



Monthly Report: April/May 2018

Type: Other: Other	Call Date: 4/13/2018	Call #: 1	Caller ID: 1-43203
Details of Concern:		Referred to: No one to refer her to	
<p>Caller stayed at a B&B in Juneau and has some unresolved issues and disturbing interactions with the owner. She tried to resolve the issues herself for over a month, but it's just gotten worse. She travels a lot in Alaska. Stayed at Kelly Creek Cottage. She thinks the owner needs some training or is in the wrong business.</p>			
Details of Response:			

Type: Vehicle: Other	Call Date: 5/2/2018	Call #: 2	Caller ID: 2-43222
Details of Concern:		Referred to: Juneau Pedicab	
<p>Happened at 12:15pm driving downtown from Thane Rd, from Princess Dock to Library, she was behind a pedicab and was going 5mph and it created a huge pile up, nobody could pass. She doesn't care if someone gets back to her, but she thinks the pedicabs should peddle faster or something.</p>			
Details of Response:			
Email sent and phone call made – awaiting response			

Type: Vehicle: Bus/Trolley	Call Date: 5/4/2018	Call #: 3	Caller ID: 3-43224
Details of Concern:		Referred to: Kirby Day (he contact HAP and ACT)	
<p>Alaska Coach Tours have been pulling onto Clinton Drive to take breaks and lunches and the buses are so big it creates a safety hazard. They take up the lane and vehicles to pass them have to pull into oncoming traffic. They need to find somewhere else to park.</p>			
Details of Response:			
HAP and ACT are no longer planning to stage buses on Clinton Drive in the valley, in response to numerous calls. Kirby will call this woman to inform her.			

Type: Aircraft: Helicopter	Call Date: 5/7/2018	Call #: 4	Caller ID: 4-43227
Details of Concern:		Referred to: Coastal Helicopters, NorthStar Trekking, TEMSCO Helicopters	



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"Hi my name is Sandy [REDACTED]. My phone number is 907-[REDACTED]. I wondering why they're, I'm assuming it's Era helicopters – because they're going over salmon creek because that's they're route – why they're going to early in the morning. I thought we agreed years ago when TBMP was volunteering compliance that they wouldn't go over before 8 o'clock or 8:30 and they're going over at like 7 o'clock and 7:30 back and forth. It seems a bit early especially since they're going over a hospital, senior residence, and rehab center. Have they changed the time that all those helicopters can be harassing us now? I would like to have someone call me back. Thank you."

Details of Response:

Spoke to Sandy this afternoon and explained that NorthStar Trekking had taken over operations on the North Douglas Heliport and that ERA helicopters was no longer operating in Juneau. Explained that the helicopters she saw that morning were indeed being operated by NorthStar and were not tour flights. We are going to do our best to fly any non-tour or charter flights that depart or arrive outside the bounds of TBMP time frames from our base at the airport. – Jason Kulbeth -- Director of Operations, NorthStar Trekking / NorthStar Helicopters, Juneau Alaska, (907)723-0631

Type: Vehicle: Bus/Trolley	Call Date: 5/8/2018	Call #: 5	Caller ID: 5-43228
Details of Concern:		Referred to: Kirby Day (he contact HAP and ACT)	
Alaska Coach buses and Grayline buses have been parking on Clinton Drive. There is a retirement home on this street now. Caller said Alaska Coach tour buses License Place #FSC555, Bus 1209. There's also been a number of Grayline buses parked here. A couple of the bus numbers are 81136 and Grayline bus 1138, Grayline license Plate DZB538 .			
Details of Response:			
HAP and ACT are no longer planning to stage buses on Clinton Drive in the valley, in response to numerous calls. Kirby will call this woman to inform her.			

Type: Vehicle: Bus/Trolley	Call Date: 5/8/2018	Call #: 6	Caller ID: 6-43228
Details of Concern:		Referred to: Kirby Day (he contact HAP and ACT)	
Caller called earlier about Alaska Coach buses parking on Clinton Drive. Alaska Coach buses 129 and 133 are parked on Clinton Drive. There's residential housing and senior citizens that live there. They buses go very fast. The buses are so large that people can't get around them. She says they have a garbage truck that can't get around them. Going to call the police department and the mayor's office because she considers it a safety concern. She would like them to park near the wetlands. Call Alaska Coach and advise their drivers to park elsewhere. She's seen a number of buses parking in the Safeway parking lot, which she says is privately owned, and she doesn't know why the buses don't park in the spaces provided for them.			
Details of Response:			
HAP and ACT are no longer planning to stage buses on Clinton Drive in the valley, in response to numerous calls. Kirby will call this woman to inform her.			



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Type: Cruise Ship: Emissions	Call Date: 5/8/2018	Call #: 7	Caller ID: 7-43228
Details of Concern:		Referred to: Kirby Day	
<p>"Hey, Good afternoon, this is Sue [REDACTED] in living in West Juneau, it is Tuesday May 8th at 1:25pm. I am watching the Norwegian Pearl. The Norwegian Pearl pulling into harbor leaving the most disgusting plume of smoke lingering over all of Gastineau Channel. She's puffing like an old fashioned steam engine. So look, I've already called DEC number of times about this ship a number of times last year I just had a nice conversation with Ed White at DEC. I would like to hear directly from John Binkly, or someone representing the Norwegian Cruise line, to let me know personally why this ship is still having still having ridiculously visible amount emissions unlike the other ships. They've had a full year since DEC have been talking to them to get their scrubbers and engines tuned up and it appears that they haven't. So again, I will not be calling DEC again, we will be sending the DEC photos. I want to hear directly from the cruise line industry, from this operator. This is a disgusting insult to our small town. If the operator won't talk to me, well, I guess there's not much I can do about it, but hopefully John Binkly will. Susan [REDACTED] is my name. 907-[REDACTED]-[REDACTED]"</p>			
Details of Response:			
<p>Kirby's email "Same as photos I sent you - this if from TBMP hotline -- copying Drew. Hard to argue with her - it was pretty disgusting -- a distinct blue tint to the smoky residue in the air." to John Binkley <john@akcruise.org>, "tibbles@alaska.net" <tibbles@alaska.net>, andrewg@claalaska.com</p>			

Type: Vehicle: Bus/Trolley	Call Date: 5/9/2018	Call #: 8	Caller ID: 8-43229
Details of Concern:		Referred to: Kirby Day (he contact HAP and ACT)	
<p>Caller saw a Grayline bus number 1131 parking on Clinton Drive in a residential neighborhood, and the vehicle is so large that traffic has to arch out into oncoming lane. She has called a couple of times in the past, but continues to see Grayline buses and Alaska Coach buses. She has contacted the city and borough of Juneau and she'll be doing a follow up in writing.</p>			
Details of Response:			
<p>HAP and ACT are no longer planning to stage buses on Clinton Drive in the valley, in response to numerous calls. Kirby will call this woman to inform her.</p>			

Type: Other: Other	Call Date: 5/9/2018	Call #: 9	Caller ID: 9-43229
Details of Concern:		Referred to: Docks & Harbors	
<p>Maggie [REDACTED], 6th grader at Dzantik'i Heeni doing a research project and wanted to know how much it would be to rent a booth on the docks for the tourist season.</p>			
Details of Response:			



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Docks and Harbors responded with this info: "The tour booths are operated under a permit and we have 11 permits. Each permit operates three booths in three different locations on the Seawalk. The permit is sold by outcry auction and the minimum bid is \$30,000 per season. All 11 permits have sold for the minimum bid amount. Best Wishes, Teena Larson, Administrative Officer, CBJ Docks & Harbors, 907-586-0282." Johanna called and left a message at Dzantik'I Heeni to relay this information and never heard back.

Type: Vehicle: Other	Call Date: 5/9/2018	Call #: 10	Caller ID: 10-43229
Details of Concern:		Referred to: Kirby Day (he contact HAP and ACT)	
Alaska Coach 8264 and Grayline Buses 1138 and 8253 are pulled over onto residential area. Caller said it's difficult to get by on the street and hard to get around the Alaska Coach bus to get into parking lot senior housing.			
Details of Response:			
HAP and ACT are no longer planning to stage buses on Clinton Drive in the valley, in response to numerous calls. Kirby will call this woman to inform her.			

Type: Vehicle: Other	Call Date: 5/15/2018	Call #: 11	Caller ID: 11-43235
Details of Concern:		Referred to: Dolphin Jet Boat Tours, Kirby Day	
Ann [REDACTED] called in to say mid-afternoon Dolphin Jet boat tours lost an orange life vest on the North Douglas road. Caller found it on the highway causing a problem so got out of her vehicle and moved it for you. Ann would like a response. 3625 (I assume this is the address where she found it). Please call her at 907-[REDACTED]-[REDACTED] or email at [REDACTED]@yahoo.com.			
Details of Response:			
That's weird. I left her a voicemail. Thank you, Robyn			

Type: Cruise Ship: Emissions	Call Date: 5/21/2018	Call #: 12	Caller ID: 12-43241
Details of Concern:		Referred to: Alaska Above and Beyond	
Sent via email: "On Wednesday may 16th at about 4:25 pm. I nearly t-boned a white van driven by an employee of ABAK wilderness trips. I was headed towards town on Egan, at Sherwood lane the van darted out in front of me and I was compelled to slam on the brakes forcefully. I was at that time being followed by a fully loaded dump truck which fortunately was at a more than adequate distance to slow down. I'll point out that not all truck drivers follow at safe distance here in the summertime. I also resent having to use my brakes in this fashion because I've had it happen before and it warps your rotors, an expense I don't need. Soon afterwards I phoned ABAK and had the privilege of speaking with Caitlin who handled me just like every other nuisance she'd dealt with that day."			
Details of Response:			



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Thank you for letting us know. Our driver absolutely made a mistake and pulled out too quickly. I acknowledged that over the phone but the caller's screaming response to me was as follows "Well you need to think about the "f-ing" nitwits who you hire from the Lower 48 and "f-ing" teach them to drive because this is "f-ing" bullshit." I told him I will not be yelled and cussed at on the phone and he can call me to discuss when he calms down. He was screaming, cussing, and abrasive, so I stand by my decision to not engage him when in that emotional state. I tried to apologize for our driver, who we take responsibility for, made a bad call and has been addressed directly. I am always happy to take feedback from the community but no one deserves to be spoken to in the way this gentleman chose to speak to me. Thank you, Caitlin McElhinny, Operations Manager

Type: Aircraft: Helicopter	Call Date: 5/22/2018	Call #: 13	Caller ID: 13-43242
Details of Concern:		Referred to: Coastal Helicopters	
Calling with 2 complaints: 1. Costal Helicopter hovering 500 feet above a residential area and loitering for over 15 minutes. 2. How long the message is to leave a message. Caller things it should start with # to leave a message. He thinks they shouldn't have to listen to 10 minutes of ship info.			
Details of Response:			
Coastal Helicopters had been chartered by Alaska DOT on this day to conduct an Eagle survey - TBMP was notified of this the morning of by Sarah Lowell. This was not a tour flight. Caller did not ask for a call back. In response to the complaint regarding how long the message on the TBMP Hotline is, I called the Hotline and timed the message. It was less than a minute and in my opinion, provides valuable information to callers.			

Type: Vehicle: Other	Call Date: 5/27/2018	Call #: 14	Caller ID: 14-43247
Details of Concern:		Referred to: Big Jim's Charters	
At about noon, Big Jim's Charters, [license plate] JDY770 Econoline 305, was driving erratically and tailgating. The driver for Big Jim's was behind a man on Whitter driving towards Egan. The light changed, so the caller stopped, and the van almost hit him and proceeded to drive erratically all the way to the AJ dock. The caller approached the driver and asked what his issue was and the driver said the caller had stopped at a green light, but the caller said it was red. The caller asked that we let the owner of this company know what happened and he left his email address and phone number (but did not leave a name).			
Details of Response:			
Big Jim's Charter's is not a member of TBMP			