



TBMP SUMMARY REPORT
August 2022

DATE	CONTACT ID	CONCERN TYPE	AREA	SUBMISSION DETAILS	REFERRED TO	RESPONSE DETAILS	ADDITIONAL RESPONSE
8/2/2022	97-8/2	Vehicle: Bus/Trolley	Downtown Juneau	Alaska Coach Bus #225 spotted driving thru middle of downtown on Franklin Street at 9am Tuesday, August 2nd, 2022. During my training years ago, it wasn't allowed for buses to drive in the middle of downtown. Have the rules changed?	Alaska Coach Tours	Thank you for reaching out. We appreciate your question and are happy to explain. We avoid North Franklin Street as much as possible. However, on Tuesday there was a large group staying at the Baranof Hotel that booked our transportation. Whenever there are guests staying at the Baranof hotel the only way to access the hotel is by taking North Franklin Street.	
8/4/2022	99-8/4	Vehicle: Bus/Trolley	Auke Rec	Is Alaska Fjordlines part of TBMP? They were just passing through Auke Rec Area.	Alaska Fjordlines	Got the message, I did not know the driver was going through this area. It was not with paying passengers. They won't go through there again.	
8/5/2022	100-8/5	Vehicle: Shuttle	Basin Road	9:50 on August 5th. There were 3 ATA vans going back on Basin Road, in a row. No of them were full. So thats against the practices they should be following. Thanks, bye.	Alaska Travel Adventures	Thank you for using the hotline. This is in line with current protocols. Three vans from three different ships, not mixing passengers and keeping capacity down per Covid protocols. As well, these tours are different and go different places/have different timing after Basin Road so operator does not mix them. Prefer to use smaller vehicles than combine into one larger vehicle on Basin Road.	
8/8/2022	101-8/8	Vehicle: Shuttle	Valley	Hi there, just wanted to call so the operator could be made aware of a problematic driver driving a Sprinter van. Around 9am today at McNugget intersection. Harv and Marvs, just past the intersection, they got into the merge lane on the right hand side to pass a box truck already in that lane. So they cut off another vehicle trying to merge onto Egan so they could pass a box truck. I know everyones pretty tired this time of year but that was some pretty dangerous driving. Anyway, I hope you're all having a wonderful day and thanks for a great season.	Harv and Marvs	Driver accepts that it was driver error. Driver is normally a large diesel bus driver, and had never driven this small gas vehicle before. Even for personal use the driver uses a diesel vehicle. It was an anomaly that the driver was sent to make a small pick up at a hotel (No guests were on the vehicle). Driver did not realize how sensitive the accelerator was and while accelerating from the stop at McNuggett inadvertently pressed to hard on the accelerator and in so doing the sole of the large work boots he was wearing momentarily became lodged under the break pedal, thus holding the accelerator down. In an effort to avoid a collision, driver veered to the right as the left was completely blocked. The driver indicated that he feels the caller over exaggerated him cutting off a vehicle in the merge lane. He judged that this vehicle was 3 car lengths behind him, the driver will not operate this class of vehicle the remainder of the year.	
8/9/2022	102-8/9	Cruise: Noise	Downtown Juneau	The Norwegian Bliss just cruised by with music blaring! The wyland boat. Not appreciated. Thank you.	NCL	NCL Management has promised to address with their ships and remind them of the TBMP guidelines.	
8/9/2022	103-8/8	Aircraft: Helicopter	Auke Bay	Calling with comments concerning level of helicopter noise in Auke Bay.	Kirby Day	Thank you for using the TBMP hotline. Your concern has been posted and also passed on to operators and CBJ Tourism Management.	
8/9/2022	104-8/9	Aircraft: Helicopter	Auke Bay	Calling with comments concerning level of helicopter noise in Auke Bay.	Kirby Day	Thank you for using the TBMP hotline. Your concern has been posted and also passed on to operators and CBJ Tourism Management.	
8/10/2022	105-8/10	Cruise: Emissions (we ask them to call DEC)	Downtown Juneau	Calling about air emissions, stating they will call DEC as well. Reporting Discovery Princess cruise ship emitting white/grey smoke. Caller says it is not steam, as it hovers over the city and is opaque. Caller would like a call back.	Kirby Day		
8/10/2022	106-8/10	Vehicle: Shuttle	Egan Drive	Calling about a white Ford mini bus operated by Harv and Marv, named Megatron. Caller was driving inbound and van had its front bumper to her rear bumper while she was driving in the right lane and van in left lane. Caller said she sped up to get out of it's way as she does not like driving in other people's blind spots. Caller says the van sped up to about 70-75 mph and would not allow her to pass. Caller says she will also call the company.	Harv and Marvs	Spoke with driver regarding the incident and will be following up with caller to discuss further.	
8/13/2022	107-8/13	Cruise: Emissions (we ask them to call DEC)	Downtown Juneau	On Gastineau Ave watching Carnival Splendor with particulates. Will call DEC.			
8/18/2022	108-8/18	Vehicle: Bus/Trolley	Auke Bay	On August 16th, ACT bus speeding through Auke Bay, going from ferry terminal to roundabout. Concerned about speeding through 35mph zone with school in session.	Alaska Coach Tours	We have reminded drivers to be mindful of school zones now that school has started. We have also called this caller and left a voicemail ensuring them that we have spoken with the drivers.	

8/18/2022	109-8/18	Other	Juneau	The KTOO article of August 5th is entitled: Kicked off their cruises, COVID-positive tourists are going home on Alaska flights and ferries. Per the TBMP mission statement: "Begun in 1997, Tourism Best Management Practices (TBMP) are intended to minimize the impacts of tourism in a manner which addresses both residents and industry concerns." Holland America should have quarantined their guests (either on-board or in local hotels) rather than putting them on a ferry where they spread the virus and then on an airline for further transmission of the virus. Given that the cruises are only 2/3 full (so they say), why didn't they quarantine the covid patients in the empty rooms? It seems HA was only interested in protecting the cruise and didn't care about contaminating Alaska residents (on anyone else) with their Covid-ridden passengers. THIS HAS TO STOP IMMEDIATELY.	Kirby Day	Thank you for your email to TBMP. Apologies as for some reason we did not receive on 7th so it was forwarded to me today. Your concern and the response will be logged on the hotline database which is tallied each month. I wanted to clarify that these persons were never on the Holland America or any other cruise ship. They had completed their land tour in the interior and arrived in Skagway by motorcoach intending to board the ship for their cruise. As is policy, all those on the motorcoach go through mandatory COVID testing prior to boarding. This couple tested positive and thus were not allowed to board the ship. Consistent with the Port Agreements between the cruise lines and each port community, COVID positive passengers are not given the option to isolate in a hotel or go home. These passengers were provided with a hotel for isolation and chose (on their own) to leave early. (again, they were never onboard the ship and were refused boarding when they tested positive). Holland America's policy is as follows: Our policy for any guest that tests positive for COVID-19 is to advise them to isolate for at least five days before travel. We ensure they have the tools to do that, including assistance in arranging hotel accommodations throughout their stay. We cover up to \$100/day in meal deliveries and we reimburse the hotel expenses not covered by their trip insurance.
8/19/2022	110-8/19	Vessel: other	Chatham Strait	Would like to file complaint against charter boat, possibly named the Sea Gal, written in orange letters. While fishing around 10am south of point retreat, the boat had plenty of room to spare but came by him within 50 feet, causing a 4 foot wake. It tipped over multiple items and there was an elderly male on board at risk of being injured. Caller has serious concerns with professionalism of boat driver.	49th Fathom Charters	Good morning! I have reached out to the caller via the phone number provided. I left a voicemail letting him know who I am and that I am the owner of the vessel and the charter company. I stated I was responding to a complaint received on the TBMP Hotline and wanted to find out more information regarding the specifics of the situation. The Alaskan C Gal was on a 4 hr. Salmon Fishing Charter and was trolling for salmon at Coordwood between the hours of 9am-11:15am on August 19th. I do not have any recollection of coming within a distance of 50 feet from any boat while at running speed. I will state that this is typically a heavily trafficked area especially Friday-Sundays during the month of August. We would have no reason to have been running full speed at 10am unless we were to have pulled lines to run back to troll in only one direction. Either way, it is not our practice or intention to wake anyone out, especially while trolling, as it happens all the time to us while trolling so I know what it's like. If this wake was indeed solely caused by my boat I do apologize for that and will remind all of my captains to be conscious and aware of the other boats around them while on the water so as to not cause large wakes while others are at slower speeds trolling.
8/21/2022	111-8/21	Cruise: Noise	Downtown Juneau	I am writing to report the Norwegian Spirit, 8/20/22 at approximately 8PM. I understand the importance of tourism to our community, but it is out of hand. The amount of pollution they create is untenable. I have attached a photo for you as well. Also, I do not know which ship was making announcements, but that has got to stop. We live here. Last night, I could hear the announcements at the docks clearly - and I live on Starr Hill. It is the responsibility of the cruisers to get on their ships on time, the announcements do not need to be blasted at F-35 decibel levels so the entirety of Downtown can hear them. This is not ok. Thank you for your attention in this matter.	Kirby Day, DEC	Good afternoon – thank you for using the hotline. We have continued to remind NCL about their emissions and the TBMP guidelines which point to the ADEC regulations. I have forwarded to CBJ Management and also ADEC. As well, I have asked that this be forwarded to NCL executives in their corporate offices. I agree with you that the guidelines and the state regulations are for everyone to adhere to with no exceptions. In terms of the announcements on Saturday night, the ship at the dock by the Tram would have been the only ship at downtown City Docks. One ship was also at Princess Dock and one at AJ Dock and the NCL ship at anchor until 8pm. Might you be able to tell me what time this occurred?
8/22/2022	112-8/22	Vehicle: Bus/Trolley	Downtown Juneau	Just took a walk and noticed several buses parked and idling. Why isn't TBMP isn't emphasized and enforced by companies? All of these were idling. Several others were not.	HAP, Alaska Fjordlines	HAP: We will remind Drivers and dock staff about this and discuss with the Driver pictured. Alaska Fjordlines: Reminded drivers to not leave their bus idling while at Marine Park.
8/23/2022	113-8/23	Vessel: Whale watching	Auke Bay	Incident w/charter boat "a week ago this past Sunday, approx. 11am" - the Equinox.	Moore Charters	Called and spoke with caller regarding the situation.
7/26/2022	114-7/26	Cruise: Noise	Downtown Juneau	On Monday night the 2nd to last ship leaving around 10pm decided to blow its horn every couple minutes going down channel - at least 30 minutes could be heard. No other ships did that including the last one to leave behind them. Visibility was fine- could see across the channel to Douglas fine. Lower ceiling but no issue for their navigation. Can you please check into this? Ridiculous. Thank you.	Kirby Day	Good afternoon and my sincere apologies. We just now found this in a TBMP website spam file and thus the tardiness in responding. In the meantime, we have reminded all ships at least twice since this time of the TBMP guidelines for addressing ship's whistle's and announcements. I am sorry I didn't see this at the time to be able to address it then. The hotline is also reachable via direct email TBMP Hotline hotline@traveljuneau.com or 586-6774. Again my apologies – we strive to be able to answer and address issues within 3-5 days.

8/25/2022	115-8/25	Vehicle: Bus/Trolley	Airport	Yesterday, approx. 3:15pm at the Old Glacier Hwy and Shell Simmons intersection. Halfway across the crosswalk when an ACT bus came through the intersection. Stopped walking to avoid being hit.	Alaska Coach Tours	
8/26/2022	116-8/26	Vehicle: Shuttle	Douglas	Reporting tour van coming through private neighborhood for the second time, license GLK372. Contact back for further information.	Juneau Taxi and Tours	I have texted with the caller and he provided a photo of a Juneau Taxi and Tours van in the Blueberry Hill neighborhood. He indicated that there were people in the van both coming and going down the hill so it was likely a tour and not a taxi fare. I thanked the caller and notified Juneau Taxi and Tours to please remind all their drivers (including the one in the photo) that TBMP guidelines prohibit touring in neighborhoods and specifically Blueberry Hill.
8/28/2022	117-8/28	Aircraft: Helicopter	Juneau	No expectation of any action or change but want it logged that I'm seriously annoyed and my life interrupted by helicopters over my house. Yellow helicopters catch my eye. Probably other companies too.		
8/31/2022	118-8/31	Aircraft: Helicopter	Auke Bay	Calling to complain about helicopter noise. Requests no call back.		
8/31/2022	119-8/31	Vehicle: Shuttle	Egan Drive	Passing the Egan/Vanderbilt intersection. Many cars pulled over to see bears - including taxi/tour vans and white sprinter van with tourists. Caller says she is in the tourism industry and feels this practice is unsafe and the industry can do better.	Kirby Day	