



## TBMP Hotline Log

Created By: Elizabeth Arnett  
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 Start Date: 09/01/2025  
 End Date: 09/30/2025  
 Concern Type: All types

Concern Date & Time	Source	Concern Type	Area of town	Submission Details	Referred To	Response(s)	Additional Information
09/01/2025, 11 am	Website	Other	Mendenhall Valley	There has been heavy helicopter traffic over our house for days now. We can hear it inside our house. It seems that there is no escape. If we go to Fred Meyer to shop the helicopters are there, we go out to recreate, helicopters. My father came to visit and he said it reminded him of Vietnam. My family has helicopter pilots but these seem abnormally loud, especially the green ones. In the less than four minutes, I have been writing this, there have been at least three helicopters that have gone overhead. Maybe we are hearing it more because we are at home and not at work. We are close to retiring and this may be a deal breaker for us. We do not want to leave our home of 30 plus years but the constant noise is too much.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters		
09/01/2025, 4:00 PM	Phone	Vessel: Whale Watching	Saginaw Channel	I'm calling to report whale watching boats in pursuit of orcas and approaching them well within the 100 yard limit, and this is off of Shelter Island in Saginaw Channel at approximately 4:00 PM on Monday. The two boats that are most egregious were the Athena Rose and the St. Achnea or something like that, and there's some other whale watching boats that are pushing these whales right up against the shoreline. So please contact these operators.	2 Alaska Sea to Shore, 2 Allen Marine	ALASKA SEA TO SHORE TO TBMP: Thank you for the report. I drive my own boat and I put a lot thought and consideration into driving around whales and giving them the space they need. While I don't have the same recollection of this encounter and I recall my vessel being further away and watching from a respectful distance, I appreciate the prospective from shore and the reminder to be cautious and respectful in viewing the whales. Winston Warr, Owner/Operator	
09/02/2025, 8:45 AM	Phone	Vehicle: Bus/Shuttle/Taxi	Downtown	ACT bus left intersection in front of us and blew clouds of black smoke – License # JBF 829. Please get this bus fixed.	3 Alaska Coach Tours	ALASKA COACH TOURS TO TBMP (not forwarded to caller as no forwarded information provided): Thank you for your comment and bringing this to our attention. I will bring this issue up with our maintenance team. Thanks, Alicia Phillips, Juneau Division Manager	
09/03/2025, 8:50 AM	Website	Vehicle: Bus/Shuttle/Taxi	Egan Drive	Just to let you know we are behind a dolphin tours shuttle bus with name HERBERT - its brake lights aren't working. Maybe you could let them know. Not good on Egan. Thank you	2 Dolphin Tours LLC	DOLPHIN TOURS TO TBMP: Thank you so much for bringing this to our attention it is much appreciated! We have already been in touch with the driver. Lisa Ward	
09/05/2025, 1:36 PM	Phone	Compliment	Downtown	Hi, I'm here right in town center and I'm on a cruise ship. I'm right at the Alpaca International, and [crossing guard] Christine is doing a fabulous job. I've been here for over an hour up on the balcony and she is just phenomenal. She saved like, I don't even know, three or four accidents. Everybody's smiling. She's talking to people and telling them to have a great vacation. She's personable. She just makes your day. So I just thought that somebody should know how wonderful she actually is. Thank you so much. Bye-bye.	7 Juneau Economic Development Council		

09/05/2025, 1:52 PM	Phone	Compliment	Downtown	Hi, this is ****. I drive the crew shuttle for ****. I just wanted to give a commendation to the lady, the blonde lady named Christine, who does the crossing guard work at several different places, but a lot of it at the library, the Alaska Steamship Dock. She is very diligent about keeping people from walking across that dangerous bottleneck right near the bus stop and the Manila Square taxi stand. Cars come around that corner at speed a lot of times, and they also come past the barbecue area at speed, and we have a lot of absolutely foolish people who cross anywhere they think they can, just like chickens who have no thought about their own safety, including a man and his wife with their little child in a stroller, pushing the stroller ahead of them that I stopped them from going at that dangerous place because of the danger. It would have been the child wiped out first, and a car had to stop suddenly, and she called them over to the crosswalk. There was a woman in a wheelchair, being pushed in a wheelchair across the place that specifically says "do not cross." And people ignore the sign. The city needs to put a...[the message cuts off after 2 minutes]	7 Juneau Economic Development Council		
09/05/2025, 4:16 AM	Website	Other	Downtown	I purchased a ring [at Bald Eagle Gifts & Jewels] in June 2025, one gem fell out and I contacted Vinny, he told me to send back to him and he would fix it or replace. I can't get him to answer my texts as to what is going on with his sending back to me. Is there any help from your organization?		TBMP: Bald Eagle Gifts & Jewels is not a TBMP member. TBMP provided options for the submitter to pursue to get the merchandise returned.	
09/05/2025, 8:41 PM	Website	Vehicle: Bus/Shuttle/Taxi	Mendenhall Valley	At approximately 8:23 pm on 5 September 2025, I am 95% confident that a Juneau Limo Services went speeding down (Into) River Road right by my house at an really really really excessive speed. I believe that this business operates out of a residential property in the neighborhood. White "transit van" type of vehicle. I was walking on River Road (no sidewalks - dirt road) in front of my house and I was scared. Jeepers, it's dark. Did not slow down. Did not move to the other side of the road. This is not the first time I have observed Juneau Limo speeding in a 20 MPH zone. It's a regular occurrence. Some drivers, not others.	3 Juneau Limousine Services	JUNEAU LIMOUSINE SERVICES TO TBMP (forwarded to submitter): Concerning the report of our driver/ transit van speeding on River Road. I have spoken with the driver involved. The 20 mph speed limit will be taken seriously I feel that the posted limit is observed by our drivers on a daily basis and hope this never happens again. We are professional drivers and conduct otherwise will end in termination of the individual involved. Sincerely, Bill Overton	
09/06/2025, 10:14 AM	Phone	Aircraft	Other	Hello, my name is ****. It's 10 a.m. on Saturday, September 6th, and I'm calling to complain about the helicopters. They've been incessant all morning long, and it's ridiculous. We shouldn't have to hear this on our weekends. They've been over my house continuously this morning. It's super annoying. I can't hear the birds. I've called. I've written. I've never gotten a response from you and I'd like a response. My number is ****. I want something done about these helicopters. Thank you.	1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters	COASTAL HELICOPTERS TO TBMP (forwarded to caller): Coastal Helicopters follows a Letter of Agreement (LOA) established with the FAA, Juneau International Airport and local operators. This LOA outlines specific flight paths and procedures designed for safe operations within the shared airspace. This LOA can be reviewed on the TBMP website. In order to determine whether any of our aircraft were involved, we need more information than a general noise complaint. Specifically, the time, location, and direction of the flights in question are essential to verify if Coastal Helicopters was operating in that area and whether there were any deviations from the agreed flight paths. Without this information, it's not possible to confirm if the aircraft you observed were ours, or if they were operating outside the LOA. We encourage you to provide those details so we can properly review the flights and address your concerns with our pilots. Kind Regards, Sarah Lowell, General Manager NORTHSTAR TREKKING TO CALLER: Thank you **** for reaching out via TBMP. I'm not sure where your home is but I looked back at this morning on our satellite tracking software and it appears that all of our helicopters were flying on approved routes. Not sure about the other companies but NorthStar had a slow day in general on Saturday the 6th. Jason Kulbeth, Director of Operations	
09/09/2025, 9:04 AM	Email	Vehicle: Bus/Shuttle/Taxi	Downtown	Today at around 8:30 a.m. I was by the crosswalk by old Goldbelt hotel. There were people waiting to cross and the [Royal Hyway Tours] van made no attempt to stop. I was behind the van. Didn't see a van number.	3 Royal Hyway Tours-HAP Alaska-Yukon	HAP ALASKA-YUKON TO EMAILER: Hi ****, We are currently investigating this matter. Drivers should not disregard pedestrians waiting to cross. This goes against our driver training. We will review proper crosswalk safety and crosswalk etiquette with the driver to mitigate an event like this happening in the future. Thank you for the concern you left on the TBMP hotline. It's always helpful to hear about events like this so we can create a better safety culture. Thank you, Whitney	

09/13/2025, 1:42 PM	Email	Crossing Guards	Downtown	So sorry to have to say anything. But we now have a crossing guard playing music from a small speaker. The choice of music is the problem. Lots of foul language and F-Bombs. I asked nicely if he could choose some music that wasn't vulgar. His answer. "No, not really." Again apologies for being a squeaky wheel. He just yelled at me. I was very nice. If he continues his aggressiveness I will criminally trespass him from the property. Not necessary. [An image of the crossing guard was included]	7 Juneau Economic Development Council	JEDC TO TBMP (forwarded to emailer): Thank you for bringing this matter to our attention. We understand the concern regarding one of our crossing guards who was playing music during a shift. We addressed the issue immediately. The music was stopped, and we have made it clear to the crossing guard team that music is not permitted while on duty. The guard involved has been reminded of expectations, and we do not anticipate this happening again. Thank you, Jelena Richardson, Program Officer	
09/13/2025, Lunchtime	Website	Compliment	Downtown	Love this place so much! Between the people, the food and the 'vibe', its the best place on the inside passage! But where have all the benches gone? The 'aging' population has bad-bones, joints and attitudes, and could really use some additional seating in front of the shops. We shop better when we aren't 'standing so long'! Thank you for listening.	8 CBJ Tourism Department		
09/14/2025, 12:33 PM	Email	Cruise: Emissions (referred to DEC)	Downtown Docks	Arriving in Juneau, morning 9/14/27, the Anthem of the Seas was sure putting out a big plume of emissions -- see photo [photo provided]		TBMP: Emailer was referred to DEC.	
09/14/2025, 4:43 PM	Phone	Cruise: Noise	Gastineau Channel (Marine)	Hi, I would like to make a complaint about the Coral Princess, which is leaving port at about 4:43 on the 14th of September. It is repeatedly been blowing its foghorn. There is no fog in the channel and there are no ships anywhere near in front of it. Thank you.	0 Princess Cruises	CORAL PRINCESS TO TBMP (forwarded to caller): Good morning. It was for navigational purposes. On departure we had a pleasure craft "Dolce Vita" entering the harbour just as we were leaving, so had to use 5 short blasts on the ship's whistle to attract their attention as per collision regulations. Thank you. Kind Regards, Captain, Coral Princess (and Kirby Day, Princess Cruises)	
09/19/2025, 11:59 AM	Website	Vessel: Whale Watching	Auke Bay (Marine)	On Friday 9/19/25 I was heading out on a fishing trip with four 15 year old boys. I went to grab my boat which I keep in Statter Harbor year round as the boys hauled all of the gear and supplies down the ramp to the public loading float. Once I tied the boat up by the pile of gear I went up to move my truck from the temporary loading zone to an overnight parking space. I was gone maybe 5 minutes. When I got back down to the float my boat had been moved to the other end of the loading float and the boys were moving the pile of gear down the float. I asked the boys why the boat was moved and they said a very rude ATA boat captain required them to move the boat. Keep in mind this is first come first loading float and we were there loading the boat. Another ATA captain approached me and apologized for his coworker's behavior and attitude and said it is a common problem for that captain. The ATA boat that required my 15 year old son to move the boat wasn't even tied up there anymore and I was gone less than 10 minutes maximum. It was completely entitled behavior, like the ATA boat captain has control over a first come first serve public float. He basically bullied the 15 year old boys according to his coworker and the ATA captain. I think it's also important to note that my boat is an equal user of Statter Harbor as a commercial interest. I own Peak Construction, Inc and my company-owned boat is used regularly year round for construction projects on Spuhn Island. We all have equal access to the first come first serve public loading float. ATA does not get priority or have the authority to require another boat to move while it is actively loading. There was also ample room on the float for the ATA boat, it just wasn't "convenient" for the ATA boat captain apparently. The fact that another ATA boat captain was overly apologetic and embarrassed for his coworker's behavior is very telling of that captain's entitled attitude.	2 Alaska Travel Adventures	ALASKA TRAVEL ADVENTURES TO SUBMITTER; Good morning, ****. Thank you for bringing your concerns about the incident with our captain at Statter Harbor to our attention. We sincerely apologize for the frustration and inconvenience you and your group experienced when your boat was moved during loading. After reviewing your complaint and speaking with the captain involved, we'd like to provide some context about the situation. At the time, our captain was preparing to board passengers for a scheduled departure. Another whale watching company's vessel was also docked at the loading float, contributing to limited space. The captain approached two young men in your group and asked if they could move your boat slightly to help accommodate other vessels. Shortly after, the other company's vessel and others departed, freeing up space. By the time you returned, these vessels had left, which may have made the request appear unnecessary. Our captain intended to personally apologize for any inconvenience but was unable to do so before your departure. While our captain did not intend to be rude, he should have handled the situation differently. He could have communicated with the other operator to find out when then were leaving or simply waited. A better handling of this situation would have met the high standards of professionalism and respect we expect from all ATA employees. We are sorry for any perception of entitlement, as this does not reflect our values. We believe that all users share the Statter Harbor public loading float, and we do not claim priority access. We regret any negative impact this incident had on your group's experience, and we hope it did not impact your fishing trip. To discuss this matter further or share additional feedback, please contact me at 907-617-2124. We are also happy to meet in person at your convenience to ensure your concerns are fully addressed. Thank you again for raising this issue, and we are committed to fostering a respectful and cooperative environment at Statter Harbor for all users. Sincerely, Ryan Rushton, VP of Operations	

09/26/2025, 8:55 AM	Website	Vehicle: Bus/Shuttle/Taxi	Downtown	CLAA ship agent vans are starting to park in A zone parking preventing larger buses from being able to get in and out of the parking.	8 CBJ Docks and Harbors, 7 Cruise Line Agencies of Alaska	CLAA TO SUBMITTER: Good morning, This is normal practice for the maritime agents attending the vessel at their respective docks. I will remind staff to park as out of the way as possible. If it was today at 0855 hrs then it would have been peak tour departure time at the Alaska Steamship Wharf and the agent should have been aware of this. It also coincides with the US Customs and Border Protection appointment time which may have been why the van was there to expedite the processing of passengers and crew movements. Please feel free to give us a call if there are any concerns like this and we can sort out if the agent is parked in a poor locations, all of our vehicles now have trackers on them so we can see where our vehicles are. Best regards, Andrew Green, Port Director	
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