



Monthly Report: August 2016

Type: Aircraft: Helicopter	Call Date: 8/2/2016, 11:09:00 AM	Call #: 38- 42584	Caller ID: 36
Details of Concern:		Referred to: All helicopter companies	
Complaint with helicopter tours going to Mendenhall glacier. Live on Muir St. Last two days helicopters have been going by constantly and low. Coastal & Temsco. Flying too low & flying too often. Wish there was something you guys could do, because it's very annoying.			
Details of Response:			
About 50% of our tours were conducted over Heitzelman ridge as weather allowed. When it was not possible we were utilizing other approved routes through the Mendenhall valley as per our normal schedule and procedures.-Temsco			

Type: Aircraft: Helicopter	Call Date: 8/4/2016, 1:23:00 PM	Call #: 39- 42586	Caller ID: 37
Details of Concern:		Referred to: All helicopter companies	
Helicopter tours going to the glacier. Started at 8am really loud. Been constant barrage for last 5 hours. This is just too much. Some are really loud, and some are just loud. Something doesn't feel right about this, there's a lot of sound pressure.			
Details of Response:			
We utilized our Heitzelman Ridge route for only about 30% of the day as the weather required us to use the Valley routes but not at any reduced altitudes or route deviation. The helicopters themselves do not have a control for loudness, they operate at constant rpm, the only thing that affects the decibel level is environmental. i.e., wind direction/speed.-Temsco			

Type: Other: Other	Call Date: 8/4/2016, 3:06:00 PM	Call #: 40- 42586	Caller ID: 38
Details of Concern:		Referred to: All whale watching companies	
<p>Wike Beavers (sp)XXXXXXXXXXXXXX</p> <p>Longtime resident & longtime fisherman. Support tourism and support whale watching, but I don't support whale watching the way it's being done at this time. Way too many boats. Mainly one area. North Pass & handtrollers cove. The other day there were 15 whale boats in hand trollers cove at one time. Half of those boats are way too close to the whales. The captains on these boats are the most inconsiderate ding dongs I've ever seen. These guys will run to and from whales within 30 yds of our boat wide open. 20 minutes later the same boat will come back and do the same thing again. Those guys should stay no less than 100 yds from boats not engaged in whale watching. If something isn't done, there's me and a bunch of other people are going to [propose] some kind of regulation. They need to be gotten under control. Can't tell you about one boat or one captain.</p>			
Details of Response:			

Thank you for bringing this to our attention, we appreciate the reminder. This is a challenging time of year on the water, when fishing and whale watching are at their peak. It requires us all to be even more vigilant in our endeavor to safely work on the water, for the sake of the whales, our neighbors and all the other boats out there. We have added range finders to all our vessels to assure no approach within 100 yards. We also have reminded all our crews that we don't stay on any whale or group of whales longer than 30 minutes. Please feel free to call me anytime if you have further concerns, Serene - Juneau Tours

I spoke with Mr. ~~XXXXXXXXXX~~ today regarding whale watching activity and he is particularly concerned about whale watching boats being disrespectful to the local activities going on. He would like to see some voluntary, if not mandated rules about how far whale watching boats can get to other boats that are out there engaged in an activity. For example, a whale watching boat asked a local fisherman to move so that he could get his boat in so his customers could see the whales. I told him that we train our seasonal employees on best management practices, but that it's sometimes difficult with the seasonal nature of the business because we have new captains and crew every year out on the water (as an industry). ATA only has one boat and the same captain for the last four years, and he didn't recall any incidents with the North Star, but he seemed to understand the seasonal challenge. I promised to follow up with TBMP to inquire about some cooperative training that we could possibly coordinate among all the companies on best practices, so as to coexist better with the local boat users. Kelli Grummet - ATA

Our supervisor Amanda Painter and I chatted with ~~XXXXXXXXXX~~ also at length, this afternoon. The speed at which small boats engaged in fishing are passed and at close proximitywhen greater area to avoid a close pass was available, was the concern we heard quite a bit about. When having to pass in navigable waters, slowing down to a no wake or reduced wake option would really help. That was one of a couple off issues he spoke about. We will pass on some of the others on another email. Jim Collins - Allen Marine

The conversation Jim and I had with ~~XXXXXXXXXX~~ yesterday afternoon was very informative. His concerns were not just regarding whale-watching etiquette but common courtesy on the water. To echo Sierra's email, he cited several recent examples of vessels moving past his 22' boat with trolling gear out - within 20 yards at full speed. I think it would be beneficial to alert and caution all Captains immediately in all companies to be particularly cognizant of small vessel actively engaged in fishing, particularly around S Shelter, Aaron Island and Hand Trollers Cove. We did give Mike our cell numbers for any future complaints. Amanda - Allen Marine

As we did last year, I anticipate that the operators are interested an "end-of-season" captain's meeting to discuss how operations went this year and how they could continue to be improved. I have no objections to making this happen as things start to calm in September.....perhaps September 9th? Any objections? Suggestions? Also, having spoken to ~~XXXXXXXXXX~~ myself, he seemed relatively placated upon knowing that an end-of-season TBMP meeting would take place and his specific concerns would be addressed. He had a legitimate suggestion - asking if perhaps whale watching operators could agree to keeping a 100 yard distance from local sports fishing boats when at all possible (his main concern was while our "giant boats" were in transit, creating wake). It's definitely something to discuss. I guess my point is that I think we're safe to make it a point of discussion sometime later in the season, though getting back to Mike with notes on that discussion would be a good idea. Just throwing out the September 9th (Friday morning) date as an idea. That's kind of when we start losing folks. Let me know if anyone objects, otherwise I'll send a follow up/reminder email later this month. Sierra Gadaire - Gastineau Guiding



Monthly Report: August 2016

Type: Aircraft: Helicopter	Call Date: 8/4/2016, 9:01:00 AM	Call #: 41- 42586	Caller ID: 40
Details of Concern:		Referred to: Temsco	
This beautiful Thursday morning started so nicely until Temsco (red and white helicopters) started flying the helicopters up to the ice fields shortly after 8 am. I do not know why but they are extra loud this morning. The way they are flying I guess but it is way too much. I live on Muir street. Please make a note of this intrusive nuisance. Thank you			
Details of Response:			
No Response as of report			

Type: Vehicles: Bus/Trolley	Call Date: 8/6/2016, 9:00:00 AM	Call #: 42- 42588	Caller ID: 29
Details of Concern:		Referred to: Alaska Travel Adventures	
ATA vehicle came to a garage sale next door. We live on Simpson Ave. at the dead end. It's a tight street with lots of cars. The driver left his parked and running right in the middle of the street. I have pictures for proof if you'd like me to email them.			
Details of Response:			
Please accept our sincere apology for any inconvenience that our driver may have caused you. We have counseled the driver on not deviating from our normal routes, not blocking traffic, not leaving a running vehicle unattended, not leaving his vehicle in the middle of the street and not using company vehicles to attend garage sales. In the unlikely event that you ever see another one of our vehicles in your neighborhood, please feel free to contact me directly at 789-0052. Thank you for the feedback.			

Type: Aircraft: Helicopter	Call Date: 8/7/2016, 11:32:00 AM	Call #: 43- 42589	Caller ID: 39
Details of Concern:		Referred to: All helicopter companies	
Calling to discuss increased helicopter noise in our area. Have been home majority of this month. Alarmed at flight patterns, seem to be directly over our houses. Home with a friend around 4pm yesterday. We could hardly hear each other on the deck because of helicopter noise.			
Details of Response:			
I'm not sure how long this person has lived in their current location. The amount of flights and use of this flight path for our operation are less than in previous years and the routes and altitudes as agreed upon have not changed appreciably in the recent past. -Temsco			

Type: Vehicles: Bus/Trolley	Call Date: 8/17/2016, 5:00:00 PM	Call #: 44- 42599	Caller ID: 41
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Details of Concern:		Referred to: M&M tours
<p>Have witnessed multiple instances of this bus service camped in the left lane from downtown to the Valley. Always during the afternoon traffic timeframe between 3-6 PM. In fact I have never seen it driving in the right lane. This forces other vehicles to pass on the right, blocks driver sight lines, and generally slows traffic, resulting in safety concerns, inconvenience for commuters, and longer commute times. Please ask this vendor to operate its buses exclusively in the right lane except when absolutely necessary.</p>		
Details of Response:		
<p>Thank You so much for letting me know about my blue buses traveling in the left lane. I will be sure to address each driver individually to make sure all know the rules of the road and our TBMP practices. I apologize for any inconvenience. Best Regards. Mariann Cummings</p>		

Type: Vehicles: Bus/Trolley	Call Date: 8/31/2016, 2:30:00 PM	Call #: 46- 42613	Caller ID: 42
Details of Concern:		Referred to: Juneau Sportfishing	
<p>I was driving into town, and the Juneau Sportfishing van was in the left lane ALL the way into the harbor. I called the company, and they thought my question was very strange when I asked about the drivers being "allowed" to drive in the passing lane. And I know the drivers have their CDLs so they should know. Saw it again Wednesday with another white (another company - couldn't see the name anywhere). Mostly FYI. Thanks, Florence</p>			
Details of Response:			
No Response as of report			

Type: Aircraft: Helicopter	Call Date: 8/24/2016, 6:08:00 PM	Call #: 47- 42606	Caller ID: 43
Details of Concern:		Referred to: All helicopter companies	
<p>Too many helicopters flying over La Perouse at dinner time. Please get them to raise up slow down or move over. Thank you</p>			
Details of Response:			
No Response as of report			

Type: Aircraft: Helicopter	Call Date: 8/31/2016, 6:19:00 PM	Call #: 48- 42613	Caller ID: 43
Details of Concern:		Referred to: All helicopter companies	
<p>Yellow helicopters flying low over condos on La Perouse. Cannot carry on conversation over condos when they are abusing airspace. Make them stop.</p>			
Details of Response:			
No Response as of report			