



Monthly Report: July 2017

Type: Vehicle: Bus/Trolley	Call Date: 7/1/2017	Call #: 25-42917	Caller ID: 25
Details of Concern:		Referred to: Alaska Coach Tours	
Hi this is [REDACTED]. I want to let you know that there was an Alaska Coach bus that ran a red light today at Riverside and Egan at 11:18 am The bus number is 206. It was traveling from Auke Bay to downtown when it went through the light. My light was clearly green when it went through the intersection. Anyway, just wanted to let you guys know. I've called Alaska Coach Tours and let them know too, just encouraging people to be more safe. Thanks, bye.			
Details of Response:			
Keri did call here, and left a voicemail. I returned her call and left her a voicemail letting her know I have talked to the driver.			

Type: Vehicle: Bus/Trolley	Call Date: 7/4/2017	Call #: 26-42920	Caller ID: 26
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
Hi my name is [REDACTED] and I live on Slim Williams Way, which runs parallel to Montana Creek Road. About half an hour ago I witnessed a bus, I believe it was M&M, it was a bright blue school bus, flying by a little bit faster than it should going both directions, going to drop off for a tour and coming back, at a fairly high rate of speed, definitely considered not normal for this residential area. Just wanted them to be aware that this is not a normal occurrence but I did notice it and it did strike me as a bit fast. Okay thank you.			
Details of Response:			
Alaska Coach Tours: ACT does not have any blue school buses in our fleet. M&M Tours: This is NOT my blue bus. M&M Tours does not go anywhere near Montana Creek Road. It is an "Express" just from the tram to the glacier only that is the only route for the blue bus tram glacier glacier tram. That's it. ATA has a blue bus that has no markings on it except the rear quarter panel that says Alaska travel adventure. They go to West glacier Trail for the rafting adventure. My blue buses do not go anywhere near there. I already asked them to paint that blue but evidently they like it as well. :-)			



Monthly Report: July 2017

Type: Vehicle: Other	Call Date: 7/8/2017	Call #: 27-42924	Caller ID: 27
Details of Concern:		Referred to: Crew International Tours	
<p>Hey this in [REDACTED] and I just chewed out a Crew International driver downtown it was about 11:10. They were probably going probably at least 40 mph in front of Diamonds Intl going inbound and I don't know if it was the same driver I chewed out but I just told him I was going to call you to make a complaint. It was ridiculous, they were going so fast, it was ridiculous. If you want to chat about that, [REDACTED]. Thank you.</p>			
Details of Response:			

Type: Vehicle: Bus/Trolley	Call Date: 7/10/2017	Call #: 28-42926	Caller ID: 28
Details of Concern:		Referred to: Royal Hyway Tours	
<p>Hi this is [REDACTED]. I just saw a Greyline tour bus coming in from the glacier area on the loop road driving erratically. It was Greyline, number on the back of it was 233, it was a couple minutes before 12. I came out from the back loop road behind it. The first thing he did was swerve way over to the right, a few feet over the fog line. Then swerved really sharply back. In a while he went over the center line and then back over the fog line several times. I didn't see if there were people in the bus or not, but coming from the glacier I assume there probably were. Anyway, this was very erratic and very dangerous to those people but especially those of us on the road who actually live here. I would like someone to call me about that because that is terrible. Bye.</p>			
Details of Response:			
Thank you. We will investigate and follow up with [REDACTED].			



Monthly Report: July 2017

Type: Vehicle: Bus/Trolley	Call Date: 7/10/2017	Call #: 29- 42926	Caller ID: 29
Details of Concern:		Referred to: Alaska Canopy Tours, Juneau Tours, Alaska Coach Tours, Royal Hyway Tours	
<p>Hi I'm calling because I'm wondering why the [message cuts in and out] were using the driveway of the Seadrome building as a parking lot. I had a problem getting to the Port Office and the only way to not have an accident with this bus was to back my car into Egan Drive. [Message cuts in and out] don't think that's a good idea, so if you would let me know, thank you.</p>			
Details of Response:			
<p>Juneau Whale Watch/Juneau Tours: This would be the buses that load and un load the Uncruise ships. And in their defense - I find them very careful and cooperative sharing this little parking area. :-)</p> <p>Alaska Coach Tours: We do use the seadrome parking lot for various pickups and drops during the week, It is not ideal parking situation however we do our best to stay out of the way, and minimize the time we are parked there.</p> <p>Alaska Canopy Adventures: Our company does not have a tour bus that pulls in to Seadrome Dock. You may want to check with Allen Marine, Juneau Tours, or Uncruise Adventures about this. I agree with the complaint that the buses often will park right in the middle of the parking area for sometimes 15-20 minutes, making it impossible to get in or out unless you back out onto Egan Drive. That, combined, with the fact that our parking spaces always full and there is never room to park for the companies that actually pay to be in the Seadrome building makes it frustrating almost every single day.</p>			

Type: Other: Other	Call Date: 7/11/2017	Call #: 30- 42927	Caller ID: 30
Details of Concern:		Referred to: Orca Enterprises	
<p>Orca Enterprises vessel was operating in an unsafe manner. Got within feet of my vessel with no regard for safety.</p>			
Details of Response:			



Monthly Report: July 2017

Type: Vehicle: Other	Call Date: 7/11/2017	Call #: 31-42927	Caller ID: 31
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours, Temsco Helicopters, R and C Shuttles, NorthStar Trekking, Juneau Sportfishing, Gastineau Guiding Co., Era Helicopters, Alaska Travel Adventures, Above & Beyond Alaska	
Tour operator carrying the TBMP sign in the back of the van, license FMQ292, no markings to identify who they are. Texting and driving. Had a cowboy hat on came from the downtown area. Went to the Whittier Street light texting, 10th street light texting. FMQ292.			
Details of Response:			
<p>City & Borough of Juneau: I was not able to find license plate FMQ292 in our loading zone permit spreadsheets for 2015, 2016, or 2017.</p> <p>Royal Hyway Tours: Thank you. Vehicle does not match any HAP fleet vehicles. Alaska Coach Tours: The license plate does not match any in our fleet.</p> <p>Gastineau Guiding Co.: Does not match any Gastineau license plates.</p> <p>Juneau Sportfishing/Last Chance Tours: Hello! Not Juneau Sportfishing or Last Chance Tour vehicle. Temsco: It was not a Temsco vehicle.</p> <p>Juneau Tours: Not Juneau Tours.</p> <p>Above & Beyond Alaska: This is not an ABAK vehicle either.</p> <p>NorthStar Trekking: This is not a NorthStar van.</p> <p>Alaska Travel Adventures: Just wanted to let everyone know this does not match any of the vehicles for Alaska Travel Adventures.</p>			



Monthly Report: July 2017

Type: Other: Other	Call Date: 7/14/2017	Call #: 32-42930	Caller ID: 32
Details of Concern:		Referred to: 49th Fathom Charters, Juneau SportFishing, Rum Runner Charters, Hooked on Juneau, Alaska Trophy Fishing Adventures, The Local Guy Charters & Sightseeing, Alaska Galore Tours, Moore Charters	
<p>Some charter operators are creating fish slime and blood messes on the dock in the vessel passenger loading areas. Some operators are either cleaning or laying their fish on the dock instead of on their vessel or at a fish cleaning station. This leaves a mess for tourists and locals to walk thru and track on to other vessels. Especially noted are the vessels at the beginning of A and B floats on the main dock in the passenger loading areas. I believe these are "Juneau Sportfishing" charter vessels. I was a charter owner/operator for 25 years at Auke Bay. These newer younger operators don't seem to understand they need to be setting a good example. Someone need to set these folks straight.</p>			
Details of Response:			
<p>Juneau SportFishing: I do not know if this was about us at Juneau Sportfishing even though [REDACTED] named us and was guessing. But if so, Captains and Crew know not to put fish on dock. If this was us, we very sorry for the inconvenience. Fish could be slimey and makes for dangerous walking.</p> <p>Alaska Galore Tours: We have talked to our Captain and Deckhand for our fishing boat and they understand the importance of keeping a clean dock for tourists as well as locals using the dock everyday. Thank you for bringing this to our attention and we will from now on be taking pictures and sorting fish inside the boat. If we happen to use the dock for anything fish related we will be prompt to hose off the slime completely. Thanks again!</p>			

Type: Other: Other	Call Date: 7/16/2017	Call #: 33-42932	Caller ID: 33
Details of Concern:		Referred to: Dolphin Jet Boat Tours	
<p>Good Morning. I'd like to lodge a concern out here in Auke Bay at Statter Harbor. The Dolphin Whale Watching Tours, specifically the Orca Odyssey, which is a very loud jet boat, has been running a total of an hour and a quarter to an hour and a half. It's Sunday morning and it's not the most pleasant way to wake up and it's not necessary. It's not servicing anybody, it has not picked anyone up, and it continues to go back and forth on the dock and running engines. I will be calling Dolphin Tours directly but I wanted to lodge a complaint as well. I'm also seriously considering starting a petition against jet boats in Statter Harbor because they are so disruptive compared to the other whale watch boats. Thank you.</p>			
Details of Response:			



Monthly Report: July 2017

Type: Vehicle: Other	Call Date: 7/18/2017	Call #: 34-42934	Caller ID: 34
Details of Concern:		Referred to: Harv and Marv's Outback Alaska	
<p>Yes, good morning. This is concerning your operator Harv & Marvs Outback. It's a green Jeep with a curly haired woman driving it. She was driving real radical on Whittier Ave. trying to pass me, then she started passing cars down South Franklin. She was parked down there at the Princess Tour Dock. It was a green Jeep. You can contact me at [REDACTED].</p>			
Details of Response:			
<p>We have contacted the gentleman that called in this comment. We have gotten a side from the driver that was in the jeep at the time of the incident. The driver realizes the importance of safe driving and will not be rushing through downtown anymore. There was extensive conversation with the person who made the comment by the employee (driver) and myself (manager) to clear up the story and make sure we took action in the correct areas. We do our best to keep our drivers and all employees accountable and responsible, especially on the road and have put in a plan of improvement so this does not reoccur. Thank you for the comment.</p>			

Type: Aircraft: Helicopter	Call Date: 7/18/2017	Call #: 35-42934	Caller ID: 35
Details of Concern:		Referred to: Era Helicopters, TEMSCO Helicopters, NorthStar Trekking, Coastal Helicopters, Alaska Travel Adventures	
<p>Good morning. I live in the valley near the Mendenhall River and I hear helicopters all day, 7 days a week, and it's like living in a warzone. I would like to know the time that they have to quit. I don't know that but I wish it could be no later than 6 at night or 6:30 so that we had a few hours with some quietness. It's just way overdone these last few years. It's constant helicopters, constant rafters and the citizens of Juneau are just taking it in the face. I'm really hoping that there can be a little reduction of the hours so that we have some time during the summer without the constant noise and me on the river not looking out the window at the rafters. My number is [REDACTED].</p>			
Details of Response:			
<p>Temsko: Temsko Helicopters only schedules tours within the guidelines set forth through our permit with the forest service and in accordance with the agreed upon hours of TBMP. Any flight outside of these hours is something other than a flight carrying tourists. We do many search and rescues as well as trail maintenance, survey for hazardous water levels originating from the Mendenhall glacier and multiple other missions. We strive to fly the routes with the least amount of impact on residents weather permitting and always are cognizant of changes that will negatively impact the community. The last few years we have seen a decrease in helicopter departures compared to ten years ago. We will continue to follow the times and areas under our permit as set forth for all helicopter tour operations.</p>			



Monthly Report: July 2017

Type: Other: Noise (Non-aircraft)	Call Date: 7/18/2017	Call #: 36-42934	Caller ID: 36
Details of Concern:		Referred to: Era Helicopters, TEMSCO Helicopters, NorthStar Trekking, Coastal Helicopters, Alaska Travel Adventures	
<p>This is ██████ calling again, it's a little after 5. The boats are getting closer and closer, the rafters, to my house. They used to stay kind of in the middle or over to the other side, but a whole bunch of them have come practically up to my property, looking in my window of my house. They do not need to be that close and I wish you would call me. Because this is not appropriate. It's really getting me upset, and on top of that the helicopters today were closer than ever this way in the middle of the valley and it's just driving me crazy. There are too many and they're too close and you've got to do something about it, please.</p>			
Details of Response:			
<p>Coastal Helicopters: We do not operate tours over the Mendenhall River or in the Mendenhall Valley.</p> <p>Alaska Travel Adventures: To whom it may concern, We have reached out to Ms. ██████. We will be following up with her regarding the below concern. Thank you for the feedback.</p> <p>NorthStar Trekking: Called ██████ on 7/26/17 to discuss this message for NorthStar Trekking but her answering machine says she is out until the 27th. Left my name and email address for her and will try again in a couple days. NorthStar has a policy to utilize the Auke Bay departure and arrival route as our primary route which lessens our impact on the Mendenhall Valley. Having said this the challenging weather we have experienced this year has on occasion forced us into using the Mendenhall route when we wouldn't have otherwise. NorthStar strictly adheres to the time guidelines of TBMP for our tour activities and do not schedule any of our flight departures after 6:30pm.</p>			



Monthly Report: July 2017

Type: Vehicle: Bus/Trolley	Call Date: 7/24/2017	Call #: 37- 42940	Caller ID: 37
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
<p>Hello. Recently there was an accident with one of the tourism busses parked on the hill outside the UAS Recreation Center/National Guard Armory. The parking of busses has never been requested by the various transportation agencies and no agreement/guidelines exist. Due to the grade of the street we would like for this practice to cease immediately. I would like to speak with someone, perhaps with TBMP, regarding another location on the lower lot of the UAS Recreation Center/National Guard Armory with stipulations.</p>			
Details of Response:			
<p>Royal Hyway Tours: We will alert our Drivers today to not park up there. It's basically been a staging lot for coaches trying to get into Allen Marine, but we can find alternatives and leave the University out of it.</p> <p>Alaska Coach Tours: The UAS Rec center is not an authorized staging area for ACT vehicles. We do not access UAS property unless charters require UAS drop offs.</p> <p>TBMP: [REDACTED] --- representing TBMP, I will ask ALL tour operators not to use this area for staging of coaches or other tour vehicles. Our apologies for this. Please let me know if the situation does not improve. - Kirby Day</p>			

Type: Vehicle: Bus/Trolley	Call Date: 7/22/2017	Call #: 38- 42938	Caller ID: 38
Details of Concern:		Referred to: Royal Hyway Tours	
<p>Hi, I wanted to make a complaint about Grayline bus number 1135, just hanging out in the fast lane on Egan slowing all the traffic down. There were a bunch of Dolphin Tours in the right lane and that's fine, that's where they need to be, but that Grayline bus just hung right on them in the right lane and blocked everybody for 5, 6 or 7 miles and it's not cool. Anyway, my number is [REDACTED] and my name's [REDACTED] [last name garbled].</p>			
Details of Response:			
<p>Thank you. We'll speak to the Driver and give [REDACTED] a call this afternoon. Our GPS system clocked the vehicle at 51.5 mph, but he should have moved over.</p>			



Monthly Report: July 2017

Type: Vehicle: Bus/Trolley	Call Date: 7/27/2017	Call #: 39- 42943	Caller ID: 39
Details of Concern:		Referred to: Juneau Tours	
<p>My name is [REDACTED]. I want to call to complain about a Juneau Tour bus number 46, I think it was license plate number GUB281. It was driving from before the Federal Building all the way through to the Driftwood Hotel going less than 10 mph, there were 10 cars backed up behind it. It stops dead at Gold Creek to show people the river and there were 10 cars behind it. It was at 5:49 last night, we're all trying to get somewhere, we live here, we expect to be driving the speed limit, or at least not 8 mph and you guys need to get moving. They can't be holding up the people that live here just to show people what Gold Creek looks like. It's very frustrating and whatever you can do to get these guys moving would be very much appreciated.</p>			
Details of Response:			
<p>We sincerely apologize! I have passed the message on to the driver. It's her first season and Juneau and the salmon are just as exciting to her as the guests! But she has been reminded that slowing down there is not acceptable.</p>			

Type: Vehicle: Bus/Trolley	Call Date: 7/29/2017	Call #: 40- 42945	Caller ID: 40
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
<p>Hello, I have seen on North Douglas Hwy, on Kowee Creek, a very large blue and white bus. The one we saw today was number 1202. This might be ATA, who might be going out to Era Helicopters or wherever out on North Douglas Highway. They're stopping completely on Kowee Creek, on the bridge, to let people look at the view. It is illegal to stop on the bridge. So anyway, I thought I'd call it in, my next call will be to the police. You might want to communicate that to your operator. That's bus 1202 and it's a very large blue and white bus.</p> <p>[Follow-up call received at 6:06pm] Hi, I called a little while ago today about the large tour bus stopping on Kowee Creek Bridge. I contacted ATA and it is not one of their buses. It might be Royal Hyway. It's a very large bus, it's all blue and white kind of cloud-like painting on it, it might be a Royal Hyway, an organized company. It's bus 1202. So I have contacted the police and it is illegal to stop on the bridge. I find it pretty annoying to look out my kitchen window and see a whole bus of people looking back at me. It's a very dangerous situation because that portion of the highway has got slow-moving fuel trucks from Petro Marine and fast-moving, rock-hauling trucks and a narrow bridge with a, now, sightseeing bus stopping flat on the bridge. Please contact that operator and let them know it's been called in.</p>			
Details of Response:			
<p>Royal Hyway Tours: This is us, and we will address it immediately. Thank you for letting us know.</p>			



Monthly Report: July 2017

Type: Aircraft: Helicopter	Call Date: 7/31/2017	Call #: 41-42947	Caller ID: 41
Details of Concern:		Referred to: Era Helicopters, TEMSCO Helicopters, NorthStar Trekking, Coastal Helicopters	
Why are helicopters flying over my Wren Drive neighborhood this year? Last year they left JIA, over Fred Meyer, up Thunder Mtn...			
Details of Response:			
<p>Temsco: Hi [REDACTED], Temsco uses 3 routes depending on the weather. Our preferred route is over Heitzleman Ridge if the weather allows (today is a very nice day but there is a cloud sitting on top of Heitzlman which makes it an unusable route until it lifts). Alternately we have an approved route though the Mendenhall valley over Montana creek and out to the glacier and one through Auke Bay which we generally alternate on days we cannot use the Heitzleman Ridge route.</p> <p>Coastal Helicopters: We reached out to [REDACTED] via e-mail to see if he could provide more details about which helicopters he was calling in regards to. He clarified that he was concerned over the red helicopters and identified them as Temsco aircraft. We thanked him for using the TBMP hotline, and let him know to be in touch if we were ever in the neighborhood causing any issues.</p> <p>NorthStar Trekking: Hi Jeff, The route you are referring to in your message "up thunder MT." is called the "Steep Creek arrival and departure" This route has never been one that NorthStar utilizes for a whole host of reasons, however having said this it is NorthStar's policy to primarily use the Auke Bay route or the Blackerby route to the east, both of which keep us well clear of the Wren Drive neighborhood. When weather or traffic dictate NorthStar will use the Mendenhall arrival/departure route which begins at the rifle range, crosses the Montana Creek bridge, then follows the green belt thru the valley until descending into the airport abeam the brotherhood bridge area and over the golf course. The Mendenhall arrival/departure route does come closer to the Wren drive area but our aircraft should be under normal circumstances at or near 2000 feet while flying thru that area and should be over the greenbelt. Occasionally the weather will force our pilots to fly off route or lower for safety reasons but in most cases they should be over the greenbelt and directly over the Montana Creek Bridge. Our aircraft are the dark blue helicopters so if you see any of them over the Wren Drive neighborhood please let me know via this email address or my chief pilots email (chiefpilot@northstartrekking.com). It is super helpful too if you have an accurate time frame when the flight passed by as well as a direction of flight (inbound or outbound from airport) that way we can easily track down the individual pilot flying and talk to them about the circumstances. We have a pretty experienced staff of pilots this year who are well trained on the routing but happy to do some remedial training if necessary!</p>			



Monthly Report: July 2017

Type: Vehicle: Bus/Trolley	Call Date: 7/31/2017	Call #: 42- 42947	Caller ID: 42
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
<p>Hi, I'm not sure if the glacier shuttles are a part of the TBMP group, but I've discovered frequently they are driving in both lanes on the highway and we've got places to be. I don't know if anyone can notify the bus drivers as a reminder that they need to stay in the right lane, passing is okay but 3 miles is not passing and they should be respectful of the residents. It's always just the big buses that seem to think they own the road and it's a little frustrating at times. If the message could be passed along, I would greatly appreciate it. Thank you.</p>			
Details of Response:			
<p>Alaska Coach Tours: I will remind the drivers the importance to travel in the slow lane. Juneau Tours: Thank you for bringing this to our attention. We are sorry our buses were annoying! I have sent out a reminder to ALL our drivers to stay out of the left lane unless they are actively passing. Please feel free to call me directly if you ever see this again: (907) 723-9209. Warmly, Serene</p>			

Type: Other: Other	Call Date: 7/31/2017	Call #: 43- 42947	Caller ID: 43
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	
<p>Hi this is [REDACTED], I'm not sure if this goes to Kirby or someone else there. I'm a resident out on Lena Point and I just wanted share some observations I've had this summer with the whale watching boats. You can give me a call at [REDACTED]. I'm calling today, I've noticed about 16 boats today watching whales feed for over two hours at the same spot. I just want to talk with someone about that and share some observations from this summer that I think are different from previous years. Right now they're in front of the Admiralty/South Shelter area. Anyway, it's [REDACTED] and I'd appreciate a call back. Thanks, bye.</p>			
Details of Response:			

Allen Marine Tours: Good afternoon, I spoke with the caller for about 10 minutes. Some of the issues with this specific vessels / bubble netting group of humpback whales, from 7/31: Boats staying well past the recommended 30 minute viewing time. Boats leaving the whale group after a 30 minute viewing but returning just a few minutes later to begin a new '30 minute viewing session'. Estimated 16 vessels all viewing the same group of whales, at the same time. Some vessels not abiding the 100 yard viewing distance regulation. Caller encourages continued dialogue among commercial whale watching & commercial sport fishing companies to demonstrate to the area's residents that commercial vessels will abide and show that they follow all guidelines & regulations. Suggest all vessels post whale watching guidelines & regulations on placards in passenger areas on the vessel. I would encourage other companies to also communicate with the caller.

Gastineau Guiding: Andrea also called Gasitneau Guiding directly yesterday. On a positive note, she was one of most pleasant people I've talked to this season! We chatted for well over 15 minutes. She seemed very excited about our Monday meeting - that we would have an opportunity to revisit the TBMP "20 minute viewing" rule.

Adventures in Alaska: For consideration- Our tour Monday ended too early to know if there were 16 boats between Aaron and Lena. Nevertheless I might speculate that some of these boats may have been fishing and not subject to voluntary limitations on time in the vicinity. Although (regrettably) I no longer drive a boat myself, I often observe the positions of boats broadcasting on AIS-B. (These include Allen Marine, Gastineau Guiding, and some individual boats). Each year a few Juneau companies are adding to the size of their fleets, as they have every right to do. Every boat, whether a company consisting of only one small boat or a company with a number of much larger boats has an equal right to go to sea and fish, observe whales, or whatever. This right should be jealously guarded even within the confines of a voluntary organization such as TBMP. All the skippers on scene are courteous to each other, respect the rules and guidelines of NOAA, and permit the whales their "space" and freedom of movement. On shore it is difficult to estimate water distances, etc. I would volunteer to take this lady on a complimentary trip whereby she could see how all the companies actually operate as well as observe the cooperation to insure that the wildlife is in no way hindered in their lives and quest for food.

Juneau Tours: I also had a nice chat with Andrea, she reiterated what she had said to [Allen Marine Tours].