



Monthly Report: July 2019

Call ID	Sub date	Concern Type	Area	Details	Referred to	Details of response
43-7/19	7/1/2019	Other	Thane	<p>Caller reported that, on Sat., 6/29, she was on the Sheep Creek Trail coming down to Thane Road. The trail has not been maintained and is overgrown with cow parsnip. Caller met other hikers headed from the bottom, which is a private road next to the dog mushing camp adjacent to the the old AJ Mine. Caller reported that some workers were clearing the path along the road, who told her that this was a private road and that hikers were not allowed along it. Her concern is that, with the regular trail unmaintained and unnavigable with the poisonous vegetation, hikers have no other option than to take the private road, where they are warned off the property. She went on to say that the workers were maintaining the road as part of an agreement with CBJ. [TBMP note: it seems her concern is that, once on the trail from the ridge, there is no other way to get down to Thane than on this private road because of the poor maintenance of the main trail.</p>	CBJ, Gold Rush Dog Tours	<p>Daniel Payne of Gold Rush Dog Tours responded: I spoke with the caller and she said that our crew was respectful and polite when they told her she couldn't be on the road and that it was private. I also informed her that our agreement says between the last week of June to the end of the first week of July for completion of the trail maintenance. She understands completely. She has had experience with cow parsnip in the past, as I have, and was doing what she could to avoid it. All in all it was a good, pleasant conversation and she appreciated me reaching out to her with a phone convo. Maintenance on the trail is in progress.</p>
44-7/19	7/1/2019	Vehicles: Other	Downtown	<p>Caller reported that UnPlugged Adventures vehicles have been transiting 7th Street, speeding and not paying attention to residents. She counted several while at her office on 7th Street, which is very narrow; when she attempted to call the drivers' attention to this, she said they "flipped her off." Caller also reports that UnPlugged renter have been driving residential streets, including Dixon, ignoring speed limits, and paying more attention to the dashboard GPS map than to residents. Three weeks ago, a driver ran over her cat, killing it; a neighbor attempted to stop the driver, who drove off. She wants all UnPlugged vehicles off residential streets, as she fears for the safety of residents. She will go to the city for more regulations if this company continues to transit residential neighborhoods.</p>	Unplugged Adventures	<p>Jordan Knudsen: "Thank you for bringing your concerns to our attention. The use of the digital guide by the driver is strictly prohibited while driving and the front seat passenger is solely responsible for acting as the navigator. We make this clear to our guests both verbally and in our rental agreement and do not allow a customer to rent a vehicle unless a passenger is present. The guide is a commercial GPS system that should never be operated by the driver when the vehicle is in motion, which is the recommendation of all similar GPS devices in the United States. Any deviation from this is a violation of our agreement. We are a vehicle rental company that is no different than any other car rental company that offers GPS in its vehicles. Our recommended, but not required, stops are run by a mapping system very similar to Google, Map Quest, or Waze in which the planned route is location specific and varies from one starting location to the next in order to provide an optimized route. All of the locations that we recommend to our guests are open to the public and accessible by public roads. We are sorry to hear about your cat. We care about the safety of everyone in the community and our guests. If one of our customers (or any vehicle) is driving dangerously, the best thing to do is take down their license plate number or vehicle description and notify the Juneau Police Department. If it involves one of our vehicles and is not urgent, feel free to call us and we can discuss it with the customer. Thank you, and have a great day. "</p>



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45-7/19	7/1/2019	Aircraft: Helicopter	Valley	Ms. Arthur reported that at around 8:15, helicopters were still flying over her residential neighborhood, and stated that this was way too late. [NOTE: TBMP Guidelines state that all tour flights will complete operations by 9:00PM and that no tour flights will depart/initiate after 7PM] Ms. Arthur wants operators to consider residents, not just the tourists, and stated that if the problem persists, she will put a petition together to get changes made.	Temsko, Coastal	Sarah Lowell: Coastal Helicopters had flights depart the airport to pick up existing tours (not new tours) at 7:30pm, 8:05pm & 8:40pm. Eric Main: On 7-1-2019 Temsko helicopters last tour flight lifted from the airport at 1833 (630 PM) and the last tour helicopter landed back at the airport at 1954 (754 PM). This was apparently not Temscos helicopter flight observed. This is a direct excerpt from the 2019 TBMP guidelines: "38. OPERATING TIMES: Operators agree not to schedule glacier flightseeing and tour departures before 8 am or after 7 pm and to complete all tour flights by 9 pm . Operators agree to minimize tour support operations outside these hours . Non-tour operations will occur outside these hours as our community is uniquely dependent on commercial fixed-wing and helicopter operations . Operators agree to take the same care to minimize their impacts during non-tour flight operations . " It appears whoever's flight is was seemed to still be operating within the parameters of how the operating times are outlined. Also as a point of fact, as outlined above the guidelines also state the operators will not schedule glacier flightseeing departures after 7 PM, it does not state no flights will initiate/ depart after 7PM. Kirby confirmed that other (non-tour) flights/returns and maintenance flights will likely continue until 9:00PM.
46-7/19	7/2/2019	Other	Downtown	Mr. Kirkwood submitted a photo of a walking tour that was standing in the entire crosswalk across 2nd Street at the Franklin Street intersection. It appeared to be a guided tour for German-speaking guests. This is not a local commercial operator, but likely a private group with a paid tour escort.	Kirby	As this appears to be a private group, there is no response.
47-7/19	7/2/2019	Vehicle: Bus/Shuttle	Downtown	"I walked down Seward Street today to get a haircut at the Merchant's Wharf. There is a crosswalk across Egan Drive at the bottom of Seward, but no traffic light. My experience is that generally the cars are quite courteous about stopping for pedestrians. Today I began to cross and a bus coming inbound on Egan barreled right through without slowing down. I wasn't in danger - I had not reached the little island yet, but I did have the right of way. I didn't notice what bus it was, but it was not a CBJ bus. The next vehicle was a passenger car who stopped, and I crossed. When I left Merchant's Wharf I walked out the door and saw a group of 4-5 tourists standing at that crosswalk on the Merchant's Wharf side waiting to cross. Coming inbound again was a bus -- this time I noticed that it said "Glacier Tours" on the back -- and it went through without slowing. This was not a case where pedestrians walked up to the crosswalk at the time a bus was close upon the crosswalk. I understand they can't slam on the brakes. But these folks were standing at the crosswalk when the bus was just coming through the intersection at the bottom of Main St. The bus clearly had no intention of giving the pedestrians the right of way, which is the law. The next car was a passenger car, and it stopped. So what I see is that Juneau drivers are being very courteous to the pedestrians, most of whom are tourists. It's the industry that isn't observing the right of way laws. I'm hoping someone will bring this traffic infraction to their attention for the safety of our walking visitors and residents."	All bus companies	Mariann Cummings responded that none of her buses have "Glacier Tours" on them. She will remind all drivers to be very cautious and courteous at the crosswalks. Bill Hagevig and Alicia at Alaska Coach Tours will do the same.
48-7/19	7/5/2019	Vehicle: Bus/Shuttle	Twin Lakes	Caller reported following a Coastal Helicopter van that was in the left lane all the way from downtown to Vanderbilt Hill Road.	Coastal Helicopters	Sarah Lowell responded that her staff have been addressed regarding this complaint. We will also be covering this again in our Weekly meeting on Monday, July 8th.
49-7/19	7/5/2019	Other	Cope Park	Caller stated that early on July 5, George Schaaf of CBJ Parks & Rec witnessed a Juneau Sportsfishing tour bus at Cope Park (see attached pictures) and asked whether they are part of TBMP and whether we were aware of them doing any commercial activity at Cope Park. She provided two images of the van.	Juneau Sportfishing	Suparna responded that this was new driver and accepted responsibility for the vans being in Cope Park.



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50-7/19	7/5/2019	Vehicle: Bus/Shuttle	Valley	Caller reported that an Alaska Coach Tours bus used the Thunderbird Terrace Condominiums lot as a turnaround, making a loop through the lot. Caller said that the bus nearly took out some lights at the entrance. He noted that they're already impacted by tourism, and this kind of encroachment is uncalled for. He would like a call back.	ACT	Alicia from ACT responded that she'd called and left a voicemail for caller; this was a new driver who made a wrong turn, and she does not foresee another bus coming into that area in the future.
51-7/19	7/9/2019	Aircraft: Helicopter	North Douglas	Caller reported that NorthStar Trekking aircraft were taking off before the established start time of 8AM from the old Era base on N Douglas. She also noted increased helicopter traffic over Blackerby Ridge and wants to know why that's happening. Caller wants a call back.	NorthStar Trekking	Mike Bury/NorthStar: I spoke with caller On 7/10/19 about the issues she had called in about. I looked at the date & departure time she was speaking of and it was an actual lift time of 8:02 which is not before the 8am departure time. We also spoke about the increased traffic over Blackerby Ridge she had mentioned. She couldn't be very specific about this and said it just seemed like more traffic going over the ridge. We have not made any changes to our normal day to day operations regarding that. It was a very pleasant conversation and told her I was happy she sent in the comment. I also gave her my telephone number and welcomed any further concerns she might have.
52-7/19	7/10/2019	Whale watching	Statter Harbor	"I got a call this morning from an individual who had been affected twice in the last few weeks by whale watching boats in the vicinity of the Statter Harbor launch ramp. In one incident, his boat was washed off the trailer when an Allen Marine vessel was maneuvering out of the harbor. Apparently, when the jets were engaged it created a substantial amount of wash that floated his vessel off the trailer. The second incident was a whale watching boat departing the loading zone and creating a large wake as they were exceeding the no wake rule. This again affected his ability to load his vessel on the trailer safely. He was unable to identify the vessel in the second incident as it was out of sight when he finally secured his vessel. Please ensure that operators are aware of their wake and prop/jet wash especially when we have lower tides that restrict the already tight quarters."	All whale watching companies	From Angela Thrower/Allen Marine: Regarding the community concern called in about an Allen Marine vessel's jet wash impeding the loading of a private vessel onto a trailer: Allen Marine Tours conducts community charters throughout the year which load and depart Statter Harbor. We understand and appreciate that Statter Harbor is a multi-use area with recreational and commercial interests utilizing the same facilities. As this is an area of increased hazards to navigation, we only send our veteran Captains, who have been specifically trained by our Port Captain, into that area. I have looked at the week specified and only two of our Captains operated in the area at that time. I will investigate this situation internally and instruct all veteran Captains to post a look-out on the stern deck when exiting the harbor to ensure the Captains are aware of any change in loading situations at the recreational loading float. Thank you for your continued commitment to keeping tourism viable and community-friendly here in Juneau! From Jayleen Bydlon: While I can't guarantee that my company was not involved we strive to move slowly within the harbor area and have extra time installed into each tour for potential time delays. Thank you for passing this information along--it is always good to know what is affecting the locals and company's around us.
53-7/19	7/10/2019	Cruise Ships: Noise	Downtown	Caller reported a cruise ship horn stuck. Noted that she's appalled by tourism in Juneau and that this was disgusting. Caller would like a response from CLAA.	CLAA	From Kirby: Princess Cruises can confirm that at approximately 4:40pm local time in Alaska today, July 10, the Star Princess had a horn malfunction that caused a sustained horn blast in downtown Juneau. The Star Princess team worked quickly to resolve the issue and offers apologies for any inconvenience that may have been caused.
54-7/19	7/10/2019	Cruise Ships: Noise	Downtown	Caller reported a cruise ship horn stuck and would like a call back.	CLAA	From Kirby: Princess Cruises can confirm that at approximately 4:40pm local time in Alaska today, July 10, the Star Princess had a horn malfunction that caused a sustained horn blast in downtown Juneau. The Star Princess team worked quickly to resolve the issue and offers apologies for any inconvenience that may have been caused.
55-7/19	7/12/2019	Vehicles: Other	Egan Drive	Chief Etheridge reported seeing a crew van full of passengers driving erratically on Egan. The driver was on a cell phone, attempting to write on a notepad, doing office work while driving. Chief Etheridge is most concerned about the safety of the passengers and would like drivers to observe safe driving habits.	CLAA, Crew International	Kirby responded that he would speak to Raul of Crew International about this incident.



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56-7/19	7/13/2019	Aircraft: Helicopter	Valley	[Email] "Today has been a very shitty helicopter day on the west side of the valley. This is what is wrong with tourism and flight-seeing and your fake management practices. Every overcast day is bad for helicopter noise. Whether it is simply an altitude difference or a route change, I suspect both but don't know. No resident who pays property tax and keeps this community going, should put up with this crap for an industry that does NOT EVEN PAY SALES TAX for flights sold on board the P'ing ships. This many flights near houses is simply wrong and it contributes nothing, NOTHING to the community, while making it a horrible place for noise."	Temsco, Coastal	Mike Wilson/Coastal: "We pay sales tax on the ground portion of the tour. We pay a flow fee for all fuel from the airport, which is higher than cbj sales tax, and these funds stay at the airport. The airport tenants (Coastal, Northstar and Temsco) pay property leases to the airport (cbj), these funds stay at the airport, and on top of that we pay property tax on the lease property those funds go into the cbj coffers. We pay sales tax on all merchandise sold. You are correct about federal laws governing taxes on aviation. So it doesn't matter if we sell the seats on board ships or through shoreside vendors. We pay personal property taxes on the aircraft (lots of \$\$), we have 7 to 8 full time year round positions that would not exist if it were not for the visitor industry; people who own homes, buy merchandise and pay lots of taxes into the cbj coffers. Coastal had no flights related to tourism until after 10 AM Saturday. All flights before that were associated with maintaining the communication infrastructure and other local industries."
57-7/19	7/13/2019	Vehicles: Bus/Trolley	Downtown	[Email] "I am writing to ask if anything can be done to improve pedestrian access to the APK State Library, Archives and Museum at 395 Whittier Street during the Egan Drive Resurfacing project. Over the past three weeks, we have experienced a significant decrease in admission revenue at the Alaska State Museum. Cruise ship passengers are not finding their way to our facility from the docks due to the road closure at the Whittier/Egan intersection and traffic congestion. The Whittier/Egan intersection is also dangerous for pedestrians to attempt to cross the street. Is it possible to add some directional signage to the Alaska State Museum and crossing guards are peak traffic times to alleviate this problem? 1.5 positions and the entire operating budget for Alaska State Museum programming is dependent on the collection of gate receipts, 80% of which we collect during the summer."	DOT	DOT Project Team: Thank you for reaching out with your concerns. Currently we plan to re-open your side of the Whittier intersection to right-turn traffic within the next couple weeks, as we will be switching traffic back over to the water side of Egan to continue work. There will still be future closures of the intersection, but hopefully you see some relief as a result of the switch. We anticipate the impact to the Whittier intersection area of the project will be far less next season. Several weeks ago we ordered custom pedestrian guidance signs for select destinations, one of which is the State Museum. They are in transit now and should be up within the next week or two. Hopefully this improves your admissions as well. We too are concerned by pedestrians illegally crossing Egan at the closed Whittier crosswalks and elsewhere. The safest practice is to detour pedestrians around work areas using existing facilities and signalized crossings, which is currently being done. However, we realize the inconvenience this causes, especially for many who are setting foot in Juneau for the first time. It is an issue we are actively seeking effective solutions for. Please keep us posted regarding your admissions revenue over the coming weeks. That type of information benefits our operations planning and strategic efforts to minimize the impact to key stakeholders and local businesses.
58-7/19	7/15/2019	Other - Kudos	Valley	Jason Kulbeth of NorthStar Trekking relayed the following message from Joel Curtis: "Thank you so much to the pilot and to NorthStar for the observation last weekend on Suicide draining (instead of over-topping). That is great community service and really helped the issuance of the warning."		N/A
59-7/19	7/15/2019	Other	Downtown	Submitted via the CBJ website: "First visit to Juneau by way of an Alaskan cruise. Unfortunately, being a first time visitor to Juneau, the homeless population lingering around the shore excursion area/public bathrooms gave us concern. We returned from our excursion in the late afternoon and as we disembarked from our tour bus, we witnessed two homeless men physically fighting with one another. One man was being so loud and belligerent that another family member was ready to call 911. While we enjoyed getting to see the beauty of Juneau outside the port area, what we witnessed in the port area was not a great first impression of your city and would make me think twice about visiting the area again."	CBJ, TBMP	From Kirby Day: "Thank you for bringing this to our attention. We have dealt with this issue I believe now. Unfortunately, many communities are dealing with the homeless issue around the US and Juneau has not escaped the problem. We will continue to find the right way to deal with the issue. We appreciate your business in Juneau and hope you will choose to visit again. - Best Regards, Kirby Day"



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60-7/19	7/16/2019	Vehicles: Other	Downtown	Caller reported that while she was walking along the seawalk today, a Juneau Pedicab Tours driver came up from behind her, swinging around, while the driver made a "snide remark" about pedestrians blocking their way. She described the driver as male, brown hair and dark eyes, and was near the Twisted Fish. caller wants to remind the company that pedestrians have the right of way along the seawalk and on sidewalks, and would like a response.	Juneau Pedicab	From James Houck: I have spoken to caller and I will remind all my drivers that we must give way to all others on the docks. I will also remind them that when it is raining, people will be walking around with their hoods up and those hoods may be hiding their ear phones.
61-7/19	7/16/2019	Aircraft: Helicopter	Valley	[Email] "Another day of too many flights and too loud on the west side of the valley. Overcast. Flight seeing should not be allowed to take place at this frequency if they are going to fly like this on overcast days."	All helicopter companies	Eric Main/Temscos: All Temscos's tours were in accordance with the route structures and altitudes with no deviation from our agreements on the day this comment was filed. We strive to minimize impacts on residents while maintaining the safety of flight in route decision as a top priority." Sarah Lowell/Coastal: "We were not conducting flights in that area on July 16th."
62-7/19	7/17/2019	Aircraft: Helicopter	Lemon Creek	Caller stated that she lives in Lemon Creek, and that she's had "nothing but tourist helicopters as low as they can all morning long." She stated that she wasn't going to run out and try to identify them, and went on to state that the craft are "taking the wrong route, not high enough as dictated by her property taxes." She wants a call back.	All helicopter companies	Sarah Lowell/Coastal: Coastal Helicopters was working in Lemon Creek this morning doing a couple of charter flights. Utility slinging and USGS contract. We were NOT operating tours in Lemon Creek today. Sarah later called the caller, and stated, "She was not pleasant at all and will continue to file complaints. I encouraged her to do so." Eric Main/Temscos: "July 17th Temscos helicopters utilized the Lemon creek area to recover multiple trips of guests as all other routes previously used that morning were blocked by clouds. This was the safest alternative to return the guests back to the airport. Once all guests had been returned tours had been suspended until we were once again able to meet the voluntary guidelines we have set in order to accomplish our fly neighborly program outlined in the Juneau TBMP agreement. Thank you."
63-7/19	7/17/2019	Whale watching	Auke Bay/Shelter Is	[Email] "On 7/13, around 11am, I transited near Shelter Island in my personal boat. During that transit I repeatedly encountered large wakes from multiple whale watch boats. At one point I was dealing with wakes from five different boats simultaneously. I have a larger personal boat, but the impacts were still serious - people being pitched around, gear and personal items being thrown about. Had I been in a smaller boat this would have been a very serious safety situation. Large boats, running in all directions, at high speeds, close to other boats, throwing off large wakes. Every one of the whale watch companies was represented. There was no route that I could have taken that would have avoided them. I recognize that their business model consists of pumping as many people through as quickly as possible, but when that comes with a risk to other boats it's unacceptable. The companies need to establish a common shared lane in constrained areas and stick to it. They need to maintain adequate separation from other boats. When that's not possible they need to slow down. None of those things were happening."	All whale watching companies	Mike Wallisch/ATA responded that both boats were docked at that time.
64-7/19	7/21/2019	Cruise Ships: Noise	Downtown/Douglas	[Email] "Can something be done to stop the ships from blasting their horns before 8am its currently 6:30am sunday july 21st and ships have been blasting all morning and i havent been able to sleep. Hearing around town that tourism is a large problem one would think you would consider the people in a town at all instead of focusing on people who come to destroy the town with litter, noise and traffic problems."	CLAA, TBMP director	From Kirby: Thank you for your email to the TBMP Hotline. Please note that in situations involving restricted visibility, the use of the ship's whistle is required by law. Please see below (Official regs listed in email). I have also notified the Assembly and CBI Management should they receive additional concerns. This will be included in the TBMP public log.



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65-7/19	7/21/2019	Whale watching	Auke Bay/Statter Harbor	<p>Caller reports that Alaska Travel Adventures are not obeying the no-wake buoy outside of Statter Harbor; this afternoon at about 1PM today, he observed an ATA boat that slowed to 12-14 knots, creating "the biggest damn wake" possible, then cruising past the buoy on into the harbor. Caller stated that the folks in Auke Bay are fed up with the whale watching boats, and that ATA is one of the most frequent offenders. He asked for a call back.</p>	ATA	<p>Mike Wallisch/ATA: Our team of boat Captains are compliant with rules regarding the no wake zone. I left a voicemail with caller this morning. He and I have spoken via telephone on numerous occasions. Caller has stated in prior phone conversations he disagrees with the location of the no-wake buoy and I've pointed out that the buoy's location is determined by other entities. Caller's private dock is located outside the no-wake zone and is exposed to a significant stretch of open water. As such it will continue to be subject to wakes from all vessels transiting the area as well as wave action from weather systems. Both are variables beyond our control. Our team will continue to abide by the rules regarding the no wake zone.</p>
66-7/19	7/24/2019	Whale watching	Auke Bay/Statter Harbor	<p>[Email] Danger from wakes to residents of Shelter Island near Juneau, Alaska</p> <p>The growth of the whale watching industry out of Auke Bay, Alaska has increased to where it poses a serious threat to the safety of the residents of Shelter Island. We access Saginaw Channel by launching across the beach. As the whale watching boats have increased in number and size, the constant surf resulting from the powerful wakes poses a continual danger to life and limb.</p> <p>There are in excess of twenty (20) whale watching boats rounding the SW corner of Shelter Island each 12-hour day. Each boat makes three round-trips per day. This is 120 passes, or one boat (wake) every six minutes. Each wake lasts three or four minutes, so there is never a five minute period without substantial wake induced wave action beating on the shore.</p> <p>At the beach, we load over the bow via small portable plastic steps. Many days this is nearly impossible. My wife is seventy-two years old and quite spry, but dodging the breaking surf while climbing into a surging boat is a gymnastic feat for anyone. Not to mention the swamping risk of taking surf over the stern. I do not know what can be done, but I feel the need to bring this to the attention of the Coast Guard as maritime hazard.</p>	All whale watching companies	<p>Kirby Day: The whale-watch/sportfishing group is planning a meeting in early August and this would be a good topic to discuss. In the meantime, and not being a Captain or fully aware of the routing that most boats take, I think it would be prudent for all concerned to address this with all boat Captains and try to widen the distance off Shelter Island when boats transit this area and take this up along with other topics at the meeting in early August. Winston Warr/Alaska Sea to Shore: "Athena Rose" from Alaska Sea to Shore will route our course as far from S. Shelter spit as possible and prudent. Jayleen Bydton: Caller was contacted by phone on July 24th--I listened and discussed ways to improve the situation. Ideas that came to caller's mind included:</p> <ul style="list-style-type: none"> -traveling along the Admiralty Shoreline whenever possible--farther away from the S Shelter sandy point -situational awareness--looking on the beach of shelter and checking to see if there are individuals loading on the beach, if so to slow down whenever possible or to turn closer to Admiralty at that time -keeping in mind that individuals well being and safety is at risk <p>I let caller know these suggestions would be brought up at the captains meeting on Aug 5th.</p>
67-7/19	7/25/2019	Vehicles: Other	Douglas	<p>Caller reported that Alaska Custom Hummer Excursions (ATA) have been driving through the Pioneer Street/Blueberry Hills Drive areas, and questioned whether this is an approved route for these tours. He would like the routes removed, and requested a call back.</p>	Alaska Travel Adventures	<p>Tommy English/ATA responded: "Appreciate it Liz and Kirby, thanks very much. I just spoke with teh caller to thank him for his feedback, and assure him the matter will be resolved. There will be no more hummers in or around Blueberry Hill. Thank you again for your help, please let me know if you need anything else."</p>
68-7/19	7/25/2019	Aircraft: Helicopter	Auke Bay	<p>Caller reports that the helicopter noise over Fritz Cove Road has been "excessive" and stated that the helicopter noise levels inside his home are ranging from 65-70 decibels. He further noted that "yellow helicopters" (Coastal) are flying at low altitude, causing noise levels inside his home to exceed 90 decibels. He would like a call back.</p>	All helicopter companies	<p>Jason Kulbeth responded: "Had a good long talk with caller this afternoon. He seemed generally supportive of tourism and even the helicopter flights to and from the icefield but feels that we "need a new model as the number of overflights near his home has become excessive". I explained NorthStar's policy of all passenger flights crossing Auke Bay will be at 2000' or higher and gave him my direct number to call if he observed any of NorthStar's helicopters flying low. He mentioned one aircraft flying extraordinarily low on the 25th and I suggested that it might be the DOT eagle nest flights and he seemed to understand that. Roger said several times that he felt no ill will towards tourism or what we were doing he just felt that the noise was getting "beyond annoying".</p>



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69-7/19	7/29/2019	Aircraft: Helicopter	Auke Bay	<p>Caller reports that Coastal Helicopters are flying over his property "all day every day, over and over." Mentioned that Temco flies over Heintzleman Ridge and doesn't bother people, and asks TBMP to alter Coastal's routes so they don't fly over his house every day. He suggested alternating flight routes or days, as he finds the continuous noise very annoying, and only to get worse as more tourists arrive. He would like a call back.</p>	Coastal Helicopters	<p>Mike Wilson/Coastal: "I just talked to the caller, we talked about the fly neighborly program, the technology and practicability of using it, the tower LOA and how we have altered some of our flight paths as the weather allows sending some aircraft up Blackerby, we will continue to talk to our pilots about the way we can fly to reduce the noise signature. We didn't reach any solution, he recognizes that with the better weather this year he is spending more time outside and on top of that he retired last year so instead of being at work he is at home. "</p>
70-7/19	7/30/2019	Vehicles: Other	Douglas	<p>Caller reported the Juneau Taxi & Tours Van #14 was touring through his neighborhood, not dropping off passengers, and asked whether this was allowable (it isn't - Rule #16). He would like a call back.</p>	Juneau Taxi	<p>James Harris responded that he had spoken to both the driver and to the caller.</p>
71-7/19	7/29/2019	Vehicles: Other	Downtown	<p>From email: (Summary of original: Emailer got a referral on board from a naturalist to take Perseverance Trail. Emailer noted in that they were already having some difficulty walking but were generally prepared. The opted for a taxi to take them to the trailhead). My husband headed over to the taxi and gestured for me to come over and we took off on the short journey to the start of the trail. As soon as I got in the taxi , I was aware of some hostile behavior from the driver and the entire drive he pontificated about how locals live up there and the cars are carving up the roads and ruining where they live etc etc driving past their houses that many had lived in all their lives. My first thought was why did he accept the fair in the first place and with hindsight we should have asked him to stop , paid to that point and left his cab. He said locals were sick of it. My husband told him that we were only following the advice of the Mike on the cruise.</p> <p>The driver said he intended to call in the local radio station later that morning and highlight the issue. We reached our destination and my husband paid him \$20 for a \$12 ride, in my opinion over tipped for a less than satisfaction service but whatever. My husband asked if he could have a card to ring for a taxi when we were done . He reluctantly handed over one but made a point of saying he would probably be busy miles away ! My husband was obviously concerned that we would be able to get back and was told to ring the office for a cab .</p> <p>I was left feeling very uncomfortable at my first interaction with Alaskan locals Anyway , we set off up, the trail and it was extremely uncomfortable , the unusually high temps made the hike more difficult and realizing it wasn't quite as spectacular at that level as we'd hoped for , and being in pain , we decided to head back . My husband called the taxi company and they said they would send a cab .</p> <p>We waited and waited and nothing came . My husband called back and they didn't answer .I was experiencing difficulty walking by now .We thought about asking to share a lift back with other people who had by then started to arrive in the car park but these were Jeep,type vehicles and full and obviously on organized trips. It became apparent that we would have to walk back into town as there was no choice . It wasn't far , probably no more than 1.5 miles but with an injury and searing heat it would be challenging .</p>	All taxi companies	<p>Kirby responded to the email and requested more details about the taxi ride and noted that this issue would be dealt with. Craig Dahl of the Chamber also responded: "I was copied on Kirby Day's response to your Juneau experience and feel the need to agree with his response and make some additional comments. There is no question that our community has had to adjust to a growing number of visitors to our community; an issue that has been evolving for over 25 years. Collectively we have an amazing array of ways to visit and enjoy the beauty of this community and most people understand the importance that tourism plays in the health of our local economy. The cruise ship industry has been proactive for many years to establish guidelines for their own operations, but also extending out to other businesses involved with tourism. Kirby Day, who wrote you the response, is a leader & creator of the initiative that has set out guidelines to ensure that visitors and residents alike can make this a positive experience for all involved. But as you experienced, there are clearly a group of vocal locals who resent the growth in tourism - however this discussion is usually captured and contained within the community as we work through issues, and certainly should not be something that you as a visitor to our community should have to hear about.</p> <p>I, along with Kirby and the others, can only apologize for the behavior of the taxi driver and the company, and am confident that Kirby will make every effort to bring this to the company's attention. Your experience is not typical and I am sorry that you left Juneau with this as your memory. We're better than that.</p> <p>Thank you for taking the time to share your experience. The only way we can address an issue is to hear about it, so thank you for taking the time to provide the details of your experience."</p>
				<p>No Taxi passed us on the way down . In my opinion , there was never any intention of coming for us and the " nuisance" tourists had been taught a lesson and left there deliberately .</p> <p>I was both furious and upset at the treatment . Before traveling I had no idea about the adverse effect tourism was having on the local environment. I foolishly thought that the locals would take advantage of the short window of opportunity to boost their economy when the cruise ships landed in port . I had only thoughts of local shop keepers , bars and food outlets benefiting from the visits and was unsure of what other source of revenue was available in this remote place .</p>		



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Call ID	Sub date	Concern Type	Area	Details	Referred to	Details of response
				<p>How wrong was I ! It left a bitter taste in my mouth and some not so nice memories of my first port of call in Alaska .</p> <p>I spoke to Mike a few days later on the ship as I wanted to warn him not to tell people to do as he said in case other passengers experienced the same hostility and treatment . He was understandably shocked and said that it was a public place and we have every right to go there . It is also my intention to feed this back to Princess Cruises .</p> <p>My husband and I work hard for a living and spent a lot of money on this dream trip . It's such a shame that tourists are unknowingly embroiled in issues the locals have about the cruise tourism and the effects it has on the community . Had I been aware of this , I would tried to find an itinerary that excluded Juneau .</p> <p>I'm happy to say that at subsequent ports of call at Skagway , Ketchikan and Victoria , I was not met with this hostility , on the contrary , I found the locals friendly and welcoming .</p> <p>It is my intention to email the various appropriate bodies based on info proved in a response from the Chamber of Commerce .I stumbled across your article whilst looking to see if there was an issue with tourists Thank you for taking the trouble to read this .My husband and I are just normal people with a grown up family , following our dreams to tick of some bucket list destinations . What a shame !</p>		