



TBMP Hotline Log

Created By: Elizabeth Arnett
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 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Submission Details	Referred To	Response(s)	Additional Information
08/04/2025, 1:39 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Douglas	Hello, my name is ****. I just returned home to my place on Douglas Island and was not able to get in my driveway because of a tour bus parked on the highway and then they marched all their people down onto the driveway so that we couldn't drive down to our place. It was a white smaller bus and the tour company was called Last Chance Tour. I had to get out of my vehicle to talk to the people and find out who the driver was because she was standing there talking with everybody else and said that it wasn't her car blocking the driveway (because it was actually my car). I couldn't get through. She claimed that she had no idea it was private property, even though she's standing next to a sign that said so. It was an older lady, black hair and glasses. She acted surprised. This has happened in the past, but nobody in our condo complex has been able to get the name of the company until now. Thank you and goodbye.	4 Last Chance Tours	LAST CHANCE TOURS TO TBMP (forwarded to caller): Thank you! My Tour Guide Cynthia called me and said the fellow was nice and she apologized and didn't realize it was Private Property. But, obviously a bad choice of letting guests off the bus, a driveway is certainly Private Property. Thank you again and she realizes for the future. Our apologies! I visited Holmstead Park the other day and it is going to be fantastic! The U-shaped walk and most guests never get into the woods like this ~ I am excited. Thank you again!	
08/04/2025, 1:39 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Today around 1:00 PM there was a white Last Chance Tours van parked on the Salmon Creek bridge inbound.	4 Last Chance Tours		
08/04/2025, 3:50 PM	Website	Aircraft	Auke Bay (Land)	Woken at 9:03 on a Sunday morning by helicopters that continued to come rapid fire for the next hour and a half. "DO YOU KNOW HOW **** LOUD YOU ARE?", he screamed into the gaping meaningless void that is TBMP.	8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
08/04/2025, 5:14 PM	Website	Aircraft	Auke Bay (Land)	Low ceiling confines the helicopters and amplifies their thumping noise. Monday afternoons are very concentrated high volume visitation making today very uncomfortable indoors for residents. Some days the sound is worse than others. Today is one of them. We need to find better alternatives for sound abatement in Juneau.	8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	NORTHSTAR HELICOPTERS TO SUBMITTER: Thanks **** As of 5:50pm today NorthStar has been able to stick to our normal preferred routing of the Auke Bay departure and arrival which means we have been able to maintain a minimum of 2000' inbound and outbound across Auke Bay. You're right that sometimes when the ceiling drops we are forced into the valley and the Mendenhall routing which I think probably has a bigger impact on your area. With the nicer days we've been experiencing, we have been making a concerted effort to utilize the easterly routes as much as possible as well. Always open to hear any alternatives you may have. Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to submitter): There is no specific occurrence that is stated in this message indicating that our helicopters were not in compliance with our routes. Kind Regards, Sarah Lowell, General Manager	

08/05/2025, 10:13 AM	Email	Vehicle: Bus/Shuttle/Taxi	Other (Land)	RECEIVED FROM A CBJ ADMINISTRATIVE ASSISTANT: Good morning! Just received a call from a concerned citizen who couldn't quite find the right phone line to TBMP and asked me to pass on the following information. While the caller has directly noticed this activity near/around the Shrine where she works she's also noticed at some of the bridges and spawning areas around town that Tourists from Buses, Vans, and Taxi's are getting in the streams and bothering the salmon, including directly picking up spawning fish out of the stream. She was hoping TBMP could put out a reminder to operators about educating folks about the delicate cycle of salmon, but more than anything remind them to keep visitors out of the active creeks and to not bother the spawning salmon directly. Caller said that some years it's definitely not a problem but, this year it is and just hopes that operators get a reminder about having their guests just watch the fish and not bother the wildlife directly in this way.	3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Unplugged Adventures, 4 Juneau Private Tours, 3 Explore Juneau, 4 Juneau Local Tours, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours	TBMP TO PRIVATE TOUR OPERATORS: Please remind your drivers and/or your vehicle renters that interfering with salmon in streams is illegal, even if the salmon are dead. Thanks!	
08/05/2025, 9:11 AM	Email	Cruise: Other	Downtown Docks	Assembly and TBMP, I'm noticing there are more than 5 ships in town this week on a couple of days. I suspect there's an explanation that excuses this violation of the agreement. Please share.	8 CBJ Tourism Department	CBJ TOURISM DEPARTMENT TO EMAILER: Hi ****, If you are noticing more than 5 ships some days on the ship calendar, it is because the calendar includes National Geographic vessels, which are very small ships (under 100 passengers) and not subject to the 5-ship limit. Please let me know if you have any further questions. Thanks, Alexandra Pierce Visitor Industry Director	
08/06/2025, 1:20 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	Hi, I'm reporting a concern about the Fjordlines bus. It just ran a red light that is in front of the Hangar in front of the Wharf building. They had plenty of time to stop. They were actually going pretty slow then decided to accelerate through the red light after it had already changed. I was right behind them. I do not need a call back. It was at 1:20 p.m. on Wednesday, August 6. I would just like them to have a little talk with their drivers. Nobody needs to be in that big of a hurry downtown. Thank you so much.	3 Alaska Fjordlines Inc	ALASKA FJORDLINES TO TBMP: Thanks. We have received it and will talk to the driver. Alison Jacobson	
08/06/2025, 1:20 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	I like to report an Alaska Coach Tours white tourist bus. It went racing through a red light at Salmon Creek. It was definitely red for four or five seconds. He did not stop. 1:20 p.m. on Wednesday, 8/6. Those tour drivers are a dangerous proposition in this town. That is terrible management to run through a red light like that and not kill somebody.	3 Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I called and left a voicemail to thank them for bringing this to our attention and to acknowledge the seriousness with which we are treating the matter. We have followed up on this report and were able to identify the driver based on the description provided. The driver has been spoken to directly about the incident. Additionally, we have added this topic to the agenda for our upcoming all-driver meeting, where we will reinforce the importance of safe driving practices and strict adherence to traffic signals. Thanks, Alicia Phillips, Juneau Division Manager	
08/07/2025, 5:04 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Hi I am driving on Egan on Thursday, August 7th, at 5:04 PM and an orange cab is pulled over on the side of the road on the DIPAC side right over that bridge. Probably showing people the salmon but this is the third time in the last week I have seen these orange cabs pulled over on the side of the road like that. I know it's illegal and I know they shouldn't be doing it and they're sending a very poor example for our locals and for visitors, and it's also very dangerous.		TBMP: At this time, Glacier Taxi & Tours is not a member of TBMP. The concern was forwarded to them as a courtesy.	
08/07/2025, 7:05 PM	Website	Vessel: Whale Watching	Auke Bay (Marine)	[TBMP SUMMARY OF SUBMISSION] Complainant accused vessel Freedom Chaser of not respecting the rules of the road in Statter Harbor, along with not answering the radio. Complainant asked that vessel slow down in the harbor.	8 CBJ Docks and Harbors, 8 CBJ Tourism Department, 2 Charter Juneau	CHARTER JUNEAU TO TBMP: We do have a new trainee licensed USCG captain that has been driving while supervised. She has been doing an excellent job. We have tread very lightly and respectfully but it has been made apparent by some that we are not welcome here. This is the first official documented account but I'm sure you can see the hostility in the message. I will say a majority of the other captains and crew on other vessels have been supportive. We've also received nothing but support from CBJ and staff. My wife, two children and I are residents of Juneau and live at our home up near Tee Harbor. We are also sailors and have a boat and business in Hawaii that we also run ourselves. It's a lot of work but very rewarding. Our intent was to run one small family run vessel here in Juneau. I assumed we wouldn't be a burden seeing that there were so many giant companies that have 10+ boats that continue to expand on a yearly basis. Our intent is to never be that. We want to operate humbly, respectfully, and in balance with the resources that are here. We will continue to operate and keep the message you forwarded in mind while doing so. I hope that in the future the industry will welcome our values of sustainability, family, and respect. Thank you for taking the time to read this. Sincerely, Joshua Woodward and the Woodward family	The original text of the complaint was forwarded to Deputy Harbormaster Jeremy Norbrynn, Harbormaster Matt Creswell, and Visitor Industry Director Alix Pierce as well as Charter Juneau.

08/08/2025, 1:24 PM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	Juneau private tours, Juneau taxi, Juneau trolley, essentially every non-bus tour vehicle: There is a constant flow of tour operators treating Calhoun avenue (and many other locations but Calhoun is the worst that I have to deal with) as their private amusement park. They come to a complete stop, or slow to walking speed, by the museum, the governor's house, gold creek, and then the cemetery on Seater Ave, with zero regard for the traffic they back up. This is not only obstructive to those of us who actually use the streets for transportation, but results in frequent honking from understandably frustrated drivers, which is a nuisance for those who live along the roads. If these tour operators cannot conduct a tour without obstructing roads, then they don't have a viable, or legal, business.	3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 2 Juneau Tours & Whale Watch, 3 Mendenhall Taxi, 3 Taku Taxi, 4 Juneau Private Tours, 4 Juneau Local Tours, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours	CAPITAL CAB/DLUX RIDES/EVERGREEN TAXI/TAKU TAXI TO TBMP: Thank you for letting us know. Shane Williams.	
08/09/2025, 10:31 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	At 10:25 AM today, there was a Glacier Tours van speeding on Egan going at least 70 outbound. The license plate was ESG-684. Thank you.		GLACIER TAXI & TOURS TO TBMP (forwarded to caller): Hi, this is Violeta from Glacier taxi and Tours, about this incident happened I'll take care and direct my drivers about this stop up there, thanks	TBMP: Glacier Taxi & Tours is not a member of TBMP, but the concern was forwarded as a courtesy.
08/09/2025, 12:32 AM	Email	Crossing Guards	Downtown	Hello, I am a TikTok influencer and was livestreaming at the two Filipino food vendors downtown when I heard a woman identified as a crossing guard in my video yelling and harassing another woman. I began recording the incident immediately and continued to capture her actions while we sat down to eat. During that time a man approached us and said she had been antagonizing people throughout the day. We watched her call the police, then run over to a group of people and yell at them to use the crosswalk, and then run toward a delivery truck to yell at the driver. Her behavior was aggressive, unprofessional, and a complete embarrassment. She was not performing her duties as a crossing guard and her conduct reflects poorly on Juneau's hospitality to both residents and visitors. Please review the attached video which contains the full sequence as it happened live. Thank you for your attention to this matter. [Emailer included video.]	7 Juneau Economic Development Council	JEDC TO TBMP (forwarded to emailer): Safety, hospitality, and steady flow of pedestrian and vehicle traffic remain our highest priorities. We are aware of the incident reported involving a member of the Crossing Guard team. This matter has been addressed directly with the employee, who has received and agreed to a corrective action plan. All Crossing Guards receive training that also includes visitor engagement and professional conduct expectations. Additional coaching is being provided to crossing guards to reinforce communication standards and we are actively monitoring performance to ensure full compliance with our operational protocols. We remain committed to providing a safe, respectful, and welcoming environment for both residents and visitors. We appreciate the community's continued cooperation and feedback (positive and constructive) in support of this goal. Thank you. Jelena Richardson, Visitor Products	TBMP: This concern was also forwarded to Liz Perry, President/CEO of Travel Juneau.
08/09/2025, 9:11 AM	Website	Vessel: Whale Watching	Other (Water)	Hey I know it's the derby and things can be crazy . Please to whoever is driving the white boat freedom chaser please go around boats and for the love of Christ slow down . Every other whale watcher is going around boats but you .	2 Charter Juneau	CHARTER JUNEAU TO TBMP (forwarded to submitter): We followed out the other whale watching vessels, we are only doing 18 knots and we haven't been around any other vessels. I am on the boat now. This is uncalled for. We just had a fishing boat come and cut us off on purpose at high speed. He was doing 30+ knots. I will be reaching out to the coast guard when we return to port. We are driving in the middle of the channel the entire way. All of us are driving the same path together. Please ask these people for proof. The guy that wrote you the last negative review has put the word out on the dock to start targeting us with complaints. I have heard nothing on channel 16 and I am here as a witness. Feel free to give anyone my information and I will be glad to speak with them face to face. I will be documenting everything from our vessel along with our recorded routes on our charts.	
08/10/2025, 10:06 AM	Email	Cruise: Noise	Downtown Docks	Silver Moon loud speakers blaring 10 am. Failure of TBMP. No contract with details to cruise ships?	7 Cruise Line Agencies of Alaska	CLAA TO TBMP (forwarded to emailer): Good afternoon, The USCG Cutter Storis commissioning began at 1000 hrs today. There was a public address system in the Peratrovich Plaza set up this morning and a band began the national anthem at 10 AM. Assume the Storis may have made some announcements for the crew on deck at the beginning of the ceremony as well. Ship Agent was on the tender float to receive the vessel on arrival at 0935 hrs through 1030 and did not hear any announcement from the Silver Moon but she did hear the PA from the commissioning ceremony. This event is of national significance with local, state and federal officials coordinating the formal ceremony. These are the sounds of a deepwater ice free year-round seaport soon to be the homeport for the USCG cutter/ice breaker Storis. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska	
08/12/2025, 12:32 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Mendenhall Glacier Rec. Area	I live back at Skaters Cabin and I'm calling because I know we've gotten alerts about the flood evacuations and all that. A lot of the locals like to go back there, which I understand about the lake and stuff, but it doesn't really help when the tour operators are also going back there such as the taxis, DLux taxis, Juneau Private Tours. They're all going back there parking in the street, kind of block up the street along with all the locals, so if you could do something about that, it would be great. Thanks.	3 DLux Rides, 4 Juneau Private Tours	DLUX RIDES TO TBMP: I will take care of it. Shane Williams	TBMP issued an email to all tour and transportation members to ask their staff to refrain from going into areas affected by the flooding.

08/12/2025, 12:45 PM	Phone	Compliment	Downtown	I was calling to pay a compliment. It's August 12th at 12:45 PM, and the lady that is operating the crosswalk by the Red Dog Saloon is absolutely amazing and doing a wonderful job. Please pass on my message and have a wonderful day.	7 Juneau Economic Development Council		
08/12/2025, 2:27 PM	Phone	Compliment	Downtown	Hi, my name is ****. It's August 12th at 2:25 PM. I just wanted to say that your crosswalk guards, particularly Jeannie I think her name was, are absolutely wonderful -- very helpful, very polite. Doing a great job helping people cross the street, gave me directions and talked to me about some of the things I wanted to know about Juneau. There was another lady with her -- Christine? -- anyway they were very nice, very helpful, and I just wanted to leave a compliment for both, particularly Jeannie.			
08/12/2025, 3:05 PM	Phone	Aircraft	Other (Land)	Hello, this is **** at **** Engineers Cutoff Road. I know we've had three days of rain but it doesn't mean helicopter companies can unleash themselves and fly over houses at 150 feet. We just had a red and white one and then four green and white ones fly right over the house, which hasn't been common. So I think the rain hurts the bottom line for some people but it should be at the price of safety. Probably as the year goes on people get a little bit sloppy in their flying and that's what I'm beginning to see already, and I just wanted to pass that on. Thank you.	1 TEMSCO Helicopters	TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, I would like to clarify a few things the caller has in error. First, there have been four days of rain and poor visibility previous to this day that Temsco has cancelled 100% of all tour flights in the interest of safety as well as quality of the tour itself. Second, on the this day the weather at the back of the Mendenhall Valley was clear as well as on the Mendenhall Glacier with unlimited visibility. The weather at the airport had lower ceilings and patchy fog in the area which would have prevented Temsco from achieving voluntary minimum flight altitudes as per the TBMP operators agreement, which is why Temsco cancelled every tour flight for the first five hours of the morning. If we had an interest in not following the voluntary routes and altitudes we could have flown all morning at an altitude which was completely safe for helicopters to operate at, but alas, out of compliance with TBMP for noise abatement. Once the weather met the operating parameters to fly in compliance with TBMP standards we commenced tour operations. Thirdly, All flights were on route and at or above TBMP altitudes on this day. The first two hours of operation Temsco utilized the Mendenhall Departure with a return on the Auke Bay Arrival. After that Temsco proceeded to use the route up and over Heintzelman Ridge the rest of the day nearly exclusively. Temsco was never at 150' above anything other than in a landing or take of phase of flight at the airport or on the glacier. The insinuation Temsco operates flights to try to regain some perception of lost revenue because of weather in inaccurate and untrue. Temsco operates its flights with consistency based on decades of experience with local weather and operating standards with the utmost respect for the safety and its passengers. The assertion that anything Temsco does is "sloppy" because of the timing in the year is inaccurate as well. Respectfully, Eric Main, Juneau Flight Operations Manager	
08/12/2025, 5:30 PM	Phone	Vessel: Other	Other (Water)	Hello, this is ****. I was out in my boat at Indian Point where the helicopter turn point is. The helicopters were cutting that corner 5:30 pm -- two Coastal copters inbound, the two NorthStar outbound were pretty close to the turn point.	1 Coastal Helicopters, 1 Northstar Helicopters	COASTAL HELICOPTERS TO CALLER: Good Morning, Coastal reviewed our flight tracker history and did not see any abnormalities to our route. The turn was made West Flow per the LOA. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO CALLER: Thanks **** for this. It's good to hear that NorthStar's pilots were doing the right thing. I do want to clear something up just a little. The tip of Indian Point isn't necessarily a "turn point". It's an intersection of two lines that we cannot cross without permission. The southern line being drawn from "50' south of the beacon on Petersen Hill to the tip of Indian Point". So it's more of an aiming point, the turn has to happen inside of the lines so there will never be a crossing of this point before turning (this is of course on the "Auke bay departure and arrival route, the Lena Point route is something altogether different), sounds like both parties were on the Auke Bay route in this case). Anyhow, I don't want to speak for Coastal or Coastal's pilots but I will say that we don't have nice painted lines in the sky to keep aircraft on their "side of the road" and so there will always be some variability to where individual pilots feel safe to turn in order to keep sufficient separation. Another element in play here is that "west flow" was in effect at this time which would have placed the NorthStar aircraft on the "outside" of the turn and closest to the uncrossable lines. Since we cannot see these lines the aircraft on the outside are always given the right of way and given a little space as to not be forced over the lines inadvertently. Hope you enjoyed the time on the boat, mine's unfortunately been in the shop for a while! Jason Kulbeth, Director of Operations	

08/12/2025, 5:41 PM	Website	Other	North Douglas	On Tuesday I was driving down Fish Creek Road from Eaglecrest. Halfway down we came upon a Cycle Alaska vehicle towing an empty bike trailer. The vehicle was going significantly under the speed limit and appeared to be acting as a follow vehicle for a large pack of tourists on bikes. It eventually pulled over to let us pass, but all of the bikes continued to ride in vehicle lane. The whole vehicle lane. I had to pull u to the opposing lane of traffic for half a mile to pass bikes that didn't move out of the way u til I had already passed them. The tour operator at the front didn't know it was happening - and there was no one at the back to get them out of the vehicle lane. None of the bicycles were following the rules of the road.	4 Cycle Alaska	CYCLE ALASKA TO SUBMITTER: Hello, Thank you for reaching out with your concern. We deeply regret that our guests must currently travel in the vehide lane rather than on the road's shoulder. This situation is a concern for us, as ensuring the safety and comfort of our guests is our top priority. Unfortunately, the state has not yet cleared the gravel and debris from the shoulder, which poses a safety hazard for cyclists, runners and pedestrians alike. To protect our guests from potential harm, we've made the decision to have them travel in the vehicle lane, with our support van following closely behind to shield them from traffic. We are going to instruct our guides and drivers to pull over, where they can safely do so, to let traffic through. We sincerely apologize for any inconvenience this may cause and are working diligently to resolve this issue. As soon as the state clears the shoulder and it's safe for our guests to return to it, we will ensure they do so promptly. We kindly ask for your patience and understanding until DOT sweeps the road fully. Warm regards, John McConnochie, Owner	
08/12/2025, 6:37 PM	Phone	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Hello, my name is ****, and I'm a resident of Juneau. At 6:35 today, August 12th, an Alaska Coach Tours bus number 130 was emitting an enormous amount of smoke every time it stepped on the accelerator. Black smoke. I think that they should be told about it and given an opportunity to clean that up. It was a very poor reflection on the people operating that line. Thank you.	3 Alaska Coach Tours	ALASKA COACH TOURS TO TBMP (forwarded to caller): Thank you for bringing this to our attention. We had our maintenance team take a look at bus right away, and they've addressed the issue. We truly appreciate you letting us know—it helps us keep our fleet running safely and professionally. Thanks, Alicia Phillips, Juneau Division Manager	
08/14/2025, 11:08 AM	Phone	Crossing Guards	Downtown	I'd like to compliment the workers [crossing guards] -- good job, very good job. There is one particular woman that I want to make a complaint about, though. She was harrassing me. [Caller provided physical description of guard.] It was yesterday around this time.		JEDC TO TBMP: We left a message for **** requesting the location of the specific crosswalk where the incident occurred and details about the type of harassment. We also sent a message to her email on file but it bounced back. Thank you! Charla Brown, Director of Special Projects	
08/14/2025, 12:17 PM	Website	Vehicle: Bus/Shuttle/Taxi	Mendenhall Glacier Rec. Area	8-14-25 at 12:05pm, the driver, of this Alaska Coach Tours #134, was driving EXCESSIVELY FAST through bus staging/parking area. Their speed was at least 20-25 mph. It was reckless!!	3 Alaska Coach Tours	ALASKA COACH TOURS TO TBMP: I left a voicemail to the caller. I thanked him for his comment. I have spoken with the driver and we have added this to our agenda for our next meeting. Thanks, Alicia Phillips, Juneau Division Manager	
08/14/2025, 4:18 PM	Website	Vehicle: Bus/Shuttle/Taxi	North Douglas	I was driving out North Douglas Highway behind an Alaska Travel Adventures bus around 3:50 this afternoon. There is a safety zone for tree clearing work alongside the road that uses cones to reroute traffic away from workers. The bus hit several of those cones into traffic and did not stop to correct the issue. They left multiple cones in the middle of the lane that prevented vehicles from driving on the highway. I had a hard time making out the license plate - it may have been J-K 474.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Thank you for bringing this issue to our attention. We have interviewed the driver. She acknowledged hitting the cones but said she did not feel it was safe to pull the bus over to put the cones back into place. We have worked through corrective action training with the driver. All the Best, Ryan Rushton, Vice President - Operations	
08/15/2025, 1:53 PM	Phone	Vehicle: Bus/Shuttle/Taxi	North Douglas	Good afternoon. This is ****. It is Friday, the 15th. I was driving southbound on North Douglas, and at Fish Creek turnoff an ebike van pulling a trailer turned onto the highway (southbound). I was surprised because I couldn't keep up with him. I finally tried and realized that the van was going between 57 and 60 MPH in the 45 MPH zone. The license plate number on the trailer was 3662SX. This was about 1:45 this afternoon. The van finally slowed down because the two cars in front of it were going the speed limit. You know, I'll give you five miles over the speed limit, but 60 MPH on North Douglas? It's just really frustrating for the locals who live there. Thank you for my concern.	4 IRide Alaska/Segway Alaska	IRIDE ALASKA TO TBMP (forwarded to caller): Hello, Thank you for informing me of this. I apologize for any concerns that have come up because of this experience. Our guides are taught to drive appropriately and safely on the road, following all traffic laws, including the speed limit. I will remind each of them to follow this to ensure that everyone travels safely around town. Again, I apologize for this. hank you, Maddie Cordle, Admin Assistant	
08/17/2025, 5:52 PM	Email	Cruise: Noise	Downtown Docks	Friends, We live at *** Gastineau Ave. We've endured loud banging from Ovation of the Seas all day. Disruptive, unpleasant. Why must we tolerate this ? How essential is this work ? Why did the ship company export it to Juneau, today ? We walked to the dock to investigate; talked with the CBJ person scanning pax badges. She said she was only told, "They're working on the ship, implying 'none of your business' ". Yes, unnecessary noise is our business. We have a TBMP rule against unnecessary PA outdoor noise from ships. Shall we now disallow maintenance banging, also ? Thank you.	7 Cruise Line Agencies of Alaska	CLAA TO EMAILER: Good afternoon ****, I will inquire with the ship in case this can be mitigated while in port. It seems it must have been maintenance related which is permissible as a sound of the port. However, perhaps they can work on seaward side projects instead of mountainside facing projects while in port. Best regards, Andrew Green, Port Director	

08/21/2025, 2:30 PM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown Docks	I was headed to the AML office in a tractor/trailer with a total length of approximately 76 feet. In order to make the right hand turn down to the office I must get into the oncoming lane so as to make the turn without running my trailer tires over the curb which could blow the tires. Many trucks my length have to maneuver this way to make that turn. A double decker tour bus was oncoming and stopped short understanding what I was about to do. A white tourist passenger van behind me headed to the ship docked at the AJ dock decided to pass me on my left as I was turning into the oncoming lane. I slammed on my brakes and he barely clipped me as I was mostly in the oncoming lane. Had I not seen him out of the corner of my eye I would have sandwiched him causing a lot of damage. I'm requesting a fix to this would be to inform tourist buses and other vehicles to be less impatient and understand that it is illegal to pass someone in this manner. That driver not only risked hitting me but could have injured people.	9 All Members	DLUX RIDES/EVERGREEN TAXI/CAPITAL CAB/TAKU TAXI TO TBMP (forwarded to submitter): Received and understood. Shane Williams GOLD RUSH DOG TOURS TO TBMP (forwarded to submitter): Thank you for sharing this information. While Gold Rush Dog Tours was not scheduled to be at AJ Dock at that time, we will remind all of our drivers to follow traffic laws and be vigilant when sharing the road. Faith Payne DOLPHIN TOURS TO TBMP (forwarded to submitter): Hello, Thank you for sharing this concern. I don't believe this was our bus as we do not have a tour returning at 2:30, but I will pass the message along to all our drivers. Thanks, Sommer Ward GASTINEAU GUIDING TO TBMP (forwarded to submitter): Good afternoon, I'm following up regarding the TBMP submitted by ****. According to our master schedule from August 21, we only operated two departures from the Norwegian Jade, which was docked at AJ Dock. Both of these departures returned at 12:30 p.m. and 1:15 p.m. Based on the timing of his complaint (2:30 p.m.), I can confirm that this was not one of Gastineau Guiding's tour vehicles. All the best, Robie Janes, General Manager	
08/22/2025, 8:56 AM	Website	Cruise: Emissions (referred to DEC)	Downtown	There has been a layer of cruise ship emission pollution hanging over Juneau and Douglas since early 8/21/25.	9 Referred to AK DEC	TBMP TO SUBMITTER: Hello, Mr. ****. While your concern about air quality is acknowledged, TBMP has a long-standing policy of referring residents to the Alaska Department of Environmental Conservation for all air quality issues with cruise ships. The link to their concern form is https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints .	
08/23/2025, 11:35 AM	Phone	Other	Downtown	Hello. I'm calling to share a concern about all of the Juneau downtown jewelry businesses. This is just to add the local voice to this whole thing where we don't get the benefit. There's like 1% of the Juneau economy and we get there's plenty of \$15 to \$22 an hour in our jobs, so we're subsidizing the cruise ships and the downtown businesses. We're not benefiting. You know, if we get those jobs, we're putting more work then for our service, than our return in income. And it's an unfair system. So if they're going to constantly hawk us, watch us, complain about locals demand, make demands, they should also be in compliance. So all of the downtown jewelry businesses are soliditing and standing outside. They should be watched too. There's a local voice when we don't get a benefit really. We put in more than we get back. Way more. And so that balance needs to be struck where they're going to actually be good ambassadors, you know, as the guidelines say. They need to put that in too rather than being Big Brother on the locals. Thank you very much. Bye.	7 Downtown Business Association	DBA TO TBMP: I've spoken with three different jewelry store owners who are also DBA members, and they've assured me they are following the CBJ guidelines and rules. They also committed to speaking with their neighboring businesses about the complaint and reminding them of the CBJ guidelines and rules. Thank you both, keep you posted if I hear anything else. Nimmy Philips	
08/24/2025, 12:52 PM	Phone	Vessel: Whale Watching	Auke Bay (Marine)	My name is ****. At approximately 12:50 on the 24th (Sunday afternoon), a white cabin-silver hull whale watching boat (new boat this year, I believe), about 34 feet in length, has no identification that I can see on it. They came in and in fact didn't even slow down at the white marker. He went at least 150 yards inside of it before he even pulled back on the throttle and the speed he goes (or she), they make a really large wake. It throws a horrible wake. If they could slow down a little bit further out like a lot of the others are, it sure would be welcome. Thank you and good afternoon.	2 Charter Juneau	CHARTER JUNEAU TO TBMP (forwarded to caller): I looked at our charts and I see his dock. My apologies to the owner. It was like a lake out there yesterday. Very beautiful but any ripple in the water was definitely apparent. We always try respect the no wake zone and we know its importance because we are also on the receiving end of others wake once we are tied up in the harbor. His dock is located outside the no wake zone so I do understand why he has constant issues. We will definitely take his concern to heart and do our absolute best to minimize any future wake in his direction. As for not reducing speed at the no wake buoy it may have been the captain's error, may have been Mr ****'s perspective from his home. Either way I'll reinforce it with the team and have them slow even farther outside the no wake buoy to ensure there's no future issues. Josh Woodward	

08/24/2025, 4:58 PM	Phone	Cruise: Noise	Gastineau Channel (Marine)	It's Sunday, August 24th at 5:00 PM. My name is **** and I know ship's crews are changing around Labor Day time and they don't always get the message. If you could please get the word out that they should turn off those loud speakers when they come in to port. I'm trying to do some work and it's just madding to hear those speakers. So thank you very much for that reminder. I say, I know it's a new crew, but NCL all came in today and they were still playing music on their outdoor deck. So thanks again. Bye.	7 Cruise Line Agencies of Alaska	NCL TO CALLER: Good Morning Ms. ****, I am writing you to apologize for the issue with the Norwegian Joy that occurred on Monday, August 25th. Upon receiving this issue, I immediately address this incident with our General Manager on the N. Joy, and he assured me it would not happen again, and he asked that I pass along his apologies. The ship was arriving into Juneau with a scheduled 3 hour delay due to a medical emergency that caused them to slow their approach while underway from Seattle. The new timing had the ship at the Juneau pilot station at 3pm. Due to additional time the guests had onboard there was some new programming scheduled outdoors to take advantage of the beautiful visas and the sunny skies. All program was to end one hour before entering the channel. However – good news for the guests was the ship was an hour earlier than expected due to calm seas – bad news was that the outdoor programming was still running and you could hear the loud speakers. They ship should have shut down the programming immediately – but unfortunately, they didn't catch the earlier timing thus the speakers were still on. Please do accept our sincerest apologies, we diligently strive to follow all TBMP programming, but due to the ships changes in arrival time this did slip. Kind regards, Sandi Weir, Vice President, Government Relations, Norwegian Cruise Lines	
08/27/2025, 11:58 AM	Phone	Compliment	Downtown	Hello, I'd like to make a TBMP report of a good thing. A HAP double-decker bus had stopped in front of the Hangar and was in the crosswalk, and he very carefully and easily backed up to allow the crosswalk to be free. Very aware of what was going on. And I thought that was awesome. Just wanted to let you know.	3 Royal Hyway Tours-HAP Alaska-Yukon		
08/28/2025, 2:52 PM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Hi, I was biking northbound on Thane Road / S Franklin st. At approximately 2:30pm today (8/28/2025), a bus from the AJ dock nearly hit me, while I was in the bike lane. The bus passed me and was on top of the white line when they did so. They then veered further into the bike lane after they passed me. I wasn't hit by the mirror or anything like that, but I was shaken because I almost got pancaked. I'd estimate the bus was less than 2ft away from me. Incident occurred approximately here: https://maps.app.goo.gl/DJEMQsbgSagYLFuh7 . See attached for photos of the bus which I followed to the Tram parking lot. Let me know if you need any additional information. Thanks for trying to keep Juneau a safe place to live.	3 Royal Hyway Tours-HAP Alaska-Yukon	HAP TO EMAILER: Dear ****, Thank you for bringing this matter to our attention and providing photos to make identification easier. We take all reports related to the safety of our operations very seriously, and we appreciate your concern regarding the recent incident involving one of our bus drivers and a cyclist. Upon receiving this complaint, we immediately initiated an internal review of the situation. The driver involved has been identified, and the incident is being investigated in line with our safety protocols. We are also reviewing any available footage and conducting a re-evaluation of driver practices to ensure full compliance with road safety regulations, especially in relation to vulnerable road users such as cyclists. Additionally, we are reinforcing our commitment to ongoing training for all drivers, emphasizing safe passing distances and heightened awareness around cyclists and other non-motorized traffic. Sincerely, Jacob Hills, Assistant Transportation Manager	
08/28/2025, 9:57 AM	Email	Compliment	Egan Drive	I'd like to just give a shout out to the Gray Line of Alaska bus line. I had the unfortunate experience of having an issue with my vehicle unexpectedly on Egan by twin lakes. I pulled over as far as I could to be off the road and call a tow truck. I was absolutely terrified at the number of cars, buses, and 18-wheelers hurtling down the road by me. A momentary lapse of attention would have killed me and I watched the traffic coming in my rearview mirror with great trepidation. Gray Line buses - all 4 or 5 of them in that short window - pulled over into the far lane around me and I was very impressed that they ALL did that. They were the only ones. It stood out to me. It was a scary position to be in but I really appreciated the drivers making that effort and paying such close attention. Thank you!	3 Royal Hyway Tours-HAP Alaska-Yukon		
08/29/2025, 11:14 AM	Phone	Cruise: Noise	Downtown Docks	It is Friday, August 29th and it is 11:15 in the morning. Please ask the Disney ship to turn off their outside speakers. Thank you so very much.	7 Cruise Line Agencies of Alaska	CLAA TO CALLER: Hi ****, Thank you for your message to the hotline, I hope you are enjoying this weather. The Disney Wonder had a mandatory USCG drill at this time and use of the outside public address system is necessary. This falls within the "sounds of a port" section to the TBMP guidelines. Best regards, Andrew Green, Port Director	

08/29/2025, 3:54 PM	Phone	Aircraft	Mendenhall Valley	I would like to complain about the helicopters flying directly over La Perouse on their return from the glaciers. They probably save about two seconds rather than going further towards the airport. It has got really bad this year. I've lived on La Perouse for over 30 years and. haven't complained about any of the airport noise, but this is getting ridiculous. Like you to talk to the pilots and tell them they've been warned. Thank you.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	COASTAL HELICOPTERS TO TBMP: Thank you for taking the time to share your concerns regarding helicopter activity over La Perouse. Our flights follow FAA-regulated routes designed to ensure safety, and at times pilots may need to adjust their paths based on weather conditions, air traffic, or other operational requirements. That said, we have noted your feedback and will be reminding our pilots to remain mindful of their routing. We do our best to balance safety with minimizing impacts on nearby neighborhoods. We appreciate your understanding and will continue to work within regulations to operate responsibly. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO TBMP: Not really sure how to respond to having "been warned". This street is literally on the other side of the airport fence. Attached is a clip from Google earth showing the area in question. About two years ago the controllers in the tower asked us to shift our aiming points for the helicopter pattern northward and at the time they wanted us to fly directly over La Parouse street. We (helicopter operators) however insisted that our pattern needed to remain over airport property and the compromise is shown in the clip labeled as "Aiming point 1" and "Aiming point 2". The helicopters will fly directly over those aiming points and continue towards aiming point 3 inside the fence line. If an aircraft is at 300-500' as they should be in the pattern it will likely appear to those on La Parouse that they are very close to that neighborhood. There really is nothing more we can do in this instance unfortunately. NorthStar for our part still tries to ask for "opposite flow" when we can in order to remain on the southern most lane of the traffic pattern but with traffic volumes what they are we are often denied and must fly the pattern as depicted. Jason Kulbeth, Director of Operations TEMSCO HELICOPTERS TO TBMP: It may be possible that it seems as though the returns from the glacier are more over La Perouse this year than in the past. My guess is that because of the generally good weather and west wind along with it the path inbound (downwind leg) is farther north than when there is an east wind. The opposite would hold true also making the departure closer to the airport runway on departure but farther north on return , We will continue to educate and monitor our pilots routes to ensure they are being flown to the agreed paths. Thanks, Eric Main, Juneau Flight Operations Manager	
08/30/2025, 8:12 AM	Website	Other	Mendenhall Valley	This morning at 8:12 a.m., a cycle alaska van towing a trailer full of bikes cut me off headed outbound on Loop (headed toward the glacier). Van was unsteady (reckless) in the lane of travel. When I went around the van, the driver gave me the finger. Nice representation of cycle alaska and one more reason locals should not use this business. No concern for road safety or local drivers, obviously only focused on making their next buck hauling bikes to allow tourists to disrupt the flow of traffic and overcrowd the valley. Do better, cycle alaska. Nobody wants the tourists here in the first place, and road behavior like this (with your business name plastered all over the vehicle!) just continues to remind locals why we don't want tourists here and won't do business with your company.	4 Cycle Alaska	CYCLE ALASKA TO SUBMITTER: We spoke with the driver and he was very apologetic about the traffic incident. Regarding the hand gesture, our guide informed us that he provided a thumbs up, rather than a gesture of profanity, although he did apologize for the response in general and expressed regret for that as well. We do agree that he should not have offered any gesture while representing Cycle Alaska and tourism. Thank you for informing us of the situation, we regret that it occurred. This will be a training reminder for our guides when merging, especially considering the size of our transportation. Thank you, Tori, Tour Operations Manager	
08/31/2025, 10:08 AM	Email	Aircraft	Mendenhall Valley	Hello. This is the first time this year that I am contacting TBMP regarding helicopter noise. There have been hundreds (thousands?) of times that I have been adversely impacted, at home, and out recreating, and at friends' home. Plus, I left Juneau for a month to get away from the helicopter noise impacts. I know that contacting the TBMP does nothing to address helicopter noise or any other big issue with cruise ship tourism management; however, I don't want any decrease or leveling in complaints to the line to be interpreted as improvement or reduction in the impacts. So, to make it easy, for your end of the season tally on helicopter noise, just take this email and tally as 100 calls.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		