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Call Type: Other: Other	Call Date: 5/26/2016, 12:40:00 PM	Call #: 11- 42516	Caller ID: 11
Location of Concern: Downtown		Referred to: Kirby Day	
<p>Details of Concern: My husband and I were just In your wonderful city on a cruise ship and feel we should say something about the aggressive jewelry salespeople. This is our 12th cruise to Alaska and have never seen or felt such pressure from the NEW jewelry shops that have opened. We're not talking about your retailers that have been there for many seasons but, really...give us a little room to be able to walk into a place of business and look around. The sidewalk agression to come in and then the pressure to purchase something is out of hand. This is our opinion only and does not reflect on your hard working retailers that know how to treat a customer correctly.</p>			
<p>Details of Response:</p>			
<p>Ross, Tasha, Mark - Just wanted to pass this along -- it went to the Mayor and the Chamber of Commerce, Visitors Bureau, and ultimately ended in my Tourism Best Management Practices inbox. Not sure anything can be done. The standards which were put in place a number of years ago with Sara Beth at OBM and with Port Promotions didn't really address this, but maybe time to revisit. Not sure if shopping hosts can play a roll to ask shops to tone it down. It is certainly not everyone, but I see it every day when I drive through town too. Sidewalk hawking. Just thought you should know. Last year, someone aggressively tried to sell a watch to the city manager as she was simply walking down the sidewalk in front of a store on her lunch hour. Rgds, Kirby</p>			

Call Type: Other: Other	Call Date: 5/29/2016, 2:00:00 PM	Call #: 12- 42519	Caller ID: 12
Location of Concern: Auke Bay (Marine)		Referred to: Juneau Tours	
<p>Details of Concern: Hello, It is not in my nature to complain about tourists, tourism or commerce related issues. I appreciate guests and travelers in our community. However, we and our guests had a pretty scary experience on the water Sunday (5/29/16) and I feel compelled to bring this to your attention. At approximately 2:00 pm (or thereabouts) while heading back to Auke Bay after a great day on the water we saw the very-large-catamaran,</p>			



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"Juneau Whale Tours" heading in the opposite direction near Coghlin Island. It was making some very odd maneuvers, perhaps attempting to turn at high speed. Since we had just been observing orca whales it is likely they were in a hurry to get to where we had been earlier. The two men on our boat (my husband who is a long-time Juneau boater, and an experienced commercial fisherman) each commented on the odd maneuvering and the high speed of the Juneau Whale Tours large vessel. The result of their high speed, and maybe their maneuvering was a MASSIVE, STEEP wake. Due to the area between those islands, there was really no where we could go to get away from it in our 22 foot boat. There were three very steep wake waves which all brought green water well over our bow. They flooded our bow, and even pushed water into our cabin through our glass windshield/glass side windows/canvass top. It was very, very scary. I am forever grateful my husband knows how to stay calm and maneuver in that type of situation. If we had been in a 16 or 20 foot skiff, we would have been swamped and probably dead. Again, I appreciate the tourists, but really, those of us who live here would also like to be able to enjoy the water and streets as "normal" people. I can put up with losing some downtown parking spaces in the summertime and other minor inconveniences, but there is absolutely no reason to make the water UNSAFE for people who cannot afford or choose not to have a 47 foot boat. Please contact the Juneau Whale Tours people, or let me know how to properly contact the owner regarding this situation. I pray it does not happen again to anyone. Thank you very much.

Details of Response:

Thank you so much for bringing this to our attention. We sincerely apologize for the fright our boat's wake caused you. We have spoken with the captains who were on the water at that time and let them know what happened and how important it is to keep to the proper speed and also be vigilant to keep eyes out for other vessels no matter how exciting the whale action.

Call Type: Vehicles: Bus/Trolley	Call Date: 5/31/2016, 12:08:00 PM	Call #: 13- 42521	Caller ID: 13
Location of Concern: Other		Referred to: Kirby Day, awaiting more information on specific business.	

Details of Concern: Want to leave name number and email address. Just left a commercial class A/class B position in Juneau due to DOT regulation issues. Failed pre-trips, failed pre-trip brake inspections, safety issues. Employer was notified, we were trained knowing that these were violations. I have been instructed by other tour business owners that are aware of these infractions to contact you guys. Making this complaint for the safety of guests. Had to



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call the police, will be following through today as well. Want to make a complaint, but best to talk with someone else

Details of Response:

No response recorded as of 7/25/2016

Call Type: Vehicles: Bus/Trolley	Call Date: 6/1/2016, 4:36:00 PM	Call #: 14- 42522	Caller ID: 14
Location of Concern: Auke Bay (Land)		Referred to: Dolphin Tours	
Details of Concern: Report unsafe driving bus driver white bus with name Dolphin Jet Tours ENC-633. Bowhead written in small lettering on side 11:35am. Bus pulled out in front of me suddenly making right turn on glacier highway. Changed lanes without using turn signal. At mendenhall mall, turned right onto glacier highway to avoid traffic, and assumedly continued towards downtown.			
Details of Response:			
No response recorded as of 7/25/2016			

Call Type: Other Vessels: Noise (non- aircraft)	Call Date: 6/2/2016, 10:56:00 AM	Call #: 15- 42523	Caller ID: 15
Location of Concern: Favorite Channel (Marine)		Referred to: Gastineau Guiding, ATA, Allen Marine, Dolphin, ORCA, Juneau Tours, Harv & Marv's	
Details of Concern: Extremely irritated at behavior of a variety of the whale watching boats. Live overlooking the bread line. Lately we've had a lot of whales, which has brought really obnoxious whale watching boats, sit there, make a terrific amount of noise, and they just keep coming. Wish they would have more respect for neighborhoods. Could tell them to stay out at least beyond Cohen island would be appreciated. Would appreciate a call back.			
Details of Response:			



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No response recorded as of 7/25/2016

Call Type: Vehicles: Bus/Trolley	Call Date: 6/5/2016, 4:00:00 PM	Call #: 16- 42526	Caller ID: 16
Location of Concern: Egan Drive		Referred to: Alaska Coach Tours	
<p>Details of Concern: Going no more than 30 miles per hour all the way from the stoplight at riverside drive to the roundabout at Auke Bay. There was no road construction going on at the time, nor was there a construction zone speed limit in place. This happens far more often than just the time/date listed.</p>			
<p>Details of Response:</p>			
<p>No response recorded as of 7/25/2016</p>			



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Call Type: Other: Other	Call Date: 6/6/2016, 2:06:00 PM	Call #: 17- 42527	Caller ID: 17
Location of Concern: Auke Bay (Marine)		Referred to: Dolphin. All Whale Watching	
<p>Details of Concern: Would like a call back. Call back 6/10 at 9:00am from TBMP Hotline administrator: Call back 6/10 at 9:00am from TBMP Hotline administrator. Whale watching boats in Auke Bay Fritz cove road. Lack of consideration and slowing down at the white marker or before is out of control. We have a private dock in front of our home. It is to the point that we can't use it. I went down to talk to Larry at ORCA. There are a couple of boats that tend not to slow down. One of them is Raven's Journey, the other day the "Explorer" went right by the white marker. The coast guard doesn't do a thing, the harbor doesn't do a thing. The one company that seems to be the most abusive is the company that owns the ORCA odyssey and Raven's Journey. We have a joint-use facility out here with a lot of kayakers, If it continues there's going to be a tragedy. No response necessary, but would like addressed.</p>			
Details of Response:			
<p>6/10/16 5pm Dolphin Tours called Mr. Lindegard directly and left a message. Douglas Ward</p>			

Call Type: Vehicles: Bus/Trolley	Call Date: 6/7/2016, 12:30:00 PM	Call #: 18- 42528	Caller ID: 18
Location of Concern: Willoughby District		Referred to: None. No businesses identified	
<p>Details of Concern: You might want to tell these people that are giving tours coming out of food land if they're going to turn to the right not to go left and almost cause an accident like one vehicle did 12:30-12:45 June 7th.</p>			
Details of Response:			
Response N/A. Not referred to any specific business			



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Call Type: Vehicles: Bus/Trolley	Call Date: 6/8/2016, 2:29:00 PM	Call #: 19- 42529	Caller ID: 19
Location of Concern: North Douglas		Referred to: Alaska Excursions	
<p>Details of Concern: Live on North Douglas. Complaint about tourism related driver. Had slowed and signal to turn left into our driveway, and as we were stopped a white van passed us on the right [N Douglas highway too narrow for passing on the right]. White van marked with some name, maybe Alaska Excursions. Would like an answer from the Operator, TBMP group</p>			
<p>Details of Response:</p>			
<p>We will be sure to talk to our drivers about the situation. Whether or not it was one of our drivers, we want to be sure we are all operating in a safe and courteous manner.</p>			

Call Type: Other: Other	Call Date: 6/15/2016, 11:05:00 AM	Call #: 20- 42536	Caller ID: 20
Location of Concern: Favorite Channel (Marine)		Referred to: Juneau Tours	
<p>Details of Concern: A large catamaran belonging to Juneau Whale Watching (they have 2, can't tell them apart) just blasted between Favorite Reef and Shelter Island headed north. Wind N 8 to 12K, seas 1 to 2 ft both side of reef. Could have gone outside reef with no discomfort. This operator is one of the reasons we felt compelled to write a letter this season. A newer company it has been offensive since inception. The response to our letter has been positive. This is the first incident since. Please bring this to Juneau Whale Watching's attention. We would like to thank the captains and companies who have been cooperating.</p>			
<p>Details of Response:</p>			
<p>Thank you for your comment. We take these very seriously and have been striving in the last 4 years to be a company that not only follows the rules and guidelines, but also one that sets an example. We have instructed all our captains not to go that way anymore. The Captain informed me in advance that he was going to make an exception that day due to the sea and wind conditions and a few passengers who were getting uncomfortable and wanted to get</p>			



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back as soon as possible. Please feel free to contact me directly at any time with questions or concerns.

Call Type: Vehicles: Bus/Trolley	Call Date: 6/17/2016, 6:54:00 PM	Call #: 21- 42538	Caller ID: 21
Location of Concern: West Juneau		Referred to: Juneau Limosine	
Details of Concern: Big bus that came up pioneer ave that said Juneau limosine. Why was this big bus coming up into our neighborhood? Would like a call back.			
Details of Response:			
<p>Hi Sandy, Thank you for your concern. On this day this was a private charter for some locals for a once a year festivity here at centennial hall in Juneau. They chartered our services and wanted to go to private residence for quick drink then back downtown. This also helped keep the party moving so too speak so that they were not in the neighborhood for very long as there were over 30 persons on this charter which also kept neighborhood on pioneer much quieter. This was not tourism related. Just locals chartering our services having some fun and staying safe. We enjoy our community and try too be good neighbors and keep our community safe and enjoyable for all. By customers chartering our services and taxi cab services we are keeping thousands of folks from drinking and driving in our community which helps keep everyone safe and saves lives. Please let me know if this answered your concern and is there any other question or comments that you may have? Thank you! Jeff Wright juneaulimo@aol.com juneaulimo.com 907-463-5466</p>			

Call Type: Vehicles: Other	Call Date: 6/18/2016, 9:52:00 AM	Call #: 22- 42539	Caller ID: 19
Location of Concern: Downtown		Referred to: Juneau Pedicab	
Details of Concern: Pedicab bicycle with empty cab trailer was traveling the wrong way on 10th street. Riding towards the bridge on the wrong side of the road. Do want an answer.			
Details of Response:			



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Hello, Anne. Thank you for the communication. I did check with my only operating pedicab driver on Sat morning and she confirmed that she did not operate outside of downtown past Main St on Saturday morning. With this, I assume you saw the gentleman who has recently brought the orange and white pedicab to town. My understanding is that he does not have his commercial permit and is to only be operating for personal use at this time. Feel free to contact me if I may be of any further assistance. Regards, Kris

Call Type: Other: Other	Call Date: 6/16/2016, 8:05:00 AM	Call #: 23- 42537	Caller ID: 20
Location of Concern: Favorite Channel (Marine)		Referred to: Dolphin, Gastineau Guiding	
<p>Details of Concern: Rick Bierman again. To add to my earlier e-mail, Wed. 6-15-16. I noticed one of Dolphin's blue boats and one of Gastineau Guide's (GG) boats also went full speed between Shelter and Favorite Reef shortly after the Juneau Whale Watching vessel did. There was a low/moderate north wind here today. Though these boats came through what I'll call Favorite Pass, several other boats from GG went outside the reef near the same time. All these boats were going north. What ever sea conditions they encountered at Favorite Reef would be considerably milder then the sea conditions where they were headed; Retreat, North Pass, Faust Rock, Lynn Cannel. Below is a copy of the NOAA observation at Point Retreat eight miles north and far more exposed than South Shelter. If these vessels are reaching out to these more exposed points I'm sure they can travel safely, like their fellow captains did today, outside the reef. Over the years I would like to point out that Allen Marine has been most cooperative in helping keep our neighborhood safe and peaceful. They have a good relationship with the Shelter neighbors and they have addressed our concerns with respect and results. Thanks Allen Marine!</p>			
Details of Response:			
No response recorded as of 7/25/2016			

Call Type: Vehicles: Bus/Trolley	Call Date: 6/25/2016, 4:05:00 PM	Call #: 24- 42546	Caller ID:
Location of Concern: Auke Bay (Land)		Referred to: HA Group, AK Coach Tours	



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Details of Concern: On Otter way, there was a bus tipped over, and tow trucks trying to right it. What happened, and which company?

Details of Response:

This was a HAP coach. A driver took a wrong turn and put his rear tires off the road trying to get turned around. Management and Maintenance were at the scene for the entire situation -- obviously Otter Way isn't a street we would even think about transiting. The Driver has been retrained regarding this incident.