



Monthly Report: July 2016

Type: Vehicles: Bus/Trolley	Call Date: 7/1/2016, 8:51:00 AM	Call #: 27- 42552	Caller ID: 24
Details of Concern:		Referred to: Royal Hyway Tours	
Incident on Egan 8:35 Fri July 1 Royal Highways large buses #252 bus waited until very last second to merge at construction, started moving over before putting on blinker, nearly ran me off the road.			
Details of Response:			
I have spoken to the driver about this. They thought they had room but ran out of space and time. We discussed how important it is to plan ahead especially in a construction zone. I called the phone number provided and left a message.			

Type: Vehicles: Bus/Trolley	Call Date: 7/6/2016, 11:15:00 AM	Call #: 25- 42557	Caller ID: 22
Details of Concern:		Referred to: Juneau Tours	
The bus driver for this white tour bus ran the red light while a city bus - who had the right of way - swerved to avoid the tour bus.			
Details of Response:			
Thank you for bringing this to our attention! We will talk to the driver as soon as he gets back to the DT dock this next hour. Warm regards, Serene			

Type: Aircraft: Helicopter	Call Date: 7/12/2016, 11:50:00 AM	Call #: 29- 42563	Caller ID: 26
Details of Concern:		Referred to: All helicopter companies	
Back in town. Flights of helicopters over house all morning. Ceiling is high. No need to be here. Shortcutting again over my house instead of using approved route.			
Details of Response:			
Flights were conducted over Heitzleman ridge by Temsco. For Business involved "Temsco Most likely" in the complaint is inaccurate, if you care to complain, please file a complaint with detailed and accurate information as we will be able to address the nature and possible solution to peoples issues. – Temsco			

Type: Vehicles: Bus/Trolley	Call Date: 7/14/2016, 12:26:00 PM	Call #: 33- 42565	Caller ID: 30
Details of Concern:		Referred to: Alaska Coach Tours, Holland America	

<p>Auke Bay Bible Church</p> <p>Several big tour buses not sure which company, have been turning around in our parking lot. Lot is already full, doesn't seem very safe for people or buses because sometimes they have to back out. If there's a way to get any notice out to companies - bypass Auke Bay Bible Church</p>
<p>Details of Response:</p> <p>I spoke to someone regarding this complaint when she was calling around to find out which company it was. I already let her know that I don't know of any of our drivers that would be using the Auke Bay Bible Church parking lot to turnaround in. If it was us, it would have been a one off and will not happen again. Just to be sure we put a notice out to all our employees to instruct them not to use this parking lot as a turn around. –AK Coach Tours</p> <p>It is our policy to turn around at the Ferry Terminal to access Fisherman's Bend, but we'll (Jared) follow up to see if it was one of our buses.</p> <p>We'll also put out a general reminder to Drivers not to utilize that lot. –Holland America</p>

Type: Other: Other	Call Date: 7/16/2016, 3:03:00 PM	Call #: 34- 42567	Caller ID: 31
Details of Concern:		Referred to: Gastineau Guiding	
Report whale watching boat - Gastineau Guiding - black hulls red roof - persuing pod of humpbacks in Saginaw channel off barlow islands. Look to be well within 100 yards.			
Details of Response:			
Called and discussed incident. [Caller] could not remember the exact details of the incident. Made a more broad complaint about Whale Watching in general and asked to limit the number of boats on a singular group of whales. Loud speakers were also discussed. Wished that we would discuss loud speakers at the end of season meeting.			

Type: Aircraft: Helicopter	Call Date: 7/21/2016, 10:03:00 AM	Call #: 35- 42572	Caller ID: 32
Details of Concern:		Referred to: All helicopter companies	
What I was trying to do was call you so you can get the effect that we get when the helicopters go by. Red & white heli company constantly skirting boundaries, constantly off the flight path, constantly cheating. When we have a friend visiting and he says it reminds him of Kuwait, and he's never here, I think it's time to reel them in. This is ridiculous. Whatever you can do. Thank you.			
Details of Response:			



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We do not "Cheat" we do extensive training and monitoring to fly appropriate and approved routes as set forth through our voluntary compliance with routes and altitudes set be operators and TBMP guidelines. - Temsco

Type: Other: Other	Call Date: 7/21/2016, 2:58:00 PM	Call #: 36-42572	Caller ID: 33
Details of Concern:		Referred to: All whale watching companies	
Tee harbor pull-off. watching whale breaching, and 5 boats surrounding it. It's wrong, not the first time I've seen it. They need to stop harassing that poor whale.			
Details of Response:			
Called 907- 209-5436 Case 36-42572, in regards to the Tee-harbor complaint. Didn't have any specific company to name, but was simply concerned with the distance from the whales. Was told about the WhaleSENSE program, but was overall still broadly stating that distance needed to be more carefully regulated. Appreciated the call.			

Type: Vehicles: Bus/Trolley	Call Date: 7/22/2016, 3:45:00 PM	Call #: 37-42573	Caller ID: 34
Details of Concern:		Referred to: Juneau Tours	
Advise to operator of blue bus glacier shuttle bus #1 at about 12:15. Texting while driving a bus out Egan. As I could best tell, no passengers in the vehicle.			
Details of Response:			

Type: Other: Other	Call Date: 7/27/2016, 8:00:00 AM	Call #: 30-42578	Caller ID: 27
Details of Concern:		Referred to: Alaska Trophy Fishing Adventures Juneau Sportfishing Juneau Sportfishing Rumrunner Charters Hooked on Juneau Juneau Shore Fishing Alaska Galore Tours	

Dear guys. Now we are back in Chile, after two weeks en Alaska.. we enjoy so much with my family. We arrive with de Norgueain Sun , the second week of July 2016 One of the issues that make me upset is that we like very much go fishing, and specially fly fishing. In the port I hire a tour in Glacier Express for fly fishing with my kids, we ask for an extra gear for my son, and for the youngest only a spinning rod. We pay close to 375 US dollars for the three of us, considering that my youngest son is only 11 years old. We pay cash, expecting for a nice fishing trip to the wild area of Juneau. The guide pick up us en the Tramway parking place in a red van, with other 3 guys from USA.. After a few explanation, the "GUIDE" carried us to a nice installation of a hatchery near town, he ask for 15 minutes to give us an explanation about fish, salmon and the cycle of them. We were at that time confused, because we ask, well where is the spot to go fishing.. Then came de big surprise that the spot was actually a dock, near the hatchery and no fly fishing at all. There were thousands of salmon, ready to panning , like zombies , swimming near the coast, but nothing more opposite that a fishing trip, It was like going to the supermarket. We caught a few salmons, but it was not what I was looking for and I pay. Finally I complain to the guide about this bloody trip, and also because they charge me more than there other 3 guys from USA that they only pay 110 US per person. You have to take care about this. The guide was if I not confuse HOJ, and in the picture you can see the stand that offer this nice FLY FISHING TRIP...

Regards

Details of Response:



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This trip was pitched and sold By Nick Mallonzi from a booth downtown. Nick has pitched and sold my tour several hundred times without complaint. I think what we had here was a failure in communication. English was not this families first language. Misunderstandings occurred at the point of sale as well as thought the 3 hour tour.

This family had no prior experience casting 8 wt saltwater fly rods. As a "Guide" its my job to provide a safe and enjoyable trip to all my clients. With no prior experience using the fly gear I have on hand, I informed them that fly fishing was not a option. I explained what I was able to do for them, spin casting at the hatchery. If this was would not work for them I would be happy to return them to the dock and see to their refund. They declined the refund and decided to participate in the fishing trip I was able to provide.

As a side note. I have no interest in fleecing customers or over charging individuals. I offer my trip at \$110.00 which is what the three Americans paid by booking directly through my website. The family in question paid \$125 per person from the dock.

I can not have fist time fly fishermen or young children casting size 2 hooks into 15 knot winds. I am not permitted to fish any creeks above the road system in Juneau/"Wilds of Alaska". Stream fishing is not a tour I advertise and or provide. Hookedonjuneau.com clearly lays out the details of what I am able to offer.

These clients payed less than half of what a charter boat trip cost here in Juneau. They caught many Chum and Pink salmon. They took many photos of their fish. I have no control over what type of salmon are running at the time these clients make port. Nor can I simply drum up a silver bright King Salmon for them when there are non running. I would have much rather given their money back than write this response. I stand by the tour I offer, the guides i employ and the fishery we all enjoy. I take this complaint seriously as it is the first of its kind in my 5 years of operation.

Bear Creek Outfitters is an excellent fly fishing guide service here in Juneau. Bear Creek fly's their guests to the "wilds of Alaska" to fish trout in streams. These clients either didn't want to pay for that experience or were canceled due to poor weather. They had their choice of Charter boat fishing, Bear Creek fly out fly fishing or Salmon fishing Juneau's road side fishery with Hooked on Juneau. They were given every opportunity for a refund. Once again I believe this to be a case of misunderstanding.

Type: Vehicles: Bus/Trolley	Call Date: 7/31/2016, 4:40:00 PM	Call #: 31- 42582	Caller ID: 28
Details of Concern:		Referred to: Juneau Tours	
The Blue Bus was driving in the left lane from nearly Fred Meyer until after DIPAC - until another vehicle passed it on the right. Phone video available.			
Details of Response:			



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Type: Aircraft: Helicopter	Call Date: 7/31/2016, 10:22:00 PM	Call #: 38- 42582	Caller ID: 35
Details of Concern:		Referred to: All helicopter companies	
Too many helicopters, too close to the houses on La Perouse & Radcliffe. Please stop.			
Details of Response:			
The intersection of these two streets are approximately 500 feet from airport property. Helicopters operate from the airport within the appropriate environment and with full compliance of regulation. -Temsco			