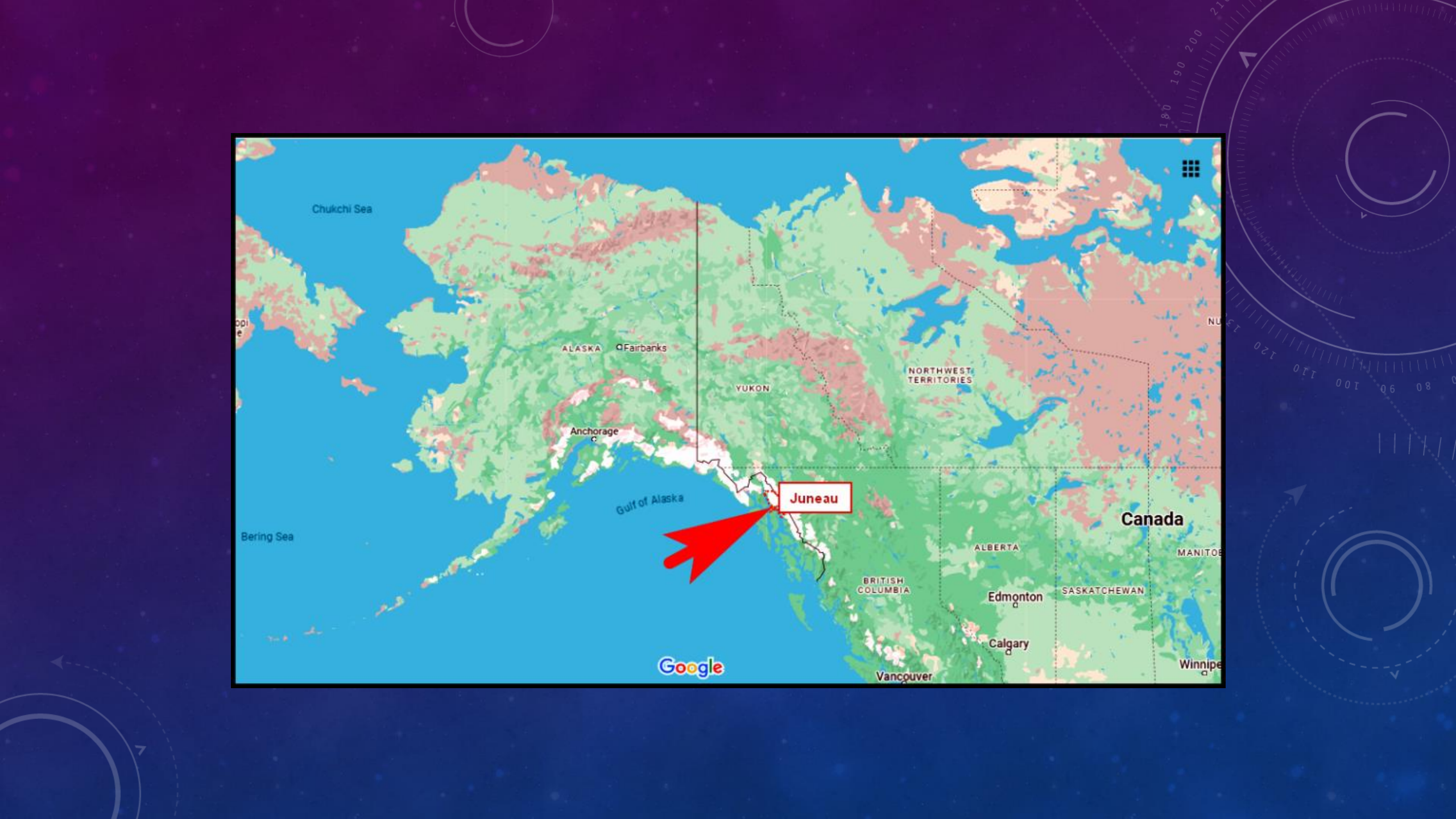
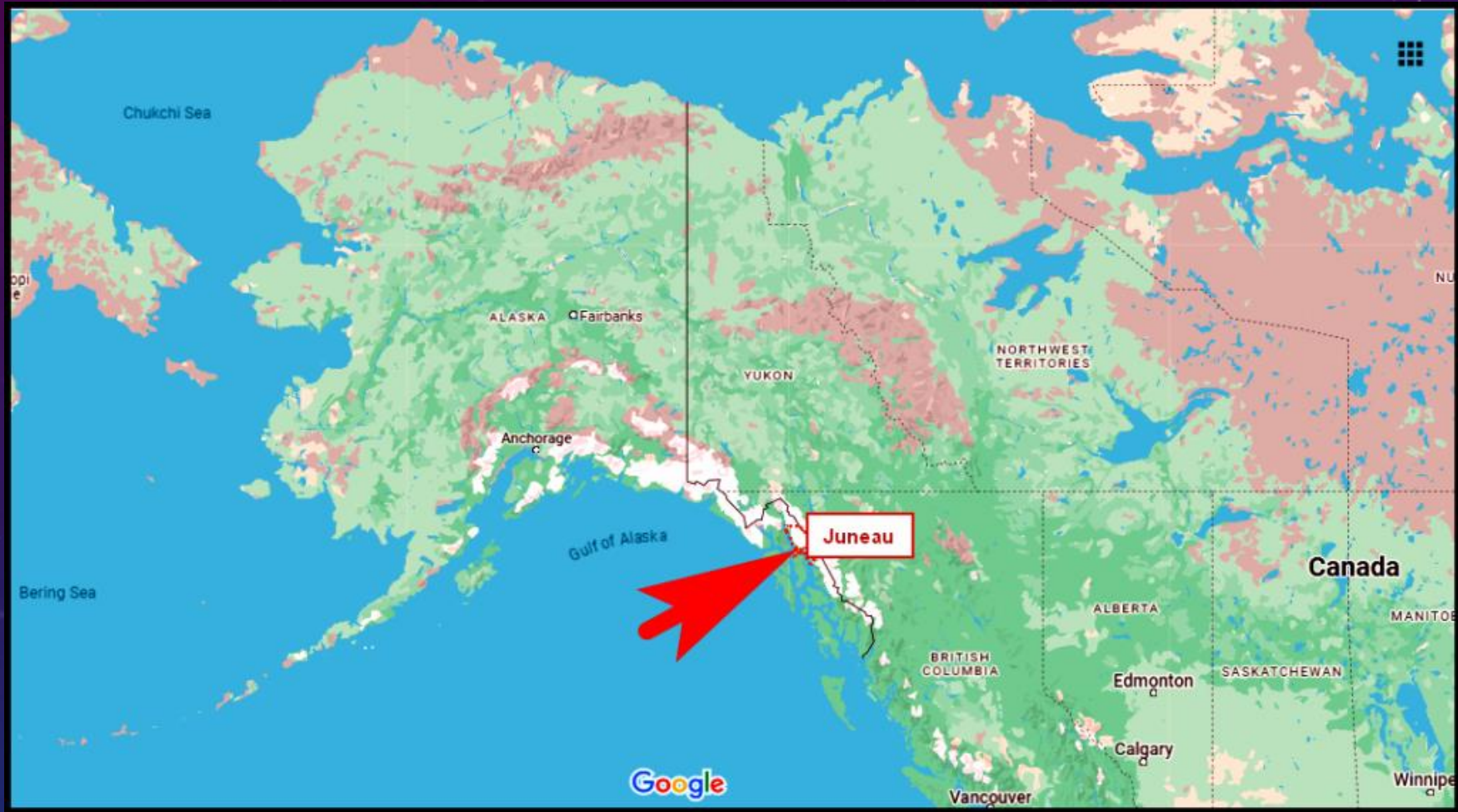


... of Juneau Docks & Harbor Department is a member of the Alaska Clean Harbors program.
... paid for (in part) by the ACH Program with qualified outer continental shelf oil and gas revenues by
... Impact Assistance Program, U.S. Fish and Wildlife Service, U.S. Department of the Interior.
... information on ACH, see www.alaskacleanharbors.org



SNOWMAGEDDON - 2025

THE PRACTICAL APPLICATION OF PLANNING
AND PERSISTENCE



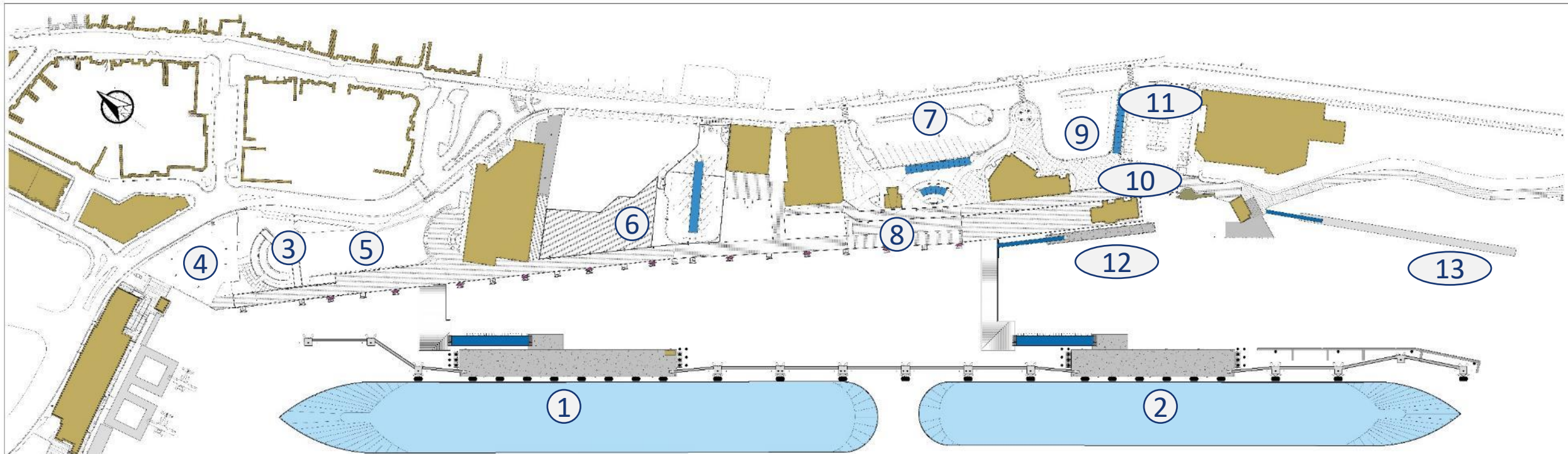
JUNEAU, AK - OVERVIEW

- Capitol city of Alaska
- Population ~ 35,000
- Roughly the size of Rhode Island
- Geographically isolate, located in fjord system
 - Limited transportation of goods, people, heavy equipment
 - Limited capacity for storage





The Port of Juneau Facilities



- | | | |
|------------------------------|---------------------------------|---------------------------------|
| 1. *Alaska Steamship Dock | 6. *Elizabeth Peratrovich Plaza | 11. Taku Lot |
| 2. *Cruiseship Terminal Dock | 7. *Cruiseship Terminal Lot | 12. *Port Field Office Float |
| 3. The Wedding Cake | 8. *Visitor's Center | 13. Intermediate Vessel Float |
| 4. Marine Park | 9. *Columbia Lot | 14. Goldbelt Float (Scheduling) |
| 5. Brickyard Lot | 10. *Port Field Office | |

14



Harbors Facilities

✓ Boat Harbors

- ✓ Harris Harbor
- ✓ Aurora Harbor
- ✓ Douglas Harbor
- ✓ Statter Harbor (Auke Bay)

✓ Boat Launch Facilities

- ✓ Echo Cove Boat Launch
- ✓ Amalga Harbor Boat Launch
- ✓ North Douglas Boat Launch
- ✓ Harris Harbor Boat Launch
- ✓ Statter Harbor Boat Launch
- ✓ Douglas Harbor Boat Launch

✓ Other Floats & Docks

- ✓ Intermediate Vessel Float
- ✓ Taku Dock (Taku Smokeries)

- ✓ Port Field Office Float
- ✓ Taku Harbor Float
- ✓ National Guard Dock & Float
- ✓ Wayside Park Float (DIPAC)
- ✓ Norway Point Float (Yacht Club)

✓ Other Properties

- ✓ Auke Bay Loading Facility
- ✓ Two Boatyards
 - ✓ Auke Bay
 - ✓ Downtown
- ✓ Juneau Fisheries Terminal
- ✓ Echo Cove Campground
- ✓ NOAA Buildings, Dock & Float



WINTER
2025/2026 TOTALS

- **Nearly 80 inches of snow in December**
- **201.2 inches by late March, final snowfall TBD due to ongoing possibility of snow**
- **12 sunken vessels**
- **Over \$285k spent on snow removal and climbing**
- **Currently removing snow for summer operations**







THE MAIN EVENT

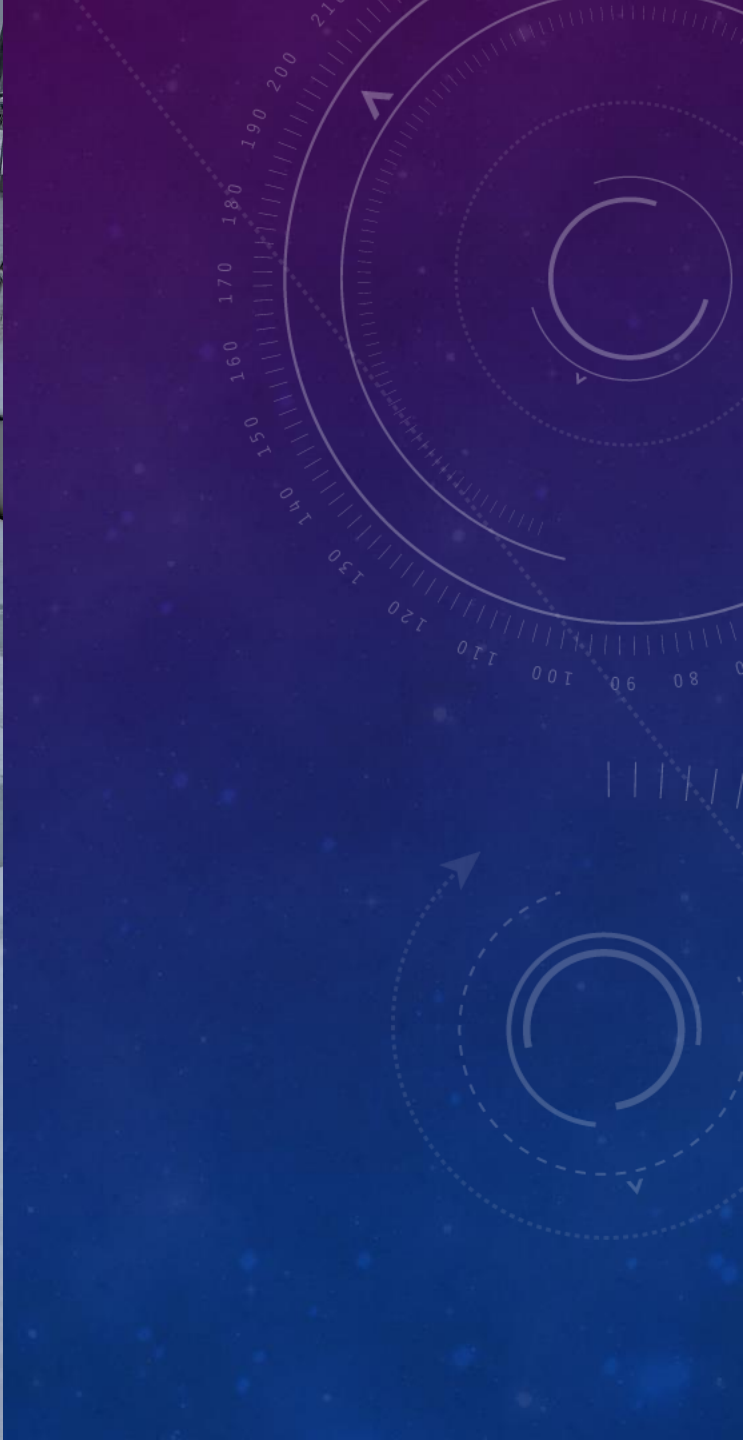
- **Prolonged heavy snow event, December 27 – 31, 2025**
- **40 – 60 inches of snow in 4 days**
- **Snowfall rates over 1 inch per hour**
- **Preceded by prolonged extreme cold and high winds**
- **10 sunken vessels**
- **Snow emergency delcaration**
- **Collapsed roofs**
- **Sinking floats**





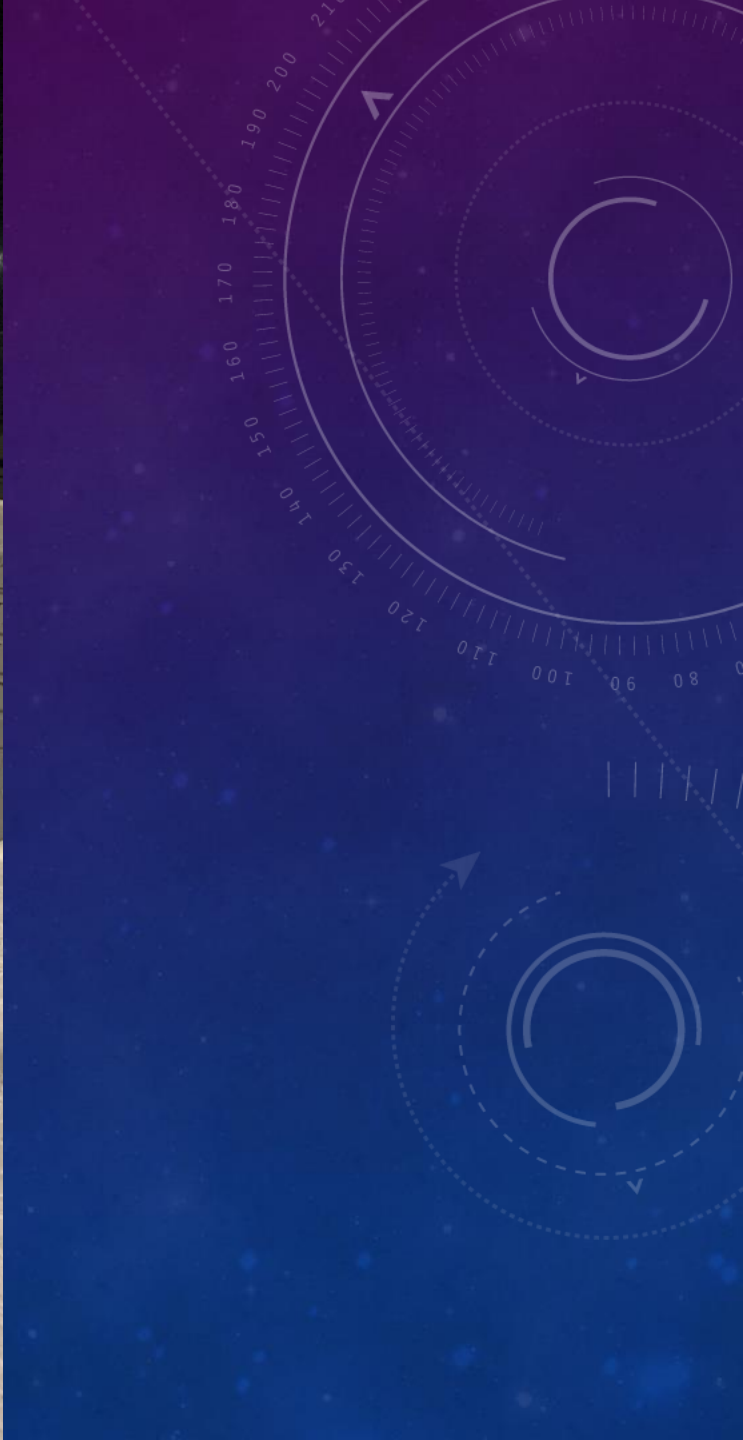
SAF
LAD











HURDLES TO EFFECTIVE RESPONSE

- Proceeded by prolonged freezing event
- Limited staff – minimal staffing during standard winter operations
- Supply shortages – parts, shovels, rentals
- Equipment failures – loaders, pumps, tractor
- Fatigue management
- Travel hazards
- Snow storage
- Communications management









WHAT WENT RIGHT

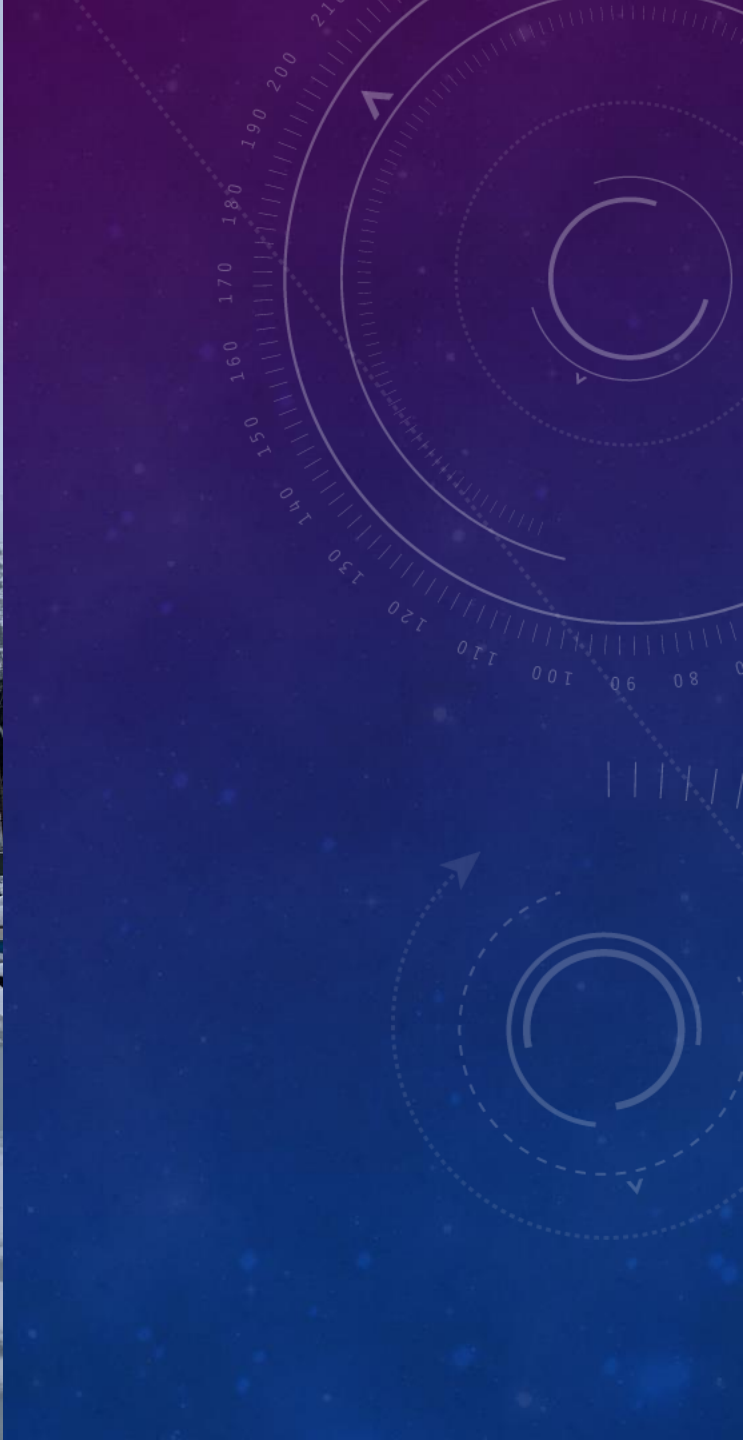
Over 50 vessels saved

No injuries or loss of life

All vessels raised and resolved

Expanded local vendor network

Recruitment, hiring, boost to local economic activity





COMMUNICATION

Real-time communication between field, admin, and leadership

Strong outward messaging via Facebook, SMS, direct calls to patrons

Internal and external messaging fostered shared responsibility, collaboration

ASSET & EQUIPMENT COLLABORATION

- Rapid, cross-department equipment sharing (821 loader, John Deere, Bobcat, shovels)
- Improved inter-departmental relationships led to highly effective service
- Rental vendor relationships created opportunities and facilitated maximally effective equipment sharing across the community

STAFFING & EMERGENCY HIRING

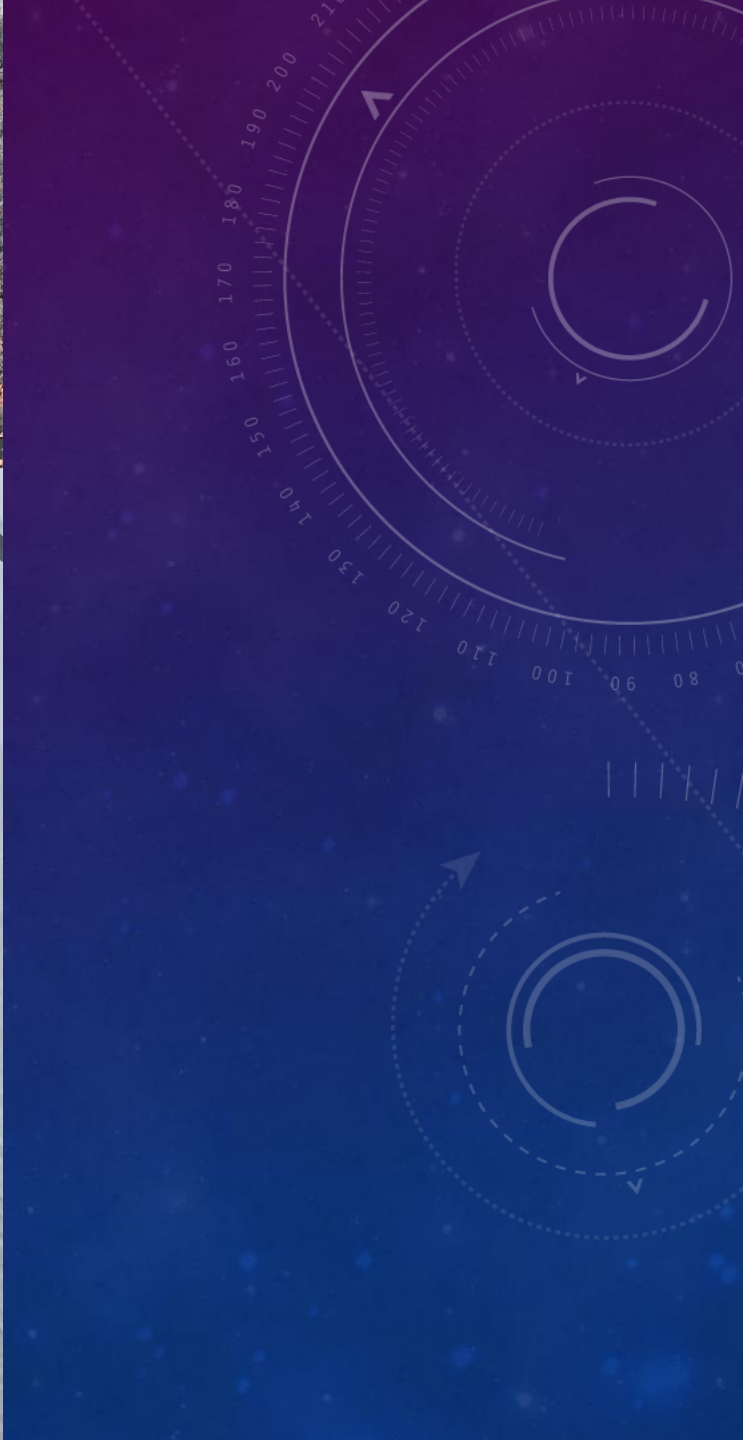
- Seasonal staff recall provided immediate relief
- Emergency hire program was fast, flexible, and cost-effective
- Admin staff communications management allowed field staff to remain focused in the field

INCIDENT COMMAND SYSTEMS IN PRACTICE

- Demonstrated value of ICS principles, even without a formal declaration
- Functional ICS roles emerged organically
 - Operations: Field Response
 - Logistics: Purchasing, rentals, staffing
 - Planning: Prioritization and sequencing
 - PIO: Public messaging

COMMUNITY RESPONSE

- Patrons actively shoveled, checked on neighbors' boats, shared resources
- Direct staff engagement built morale and compliance



LESSONS
LEARNED

Post-event debrief

Hard fixes (never again items)

Action items matrix

WHAT TO IMPROVE ON

- Early Identification of Emergency
- Equipment Fragility
- Gear Management During Incident Response
- Incident Scene Command
- Infrastructure Failure Points

PREPARATION IS EVERYTHING

- Snow removal equipment was serviced and ready for action
- Spare parts, extra equipment were on hand
- Equipment and operations training done prior to snowfall
- Fall patrons communications and relationship building led to effective winter preparation and engagement
- Consistency of internal routines and communications reduced "firefighting" and lost time

BIRD'S EYE TAKE-AWAYS

- Know when you're in an emergency
- Understand your essentials
- Set and manage expectations
- Communicate early and often



THE GREATEST ASSET IS YOUR TEAM

- We practice:
 - Communication
 - Follow through
 - Team trust
 - Psychological safety
- So we:
 - Show up
 - Communicate issues
 - Suggest solutions
 - Own mistakes
 - Speak the ground truth
 - Laugh

JUST REMEMBER, IT'S OK TO CRY.....

.....AS LONG AS YOU KEEP SHOVELING.

