good morning. This is ****. It's Saturday, June 14th, and I'm calling to complain about the helicopters flying over my house. It's one of our first sunny days of the summer and it's gotta stop. It's so annoying all day long. They're flying right over my house. My number is ****, my e-mail address is ****, and again I really want the helicopter noise to stop. Thank you bye.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
06/15/2025, 12:18 PM	Website	Vehicle: Bus/Shuttle/Taxi	Auke Bay (Land)	Large green charter bus #197 cut off motorcycle and car pulling out of statter harbor	3 Alaska Coach Tours	ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thanks for reaching out with this concern. I attempted to call Mr. Boyd-Devine back, but unfortunately, his voicemail is currently full. We appreciate you bringing this to our attention. I will speak with the driver involved and reinforce the importance of cautious driving practices. Best regards, Alicia Phillips, Juneau Division Manager	

06/17/2025, 10:45 AM	Website	Vessel: Whale Watching	Auke Bay (Marine)	I'm proposing that charter boats will no longer be allowed in hatchery fishing areas . It's really sad that every other boat can go in a circle and be courteous but whenever these Moore charter boats show up it's a mess . Go fish somewhere nobody wants you around . You guys bully other boats and don't respond on the radio and are plain rude . NO MORE CHARTER BOATS IN LENA OR FRITZ COVE	2 Juneau Charters	JUNEAU CHARTERS TO SUBMITTER: Hello, Thank you for sharing your concerns. We take feedback from the boating and fishing community seriously and are committed to operating with integrity, respect, and compliance with all state and federal regulations. We are sorry to hear that you've had a negative experience. Our captains and crew are trained to prioritize safety, communication, and courtesy on the water, and we always strive to be good stewards of our shared fishing grounds. If specific instances of miscommunication or perceived discourtesy have occurred, we would welcome the opportunity to learn more so we can address them directly with our team. It's important to us that we maintain positive relationships with other vessel operators, locals, and the broader fishing community. We remain open to productive conversations and are committed to working together to ensure safe, respectful, and responsible use of the waterways. Thank you again for bringing this to our attention. Captain Grantley Moore, Owner, Juneau Charters	
06/17/2025, 2:59 PM	Phone	Crossing Guards	Downtown	Yeah, I just went through downtown. It's about 3:00 on Tuesday. And it's a zoo. It's just a zoo. And there are not enough crossing guards. And I thought there were supposed to be enough crossing guards to allow through traffic to move through without having to stop over and over. I wish somebody would make this place a little more livable for the locals.	7 Goldbelt Security		
06/17/2025, 3:58 PM	Email	Crossing Guards	Downtown	I was just driving our guide from Shattuck Way to the AJ dock and there is a shortage of crossing guards. There were two at the same crosswalk by Marine Park and The Grizz, but none at the other crosswalks. Going there and back took nearly 30 minutes because of the lack of crossing guards. The visitors are just walking everywhere and one man walked in front of my car, looked at me like I was the problem, and kept going. He was not in a crosswalk. It's getting dangerous out there. It would be terrible if a visitor was injured. I do not need to be contacted by Goldbelt regarding this. Midgi Moore	7 Goldbelt Security		
06/17/2025, 6:17 PM	Email	Vessel: Whale Watching	Favorite Channel (Marine)	[Emailer provided two images with this concern.] Saw this today 06/17 at roughly 6:10pm, over 21 boats surrounding a pod of orcas. Definitely not a good look for the industry.	2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide	GASTINEAU GUIDING TO TBMP (forwarded to emailer:) Good morning, Looking at these pictures, I do not see any TBMP violations. "Between the 100-yard and 500-yard viewing distance, no more than 12 commercial whale watching vessels will be engaged in whale watching at a given time, and each vessel will stay no longer than 30 minutes." Based on the photo, I do not see more than 12 vessels within a 500-yard radius of one another. The chart plotter image displays 9 vessels on AIS, organized in two distinct conga lines that appear to be tracking a group of wildlife. These formations maintain a clear corridor, allowing the wildlife to move freely without obstruction. Our current TBMP recommendation limits 12 commercial vessels around a single group of wildlife. However, this guideline does not apply to recreational boaters, who are not subject to the same restrictions. This discrepancy can make it challenging to accurately assess vessel density in a given area. We will continue to closely monitor on-water activity and reinforce best practices with our captains to ensure full compliance with all applicable recommendations and regulations. All the best, Robie Janes, General Manager JUNEAU TOURS & WHALE WATCH TO EMAILER: Thank you very much for looking out! The accompanying photos were helpful, because though there are a good amount of boats out there, they do appear to be following the agreed upon patterns and distance. The Orca have been much more prevalent than past years in our experience and they are the most unpredictable about where they will pop up. We have reminded our team to be extra vigilant. Kindly, Serene Hutchinson, General Manager JAYLEEN'S ALASKA TO EMAILER: Hello **** & TBMP - Thank you for bringing this to my attention! You are right, this is the wrong look for the industry and we need to do better. I will remind my captains of the following TBMP regulation: *Between the 100-yard and 500-yard viewing distance, no more than 12 commercial whale watching vessels will be engaged in whale watching at a given time, and each vessel will stay no longer than 30 minutes.* And make sure they are taking note as to the number of boats around wildlife and adapting appropriately. Thank you for your time. Sincerely, Jayleen Bydlon, Owner/Operator	
06/17/2025, 7:56 PM	Email	Other	North Douglas	I was out at the Rainforest Trail around 5:30 pm today (June 17th) and there were probably 50 people in multiple guided cycling/hiking groups that were blocking the entrance to the parking lot so I wasn't able to turn in. The guides had no control of their clients. Once I was finally able to turn into the parking lot, there were clients with their bikes in the only parking spot left and I had to ask them to move multiple times so I could park. Not a good look for the companies there. Thank you.	4 iRide Alaska/Segway Alaska	IRIDE ALASKA TO TBMP (forwarded to emailer): Thank you for sharing your concern with me regarding the congested eBike issue over at Fish Creek. I am sorry to hear that there were some difficulties there. Guides and guests are to remain on the bike lane during the duration of the tour. I will personally reinstruct our guides to be leaving Fish Creek area in single file order so as not to congest the area. I will also make sure all of our guides are retrained regarding riding in the bike lane to keep both them and the guests safe but also our fellow community goes on the road. At iRide Alaska, we strive to create enjoyable and seamless experiences for both our guests and the community, and I truly appreciate you bringing this to my attention. Thank you again for expressing your concern. Chris King	
06/17/2025, 8:40 AM	Website	Aircraft	Auke Bay (Land)	helicopter overflights 8:40 in the damn am...	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		

06/17/2025, 9:33 am	Email	Aircraft	Auke Bay (Land)	Another Rattle Rattle Racket morning. Karla makes a good point here: "What do Juneau residents need to do to get action from our local government? Action that addresses resident concerns about adverse impacts on our lives and community. The Visitor Industry Task Force, past and almost certainly future, are intended to address cruise industry issues with overtourism and the city's tourism director completely lacks transparency and acts very cozy with the cruise industry."			This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.
06/18/2025, 2:43 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	Good afternoon, I'm writing to share my appreciation for Juneau tours and whale watch. I'm a Kindergarten/1st grade teacher at Kaxdiggowu Héen Elementary School. My class was graciously given a 2-hour whale watching tour which my students loved and most had never gotten to go before. Secondly, we were given buses by Juneau Tours and Whale Watching to get to our beach day early enough and see low tide. They are a great company that showed how much their care for their community and getting those kids all these amazing experiences.	2 Juneau Tours & Whale Watch		
06/18/2025, 6:01 PM	Email	Other	Downtown	Wanted to extend my thanks to CBJ for implementing Public Wi-Fi. I live in the Flats and have a GCI cellular phone. For the last few years my cell service noticeably degraded during tourism season, becoming basically unusable on the days with highest visitation. Happy to report that since the installation of public Wi-Fi, cellular service has been completely normal again. Thanks for investing in mitigating the impacts of tourism to those who live closest to the docks.	8 CBJ Tourism Department	CBJ ASSEMBLY MEMBER TO EMAILER: Thanks for the feedback ****. I just read a report that since bringing the public wifi online in late April almost 8 terabytes of data have been used. Paul Kelly, CBJ Assembly member	This compliment was also emailed to the CBJ Assembly.
06/19/2025, 5:17 PM	Phone	Vessel: Whale Watching	Favorite Channel (Marine)	Yeah. My name is ****. I live out on Lena. At 5:05 today, June 19th, two of the blue top jet boats had a great big humpback trapped against the beach until I came out on the yard and started hollering at them. This has got to stop. My number is ****. This has got to stop.	2 Dolphin Tours LLC	DOLPHIN JET BOAT TOURS TO TBMP (forwarded to caller): Hello, After further reviewing this incident, we determined that our boats were not in that area on that date and time. Hope this helps. Thank you, Lisa Ward	
06/20/2025, 1:13 PM		Crossing Guards	Downtown	Five ships in town, a couple of them huge, and half of the crosswalks don't have anybody stopping the passengers. Needs to be fixed so people can actually have a decent quality of life if you live here year-round. Thank you.	7 Goldbelt Security		
06/21/2025, 1:00 PM	Website	Crossing Guards	Downtown	No crossing guards at all today in early afternoon. Real hassle for trying to drive through, esp. on a sunny day with people walking randomly across the street.	7 Goldbelt Security		
06/21/2025, 11:03 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Yeah. It's ****, 11:01a.m. I just was pulling down my driveway and a large aluminum whale boat just ran right by my breakwater at full speed. And I've got a video of it. Looks like they're heading maybe towards the fuel dock or the commercial float from the Marina and literally ran right by my breakwater, which we know what happens to my boat on the dock. So if you could give me a call back or have them give me a call. [Image attached]	2 Alaska Tales Whale Watching, 2 Juneau Tours & Whale Watch	JUNEAU TOURS & WHALE WATCH TO TBMP: We didn't have any vessels inbound at that time yesterday so it is not Juneau Tours and Whale Watch. Kindly, Serene Hutchinson, General Manager	TBMP has been unable to identify the boat or the owner and has communicated this to the caller.
06/21/2025, 3:46 PM	Phone	Crossing Guards	Downtown	Hi, it's Saturday, June 21st. It's 3:45 PM. I just passed through downtown. There are three ships in and there were four up until a few minutes ago when the 4th one just left. There is not one crossing guard, not one crossing guard so that's doesn't seem good. I've left several of these kind of messages over the summer and I get e-mail saying the operator will get back to me. I've never heard Boo. Some Goldbelt. So maybe somebody else could do something. Thanks anyway, bye.	7 Goldbelt Security		

06/22/2025, 12:59 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	Hi, this is **** calling once again. I feel like I have to call way too often about this, but I'm getting thrashed at the Glacier Seafood dock by whale watching boats. And no, I can't tell you specifically which boat it is because there's so many of them that it's like, damn near a safety hazard to unload your commercial fish in Juneau anymore in Auke Bay. And I've had this happen before. I've got great responses from the owners of, like, Gastineau Guiding, where he basically said you're absolutely right, you have a grievance, but there's nothing we're going to do about it because it would require us to slow down and they're not going to slow down because they don't have to legally do it. [Mr. **** and Bob Janes of Gastineau Guiding have spoken and have agreed to a pathway forward.] So just another local business that's suffering because of tourism. I had a cruise ship run over my gear the other day. You guys put me in contact with a cruise ship agency and they basically said, hey, you can't prove it. So you didn't watch it happen? Yeah, you can prove we were on top of your gear. It was there, and now it's gone. You could provide pictures, any of that stuff. But since it can't be proven, it's just the local business suffering. So it's not all good and it's super frustrating. It's like pretty much every day, all summer here. It's dangerous to be at the dock. They have this beautiful drive-down ramp where everyone should be able to come and work on their boats and do stuff and it's basically unusable on half of it except for the lightweight because it's so rough on one side of it. All summer, you know it's a flat, calm, sunny day and it's like a three foot sucking giant rolling wake in here. So rant over. I know there's nothing you can do about it and tourism wins great.	2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 M&M Tours Unlimited, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide		
06/22/2025, 9:37 AM	Website	Aircraft	Auke Bay (Land)	Helicopter overflights 9:04 & 9:28 ON A SUNDAY MORNING!!!!	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO TBMP: Just for reference, NorthStar's first flight of the day did not depart the airport until exactly 9:00am. Jason Kulbeth Director of Operations NorthStar Trekking	
06/23/2025, 1:27 PM	Phone	Crossing Guards	Downtown	Hello, my name is ****. I just went through town to my home on Thane. No crossing guards at 1:20 in the afternoon on Monday. Very full day. Five boats in. A little chaotic. Just wanted to let you guys know. Thanks.	7 Goldbelt Security		
06/23/2025, 1:27 PM	Phone	Crossing Guards	Downtown	Hi there. My name is ****. I'm a Thane resident and I drive through downtown several times a day every day. Recently no crossing guards. Just now – 1:20 p.m. on Monday, June 24 – not a single crossing guard. There are five ships in town. Getting out to Thane was pretty slow but cars backed up went from the AJ Dock to the Tram through downtown past City Hall. We need crossing guards to be here consistently and at the times that there are big surges like when five ships come on a delayed start day like Monday.	7 Goldbelt Security		
06/23/2025, 1:40 PM	Phone	Crossing Guards	Downtown	Hello, my name is ****. I just wanted to say that for most for most of the season it's been excellent..the crossing guards have been on duty and it's been wonderful, but the last 7-10 days I've noticed that the crossing guards are hit and miss. It's very noticeable with people jumping in front of the crosswalks trying to run across, and everybody's waiting for them to go across. The more that the drivers wait, the more people run across the crosswalks. So it's frustrating. Overall I'm very happy with the way things have gone most of the season. Thank you so much.	7 Goldbelt Security		
06/23/2025, 2:29 PM	Email	Crossing Guards	Downtown	There are no crossing guards on duty on a busy 5 ship day. Traffic from the rock dump to downtown was at a standstill, over 25 mins to get from Rock dump to Manila Square. The tourism best management answering service is unavailable (full), Alexandria Peirce was unavailable. Essentially, a totally ineffective system for responding to issues. Unacceptable.	7 Goldbelt Security		TBMP: Re Mr. ****'s comment that the TBMP answering service was "unavailable," TBMP's voicemail was indeed full. TBMP apologized to him and has cleared the backlog.

06/23/2025, 2:29 PM	Email	Crossing Guards	Downtown	There are no crossing guards on duty on a busy 5 ship day. Traffic from the rock dump to downtown was at a standstill, over 25 mins to get from Rock dump to Manila Square. The tourism best management answering service is unavailable (full), Alexandria Peirce was unavailable. Essentially, a totally ineffective system for responding to issues. Unacceptable.	7 Goldbelt Security		TBMP: As the emailer noted, the hotline message inbox was full. The old messages were deleted.
06/23/2025, 2:49 PM	Phone	Vessel: Whale Watching	Other (Water)	My name is ****. I have a complaint about a whale watching boat – Juneau Whale Tours. The vessel was the Corvus. We were running out in our boat with a load of lumber, and at Point Retreat they attempted to cut us off. I waved and they backed off a little but then he got so close to us on the inside between Point Retreat and False Retreat, it was ridiculous. I tried to wave him off numerous times. He just got closer one time and I have video of it. My daughter has video of it. It was a very unsafe practice. I can't believe it. There were no other boats around. There was all kinds of space for him not to get right up next to us in an unsafe manner.	2 Juneau Whale Tours	JUNEAU WHALE TOURS TO TBMP (forwarded to caller): Hello ****, It was brought to our attention, by our captain, that there was an incident while Corvus was being overtaken. I am glad you reached out to share your experience. From the feedback I received from our concerned passengers, on board, the captain attempted to hail you on vhf channel 16 but was unable to raise you and Corvus stayed on course while you passed. That must have been scary. One of the most technical maneuvers while boating is when overtaking vessels. Outside of waving, which requires close distances and clear sight lines, here are some other helpful ways to make intentions clear. These have all been discussed with our crew as well. Rule 13. https://www.navcen.uscg.gov/sites/default/files/pdf/navRules/navrules.pdf VHF Radio. https://www.navcen.uscg.gov/radio-information-for-boaters Proper sound signals. https://www.boatus.org/study-guide/navigation/sounds	
06/23/2025, 3:17 PM	Email	Crossing Guards	Downtown	People, I live on Thane Road. Earlier this afternoon I needed to pass through downtown, headed North. At about 1:10 pm I found that traffic was backed up past Mt. Roberts Street. It took me approximately 25 minutes to get through downtown. No crossing guards! Not one! Five ships in town and no crossing guards! Thanks.	7 Goldbelt Security		
06/23/2025, 4:36 PM	Phone	Crossing Guards	Downtown	There was an issue I wanted to talk about. It happened on Monday the 23rd. At 3:30 in the afternoon, I was driving from Thane, going through town. The traffic was backed up 1/2 mile. It took me almost 1/2 hour to get to the Twisted Fish. And now I found no crossing guard, so everybody had to stop for every single tourist that wanted to go by. When I got to the next [crosswalk] there was a traffic girl holding up all the cars to let each individual tourist that walked up and wanted to cross. She would stop all the cars, and so I rolled my window down, I flagged her over and I said young lady, you have got the cars backed up for 1/2 mile. So I really think that there needs to be a crossing guard supervisor that can train these people, that they need to let cars go through along with people. And it's OK to hold the people up when they've got the cars backed up out of sight. Getting kind of frustrated about all of those tourists and the sloppy [message cut off].	7 Goldbelt Security		
06/23/2025, 4:53 PM	Phone	Crossing Guards	Downtown	It's about 4:00 PM here on the 23rd of June, and I'm just calling to just give an update/complaint of no crossing guards downtown, and it was lots of people. There's maybe 3 or 4 ships in town, but just curious why there's no crossing guards. Thank you for everything and feel free to call me back.	7 Goldbelt Security		
06/23/2025, 5:48 PM	Phone	Crossing Guards	Downtown	The concern is with the crossing guards today or lack thereof, this 23rd [of June]. Five ships are in at 1:04. I went through [downtown], zero crossing guards at 2:20. When I returned, two crossing guards at 3:50. When I went back in, two crossing guards; came home 5:10 zero crossing [guards]. So I would like a call back. I just wondering what the requirements are of the grant and the contract, and are those not being fulfilled and who's who? Who do they called to enforce it and those kind of questions. So thank you very much. Thank you.	7 Goldbelt Security		TBMP: Elizabeth called and spoke with Mr. **** about the lack of crossing guards on this particular day (three guards scheduled for duty had called in sick and Goldbelt was trying to find replacements). He was understanding but still frustrated that the lack of crossing guards caused havoc.

06/23/2025, 5:53 PM	Email	Crossing Guards	Downtown	I was told that this is where I should report an issue regarding the lack of crossing guards and the resulting significant traffic delay I experienced today. At approximately 2:00 PM on Monday, June 23rd, while traveling from Thane to downtown, it took me 15 minutes to cover just a quarter mile between the hill by the Princess cruise ship dock and Taku fishery due to a long line of tourist buses and local vehicles. It then took an additional five minutes to reach the Hangar. At the time, five cruise ships were in port, and there were no crossing guards present at any of the crosswalks. It quickly became apparent that the congestion was due to tourists crossing the street continuously, with no one in place to manage the flow of pedestrian and vehicle traffic. I have lived out Thane for 13 years and have never encountered this level of delay—aside from one similar instance earlier this season when there was also a lack of crossing guards. Not only was this an unexpected and frustrating delay, but it also raised serious concerns about what might happen if emergency services were needed out Thane during such congestion. The potential impact on response times is frightening. I hope the issue that led to today's situation can be addressed to prevent similar incidents in the future. Thank you for your time and attention.	7 Goldbelt Security		
06/23/2025, 6:21 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Hi. Today June 23rd (Monday). Grayline bus 81136 cut across 2 lanes of traffic going in bound between Riverside and Mendenhall Loop Rd. They went across and they cut off a car. Had they [the car] not been paying attention, there would have been an accident. And I've noticed that the tour bus drivers are driving really poorly this year. And I'm going to start reporting it every time and taking pictures and start reporting it to the Police Department, because these bus drivers are really unsafe this year. They didn't signal and wait and go; they signaled and went. And it could have caused a bad accident. And so I hope that they can fire that bus driver 81136 Grayline, because they're really bad. Last week the Salmon Bake 24-seater van didn't stop with the intersection coming out of there to take a left to go on to Egan, and they almost hit me. And I had three little kids in the car, and luckily I was able to swerve into the oncoming lane and thankfully there was no cars. But they would have hit me and probably killed the four of us. The bus drivers are really bad this year, and I reported it to Salmon Bake, and I don't know if they did anything and I don't know if you guys are going to do anything. The bus drivers are slowing down going like 35 so they can let the tourists look at the bears and the eagles at the dump. So I don't know, maybe you could do a fast blast to all your tourism operators for the tourism best practices management program, to drive safer and not to go 35 on Egan and suddenly stomp on the brakes.	2 Alaska Travel Adventures, 3 Royal Hyway Tours-HAP Alaska-Yukon	HAP ALASKA-YUKON TO TBMP: I called **** today. She did not answer. Left a message relaying to her that we appreciated her concerns about Grayline bus 81136 cutting across two lanes of traffic was left. The event is under investigation, and we will review with the driver so as to foster a safer environment. Thank you, Whitney Schaefer, Juneau Transportation Manager IRIDE ALASKA TO TBMP (forwarded to caller): Thank you for bringing this to our attention. I will make sure our guides are fully aware of this. Thank you! Maddie Cordle, Admin Assistant	TBMP: Elizabeth issued a reminder regarding driving safely to TBMP tour operators.
06/23/2025, 6:36 PM	Phone	Crossing Guards	Downtown	Hello I'm just calling to report that on Monday the 23rd at 5:00 PM there were zero crossing guards anywhere to be found and there were four ships in town. So, four ships going crazy. Zero crossing guards. We were told to call to make you aware of that. Thank you.	7 Goldbelt Security		
06/23/2025, 8:05 PM	Website	Aircraft	Auke Bay (Land)	Helicopter 8:05pm, 8:15pm, 8:27pm... WT*!?	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Morning, Coastal Helicopters concluded flying on Monday, June 23rd @ 7:48pm. Kind Regards, Sarah Lowell, General Manager TEMSCO HELICOPTERS TO TBMP (forwarded to submitter): Hello ,At Temsco out last flight was on the ground at 1932 on Tuesday the 24th, we also had a non-tour related flight come in from outer point and land at 2002 on the 24th. I'm not sure if the complaint was from the 23rd or the 24th but our last aircraft was on the ramp at 1933 on the 23rd as well. Temsco is and will continue to operate tours within the time constraints set for in the TBMP guidelines. Thanks, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO TBMP (forwarded to submitter): At least two of these time frames **** references were likely NorthStar Helicopters. On this day all of our tours were scheduled to be complete by 20:00 however we had a mechanical issue with one helicopter at around 17:45. This caused the end of day schedule to become a little hectic as three helicopters had to complete the flights scheduled in four. The last scheduled departure was at 18:30 and all flights were back on the ramp by 20:30, well within the TBMP guidelines. Jason Kulbeth, Director of Operations	TBMP also provided submitter with flightseeing guidelines from the 2025 TBMP Guidelines document.

06/23/2025, 8:18 PM	Phone	Aircraft	Auke Bay (Land)	<p>Hi. **** here calling from Auke Bay today. I was at Auke Lake as well. I'm calling for the airport manager and for the assembly. They are operators of JIA, and I'm just sharing helicopter noise has been an issue this evening. I was with a family member for a walk, and there were several times that we had hard time hearing one another talk because of the constant helicopter noise. It was without interruption. Helicopters from 6:15 till I just walked in the door at 8:00, and now they're flying one helicopter each direction. I don't know why. But it does not do the tourism industry any good. This is why you have citizen initiatives and why you have lawsuits. This is why you have people that are not happy with their environment as well. And it's really because you don't manage the situation and you have the legal ability to do it. Your attorneys tell you otherwise. They do not give you good advice too frequently, unfortunately. But we, as a populist, do not need helicopters to be making money on top of our conversations with family members on public land. On top of being off of our work and wanting to be relaxed and enjoy the outdoor space that we've curated with public dollars. And it's really not good for running the tourism industry as a whole, you know, kind of like the whole public opinion of it and consistency and predictability and all those things that, you know, the businesses get themselves all wrapped around an axle on. So I just really think that if you are caretakers and you are stewards, that this is something that you would want to do. The helicopters aren't going to do it themselves. The operators don't have enough invested in the property to actually steward it or really care about how things are going to turn out [message cut off, caller called back and continued]... So the helicopters have been going to the whole time since I've called last. So, solution-oriented: how to solve the helicopter issue? If we could put hours of operation so that they have a 10 hour day (they can start it at 8:00 AM and then they're done at 6:00 PM). And that starts to put some sideboards on things where people can get off work and go out to enjoy space and have some predictability of when they're not going to be impacted by the helicopter operators. And this is solution oriented. It does not tie the resident down to the tourism best management practices program, which, if you'll notice has not evolved since it was first put in place. I mean, you've put more practices in, but you yourselves haven't regulated or stepped back from what you put on paper, like 20 plus years ago and there's been double digit growth for the last 20 plus years or 23 out of 25 years or something like that. So to hold everybody else to "don't complain, don't do an initiative, don't say anything bad about double digit cruise ship growth" is really not fair in the whole scheme of things. It's really not a true accounting of the industry and it really does push people into a corner that if you had hours of operation and if you weren't such, you know the addicts, I mean it's really an addict behavior. But anyway, if you weren't such addicts to helicopter fuel transfer surcharges or whatever it is that you think that that run in people, you know, whatever it is [message cut off]</p>			As requested by caller, the concern was sent to the Assembly and the airport manager.
06/24/2025, 8:18 PM	Website	Aircraft	Auke Bay (Land)	8:18pm, 8:28pm, 8:40pm... "Best Practices" my ***.			TBMP: This concern is a followup to a similar concern submitted on 6/23/25, which was answered by each of the helicopter companies. This concern was not forwarded to them.
06/24/2025, 8:28 AM	Phone	Crossing Guards	Downtown	Good morning. It's 8:25 AM on Tuesday, June 24th. There's four large cruise ships in town. Sidewalks are full and there are no crossing guards again. 8:25 in the morning. It's peak time before people have tours. And there were no crossing guards. Why are there no crossing guards in the peak of the season where there's been four or five ships in town. There's a lot of foot traffic there. Please get the cruise ship traffic managed.	7 Goldbelt Security		

06/24/2025, 8:38 PM	Email	Vessel: Whale Watching	Auke Bay (Marine)	At approximately 8:25pm on 6/24 we saw this boat kicking up a lot of wake exceeding 4 knots rocking all the boats in the harbor. After they dropped off their passengers they resumed their excessive speed. Please address this. Thanks. [three images attached]	2 Harv & Marvs Outback Alaska	HARV & MARV'S TO TBMP (forwarded to emailer): Thank you. We spoke to the Captain and it was great having pictures and a time. The issue was addressed, and it will not happen again. Louis Juergens.	
06/25/2025, 10:29 AM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	My name is ****, I have the fishing vessel ****. It is June 25th about 10:30. At about 8:00 this morning I was leaving Auke Bay when the Kaytos (I believe it's related to the Alaska Galore tour operation) almost rammed into the side of us. I had the starboard right-of-way, larger vessel leaving. He was not paying attention and almost ran into us. I had to stop, go full reverse to avoid a collision. He was going about 30 knots. I'm pretty sure he was trying to go A to B out of Auke Bay to the Coghlin pass and not paying attention and would have killed us. That's absolutely insane, so I'd like to lodge a formal complaint against the operator.	2 Alaska Galore Tours	ALASKA GALORE TO TBMP (forwarded to caller): We were able to speak to the captain this afternoon - I did not contact the caller directly. Captain Daniel stated that he was leaving Statter Harbor, heading towards the Coughlin cut and a commercial fishing vessel was coming out from around the vicinity of the LBF dock. He made an assumption that the boat was going to be heading towards the Coughlin cut also and proceeded with his course. He realized that the vessel was going to take the south end of Coughlin and continue on so Captain slowed speed and altered course to pass on the Stern. Captain states that the distance between the vessels was no less than 100 yards. He did not observe any signs of a hard stop or reverse maneuvers from the commercial vessel. As always, we reminded the captain and crew to always be alert to unexpected situations. Thank you for the opportunity to respond. -Jamie Letterman	
06/25/2025, 4:41 PM	Email	Vessel: Other	Auke Bay (Land)	Yesterday afternoon (6/24) a little after 4 pm I noticed a Dangerous Waters pickup truck hauling jet skis out of Auke Lake on the CBJ launch ramp. I don't believe that Dangerous Waters operates tours on Auke Lake, so it looks to me like they were using the lake to rinse their watercraft. I know that the CBJ prohibits the rinsing and flushing of boats in Auke Lake. I hope I am wrong about what I saw, but if the company is using Auke Lake to rinse their jet skis, I hope that they will stop. I'd appreciate an explanation from either TBMP or the company. I am copying CBJ Parks and Rec as they operate the wayside and have posted the regulations. Thanks for your help with this.	4 Dangerous Water Adventures	DANGEROUS WATER ADVENTURES TO TBMP (forwarded to emailer): Good Day, We would NEVER rinse watercraft in Auke Lake. We pulled two watercraft out of storage and before putting them into service we tested them on Auke Lake for safety. Dangerous Water Adventures strives to follow all rules of the road and water at all times. If you have any further questions please call me direct. Steven Moll, Adventure Guide	
06/25/2025, 4:46 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Hello, my name is ****. I am leaving downtown after work and I noticed HAP's Sprinter van #359 failed to yield at a Yield sign with oncoming traffic and then also failed to yield to a pedestrian already in the crosswalk. So that is my main concern. It happened Wednesday, June 25th, at 4:40. Thank you so much for all you do.	3 Royal Hyway Tours-HAP Alaska-Yukon	HAP ALASKA-YUKON TO TBMP: I called **** discussed crosswalk and pedestrian safety and procedures. We've also sent out a safety alert to all drivers about crosswalk and pedestrian safety. Thank you, Whitney Schaefer, Juneau Transportation Manager	
06/25/2025, 7:00 AM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	The Harv and Marv bus Megatron was going way too fast on Egan . If you can't obey the law they you shouldn't be allowed to operate a bus your shouldn't be on the road . Slow down !!! Stay in you're lane	2 Harv & Marvs Outback Alaska	HARV & MARV'S TO TBMP: Thanks so much for bringing this to our attention. I spoke with the driver this morning and she assured me she has been using cruise control to maintain appropriate and consistent speed. She did have some of our Dock Staff on board and they were talking about Nintendo and gaming and she possibly may have drifted toward the middle line but she is 100% sure that she did not exceed the speed limit. I stressed the importance of focusing on driving and trying not to engage with any passengers that she may have on board. -Jamie Letterman	
06/26/2025, 4:27 PM	Phone	Other	North Douglas	Today at 3:22 PM I was headed southbound on North Douglas coming from the Outer Point area. As I was getting close to the intersection of Fish Creek Road, a white Alaska Zipline van that was on Fish Creek pulled out right in front of me. I beeped my horn. The van driver then took off also headed southbound on North Douglas Hwy – just took off and left me in the dust. At one point I estimated the driver was going 50-55 MPH in a 45 MPH zone. I didn't get a license plate number but right above the Zipline logo was the word Rupert (I think). I'm very concerned that the driver was speeding on North Douglas. The North Douglas Neighborhood Association has a lot of concerns about traffic on the road, and it's just not best management practices to be going 5-10 MPH over the speed limit, so I hope somebody will at least follow up.	4 Kawanti Adventures	KAWANTI ADVENTURES TO TBMP (forwarded to caller): Thanks for letting us know about the incident you observed involving one of our vans yesterday. As a resident of North Douglas myself, I'm aware of the community's concerns about traffic on North Douglas Highway and want you to know we're taking the report seriously. I have reviewed the situation and will be addressing the speeding issue with the driver in question. Additionally, in response to this incident, I have reminded all our drivers that their responsibilities to safety and traffic laws supersede any urgency they may feel to maintain tight schedules. We appreciate your note — it helps us do better. Best regards, John Shanks, Operations Manager	

06/28/2025, 10:51 AM	Phone	Vessel: Other	Other (Water)	Hi, this is **** calling. My number is **** and we are out fishing out off of the Douglas boat ramp, and it's pretty windy today. I don't know the name of the kayak company. They have red kayaks and a yellow leader's yellow kayak. The last two times we fished here they seemed to cross right in front of the fishing boats. And I know there's a lot of fishing boats out here, so it's hard. But today was windy and we didn't really have a lot of control over the boat and a large group cut in front of us and we kind of barked at them. I don't think they understood. I think they thought we were being rude. We had fishing lines out. If we slow down our lines get all tangled. I just think cutting up in front of a fishing boat with 10 or 12 kayaks on a windy, windy day, it's just not the smartest choice, so I think they just need to know.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon, ****. I'm sorry for the frustration you faced while fishing near the Douglas boat ramp on such a windy day when our kayakers crossed in front of your boat. We understand how difficult it must have been with your lines out, especially with so many boats in the area. Our guide was doing their best to navigate the group safely through the crowded waters, which can be very challenging. We regret any miscommunication and have reached out by phone, leaving a message to discuss further. We'll review this with our team to improve future navigation. All the Best, Ryan Rushton, Vice President - Operations	
06/30/2025, 1:59 PM	Phone	Crossing Guards	Downtown	It is 1:57 on Monday, the 30th of June, and once again the cars are backed up halfway down the Rock Dump, trying to get through downtown Juneau. This is just ridiculous. Somebody needs to figure this out. Get some flaggers down there and let these cars go through. Getting a little tired of reporting.	7 Goldbelt Security		
06/30/2025, 10:51 AM	Website	Vessel: Whale Watching	Saginaw Channel	To all whale watching operators in the Juneau area. I am submitting a COMPLIMENT only. The Juneau Whale HEALTH team has a grant from National Geographic Crittercam to use their specialized suction cup camera tags on humpback whales in the Juneau area for research purposes, working under NOAA research permit # 20648. This requires us to get close enough to whales to reach out with a long telescoping pole to attach the suction cup to their backs. We have had several days in the field so far this summer and we have noticed that the whale watching community has been incredibly respectful and courteous to our team on the water, which has been so helpful in our efforts. THANK YOU all for the support, professionalism, and coordination with this effort. We will conduct several more field days to deploy tags throughout the rest of the season and will share any insightful and/or interesting footage we capture with the community. Don't hesitate to reach out if you have any questions, and please pass on our thank you to your captains and crew. Suzie Teerlink/ Juneau Flukes	2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide, 2 Charter Juneau		
06/30/2025, 11:14 PM	Website	Crossing Guards	Downtown	I'm sure you are aware and there probably isn't anything that can be done about it, but we have had few or no crossing guards downtown for much of the last few weeks. I'm sure this is because Goldbelt Security's contract is winding down, and they are no longer fulfilling the responsibilities of their contract. This illustrates a pretty big problem with the mid-season start/end to contracts for the crossing guards. Once a contractor has lost their contract or given up their contract, they are either unable or unwilling to fulfill the requirements of their contract as it comes to an end. I have high hopes that the JEDC will step in and get the crossing guard program going again.	7 Goldbelt Security		
06/30/2025, 12:53 PM	Phone	Crossing Guards	Downtown	I've called once or twice this year to say that the crossing guards have been doing a better job, but I just drove into town. Now 4 ships are docking at 12:30 to 1:00 and there wasn't any crossing guards. I'm hoping they're going to start at 1:00. I can't believe that they don't have that scheduled, but maybe it'll improve in the next 10 to 15 minutes.	7 Goldbelt Security		
06/30/2025, 2:23 PM	Phone	Crossing Guards	Downtown	Good afternoon. My name is ****. I live at **** Thane Rd. I just came through the bottleneck downtown near the tram and from the tram heading south to Mount Roberts Road there was a backup of 67 vehicles. There's not a crossing guard to be seen. Everything is piled up and congested in that strip. At least 1/4 of them were buses. And ¼ were probably vans that are associated with the tourist industry and other things, but it's absolutely ridiculous that us locals have to live with this kind of congestion and it just doesn't work. I mean, you got to be able to do something about it at least. Keep the crossing guards in place so they can keep the traffic moving. People are just running across willy nilly, so I mean something needs to be done about that.	7 Goldbelt Security		

06/30/2025, 2:28 PM	Phone	Crossing Guards	Downtown	Wants to complain about why the crossing guards aren't working.	7 Goldbelt Security		This concern was forwarded to TBMP from CBJ, as the caller had contact the City Manager's office with the complaint.
06/30/2025, 3:37 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	I just saw an M&M's tour bus, a green one, just make a dangerous lane change on Egan just after the McNugget light inbound. There was a loader in front of them, so they decided to switch into the left lane without paying attention, and they nearly clipped a red pickup truck. It was just not a good idea. So if you could call M&M and tell them that whoever was driving their green bus inbound about 3:32 going by McNugget, when they made that lane change, they needed to look first because they really did not think about who was coming up on that side, and it was a pickup truck. It was red it. It wasn't like it was invisible.	4 M&M Tours Unlimited	M&M TOURS TO CALLER: Hello ****, Thank you for bringing the incident with an M&M green bus to our attention. We take reports of unsafe driving very seriously, and however unfortunate it may be, reports like these help us a ton to better improve and enforce both safe and defensive driving standards. We have been reviewing both our dash camera footage and GPS tracking data to look into this incident thoroughly. Corrective action and retraining for the whole team will follow. If you have any additional information or concerns, feel free to let me know. Thank you again, Danny Roberts, Compliance Officer	
06/30/2025, 6:00 PM	Website	Vessel: Other	Auke Bay (Land)	Slow down in the harbor charter boats	2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide	WILLIAM ANDREWS TO TBMP (not forwarded to submitter as no contact information was provided): Yes courtesy and being a good neighbor is right up at the top with Whale SENSE and Passenger Safety.	
06/30/2025, 6:35 PM	Email	Crossing Guards	Downtown	Today, Monday June 30th, there were no crossing guards at any of the crosswalks both times I drove through. It was the same yesterday. People everywhere....What is happening?	7 Goldbelt Security		
06/30/2025, 7:31 PM	Email	Other	Lemon Creek	On a rare sunny day, several seniors and I walked the twin lakes walk/bike path. This day several of the commercial bike tourists were on this path (red helmet identifier). They were courteous and aware of walkers. However, is a commercial bike business allowed to have their customers use the twin lakes path? The path is not really built for speed and large groups of bikers. Also I have not personally seen but have heard that the new jet skiers in the channel, etc. are coming very close to wildlife. Doesn't seem like this new startup has any regulations, licensing etc or is this in the process? Thanks.	8 CBJ Parks and Recreation, 4 Dangerous Water Adventures	DANGEROUS WATER ADVENTURES TO TBMP (forwarded to emailer): Good Evening, I am writing on the concern that Dangerous Water Adventures 3 hour tours may be getting too close to wildlife. Dangerous Water Adventures adheres to strict protocol regarding safe watercraft operations as well as wildlife viewing regulations set forth by NOAA. We have been operating in Canadian and Alaskan waters for 9 years with zero incidents or violations. Our company is setting the standard for safe, respectful, and lawful operations of personal watercraft in northern waters. We live and work in Juneau full time and respect our neighbors and our natural environment. In fact, we have taken crew from the whale disentanglement program out with us to give opinion and instruction on safe wildlife viewing. I personally invite you to call me directly if you see anything that reflects otherwise. Steven Moll, Adventure Guide CBJ PARKS & RECREATION TO EMAILER: Good Afternoon ****, Thank you for submitting your concern to the TBMP hotline regarding bike use on the Twin Lakes path. What you observed does not appear to be part of a commercial bike tour, but rather individuals who had rented bikes for personal use. Since these riders are not part of a guided or organized commercial tour, we are not able to restrict where they choose to ride—similar to how we can't regulate where someone drives a rental car. That said, I can confirm that commercially guided tours is not permitted at Twin Lakes. I understand this may not be the answer you were hoping for, but I appreciate you taking the time to reach out. I'm also glad to hear the riders were courteous to walkers on the path! Please don't hesitate to reach out if you have any further questions or concerns. Lauren Verrelli, Deputy Director	