



NWS Procedures: Flash Flood Warning & Public Safety Information

In the event of a breach or failure of the Hesco temporary flood barriers:

1. The local Emergency Operations Center will notify the National Weather Service.
2. NWS Juneau will then issue a **Flash Flood Warning**.
3. The flash flood warning will automatically trigger the wireless emergency alert (WEA) system (weather.gov/wrn/wea) and tone cell phones, radio, local tv, and NOAA Weather Radios.
 - a. Cell phones must have "Emergency Alerts" turned on in their settings.
 - b. ONLY cell phones within the alert area will tone, however this includes any cell phone towers in the vicinity and may alert additional cell phone customers. Alerts will be triggered upon entering the warning area until the warning has been cancelled.
 - c. The automated text message sent follows National standards and will read:
 - i. Short Message: *"NWS: FLASH FLOOD WARNING this area til xx:xx AM/PM AKDT. Avoid flooded areas."*
 - ii. 360 Character Message: *"National Weather Service: A FLASH FLOOD WARNING is in effect for this area until xx:xx AM/PM AKDT. This is a dangerous and life-threatening situation. Do not attempt to travel unless you are fleeing an area subject to flooding or under an evacuation order."*

What should you do if you are located in the evacuation area during a flash flood?

1. **SHELTER IN PLACE.**
2. Do not attempt to travel in the evacuation area.
 - a. Most roads will become impassable with icy cold, debris filled, rushing water. *Turn around, don't drown.*
3. If water is rising in your home, gather emergency supplies and move to the highest level of your residence or building with a window.
 - a. Emergency supplies: Warm clothing, life jackets, flash lights with spare batteries, NOAA weather radio, other communication devices/cell phone
 - b. It is likely that the power and water will have already been turned off for some parts of the Valley in this situation and should be planned for ahead of time.



Frequently Asked Questions

Why didn't my cell phone go off before?

You may need to turn on your emergency alerts in your cell phone settings. The City & Borough of Juneau sent a WEA messages for the flood warning last year and will again in 2026.

NOTE: The Flood Warning and subsequent updates WILL NOT trigger the Emergency Alert System only the Flash Flood Warning would do that.

What if I'm already driving or walking when I get the alert?

Quickly get to your final destination or drive out of the evacuation area until the all clear is given.

Who should I call if I see a breach?

Call 911 if the breach is immediately life threatening and give your location. Otherwise, contact the Flood Information Hotline: 907-500-0890

Where can I find more information to prepare?

<https://juneau.org/emergency/emergency-flood-response>