



Monthly Report: May 2017

Type: Vehicle: Bus/Trolley	Call Date: 5/8/2017	Call #: 1-42863	Caller ID: 1
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours	
At 9:45 am, caller came to a stop at a red light at Vanderbilt. A large blue bus ran the red light. License# gvw136 Caller would like TBMP rep to contact the manager and council drivers to be safer.			
Details of Response:			
Royal Hyway Tours: I checked our fleet list, and the plate number does not match any HAP Alaska-Yukon coaches. Might be an M&M or Juneau Tours bus.			

Type: Other: Other	Call Date: 5/10/2017	Call #: 2-42865	Caller ID: 2
Details of Concern:		Referred to: Kirby Day	
Hoping to speak with someone from TBMP regarding a whale watching story w/ Empire. Office line: [REDACTED] Personal line: [REDACTED]			
Details of Response:			
I will call him.			

Type: Vehicle: Bus/Trolley	Call Date: 5/10/2017	Call #: 3-42865	Caller ID: 3
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours	
Has concerns about big buses coming down Willoughby from Goldbelt because of heavy pedestrian traffic in the area. Says buses did not do this last year, but are this year. Would like a call back. Has passed it on to Manager of apartment house, City Manager, the Mayor and Mary Becker. Would like something done.			
Details of Response:			
Royal Hyway Tours: We responded to this in a separate email yesterday -- I believe Mr. [REDACTED] has been contacted. We were transporting school kids to a Jazz & Classics concert Wednesday afternoon. This was a one-off situation, and not regular HAP procedure. In terms of accessing Willoughby via Goldbelt, it is one of the routes to the Alaska State Museum that has been traveled on for years. Alaska Coach Tours: We do use Willoughby to access Centennial Hall and The State Museum. Training has been implemented on how to approach these venues using Willoughby and Whittier ST to minimize the impact we have on this block.			



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Type: Vehicle: Bus/Trolley	Call Date: 5/21/2017	Call #: 4-42876	Caller ID: 4
Details of Concern:		Referred to: Royal Hyway Tours	
<p>Would like to lodge a complaint about a Grayline bus. Followed #1134 from the valley out to ferry dock. Only one time did it go above 35 mph. Slowed him and about 15 other drivers down. Ultimately, the bus turned into the ferry dock without once using a turn signal, but the main complaint is the speed limit. Does not a need call back, would like someone to follow up with the driver and ask that they fit into the local traffic pattern to not slow everyone down.</p>			
Details of Response:			
Royal Hyway Tours: We will follow up with the Driver.			

Type: Other: Noise (Non-aircraft)	Call Date: 5/23/2017	Call #: 5-42878	Caller ID: 5
Details of Concern:		Referred to: Local Guy Charters, Alaska Galore Tours, Moore Charters, Gastineau Guiding, Alaska Travel Adventures, Juneau Whale Watch, Lost in Alaska Adventures, Harv & Marv's Outback Alaska, Allen Marine Tours, Dolphin Jet Boat Tours, Adventures in Alaska	
<p>Hi Kirby, this most likely is not a six pack charter boat, but it basically was chasing the orcas last evening from Outer Pt to the boat ramp and back. Under power the entire time while I was shooting from the highway. Good news was all of the other larger whale watchers were giving the whales space.</p>			
Details of Response:			
Alaska Galore: Yes, thanks. It is impossible to judge distance from the photos, but I will talk to our captains about it maintaining minimum 100 yards and limiting viewing to 30 minutes.			

Type: Vehicle: Bus/Trolley	Call Date: 5/23/2017	Call #: 6-42878	Caller ID: 6
Details of Concern:		Referred to: Royal Hyway Tours	
<p>Wanted to report a Princess Cruise bus, blue and white from behind, #1203 at 3:17pm. Was right behind the bus in the Floyd Dryden school zone. The driver blew through at 40mph and the speed is 20mph. Might want to talk to the drivers a little bit about that. Thank you.</p>			
Details of Response:			
We will discuss this with the Driver.			



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Type: Aircraft: Helicopter	Call Date: 5/26/2017	Call #: 7-42881	Caller ID: 7
Details of Concern:		Referred to: Coastal Helicopters	
Coastal Helicopters just flew very low over Carol Place Professional Plaza and our neighborhood. This is not welcome. It is 10:15 on Friday morning and I see they are now hovering low over the river, which is their area but they were just hovering over the houses in Carol Place. Uncalled for.			
Details of Response:			
After reviewing our flight logs from Friday morning, we identified the helicopter operating in the Carol Place Professional Plaza area as conducting an Eagle Survey for the Department of Transportation. The caller reported that shortly after she called the TBMP Hotline she called us directly and received the same information.			

Type: Other: Noise (Non-aircraft)	Call Date: 5/30/2017	Call #: 8-42885	Caller ID: 8
Details of Concern:		Referred to: Juneau Whale Watch, Lost in Alaska Adventures, Harv & Marv's Outback Alaska, Allen Marine Tours, Dolphin Jet Boat Tours, Alaska Travel Adventures, Gastineau Guiding Company, Alaska Galore Tours, Moore Charters, Alaska Trophy Fishing Adventures, Juneau Tours	
This is [REDACTED]. Calling in regards to the whale watching boats at N Douglas that are running at top speed to see whales in the little cove there and not respecting the people that are pulling their boats out. It's very dangerous for the boats. Not sure any of them want to have to pay for a very expensive boat that gets crashed into a trailer there. Might be nice if they want to build us a breakwater there. Husband and her had a job trying to protect their boat when the big boats came racing in and out. Sure hope that any companies that are involved with TBMP hear about this. Did not see any going slow; racing right up to the whales. Disgusting in itself. Hopes to hear back and not see that ever again.			
Details of Response:			
Juneau Whale Watch/Juneau Tours: Thank you so much for bringing this to our attention. I have given this to all our captains. Did you notice which boats were involved by chance? Any clues you could give me would allow me to address the issue more directly with the specific offenders. Gastineau Guiding Co.: Called her! Thanks. Allen Marine Tours: Allen Marine spoke to the caller just after the incident. We could not find any of our vessel creating the issue but we made sure to contact all captains & verify they all knew that area is a no wake zone. We also programmed into each vessel bridge computer display, that the area from Spuhn Point and directly south is a no wake zone			



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Type: Other: Other	Call Date: 5/24/2017	Call #: 9-42879	Caller ID: 9
Details of Concern:		Referred to: Alaska Travel Adventures, Above & Beyond Alaska	
<p>To whom it may concern, This evening I witnessed some very horrible decisions and actions by kayak tour guides at the North Douglas boat launch. These decisions by kayak employees put dozens of lives at risk for absolutely no rational reason. First off, it was blowing between 25 and 30 mph and there were large white caps throughout Fritz Cove. When I saw two separate groups of kayak tours leaving the boat launch I knew someone was going to end up in the water. One group made it all the way to the island of trees at the mouth of fish creek, but beached their kayaks because there was no way anyone would be able to paddle back against the wind and waves. This group ended up hiking back to the boat ramp and their bus. There was literally no other boats out on the water except for larger whale watching boats because of the risky conditions. The other group of seven tourists and one guide were around the crab pot area when one person rolled over. The rescue skiff was near the boat launch and it took about 3 minutes until the person was pulled aboard. The skiff then took the person back to the boat launch. The remaining six tourists and guide then attempted paddling back to the launch instead of just going straight to the beach. They completely exhausted themselves and ended up going to the beach in front of the house closest to the launch ramp. The guides next actions were just plain inexperience with our waters and lack of training. The skiff went and picked up the group that beached in front of the house. A total of eight people in a 16 ft skiff in rough water and 30 mile per hour winds is asking for disaster. They easily could have walked up to the road, and been picked up at the bus turnaround. The skiff then went back out to the fish creek island, moved the kayaks up the beach, then went back to the ramp. They picked up another guide, (three total on board) then went back to the island and started hauling all the kayaks down to the beach, tied them together, and started towing them back to the ramp. The waves and wind were horrible, it took them about 45 minutes just to get the kayaks tied to the boat. Someone with local knowledge and experience or proper safety training would have secured the kayaks on the beach and picked them up the next day. Any person that lives here knows these waters are dangerous. You have 10-15 minutes maximum if you are in good shape and know how to swim. Giving kayak tours in Alaska should have better guides than what I witnessed tonight. These customers both young and old have probably never been in a kayak before, and definitely have no business being out in the weather conditions like this evening. There easily could have been multiple fatalities during this event. I'm glad no one died and I hope this letter makes it to the right people because whoever is in charge of training the kayak tour employees for weather needs a serious wake up call. The general public and tourists need to have their safety as a top priority. Revenues to the tour operation should not take precedence over putting lives at risk. Sincerely,</p> <p>[REDACTED]</p>			
Details of Response:			
Above & Beyond Alaska: Thanks for forwarding. This is ATA's operation at North Douglas. We operate out of Auke Bay/Amalga Harbor.			



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Type: Vehicle: Other	Call Date: 5/23/2017	Call #: 10-42878	Caller ID: 10
Details of Concern:		Referred to: Royal Hyway Tours	
A small white Royal Hwy Tours van was transiting Silver Street at a high rate of speed - approx 35MPH. Speed limit is 20 MPH - please remind drivers. Thank you.			
Details of Response:			
Thank you. We'll research on our end, as we would have no reason to have a van on Silver Street.			

Type: Vehicle: Bus/Trolley	Call Date: 5/24/2017	Call #: 11-42879	Caller ID: 11
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
Please encourage your tour buses to not use Twelfth Street as a main route. This is a residential neighborhood and the buses create excessive noise, invade privacy, and endanger local residents, especially children. I counted more than six buses in an hour yesterday afternoon. Thank you.			
Details of Response:			
Royal Hyway Tours: This is not an approved HAP tour route, so hopefully not any of our coaches.			

Type: Other: Other	Call Date: 5/31/2017	Call #: 13-42886	Caller ID: 13
Details of Concern:		Referred to: Holland America/Princess Cruises	
Reporting a disturbance out at Statter Harbor with a tour operator, the Orca Odyssey, a purple boat. It was sitting at idyll for 1 hour and 15 minutes, unnecessarily. This has happened multiple times. Would like this mitigated if possible.			
Details of Response:			
Thank you very much. I have sent to the corporate offices for discussion and review with the ship.			



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TOTAL CALLS BY CALL TYPE

Aircraft	1
Aircraft: Helicopter	1
Aircraft: Fixed Wing	0
Aircraft: Other	0
Cruise Ships	1
Cruise Ship: Noise	0
Cruise Ship: Emissions	1
Cruise Ship: Other	0
Other	3
Other: Other	3
Other: Noise	0
Vehicle	6
Vehicle: Bus/Trolley	5
Vehicle: Taxi	0
Vehicle: Other	1
Other Vessel	2
Other: Noise (Non-aircraft)	2
Total	13