

Message

From: bhagevig@hollandamerica-princess.com [bhagevig@hollandamerica-princess.com]
Sent: 8/21/2010 2:36:17 PM
To: Phil Benner [phil_benner@ci.juneau.ak.us]; John Stone [john_stone@ci.juneau.ak.us]
Subject: Green light to do the loop at Statter with large coaches?

John & Phil,

Just checking to see if we can get the green light to start picking up & dropping off groups at the back of the parking lot where we talked about on the 28th and move away from the boat launch ramp.

Please advise, and I'll instruct our staff accordingly.

Thank you.

Bill Hagevig
Juneau Division Manager
HAP Alaska-Yukon
151 Mill Street
Juneau, AK 99801
907-586-9625
907-723-2430 (cell)

Phil Benner
<Phil_Benner@ci.juneau.ak.us>
MTC

07/23/2010 01:14
PM

To
"bhagevig@hollandamerica-princess.com"
<bhagevig@hollandamerica-princess.com>

CC

John Stone
<John_Stone@ci.juneau.ak.us>

Subject

RE: Large coach access at Statter Harbor for 2011

How about 10am, we will see you there.

Phil Benner
Juneau Harbormaster
586-5255

-----Original Message-----

From: bhagevig@hollandamerica-princess.com
[mailto:bhagevig@hollandamerica-princess.com]
Sent: Friday, July 23, 2010 1:09 PM
To: Phil Benner
Subject: Re: Large coach access at Statter Harbor for 2011

Perfect. Name the time and I'll be there.

----- Original Message -----

Exhibit CZ
Page 1 of 4

From: Phil Benner [Phil_Benner@ci.juneau.ak.us]
Sent: 07/23/2010 01:00 PM PST
To: Bill Hagevig; John Stone <John_Stone@ci.juneau.ak.us>
Cc: "bob@gguiding.com" <bob@gguiding.com>; Christa Hagan; Kirby Day; Kari Erickson
Subject: RE: Large coach access at Statter Harbor for 2011

Good Afternoon,

John and I were wondering if you would want to meet us out at the Auke Bay parking lot on Wednesday, 28 July. We can look at different options for next year.

Phil Benner
Juneau Harbormaster
586-5255

-----Original Message-----

From: bhagevig@hollandamerica-princess.com
[mailto:bhagevig@hollandamerica-princess.com]
Sent: Thursday, July 22, 2010 5:21 PM
To: John Stone
Cc: bob@gguiding.com; chagan@hollandamerica-princess.com;
kday@princesstours.com; kerickson@hollandamerica-princess.com; Phil Benner
Subject: RE: Large coach access at Statter Harbor for 2011

Thanks John.

Phil left me a message, but I was swamped all day today. I'll give him a call back in the morning. I think we can figure something out that will work much better than what we have now.

Best regards.

Bill Hagevig
Juneau Division Manager
HAP Alaska-Yukon
151 Mill Street
Juneau, AK 99801
907-586-9625
907-723-2430 (cell)

John Stone
<John_Stone@ci.juneau.ak.us>
MTC

07/22/2010 04:19 PM

To
"bhagevig@hollandamerica-princess.com"
<bhagevig@hollandamerica-princess.com>, Phil Benner
<Phil_Benner@ci.juneau.ak.us>
CC
"chagan@hollandamerica-princess.com"
<chagan@hollandamerica-princess.com>,
"kerickson@hollandamerica-princess.com"
<kerickson@hollandamerica-princess.com>, "kday@princesstours.com"
<kday@princesstours.com>,
"bob@gguiding.com"
<bob@gguiding.com>
Subject
RE: Large coach access at Statter Harbor for 2011

Exhibit CZ
Page 2 of 4

Bill,

Sorry for delay. Let me take a look out there with Phil and get back to you all. Thanks for trying to resolve this.

John

-----Original Message-----

From: bhagevig@hollandamerica-princess.com
[mailto:bhagevig@hollandamerica-princess.com]
Sent: Wednesday, July 21, 2010 1:47 PM
To: Phil Benner; John Stone
Cc: chagan@hollandamerica-princess.com;
kerickson@hollandamerica-princess.com; kday@princesstours.com;
bob@gguiding.com
Subject: Large coach access at Statter Harbor for 2011

Gentlemen,

As you likely know there have been some congestion issues regarding large coaches accessing Statter Harbor this season. As the primary operator of those coaches, I can assure you that we are working diligently to mitigate these issues. The primary issue has been a second coach committing to come down the hill while a large coach is still loading or unloading. We have taken several internal steps with our staff and the companies we serve at Statter to ensure that this doesn't happen, but unfortunately, Drivers might make a mistake and/or we may not know that ACT (the other large coach company) is down there or they may not know that we are down there at any given time. I've been working with Dwight on this issue for the bulk of the summer, but we are now to the point where we've been warned that citations may be issued each time this happens.

It has also been brought to my attention by more than one source that Auke Bay Harbor staff are drafting a formal proposal to the Harbor Board that large coaches be banned from Statter Harbor beginning in 2011. My hope is that the Board would value our efforts considering we've been dealing with one parking space at that facility for the past several years despite the fact that business has grown substantially. Dwight asked a few weeks ago why we couldn't just send smaller vehicles down, and the answer is that we do when they are available. We just don't have that many. Our activity at Statter consists mainly as one-way transportation for Gastineau Guiding, Alaska Galore, and Dolphin Jet Boat Tours. We also provide large coach service for youth groups that come to Juneau in the off-season via boat and transportation support for groups such as Juneau Jazz & Classics for their festival cruises. Blocking our access to the dock would have an adverse effect on all of these groups.

In discussing this issue with Bob Janes, he brought up a proposal that we've considered in past years, but back then it involved dealing with a private Marina. Now that the CBJ owns the Deharts side of the dock, I would ask that you reconsider this plan (attached) that calls for a perimeter loop access to the coach staging area (away from the main boat launch process), removes the coach from being parked adjacent to the launch ramp, and allows for a bail out plan should a second coach come down the hill before the first one has left.

This plan would solve most if not all of the issues facing Statter staff, and would also fit in the improvement plan to the area currently under consideration. The loss to parking under this plan would be two parking spaces on the Deharts side, and likely two trailer parking spaces next to the launch ramp. Again, when considering the long range plan for the area, and this current ramp becoming a non-motorized access facility, the loss of two trailer spaces should be palatable. Please review this, and I would be

Exhibit CZ
Page 3 of 4

happy to meet you and Dwight to discuss it's merits.

In the meantime we will continue our efforts to minimize our impact on the facility.

Best regards.

Bill Hagevig
Juneau Division Manager
HAP Alaska-Yukon
151 Mill Street
Juneau, AK 99801
907-586-9625
907-723-2430 (cell)

(See attached file: 2011 Statter Access Proposal.pdf)

Exhibit CZ
Page 4 of 4