2026 GLOF SURVEY RESPONSES

Respondent #	What neighborhood do you live in?	How many floods have you been through in Juneau?	What steps did you take to prepare for this year's flood? Did you evacuate? Why or why not?	If you didn't evacuate, what kept you from doing so?	What did you notice about emergency communications and preparedness efforts this year?	Did your reaction to emergency communications differ from previous years? If so, how?	This year, was there an aspect of flood response/preparation where you felt unsupported? How or why?	How would you describe your experience leading up to and during the flood?	What is your biggest priority on the day of the flood?	What matters most to you when it comes to how Juneau prepares for and responds to floods, and what would you want to see continue or grow?	Is there anything else you would like to describe about your experience through this year's flood?
1	Riverside drive condos	All of them	I took computer and meds, and stayed at a friend's home- though mostly to ease the fears of others- I felt we were fine given the low level of water in river and lake, and the added rock and barrier to our riverbank.		Too much.	I seem to be doing less preparation each year since risk seems lower.		Too much hype.	I wanted to be home to watch it crest, feeling we were safe.	Timely accurate forecast.	
2	View Drive	Four	3. Independent barrier project with two neighbors, sandbags, and pumps. We did not evacuate so we could manage the system we had in place.	4. With the forecast below prior years we felt it was reasonable to stay and watch over our property and manage the pumps. We stayed in contact with our neighbors as well and the timing of the peak during daylight hours also helped.	5. For everywhere except our neighborhood it seemed heavily resourced. When we made requests specific to View Drive we were happy with the response and certainly felt acknowledged regarding unique View Drive considerations.	6. It was increasingly difficult ahead of this years event for us on View Drive being the one neighborhood left unprotected and unsupported.	7. See point above ;)...in general, until we made calls with questions we had heard nothing specific to our situation on View Drive which felt isolating in stark comparison to all the resources and people working on the city's barrier project. We're very supportive of all of the support the "whole valley" is receiving yet we are also living on the river and doing our best to protect our homes & properties so some acknowledgment & proactive communication with us ahead is appropriate.	Anxiety-ridden with growing anger for the lack of support for our neighborhood. We deeply appreciated the communications & care we and our neighbors received regarding power outages and the peak.	9. Staying safe while protecting our home.	10. Continued efforts and support toward the emergency longterm solution while improving protections and preparedness (barriers & pumps) for impacted areas.	11. It definitely felt better to be heard by our mayor, unified command leads and cbj comms team when we needed it. We're happy to brainstorm and be part of thinking through considerations ahead of 2027 event.
3	Glacierwood Dr		Sand bags. Family did evac, I did not in order to have one person home to handle anything.	My house is a bit higher than my neighbors, I am a fit and capable person with the equipment and skills to handle floodwaters. My house has never flooded.	Much improved, it looked "real" this time. Great job.	No, I am active in	Nope	It is always stressful, the unknowns. I did not know if the City would be more prepared than previous years, so it was just as stressful leading up to it.	Being home, because I work on Admiralty island. I want to be home because my home has only seen water in the driveway, but never flooded, I believe I can prepare and be active in protecting my house or helping my neighbors.	Continue with the pump strategy, even though not needed, it looked well thought out. On the prep side, I do not understand why the bike path trail side is not logged and the land cut down to typical high river level. No need for a dredging permit if it is just excavated to a certain level, and CBJ owns all that land. Give the river some capacity up there, no one lives there and it would not silt up. CBJ could do it in one year	
4	View Drive	Two that got in our house, 14 that got in our garage, many more that got in our yard.	Pumps, sandbags, moved furniture out. Did not evacuate, but we were prepared to if needed.	Was not necessary. No structural damage or damage to the foundation. We stay to operate pumps, generators, etc.	We usually hear about things through the grapevine, this survey, for example.	No	We have never had any support in preparation or response. Other than free sandbags.	Anxious.	Safety. Try to limit property damage.	I would like to have seen much quicker action on the buyout.	Relief that it was not worse.
5	Meander	Every one since 2011	Sandbagged garage door. No we did not evacuate despite being right on the river. We did not consider the risk great enough.	Repetitive of the previous question. C'mon.	You guys took it to 11 when perhaps a more measured approach would have been better. The early warnings were too harsh and created confusion.	Honestly we ignored them. Too often. Too contradictory.	Timely information on the status of the flood. The NOAA page only updates an hour AFTER any given time, if that. We need better information on CURRENT status and peaks.	Completely draining. We are beyond fatigued with the whole shitshow and considering moving out of town because of it.	INFORMATION	An actual fix. This is a stupid question. Of course that is what everyone wants. Putting up "temporary" barriers for years on people's property without compensation is a ridiculous "solution" to the problem. My backyard is a bunker for years on end for a single day of problem.	While CBJ is doing better, this needs to get fixed now. I got incredibly frustrated that despite written policies on the city accessing our property, they were never followed by CBJ. We are supposed to get written notice at least 48 hours in advance, but workers would just show up in my yard without any notice. Or being walking along the barriers. Or on the riprap. Guess CBJ doesn't have to follow its own rules?
6	I live on Montana Creek road off of Trappers Land	Many?	Stocked fresh water and pantry	Outside of floodzone	Timing was good, I wasnt inudated from multiple sources	No, same readiness	No comment	I am on the outside edge of the floodmaps, but I dont have a lot of faith in the flood maps because they appear to be bathymetric based on elevation profiles rather than flow based, understood mapping flow is quite challenging during a dynamic event	Making sure the creek along river road does not rise and back up into the Montana Creek neighborhoods	Mapping	I took this survey to say thank you for adding the pumps along River Road, this eased my worries greatly.
7	Long Run Drive, two blocks from Mendenhall River	We've witnessed floods since 2011. Our home flooded with inches of water in 2024	We sand bagged and raised possessions off the floor, almost as if we were moving out. We evacuated. It was a big effort or us at 75 and 79 years old		I suggest installing emergency warning similar to the loud warning system near the hospital to notify residents of a dam failure.It is			It is emotionally and physically stressful for a month before and after a flood event.	Safety	I've seen how the city added considerable river bank protection near Thunder Mt. school this year. Bank protection should be continuous from Back Loop Road to the ocean. A relief canal needs to be installed through the ox bow near Meander Way. That ox bow backs up water worse than high tide. Eventually the ox bow will cut through on its own. Fix the problem now.	
8	Stephen Richards (Meander end)		Sandbags, removing belongings from crawlspace, moving belongings out of garage, items in yard placed on deck	We have two stories.	It was very very well done!	No, the same as last year.	No, I felt very supported. We went to many of the presentations.	Stressful. We have not been boating the past few years the end of July and the first weeks of August.	Going around and making sure our property was ready and checking on neighbors to see if they needed help.	1. We want a solution. 2. We want the information we need to prepare to continue.	I thought everyone and everything was so well orchestrated and planned out.
9	Dredge Lake area off backloop— not in the flood zone, but we boarder it.		We stayed informed with online resources, talked to neighbors, got sandbags. No evacuation	We are not in the flood zone, but border it. We were watching, waiting, and ready if needed to evacuate	There was a lot more. More organized, more intentional	Yes— it improved	Well, my neighborhood boarders the flood zone. I was really worried about the what ifs— like, what if there's a log jam and dredge lake backfills	Very stressful— my work (downtown) didn't really do much for employees who were very stressed the days leading up to the floor	Being ready to go if we need to.	Clear and effective communication	Thanks CBJ!
10	Glacierwood	As many as there have been over a period of 30 years.	Raised electronics to elevated positions. Stored some valuables in waterproof containers. Made sure I had enough water and food. Had bought a generator to keep my refrigerator running in case power was disrupted (flood spoiled last year). Small "to go" bag with some clothes. Secured a pet carrier for my cat. Kept my cell phone fully charged. Had a hand-crank radio... just in case. Did not evacuate because I live at the fringe of the flood zone, and it seemed highly likely the flood levels would be lower than last years'—lake and river not swollen by an atmospheric river. Plus, the HESCO barriers had been raised and reinforced.	I evaluated the situation and didn't feel I needed to. Although I do live in the red evacuation zone, it's on the upper end of the flooding scale. I thought the Assembly was presenting the worst-case flooding scenario to the public. I was also prepared to sit in place if necessary (food, water, etc.).	In general, I thought CBJ was better prepared than the year before (which it should have been) and that emergency communications were actually overdone, if anything.	I stayed more alert during this year's flood, but soon realized the flood-level forecast was being overestimated.	Not really. I thought what could be done at that time—had been done.	I was watchful and prepared, but the actual flood was something of a let-down because of the reduced water volume.	Limiting damage, securing valuables, and making sure my pet was going to be OK.	I believe, that the way — it needs to be a community wide response. It's not significantly different from a downtown avalanche or mudslide, which also impacts only select areas. However, I'm not in favor of a city-financed buyout of View Drive properties, even though I have a friend that lives there. Helping secure federal assistance is fine, but allocating taxpayer money for private property appraisals and project cost estimates for a limited number of properties/individuals seem inappropriate (especially considering our current budget shortfalls). These people chose to build along a river which always had an inherent flood danger. Some years ago, I was considering buying a property on Meander, but eventually passed because of that very reason. I know for a fact, that some View Drive residents are seeing this as a "cash cow" and are trying to work the system for self-gain. They have already taken multiple flood insurance payments without making any real repairs. Other residents are quite sincere and wish to stay where they are. Properties both rise and fall in value. If they are appraised, then it should be at FMV with the flooding potential being taken into consideration. In general, I favor considering creative solutions in future flood mitigation, but not knee-jerk reactions. People dislike HESCO barriers in their backyards, but rushing towards a poorly thought-out course of action is not the way to go. Since the cruise-lines are heavily vested in the Mendenhall Glacier/Lake/River Area—perhaps they might be willing to kick in some funding. Generating some much-needed goodwill, while	Not really, other than the involved politics were annoying. So many campaign promises that will probably die after the elections.
11	Mendenhall Valley - James Blvd	Four: 2023 through 2026	I moved items from the ground floor to 2nd floor, then evacuated at 12-18 hours after the basin started releasing.		Excellent work with communications and preparedness in 2025 and 2026.	No.	No.	Stressful without knowing if my residence will get flooded should the HESCO barriers get breached.	Ensure items are moved up to the 2nd floor and having necessary contact information before evacuating.	Enacting a permanent solution is most important. I would like to see CBJ identify and move forward with a financing strategy for the local match funding requirement.	
12	Meander	All of them!	Nothing. Hoped the pumps would work. No sand bags. I can't live life sand bags every year.	Didn't want leave home. Too stressful.	It was great.	It felt more prepared this year.	No.	I was well notified.	Making sure the industrial pumps were set up.	Making sure pumps are here.	Ensuring pumps pumps pumps are here and continuing for a long term solution. I don't want to mowe but not fixing it will make me leave.
13	West Valley		sandbags no evacuation, lake level low versus last year higher barriers no need to evacuate.		lots of information available	no	no	stressful and anxiety ridden	staying safe and helping neighbors	safety matters most and available responders. Continuing discussions and public awareness should continue.	Excellent response and planning from public and private groups. Thank you. i have been very impressed by officials responses and actions.
14	MEANDER		Barrier on garage and evacuated 2 times	Evacuated first last two years, don't trust barriers.	Were good	No	Na	Good	Protect house	Long term solution	Cut the red tape/wasting time and drill with miners for a real solution. Give me back my backyard.
15	Riverside	all of them	Ill die in that house before I evacuate.	Pride	Wasn't as good as last year.	Last year was better.	Everything is online, if you dont have internet/facebook etc... you dont know whats going on or where the meetings are.			I dont want to see people have to pay taxes to save my home.	
16	Not sure but we live on Meander Way.	At least 12. Our property has lost land, and now our house has been flooded two times	Did not evacuate. We had Hesco barriers and the cities pumps and our own pumps. We had sand bags and plastic sheets and my husband put concrete added around our deck.	All our preparations	Good. Contact with the contractor for the barriers.	Yes	They were supportive. They installed a second barrier wall on top of the existing. They also put extra rock on the bottom of the barrier	Stressful	Protecting our house	Continue protecting our property. We live right on the river.	So happy we were not flooded again. Our house was flooded in the crawl space two times. We had to hire contractors to repair the crawl space. The water did not enter our actual house. We lost lawn furniture.
17	Meander Way	Every one since 2011	Charged up batteries, lanterns, portable lights and power banks. No we did not evacuate. It is my home and I am not leaving it.	This is repetitive from question 3. This is my home, I am not leaving it. I did not feel any significant threat from the water at whatever level it might realistically rose to. We are at a high point and especially with the ridiculously elevated barriers there was no realistic way the water was going to over top it.	TBH they were a bit annoying. I understand you chose multiple methods to reach as many people as possible, but for me there was too much. Also, much of it just was not useful to me.	Certainly more.	No.	High anxiety. I do not have any faith in the HESCOs long-term and honestly I am more than tired of them taking up so much of my yard and view.	Better updates on current flood status. The NOAA page only updates hours later and really is useless for real-time understanding of the flood.	Stop slapping band-aids on bullet holes. Fix the damn problem at its source. The CBJ approach to the GLOF is evolving, I will give you credit for that, but for many years it was framed as an us-vs-them problem, not a borough-wide problem. That may have been unintentional for many, but certainly was a conscious decision for some policy-makers, and I have not forgiven that. The LID was a stupid idea to start with and the anxiety we have been put through over this entire process is honestly ridiculous. We have known about this for more than 15 years now and it just kept getting kicked down the road until it became a crisis. That may be human nature, but it is an extremely poor way to respond to an event of this magnitude. Learn from this mistake and be prepared WELL IN ADVANCE for the next one, whether that is an avalanche, landslide, tsunami, whatever...	We were lucky. We cannot count on that next year.
18	Meander Way		50/50 we stayed away for the first night because it was going to crest at night which was more dangerous in our opinion, Husband stayed back to run out home pump if needed.	stayed back to pump the crawl space if needed	they were good.	Non Applicable as this was or first year	no	It was great, our point of contact Mr. Shorey was fantastic and easy to communicate with	keeping water out and monitoring the properties directly next to ours	take into consideration that whatever is done in the back yards of those who own river front property we still want to enjoy our property. we want all to be safe but we want to enjoy our wildlife and views	no

19	Emily Way	Only the first one.	We evacuated, me, my wife, and our cat.	Not applicable. We evacuated.	Everyone seemed to be more prepared. Hesco Barriers worked for the most part.	The first year, we seemed to have very little prior warning or preparation. This year, we were well aware of when the flood would occur, and were much better prepared with Hesco Barriers in place.	Not really. CBJ was pretty supportive really. People need to assume some responsibility for their safety and well being.	The first one caught us by surprise. We didn't think we were that close to the river, but it got us pretty good.	Getting me, my wife, and the cat to safety. After that, it's just stuff, which can be replaced for the most part.	I'd like to see a permanent solution in place, as soon as humanly possible. Hesco barriers saved most of us, but they seem vulnerable to large trees taking down parts of the barrier, allowing water to intrude. They also didn't work for some houses along the river.	We were not impacted this year nearly to the extent we were the first year. It was a hassle to go hold up in a hotel for two days, not knowing exactly when the flood would hit (they wouldn't refund the reservation), and to board the cat. But, all things considered, we got off pretty easy this year.
20	Meadow Lane	We have lived on Meadow Lane 29 1/5 years.	We purchased and used flood barrier tubes for the 2025 flood event and reused them again this year just for my ease of mind.	We did not feel the need since the conditions were becoming less of a threat than especially last year.	The communications about the pending emergancy were numerous, comprehensive and helpful. We attended many evening meetings with the combined agencies involved in the preparation and deployment of resources. They were informative and important for educating the community with good access for the public to ask questions and interact with the authorities involved in the preparation.	I didn't clear the lower floor of our split-level home of any pieces of our furnishings and furniture that I could lift to a higher level like I did last year.	No. The team building the Hescos behind our home were courteous and were available for any questions we had. They were just great.	I'm always nervous, but we were more at ease with the preparation we saw that the city, Army Corps and the various organizations were providing for our community.	Breathing deeply and monitoring the information about the event on KTOO/YouTube. What a wonderful development that was launched last year that our relatives in other parts of the lower 48 were also able to monitor.	I think the coordination between the many entities and resources - federal, state, city and local groups is vital and supportive for Juneau families and infrastructure located in the flood zone.	Since you asked....we are aware there are trade-offs, however we were disappointed with the loss of all the vegetation and trees that support wildlife and provided a visual barrier to the industrial buildings across the river from our home and up and down the river. It has changed the whole feeling of the river, which I understand is necessary for a quicker response to the flooding situation we have been faced with.
21	Hidden Lakes	All of them.	None. Not affected by the flooding in my neighborhood.	Not affected by the flooding in my neighborhood.	There was a lot of clear and concise information.	no	no	unaffected	Where to walk the dogs since I regularly use Dredge Lakes or Brotherhood Trail.		
22	Marion - Emily Way	One	We moved most tools that couldn't withstand a flood to upstairs, turned off the power, boarded the cat, and stayed the night in a hotel.		Communications were easier to follow in 2025.	No.	No.	Dread followed by relief.	Learning how it was proceeding. Some of our friends did not evacuate.	I appreciate the Hesco barriers and the homeowners along the river who allow them on their property. I wish we work work for a long term solution in this age of high tech.	
23	Riverside Drive/Marion Drive	All of them since 2002	Fortified HESCO barriers. Did not evacuate. Deemed not to be necessary.	At the time the forecasts said it would not be as bad as 2025 - which did not impact us at all.	Pretty much the same as in 2025.	No	No	A bit anxious.	Protecting my home and property.	Property protection via HESCO barriers, would like to see an increase in their height. Need to persue a permanent solution.	The extent of the CBJ/USACE manpower on site at the time if the flood was reassuring.
24	Radcliffe Rd	All of the GLOF floods.	Sandbagged the house foundation and garage doors and man entrance. Parked the hybrid car at airport and "evacuated" to Walkoloa.	NA	They were better than ever. The extension and improved HESCO barriers were Major improvement.	This year I was able to monitor live the rise and fall of the Mendenhall River via the live cast, from Hawaii! Excellent.	I really didn't.	I felt like I had an excellent handle on the situation preparations, during and after the flood. I really liked that CBJ used a sandbagging machine to fill sandbags and that we could pick up sandbags on pallets loaded directly onto our pickup. Super improvement in efficiency and effort expended.	Monitoring the rise of the river and any breaks in the HESCO line.	Finding and implementing a way to drain Suicide Basin gradually over the summer .	Nope
25	Killewich drive	All of them.... We bought our house in 2008, at that time we were out of the 100 year flood zone.	No, we did not do anything to prepare this year. With two layers of barriers, never having our even our crawl space flooded, and a smaller flood predicted this year, we felt that we were pretty safe.	We were not concerned that the flood would reach our house.	It was adequate. There were not as many any people (emergency responders) walking along the barriers as last year. I'm guessing this is because the flood was smaller that the last couple years.	Not really.	Nope	I was frustrated when there was talk of the barriers being 3 high. I'm glad it ended up just being two. I would absolutely like to see Brian Erickson's suggestions being put to use so that we can get rid of the barriers. We no longer have as much yard, we can't see the river anymore, and we are not sure we will ever be able to sell our house for what it was worth prior to the flood. If we have a long term solution that does not involve the barriers, these issues would be resolved. That is my understanding anyway.....	This year it was watching it. Last two years it was making sure that our crawl space was empty, our vents and garage were sealed, and our cars were moved out of the flood area.	A long term solution. Not Hesco barriers for 5-10 years. I think Brian Erickson's knows what he is talking about and that we should prioritize making the solution happen and do what's best for our community rather than placing so much faith in the Army Corps of Engineers when they are not local and there are politics involved. I don't feel like the Army Corps has been entire honest about everything they have (or have not) shared.	I will add that the crew working on the barriers this year was so much more friendly than last year. I'm not sure if it was a different company or just different guys with a better attitude. Most of the guys last year were quite honestly, jack asses. It only made a stressful situation worse. This year, they worked hard, communicated and reassured us, and did it all with a smile.
26	Sprucewood Trailer Park		Had to go bag ready for me and pet; had documents and valuables in waterproof, movable safe. Did not evacuate because on edge of flood zone and flood water levels were less than last year.	I was on edge of flood zone and flood water levels remained lower than last year.	Everything was well coordinated and prepared for the worst.	This year I was in flood zone so took communications seriously.	Wasn't sure whether I was included in flood zone due to trailer park roads flooding making it impassable or if waters would actually encroach to my trailer.	Fear of the unknown, trying to assess the risk and how much effort to put into protecting property.	To remain aware of conditions and to be ready to evacuate at a moment's notice.	A long term solution needs to be sought and implemented as soon as possible. In the meantime, repairs to rock walls and basically raising some barriers. The pumps and readiness crews during the flood should continue.	The readiness crews along the sand barriers and pumps were amazing and gave a huge sense of security. The crews responded to a leaning barrier in front of my daughter's house on Meadow Lane and her videos showed their amazing efforts.
27	near Melvin park	all of them	took things to friends houses not in zone, put sandbags around garage, and yes evacuated for safety	na	it was great communications though a tad off this year, which i guess was good	not really	not really	my nerves are high, I just almost freeze with no ability to work	not to have house flood	take care of ALL citizens	no
28	Downtown in the avalanche zone	Many	Didn't have to	I live downtown. I only have to evacuate when an avalanche is expected	Very well prepared	No	No	No problem			Wondering if the City will support avalanche zone people as they do flood people
29	Valley		Sand bagging, barriers, dewatering pumps, moving equipment and vehicles, backup power supply. Yes I evacuated		It was good this year.	I was more prepared than previous years	It would be nice to have a secure place to move vehicles and boats and other large equipment to other than relying on churches and friends.	STRESS AND ANXIETY	Finish up and leave	We got lucky this year. I think everyone knows that. Continue the sandbag being able to pick up. That's huge not having to load each one. The army corps pumps will be a big deal sooner or later. We need a long term solution, doing this every year is way too much.	Stress and anxiety. This isn't healthy whether or not you actually get flooded. Of course if you do it's much much worse.
30	Taku Blvd	All notable floods. Have lived in Juneau for 30 years.	I did not evacuate, however, I am just outside the evacuation zone and moved equipment (like chainsaws) off my garage floor as the lowest point in my home.	Outside evacuation zone.	The projected timeframe for this flood, and the prior flood, were way off. I understand predicting a natural disaster is next to impossible, but it gives a false sense of security when we're told we have multiple days when in reality it was only a few hours.	No different.	None.	I felt more relief with the higher barriers and pumps pre-staged.	Tracking the height. I would appreciate more webcams to see what's happening along the river.		Overall, I think CBJ did a good job preparing for the flood.
31	Meander	Since 2017	We placed sandbags and 2 types of other flood barriers completely around the house and packed up certain items in waterproof totes or placed items higher up on tables. My wife, son, and pets evacuated while I stayed behind.	I stayed behind so that I can monitor or barriers and implement other measures for protecting our property should water levels rise higher.	I thought the efforts were excellent from what I saw this year and improved over last year. Specifically, the continual monitoring of neighborhoods for flooding and pump management when water had breached barriers.	No	We felt well supported during the flood preparation and response.	Our experience is one of constantly monitoring the Suicide Basin water levels, dashboard, and preparing as much as early as possible to reduce the chaos of the day flooding begins.	Ensuring that our flood barriers are in place and we've taken all other reasonable precautions.	Providing sandbags to the community over multiple weeks, holding informational or townhall style meetings, hesco work begins as early as possible along with water pump placement. We would like to continue to see support for the science researching the glacier and basin into the future as this directly supports the Corps and CBJ's mission to mitigate floods in perpetuity. We also strongly advocate for the work that NWS does to provide imagery, hydrographs, and forecasts for Suicide Basin - the day of forecasting and tracking are fantastic.	The variables effecting how impactful those annual floods are to the community highlight the need to continue working as fast as possible with local partners to begin working a long term solution.
32	melrose	all of them	deployed sandbags..... put up plastic barrier around garage	no need to evacuate. Felt confident the Hesco barriers would prevent flooding	better this year that in previous years.	no	The only area that I felt was lacking was how the CBJ handled the View Drive neighborhood	The great unknown. No one knows how bad the flooding will be until it actually occurs.	making sure I prepared my home	That the CBJ maintains the HESCO barriers.	Overall the CBJ did an excellent job.
33	Airport area property owner	All of the ones for the Airport Area for last 15 years	Did not do a thing. I was inside at the edge of the flood plain plus I never hear about these things until it's to late, not on any social media and the local media is to partisan.	To far from the river.	I did notice JPD driving around telling people. But then if the people had warrants they took them away.	No, never hear about it.	No.	Didn't bother me at all and I walked down to the river and took pictures.	Nothing out of the norm.	I guess nobody is going to try and solve the problem? That would be the first thing I'd do.	nope
34	Killewich Drive		Evacuated in 2025 and 2026; sealed the crawl space, sand bags around the house; sealed the slider door, 3 people doors and 2 garage doors		Great communication	no			it cost me to pay contractor to seal doors, and crawl space.	Keep the cost down! Juneau lost money for gondola!	
35	Marion Drive	2 directly	Evacuated and moved important items out of the house		Completely adequate and justified. Well communicated, appropriate response.	I felt I could actually trust what the city was saying.	no	a bit stressful and watchful. The fact that it increases almost every year makes it feel unpredictable.	Being safely evacuated with our valuables and pets.	This year marked a departure from all previous years. The city communicated clearly on all channels, showed that safety was their priority, and above all, was proactive and over-prepared. Anything less than overprepared is underprepared when it comes to natural disasters.	Thank you to the front-line workers, pump maintenance crew, first responders, and preparedness planners.
36	River road		We evacuated. Our house is safe according to the flood maps but we don't want to take any risks after the damage to the bridge. We also just don't want to be in the area so if something were to happen, responders don't have to worry about us. A few years ago everything smelled like fuel oil so an added reason to go somewhere else.		They were way to far reaching. People on cruise ships in Tenakee Springs and Hoonah received the multiple alerts all day long and were panicked.	Only in being frustrated with the frequency.		We don't do much. We are high enough, back far enough, and our bank is reinforced so we feel pretty secure. The first year we moved all our lawn objects into the shed but that's not necessary for us.	Staying with friends, having a go bag ready.	Is there something that can be done about fuel oil? With the bank stabilizations, maybe this isn't really and issue anymore but I worry about the environmental impact of all that fuel year after year going out to sea. I think a study should be done to see if this is still a risk and if houses within so much distance from the river need to change to non hazardous fuels/heating.	Please reel in the zone for cell phone alerts. Cruise ships do not receive adequate information about the flood from the company and it takes a very long time to receive. Getting those emergency alerts days before even going to Juneau literally scared people.
37	In 2025 we lived in the Mendenhall Valley neighborhood near Duck Creek and Glacier Valley. In 2026 our rental did not renew our lease so we found ourselves in Douglas, although our kids still attend school and go to daycare in the valley so we are there at least 5 days a week. We have family in the Mendenhaven area that we see weekly. We are moving back to the valley in 2027.	2 floods; moved to Juneau in Jan 2025.	In 2025 when we were living the valley we stayed with family as we were new to the area and my 6 year old son was very worried about a flood. He wanted to be with family that had lived through it before and knew he was safe. In 2026 we did not evacuate and even if we were living in the valley at that time we probably would not have evacuated.	We did not live in the valley this year so there was not the need to evacuate. My son was in a camp in the valley, and I had concerns he would need to evacuate (it was at the Mendenhall Mall).	More education ahead of time about what the city and the Army Corps of Engineers were doing to prepare. Youtube videos, constant emails from the city about neet steps, messages on the radio. When the flood started there were the text message updates from the city.	I thought this year was much better prepared. It showed.	How we can talk to our kids about the flooding. They don't understand.	Still a ton of anxiety. It affects the whole community how we don't know who will get hit the hardest. The fact that a float plane went down and got caught in the tree roots the same day this year. It is the worst day of the year in Juneau and while we know it's going to happen everyone dreads it. I work for the State of Alaska and I know so many people who have to take off work to fortify their homes or help their neighbors fortify their homes. It affects our workflow too, which is a minor problem when it comes to community safety and security, but we are the state capital and should have this under control.	Keeping children calm and open communication with the neighbors who are in the flood zone. Making sure my coworkers in the area know we will drop everything to help. The kids sure feel the anxious adults around too.	There was a great effort in education beforehand this year and I really appreciate that.	This year was much more anticlimactic. I hope it does not dissuade people to keep preparing for years forward.
38	Long Run Drive (on the river side)		We surrounded our home with sandbags, covered our vents with plastic sheeting taped around the perimeter. We did not evacuate this year.	We checked in with our neighbors, who were also not evacuating. We had a close eye on all of the live river cameras and were watching the tide forecasts, so felt comfortable sheltering in place.	Emergency communications and preparedness efforts were stronger than any previous year we've experienced living in the flood zone. The water pumps were another big differentiator, and we saw them hard at work throughout the flood event.	No, not different. Our family all signed up for the emergency text alerts and watched the cameras, and had our go bags packed just in case.	No, we were well supported and prepared.	Leading up to the flood, I was anxious and nervous about when high tide would hit and the flood would start. It was touch and go for the hours and days leading up to the flood itself. This was also coupled with my work location being in the flood zone, so it was uneasy to know that our normal safe places could be unavailable.	Ensuring myself, my family and our dog are safe and ready to move locations at a moment's notice. Preparedness goes a long way, so we had our bags packed and ready to evacuate if needed.	Communication is key. Keeping the community informed - the technological advancements like live cameras have been key. The water pumps and Hesco barriers performed as intended. I would want to see these items continue in future years.	Thank you to all of the emergency response and preparedness people who had the tools in place for us to be as prepared and ready as possible!
39	Thane	four glacial outburst floods	none; not in an impacted area	not in an impacted area	it seemed very thorough and clear	just an impression, but this year seemed even more clear and "ahead of the curve" than for the prior floods	not applicable	not applicable	sending good thoughts, and staying away from the valley	the sense that we are in this together; also fair treatment for the poor View Drive families	good job to all the agencies concerned

40	Duck Creek (not sure what neighborhood Glacier Cinema is but it's not the trailer parks or the meth apartments)		3 None. I was just outside the zone.		You all rocked it! Greatly increased communications on so many avenues - in preparation, during, and after. Great job!	I felt more informed! I feel like it was a textbook example of what should happen for any major event.	No	It's still an anxiety-ridden experience, but mostly because I worry about my friends and neighbors much closer to the river.	Supporting friends and neighbors.	Keep up the good communications this year! Keep visitors and looky-lous out. Take the permits of visitor transportation and cabs if they slow down at the backloop bridge as they engage in disaster tourism.	You need direct access to cruise ships that are coming in around the flood time so you can give them accurate information and they can help visitors navigate this anomoly. Might also help people have a little compassion if they recognize how this impacts Juneau. Finally, maybe Travel Juneau can provide a list of alternative activities should visitors be kept from their excursion due to the flood. Of course, the cruise lines would have to allow access for that too. They are the worst partners ever.
41	douglas	0 but I go through one every year up Taku River since I was 3 yrs I'm 57	I put up everything parked all me equipment on high ground		not much	no		just being prepared	pickup everything I missed	I would like to see big areas out dredge lake to be able to take quite a bit of the overflow so it could be released slowly over time	
42	Lone Wolf Drive/Montana Creek Rd.		3 Had a Go Bag ready. Did not Evacuate.		We were out of the red/danger zone (according to the CBJ website).	Had extra batteries and flashlights ready.	The overall community preparation was awesome. Go Juneau!	Pensive yet positive.	Just keeping up with the local weather forecasts.	Need to get the gold miners to blast a drainage tunnel.	No.
43	Kilkewich	All of them	We did not take any physical measures (sand bags, etc) this year to prepare for the flood but we did evacuate. After seeing the HESCO barriers in action last year and them being 4 ft taller this year, we decided sandbagging was not worth the effort. Sand bags won't do anything against a rising water table since it comes up under the house. And if the barriers fail, I imagine the results to be catastrophic- I picture it like putting your thumb over a hose- instead of a rising river, we'll have water forcing its way through a small opening and destroying everything in its path. I don't think the sand bags will help there either. We evacuated our kids because when it comes to kids, any risk isn't worth it, right? We did routinely have one adult swing by the house to check on the situation.	Monitoring our property and home... plus the slow rise made it feel safer than last year.	Nobody can say they were caught off guard!	Slightly. Last year we did much more home prep (sandbagging, etc) both before and after the alarms were sounded. Emotionally, I felt much less anxious this year.	No	This year was very different than last year. I think I spent most of my summer last year obsessing about the timing, height, impact and wondering if the barriers would hold. This year, I ignored the whole fiasco until the week of... I literally told myself I wasn't going to think about it until August. I think this strategy helped manage my mental health... plus it helped thay we already had a year of success with the barriers.	Making sure my kids have a safe place to be... it's hard to plan details when you don't know the day of the week and time of day. We had various rough plans in place and had to iron out the details once we knew it was starting.	While this year felt much more calm (for me) and I'm grateful for the HESCOs and the city efforts, I don't think the current plan is sustainable for long. A long term solution is my number one priority and I would like it to happen fast. I think the most frustrating thing in this current year was watching the money, time and effort be poured into what is effectively a bandaid. I want a long-term solution and I want it now.	I think the Eyes on the River live feed was a significant reason that many people felt comfortable evacuating and it also reduced the number of "disaster tourists". Because this reduces the number of people in the flood zone and potentially prevents needed rescues, I think the city should do more to support this project. This year they had more cameras but they were less helpful bc they only had two feeds- one rotating images and one with tiny images. With more support, each camera could have its own feed.
44	Meander Way	Every one since 2013.	None. Did not evacuate. Our house is on the river but sits 3-4' higher than other houses in the area.	I wasn't too concerned.	They were great this year. I felt very informed.	No	No	great.	Getting good video footage.	Continued progress on a permanent solution.	CBJ and all their partners did an amazing job of preparing for the flood this year. Thanks!
45	Emily Way		3 Sandbags and plastic around crawlspace vents & exterior doors. We did evacuate, out of concern that if the HESCO barriers failed we could be caught in a flash flood.		Everything seemed much more prepared and thorough this year	We took the same precautions as last year.	No, everything was fine this year	2 months of anxiety	Day before - prepping sandbags and plastic, moving things to higher elevation inside the house. Day of - watching river cameras trying not to freak out	Long term flood solution - seems like it's moving as fast as possible.	
46	Valley near Meander	Three of significance to my home	Covered doors/vents. Evacuated -- too risky to stay. I was in the house when we flooded in 2024.	NA	Good coordination and proactive help.	No	No	Stressful and somewhat expensive to prepare, but flooding is extremely expensive.	Safety for my family.	Urgency on long term solution.	Thank you for sandbag help and info.
47	Mendenhaven	All	Sandbagged my garage as a precaution. I live 3 blocks outside the flood zone but wanted to be prepared should the barriers fail/breach.	I live 3 blocks outside the flood zone, plus I was at work during the peak of the event.	I appreciated that the comms came more frequently. Even if there's no big news to share, I appreciated knowing that CBJ was 'still there' and providing comms of some sort, even if just to say that things were going well, no breaches, river is not rising as fast as normal, etc.	No. I still took the info and processed it according to my schedule.	No	It is always an extremely stressful time of the year for my neighborhood. I was VERY happy that sandbags were available to the public at numerous staffed events, as well as during off-hours as a self-serve station. I got my initial sandbags during a staffed event, but then when I went to sandbag my garage, I was 10 bags short. Thankfully the sandbag station was open so I could go and fill & load 10 more bags for myself. The station was VERY helpful...thank you for that!	Protecting my home as much as possible and having a safety plan for myself (I live alone and have no pets).	I would like to see some drilling done on the mountain(s) so that the Basin released on its own throughout the year. Having a huge flood event to prep for each year is stressful and impactful/ disrupting to our daily lives for 3-6 weeks leading up to the event. I appreciate the wall of Hesco barriers (and they reinforced height this year), but they are a temporary solution. Please provide a long-time solution so that we don't have to live our lives swaying in the balance.	I really appreciated the joint-agency response....CBJ, Tlingit Haida, and several federal agencies. I felt confident that all of the partners were doing their best with the current 'tools' to safeguard our Valley neighborhoods. Thank you for that!
48	Mendenhall Valley Vibtage Park	All	Lifted things off floor in garage. Moved cars across town	My condo is on 3rd floor	CBJ did a good job	No	No	I felt informed	Watching the water and listening to water level reporting	Long term flood solution	The HESCOs were damaged by vandals near my condo with knives and fire. Police should keep people from living along/next to the HESCOs.
49	South Shelter Island	Every one	Watching for debris from the river Watching for uprooted trees washing out from the Mendenhall River through Auke Bay. - looking for navigation hazards and diverting timbers from our moorings and beach landing.				***Mitigation efforts were admirable. HOWEVER, an inexcusable amount of debris appeared to be just discarded into the flood plain. As a result, navigable waters outside of the river were unnecessarily hampered by the additional cut timbers. Water travel was made more dangerous by the extra debris. Our mooring bouy and boat were threatened with significant damage from a cut log drifting through the lines. Our beach landing has been clogged with cut logs that we can't easily divert. We understand the appearance of the naturally uprooted trees and are willing to take precautions against their potential damage. We also appreciate the overall effort to minimize riverside damage; however, the blatant lack of proper disposal of the subsequent debris was irresponsible. ***		Watching for uprooted trees washing out from the Mendenhall River through Auke Bay. - looking for navigation hazards and diverting timbers from our moorings and beach landing.		
50	Glacierwood Dr. near Thunder Mountain Middle School	All of them since 2011.	I purchased flood insurance as a precaution, for the first time ever. We did not evacuate based on the forecast compared to prior year flood levels assuming, correctly, that we would not be directly impacted.	The forecast was lower than previous years and we were not directly impacted even at the higher level floods. This was despite the fact that Glacierwood Dr. was added to the evacuation zone flood map.	I thought they were very good leading up to and during the flood. My only request is for more post flood damage reports regarding public infrastructure, particularly the Mendenhall River foot bridge near the field house and when we might expect that to reopen.	No difference. Stay informed, pay attention and be prepared to evacuate if necessary.	No, just the post flood damage reports on public infrastructure as I mentioned.	Calm yet concerned about what could happen. Paid attention to advisories and flood information.	Monitoring conditions to assess whether an evacuation was warranted.	Keep doing what you have been doing. Every year the process and information improves based on lessons learned from previous years. Keep doing that.	Thanks for the opportunity to comment with my thoughts despite having no direct flood impact to my property.
51	Rivercourt Way		4 Sandbags in front of the garage doors. Moved small vehicle to a church for safety. Truck packed up if evacuation became necessary. Did not evacuate, due to having access to high ground at our house. And because I needed sleep to work the next day.	We have access to high ground, needed to rest at home for work, wanted to stay close to mitigate any flood water in garage, and wanted to stay with our dogs. CBJ guidance alerted us to "evacuate immediately" a full day before the river was high enough to be a risk; because of this, we did not know how or when to take their guidance seriously, since it was out of tune with every flood we've experienced these last four years. It is not easy for many people to be away from home and resources for that long.	Communications were easy to find.	No.	I think it was very clear that CBJ and various experts put a lot of effort into communicating how to prepare for the flood, and into monitoring the situation as the food was active. I don't know if unsupported is the right word, but some of the guidance did seem out of touch with the reality of living within the flood zone. Not all houses are impacted the same. Some houses are very elevated on their lot and are not at the same risk. Some people have actual lived experience that tells them staying home means they can fight the flood water and mitigate damage much better than if they let the water sit for hours. People wanted to stay home to look out for their neighbors. There's a strong sense of community when it comes to disasters like this, and even in one neighborhood people can have vastly different results. So blanket instructions without explanation or nuance probably won't be very effective with these people (as was evident by how few people evacuated).	Fine	Having video updates of the status of the flood, and go-bags at the ready.	Accurate, reliable, consistent, and detailed information that is easily accessible.	
52	View drive		3 Sandbagged, plastic sheeting	Felt we were on high enough ground	Grateful there weren't as many repeat alerts this year going off even in the middle of the night. Last year I got a lot of repeat alerts and the sudden loud noise on my phone was very startling over and over. Also so grateful for the sandbag drive through	Felt a little less anxiety, better equipped to handle things	View drive is a tricky place to be. Grateful for whatever outreach efforts are made	Noticeably different from previous years. More calm. But still A LOT of prep and take down work	Keeping our property safe and checking on neighbors	Willingness to help and reach out - long term solution 🙏	We remain hopeful for a long term solution and more manageable floods 🙏 grateful for God's hand in helping View Drive this year
53	Radcliffe Road / Radcliffe Ct		2 I went to stay with a friend downtown. My husband stayed at the house. I monitored CBJ information closely.	My husband wasn't concerned the first year. He didn't think it was necessary because our property was a few blocks from the river. He didn't evacuate the second year because it was less of an outflow than the first year.	There was more communication and better, more up to date information. It was very helpful.	No. Maybe more confident since the city had already been through one outflow flood and had better information.	No	Was more prepared, had a place to go if necessary,	Not to be caught in our house if the flood reached our street.	Adequate and timely information, with enough time to take necessary measures for protecting items in our house, and to safely evacuate.	
54	Downtown	All since 2911	Helped others and made room in my home for friends		Very organized and good communication	They were fabulous. Great teamwork	Would like to see our city manager at the volunteer events and talking to community members	Nervous but had faith in the city	The live stream to monitor conditions	We need the assembly to make decisions faster and more decisively	The assembly needs to rally all of Juneau that this is a community wide issue. I also have seen a lot of thanks to our federal delegation and scientists but no public recognition of our engineering department. They need a proclamation and legislative citation!!!
55	airport		4 Door blocks, water filled dams surrounding house and outbuilding. We did not evacuate, partly because of the low level predicted, and partly to protect our property.	Low level prediction.	We were well informed by TV, radio, in-person door knocking.	Yes, the communication this year was more effective and complete.	No	Even though we hated to see our forest on both sides of the river destroyed by Hesco preparations, the crews were helpful, understanding, and courteous.	We have a below ground level area of our split level house, and our goal is to protect it from flood waters.	Sounds like the tunnel to drain the Suicide Basin makes a lot of sense.	No.
56	Marion Drive	2023-2026	Sandbagged garage door, back door, crawl space vents and heat pump. I did not evacuate. I had go bags and pet supplies ready, but with the higher HESCOs and the pump positioned by my house, I felt safe, especially since the flood was originally expected to be the same as the 2025 flood.	See above.	Very much improved and comprehensive. Grateful for the higher HESCOs and pumps! Appreciate all the communication, too.	N/A	No	Hopeful, but stressed. I don't sleep well leading up to August. I certainly can't make any plans to leave town until after the flood has occurred.	Watching the hydrographs hourly and having evacuation plans and supplies in my place should I decide to use them.	We must proceed with a long-term lake tap solution ASAP. In the meantime, the HESCOs should be increased to withstand a higher flood. I'm right at the dividing spot between a two-Hesco-high barrier and my two neighbors' one-Hesco-high barrier. That's very unsettling.	No

57	Meander	Define flood… we've been living on river since 2012. It's been flooding every year, some are worse than others	Sand bags, plastic protection, floodgate on door. We evacuated.		Too many emergency alerts. We don't need one telling us the basin is full, as well as telling us when it begins in drain.	Yes, was different bcuz it was daytime.	No	Glad it all worked out this year. Our biggest stress points were the massive construction and. 100's of trucks damaging our driveway while the built the barriers and installed the pumps.	Get cats inside and evacuate - and then watching the river rise on the webcams	The pumps were essential as we are low ground and 3-5feet of water pools into our yard which goes into our crawlspace. Having the pumps there prevented that.	Just glad it happened in daytime and thankful for pumps.
58	Lower Mendenhall Valley on Stephen Richards between Meander and Riverside.	Since they started in 2011.	I had sandbags from last year around my vents. I also used the same sandbags to cover the garage door with plastic. I packed a go bag just in case, I had my car parked in the driveway in case I needed to leave.	The reinforced HESCO Barriers and the industrial size pumps prevented the water from coming up the storm drains.	They were just as good as last year's.	No.	No.	Not as apprehensive as last year since I saw how they reinforced the river banks and replaced and made the HESCO barriers higher and deeper. Plus the addition of the industrial pumps.	Listen and watch the live news feed, and be ready to leave at a moment's notice.	CBJ works with both the Army Corps of Engineers and the private sector to come up with a permanent solution to reduce future floods.	Just glad we did not have an atmospheric rain beforehand and that it was a sunny day in Juneau.
59	stephen richards and riverside	10	sandbags, covers over crawl space vents, tarps/sandbags against garage doors, go-bag and emergency power supplies ready to go	faith in the barriers and distance away from them, as well as a concern for private property damage and neighbors that couldn't evacuate	more consistent and official	yes - i was appreciative and it felt like a planned response rather than an after thought		extremely positive. offering so many times to get sandbags was so helpful for our family, we could only haul a few at a time in our car and just made lots of little trips that stacked up	fully charged phone, backup power ready to go, car and go-bags parked at the end of the driveway	property protection and bank armoring, especially near bridges	felt like there was a lack of publicity surrounding CCFR's role, a department that is already critically understaffed had several extra bodies on duty to be ready to respond even though so many live in the flood zone as well. i also really appreciate that you close the roads, sight-seeing were getting out of hand and driving too fast.
60	Meander Way neighborhood	All the ones starting in 2011	Prepared for this year's flood by keeping last year's protections in place. We were out of town for medical reasons.		Much improved communications compared with 2024 flood.	No change in reaction.	No applicable.	Cautiously optomistic with the Hesco barriers and pumps in place.	Wait and see.	Funding to pay for ultimate solution is the most important issue.	No
61	Mendenhall Loop/View Drive	10	we hired a contractor to build a rock reinforcement wall along the river bank. The contractor hen built a berm of dirt and rocks around the property	we didn't evacuate. The walks provided good protection. We had no flooding.	very helpful	We were able to receive daily updates helping us to prepare eatlier	We had people checking on our property	daily texts and communication kept us updated	watch to see what efforts may be needed or if evacuation is necessary	We would like to see continued efforts for a more permanent solution.	We realize there are ongoing efforts to help he homeowners on View Drive with a buyout program. Many of us have used our own funding to provide protection whereas those downriver received help with funding seeming unfair. The berm that was built along the trail on Mendenhall Loop seemed overdone and may not be needed. We appreciate ongoing efforts!
62	On Emily Way	3	Evacuate, sandbag, elevated belongings on high shelves	N/a	Radio communications weren't always timely	No.	No	Full of anxiety	Ensuring we had plans for our pets, securing belongings	Would like to see a long term solution	Very grateful that the flood waters were not very high, but also grateful that there were proactive steps to prepare drains, repairing HESCO and putting up new barriers. That said, the amount of anxiety that we experience year after year is challenging. If we had a long term solutions, myself and my neighbors would rest easier.
63	Meander Way. We had pump 19 stationed at our house. We live on the river. 3483 Meander Way.	6 years worth. Was here for the 2023-2026 floods. We live on the river and had about 3.7 feet of water in our lowest floor.	A little sandbagging (not much). We did not evacuate.	We were afraid that nobody would see issues developing with the HESCO barriers. Sure enough, nobody was alert to the water coming under the HESCOs and the flows getting stronger until we alerted them.	The warning system is about the best it can be. Ryan and the folks at CBJ did a great job keeping everyone informed and in helping prepare the community for the threat. No complaints at all. Lots of compliments.	No. I work for the National Weather Service, so I was prepared.	Not really where it counted the most. Your crews were very responsive when we called in with the observation that water was coming in under the barriers at a faster rate than what we saw last year.	A lot of apprehension for whether the barriers would hold or not. Your engineering crews did a great job communicating with us.	Had our go bags ready. We had life jackets on hand, and the truck loaded to go within 1 minute notice. We were ready.	Clear communications and keeping pressure on the federal folks to make sure Juneau gets its fair share of federal assistance. We spend a lot of tax dollars to Uncle Sam and this is one good way to get some of that money back to assist the community. Keep the pressure on our leadership in Washington.	More water in the crawl space, but that was about it. Your response was great. Your team members were professional and on the job. No complaints.
64	Valley	3	We are not in the evacuation zone. We were prepared to lose power for a couple of days and we everything off the floor of our garage.	We aren't in the evacuation zone.	I got an alert when Suicide Basin overflowed	We prepared more this year than in the past	No	I got really tired of hearing people talk about it, honestly. It's exhausting	Trying to stay informed	Wouldn't it be easy to buy out the homes of people most affected?	The Hesco barriers seem to be changing the patterns of bear movement in the valley and forcing them further into residential areas. Also, keeping the bridge over the river behind the field house closed for so long has been VERY INCONVENIENT
65	Killewich	5	We did sandbags around entry points. We moved cars, but did not evacuate. We have a second story to retreat to if needed.	Wanted to stay and protect property.	They were improved	Probably less fear. Thanks in part to experience but also all of the mitigation efforts.	No	Some fear, but less than years past.	Protecting property of self and neighbors.	Long term solution.	Appreciate all the mitigation efforts. We were lucky this year.
66	Killewich/Gee	Homeowner in affected area 2018 - 2026 9 primary GLOFs Valley renter outside the flood area prior to 2018	Moved items out of garage, placed sandbags, took photographs, relocated cars, prepped gobag Did not evacuate. We are in a higher elevation location and would flood-fight.	We are in a higher location that has not flooded. The timing this year was such that my husband could stay in his own bed overnight. I have been on business travel during the evacuation notice the last two years.	Appreciated the text message notice (similar to last year) that reached me despite being out of state. Appreciated the door hanger. The large pumps were key. The sand bag machine was helpful to my neighbors but I did not use.	Yes, less fear.	I find it interesting that the city uses the streamed information meetings as press briefings rather than public information meetings. They are streamed and are watched by the public. I think a few tweaks to the communications would be beneficial/well received by the public (i.e. more acknowledgement that the public is watching/listening rather than treating it as a press-only meeting).	Monitored website and KTOO stream. Checked in with neighbors and husband on-site. Understood that city streets/engineering team was monitoring the industrial pump on our street every 15 minutes. Water did not reach the bottom of the HESCO barriers on my street, but the water seeped though the large aggregate serving as the HECSO foundation. The pumps were key to keeping the seepage from backing up the storm drain/ditch. Heavy use of the Suicide Basin dashboard/website and the KTOO youtube stream. The last two years I was able to confirm the crest for my husband in real-time while he was on-site/on our property.	Staying informed of the progress of the GLOF. Protecting life and property.	text message notices, real-time Suicide Basin monitoring page, KTOO stream, continued press briefings throughout the event, HESCO barrier maintenance, industrial pump placement	
67	Julep street	4+	I moved my Prius to lemon creek ,I didn't evacuate because I was confident the barriers would hold, although I did move things in my garage to higher shelves and watched the flood in case we needed to leave	I felt the barriers would hold	Communication was good, I particularly liked the cameras that eyes on the river had up	No	No	Stress		A permanent solution where homeowners don't have to have barriers in their yards. (I don't live on the river)	
68	Meander Way	All of them	Raised personal belongings inside and out, Evacuated	N/A	Better than previous years	No different	No	I have basically given up to fate; if things went/go bad again I was/will going to walk away from my house and this town.	Getting someplace with spouse and pets to preserve life…	I live on the river. The HESCOs are three layers high in my yard. There is 4' of space between my deck and the HESCOs. I have no second story windows to see any sort of view of the river. The pump was placed on the road side of my house pointing the wrong way leaving multiple tire tracks from both pump and tow vehicle THEN it was moved to a completely different area of my yard so I had CBJ on both sides of my property and treating it like they owned it. CBJ has unilaterally taken a huge percentage of my property and offered nothing for compensation. You guys want kudos but I am unsatisfied with answers I have received from the City especially when I have questioned why entities such as AEL&P get their infrastructure protected without any cost to them. It's sad that the city is using disaster declarations as justification to treat their citizenry with such disregard…	Better than last years, far better than 2024.
69	Meander Way	Seven	No. I monitor the levels and any street flooding before evacuating and there was no street flooding or flooding in the yard this year.	This was answered in #3. Redundant question.	Better this year than previous years.	No.	There was zero communication about a drain baing placed in my yard for a giant sump pump. It's like you all just take over people's property now without any notice or communication. No emails or texts. Major stress and anxiety for years over loss of control of my property and the extreme expense I had to pay to armor my river bank $80,000. This nearly put me in the hospital for stress related illnesses.	There was a lot more communication this year and support offered. The years past the mayor just let it be a river front home owner problem when this is a natural disaster and affects every aspect of the city of Juneau.	To continue to monitor and assess the risk of staying or going. And…keeping trespassers off my property that are curious to see the river rising. It is so very stressful to have strangers roaming all over your property!	I want actionable responses to trespassing on property and HESCO barriers to protect my property and my mental health as it creates a sense of chronic insecurity and danger from kooky lovers. I want active response and support before the flood. Homeowners should not have to pay for natural disasters and the first few years this started being bad the mayor and council created severe anxiety and stress by wanting victims of floods to be solely responsible for the expenses of armoring the river bank.	Luckily this years flood was unimpressive. I appreciate the army corps of engineers being present and more preparation this year than any year in the past.
70	Meander Way	3	Purchased pumps and sealed with expanding foam	Faith in the current mitigation efforts	The pumps made all the difference	No	No	More confidence in the city's efforts	Keeping water out of our home	Increased efforts on lake tap timeline	Let's not sit back and declare victory!
71	Long run	4 while living in the flood zone	Evacuation of people pets and vehicles. Took videos and pictures for potential insurance issues.	N/A	Improved from prior years	No about the same	No	Stressful	Being safe, returning to my home after the flood	Long term solution that the city can pay for and protects the houses and businesses in the flood zone	Families will leave Juneau if we can't find and implement a long term solution soon
72	Killewich	I've been in this house since 2005 so all.	We put sandbags on our out drains but didn't do the garage and man doors this year. We didn't evacuate.	I was planning to but then just didn't and then the crest time moved to 11 am the next day so we stayed.	I felt it was very solid	Not really I've never flooded and the wall is 8 foot high in my backyard so I guess I felt a sense security	Not really. The construction process was months though which definitely impacted me more than flood day. Prep started in my yard and ended in my neighbors so at least a three month process which I don't want to go through ever again.	After bags were installed it was quiet and peaceful and seemed mellow.	Secure a few items and keep my pet and son safe.	The presence and support felt much more present. I hope that level of care continues. I didn't sandbag because it was too much work for me and my son so we let it ride. Maybe more help with prep?	I think we were the most prepared this year, but luckily didn't need to use the pumps etc very much. I'm thankful and appreciative of all the efforts that go into helping our community get through this. Thank you!
73	Sharon St	5	Door dams, sand bags, moved cars, evacuated. Evacuated out of consideration for emergency responders; wanted to be zero factor if they were called to engage in my neighborhood	N/a	All efforts were more prepared and broadly communicated. I porecoated the various methods (meetings, mail, email, text, Facebook, etc.)	Regarding the recommendation to evacuate, yes. The year our house flooded, we did. It heed the recommendation. Didn't grasp the sense of risk compared to prior years when we were far from danger. Had never before been in the "flood zone".	No	Felt like we were informed and personally as prepared as possible. Also felt far more at ease, after success of last year, with hesco barriers.	Stay clear.	I appreciate the ongoing support to the community who have suffered financial loss and coordination with partners (federal and otherwise).	
74	North Riverside Drive area (Julep / Sharon)	Four significant ones, I guess, but only one has impacted my house (2024). We moved into the house in 2019, and I know there were floods between then and 2023, but never in a way that impacted homes near us.	Moved irreplaceable stuff out of the house to a friend's place, moved things up off of the floor and bottom shelves, sandbagged garage and crawl space vents. I did evacuate because I didn't want to end up in a situation like 2024 where my son and I had to evacuate in the middle of the night as our road and yard rapidly filled up with water. Too stressful - better to stay with friends.		I feel like every year communication s get better. The only thing I might recommend to change next year is not to have the emergency alert alarm noise for when the basin is full - it's good to be notified, but it was extra stressful to hear while driving, thinking that the flood had already started.	Not really	No, I thought that there was a lot of support this year	There is just this growing stress as the summer progresses of not knowing if my home or my son's home with his dad will be impacted. I feel like we can't travel after mid-July, like we have to be on alert. It's exhausting.	Doing the last minute house prep and then evacuating.	I really want an actual, preventative solution to the flood. I'm grateful for the Hesco barriers and all of the prep work that goes into making sure people are safe, but until there is something in place that keeps the floods from happening, there is always the risk of another devastating flood. I think about moving sometimes, but my house value has gone down and housing prices in Juneau have gone up a lot since I bought my house (and interest rates). I don't think we could afford another house, honestly.	I felt a lot better than in 2025, with the Hescos being an unknown factor. I was really grateful that the Hescos near us were rebuilt and made taller, and that they were extended further north and south to protect more people. I also really appreciated having the camera feeds. It makes it easier to evacuate when I can keep an eye on how things are near our house.
75	Live on Killewich	Garage & crawl space flooded in 2024	250 sandbags stacked 3 high around garage to side door. Custom made by my husband "things" to go on air vents that allow air to go under the house. We have pumps under the house & in the garage attached to hoses that go out the garage window to pump water out if it does start coming into the house. We are in our mid-seventies so this is a lot of work. Also, we have an emergency radio.	We live in a 2 story house & feel safe on the second story	I thought communication was better in 2025. CBJ wasn't as on top of communication with the home owners as they were in 2025. They may have been communicating well with the agencies they work with but not so great with the home owners.	Not sure how to answer.	Again communication.	We don't like that we have to start 2 to 3 weeks prior to flood day with preparation. And we don't like that we cannot go anyplace after the flood because we don't know if we will sustain damage. Thus we cannot go out of town for a 4-6 weeks. Bummer	Our neighbor & her cat stay with us. We have a hard copy of the timeline available. We are vigilant in paying attention to reports via FB mostly. We are there to protect our property as best as possible	I think all the agencies have done a wonderful job to protect us. I am in favor to fast track a permanent solution. It is worrisome about our tax basis and the cost Juneau might have to pay.	We were blessed with the river & lake being low. And also the slow release of water from the basin. It is concerning that the barriers are not protection for the worst case senareo. Sorry for bad spelling!!

76	I live at Taku and Riverside.	Several, but none have impacted my house yet.	We sandbagged our garage as we did last year. We were prepared to evacuate if necessary.	We are just outside the flood zone.	It was very good.	No, we felt well prepared.	No.	Calm and well-prepared.	To evacuate my 87-year-old mother and pets if necessary. To provide support for my aunt who lives on Emily Way.	Communication is so important and I appreciate this back-and-forth and respecting the community. A variety of solutions is also important.	My aunt lives on Emily Way and flooded badly that one bad year. We are more cautious than most of our neighbors because we believe that the risk of us flooding is still present should the HESCO barriers fail.
77	Riverside	3	No. Didn't seem necessary given projections.	Was not sure necessary	Seemed pretty good.	Yes. Didn't seem necessary given information provided.	No. Lived community help with sand bags.	Less stressful	Listening to predictions	Provisions for elders not able to get or stage sand bags	
78	Emily Way	Unsure how to answer this question. I've lived in Juneau for decades. I've lived at my current address 5 years; had my house flooded in 2024, and felt flood stress in 2023, 2024 (!), 2025 & 2026.	Moved out of house in advance of the flood. Evacuated. After the flood passed, moved back in. It's a lot of work but I don't trust flood fighting to be 100% effective.		The first cell-phone alert re the 2026 release scared the crap out of a bunch of people.	I rely more on more on the Suicide Basin & "Mendenhall River" (that is, Mendenhall LAKE) gauge data online.		Lots of effort (moving out); lots of stress re the unknown.	Moving out safely.	Keep educating residents in the at-risk zones to take precautions such as 1) buy flood insurance several months in advance; 2) secure valuable items before the flood; 3) be safe during the flood	Was a relief to return to a dry neighborhood!
79	By MRCS	This is the 3rd	Sand bags for our garage. Did not evacuate bc our lot is built up several feet higher than the road	Although our street floods around 17.5', it wouldn't reach our home until over 20'	It seemed much more organized with lots of updates	No, perhaps less concern. Two yrs ago I was taken very off guard, and last year I just didn't know how bad it would get. This year the hesco barriers seemed substantial	I wish that I was told more about what mitigation efforts were happening with the storm drains. I did eventually find the info, but it took some digging. I admit I could have been more involved and could have potentially heard about it at meetings or something	Stressed af	Safety of my kids and pets, then my home.	A long term solution. Adding sand barriers every year doesn't seem like the most economical or reliable option	Being self employed, I find it challenging to navigate these situations financially. I lose $1000s of dollars in revenue due to clients cancelling services as well as for my need to protect the safety of my home and family. Even being so lucky to not have water damage to me personally, or a citywide low damage flood year, I take a huge financial hit every year.
80	Valley, off Riverside	Since 2011	Prepared for when electricity and water supply is shut down. Did not evacuate. We are at the end of the flood zone this year and was not in the flood zone last year.	We are at the end of the flood zone this year and was not in the flood zone last year. But was monitoring the situation very closely and was ready to evacuate if needed.	Better communication and the zoning felt more for like better safe than sorry kind of approach. Thanks, CBJ.	Not really.	Not at all. CBJ and the community were very supportive.	Not as scary as last year's.	Making sure we were ready to evacuate if needed.	Communication, virtual maps, sand bags, awareness meetings/town halls.	Thankful for the all preparations CBJ and community partners have made.
81	Valley - Betty Court	3	Had sandbags on the ready. I didn't evacuate as I was confident the HESCO barriers would do their job as they did the year before.	Nothing prevented me from evacuating.	Effective	No	No	Slight concern but the communications eased it for the most part.	Everything was charged on the event we lost power.	The state of the barriers and pumps. Make sure they are inspected before right before the next flood.	No
82	Off of long run drive, riverside	3 that we've been worried about. Flooded our house 3 years ago.	Yes we evacuated along with all of our vehicle. - we will not leave our vehicles in attended during the flood because we lost 1 vehicle and damaged a second.	N/a	It was great. A lot of communication	I don't think so	N/a	Good	Securing random items and evacuating.	I thought you did good this last year.	Good job on all your hard work. You are truly appreciated
83	View Drive	4	We spent 40 more thousand dollars adding more sump pumps two more trash pumps. Super sack sand bags. Boarded windows. Added one more generator. Hired people to help	Need to run the generators and pumps.	Good job without the added pumps and the hescos and rip rap the valley below backloop bridge would be in trouble. KTOO is the best answer weather service. Also Ryan and the sandbag crews thankyou so much	Well yes since we didn't lose the internet this year	It's too bad there can't be some financial help for mitigation efforts for us that are actively fighting the flood on View Drive	Good since we didn't flood	Safety	THE LONG TERM SOLUTION	Trying to hang in there. We were all lucky this year
84	Long Run Drive	Too many	2024 wiped me out already. I have 1/3 of things to protect now. It's basically just repairs at this point.	Pets. I also have a second story and want to be able to shut power off. The power to my home was on the entire time the bottom floor filled up in 2024.	I have learned more from the community group this year and less from outside sources or my own research.	Yes- especially during this second potential flooding the other day. I food out through an email chain that asked a question about the weather app showing an alert.	It's too much for one person. Last year it absorbed a month of time from me in bad weather setting up and taking down twice. I'm mentally, emotionally and physically tired from the threats of flooding.	2023 I tried to get flood insurance. I was denied, because even though council members admitted to being aware of valley flooding it was never deemed a flood zone. So I lost hundreds of thousands of dollars. Having to do the repairs myself, and not having the funds or receipts- that put me at the bottom tier whenever FEMA did come to help. I appealed with my receipts and nothing ever came of it. So, I learned those who faced the biggest hardships had the least help- other than from the community.	Staying safe.	Community awareness time of and a solution to this problem so that we don't have to constantly worry about our past, present and future.	I'm very thankful for those advocating for a solution. This is an example of how one issue can spread throughout the entire city and borough of Juneau. Emotions and frustrations travel from one person to the next- this needs a permanent fix.
85	Meander Way	4	We set up our whole home flood barrier and pumps. I evacuated night before with small children, spouse stayed with house. However we came back to the house the next day during the peak of the flood as we were exhausted and didn't have anywhere easy to go with the children.		There was a much more info put out by CBJ on social media. And the information seemed aimed at a much broader audience. It helped me to see what steps CBJ and Corps was taking. But more importantly it may have reached more than just previous flood victims. All of Juneau needs to understand the scope of what is happening.	No we took the same steps.	Having small children and evacuating was a challenge. After a poor nights sleep, being on my own, had an injury and needing to keep them occupied felt impossible so we ended up going home during the peak of the flood. I would have loved to have had a school gym or other safe indoor kid friendly space outside the flood zone available.	Exhausting. My child is traumatized from our experience with flooding and each year brings fear and anxiety for every family member. It builds the closer we get to the projected release. My whole neighborhood changes, the stress is palpable as I interact with neighbors and friends in the flood zone.	Limiting stress and keeping ourselves safe.	I want to see actual action by city leaders and assembly in terms of funding a long term solution. And leadership that can communicate the impact this flooding has to the whole community, we need all of Juneau to wake up and realize this issue doesn't just impact a couple hundred properties along the river. A long term solution has to happen I can't keep living this way.	The work the Corps and CBJ has done on flood protection is appreciated and exactly what is needed in the short term. But CBJs financial issues and lack of willingness to take action to conserve funds or make budget changes or show voters they are serious about finances leaves me with little confidence in a long term solution or long term funding to pay for ongoing flood costs. I don't see voters wanting to increase taxes to fund flood response.
86	Turn street	We've been in this neighborhood since 2012	Moved valuables/sentimentals to a storage unit. Move cars and boat We did evacuate		Liked seeing all of the pumps. Like the monitoring methods of the release	No		Anxious of the uncertainty	Adequate warning, staying out of the flood zone	The barriers are not a permanent solution. If there's a true breach it will be devastating. Also with the rover not rising as high as the past we worry people will not feel as threatened or concerned with the upcoming events	Hate feeling like a burden on the community for where we live...
87	Marion Drive	We built our house on Marion dr in 1994	I packed all my important papers and memorabilia from my maternal and paternal grandparents, and my mom and Dad, irreplaceable items that were gifted to us and placed 13 totes in a storage unit in lemon creek. Yes we evacuated this year.		I was very confused when the first snd only alert was when Suicide basin was full. It would be more beneficial to get the alert when basin is releasing.	I downloaded a watch duty app, that provided all the information regarding the GLOF at my finger tip, such as NOAA info, updated news, evacuation shelter locations, and vehicle parking.	It would beneficial to know the time of release	It has always been stressful to repack all our essentials items to move them to a safe location away from the valley. Putting the sand bags by our house vents, garage and man door, thanks to the football players help. As we can't move the sand bags by our selves. We set up our own water pump next to the HESCO barrier in our yard. It is very beneficial to have the eyes on the river. Beings how we don't have see the river with the HESCO barriers placement.	That all of me essential items and Togo bag are in the vehicle and they my family is in a safe location.	Having critical information on a regular basis, having the sand bag available, I would like to see the long term solution fast tracked, such as the geological study completed before next summer, and the emergency tunnel blast started in 2027 with the AK mining proposal to complete the emergency blast tunnel in 3 years.	These GLOFs have been very stressful, life changing and taxing on our wellbeing. Had we known about the Mendenhall study from the 1980's regarding this event we would not have built our home in the Mendenhall valley. The value of our house has depreciated, we are housing the HESCO Barriers that are not attractive to have outdoor company or entertaining. Having more information about the ongoing long term processes and time lines would be essential.
88	View Drive	All of them since 2020.	We wrapped our lower level with visquine and sand bagged the perimeter. We also started filling ravines from previous floods. Moved furniture, tools, boxes of materials to the upper level.	We didn't leave because our living area is above the flood area and we still feel reasonably safe.	I appreciated all the GLOF updates.	No	Why is the city putting HECCA barriers everywhere along the river but telling View Drive there is nothing you can do?	There was much anxiety and fear.	Being there to manage the effects of the flooding on our home as possible.	The city needs to put more effort and prioritize a permanent solution. There are solutions available but the city sits in planning committees instead of acting on solutions.	This year's low water levels were an answer to real prayers to God. They give us a year of less damage to plan and work towards the solution.

2026 GLOF Community Debrief Survey: Theme Counts by Question

Multi-label coding: one response can carry several themes, so percentages within a question may not equal 100%.

Question	Theme	Count	% of base	Base
Q3 Evacuation status				
Q3	Evacuated (whole household / self)	25	28%	88
Q3	Evacuated (partial: some of household)	5	6%	88
Q3	Did not evacuate	56	64%	88
Q3	Not applicable	2	2%	88
Q4 Reasons for not evacuating				
Q4	Outside or at the edge of the evacuation zone	16	26%	61
Q4	Lower forecast / lower perceived risk than 2025	14	23%	61
Q4	Elevated lot, second story, or high ground	11	18%	61
Q4	Stayed to protect property / run pumps / watch barriers	9	15%	61
Q4	Confidence in HESCOs, pumps, or own preparations	8	13%	61
Q4	Monitoring conditions; ready to leave if needed	4	7%	61
Q4	Attachment to home / did not want to leave	3	5%	61
Q4	Flagged question as repeating Q3	3	5%	61
Q4	Pets	2	3%	61
Q5 Emergency communications				
Q5	Overall positive	66	76%	87
Q5	Mixed or critical overall	16	18%	87
Q5	Neutral / adequate / not applicable	5	6%	87
Q5	Noted improvement over prior years	22	25%	87
Q5	Valued frequency, volume, or variety of channels	16	18%	87
Q5	Pumps, HESCOs, sandbag program, or cameras named as standouts	10	11%	87
Q5	Too many / too alarming alerts	7	8%	87
Q5	Basin-full alert confusing or startling	5	6%	87
Q5	Forecast timing or radio timeliness problems	2	2%	87
Q5	Worse than 2025 / less contact with homeowners	3	3%	87
Q5	Reach gap (heard via grapevine, never hear)	3	3%	87
Q6 Reaction vs. prior years				
Q6	No difference / same as before	46	54%	85
Q6	Perceived communications as better / more effective	11	13%	85
Q6	Less fear or anxiety; more confidence or trust	7	8%	85
Q6	More engaged or prepared than before	7	8%	85
Q6	Skeptical, frustrated, or ignored messaging	4	5%	85
Q6	Prepared less because risk seemed lower	3	4%	85
Q7 Felt unsupported				
Q7	No gap / felt supported	52	65%	80
Q7	Raised at least one gap	25	31%	80
Q7	Information or communication gaps (timeliness, access, clarity)	8	10%	80
Q7	Practical or financial support (storage, kid-friendly shelter, costs)	6	8%	80
Q7	View Drive neighborhood left out / unprotected	5	6%	80
Q7	Property access, notice, or construction disruption	2	3%	80
Q8 Experience				
Q8	Stress, anxiety, dread, or fear	37	44%	85
Q8	Calm, confident, or positive	32	38%	85
Q8	Exhaustion; weeks of prep and recovery; can't travel	12	14%	85
Q8	Praise for crews, sandbag program, or contacts	6	7%	85
Q8	Resentment of HESCO impacts (yard, views, value, construction)	5	6%	85
Q8	Unaffected / not impacted	4	5%	85
Q8	Children or family strain	3	4%	85
Q8	Considering leaving home or town	2	2%	85
Q8	Financial / insurance hardship	2	2%	85
Q8	Too much hype / tired of the topic	2	2%	85
Q9 Day-of priority				
Q9	Personal, family, or pet safety	37	44%	85
Q9	Protecting home or property	28	33%	85
Q9	Monitoring conditions / staying informed	21	25%	85

Q9	Go-bag packed / ready to leave at short notice	13	15%	85
Q9	Helping or checking on neighbors	9	11%	85
Q9	Children, pets, or elders	9	11%	85
Q9	Wanted better real-time information	4	5%	85
Q10 What matters / continue				
Q10	Permanent / long-term solution	41	49%	84
Q10	Continue or strengthen current measures (pumps, HESCOs, sandbags, meetings)	16	19%	84
Q10	Clear, timely information and communication	15	18%	84
Q10	Funding, cost, or tax concerns	9	11%	84
Q10	Whole-community framing / leadership / governance	9	11%	84
Q10	Lake tap or basin-drainage proposals	7	8%	84
Q10	Property-owner concerns (compensation, views, trespass)	6	7%	84
Q10	Federal / Army Corps / partner coordination	5	6%	84
Q10	River engineering ideas (dredging, canal, bank armoring)	4	5%	84
Q10	Buyout (for or against)	4	5%	84
Q10	Concern that barriers are not permanent or could fail	3	4%	84
Q11 Anything else				
Q11	Gratitude / praise for CBJ, agencies, or crews	29	41%	71
Q11	Relief or luck (low water, daytime crest, 'not as bad')	16	23%	71
Q11	Long-term solution / urgency	8	11%	71
Q11	Property impacts of mitigation (access notice, trees, berm, bears, debris)	6	8%	71
Q11	Stress, financial toll, or may leave	6	8%	71
Q11	Complacency warning	6	8%	71
Q11	Praise for field crews specifically	5	7%	71
Q11	Alarming info for cruise ships / visitors	2	3%	71
Q11	Safety, vandalism, or sightseer concerns	2	3%	71
Q11	Camera feeds valued / more support requested	2	3%	71

GLOF SURVEY NARRATIVE SUMMARIES BY QUESTION

Q1–2: Neighborhood and flood history

Most respondents have long tenure in the flood area, and many answered "all of them" or gave a very early start year (2011, 2012, 2013). Few respondents have only been through one or two floods. Four respondents live outside the flood zone, including downtown, Douglas, Thane, and Shelter Island.

Q3: Preparation and evacuation

Nearly all respondents prepared in some way: sandbags, plastic sheeting over vents and doors, moving belongings and vehicles up or off-site, go-bags, and pumps. About a third of respondents evacuated in whole or part, often kids, pets or a spouse, while a household member stayed to run pumps. Many cited lower forecasts than 2025 and confidence in the taller HESCOs.

Q4: What kept you from evacuating

Reasons for not evacuating included: a lower forecast than 2025, living outside or at the edge of the zone, elevated lots or second stories, confidence in the HESCOs and pumps, the need to stay and run pumps and generators to protect property, and attachment to home and pets

One said CBJ's "evacuate immediately" guidance came a full day before the river was a risk, which made it hard to know when to take guidance seriously.

One stayed because they worried nobody would notice water seeping under the HESCOs. They said that's exactly what happened until they reported it.

Q5: Emergency communications and preparedness

About three quarters were positive. They praised more frequent, multi-channel messaging, public meetings, the door hangers and in-person outreach, the live river cameras and KTOO stream, the sandbag machine and drive-through, and the pumps. Many called it a clear improvement over 2024 and 2025.

A small group said it was too much or too alarming. They described the early warnings as "too harsh" and said repeat alerts or alerts that weren't useful to them were annoying.

The most specific complaint was the first alert, sent when Suicide Basin was full rather than when it began releasing. Respondents found it confusing or startling, especially when driving. Several suggested alerting only on release.

Cruise passengers in Tenakee Springs and Hoonah received multiple alerts and were "panicked."

Q6: Did your reaction differ from previous years?

The majority of respondents said something to the effect of "no". The changes people described were mostly emotional: less fear and anxiety, more trust in the city, and a feeling the response was planned rather than reactive. A few engaged more, and a few prepared less because they judged the risk lower.

Q7: Where did you feel unsupported?

Roughly two-thirds or respondents said no, and many said they felt very supported.

Unsupported themes:

View Drive: Respondents see the neighborhood as left out while HESCOs go up elsewhere, and they asked for financial help with their own mitigation. Several asked why View Drive is told "nothing can be done."

Property access and notice: One said a sump-pump drain was placed in their yard with no notice. They also reported an $80,000 bank-armoring cost and serious stress-related health effects. Others cited months of construction and trucks damaging a driveway.

Information gaps: Information is all online (no Facebook or internet means no information), the NOAA page lags, and it's hard to find storm-drain mitigation details.

Q8: Experience leading up to and during the flood

Respondents commonly answered with stress, anxiety, and exhaustion. A distinct minority described being calmer than last year, citing the higher HESCOs, pumps and cameras. Several said the stress runs for weeks: prep starts 2–3 weeks out, and some feel they can't travel for 4–6 weeks around the event.

Q9: Biggest priority on flood day

The top priorities were personal safety (family and pets), protecting the home, staying informed, helping neighbors and being ready to leave. The cameras and KTOO stream came up repeatedly as the way people stayed informed.

Q10: What matters most, and what should continue or grow

The long-term, permanent solution was the dominant theme, mentioned by roughly 35–40 respondents. While many want to stop living with temporary barriers. They also want to continue usage of pumps, HESCO maintenance, sandbag access, real-time information, town halls, and NWS reports.

Q11: Anything else?

About half used this space to say thank you, to the barrier crews, pump maintainers, first responders and agencies. The other common theme was luck: low water, a daytime crest, no atmospheric river.