



TBMP SUMMARY REPORT
June 2022

CONTACT ID	DATE	CONCERN TYPE	AREA	SUBMISSION DETAILS	REFERRED TO	RESPONSE DETAILS	ADDITIONAL RESPONSE
36-6/1	6/1/2022	Vehicle: Bus/Trolley	Douglas	Kirby Day: Good afternoon and thank you for sending this to the hotline. I have talked to the mentioned company and they will address the traffic flow issue with their drivers. You are correct that TBMP does have a "traffic flow" guideline (#5) and all companies should be reminding drivers of all vehicles to obey the local traffic/speed limit laws and maintain a safe speed based on conditions. I will include it in next TBMP update. Regarding vehicles crossing the Douglas Bridge, using the roundabout, and returning to Juneau side (in all likelihood to share a nice view of the downtown/waterfront with guests), I am not inclined to prohibit this through TBMP. It does not seem to be happening very often, but regardless, the bridge and roundabout are public infrastructure which are available for anyone to utilize, like any public road in Juneau as long as traffic laws are followed. As noted, TBMP will remind drivers to follow all traffic laws while transiting Juneau roadways throughout the City and Borough.	Kirby Day	Kirby Day: Good afternoon and thank you for sending this to the hotline. I have talked to the mentioned company and they will address the traffic flow issue with their drivers. You are correct that TBMP does have a "traffic flow" guideline (#5) and all companies should be reminding drivers of all vehicles to obey the local traffic/speed limit laws and maintain a safe speed based on conditions. I will include it in next TBMP update. Regarding vehicles crossing the Douglas Bridge, using the roundabout, and returning to Juneau side (in all likelihood to share a nice view of the downtown/waterfront with guests), I am not inclined to prohibit this through TBMP. It does not seem to be happening very often, but regardless, the bridge and roundabout are public infrastructure which are available for anyone to utilize, like any public road in Juneau as long as traffic laws are followed. As noted, TBMP will remind drivers to follow all traffic laws while transiting Juneau roadways throughout the City and Borough.	
37-6/1	6/1/2022	Other	Downtown Juneau	Thank you, ---, for pointing out the latest cruise ship related vehicular insult to Juneau residents. I am once again incensed with the volume of traffic on Basin Road and plan to testify (again) to the Assembly at their next regular meeting. A tour company recently breached my home's privacy and I've had enough. I plan to outline my plans to protest at the Assembly meeting.	Kirby Day		
38-6/3	6/3/2022		Downtown Juneau	Though I can't identify the name of the ship because of trees, I suspect it is the one with the red smoke stack. Please remind them to turn off their loudspeakers while in port. This is the 3rd time they have made announcements in the last 15 minutes which are audible in my home. Oops, #4 just went off. Thank you for reminding them that the townspeople aren't on tour and many of us are trying to work at our home desks.	CLAA, Kirby Day	Kirby Day: This was Zuiderdam at Princess Dock. USCG was onboard from 230p until 7p conducting required semi-annual inspection and drill during which announcements and ships whistles are required. This is what you were hearing. Thanks for using the hotline.	
39-6/6	6/6/2022	Cruise: Noise Vehicle: Bus/Trolley	Juneau	Yea, not real excited about the bus driving. Grayline of Alaska bus 9607 just at the stoplight. You guys need to quit talking and pay attention to driving and drive their vehicles. He must be commentating or something because he's just absolutely not even driving the bus. Step on the gas pedal, get the bus moving. We're trying to get to jobs and keep our normal lives around here. And, this is a kind of stacked up thing because I wouldn't just call and complain but one of these buses stopped in front of me on Brotherhood Bridge and completely came to a stop and was talking to tourists. You don't stop in the middle of the road on the bridge. When the light turns green you need to go instead of sitting there talking and talking and not paying attention to driving. We need to be driving 1 and talking 2 or 3 after they start driving better. Just a little frustrated with the buses. Have a good day.	ACT, HAP, Juneau Tours	HAP: We will reach out to the Driver of this coach and figure out what they did. If they stopped on a bridge we will address that. If they didn't take off fast enough at a green light, that's another issue.	
40-6/7	6/7/2022	Vehicle: Bus/Trolley	Salmon Creek	I am a local resident and was stopped at the Salmon Creek light. I was going to proceed into town turning left and there was cross traffic, people that were going to come straight across and people turning left to go northward. A tour bus ran the red light and almost hit 2 of those vehicles. It was Alaska independent bus number 165. I'm concerned about it so I'm calling.	Alaska Coach Tours	ACT: I have called ----- and told her that the driver told me about this after it initially happened. The driver was very remorseful and knew she was in the wrong. The driver and I discussed a better and safer way of approaching a green light. We will also add this into our driver meeting and remind all ACT drivers. ----- explained on the phone that this is a very busy intersection and would like us to reiterate with the drivers. I agree with her.	

41-6/7	6/7/2022	Airport	<p>Good evening, I am emailing you directly, because the general email requests a specific time and date to submit a complaint. I am completely frustrated by the helicopter noise. I have lived by the airport on Radcliffe Road for five years. When I moved here, I understood that living by the airport would come with airplane noise--jets and bush planes taking off and landing. What I was not prepared for was the amount of helicopters flying over my house all day, every day during the summer. They begin around nine in the morning and go until nine at night. They leave in groups of two or three, and right after they take off and pass, another group comes by to land. When I am outside on the deck with guests or family members, conversation has to stop. If it is a warm day, the windows are open and we hear the helicopters throughout the house (over the tv). On big cruise ship days, I would say we maybe have ten minutes of quiet before more helicopters come and go. I am not opposed to tourism. I am opposed to my quality of living being compromised because of noise. We live in Juneau for a reason, and I am starting to feel like residents are sacrificing their quality of life. Is there any chance for looking at alternate locations for helicopter operations? Perhaps just one company flying out of the airport would be more appropriate? I would even invite you to come to my house and hang out so you can see what a nuisance this noise is, particularly when you are trying to relax at your own home! Thank you for listening.</p>	TESMCO, Northstar, Coastal Helicopters	<p>Kirby Day: As I noted earlier, you can email me direct if you like but you can also use the hotline email as I get all of those as well – regardless of whether a concern is specified by company, date, time, etc. Noting you live near the airport on Radcliffe Road and have been there for 5 years, I understand that you will hear helicopters (both tourism and charter/construction/mining) related and other aircraft much of day depending on weather, cloud cover (affecting altitudes of flights) and other factors. I am sure this year seems busier with aircraft given that during 2020 and 2021 visitation to Juneau was down around 99%. The other three years you have lived here (2017, 2018, and 2019) were actually busier in terms of numbers of visitors (and one would assume flights) than 2022 will turn out to be since ships are not sailing near full capacity at this point. That said, the airport and flight routes sounds you note are real and I understand your frustration. I am sending a copy of the 2022 Tourism Best Management Practices (TBMP) guidelines which include a section on flightseeing and the restrictions put on helicopters and float planes in terms of operating times and routing. There are also aircraft identifiers and routing on the TBMP website on the links page (www.tbmp.info). Most all of the routes into and out of the airport are dictated by the FAA Tower at the airport and all aircraft must follow those regulated flight patterns. As well, some 20 years ago there were numerous meetings and collaboration efforts between flightseeing companies and the community, and a flightseeing noise committee overseen by the US Forest Service in an attempt to manage routes and times of operations to reduce the impacts of flightseeing noise. The results of a couple of years of meetings is where we are now and fostered the restrictions and route changes that are now part of TBMP and flightseeing aircraft operations. During these meetings which stretched out over years, although discussed, there was no alternative location for helicopter bases found that were reasonable and safe. Simply creating a new departure point (away from the airport) for helicopters – regardless of whether they were flying tourism or non-tourism flights was found not to be a viable option and would create another area where helicopter impacts might become an issue. It was more logical to work with routes and times of operation (as we did) and keep these aircraft operations at and around the airport.</p>
42-6/14	6/14/2022	Aircraft: Helicopter Juneau	<p>Hello, my husband and I are calling because this is the second time in a matter of a few days that we've observed Alaska Coach Tours bus #220 out on Egan Drive. It needs servicing. The emissions, the amount of diesel coming out, black smoke, that bus needs to be fixed. Like I said, second time we've seen it in the past couple of days. Very noticeable compared to other vehicles and other buses. If you could let Alaska Coach Tours know, again bus #220 needs to be worked on. The emissions are polluting. Thank you.</p>	Alaska Coach Tours	<p>ACT: I contacted the below caller (got her voicemail) and thank her for her feedback on coach 220 and that our maintenance team had been alerted to inspect that motorcoach.</p>
43-6/14	6/14/2022	Vehicle: Bus/Trolley Auke Bay	<p>Hi, I live in Auke Bay, right at the harbor. Im calling to complain about helicopter noise in Auke Bay. I think that 8:45 pm is way too late in the day to be hearing helicopters inside of your house. I think that we need to talk about hours of operation. If they want to operate 8-5, 9-5, or 9-6 or something like that, that's one thing. 8:45 on the regular all summer long is not gonna work. I dont care what route they fly, it's not going to work. They need a different departure and arrival location that does not include the residential area of Juneau. So, I know that everyone's going to talk about routes and mitigation and what happened this day and the other. They need to fly in and out of some other location. They're going to the ice fields, that's on federal property. Let them find a heliport, helipad, launch spot, whatever on federal land that does not fly over residential land. Nobody comes to Juneau to fly over Medenhall Valley and look at people's yards. The same is true for Auke Bay and downtown Juneau. I do not want them flying over my house at 8:45 for the rest of the summer. I dont care who it is or what route it is, they need to respect business hours.</p>	TESMCO, Northstar, Coastal Helicopters	<p>Northstar: All of NorthStar's aircraft were on the ground at the airport and finished for the day at 8:05pm on the 14th. Not exactly sure where the caller lives but if it truly is "right at the harbor" then the route we fly is over a mile away and we would be at a minimum of 2000' while on the route over Auke Bay.</p> <p>TESMCO: This was not our tour. All operations were completed by 1916 (7:16PM) by Temsco on 6/14/2022.</p> <p>Coastal: Our tour flights were delayed that day due to outside scheduling problems. Often we have industrial flights (mining support, communication networks support and construction support) that return later in the evening. Our flight routes are designed and dictated by the Juneau AirTraffic Control Tower, in the past our flight routes over Auke bay were directed further south and avoided more of the Auke bay residential area. In 2019 ATC moved our flight routes over Auke bay North and created a different noise signature in Auke bay. Each year we meet with regulators, ATC and other operators to review the routes and discuss ways to change the routes to mitigate impacts to residents. During these and other meetings there is always talk of finding alternate areas to operate from. Currently there is no other area except the Juneau Airport.</p>
		Aircraft: Helicopter			

44-6/14	6/14/2022		Juneau	I do have a complaint about some of the drivers, I am a driver myself, these crew transit vehicles are cutting us off, pulling up next to us so we cant open our doors, speeding down the road, driving in the left hand lane the whole time. We're trying to trying to obey the rules and keep everything running, but these guys. I guess speed is the #1 thing. They want to get to Costco and back as quick as they can.	Kirby Day	I called the crew shuttle company and mentioned the concerns of the caller. They will review with their drivers asking them to take better care in driving (speed limit and changing lanes) and to keep to the right lane when traveling in and out of town. They agreed.
45-6/15	6/15/2022	Vehicle: Shuttle Vessel: Whale watching	Auke Bay	Hello, I live a half mile down Fritz Cove Road. I've just been watching out the window, I saw 2 - we're having a real issue with the Alaska Travel Adventures and silver boats, the aluminum boats going out full speed and coming in full speed, making our tie-up at our dock very rough. The dock is bouncing up and down and our 42 foot boat bouncing up and down. I couldnt access it if I wanted to during those times. Anyway, while I was watching the dock and the boat, which has been damaged in previous summers from these wakes, I also saw Raven's Journey, a sled boat, going full speed out of the harbor in a no wake zone for a distance of several hundred yards, and then it did an immediate 180 degree turn at a high speed. I grabbed the telescope and fortunately no customers were aboard. Just one young woman on the back doing something with a rope. So it was a captain and - message cuts off.	Alaska Travel Adventures	
46-6/17	6/17/2022	Vehicle: Bus/Trolley	Valley	Hello, I don't need a call back but I'm on River Road and the Juneau Boat Company just went to the road at probably 35-45 mph and the speed limit here is 20 mph. I was a little disgusted at how fast that vehicle was driving.	The Boat Company	The Boat Company: Driver has been notified and the complainant called.
47-6/20	6/20/2022	Other	North Douglas	Regarding Juneau Jeep Tours, Juneau Unplugged, and any other jeep or general tourism that is directed out North Douglas Hwy, it would be appropriate and safety-wise to instruct these vehicles to drive with their lights on, so that locals using bicycles and hike/walking out on North Douglas are in less danger and able to see oncoming cars. I know that I see quite a few jeeps out there every single day and very few of them have their lights on. Please pass this along to the operators. Thank you.	Juneau Unplugged	JU: We can certainly ask drivers to keep their daytime running lights on during overcast days. All guests are required to sign a contract agreeing to abide by local laws that include many aspects of safe vehicle operation, but it is not a problem to remind them.
48-6/20	6/20/2022	Vehicle	Glacier	I am calling with a complaint about a speeding bus driver at the glacier. This incident occurred around 2:45pm on Friday, June 18th. I was standing alongside Glacier Spur Road, north of Steep Creek culverts in a speed zone that is 20. Two deer had just been near the road, a bear had just crossed the road and two dark green buses, which I believe is ACT, sped past me going faster, I believe, than the 20 mph speed limit. The reason I say this is because I am a retired Ranger from the glacier and spent a number of years there trying to assist drivers in meeting the standard of 20 mph. Currently the speed hump has not yet been installed. Im working very hard to get them installed because they're really important. This particular incident really bothered me because I gestured strongly to the second dark green bus to slow down because the animals were nearby and the second driver stuck her hand out and pointed to the 30 mph zone sign that was behind me as if by seeing that sign meant that she could be going that speed. She was north of the culvert which is the passage for the bear, the deer, the children, all of the other wildlife, and she seemed to indicate that it's okay to go 30 in a 20 because she could see the sign - message cuts off.	Alaska Coach Tours	ACT: I have called ----- and left a voicemail. I assured her it is our policy to adhere to all speed limits and I would speak with our drivers to make sure they are paying attention to all posted speed limit signs. Particularly, on Glacier Spur RD.
49-6/21	6/21/2022	Cruise Ship	Downtown Juneau	My complaint is for the multiple cruise ships in town. There are people free flowing across the crosswalks, there's no crossing guards on all but one of the crosswalks, from what I can tell, and you have to just sit and wait as one person and then another and another slowly straggles across. The cruise ship industry needs to fund crossing guards at every crosswalk if they're going to have thousands of people in town and allow locals to drive through downtown.	Kirby Day	Hi, this is Kirby Day from TBMP. Thank you for your message on the hotline today regarding pedestrian traffic and crossing guards. The crossing guard program is 100% funded by the cruise industry through the head tax/marine passenger fee. Over \$300,000 was allocated to the program this fiscal year, however Goldbelt Security has been unable to hire more than three (3) crossing guards so far. There are simply no applicants despite paying a significantly high hourly wage. We normally have 12 guards and to date we only have 3 who have taken the job. We continue to try to fill the ranks as we know how important the program is for locals and visitors alike. Thank you for reaching out.

50-6/22	6/22/2022 Vehicle: Bus/Trolley	Downtown Juneau	Around 9:05 AM, one of the M&M tour buses, the blue one with license plate KB8931 made a left turn out of the tram parking lot without looking to the right. I had to brake pretty hard to avoid crashing in to the side of the blue bus. I think it might have been a lady, she just needs more training in being a good driver so that that doesn't happen again.	M&M Tours	M&M Tours: I just spoke with ---- and he was a wonderful man and very kind. I told him that I've already taken care of the situation I've already talked with the driver she's a very experienced driver driving our largest bus in the company and has never had a complaint or an incident at all in her six years in my employment. I think I can safely say it won't happen again. ---- is a previous bus driver and Tour Guide and was very understanding and chatty! He asked me to wish the driver well and wish her good luck. We all know that it is safety first. That's what it's all about. Thank you all for your time and your hard work keeping all of us safe and keeping good juju with us and the community!
51-6/22	6/22/2022 Other	North Douglas	Hello, this is ----, I called a couple days ago about Jeep Tours driving on North Douglas Highway without lights, which is inconvenient and kind of dangerous for bikers. It's much easier to see a vehicle, especially one that isn't familiar with the road, when you're on a bike, if they're driving with their headlights on. I've seen at least 10 jeeps on North Douglas since my initial call and none of them have had their lights on, so I don't know if you've contacted the operators or they're not complying with this request, but I'm asking again. Thank you.	Juneau Unplugged	We do our very best to ensure guests are aware of local road conditions for their safety and those they share the road with, however there isn't a local law that requires daytime running lights which makes it impossible to impose and segregates them from the hundreds of other Jeeps on the Juneau road system that do not use headlights during the day. Every driver is required to sign an agreement to abide by all local laws and we remind them to use their headlights on overcast days.
52-6/23	6/23/22 Aircraft: Helicopter	Valley	Yes hi my name is ---- and I live in the Mendenhall Valley. A couple of my neighbors and I are having a hard time with the helicopter flight paths this year. They're flying on both side of valley and it's both companies. I know in the past they would fly over the Auke Bay area and they stayed away from the valley. But they're surrounding us this year and it's horrible and it's only getting worse as more cruise ships are coming in. So I called in to Problem Corner, that radio show, and other people called in while I was trying to get your number but neither the host or I had it. We are all so happy the tourism is back this year and it's working good downtown and I'm happy for the vendors. But these helicopters, you just gotta get them back on that flight plan that took them over on the other - it's horrible, it's like a landing zone. Just one right after another and there's few breaks in between. It's not good. We appreciate what you do for us citizens out here in the valley. Thank you so much.	TEMSCO, Northstar, Coastal Helicopters, Kirby Day	Kirby Day: I explained to the caller that flight paths in and around the portion of the valley she is speaking of have not changed since 2019, when there were actually more flights than are currently being conducted in 2022. I also explained that routes into and out of the airport are controlled by the FAA Tower and operators need to follow those routes as established and agreed to and thus some routes into and out of the valley to and from the airport may also be affected by weather. I told the caller that I have shared her concern with operators and reiterated for all to use the established routes as dictated by weather and safety first.
53-6/23	6/23/2022 Cruise Ship	Thane	Yea hi Im down on Thane Road and theres a cruise ship passing by in the channel. Im not right on the water, I can just with a filtered view see the cruise ship. Their loudspeaker is so loud I can hear them here sitting on my deck. I think that's inappropriate. It's the Carnival Miracle. I think that's really inappropriate that we have to hear the loudspeaker going off on the cruise ships. Secondly, my cell phone, I have AT&T, hardly works at my home anymore because the cruise ships are in, and that is totally unacceptable. Cant make work calls when Im working from home and there is so much use of the airwaves that my phone is not working. This has been going on for weeks now. So, that is a real problem that needs to be addressed.	Kirby Day, CLAA	Kirby Day: Thanks for using the TBMP hotline. I sent the following to Carnival Miracle regarding the outside announcements: Please note a comment on the Tourism Best Management Practices hotline along with a reminder of the guidelines all have signed onto for outside announcements, music, etc. (I sent them the TBMP guideline) basically there should be no outside announcements inbound after passing DuPont or outbound until DuPont. Regarding the phone issues, I think if you check with AT&T you'll find that the phone issues you may be having are not necessarily related to numbers of visitors in town, as the number is down 35% from a normal cruise season.
54-6/24	6/24/2022 Vehicle: Bus/Trolley	Egan Drive	Yes hello, this is a concerned resident in the Juneau area. I just witnessed around the 14:25 hour, multiple large buses and semi-quasi transporter vans to the mini buses, parked on the side of Egan, on the wetlands side going southbound, looking at bears. Also, when the buses pulled back on to Egan, they almost caused a couple different accidents in the process. The other concern is over on the back loop by Brotherhood Bridge, I've seen several different various sizes of vehicles parked on the shoulder/sidewalk and its obstructing not just the pedestrians who want to walk but also the other cycling tours that utilize the shoulder to access their tour. If you have any questions for me, you can reach me by phone. I hope this can get looked in to for the safety of all people involved, be it tourism and or city residents.	Juneau Tours, Alaska Coach Tours, Holland America Group, M&M Tours, Kirby Day	Kirby Day: Unfortunately, it is not only tour vehicles which are creating these unsafe conditions. I see posted on Facebook people complaining about this and all the cars in the photos seem to be local cars. That said, we have posted to all tour companies: Please remind your drivers of the safety issues involved in pulling off to side of the road on Egan Drive (unless an emergency) and I did check with JPD - it is ILLEGAL to do so as is slowing down below the normal speed of the traffic on Egan Drive to view wildlife or for any other non-emergency reason. Thanks for using the TBMP hotline.
55-6/24	6/24/2022 Vehicle: Bus/Trolley	Valley	My car was nearly hit by the Blue Bus as the bus exited the parking lot, going west, at the glacier at noon on May 31. The bus left the parking lot behind another bus without stopping or even pausing before entering the Glacier Spur Road. While the bus was driving along the road it continually veered into the bike lane that is adjacent to the traffic lane. This is not the first time I have seen this, and have also experienced it as a bike rider in that very same location in previous years, and was nearly run over by that bus. Bus #JBD 375	M&M Tours	I am so sorry to hear that my blue bus blundered so bad! Thank you so much for your email to make me aware of this. This particular Tour Guide is out of town at the moment. When he gets back I will address this issue with him. It will not happen again! Our main concern is always safety first. I will make sure that he is properly trained and aware of all of the safety regulations. Again thank you so much for your email and letting me know.

56-6/26	6/26/2022 Vehicle: Bus/Trolley	Auke Bay	Im calling to make a complaint about a bus that has not been allowing any cars to pass from Auke [caller loses reception, message cuts out]. It is an Alaska bus with moose antlers, bus 1208. It has about 10 cars behind it and plenty of places to pull off but really no places to safely pass the bus. It's been going about 10-15 mph under the speed limit. Thank you.	HAP, Kirby Day	HAP: This was a HAP training bus, and we are aware that the trainee was driving too slow – the issue has been corrected.
57-6/26	6/26/2022 Vessel: Whale watching	Auke Bay	Yea at 4:15 out in Auke Bay, inbound into Statter, a double decker whale watching aluminum boat with a mural on the side. Came in way inside the markers, just shot a 3 footer way over my breaker onto my dock here. Just need them to slow down. I videoed them going by, so i've got that if you need it. It would be great if you could just give me a call too. Thanks, bye.	Non-TBMP Member	
58-6/27	6/27/2022 Aircraft: Helicopter	Valley	Hi, it's Monday morning and the helicopters are flying over the Mendenhall Valley. I thought that I was going to go out to the glacier for a few hours before the normal tourism starts on Monday around noon. It's disappointing that we've lost Monday morning to the tourism industry, so let's go back to having some portion of some weekday free of cruise ship tourism. Monday morning has worked just fine, traditionally, let's go back to that status. Eliminate cruise ships on Monday a.m. just like we have for many decades. Awesome.	Kirby Day	Good morning and thank you for using the TBMP hotline. While there are some Mondays with a morning ship, most Mondays the vessels arrive at 1pm. In this case there was a morning ship here on June 27th however no one was allowed off the ship. Thus, the helicopter traffic was likely independent visitors taking advantage of the good weather to take a tour. Cruise ships have never been eliminated or prohibited on Monday mornings. This has simply been the nature of the schedule for a number of years, with some scattered Mondays with morning ships.
59-6/27	6/27/2022 Other	Downtown Juneau	My family and I are very frustrated with availability of local access to downtown in the summertime! Our daughter and grandson live on South Franklin St and we often pick them up or drop them off in our car. One early evening last week we stopped for less than 2 minutes (while in our car) before we were rudely told by a walking police officer that we had to leave. He said it's "ALWAYS" been closed for parking except for tourism related vehicles and that we had to move immediately. There were no busses or vans anywhere in the area that we were waiting at the time. We are life long residents of Juneau along with our many family members, why can't we have a place to drop off or pick up local residents in the S Franklin St area? We pay for service and infrastructure there through our taxes and have done so since we were adults in the mid 70's. Why can't we have at least some access to that part of town in the summer?!!	City Clerk's Office	
60-6/27	6/27/2022 Cruise: Noise	Downtown Juneau	Hi I wanted to complain about the ship this morning at 3:55am wrang it's horn for 10 minutes. I live in Douglas and I heard it clear over here. I think it was coming from town, but, really, they dont need to blow their horn at 4 am. Thank you.	Kirby Day	We have checked with the Norwegian Sun (I asked their Security Officer on the dock on morning of June 27th) and they indicate that they did no sound their ship's whistle during any time they were in Juneau overnight on 26th/27th. As well, Franklin Dock security personnel admitting hearing something like a loud horn about this time but also noted it was not coming from the ship. Therefore, we do not know the source of the sound.
61-6/27	6/27/2022 Cruise: Noise	Downtown Juneau	I have some concerns & questions about noise from the cruise ships. We live in Douglas right on the water and as you know, downtown and the cruise ships are our front yard! It is an always changing, mostly wonderful delight! The past couple of weeks seem to have been particularly noisy. The ships have been blowing "warning" signals more than I have ever heard (other than the 4th of July ...,which is great!!). There has been no fog, I have seen no small boat traffic they were warning (maybe once). The ships were all docked and no one was moving. Once, was 7 "warning" sounds followed by a very long blast on the horn. If there is a safety reason for all of this, I would be love to know. If there is a safety reason for the cacophony of noise - so be it. From my understanding of boating and horns/marinas/harbors....there are CG rules & regulations. I could go on about hearing the announcements from the PA systems on the ships, etc!	Kirby Day	Thanks for reaching out and this will be posted as part of TBMP hotline. I am attaching the TBMP 2022 guidelines that operators and cruise ships sign off on. I think you'll find page 14 of the document interesting --"The Sounds of a Port" - Attachment C. Reading your email below, it is likely you have been hearing: A) Required 3 short blasts when ships go astern and back out of a dock or maneuver astern in the harbor. B) Required long blast (or more) if vessel is underway and another vessel is determined to be in the path and/or not responding to the arriving/departing vessel's maneuvers or radio C) Announcements made during required USCG drills, examinations or inspections as required by USCG. D) Whistles and/or bells signaling USCG drills, examinations or inspections as required by USCG E) (7 long short blasts and 1 long blast on ship's whistle) As well, there have been instances when ships have forgotten that unless it is for an emergency or drills, inspections, exams, or safety purposes, outside announcements should not take place according to TBMP Guidelines (see guideline #52). We need to remind them now and then and we are working on that. Thank you again for reaching out to TBMP.
62-6/27	6/27/2022 Vehicle: Bus/Trolley	Egan Drive	Heading outbound from downtown and the right hand side with the coastal helicopters van pulled over, presumably to watch the bears at the dump. Nearly causing an accident and I've seen multiple posts online recently about similar issues and I dont think it's a very safe practice. Perhaps a suggestion to solve that would be to build viewing platforms on the right side of the road, similar to the one on the left. Just a suggestion would be a lot safer for all involved and still accommodate their wishes to watch the bears and eagles there, which is beautiful for everyone.	Coastal Helicopters	I spoke with the lady who submitted the comment. I thanked her for using the TBMP hotline and we will be addressing this with our staff. We have addressed it with our staff and will bring it up in our bi-monthly meeting.

63-6/28	6/28/2022 Cruise: Noise	Downtown Juneau	Hello, my name is ---. I have a complaint about the level/amount of noise the cruise ships are making as of today around 2 in the afternoon. There was one was blasting music and I noticed it all morning on and off. I cant tell you which company it is because there are more - [message cuts off]	CLAA, Kirby Day	CLAA: --- was very kind and supportive and we had a good conversation. Unfortunately she didn't know where it was coming from and it was for a short time but when she got to a place where she could hear it better it had stopped. She said she would call again if she heard it next Tuesday. I asked her to call our office as well so we can drive around to see if we can track it down while it is happening. I thank -- for her time and I believe she will call back. I was able to clarify it was today and also on Sunday but Sunday was announcements not music which we have addressed already.
64-6/28	6/28/2022 Cruise: Noise	Downtown Juneau	Hello, my name is ----, at 2:18 on Juneau 28th the Norwegian Bliss went by with their stereo blaring at 900 db. Please ask these empty-headed cretins to turn that thing down, at least until they get to Marmian island and have some concern for the neighbors out here that dont necessarily need to hear that blasting stuff. Please give a call if you have any questions or need anything further. Or, I'll come down there in person. Thank you.	Kirby Day	Thank you for calling this to our attention. NCL has been notified. This is clearly action that is contrary to our TBMP guidelines which state that there should be no announcements or loud music on the outside speakers inbound after Dupont or outbound before Dupont. We have sent a reminder to all ships again to be aware of TBMP Guideline # 52 which can also be viewed on the TBMP website www.tbmp.info
65-6/28	6/28/2022 Cruise: Noise	Thane	Norwegian Bliss blasting music and announcements as ship departs Juneau and transiting Gastineau Channel. Aren't they supposed to respect citizens who live along the water front and stop this?	Kirby Day, CLAA	Thank you for calling this to our attention. NCL has been notified. This action is clearly contrary to our TBMP guidelines which state that there should be no announcements or loud music on the outside speakers inbound after Dupont or outbound before Dupont. NCL has been reminded again. We have sent a reminder to all ships again to be aware of TBMP Guideline # 52 which can also be viewed on the TBMP website www.tbmp.info
66-6/30	6/30/2022 Vessel: Whale watching	Coughlan Island	Yesterday, June 29th at 17:20, we were transiting through North Pass by Coughlan Island in our 40 foot sailboat. One of the whale watching boats - Tutshi - overtook us at high speed close on our port side and then cut across our bow about 15 ft. from our bow. The wake was so severe it knocked our dog off one of the seats in the cockpit. I was down below at the time. My wife yelled to me and fortunately I was able to brace myself a little bit but I still got slammed against the bulkhead and my shoulder is still sore. I'd like to talk to the owner of the vessel. Unfortunately there was no company name displayed on the vessel.	49th Fathom, Alaska Galore, Alaska Luxury Tours, Alaska Sea to Shore, Alaska Tales Juneau, Allen Marine, Dolphin Jet Boat Tours, Gastineau Guiding, Harv and Marvs, Jayleens Alaska, Alaska Galore, Lost in Alaska, Moore Charters, Rum Runner Charters, Sea Lion Tours, The Local Guy Charters	Juneau Tours: Thank you for sending this along. I just spoke with our operations manager as well as the captain of that vessel. He made a split second bad decision he said and has been trying to trace the owners of the vessel to apologize. We will contact the concerned party. We are committed to being good neighbors on the water and have even received calls this summer thanking us for being careful around smaller vessels! (Which is a fun change of events) So this is very disappointing to me. It will not happen again.