



**TBMP SUMMARY REPORT**

May 2022

CONTACT ID	DATE	CONCERN TYPE	AREA	SUBMISSION DETAILS	REFERRED TO	RESPONSE DETAILS	ADDITIONAL RESPONSE
03-5/6	5/6/2022	Cruise	Downtown Juneau	I am trying to get an update on the cruise ship with the COVID outbreak that is scheduled to be in tomorrow. I want to take some family down to the Maritime Festival and several family members are vulnerable. I do not want to take them down there if a cruise ship full of exposed people will be unloading right there and coming to the festival. I just would like an update on what the status of that boat is, whether they're still planning to come in and be at the dock all day and whats been happening since they offloaded passengers that tested positive. Are people continuing to test positive?	CLAA, Kirby Day	I talked to the caller and she was very kind. I explained the fact that the last cruise ended in Seattle and new group of guests got onboard.  Also explained to the caller that Juneau is seeing 16-17 cases a day ourselves. They understood and has no further concerns. They will mask up their family and go to the Maritime Festival tomorrow and will be careful.	
04-5/9	5/9/2022	Vessel: Whale watching	Saginaw Channel	Calling to report whale watching south saginaw channel. loud speakers so loud i could hear them at my cabin, they were at least 2 miles out. They need to turn down their outside speakers. This is a continuing problem every year that we've got whale watching boats out here. They dont need to have them so loud that i can hear it 2 miles away. The boat was too far away for me to see what company it was, but it was definitely a catamaran.	charter@49thfathom.com, info@alaskagalore.com, akhumpbacks@gmail.com, Brent@alaskaluxurytours.com, info@alaskaseatoshore.com, winstonwarr3@gmail.com, alaskatalesjuneau@gmail.com, anglerschoicpeak@gmail.com, jjarvis@allenmarine.com, sleclerc@allenmarine.com, amorris@allenmarine.com, smacdonald@allenmarine.com, jpalmer@allenmarine.com, robertdsteinke@gmail.com, dawn@gguiding.com, ashlynn@gguiding.com, bob@gguiding.com, robie@gguiding.com, admin@harvandmarvs.com, jayleen.bydlon@gmail.com, info@alaskagalore.com, lostinalaska@gci.net, grant@moorecharters.com, info@moorecharters.com, anglerschoicpeak@gmail.com, rumrunnr@alaska.net, rookery@sealiontoursak.com, thelocalguycharters@gmail.com, suzie. teerlink@noaa.gov	Harv & Marv's: Thank you for the information, we do not operate any catamarans or vessels with outside speakers.  Alaska Tales Whale Watching: Thank you for the heads up all. Alaska Tales does not utilize outside speakers for its whale watching operations.	
05-5/10	5/10/2022	Cruise: Noise	Downtown Juneau	Radiance of the Seas in berth with large screen TV blaring and making an obscene distraction of the viewscape in downtown juneau. I understand this is on the list of things for cruise ships to stop doing, so if you could please let them know, that would be great.	CLAA, Kirby Day		
06-5/10	5/10/2022	Cruise: Emissions (we ask them to call DEC)	Downtown Juneau	My concern is about emissions from the Carnival Splendor. I will call the DEC phone number you provided, thank you.			
07-5/10	5/10/2022	Other	Basin Road	A Gold Creek gold panning van just went past me at well over the posted 10 mph speed limit sign. About 10:55 a.m. on Tuesday morning May 10th - Van was headed toward town.	ATA, Kirby Day	Thank you for your email. We will remind all of our drivers of the speed limit in that area. Feel free to contact me directly if I can ever be of assistance. My number is listed below. Thanks again.	

08-5/10	5/10/2022	Cruise: Emissions (we ask them to call DEC)		Kirby Day, DEC	<p>I wanted to voice a concern about the cruise ships emissions. When they empty their grey water in the Juneau area, the water contaminates the shores. When the people take their families to picnic at the beach, kids don't know the dangers. I would like the cruise ships to stop doing this in Juneau. Possibly x number of miles away from Juneau.</p>	<p>Thank you for contacting the TBMP hotline. Alaska Department of Environmental Conservation (ADEC) oversees permitting for cruise ships regarding wastewater discharge permits, testing and sampling for the State of Alaska.</p> <p>We need to refer you to ADEC as they will better be able to address some of your concerns since they are the permitting and enforcement entity for the State of Alaska. Their contact information is as follows:</p>
09-5/10	5/10/2022	Aircraft: Helicopter	Auke Bay	Northstar Trekking, TEMSCO	<p>Just calling about helicopter noise. I live just a hair north of the ferry terminal. Been pretty annoyed by all the helicopter noise and wondering if they can take a different route - maybe up Heintzelman Ridge or somewhere south so I don't have to hear them constantly. It's really bothering me and I know we're early in the season, hoping to get ahead of this where there aren't so many days where I'm pissed off.</p>	<p>ADEC-Cruise Ship Program DEC.WQ.Cruise@alaska.gov</p> <p>NorthStar Trekking: Can't tell exactly from the comment if the caller was referring to the day he called in or just in general, but if it was regarding the 10th of May NorthStar did not have any aircraft flying that day due to weather. NorthStar does utilize the Auke Bay approach and departure route but only when the weather is sufficient for our aircraft to be at or above 2000'. There are only two routes out of the airport going west and NorthStar will utilize both but we will always be at or above 2000' when crossing the ferry terminal in route to the Mendenhall Glacier or returning to the airport.</p>
					<p>Coastal Helicopters: The Auke bay departure and arrival route has been developed over the years to mitigate noise in the Mendenhall valley, Fritz cove, Auke bay and around the airport. This route is used by Coastal Helicopters as a route to safely transit between the Juneau airport and the Herbert glacier. During the fall of 2018 and spring of 2019 the Juneau Air Traffic Control tower personnel worked diligently to change the way the helicopters moved around Juneau, in fact they were insistent that the Auke bay route get angled North from Pedersen hill causing the sound signature of the helicopters to resonate into the Auke bay basin. The Heintzelman Ridge departure and arrival route is a very narrow and congested corridor, it is used primarily by one company on days when the weather allows. When plausible we use the Heintzelman for access to some areas and we also use routes East that turn North up Lemon Creek and other routes that continue over town. We will make sure that when the weather allows our pilots will be at least 2,000 feet over Auke bay. I don't know where you live but the Auke bay route used to continue West from Pedersen Hill to Auke Cape before turning north. Please give us some information about your location. Every year we meet and discuss ways to alter our routes to mitigate impact on those near our flight paths.</p>	
					<p>TEMSCO: TEMSCO uses the Heintzelman Ridge route, almost exclusively, into and out of the airport's controlled airspace for our glacier tours when weather permits. The Auke Bay route is frequently used for non-tour related flights such as medivacs, government, and private charter work to name a few. If you see anything out of the ordinary, sharing specific information such as time of day, number of, and color of aircraft can help us address concerns.</p>	

10-5/10	5/10/2022	Cruise: Noise	Downtown Juneau	Hi Kirby, ----- here. Couldnt help but notice when i came home from work that the Radiance of the Seas has its screen on and thats what i get to look at when i look out my window. I sure hope we can do something about the screens, its going to be a very unpleasent season if not. Hope to hear from you soon.	Kirby Day, CLAA	<p>Kirby Day: Thank you – I have been in touch with the caller. The caller is correct. I am checking with CLIA-Alaska (Cruise Line International Association-Alaska). We discussed this on the Task Force and my understanding is that this issue is part of a Memorandum of Understanding (MOU) between CLIA-Alaska members and the City and Borough of Juneau that is being finalized and readied for signature - with a number of other items on it.</p> <p>That said, I will do my best to see if we can push this item on the MOU list nearer to the top and start asking ships to agree to comply ahead of the entire MOU being signed.</p>	5-16-22 -- Princess Cruises, Holland America Line and Seabourn Cruise Line have all agreed to shut off their large outdoor video screens completely while in port in Juneau. Ships have been running these silently for years with only visuals and no sound. We have agreed now to let them go dark while in port. CLIA has sent out a message to other member cruise lines to ask that they comply with this request as well.
11-5/10	5/10/2022	Cruise: Noise	Downtown Juneau	Hi Kirby, you can add the Norwegian Encore to the list of visual offenders tonight as well. Thank you.	Kirby Day, CLAA		
12-5/11	5/11/2022	Other	Valley	Tourist season has started and the city buses drop the tourists off at the corner of back loop and loop. I live at Eyelet Court and they come to my house and ask to use the restroom. I'm irritated and would like a call back. Maybe since its a city bus they can install a port-a-potty nearby?	Kirby Day	<p>Kirby Day has spoken to the caller and will discuss with Travel Juneau to ensure that volunteers are sharing that the city bus will stop 1-1/2 miles from glacier and visitors must walk the rest of the way. Also sharing that there are no restrooms until they arrive at the glacier. There are also some traffic and pedestrian issues which will take some time to address but should be rectified. Kirby will work with the CBJ Tourism Manager on this and the other issues discussed.</p>	
13-5/13	5/13/2022	Aircraft: Helicopter	Auke Bay	I dont have a complaint about a particular operator, just about the general helicopter noise/route. Seems like its changed just because the noise is more than I remember from past seasons.	Northstar Trekking, TEMSCO, Coastal Helicopters	<p>In 2020 a new letter of agreement with Juneau's Control Tower was signed and at the request of Air Traffic Control (and against the operators wishes) a very minor change to the routing on the Auke Bay Arrival and Departure occurred. Long story short aircraft now are slightly more to the east when crossing the ferry terminal, especially when there is opposing traffic. The change in essence moved the southern most lane of traffic 1000' to the north when crossing Auke Bay and this has the effect of moving traffic slightly to the east when crossing the ferry terminal (easier explained with graphics). Anyhow, all other elements of the route remain the same and in NorthStar's case our aircraft should always be at or above 2000' AGL when on this route. I can't tell where this particular caller lives by their message but if they live East of the Ferry terminal I suppose that it is possible that their perception of more noise could be valid however I also have to believe that 2 years of very limited use might be playing a role as well.</p>	

Chimney Folly

There has never been any doubt that I married a remarkable talented man. Most people, especially in his later years, remember Sandy \_\_\_ as a competent caring man who read everything and could talk intelligently on any subject. What people, with the exception of his close friends and family might not know is that there could be a sense of daring and maybe even recklessness at times. Oh, not for fun or pleasure, but certainly if the task at hand required it. That combined with the most dogged persistence known to humankind helped him accomplish seemingly impossible tasks required from equally seemingly impossible goals.

The case in point is his decision to build our house in Connecticut. He, who had never even taken a shop class in high school, decided he would build our house himself after we had bought the land and the builder backed out. With books in hand he proceeded to undertake the complex task of building a very complicated house. (Nothing he ever did was uncomplicated.) With the help of friends, wife, and family, on weekends and nights after working a corporate job in New York City all day every day, he set out to do the near impossible. If it was in a book it was doable as far as he was concerned.

There are many stories over the two or three years it took to build a beautiful big house, but these are stories that will have to wait.

When Brant bought a machine to digitize old movies we found this gem. That's Sandy on the backhoe that he bought to install the septic system, but the quirky old machine quickly became invaluable for all kinds of tasks. It was a cantankerous old piece of metal that coughed repeatedly upon starting and bucked like a young mule when you tried to drive it in a straight line.

In this video the guys are attempting to lift a very heavy concrete culvert that was to finish the chimney for one of the two fireplaces in the house, one on the first floor and one on the second floor.

The fireplaces were fieldstone gathered from the rock walls surrounding the property. They each sported a very tall chimney built of concrete culvert sections and lined by the latest and greatest commercial steel chimneys. I can't remember how Sandy got all the inside sections in place but I'm sure it was a lot of hard labor with liberal use of come alongs. Somehow for a guy who didn't think much of physics in high school or college, Sandy was a genius in the practical application of physics and math.

Zan and Andy were preschoolers at the time and are safely ensconced in the car watching and staying out of harm's way. That's my mother climbing on the car to watch and I must have been the videographer on the roof. You certainly couldn't get me on a roof 20 feet off the ground now but it was a daily occurrence then.

As a followup to yesterday's letter about the helicopter noise at my house I offer this little vignette.

I was sitting in the sun on my deck today reading and enjoying the ruby crowned kinglets wonderful song. They do seem to be everywhere right now. It was apparently a low ship day; fairly quiet skies and water traffic. I heard the helicopters long before I saw them. At the same time I saw an Alaska Airlines jet approaching in the distance. The helicopters continued their noisy approach before I could hear the plane.

As the helicopters flew just to the right of my house the plane flew just to the left. The interesting thing is that I could not hear the jet plane above the noise of the helicopters. I saw all three aircraft but could hear only the two helicopters. They were likely about the same distance and altitude from me as the jet.

If two helicopters can drown out the sound of a jet, think what happens when they fly over in strings of seven or more. You guessed it. My house on a high ship day is very like living on the runway of the Seattle airport would be. The noise is truly beyond deafening and it never stops. As one group is going out another is on its way back. It takes several minutes for five to seven helicopters to pass overhead. Jets are loud too, but they fly over quickly and the noise is just for a few seconds.

I don't usually think of myself as a complainer, so I don't make these posts lightly. It just struck me as I observed this today that I am not just complaining about nothing. If a helicopter is louder than a jet and the sound lasts several minutes longer; just try to visualize six or more jets flying just overhead one after the other for hours on end.

15-5/19	5/19/2022	Vehicle: Bus/Trolley	Valley	<p>Hello, I am sad this is the only place I can leave comments as I have tried to reach the Holland American Line by the phone they list on their website which rings disconnected/ out of order. That is certainly an issue. Here is my concern: Approximately 3PM Yesterday, May 18 I was driving out the road and near the Safeway narrows I saw a white van (with luggage roof on top) stay in the right lane all the way to the the Brotherhood Bridge turn off THEN proceed to try to merge into the left lane on the solid white line, a big NO in our state. I did let him in, but then regretted it when I got to the roundabout. The driver came to a DEAD stop. There was not a car in site at any of the 3 other entries NOR in the roundabout... he simply STOPPED. It is a good thing the car behind me didn't hit me b/c neither of us had planned to stop, as that is how round about's work, you 'merge' into the circle you DON'T stop unless someone is in and headed your way. The car behind me was honking and I in turn had to honk to get him to proceed through the circle. He did join the line of vans/busses to pull into the Allen Marine Line dock just before the ferry terminal. I got the name on above the back tires on the van as Royal Highway Tours, no number or logo. And it was bus # 1490. I LOVE tourism, I am not anti tourism at all, but it's early in the year and it will be a LONG year if these drivers don't know the rules of the road here in Juneau. To top it off however I was so annoyed I could not get ahold of someone locally at Holland American Line yesterday or today. How unprofessional to have a local # posted on a website only to have it as an inactive #. Thanks and I would appreciate a response.</p>	HAP	<p>Mr. -----, Thank you for brining the below incident to our attention – this is not the driving behavior we would expect from one of our Drivers. Our Transportation Manager will find out who it was and go over your comments with them so they are aware and what know what is expected of them while transiting Juneau streets. We'll be sure to emphasize roundabout and merge lane/turn lane procedures – I've had what happened to you happen to me at Brotherhood, so I share your concern. Regarding our phone number – my apologies for you not being able to reach us. We don't have an active local website, so I'm guessing the number is old. Our main number for future reference is 907-364-7200. If that isn't working, please let me know. Again, thank you for bringing this to our attention – this helps us identify and resolve issues we otherwise may not know we have.</p>
16-5/19	5/19/2022	Cruise: Emissions (we ask them to call DEC)	Downtown Juneau	<p>Hello unfortunately I am calling with a complaint about air pollution and i will call the DEC. But, somebody should tell NCL they never got the message. They are just spewing out exhaust using their scrubbers and low grade diesel. Its filling the sky and doesn't look good for Juneau. No matter what they say, go back to clean power when they're in Juneau. Thank you.</p>	DEC	<p>Thank you for contacting the TBMP hotline. Alaska Department of Environmental Conservation (ADEC) oversees permitting for cruise ships regarding wastewater discharge permits, testing and sampling for the State of Alaska.</p> <p>We need to refer you to ADEC as they will better be able to address some of your concerns since they are the permitting and enforcement entity for the State of Alaska. Their contact information is as follows:</p> <p>ADEC-Cruise Ship Program DEC.WQ.Cruise@alaska.gov</p>
17-5/20	5/20/2022	Other	Downtown Juneau	<p>Hi, I'm calling to complain about the lack of crossing guards. It's taking 10 minutes or more to get through town because people are just free flow walking across the roads and it's just pretty unacceptable if you need to drive to get to work. You need to get some crossing guards in place; you need to allow a small number of people through and then the cars through.</p>		
18-5/20	5/20/2022	Vehicle: Shuttle	Douglas	<p>This ----- [muffled last name] at -----. I'd like to alert you guys that taxi cabs are starting to go through our neighborhood. It's a residential neighborhood. The latest one today was KDR136. A day or two ago I noticed a cab whose only identifier was 35 so I'm not sure what company it was. Anyway, I'm not sure if you can send a broad reminder to the taxi folks to not go through residential neighborhoods.</p>	Dlux Rides, Evergreen Taxi, Glacier Taxi and Tours, Juneau Taxi and Tours, Mendenhall Taxi	<p>Kirby Day: John thanks for your message on the hotline. We have informed all taxi companies that touring in the neighborhood is to be avoided per our TBMP guidelines.</p>
19-5/21	5/21/2022	Vessel: Whale watching	Fritz Cove	<p>Good morning, I have a couple of concerns. Alaska Adventure Tours I don't believe is following the path. They're doing a Fritz Cove tour close to the beach or closer to the beach than the center line from the white buoy to the middle of Cogland and not slowing down at all with their wake. The blue boats and ding dinger and its creating a very large wake. As long as the US Coast Guard comes in and out, and they just came in at approximately 11:30 with i believe their I believe its a 46 foot boat, was not displaying any emergency lights, cruises up within 200 ft of the white marker, throwing up a very big wave and it's beating up my dock between those boats. I would like this brought to their attention. Thank you and if you want to give me a call Kirby, I would love to talk to Kirby Day.</p>	Alaska Travel Adventures	<p>Alaska Travel Adventures: Thank you for providing this feedback. We will remind our Captains to follow the guidance stated in TBMP in order to minimize vessel wakes that may impact local dock and property owners.</p>

20-5/23	5/23/2022	Vessel: Whale watching	Fritz Cove	<p>Hi, I'm ----- and I'm calling about the Fritz Cove Road area, near my mom's house at the end of Dock Street. I was out this weekend and her dock is getting shredded by the boat wakes. That dock has been there for a few years and in the last two weeks it's getting destroyed - two chunks of the dock broke off. I had to walk them to the beach and secure them. A bunch of planks are getting ripped off on the outer end of the dock. This dock's been here for years and the boat wakes going by there have gotten really out of hand the last two weeks. I know specifically the Admiralty Wind is the Greens Creek boat, and I'll watch it closely now, but apparently they used to slow down at Battleship Island. They've been running further in at full speed. Also, the whale watching boats. They really kick up a big wake, they've got big, huge motors and they're loading them up with people and hauling by there. So, it's really a problem. The dock will probably be destroyed by the end of the summer at the rate it's going right now. I was out there over the weekend and was standing on the dock while a couple boat wakes hit that were from the big boats and it's just destroying things out there. If it were your guys' - [message cuts off]</p>	<p>USCG, HECLA Greens Creek Mine; charter@49thfathom.com, info@alaskagalore.com, akhumpbacks@gmail.com, Brent@alaskaluxurytours.com, info@alaskaseatoshore.com, winstonwarr3@gmail.com, alaskatalesjuneau@gmail.com, anglerschoiceak@gmail.com, jjarvis@allenmarine.com, sleclerc@allenmarine.com, amorris@allenmarine.com, smacdonald@allenmarine.com, jpalmer@allenmarine.com, robertdsteinke@gmail.com, dawn@gguiding.com, ashlynn@gguiding.com, bob@gguiding.com, robie@gguiding.com, admin@harvandmarvs.com, jayleen.bydlon@gmail.com, info@alaskagalore.com, lostinalaska@gci.net, grant@moorecharters.com, info@moorecharters.com, anglerschoiceak@gmail.com, rumrunnr@alaska.net, rookery@sealiontoursak.com, thelocalguycharters@gmail.com, suzie. teerlink@noaa.gov</p>	<p>HECLA: Thanks for passing this on. We have worked with both Alaska Seafood and some homeowners on Fritz Cove to address issues in the past and have changed our operations to minimize wakes. During the first year or so of the pandemic when we were the only one operating we were an easy target. I will send this information to our folks.</p> <p>USCG: Thank you very much for sending this my way. I'm going to forward it to waterways and our response department since it falls within both their areas of responsibility.</p>
21-5/24	5/24/2022	Vessel: Whale watching	Fritz Cove	<p>My name is -----, I want to compliment the Juneau Executive Cruise Charter Boats in Auke Bay. They do a fantastic job of not waking everyone out and slowing down far enough out. Along with Allen Marine, whos also cooperating, along with the Admiralty Wind. The ones who arent cooperating and waking us badly on Fritz Cove Road are Alaska Travel Adventures (the blue boats) , Dindingers boat and Juneau Whale Watch. Theyre continually coming on Fritz Cove side, swing over and approach the white marker but on Fritz Cove side, then swinging over. I dont believe thats the pattern people have chosen for boats. So, if Kirby would like to give me a call, I'd appreciate it. We do have some film/pictures/movies of them.</p>	<p>charter@49thfathom.com, info@alaskagalore.com, akhumpbacks@gmail.com, Brent@alaskaluxurytours.com, info@alaskaseatoshore.com, winstonwarr3@gmail.com, alaskatalesjuneau@gmail.com, anglerschoiceak@gmail.com, jjarvis@allenmarine.com, sleclerc@allenmarine.com, amorris@allenmarine.com, smacdonald@allenmarine.com, jpalmer@allenmarine.com, robertdsteinke@gmail.com, dawn@gguiding.com, ashlynn@gguiding.com, bob@gguiding.com, robie@gguiding.com, admin@harvandmarvs.com, jayleen.bydlon@gmail.com, info@alaskagalore.com, lostinalaska@gci.net, grant@moorecharters.com, info@moorecharters.com, anglerschoiceak@gmail.com, rumrunnr@alaska.net, rookery@sealiontoursak.com, thelocalguycharters@gmail.com, suzie. teerlink@noaa.gov</p>	<p>Alaska Luxury Tours: I spoke with ----- a few years ago and twice recently. Nice guy that has real concerns. I absolutely loved the polite and courteous way that he engaged me in regards to our yacht wake. I asked him simply how could we help be a part of the solution to his issue and his ask was to slow down way before the no wake bouy. By slowing down early and throttling up later while leaving costs us a grand total total of 3 extra minutes on our tours. That's an easy price to pay to keep a long time resident happy. Happy he has publicly acknowledged our efforts.</p>
22-5/24	5/24/2022	Vehicle: Bus/Trolley	Egan Drive	<p>Hi Im driving on Egan and Im just passing Vanderbilt and there is a lime green tour bus thats doing 30 in the slow lane thats causing quite a jam, then when it got to the WallMart section it speeded up to about 70, but it's a little weird that it's going so slow [message cuts off]</p>	<p>M&amp;M Tours</p>	<p>I will send out a notice to all of my drivers on all of my buses to let them know that they are in no way to impede traffic and that this has been brought to my attention.</p>

NA	5/13/2022	Vehicle: Bus/Trolley	Downtown Juneau	Dear Mayor Weldon and Assembly Members, Today I made one of my weekly trips to the downtown Juneau Public Library. On my way to the library I was detoured off the dock because a ship had just docked and the dock was closed. I had to walk down into the parking lot just below the dock where approximately 10 buses were parked. Most of the buses had their motors running and were sitting there idling spewing exhausts into the air and into the lungs of people walking past and cruise ship passengers lining up to get excursion tickets, or get in line to board the buses. This is a significant source of toxic air pollution and I do not know why they are allowed to do this? I have expect that there are many excuses for not starting a bus when it is ready to go but I do not think most of the excuses I have heard are valid. The buses range from the old, diesel, gray line buses to newer ones but the exhaust fumes from a few or all of these buses is bad for our health and air quality. Bus exhaust fumes whether on the road or sitting in the parking lot by the dock on Willoughby Ave. are a couple of the things I dreaded about the return of the cruise industry to our town this summer. This is the upteenth summer Juneau residents are being subjected to bus, and van pollution at a high degree. The assembly needs to to put a stop to buses and vans sitting and running their motors.	All TBMP Members
23-5/25	5/25/2022		Egan Drive	Where - Egan Drive by Juneau-Douglas High through the light at the bridge What - ATA bus speeding and swerving between lanes/cars	Alaska Travel Adventures

24-5/25

5/25/2022

Aircraft:  
Helicopter

Airport

I certainly hope the helicopter traffic this afternoon flying across Berners Ave is not an indication of what's in store for the rest of the season. Please don't call and tell me the helicopters were actually on airport property, because if I got a paint ball gun out there would be splatters on the helicopters. This is ridiculous. Just because I live near the airport doesn't mean flights should be taking off over my home. So. The operators, there were red ones, there might have been yellow ones, maybe with white on them. It's 5:15, I was out working in my yard and I want to make sure the helicopter operators know there's going to be a very unhappy resident of Juneau if they don't stay over the airport property when they're taking off. I will be vocal about it too. I've been very patient in the past. I've had a break, I'm tired of it.

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dcarroll@coastalhelicopters.com,  
mkirkpatrick@coastalhelicopters.com,  
mrawson@coastalhelicopters.com

Coastal: Sorry you had such a negative experience yesterday. We have not changed any of our routes and are currently flying the routes that have been laid out in our agreement with the Juneau Tower. We will continue to monitor our pilots and make sure that they are following those routes. Please don't hesitate to provide any feedback if you see anything different.

TEMSCO: Temsco Helicopters continues to comply with the established flight routes designed to mitigate helicopter noise in Juneau. Temsco has worked with the community, Juneau Air Traffic Control Tower and the FAA to establish routes to and from the airport with the least impact to residents. When weather allows, Temsco departs and arrives at the airport via the Heitzleman Ridge route which is not close to Berners Ave. Today we had six departures and arrivals that utilized the Mendenhall departure route and the Auke Bay arrival route. This was due to clouds on the ridge not allowing the Heitzleman Ridge route to be utilized. After 1036 AM the clouds lifted and all of Temsco's helicopters were departing and arriving via Heitzleman ridge the remainder of the day. I do not know the specific location of the homeowner on Berners Ave, but the center of that street is less than (0.2) two-tenths of a mile from the departure leg of routes going west of the airport. Berners Ave is located only (0.4) four-tenths of a mile from the extended centerline of the main runway of the airport. Helicopters do not use the runway and are restricted to operating on the north side of the runway for departures and arrivals. All of the helicopter companies fly a very compressed traffic pattern for the sole purpose of noise mitigation to the North of the Airport. Inbound and outbound helicopters fly within .15 miles of each other in opposite directions. Most airport traffic patterns allow for at least one half mile of separation from the upwind and the downwind legs of the traffic pattern. For example on the south side of the runway airplanes routinely fly their downwind leg (the leg that would be furthest from the runway) three quarters to one full mile away from the runway. I would encourage anyone who may suspect there are deviations being made to these established routes to note the time, location and color of the helicopter if possible so that operators may investigate any pilots flying off route and make necessary adjustments through continued training.

Northstar: The area that the caller lives in is very near to the airport and very near to NorthStar's base location on the airport. Although she did not mention blue helicopters, which comprise the majority of our fleet I have no doubt that NorthStar will be seen by her and others in that neighborhood. The "route" in discussion is actually the airport traffic pattern and is actually designed (at operators insistence) in a non-standard way in order to do as much as we can to avoid overflight of this neighborhood. It's recently come to my attention that once again the controllers in the tower have organized and are again trying to change this non standard section of the pattern (as well as a few other routes) which will directly route helicopter traffic over this neighborhood. The operators will oppose this. Currently we have the final portion of the downwind leg of the pattern "canted " inward near the waste water treatment plant to allow helicopters to remain over airport property when transitioning this area. A standard pattern would have this corner squared off and that would put the traffic directly over La Perouse and Berners avenues. In addition to this NorthStar will request "opposite flow" when we safely can in order to remain in the southern most lane of traffic when approaching or departing our ramp because we know that due to our position on the airport we have the potential to impact this neighborhood the most. It does not happen often but



25-5/27	5/27/2022	Cruise: Emissions (we ask them to call DEC)	West Juneau	I live in West Juneau. I am calling about a cruise ship air emissions and I will call DEC but I want Kirby Day and the other TBMP people to know that the Quantum of the Seas is sitting in our harbor. It is now 1:46 on Friday the 27th. The exhaust coming out of this ship is filthy gray, thick exhaust. DEC does nothing. They have a few monitors around town, they come down and they say "Oh, it's not exceeding our regulations." Well, I don't care whether or not this is exceeding. The Quantum of the Seas is supposedly a new ship and if this is the best they can do with air emissions in our community then they damn well out to not be coming into our community. Now I realize they just got here at 1, so they are probably well within their timeframe to emit this crappy air emissions. I grew up in Cleveland, OH in the 50s and the 60s and I know what steel plants look like when they were polluting the air. It didn't look much different than what this ship is doing. So I would appreciate it if CLIA or the powers that be - the Chamber of Commerce, the DBA - get in touch with the Quantum of the Seas and tell them to clean up their air emissions. I don't care how expensive bunker fuel is or diesel fuel is or whatever they're supposed to be burning when they come into port. But this is ridiculous. It looks like Cleveland back in 1955.	DEC, Kirby Day	Kirby Day: Hi ---- it's Kirby. I received your hotline message about Quantum of the Seas 5/27. I have forwarded to Royal Caribbean government affairs office in Anchorage and to CBJ. This is unfortunate and hope they get this addressed
26-5/27	5/27/2022	Vehicle: Bus/Trolley	Auke Bay	I have a complaint to lodge about Alaska Travel Adventures bus with license plate #JET880. It was on May 27th about 8:20 pm passing Auke Lake. The bus was driving about 15-20 mph under the speed limit from the Auke Lake area all the way to Safeway, holding up a bunch of traffic. They can drive the speed limit. Thanks.	Alaska Travel Adventures	
27-5/27	5/27/2022	Vessel: other	Juneau	Hi this is ----- . I live at 15 1/2 Mile Glacier Hwy on the water and were watching 3, I don't know if they're jet skiers, the look bigger than jet skis, but whatever they're bigger. Anyway there's humpbacks out there and we've been watching, one breached and they've been rolling along and these three yahoos out there went zooming right up into 1 or 2 whales. Anyway I don't know if these are locals or if this is a new tour. If it's a new tour, I think it's not a good idea because they're pretty up close and personal to the whales. So, I know there's nothing to be done about it, but if it's a new tour operator I would like to know.	Kirby Day	Kirby Day: I received your hotline message about jet skiers on 5/27--15.5 mile Glacier Hwy and possible interaction with whales. I don't know if any organized tour operation providing jet ski tours nor is any operator who is part of TBMP identified as doing so. I will make sure this is recorded in TBMP log. I have also forwarded to Travel Juneau and to CBJ and NOAA. Thank you for reaching out. These may have been locals but I cannot confirm that either.
28-5/28	5/28/2022	Aircraft: Helicopter	Airport	Some helicopters just landed at the airport and they did a good job. They were not too loud, too fast, they weren't over the housing area, and so I am calling to say they did a great job. That is the kind of helicopter tourism that would be liveable. Thank you. It was a kind of grayish helicopter I think.	Shannon@northstartrekking.com, jason@northstartrekking.com, chiefpilot@northstartrekking.com, chelsea@northstartrekking.com, Kristen_brooks@temscoair.com, eric_main@temscoair.com, Craig_jennison@temscoair.com, jnu_tours@temscoair.com, lara_buhler@temscoair.com, slowell@coastalhelicopters.com, mwilson@coastalhelicopters.com, dcarroll@coastalhelicopters.com, mkirkpatrick@coastalhelicopters.com, mrawson@coastalhelicopters.com	Thank you for your comments and the helicopter operators will continue to work to manage noise impacts around the airport area. We appreciate your reaching out.

29-5/28 5/28/2022 Vessel: Whale watching Auke Bay

I'm on Auke Nu Drive, with a dock out front. I'm standing on my dock and a whale watching boat just went by with a blue roof on it heading towards The Cut and he just came halfway between the buoy and my dock and I'm watching probably a 3 foot wave. Please tell him to stay over on the line that he's supposed to follow. There's other boats that are coming in on that line and he was way over off the line close to my float. Thank you.

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30-5/28 5/28/2022 Vessel: Whale watching Auke Bay

This is \_\_\_\_\_ again, same boat came by. I just happened to be down loading my boat and he went by. Coming way inside and just threw a large wake over on us two boats that are tied on the dock inside our breakwaters. Can you have him call me?

charter@49thfathom.com, info@alaskagalore.com, akhumpbacks@gmail.com, Brent@alaskaluxurytours.com, info@alaskaseatoshore.com, winstonwarr3@gmail.com, alaskatalesjuneau@gmail.com, jjarvis@allenmarine.com, sleclerc@allenmarine.com, amorris@allenmarine.com, smacdonald@allenmarine.com, jpalmer@allenmarine.com, robertdsteinke@gmail.com, dawn@gguiding.com, ashlynn@gguiding.com, bob@gguiding.com, robie@gguiding.com, admin@harvandmarvs.com, jayleen.bydlon@gmail.com, info@alaskagalore.com, lostinalaska@gci.net, grant@moorecharters.com, info@moorecharters.com, rumrunnr@alaska.net, rookery@sealiontoursak.com, thelocalguycharters@gmail.com, suzie.teerlink@noaa.gov

Alaska Luxury Tours: This comment is not directed at Alaska Luxury Tours vessels as none of our vessels have any blue on them nor do we transit the couglin cut. It is our company policy to round south of couglin island and avoid the cut.

Dolphin Jet Boat Tours: Log book verifies that at those times , Ravens Journey was inside Statter harbor, ... in addition to ATA tours ...there's another sport fishing/whale watching blue boat but unsure who operates it....

Jayleen's Alaska: To whom it may concern – this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. Although this comment does not concern us or our vessels directly we take any input from the community very seriously & continue to make sure our captains are following the TBMP guidelines to the best of their abilities.

Rum Runner Charters: Rum Runner Charters had two boats out WW that morning, both boats were heading back to the docks for a 10 am pick up. So I don't think it was us, but I will check with and remind my Captains.

Allen Marine: We will be sure the below message is shared with our captain's and that all captains are adhering to Whale Sense guidelines. If you receive additional information regarding the operator and the time of day please do let us know if it was indeed an Allen Marine captain.

Gastineau Guiding: I have forwarded this to our Captains at Gastineau Guiding just as a reminder to always follow the rules on the water and to respect the wildlife. It would be good to see the caller's photo to know which company it was.

Alaska Galore: My apologies for the delayed response, this was not one of our vessels. All staff have been advised of rules and regulations regarding this subject.

Adventures in Alaska: Thank you for using the TBMP hotline. This did not involve my company however we have reminded our employees of the TBMP guidelines governing this activity and will continue to manage our operations according to those guidelines.

Alaska Travel Adventures: I spoke with ---- this evening. He said that it was not our vessel. He has my direct number and will call if anything comes up. He said to date all is well this season with our boats and the wake control as it relates to his property.

31-5/30	5/30/2022	Cruise: Noise	Downtown Juneau	Celebrity Solstice using outside speakers --- port agent notified Kirby Day to address with Celebrity head office	Kirby Day
32-5/31	5/31/2022	Cruise: Noise	Downtown Juneau	Celebrity Millennium using outside speakers -- port agent notified Kirby Day to address with Celebrity head office	Kirby Day
33-5/31	5/31/2022	Cruise: Noise	Downtown Juneau	Norwegian Bliss using outside speakers – port agent notified and radioed ship to turn off outside speakers	Kirby Day

34-5/31	5/31/2022	Vessel: Whale watching	Auke Bay	Whale watching boat chasing orcas much too close. I have photos.	<p>charter@49thfathom.com, info@alaskagalore.com, akhumpbacks@gmail.com, Brent@alaskaluxurytours.com, info@alaskaseatoshore.com, winstonwarr3@gmail.com, alaskatalesjuneau@gmail.com, jjarvis@allenmarine.com, sleclerc@allenmarine.com, amorris@allenmarine.com, smacdonald@allenmarine.com, jpalmmer@allenmarine.com, robertdsteinke@gmail.com, dawn@gguiding.com, ashlynn@gguiding.com, bob@gguiding.com, robie@gguiding.com, admin@harvandmarvs.com, jayleen.bydlon@gmail.com, info@alaskagalore.com, lostinalaska@gci.net, grant@moorecharters.com, info@moorecharters.com, rumrunnr@alaska.net, rookery@sealiontoursak.com, thelocalguycharters@gmail.com, suzie.teerlink@noaa.gov</p>	<p>Jayleen's Alaska: This is Jayleen Bydlon, Owner &amp; Operator of Jayleen's Alaska. Although this comment does not concern us or our vessels directly -- we were not operating tours at the time and date listed in the hotline comment -- we take any input from the community very seriously &amp; continue to make sure our captains are following the TBMP guidelines to best of their abilities.</p> <p>Allen Marine Tours: Thank you for providing the email of the concerns from -----, I did try calling ---- on 6/3 at 11:30am however didn't make contact or leave a message. I will try calling her at least one more time either today or tomorrow. We received the images that Jan took of one of the Allen Marine Vessels from the beach between Auke Rec and Lena Cove and will discuss with the captain the email that was received to make sure we are not harassing or chasing whales. In addition to talking individually with the captain operating that vessel in person we will make sure to educate all our other captains on this occurrence. Allen Marine want to see the whale population continue to grow and flourish. We will continue to learn from and respect what the whales are here to do all while continuing to show our guest views of these animals in a responsible manner.</p> <p>Alaska Galore: My apologies for the delayed response, this was not one of our vessels. All staff have been advised of rules and regulations regarding this subject.</p> <p>Alaska Luxury Tours: None of Alaska Luxury Tours vessels were on tour during the time that this concern was phoned in. On a side note, its VERY difficult for anyone on land to accurately judge the distance of boats to wildlife. The legal limit for viewing orcas is half of that of Humpbacks but the general public doesn't seem to be aware of that.</p> <p>Alaska Travel Adventures: I called Jan and left her a message. I do not believe that this was one of our vessels.</p> <p>49th Fathom Charters: Our company was in the fishing and whale-watching grounds during this time but did not chase orcas. We will continue to remind our Captains of the TBMP guidelines and NOAA guidelines and regulations.</p> <p>Gastineau Guiding: Because no boats were identified in this call, it is difficult to determine it was a Gastineau Guiding boat. Please send me the photos. We will continue advising our captains regarding NOAA regulations.</p>
35-5/31	5/31/2022	Vehicle: Bus/Trolley	Downtown Juneau	I was just coming out of Downtown and all along the 40 mph zone between the bridge light and Norway Point, Alaska Coach Tours was baring down on me. I was going the speed limit at 40 and they were tailgating. It was bus #149. After we got around Norway Point they went speeding by me. I know you have schedules to keep but there are also speed limits out there and they're out there for a reason. I would really like to see that they are followed by all of your drivers, and again no tailgating, please.	<p>Alaska Coach Tours</p> <p>ACT: This is not in accordance with Alaska Coach Tours guidelines and policies. I will speak with this driver on the importance of safe driving and safe following distance.</p>	