



TBMP SUMMARY REPORT
July 2022

DATE	CONTACT ID	CONCERN TYPE	AREA	SUBMISSION DETAILS	REFERRED TO	RESPONSE DETAILS	ADDITIONAL RESPONSE
7/1/2022	67-7/1	Vehicle: Shuttle	Airport	On Saturday night June 22 The last light from Seattle was a tad delayed and there were a lot of people being picked up at 11:30 PM. The Alaska luxury tour white van pulled up and parked right in the crosswalk. I said to the guy welcoming people and loading them and "hey you're parked right in the crosswalk it's probably not the Best place to park" His reply; "well I wasn't driving and I didn't park here." Which I took is a very flippant answer. It's his company too. It's just arrogant that a tour group feels they have the right to park on top of the crosswalk when there are 100 and some passengers getting off of a plane. I've tried to call them several times to talk to them about it but they never answer the phone so finally today I'm sending you a complaint. I'd like to hear their response back.	Alaska Luxury Tours	Thank you very much for bringing this to my attention. I looked back at our booking calendar and saw that we had no airport transfers scheduled on the evening of June 22nd. I then remembered letting a friend borrow one of our vehicles to pick up his friend that night on the flight you mentioned. I'm guessing that you can recall the gentleman was not in an Alaska Luxury Tours uniform. I'm very sorry for the flippant remark, the person driving the van was not an employee of Alaska Luxury Tours but unfortunately labeled as such since our company name is plastered on the side of our vehicles. This does not excuse his comment. This is a good reminder that regardless of who was driving our vehicle that night, their actions reflect on the image of our company. I can assure you that our company policy for airport pickups does not include parking in crosswalks, as we have a permit to pick up in a very specific location. Moving forward, I'll use better judgement on who can use our vehicles and once again, my apologies for this and thank you for letting me know about it.	
7/1/2022	68-7/1	Vehicle: Bus/Trolley	Basin Road	I just saw a full sized school bus go by my house and up in to the Basin Road and I dont know if its Alaska Travel Adventures or another tour but I've been upset for years about the increase in traffic on the road. If they are now using school buses I am even more upset. This just cannot continue. Ive had people from the Juneau Police department reporting on numbers of vehicles and its astronomical already. Im hoping to get some further information from them. But a full size school bus on that road is outrageous. So please I hope that you will check into it and let me know whats going on. Thank you.	Kirby Day		
7/1/2022	69-7/1	Vehicle: Bus/Trolley	Basin Road	Hi, Im on Basin Road and the bus stopped at the Mount Roberts Trailhead and I checked with them. It's a church group from California that's rented the bus for the week. I assume they're just going to hike the trail and won't be back. But I just wanted you to know that Im still really upset about all the traffic up here and will continue to monitor it. Im going to try to get them to put the counter in again during the heavier months. They had it up here in Juneu earlier. I think the heaviest day was 455 vehicles which I think is outrageous. I will be submitting a report to the assembly at some point. Thank you.	Kirby Day	Hi ---, thanks for calling the TBMP hotline. I understand the frustration with the amount of traffic on Basin Road but am still uncertain how much of it is "organized" tourism and how much is purely independent visitors as well as local traffic. I think ATA stopped running full size school buses up there years ago, so makes sense that it wasn't them and turned out to be a private church group with a rented bus. In regards to you getting reports on vehicle numbers using Basin Road, this is a good idea in order to gauge if any improvements could be made to the current road, realizing that there are likely very few given it's geographical location. I am uncertain how JPD numbers will be able to distinguish between organized tours, independents, rental cars, and local residents. The Mt Roberts Trailhead, Perseverance Trail and Basin, and that area is well advertised on websites, city maps, blogs and in trail books and trail maps. As well, I have been hearing radio ads for Last Chance Mining Museum for the last couple of weeks ("come up Basin Road into Last Chance Basin" ... something to that affect) so individuals who have friends and family visiting and travelers who rent cars and pick up a map or google the area will easily find their way up there. I don't know the answer. Any tour vehicles using this area should be held to the same standards as vehicles driven by local residents as well as rental cars. I think anything that the city could install to "calm" the traffic might be helpful. We made a couple recommendations at the Visitor Industry Task Force but those did not make the cut.	

7/1/2022	70-7/1	Vessel: Whale watching	Coughlan Island	Hello, Im a local and I was trying to navigate through the Coughlan Cut, I believe this was on Tuesday. The was a big Allen Marine cat, the St Yakov, and for some reason they slowed down to about 5-6 knots. There was 5 boats behind them. And I am jammed up in this little spot that was so hostile for me to try to navigate with boats coming and going trying to navigate this small passageway because a big boat plugged it up. I would like to please encourage Allen Marine, if you're going to slow down, please avoid this area. Just go around Coughlan. Slowing down on Tuesday knocked all my crap all over the boats and made it extremely unsafe for my little aluminum boats and it was very hectic to get through. Trying to read everyone elses angles and avoid collisions as everyone else thats going through there is still trying to go fast but we have this big huge boat plugging up the whole works. Thank you, please stop doing that.	Allen Marine	Thank you for the feedback. Since no name or contact information was provided we could take no action to clarify the situation. We will discuss this day to see if the captain remembers anything specific about this timeframe. Please note we received this comment today about the same vessel in the same location approximately a day after this comment was made: "Hello! Just came through Coughlan, on the big boat with my kids chasing on the skiff and so appreciative of the slow speed and wide berth the Yakov gave us. Very respectful!"	
7/5/2022	71-7/5	Vehicle: Bus/Trolley	Downtown Juneau	I'd like to talk to somebody about a conversation I had with a bus driver downtown tonight. If somebody could give me a call back. Thank you, goodbye.	Alaska Coach Tours	Alaska Coach Tours reached out and spoke with the caller and resolved the situation.	
7/6/2022	72-7/6	Vehicle: Bus/Trolley	Downtown Juneau	To: Gray Line of Alaska. This afternoon, Wednesday July 5, at about 3:15 pm, I was walking my bicycle across Egan Drive at a well marked pedestrian crossing at Glacier Ave. This crosswalk has multiple yellow warning signs and bright flashing lights which were flashing at the time. This section of Egan Drive is 2 lanes outbound and 2 lanes inbound. Your small bus was traveling outbound in the left lane. I was in the median. The driver ran through the crosswalk, completely ignoring me and the other cars going in the same direction, which had heeded the signal and had stopped. My impression was that the bus was traveling above the 35 mph speed limit. Your drivers must be better trained in local conditions and safe driving practices. Please note that this crossing has been the site of vehicle/bicycle accidents, one of them very recently.	HAP	Thank you for bringing this situation to our attention. Unsafe driving practices like this are absolutely not okay, and I thank you for this information so that we can address this behavior with the driver. I am sincerely sorry that you were put in this situation. We are following up with this driver to ensure that they abide by the rules of the road and are vigilant in their awareness of pedestrians. Again, deep apologies and thank you.	You are correct. Bus drivers also act as tour guides and are expected to be able to drive and tour in a safe manner. It is a relatively common practice to hire drivers as guides, and one of the TBMP guidelines touches on this issue in regards to the downtown area. 13. TRANSPORTATION OPERATORS employing Driver-guides (those who drive vehicles and provide commentary simultaneously) will incorporate defensive driving and road environmental awareness into their training program curriculum in an effort to reduce any potential safety risks associated with this practice. Driver-guides will be encouraged to refrain from delivering tour commentary while transiting areas of increased congestion such as downtown loading areas and portions of South Franklin Street that may be congested during periods of the day. The training program our drivers complete includes both defensive driving and road awareness. The fact that a driver is not following the necessary training techniques as they go through downtown is concerning. This will be addressed. Thank you for bringing this to our attention so that we can fix it.
7/9/2022	73-7/9	Vehicle: Bus/Trolley	Valley	The Glacier shuttle bus #808, license JHK967 ran a red light at the loop intersection at 12:40pm. At the next intersection they kind of jumped the light. So this driver needs to go through driver education class. They're dangerous and that's all I have to say.	M&M Tours, Juneau Tours	Juneau Tours: Oh yes, that is our bus. I will contact the driver right away.	

7/11/2022	74-7/11	Vessel: Whale watching	Auke Bay	The incident happened on July 10 at 11 am at the fuel dock in Statter harbor. The Chilkat went by at wake speed followed by the Endeavor from Gastineau Guiding at wake speed plus. Both boats rocked the fuel dock.	Gastineau Guiding, Alaska Galore	Gastineau Guiding: This was our maintenance crew performing a service on our vessel. I spoke with the maintenance team and this will not happen again. I called Steve who sent in the complaint and he appreciated the call. Alaska Galore: Thank you, I called the caller and thanked him for letting us know and we will take action.
7/12/2022	75-7/12	Vehicle: Bus/Trolley	Valley	Gastineau guiding bus on wrong side of the road and this bus drive like this since at least the pioneers home.	Gastineau Guiding	I called the individual regarding the complaint about a GGC bus driving in the left lane on 7/12. He/she did not answer but I left a message that we are handling the situation to make sure this does not happen again. Tomorrow we have an in person all employee mid-season training refreshments. I will be covering TBMP complaints that we have received this summer to avoid them from happening again in the future. Caller made contact with tour operator and resolved issue.
7/12/2022	76-7/12	Vehicle: Bus/Trolley	Downtown Juneau	Hi, Im a Juneau resident. I was driving from town to the bridge and at the flashing lights, the crosswalk by the creek, the lights were flashing. I slowed down and stopped, and a tour bus didnt slow down and the young guy who stepped down off the curb with a dog in his arm and on a leash, had to jump back on the curb. The bus kept going. And then we met up at the light. These tour buses have to slow down. There's no reason to be going this fast that short of area. So anyway, I just wanted to let somebody know. I already called the company to talk to somebody about it. They said they were going to have a meeting to have bus drivers start to take it easy and slow their roll.	Caller	
7/12/2022	77-7/12	Vehicle: Bus/Trolley	Douglas	I'm calling to report a white painted school bus tour operator who just ran a yield sign at the Douglas bridge. And, the driver is exactly the same driver that busted through the yield sign at the Auke Bay roundabout in front of me a couple of weeks ago. So apparently she dislikes my car. Thanks.	Alaska Coach Tours, Holland America Group, Juneau Tours, M&M Tours	
7/12/2022	78-7/12	Aircraft: Helicopter	Valley	Yes I'm calling to make a comment on the helicopter noise today in the Mendenhall Valley. It has been constant and loud. I'm sure that there's a great answer for it that sounds something like there are 2 flight paths, it was bad weather, we flew both flight paths very heavily in bad weather all day. It's 7:30 at night and it's been just steady all day long. It's too much. So we either need to come up with quieter helicopters or some other type of scenario where they're not dominating the space for the majority of the day. It's too much. It's 7:40 at night. I cant tell if they're coming or going its so [muffled] out there. I dont know. I dont need a call back. I dont need a response. I just want to document. Too many helicopters, too long, too much, today.		
7/14/2022	79-7/14	Vehicle: Bus/Trolley	Downtown Juneau	I was on 6th street at 3:45 on thursday afternoon. There was an Alaska Excursion van/bus and they could see that I was on 6th st but they pulled across the intersection anyway. It was bus 205, license plate JDX 948. And then they are cross ways on the street and he's honking and motioning at me to back up so he can get by. So I was already traveling on 6th street, I dont know why I should back up. Ive seen it on these Alaska Excursion bus/vans before - they're too big for two way traffic on the small streets like Basin Road. They just pull - [message cuts off]	Alaska Travel Adventures	I left a message for the caller.
7/15/2022	80-7/15	Cruise: Noise	Downtown Juneau	So its about 20 to 6 on Friday the 15th and some cruise ship played chimes and made a deck announcement. You know were halfway through the season, it's not a new thing. I guess they all need a reminder again.	CLAA, Kirby Day	Kirby Day: Thank you for using the TBMP hotline. I may not be able to pinpoint which ship....likely Quantum or Queen Elizabeth...I will message both and remind them....sometimes staff onboard change and it can be a simple flip of the wrong switch in various locations on the ship that causes the outside speakers to turn on. The fact that there were not audible announcements outside during the course of the day leads me to believe someone made a mistake. Regardless, I will follow up. Thank you.

7/17/2022	81-7/17	Other	Juneau	I am writing to point out needed repairs to Glacier Hwy regarding Ironman racing bicycles with skinny tires. Perhaps this is already in the works. If not please accept my comments on problem areas. On Glacier Hwy, just before Mile 15, and on to Mile 16. are some narrow strips of pothole running alongside the white stripe on the side of the road. This rut or elongated pothole can be dangerous to skinny bike tires, as such tires can ride into that gap, longitudinally, and cause the rider to loose control of the bike, and possibly crash. Most of the bike tires are narrow, say 23 millimeters wide, and as such, such gaps can cause serious problems for racers. These long narrow potholes are near the white line and the concern is that in the Ironman race riders will pass other riders and thus ride at or near the white line and right into the dangerous cracks. Can these be fixed? I see where some of these areas have been fixed in the past (This crack seems to be associated with a construction seam that has failed). Thank you for your attention to this. I hope it is helpful.	DOT	
7/18/2022	82-7/18	Vehicle: Bus/Trolley	Juneau	Could you please call me? Its regarding unsafe driving on Goldbelt. Thank you.	Kirby Day	I talked with the caller and she had contacted the trolley company whose trolley had ended up on Goldbelt Ave due to the construction on Calhoun. The driver was a substitute driver who once in the construction zone, was unfamiliar with how to get out thus they ended up on Goldbelt and in very narrow corridors. Caller spoke to trolley company and was please with the resolution.
7/19/2022	83-7/19	Vehicle: Shuttle	Egan Drive	Just now, white Ship Agent van (JDH853) traveling 45-50 MPH nearly full distance outbound from town in left lane. I thought tourism related vehicles were to keep to right lane unless passing slower vehicles. Driver was a female, blonde hair.	CLAA	Good afternoon, I spoke with the caller and he appreciated our response. Apparently the driver was travelling the same speed as other traffic at the time but we will remind the driver to either speed up or get in the right lane on Egan as per best practices and rules of the road.
7/19/2022	84-7/21	Vessel: Whale watching	Juneau	You know its really disappointing that, as a local, Ive been told by Allen Marine Lines that they wont serve me. That they have availability to serve locals, or as they call them 'independent travelers' only on weekends. I'm a local, I live here, I wanted to do a Tracy Arm tour, and I had some family that came in, and they wont serve us during the weekday. I dont think that that's okay. I think it's called discrimination. And the Allen Marine Lines I used to know used to be basically local friendly. I think you guys need to address some of this. Thank you, goodbye.	Allen Marine Tours	Thank you forwarding along the below message from the caller. I was able to call and speak with her regarding her frustrations; we were able to have a nice discussion. I spoke to her about the "growing pains" of coming back into operation in the post-covid world and finding balance while honoring covid mitigation plans that have been put forward as well as wanting to be sure we can get community members out on the water to explore their back yard! We went over alternative dates that would be available, outside of the weekends, and how some lines do allow for us to have independent guests onboard as long as COVID mitigation steps are taken beforehand. Unfortunately, we missed the window to get her visiting family out on the water this time but appreciate her sending the below message so we can be sure that all of our team members are fully up to date with the most recent covid protocols and different avenues that can be taken to accommodate non-cruise ship guests this summer.. especially our locals!
7/23/2022	85-7/23	Vehicle: Shuttle	Airport	Yea, hey Ive got a complaint about Alaska Travel Adventures. I live over here on Radcliff Road, they've got a warehouse on La Perouse Ave, and those guys are hauling ass through the neighborhood everyday with trailers and rafts stacked on them. A number of neighbors have asked them multiple times to use the truck route to their facility and they just won't do it. They've been speeding through the neighborhood daily. Radcliff Road has got lots of hidden driveways, lots of kids, animals, and we're kind of done being nice about it. So, if you could please pass on that theyre pissing off all the neighbors, that'd be great. Thank you.		
7/23/2022	86-7/24	Vehicle: Shuttle	Egan Drive	I followed an Alaska Excursions Airporter in the left lane, outbound from Vanderbilt until I turned off at Fred Meyer at 4:30 pm on 7/23. slowing down traffic.	Alaska Excursions	Thank you for letting us know about this. I apologize that our drivers were slowing down traffic. I will pass this information along to our team in Juneau so that this is not repeated.
7/24/2022	87-7/24	Vehicle: Bus/Trolley	Juneau	I have 2 complaints about tourism operations that I observed. The first one is Skagway Tours is running a bright orange school bus through the Auk Rec area which includes the old Glacier Hwy, basically a local road. No shoulder in many cases and theres no way that that big bus should be running a tour through that area. Thats just wrong. 4 pm on Sunday. The second complaint is Last Chance Basin Tours, license JTU361. About 2 pm they're driving about 10-15 mph out to the glacier, holding up traffic and just basically ignoring what was going on behind them. I assume they were chatting with their guests. I greatly resent being inconvenienced because a tour operator uses a public road as a tour location. The least they could do was pull over. I'm not impressed with any of your operations, quite honestly.	Juneau Tours, Last Chance Tours	Juneau Tours: Left a message with the caller. Our driver had a 2 hour break between trips and went to pop her kayak in the water for a bit. Last Chance Tours: I did speak to the caller and my Tour Guide. My Guide apologized and will be more aware in the future. The caller was very pleasant and thanked me for the call.
7/25/2022	88-7/25	Vessel: other	Juneau	concerns about COVID on the ship and the protocols/procedures in place for guests	Alaskan Dream Cruises	

7/25/2022	89-7/25	Vehicle: Bus/Trolley	Downtown Juneau	Hey there, local Juneau resident calling. Hey I just wanted to pass along - Juneau Tours driver that was driving license plate GTF854 making the executive decision to pick up passengers off the sidewalk there at the intersection of Mt Roberts and S Franklin out towards Thane. Caused a pretty generous backup of various vehicles. Obviously thats not an appropriate practice for TBMP or any other operators, so I just wanted to pass that along.	Juneau Tours	Hello, I left a message with the caller. We spoke with the driver and reminded them not to do that. Once again it was a driver trying to help an ADA guest. I reminded them that in that case they can pull into Franklin dock.
7/27/2022	90-7/27	Cruise: Noise	Downtown Juneau	fog horns blowing repeatedly late (11:30pm last night) keeping me awake. And early in morning. Unbelievable! Very negative impact on quality of life. 04:10. Very loud fog horn. Wakes us up.	Kirby Day	Understand. Fog horns unfortunately are part of living in a port community. They are required by international maritime law, rules of the road, and USCG. When conditions warrant, ships have no choice but to utilize the fog horns. All ships including Alaska ferry would be doing the same thing if there was fog in Auke bay. Requirements that ships cannot get around.
7/27/2022	91-7/27	Aircraft: Helicopter	Auke Bay	Hi im calling from Auke Bay. I'm complaining about the helicopter noise. It has been almost incessant today. It's just constant with moments in between. It's too much.		
7/28/2022	92-7/28	Aircraft: Helicopter	Auke Bay	Hi I live in Auke Bay. Typically the helicopters start around 8 am and I usually wake up to them. That didnt happen today. I lose a half hour of sleep every day when they fly over my house versus when they dont. Just wanted to share.		
7/29/2022	93-7/29	Cruise: Noise	Downtown Juneau	Please send me information on who is supposed to receive concerns about cruise ship issues such as traffic, phones not working, fog horns at 4 and 5am, midnight etc. thanks so much.	Kirby Day	Email the Tourism Best Management Practices (TBMP) hotline Hotline@traveljuneau.com. I get copied on each concern as does the CBJ Tourism Manager. All concerns and responses are posted monthly on TBMP and CBJ tourism websites. Also go to www.tbmp.info and you can review the TBMP guidelines including a page called Sounds of a Port which details rules and regulations around use of ships' whistles.
7/29/2022	94-7/29	Cruise: Noise	Downtown Juneau	Carnival Miracle using outside speakers at 735am – please remind them this is prohibited. Half-way through the summer they should know by now. Thank you.	Kirby Day, CLAA	Called port agent and they radioed the ship to remind them of the guidelines for outside speakers. Ship corrected and apologized.
7/30/2022	95-7/30	Aircraft: Helicopter	Auke Bay	Calling from Auke Bay with comments on helicopter companies choosing not to fly during foggy/inclement weather.		