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Type:	Call Date:	Call #:	Caller ID:
Details of Concern:	Thursday, April 22, 2021	Email: #1-4/21 Referred to: Kirby Day-All Helicopter Operators	
Gary sent a postcard to Kirby Day asking about the helicopter routes. "The helicopters rarely fly over my house. I would love to have information about their routes so I can hike in peace and quiet. I will share the information with the hiking club and my friends who hike. Mayor Weldon gave a great explanation why people should not sign the petitions and vote against them. 4/23/21 Thank you for responding." Gary [REDACTED]			
Details of Response: Kirby responded by asking all of the helicopter operators to update and submit their LOA and flight paths so he could make it public on the TBMP website. He did that.			

Type:	Call Date:	Call #:	Caller ID:
Details of Concern:	Friday, May 14, 2021	(907) [REDACTED] #2-5/21 Referred to: Mariann Cummings-M&M Tours	
A voicemail was left by an anonymous caller stating that: "Yes, I have a complaint about the blue bus. I was traveling down Egan Drive this afternoon towards town, and I was doing 61plus mph and the blue bus passed by me like I was standing still and he was changing lanes back and forth dramatically to get ahead of traffic and it was an older gentleman with longer grey hair and I felt very uncomfortable, like is he was going to be able to stop. So I don't think he needs to be going that fast. I do not want to leave my name or my number, but yes I wanted to call and mention his going over the speed limit down Egan Drive and I still caught up to him at the next light. Thank you."			
Details of Response:			
Mariann spoke with her driver. The caller wanted to remain anonymous.			

Type:	Call Date:	Call #:	Caller ID:
Details of Concern:	Tuesday, May 18, 2021 2:04pm	(907) [REDACTED] #3-5/21 Referred to: Brenna Reeder-Alaska Independent Coach Tours, Brent-Alaska Luxury Tours, Jeff-Liquid Alaska Tours	
"Hi this is Janet [REDACTED] – phone # (907) [REDACTED] I have just run into a brand-new tourism problem; this is the second time it has happened. I was driving on Egan Drive and suddenly there was a tour bus going about 35mph on Egan, pointing out eagles or something – and I did not see let's see it was a green tour bus that was doing it, but today it was a large white passenger van with passengers in it and somebody just slowed way down to look out into the meadow or something and that is going to be a dangerous situation, and somebody needs to address it. Egan Drive is not for 35mph traffic, and it is definitely a surprise.			

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Thank you very much."
Details of Response:
Emails sent 5/21/21 1) Brent responded to my email immediately: "Thanks for the heads-up Colleen but this wasn't our van, we had no tours this week." 2) Alicia Phillips responded Immediately: "I wanted to reach out in regard to this comment. While we do not believe that this was Alaska Coach Tours, we are in agreement with this Juneau resident and will speak with our drivers in stressing the importance of driving safely and not impeding traffic." 3) Colleen responded: Thank you for letting me know Brent. I'll record your response and pass it along. 4) Thank you for letting me know Alicia, we appreciate your commitment to the program. I'll record your response and pass it along. Have a great weekend. 5) Email was sent to Liquid Alaska Tours – no response 5/26/21.

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Monday, July 5, 2021	[REDACTED] #4-7/21 Referred to: Carl-Alaska Seaplanes, Ed-Ward Air	
"Hello, I don't know who you speak to about this but an increasing number of float planes and fixed wing aircraft are flying over neighborhoods downtown and above the high school and Highlands. This has not been an issue for many years now. The planes have generally kept to airspace over the channel. Not sure why the sudden shift. Thanks for any assistance in resolving this." Kevin			
Details of Response:			
Emails sent 7/7/21 1) Carl responded to me immediately: "I have passed this information on to our Chief Pilot and Director of Operations so they can communicate with our Pilot staff. They can make sure our pilots are flying where the LOA prescribes." 2) I also responded to Kevin with attachments: Thank you for contacting the TBMP Hotline about your concern. Your concern has been shared with the two aircraft companies who fall under this category; Ward Air and Alaska Seaplanes, both who are members of TBMP. We will continue to keep an eye on this type of concern, from what we know there are no new or additional operators/operations in the market or flying these routes. Most, if not all of these flights are likely charters to and from fishing lodges or charters for business use such as AELP or other local contractors. Additionally, many of these may be private aircraft not being operated commercially or for tourism. Additional information such as; the color of the aircraft proves to be very helpful for us to identify which company to contact. Please reach out to us again if you have more information regarding this concern.			

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The following PDF's are attached to this email as a direct reference to this subject: Airspace Routes and Identifier and the Juneau Airspace User Letter of Agreement. All TBMP documents can be found at this link: <https://www.tbmp.info/tbmp5c.html>

3) No response from Ward Air.

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Thursday, July 8, 2021 3:00pm	(907) [REDACTED] #5-7/21 Referred to: Taxi & JPD	

"Hello my name is Jamaica [REDACTED], my phone number is [REDACTED]. TBMP vehicle with the license plate JDP603 it's a red dodge town and country just about killed us today driving past Deharts almost put myself and my three children in the car through the windshield – they're supposed to be Tourism Best Management Practices and they almost killed locals and then flipped us off. So if you could please call us back again my number is [REDACTED]"

Details of Response:

Colleen Jamaica back and contacted Kirby, Kirby contacted JPD. 7/8/21

- 1) I left Jamaica a vm and she did not return my call.
- 2) Kirby contacted JPD and JPD responded by letting him know that the identity of the vehicle could not be released.
- 3) JPD and Colleen followed-up on 7/9/21 by trying to contact caller – with no answer from caller.

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Monday, July 19, 2021 2:57pm	[REDACTED] #6-7/21 Referred to: George.Schaaf@juneau.org, Carl.Uchytel@juneau.org, Matthew.creswell@juneau.org, Scott.Hinton@juneau.org, colleen.evanco@traveljuneau.com	

Juneau Taxi & Tours: Marine Park

"Hi Kirby,

On Friday at 3:25pm, I saw a Juneau Taxi & Tours vehicle drive off the Seawalk and through Marine Park. He removed a damaged bollard that is in the process of being fixed. I checked with Park Maintenance and Docks & Harbors staff, and no one gave them permission to drive through the park or on the Seawalk.

It looks like they aren't signed up for TBMP this year, but I figured I'd let you know in lieu of citing them this time. License Plate was JLU 761.

Thanks!
George

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Details of Response:
Kirby sent emails sent 7/19/21 1) Thank you – they are in the process of signing up – Carl maybe a letter to them citing this incident and noting they are not signed up so cannot access the Bzones would be appropriate? Or an email to James [REDACTED] the owner: [REDACTED] Assuming taxi companies without having signed up have not been granted permits yet. Colleen – please use this advisement as a TBMP hotline concern and ask Juneau Taxi and Tours. James [REDACTED] respond to hotline, myself and Mr. Schaaf. 2) Kirby sent this email to [REDACTED] 7/20/20 at 6:26am. "Hi – you need to get signed up for TBMP Please. Please send back your form attached. See below from City. You will also receive something from TBMP that will require you to respond." Thanks JC 3) Colleen hasn't received anything from James yet. Colleen sent TBMP concern and sign-up agreement to [REDACTED] at 1:00pm on 8/1/21 with Kirby and George cc'd. 4) 8/1/21 - Kirby responded to James and cc'd George, "Thanks. JC please respond to hotline on this Thx, Kirby. 5) 8/3/21 - No response from James.

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Tuesday, July 20, 2021 2:30pm	(907) [REDACTED] Referred to: kday@hagroup.com, nichole.benedict@juneau.org, teena.larson@juneau.org, Barbara.Miranda@usda.gov, jessica.l.schalkowski@usda.gov	#7-7/21 [REDACTED]
Blue Glacier Express bus parked in traffic lane "Hello, Today, July 20, 29021 about 1pm, the bus License KBB931 was parked in the second lot away from the glacier in such a way that cars had to back up to get out. I spoke to the driver and mentioned that there was a bus lot available. He responded that he drove the Express bus. Anyway, he was gone from the bus for enough time for me to eat a sandwich - (5 or 10 minutes?) He appeared to be a man in his early 60's and was very pleasant. Thank you." Sally Sara (Sally) [REDACTED] [REDACTED] Auke Bay, Alaska 99821-1235 [REDACTED]			
Details of Response:			

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- 1) Colleen responded 7/20/21 4:14pm - Good afternoon Sally, Thank you for letting us know about your concern. We are reaching out to this company directly in regards to the parking regulations at the Mendenhall Glacier. You should expect to hear from M&M Tours about this concern within 3 business days.
Kind regards, Colleen Evanco
- 2) Kirby responded: Nichole or Teena – can you look at this license number in your vehicle records and let us know if this was M&M or Jnu Tours so TBMP can follow up?
Thx, Kirby
- 3) To Sally the caller from Jessica
Hi Sally – I believe TBMP forwarded your concerns to M&M Tours and I'll follow-up with them too, but I wanted to give you a bit of information as well. M&M Tours is one of the companies that runs the "express bus" Glacier Shuttles from downtown to the glacier on a regular schedule throughout the day. All the permit holders at the glacier are required to use specific "bus stops" to deliver/pick-up their passengers (see map attached). So the shuttle bus was in the right spot in the middle parking lot at "Bear Stop". That is their assigned drop-off/pick-up spot has been for a number of years now (at least the 8 years I've been handling their permit). Typically, they have 10 minutes at the stop before moving on. The gravel bus lot is used by all the companies after that 10 minute time is up to wait for their clients if they've transported a tour group that is onsite for a longer period of time. In this case, the shuttle buses usually wait their 10 minutes at Bear Stop, to see if they have anyone needing to go back to town, and then they head out. It sounds like the driver stepped away from the bus, maybe to use the facilities or see if salmon were in the stream yet, typically they wait by their buses. They should be leaving enough space in the traffic lane for people to still get by them, but they do typically block a few spots while they load up, not for a long duration though and I've found them to be pretty accommodating to get people on their way. These are the "reminders" for the stops. I'll be sure to share them again with M&M Tours.
- 4) 7/30/21 2:38pm - Kirby replied to the tagged group:
Thank you, Sara.
Mariann will you please review and respond to Sara and copy the hotline and I?
Thank you, Kirby
- 5) 7/31/21 From Mariann to Sally
Hello Sara,
I am so sorry, but I truly did respond to you and the letter below is the one that I responded with. Unfortunately, it went to someone else. I try to be very prompt in my responses when I receive concerns from our community. It's very important to me.
I have spoken with my driver and he was very apologetic and assured me it will never happen again. I'm very pleased that you said he was very kind about it. He is a very kind man.
Thank you and have a blessed 2021 summer season.
- 6) 8/3/21 - Colleen spoke to Sally directly and Sally said she was very happy to hear from Mariann directly and she was happy to see this got resolved and hope it doesn't happen again.

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Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Monday, July 26, 2021 1:00pm	(907) [REDACTED] #8-7/21 Referred to: kday@hagroup.com, Drew CLAA andrewg@claalaska.com, CLIA lanie@akcruise.org, reeve@cruising.org	
"Hi it's Nance [REDACTED] at 1:00 o'clock on Monday. Nieuw Amsterdam in town for it's first visit using an outside speaker to announce tour departures, I think that's very inappropriate, please follow-up thank you very much."			
Details of Response:			
Emails sent 7/26/21 1) I called Nancy ASAP and left her a vm letting her know that we received her concern and that it was being followed up. 2) Kirby was notified right away, he said forward to Drew and CLIA – Drew can respond to caller and both CLAA and CLIA can send a TBMP guideline reminder to all ships coming to Juneau this summer about not using outside speakers, TBMP. I also notified Liz. 3) Kirby and I sent emails to CLAA & CLIA. 4) Drew responded 7/27/21 9:36am and Laney thanked him for responding. "Good morning, Spoke with Bill [REDACTED] Nancy's husband as Nancy wasn't in whom I know and have even visited them at their house in the past. He will pass along the information to Nancy. I explained that I was on the dock with the Hotel Director when this occurred, and he was mortified at the mistake and took immediate action to correct on-board. They are aware of the Juneau protocols but are a little rusty on internal PA only vs whole ship announcements. Juneau was their first port call in 16 months. Bill seemed appreciative of the call and said this was sufficient to address Nancy's concerns." Drew Green Port Manager Cruise Line Agencies of Alaska 1330 Eastaugh Way #4 Juneau, AK 99801 907-586-1282			

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Monday, July 26, 2021 7:08pm	Emailed [REDACTED] (206) [REDACTED] #9-7/21 Referred to: kday@hagroup.com, Drew CLAA andrewg@claalaska.com, CLIA lanie@akcruise.org, reeve@cruising.org	

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Nieuw Amsterdam was abusing PA system 26 July. Loud sounds, including annoying braying person about 1900. Please ask them to control that, according to TBMP. We live at [REDACTED] Ave.

Thanks,

Bill [REDACTED]

Details of Response:

- 1) Colleen said there were similar complaints on this issue, and it was addressed, and I was following up with him, he politely thanked me for doing my job and said it had been followed up on. 7/29/21

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Tuesday, July 27, 2021 6:50pm	[REDACTED] #10-7/21 Referred to: Grayline Bus - Bill Hagevig	
"Hello my name is Robin [REDACTED] – my number is [REDACTED] at approx. 6:40pm on Tuesday, July 27th. I was on the outside lane turning from Mendenhall Loop onto Egan the left-hand turn and I had a greyline bus was on the inside lane we were both stopped at the red light, the light turned green we both turned left, the bus changed lanes during the turn and had I not been watching it would have hit me, it did run me off the side of the road and she just kept going like she didn't ever see me. It looked like an older woman driving, I didn't see any numbers or anything like that on the bus I was honestly trying to keep from getting killed at the moment. My email [REDACTED] com thank you."			
Details of Response:			
Email sent 7/29/21 1) I called Robin ASAP I located her recording. 2) I sent the concern to HAP & Kirby. 3) Bill Hagevig responded: "Thank you. We will investigate and follow up with Robin [REDACTED]" 7/29/21			

Type:	Call Date:	Call #/Email:	Caller ID:
Details of Concern:	Thursday, July 29, 2021 5:35pm	(907) [REDACTED] #11-7/21 Referred to: serene@juneautours.com Juneau Tours & Whale Watching	
"This incident happened on Saturday the 24th and it was approx. noon. I was backed up to the loading area next to the dumpster at Fisherman's Bend, my son and my daughter both have slips there and we were unloading my vehicle. I was unloading 5 passengers from my private vehicle. A Juneau Tours bus pulled in and he pulled straight down – we were facing each other, and he looked at me. I didn't think I was doing anything wrong because I was facing the dumpster and unloading, he then pulled to the left into the parking area he honked at me, and then he honked again. My passengers were actively getting out of the car with their 3 young children and he then got out of the bus, came to my car and motioned me to roll my window down. I was flustered and I actually opened the door and didn't roll down the			

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window and he yelled at me, telling me that I was in his spot and I needed to get out of it. So I told him that I was actively unloading and as soon as I was finished I would pull out, and I closed my door. My niece that I was dropping off was very nervous and she tried rushing her kids to try to get out really quickly. It turned out that he had no passengers in the bus or on the dock. Later after he left I went back to see if there were any designated parking spots and there were not. The way that he handled that situation was inappropriate."

Details of Response:

Email sent 7/29/21

- 4) I called Robin ASAP I located her recording.
- 5) I sent the concern to Juneau Tours & Kirby.
- 6) Serene responded: "I will contact this person right away and speak with my driver about how inappropriately this was handled." Consequently Serene let this driver go after speaking with the woman who submitted the concern. 7/30/21