

TBMP

Tourism Best Management Practices

Making Tourism Work for Juneau

Monthly Summary - September 2019

90-9/19	9/9/2019	Aircraft: Helicopter	Valley	Ms. [redacted] called to report "mostly blue" (NorthStar) helicopters flying over her property at Thunderbird Terrace.	NorthStar	Jason Kurbeth/NorthStar: "Had a good conversation with [redacted] today. She was thankful I called her back and appreciated the efforts we have gone to in an attempt to lessen our impact on this particular neighborhood. I explained that unfortunately with where NorthStar is located on the airport we will often be low when we are in the downwind in that area due to either having just lifted off or in the final stages of descent to our ramp. I stressed that when we can NorthStar's pilots will request "opposite flow" in order to stay on the southern side of the traffic pattern and further away from her property. I also explained to her that during our negotiations with the control tower this last winter the helicopter operators fought to add a "canted" section to the traffic pattern with the specific purpose of remaining over airport property and further away from the homes in this particular neighborhood. She volunteered her input if we ever have to fight that particular battle again."
91-9/19	9/9/2019	Other	MGRA	Ms. [redacted] stated that "raft after raft" were on the river at 7PM, which she says is way too late to "keep pushing tourists in our faces." Ms. [redacted] stated these excursions should stop by 6PM, and further stated that this is situation shows "nothing but goddamn greed" on the part of the city and operators. She wants something done about it, that she's sick of it. She asked for a response.	ATA	Tommy English/ATA: "I have spoke with [redacted] this morning, and explained to her that Monday's are typically a later day for us and other operators, and that being on the river that late was a bit of a one off. She expressed her frustration with the growth of the tourism industry in Juneau, and its impact on local residents. Sue was given my personal contact information with the instructions to call me directly if she incurs any further frustrations with our presence on the river."

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Call ID	Sub date	Submitter	Concern Type	Area	Details	Referred to	Details of response
89-9/19	9/10/2019	[REDACTED]	Whale watching	Auke Bay	<p>[Note - this is a late add, as Liz had no record of either a call or email from Mr. [REDACTED]. At exactly 1750 hours on Thursday 15 August I was cleaning my fish with my boat tied up at the breakwater at Auke Bay. My 24 foot Duckworth was tied up on the inside of the breakwater. Another 22 foot Hewescraft was tied up on the outside of the breakwater and we were sharing the fish cleaning station. The Gastineau Guiding boat "Explorer" was heading out of the harbor with a ~1 foot wake. I believe that all three (?) outboards were running on the boat. The boat had no passengers and the skipper was using his cell phone/texting I presume. Both myself and the other Juneau resident were upset to have our boats tossed about in a no wake zone. We motioned to the skipper and he just shrugged his shoulders and made a hard left upon leaving the breakwater.</p> <p>This is not the first time I have experienced whale watching boats create a wake in the harbor. In fact, I have struggled with a wake more than once when taking my boat out of the water all the way up at the ramp. I use my kicker and/or main engine on low throttle when entering and leaving the harbor and I often put the boat into neutral just to slow down more. It would be nice if the whale watching boats would do the same. It is very disconcerting to have them come right up behind me when I am entering and leaving the harbor." Mr. [REDACTED] wants a response.</p>	Gastineau Guiding	Sierra Gadaire/Gastineau Guiding responded that she'd spoken with Mr. [REDACTED] for some time about the forthcoming commercial loading dock and the hope that it will help isolate commercial traffic and tying up. He still has his concerns about the bottleneck at the entrance of the harbor, but he was overall positive on the future addition of space. He really didn't want to chat too much about Gastineau specifically, but seemed reassured that we'd put a reminder out to our captains about low wake speeds in the harbor.

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92-9/19	9/13/2019	Vehicles: Other	Downtown	Unplugged Adventures	Jordan Knudsen/Unplugged Adventures: "As we are a rental company, when it comes to vehicles that have been rented by our guests, if they are seen speeding or breaking traffic laws, as we addressed early in the season it is recommended that Juneau Police Department be contacted. We instruct all of our guest to follow all traffic laws appropriately. If this does not take place it is no different than any other rental car company that has rented a vehicle to someone visiting Juneau. And it is recommended that the appropriate law-enforcement be contacted with the complaint. Regarding spare tire covers, these have been removed for safety and privacy reasons. This is an Unplugged Adventures internal issue and does not concern any external parties. Thank you for your time."
93-9/19	9/17/2019	Not identified Vehicle: Bus/Shuttle	Statter Harbor	Juneau Tours	Serene Hutchinson/Juneau Tours & Whale Watch: This was a new driver who realized his mistake and called it in to Juneau Tours. Serene instructed him that this was not a designated stop or loading zone. Serene called the submitter.
			<p>Ms. [redacted] reports that Unplugged vehicles are still exceeding the speed limits on Basin Road, she now concerned that the logo on the back tires are no longer there, so they can't easily identify vehicles. She asked if this is because Unplugged doesn't want to be identified despite the vehicles still having the iPad on the consoles and tourists are driving them. She would like an explanation.</p>		

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