



Monthly Report: August 2017

Type: Vehicle: Bus/Trolley	Call Date: 8/3/2017	Call #: 44-42950	Caller ID: 44
Details of Concern:		Referred to: Juneau Tours	
Juneau tours bus #808 drove from Norway point to nugget intersection in fast lane at 65mph more of trip never under 60mph.			
Details of Response:			
Thank you bringing this to our attention! I will correct that driver immediately.			

Type: Vehicle: Bus/Trolley	Call Date: 8/4/2017	Call #: 45-42951	Caller ID: 45
Details of Concern:		Referred to: M&M Tours	
Hello my name is [REDACTED], my phone number is [REDACTED] and my email is [REDACTED]. This is regarding a bus driver that drives the blue bus, the Glacier Express. At 10:35 this morning from 10th Ave northbound, I've got a complaint about his driving and staying in his own lane, and not plugging up the left hand lane and not being distracted, waving his hands around talking to the tourists. I would prefer to talk to the operator of that bus, at their convenience. I've got a complaint about either impairment or incompetence, both of which have the same outcome. Please call at your convenience, thanks very much.			
Details of Response:			

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Type: Aircraft: Helicopter	Call Date: 8/7/2017	Call #: 46- 42954	Caller ID: 46
Details of Concern:		Referred to: Era Helicopters, TEMSCO Helicopters, NorthStar Trekking, Coastal Helicopters	
<p>Hello, this is [REDACTED] [last name is lost in background noise] on La Perouse Ave. We have been very patient this summer trying to endure the helicopters. They are everywhere. They are flying over La Perouse, they are flying very close to La Perouse and they are flying four, five, six at a time. It is relentless and we are tired of it. Can they please pick on another neighborhood? Every single one of the helicopter companies is doing it, it isn't just one, it is all of them. They come one right after another. We can't work in the yard, we cannot carry on conversations, we cannot have a peaceful dinner. Please, you're supposed to be good neighbors. Thank you.</p>			
Details of Response:			
<p>Era: Era does not fly in this area. Thanks.</p> <p>Coastal: I reached out to Shelley yesterday via phone and left a message asking that she be in touch at her convenience to discuss her concerns and what solutions we could help her achieve.</p> <p>NorthStar Trekking: This is a tough one due to the proximity of La Perouse Ave. to the airport. It parallels the runway and is located literally on the other side of the airport perimeter fencing. I appreciate Shelley's comment that it is all helicopter companies but I'm sure that ours (NorthStar) is the biggest problem for her due to where we are located on the airport (about 1000 feet from La Perouse Ave.). We are keenly aware of the sensitivity to noise of this particular area and do everything we can safely to mitigate it. When safe to do so we fly opposite to the flow of traffic to keep us in the lane of traffic furthest from La Perouse, and when we are forced to use the northern lane of traffic we will alter course (tear drop the approach or departure) in order to remain over airport property at all times, again when it is safe to do so. Traffic or ATC instructions will sometimes dictate that we fly the pattern wider but this is rare. Unfortunately there is not much more we can do due to the proximity to the airport.</p> <p>TEMSCO: Flight routes into and out of the airport are dictated by wind direction and air traffic control. La Perouse Ave runs adjacent to and sits just off of the airfield so while our pilots are aware of the neighborhood and try their best to limit impact there is little they can do to adjust the routes.</p>			

Type: Vehicle: Bus/Trolley	Call Date: 8/9/2017	Call #: 47- 42956	Caller ID: 47
Details of Concern:		Referred to: Alaska Coach Tours	
<p>Hi, this is Don Wilson I was just coming out toward the airport and one of the Alaska Coach buses pulled out of the right lane directly in front of me into the left and then he pulled out of the left lane directly into the right lane. Neither time did he use his blinker so I thought maybe the blinkers on his bus might be bad, you might want to check it. It's bus number 210 of the Alaska Coach group and it's tag number ENJ425. Thanks, bye.</p>			
Details of Response:			
I have spoken with the driver and checked the bus for a mechanical issue.			



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Type: Vehicle: Bus/Trolley	Call Date: 8/17/2017	Call #: 48- 42964	Caller ID: 48
Details of Concern:		Referred to: M&M Tours	
Yes, good morning. I'm calling regarding I believe it is M&M Tours Glacier Shuttle. It's a white bus #206. From the bridge to past the high school it's 40 mph. Whoever this driver was, I couldn't see who it was, it's 40 mph not 50+ through there. Just thought I'd call and a heads up. You can call me back at [REDACTED]. Thank you, bye bye.			
Details of Response:			

Type: Aircraft: Helicopter	Call Date: 8/20/2017	Call #: 49- 42967	Caller ID: 49
Details of Concern:		Referred to: Era Helicopters, TEMSCO Helicopters, NorthStar Trekking, Coastal Helicopters	
<p>Yea, I live in Auke Bay. We've had deteriorating weather conditions here in Auke Bay and incessant helicopter noise that has been redirected due to deteriorating weather, I'm told. We've got TEMSCO, Northstar and Coastal that are all flying over Auke Bay. So I've contacted each of them and Northstar and Coastal said what I just said. Deteriorating conditions, everyone's been told to fly over Auke Bay. We'll remind our pilots about elevation and flight paths, but we're basically done for the day, and I think they probably were. Probably about 4:30 or so I started talking with them and they were pulling their flights. I pointed out that it wasn't a good day to fly to begin with and they were like yea, deteriorating conditions, so, whatever. Then TEMSCO during that time dispatches 14 helicopters in about 20 minutes or so. I called them up and was like hey, everybody's either on the ground or are recalling their flights due to deteriorating conditions and have had nonstop helicopter noise over Auke Bay for over an hour now. "Yea yea yea we've all been told to fly over Auke Bay, yea well remind our pilots." I said everybody's calling everyone back and they acknowledge it's not a good day to fly. You've sent out about 12 helicopters. What's your plan? "Well we've got about an hour left of flying, we'll be flying back and for deteriorating conditions, yea we're flying over Auke Bay, but that's the way it is" kind of a thing. That's what other operators are doing too." Too many operators, too small of a space, bad weather conditions. It's been going on for hours. TEMSCO is the worst offender, everybody else has a plan, TEMSCO doesn't. Too much in one space, if you can't fly the first route, if the weather is deteriorating, don't fly at all. Don't have us suck up the noise that you generate on bad days because it's a bad day to fly and you all have to fly in one spot. Be considerate. This is a bad example of what you do and it happens too often in these bad weather summers. Forget about it. Come up with a new plan or don't fly at all. Thank you.</p>			
Details of Response:			
<p>Coastal: We spoke with this caller yesterday in regards to their concerns and did confirm with them that we were bringing out last flight in for the evening and closing operations due to deteriorating conditions. They seemed appreciative that we were wrapping up and we left them a direct contact number for any tour flight concerns.</p> <p>NorthStar Trekking: Spoke to the caller on the day of and explained that we were winding down operations due to deteriorating weather conditions. The Auke Bay route is NorthStar's preferred route in and out of the airport and nothing changed on this particular day in regards to the altitude we were flying or the routing over the ground we were flying. Typically if weather deteriorates it will not be the Auke Bay route that we end up using to retrieve clients from the Mendenhall Glacier it will be the Mendenhall Route, so I'm a bit confused by the comment. I think it is important for people to understand that although we may be ceasing any further tour flights, that all of our tours include time spent on the glacier with guides and there may be several retrieval flights after we have stopped initiating any new tours.</p>			

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Type: Other: Other	Call Date: 8/21/2017	Call #: 50-42968	Caller ID: 50
Details of Concern:		Referred to: Juneau Whale Watch, Lost in Alaska Adventures, Harv & Marv's Outback Alaska, Allen Marine Tours, Dolphin Jet Boat Tours, Alaska Travel Adventures, Gastineau Guiding Company, Alaska Galore Tours, Moore Charters, Alaska Trophy Fishing Adventures, Juneau Tours	
<p>Yea, hey this is [REDACTED] with Alaska Glacier Seafoods. We've been having quite a bit of problems with wakes coming into Auke Nu Cove. It appears that these operators out of Auke Bay have no regard for other people's property. I just had two boats send two huge wakes. Called them on the radio and they wouldn't respond. I would like somebody to call me back about this. It's starting to get pretty serious. You can reach me at [REDACTED].</p>			
Details of Response:			
<p>Allen Marine Tours: Hi, Do not think this was our vessels but attempted phone call to caller anyway. No answer, left voice mail & requested call back for more details.</p> <p>Juneau Tours & Whale Watch: Spoke with [REDACTED] this morning, he said the route and speed Allen Marine uses is ideal. Would someone from Allen Marine be willing to share some advice for the rest of us on what they do to specifically minimize the impact on the dock in question? Louis from Harv and Marv just called as well and reminded me that Allen Marine is going into Coughlin at a different angle because of where they dock. So we need to come up with a strategy still to minimize wakes for them...</p> <p>Alaska Trophy Fishing: I just spoke with [REDACTED] and he let me know that he is very impressed with how we have responded to this problem. The concept of following Allen Marines' approach to Auke Bay doesn't work because they are coming into the Cove to dock at low speeds. He said that the the boats in question yesterday were not close to the course that we outlined in our TBMP meeting. I suggested that we will all remind everyone to stay close to this course (angling toward battleship island) for the remainder of the year and see if that makes an improvement. He has 2-3 foot wakes rolling into his dock and is losing customers who won't sell him fish because their boats are getting beat up too bad. So far he has lost around 10 customers. He said that he wants to work with us to solve this problem, but if we can't come to a resolution, attorneys are going to get involved. He is considering installing a camera to monitor the wake and the vessels that pass by. I wonder if the larger vessels still throw a large wake even when they follow our outlined course. Would it make sense for larger vessels to consider not using the Coghlan cut and transiting around the south end? Would it be helpful for us to set a buoy to mark a traffic lane on the battle ship island route?</p>			



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Type: Vehicle: Other	Call Date: 8/22/2017	Call #: 51-42969	Caller ID: 51
Details of Concern:		Referred to: Crew International Tours	
<p>Hi there, I would like to report a operator. Crew International at Fred Meyer not parked in their appropriate place while loading and unloading passengers. Blocking traffic, creating a traffic jam. When I pointed it out to the driver, he was very rude, he flipped me off, and I would like something done about it, please. I'd like one of you TBMP people to call me, I'll give you my work number but I don't want the business to have it. [number withheld], my name is [withheld] and I would appreciate it if one of you folks would call me since you're supposed to be policing these things. I did try calling the business, there was no answer, as a matter of fact the number went nowhere. I'd appreciate a call, thank you.</p>			
Details of Response:			
<p>Kirby Day: I talked to Crew International - they will try to identify the driver and make him aware this is unacceptable. I will call the caller.</p> <p>One issue is that crew shuttles have asked Fred Meyer management to better mark the area where they are asked to drop off and pick up as local cars sometimes park/stop in this area. Then the crew shuttles have no choice but to find another place and this causes traffic jams. Crew International will try again with Fred Meyer management to better mark the proper space to use.</p> <p>I left a message for the caller but did not receive a call back.</p>			



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Type: Vehicle: Bus/Trolley	Call Date: 8/24/2017	Call #: 52- 42971	Caller ID: 52
Details of Concern:		Referred to: Alaska Travel Adventures	
<p>Hi, good afternoon, this is [REDACTED]. I'm at the Brotherhood Bridge parking lot by the Mendenhall River, at the start of the Cox Trail. There's a white old painted school bus, it's ATA's, license plate number JET880. It's in the parking lot at a stop and it's idling with its engine running. So I politely just asked the driver if he wouldn't mind turning the engine off while he's waiting for the rafters. He kind of looked at me askew. I said well, it's a diesel engine and it's putting out a lot of air pollution and you're sitting here in the parking lot idling. And he said well tourism is good for the economy, and I certainly don't dispute that, but it's not good for the economy at the expense of clean air. There's no reason he should have the engine running when the bus idling. There are still rafts full of people coming to a full stop on the river so it's not like they're imminently ready to board the bus and even if they were you can load a bus with the engine off. One of the biggest problems with tourism in this city are all the buses and as I'm sure you're aware, we're getting very old buses. This bus looked like an old school bus - we don't need more diesel pollution. So, I would appreciate it if ATA would instruct their drivers unless they're actively moving to turn off their engines, I see this at the visitor center and now out at the Mendenhall River. Thank you. Anyway, someone can follow up with me, I know - [system cut off].</p>			
Details of Response:			
<p>To whom it may concern, We have reached out to [REDACTED]. We will be following up with her regarding the below concern. Thank you.</p>			

Type: Aircraft: Helicopter	Call Date: 8/31/2017	Call #: 53- 42978	Caller ID: 53
Details of Concern:		Referred to: NorthStar Trekking	
<p>I've lived on cascade street near the airport and glacier highway/airport mall for 11 years. The helicopter noise this summer has been worst I can remember. Northstar flies low on their approaches/departures over the area. When they are busy it's most of the day. If nothing else, from a safety standpoint I would think the low level operations over the residential and commercial areas would be unwise. Can their area at the airport be moved? It seems like the airport certainly has deep pockets.</p>			
Details of Response:			
<p>[REDACTED], Please contact me at Jason@northstartrekking.com if you ever observe any of our aircraft over Cascade street. They should be nowhere near it. The closest we come to Cascade would be a point between the end of the airport terminal building and the intersection of Yandukin Dr. and Shell Simmons Dr. We do fly at the 500' helicopter pattern altitude while in the airport traffic pattern and I suppose some might consider this "low level operations". Depending on conditions our aircraft might be slightly lower in the area of Yandukin and Shell Simmons while on approach or departure due to the location of our base on the airport as you noted. I wouldn't know about the airport having deep pockets but we're always open to talk about relocation as long as equal levels of safety and efficiency can be maintained in any proposed site.</p>			



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Type: Cruise Ship: Emissions	Call Date: 8/29/2017	Call #: 54-42976	Caller ID: 54
Details of Concern:		Referred to: Norwegian Cruise Lines, Royal Caribbean Cruise Line	
<p>Good morning, this is [REDACTED], again. I'm sorry that I have to phone again, I don't mean to be a pest but it seems like some of our tour operators are not being good players. My concern this morning is that two ships, Radiance of the Seas and one of the Norwegian ships, I can't tell which from where I'm standing. It's the one docked over by the Rock Dump. They have what I consider excessive emissions. Now yes, I have talked with DEC, I have talked with Ed Wise, he's been very generous with his time, but if this is steam - these ships are pulling the wool over our eyes. This is not steam. There's a blue haze that runs from the Radiance of the Seas and this other Norwegian ship all the way down past Thane. I'm not quite sure why these ships feel privileged to get away with this. They're calling it steam, this clearly cannot be steam and Ed said there are particulates in this emission. So, I would like to hear specifically from a representative for Radiance of the Seas and the Norwegian line in response to their sense of entitlement of doing what they're doing to our air quality, when other ships, I'm looking at the Princess ship, have no visible emissions whatsoever. Thank you.</p>			
Details of Response:			
<p>Cruise Line Agencies of Alaska: We have spoken [REDACTED] almost weekly earlier in the season and provided the attached informative informational brochures about how cruise ship emissions scrubber systems work. The Princess ships have shore power which is why there are no visible emissions. I will agree that the visible emissions are greater which the industry warned communities would occur with the new scrubber systems but particulate matter and much of the Sulfur Dioxides and Nitrogen Oxides are substantially reduced. Without more scientific study and sampling of the cloud effect [REDACTED] is describing with the hot air emissions mixing with the cold humid air we often experience in Juneau I cannot provide a better response than what she has been provided already. I would be interested to know if there are any other community complaints. In 2018 perhaps we can do more public informational pieces regarding scrubber emissions.</p>			