

Call Details by Category – June, 2007

Type Aircraft: Helicopter	Call Date: 6/4/2007	Call #: 2	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> All helicopter operators	
<p>"Two helicopters just went over about 5 minutes ago. I went back and looked at the volunteer compliance map. They are supposed to be crossing at Montana Creek Bridge and I have been assured they are crossing at Montana Creek Bridge. Well they all seem to be banking to the left when they go over my house, rather than to the right like they would be if they crossed Montana Creek Bridge, and then veering up Montana Creek towards the glacier. So I continue to assert that they are not crossing at Montana Creek Bridge and banking to the right as they should, but short cutting and then banking to the left as they short cut up to the glacier. Thank you."</p>			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 6/6/2007	Call #: 5	Caller ID: 1257
<i>Details of Concern:</i>		<i>Referred to:</i> All helicopter operators	
<p>"Hi, I live by the Auke Bay ferry terminal & about 10 minutes ago a group of copters flew directly over the house...I couldn't even hear what the person on the phone was saying !! Why have the tour company's changed the route's? Is it because of the new sub-division at Lena ? We have HAD IT WITH THE CONSTANT NOISE FROM 8 a.m. to 9:30 p.m. What can be done to change the route back to farther north??"</p>			
<i>Details of Response:</i>			
<p>Era: "Era Helicopters does not fly in the vicinity of Lena or the Auke Bay ferry terminal." TEMSCO: "The helicopter routes have not changed in that area. Yesterday the weather came in fast and it caused all aircraft to deviate from the flight routes for safety. Tours were cancelled for the rest of the day, however, there were still people up on the glacier who needed to be brought down. / TEMSCO always strives to be very conscientious on staying on the flight routes and most often is the first to cancel tours when the weather deteriorates. As I know you are aware, often times forecasted weather is inaccurate and weather can change quickly. We will continue to do our best to avoid situations such as these and apologize that non-standard flight paths were required to safely return passengers from the glacier. / Thank you for contacting us.</p>			

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Type Aircraft: Helicopter	Call Date: 6/7/2007	Call #: 7	Caller ID: 1258
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
"I was out Montana Creek road and helicopters were flying really low because the weather came in and a couple tour buses went by, up Montana Creek Road, I think to pick them up. I was just wondering if that was something that we report."			
<i>Details of Response:</i>			
<p>TEMSCO: "Thank you for bringing this subject up. You are correct some of our helicopters did land in Montana Creek out by the rifle range. The weather came in very, very fast, and all tours were immediately cancelled for the remainder of the day. On the way back from picking up the passengers from the glacier, the ceiling (cloud layer), in the valley and at the airport deteriorated. The airport then closed the airspace for the helicopters for approximately 15 to 20 minutes to allow an Alaska Airlines Jet to land. During this period the weather continued to deteriorate further. The pilots opinion it was in the best interest of safety, and for noise abatement in the valley, to land near the rifle range and wait for the weather to improve. The passengers were removed from the area by only one bus, although two of our vans did come up for moral support while we waited until 8:30 PM for the weather to clear enough to return to the airport. / This is not our standard operation and was an un-forecasted weather phenomena. I can say we will do everything in our power to assure this will not be a common occurrence. In five years this is the first time this has taken place so I believe it is fair to say that it is unlikely to occur again anytime in the immediate future. / Thank you for your understanding."</p>			

Type Aircraft: Helicopter	Call Date: 6/13/2007	Call #: 10	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Coastal Helicopters	
"Just before 6:30 a.m. there was a Coastal Helicopter headed up to the Glacier and just after 6:30 there was another Coastal helicopter headed up towards the ice fields and as I am speaking there is a third one and it is 6:30 in the morning and I don't know, maybe there is something else going on, but I have noticed this on more than one morning. Just curious why it looks like tourism operations, maybe I am wrong, but that is 2 hours before the 8:30 agreed to starting time."			
<i>Details of Response:</i>			
"Our tours do not start until 9:00 a.m. (on a rare occasion perhaps at 8 a.m.) The flights this caller mentioned were all charter flights. Many contractors start their jobs as soon as there is flyable daylight. With such a short outdoor working season they often go out early and come in late., That was true on Wednesday and every other day this caller hears the early flights. We will give this no named person a call."			

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Type Aircraft: Helicopter	Call Date: 6/28/2007	Call #: 27	Caller ID: 1216
<i>Details of Concern:</i>		<i>Referred to:</i> Temsco, NorthStar Trekking	
"I live on River Road, it is another crappy helicopter morning. The problem is Temscoe and NorthStar, as usual, started out the morning flying too low. Thank you."			
<i>Details of Response:</i>			
NorthStar Trekking: "On the day in question NorthStar's preferred route (Auke Bay) was fogged in and we were required to utilize the Mendenhall arrival and departure for our first few flights. The moment that the Auke bay route became safe to use we shifted our routing. After speaking with the pilots it sounds as though there were no issues with being able to stay on route thru the Mendenhall valley however the cloud cover did not allow us to quite get to the 2000' we typically shoot for. Our pilots stated that they were flying as high as they could legally and safely fly."			

AIRCRAFT CALLS: 5
Helicopter Calls: 5
Fixed Wing Calls: 0
Other Calls: 0

Call Details by Category – June, 2007

Type Cruise Ship: Other	Call Date: 6/3/2007	Call #: 1	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Royal Caribbean & Celebrity Cruises	
<p>"I would like to know as soon as possible when cruise ships are supposed to slow down when coming up the channel. Some of them just come up here really fast. I am in a cabin just due south of sheep creek. If somebody could call me I would greatly appreciate it. We had the Mercury just come by now and he was really cruising, which seemed to me way out of line."</p>			
<i>Details of Response:</i>			
<p>"I've tried to call the phone number given below and discuss this complaint with the caller. However, due to the fact that they did not answer the phone and their voice messaging box was full I could not follow up with them directly. / As required by Alaska law AS 08.62.157 and AS 08.62.160 "a vessel subject to this chapter navigating the inland coastal water of or adjacent to the state...shall employ a pilot holding a valid license", and "a person licensed under this chapter has a primary duty to safely navigate vessels...to protect life and property and the marine environment...". The MV Mercury is fully compliant with Alaska's pilotage statues and also is compliant with the Southeast Alaska Voluntary Waterway Guide (March 2007 revised edition). The recommendations of the SE AK Voluntary Waterway Guide are "the MSTF recommends the following speed limit guidelines while transiting Gastineau Channel: i) Marmion Island 16 knots, ii) DuPont Dock 14 knots, iii) Sheep Creek 10 knots, iv) Juneau Isle 7 knots." As the caller identified their location being at or near Sheep Creek we report the MV Mercury's speed just prior to Sheep Creek on 6/3/07 at not more than 9 knots. / Please let me know if you have additional questions on this issue."</p>			

Type Cruise Ships: Noise	Call Date: 6/17/2007	Call #: 11	Caller ID: 686
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"Its Father's day, Sunday the 17th, about 1:30 in the afternoon. One of the five ships that are in made an on-board announcement that could be heard while I was hiking on Treadwell Ditch Trail, back in the trees, so it was pretty loud. I don't know which ship it was but I sure could hear it, thank you."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "To my knowledge, this was not Pacific Princess - quite possibly, the ship tied up at the AJ Dock as this is closest to Treadwell area -- Summit -- but Don and/or Drew would have to verify. I will take the time to remind our ships of the announcement and signal policy - we all know how the sound moves around the downtown bowl." Royal Caribbean Cruises: "Thank you for the e-mail. Although its difficult to tell from the complaint if any of the vessels may have made an offending announcement on June 17, since we had the Mercury, Vision Of The Seas, and Summit in port that day, they have been reminded of TBMP's P.A. Announcements & Signal policy. I've called the caller to explain that the ships mentioned above have been reminded of the announcement and signal policy." Cruise Line Agencies of Alaska: "I have not been successful in determining which ship this was."</p>			

Call Details by Category – June, 2007

Type Cruise Ships: Noise	Call Date: 6/24/2007	Call #: 18	Caller ID: 686
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"On Saturday June 23rd one of the ships was making an announcement that could be heard across the Channel. This is actually the third time I have called about various ships on various days, I am not really sure what needs to be done but I am going to keep recording it, thank you very much."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "I suggest the CLAA put out something to all ships using this as an example so that they will all be reminded that announcements should be kept off the outside decks unless during the USCG drill, lifeboat drill, or in the case of an emergency." CLAA: "I can do that but I believe it was for a drill." Princess Tours: "I am sure you are right - the ships have been doing a good job." Royal Caribbean Cruises: "I've responded to the below caller twice now on various announcement issues and I get the impression that the individual is very sensitive to this subject matter. That said, if it was truly a drill we need to know that as fact since drills and safety announcements are legitimate business "noises" of a port. I would suggest you verify the drill activity and respond to the Hotline with the facts. We need to make sure we respond to all these issues and record/respond to legitimate activity as well as illegitimate." CLAA: "I spoke with the caller today and thanked her for her call into the hotline and I assured her that we are looking into this matter. I advised that we assumed it was a drill but are not certain. I assured her that we would remind the ships about the noise restrictions. I have sent a message out inquiring if vessels were conducting drills or any other safety/navigation activity that required the use of the external PA." CLAA: "It was the Carnival Spirit and they had a safety drill at 1000 hrs so all was legitimate."</p>			

Type Cruise Ships: Noise	Call Date: 6/26/2007	Call #: 21	Caller ID: 1260
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"I understand it's a foggy morning, but can't the cruise ships back off their approach for a few minutes instead of blasting their horns and waking the entire town at 5:30am? / 2-miles audible warning when underway in fog is understandable, but it seems overkill when the dock is only a few hundred feet away."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "USCG Rules of the Road (see TBMP Guidelines Attachment C - The Sounds of a Port) require the sounding of the ship's whistle in fog (low visibility) conditions as were experienced this morning. Sound travels great distances over water and thus the caller was hearing ships' whistles as they entered Gastineau Channel enroute to the berth. The whistle signal is required until the vessel can obtain visual contact with the berth. Our apologies."</p>			

Call Details by Category – June, 2007

Type Cruise Ships: Noise	Call Date: 6/26/2007	Call #: 22	Caller ID: 1261
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"I am furious- I was awakened this morning at 4:00 a.m. by the fog horns of at least 2 if not 3 ships! Two were due in at 7:00 a.m., and a third at 8:00 a.m. - but they were early! So, every minute for 5 seconds there was the blast of the horn, for the entire length of the channel. Because of the density of the fog, their progress was slowed. The masters' and/or pilots could very easily have waited on the back side of Marmian until it was a bit later, then made their down the channel. So what if they don't get in until 9:00 a.m.? Nothing is open anyway. It was just plain rude!"</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "USCG Rules of the Road (see TBMP Guidelines Attachment C - The Sounds of a Port) require the sounding of the ship's whistle in fog (low visibility) conditions as were experienced this morning. Sound travels great distances over water and thus the caller was hearing ships' whistles as they entered Gastineau Channel. Our apologies."</p>			

Type Cruise Ships: Noise	Call Date: 6/26/2007	Call #: 23	Caller ID: 1262
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"This morning, starting at 5:30 a.m., and continuing once per minute for over a half an hour, some cruise ship out there, with a very loud horn, was blowing off its horn every minute. After about 15 or 20 minutes another starting doing it and I don't know how long it went on. I just know I couldn't get back to sleep since I was being woken up every minute. This is sucky. I have always supported tourism. I got tons of friends in influential places and if this doesn't stop I will personally make it my life mission to make sure cruise ships are muzzled some how or another. This word needs to get out to these people, I don't know who did it but whoever was coming in or leaving at 5:30 in the morning needs to be shot."</p>			
<i>Details of Response:</i>			
<p>Cruise West: "I contacted our vessel the Spirit of Endeavour about that morning. They were all secure by 0400 at the Seadrome and reported that there was heavy fog from Marmiom Island into downtown. They did not need to utilize their horn as there was no concerned traffic when they approached, but did mention that later that morning other approaching vessel traffic did have a justified need to utilize fog horns. I hope this helps." Princess Tours: "USCG Rules of the Road (see TBMP Guidelines Attachment C - The Sounds of a Port) require the sounding of the ship's whistle in fog (low visibility) conditions as were experienced this morning. Sound travels great distances over water and thus the caller was hearing ships' whistles as they entered Gastineau Channel enroute to the berth. The whistle signal is required until the vessel can obtain visual contact with the berth. Our apologies."</p>			

Call Details by Category – June, 2007

Type Cruise Ships: Noise	Call Date: 6/26/2007	Call #: 24	Caller ID: 772
<i>Details of Concern:</i>		<i>Referred to:</i> All Cruise Lines	
<p>"I just would like to understand why there were over 20 foghorn signals between the hours of 5 a.m. and 6 a.m. today. First of all there wasn't any fog, and second of all, that really seemed to be an excessive number of signals - I lost track after about 20. Undoubtedly the entire downtown Juneau was woken by those noises. If you can offer some insight or if I need to lodge my complaint elsewhere kindly call me, thank you.</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "USCG Rules of the Road (see TBMP Guidelines Attachment C - The Sounds of a Port) require the sounding of the ship's whistle in fog (low visibility) conditions as were experienced this morning. Sound travels great distances over water and thus the caller was hearing ships' whistles as they entered Gastineau Channel enroute to the berth. The whistle signal is required until the vessel can obtain visual contact with the berth. Our apologies."</p>			

Cruise Ship CALLS: 7
Noise Calls: 6
Emission Calls: 0
Other Calls: 1

Call Details by Category – June, 2007

Type Other Vessel: Noise	Call Date: 6/12/2007	Call #: 9	Caller ID: 1115
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Fjordlines, Auk Ta Shaa	
<p>"We have a cabin on the west side of Shelter Island and on Sunday at approximately 3:30pm a north bound catamaran had their loud speakers on way too high. We could hear it on the beach of Shelter Island. The catamaran was on the far side of Saginaw Channel, quite some ways away. This is an issue that comes up several times this summer and every year. We would really appreciate it if the captains of these catamarans could keep their PA systems turned down. We really enjoy the quietness of Shelter Island and we find it really annoying to have PA systems blaring away while we are out there. So once again please have the catamaran operators turn down there outside PA systems."</p>			
<i>Details of Response:</i>			

Type Other Vessel: Noise	Call Date: 6/18/2007	Call #: 12	Caller ID: 1115
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Fjordlines; Auk Ta Shaa	
<p>"We have a place on the west side of Shelter Island. I am calling once again to ask that the Catamaran operators please turn down their outside PA systems. Sunday at 1:30 north bound, a Catamaran had their PA system so loud we could hear it on the beach. The Catamarans are so far away, even with binoculars I can't make out their names so their PA systems are on quite loud if we can hear it on the beach when they are on the opposite side of Saginaw Channel. So please once again remind the Catamaran operators please turn down their PA systems. They are disturbing people on Shelter Island. Thank you."</p>			
<i>Details of Response:</i>			

OTHER CALLS: 2
Other Vessel: 0
Other: 0
Noise (non-aircraft): 2

Call Details by Category – June, 2007

Type Vehicles: Bus/Trolley	Call Date: 6/4/2007	Call #: 3	Caller ID: 824
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>I am concerned about the emissions from these old buses. There are many, many companies that have these old buses including Frontier Lines, Juneau Tours and Gray Line. Today I was behind a bus that was belching black diesel smoke. Many of these buses are old school buses, really, really old buses, and they don't have catalectic converters. They are just polluting the air here horribly. I think that something should be done about this, this is not ok that all these people that run these companies should be able to pollute the air without any restriction at all.</p>			
<i>Details of Response:</i>			
<p>Alaska Coach Tours: "Although Alaska Coach Tours was not mentioned, I inquired with our Fleet Manager about black exhaust from the types of coaches we own. For us, it is a matter of providing clean filters, injectors and keeping the engines serviced, we do not have catalectic converters. Whenever we do notice a coach with extreme black exhaust we pull it from service until it can be repaired." Princess Tours: "Princess Tours works diligently to ensure that our coaches are serviced regularly and operate in a environmentally friendly manner. We currently utilize the cleanest burning fuel available in Juneau, and should we notice a coach not meeting our standards, we pull that coach from service and make the necessary repairs. All of our coaches meet State of Alaska emission standards and we will continue to keep a close eye on our operations. We appreciate your concern and your call." Gray Line of AK: "I left a message for the caller and responded as follows: Gray Line of Alaska has one of youngest fleets in Juneau. Gray Line uses ultra low sulfur fuel and our fleet meets the State of Alaska emission standards. Our vehicles are serviced annually and throughout the operating season. "Belching black diesel smoke" is something we are concerned with and we inspect any vehicles that have been reported as such. Thank you for your time in making this call."</p>			

Type Vehicles: Bus/Trolley	Call Date: 6/5/2007	Call #: 4	Caller ID: 1256
<i>Details of Concern:</i>		<i>Referred to:</i> MGT Bus Line	
<p>I do have a concern about the bus Emissions. We are right across the street from Dock E and buses are supposed to be cutting their engines. Today, after our store filled up with stinky stinky exhaust I went over to talk to someone from the MGT Bus. It was a female bus driver, sorry I don't have the license number, but her bus was running after everybody was off. It was sitting there running for quite awhile and when I asked her to please cut her engine she was not very happy with me she said no she was leaving and she eventually did leave. It filled our store with exhaust and the customers were complaining."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "This is MGT (a local independent company) and they do not participate in the program, although they have been asked to do so for 11 years."</p>			

Call Details by Category – June, 2007

Type Vehicles: Bus/Trolley	Call Date: 6/7/2007	Call #: 6	Caller ID: 1226
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>"I am calling to report some law violations. On Tuesday June 5, 2007 at 2:45 in the afternoon a blue Glacier Express bus traveling on Egan, inbound, was speeding through the 45 mph work zone at 55 mph. It was in the fast lane as it was traveling before and after the work zone area and it ran a red light at the next closest intersection. I was not close enough to get the license number but it is a Glacier Express and there was some kind of graphic decoration on the right side of the bus which is what I was able to see. I would like to have response from your company."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "This is MGT (a local independent company) and they do not participate in the program, although they have been asked to do so for 11 years."</p>			

Type Vehicles: Bus/Trolley	Call Date: 6/9/2007	Call #: 8	Caller ID: 812
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>"I Live on 12th Street, and I guess what I'm wondering is, in the day and age of Princess sponsored JCMP, why they are continuing to run 40 foot buses up 12th Street on a regular basis. I don't recall seeing very many Gray Line buses on the hill, they seem to have removed most of their large buses, and their buses in general from the 12th Street area. So now we have a large influx, or so it would seem, of Princess buses of every shape and size, running up the hill while we have 6 different brands of trolley's running down the hill, along with Juneau Tours, Frank Rich and MGT. It seems like we're getting an awful lot of bus traffic where we have been trying to reduce that in the past. I know Princess has been a good neighbor and I hope they will consider reducing the number of vehicles that we see on 12th Street, including in the evening when they are peeking through our windows and on weekends, when we are out in our yards working. I'm (?) speaking to Kirby directly but thank you very much."</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "Thank you -- and I will be happy to call the caller. / Only certain our bus tours uses 12th Street and on any given day, this may be six 40-foot buses throughout the day. We have (back in 1997) eliminated all the glacier tour buses -- some 8-10 per day -- using 12th Street. / Unless the tour is one of our deluxe tours or a special charter, we continue to not use 12th Street. / Thanks - and we will continue to be aware of the concern and try to respond to it."</p>			

Call Details by Category – June, 2007

Type Vehicles: Bus/Trolley	Call Date: 6/18/2007	Call #: 13	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Coach Tours	
"It is 10:48 Monday morning. There is an Alaska Coach Tours bus on the way out to Allen Marine, bus number 212. This bus is smoking heavily, I mean heavily. It is covering both lanes, it is very excessive and very unacceptable. Coach number 212 from ATT. Thank you."			
<i>Details of Response:</i>			
"Although the caller didn't leave any information, I would like it noted that we did pull the bus from service upon receiving the concern. Our mechanics inspected the motorcoach and found it did show some minor exhaust, but not to the degree the caller described. They are continuing to look into the issue and resolve the problem."			

Type Vehicles: Bus/Trolley	Call Date: 6/18/2007	Call #: 14	Caller ID:
<i>Details of Concern:</i>		<i>Referred to:</i> mailed to Crew International Vans	
"Dan Garcia here, UAS Health and Safety Manager. Please forward the following to Juneau Tours and Crew International : / Busses and vehicles with trailers may not use the Fritz Cove Road access road to the University / Chapel by the Lake to enter or exit. Only use the Back Loop Road access road to enter and exit campus / chapel area. / Buses and vehicles with trailer create a hazard when trying to use the Fritz Cove Road access road. In order to negotiate the turn from the Chapel toward the Fritz Cove Road access road, they have to turn wide and cross over into the oncoming lane on a very blind curve. Several close calls have been reported to me and I have witnessed this dangerous, easily avoidable, traffic situation. / If this is not the place report this situation, please let me know."			
<i>Details of Response:</i>			

Type Vehicles: Bus/Trolley	Call Date: 6/22/2007	Call #: 15	Caller ID: 1259
<i>Details of Concern:</i>		<i>Referred to:</i> Gray Line of AK & Holland America Line	
"I am concerned with the Gray Line buses turning off into the Allen Marine dock in Auke Bay. They seem to back up traffic on the way outbound, but mostly if you are outbound on Glacier HWY and they are turning back on the road to go towards town. The bus travels then to the outbound lane and they don't seem to yield to outbound traffic. The other day I was coming out the road and a bus turned right out into my lane and we had to swerve. I think that should be addressed as I have seen it more than once."			
<i>Details of Response:</i>			
"I have spoken to the caller and told him that we will be addressing his comments in our next driver meeting, along with a follow-up note to the drivers. I have also notified our Safety Manager so that he can address this in a refresher training memo."			

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Type Vehicles: Bus/Trolley	Call Date: 6/24/2007	Call #: 17	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Goldbelt	
<p>"It is 5:12pm on Sunday and there is a Gold Belt white bus driven by a white male with a white beard, that is driving all over the road, making lane changes without blinkers, driving over the speed limit in a construction zone. He is not being courteous to other drivers. He is on the micro phone and only has one hand on the steering wheel. He is all over the place, this is ridiculous, I am going to call JPD."</p>			
<i>Details of Response:</i>			

Type Vehicles: Bus/Trolley	Call Date: 6/25/2007	Call #: 19	Caller ID: 742
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>"There are four brand new tourist vans, not even with license plates yet, going up Basin Road and back into the Perseverance area. One of them is hauling a U-haul trailer filled with tourist. I am just making sure they are all permitted properly and belong back there, because we have so much traffic already and this is the first time I have seen this group. There is nothing marked as to who they are. I would like to hear back as to what tour group this is and make sure they're allowed to be back there with four van loads of tourist and a u-haul. Thank you"</p>			
<i>Details of Response:</i>			
<p>Princess Tours: "I don't have any idea what/who these are -- does anyone else? I saw these parked last night along Twin Lakes around 6:00 p.m. I'm not sure if they are a tour operator or not." Gray Line of Alaska & Holland America Line: "Nor do I but I will ask around." Princess Tours: My guess is that these are some sort of volunteer working group. Perhaps they were doing some finishing work at Twin Lakes and later at Perseverance Trail?" Alaska Coach Tours: "Alaska Coach Tours does not operate tours in the Basin Road/Perseverance area." Gray Line Alaska & Holland America: "Dennis called - the same vans were in Skagway today."</p>			

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Type Vehicles: Bus/Trolley	Call Date: 6/25/2007	Call #: 20	Caller ID: 878
<i>Details of Concern:</i>		<i>Referred to:</i> Cruise West	
<p>"I am calling again about an increase in tourism van and bus activity in the neighborhoods, residential downtown neighborhoods. I called several weeks ago about a Crew International van that I saw headed up Basin Road. I am calling today because I saw a Cruise West van going up Basin Road and I saw another tour van M&M Tours, it must be new because I saw a paper sign in the window on 7th Street. I would really like to stop tours in residential neighborhoods, we went through this years ago and I thought it was decided they wouldn't go past 5th Street. Well it is happening again and I guess I will have to come down to the Assembly and start testifying about it, but I would rather not. I would rather these tour industry people follow their best management practices and take care of it themselves. Also, belching diesel tour buses, these buses would never get away with that anywhere else but Juneau because of the emissions standards. I guess that might be my next endeavor, to try and stop that. I would appreciate calls back from all three of these tour agencies."</p>			
<i>Details of Response:</i>			
<p>"I have called and left a message with the caller, I am awaiting a return call. Cruise West does not operate tours on Basin Road. The furthest we would go on a tour would be 4th St. On that particular day I was training a new driver guide in our van and utilized the opportunity to drive up Basin Road to see some of the mining ruins as a secondary training opportunity. To my knowledge, there are no restrictions on taking vehicles up Basin Road in the TBMP guidelines. However, if this is the case I will certainly make sure that all of my drivers are aware of that stipulation. But again, that was not a tour, only myself and another driver in a Cruise West van."</p>			

Call Details by Category – June, 2007

Type Vehicles: Bus/Trolley	Call Date: 6/27/2007	Call #: 26	Caller ID: 963
<i>Details of Concern:</i>		<i>Referred to:</i> Gray Line of AK & Holland America Line, Alaska Coach Tours	
<p>"I just came from the North Douglas Highway and a Gray Line bus driver of bus #249 seems to have forgotten the rules of the road and pulled right out in front of me. I had to come to a dead stop as he pulled off the Eaglecrest Road. Just disgraceful, disgraceful driving. Someone could really have been hurt but luckily I was paying attention. I had to lean on my horn but it didn't make any difference at all, it was terrible. In addition I would like to complain about the Alaska Coach Buses, which spew out the blackest smoke I have ever seen from a diesel engine."</p>			
<i>Details of Response:</i>			
<p>Gray Line of Alaska & Holland America: I have left a message for the caller and noted the following: "The driver of #249 did report this incident as he was aware of the discomfort to the traveling vehicle behind him. He committed to pulling out of the driveway onto North Douglas HWY when he noted the oncoming car. As such he was unable to stop at the point that he saw the other vehicle. We have and will continue to remind our drivers that the motor coaches they are driving are much larger and heavier and as such do not have the acceleration as a standard passenger vehicle and to be aware of this when making decisions in their driving patterns. I thanked her for calling the hotline and invited her to contact me should she need to address anything further." Alaska Coach Tours: "Just to let you know I called and left a message for the caller. I thanked her for her concern and that I have discussed the issue with both our Director of Fleet Maintenance and our Vice President. Our maintenance staff will keep a closer eye on our systems, however as with all diesel engines there will always be some amount of exhaust. I asked Margo to call if she ever saw a bus with extreme exhaust issues or if she had any further questions."</p>			

Type vehicles: Other	Call Date: 6/26/2007	Call #: 25	Caller ID: 1263
<i>Details of Concern:</i>		<i>Referred to:</i> All bus companies	
<p>"I was just walking on Basin Road and was coming around a corner and four white tour buses, right in a row, the last one had a u-haul on it, came very quickly, probably 20 mph, around the corner and almost hit myself and my dog. It was just very irritating and very unsafe and I just thought you guys should know. There seems to be a lot of traffic early in the morning and they are not being careful about the speed."</p>			
<i>Details of Response:</i>			
<p>Gray Line of Alaska & Holland America: "I believe they are not a local group and are no longer in Juneau as there was a report they were seen in Skagway." Princess Tours: "I saw them back again yesterday, but no idea who they are."</p>			

Call Details by Category – June, 2007

Type vehicles: Other	Call Date: 6/23/2007	Call #: 16	Caller ID: 942
<i>Details of Concern:</i>		<i>Referred to:</i> Temsco	
<p>"I would like to report that I was in a crosswalk downtown, between Marine Park and city hall and a grey van that said Temsco Helicopters on the side tried to intimidate me into stopping and letting him pass while I was in the crosswalk. When I didn't do it he was rude and I felt that he was just trying to intimidate me to get me out of the way so he could speed on his way to the helicopters. I would appreciate Temsco talking to their drivers and making sure while they are in town with all those people walking around that they take care not to hit anyone, especially a tourist, which I am not because that would be very bad for business."</p>			
<i>Details of Response:</i>			
<p>"Thank you very much for bringing this issue to our attention. TEMSCO Helicopters along with all of the TBMP members take these issues very seriously. We train and encourage all of our employees to be good neighbors and courtesy is a must at work, in the air, or on the road. / The employee violated our company policies, the state driving laws, and certainly the spirit of Tourism Best Management Practices. Therefore, we advised the employee that we would no longer be in need of their services and they were terminated. / Once again, thank you for bringing this to our attention."</p>			

VEHICLE CALLS: 13
Bus/Trolley: 12
Taxi: 0
Other: 1