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Type: Other: Other	Call Date: 7/2/2018	Call #: 25	Caller ID: 25-43283
Details of Concern:		Referred to: Juneau Tours, Kirby Day	
<p>Claire, local resident, would like a call back on her cell phone 907-723- . She lives in an old historical home in downtown Juneau. And that evening some tourists climbed the staircase to her house. They had received information from a local tour operator. Many tourists have also been taking photos of their house and coming up to it, and she thinks this is very invasive to her and her family's privacy. She would like there to be a reminder to all guides that real people live in these houses and she suggests that they don't give any unique identifiers. When she talked to the tourists who were in her yard and coming up to her house they said a guide at Juneau Glacier Tour had told them about this house and said he used to live there and talked a lot about this historic home.</p>			
Details of Response:			
<p>Serene with Juneau Tours said: " she actually called me first I believe and I gave her the TBMP contact info. :-) I assured her that none of our guides recommend going up any stairs."</p>			

Type: Other: Other	Call Date: 7/3/2018	Call #: 26	Caller ID: 26-43284
Details of Concern:		Referred to: Juneau Tours, Kirby Day	
<p>Claire called again to try and get a response regarding the issue of people coming up to her home.</p>			
Details of Response:			
<p>Serene with Juneau Tours said: " she actually called me first I believe and I gave her the TBMP contact info. :-) I assured her that none of our guides recommend going up any stairs."</p>			

Type: Cruise Ship: Emissions	Call Date: 7/5/2018	Call #: 27	Caller ID: 27-43286
Details of Concern:		Referred to: Drew Green - contact for Norwegian Cruise Lines, Kirby Day	
<p>Message received via email on hotline: "How possibly can we Not have to deal with the amount of air pollution that we are dealing with today from cruise ships in the downtown Juneau docks. I have heard that they can be fined for causing such pollution. Please respond with a solution. Thank you."</p>			
Details of Response:			



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From Drew Green: "Good afternoon, Thank you Eric for the concern and photos. This is a concern we are working on as it there have been changes the last 2 years with the addition of emissions scrubbers on most of the cruise ships operating in Alaska. This is a positive for the environment. As a result of the scrubber technology working there is a greater visual impairment (or opacity) in the area of a ship's stack emissions – most of which is steam. This is well noted in press releases and public presentations from industry. The attached photos do look quite bad for the Juneau area air quality. I do think it is very fair to note that I also did witness a great cloud of smoke this same day as the air was quite still and much of the smoke from bon fires and fireworks form the day before festivities was still lingering in the air. Obviously not all of this is attributable to local brush burning, bonfires and fireworks but it certainly did add to the volume indicated in the photos. This occurs every year and we receive similar messages.

Here is a statement which reiterates the above as the scrubber system technology continues to be improved and studied:

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. "

Type: Vehicle: Bus/Trolley	Call Date: 7/6/2018	Call #: 28	Caller ID: 28-43287
Details of Concern:		Referred to: HAP, Kirby Day	
"All Greyline drivers – do not text and drive. Greyline of Alaska – spotted texting and driving."			
Details of Response:			
"Thank you, we'll put out a reminder, but can't really do anything without more information."			

Type: Cruise Ship: Other	Call Date: 7/13/2018	Call #: 29	Caller ID: 29-43294
Details of Concern:		Referred to: CLA, Kirby Day	



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Received via Docks & Harbors web comment form, forwarded by Drew Green: Comment: There was noticeable smoke coming from two ships. How much are the ships using shore power? Do you have a report (even from last year)? How many of the berthing docks are equipped to hook the ships to shore power? How many of the companies hook up to shore power?

Details of Response:

From Drew Green: "Good afternoon,

I received the below comment from the CBJ Port Director. This is Drew with Cruise Line Agencies of Alaska who are the local cruise shore support (maritime agents) for many of the cruise lines that call the port of Juneau.

I appreciate and will try to answer your questions and concern.

The South Franklin Dock has the only shore connection in Juneau. It is the first of its kind in the world and it is the only one available in Juneau due to the limited amount of hydro power generated from Avista/AEL&P. As you can imagine the power demand required to operate the large cruise ships calling our port is quite significant. Some of what you see is the result of an emission scrubber at work. Obviously the visual impact is much greater than in recent years as the new systems have come on-line. 7 Princess ships calling Juneau routinely have the ability to connect to the shore power connection. 5-6 ships a week connect to the Franklin Dock shore power connection depending on ship itineraries/dock availability.

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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.

Feel free to contact us at any time with concerns or follow-up that you may have. "

Type: Aircraft: Helicopter	Call Date: 7/8/2018	Call #: 30	Caller ID: 30-43289
Details of Concern:		Referred to: Coastal, Temsco, Northstar, Kirby Day	



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Shelly, live at La Perouse Ave. She called at about 1:30pm on July 8th. She needs a reprieve from the helicopters that are flying low over the condos. There has to be a different path. They can't carry a conversation at their house, and she thinks that's ridiculous.

Details of Response:

Jason Kulbeth responded to the hotline "NorthStar continues our efforts to reduce our impact on this particular neighborhood but I have to say that it is difficult given our location on the field and this neighborhood's proximity to the airport property. We continue to fly "opposite flow" when traffic and weather conditions allow which in turn allows us to remain in the southern lane of the helicopter traffic pattern and further away from La Perouse. We continue to use the Blackerby departure to the east when weather conditions allow for us to reach the glacier from the Lemon Creek area. And when we do depart to the west and are forced to utilize the northern lane of traffic we continue to "teardrop" the departure back to the south to remain over airport property and south of the waste water treatment plant as we depart the airport." I asked if he also contacted Shelly and no response yet.

Type: Other: Whale Watching	Call Date: 7/8/2018	Call #: 31	Caller ID: 31-43289
Details of Concern:		Referred to: 49th Fathom Charters, Above & Beyond Alaska, Adventures in Alaska, Alaska Fjordlines, Alaska Galore Tours, Alaska Humback Adventures, Alaska Luxury Tours, Alaska Trophy Fishing Adventures, Alaskan Fish N Trips Inc, Allen Marine, Dolfphin Jet Boat Tours, Gastineau Guiding, Harv & Marv's Outback Adventure, Jayleen's Alaska, Juneau Sportfishing, Lost in Alaska, Moore Charters, Rum Runner Charters, The Local Guy Charters	

"I hope this email finds you well and that you've had a good season thus far.

I am contacting you again this season, as I have previously, to express my concerns to you as a contact at TBPM regarding the commercial whale watching industry.

In the last several years that I have resided at Lena Point, I have observed a dramatic and concerning increase of whale watching boat traffic and on-the-water commercial whale watching vessel behavior that is contradictory to the whale watching guidelines set forth in the NOAA Whale SENSE program; and in some cases, vessel behavior that is in violation of the federal Marine Mammal Protection Act and the Endangered Species Act. My neighbors and I have also observed a dramatic decrease in the presence of whales along the shoreline.

Unfortunately, this year is even worse.

Today, I observed 16 boats closely, and in high concentration, following a pair of humpback whales from south Shelter Island to Portland Island, beginning at approximately 2:15 this afternoon. I continued to monitor these boats, and others who joined the group, as they followed the whales, for well over an hour.

I am very concerned that the constant, cumulative impact of the vessels will affect the whales' safety, health, and population in this area. I am also discouraged that many of these vessels are participants of NOAA's Whale Sense program, which requires adherence to Alaska Humpback Whale Approach Regulations, yet many of these guidelines are not being followed, including:

- Limiting viewing time around any individual or group to 30 minutes
- Being aware of the amount of vessel pressure on the animals
- Being aware of potential cumulative acoustic impacts to whales from engine noise
- Dispersing vessel presence among groups of whales
- Communicating locations and coordinate viewing time with other vessels

The boats I clearly identified at the beginning of the hour are as follows: Ranger, Mariner, Fairhaven, Explorer, Alaska, Chilkat, Riptide, & St. Herman, and 8 other unidentified vessels;

40 minutes later: St. Phillip, Navigator, Scania, Voyager, Reel Magic, & CG Osprey, and 6 other identified vessels;

And, a FULL hour later, 11 boats were still in pursuit of the same whales near Portland Island: St Gregory, St Peter, St Phillip, Scania, Navigator, Reel Magic, Ob1, in addition to 5 other unidentified vessels.

Like other wild marine animals, these whales are a very special and unique aspect of our environment. I completely understand a visitor's profound interest in witnessing them in their wild environment. I also understand it is a very lucrative business. However, I, along with most other Juneau residents, cherish these endangered creatures and would be devastated if they disappeared, as they did years ago in Glacier Bay, due to excessive vessel presence.

While I am an ardent supporter of economic growth in Juneau, I highly recommend that these issues are addressed now, before it is even more out-of-control. With intelligent management, I believe the commercial whale watching business can operate in a way that will not negatively impact the whales and also facilitate a more positive on-the-water environment for locals: casual boaters, sport fisherman, sailors, commercial fishermen, and people like me who once enjoyed watching whales swim by the beach without constant a bevy of loud vessels in hot pursuit.

I have discussed my concerns with NOAA enforcement and the NOAA Whale Sense coordinator, and their recommendation is regulation via CBJ. I will gladly share some of the suggested regulations that we have discussed if you or the owners of the commercial whale watching business owners are interested



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<p>Details of Response:</p> <p>The industry continues to aspire to the guidelines of TBMP and many are members of the organization called WhaleSense. The whale-watching industry is aware of the impacts of increased boat traffic and are discussing ways to further minimize various concerns of the community as a whole.</p>
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Type: Vehicle: Bus/Trolley	Call Date: 7/9/2018	Call #: 32	Caller ID: 32-43290
Details of Concern:		Referred to: HAP, Kirby Day	
<p>Caller would like to report Greyline bus number 81132. They cut her off in the roundabout in Auke Bay. She doesn't need a call back, she just wants Greyline to tell the driver to do a better job.</p>			
<p>Details of Response:</p> <p>Bill Hagevig said: "Thank you. We'll discuss with the Driver."</p>			

Type: Cruise Ship: Emissions, Other: Other	Call Date: 7/11/2018	Call #: 33	Caller ID: 33-43292
Details of Concern:		<p>Referred to: CLA, Kirby Day, 49th Fathom Charters, Above & Beyond Alaska, Adventures in Alaska, Alaska Fjordlines, Alaska Galore Tours, Alaska Humpback Adventures, Alaska Luxury Tours, Alaska Trophy Fishing Adventures, Alaskan Fish N Trips Inc, Allen Marine, Dolphin Jet Boat Tours, Gastineau Guiding, Harv & Marv's Outback Adventure, Jayleen's Alaska, Juneau Sportfishing, Lost in Alaska, Moore Charters, Rum Runner Charters, The Local Guy Charters</p>	



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I am getting more cruise ship emissions comments and as a result am paying more attention myself. This morning, someone from Douglas sent me the first photo of the Jewel. The emissions are not jewel like. On the way to work, the Infinity was docking and I took the second photo. Basically it looks like they are running two systems, one to use while underway (blue haze), one while in port (white steam). You can't see it because of the sunshine, but blue haze was visible well up Mount Juneau.

The last one is a photo that I took from my cabin over the weekend. Eleven commercial whale watching boats had completely surrounded one whale; it was pathetic. Maybe each individual captain had a plausible explanation for why they weren't too close, but collectively they had it encircled, multiple boats went on intercept course so that they could all drift too close. Subtlety was absent. With no prompting, my out of town guests asked if there were rules, said that it looked wrong.

All day long I try to read the tea leaves on the pulse of the community. IMHO, this kind of stuff is collectively eroding support in the community for the cruise ship industry.

We are falling behind, feels like we are going back to the early 2000's.

Details of Response:

The industry continues to aspire to the guidelines of TBMP and many are members of the organization called WhaleSense. The whale-watching industry is aware of the impacts of increased boat traffic and are discussing ways to further minimize various concerns of the community as a whole.

Type: Other: Other	Call Date: 7/11/2018	Call #: 34	Caller ID: 34-43292
Details of Concern:	Referred to: Kirby Day		
<p>"Hello, I'm trying to find out who would be the best person to speak with about a minor issue that came up during July 4th.</p> <p>CBJ and JPD put out a press release stating the road closure time of 10:20, I'm hearing from officers that several of the tour companies had a letter from what looked like a tourism board stating the roads would be closed at 10:45. Obviously this created some confusion and frustration on everyone's part. I'm not sure where the breakdown in communication occurred, but it would be something that I would like to fix for next year.</p> <p>Who could I speak with about this issue?</p> <p>Thank you,"</p>			
Details of Response:			
<p>Kirby Day responded: "Lt Campbell - thank you for your call to the Tourism Hotline. Below you will find what I sent out to the TBMP membership after receiving from JPD. I am not certain where the 1045am closure came from, but below we had noted 1025am. We will watch closely next year.</p> <p>Best Rgds, Kirby"</p>			



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Type: Vehicle: Other	Call Date: 7/16/2018	Call #: 35	Caller ID: 35-43297
Details of Concern:		Referred to: Kirby Day, Crew International Tours	
A Crew International Shuttle number 12, EDP548. Caller things these drivers need to remember to stop at Stop signs and not pull out in front of people. This happened on Mount Roberts Road out on Thane.			
Details of Response:			
No Response			

Type: Other: Other	Call Date: 7/18/2018	Call #: 36	Caller ID: 36-43299
Details of Concern:		Referred to: Kirby Day	
<p>Caller, Mark, local resident of 30 years – a contractor in town, would like to start a discussion about how ships announce sickness and viruses, how they handle the spread of illness, and how we can prevent the towns getting infected. He’s recovering from the sickest he’s ever been – he thinks it may have been the norovirus and he’s concerned about the spread of germs and disease. He heard that ships only have to fly a flag and that no other announcement is required. He suggested maybe when people are sick they’re required to stay on the ship? He’s not sure if it’s true that ships only have to fly flags to announce it and there’s no other announcement? He’s a really healthy person, and he knows a lot of other people have been sick too, and he thinks it’s something we have to start talking about. He and his friends are blaming the people from out of town, but he doesn’t want to blame people, and he wants to keep it respectful and find solutions.</p>			
Details of Response:			
<p>Drew Green's response: "I called phone number below and left a message with my contact information to call back. I left a brief message summarizing the below response for the TBMP hotline record. I'll go into further discussion to address his concern if he calls back.</p> <p>The cruise industry is regulated by and partners with US Public Health (USPH) and Center for Disease Control (CDC) in a number of programs that engage in health and sanitation inspections, reporting and processes. The reporting process is continuous with ships on international voyages involved in US trade. The regional CDC center for Alaska is located in Anchorage whose jurisdiction includes the ship’s visiting Juneau. When elevated sickness or symptoms occur on a ship those are reported daily to the CDC Center. Deterrent and treatment measures are implemented on-board to prevent the spread of symptomatic passengers or crew. The CDC follow’s specific outreach protocols for community, public and state health counterpart notifications should elevated cases of a particular illness occur.</p> <p>There is a wealth of information on the CDC website regarding the cruise ship vessel sanitation program, ship report cards, information for health professionals, travel and other useful information: https://www.cdc.gov/nceh/vsp/default.htm</p> <p>Here is a link with information about the activities and requirements of the Anchorage CDC regional office: https://www.cdc.gov/quarantine/stations/anchorage.html</p> <p>Let me know if you have any questions.”</p>			

Type: Aircraft: Helicopter	Call Date: 7/23/2018	Call #: 37	Caller ID: 37-43304
Details of Concern:		Referred to: Temsco, Coastal Helicopters, and NorthStar, Kirby Day	
At about 6:15pm on the 23 rd and helicopters are flying directly up the channel instead of over the ridge on Douglas. It was making quite a racket for the residents who are out on their decks enjoying the nice weather. Caller thought they only used to go down the center of the channel during bad weather, which doesn't affect the locals as much because their indoors when there's bad weather. Caller doesn't understand they aren't flying up over the ridge any more.			
Details of Response:			
Eric Main w/ Temsco says: "This is not a tour operated by Temsco Helicopters" Sarah Lowell w/Coastal replied "Coastal Helicopters does not operate scheduled tour flights down the Gastineau Channel."			

Type: Other: Other	Call Date: 7/24/2018	Call #: 38	Caller ID: 38-43305
Details of Concern:		Referred to: Alaska Travel Adventures, Kirby Day	
Caller lives on the river and the rafters are coming within 4 feet of their property. The river is 418 feet wide, she thinks people drifting into her yard, and there are beaver lodges and all kinds of wildlife on the other side. She thinks there's nothing there but her windows for them to look into. She lives on View Drive, her name is . She doesn't know why they did this – they normally don't. She would like the operator to tell their guides not to go so close.			
Details of Response:			
Mike Wallisch replied "Thank you for passing this information along. We'll check with our guide staff and get back with you."			

Type: Other: Other	Call Date: 7/30/2018	Call #: 39	Caller ID: 39-43311
Details of Concern:		Referred to: Alaska Travel Adventures, Kirby Day	
Caller is on View Drive. She thinks the rafters are in her back yard because they're close to the bank of the Mendenhall River. The river is 418 feet wide so she'd like them to stay off shore. She said staring in her windows and taking her picture is not ok with her and she not part of the tour. If something isn't done about this she will have to do something impolite to the tourists.			
Details of Response:			
Mike Wallisch replied "We've reminded our guide staff to be courteous as they float by homes and whenever practical, take the farther side of the river." Mike also called the caller and spoke with her regarding the issue.			