

## Call Details by Category - 2008

Type Aircraft: Fixed Wing	Call Date: 5/11/2008	Call #: 2	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Wings Airways	
<p>"I want to complain about the Wings Float Planes. Every year I complain about them but I just keep it up because it bugs me so much. They come in and buzz both of the harbors and people live on the boats. They have been doing it for years because the owner of Wings doesn't give a damn about people who don't own real property and don't pay property tax. The planes go down, they buzz the boats, they go to their turn before the Yacht Club and even with the engine adjustment to the quieter Whitney engine, it is still noisy and they have been doing it for years. I think they do it to bug us and to say look tourists look at all the poor people living on the boats, isn't it cute. They could go down mid channel, they could go down by Community Social Services and do their turn there and come back, but no, they have to buzz the boats. I know what a factious that owner of Wings is, they have to buzz the damn boats all the time. I would give you my number but I just get some guy from operations from Wings that I have talked to before and he just gives me their company line so I just wanted to vent. I will vent again don't worry."</p>			
<i>Details of Response:</i>			
<p>"We appreciate your comments. It is evident that you are and have been frustrated with our planes, and I am sorry for that. I want to let you know that we at Wings Airways do sincerely care about the community. In fact we are all part of this community. All of our owners live in Juneau. In fact two of our pilots are living on boats in the Douglas Harbor. If you would be willing to provide your name along with your comments I would like to extend an offer to join one of our flightseeing tours so that you may experience the tour from a tourists viewpoint (at no cost). At no point have we or would we ever refer to houseboats in the manner that you suggest. I honestly understand that our aircraft especially annoy you, and have each summer. We have voluntarily established specific flight routes that allow us to fly downtown, as aircraft have since the early 1920's. However we took considerable condition when planning our routes to have as little impact on the community as possible. I can assure you that every flight route we travel on is based first safe flying and second, community friendly flying. I am truly sorry for your frustration."</p>			

Type Aircraft: Fixed Wing	Call Date: 5/27/2008	Call #: 13	Caller ID: 1276
<i>Details of Concern:</i>		<i>Referred to:</i> Wings Airways	
<p>"I am on the last property next to the bridge at North Douglas. I understand if you call too often it doesn't count in some ways so I would just like to go on record as saying this is the first time I have called this tourism season. I have seen Wings planes routinely following the North Douglas Highway and then decelerating as they turn in to land at the docks in town. Yesterday, on Memorial Day, they were flying over my house and the housing over here at Cedar Park and well to the inside of the housing side of the channel. The planes are obnoxious and you know there is a plane like every 5 minutes. The fact that they continue to do it year after year - it doesn't look like the pilots have been talked to at all. It just indicates to me that this hotline is completely ineffective. You've got the foxes watching the hen house. I would just like to say I am going to call the City Manager's Office and complain about the Wings planes directly to the city. The small planes of flightseeing have really changed the community."</p>			
<i>Details of Response: None</i>			

## Call Details by Category - 2008

Type Aircraft: Fixed Wing	Call Date: 6/4/2008	Call #: 5	Caller ID: 1276
<i>Details of Concern:</i>		<i>Referred to:</i> Wings Airways	
<p>"I have concerns about the Wings planes and I would like to be responded to. The Wings planes are routinely flying very close to my house. They turn and begin their decent into town into the floatplane dock there. When they begin their decent they make this blaring engine noise. It is very, very, very annoying and there are a lot of Wings planes, they are waking me up in the morning. If I am out in my yard it is just this continually buzzing, like a swarm of mosquitoes - really it is very annoying. There is an entire channel out there and I see some of the other planes flying higher and towards the center of the channel. It would be great if all the pilots would do that. It would help a lot to defer the noise level, like I said there is this buzz as they begin their decent. I am not the only one that lives over here. Wings used to pretend that they cared about flying over housing."</p>			
<i>Details of Response:</i>			
<p>"I want to let you know that we at Wings Airways do sincerely care about the community. In fact we are all part of this community. Douglas included. Two of the Wings Airways owners own homes on Douglas, including myself. And two pilots are living on boats in the Douglas Harbor. I honestly understand that our aircraft especially annoy you, and have each summer. We have voluntarily established specific flight routes that allow us to fly downtown, as aircraft have since the early 1920's. However we took considerable condition when planning our routes to have as little impact on the community as possible. I can assure you that every flight route we travel on is based first safe flying and second community friendly flying. I am truly sorry for your frustration. I appreciate your concerns and hope that this forum is a good source for you to vent those frustrations."</p>			

Type Aircraft: Fixed Wing	Call Date: 6/30/2008	Call #: 18	Caller ID: 1276
<i>Details of Concern:</i>		<i>Referred to:</i> Wings Airways	
<p>"There were just three Wings planes, one after another, yellow, orange and red one. They are big planes and they are flying close to my house when they descend into the Juneau harbor. They are coming in a little close on the highway and I have a red roof so I think they are coming over to my house to begin there descent and using the highway and the red roof to kind of gauge themselves. It was all three planes so it is becoming a common flight pattern. Wings is absolutely unresponsive. There's no reason why they have to fly over my house, they could fly to the inside of the channel. They are really annoying and they buzz really loudly when they begin there descent. I haven't heard from anyone even though I have asked them to return my calls."</p>			
<i>Details of Response:</i>			
<p></p>			

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Type Aircraft: Fixed Wing	Call Date: 7/31/2008	Call #: 23	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> Wings Airways	
"I was sitting in the city's new office this morning when we heard a 206 take off from the Channel. My understanding is that they are not supposed to be operating 206 because of the city loan they got."			
<i>Details of Response:</i>			
"Wings Airways does not own or operate any Cessna 206's. There is however a public floatplane dock located below the bridge that is available for use year round for transient use. Many times aircraft traveling through Juneau will use them and use the waterfront for take off and landing on a year round basis. (Please note: Visiting pilots will not be aware of our TMBP program.)"			

Type Aircraft: Fixed Wing/Helicopter	Call Date: 8/20/2008	Call #: 5	Caller ID: 1286
<i>Details of Concern:</i>		<i>Referred to:</i> all Flight operators	
"I was just wondering if the flight operators have changed their flight routes the last couple weeks. It seems like I have noticed a lot more flight noise, aircraft noise, and I am not sure what is going on but it is like almost constant. I just think it is odd that all of the sudden there is almost constant airplane noise."			
<i>Details of Response:</i>			
<b>Era:</b> "I called the number and left a message that Era Helicopters has not changed any routes for quite some time (the caller's address wasn't known.)"			

Type Aircraft: Helicopter	Call Date: 5/1/2008	Call #: 1	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"Calling to ask the hotline to make sure to work with the tourism helicopters to teach their pilots their flight routes and best practices for minimized noise. They are back and they are noisy and they are not appreciated."			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 5/24/2008	Call #: 9	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"Two red belly helicopters went right over the top of my house. I know that is not part of their flight path and I would really appreciate it if you know who the operator is that you pass along to please be aware of where they are making their turn out here by the airport. We are on Cascade Street. I know we are close to the airport but I also know the rules state they are not supposed to fly right over the top of our house. Thank you"			
<i>Details of Response:</i>			

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**Temsco Helicopters:** "Given the description of the helicopters I would believe them to be ours. It is true that Cascade Street is not on our normal flight route. However, it is in the traffic pattern for helicopters. The last time this was an issue was when ERA was operating from the airport and they routinely flew the traffic pattern and this was a common occurrence. / There are normal circumstances, dictated by aircraft traffic flow and the control tower, that require us to fly over Cascade Street occasionally. As I am certain the caller is aware, this does not happen on a routine basis, nor do we, or the tower, wish for this to happen, but once in awhile it will occur. / Should this happen multiple times a day I hope you will contact us directly so we can determine if this was necessary for aircraft separation and safety, or if perhaps pilots are off route? / Thank you for bringing this to our attention."

Type Aircraft: Helicopter	Call Date: 6/4/2008	Call #: 3	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"I would like to register that the helicopter noise is still inappropriate and I do not like it - make sure this goes down on your log. Thank You."			
<i>Details of Response:</i>			
<b>Era:</b> "Era Helicopters does not operate in the vicinity of Back Loop."			

Type Aircraft: Helicopter	Call Date: 6/12/2008	Call #: 7	Caller ID: 1279
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"Possibly some of the helicopter operators have changed their routing to the Mendenhall Glacier this year because last year, and the years previously, they were a lot closer to McGinnis and were not quite flying over my house but they are pretty darn close and I can't hear my radio outside anymore. It appears they are making a direct flight from the heliport heading towards either the gravel pit there on Montana Creek and then making a slight right turn heading up Mendenhall. If the routing has changed I would like to know if I am right or not, if it is possible to get them back to where they used to fly, or if I am just loosing my mind."			
<i>Details of Response:</i>			
<b>Era:</b> "Era Helicopters does not operate tours in the referenced area." <b>NorthStar Trekking:</b> "Thank you for your call and let me say that...no you are not losing your mind! Speaking for NorthStar Helicopters I will say that there have been no changes to our preferred routing to the Mendenhall Glacier in terms of the location you speak of. I offer this as a possible explanation of what you have perceived as a change in routing. In their infinite wisdom the folks at the FAA (those in Washington DC I must add! Not the local FSDO) have enacted a rule aimed solely at tour operators that among other things has had the immediate effect of funneling almost all tour related traffic inbound and outbound along the Mendenhall arrival and departure corridor. Compressing all traffic along that corridor has increased the number of encounters that each company has with each other in the sky above the Mendenhall valley and in each case causes the aircraft to slightly alter their routing in the interest of safety and separation. In the past NorthStar has preferred to use the Auke Bay arrival and departure route when traveling to the glacier with only occasional use of the Mendenhall route. However with the new air tour rule we			

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are unable to use that route with passengers on board and it will remain that way until we receive an exemption to parts of the rule. NorthStar has an exemption pending and we hope to resume our normal routing as soon as possible! (The FAA is supposed to act on a petition for exemption within 120 days and we are now going on 160 days!!!) I will however speak to our pilots and remind them that when the traffic situation allows we should remain as far up against Mt McGinnis as is safe."

Type Aircraft: Helicopter	Call Date: 6/15/2008	Call #: 8	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> TEMSCO Helicopters, Inc.	
<p>"Calling to report that Temsco has given up any pretense of following any sort of approved routes. Their pilots are going anywhere they please over the Back Loop area. They have helicopters flying both directions over my house at the same time meaning that they can't possibly both stay in their approved routes because they are intersecting and obviously they have no safety concerns so they are flying where ever they want. The problems continue with helicopter flight seeing and you can log this in as however many days since I last called number of calls. Thanks bye."</p>			
<i>Details of Response:</i>			
<p>"Thank you for contacting us regarding this matter. I will check with our pilots, however, I believe you stated there were helicopters heading the opposite direction? When this occurs it is true, the pilots will alter course to the right to avoid the oncoming aircraft traffic, the same way one would with a car on a one lane dirt road. The reason they do this is in the interest of safety. Safety is our utmost concern and if our pilots did deviate for other air traffic, I would believe that this is a fairly reasonable and understandable deviation. I will speak to the pilots and voice your concerns of the importance of staying on route, however, and I am sure you would agree, without compromising safety. / Thank you for taking your time to bring this to our attention, and we will continue to do our best and fly neighborly."</p>			

Type Aircraft: Helicopter	Call Date: 6/18/2008	Call #: 12	Caller ID: 699
<i>Details of Concern:</i>		<i>Referred to:</i> CBJ Manager; Era	
<p>"I would like to report that ERA helicopters are operating at 7:35 a.m. on June 18th. They are not supposed to be operating before 8 a.m. even under the ridiculous rules they set for themselves to try and keep our neighborhood quiet, which is a joke. I also want to point out this happens on a regular basis. I don't call in every day that it happens, I will say at least four days a week they get a helicopter going between 7:30 and 7:45 a.m. I am also concerned that there was Collaboration Juneau and other efforts to try and alleviate the problem for us and nothing has happened and I was wondering if there was any action on the City-side to solve the problem. I am just calling to let you know it does matter to us and it is still a huge problem and the operators just violate whatever weak rules that they pat themselves on the back with. Bye"</p>			
<i>Details of Response:</i>			

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**Era:** "The caller is correct in one sense; we did have an aircraft depart about the mentioned time. The earliest tour we have scheduled for this season is 0830 so we are operating within the guidelines set forth in TBMP. Era does have occasion to have aircraft departing earlier than 0830 for other than flightseeing tours which will be the case throughout the summer."

Type Aircraft: Helicopter	Call Date: 7/9/2008	Call #: 9	Caller ID: 1078
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"I just wanted to complain about helicopters flying right over the top of our house. They have been doing it several times. Today there have been four of the yellow helicopters flying directly over the top of my house. It just isn't necessary, they don't need to fly over and destroy everything out here. Please tell them to stay off the top of our house."			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 7/9/2008	Call #: 10	Caller ID: 1078
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"I just had three more yellow helicopters flying over the top of my house, in addition to the four earlier this morning. There has been several others over the top of my house. I am on vacation and I can't have a decent vacation because these guys are over the top of my house. Please get them to stop."			
<i>Details of Response:</i>			
<b>NorthStar Trekking:</b> "NorthStar does not operate in this area. Again, because of the new Air Tour Rules NorthStar cannot fly offshore and therefore has no reason to fly anywhere near Amalga Harbor. Also, our helicopters are all blue."			

Type Aircraft: Helicopter	Call Date: 7/10/2008	Call #: 11	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"Calling to say the helicopters are still flying over my house I - don't believe they are going over Montana creek bridge at this point. They are crossing over my house and continuing to be disruptive of my home and my life. I would like this to be logged."			
<i>Details of Response:</i>			
<b>Era Helicopters:</b> "Era Helicopters is not operating near the Montana Creak area." <b>NorthStar Trekking:</b> The Mendenhall Valley route is not NorthStar's preferred route however with new "air tour rules" being enforced by the FAA, NorthStar has no choice but to use this route. With all three helicopter companies operating from the airport using this route the traffic in the valley has certainly increased. This increase means that often times we are unable to fly directly over the landmarks we would like to (IE the Montana Creek Bridge) as to maintain safety and separation of opposing traffic. NorthStar pilots are trained to fly over the bridge when traffic allows and I personally am flying every day to ensure we are sticking to our routes. Also, the higher the aircraft fly the more likely the illusion of "they are over my house" is present."			

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Type Aircraft: Helicopter	Call Date: 7/14/2008	Call #: 12	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
<p>"Calling to report the helicopter noise has been especially bad with helicopters flying in both directions crossing overhead flying in flights of 1,2, 6, 5 I don't know. Anyhow it is pretty constant and it is really pissing me off."</p>			
<i>Details of Response:</i>			

Type Aircraft: Helicopter	Call Date: 7/14/2008	Call #: 13	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
<p>"I was taking a nap in my bedroom in my home near the Channel and was suddenly awoken because all kinds of helicopters were flying overhead. So I looked at the clock it was 12:22. I live across from the harbors, Harris and the other one. I think that kind of racket is inappropriate and I hope someone is monitoring this besides me. Obviously I don't know the company that made this racket because I was in my bedroom, but this is just a real bother and it has been going on and getting worse. So someone could e-mail me back at **** with some kind of way this could be resolved because a person sleeping shouldn't be fully awoken after helicopters in number go over ones home." Reply after operator comments: "I do not know how North Start Trekking was identified as the "guilty party". I would have guessed it was one of the glacier bound flight seeing groups. / What I heard shortly after noon was the sound of six or seven helicopters flying very near and perhaps right over my bedroom. And, I heard the same noises again today. / I am a disabled veteran and experience PTSD. It is a shame that I cannot stay for more than a few days in my own home because the noise is loud and familiar and retraumatizing. What has happened to Juneau and my peace and quiet, is very wrong. / So, who was the company that apparently pays no regard to the homes and families below their desired flight paths?"</p>			
<i>Details of Response:</i>			
<p><b>Era Helicopters:</b> "The helicopters were likely Era helicopters returning from a tour. Unfortunately the weather that day dictated a flight path overhead the channel instead of up on the Douglas Island hillside as we prefer. The clouds do tend to reflect noise somewhat and because of FAA regulations aircraft are flown somewhat lower beneath cloud layers in that particular airspace." <b>NorthStar Trekking:</b> "NorthStar Trekking does not have any aircraft that fly in this area. We do have one aircraft based at Sheep Creek that is working with AEL&amp;P on the Lake Dorothy Hydro Electric project. About once a month this aircraft will transition from Sheep Creek to the Airport for maintenance but other than that NorthStar is never in the downtown area."</p>			

Type Aircraft: Helicopter	Call Date: 7/14/2008	Call #: 14	Caller ID: 922
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	

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"I am calling with a complaint about helicopter noise today. There has been so much of it here on south Douglas where we live, right across from Sheep Creek. In the last 1-½ hours there have been 14 helicopters that have gone overhead and they are incredibly noisy and I am really unhappy."

*Details of Response:*

**Era Helicopters:** "Era helicopters do fly in the vicinity of Sheep Creek during clear and cloudy days. There were a few call-ins about the noise on 14 July leading me to believe the cloud layers may have been unusually thick making the reflective noise even more apparent. While we do try to mitigate the noise by, when possible, opting for flight routes least populated, we still have to operate within the confines of FAA regulations for cloud clearances which in some cases have the aircraft flying lower than preferred." **NorthStar Trekking:** "NorthStar does not have tour aircraft that operate in this area. We do have one helicopter based at Sheep Creek working with AEL&P on the Lake Dorothy Hydro electric project. Our pilots flying that contract are very aware of the noise sensitive areas surrounding them and work hard to avoid them."

Type Aircraft: Helicopter	Call Date: 8/4/2008	Call #: 1	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"Calling to say the helicopters are clearly not flying their route over Montana Creek Bridge. I can see the helicopter from the back side of my house which means it is way this side of it. Also, yesterday was marvelous. There were no helicopters and I worked in my yard and had a really enjoyable day. It took some time before I realized that normally I can't do this in the summer and it was great, so no helicopters over my house please, thank you bye."			
<i>Details of Response:</i>			
<b>Era Helicopters:</b> "Era Helicopters has no tour routes near the Montana Creek area."			

Type Aircraft: Helicopter	Call Date: 8/16/2008	Call #: 2	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"The aircraft noise on Meadow Lane, Saturday afternoon between 1:30 and 2, is loud enough that I can't even hear my radio today. It is ridiculous. I don't know if it is weather or if they changed their flight plans or what the deal is, but it is irritating."			
<i>Details of Response:</i>			
<b>Era Helicopters:</b> "Era Helicopters does not operate near Meadow Lane."			

Type Aircraft: Helicopter	Call Date: 8/26/2008	Call #: 8	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> all Helicopter operators	
"I have had two flights of helicopters fly over my house, clearly off the fly-neighborly pass because I could see them on the other side of my house. When I went around the back they were just skimming the tree tops. I am sure they will say it is because of safety considerations, but they shouldn't be flying at all if it is not safe enough to fly neighborly."			

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<i>Details of Response:</i>			
<b>TEMSCO:</b> "TEMSCO was not flying at all at that time of day due to the weather."			
Type Aircraft: Helicopter	Call Date: 9/15/2008	Call #: 5	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> TEMSCO Helicopters, Inc.	
"Two TEMSCO Helicopters just came zooming over my front yard low enough that I could see the stripes on the side of the aircraft, though I didn't get numbers. It is 4:15 in the afternoon, the ceiling is high enough. I believe they certainly have been higher and there is no way they were over Montana Creek. Again voluntary compliance is not working, thank you."			
<i>Details of Response:</i>			

**AIRCRAFT CALLS: 22**  
**Helicopter Calls: 16.5**  
**Fixed Wing Calls: 5.5**  
**Other Calls: 0**

## Call Details by Category - 2008

Type Cruise Ship: Noise	Call Date: 6/24/2005	Call #: 14	Caller ID: 1280
<i>Details of Concern:</i>		<i>Referred to:</i> emailed directly to Princess Cruise and Tours	
<p>"I am unclear why the cruise ships are beginning to arrive earlier and earlier as summer arrives. I have been awoken by three ships so far and it is ONLY 5:30 am. I don't know who went by around 3:30, but I finally got up at 4:30 to shut our door as the wake from I think the Veendam woke me up again. Just a 1/2 hour ago the Norwegian Star went by and woke me up again! As I sit here writing this, 5:30, the Infinity is going by. I have the schedule and the first ship was to arrive at 7am this morning, which is NOT the case. / I can not for the life of me figure out why, if they MUST come in so early, that they can't CREEP into town. I can't believe that the wakes they were throwing this morning would have been so loud and large had they actually started to slow down at DuPont. If they all claim to be doing that, then maybe it should be suggested that they all reduce their speed when they enter the channel at Marmian or reduce their speed further. / One tired Thane resident!"</p>			
<i>Details of Response:</i>			
<p>"Firstly, if you are looking at the JCVB cruise calendar, then you are looking generally at the wrong times. That schedule may say that 3-4 ships all arrive at 7am or between 7am and 8am. / This is not possible, as the SE AK Voluntary Waterway guide and USCG restrict movement in the harbor such that the ships need to arrive and be berthing approximately 30 minutes apart. / Thus, if there are four ships scheduled for say, 7am, then the schedule could show arrivals as follows in parenthesis: / **. This then allows for all ships to meet a 7am arrival time -- fyi, arrival equals --- "ship tied up, gangway down, guests walking down gangway". / So, you can see the way the schedule is put together. Below is the "master" 2008 cruise schedule with the times in parenthesis ( ) being the true arrival/departure times based on safe movement in the harbor. / This is why you see ships arriving earlier than what the JCVB calendar or Empire calendar indicates. As well, I do know of two separate occasions that ships arrived between 3:00a and 4:00a due to a medical emergency onboard which required ambulance and hospitalization. / I hope this helps you understand how the scheduling works. / Pls don't hesitate to contact me -- these ships are 80,000 to 120,000 tons and draw alot of water. Thus, the wake is produced at even slow speeds." Cruise Line Agencies of Alaska: "The operational times are business confidential but if these help you understand the arrival order you are welcome to view. This schedule is not for public distribution."</p>			

Type Cruise Ship: Noise	Call Date: 5/20/2008	Call #: 5	Caller ID: 927
<i>Details of Concern:</i>		<i>Referred to:</i> all cruise lines	
<p>via email: "It is about 6:30 pm on the first sunny, warm Juneau evening I think we've had so far. Lovely! / The Veendam just passed our home near Sheep Creek, headed south down the channel. From about half way between Sandy Beach and Sheep Creek (though it is hard to tell exactly, looking at an angle) it broadcast a Very Loud Announcement of some sort, for about 10 minutes. / The announcement ceased once it pulled even with Sheep Creek, so perhaps it was attempting to follow the "best practice" of not doing non-emergency blaring announcements near residences. However, the way the sound carries over the water, it might be better for ships</p>			

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to refrain from such non-emergency Loud Announcements from town until they are to Dupont. If we could hear this one as clearly as we could, I imagine it was equally troublesome to people living near Sandy Beach. / In any event, if you could pass on this observation, it would be much appreciated. / Thanks!"

*Details of Response:*

**Princess Cruises and Tours:** "Thank you for this email. I am passing to the port agent and will ask them to please send a message with the portion of the guidelines which address this for cruise ships transiting Gastineau Channel. It was likely an oversight, but we will be sure to remind the ship."

Type Cruise Ship: Noise	Call Date: 5/25/2008	Call #: 10	Caller ID: 686
<i>Details of Concern:</i>		<i>Referred to:</i> all cruise lines	
"It is a beautiful day in Juneau. It is very quiet except for one of the big ships in today is making announcements and ringing their bell ringing their bell ringing their bell. So we would like to remind them that we would appreciate it if they would not make loud announcements that can be heard across the channel."			
<i>Details of Response:</i>			
<b>Princess Cruises and Tours:</b> "This was the Mellennium conducting her mandatory USCG inspection and exercise. The announcements, whistle, and bell sounding is required by the USCG during these inspections with no exceptions. I will call the caller." <b>Cruise Line Agencies of Alaska:</b> "This was due to a mandatory drill required by the US Coast Guard and is one of the sounds of a port that are often referred to. We try to minimize the mandatory weekly drills in Juneau or use less external announcements and whistles; however, there will still be some of these on a routine basis. I believe Kirby Day has responded to the caller personally to explain the above."			

Type Cruise Ship: Noise	Call Date: 6/17/2008	Call #: 10	Caller ID: 927
<i>Details of Concern:</i>		<i>Referred to:</i> all cruise lines	
"It is about 6:30 pm on June 17, and the Veendam is passing our home near Sheep Creek, headed south down the channel. I can clearly hear through our open windows the ongoing, very loud social-schedule announcements being broadcast on the ship. / Did you every hear back from this company after my May 20 observation about this same ship making loud, non-pressing announcements as it passed Thane? If they could wait till they were at Dupont, they would probably be well out of range of Thane homes -- though I'm unsure of where the sound cut-off is for Lucky Me, across the channel. / Could you please let them know about this?"			
<i>Details of Response:</i>			
<b>Princess Cruises and Tours:</b> "The TBMP guidelines note that ships should refrain from using outside speakers until they are past the homes that line Gastineau Channel." <b>Cruist Line Agencies of AK:</b> "We have had a discussion via e-mail and we are all on the same page now. They apologize for the inconvenience and will wait until they go past the homes in Gastineau Channel to make external PA announcements."			

## Call Details by Category - 2008

Type Cruise Ship: Noise	Call Date: 6/18/2008	Call #: 11	Caller ID: 777
<i>Details of Concern:</i>		<i>Referred to:</i> emailed directly to Princess Cruise and Tours	
<p>"I live at 5280 Thane Road (water side), and have spoken to you before about use of cruise ship loud speakers while ships are transiting the residential area of Thane. I appreciate your responsiveness to our concerns, and I have not heard any blaring loudspeaker announcements this season. / Last night (June 17), however, at about 9:30 I started hearing music, and was about to complain to my neighbor to turn their hi fi down when I realized that the music was coming from the Saphire Princess. It was not as loud as the announcements referenced in the preceding paragraph, but loud enough so that I heard it for five minutes as the ship steamed past. My neighbor also noticed it. I suppose once you get sensitized to these things it becomes just one more annoying reminder that we live in a commercial tourism corridor. / In any event, if you could speak to the crews about avoiding use of speakers/sound systems capable of carrying to shore until Point DuPont (unless you are also getting Lucky Me complaints, in which case Marmion Island), I would appreciate it very much. Frankly, if I could hear it that clearly from several hundred yards away I'm surprised there weren't complaints from passengers who (like my wife and I) like to bed down early."</p>			
<i>Details of Response:</i>			
<p>"I appreciate the feedback. I will certainly pass on to the ship. We had similar incident with Veendam earlier in the same evening for which I corresponded with **. We'll remind the ship to do their very best to adhere to the TBMP guidelines." 2nd reply from Princess: "I have discussed with the Captain and he has checked. There was no music playing on the outside decks at all that evening. The Naturalist did give a brief narrative of "Thane history" around that time however. We will ask the ships again not to do so until after they have passed the homes."</p>			

Type Cruise Ship: Noise	Call Date: 6/24/2008	Call #: 13	Caller ID: 777
<i>Details of Concern:</i>		<i>Referred to:</i> emailed directly to Princess Cruise and Tours	
<p>"I don't know what the Saphire Princess was doing, but I was not the only Thane resident to report the noise and observe the source. As I was reading your e-mail a few minutes ago (6/24/08; 14:00) the Norwegian Star steamed past making clearly audible announcements on their loud speakers. / This is getting to be a joke. Thus far, I have made my complaints only to you, and I do appreciate your responsiveness. But if the companies and/or their captains are going to continue to ignore our reasonable requests re noise in residential areas, then the complaints are going to start going to the Empire and the Assembly. I hate to hear myself saying that, because I am not anti-cruise ship, and your courteous and prompt responses to complaints have encouraged me to believe that the problem would be rectified without making a public fuss. But you should tell the companies that some of us (like me in particular) are getting to the tipping point on this issue and are ready to conclude that the cruise industry doesn't give a damn about resident complaints and that the only alternative is some kind of governmental/public pressure. / I am writing this e-mail on my own behalf, but I plan to take the problem up at the next meeting of the Thane Neighborhood Association Board, of which I am a member."</p>			
<i>Details of Response:</i>			

## Call Details by Category - 2008

(cont. from previous page)

"I fully agree with you that we as an industry should address this and follow the guidelines we have put in place. It would not be difficult. / I have forwarded your email to Princess' marine department, same for Holland America, Royal Caribbean, Celebrity and Cruiseline Agencies in hopes of addressing this once and for all."

Type Cruise Ship: Noise	Call Date: 6/30/2008	Call #: 17	Caller ID: 678
<i>Details of Concern:</i>		<i>Referred to:</i> Celebrity Cruises	
"The Millennium is anchored out in the channel and it has been blasting it's announcements for the whole world of Juneau to hear. Very, very loud and disconcerting for everyone downtown and my understanding is that they are not suppose to be doing that. So I guess I would like to be called about this."			
<i>Details of Response:</i>			
"I have discussed with the caller the announcement issue as it relates to the Millennium. Celebrity Cruises is reminded of the TBMP guidelines and have taken the necessary steps to eliminate general outside deck announcements while her vessels are in the Port of Juneau."			

Type Cruise Ship: Noise	Call Date: 7/16/2008	Call #:	Caller ID:
NOT A COMPLAINT, JUST INFORMATION: Princess Cruises: "Just in case anyone makes a noise complaint - this evening as we were manoeuvring off the berth a black bear was spotted walking along the beach very close to the water's edge. As there were still people around the buildings adjacent to the dock and on the dock itself, an announcement was made alerting them to the presence of the bear."			

Type Cruise Ship: Noise	Call Date: 8/20/2008	Call #: 4	Caller ID: 1285
<i>Details of Concern:</i>		<i>Referred to:</i> all cruise lines	
"Sorry to complain again, but: There's a continued disregard for Juneau's peace and quiet. Several ships, notably the Celebrity Cruise Lines, that use their outside speakers/chimes, disrupting the peace & quiet of the harbor. Today, August 20, 2008, there's one ship, possibly the "Peaceboat" who's been blabbing on their outside speakers for over an hour this afternoon. Hopefully, they'll be on their way soon, along with their noise and exhaust smoke!!"			
<i>Details of Response:</i>			
<b>Princess Cruise &amp; Tours:</b> "I am currently out of town, and so can only get a sense of what is happening. We have been working with all the cruise lines to do our best to remind them that outside speakers and ship's whistles are not appropriate for use while the ship is in port, unless this is due to a USCG inspection/drill or due to some onboard emergency. As well, navigational needs at times, require the use of the whistle. That being said, I realize we have work to do with a least a couple of the cruise lines, and we will try to stay on it via our local representation and the port agent. / The "Peace Boat" is not a scheduled ship in Juneau, and is not a member of NW Cruiseship Association or any of the other Alaska-based cruise organizations. I have heard from many people about the emissions from this ship, and I sent a note to ADEC last evening."			

## Call Details by Category - 2008

(cont. from previous page)

As well, the USCG has detained the ship indefinitely for some compliance and inspection verifications. It could be that the PA announcements you heard yesterday were USCG related - I don't know. / Via copy of this email, I will ask Drew Green, the Port Agent and member of TBMP to contact that ship specifically and let them know of the outside announcement guidelines. Further, the other local representatives on this email will likely go back to their head offices with a message to please remind their ships of the same parameters by which we ask them to operate here in Juneau. / I hope this will improve immediately. Thank you"

Type Cruise Ship: Noise	Call Date: 9/8/2008	Call #: 4	Caller ID: 678
<i>Details of Concern:</i>		<i>Referred to:</i> Celebrity Cruises	
"The Millennium is anchored out here in the harbor today, it is right now about 9:50, and it has been making loud speaker announcements outside the ship that you could certainly hear downtown a little before 8 a.m. this morning. It was also blasting some music stuff. I know it is not supposed to be doing this. I would like to have someone call me. I know this is the end of the season but they still should be following the rules."			
<i>Details of Response:</i>			

**Cruise Ship CALLS: 10**  
**Noise Calls: 9**  
**Emission Calls: 0**  
**Other Calls: 1**

## Call Details by Category - 2008

Type Other Calls: Noise	Call Date: 7/3/2008	Call #: 1	Caller ID: 1115
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Fjordlines, Auk Ta Shaa	
<p>"I am calling to request that the whale watching catamarans that frequent the west side of Shelter Island in Saginaw Channel turn down their outside speakers. Every day, several times a day, these catamarans go by and they've got their loud speakers turned up so high we can hear them on the Island and they are on the far side of Saginaw Channel. We enjoy the peace and quiet out here and hearing the PA system go off is pretty disconcerting. There was one at 10 a.m. today Thursday, and yesterday it was 2:30 and 4:30. I would appreciate it if they could turn them down so we don't have to hear them when we are out here enjoying our peace and quiet."</p>			
<i>Details of Response:</i>			

Type Other Calls: Noise	Call Date: 7/3/2008	Call #: 2	Caller ID: 1115
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Fjordlines, Auk Ta Shaa	
<p>"I called earlier today about the Catamarans and their loud speakers and I just though I would add a little bit about the times. So far today it was 10 a.m., 10:30, 12:30 and at 2:30 one just went by heading south - some were going north, but all of them had their speakers loud enough that I could hear them on the beach and I have to be about a mile away. It would be real nice if they could just turn down their outside speakers. Thank you"</p>			
<i>Details of Response:</i>			

Type Other Calls: Other	Call Date: 5/27/2008	Call #: 12	Caller ID: 1248
<i>Details of Concern:</i>		<i>Referred to:</i> City Manager's Office	
<p>"I thought this was a tourism hotline in general, I didn't realize it was just tours. I have a complaint about the businesses that don't honor the sales tax exemption card, the businesses that say taxes included and then don't deduct it for the seniors that have a sales tax exemption card. I am thinking specially of four: the internet providers in the Senate Building at 2nd and Franklin, and then the old Elks building, and then I am thinking of the crab shack in the back of the library. Don't know if you are the people to talk to or what I can do, but I would appreciate a phone call back."</p>			
<i>Details of Response:</i>			
<p>"Thanks for sending this, I will forward it to Joan Roomsburg in our sales tax department for her to respond."</p>			

Type Other Calls: Other	Call Date: 6/3/2008	Call #: 1	Caller ID: 1278
<i>Details of Concern:</i>		<i>Referred to:</i> Cycle Alaska	

## Call Details by Category - 2008

(cont. from previous page)

"I am not sure who to address my concern to, so I thought I would start with you! / I have a concern regarding Cycle Alaska's practices and the safety of their clients, local pedestrians and cyclists as well as motor traffic in the area in which Cycle Alaska conducts their tours. / I live near the glacier and frequently travel along Glacier Spur Road, Mendenhall Loop Road and Back Loop road. Over the past few years I have witnessed several scary situations with amateur and unpracticed cyclists traveling along these roadways on their tours with Cycle Alaska. / Some examples; / 1. Traveling along Back Loop toward Loop Road around the Goat Hill area and coming upon a large group of Cyclists who were swerving over the white line and into the lane I was driving with oncoming traffic facing me! / 2. Traveling in the same direction coming around the corner at the Montana Creek Road intersection and having traffic stopped with a Cycle Alaska employee standing in the middle of the roadway allowing cyclists to cross over to Montana Creek Road. / 3. Turning left from Threadneedle Road toward Mendenhall Loop Road and having an obstructed view of traffic because of Cycle Alaska's bus with trailer parked on the side of the road in front of AEL&P's generator entrance. / 4. Same as above and then to see other tour buses traveling in each direction, Capital Transit buses and school buses coming around the corner with it being Friday afternoon (4:30pm) and having regular traffic all coming and going at this intersection and to see a Cycle Alaska employee get out of the bus and run across traffic to get over to the crosswalk and once again, hold up traffic to allow cyclist to cross. / First of all I do not see how they get away with parking their vans with trailers on the side of the road past the white line anywhere they seem to chose. I thought this was for emergency use only! / Second, is it legal for them to stop traffic? And to jaywalk themselves to do so? / Third, if other organizations are required to put out signs on the road (to warn traffic) when sponsoring running/walking events in this area, then shouldn't this company be held to the same standards? / Fourth, the situation at the intersection of Loop and Back Loop is just plain scary and its only a matter of time before someone gets hurt. / Thanks for your time and please let me know if I should contact anyone else regarding these concerns."

### *Details of Response:*

"Thank you for your comments about Cycle Alaska. / Regarding item #1, you are right unfortunately we do have guests who cross the fog line while riding on the road. During our safety talk at the beginning of the ride guest are instructed to ride as far to the right of the road as practical, stay in single file and keep 4 to 5 bike lengths between one another. These instructions are reiterated twice more during the tour by our guides at points before they enter the road again. Also guides are asked to monitor riders while on the road to make sure that they follow these instruction. Sometimes guest's memories lapse and they do not adhere to the instruction given. At that point we ask guides to talk to the rider individually to reinforce the need to be safe. We will intensify our efforts to have our guests adhere to our instructions. / With regards to item #2, our drivers who help riders cross the road are trained that they can not stop traffic. They have to wait until there is a break in traffic to cross our guests safely. If you did observe one of our drivers in the middle of the road stopping traffic it would be helpful to me to know the date and time of the incident so I can isolate the person who did this. I have been on a lot of tours myself during this the early part of the season and what I have observed that we have a lot of courteous drivers in Juneau who will stop in the middle of the road to let our guests cross. We do take advantage of these moments if there is no other traffic coming. However if there is other traffic in the area coming from another direction we wave the driver through. Sometimes when these helpful drivers stop another vehicle may stop behind them as we cross riders. / In response to item #3 we will no longer park in this area and will have our

## Call Details by Category - 2008

(cont. from previous page)

guides on the road with our guests cross the group themselves. My hope is that this will still be a safe procedure without the assistance of our drivers. / In regard to number #4, as I mentioned above in item # 2 our drivers are instructed to not stop traffic because they do not have the authority to do so. Since will no longer be parking at Loop Road and Spur Road intersection we will not have any drivers crossing the street there. / Your idea of signage on the road is an interesting one and I will look into it. / Regarding the Back Loop we will intensify our effort to have guest obey our instructions. / I appreciate your concerns Our goal is to keep our guests and guides safe while at the same time being aware that we share the roads with other groups. If any of the above incidents persist I would appreciate it if you would call me to let me know what you observed."

Type Other Calls: Other	Call Date: 7/16/2008	Call #: 16	Caller ID: 678
<i>Details of Concern:</i>	<i>Referred to:</i> Gastineau Guiding		
"I am down at Sandy Beach, actually there now, and looking ahead there is a group of his (Gastineau Guiding) people out on the beach with their guides. They are not real far out on it, kind of up above the cement building pump station, whatever it is. I know they are permitted to be on the trail but I didn't think they were permitted to be on the beach. Whenever I see their vans in the parking lot I just stay on the beach and don't go up on the trail with my dog just to avoid conflicts. Please call me because I have a question about what they are actually permitted for."			
<i>Details of Response:</i>			
"I have personally passed a reminder along to all 8 of our Photo Guides. Currently we only use the Treadwell Trail for 3 photo tour departures, two on Tuesday & one on Wednesday. Our guides are instructed not to lead groups onto the beach but rather stick to the trail as you mentioned. We will revisit this policy to insure that this does not reoccur. I sincerely hope this will not be problem in the future."			

Type Other Calls: Other	Call Date: 7/26/2008	Call #: 20	Caller ID: 732
<i>Details of Concern:</i>	<i>Referred to:</i> Harbor Master		
"There is a dumpster that sits at the apartments across from the Harbor Master's office. A charter individual with a truck named Lucky Dog Charters got himself out of position and moved the dumpster over, so the dumpster blocked a couple cars in, so he could move by with a trailer in the parking lot, and that is just fine, but then he just drove off and left the dumpster shoved over blocking traffic. I know that car and it is an elderly man. I called him and he lied about it and hung up on me. If you could talk to Mr. Lucky Dog Charters and tell him this kind of behavior really isn't appreciated and if he is going to work at Auke Bay he needs to obey the rules just like everybody else. Thank you."			
<i>Details of Response:</i>			

## Call Details by Category - 2008

Type Other Calls: Other Vessels	Call Date: 7/14/2008	Call #: 17	Caller ID: 1284
<i>Details of Concern:</i>		<i>Referred to:</i> Harbor Master	
<p>email to Harbor Master: "Dear Harbor Master, I wish to file a complaint against the operators of the two (red and blue) high speed jet boats that run to the zip line. I am prompted to write this because late afternoon on the 16th of July, one of the jet boats overtook Douglas Harbor traffic and was weaving between my boat and another at close range and high speed making the passengers in my boat feel unsafe. Most Captains, in the interest of safety, would go around traffic slowing to turn left into the harbor rather than weave between slower boats at high speed and cause others to deal with their wake and fear for their safety. The last I heard, the vessel being overtaken has the right of way and one is responsible for one's wake. This has also happened on other occasions this summer and last summer in the area just past the Glory Hole where boaters often check crab pots. When I mention these boats and the manner in which they are driven to other boater in Douglas, they immediately know the boats I am talking about and agree that they are operated without regard to other boaters. In the interest of safety, I look forward to your reply." Reply to Alaska Canopy Adventures: "Thanks for your help. The incident that I referred to in my e-mail to the Harbor master happened directly in front of the entrance and very close to the log boom in front of Douglas Harbor. Your boat (red) did stop for several minutes when I stopped my boat and gestured my concern but I'm not sure why he stopped. I stopped because last summer I was cut off several times by your boats while entering Douglas Harbor at a no wake speed and I was not sure if your boat was going to enter the harbor at high speed or continue on. I'm not exactly sure where the reduced speed zone begins but it did not appear that your boat intended to slow down. As it turns out he was not even headed for the harbor just driving very close to the entrance. / My question is, why must your route to and from your tour site be so close to the harbor that your boats weave between other boats cued to enter the harbor? It almost seems that your boats are seeking wakes to jump and provide thrills for the tourists. Another question I have is why must your boats travel at a very high speed very close to shore through one of the most productive and crowded crabbing areas near Douglas? It is very upsetting to have your boats come roaring through while checking pots and having to deal with the resulting wakes and close quarters. Could your boats perhaps use the middle or the other side of the channel and cross over to your tour site?" final reply to Alaska Canopy Adventures: "Thanks again for your help. I'm greatly impressed by your rapid and courteous response. I will be sure to inform my friends that use Douglas Harbor of your efforts to be a good neighbor."</p>			
<i>Details of Response:</i>			
<p>Reply from Harbor Master: "I will get your concern to the operators of the zipline boats. CBJ has speed limits in selected areas of Juneau Harbor, next to the cruise ship docks and in front of Douglas Harbor. The commercial operators do a good job of complying with the speed limits in these areas. However, we do not have rules in the area you are talking about. The international navigation rules (Nav Rules) govern those areas and as you state are quite clear in requiring overtaking vessels to keep clear of vessels being overtaken. The Coast Guard enforces the nav rules. I will forward your concern to the Coast Guard. In addition, I will forward your concern to the Tourism Best Management Practices (TBMP) Group. I believe the zipline company is a member of TBMP and the TBMP group has a strong commitment in making sure tourism operations are conducted in a safe and low impact manner." Reply from Alaska Canopy Adventures: "I sincerely apologize for anyone that may have been effected by our boats. It is</p>			

## Call Details by Category - 2008

(cont. from previous page)

our goal to operate in a friendly manor with every person in the Juneau community. We operate out of Douglas harbor just as several other members of the community and it is my feeling that we should have a mutual respect for each other. I will have a talk with our boat captains about the incident that you speak of. / Both of our boats do operate at high speed between our tour site and the IVF float in down town, but our captains have been advised to slow down in front of Douglas Harbor and Juneau harbor to observe the no wake zone and to be extremely friendly and courteous to others. I am sorry that you had experience and I would like to assure you that nothing like this will happen again. If you have any other concerns, comments or questions please feel free to contact me. – Thank you." 2nd reply from Alaska Canopy Adventures: "Attached you will find a drawing of our proposed route change that will take place today 7/18/08. I talked with both of our captains in depth about the problem and neither of them recall the exact event that you describe below. Our boats do travel very quickly, but we have always done our best to avoid effecting other boaters. We hope that the change that we have made will limit the effect that we have on you or anyone else. Please let me know if you have any other concerns."

Type Other Calls: Other Vessels	Call Date: 7/23/2008	Call #: 19	Caller ID: 1271
<i>Details of Concern:</i>		<i>Referred to:</i> Dolphin Tours	
<p>"On the 22nd I was in the north pass at about noon and there was one of those purple Orca jet boat tour operators and there were two whales in the pass and they were very close to the whales - closer than is within regulations. They were actually maneuvering, I mean the whales came up and I could understand when the whales come up having no control over that, but once the whales came up they were actually maneuvering to get better situated in very close to the whales. In addition when it came time for them to leave, the whales went down and right away they turned around and hit the throttles to move out of there and it seemed like it would have been more appropriate to perhaps drift away for a little bit or motor away slowly. Anyway it is just a concern, thank you."</p>			
<i>Details of Response:</i>			
<p>"We are Dolphin Tours; we don't operate the purple boats. The company you are looking for is Orca Enterprises. (note: Orca does not participate in the TBMP)</p>			

**OTHER CALLS: 8**  
**Other Vessel: 2**  
**Other: 4**  
**Noise (non-aircraft): 2**

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 5/13/2008	Call #: 3	Caller ID: 710
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>I want to talk to you about a Gray Line bus at the curbside in the Marine Parking Lot yesterday, Monday, mid-day about 12:20. Statendom(?) was not yet at the dock and the bus was running with windshield wipers going. It hadn't just landed, there was nobody getting off the bus, and there was nobody waiting on the bus to go anywhere. I believe it was just idling downtown, which is not what it is suppose to do. I would appreciate a call back – thanks."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 5/16/2008	Call #: 4	Caller ID: 1273
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>via email: "I remember reading recently that tour buses were going to minimize their idling time. I work directly across from the State Museum on Whittier, and some of the buses seem to forget this guidance. They sit on Whittier directly across from our windows and idle for long periods. For example, MGT bus #107 has been idling for over 10 minutes. We'd like to be able to have our windows open without this noise and exhaust. Perhaps you could pass along a reminder?" After reply from Alaska Coach Tours: "Thank you for responding. Perhaps I'll talk with MGT myself and suggest that they implement best practices - perhaps they'd like to get with the program! I really like the fact that Juneau is such a great place that it draws visitors from all over the world, and want to extend the hand of welcome to our visitors, as well as be understanding of hte pressures of working with the tourism industry. I appreciate your efforts."</p>			
<i>Details of Response:</i>			
<p><b>Alaska Coach Tours:</b> "Thank you for your comment about the bus idling at the Alaska State Museum. / Alaska Coach Tours, a member of the TBMP program, does not offer any tours that include the museum as a stop nor do we provide drop offs/pick ups at the venue. The only reason you would see our green motorcoaches on Whittier Avenue was if the driver needed to loop back around to Marine Park - so they may be waiting in the left hand turn lane - waiting to turn onto Egan. / Although it sounds from the description below it was an independent bus company - I don't believe MGT is part of the TBMP program unfortunately. / I will pass along the importance of idling restriction to our drivers at our next meeting - reminders are always good. / Thanks again and please let me know if you have other concerns." <b>Princess Cruises and Tours:</b> "Thank you for your email. I agree fully that coaches should not be idling unduly anywhere in the CBJ. / Unfortunately, in this instance, I believe that MGT and Juneau Tours (white buses) are typically the ones who sit in this area. Neither are members of TBMP, despite many attempts to get them to join. I would contact the CBJ and also JPD if this persists. With all the diesel generators running to provide electricity, idling buses do add to the problem. / In the meantime, I will by copy of this, remind Gray Line of Alaska, Princess Tours, Discover Alaska Tours, and Alaska Coach Tours to post this immediately as a reminder to all of their drivers."</p>			

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 5/20/2008	Call #: 6	Caller ID: 1274
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"I am calling, as I seem to do annually, about the buses that are going down Calhoun, stopping in front of the Governor's House, stopping on the bridge at Cope Park and then going down 12th Street, where they are not supposed to be. The buses I have seen so far this year have been Princess, MGT, Gold Belt Crew, and an unidentified blue and green striped, not sure if it was Princess or not, and the Juneau Tours. These are all big buses, these are not the little ones. I will be around all day if anyone wants to talk. I just wanted to let you know it is spring and it is time to have a chat with the bus drivers."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 5/20/2008	Call #: 7	Caller ID: 911
<i>Details of Concern:</i>		<i>Referred to:</i> mailed to Crew International	
<p>"This morning I was walking along Calhoun Avenue and the Crew International bus came by - this is a blue bird so it is an enormous bus. It was traveling very slowly, maybe between 5 and 10 miles an hour, and it was making a lot of noise and creating a lot of smoke. But the worse part is the guy, whoever was driving it, was unable to get it centered in the lane and so it was way out across the yellow line and had to stop every time there was oncoming traffic and so on. It seems to me that bus is just a little bit too big for Calhoun Ave and not to mention noisy and smelly and since it wasn't even cold it seems to me that Crew International should be encouraged, if not required to use smaller buses if they are going to do tours. And also I think it is way un-cool that they still, after all this time, and it has been way more than a year now, that they still have the Goldbelt logo on the front and back of that bus. It is no longer a Goldbelt bus and I think it is inappropriate for them to display that logo and I would encourage you to have a word with them about that as well. So there is my two cents. I just hate to see people having a negative impact on the community because it reflects on the entire industry and people are working really hard. Thanks"</p>			
<i>Details of Response:</i>			
<p><b>Princess Cruises and Tours:</b> "I am not really sure who operates this bus. I will copy Goldbelt as if it has their name on it, they might wish to address this in some fashion with whoever is chartering the coach from them."</p>			

Type Vehicle: Bus/Trolley	Call Date: 5/22/2008	Call #: 8	Caller ID: 705
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Coach Tours	
<p>"I would like someone to call me back. I am complaining about Alaska Coach Tours, he stopped his van across two lanes of traffic at a green light on Main Street and Egan blocking traffic and taking on passengers. This is Alaska Coach Tours, the van is EYY 888, and I would like someone to respond to me. Thank you."</p>			
<i>Details of Response:</i>			

## Call Details by Category

(cont. from previous page)

**Alaska Coach Tours:** "I spoke with the caller regarding her complaint. We had a nice talk and I explained to her that I spoke to the driver who was driving that day and we discussed our policies again regarding this issue. We are having our end of the month meeting with all our drivers on Friday and one of hte topics will be regarding this complaint."

Type Vehicle: Bus/Trolley	Call Date: 5/27/2008	Call #: 11	Caller ID: 1275
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"My concern is the large tour buses coming down from Calhoun Street onto Irwin Street and then onto 12th Street. This morning the Gray Line bus number 250 at 7:50 am this Tuesday morning May 27th was driving down Calhoun, had come across the bridge at Cope Park, and was unable to stay on their side of the yellow line. I was driving the other direction and they almost hit me. I am concerned if those buses are not able to make that corner and stay their side of the yellow line they should not be driving down that street. I was also very disappointed that when I asked the driver to be a little more mindful they were not very responsive to my comment, and I was very nice about it. I said "please be a little more mindful when you go around that corner and stay on your side of the yellow line, you almost hit me," they tried to argue with me."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 5/28/2008	Call #: 14	Caller ID: 1277
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"I have a concern about a big grey bus; I believe it is Juneau Tourism or Juneau Tours. They have blacked out windows, obstructing traffic, blocking traffic. When I honked at the guy he seemed to block traffic more. I couldn't see the driver because of the blacked out windows - I don't know if it was a male or female. Anyway I would like to talk to someone about it and make sure I have the right bus company and find out about what they do to get their license and so forth. So please give me a call back if you have any information that can help me. It was around 10 am yesterday, Tuesday. It went from the State Office Building down to Calhoun where I turned off on West 7th Street."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 6/3/2008	Call #: 2	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Coach Tours	
<p>"I am calling about Alaska Coach Tours bus number 114. I was coming towards Auke Bay, over Brotherhood Bridge, and the bus was leaving the Brotherhood Bridge parking lot. It didn't stop at the stop sign and pulled out not right in front of me but I was coming over the bridge and I had to brake from 50 mph down to 20 mph because that bus did not stop at the stop sign. Getting people to and from safely should be the number one priority and not rushing.</p>			

## Call Details by Category

<i>Details of Response:</i>			
<p>"I called the caller and left a voice message. In the voice message I explained that I had contacted the driver already and explained the potential danger that could have happened from pulling out of Brotherhood Bridge the way they did. Second, I explained that we will post a note in our driver lounge about pulling out of Brotherhood Bridge and the correct way it should be done. Lastly, I explained that there we be a general discussion at our next driver meeting about the danger of pulling out of Brotherhood Bridge. I also asked the caller to call me back if he had any questions about what he witness with our driver."</p>			

Type Vehicle: Bus/Trolley	Call Date: 6/4/2008	Call #: 4	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"ATT Coach #114 at 8:30 in the morning on Tuesday was driving in the fast lane in the construction zone, driving 55 in the 45, and then stayed in the fast lane and had all these other cars go around him on Egan as he sped up to 68 miles per hour. This kind of behavior from a driver is unacceptable. They should stay in the slow lane and follow all posted maximum speed limits. Coach 114 ATT."</p>			
<i>Details of Response:</i>			
<p><b>Alaska Coach Tours:</b> "I have contacted the driver from that day explained the potential danger that could have happened from their speeding and speeding in the construction zone. We also talk about driving in the left lane on Egan and the correct way it should be done. As a reminder we will post a flyer in the driver lounge highlighting highway driving and the rules of driving in a construction zone. Also, the management team will discuss highway driving and the rules of driving in a construction zone with all our drivers in our next company meeting."</p>			

Type Vehicle: Bus/Trolley	Call Date: 6/10/2008	Call #: 6	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Discover Alaska Tours	
<p>"When I pulled out of my driveway at 3555 North Douglas I saw a flight seeing bus, a very large Princess bus, I believe the number was 702, coming off of the turn-about and they were easily doing 45 to 50 as they crossed the Cowee Creek bridge on North Douglas Highway. The speed limit here is about 30 mph. There are children, dogs and pedestrians and the operator should at least obey the law. It is very dangerous for them to be driving so fast, they could easily kill someone. I would like to report that if I continue to see that sort of speeding activity from these flight seeing Princess buses I will report it to the police, I might do it anyway."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 6/16/2008	Call #: 9	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> MGT Tours	
<p>"To start with, this recording message is way too long, what you are saying to do. Last year it used to say who you were, leave a message, nice and short, get to it, get done, instead of listening forever. Meanwhile, my concern is with a tour bus that stayed in the bus lane on Egan</p>			

## Call Details by Category

(cont. from previous page)

outbound from before the hospital intersection all the way to right before the Fred Meyer intersection, despite flashing lighting. They finally woke up and moved over. It was MGT one of those big blue ones, license plate EYA167 it was at 1:50 today. I am not going to leave anymore information because all they have to do is talk to the driver, remind them they belong in the right lane, and move over to the left to make a quick pass - not stay and stay and stay and stay."

*Details of Response:*

Type Vehicle: Bus/Trolley	Call Date: 6/29/2008	Call #: 15	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
"Big yellow bus ACC maybe #214, traveling into town, traveling 65 in a 45 going through the construction zone and all over the road. I don't know what this guy's deal is but he is traveling way too fast at an unsafe speed."			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 6/29/2008	Call #: 16	Caller ID: 1281
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
"I have a safety suggestion on these cruise ship buses, or all the tour buses: instead of having the driver do the interpreting for the passengers you should have an interpreter on board and let the driver stick to his driving. Twice this year I've been ran almost off the road by a tour bus whose driver is talking in his microphone and looking up at the rear view mirror to see how much they are amazing the passengers in the back and not paying attention to the road. Both these cases it was a Princess bus, but I think this is a universal problem with all the buses. My suggestion is let's have a driver and an interpreter on board we might be a little safer. One bus almost put me into the median on Egan and the other one pushed me over to the side and I was right along both of them on Egan on both cases coming out to the glacier. Again these cases were Princess buses but I think it is a universal problem with all of them."			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 7/3/2008	Call #: 3	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Discover Alaska Tours	
message left on Princess phone line: "Grayline and Princess buses driving much too fast on 12th street."			
<i>Details of Response:</i>			
"The driver speed issue is a topic for our driver meeting Monday morning."			

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 7/5/2008	Call #: 4	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Discover Alaska Tours	
message left on Princess phone line: "Grayline and Princess buses driving much too fast on 12th street."			
<i>Details of Response:</i>			
"The driver speed issue is a topic for our driver meeting Monday morning."			

Type Vehicle: Bus/Trolley	Call Date: 7/5/2008	Call #: 5	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Discover Alaska Tours	
message left on Princess phone line: "Coach 284 emitting black smoke - very dirty for our air."			
<i>Details of Response:</i>			
"Neither of these have had emissions problems to date, so we'll pull them off the road tomorrow and give them a good going through to ensure they are clean."			

Type Vehicle: Bus/Trolley	Call Date: 7/6/2008	Call #: 6	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Discover Alaska Tours	
message left on Princess phone line: "Grayline bus 235 has black smoke coming from tailpipe down Eagan Drive."			
<i>Details of Response:</i>			
"Neither of these have had emissions problems to date, so we'll pull them off the road tomorrow and give them a good going through to ensure they are clean."			

Type Vehicle: Bus/Trolley	Call Date: 7/8/2008	Call #: 7	Caller ID: 678
<i>Details of Concern:</i>		<i>Referred to:</i> Juneau Trolley Car Co.	
"Monday morning, July 8th, about 10:30, the Juneau Trolley came down to Sandy Beach, drove very slowly, stopped there a little bit, stopped in the drive through area doing their tour and then they very slowly went out past the harbor and out on the Douglas Highway. Next they went through Douglas, at least 10 mph under the speed limit, all the way tying up traffic. The license plate number is EDEDA370 (hard to hear). I don't think all these tour buses and things are supposed to be tying up traffic. If they can't move at the speed limit they should pull over and let traffic by, but they are too busy giving their spiel to bother and do that. He did this all the way from Sandy Beach up to the turn out where the buses pull out and look back at the harbor. I would like a response to this."			
<i>Details of Response:</i>			
"I can see why this would be a serious issue, we will address this at our next driver meeting. We will talk about being aware of the speed limit (fast and slow) and how it can cause problems when we are driving under the speed limit."			

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 7/8/2008	Call #: 8	Caller ID: 1282
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"I am trying to contact whoever is in charge of passenger van TBMP #705 or could be #7105. It followed me tailgating me on North Douglas this morning around 9:15-9:30. I was going around 50 mph when we got into a straight away it passed me and went by so fast I never saw it again. It was raining hard, the visibility was bad, there was standing water on North Douglas - this was a bad experience. Thank you."</p>			
<i>Details of Response:</i>			
<p><b>Discover Alaska Tours:</b> "This may have been a Discover Alaska vehicle. I'll research and call the individual if it's ours. Clearly the vehicle was going way too fast."</p>			

Type Vehicle: Bus/Trolley	Call Date: 7/15/2008	Call #: 15	Caller ID: 1114
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"I would like to report poor and dangerous driving by a Gray Line bus driver - bus number is 9504. This bus was doing 30 mph so he could rubberneck with his tourist buddies doing 30 mph in a 50 mph zone close to Lena Cove on the highway."</p>			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 7/20/2008	Call #: 18	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"I would like to report really poor driving today at 4:30 in the afternoon at Sherwood Lane. I was coming past Sherwood Lane and a small white van with Princess on the side of it, license plate ENC612, van #614, 4:09 time wise pulled out. His judgment was so poor, I am not surprised we have such a negative outlook towards these people, at least I am not surprised I have a negative outlook towards these people. He pulled out in front of me on a wet highway to the point where I slammed on my brakes and was afraid I wasn't going to be able to slow down fast enough to keep from rear ending the arrogant old idiot. I got to the turn off right past the Brotherhood Bridge he turned off right and as I went by him I looked in the window to see an apologetic look or wave, instead he gave me an ignorant arrogant wave and mouthed the words F-U. I am not putting up with this stuff. I called JPD and I am getting a ticket signed for reckless endangerment against the guy and I will be calling Princess and speaking to their human resources."</p>			
<i>Details of Response:</i>			
<p><b>Discover Alaska Tours:</b> "The individual's story is a bit skewed. I was actually turning right onto Loop Road from Engineer's Cut-off and at the time of my turn the individual's green Subaru Forester was near the top of the hill coming from Auke Lake. By the time I got to the bottom of the hill (doing the speed limit) approximately 1/4 mile from my entrance intersection he ran up behind me slowing down from an incredible rate of speed. The exact location that he ran up on me was just past Sherwood Lane, but I had been on Loop long enough for him to slow down. /</p>			

## Call Details by Category

(cont. from previous page)

The only gesture that I noticed dealt with his middle finger as he remained literally 2 feet from my rear bumper until I crossed Brotherhood Bridge."

Type Vehicle: Bus/Trolley	Call Date: 7/30/2008	Call #: 21	Caller ID: 1283
<i>Details of Concern:</i>		<i>Referred to:</i> Juneau Trolley Car Co.	
<p>"I have a complaint about the street car looking bus painted orange and green, license plate number FDL745. It was holding traffic an extremely long period of time. Four or five cars gathered behind it in front of the State Capital Wednesday July 30th about 1 pm and the same thing was repeated about 2:45 at exactly the same spot in front of the State Capital. It is very disappointing that these buses have to be such a pain in the butt to motorists trying to go about their way. I would like to speak to somebody from that green and orange organization."</p>			
<i>Details of Response:</i>			
<p><b>Alaska Coach Tours:</b> "I know exactly which trolley the caller is talking about however it isn't one of ours. Alaska Coach Tours runs the all red trolleys that say Juneau Trolley Car Co. on the side. I'm not too sure who operates the other ones in town, but I know they are one of the independent vendors in the booths. Also, our trolleys do not make any stops in downtown Juneau. We only stop at Homestead Park and Marine Park - so there would be no reason for one of our red trolleys to be holding up traffic unless it was a traffic issue itself."</p>			

Type Vehicle: Bus/Trolley	Call Date: 7/31/2008	Call #: 22	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Juneau Trolley Car Co.	
<p>"This is a question or observation in connection with one of the new trolleys that is completely enclosed orange and green. I don't know if it has any business name markings on it, anyway it goes up Franklin Street on a regular basis. Myself and a number of my colleagues who are commercial drivers have been stuck behind this vehicle as it tours up Franklin Street on frequent occasions. Kind of surprised to see it stopping as it goes, three times between the Red Dog Saloon and the Triangle Club, possibly causing an accident in the future. Not safe driving practices there. I was wondering if you could find out if that is one of your members or try and find out what is going on here because it is too busy on Franklin Street to be touring at 5 mph and stopping these days with so much traffic."</p>			
<i>Details of Response:</i>			
<p>"The Juneau Trolley Car Company aka Alaska Coach Tours only operates the red trolley. Our red trolley does not make any stops through downtown Juneau except for Marine Park. The green/orange trolley is operated by one of the independent vendors that sells on the pier."</p>			

Type Vehicle: Bus/Trolley	Call Date: 7/31/2008	Call #: 24	Caller ID: 1028
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	

## Call Details by Category

"I was then driving out the road and went over the Salmon Creek Bridge by the hospital. There was a white tour van with tourist out standing on the bridge with the van parked on the bridge. A white van with three numbers on the front but I didn't touch them. What's the story from voluntary whatever – I thought they weren't supposed to be stopping on the bridge."

*Details of Response:*

Type Vehicle: Bus/Trolley	Call Date: 8/17/2008	Call #: 3	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> Alaska Coach Tours	
"Reporting Alaska Coach Tours Coach 214 unloading passengers at Marine Park on the street, blocking traffic all the way up past Main Street on Egan Drive, and I did not appreciate it."			
<i>Details of Response:</i>			
"We will reiterate to our drivers how important it is not to block traffic when dropping off downtown. This is an important issue and we will also discuss this at our next driver meeting."			

Type Vehicle: Bus/Trolley	Call Date: 8/26/2008	Call #: 6	Caller ID: 1287
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
via email: "To whom is in charge of the Bus operators that have the TBMP logos on the sides. / exactly 9:30 AM on Aug 26th, I witnessed a TBMP bus #812 having Alaska license plate # 2561DH being driven by a White male 30ish looking with moustache and black hat driving South bound on Egan Highway between the Fred Meyers and the downtown area, I paced this vehicle at a speed of 70MPH, also while at the intersection of Egan and the Douglas bridge He was seen finishing a bag of chips and drinking a bottle of apple juice while operating the vehicle. This seems to be unbecoming of anyone carrying a license to operate coach vehicles or vehicles that bear the DOT registration number. This does have a impact on our community in regards of safe driving practice. / I hope this is properly addressed."			
<i>Details of Response:</i>			
<b>Discover Alaska Tours:</b> "This is ours, and we will deal with the Driver with due diligence."			

Type Vehicle: Bus/Trolley	Call Date: 8/26/2008	Call #: 7	Caller ID: 732
<i>Details of Concern:</i>		<i>Referred to:</i> City Manager's Office	
"It took more than 10 minutes to go up Franklin Street as there was an orange and green trolley going under 5 mph the entire length of Franklin Street. He had nine vehicles behind him including 2 tour buses, 2 city buses and a care-a-van and was totally oblivious. He wouldn't pull over and continued to crawl up the street. I would just like for someone to contact the tour company and please ask them to tell him to pull over or pay more attention to what is going on. I don't know if he is a really bad driver or giving a really great tour but he needs to change the way he goes up Franklin Street - he just blocked the whole thing. There was barely enough room for cars to turn off and to get onto Franklin Street because he had so many backed up."			
<i>Details of Response:</i> None			

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 8/28/2008	Call #: 9	Caller ID: 977
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
via email: "I do not have the license # of the careless driver, alas, and i do not know if the FS rangers do either. But the vigilantes are now starting to record the speeds and license numbers of offending buses out there. The most important thing the tourism office could do is educate all the drivers about the 20 mph zone and the need to be careful about both two-footed and four-footed pedestrians."			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 9/2/2008	Call #: 2	Caller ID: 1290
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
"I have noticed lately, the last three or four days, all these buses with people standing up in them leaving the glacier. Isn't that illegal? Is that kind of over loading? What if another bus hits another bear and there are people standing up in the bus, they will be thrown to the floor and hurt. That is just wrong. I saw three today and yesterday there were two. That blue one, one grayish color one with an Indian symbol on the back and two of the regular white ones. I guess they don't care if they hurt anybody, just our bears."			
<i>Details of Response:</i>			

Type Vehicle: Bus/Trolley	Call Date: 9/9/2008	Call #: 3	Caller ID: 699
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators, Era	
"In addition to the noise we put up with ERA Helicopters, there are big buses that are driving on residential streets, specifically Gray Street, which is the first street. They come up Weaver and come across Gray Street and down Bonnie Doon. These big buses are driving on dirt roads - roads that are just falling apart and there is no reason for these buses to be in our neighborhood. I don't know if it is an ERA Helicopter problem or if it is the bus line. It is a big white huge bus. They come through daily and there is no reason for them to be in the neighborhood."			
<i>Details of Response:</i>			
<b>Era Helicopters:</b> "I spoke with the caller this morning to see if it was an Era van we use for our crew transport or otherwise. He reaffirmed it was a large white bus with little or no markings meaning it was an Era (owned) shuttle. He also said the bus is empty when it comes thru the neighborhood so I tend to think it may not be a bus transporting passengers to/from the Era facility." Discover Alaska Tours: "We will investigate this from our end, as in early May one of our Drivers mistakenly drove up WeeBurn, down Gray, and down Bonnie Doon because she missed the ERA turn-off. However, with ERA staff on board, and very clear training for our staff, I simply doubt that this is a bus serving ERA helicopters, as driving through here makes no logistical sense -- certainly not on a "daily" basis as the caller claims. I don't know of any commercial activity that could be happening around that neighborhood."			

## Call Details by Category

Type Vehicle: Bus/Trolley	Call Date: 9/20/2008	Call #: 1	Caller ID: 1289
<i>Details of Concern:</i>		<i>Referred to:</i> City Manager's Office, Kirby Day	
<p>"It was 10:20 a.m. when we went downtown. I would like to register a complaint about a trolley, orange over green in color, #9 I think - it says "Experience Juneau" on the side in very small lettering. My complaint is that the gentleman, all summer long, has been going through downtown at less than 5 miles an hour, even when there is not a sight to be seen he is crawling along pointing at things and talking and blocking up downtown. I would like a response from the operator. I am only available between 4 and 5 in the afternoon or in the evenings."</p>			
<i>Details of Response:</i>			
<p><b>Kirby Day:</b> "Thanks, I spoke with the caller and explained thatt his operator is not part of the TBMP program - they have not chosen to join. I did commit to him that I would try to get the email to the operator however."</p>			

Type Vehicles: Vans	Call Date: 8/29/2008	Call #: 10	Caller ID: 1288
<i>Details of Concern:</i>		<i>Referred to:</i> All bus operators	
<p>"The vans are not labeled, but there are two vans, like 15 passenger vans, and one red van is having tourist walk down our street from the top of Pioneer down in front of our homes. I was just curious what tour outfit this is that is in the neighborhoods letting the tourists walk down the streets."</p>			
<i>Details of Response:</i>			
<p><b>Discover Alaska:</b> "These are not Discover Alaska Tours vans -- not sure who they are, but I've seen a couple of unmarked white vans around downtown the past couple of weeks. M&amp;M Tours (new this year?) might have a red van -- they do have white ones, but are fairly well marked."</p>			

**VEHICLE CALLS: 32**  
**Bus/Trolley: 31**  
**Taxi: 0**  
**Other: 1**