

Monthly Report: August 2018

Type: Vehicle: Bus/Trolley	Call Date: 8/8/2018	Call #: 40	Caller ID: 40-43320
Details of Concern:		Referred to: M&M Tours, Kirby Day	
Caller wants TBMP to get a message to the owner of the red trolley, #14 and all Little Red Trolleys, it keeps stopping on the Gold Creek Bridge for people to take photos of fish and it is obstructing traffic.			
Details of Response:			
Mariann with M& M emailed, "I did speak with the caller a gentleman he did not give me his name. He was very nice and understanding that it is the first time that some people have ever seen the salmon swimming upstream, but did that it was no excuse. I apologized profusely told him it will never happen again and I did speak with the driver as well. He is aware that stopping is unacceptable!"			

Type: Vehicle: Other	Call Date: 8/8/2018	Call #: 41	Caller ID: 41-43320
Details of Concern:		Referred to: R and C Shuttle, Kirby Day	
Joan W calling in to report an R and C shuttle blatantly run through a red light on the intersection Egan Drive and Main Street at approximately 4:50pm. After the caller stopped at a light and after went through the light once it was green, she saw the same shuttle dropping people off at the pullout area across the Spanish restaurant and the driver then pulled out into oncoming traffic and almost got swiped on the shuttle's side panel. Joan thinks the woman driving looked like she was in her mid-50's, maybe Filipino, and she would like to talk to someone, especially her boss, about this egregious, really unsafe, driving.			
Details of Response:			
Email from Keith Crocker: "I have spoken to the driver in question and have written her a disciplinary notice. I have also spoken to the entire driver staff about safe driving."			

Type: Vehicle: Bus/Trolley	Call Date: 8/8/2018	Call #: 42	Caller ID: 42-43320
Details of Concern:		Referred to: M&M Tours, Kirby Day	

Received via the hotline email from Martha and Jim

"On 8/5/18 at 12:40pm we were driving near the Governor's mansion proceeding down past Cope Park and onto 12th St. We were behind a pick up truck which was directly behind a white tour bus. That tour bus slowed way down at the mansion but then, at the Cope Park bridge, went down to 8mph crawl it continued around the curve to 12th St. The impatient truck crossed the double line (yikes!) to get around the bus. Luckily no accident. So...now we were going 8mph behind M&M Tour bus license KBB930.--- slow enough to get the plate number and tour operator id.

This driver was going dangerously slow and kept that pace until turning left onto Glacier Hwy towards downtown.

This is the first incident we're reporting but NOT the first tour bus or trolley we've been stuck behind on this stretch of road. IT'S DANGEROUS AS WELL AS ANNOYING. PLEASE TELL ALL THE DRIVERS THEY MUST GO THE SPEED LIMIT. We don't want to resort to honking and making a scene but we've just about had it.

Thanks for passing the message on and making something happen. Martha and Jim

Details of Response:

Mariann C emailed, I am so sorry you were inconvenienced behind my tour bus! I make it a STRONG point to them to slow down in that area due to it being so busy with visitors and locals crossing the streets and admiring the Beautiful Governor's Mansion and Historic Cope Park that I think I may have them slowed down a bit to much it sounds like. I'm sure they are also trying to allow the guest to get a pic or two as them tell them all about Juneau. It is truly a once in a life time visit for most and we want to give them all we can. No excuse to slow down so much though.

I know it can be frustrating to be behind a slower tourism rig when trying to go about your daily routine. We really do appreciate your patience. I will be sure to chat with all my tour guides and let them no to maintain the speed limit and to be more considerate when there are folks behind them.

Again I apologize for any inconvenience, Sincerely, Mariann"

Type: Cruise Ship: Emissions	Call Date: 8/14/2018	Call #: 43	Caller ID: 43-43326
Details of Concern:		Referred to: CLA, Kirby day	

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Bill would like to talk to someone about the 4 ships in town. Of the 4 ships in town, 3 of them are emitting a lot of visible smoke. The 4th, the Amsterdam, located at the further city cruise ship dock, is emitting no visible smoke from its stack – although you can see the heat radiation into the air that generating plants are on – is it operating on distillate fuel, instead of bunker fuel that the ships generally operating on, and is that the difference in the visible emissions? If the other ships were operating on distillate fuel, and by that he means diesel fuel, instead of the bunker fuel, would they also have no visible emissions? He wants an explanation as to the differences in the visible emissions.

Details of Response:

Drew said: "Good afternoon, I wanted to mention to the hotline admin that I have followed up with Mr. L with phone call. Before calling I had discussed the matter with the Amsterdam Captain to understand the parameters of the ship's operation during their Juneau call. Mr. L and I discussed that the other ships had employed stack emission scrubber technology creating significant visual steam plumes and the Amsterdam had not employed that technology in port. The conversation was cordial and more lengthy but the last sentence was the net summary."

Type: Vehicle: Bus/Trolley	Call Date: 8/21/2018	Call #: 44	Caller ID: 44-43333
Details of Concern:		Referred to: Juneau Tours, Kirby Day	
A Juneau Tours bus going towards town on Egan Drive, the caller was coming off of Industrial Blvd and the bus driver cut him off and immediately slowed way down on the bridge for people to take pictures of the glacier. The caller almost hit him, as he couldn't serve left due to oncoming traffic to get out of his way and he almost hit him. What he did was very dangerous and very discourteous.			
Details of Response:			
Serene with Juneau Tours said: "This gentleman called me immediately and I apologized and assured him I would contact the driver and remind him that Egan requires particular care and attention paid for other motorists entering the main drag. I spoke with our driver and reminded him to watch that and his speed. The caller told me he would call TBMP as well because he wanted everyone to know."			

Type: Vehicle: Bus/Trolley	Call Date: 8/21/2018	Call #: 45	Caller ID: 45-43333
Details of Concern:		Referred to: HAP, Kirby Day	

Email submission: "Hi Kirby,
For the life of me, I couldn't find the email address for the hotline. Anyway, I received a report that a Gray Line of Alaska motor coach was breezing through a school zone well above the posted speed limit of 20. This happened around 2:20 PM on Monday, August 20 on Mildenhall Loop Road at the Glacier Valley Elementary School Zone. Unfortunately, the complainant didn't happen to catch the bus number. It was heading toward Cinema Dr. from the glacier."

Details of Response:

Bill Hagevig of HAP emailed, "Thank you we are continuing to send out daily reminders for Drivers to watch the school zones accordingly. The Loop Rd. one is especially tricky because it's long, and can actually activate while you're in the middle of it."

Type: Vehicle: Bus/Trolley	Call Date: 8/10/2018	Call #: 46	Caller ID: 46-43322
Details of Concern:		Referred to: Dolphin Jet Boat Tours, Kirby Day	
"Dolphin Tours bus parking on the sidewalk 7.7 mile Glacier Highway. Today at 1145. I complained about this to TBMP on May 29th and June 5. Same bus, same location. My wife and I walked out on to the 45 mph road to get by. The sidewalk is for walking, not parking. "			
Details of Response:			
Robyn with Dolphin Jet Boat Tours emailed "I spoke with the couple and identified the driver, and we did a quick retraining with all the drivers to make sure they don't park anyplace that isn't kosher again."			