CITY AND BOROUGH OF JUNEAU

COMMUNITY SAFETY ACTION PLAN

JUNE 2026

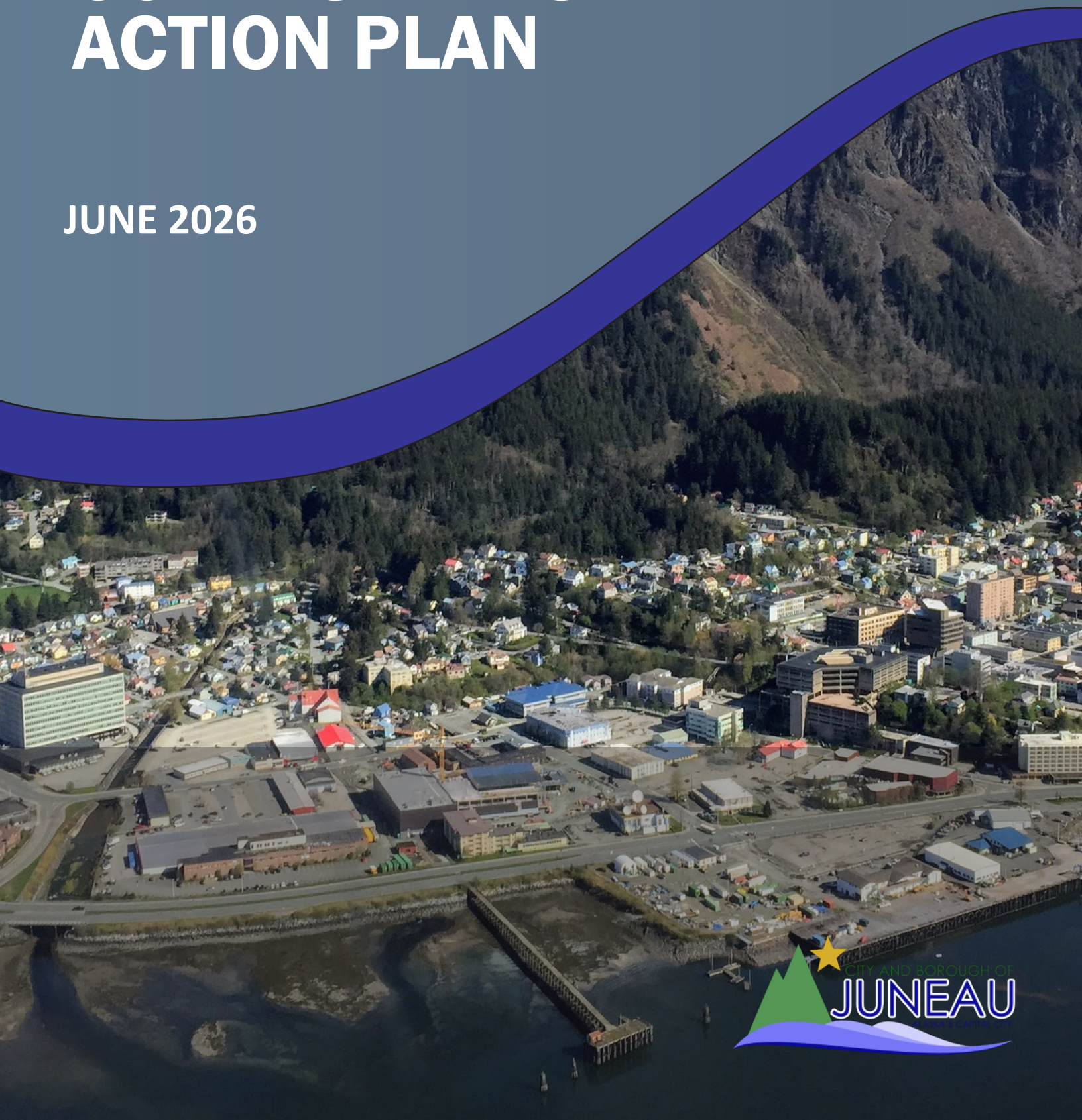


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1 LEADERSHIP COMMITMENT AND GOAL SETTING

1 Leadership Commitment and Goal Setting

The City and Borough of Juneau (CBJ) Assembly adopted Resolution 2998 in August 2022 supporting the application for the Safe Streets for All Discretionary Grant Program (SS4A). This program involves developing a Community Safety Action Plan to identify crash patterns related to serious injury (defined as usually requiring immediate medical treatment and often hospitalization; the injured person survives the crash but may experience significant limitations in daily activities for months, years, or even permanently) and fatal crashes within CBJ; recommending steps to mitigate these patterns; and setting clear and timely goals for how these steps will be implemented. As part of this resolution, the CBJ Assembly and Mayor are fully committed to eliminating fatal and serious injury crashes by 2050 (see figure 1).

Over the eleven-year period from 2013 to 2023, there were an average of 6.5 serious crashes in CBJ per year. Assuming a linear decrease in crashes over the next 24 years, the number of average annual serious crashes must decrease by at least one crash every four years to achieve the Assembly's goal of zero serious injury or fatal crashes by 2050.

This Safety Action Plan is the first step towards a safer CBJ for all. Every crash resulting in a serious injury or fatality has tragic and costly impacts on individuals, families, and communities. It is the responsibility of policymakers, engineers, and community members to minimize these types of crashes for all street users -- including vulnerable users such as pedestrians and bicyclists.

The recommendations of this Community Safety Action Plan are guided by the Safe Systems Approach and share its primary goal of eliminating serious injury and fatal crashes in the CBJ area.

This Safety Action Plan uses the Safe Systems Approach as its guiding principle. The Safe Systems Approach is a set of guidelines adopted by the United States Department of Transportation (USDOT) regarding safety culture on the roadway. It is a holistic approach to improve safety that emphasizes redundancy and accounts for human mistakes and vulnerability. The core ideas of the Safe Systems Approach are that:

- **Death and Serious Injuries are Unacceptable:** Instead of aiming to reduce all crashes, design and policy should strive for the complete elimination of crashes resulting in serious injuries and fatalities. This involves safer and more accommodating roads for vulnerable users, easier emergency vehicle access, safer vehicles, public education to reduce dangerous behavior, and more.
- **Humans Make Mistakes:** Humans will inevitably make mistakes and transportation systems need to be designed to minimize harm when mistakes occur.
- **Humans are Vulnerable:** The speed and nature of vehicular travel can expose people to crashes resulting in forces many times greater than what the body can handle. Transportation systems must account for human vulnerabilities and prioritize human safety.
- **Responsibility is Shared:** Preventing fatalities and serious injuries requires the effort and collaboration of all stakeholders, including all levels of government, industry, the public, engineers, and policymakers.
- **Safety is Proactive:** Safety measures should be carefully and proactively incorporated into transportation design, policy, and education rather than reactively implemented after crashes occur.
- **Redundancy is Crucial:** Multiple layers of safety procedures must be implemented so that the failure of one level will not compromise the safety of the transportation system as a whole.

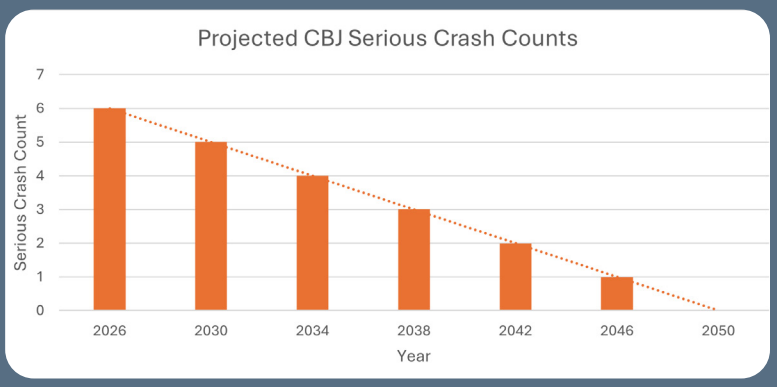


Figure 1. Projected Average Annual Serious Crash Counts in CBJ

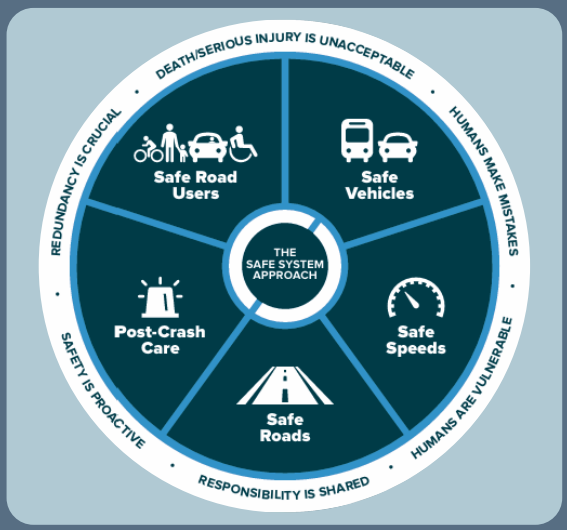


Figure 2. The Safe System Approach

2 PLANNING STRUCTURE

2 Planning Structure

Action Plan Committee

An Action Plan Committee was established at the start of the project to oversee and ultimately implement the development of the Community Safety Action Plan. Committee members included:

- **Jeffrey Thole,** CBJ Engineering Project Manager
- **Carleton Shorey,** CBJ Engineering Project Manager
- **Suzanne Crabtree,** CBJ Utility Billing
- **Andrew Pantiskas,** CBJ-CCFR EMS Program Manager
- **Jeff Redmond,** CBJ-Capital Transit Operator
- **Mathew Carpenter,** CBJ-Lead Transit Operator

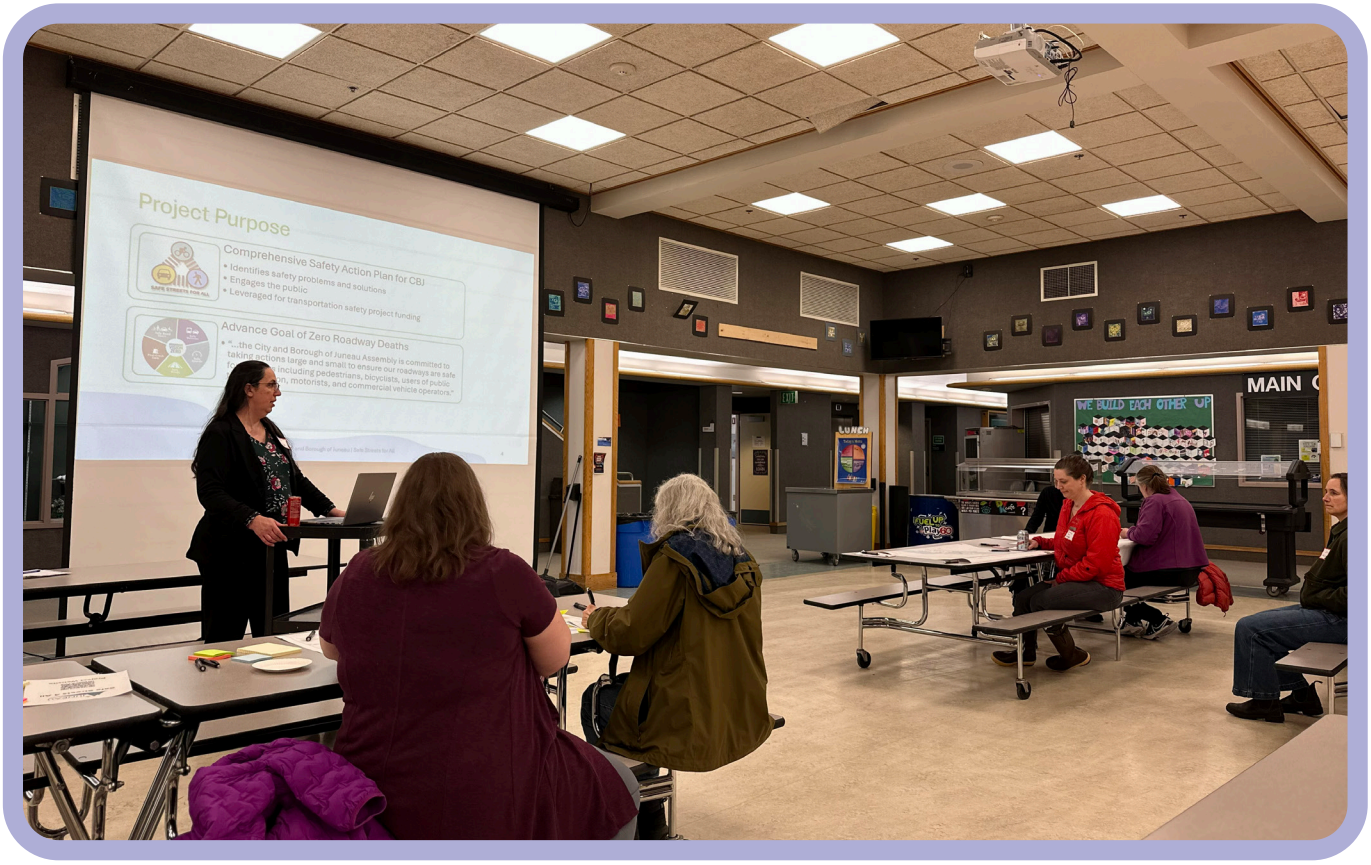


Stakeholders

The project team invited a broad range of stakeholders to participate in the SS4A project. The stakeholders were identified by the team based on likely interest in the project and ranged from national and statewide entities like the AARP and the Alaska Department of Transportation and Public Facilities (DOT&PF) to Juneau-based entities like the Juneau Police Department and the Juneau Economic Development Council.

Lemon Creek Advisory Group

Attendees who attended the March 16, 2026, open house were asked to participate in the Lemon Creek Advisory Group. This group was formed to provide the project team with more detailed perspectives on the needs of Lemon Creek, which was identified as a disadvantaged community based on 2020 census data.



3 SAFETY ANALYSIS

3 SAFETY ANALYSIS

DATA ANALYSIS & CRASH HISTORY IN CBJ

The goal of this Safety Action Plan is to eliminate serious injury and fatal crashes within the City and Borough of Juneau. In order to recommend infrastructure and policies that will achieve this goal, the current crash patterns and areas of concern within CBJ were studied.

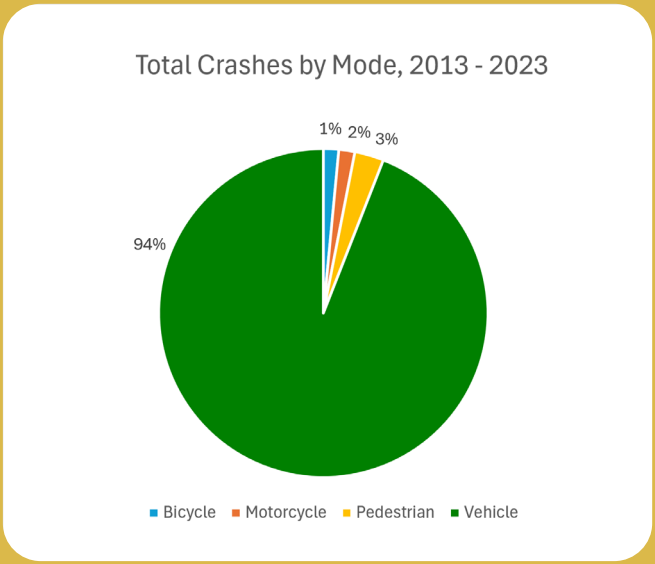
A thorough safety analysis was conducted of all available crash data for the City and Borough of Juneau from 2013 through 2023. This data was provided from a DOT&PF database that compiles law enforcement records and driver self-reports from the Alaska Division of Motor Vehicles. The findings of the analysis are summarized in Figures 3 through 5.

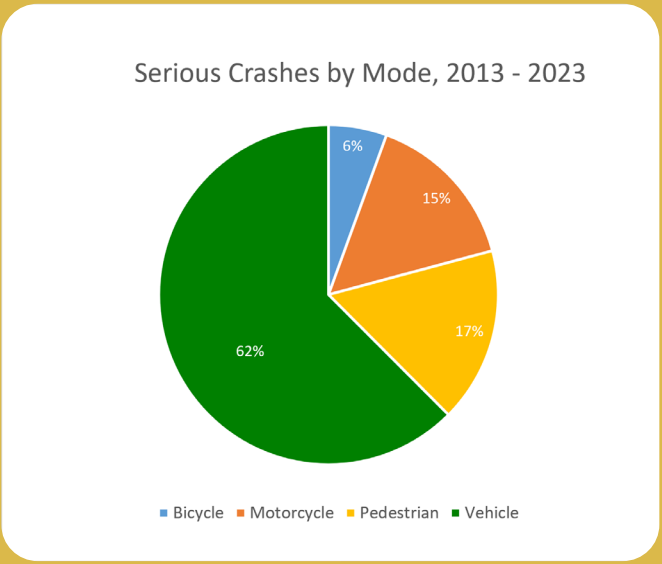
QUICK STATS

1,397
TOTAL CRASHES

72 SERIOUS CRASHES = **16** FATAL CRASHES + **56** SERIOUS INJURY CRASHES

Comparing "all crashes" with "serious crashes" helps identify concerns important for reducing serious crashes. For example, while vulnerable road users (people walking, biking, or riding motorcycles) are involved in only 6% of all crashes within CBJ, these users are involved in 38% of serious injury crashes.





57% of total crashes occurred at an intersection, but only 47% of serious crashes occurred at an intersection

56% of total crashes occurred during winter (October through March), but only 46% of serious crashes occurred during winter

1.5% of total crashes involved a motorcycle, but 14% of serious crashes involved a motorcycle. Roughly half of all motorcycle crashes resulted in a serious injury or fatality

33% of serious crashes occurred in areas with no lighting

4.3% of total crashes involved pedestrians or bicyclists, but 22% of serious crashes involved pedestrians or bicyclists

Drivers under 25 represented 27% of total crashes. Crash frequency decreased for older drivers as shown in Figure 3

6.1% of total crashes involved alcohol, but 26% of serious crashes involved alcohol

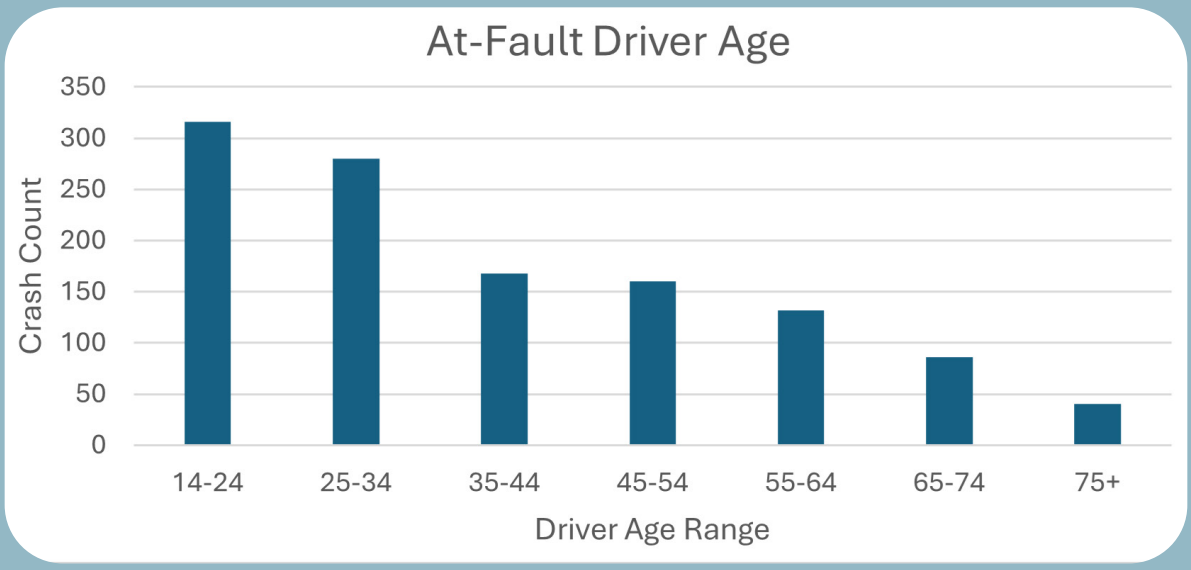


Figure 3. Age of At-Fault Driver in CBJ Crashes (2013 - 2023)

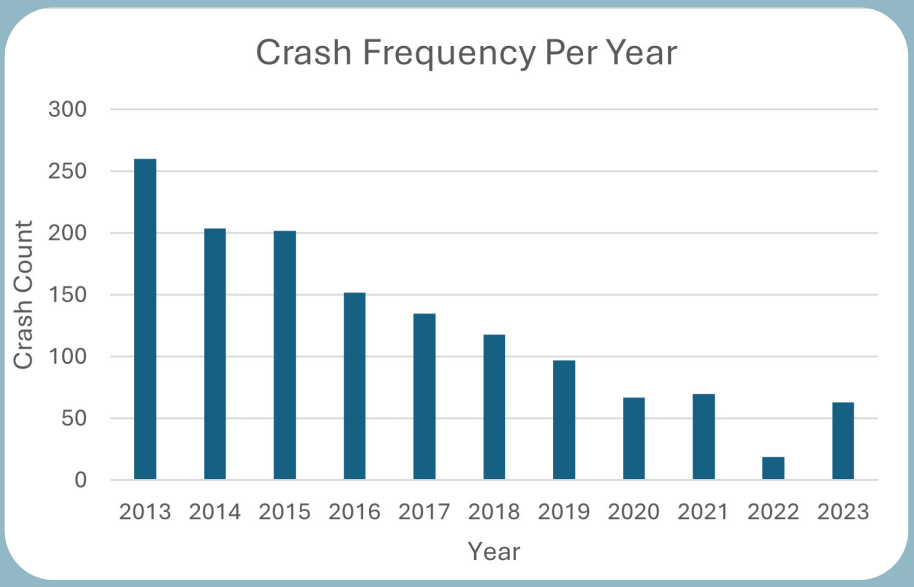


Figure 4. CBJ Crash Frequency Per Year

Figure 4 presents total crash frequency per year in CBJ during the study period. While total crash frequency is decreasing over time, serious crashes have not declined proportionally to this overall trend. Figure 5 presents the number of serious crashes per year in CBJ.

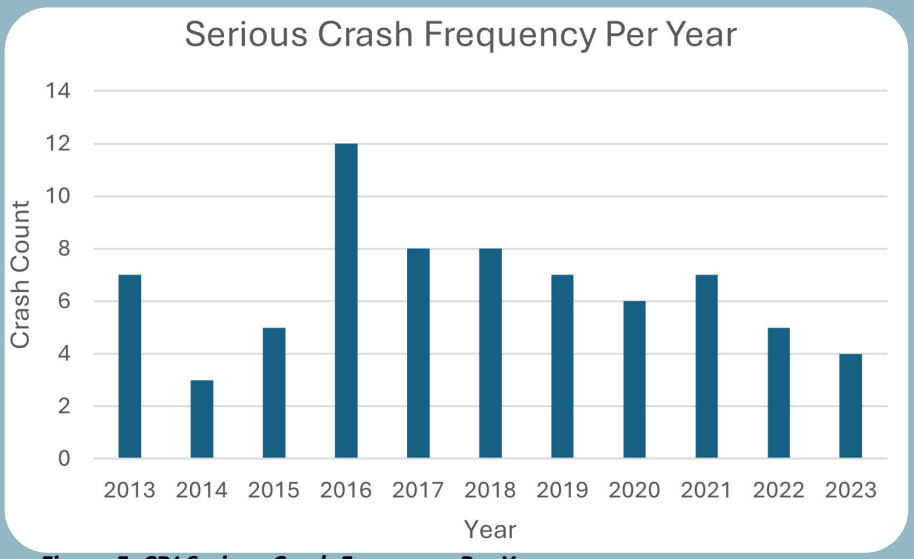


Figure 5. CBJ Serious Crash Frequency Per Year

CRASH TYPES OF CONCERN

75% OF ALL SERIOUS CRASHES FELL INTO THREE CLEAR CRASH TYPES:

38%
Run Off Road Crashes

22%
Pedestrian/Bicycle Crashes

15%
Left Turn Crashes

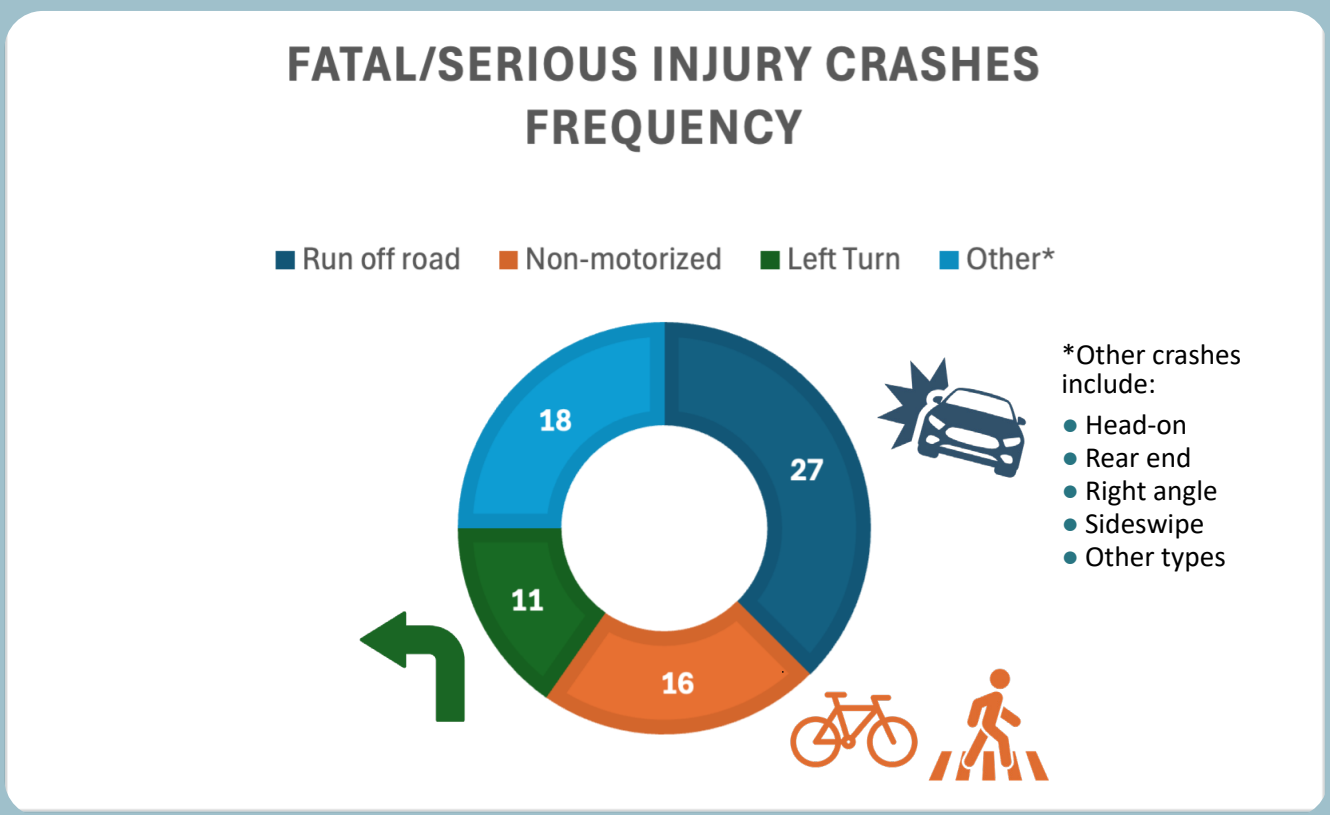
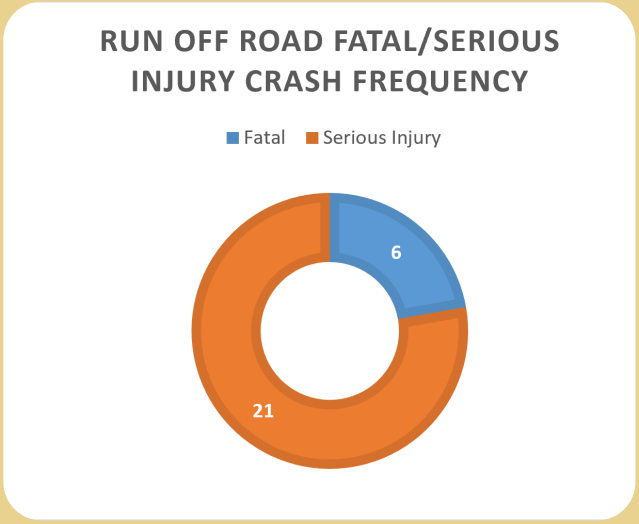


Figure 6. Fatal/Serious Injury Crashes Frequency

RUN-OFF ROAD

Run-off-road crashes are the most common serious crash type.



Run-off-road crashes tend to occur under darker, higher-speed conditions—65% occurred in areas with no lighting, 67% occurred at night, and 58% occurred on segments with posted speeds of 50 mph or higher.

Alcohol involvement is disproportionately high in these crashes: 77% of run-off-road crashes were suspected to involve alcohol. Notably, all six run-off-road fatality crashes involved alcohol.

Roadside conditions may further increase the severity of run-off-road crashes. Roadside hazard is rated a scale from 1 – 7. Low ratings are associated with easily recoverable terrain, low side slope grades, and guardrails; high ratings are associated with the presence of dangerous obstacles and steep side slopes. Crash narratives for run-off road crashes frequently describe vehicles striking fixed objects after leaving the roadway, including boulders, trees, utility poles, ditches, and fire hydrants.

Collectively, these data indicate that run-off-road crashes are more frequent on higher-speed, poorly lit segments, particularly along Egan Drive/Glacier Highway north of the Mendenhall Valley. They also strongly indicate that driver impairment is the primary contributing factor in run-off-road crashes.

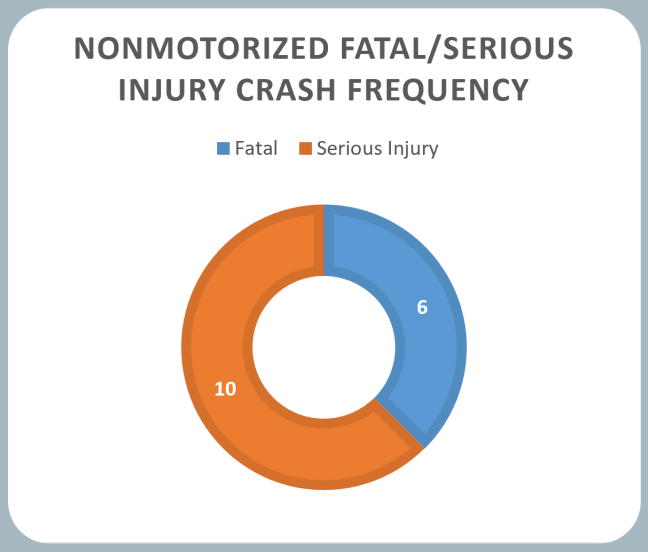
Countermeasures for run-off road crashes include:

- Rumble strips
- Wider edge lines
- Chevron horizontal alignment signs
- SafetyEdge

NON-MOTORIZED



Non-motorized crashes (those involving at least one pedestrian or bicycle) are the second most common serious crash type and make up 22% of total serious crashes but only 4.7% of total crashes, illustrating that these road users are especially vulnerable to harm in the event of a crash.





PEDESTRIANS

Of the serious non-motorized crashes, 75% involved pedestrians. Of the non-motorized crashes, 80% occurred at or near a two way stop controlled (TWSC) intersection. Of these intersections, 67% did not have a crosswalk or other clear and safe route to cross the major road. Pedestrians at these intersections who wish to cross the major road must step into the flow of traffic.



BICYCLES

Of the serious nonmotorized crashes, 25% involved bicycles. Half of the serious bicycle crashes occurred in areas with no clear bicycle infrastructure.

Countermeasures for non-motorized crashes:

- Sidewalks
- Bike Lanes
- High Visibility Crosswalks
- Rectangular Rapid Flashing Beacon (RRFBs)
- Pedestrian Hybrid Beacon (PHBs)
- Pedestrian Visibility
- Enhanced Signing and Pavement Markings

LEFT TURN

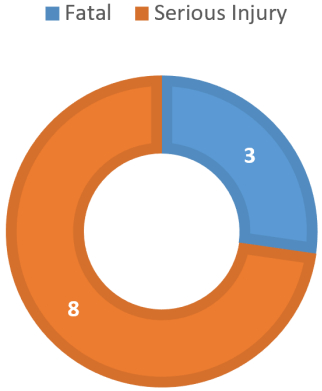
Left turn crashes are the third most common type of serious crash and make up 15% of total serious crashes over the study period. A left turn crash occurs when a driver turning left from the main roadway strikes or is struck by a vehicle traveling through in the opposite direction. Of these crashes, 38% involved a motorcycle, compared to 14% of serious crashes and 1.5% of all crashes, suggesting motorcycles are particularly vulnerable to left turn crashes.

Three quarters of the serious left turn crashes were on roads with speed limits at or above 40 mph.

Countermeasures for left turn crashes include:

- Left Turn Lane
- Positive Offset Left Turn Lane
- Restricted Crossing U-Turn

LEFT TURN FATAL/SERIOUS INJURY CRASH FREQUENCY





LOCATIONS OF CONCERN

Areas of high concern in CBJ were determined based on high levels of community comments and/or high crash rates. Figure 7 presents these areas, divided into 14 corridors based on similar road characteristics and adjacent land use. Community comments for each corridor were summarized and compared with crash data from the 11-year period from 2013 to 2023.

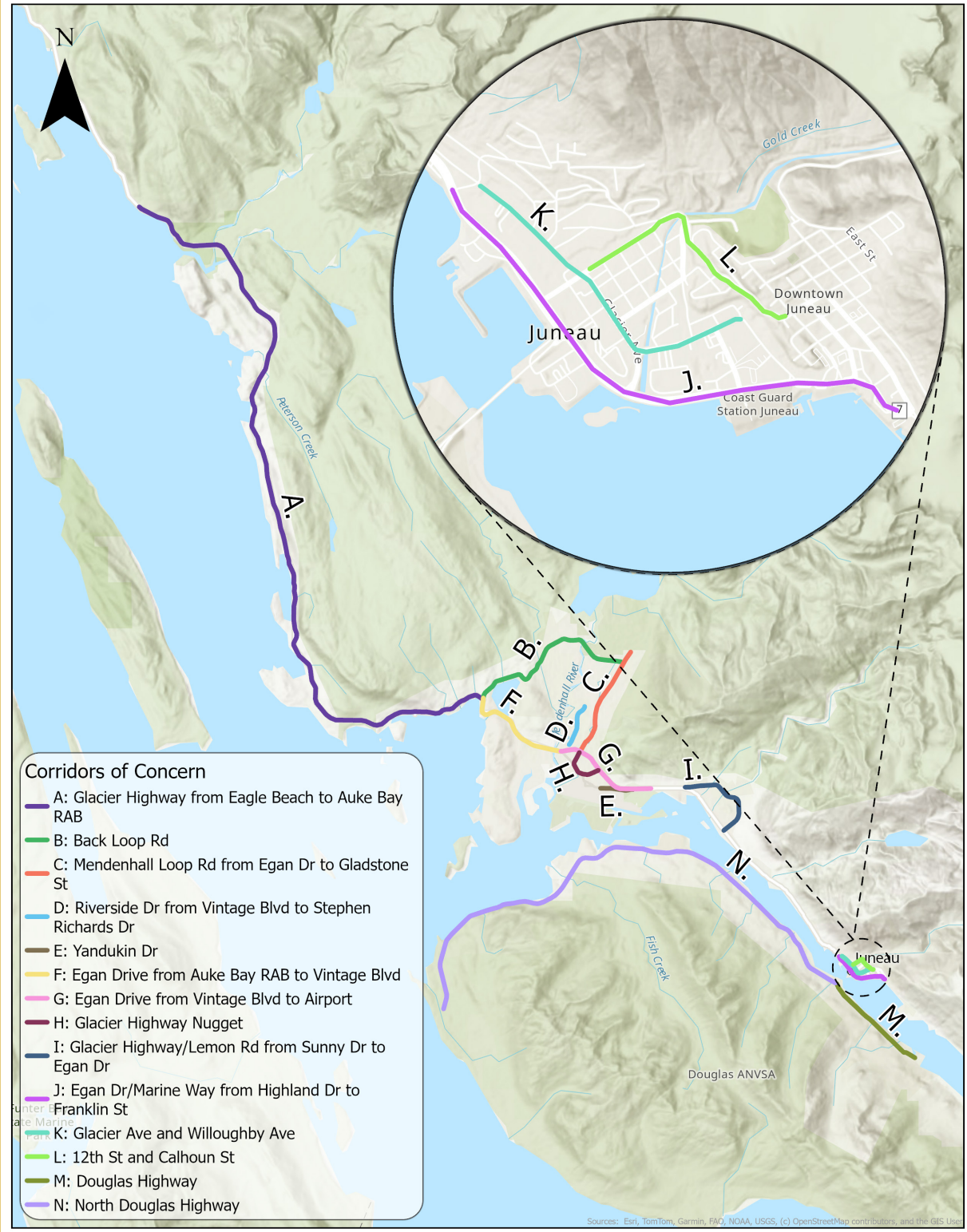


Figure 7. Corridors of Highest Concern

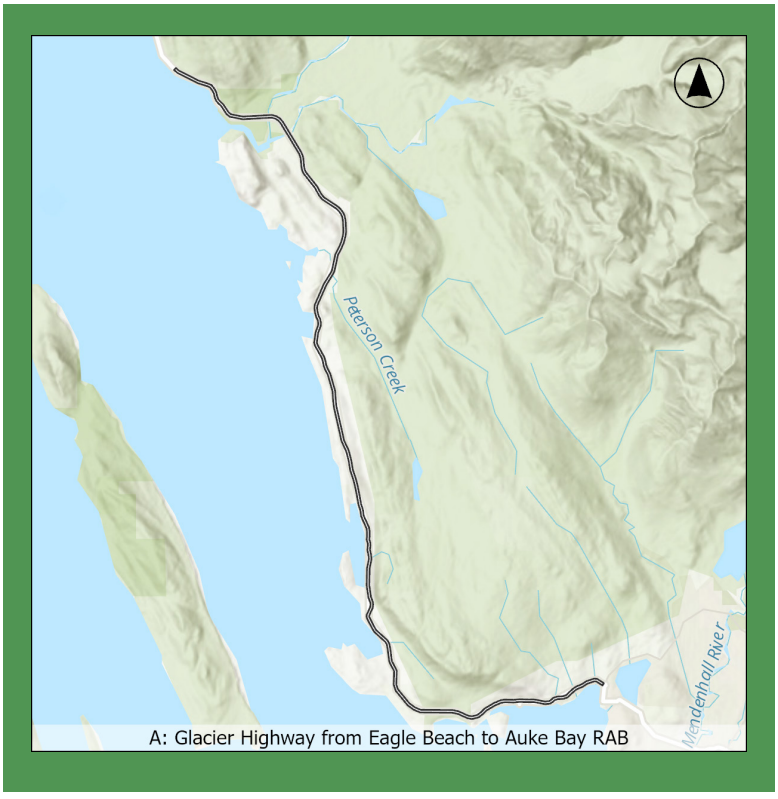
CORRIDOR A: GLACIER HIGHWAY FROM EAGLE BEACH TO AUKE BAY ROUNDABOUT

This 16.9-mile-long corridor begins at Eagle Beach and extends to the Auke Bay Roundabout and includes 6 community comments.

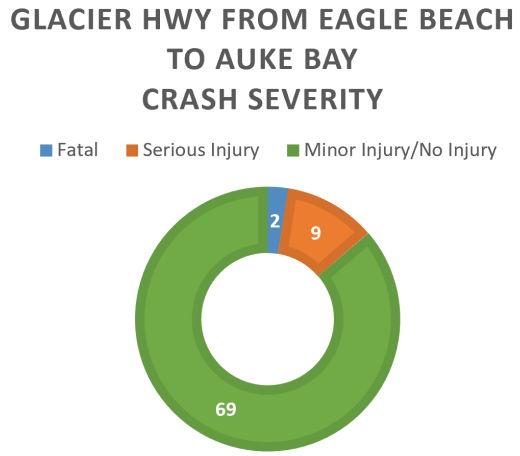
There were 80 crashes in this corridor over the study period, resulting in an average of 4.7 crashes per mile.

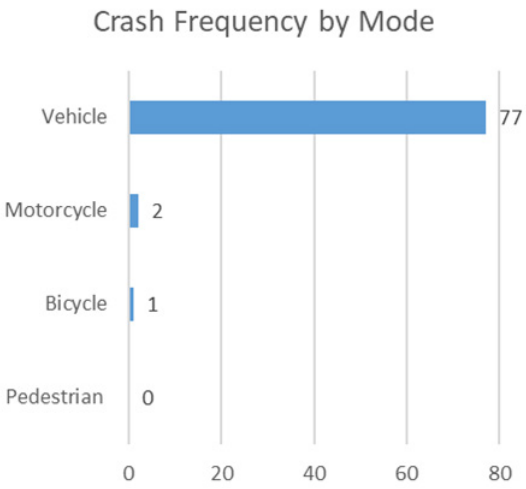
Comments along this segment of Glacier Highway focus on:

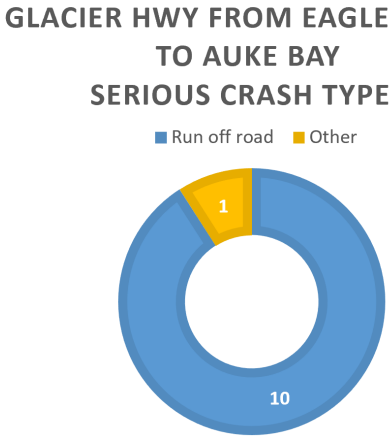
- Desire for improved visibility at night
- Lack of pedestrian facilities
- Speeding
- Congestion at Auke Bay with vehicles parking and/or turning
- Insufficient lighting at Breadline Bluff Trailhead (partly due to streetlight outages)
- Pedestrian safety between the ferry terminal and Auke Bay roundabout due to heavy pedestrian use in the summer and lack of sidewalks causing pedestrians to use the shoulders.
- Posted speed limit is too high given the pedestrian volumes.
- Tour buses making left turns near the docks would benefit from a turnaround or widened roadway. This would also reduce blocked sightlines for oncoming vehicles.
- Limited parking and sight distance at corners near the Auke Nu Trailhead and Auke Nu Beach. Better speed-limit enforcement in this area is desired.



A: Glacier Highway from Eagle Beach to Auke Bay RAB







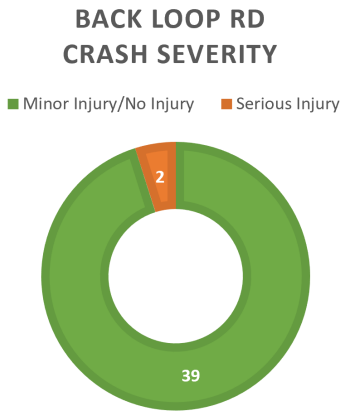
CORRIDOR B: BACK LOOP ROAD FROM AUKE BAY ROUNDABOUT TO MENDENHALL LOOP ROAD

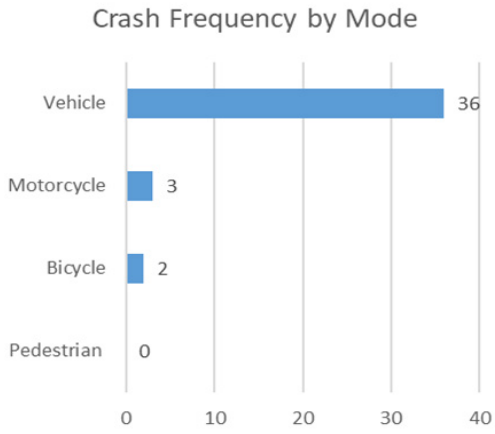
This 3.9-mile-long corridor begins at the Auke Bay Roundabout and follows Back Loop Road until the intersection with Mendenhall Loop Road and includes 16 community comments.

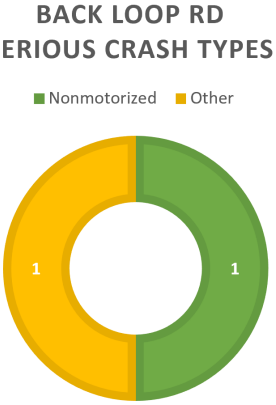
There were 41 crashes in this corridor over the study period, resulting in an average of 10.5 crashes per mile. Concerns raised by the public:

- Winter driving conditions, including icy road surfaces
- Excessive vehicle speeds, particularly on downhill section near the Auke Bay roundabout
- Limited sightlines and visibility near Auke Bay roundabout
- Difficulty seeing pedestrians at crossings and roadside locations
- Speeding and unsafe passing maneuvers south of Wren Drive
- Confusion between the path and roadway near Montana Creek Road
- Need for improved school-zone features near Mendenhall River Community School
- Need for safer and more accessible transit stop near Mint Way and Dredge Lake
- Need for improved pedestrian crossings at key locations
- Lack of a continuous pedestrian pathway along the corridor
- Inadequate roadway shoulders for walking and bicycling
- Need to extend the Valley bike path and improve bicycle connectivity
- Gaps in walking and biking connections throughout the corridor









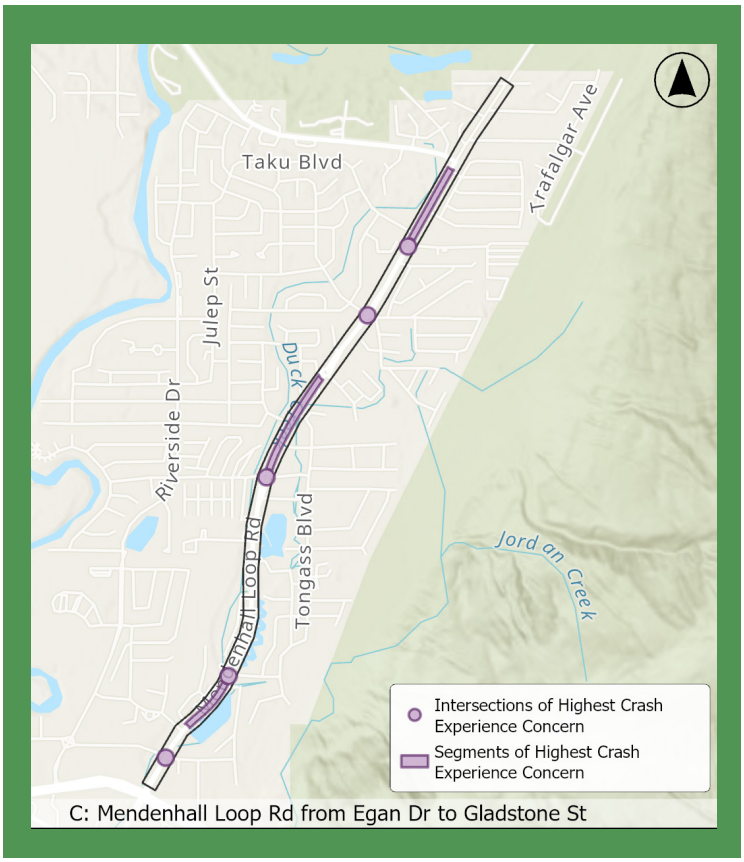
CORRIDOR C: MENDENHALL LOOP ROAD FROM GLADSTONE STREET TO EGAN DRIVE

This 2.4-mile-long corridor begins at Gladstone Street and extends south to Egan Drive and includes 20 community comments.

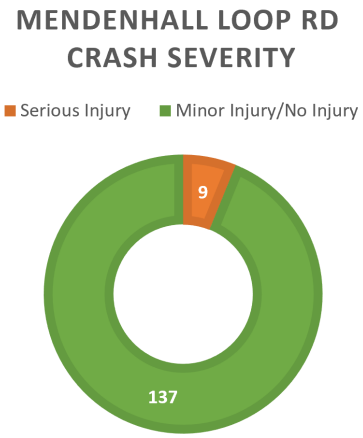
There were 145 crashes in this corridor over the study period, resulting in an average of 60.4 crashes per mile.

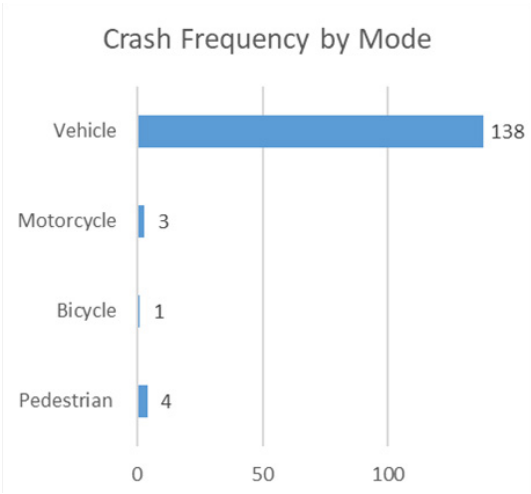
Concerns raised by the public;

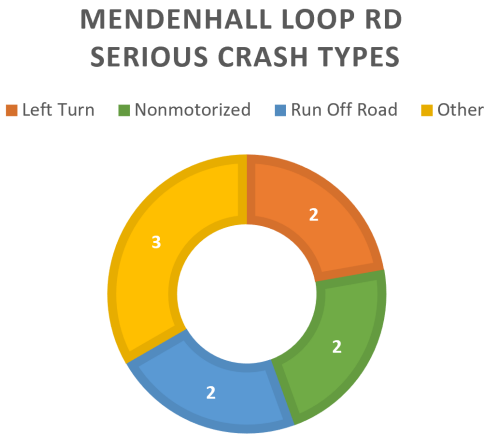
- Heavy pedestrian activity during the summer, particularly related to tourism and trail access
- Need for marked pedestrian crossing at the intersection with Back Loop Road
- Requests for a controlled intersection or roundabout at the Back Loop Road intersection
- Need for bus pullouts to reduce traffic impacts near Mendenhall Boulevard
- Difficulty making left turns at the intersection with Back Loop Road
- Excessive vehicle speeds in the corridor
- Traffic queues and congestion
- Roadway surface issues, including potholes
- Snow accumulation blocking visibility near Floyd Dryden Drive
- Motorists using turn lanes as passing lanes near Nancy Street
- Difficulty seeing pedestrians near Mendenhall Mall Road
- Gaps in bicycle connections near Egan Drive



C: Mendenhall Loop Rd from Egan Dr to Gladstone St







CORRIDOR D: RIVERSIDE DRIVE FROM MENDENHALL MALL ROAD TO STEPHEN RICHARDS MEMORIAL DRIVE

This 0.9-mile-long corridor follows Riverside Drive from Mendenhall Mall Road north to Stephen Richards Memorial Drive and includes 15 community comments.

There were 42 crashes in this corridor over the study period, resulting in an average of 46.7 crashes per mile.

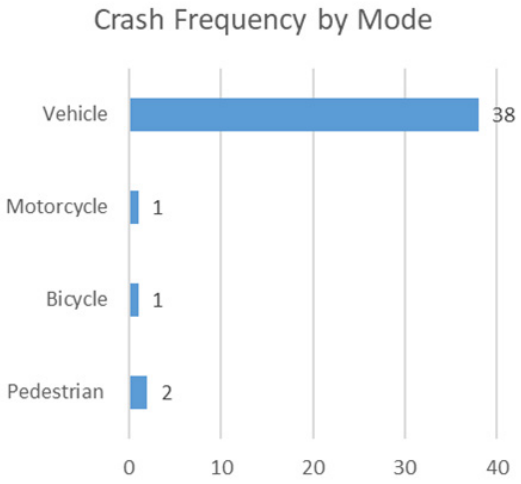
Concerns raised by the public:

- Confusing crosswalk push buttons and pedestrian signal timing that conflicts with turning vehicles at the Dimond Park intersection
- Pickup and drop-off congestion near Kaxdigoowu Héen Elementary
- Need for accessible pedestrian routes
- Need for plowed and cleared walking paths during winter
- Crossing push buttons that are difficult to reach
- Insufficient lighting near the lake
- Requests for speed management measures such as enforcement, speed bumps, or speed feedback signs
- Fast-moving traffic near Rotary Park and Rivercourt Way, especially at night
- Drivers not consistently yielding to pedestrians at the Rotary Park crosswalk





D: Riverside Dr from Vintage Blvd to Stephen Richards Dr



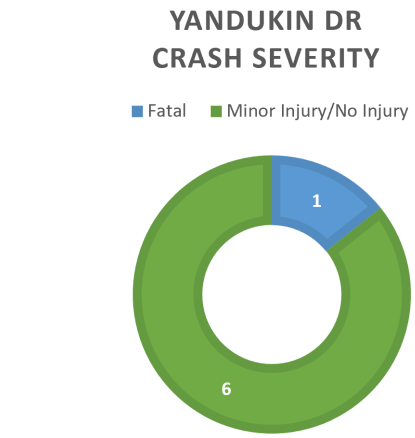
CORRIDOR E: YANDUKIN DRIVE FROM CREST STREET TO EGAN DRIVE

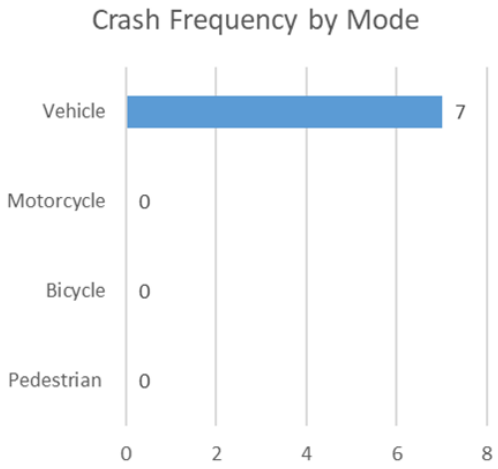
This 0.7-mile-long corridor begins at Crest Street and extends east until Yandukin Drive merges with Egan Drive. It does not include the intersection across Egan Drive and includes 6 community comments.

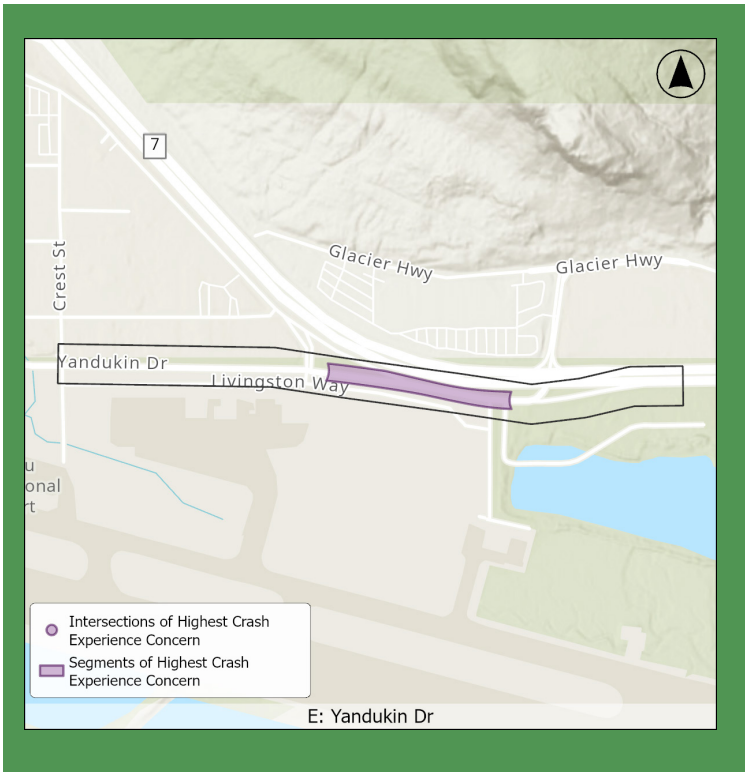
There were 7 crashes in the corridor over the study period, resulting in an average of 10 crashes per mile.

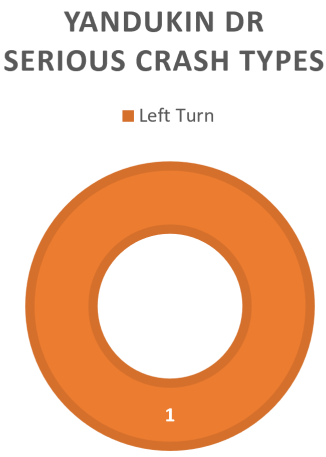
Concerns raised by the public:

- Increased traffic related to new adjacent infrastructure and business development
- Traffic queues and stopped vehicles along the corridor
- Close calls with fast-moving traffic coming off Egan Drive
- Increased pedestrian and bicyclist activity in the area
- Pedestrians walking along the shoulder
- Pedestrians crossing Yandukin Drive at unmarked locations to access Global Credit Union
- Suggestions for traffic controls where Egan Drive enters Yandukin Drive
- Suggestions for signs directing pedestrians to designated pathways
- Suggestions for improved pedestrian infrastructure
- Suggestions for safer and more clearly defined crossing areas









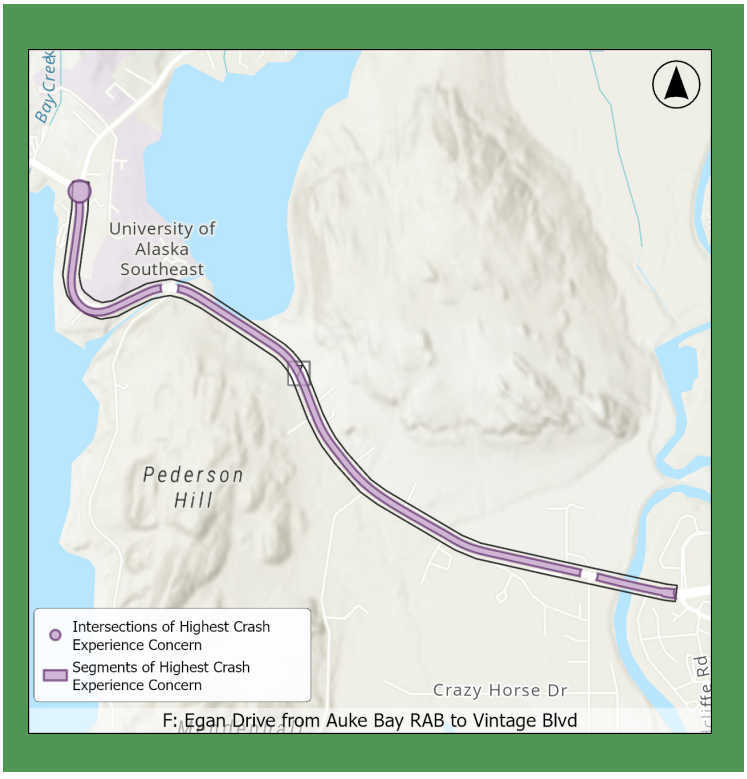
CORRIDOR F: EGAN DRIVE FROM AUKE BAY ROUNDABOUT TO VINTAGE BOULEVARD

This 2.4-mile-long corridor begins at the Auke Bay roundabout and follows Egan Drive eastward to Vintage Boulevard and includes 14 community comments.

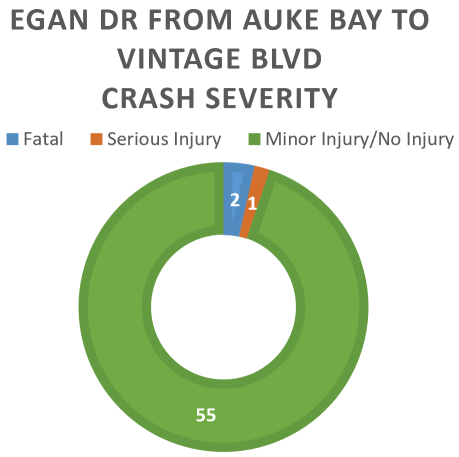
There were a total of 58 crashes in the corridor over the study period, resulting in an average of 24 crashes per mile.

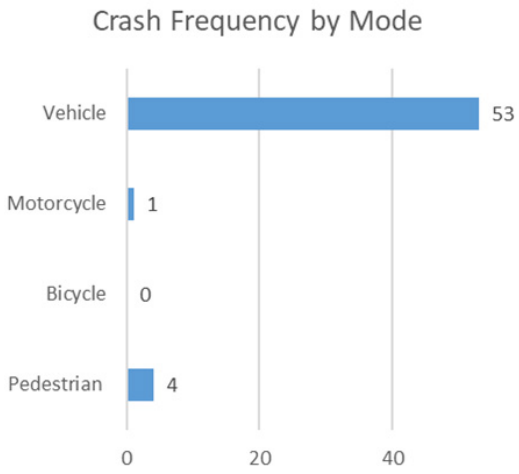
Concerns raised by the public:

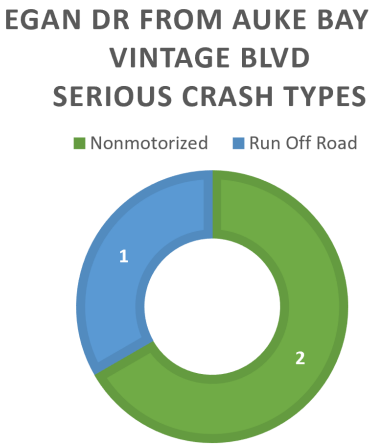
- Difficulty seeing pedestrians at the Auke Bay roundabout and requests for flashing pedestrian warning lights
- Congestion associated with brewery and harbor traffic near the Auke Bay roundabout
- Suggestions for additional roadway lighting and reflective pavement markings and striping to improve visibility
- Excessive vehicle speed along the corridor
- Safety concerns related to side-street and driveway traffic
- Turning challenges near Sherwood Lane, Karl Reishus Boulevard, and Jensine Street
- Snow removal and snow storage affecting visibility
- Concerns about future development increasing traffic volumes, speeds, and congestion



F: Egan Drive from Auke Bay RAB to Vintage Blvd







CORRIDOR G: EGAN DRIVE FROM VINTAGE BOULEVARD TO AIRPORT

This 2.3-mile-long corridor follows Egan Drive from Vintage Boulevard eastward to half a mile past the intersection with Yandukin Drive and includes 17 community comments.

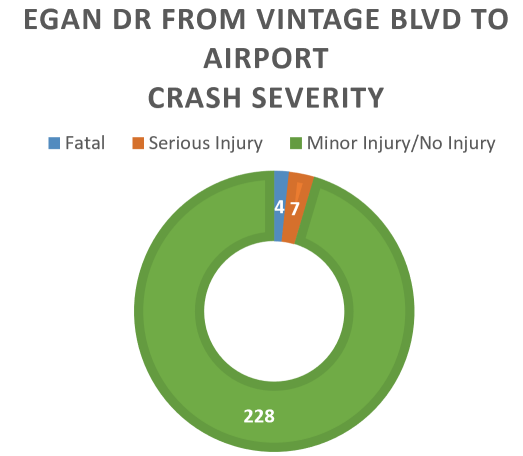
There were a total of 239 crashes along this corridor during the study period, resulting in an average of 103.9 crashes per mile.

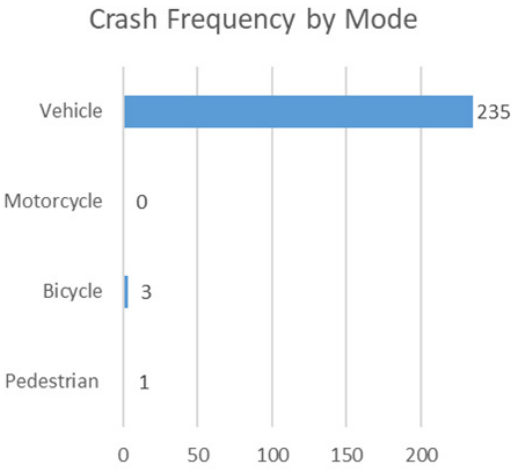
Concerns raised by the public:

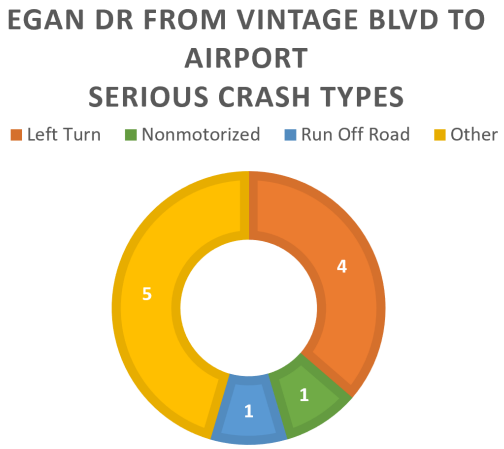
- Increased traffic volumes placing stress on the roadway and adjacent bicycle facilities
- Vegetation obstructing visibility of bicycle paths
- U-turn movements conflicting with right-turn-on-red traffic at Riverside Drive
- Short green signal timing for left-turn movements at the Glacier Highway/Nugget intersection
- Traffic backups and congestion at major intersections
- Slow-moving heavy equipment operating without escorts
- Confusion about how the Egan Drive/Yandukin Drive intersection functions and requests for improved driver education regarding intersection operations
- Concerns about left-turn movements at the Egan Drive/Yandukin Drive intersection
- Requests for additional intersection control, including a traffic signal
- Requests for grade separation or an overpass at the Egan Drive/Yandukin Drive intersection
- Concerns about speed differentials created by the seasonal speed limit
- Requests for a lower speed limit along the straightened section of Egan Drive



G: Egan Drive from Vintage Blvd to Airport







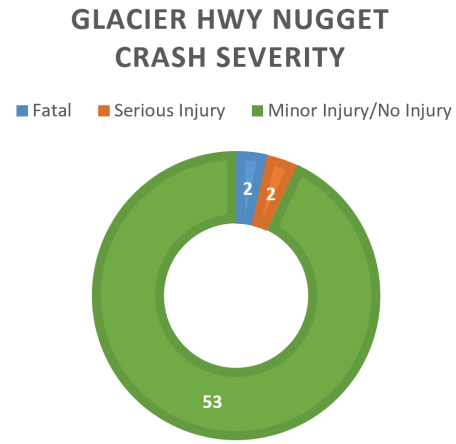
CORRIDOR H: GLACIER HIGHWAY NUGGET

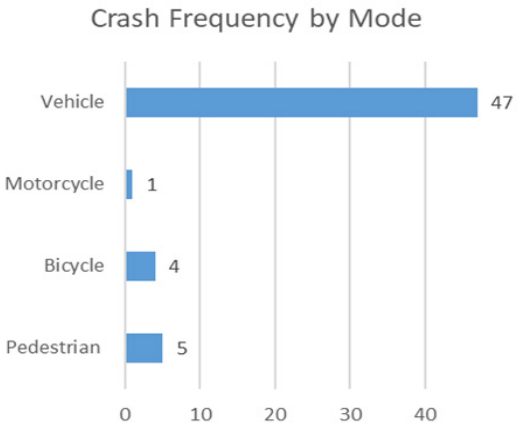
This 0.9-mile-long corridor runs the length of Glacier Highway Nugget from where it intersects with Egan Drive to the east to where it intersects with Egan Drive to the west and includes three community comments.

There were 57 crashes along this corridor during the study period, resulting in an average of 63.3 crashes per mile.

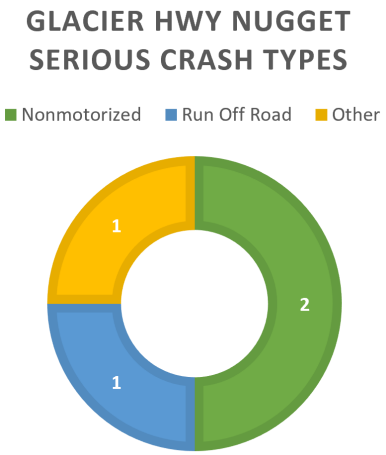
Concerns raised by public:

- Drivers frequent failing to yield to pedestrians at the crosswalk on Glacier Highway North
- Lack of a pedestrian crosswalk at the Berners Avenue intersection
- Challenges with right-turn movements into the McDonald's access near the eastern end of the corridor
- Pedestrian safety concerns and discomfort at crossing locations along the corridor









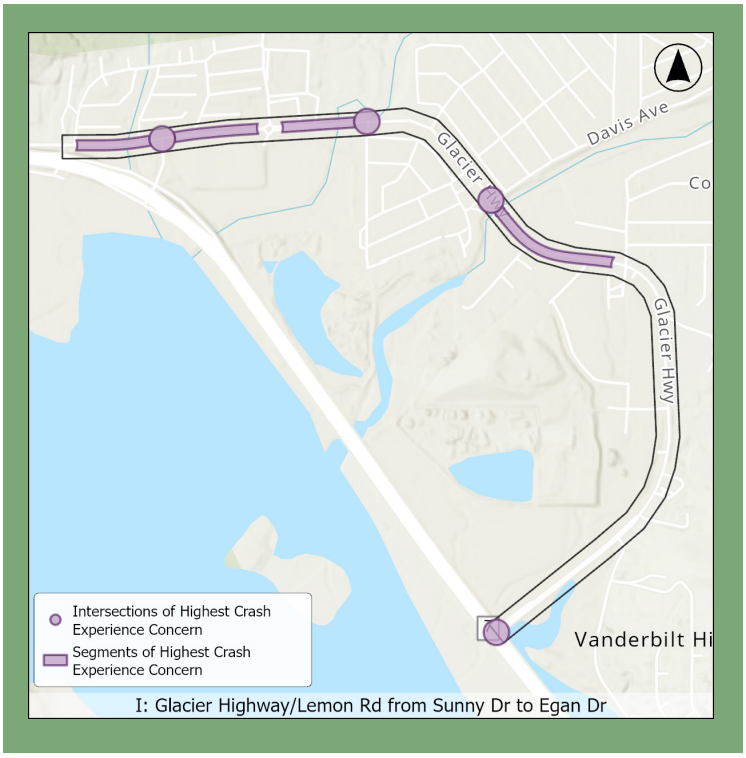
CORRIDOR I: GLACIER HIGHWAY - LEMON CREEK

This 2.1-mile-long corridor follows Glacier Highway/ Lemon Road, starting at the intersection with Sunny Drive and continuing through the Lemon Creek area, merging to Vanderbilt Road and ending at the intersection with Egan Drive and includes 9 community comments.

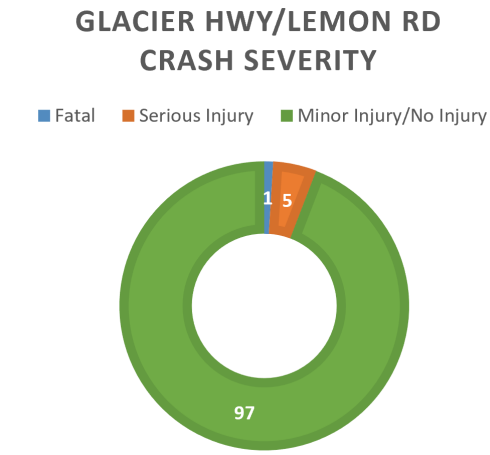
There were 103 crashes along this corridor during the study period, resulting in an average of 49 crashes per mile.

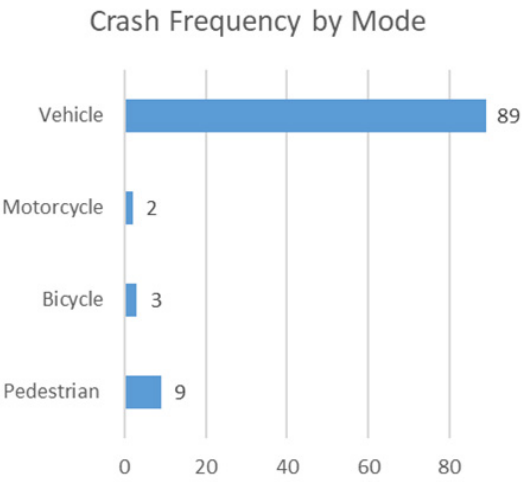
Concerns raised by the public:

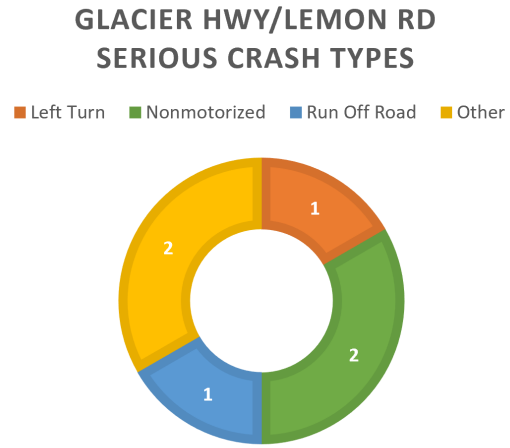
- Narrow bicycle shoulders along the corridor
- Gravel and dust accumulation on roadway shoulders and bicycle facilities
- Faded or poorly illuminated pedestrian crossings
- Snow-covered sidewalks and pathways during winter
- Pedestrians walking in the roadway when paths are blocked, unclear, or inaccessible
- Need for a separated bicycle lane near Alaway Avenue
- Tourists stopping to view bears without dedicated infrastructure, creating traffic disruptions
- High-use pedestrian crossings conflicting with fast-moving traffic near Anka Street and Vanderbilt Road
- Pedestrians not consistently using flashing pedestrian crossing beacons
- Need for a Lemon Creek multimodal pathway
- Need for improved maintenance of pedestrian and bicycle facilities
- Unclear pedestrian routing through the corridor
- Visibility and speed-related safety concerns along the corridor



I: Glacier Highway/Lemon Rd from Sunny Dr to Egan Dr







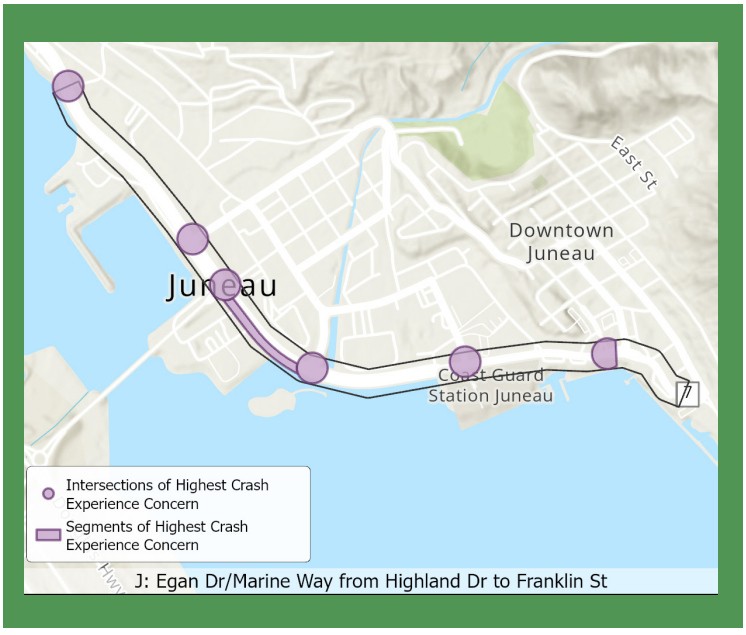
CORRIDOR J: EGAN DRIVE AND MARINE WAY FROM HIGHLAND DRIVE TO FRANKLIN STREET

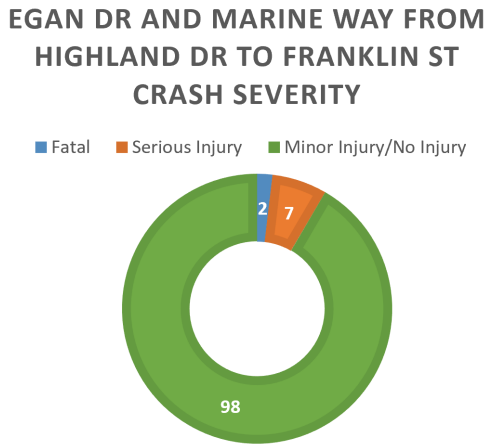
This 1.2-mile-long corridor follows Egan Drive through downtown, starting at Highland Drive and ending as Marine Way where it intersects Franklin Street and includes 13 community comments.

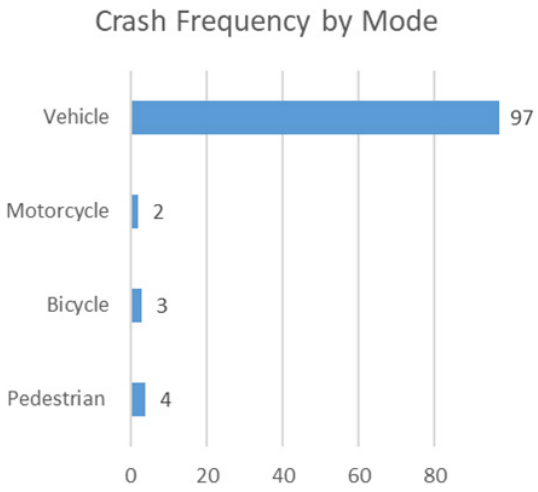
There were an average of 106 crashes along this corridor during the study period, resulting in an average of 88.3 crashes per mile.

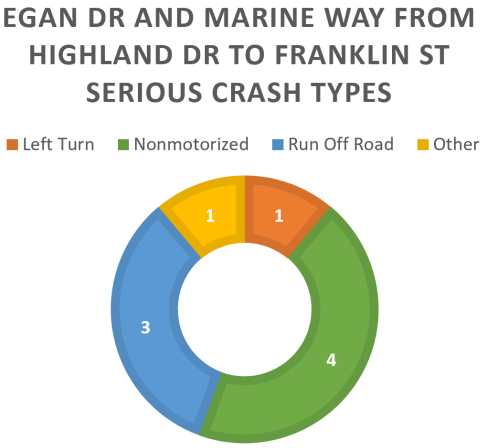
Concerns raised by the public:

- Difficult left-turn movements at Highland Drive and West 8th Street
- Rush-hour traffic backups and congestion
- Conflicts between vehicle turning movements and pedestrian activity
- Concerns about vehicle speeds and requests for speed reduction measures
- Concerns about tour bus traffic during peak commuter periods
- Need for improved winter sidewalk maintenance and snow removal
- Pedestrians walking in the roadway when sidewalks are not cleared or maintained
- Pedestrian crossing locations that do not align with natural walking patterns
- Driver yielding concerns near downtown pedestrian crossings
- Pedestrian crossing challenges near Glacier Avenue, Whittier Street, and City Hall







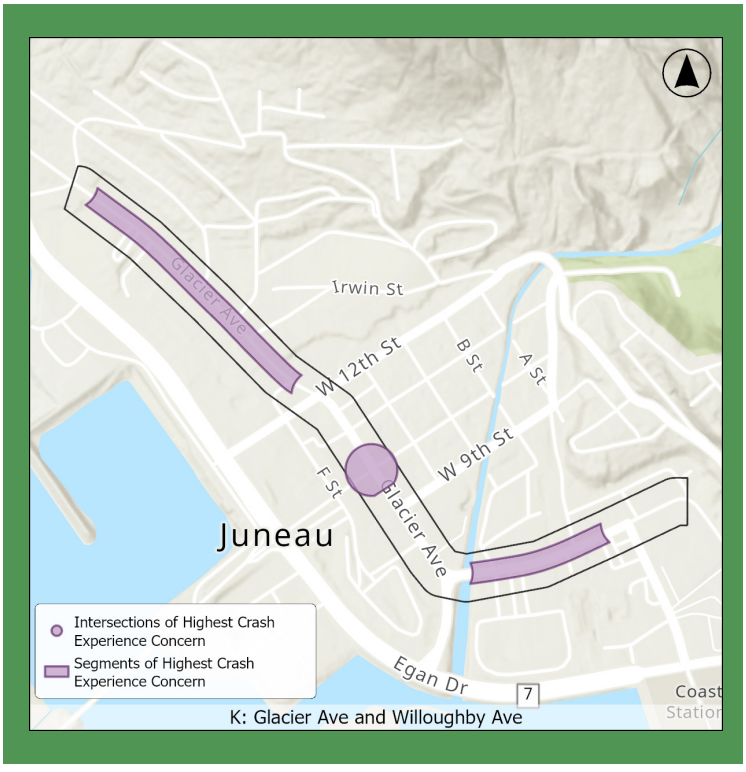


CORRIDOR K: GLACIER AVENUE/WILLOUGHBY AVENUE

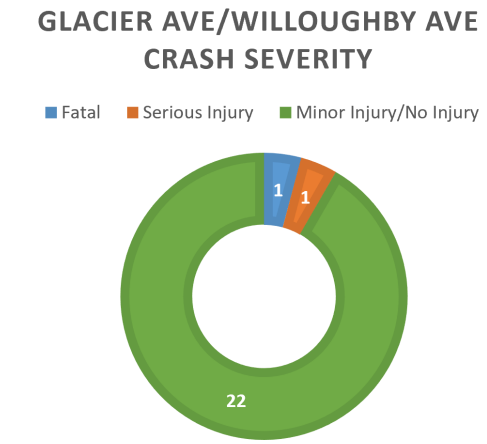
This 0.8-mile-long corridor begins at the Glacier Avenue intersection with Highland Drive and continues southeast, curving left and becoming Willoughby Avenue, and terminates where Willoughby Avenue meets Egan Drive and includes 9 community comments.

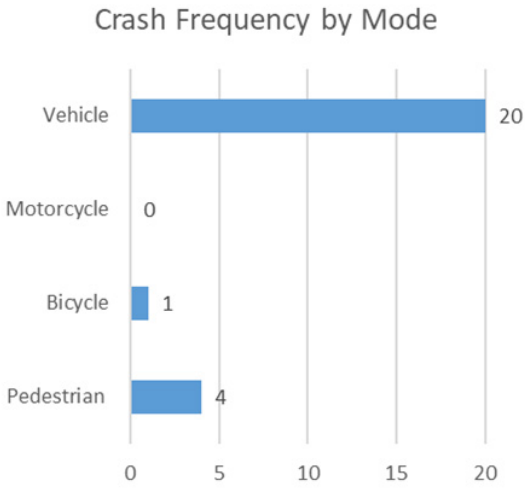
There were 25 crashes along this corridor during the study period, resulting in an average of 31.3 crashes per mile. Concerns raised by the public:

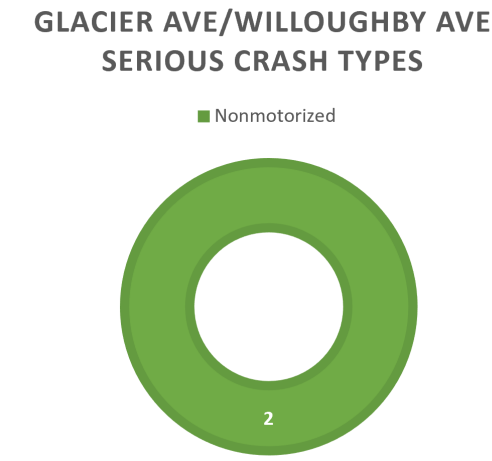
- Limited visibility for drivers traveling downhill near Highland Drive
- Snow berms affecting student drop-off operations
- Need for clearer no-parking controls near Juneau-Douglas High School
- Crosswalk markings that are not adequately maintained during the school year
- Need to prioritize pedestrian safety in school-zone areas
- Requests for a crosswalk or a roundabout with pedestrian crossings near 10th Street
- High pedestrian activity during lunch periods and after school near D Street
- Need for clearer signage for turning lanes into adjacent commercial properties
- Visibility concerns affecting safety and operations
- Winter conditions impacting roadway and pedestrian safety



K: Glacier Ave and Willoughby Ave







CORRIDOR L: 12TH STREET/CALHOUN AVENUE

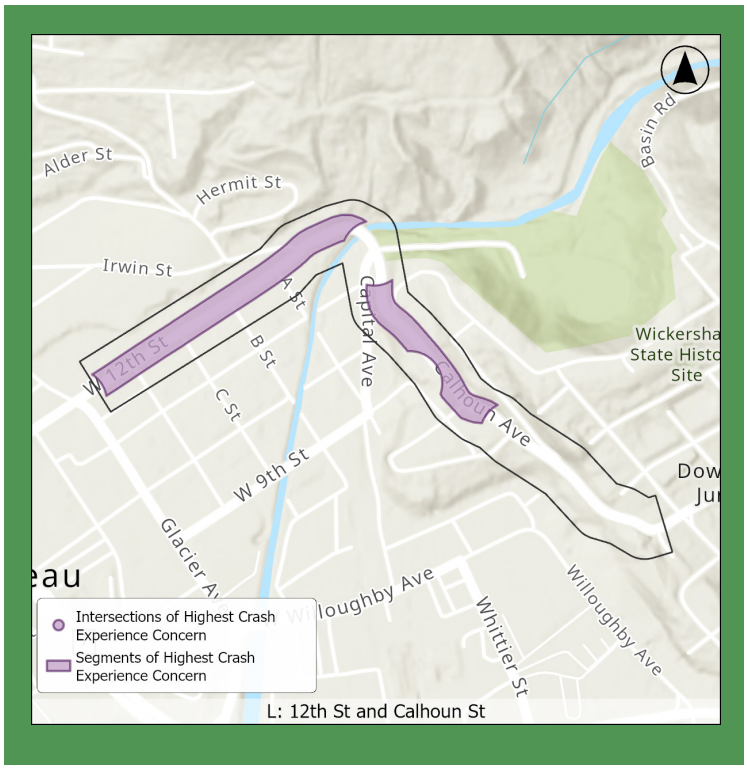
This 0.6-mile-long corridor begins where 12th Street meets Egan Drive, continues east and turns into Calhoun Avenue, and ends at the intersection with Main Street and includes 3 community comments.

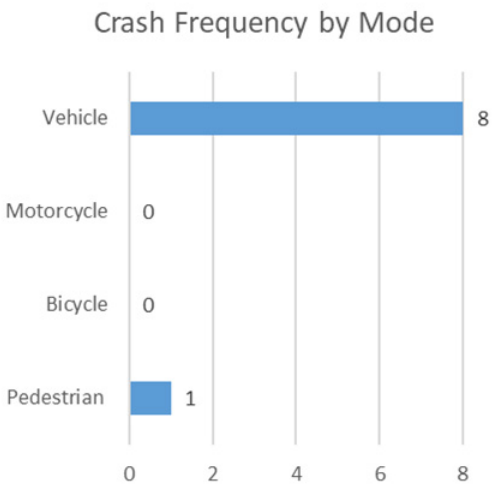
There were nine total crashes in this corridor during the study period, resulting in an average of 15 crashes per mile.

Concerns raised by the public:

- Slow-moving tour buses causing traffic delays and backups
- Drivers failing to stop at stop signs on 12th Street despite the school zone designation
- Aging pedestrian infrastructure along the corridor including the well-used 5th Street Bridge
- Suggestion to upgrade and modernize existing pedestrian facilities







CORRIDOR M: DOUGLAS HIGHWAY

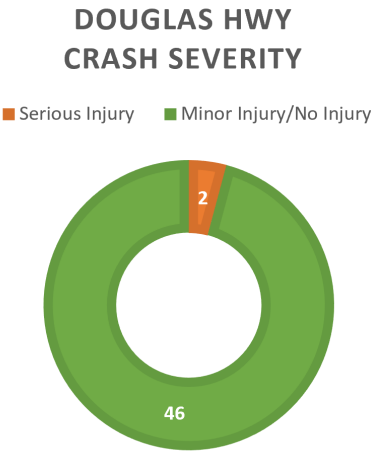
This 2.4-mile-long corridor begins at the Douglas Highway roundabout and terminates at Douglas Harbor and includes 34 community comments.

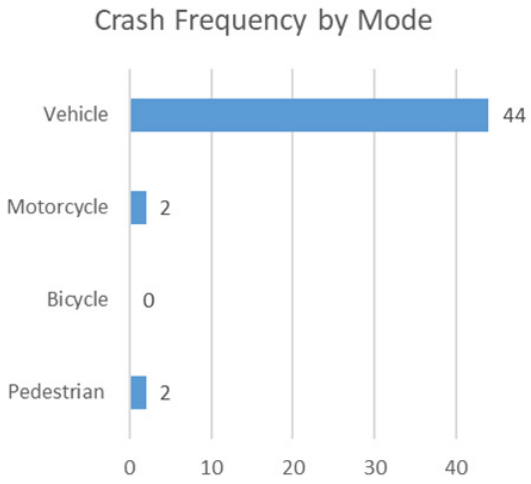
There were 48 crashes along this corridor during the study period, resulting in an average of 20 crashes per mile.
Concerns raised by the public:

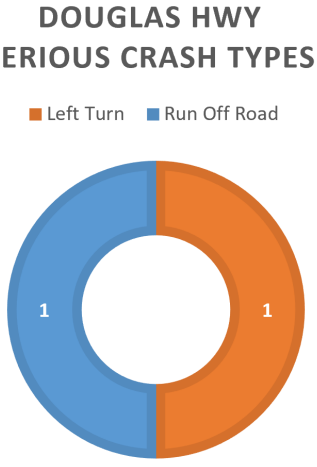
- Inadequate pedestrian access and walking conditions along the corridor
- Winter snow storage/unplowed sidewalks reducing available pedestrian space
- Unclear bicycle lane continuity through the Douglas roundabout
- Drainage issues near the Douglas roundabout
- Narrow pedestrian facilities near Sitka Street and Cordova Street
- Need for enhanced pedestrian crossing treatments, including RRFBs
- Lack of crosswalks near the Crow Hill Drive bus stop forcing transit users to cross at their own risk
- Lack of transit shelters at bus stop locations
- School-area walking, drop off, and safety concerns near Gastineau Elementary
- Parked vehicles obstructing visibility near crossings and intersections
- Requests for flashing pedestrian crossing lights near the school
- Lack of dedicated bicycle facilities along the corridor
- Need for better separation between bicycle and vehicle traffic
- Intersection layouts and movements that are difficult to understand and navigate
- Visibility concerns at intersections and crossing locations



M: Douglas Highway







CORRIDOR N: NORTH DOUGLAS HIGHWAY

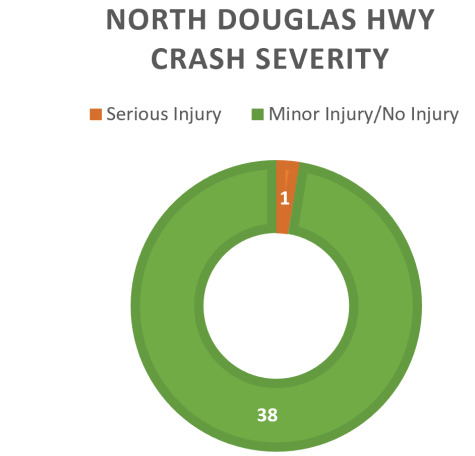
This 12-mile-long corridor begins at the Douglas Highway roundabout and extends west, terminating just past the Pioneer Road Trailhead and includes 25 community comments.

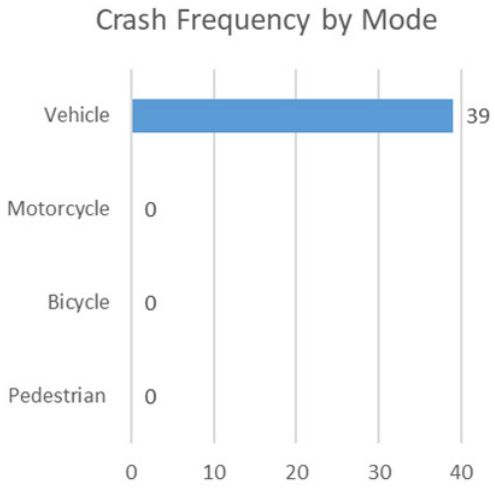
There were 39 crashes along this corridor during the study period, resulting in an average of 3.25 crashes per mile.

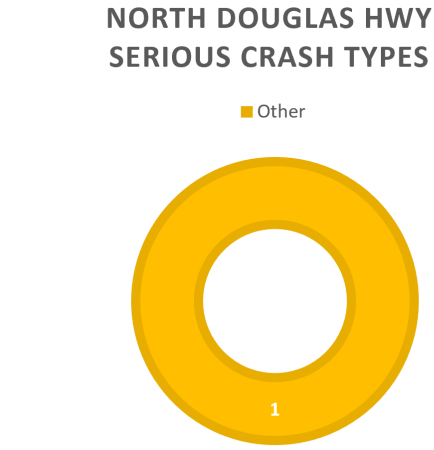
Concerns raised by the public:

- North Douglas Highway operating at or beyond its capacity
- Safety concerns for pedestrians, bicyclists, and other non-motorized users
- Traffic growth associated with tourism, cruise dock development, housing, and recreation
- Roadway shoulders that are too narrow to accommodate the variety of non-motorized users
- Suggestions for a separated multi-use path from the bridge/boat launch area toward Outer Point or the end of the highway
- Insufficient roadway lighting
- Winter icing hazards, particularly near the Fish Creek Road intersection
- Excessive vehicle speeds along the corridor and requests to lower and enforce speed limits
- Need for a corridor-wide traffic safety study
- Interest in broader transportation improvements, including a Bench Road connection or bypass route
- Long-term planning needs to accommodate future growth while maintaining safety and mobility for all users









PRIORITY PROJECTS:

LEMON CREEK AREA

The Lemon Creek Area was identified as a disadvantaged community based on 2020 census data. Corridors of concern within the Lemon Creek Area include:

- Corridor I: Glacier Highway – Lemon Creek

SCHOOL AREAS

Many comments related to difficulties with nonmotorized travel to schools. Corridors of concern near schools include:

- Corridor B: Back Loop Road from Auke Bay Roundabout to Mendenhall Loop Road
  - Mendenhall River Community School
- Corridor K: Glacier Highway/Willoughby Avenue
  - Juneau-Douglas High School
- Corridor L: 12th Street/Calhoun Avenue
  - Juneau-Douglas High School
- Corridor M: Douglas Highway
  - Gastineau Elementary School



4 ENGAGEMENT AND COLLABORATION

4 Engagement and Collaboration

The experiences and insights of transportation system users were a key component of developing the CBJ Community Safety Action Plan. While traffic and crash data are important, they do not include near misses or unreported accidents; additionally, quantitative data cannot tell stories of feeling unsafe on a particular route, being frustrated by the lack of maintenance, or wishing there was a path to connect different areas of the community. The CBJ team used a range of in-person and online strategies to gather input from community members, CBJ staff, and key stakeholders.

Outreach for this project began in January 2025 but was paused until early 2026. The feedback received at the start of the project was included in the final analysis.

PROJECT WEBSITE

The Safe Streets 4 All page on the CBJ website served as a hub for project information, including a description of the project, links to the comment map and survey, and key documents.

ACTION PLAN COMMITTEE

This group met three times throughout the project to help guide the development of the Community Safety Action Plan.

ONLINE SURVEY

An online survey was published in January of 2025 and remained open through April 8, 2026. The link for the survey was shared on social media and posted to the project website.

The survey included questions about demographics, travel habits, safety concerns, and personal experiences with safety issues. A total of 224 responses were received: 21 in January 2025, 5 while the project was paused, and 195 in March/ April of 2026.

SURVEY HIGHLIGHTS

- Nearly 75% of respondents shared a story about a safety concern or requested improvements at specific locations
- Mendenhall Valley residents were the most well-represented (35% of respondents), followed by Downtown Juneau residents (19% of respondents)
- Most people reported using a personal vehicle for most of their travel (83%). Walking was the next most popular option (12%)



Figure 8. Image of Project Website

ONLINE COMMENT MAP

The online, Esri-based comment map was available in March and early April 2026 and allowed users to provide feedback at specific locations in CBJ. Users were prompted to select a point on the map and select a topic for their comment (Improvement Idea, Safety Concern, or Other) before typing their comment. The comments written on the hardcopy maps at the three open houses were added to the online comment map to ensure all feedback was captured for analysis.

COMMENT MAP HIGHLIGHTS

- A total of 243 comments were documented in the comment map, including 156 Safety Concerns, 70 Improvement Ideas, and 17 Other comments.
- The most common Safety Concern was unsafe pedestrian crossing conditions and lack of safe pedestrian infrastructure, with nearly one third of all comment map responses referencing missing sidewalks, missing crosswalks, unsafe crossing locations, poor bus stop pedestrian access, school walking safety challenges, pedestrians forced into roadways, and missing bike and pedestrian separation.
- The most frequently identified locations of concern were concentrated within the Back Loop–Mendenhall Loop–Glacier Spur system, North Douglas Highway corridor, and the Egan/Glacier/Yandukin commercial district, where respondents consistently cited operational congestion, unsafe pedestrian crossings, limited multimodal infrastructure, and winter visibility constraints as priority safety issues.

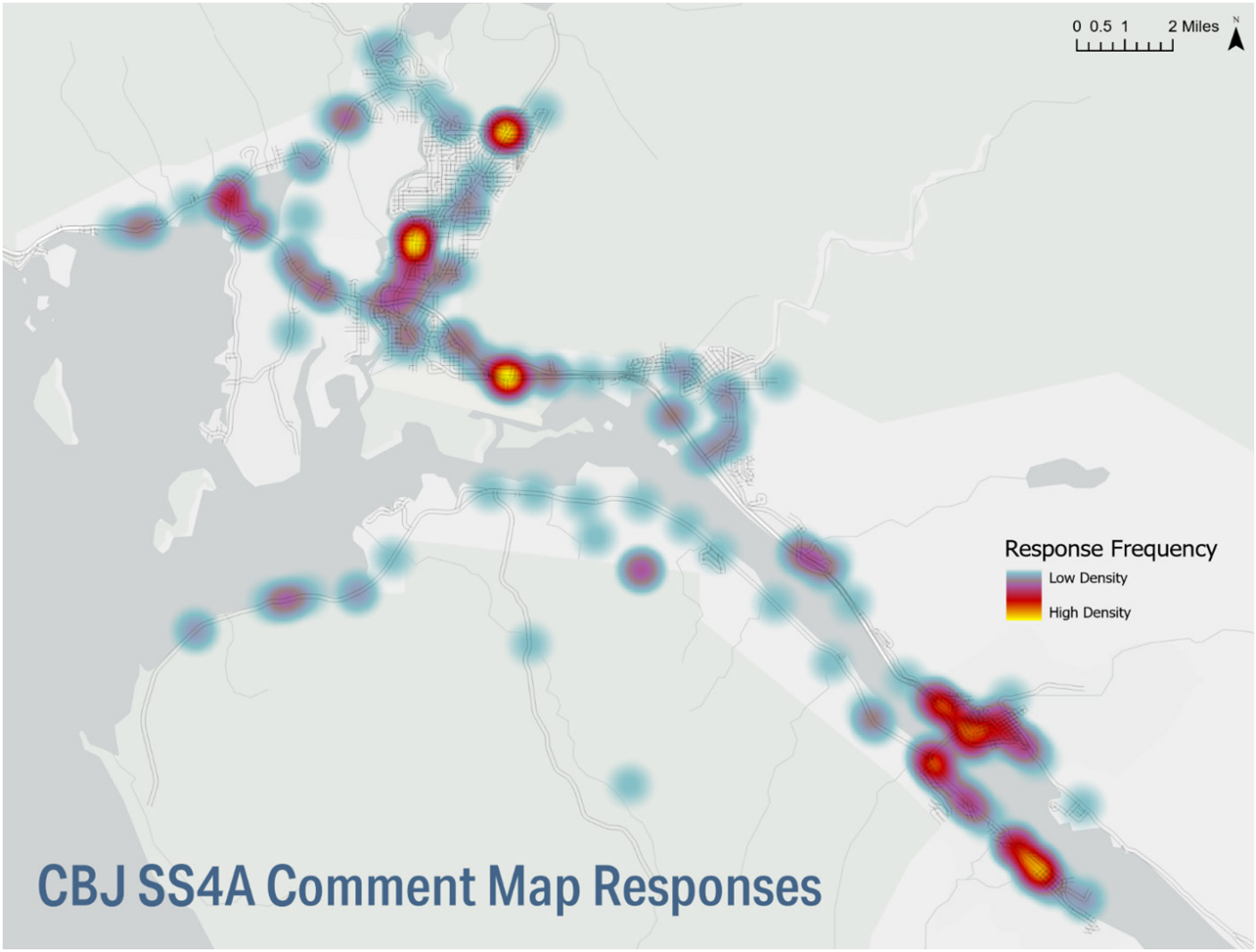


Figure 9. Heatmap representing the location of public feedback comment density regarding safety concerns, improvement ideas, and other transportation system feedback

IN-PERSON OPEN HOUSES

Three consecutive open houses were held in community locations across Juneau. The locations were selected to provide convenient access for people who live and work in different areas of the borough, and the meetings were advertised through social media, local news outlets, and the project website.

Each open house included a short presentation about the purpose of the project and preliminary findings from crash data. Attendees were encouraged to write comments on printed maps of the borough, fill out comment sheets, and complete a short survey about the Lemon Creek Multi-Use Paved Path that was proposed in the 2018 Lemon Creek Area Plan. Project staff helped capture attendees' comments on the maps as people shared stories about near misses, intersections with poor sightlines, winter safety hazards, and more. The handwritten comments from all three open houses were transcribed and added to the online comment map.

STAKEHOLDER MEETING

The project team invited a broad range of stakeholders to an in-person meeting on March 16, 2026, to discuss the SS4A project. The stakeholders were identified by the team based on likely interest in the project and ranged from national and statewide entities like the AARP and the DOT&PF to Juneau-based entities like the Juneau Police Department and the Juneau Economic Development Council.

STAKEHOLDER MEETING HIGHLIGHTS

- Snow berms and lack of plowing on sidewalks make it difficult for people to access bus stops, push pedestrian crossing buttons, and use sidewalks.
- The Juneau Police Department Accident Reconstruction Team is an underutilized resource in understanding how accidents occurred and therefore may be prevented in the future.
- Streetlights, lower speeds, and crossing flags were identified as treatments to consider. In-pavement lights and pavement markings alone were identified as treatments to avoid.

LEMON CREEK ADVISORY GROUP

Attendees who filled in the sign-in sheet at the March 16 open house were asked to participate in the Lemon Creek Advisory Group. This group was formed to provide the project team with more detailed perspectives on the needs of Lemon Creek, which was identified as a disadvantaged community based on 2020 census data.

March 16 @ Dzantik'i Heeni School	March 17 @ City Hall	March 18 @ Mendenhall Valley Public Library
11 attendees	**5** attendees	**9** attendees
8 comment sheets	**1** comment sheet	**5** comment sheets
5 Lemon Creek Path surveys	**0** Lemon Creek Path surveys	**1** Lemon Creek Path survey
		

Figure 10. Summary of In-Person Open Houses

WHAT WE HEARD

Across all forms of outreach, the project team received hundreds of comments. Analysis of these comments revealed several consistent areas of concern. The team identified eight overarching themes:

1. Speeding and access challenges: Feedback included concerns about speeding and increasing access challenges on major corridors, driven by development and tourism growth, with calls for traffic calming, safer access management, and other operational improvements.

Commonly Referenced Locations: North Douglas Highway, Glacier Highway, Riverside Drive, Back Loop Road, Dudley Street

- *"The speed limit here is too fast. Lots of pedestrians from the ferry and no sidewalks. Even with reduced speed to 45, it's too fast."*
- *"Traffic to/from the Glacier routinely (and significantly) exceed the speed limit, and traffic volume makes turns onto/from Back Loop dangerous."*
- *"On Dudley Street vehicles frequently go beyond the 20 MPH speed limit. Need traffic calming measures such as temporary speed cushions."*

2. Gaps in the biking, walking, and rolling network: Public input identified safety and accessibility concerns for non-motorized users, citing gaps in pedestrian and bicycle facilities, unsafe roadway crossings, and inadequate winter maintenance that often forces travelers into vehicle travel lanes.

Commonly Referenced Locations: North Douglas Highway, Douglas-Downtown Corridor, Fred Meyer pedestrian connection area, School zones, Lemon Creek

- *"A separate bike path is needed for Douglas, to make the Douglas-Downtown commute safer."*
- *"The sidewalks are usually piled high with snow all winter-long, forcing children to have to walk in the road with car traffic."*
- *"A pedestrian crosswalk across Glacier Highway from the sidewalk could increase pedestrian safety here. It would also be nice to extend the sidewalk/trail to meet the trail on the other side of Fred Meyer."*

3. Intersection and crossing conflict points: Many comments highlighted safety concerns at busy crossings and intersections. They included requests for operational upgrades, redesigned traffic movements, and enhanced pedestrian crossing features to improve safety in high-volume and school-zone areas.

Commonly Referenced Locations: Fred Meyer intersections, Mendenhall Loop Road, Glacier Spur Road, Crow Hill Drive crossing on Douglas Highway, Anka Street, Fritz Cove Road, School zone crossings, Auke Bay Roundabout

- *"As part of controlling this intersection, add a pedestrian crosswalk. The only legal way to cross Mendenhall Loop/Glacier Spur is at the Valley Blvd light 0.5 miles south."*
- *"The intersections at Fred Meyer are always a concern. I would prefer to see the road extended at the McNugget intersection to be the access. This would eliminate the left hand turn completely… help with traffic flow, reduce visibility issues, and save lives."*

4. Low visibility and inconsistent year-round maintenance: Public input identified concerns about poor lighting, faded striping, and seasonal sightline obstructions contributing to hazardous conditions on major corridors.

Commonly Referenced Locations: Douglas Highway (Gastineau drop-off), Back Loop Road, Peterson Hill to Back Loop curves, Auke Lake, Lemon Creek, Floyd Dryden Way, Glacier Avenue, Egan Drive, Fritz Cove Road

- *"The Douglas Hwy dropoff zone for Gastineau Elementary is unsafe, with families lining up along the highway along the streetside. This is particularly true in wintertime when terrible snow maintenance makes for dangerous situations."*
- *"Street lights needed between Peterson Hill and Back Loop S turns - oncoming headlights during dark hours make vision very dangerous and difficult."*
- *"School area sidewalks are unsafe with parked cars along both sides of the street, obscuring visibility at parking lot intersections for kids trying to walk along sidewalks."*

5. Pavement condition and drainage-related safety risks: Members of the public voiced issues with roadway surface and drainage deficiencies, with deteriorating pavement, water pooling, debris buildup, and seasonal snow impacts creating hazardous conditions for both drivers and bicyclists.

Commonly Referenced Locations: Hospital Drive/Bartlett, Citywide corridor concern, Bike lanes impacted by trucking routes

- *"Roads, quality, paint, potholes, signage need to be a priority… How are vehicles expected to drive as safe as possible when they are constantly dodging potholes, no lines to follow, and pedestrians walking on the street due to uncleared sidewalks."*
- *"Never-ending pothole of doom waiting to devour your vehicle."*
- *"Gravel in bike lanes from gravel trucks bringing it on tires."*

6. Transit stop access and passenger safety concerns: Several respondents highlighted transit access and bus stop safety concerns, such as unsafe stop placement, gaps in sidewalk/crosswalk connections and crossings, and lack of amenities such as covered shelters and safe pullouts.

Commonly Referenced Locations: Douglas Highway bus stops, Forrest Edge stop area, Auke Bay shelter, Chelsea Court, River Road, Back Loop Road crossing access, Glacier Highway sidewalk gaps

- *"The bus stops along Douglas Highway, including this one below Forrest Edge, could all benefit from adding safety/weather shelters. It is unsafe to wait in the cold rain and snow and there is no sidewalk on this side of the street."*
- *"I also think all the bus stops should have a shelter - even if it is just a roof. The stop in the Auke Bay needs a roof to at least block the rain."*
- *"There are no passenger crossings in the center of Back Loop, despite two bus stops on opposing sides the street here. The speed limit is already high and rarely followed towards the middle of the street and many children cross for access to the footpath."*

7. Seasonal and visitor-related transportation pressures: Public input identified tourism-related growth as an increasing transportation stressor, contributing to congestion, safety concerns, and parking demand on key corridors and recreational access areas.

Commonly Referenced Locations: North Douglas Highway, Bench Road area, Glacier visitor access corridors, Back Loop Road/Glacier Spur Road, Gladstone Street/Glacier Spur crossing, Goldbelt cruise dock area

- *"Get rid of seasonal speed limit. It just creates a massive speed differential because half of drivers do not change how they drive. Has made this segment much more unsafe."*
- *"North Douglas Safety Plan needed, including Bench Road: address major shifts in traffic (non-motorized and motorized) with massive tourism expansion."*
- *"The crosswalk and traffic at Back Loop/Glacier Spur is extremely heavy in the summer with the increase in tourists and locals trying to access trails to the glacier."*

8. Driver behavior and awareness challenges: General comments expressed a need for improved driver education, clearer signage, better communication of traffic changes, and increased enforcement to support safer travel behaviors.

Commonly Referenced Locations: Auke Bay roundabout, School-zone crossings, Seasonal speed transition corridors

- *"A roundabout education campaign and signage would be extremely helpful in making roundabouts more efficient and safer."*
- *"Do we need some basic education again in the community to notify drivers that stopping at a crosswalk is mandatory?"*
- *"Require Drivers Education in Juneau Schools & for new to Alaska drivers who didn't have drivers ed in their home State/town before getting an Alaska license."*



5 POLICY AND PROCESS CHANGES

5 Policy and Process Changes

Building on the concept that responsibility for safety on the roads is shared among all stakeholders, including all levels of government, industry, the public, engineers, and policymakers, there are some changes to existing policies or processes that could decrease fatal and serious injury crashes.

AGENCY COORDINATION

CBJ and DOT&PF entities each work to improve safety within the CBJ. Stakeholders identified a few ways in which enhanced coordination could further enhance safety and reduce fatal and serious injury crashes:

- **Coordination with Capital Transit:** Capital Transit stops are built on both CBJ and DOT&PF roads. Capital Transit had identified specific stop locations where there are many riders, but no safe and comfortable crossings. CBJ and DOT&PF should reach out to Capital Transit as projects are developed to ensure safety concerns related to transit ridership are addressed.
- **Land Use Permits:** CBJ and DOT&PF should develop a method of alerting each other to proposed land use development that will affect planned improvements to the road network.
- **Accident Reconstruction:** CBJ police have an excellent accident reconstruction team. Both DOT&PF and CBJ should use this team to better understand the cause of accidents when they occur so that better solutions can be developed.
- **Transfer of Responsibility Agreements (TORAs):** TORAs are especially useful for improving maintenance or operations within the right-of-way where one entity can more efficiently maintain facilities owned by the other entity. This could be due to the type or location of equipment owned by each entity.

ROAD SAFETY AUDITS AS PLANNING TOOLS

A Road Safety Audit (RSA) can be a low-cost measure to identify specific problems and propose solutions. RSAs are formal safety evaluations of intersections, road segments, or road corridors. They are different from a traditional safety study in that they are performed by multi-disciplinary, independent teams. The RSA team identifies safety concerns and proposes solutions. After an RSA has been completed, CBJ and DOT&PF planners can use the information to identify funding and to program projects to improve safety. The local AARP in Juneau has expertise in RSAs and should be included as part of the multidisciplinary team to help provide the perspective of persons with disabilities.



6 STRATEGY AND PROJECT SELECTION

6 Strategy and Project Selections

Certain design treatments have well-studied effects on safety improvement. After a thorough analysis of the crash types, roadways, and terrain of the CBJ area, the following design treatments are especially likely to improve safety areawide if adopted:

CHEVRON HORIZONTAL ALIGNMENT SIGNS ON CURVES

Chevron Horizontal Alignment signs can be installed to alert drivers that the road is curving. They are most helpful when a driver has to slow down to navigate the curve. Appropriate use of Chevron Horizontal Alignment signs can result in a 25% reduction in nighttime crashes.

WIDER EDGE LINES (6 INCHES)

Yellow and white-striped edge lines are typically 4-inches wide. Painting these wider (6-inches wide) can result in a 37% reduction in non-intersection serious crashes on rural, two-lane roads. Wider edge lines are considered low-cost and can be implemented during standard re-striping and resurfacing maintenance.

SAFETYEDGE

A SafetyEdge builds in a 30-degree slope from the edge of pavement to the ground level, rather than a sudden drop off from the edge of the pavement to the ground. This allows drivers who run off the edge of pavement to more easily regain control of their vehicle. This countermeasure can result in a 21% reduction in run off road crashes and is appropriate where curbs and guardrails are not present.

CLEAR ZONE

Removing obstacles from the side of the road can reduce run off road crashes.

RUMBLE STRIPS

Rumble strips are grooves placed in the pavement that vibrate a vehicle and create a rumbling sound when vehicle tires run over the grooves. Centerline rumble strips can reduce serious head on crashes on rural two-lane roads by up to 64%. Shoulder rumble strips can reduce run off road crashes on rural two-lane roads by up to 51%. In areas where road noise is of concern, a reduced-noise “mumble” strip has been shown to still be effective.

HIGH VISIBILITY CROSSWALKS

Highly reflective signing, good crosswalk lighting (including crosswalks that light up as you cross or use lighting as pavement markings), and, or crossing flags help motorists recognize a pedestrian crossing and see pedestrians entering and within the crosswalk.

PEDESTRIAN HYBRID BEACON (PHB)

PHBs are overhead beacons that warn and control traffic at pedestrian crosswalks. Appropriate installation of a PHB can reduce pedestrian crashes by up to 55%.

RECTANGULAR RAPID FLASHING BEACON (RRFB)

RRFBs are flashing beacons that warn the driver a pedestrian is entering the crosswalk. Appropriate installation of RRFBs can result in a 47% reduction in pedestrian crashes.

ENHANCED SIGNING AND PAVEMENT MARKINGS AT CROSSWALKS

On multilane roads, Yield to Pedestrians and Stop for Pedestrians signs may be placed 20 to 50 feet before a crosswalk to indicate where drivers should stop. These are appropriate for roads with speed limits of 30 mph or less.

SIDEWALK

Sidewalks can reduce pedestrian crashes by up to 65%.

BIKE LANE

Bike lanes can reduce injury bicycle crashes by 60%.

PEDESTRIAN VISIBILITY

Pedestrians are more visible when they wear flashing lights and high-visible clothing when walking or biking during hours of fog and darkness. In Juneau, Capital Transit and AARP both have annual campaigns to hand out flashing lights and encourage pedestrians to help make themselves seen.

LEFT TURN LANE

Adding a left turn lane on the main roadway at a two-way stop-controlled intersection can reduce total crashes by up to 48%.

POSITIVE OFFSET LEFT TURN LANE

A positive offset aligns opposing left turns so drivers can better see oncoming traffic and judge gaps. Improving left turn lane offsets has been shown to reduce left turn crashes by 37%.

RESTRICTED CROSSING U-TURN (RCUT)

RCUTs are an intersection treatment that restricts left turn movements and provides opportunities for downstream U-turn movements. Appropriate installation of RCUTs to replace two-way stop-controlled intersections has resulted in a 54% reduction in fatal and serious injury crashes.

7 PROGRESS AND TRANSPARENCY



7 Progress and Transparency

After completion of the Comprehensive Safety Action Plan (CSAP), report findings will be presented to the CBJ Engineering & Public Works leadership. Ongoing consideration of integrating CSAP recommendations will be held by staff when relevant to both existing projects and new initiatives.

When and where projects intersect with findings in the CSAP and accomplish CSAP goals and recommendations, appropriate reports on progress toward reducing roadway fatalities and serious injuries will be made accessible to the public on the CBJ Safe Streets 4 All Website. Goals for reducing roadway fatalities and injuries will also be included in Request for Proposal (RFP) materials for relevant projects.

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