

## Call Details by Category – July 2007

Type Aircraft: Helicopter	Call Date: 7/11/2007	Call #: 5	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> All helicopter operators	
"I've been out of town for a couple weeks. I just want to be on the record as saying that since coming home I'm again reminded of how absolutely intolerable the helicopter noise is and the community needs to do something to protect the people who live in the community."			
<i>Details of Response:</i>			
<b>Coastal Helicopters:</b> "Pretty difficult to call the caller when she doesn't leave a phone number. I suspect she just needed ot vent - and she did."			

Type Aircraft: Helicopter	Call Date: 7/12/2007	Call #: 7	Caller ID: 1267
<i>Details of Concern:</i>		<i>Referred to:</i> Era Helicopters	
<p>I live on Gray Street in the Bonnie Brae subdivision out North Douglas and subsequently I live in close proximity to the ERA helicopter pad. In the 5 years that we have lived in this location we have noticed a direct correlation between exhaust fumes coming into our house and the departure and return of the 4-5 copters every hour or so. If we have any doors or windows open during these times, we literally have to RUN to close them back up before the fumes totally permeate our house. Or, if we're outside, we come inside to avoid the fumes. By the time the fumes subside outside, we have about 30 minutes before another round flies over. Over the 5 years, the choppers have increased their activity and the problem is just getting worse. I have paid attention to other factors that may contribute to this fume smell, such as times of high levels of traffic along North Douglas Highway that may be causing the fumes, and quite frankly, I have not found a correlation there. Also, the fumes do not seem to be present during the months ERA is not flying. I have discussed this with other neighbors and they also have noticed the pattern with the helicopter flight schedule. We have been discussing re-creating a more active Neighborhood Association to tackle this issue. / I spoke with several departments at CBJ and they said they didn't deal with air quality, and they told me to call the state, then spoke with the State's Department of Environmental Conservation and they informed me that the FAA is who sets the standards for monitoring air quality for aircraft and that those regulations are not as stringent as other aircraft regulations. They suggested that I contact you, or work to modify Federal Legislation. I'm trying you all first. I am really hoping that in the interest of truly having "Best Tourism Management Practices" for both our residents and for our visitors here in Juneau, that this issue will be examined seriously. I personally do not believe that having such a busy helicopter business in such close proximity to a pretty densely populated residential area is in the best interest of Juneau residents. The ultimate end result that I would like to see is that their operation be moved over to the airport, consolidated to where TEMSCO and the other helicopter businesses are already located, and which is farther removed from any residential areas, not just my own. / If I can provide you with any further information, please do not hesitate to contact me. If I don't hear back from you within a week, I will see what other avenues I can pursue. Thank you for your time, and for working towards a healthier Tourism economy for Juneau.</p>			
<i>Details of Response:</i>			

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I am in receipt of your note below. I am currently at the Era Juneau base for the week and will look into your concerns. While I do not have a direct answer or solution to your concerns, I will certainly follow up. Fumes from aircraft are a common and unfortunate problem associated with any population near airports or heliports. Your direct concern with fumes has not been directed to Era as far as I am aware of in the past. Although I agree, any direct wind or pressure change can have the perception of noticeable fumes. / Nate Williamson who is the area Manager for Era Juneau Base is out this week on personal leave, although I will discuss this with him and one of us will get back to you directly.

Nate Williamson: "I was away when you initially wrote. Once back in Juneau I did try calling you on 25 July and again on 26 July and left messages but haven't heard back so will respond via e-mail. / I will first say that in the past five years Era Helicopters has not only reduced tour flights and number of aircraft, the schedule has been adjusted to be more accommodating to the Bonnie Brae community. Specifically, we no longer offer a tour at 1745 because a takeoff to retrieve passengers was often happening slightly after 1900 (although scheduled for 1900). In the spirit of cooperation we adjusted our schedule even though it had been in within the T.B.M.P. guidelines. Also, we only offer eight Dog Sledding tours per day now vs. the nine we offered previously. / Regarding air quality and fumes, I am the last person who should make any assessment on those issues. Turbine engines in general are quite efficient in consuming all the fuel and not spewing residuals in the form of noticeable exhaust. In all honesty it is difficult for me to envision aircraft fumes rising to your area with the typical winds we have here in the channel. The winds are normally either blowing to town or to the airport. I've never seen winds blowing from the heliport toward the Bonnie Brae area. I do submit that there has been some localized burning along the north/western side of Douglas Highway that may be wafting into your neighborhood. Too, this time of year as you know there is more vehicular traffic along the highway. / I am not familiar in the least with air quality standards requirements. However, Era is willing to cooperate with any monitoring activity by the EPA, or a private contractor you select, by escorting monitoring personnel around the base for data input etc. If you choose to gather data I will suggest it be done in the course of summer activities to give you the most accurate and pertinent readings. / Feel free to call me any time at the number listed below and I'll be happy to speak with you."

Type Aircraft: Helicopter	Call Date: 7/15/2007	Call #: 8	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> All helicopter operators; Wings Airways; Ward Air	
"I have heard helicopters, and I think airplanes, flying over my house near the high school at least four times today. I don't like to hear the sounds of those airplanes right near me, nor helicopters, and I think they should be flying way up or way out so we don't have to be burdened by these unusual and difficult sounds. Please talk to whoever the helicopters and floatplane people are and tell them that."			
<i>Details of Response:</i>			
<b>Ward Air:</b> "I went to our flight logs for the day in question, and Ward Air had no planes in this area all day. Our pilots fly the approved arrival and departure routes down the channel to and from the airport. I did speak with our pilots just as a reminder that they should be cognizant of noise sensitive area. Fly Safe!"			

## Call Details by Category – July 2007

Type Aircraft: Helicopter	Call Date: 7/17/2007	Call #: 9	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> TEMSCO	
<p>"I talked with Mitch at Temsco sometime ago about them putting some sort of device to track where the helicopters are actually flying, because if they are flying the designated route and a half a mile away from my house, which Mitch assures me that they are, then their foot print is huger than we can imagine and I think that is important information for the city to know. If they're not flying on their route as I suspect, then it would be nice to at least be able to call them on it and get them to do what they say they are doing with their volunteering practices so I hope this practice can pressure Temsco to put tracking device on their helicopters and become accountable for their noise. I will be out of town for a few weeks blissfully not hearing the helicopters."</p>			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 7/18/2004	Call #: 12	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
<p>"Calling to report that the helicopters are still coming right over the top of my house. They are not going on their route and further, a NorthStar helicopter just came back from the glacier so low that I could see the paint job very clearly, it was probably half as low as the Temsco helicopters which are currently flying over my house and clearly not on their route. Thank you."</p>			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 7/31/2007	Call #: 16	Caller ID: 699
<i>Details of Concern:</i>		<i>Referred to:</i> Era Helicopters	
<p>"I am reporting Era Helicopters flying before 8 a.m. According to the public relations sham that they call the Tourism Best Management Practices they are not supposed to operate before 8 a.m. so I just wanted to let you know that they do it all the time. Bye."</p>			
<i>Details of Response:</i>			
Era does have occasions with an aircraft departure prior to 0800, but they are not tour flights."			

**AIRCRAFT CALLS: 6**  
**Helicopter Calls: 6\***  
**Fixed Wing Calls: 1\***  
**Other Calls: 0**

**\*one complaint about aircraft noise in general – helicopters and fixed wing**

## Call Details by Category – July 2007

Type Cruise Ship: Emissions	Call Date: 7/3/2007	Call #: 1	Caller ID: 1264
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"I am calling to report that one of the cruise ships, there are four cruise ships in town right now, and the third one back in line, the Sapphire Princess, for about 20 minutes to a half an hour, it has been putting out really dense, what appears like wood smoke. The other 3 ships were putting out the blue smoke, and this is more like a black-brown. It is diminishing now, but it appeared for some time, so it appeared they were having a problem so I thought you should have a record of that, I did report it to DEC. Thank you"</p>			
<i>Details of Response:</i>			

Type Cruise Ship: Emissions	Call Date: 7/3/2007	Call #: 2	Caller ID: 1265
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"There has been a ship coming in, spewing a lot of grey smoke today. I thought that it was way too much and I was hoping someone would jump on somebody. Thank you, bye"</p>			
<i>Details of Response:</i>			
<p><b>Cruise Line Agencies of AK:</b> "Thank you for your notification about the stack emissions of the Norwegian Pearl on July 3, 2007 in Juneau Alaska. / For your information the Norwegian Pearl is fitted with a fuel water emulsion system which reduces Nitrogen oxides (NOX) emissions into the atmosphere. The system works by adding water to the fuel supply before it is injected into the main engines (for further technical details please visit <a href="http://www.marinelog.com/DOCS/NEWSMIII/MMIIMar11b.html">http://www.marinelog.com/DOCS/NEWSMIII/MMIIMar11b.html</a>.) The additional water content in the exhaust creates a heavier plume due to the condensation of water vapor in the cold atmosphere. / Upon my investigation of the situation, I've learned that the emulsion system was in operation, during the time of the observation. The review of the computerized event log does not show any high alarms of the smoke monitoring system, therefore I believe that what you observed was the normal emissions together with the condensation of water vapor generated by the operation of the onboard emulsion system. / For more details of NCL's commitment and environmental practices, please visit our web page at <a href="http://www.ncl.com">http://www.ncl.com</a>."</p> <p>Princess Tours: "Unfortunately the caller is not specific about timing or ship. If they are speaking of the event occurring at 1:26 p.m. and the ship coming in, then likely was the Norwegian Pearl arriving, however not certain that they were out of compliance."</p>			

**CRUISE SHIP CALLS: 2**  
**Noise Calls: 0**  
**Emission Calls: 2**  
**Other Calls: 0**

## Call Details by Category – July 2007

Type Other vessel calls: Noise	Call Date: 7/10/2007	Call #: 4	Caller ID: 1115
<i>Details of Concern:</i>		<i>Referred to:</i> Allen Marine Tours; Dolphin Jet Boat Tours; Four Seasons Tours; Harv & Marv's Outback Alaska; Orca Enterprises	
<p>"Calling once again to request that the whale watching catamarans please turn down their outside speakers when they are in Saginaw Channel. Multiple times this past weekend, at least 6, at various times of the days, the catamarans had their loud speakers so loud I could hear them on the beach, as well as up into the woods by our cabin. Repeatedly I call about this and I'm not sure why it's such a hard thing for the tour operators to deal with but apparently it is. I was actually able to see the name on one boat, this boat did not happen to be a catamaran, it was called the Orca Song and they were sitting out in Saginaw Channel and had their speakers much too loud. Please turn down your outside speakers."</p>			
<i>Details of Response:</i>			
<p><b>Four Seasons Marine:</b> "Orca Song is our vessel. I have spoken to all of our captians about this issue. It was a good time for a reminder. I have left messages with the caller and have yet to hear back from her." <b>Dolphin Tours:</b> "We do not have outside loudspeakers."</p>			

**OTHER CALLS: 1**  
**Other Vessel: 0**  
**Other: 0**  
**Noise (non-aircraft): 1**

## Call Details by Category – July 2007

Type Vehicle: Bus/Trolley	Call Date: 7/3/2007	Call #: 3	Caller ID: 1266
<i>Details of Concern:</i>		<i>Referred to:</i> Gray Line of Alaska	
<p>"I am calling from my home phone, right after I filed a complaint with JPD. After having driven from town to Douglas, I was almost T-Boned by a Gray Line bus. I was again leaving town, coming to Douglas, making a left hand turn, I had the green arrow to make that left hand turn and that bus went through the light. He was talking on his microphone, obviously too busy talking on the microphone for the tourists, instead of paying attention to the traffic lights, especially with this being July 3rd, with everybody leaving work, anxious to see the fire works and continue life with their family. I want to make sure you know I had two children in my car: one child 6½ and another one 14 months. If I hadn't paid attention and made that left hand turn with that green arrow and not watched that bus, my daughter would have gotten hit because it was her side of the car. I would appreciate a phone call back from someone to explain to me what they are going to do about this in the future so no one will have to go through this, like I did."</p>			
<i>Details of Response:</i>			
<p>"Message left on answering machine: I apologize for the scare that such a situation would put you in an dwell remind our drivers that safety is our first priority, not only for our guests on board our coaches, but for all those that share the road. Please call me directly if you would like further information."</p>			

Type Vehicle: Bus/Trolley	Call Date: 7/12/2007	Call #: 6	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>"Gotta get some of these bus drivers to slow down a little bit, they are starting to run around like they have sports cars beneath them. Also, we need to make sure that we get that head tax in here so we can defer some of these expenses of subsidizing this giant industry that comes in here, takes all the money and leaves."</p>			
<i>Details of Response:</i>			
<p><b>Gray Line of Alaska:</b> "We consistently work with our drivers to ensure that the rules of the road are being followed, and appreciate any detailed observations to help us in our mission. We work with internal policy's that go above and beyond state and federal mandated law; and work progressively with TBMP to be good business neighbors. We recruit locally to enhance the positive economic impacts of our local economy; and we give many charitable donations to organizations throughout the community. As a Juneau resident for over 30 years, employed by Gray Line of Alaska since 1995, I welcome the chance to speak with anyone interested in hearing about the benefits that tourism brings to Juneau. – Christa Hagan, Division Manager, Gray Line of Alaska"</p>			

## Call Details by Category – July 2007

Type Vehicle: Bus/Trolley	Call Date: 7/17/2007	Call #: 10	Caller ID: 716
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
"I'm creeping along North Douglas Highway at 1:30 on a Tuesday afternoon and there is a Royal (?) tour bus turning in to Era Helicopter. The bus number at the back of the bus is 702. I don't know why the hell it beeped at me, anyway the speed limit is 45 along North Douglas Highway and the bus is going well in excess of 50."			
<i>Details of Response:</i>			
<b>Princess Tours:</b> "We certainly require our drivers to follow the speed limit and all traffic laws and regulations. We will review and dispatch and check into this instance. Not sure what the caller meant by "beeping" at him, if he was behind the bus."			

Type Vehicle: Bus/Trolley	Call Date: 7/18/2007	Call #: 11	Caller ID: 1227
<i>Details of Concern:</i>		<i>Referred to:</i> Gray Line of Alaska	
"I am at Auke Bay and I am choking out behind a Gray Lines of Alaska tour bus, number 288, all of the way out of town to here, it is polluting tremendously - looks like the engine isn't tuned up or something. A huge black cloud each time it stops and starts again, it's just terrible. Hopefully something is going to be done about polluting our crystal clear air."			
<i>Details of Response:</i>			
Left message - thanked call for calling the hotline and notifying us of the exhaust emitting from unit #288. I informed him that because of his call, our shop is aware of the concern and will be addressing any problems. I invited him to contact me directly any time, as he wished.			

Type Vehicle: Bus/Trolley	Call Date: 7/18/2007	Call #: 13	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i>	
"Gray Line bus 283 turned into Franklin Dock smoking heavily, extremely smokey. Hope something gets done about this."			
<i>Details of Response:</i>			
"Thank you for your observation. Our shop personnel will take a look at #283's exhaust output and correct any problems as needed."			

## Call Details by Category – July 2007

Type Vehicle: Bus/Trolley	Call Date: 7/24/2007	Call #: 14	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Gray Line of Alaska	
"Gray Line bus #9510, on a Tuesday afternoon, was going through the construction zone and weaving through the lines and not staying in her lane. When it turned right she went from the right lane to the left lane, when it turned left she went from the left lane to the right lane. She was all over the road and she has a tail light out."			
<i>Details of Response:</i>			
"We have spoken with the driver and reiterated safe driving expectations and pre/mid trip inspections. Light on vehicle has been changed."			

Type Vehicle: Bus/Trolley	Call Date: 7/25/2007	Call #: 15	Caller ID: 710
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
"I wanted to compliment Royal Highways. Bus number 816, from what I saw at a busy time of day Tuesday afternoon, the bus clearly stopped well before the intersection and let the cross-walk clear because there wasn't room for him to join in the line of traffic on the other side. It was a courteous driver and I really appreciated it as the bus was headed out on Egan and didn't try to crowd past that line of traffic. Thank you."			
<i>Details of Response:</i>			
<b>Princess Tours:</b> "We'll be sure to pass the comment on to the dirver."			

**VEHICLE CALLS: 7**  
**Bus/Trolley: 7**  
**Taxi: 0**  
**Other: 0**