



Monthly Report: June 2018

Type: Vehicle: Bus/Trolley	Call Date: 6/4/2018	Call #: 15	Caller ID: 15-43255
Details of Concern:		Referred to: Coastal Helicopters, NorthStar Trekking, Kirby Day	
Local North Douglas resident the shuttle buses running to the heliport on North Douglas highway from Coastal Helicopters and NorthStar are not turning their headlights on. He said there is a sign at the beginning of the North Douglas Highway that says they must do so. He has tried to flash them regarding their lights, but there has been no change. They are also speeding. He would like to see them with their headlights on and traveling the speed limit.			
Details of Response:			
Email from Sarah Lowell: "Coastal Helicopters is rarely on North Douglas Hwy, and so far this season we have not had any drop off's at the Douglas Heliport. In the meantime, we will be sure to let all drivers know to drive with their lights on." Email from Shannon Hasty: "We will remind all NorthStar drivers that they must adhere to all speed limits, and that headlights must remain on at all times. Thank you for the reminder."			

Type: Cruise Ship: Emissions	Call Date: 6/5/2018	Call #: 16	Caller ID: 16-43256
Details of Concern:		Referred to: Royal Caribbean - Radiance of the Seas, Kirby Day	
Sue S, again, West Juneau resident, with a personal message for Kirby Day and John Binkly. She wants them to come over to West Juneau and take a look at the air quality hanging over downtown Juneau, it is once again disgusting. She thinks it's the same ships consistently emitting illegal amounts. She's called DEC, but she thinks the PR guys should know this because this is outrageous why the Radiance of the Seas is making our town look like Cleveland in 1967. She would appreciate it if someone would get back in touch with me, she got a call in response to her last message like a month later so if Kirby could give her a call she would be most appreciative. Sue S – 209-██████			
Details of Response:			
John Binkley said: I am in Skagway but will see what I can do. Yesterday it looked like the Pearl was the worst offender but maybe Radiance looked bad from Douglas.			

Type: Cruise Ship: Other	Call Date: 6/6/2018	Call #: 17	Caller ID: 17-43257
Details of Concern:		Referred to: Drew Green - contact for Norwegian Cruise Lines, Kirby Day	



Monthly Report: June 2018

Laura wants to register a complaint. On Tuesday, June 5, the Norwegian Bliss left and interrupted the Celebration canoe arrival. She said they should not have been coming down the channel, they should have stayed in port. It put the canoes and people in them in danger. Laura said the canoes are not there for their entertainment purposes, they are there for a specific reason: to celebrate Native culture. Laura said this was a set period of time the canoes were coming through and the ship should have known this was happening, and she assumes they did, and they should not have been interrupted.

Details of Response:

The canoe arrival was coordinated with the USCG and the local ship port agent. The ships knew the schedule however I understand that the canoes were not still on schedule by the time the NCL ship left. Vessel and SE Alaska Pilot were fully aware of the group and were traveling at a safe speed. Not sure if the canoe participants decided to cut across or to wait until the ship passed, but there was a situational awareness of the event.

Type: Other: Other	Call Date: 6/14/2018	Call #: 18	Caller ID: 18-43265
--------------------	----------------------	------------	---------------------

Details of Concern:	Referred to: Alaska Travel Adventures, Kirby Day
---------------------	--------------------------------------------------

Rick B called in to lodge a complaint that at about 11:15am on June 14th ATA's boat Northstar came inside Favorite Reef at full wake speed. Apparently looking for a whale but they didn't slow down to no wake speed, shuffled all the boats, his neighbor was trying to set a Halibut line. He called their office. The boat came back through a second time at no wake speed. He just wanted to let us know - he knows it's been talked about at the Captain's meetings and he's talked to us (TBMP) and the city about this. He doesn't need a call back, he just wanted to lodge a complaint.

Details of Response:

Mike Wallisch replied with "Thank you for the information. We'll follow up with our team to ensure they are compliant with on the appropriate on the water protocols." His follow up email said "Thank you, I had an opportunity to speak with each of our Captains and confirmed they are not to transit inside the reef."

Type: Vehicle: Bus/Trolley	Call Date: 6/19/2018	Call #: 19	Caller ID: 19-43270
----------------------------	----------------------	------------	---------------------

Details of Concern:	Referred to: Royal Hyway Tours
---------------------	--------------------------------

An incident with a Royal Highways bus on June 19th at about 12:15pm. Their bus was making a left hand turn off of the street – whatever one is on South Franklin, Mount Roberts Street? The bus was making a left onto South Franklin from Mount Roberts. Caller had to slam on his breaks and make evasive maneuvers to avoid hitting the bus. They better pay attention or next time caller is just going to slam into the bus. He's looking forward to the lawsuit.

Details of Response:
Thank you. Caller called us yesterday.

Type: Cruise Ship: Emissions	Call Date: 6/19/2018	Call #: 20	Caller ID: 20-43270
Details of Concern:		Referred to: Cruise Line Agencies, Kirby Day	

Web submission: Excessive stack emissions - appear to be worse than other cruise ships in terms of volume and density of smoke. Is anyone connecting to shore power? I thought there had been an agreement that at least some ships would do that. On clear days the amount of smoke hanging in the air is very visible and detracts from the beauty of the environment, not to mention its health.

Details of Response:

Kirby Day responded: "All Princess ships which dock at the Franklin Dock (6 of the 7 ships) connect to shore power and virtually eliminate their visible emissions. Many of the cruise ships have gone to a new scrubber technology which is still in the process of being fine-tuned technically. Cruise line executives and the cruise line association is aware of the issue and are working to improve the systems, which currently producing more visible emissions than are acceptable." Drew Green responded: "Good afternoon, This is Drew the port manager for Cruise Line Agencies of Alaska. We are the local shore support/maritime agency for many of the cruise ships that call Juneau. I left a message at your number below. I appreciate your concern and we know that industry continues to work on this complex and very visual concern as the new emission scrubber systems roll out on most of the cruise ships operating in Alaska. The South Franklin Dock has a shore power connection used by ships that call that facility. It is the first of its kind in the world and for now it is the only one in Juneau as the hydropower service in Juneau can only supply enough for this one connection.

Over the last several years, the cruise lines have been installing new emission cleaning technology onboard the vessels. The Exhaust Gas Cleaning Systems (EGCS) utilize a sea bath to wash the emissions. The primary goal is to remove the SOx (sulfur oxides) as required under the North America Emission Control Area fuel standards. The EGCS have proven to be very effective, removing 98% of the SOx. In addition, the EGCS have additional benefits of removing NOx (nitrogen oxides) and Particulate Matter.

The systems produce a large amount of steam, given the considerable volume of water used in the wash towers. While the emissions are much cleaner that before, we are experiencing that the exhaust can appear quite different depending on weather conditions. The exhaust in cooler climates like Alaska can appear much more visible and especially on days with little air circulation, does not dissipate as quickly. There are various technologies in use in Alaska and each operate slightly different, which is why the emissions from certain ships appear different than others.

The State and the EPA have been very engaged in working with the industry to ensure the technology is meeting the environmental outcomes required. The industry is constantly evaluating the technology with a number of studies underway that will help us better understand the emissions as well as identify ways to improve the effectiveness of the technology.

Thank you for your comment. You can call me at any time. "



Monthly Report: June 2018

Type: Vehicle: Bus/Trolley	Call Date: 6/25/2018	Call #: 21	Caller ID: 21-43276
Details of Concern:		Referred to: Alaska Coach Tours, Kirby Day	
<p>Driving north bound on Egan Drive on 6/24 at about 3:50pm, a green Bus, number 203, was not driving very well. He thought maybe it was on its way to Temsco, made several lane changes without a signal and exceeding the speed limit. So he hopes they can do better in the future. He said the company doesn't need to contact him, he just wants to make them aware of the issue.</p>			
<p>Details of Response:</p> <p>Alicia Phillips emailed: Thank you for the info. We will speak with the driver.</p>			

Type: Aircraft: Helicopter	Call Date: 6/26/2018	Call #: 22	Caller ID: 22-43277
Details of Concern:		Referred to: Temsco, Coastal Helicopters, and NorthStar, Kirby Day	
<p>Email received via hotline: "This email is simply to request that tour helicopter hours be reduced a bit. I live in the valley, and often the helicopter noise is like living in a war zone. Even though the copters fly fairly high their thunder carries down to the valley floor. I know it has to be accepted, but when tour ships are in town all summer the constant copter noise gets on the nerves. It can be heard in and outside the house. It is such a constant drumming inside my head that to get some peace I have to turn up music or wear ear plugs. It goes on from 7:00 a.m. until 8:00 p.m., usually seven days a week all summer. Retired people, like I, who are home a lot, are impacted the most.</p> <p>I think I remember years ago we had Sundays free from noise, but I'm not sure. But that would be great! Please entertain the suggestion that the helicopters don't start until 9:00 a.m., with final flights over valley (on return) no later than 5:00 p.m. Hey, that's still a lot of income for the vested interest folks, and would give some locals a bit of relief.</p> <p>Thanks, Susan</p> <p>View Drive, Juneau"</p>			
<p>Details of Response:</p>			



Monthly Report: June 2018

Sarah L emailed me: "Good Afternoon Johanna,
 Could you please pass along Coastal's comments: Coastal Helicopters rarely flies in the View Drive area since we are operating in the Herbert Glacier location with a route that takes us more over the Auke Bay area. Our first flights of the day (depending upon the cruise ship schedule) take off at 9am and our last flights non-revenue (deadheads) departing the airport at 8:05pm. Most days our helicopters are back at our base no later than 8:30pm." I forwarded the email to Susan

Type: Vehicle: Bus/Trolley	Call Date: 6/27/2018	Call #: 23	Caller ID: 23-43278
Details of Concern:	Referred to: HAP, Kirby Day		
Message for Princess Tours, the tour busses are going through downtown Juneau at about 5mph, Franklin dock to the City Office. Caller says this unacceptable to give slow tours like this, it makes other tours unable to stay on schedule. Caller would like TBMP to send out notices that they cannot give slow tours.			
Details of Response:			
Bill Hagevig said: Thank you. We did actually get this the day it happened. From what we can tell the slow travel was primarily due to traffic flow and pedestrian traffic on a busy afternoon (caller likely didn't see what was in front of the bus).			

Type: Vehicle: Bus/Trolley	Call Date: 6/28/2018	Call #: 24	Caller ID: 24-43279
Details of Concern:	Referred to: HAP, Kirby Day		
<p>Message received via email :</p> <p>"Hello at 9:05am 6-27-2018 a tour bus was swerving repeatedly over the fog line on Egan Drive outbound, and almost got a tire off pavement near the Breakwater. The bus was drifting out of its lane periodically from JDHS to Fred Meyer.</p> <p>Color: White with blue moose graphics License plate: FSC-696 Bus Number: 1206 or 1207</p> <p>Thanks for passing this on."</p>			
Details of Response:			
Bill Hagevig emailed: From our end, we did identify this Driver, and a Manager met with him.			