



TBMP CALL & EMAIL SUMMARY FOR JUNE 2019

Call ID	Sub date	Concern Type	Details	Referred to	Details of response
25-6/19	6/1/2019	Vehicle: Bus	Caller reported seeing an M&M Tours bus/shuttle driving past the Governor's residence.	M&M Tours	Kirby: I will call the resident since this is part of TBMP and we had advised the neighborhood that the Trolley tours were still allowed to transit the 12 th and Calhoun neighborhood. M&M had a Trolley mechanical at some point in last 10 days and reported to us and to the neighborhood that they would use a bus or small van on that route until the Trolley was fixed. We believe the Trolley is now repaired and back on the tour route. Mariann (M&M): I cleared this with Kirby while my Red Trolley was in for repairs. I will call the resident and report back. Red Trolley is back on today!
26-6/19	6/4/2019	Aircraft: Helicopter	Hello - This summer I've noticed an increase in the helicopter traffic and noise over the Mendenhall Valley. Can you tell me if the flight paths have changed for the helicopter tour operators? It does not happen every day, but it has been happening all day today (6/4/2019).	All helicopter companies	Jason Kulbreth, NorthStar Trekking: "Thanks for calling in to the TBMP hotline. The route you are referring to through the valley is called the Mendenhall departure or arrival and to answer your question it has not changed. NorthStar tries our best to utilize other routes when the weather allows and so far this year we've been blessed with pretty decent weather. This morning however the weather kept us and some of the other operators from utilizing our preferred route which is out over Auke Bay, so this might be why you noticed a marked difference in the traffic levels. Once the ceiling came up enough our pilots started utilizing the Auke Bay route. When on the Mendenhall route our pilots do their best to remain as high as is safe and legal given the current weather conditions and should be crossing Glacier Highway near the Brotherhood bridge then following the green belt thru the valley to cross Black Loop road over the Montana Creek Bridge. There will of course be times (hopefully few and far between) that our pilots will have to deviate off of course for either weather concerns or traffic concerns, however if you see any kind of trend of any blue helicopters flying off course or extraordinarily low please feel free to contact me via this email address and I'll happily look into it and if necessary do follow up training with our pilots. Thanks again
27-6/19	6/10/2019	Other	Caller asked where buses can wait or stage after dropping off passengers, waiting to pick up. The SLAM is seeing more buses; also, buses are trying to loop around, because of challenges with Egan construction and loss of parking from the demolition of the state public safety building. Caller is looking for some guidance on how to ask buses to stage and whether there is available space in the vicinity for the approximately 40 min wait time between drop-off and pick-	All bus companies	Lines are looking at options for waiting/staging for the Museum
28-6/19	6/11/2019	Whale Watching	Caller reported that around noon on 6/11, they observed 8 whale watching boats chasing a pod of orcas in the vicinity of Auke Bay, which has made the caller "furious," noting that "this has to stop." Caller reminded hotline that residents are watching operators' behavior.	All whale watching companies	Jayleen's Alaska was not on the water at the time; Lost in Alaska reports they were not in the area. Angie Thrower of Allen Marine reports, "Although we were not aware of the hotline comment, we were directly contacted by Bob Marvelle, head of NOAA enforcement. Our vessels were found not to be in violation of any regulations, but we want to operate above board at all times. We hosted Bob at a Captain's meeting this last Monday and he spoke with our Captains about rules and regulations vs. community perception. We discussed vessel handling techniques that would help reinforce positive perception from community members who may be unfamiliar with industry standards, rules, regulations, and the challenges of perception from shore vs. water. We will continue to conduct tour audits with our Captains to assure compliance with our highest standard of wildlife viewing. It is in our mission statement to preserve the integrity of our wilderness environment and we take that mission seriously.
29-6/19	6/12/2019	Vehicle: Bus/Shuttle	Caller reported that a white Dolphin Tour shuttle was repeatedly pulling into and out of a neighboring residential driveway, and was sometimes left at the home. Ms. Rudis questioned whether having commercial vehicles regularly pulling into and out of a residential area was allowable, and would like a response.	Dolphin Tours	From Robyn: I spoke with [caller] and got some specifics; the property is apparently an illegal "junkyard" or whatever of Capital Towing (I think it's Capital Towing?) – the owner is the boyfriend of one of our drivers. [Caller] said they've been having a ton of problems with that property and the owner and are trying to build a history; I'm ashamed that our driver has added to it. We've made sure that this particular issue will not recur, and are retraining all of our drivers to stay out of residential areas and to stage appropriately.
30-6/19	6/12/2019	Cruise Ship: Noise	Caller reported 1) hearing the PA system from the Star Princess, and 2) seeing its outdoor TV screen from his window, which impacts his view-shed. He would like ships to turn outdoor TVs off and reduce the volume of the PA system while in port	CLAA, Princess	From Kirby: I just talked to [caller] and had a nice discussion. It is mainly the ship at the AK Steam Dock – depending on which ship and docked starboard or portside to, it is or isn't an issue. He is going to track this next week and let me know which ships. He said it is not a noise issue – but a visual one. So, I didn't promise but based on his info he provides, we may be able to ask the ships or ships in general at the AK Steam Dock (Marine Park) to simply turn them off. I can't promise but will see. This is the best I can do on this.
31-6/19	6/14/2019	Vehicle: Bus	Caller reported a Juneau Tours bus crossing the bridge into Douglas driving only 5 MPH at around 5:15PM, holding up traffic. She says this is the 4th or 5th time she's encountered this, and with the construction, traffic is backed up already. She would like a response, especially since she's seen this happen multiple		From Serene (Juneau Tours): Thank you for your call. We spoke on the phone as well and I have informed the driver involved to drive at the correct speed over the bridge. I took this as a chance to remind all our drivers to stay in the sweet spot of "not too fast and not too slow".
32-6/19	6/16/2019	Whale Watching	"I live in Auke Bay, and today at about 2:30 pm I witness clear harassment of whales by Alaska Luxury Tours and Juneau Whale Watching vessels in Auke Bay. They were much too close and approaching whales at high speed. They clearly had no regard or knowledge of NOAA regulations that apply. It was difficult to watch."	Alaska Luxury Tours, Juneau Whale Watch	Steve Guignon (AK Luxury Tours) responded to the complaint, which was also sent directly to him via text. Steve noted in his text response that his company took their responsibilities very seriously, belonged to both TBMP and Whale Sense, and that he'd discuss this with staff. Steve mentioned in a separate email that the original caller hung up on him upon responding by phone. Serene Hutchinson (JNU Whale Watch) responded: "We appreciate hearing from you and I have spoken to our Captains to get to the bottom of this. It seems there was a lot of Orca activity that day. The captain that was running at the same time as Alaska Luxury Tours informed me that as he was heading south from Battleship they were monitoring two Orca groups approx 100 yards off, and then they got surprised by two that separated from the group and came up to their boat. The captain stayed the course for 3 minutes and then veered off and away. We have reminded all on our team to be hyper vigilant and remember that Orca behavior requires special focus since they move so fast.
33-6/19	6/17/2019	Vehicles: Bus/Trolley	Caller lives close to the Power Line Trail near the MGVC, and shares the DOT right-of-way to access his home. Over the last couple of weeks, a Juneau Tours bus has been parking on his access, leaving the bus unattended for long periods of time. This has blocked him from his home, and blocks access for emergency vehicles. Caller stated that he'd called Juneau Tours, but the problem continues; he will be calling the fire department regarding the blocking of his road. The bus was left there, unattended, again on Sunday, June 16.	Juneau Tours	From Serene (Juneau Tours): We did speak to the concerned party on the phone as well. We left a right of way, but apparently it wasn't enough space so we are looking at alternatives. We were originally told that is where we should park for the guided hikes. But we won't park there any more and we will also switch to smaller vehicles for this hike. Sorry for the inconvenience!
34-6/19	6/18/2019	Aircraft: Helicopter	Caller requested that helicopters be rerouted so they don't fly over her property. She stated that they can't carry on a conversation inside the house with the windows closed. Caller said that last week, it was mostly red/white (TEMSCO) and this week, she's seeing more yellow (Coastal) helicopters.	TEMSCO	From Eric Main: Following up on the below comment above. I followed up with a phone call at 0925 on 6/19/2019, no answer, and left a message with Temsco's contact information if the caller would like to discuss operations and flight paths. According to the address it would appear the callers house in approximately 200' to 300' away from being directly below an established flight path that has been moved as far to the south as the FAA would allow. Barring observations of deviations from this path I'm not sure what we can correct if anything. One thing that may affect noise is the air traffic control tower's decision to allow us to climb above pattern altitude and to stay above pattern altitude when requested on arrival. We request this altitude waiver on every departure and arrival. If it is not granted we must remain at pattern altitude (500'), as the operator we must comply with air traffic control instructions, we have no choice in the matter. In 2019 the request has been frequently denied and may cause more helicopter noise than in previous years. I am told it is for air traffic control operational reasons. If there is a route discrepancy noticed by the caller, I will gladly have a discussion with them and correct any deviation from the established routes that may have occurred



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35-6/19	6/19/2019	Whale Watching	Caller reported that on 6/18 at approximately 7PM, he was inbound to Auke Bay and encountered the Tutshi coming through the cut. They had plenty of time to see each other, and Mr. Worden noted that he has a 30' catamaran. He veered right to make way, but the Tutshi encroached in such a way that Mr. Worden was nearly run up on the rocks adjacent to the red can. He did not call the captain as they were outbound with a full boat of guests. Mr. Worden would like to speak with the operator and/or captain of the vessel.	Juneau Tours	Serene reports that both she and the boat captain talked with caller about this incident.
36-6/19	6/20/2019	Cruise Ship: Noise	Caller stated that the Star Legend, arriving at 5:30AM, blew its horn on two different occasions on its way to dock, "waking up 100s of people."	CLAA	Drew Green of CLAA said there was fog in the area and the ship was obeying safety protocol.
37-6/19	6/24/2019	Vehicles: Bus/Trolley	"This bus number 46 from Juneau whale watching has gone down Seward Street at least seven times today. What I am wondering is, are they allowed to drive on Seward Street? I am assuming they don't have parking somewhere and is just trying to kill time. I hope this is enough information that something can be done. Here he goes again which now makes eight times. I think there are people on	Juneau Tours	Earlier in the day, Juneau Tours had informed TBMP that they'd been contracted to shuttle the Rasmussen Foundation board throughout Juneau on Monday and Tuesday. Liz relayed that information to caller via email.
38-6/19	6/25/2019	Cruise Ship: Noise	Caller stated that the NCL Joy was blaring music on its way out of port, loudly enough that it awoke him from a nap.	CLAA	Kirby spoke with the caller, who appreciated the call back. Sandy Weir of NCL also notified the ship of the rules, apologized for the noise, and thanked TBMP for notifying NCL.
39-6/19	6/25/2019	Cruise Ship: Noise	Caller stated that the NCL Joy was blaring music on its way out of port, loudly enough that it awoke him from a nap.	CLAA	Kirby left a message with caller. Sandy Weir of NCL also notified the ship of the rules, apologized for the noise, and thanked TBMP for notifying NCL.
40-6/19	6/25/2019	Cruise Ship: Noise	Caller stated that the NCL Joy was blaring music on its way out of port.	CLAA	Sandy Weir of NCL also notified the ship of the rules, apologized for the noise, and thanked TBMP for notifying NCL.
41-6/19	6/27/2019	Vehicle: Bus/Shuttle	Caller reported that about 1:15PM on 6/26, at an AK Zipline shuttle cut her off as she was driving through Manila Square toward S. Franklin. The driver ran "very fast" through the yield sign right in front of her, then turned left into Red Dog parking. Caller stated the driver did not look for oncoming traffic and made no indication that she was seen.	AK Zipline Adventures	Juan Ramirez: I attempted to get a hold of [caller] twice today, but was unable to get her on the phone. I left her a voicemail apologizing for the incident. Looking at the schedule it could have been one of a couple of drivers who were in the area, and I let her know that I would be speaking with both of them so that they would be more careful in the future. I also left her my name and phone number and asked her to give me a call back if she had any further questions or concerns. If she does call me back, I will follow up on this email thread about any further developments.
42-6/19	6/30/2019	Whale watching	Caller stated that the light blue "Raven's Journey" has been accelerating and maintaining incoming speed well within the inside of the no-wake bouy, with "no regard for kayakers or anyone else" in the vicinity. The most recent incident was at 1:30PM on Sunday, June 30. He would like a response.	Dolphin Tours	From Robyn: Our owner Doug Ward has spent some time with [caller] in past seasons, trying to determine a possible solution to his problem (the location of his dock relative to the slow-water buoy and the extra wave that happens when the boat comes off step). The port captain and I can both assure TBMP that our captains are 100% in compliance with the regulations and keep safety the #1 priority. Doug will be calling [caller] again to discuss.