



## Monthly Report: June 2017

Type: Cruise Ship: Emissions	Call Date: 6/1/2017	Call #: 12-42887	Caller ID: 12
Details of Concern:		Referred to: Kirby Day	
<p>For the last hour and a half has been watching the Noordam, a Holland America cruise ship, spewing blue smoke. Called DEC and Ed White is going down to look at it. Wanted to let you know so that you could also contact Holland America directly and have them perhaps contact me directly. Also there was an issue with one of the Holland America ship leaving port last night, possibly the Zaandam. More than an hour before it left port it was spewing smoke. It was an amount that we should not have to put up with in this community. Would like the phone number for DEC changed on the TBMP hotline. The number listed is for a gentleman who will not be around for quite a while. Ed White suggested we use his phone number, 465.5138, for consistency.</p>			
<p>Details of Response: Thank you very much. I have sent to the corporate offices for discussion and review with the ship.</p>			

Type: Vehicle: Bus/Trolley	Call Date: 6/4/2017	Call #: 14-42890	Caller ID: 14
Details of Concern:		Referred to: Royal Hyway Tours	
<p>Grayline bus license plate exf522 ran a yeild sign and almost hit me.</p>			
<p>Details of Response:</p>			
<p>We spoke with Mr. [REDACTED] on the phone yesterday after the incident. We have spoken with the driver to re-emphasize decision making at yield sign locations.</p>			

Type: Vehicle: Other	Call Date: 6/3/2017	Call #: 15-42889	Caller ID: 15
Details of Concern:		Referred to: Alaska Travel Adventures	
<p>Hi, I'd like to know what company operates out on North Douglas and uses a white 15 pax van. They were tailgating people on North Douglas Highway going outbound. I'm guessing maybe to that kayak operation, I don't know. If somebody could give me a call back and let me know what company uses that white 15 pax with the TBMP sticker on it, that would be great. My name is Amy.</p>			
<p>Details of Response:</p>			
<p>Alaska Travel Adventures: followed up with this concern and discovered that this was not our vehicle, we also spoke with the caller and understand their frustration and concern. We have taken this opportunity to remind all of our drivers regarding road safety. We appreciate the feedback.</p>			

## Monthly Report: June 2017

Type: Other: Other	Call Date: 6/6/2017	Call #: 16-42892	Caller ID: 16
Details of Concern:		Referred to: Dolphin Jet Boat Tours	
I wanted to lodge a complaint about Orca Adventures Whale Watching boat. Had a rude and unsafe docking tonight. I'm sure how to do that, so that's why I'm calling. If somebody could let me know how I do that, thanks. My name is [REDACTED].			
Details of Response:			
We've spoken with this guy already – he's threatened to report us to the city and the Coast Guard and maybe the FBI for all I know. He was on the main float painting on an easel when Orca Odysea docked in front of him and blocked the view. His exact complaints to me were that he got sprayed with water and that [REDACTED] bumped the dock with his boat. When our two naturalists disembarked he got in their faces and started verbally abusing them about ruining his painting. He stated that he wants money but didn't have a dollar amount in mind. I've spoken to the Statter Harbor D&H guys about any rights he may have to dock frontage and he has none.			

Type: Cruise Ship: Emissions	Call Date: 6/11/2017	Call #: 17-42897	Caller ID: 17
Details of Concern:		Referred to: Royal Caribbean Cruise Lines	
Hi this is [REDACTED]. And again unfortunately I'm having to call to bring to your attention a surprising incredible amount of smoke emissions coming from the Radiance of the Seas. Yes, I know, I will be following up with DEC but I think the tourism hotline and the cruise ship industry needs to be aware that another cruise ship is, I would bet, exceeding opacity limits. We've been watching this ship pretty much all day. I have some photos that I will be submitting to DEC. I would like to hear back from a Royal Caribbean representative who might call me please and let me know why this ship has been spurting smoke for hours. So, thank you very much.			
Details of Response:			
Good afternoon, I had a nice chat with [REDACTED] today. Yesterday I received feedback from the ship's Environmental Officer and the Chief Engineer that they do use the new scrubber technology and it was in use in port this call. The attached was provided. The ship is a gas turbine ship which produces nearly non-visible emissions until they use the scrubber technology. [REDACTED] was relieved to learn that the ship was using the scrubber technology but did add that the white plume appeared to turn blue instead of dissipate as most steam plumes tend to do. Perhaps this was due to humidity and cloud formation, but I was not able to provide any certainty. She did report to ADEC as well. I asked her to please notify us of any other emission concerns when they occur so we can get a better handle on the particular concern.			



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Type: Vehicle: Other	Call Date: 6/11/2017	Call #: 18-42897	Caller ID: 18
Details of Concern:		Referred to: Moore Charters	
I was calling to report a Moore Charter van that was traveling downtown at a high rate of speed and then failed to yield at the roundabout by the library and then continued outbound on Egan at a high rate of speed. My name's [REDACTED], I'm with Last Frontier Charters.			
Details of Response:			
Thank you for bringing this to my attention. I will speak with my drivers.			

Type: Aircraft: Helicopter	Call Date: 6/12/2017	Call #: 19-42898	Caller ID: 19
Details of Concern:		Referred to: Coastal Helicopters	
The yellow helicopters have been flying low near my home at Amalga Harbor for the better part of the afternoon. They are very noisy and disruptive.			
Details of Response:			
We called and spoke with [REDACTED] this morning about her report. We thanked her for contacting us through TBMP, and discussed the weather conditions surrounding the time of her call, which, coupled with the increased number of flights on that date, resulted in an above average amount of noise coverage in Amalga Harbor region. I invited her to reach out to us directly any time she felt the need so that we could build a base of reports to have on hand when working with the city to develop flight routes.			

Type: Aircraft: Helicopter	Call Date: 6/13/2017	Call #: 20-42899	Caller ID: 20
Details of Concern:		Referred to: Coastal Helicopters	
Coastal Helicopters: They are again flying LOW and right over our homes, day after day.			
Details of Response:			
We responded to [REDACTED] via e-mail and identified her location as a charter prone flight path, which was a contributor to the noise effect. We invited her to reach out to us with any further concerns so we can work to mitigate any disruption.			

Type: Aircraft: Helicopter	Call Date: 6/13/2017	Call #: 21- 42899	Caller ID: 21
Details of Concern:		Referred to: Coastal Helicopters, Era Helicopters, NorthStar Trekking, TEMSCO Helicopters	
<p>Good afternoon, my name is [REDACTED], Im a resident over by the Airport on Stikine street. I've lived there about 4 years now and am very familiar with the helicopter noise which we don't really mind too much, we understand where we live and are supportive of tourism and all that. However, it seems that the helicopters lately have been much less courteous with flying over residential areas. It seems like in the past they cut wide and crossed over on Industrial Road, or perhaps crossed over Fred Meyer and over the mall, but now they're just cutting straight across our neighborhood. I just watched six over the last half hour from different companies. I would really appreciate if they would talk to their pilots or reassess their flight paths a little bit. I've lived here for four years and have seen it done other ways that are less impactful on residents if they would choose a different flight path. I do intend on calling the companies individually as well but I wanted someone from this office to call me back. Thanks a lot.</p>			
Details of Response:			
<p>Coastal Helicopters: We spoke with [REDACTED] yesterday afternoon regarding her concerns and have a follow up call planned with her later this week. TEMSCO: With regard to the caller from Stikine street, I was able to contact her by telephone the afternoon of the 13th after she contacted Temsco directly. After learning the location of the caller I spoke to the effect that there should be no significant changes in the type and noise level of years past as she has been at this location for four years. I called a meeting with the pilots that fly for Temsco and went over the standard routes and procedures for arrival and departure to and from the airport to make sure there weren't any misunderstandings of these procedures especially with seasonal pilots that are new to flying in Juneau. I will continue to monitor our routes both from the ground and air to maintain location and altitude of standard routes to minimize impacts as best we can. I appreciate the feedback from the caller and it is always helpful to us when we can get the detailed kind of reporting she was able to provide in order to self-audit and fix any discrepancies we were not aware of. NorthStar Trekking: I spoke with [REDACTED] on the phone about this issue and advised her that I would for sure remind my pilots of our specific routes.</p>			

Type: Vehicle: Bus/Trolley	Call Date: 6/16/2017	Call #: 22- 42902	Caller ID: 22
Details of Concern:		Referred to: Alaska Independent Coach Tours, Royal Hyway Tours, Juneau Tours, M&M Tours	
<p>Big blue bus stopped in the middle of Egan Drive in front of the Steamship Building to let passengers off. It almost caused an accident because it's not a loading area and cars were slamming to a halt. I think it was an Alaska Coach Bus.</p>			
Details of Response:			



## Monthly Report: June 2017

Type: Vehicle: Bus/Trolley	Call Date: 6/21/2017	Call #: 24-42907	Caller ID: 24
Details of Concern:		Referred to: Juneau Tours	
<p>Hello my name is [REDACTED]. I was just walking my dog over by the governor's mansion and a large Juneau Tours bus parked in the middle of the road blocking both lanes. Caused a car to come up onto the sidewalk; it almost hit me and my dog. I see the Juneau Tours people especially parking all the time so if you guys could talk to them that would be great, because it put myself and my dog in danger, as well as other people walking on the sidewalk. Thanks, bye.</p>			
Details of Response:			
<p>I spoke with [REDACTED] (a regular caller) and he explained that the bus wasn't actually parked, just driving too slow. I put out a reminder to all of our crew to keep rolling smoothly past all points of interest downtown.</p>			