

## STREET DAMAGE AND POTHOLES

Each year CBJ Streets are evaluated for resurfacing. To view upcoming projects please visit the [CBJ Streets & Fleet Maintenance Projects](#) page.

Potholes are repaired as identified and as time allows. If you notice a pothole in a CBJ street please notify Streets and Fleet Maintenance by calling 586-5256 or reporting it on the [Report a Problem](#) web form.

**Service Level Goal:** This request has varying response times depending on factors such as season, weather conditions and scheduling of work.

## SIDEWALK DAMAGE

The Streets and Fleet Maintenance Division repairs damage to sidewalks within the CBJ Right of Way (ROW). If you notice damage to a sidewalk within the CBJ ROW that presents a safety hazard to pedestrians please notify Streets and Fleet Maintenance by calling 586-5256 or reporting it on the [Report a Problem](#) web form.

Streets Maintenance crews try to remove snow from some sidewalks within school zones. However, it is the responsibility of property owners to maintain sidewalks adjacent to their property in a safe condition per CBJ Ordinance 62.15.10 "owner or occupant, of premises bordered by a graded, paved or wooden sidewalk shall remove any snow which may fall thereon, and shall remove or sand any ice which forms thereon."

**Service Level Goal:** This request has varying response times depending on factors such as season, weather conditions and scheduling of repair work.

## DRAINAGE ISSUES

For situations such as a landslide or a washed out road call CBJ Streets at (907) 586-5256. After hours, you may contact JPD at 586-0600. If people or property are in imminent danger, call 9-1-1. For all other concerns regarding flooding and drainage issues please use the [Report a Problem](#) web form.

**Service Level Goal:** This request has varying response times depending on factors such as season, weather conditions and scheduling of work. Drainage issues creating dangerous situations to the general public will be addressed immediately.

## STREETLIGHT AND TRAFFIC SIGNAL ISSUES

For Traffic Signal Issues call CBJ Streets at (907) 586-5256 or JPD Dispatch 586-0600 for after hours.

Street lights within CBJ ROW are maintained by Streets and Fleet Maintenance Division. If you notice a street light out or not operating normally report it by using the [Report a Problem](#) web form. When doing so it is very helpful if you can supply the pole number, on the white tag, the light is mounted on and/or the nearest street address the pole is located.

**Service Level Goal:** This request may take up to 15 days to resolve with the exception of safety sensitive issues.

## VEGETATION IN THE CBJ RIGHT OF WAY (ROW)

If a tree has fallen in the road please call CBJ Streets at (907) 586-5256 or JPD Dispatch 586-0600 for after hours.

Street maintenance crews perform routine mowing and brushing of vegetation along CBJ Streets ROW. Notify the Streets and Fleet Maintenance Division of any vegetation posing a hazard to the public or line of sight obstruction using the [Report a Problem](#) web form.

**Service Level Goal:** This request has varying response times depending on the priority level of the requested work. Obstructions in the ROW creating dangerous situations to the general public will be addressed immediately.

## STREET SIGN ISSUES

The Streets and Fleet Maintenance Division maintains all street signs in the CBJ ROW. If you notice a sign damaged please report it using the [Report a Problem](#) web form.

If a stop sign is down, damaged or missing please call CBJ Streets at (907) 586-5256 or JPD 911 for after hours.

**Service Level Goal:** Stop Signs will be repaired or replaced immediately. All other requests for repairs or replacements may take up to 5 business days to resolve or complete. Review of a request for a new sign may take up to two months.

## SNOW/ICE

CBJ Streets adjusts its practices with each storm and tries to return major roads to near-normal driving conditions as soon as possible after a storm's end. Streets crews follow set priorities for the order in which to clear roads. Please see the [CBJ Winter Road Maintenance Priority Map](#) to determine the priority of your road.

**Service Level Goal:** Response times depend on the severity and length of each storm and the priority level of each street.