

**From:** [Kevin Johnson](#)  
**To:** [Aleka Fullerton](#)  
**Subject:** Glacier Point Permits  
**Date:** Monday, February 26, 2018 9:24:57 AM

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Aleka Fullerton,

It has been brought to my attention that the city council is reviewing and coming to a decision regarding the Alaska Excursions Permit to operate an ATV tour and continue running their canoe tour. In this process, people who have experience working with this company have been asked to bring some information to light.

For the 2017 summer season I was the Glacier Point Manager, and the 2016 summer season I was a Glacier Point Canoe Guide. I have experienced both ends of the spectrum on what it takes to run a high volume tour in a remote location safely.

Alaska Excursions is a company that I have seen very consistently put profit over the safety of its guests, and for that reason alone I would like to state that it is not in the best interest of the Haines Borough to allow Alaska Excursions to operate another tour (or any tour) at Glacier Point. As a manager this past summer, it was my responsibility to do everything that I could to keep the tour running in a safe manner. We were not issued a working AED for our location, and therefore I was trying to get the Alaska Excursions General Manager and Owner to purchase one for us. This life saving tool is obvious for many reasons in a remote location, but when operating a tour bringing hundreds of people daily over glacier water, having an AED is paramount. The chances of someones heart stopping if they fall into the melt river are incredibly high. I brought all of this information to the attention of the Alaska Excursions General Manager, and her response was "Robert feels as though we are less likely to have a lawsuit if we do not have an AED at all, as opposed to having one and not being able to get it to the guests in time. Therefore we will not be getting an AED." This statement clearly shows the mentality of profit over peoples safety. We operated all summer without proper life saving equipment.

As I'm sure you are aware of, the seas at Seduction Point can grow larger than anywhere else in the upper Lynn Canal. This is the exact route for the AE tour boats bringing guests out to Glacier Point. When dealing with large seas, heavy winds, and constantly shifting tides it is incredibly important respect nature for the safety of these guests. Often times I felt this was not taken into consideration as I had experienced a plethora of times where the tour should have been canceled, but it was not. This puts the guests lives in danger, and also compromises the entire experience of the Glacier Point tour. I have been on a full boat of guests being smashed with 8-10 ft waves with the front door blown off, the boat taking on water, and paying guests actually fearing for their lives. Only hours before I made the decision to cancel the tour, the Maintenance Manager in Skagway ignored my decision and ran the tour in these unsafe conditions. Additionally, some of the boat Naturalists did not have any Coast Guard training which in these types of weather situations is extremely important to properly run a tour vessel. Once again, exemplifying profit over safety.

Alaska Excursions has proven countless times that their daily profit is more important than the safety of their guests. This mentality cannot be tolerated when operating tours in a remote location with constantly changing and often dangerous weather conditions. Allowing them to tear down more forest, add a tour with even more working parts, and trust that they can

operate in a safe manner that will represent the Haines Borough well is not something that I can stand behind.

I wanted to keep my response as short as possible with concrete examples. I hope that my words are considered in this decision, and we are able to continue safely showing the amazing beauty of Southeast Alaska to people from around the world. Thank you for your time.

It was a very challenging summer managing for Alaska Excursions because I did not agree with many of their tour operation decisions, as I explained above. However, I did part ways with the company on good terms, and for the sake of future work references would like to remain anonymous in the email.

Kevin Johnson