

**Monthly Summary - August 2019**

73-8/19	8/4/2019	Aircraft: Helicopter	Mountainside	<p>Mr. ██████ called about steady helicopter noise over Mountainside that had been ongoing since 7:30AM (Sunday). He feels this is very inconsiderate as the craft are very loud and he thought they were not to fly over that area. He went on to say that this is "getting old." He would like a call back.</p>	All helicopter companies	<p>Jason Kulbeth/NorthStar: "The only route in and out from the airport that comes anywhere near Mountainside is the Blackerby departure/arrival. The route follows a path from the taxiway at the airport to the Lemon Creek bridge (crossing at 1500' or higher), then directly over the landfill, and from the landfill straight to Costco. It does not fly over Mountainside and is heavily scrutinized by the tower for altitude and flight path. NorthStar had a total of 11 individual flights that utilized the Blackerby route on Sunday. The earliest flight was at 13:08 and the latest was at 18:52. NorthStar did not have any aircraft flying anywhere until 8:30am on Sunday."</p>
74-8/19	8/4/2019	Aircraft: Helicopter	Auke Bay	<p>Mr. ██████ called to report that the helicopter noise over his house had interrupted an outdoor dinner with guests, as they were driven back into the house. He stated that his is an ongoing problem that needs a new model.</p>	All helicopter companies	
75-8/19	8/7/2019	Vehicles: Bus/Trolley	West Juneau	<p>Ms. ██████ reported that at about 8:20AM on Wed., 8/7, Alaska Coach Tours bus #137, loaded with passengers, turned around in her private drive on Pioneer Avenue this morning. This took a few minutes because of the size of the bus. Ms. Williams was concerned about potential damage to her concrete driveway and took several photos of the bus. She would like a call back.</p>	Alaska Coach Tours	<p>Alicia from ACT responded: "The driver called me shortly after this happened. We have a special charter today with the Geological Society and some of the members live here in Juneau. They urged the driver to go up Blue berry Hill. He did not feel comfortable continuing on and decided to turn around. I have called Miss Williams and left a voicemail with my contact information."</p>

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76-8/19	8/7/2019	Vehicles: Bus/Trolley	Montana Creek	Mr. █████ reported that at 4:00PM on 8/7, a full-size Alaska Coach Tours bus full of passengers came down Montana Creek at least as far as the rifle range. Mr. █████ noted that the road is neither wide nor stable enough to handle such a vehicle, and there's no room for two vehicles to pass each other or for the bus to turn around. He's hoping this isn't a "regular thing" as he's upset with the bus traffic around the MRVC, and "now they're coming out here." Mr. █████ would like a call back.	Alaska Coach Tours	Alicia/ACT responded: "We were transporting a group with the Geological Society as they toured many areas of Juneau. We will not be visiting that area on a regular basis. I have called Mr. █████ and explained it was a one time special group and we will not be frequenting the area."
77-8/19	8/9/2019	Vehicles: Other	Downtown	Ms. █████ reported that at 11:45AM a large white van with license plate JED18 obstructed traffic downtown and down Calhoun. She stated the driver came to a full stop on 5th St in front of the Terry Miller Building, slowed to 10 mph around the governor's house, and a near complete stop before turning into Cope Park. She called the company, Juneau Limo. She stated that the traffic on Egan makes the situation worse for local alternative routes. She would like a call back.	Juneau Limo	Jeff Wright/Juneau Limo: I talked to both Martha who called me on the day of said concern and Judy our driver. I explained about possibility of holding up traffic. Judy was unaware that she had any one behind her at the time or was holding up any traffic. She was traveling with business persons just picked up from Baranoff hotel at the time. Judy mentioned that she would be more aware and keep look out behind her again so this type of situation will not happen again. Please send her apologies to Ms. █████. Judy explained that she was just driving normally and certainly not intentionally trying to impede traffic or make things more difficult for others.
78-8/19	8/11/2019	Aircraft: Helicopter	Downtown	Caller reported that the blue helicopters (NorthStar) are taking off, turning, and flying over her home. She says they need to stop.	NorthStar Trekking	NorthStar reported that they were flying the designated/required flight paths.
79-8/19	8/11/2019	Aircraft: Helicopter	Downtown	Caller reported that both the blue helicopters (NorthStar) and Coastal are flying over her home.	NorthStar Trekking & Coastal	NorthStar and Coastal reported that they were flying the designated/required flight paths.

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83-8/19	8/26/2019	Cruise Ship: Emissions	Downtown	<p>Ms. ██████ reported that a citizen who did not wish to leave his name or phone number called on Saturday 8/24 and left a message on the City Manager's/Mayor's voice mail. He was calling to complain about the amount of smoke that the Carnival Legend produces every time it comes to Juneau. He said that it is an ongoing problem. He believes that the ship should be retired.</p>	CLAA	<p>Drew Green/CLAA: I would be happy to call if she left a phone number. The ship uses emissions scrubber technology called exhaust gas cleaning systems as described in the attached. The scrubbing technology does create a visible plume. Once alongside the ship moved all power demand to 1 diesel generator and switch to a higher grade fuel while in port.</p>
84-8/19	8/27/2019	Vehicle: Bus/Shuttle	Auke Bay/Ferry Term	<p>For many years Kerby [sic] Day's buses have been using the ferry terminal lot to park or turn around. When no ships are present it seems like it should work but we have always had great difficulty with bus drivers driving through or parking in the lot when ships are present and loading or unloading. In the case of a staged load it is very dangerous for our customers to have buses driving around them when they are staged in lines, opening doors, walking around their vehicles, and some jerk of a bus driver drives in between them.</p> <p>This is another example of how cruise ship tourism suffocates Juneau. I work on the ships. We have customers, yet the tour bus drivers give us neither room nor respect. Last night when my ship arrived to unload there were two Alaska Coach buses parked at the head of our ramp. Eventually, they moved. On Sunday night, there was one Alaska Coach bus parked in the way. They should never have been there to begin with. Terminal staff employees have told me that several times this summer alone they called Alaska Coach and told them not to have buses there when ships are loading or unloading. I would say ALL the bus companies need to get on this. You are interfering with our work and our customers. Drivers need to</p>		<p>Kirby Day: Motorcoach companies and Allen Marine have been working through these operational plans with the Auke Bay Ferry Terminal for many years in order to ensure that motorcoaches turning around or staging in the Ferry Terminal do not disrupt AMHS operations. I believe each motorcoach company and Allen Marine will reach out again to Ferry Terminal management staff to review the plan. I believe they have a good working relationship. I have had a very nice discussion this morning with George Cole who manages the Auke Bay Ferry Terminal and he is engaged and continues to work with the companies. It is the intent to minimize turnarounds and staging and impacts on the Auke Bay Ferry Terminal. (Alaska Coach Tours, HAP-Alaska and Allen Marine might also respond)</p>

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80-8/19	8/13/2019	Other	MGRRA	Alaska Travel Adventures	<p>Caller stated that the rafts (ATA) coming down the Mendenhall River are transiting next to her property rather than in the middle or other side of the river. She feels they're "practically coming in the window," yelling instructions to their guests. She finds it disconcerting and asks that they raft on the other side. Caller also mentioned that she calls every year. She would like a call back.</p> <p>Tommy English/ATA responded that he'd spoken with the caller (the ID'd [redacted]) and said ATA would be taking steps to address her concerns.</p>
81-8/19	8/15/2019	Whale watching	Auke Bay	Alaska Travel Adventures, Kirby Day	<p>Mr. [redacted] reported that at approximately 4PM on the 15th, ATA came within 200 yards of his dock and created a 4ft wake; they routinely transit near the Fritz Cove area, not in the middle of the bay centering the white buoy. He reports that his dock is getting pounded. Mr. Lindegaard would like a call from Kirby as well as ATA.</p> <p>Mike Wallisch: "Our team of boat Captains are compliant with rules regarding the no wake zone as well as navigating along the centerline of the bay as outlined in the Agreements Regarding Marine Tour, Sightseeing and Sportfishing Operators section of the TBMP guidelines. Mr. [redacted] and I have spoken via telephone on numerous occasions. Mr. [redacted] has stated he disagrees with the location of the no-wake buoy. I've pointed out that the buoy's location is determined by other entities.</p> <p>Mr. [redacted] 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 no wake zone rules and TBMP guidelines."</p>
82-8/19	8/21/2019	Cruise Ships: Noise	Downtown	CLAA	<p>Ms. [redacted] invites cruise industry reps to her house this Saturday when the Carnival Legend is in town. She states that this particular ship sets up a major vibration in her home, and she'd appreciate an industry rep to visit while Legend is moored. Ms. [redacted] would like a call back.</p> <p>Drew Green/CLAA: I had a nice visit on Saturday with [redacted] and [redacted] at their home. The noise issue we and the ship thought it may be is different than diesel generator noise as it is the sound of air intake on the starboard side. Probably for ventilation. I spent some time in communication with the ship officers and the corporate office prior to the visit to see better understand the Legends hoteling operation while in port. Now that I have a video and know what the concern is I think we can address it better. Next season is a different ship than the Legend and she is only at AS one more time this season so it may be a moot point. When port side alongside at FKL I think the air intake is on the seaward side. We still had a very good conversation about a number of items and I look forward to seeing them again.</p>

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85-8/19	8/27/2019	Whale watching	Auke Bay	<p>Ms. [REDACTED] (same address and phone number as [REDACTED]) reported that between 10:30-11AM this morning, she observed Thrill Seeker and a blue boat with yellow trim (ATA) racing at top speed next to their private dock. She has photos and video of the incident. Ms. [REDACTED] stated that she would like a call back from the captains of each of those boats. She is handicapped, and said that she and her husband were about to access their boat to go crabbing. She also wants to know who has authority over the behavior of whale-watching captains in the area, expressing concern that entertaining tourists is coming at the expense of and damage to private property owners.</p>	Juneau Tours and Whale Watch, ATA	<p>Serene Hutchinson/Juneau Tours &amp; Whale Watch: I spoke with the Captain of a Thrillseeker and he said he was riding tandem with one of our catamarans (ATA was not involved) to let our guests get photos of each other. They didn't consider the impact of the combined wake and will not be doing that again. We sincerely apologize.</p>
86-8/19	8/27/2019	Vehicle: Bus/Shuttle	Auke Rec	<p>Ms. [REDACTED] reported seeing a HAP coach drive by on Old Glacier; she was talking to a neighbor at the time, who indicated that HAP was driving through the area 2-3 times per day. Ms. [REDACTED] maintains (correctly, Rule 20) that tours are to avoid Auke Rec/Old Glacier Highway. She would like a call back.</p>	HAP	<p>Eric Bleicher/HAP: "I spoke with Susan as of 12:55pm today, and I have communicated our driver has been advised this area is off limits to commercial vehicles. Driver has stated this mistake will not be repeated on their part. Susan also took time on our call to express gratitude for the new chain stations set on S Franklin street, as she is regularly in the area during higher volume operations."</p>
87-8/19	8/28/2019	Vehicle: Bus/Shuttle	Statter Harbor	<p>Caller reported a Gray Line bus letting off passengers in the handicap parking zone, then pulling around and staging in the prep area of the public dock at Statter. Caller noted that the bus was parked over 4 handicap spots; she spoke with the driver who didn't seem to care where he was parked.</p>	HAP	<p>Bill Hagevig/HAP: "We've addressed it on our end and a Manager called her back -- good conversation and we are dealing with the Driver as it's definitely not an approved stop for us."</p>

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88-8/19	8/31/2019	Whale watching	West Shelter	Gastineau Guiding	Sierra Gadaire/Gastineau Guiding: Sierra reported leaving a message with the caller with no call back. She stated that she had spoken with the captain who said he was maintaining the distance; she further stated that they'd reviewed his log, and that this was a reminder of the WhalesENSE voluntary regs to treat ALL animals with the 100 yard rule.

reported the captain of Observer nudging the boat too close to seals, forcing them to dive into the water or go higher on a haul-out. She stated that this has been a problem all summer, and wants a call back.