TBMP May Reports 2026

Inquirer I.D.	Type	Date	Concern type	Area	Comments	Refered to	Date	Response from Business
Anonymous	Email	5/12/2026	Tour Vehicles	Downtown	May 12, 2026-around 9:20-9:40am. I had stopped for the crossing guard at Dock street who was letting pedestrians cross. This bus driver ran the stop sign at that same time and he almost ran over 2 pedestrians still in the crosswalk. At the crosswalk just down the street at the marina, he did not stop for 2 pedestrians who were already in the crosswalk before he got close to the intersection. He also stopped traffic so a different bus could pull out just past Ketchikan Sam's. Both busses were going 10 miles per hour until the bus let in front pulled off to go towards the docks and Harley Davidson. I went to pull around them and the original bus 1110 pulled into the 2nd lane and blocked me. He then proceeded to drive 5-10 mph under the speed limit through town, and not just in the construction zone. Once we passed the coast guard base, they continued to drive 30 mph. Once he passed the Forest Park area, he drove 40-45mph until he came to the village of Saxman. He abruptly put on his brakes and slowed down to 20mph. After we passed 3 Bears entrance, he continued to drive 30-35mph and could not stay in his lane on any of the curves. He crossed over the double yellow lines at least 12 times and the white line at least 8 in the 45 minutes I had to follow him.	HAP	05/14/2026	Good evening, We are grateful to be able to respond to these concerns. Safety is very important to our organization, and we always want to follow up to ensure our drivers are upholding a high standard. We were able to pull dash cam videos of coach 81110 throughout the day and several during the time frame noted. On review we did see one instance where our driver did not yield appropriately to pedestrians who had just entered the crosswalk. We did not see any instances of him running a stop sign however. It is difficult for motorcoaches to make some tight turns without infringing into the other lane, the turn by front street extension is one of those turns. The safest way to maneuver through a turn if you are not able to be completely out of the lane is to "split or take the lanes" so they can safely complete the turn without other vehicles coming into the area where they could be at risk. This is legal and encouraged for drivers who need the extra space to safely maneuver a large commercial vehicle. While this does block other cars from using the inside lane it is just for the duration of the turn. We will review crosswalk guidelines with this driver. We regularly do safety audits and will ensure his is done soon so we can verify he is operating correctly. Sincerely, Bethany McCurry
Anonymous	Email	05/12/2026	Pedistrian Traffic	Creek Street / Downtown	I occasionally temp at Parnassus Books. I recently worked May 11 and 12th. But, these things happen EVERY day! People attempt to cross the street at the corner of the pink/federal building. Some drivers have taken to just laying on their horn as they approach and continue as they make the bend in the road. Very noisy and eventually, someone is going to be hit/injured. Also, one of the top 3 questions asked MANY times each day "How do we get to Creek Street"? 1. They are looking for a STREET. 2. There isn't any easy to see signage directing them through the parking lot to the foot bridge. Suggestion: During peak visitor hours, place a crossing guard on the tail of Whale Park to keep people in the cross walks and direct visitors to Creek Street.	City Tourism Manager	7/31/2026	The City has received this concern and appreciates it being brought forward through the TBMP program. The information has been documented and will be considered as part of the City's ongoing evaluation of traffic and parking operations. Currently, no additional update is available.
Anonymous	Email	5/14/2026	Tour Vehicles	Salmon Ladder	My underage inf is that dropping tourists off in a residential area is considered against the TBPM program. I just wanted to have someone contact this van operator (I think it was Dollys enterprises) and please explain that it's highly anti local to do this and the last week they've also been blocking the road and driveways on this block to do it (not in this particular picture). I'd really rather not go the route of calling the police for those types of violations as they have enough more serious things to work through but if needed I will.	Dolly's & Partnered tour Companies that operate near the fish ladder.	05/20/2026	Thank you for sending the complaint and the photos. This will be addressed ASAP (today). Steve McDonald

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Anonymous	Email	05/15/2026	Tour Vehicles	N/A	Why are we allowing tour companies to use old school buses that are still painted in school bus yellow to operate in Ketchikan against Alaska Administrative Code?? Its a bad look. While I understand this is a trooper issue, we should be doing better! Also the number of breakdowns and accidents by tour companies already this year is insanity and embarrassing as a community. Alaska Administrative Code Title 13 - Public Safety Part 1 - Division of Alaska State Troopers Chapter 04 - Motor Vehicle and Driving Offenses: Vehicle Equipment and Inspection Article 4 - Brakes and Other Equipment 13 AAC 04.247 - Color and special equipment on school buses Universal Citation: 13 AK Admin Code 04.247 Current through May 30, 2025 (a) Every school bus used for pupil transportation must be painted National School Bus Chrome Yellow (National Bureau of Standards Color #1305). No other vehicle may display this color. A bus originally painted and used as a school bus which is no longer used as a school bus must be painted a color other than National School Bus Chrome Yellow before it may be driven on a highway or vehicular way or area. (b) When transporting a school child to or from a school activity, a school bus must display signs as follows: (1) the words "SCHOOL BUS" in black letters at least eight inches in height on a contrasting background, plainly visible to the front and rear; and (2) the words "UNLAWFUL TO PASS WHEN RED LIGHTS FLASH" in black letters at least four inches but not more than six inches in height on a white background on the rear of the bus. (c) A school bus with a manufacturer's rated capacity of 24 or more students must be equipped with a stop arm mounted on the left side of the vehicle. The lights on the stop arm must be automatically activated with the red flashing lights required by sec. 97(a) of this chapter. The stop arm must be at least 17 inches high at the side opposite the hinge and, when fully extended, extend 19 inches from the bus. The word "STOP" must be displayed on the stop arm in white letters on a red background, and two alternately flashing red lights must be mounted, one above the other, on the left side of the arm, which must flash and be visible to the front and rear when the arm is fully extended. (d) The signs required by (b) of this section may not be displayed nor may the stop arm required by (c) of this section be extended on a school bus during times it is being used to transport persons not under the supervision of a school. This section is based in part on 13 AAC 04.150. Authority:AS 28.05.011	The Mill at Ward Cove	05/27/2026	We have a mix of vehicles that transport our guests from ward Cove to berth 4. We have double decker buses, former school buses that our painted, former school buses that have not yet been painted and ADA vans. In addition, we contract with First Student Bus Company, that uses yellow school buses, and HAP and ACT, which both use traditional motor coaches. We plan to have all former school buses that are being utilized painted.
Anonymous	Email	05/14/2026	Tour Vehicles	Herring Cove	I feel Herring cove the side that is open to the public, and our beaches. Shouldnt be allowed for tourists. Us locals need to be able to enjoy our beaches without them being crowded with tourists.	Borough Eco Development Coordinator		No response recieved at this time.
ID-00005	Email	05/16/2026	Tour Vehicles	Rotary Beach	Hi, There is still a significant amount of tour vans going to bugges on The Weekend and after hours. The tour guides attitude is oh well, I will go before I am caught. Or they are looking around making sure no one is watching. I pulled out my camera, and one tour guide got all his people back on the van asap and sped off. I hope that they truly do get fined. Because it's crazy the mentality of, I will do what I want is crazy. This is one from today that I got. Around 12:30	Partnered tour Companies that operate near Rotary Beach		No response recieved at this time.
ID-00006	Email	05/17/2026	Tour Vehicles	Rotary Beach	Hello, Several tour operators continue to use the beach on the weekends. We have had a tourist approach and talk as well as video record them.	Partnered tour Companies that operate near Rotary Beach		No response recieved at this time.

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ID-00004	Email	05/19/2026	School Bus/ Tours	North End	To whom it may concern, I live out north and was driving to town to go to work, i was behind a yellow school bus(being used for tourists), this bus made 2 stops on highway, putting out the STOP sign to stop traffic on both sides,ONLY to point things out to the tourists, then put stop sign back off and kept driving, till they stopped again... for soooo many reasons this isnt ok, if its not for kids those stops signs on buses should NOT be allowed to be used on highway to stop traffic. If the busses want to point things out to tourists they NEED to pull off the highway to keep everyone safe, i have included pics of bus	First Student Bus Company	05/19/2026	Thanks for forwarding. We verified this was a First Student school bus operating Route 7 in normal home-to-school operations transporting Houghtaling, Revilla, and Ketchikan High School students, not tourists. I invite a callback with further questions/concerns. Thanks again, MJ
ID-00006	Email	05/18/2026	Tour Vehicles	Third Ave	Hello! I live on Third Avenue. It is my understanding that tour busses and trolleys are not allowed on this street. Today I have witnessed multiple busses going both directions. I only managed to get pictures of the ones going uphill. I saw the green trolley last week as well. Please tell these operators they are not allowed on Third Avenue. Pictures attached for proof. The one of the solo green trolley is from 5/8. The others are from today, 5/18. Thanks!	Ketchitour	06/05/2026	"To whom it may concern, Some trollies are parked at 1325 Copper Ridge Lane, location that is also a shop for vehicle maintenance. Unloaded trollies, not conducting business, do use the route after conducting tours to deposit vehicles after the work day or after fueling. If you have any questions please feel free to reach me at 907-821-5177 Sincerely, Marco Angarano CEO/Ketchitour LLC"
ID-00008	Email	5/19/2026	Tour Vehicles	Downtown	Got stuck behind the duck tour today May 19 around 12:30pm. They ran over a sidewalk and hit cones in a construction zone and crossed over the double yellow line multiple times and even forced another vehicle to yield to them crossing the yellow line by the pink federal building. Stopped in middle of red creek street bridge to continue giving their tour, blocking traffic behind them. They only continued down the road after I honked. See attached photos.	Alaska Amphibious Tours (Duck Tours)	06/03/2026	Got this, thanks for sending it over. We have addressed this with all crew and used it as a training exercise. We all have to deal with the construction in the summer and adjust accordingly
ID-00007	Email	05/20/2026	Tour Vehicles	Residential Areas	Can you please tell me if the green trolley can use our residential streets? I do not believe they had tourists in it but during the busy morning a slow moving vehicle is hard. Also the red van is taking tourists on the 3rd ave lookout.	Reffered to Municipal Code 5.40.021		No sightseeing vehicle may be driven on any part of Third Avenue (including the bypass between Washington Street and Schoenbar Road), or Schoenbar Road between Park Avenue and Forest Avenue except during such times that the Stedman Street – Mill Street – Front Street – Water Street – Kennedy Street – Tongass Avenue roadway or a portion thereof is closed or passage is restricted by work within the roadway as determined by the chief of police or other authorized official.
ID-00009	Email	05/20/2026	Tour Vehicles	Downtown	This yellow and black bus came down from the police station to turn into the tunnel. It did not stop at the stop sign, I don't believe they even looked and drove into traffic almost hitting the oil truck who was luckily paying attention and avoided the collision. Very poor driving and no consideration for the passengers safety who were on that bus. Let alone other drivers on the road. If the oil truck had been hit I most likely would not be here to send this.	Alaska Travel Adventures		No response recieved at this time.
Anonymous	Call	05/22/2026	Tour Vehicles	Newtown	On May 21 at approximately 9:42 AM, a community member reported observing a yellow Ward Cove school bus traveling northbound near Cedars Lodge. The caller stated that the driver, described as wearing a red t-shirt, appeared to be steering with their left hand while texting on a mobile device with their right hand. The community member expressed concern regarding distracted driving and noted that CDL drivers are not permitted to use handheld devices while operating a commercial vehicle.	The Mill at Ward Cove	5/27/2026	Ward Group Dock Group takes the safety of our passengers of our guest as well as the rules and regulations for our drivers very seriously. We understand that no driver should ever be using a handheld electronic device while driving a bus. We have gone over the noted concern with every one of our drivers and how this is not only against our policy but also illegal. They are aware that any violations of this policy are serious and will be addressed immediately.

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ID-00010	Call	05/22/2026	Tour Vehicles	Bar Harbor	A community member reported an interaction involving a duck boat tour near the Bar Harbor boat launch while they were launching their personal vessel. According to the community member, the tour vehicle appeared delayed during the launch process and some passengers made inappropriate gestures toward them. The caller stated they did not observe any direct attempt by staff to redirect the behavior, though no confrontation occurred. The community member requested the concern be shared with the company as a reminder of the importance of positive interactions between visitors and local residents.	Alaska Amphibious Tours (Duck Tours)	6/3/2026	We did listen to the recorded complaint, our crew was unaware of any gesture made towards anybody. We do not condone or encourage this behavior. Our tours remain positive and never speak ill of anyone. We cannot control all our passengers, but if we were aware of any negative behavior, we would have addressed it.
ID-00011	Call	05/25/2026	Tour Vehicles	Salmon Ladder	A community member reported a near-collision involving a Tongass Trolley Tours vehicle (blue trolley #504) on Park Avenue near the Salmon Ladder. According to the caller, they were traveling toward downtown while the trolley was traveling in the opposite direction toward the skatepark. The caller stated that while rounding a corner, the trolley crossed approximately three-quarters into the opposite lane, causing the community member to brake suddenly to avoid a collision. The caller also reported that the trolley driver did not appear to notice their vehicle during the incident.	Ketchikan Expeditions	06/12/0206	Good morning, Thank you so much for reaching out and I'm sorry this email is late. At Ketchikan Expeditions we adhere to all of TBMP business practices. With that being said, we have some our research and we do not have a Tongass Trolley #504. That specific trolley is another company (Ketchitour). Our trolley number is 2023, the year we bought it. Than you again and if you need to call for more information please don't hesitate. Tim Cash
Visitor	Call	05/28/2026	Hawking	Downtown	A visitor reported concern regarding aggressive solicitation from staff outside the Monarch jewelry store while walking on Main Street. The caller stated they experienced repeated attempts to attract their attention and found the interaction disruptive to their vacation experience. The caller noted that aside from this concern, they otherwise had a pleasant day in Ketchikan.	KVB Visitor Services		Comment was taken by Visitors Services
ID-00012	Call	05/29/2026	Visitors	Ward Lake	A community member reported concerns regarding tour vans transporting groups of visitors to the Ward Lake area near the Frog Pond. The caller stated they frequent the area regularly and observed multiple vans dropping off tourists on several occasions throughout the week. The community member expressed concern that many local recreational areas in Ketchikan are becoming increasingly crowded with tourism activity and felt that residents are losing access to spaces traditionally used by locals. The caller emphasized they are not opposed to tourism but wanted to share concerns about preserving areas where residents can enjoy outdoor spaces without frequent tour group activity.	USDA Forest Service	05/29/2026	The community member was referred to the USDA Forest Service for clarification regarding specific regulations governing commercial activity in the Ward Lake area. They were also advised that if they observe tour vans operating outside of Forest Service guidelines, they may document the activity with photos and submit them to the TBMP hotline for review and forwarding to the appropriate companies when applicable.
Anonymous	Call	05/29/2026	Hawking	Downtown	A community member from the Mill Street area reported concerns regarding aggressive hawking and solicitation by staff outside Monarch Jewelers on Front Street. The caller stated that employees were actively attempting to engage pedestrians outside the business and described the behavior as very aggressive.		05/29/2026	Although the business referenced is not a TBMP partner, it is a neighboring business, so I stopped by while on a walk to share the community concern. The management team was very receptive, appreciated the feedback, and said they would remind their staff to be mindful of the concern moving forward. KARA TETLEY | Executive Director KVB

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Inquirer I.D.	Type	Date	Concern type	Area	Comments	Refered to	Date	Response from Business
ID-00013	Email	05/31/2026	Tour Vehicles	South Tongass	Dear Madam or Sir, I received your contact information from Laurie Booyse. I am writing to report an incident that occurred on Friday 29 May 2026 at approximately 1130. This occurred on Tongass Highway south of Herring cove. A friend and I were bicycling on S Tongass Highway heading outbound a few miles beyond Herring Cove. I was the front rider in the line. We were approached from behind by three Alaska Coach Tours buses. We were riding in a single file line and were as far to the right of the road as possible. In many areas of South Tongass, this is the fog line or just to the right of it. The first two buses, numbers 243 and 189, were within ten feet of each other and passed us, allowing us less than four inches of clear space from the side of the bus. Immediately after passing us, the second bus passed the first bus on a curve in a no passing zone. A third bus, number 232, then approached from behind and gave us a safer clearance than the first two buses, however it moved back over to the right before clearing me and almost hit me with the back of the bus. This was more clearly observed by the rider behind me. We rode on to try to find and identify the buses and were approaching George Inlet Lodge. This is a downhill approach from both directions, and we average between twenty and thirty miles an hour on this stretch of road when cycling. As we approached George Inlet Lodge, it became evident that buses number 243 and 232 were parked completely in our lane of travel, bus number 189, was pulled off to the side not completely out of the travel lane, and a fourth bus was stationary and blocking the oncoming lane of travel. We had no line of sight of the road ahead of us and were forced to ride in the oncoming lane without any visual of other traffic approaching. I realize that this description is difficult to envision so I have attached pictures to try to clarify the situation. There was one parking spot left in the designated bus parking lot for the Lodge, a pull-off on the town side of the lodge about one half mile away, and the pull-off just beyond the lodge that fits multiple full-size buses comfortably. Use of these areas would have accommodated all the buses blocking the highway that day. As cyclists in our community, we are committed to sharing the road and believe that we are respectful and responsible in our riding. We ride single file when same-direction traffic approaches and move to the right as far as it is safe to do in each circumstance. Fortunately, the two riders on this particular day were skilled and accustomed to riding our roads. Another inch, or a less experienced rider, may have resulted in a death. Not only were these bus drivers reckless and dangerous on this day, but several laws were broken by these drivers. They endangered citizens and visitors to our area. I have attached pictures of the buses involved. The bus numbers were 243, 189, and 232. The bus parked in the oncoming lane had an illegible bus number and license plate number. I imagine that Alaska Coach Tours would have the driver and bus information on the manifest for that day. The message here is that there was extremely dangerous behavior by commercial bus drivers that is totally unacceptable by any standard."	Alaska Independent Coach Tours	06/01/2026	Dearest TBMP, We were made aware of this incident by our drivers, all three of whom believed they were passing the bicyclists safely. I am very sorry to hear that the bicyclists did not feel the same way. We have since communicated with all our drivers regarding the importance of sharing the road and ensuring they wait for a safe space to pass. Our goal is to be responsible community members and minimize our impact on others. We have also attempted to reach out to Ms. *redacted* personally, as she called our Juneau office to report the incident. Kind Regards, Jenny Barbakos