

Message

From: Drew Green [andrewg@claalaska.com]
Sent: 7/27/2009 8:51:14 AM
To: John Stone [john_stone@ci.juneau.ak.us]
Subject: RE: Juneau Shuttle Complaints

Thanks John

Drew

From: John Stone [mailto:John_Stone@ci.juneau.ak.us]
Sent: Monday, July 27, 2009 8:35 AM
To: Drew Green
Cc: Gary Gillette
Subject: RE: Juneau Shuttle Complaints

Yes, we are planning to do a covered wait area in the rebuild of the lot. The transportation people are expected to complete their work this fall and then we will get down to redesigning the lots at which time we will discuss best place for shuttle waiting area.

From: Drew Green [mailto:andrewg@claalaska.com]
Sent: Saturday, July 25, 2009 2:05 PM
To: John Stone
Subject: FW: Juneau Shuttle Complaints

FYI

This is just a complaint related to the AJ shuttle during a rush period in part and in part for a covered area down there. I think there is a little tent if I remember correctly. I think a covered area there is part of the larger plan being created to overhaul the uplands in that area?

Drew

From: Sun, Front Office Manager
Sent: Friday, July 24, 2009 7:47 PM
To: juneau@claalaska.com
Cc: Sun, Assistant Front Office Manager; Sun, F&B Director
Subject: Juneau Shuttle Complaints

Good day Juneau Team!!

PLEASE SEE below comments from guests...

Exhibit MA
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We received very disgruntled guests lodging a complaint regarding the Shuttle Service in Juneau. Basically there were not enough shuttles and the guests waited for over 30 minutes in the pouring rain. The guests feedback was constructive as their should be shelter for the guests where they line up by the Tram as rain is a very common occurrence – guests were very concerned about the elderly who were standing in line for so long in the rain.

Best Regards,

Gilda Osorio | Front Office Manager
Norwegian Sun | fom02@ncl.com | Office: 58216

Norwegian Cruise Line®

7665 Corporate Center Drive | Miami FL, 33126

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