

Message

From: Kylie Soh [kylie_soh@yahoo.com]
Sent: 7/19/2008 8:23:15 AM
To: John Stone [john_stone@ci.juneau.ak.us]; Drew Green [andrewg@claalaska.com]
Subject: RE: Web Form Mail:Actual Docking Time

Morning Drew,

Thanks for checking into this.

Is 7:30am the official time for Volendam to dock on 8/27/08 then?

Thanks again,

Kylie

--- On Sat, 7/19/08, Andrew Green <andrewg@claalaska.com> wrote:

From: Andrew Green <andrewg@claalaska.com>
Subject: RE: Web Form Mail:Actual Docking Time
To: kylie_soh@yahoo.com, "John Stone" <John_Stone@ci.juneau.ak.us>
Date: Saturday, July 19, 2008, 11:08 AM

Good Morning,

The Volendam will arrive in Juneau August 27th at 0730 hrs first line which means the ship should be cleared by Customs, gangway rigged and ready for passenger operations by 0800 hrs. I hope this info is helpful.

Best regards,

Drew

CLAA Juneau

From: Kylie Soh [mailto:kylie_soh@yahoo.com]
Sent: Friday, July 18, 2008 6:02 PM
To: 'John Stone'; Kylie_Soh@yahoo.com; andrewg@claalaska.com
Subject: RE: Web Form Mail:Actual Docking Time

We will be sailing on Volendam on 8/24 Northbound.

The Volendam Northbound itineraries state that the dock time is 7am. I have heard that the Volendam has been docking late, at 8am.

I would like to take the Adventure Bound excursion to Tracy Arm, but won't be able to make it if the actual dock time is 8am instead of 7am. Just want to verify the actual docking time so that I can better plan my trip. The Adventure Bound Tracy Arm cruise is my most desired excursion, so I am really hoping I can make it.

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Thanks in advance!

Kylie

--- On Fri, 7/18/08, Andrew Green <andrewg@claalaska.com> wrote:

From: Andrew Green <andrewg@claalaska.com>

Subject: RE: Web Form Mail:Actual Docking Time

To: "John Stone" <John_Stone@ci.juneau.ak.us>, Kylie_Soh@yahoo.com

Date: Friday, July 18, 2008, 7:59 PM

This information is generally protected for security and proprietary purposes. Even though anyone down at the dock could observe the time. Please advise the reason for the request.

Best Regards,

Drew Green

Port Manager

Cruise Line Agencies of Alaska

1330 Eastaugh Way #4

Juneau, AK 99801

From: John Stone [mailto:John_Stone@ci.juneau.ak.us]

Sent: Friday, July 18, 2008 8:00 AM

To: Kylie_Soh@yahoo.com

Cc: Drew Green

Subject: RE: Web Form Mail:Actual Docking Time

CBJ does not record actual docking time. However, Drew at Cruise Lines Agencies may have it.

From: Kylie_Soh@yahoo.com [mailto:Kylie_Soh@yahoo.com]

Sent: Friday, July 18, 2008 6:51 AM

To: John Stone

Subject: Web Form Mail:Actual Docking Time

Sender: Kylie Soh

Email: Kylie_Soh@yahoo.com

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Telephone:

Subject: Actual Docking Time

Message:

Hi, Is there anyway I can find out the actual docking time for Holland America Volendam on Wednesdays for the past 2 months? If not, can I at least find out the actual docking time for this past wednesday 7/16? Thanks!

Message

From: Robert R. Henry [rrh@cray.com]
Sent: 8/21/2006 12:40:30 PM
To: John Stone [john_stone@ci.juneau.ak.us]
CC: Drew Green [andrewg@claalaska.com]; Don Habeger [dhabeger@rccl.com]
Subject: Re: question regarding boarding cruise ship in Juneau

Royal Caribbean Cruise Lines did graciously "downline" board me in Juneau onto the "Vision of the Seas" on August 13th. When I went to check in with the purser, I was told that there had been a lot of email exchanged on my behalf, but I don't know from whom (some of it was from RCCL flight operations in Miami, other possibly from a contact I established in USDOT). I offered to pay the \$300 US customs fine, and offered to get off in Victoria, but both offers were graciously declined. I had a nice trip.

Thanks again for your help,
Robert Henry

John Stone wrote:

>Robert,
>
>I am copying Don Habeger, Royal Caribbean's Alaska Director and Drew
>Green, their Alaska agent. I do not know enough about the particulars
>of your situation to help you. However, I am quite confident that Don
>or Drew will do whatever they can to help you out.
>
>John
>-----Original Message-----
>From: Robert R. Henry [mailto:rrh@cray.com]
>Sent: Thursday, August 10, 2006 10:12 PM
>To: John Stone
>Subject: question regarding boarding cruise ship in Juneau
>
>Dear Mr. Stone:
>
>I was originally scheduled to sail on a Royal Caribbean cruise
>departing
>Seattle tomorrow Friay Aug 11, and returning Seattle Aug 18.
>
>My mother is about to die, and I made an emergency trip to So. CA to
>spend a few days with her. I bought airline tickets to take me up to
>Juneau where I thought I could catch the cruise on Sunday Aug 13.
>
>Alas Royal Caribbean isn't budging, according to my wife and her
>family's
>travel agent.
>
>Do you know enough of the minutia of the PSA/Jones Act to know if there
>are exceptions, or what it would take to make R. Caribbean allow me
>to board in Juneau to spend a few days with my family? I'd be happy to
>get off
>in Victoria but would prefer to come back to Seattle.
>Do you know anybody that might be able to help me?
>
>Thanks much.
>Robert Henry
>rrh@cray.com
>206 372 7464
>
>

Message

From: Andrew Green [andrewg@claalaska.com]
Sent: 7/8/2011 12:58:44 PM
To: mandpeq@yahoo.com.mx
CC: Joe Nava [joe_nava@ci.juneau.ak.us]; Phil Benner [phil_benner@ci.juneau.ak.us]
Subject: RE: Web Form Mail:where does the disney cruise arrives

Good afternoon,

The Disney Wonder docks at the AJ dock in Juneau, Alaska. If the tour is not purchased through the ship excursions then the tour may be met at the Mt. Roberts Tramway area downtown. There is a shuttle that goes to and from the AJ dock and the Mt. Roberts Tram area. If your tour is purchased through the ship the tour may be met at the AJ dock facility.

Best Regards,

Drew Green

Port Manager

Cruise Line Agencies of Alaska

1330 Eastaugh Way #4

Juneau, AK 99801

PH 907-586-1282

From: Phil Benner [mailto:Phil_Benner@ci.juneau.ak.us]
Sent: Friday, July 08, 2011 11:10 AM
To: Drew Green
Cc: Joe Nava
Subject: FW: Web Form Mail:where does the disney cruise arrives

Drew,

Would you like to answer this one?

Thanks,

Phil Benner

Juneau Harbormaster

586-5255

From: mandpeq@yahoo.com.mx [mailto:mandpeq@yahoo.com.mx]
Sent: Friday, July 08, 2011 11:01 AM
To: Phil Benner
Subject: Web Form Mail:where does the disney cruise arrives

Sender: amanda senado

Email: mandpeq@yahoo.com.mx
Telephone:

Subject: where does the disney cruise arrives

Message:

Hi, I am travelling at the disney cruise and i want to make a reservation for the dog sled. But I do not know exactly where does the boat arrives, so could you please tell me name where it arrives? or there is only one place where all cruises arrive? Thank you I am from Mexico, so i will appreciate if you could send to me this information by e-mail.

Message

From: Phil Benner [/O=CBJ/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=PHIL_BENNER]
Sent: 7/20/2011 7:42:04 AM
To: Joe Nava [joe_nava@ci.juneau.ak.us]; Drew Green [andrewg@claalaska.com]
Subject: FW: Web Form Mail:Docking of Norwegian Star

Good Morning,

Could one of you answer this ladies question?

Thank you,

Phil Benner
Juneau Harbormaster
586-5255

From: weezie1401d@aol.com [mailto:weezie1401d@aol.com]
Sent: Wednesday, July 20, 2011 7:33 AM
To: Phil Benner
Subject: Web Form Mail:Docking of Norwegian Star

Sender: Louise Dowling

Email: weezie1401d@aol.com
Telephone: 215 245 9044

Subject: Docking of Norwegian Star

Message:

Sir: I will be visiting Juneau, via Norwegian Star, on Aug6th. I have limited mobility so I am trying to plan ahead. Question: Will the ship be docking in port or will it be tendered. Thank you for your time. Louise P Dowling

10 Park Rd,
Western Heights,
ROTORUA. 3015.
NEW ZEALAND.
2nd June, 2014.

The Manager,
M & M Tours,
2547 David Street,
JUNEAU,
ALASKA. 99801
U. S. A.

Copy for the Mayor.

Dear Sir,

I have just returned to New Zealand following a tour of Alaska; this is my first opportunity to write to you.

May 16th. dawned clear and relatively warm in Juneau. A pre-booked tram ride up Mt Roberts was all we could have hoped for and started what should have been a great day off the ship and visiting your fascinating town.

Unfortunately, this was not to be and our sadly misguided action in booking an M & M City and Glacier tour was the reason.

As we walked along the wharf area looking at available tours one KARL called to engage our attention. He was a bright and friendly young man who assured us a tour he was selling would most positively see us back on our ship by the 4.00 p.m. deadline we stressed. This in order to attend a 'one off' shipboard lecture we particularly wanted to be present at.

Karl assured us we would travel in a small, air-conditioned coach and return prior to the required time. Payment made (\$63) and voucher issued and we waited, waited and waited and then waited some more. Eventually a woman appeared with an M & M Tour Board to advise the departure had been delayed until 1.30 p.m. Answering our query she assured us we would be back on the wharf in plenty of time for our 4.00 p.m. deadline.

Finally, at 1.45 p.m. an old coach took off with us on board. More like a clapped out old school bus than a tour vehicle with the front section of seats facing inward and NO air conditioning. Bus No 102, Registration EJJ672. The interior was filthy. The driver looked as if he had just come in from the garden and due to either a lisp or a lack of teeth spoke very indistinctly. Added to that he was more interested in telling us what he had done and pointing out areas where local things affecting him had happened in the past rather than an intelligent and informative commentary about the area.

JUN 10 2014

CBJ Manager's Office

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Travel through the City had no stops and time only to glimpse the historic buildings about which we had read prior to our trip to Juneau, Alaska.

Time at the glacier was generous and arrival back at the wharf well after 4.00 p.m. made it impossible for us to attend the lecture we had been so clear and definite we needed to be back for. This had been stressed from the time of booking.

The entire experience was sub standard and unacceptable.

A return to the beautiful Juneau area is totally impossible and I consider a full refund of the price paid would go a small way to sorting the problem but can in NO WAY compensate for a poor tour and the fact that due to M & M's incompetence we could not attend the one off lecture we had advised we must be back for. In no way would we have purchased the tour had we not had assurance of the quality of vehicle and the return time.

Having had our own tour operation in New Zealand for almost thirty years we are aware problems can arise but this tour was an unmitigated disaster.

I await your reply,

Yours faithfully,



Mrs A.C. Henderson,
for I.R. and A.C. Henderson.

c.c. Mayor of Juneau.