

# Juneau Coordinated Human Services Transportation Plan - 2020



*prepared by*

**Juneau Coordinated Transportation  
Coalition**

And

**City and Borough of Juneau  
Community Development Dept.**

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## 1 INTRODUCTION

The purpose of this Juneau Coordinated Human Services Transportation Plan is to improve human services and public transportation for older adults, individuals with disabilities of all ages, and people with lower incomes through coordinated transportation. This Plan updates the 2015 Coordinated Human Services Transportation Plan and will assist transportation stakeholders and providers to fulfill the requirements of, and obtain funding under, the Fixing America's Surface Transportation Act (FAST Act). The FAST Act continues the MAP-21 requirement for a coordinated plan for funded projects in the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program.

Moving Ahead for Progress in the 21st Century (MAP-21) required that projects selected for funding be derived from a coordinated public transit-human services transportation plan or "coordinated plan." Projects funded through this federal program as well as Alaska Mental Health Trust (AMHT) are required to be derived from a locally developed, coordinated plan.

The following information is taken from the [FTA Circular 5310](#) pertaining to coordinated plans:

*A locally developed, coordinated public transit-human services transportation plan ("coordinated plan") identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services and projects for funding and implementation.*

The information and public input collected for this plan built on extensive work conducted in 2013 as part of the 2014 Transit Development Plan for Capital Transit. That planning process involved surveys, a public meeting, and interviews with stakeholders. Although that Plan is six years old, it remains Juneau's most recent large scale transit planning effort and much of the information therein is still relevant.

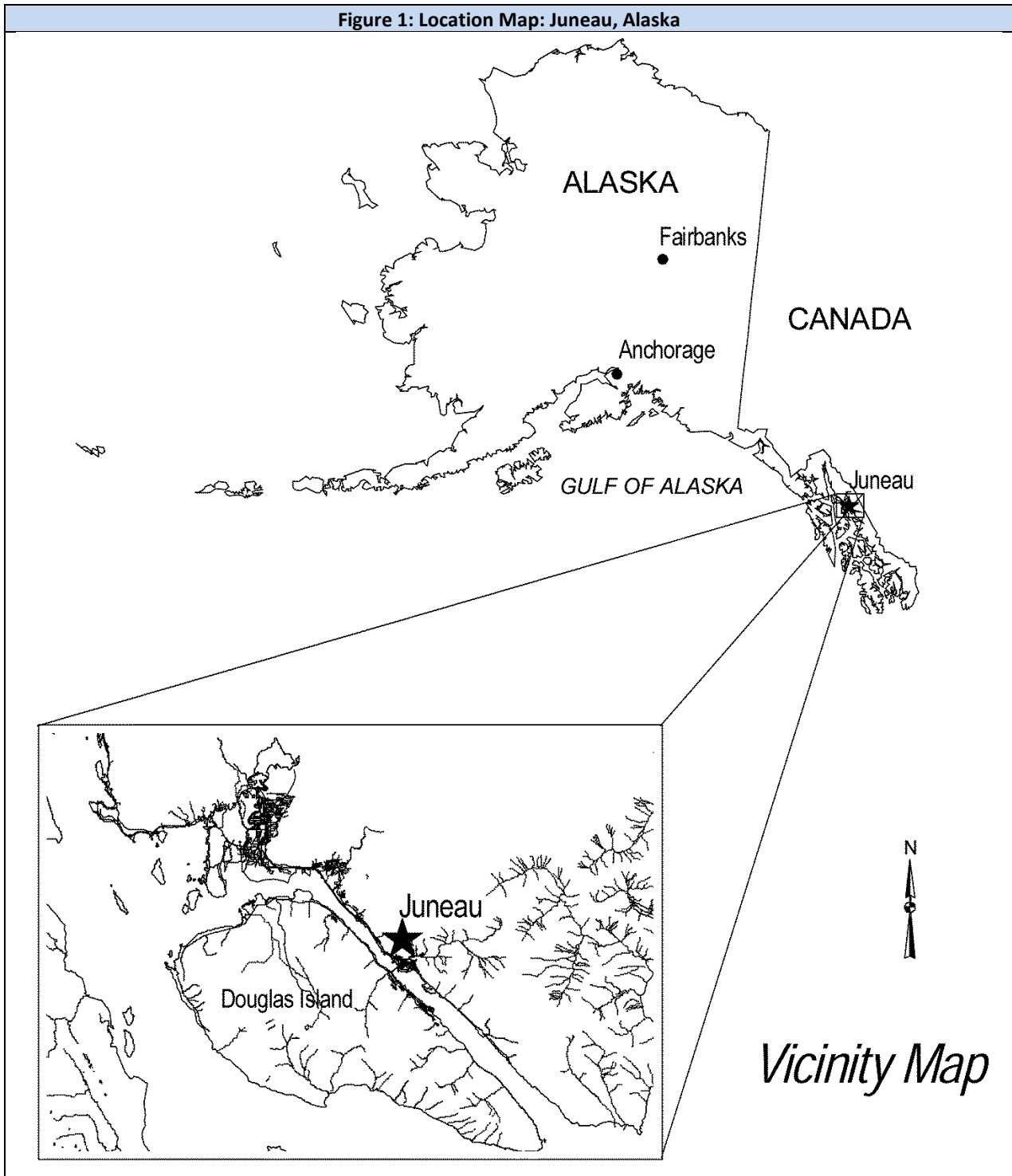
Preparation of this Plan included an evaluation of existing transportation providers, services, and the unmet transportation needs or duplications in human service agency and public transportation services. This Plan also included community outreach efforts to encourage participation from the general public, target populations, and Juneau area stakeholders that represent those who use the services. Outreach efforts were based on best practices from coordination efforts across the country as well as strategies suggested by the national United We Ride initiative in human service transportation.

This Plan begins by giving background information on the City and Borough of Juneau (CBJ) in 3 sections. These sections include information including its location and climate, a description of current 'coordinated human services' and the organizations that operate these services, and an analysis of Juneau's senior, disabled, and low income population. The Plan then describes the process followed to gather information on current barriers to services faced by the senior, disabled, and/or low income populations in Juneau, with some potential strategies to overcome these barriers also explored. The Plan finishes by identifying top priority projects that can be taken forward over the next few years to tackle some of the issues identified. These projects are described in terms of scope giving the JCTC members involved in delivering the project an

outline of the steps required to deliver the projects and identified potential resources and funding that could be sought to help in delivery.

## 2 COMMUNITY BACKGROUND

### 2.1 Location



The City and Borough of Juneau, Alaska’s Capital City, is located in southeast Alaska (see **Figure 1**). Established in the Inside Passage along Gastineau Channel, Juneau lies 900 air miles northwest of Seattle, Washington, and 577 air miles southeast of Anchorage, Alaska. Covering 3,248 square miles, Juneau includes large vast mountain ranges, glacial ice, islands, and ocean. This land-locked community is not accessible by road, and is situated between the sea and glacial mountains, stretched along approximately 30 miles of coastline. The nearest adjacent communities include Hoonah and Gustavus to the west, Haines and Skagway to the north, and Sitka, Angoon, Kake and Petersburg to the south, all of which are accessible from Juneau by boat or plane.

Juneau is located within a temperate rainforest, or southeast maritime climate zone, which is characterized by mild summers, colder winters, and heavy rain throughout the year. Juneau receives an average of 62.24 inches of rainfall and 88 inches of snowfall<sup>1</sup> in a year, with the average temperatures ranging from 20.7 degrees Fahrenheit to 64.3 degrees Fahrenheit<sup>2</sup>.

## **2.2 Juneau’s Transportation**

Although Juneau is only accessible by air or sea, it has a well-developed road system that follows the shoreline to the north and south of downtown Juneau, the length of the eastern side of Douglas Island, and into the Mendenhall Valley. The road north of Juneau extends 42.5 miles from Downtown to Berners Bay, where it dead-ends.

The City and Borough of Juneau owns and operates the Juneau International Airport, which serves as a regional hub for air passenger travel and cargo. The airport provides scheduled jet flights to Seattle, Sitka, Ketchikan, Petersburg, Wrangell and Anchorage, and regional air taxi flights to smaller communities throughout Southeast Alaska. In 2019, the Juneau airport served an estimated 900,000 passengers.<sup>3</sup>

Drivers and foot passengers may enter or leave Juneau via the Alaska Marine Highway state ferry, which serves Juneau daily with routes to nearby communities including Haines, Sitka, Gustavus, Skagway, Yakutat, Angoon, Hoonah, Kake, Ketchikan, Tenakee Springs, and Petersburg, and beyond to Prince Rupert, British Columbia, and Bellingham, Washington. In 2018, 53,920 passengers and 18,688 vehicles disembarked in

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<sup>1</sup> <http://www.rssweather.com/climate/Alaska/Juneau/>

<sup>2</sup> <http://www.usclimatedata.com/climate/juneau/alaska/united-states/usak0116>

<sup>3</sup> Juneau International Airport

Juneau.<sup>4</sup> The ferry terminal is located in Auke Bay, 13 miles north of downtown Juneau. Currently, public transit service is not available at the ferry terminal, with the nearest bus stop over a mile away.

Juneau is served by two barge carriers, Alaska Marine Lines and Samson Tug and Barge, which provide bi-weekly and weekly service, respectively. Barge ports are located on Thane road one mile south of downtown, and at Channel Drive, three miles north of downtown.

Juneau relies on its proximity to the ocean as an economic driver, supporting a maritime and visitor industry based on ocean products, transportation, and experiences. Marine facilities include a seaplane landing area at both Juneau Airport and Harbor, four cruise ship docks, five small boat harbors, and a state ferry terminal. Cruise ships bring over 1 million passengers annually, delivering up to 10,000 visitors to Juneau in a single day. Juneau also contains an extensive network of hiking, equestrian, and mountain biking trails; Juneau was previously certified as a Bronze Level Bicycle Friendly Community by the League of American Bicyclists. Pedestrian and cycling improvements are being added all the time in accordance with the 2009 Juneau Nonmotorized Transportation Plan

Public transportation is provided by Capital Transit, the CBJ-owned transit agency, which had an estimated ridership in 2019 of 1,036,923. CAPITAL AKcess, Juneau's paratransit service, is operated by Catholic Community Service on behalf of Capital Transit, and provided 33,458 rides in 2019.

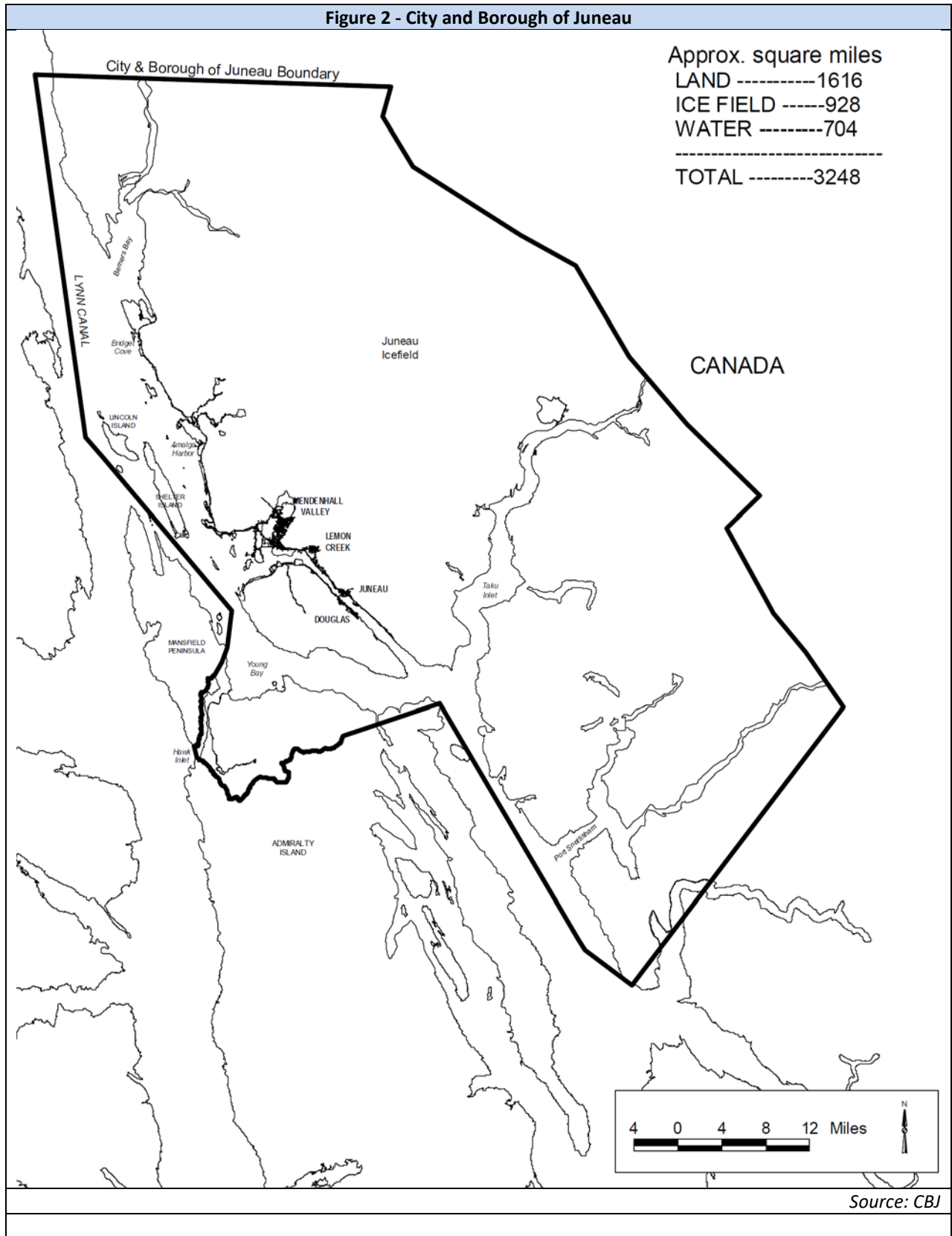
### 2.3 Community Map

The majority of Juneau's population is located in Downtown Juneau, across the Gastineau Channel in Douglas, Lemon Creek, or in Mendenhall Valley (**Figure 2**). The City and Borough of Juneau however, covers a much larger area than these higher density neighborhoods.

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<sup>4</sup> Alaska Department of Transportation and Public Facilities, Alaska Marine Highway System Traffic Volume Report, 2018.





### **3 INVENTORY OF RESOURCES AND SERVICES**

#### **3.1 Juneau Coordinated Transportation Coalition (JCTC)**

The Juneau Coordinated Transportation Coalition (JCTC) was formed in 2005 as a coordinating group of community partners and transit providers to improve the effectiveness and efficiency of transportation in the City and Borough of Juneau. The JCTC is currently comprised of representatives from the following groups:

- Capital Transit
- CBJ Community Development Department
- Catholic Community Service (CCS)
- REACH
- Southeast Alaska Independent Living (SAIL)
- Juneau Youth Services (JYS)
- St. Vincent De Paul
- Juneau Alliance for Mental Health, Inc. (JAMHI)
- AWARE
- Central Council Tlingit Haida Indian Tribes of Alaska
- Southeast Senior Services
- Juneau Pioneer Home
- Juneau Taxi and Tours
- Alaska Legal Services
- State of Alaska, Department of Transportation & Public Facilities

#### **3.2 Inventory of Available Resources and Services**

**Appendix I** contains a vehicle inventory list for transportation and para-transit service providers in Juneau. Currently there are 98 vehicles in service throughout the community.

##### **3.2.1 Fixed-route service**

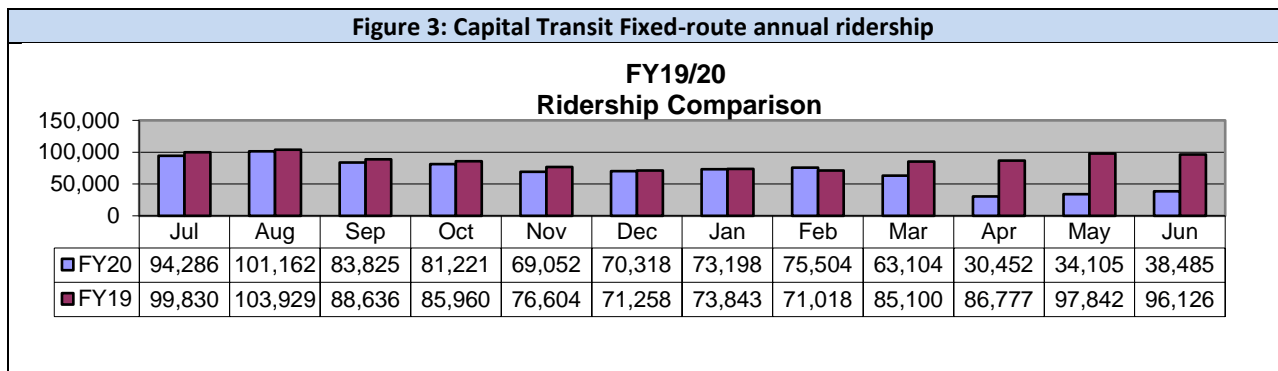
CBJ operates a public, fixed-route service called Capital Transit. Capital Transit consists of three all-day routes, one limited service route, and morning and evening express and commuter routes. The Mendenhall Valley and Douglas routes operate Monday through Saturday from 6:45 a.m. to 11:45 p.m. Daytime service operates every half hour, while evening service operates hourly. Sunday service operates 9:00 a.m. to 6:45 p.m. every half hour. The Express routes, with service to the University of Alaska Southeast (UAS) and Riverside Drive to Downtown Juneau via the Juneau International Airport, operate weekdays from 7:00 a.m. to 7:00 p.m. every half hour. North Douglas service consists of limited weekday morning and evening routes. No transit service is available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

The network has two designated transfer points, one at the Federal Building and the other on Mallard Street behind the Nugget Mall. A new transit center, located near the Mendenhall Mall, is in the planning phase. Schedules are designed to allow timed transfers between the Douglas and Mendenhall Valley routes at the Federal Building and between the Express and Mendenhall Valley routes at Nugget Mall. Schedules are being evaluated with the construction of the new Valley Transit Center.

Cash fares for fixed-route service are \$2.00 for adults and \$1.00 for youths aged six to eighteen. Children under six and local residents aged sixty-five and older ride free. The downtown loop from the Library to the Downtown Transit Center is a ‘ride free zone’ where users can board and alight for free. Seniors must have a senior sales tax exemption card to ride for free. Transfers between the Douglas route and the Mendenhall Valley and Express routes at the Federal Building and between the Express and Mendenhall Valley routes at Nugget Mall are free. Packs of 20 tokens are available for \$31.50. Monthly passes for adults and youth cost \$40 and \$12, respectively. Monthly passes for students attending the University of Alaska Southeast enrolled in at least 9 credit hours cost \$20. Customers on the fixed route may purchase a monthly pass or tokens in advance, or pay a cash fare when boarding the bus.

Capital Transit also provides free service to people with disabilities through the VIP Pass program. Riders with a disability can apply to receive a VIP Pass from Capital Transit, entitling them to free fixed route service. Applicants must present proof that they are currently receiving Social Security Disability Benefits, are certified by the Veterans Administration at a 40 percent or greater disability level, have a valid Medicare Card, or are certified as disabled by a licensed physician (see **Appendix V** for VIP Pass Application). The Senior Sales Tax Exemption Card, issued to Juneau residents aged 65 and older, can also be used as a free fixed-route bus pass in lieu of a fare.

In 2019 annual passenger ridership was estimated at 1,036,923 on fixed routes, a slight increase from the previous years (**Figure 3**). This increase will not continue into 2020 due to the COVID-19 pandemic. There are also seasonal fluctuations in ridership with summer ridership being highest largely due to additional visitors and seasonal residents/workers. The buses experience high traffic volumes during peak hours, sometimes affecting on-time service and causing missed transfers.



*Source: Capital Transit*

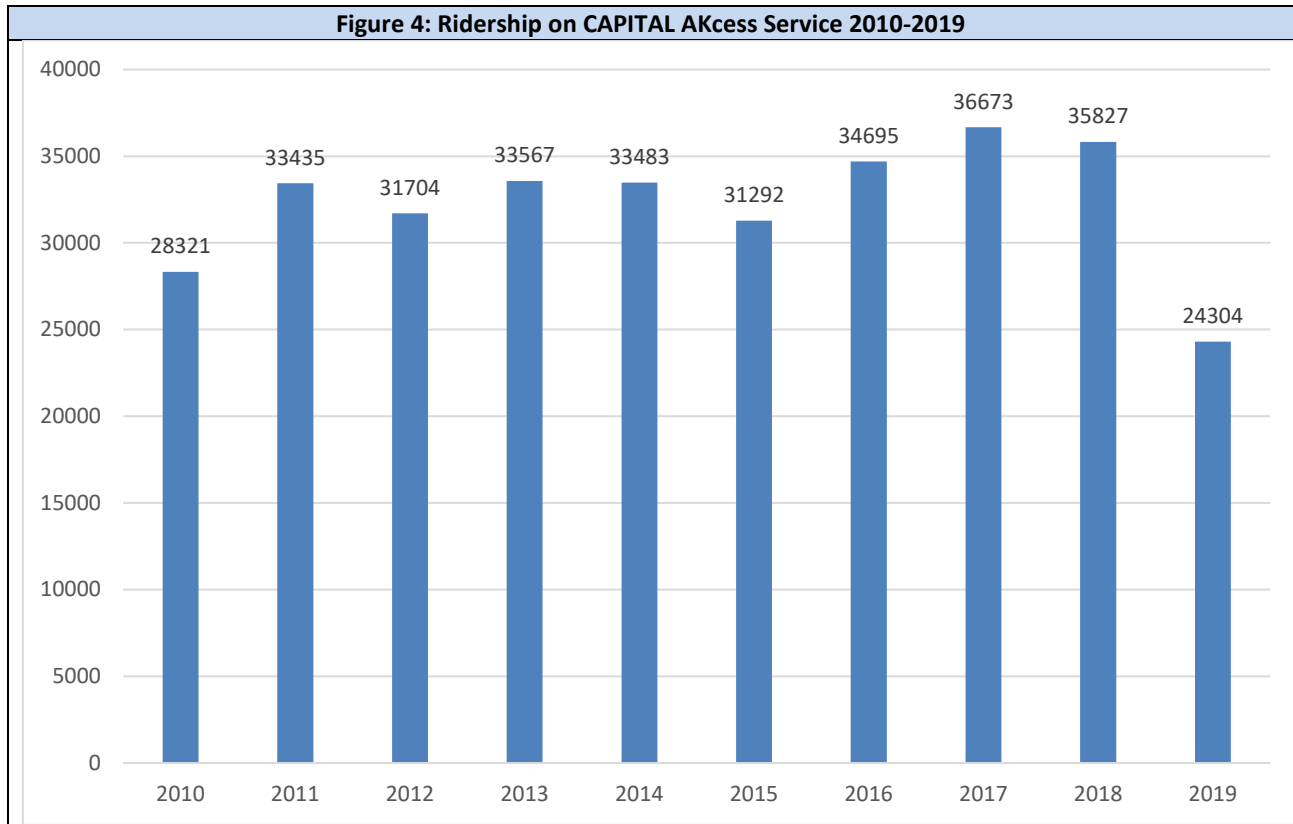
**3.2.2 Paratransit Services**

### **CAPITAL AKcess**

The CBJ contracts with Southeast Senior Services (SESS) within the Juneau section of Catholic Community Service (CCS) to provide comparable service to Capital Transit service for individuals whose disabling conditions prevent their use of fixed-route service. This paratransit service is called CAPITAL AKcess, which offers door-to-door service to persons with disabilities within ¼ mile off a Capital Transit route. The service is only available during the hours that the fixed route service operates. Annual ridership for the last 10 years is presented in **Figure 4**. The ridership has increased from 2015 to 2019 albeit fluctuating over the time period, peaking in 2016.



*Photo Source: Sarah Bronstein*



*Source: South East Senior Services*

Eligibility is certified by a licensed physician. There is no fare required to ride CAPITAL AKcess and the eligibility card can also be used to ride for free on the Capital Transit fixed routes buses. Rides on CAPITAL AKcess can be scheduled the day before the trip or up to 14 days in advance. ADA complementary paratransit is next-day service but CAPITAL AKcess will supply same-day service on a space-available basis. It is recommended that customers call at least the day before to schedule a ride to ensure transportation. The CAPITAL AKcess service is managed by a central dispatcher using the Engraph Para-Plan Dispatch Management System.

**3.2.3 Senior Services**

**Southeast Senior Services (SESS)**

Southeast Senior Services (SESS) began as the Elderly Nutrition Program, serving congregate and home delivered meals through its senior centers in Angoon, Juneau, Ketchikan, and Sitka as early as 1974. Through a grant from the Older Alaskans Commission, SESS soon evolved into a network of fourteen senior centers serving sixteen Southeast communities, adding transportation and other support services in the mid-1970s. SESS currently serves as the NTS grantee for the Southeast region, serving the communities of Angoon, Craig, Haines, Hoonah, Juneau/Douglas, Kake, Ketchikan, Klawock, Klukwan, Saxman, Sitka, Skagway, Wrangell, and Yakutat. Services offered include the Bridge Adult Day program, offering therapeutic day services to seniors

copied with Alzheimer's disease, recovering from strokes, and dealing with other debilitating illnesses; the Ketchikan Care Coordination program; the Juneau Care Coordination program, in which trained and professional care coordinators conduct holistic assessments, identify service needs, and link seniors with community resources to address their needs; the Senior Resource Center, which includes mental health services specifically designed to reach senior citizens; the Gatekeeper Program, a system for identifying isolated, at-risk, older adults and linking them to vital services; and family caregiver support services to those concerned about their older loved ones. In addition to serving as a provider on behalf of the State of Alaska, the three public transit agencies in the Southeast region have, since the inception of the Americans with Disabilities Act, contracted with CCS to serve as the A.D.A. Complementary Paratransit provider. CCS also serves as a sub-grantee for ten local tribal organizations to access Older Americans Act Title VI funds to maximize the provision of nutrition, transportation, and care giver support services in the Southeast region.

### **3.2.4 Client-Based Services**

#### **REACH, Inc.**

REACH is a non-profit organization that serves children and adults with developmental disabilities. They provide services throughout the community – to children and adults living in their own homes as well as adults living in five assisted living homes owned and operated by REACH. REACH also provides day habilitation services at a community art center that they manage. State regulations require REACH to provide transit for their clients to and from sites where services are being billed to Medicaid waivers. REACH operates a transit bus route from clients' homes and group homes to the Canvas Art Center in downtown Juneau. REACH also operates a summer camp for youth as well as after-school activities during the school year. Group transportation for these youth activities is a challenge. REACH has 4 wheelchair accessible vans, and uses employee vehicles for on-demand transportation needs, such as trips for activities or shopping. The organization provides transportation services throughout Juneau depending on activities, Monday through Sunday, 8:00 am to 9:00 pm.

REACH, Inc. stated that greater coordination between service providers, a greater capacity of vehicles for Care-A-Van and Capital Transit buses, and more accessible taxis were a need in the community.

#### **Southeast Alaska Independent Living, Inc. (SAIL)**

Southeast Alaska Independent Living, Inc. (SAIL) provides services to the elderly and people with disabilities to help them live productive and independent lives. In cooperation with Juneau Taxi & Tours, SAIL administers an accessible taxi and voucher program. The taxi Voucher Program serves persons with disabilities and individuals age 60 and older. The vouchers cover 50 cents per dollar of cab fare and are capped per rider/per month, assisting seniors and people with disabilities with limited income to access taxi services on the Juneau road system including outside of transit or paratransit hours and service areas. In order to be eligible for vouchers, applicants must make no more than 200% of federal poverty guidelines. Lift-equipped taxis are

available 24/7 and 365 days per year through Juneau Taxi and Tours. Voucher sales are available through SAIL Monday through Friday from 9:00 am to 5:00 pm.

SAIL also operates the Outdoor Recreation and Community Access (ORCA) program, which provides recreational opportunities for seniors and persons with disabilities throughout the CBJ. ORCA coordinates local activities as well as out-of-town trips far beyond the transit or para-transit service area, using accessible vehicles. Through the ORCA Adaptive Ski Program, the organization also partners with Eaglecrest Ski Area to provide access to the CBJ-owned ski resort for persons with disabilities. During the ski season, ORCA provides paratransit service to complement Eaglecrest's contracted fixed bus service, as it is not wheelchair-accessible.

### **Juneau Youth Services (JYS)**

Juneau Youth Services (JYS) works with young people and their families to provide behavioral health services. We work with young people in the school district, provide individual and family outpatient services, and provide long-term residential treatment services at our Montana Creek Campus, as well as transitional housing services for young adults. Our young people range from three to twenty-two years old. JYS provided transportation for about 150 youth in FY20, shuttling our young people to and from medical appointments, between programs, to activities, to meet parents, to attend job interviews, and more. JYS operates 24 hours a day, seven days a week throughout the Borough.

JYS expressed the need for public transportation to service the ferry terminal and the Lemon Creek commercial district. This would provide for better connectivity for travelers through Juneau and would provide transportation for employees who work in Lemon Creek.

### **St. Vincent de Paul Society**

The St. Vincent de Paul Society is a non-profit, privately-run organization that provides housing, childcare, and economic assistance for patrons who are 60 or above, are disabled, or qualify as low-income. Most tenants and clients use public transportation with a bus stop a block away.

The St. Vincent de Paul Society does not provide individual transportation, although Capital AKcess is often used. The shortest way to the non-profit's Teal Street services from the bus stop is straight through the Mendenhall Auto parking lot, which is a major safety concern.

### **Juneau Pioneer Home**

The Juneau Pioneer Home (JPH) is a State-run assisted living facility for persons 60 years and older who have lived in Juneau for at least a year. Currently licensed for 49 beds, the JPH has four neighborhoods where

elders from different levels of care reside. The JPH is guided by the Eden Alternative Philosophy, with a person-centered approach to care. Nurses, certified nurse aides (CNAs), assisted living aides (ALAs), and other staff are trained in assisting elders with dementia, with a focus on training to effectively communicate/assist elders who are in varying stages of memory impairment. For many years now, the JPH has partnered with the Alaska Alzheimers Resource to provide continuing dementia care training to staff. The JPH Direct Care Team includes nurses, CNAs and ALAs 24/7. Activities are offered to combat the 3 things that plague the elders: loneliness, boredom, and helplessness. There is a waiting list for the Pioneer Home program and admission is processed by priority date.

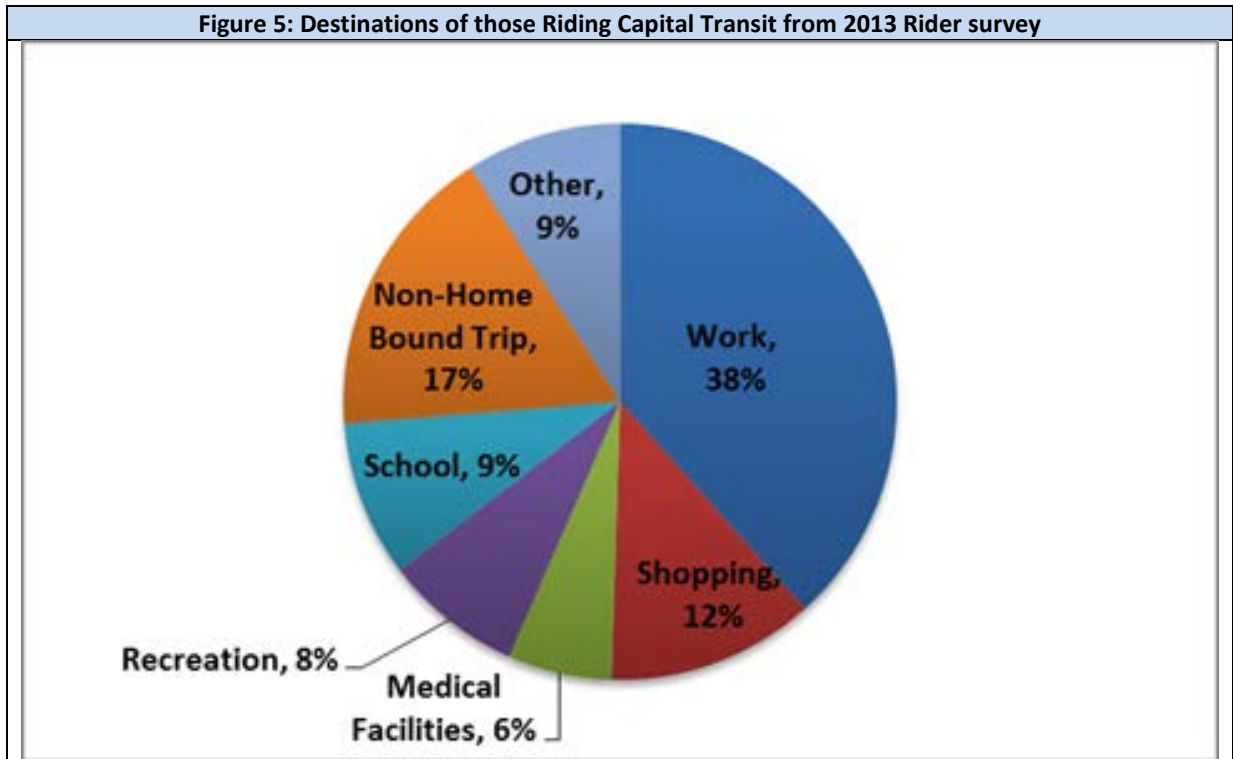
#### **4 NEEDS ASSESSMENT**

This section provides an overview of City and Borough of Juneau demographics, and how they influence the transportation needs of local residents. The 2014 Juneau Transit Development Plan is the most recent comprehensive analysis of the system. Since that time, Capital Transit has conducted driver work groups around proposed route changes following construction of a new Valley Transit Center but has not undertaken any other planning efforts. CBJ believes that the information provided in the 2014 Juneau Transit Development Plan is still relevant.

##### **4.1 Journey Purpose**

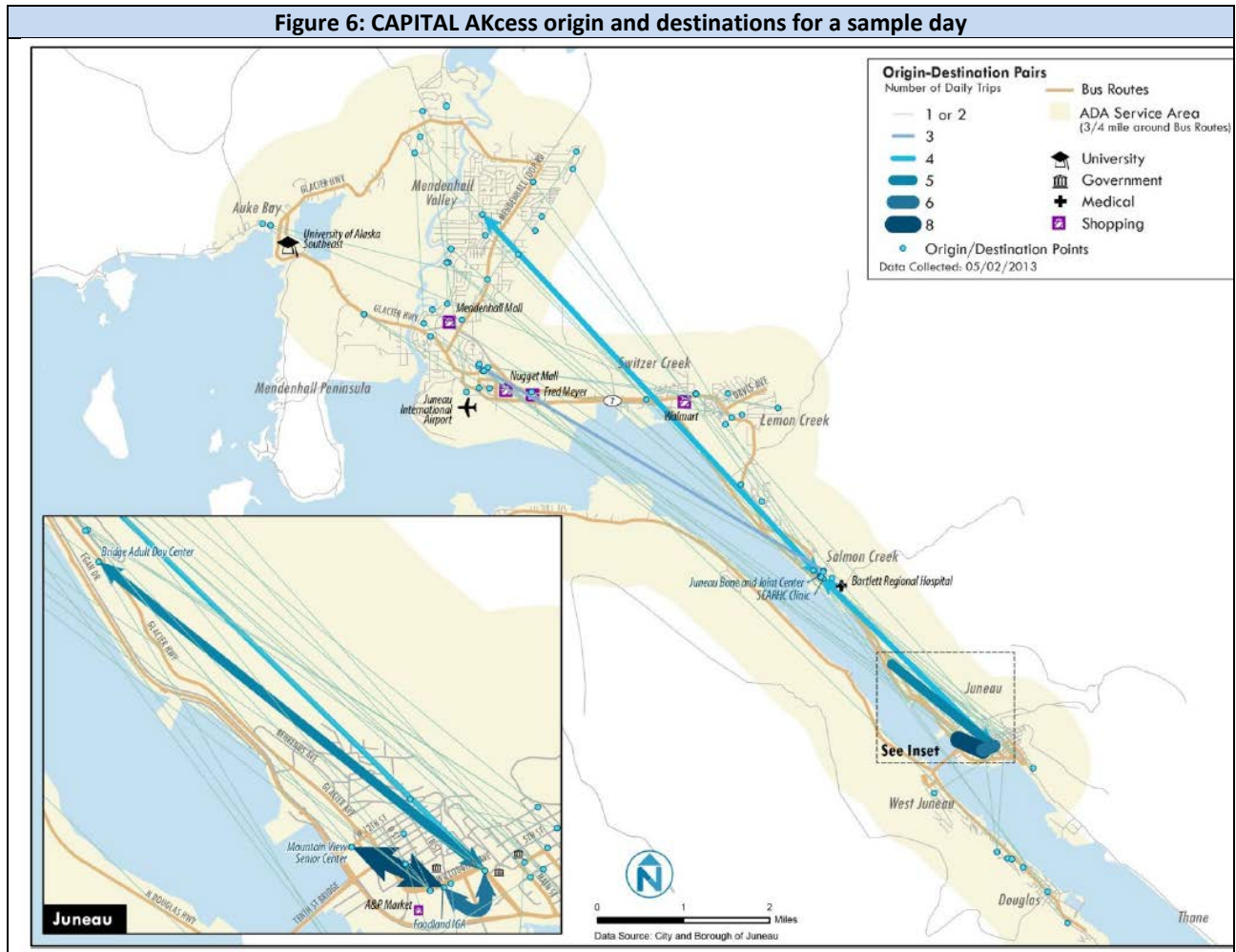
The purpose of trip journeys was determined by an on-board survey that occurred during the 2014 CBJ Transit Plan's Comprehensive Operations Analysis. A total of 971 surveys were collected and showed that 83% of passenger trips originated from home or were connecting to home. The most popular destinations were to work (**Figure 5**).





Source: 2013 Comprehensive Operation Analysis for 2014 CBJ Transit Plan

The 2014 Transit Plan also sampled Origin and Destination information for the Care-A-Van, now CAPITAL AKcess, service (**Figure 6**). Each line indicates journeys made during the sample day with thicker, darker lines indicating the number of journeys made between a specific pair of locations. Particularly popular locations include a downtown supermarket, Bartlett Regional Hospital, Mountain View Senior Center and Fireweed Place (both of latter two location provide senior housing), and the Bridge Day Center.



Source: 2013 Comprehensive Operation Analysis for 2014 Juneau Transit Development Plan

## 4.2 Demographics by User Group

This section details Juneau’s demographics to better understand the transportation needs of individuals with disabilities, older adults, and people with low incomes. Understanding this enables development of focused strategies to best meet these needs and prioritize transportation services for funding and implementation.

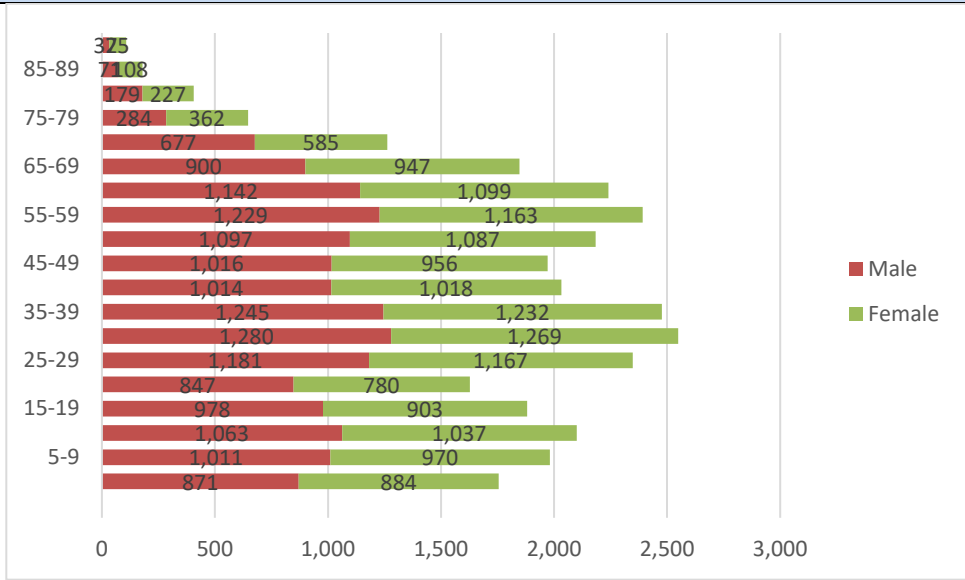
### 4.2.1 Senior Population

The Juneau senior population (those 65 and older) is projected to increase by 2,223 in the next 15 years (Figure 8, Figure 9). An increase is also expected by those with special needs such as using wheel chairs for mobility or those that have accompanying medical equipment. The increased number of eligible users of transportation services provided by JCTC members will add to the demand for services and increase the time required to load and unload passengers.

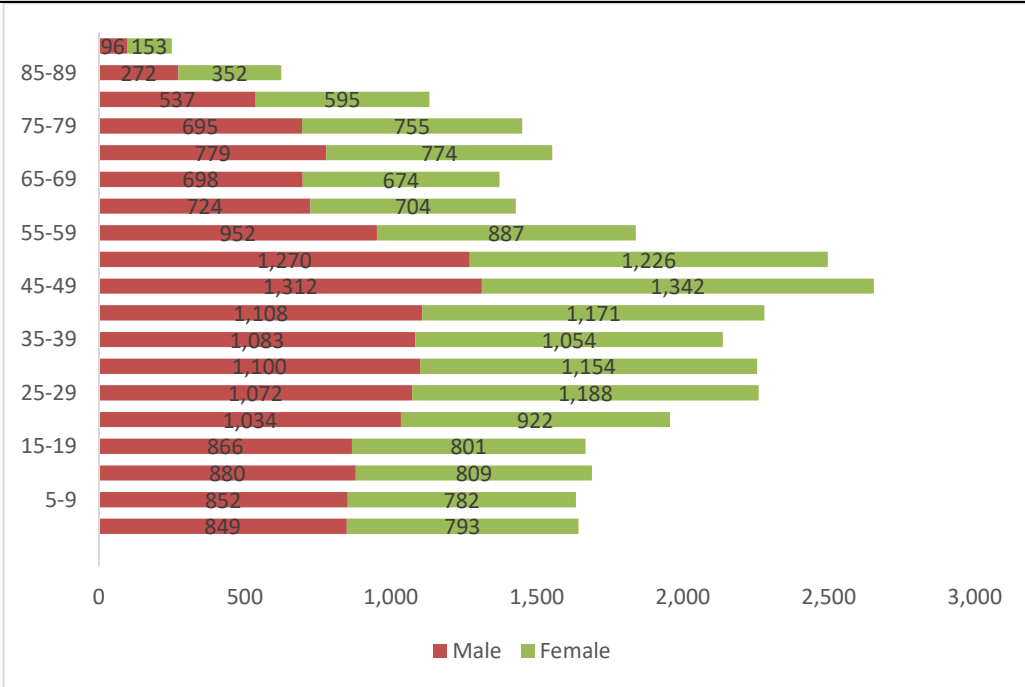
<b>Figure 7: Percentage of Seniors aged 65 or over in Juneau population (2019 estimate and projections)</b>				
	<b>Year</b>			
	<b>2019</b>	<b>2025</b>	<b>2030</b>	<b>2035</b>
<b>Total population</b>	31,986	32,273	32,374	32,315
<b>Population 65 or over</b>	4,447	5,675	6,336	6,680
<b>% population 65 or over</b>	13.9	17.5	19.5	19.7
<i>Source: ADOLWD September 2020 population estimates; 2019-2035 population projections</i>				

**Figure 10** illustrates the distribution of the senior population throughout Juneau. The greatest densities are in Downtown Juneau, Douglas, and parts of Lemon Creek. There are areas of steeper topography in downtown Juneau and Douglas that cause mobility challenges, especially during winter when snow and ice can make both sidewalks and road travel hazardous. While the snow and ice are a barrier to pedestrians, they are also a challenge for transit vehicles. Both Capital Transit and CAPITAL AKcess switch to winter routes in severe conditions, eliminating service to steeper areas such as Cordova Street in West Juneau and Franklin Street in Downtown.

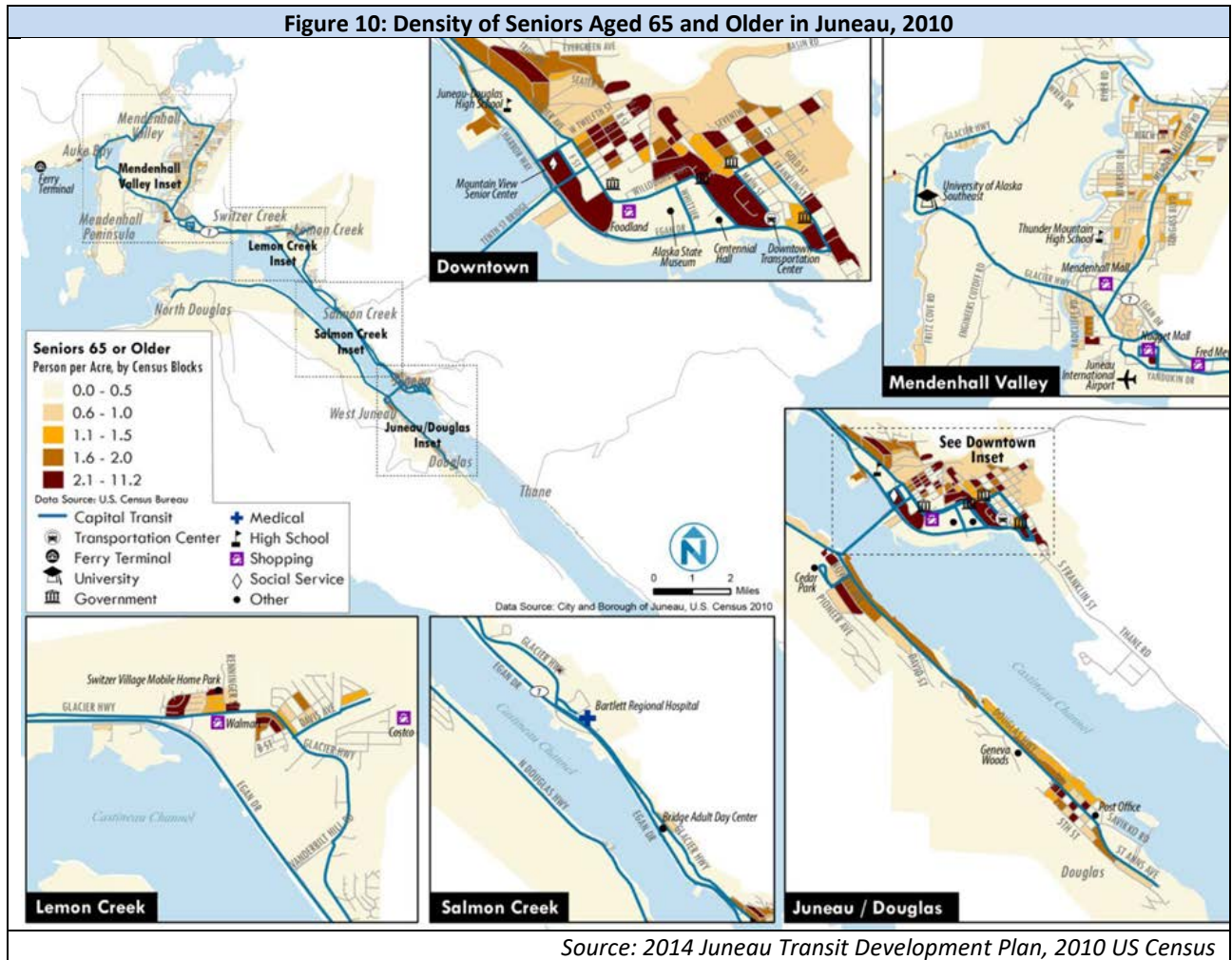
**Figure 8: Juneau Population by Age and Sex - 2019 Estimate**



**Figure 9: Juneau population by Age and Sex - 2035 Projection**



Source:  
ADOLWD



#### 4.2.2 Residents with Disabilities

Data on the disabled population of Juneau is presented in the Tables below. Figure 11 gives U.S. Census Bureau American Community Survey (ACS) estimates of the disabled population in Juneau – this is around 10% for the 4 years of survey data presented. There is significant overlap between the disabled and senior populations. In 2018, 36% of all residents with disabilities were over 65 (**Figure 11**). If this proportion remains the same for future years, coupled with the growing percentage of the population that will be 65 or over, by 2027 an approximately 6% of the Juneau population will be seniors with disabilities. This would be a sizeable

increase in the users of human services transportation in Juneau. It should be noted however, that the senior population may also be more and less likely to develop age related disabilities<sup>5</sup>.

<b>Figure 11: Juneau population with disabilities</b>				
	<b>Year</b>			
	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
<b>Juneau Population</b>	31,974	31,971	31,933	31,967
<b>Number of population disabled (#)</b>	3,741	3,462	3,128	3,094
<b>Percentage of population disabled(%)</b>	11.8	10.9	9.8	9.7
<b>Number of population disabled and 65 and over (#)</b>	1,384	1,237	1,005	1,034)
<b>Percentage of population disabled and 65 and over (%)</b>	4.3	3.8	3.1	3.2

Source: U.S. Census Bureau 5 Year ACS 2015-2018

<b>Figure 12: Percentage of people with disabilities in Juneau, Alaska and the U.S.</b>			
	<b>Geographical Area</b>		
	<b>United States</b>	<b>Alaska</b>	<b>Juneau</b>
<b>Population (#)</b>	317,941,631	741,106	31,974
<b>Number of population disabled (#)</b>	40,071,666	85,895	3,741
<b>Percentage of population disabled (%)</b>	12.6	12.0	11.8

Source: U.S. Census Bureau 5 Year ACS 2018

#### **4.2.3 Low income households**

A number of seniors and people with disabilities live in households with incomes below the federal poverty line, but a significant number of individuals who meet this threshold are neither disabled nor elderly. In 2019, the U.S. Census Bureau estimated there to be 4,380<sup>6</sup> persons in Juneau who are living in poverty. These individuals may or may not have a disability. Capital Transit does not provide any discounted fare program to improve access to transit for these low income households. The need to provide transportation for members

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<sup>5</sup> ‘Older Americans 2012 – Key indicators of Well Being’, Federal Interagency Forum on Aging Related Statistics, June 2012

<sup>6</sup> Source: U.S. Census 2019 (3 year) ACS

of these households has been mentioned in interviews and surveys associated with this plan. There are many people who do not qualify for senior, VIP or student reduced fares that would benefit from subsidized bus fare. Some survey respondents specifically identified those in search of work as an underserved group.

**Figure 13** shows the percentage of all Juneau households below poverty threshold defined by U.S. Census Bureau. The average household in Juneau is 2.53 persons.

<b>Figure 13: Households below poverty level in last 12 months.</b>			
	<b>Geographical Area</b>		
	<b>Entire U.S.</b>	<b>Alaska</b>	<b>CBJ</b>
<b>Number of households (#)</b>	119,730,128	253,462	12,521
<b>Persons in poverty (%)</b>	10.5	10.9	7.3

*Source: U.S. Census Bureau 2019*



## 5 SERVICE GAPS

As evidenced by the demographic data presented in Section 4, Juneau has a large and growing need for transportation services to assist seniors, people with disabilities, and low-income households. Juneau residents have access to transportation services, yet unmet community needs and gaps in service remain.

### 5.1 Consolidated list of gaps, unmet needs, and opportunities to enhance service

From the information gathered through interviews, survey results and stakeholder meetings a consolidated list of service gaps, unmet needs, and opportunities for improved operational efficiencies was created. These are presented below, grouped by a Strategy heading:



*Source: Juneau Coordinated Transportation Coalition*

#### Education and Awareness

- Many are not aware of what services are available to them, or they do not know how to access those services.
- There is a perceived shortage of travel training services or educational materials available for new transit users.
- Providers expressed concern that the new ADA card application process, which will be implemented in Ketchikan, Juneau, and Sitka and is complicated and unfamiliar (see **Appendix V**).

#### Vehicle Upgrades/Procurement Coordination

- In severe ice and snow, CAPITAL AKcess and Capital Transit adopt winter routes and don't serve Cordova Street and Franklin Street. Routes may be adjusted under winter weather conditions.
- There has been limited adoption of lift-equipped taxis. Only one taxi service in town has acquired lift-equipped taxis, thanks to grant application support from SAIL. The ADA Committee is exploring options for incentives for lift-equipped taxis.
- All transportation providers conduct procurement for fuel and vehicles individually, and some do not have the capacity in-house to develop Requests for Proposals (RFPs).

#### Facility Maintenance/Improvements

- The lack of snow clearance at bus stops and on sidewalks is a barrier to use of the fixed route service, leading to increased use of paratransit.
- There are currently limited lift-accessible loading areas in Downtown for large vehicles that are not Capital Transit buses. Currently CAPITAL AKcess drivers do not have access to the bus stops, and there are limited alternative, reliably clear areas that are adjacent to a flat curb. This has been mitigated in



some areas by recent street improvements and expanded loading zones but this should be considered as CBJ evaluates future streets projects.

### Service Expansion

- Low-income individuals under 60 without disabilities have limited financial access to transit. Juneau does not offer any reduced fare programs to serve this demographic.
- Capital Transit and CAPITAL AKcess do not provide service on federal holidays, when people like to be with their families. Capital Transit does not have the budget or staff for holiday service.
- Capital Transit has expanded hours, however many low wage jobs are scheduled outside of transit service hours, in the early morning or late evening.
- Current Capital Transit fixed route service does not serve the Lemon Creek industrial area or the ferry terminal.
- There is limited space available for wheelchairs on the fixed routes and on rare occasions, congestion on the buses makes this issue more acute.
- A projected increase in senior populations, especially the population aged 85 and older, will put further stress on paratransit service.
- Service providers experience regulatory barriers to providing Medicaid Transportation to individuals with Medicaid Vouchers.
- The ski bus to Eaglecrest is not ADA accessible. ORCA, a program of SAIL, provides limited ADA transportation to Eaglecrest.

### Future Community Planning

- When planning future senior housing complexes, encourage locating near transit lines and avoiding steep terrain that could be subject to winter transit travel restrictions. Bus stops should all be ADA accessible, including in Downtown.
- There is no transit stop near the planned social service complex on Teal St. and Alpine Ave. Moving the Nugget Mall stop to that location will impact users coming from the Nugget Mall and Jordan Creek complexes.

## **5.2 Collecting Community Input**

The above list was derived from community outreach and consultation activities over a three month period including:

- Executive interviews with service providers including Capital Transit, Southeast Senior Services (SESS), Southeast Alaska Independent Living, Inc. (SAIL), REACH, and Juneau Youth Services (JYS). These interviews were conducted virtually in the form of questionnaires, emails, and phone calls due to COVID-19 protocols.
- A public meeting to evaluate survey and interview results regarding gaps in service, community priorities, and to vote on projects for inclusion in the grant funding request.
- Inventory of transportation assets and services.

- Analysis of close to 18 surveys completed by human service providers, transit riders, senior housing residents, transportation users, and the general public.

The approach and outcomes of these key activities are described in more detail in the following sections.

### **5.2.1 Service provider interviews**

Interviews were conducted with primary service providers, including Capital Transit, CAPITAL AKcess, SAIL, JYS, and REACH using a semi-structured template (see **Appendix III**) to gather systematic data about the services they provide, issues that both they and their users experience at present, and desired improvements. Interviewees provided basic information about the target populations for their services; the cost, frequency, and ridership data; perceived barriers to transit use in Juneau; and opportunities to further coordinate with other human services providers (description of services is summarized in Section 3.2 Inventory of Available Resources and Services). The following highlights stemmed from of these interviews:

**Capital Transit** representatives emphasized the importance of coordination and training between service providers. Communications with ridership on service changes is sometimes a challenge during construction and due to other unforeseen circumstances. The Capital Transit printed schedule could be simplified to make it easier for some community members to use.

**SESS – CAPITAL AKcess** expressed concerns that elderly community members are not allowed to use the paratransit service, as they were in the past, because they do not have an ADA card. Many seniors have difficulties using the fixed route transportation service due to distance between their homes and bus stops, uneven walkways, wait times, and inclement weather.

**REACH, Inc.** stated that greater coordination between service providers, a greater capacity of vehicles for CAPITAL AKcess and Capital Transit buses, and more accessible taxis are needed in the community.

**SAIL** has some interest in sharing bulk fuel consumption with CBJ and other service providers, especially through their ski bus, which is an official paratransit service for CBJ. SAIL also expressed the need for more lift or ramp equipped taxis and that taxi companies could replace old taxis with lift equipped vans or vans with accessible ramps.

**JYS** expressed the need for public transportation to service the ferry terminal and the Lemon Creek commercial district. This would provide for better connectivity for travelers through Juneau and would provide transportation for employees who work in Lemon Creek. JYS also expressed a need for a shelter at the Goat Hill transit stop.

### **5.2.2 Juneau Transportation Needs Survey**

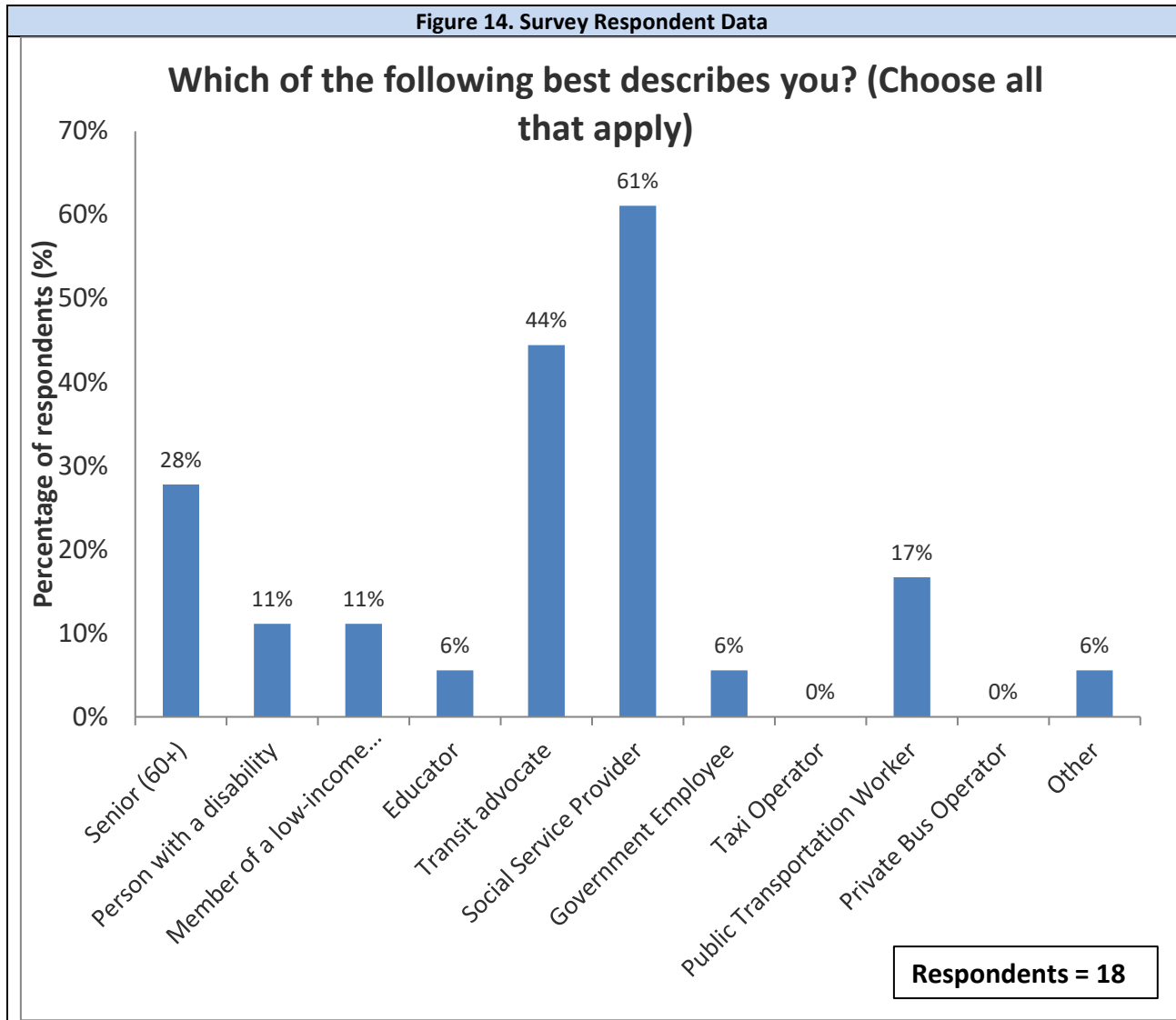
#### **Overview**

A Juneau Transportation Needs Survey was developed to solicit feedback from service users, transit providers and the wider public. The survey was posted online using [SurveyMonkey.com](https://www.surveymonkey.com) and was distributed by paper copy to senior and low-income facilities throughout Juneau. JCTC member organizations and other stakeholder groups encouraged their clients to complete the survey.

The survey questions asked about current service gaps and barriers to access transportation services. To allow for a general comparison to past survey responses, the design of the questionnaire closely followed that used in the 2015 Juneau Coordinated Human Services Transportation Plan and the 2009 Addendum to the CBJ 2008 Transit Development Plan: Coordinated Human Services Element. It should be noted that this survey represents a small sample of the Juneau population and there is a lack of a consistent sample between these two surveys. The 2020 survey response rate was particularly low. The results and comparisons should be taken as an indicator that contributes to the overall barriers and needs identified by service provider interviews and collective workshops. Future versions of this plan should consider redesigning the questionnaire or providing additional questions.

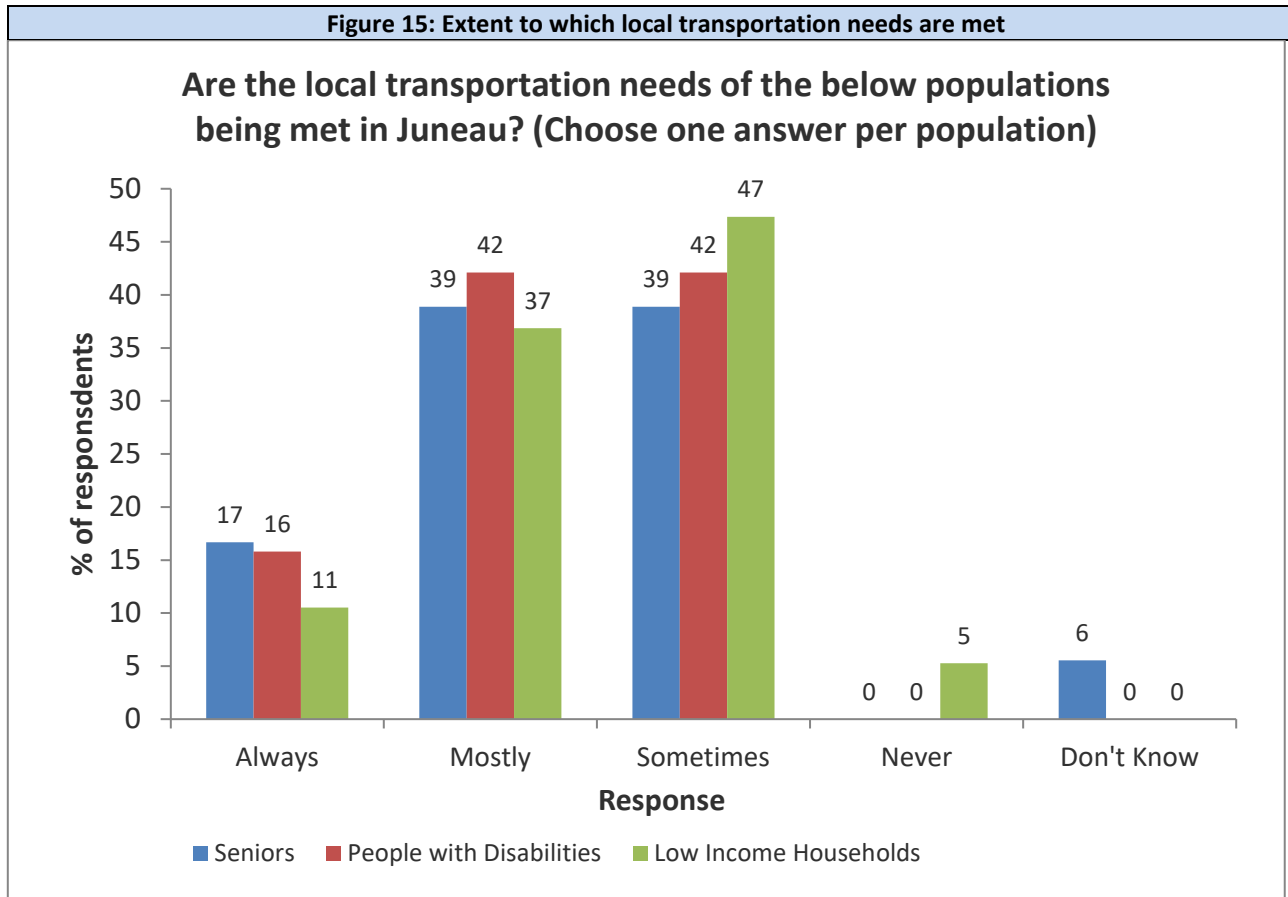
**Respondents**

To understand who took the survey, respondents were asked which category(s) best described them (**Figure 14**). They could select more than one answer (i.e. some respondents stated they were both disabled and a senior), thus the number of respondents is greater than 18. The majority of respondents were social service providers, followed by transit advocates and seniors.



**Meeting needs**

Respondents were asked to rate the extent to which seniors, those with disabilities, and those from low income households currently had their transportation needs met (**Figure 15**).



For all three groups under 20% of the respondents indicated that transportation needs were ‘always’ met.

Following that, the results for needs being ‘mostly’ and ‘sometimes’ met varies by population group. Responses regarding seniors and people with disabilities are evenly split with 39% and 42% indicating ‘mostly’ or ‘sometimes’ respectively. Responses lean toward the more negative ‘sometimes’ for low income households, with 5 respondents from low income households stating that their needs are “never” met. Those who state ‘don’t know’ – can be attributed to seniors. Some seniors may not know enough about services available for those with disabilities or those from low income households.

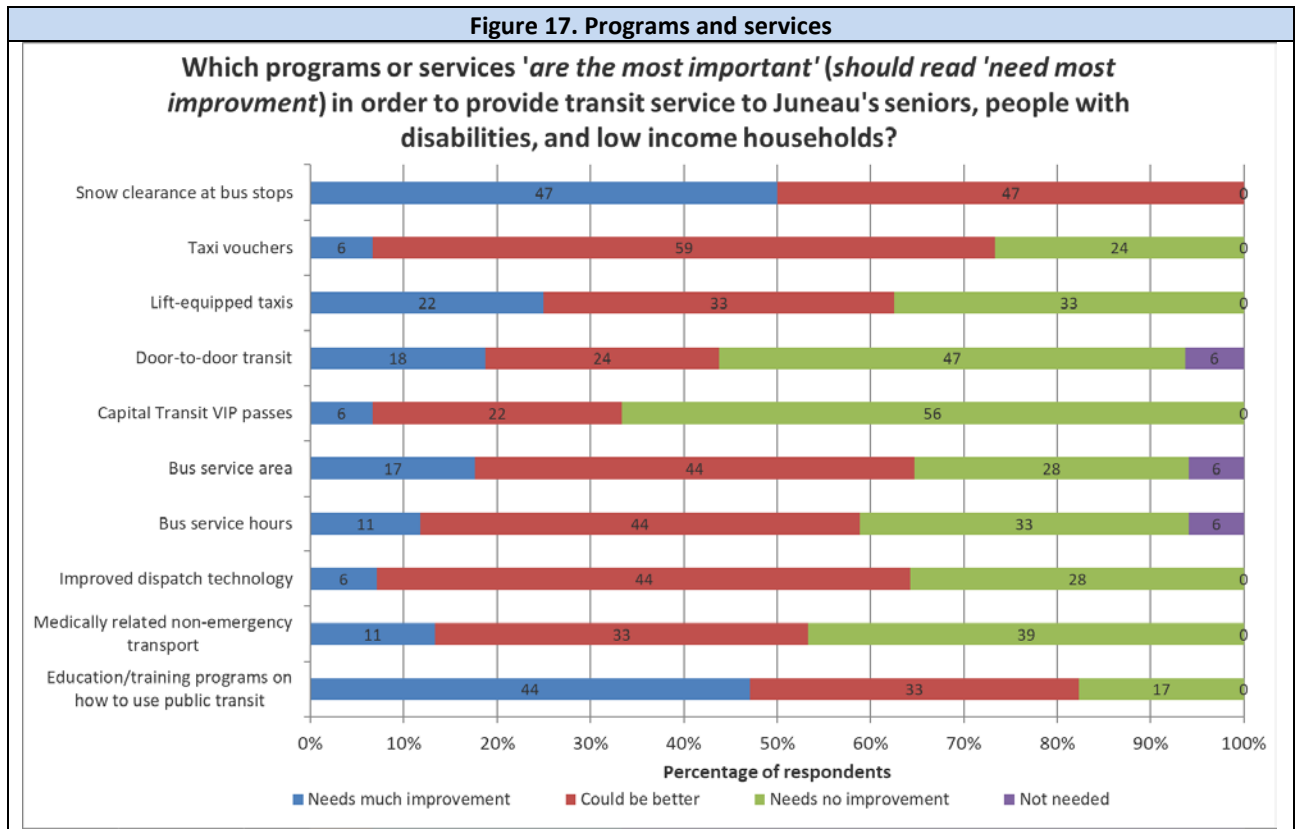
An average rating is generated based on the responses provided (excluding ‘don’t know’) as an approach to compare the overall rating of the service provision. Assigning Always = 1 and Never = 4, a higher score indicates the needs of a group were less met. These scores can be compared with those generated in the 2009 survey although this should be done with caution as the demographics of respondents have not been corrected between the two surveys (**Figure 16**).

Figure 16: Extent to which local transportation needs are met for particular populations									
Answer Options	Always (1)	Mostly (2)	Sometimes (3)	Never (4)	Don't Know	Response Count	2020 Rating Average	2015 Rating Average	2009 Rating Average
Seniors	3	7	7	0	1	18	2.8	2.6	2.6
People with Disabilities	3	8	8	0	0	19	2.7	2.6	2.6
Low Income Households	2	7	9	1	0	19	2.5	2.6	2.4

### Improvements to services

Respondents were asked the extent they felt a particular service needed improving to serve senior, disabled and low income segments of Juneau’s population. The ‘Don’t Know’ responses should be taken into account when assessing priorities based on these responses as it reflects the number of respondents that feel they have insufficient knowledge of the service to make an informed judgement<sup>7</sup>.

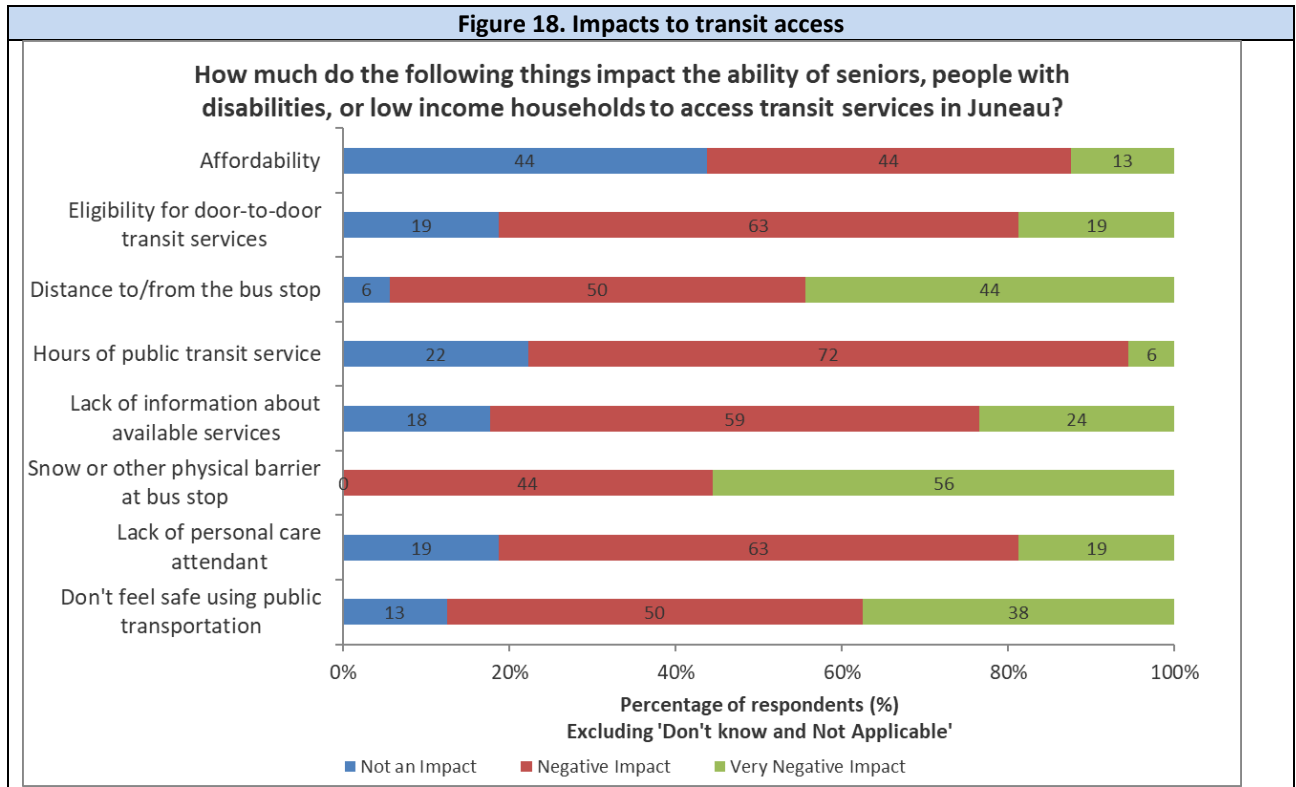
<sup>7</sup> It should be noted that there was a discrepancy between the question (asking about the importance of a service) and the scale provided for response (referring to level of improvement required). However, it is felt the respondents would have referred to the response scale to answer the question - it still provides useful input to the overall picture of what needs improvement in Juneau’s transportation services.



Taking into account the number of 'don't know' responses, the top three services needing improvement are: snow clearance at bus stops, education and training programs on public transit use, and lift-equipped taxis. Capital Transit VIP passes and the door-to-door CAPITAL AKcess service received a more favorable distribution of responses.

**Barriers to service**

Respondents were asked to report on how a number of aspects regarding current transit services in Juneau impacted upon their ability to access transit services (Figure 18). 'Snow or other physical barrier at the bus stop' appears to be the most significant barrier. 'Distances to fixed-route bus stops' and 'don't feel safe using public transportation' also ranked highly.

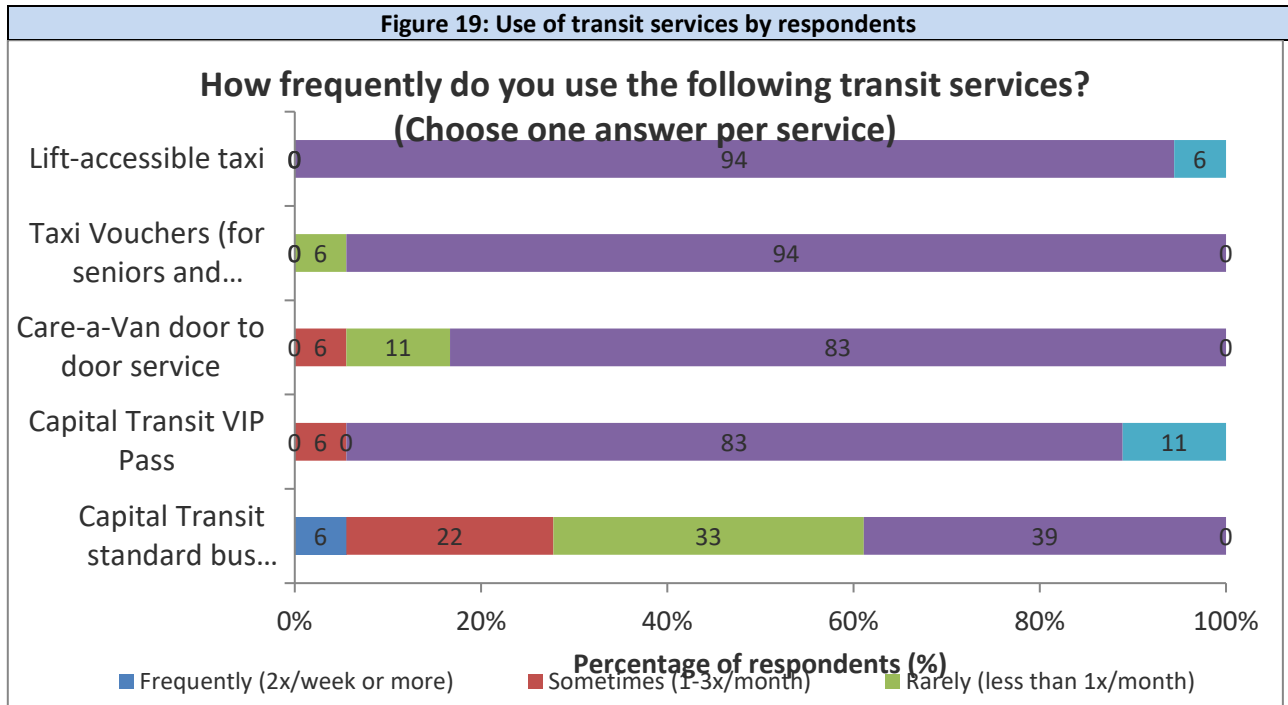


‘Hours of public transit service’ and ‘Lack of personal care attendant’ (e.g. a travel chaperone) are also worth noting as being ranked negatively. The aspects having least negative impacts related to ‘safety on public transportation’ and ‘hours of service’. It appears that all of these areas should be considered for improvement and many of the aspects are interlinked, for example ‘door to door service’ and ‘distances away from bus stops,’ related and actions to improve one aspect can benefit others.

**Use of services**

Respondents were asked to comment on how frequently they used the various public transportation services covered by the scope of this study (**Figure 19**). A response option was also provided for ‘Never heard of this service’ to help identify which services required better publicity.





Unsurprisingly, the fixed-route Capital Transit service was the most widely used service followed by CAPITAL AKcess. The Capital Transit VIP pass can be obtained by Juneau residents who have a Medicare Card, receive Social Security due to a disability, are a disabled veteran, or obtain a physician’s signature on the VIP/ADA application. The pass provides them with a free bus pass to be used on Capital Transit. The fact that fewer respondents are eligible for this service explains why usage is lower than Capital Transit or CAPITAL AKcess service.

The least used method of transportation was lift taxis. Due to cost of the service compared to CAPITAL AKcess and the limited eligible population that is not in the CAPITAL AKcess service area, the use of taxis related services (both lift taxis and use of the voucher scheme) were the least used by respondents. Lift-equipped taxis and the VIP Pass were also less well-known services, with a significant number of respondents reporting that they had not heard of the service. There is a clear need for these services to be better advertised to promote public awareness.

**Open-ended responses**

Most questions had an open-end response option and one main question at the end of the survey solicited open-ended responses. The open ended responses are listed below.

- I don't use the accessible taxi and vouchers but I know lots of people who need and rely on them.
- There are certain locations such as out the road, North Douglas, and Eaglecrest that are inaccessible using public transportation. Widening the scope of the transportation, including expanding hours and frequency, would mean more mobility around town for folks.

- People with disabilities love to get outside and will go skiing this winter. With no transportation up to Eaglecrest, this is a huge barrier for many folks who are not able to get up to the mountain on their own accord.
- Need reliable ramp equipped taxis.
- Transportation to Eaglecrest and out the road past the ferry. SAIL helps with transportation but has limited space, and with restrictions due to COVID-19, that space is further limited.
- CBJ takes sincere care in providing thoughtful, helpful service to our city. I feel the public is served well with our public transportation service.
- There are quite a few seniors who do not have ADA cards but they are unable to use the regular bus and need the paratransit service.
- People should be encouraged to use the fixed route system when possible. The Para Transit system is over whelmed with people that could be using the fixed route system. Also it costs the CBJ about \$30 for every ride provided by the Para Transit system, of which nothing is recovered at the door, and \$6 for every ride on the fixed route system, of which \$2 is recovered on some rides.
- As I look at proposed facilities behind the Nugget Mall, sidewalks, properly situated bus stops, and lighting will be essential for providing service in a safe effective way.
- More accessible taxis.

### **5.2.3 Juneau Coordinated Transportation Coalition (JCTC) Public Meeting**

CBJ hosted a publicly advertised meeting of the Juneau Coordinated Transportation Coalition (JCTC) via Zoom on October 1, 2020. The plan was distributed for public comment on **DATE** with a public service announcement and posting on the CBJ website, presented publicly at the CBJ Assembly Public Works and Facilities Committee on November 9, 2020, and was adopted by resolution at a public hearing on November **DATE**. At the October meeting, the JCTC identified the barriers and solutions which were grouped under broader topic areas. Meeting attendees brainstormed gaps in service and opportunities for improvement, reviewed survey results, and identified priorities for action. Attendees also discussed and prioritized projects for grant funding.

## **6 DEVELOPING PROJECT PRIORITIES**

A number of potential transportation improvement projects – some operational and some capital investments - were identified based on the gaps, needs and opportunities, possible solutions, information from service provider interviews, the public questionnaire, and the public meeting.

During the October 1 JCTC meeting, results of the public survey were discussed and priorities were set based on historical priorities from the 2015 Juneau Coordinated Human Services Transportation Plan, survey results, and current community needs.

Five priority projects were identified along with a strategy for achieving each. The goal is to complete all five in the next five years. Projects that are important, but not one of the top five, should also be implemented

as funding and opportunities allow, as all will enhance transportation services to older adults, individuals with disabilities of all ages, and people with lower incomes.

## 6.1 Priority Projects

These priorities can happen simultaneously and are not necessarily ranked in order of importance.

**Priority one** is an Education and Awareness Strategy:

Formalize a travel training program for those who need assistance learning how to use fixed route or paratransit service. Include individual training and group classes/field trips.  
Conduct an Awareness Campaign - develop simple materials, handouts to determine service eligibility.

Capital Transit was designated as the lead agency responsible for the above projects. They will work and consult with the JCTC on designing a training program and educational materials.

**Priority two** is a Vehicle Upgrades/Procurement Coordination Strategy:

Analyze strategies for all taxi operators to increase the number of lift accessible taxis.

The CBJ Community Development Department will work on this priority. The CBJ regulates taxis in the city and should consider incentivizing taxi operators to have a certain number of accessible (lift or ramp equipped) taxis as vehicles are replaced.

**Priority three** is a Service Expansion Strategy about underserved demographics, areas, and times:

As transit fare systems, services and routes are evaluated, consider the needs of people with limited income and the aging population.

Capital Transit will evaluate services as part of the Valley Transit Center project. Transit stops near the new social service campus should be considered.

**Priority four** is a Facility Maintenance and Improvement Strategy:

Use existing grant funding to purchase trackless snow removal equipment to clear snow on sidewalks and bus stops and increase the number of bus shelters throughout the transit network.

Capital Transit has obtained grant funding the will acquire equipment and construct stops. CBJ should also encourage residents to clear snow from sidewalks in front of their homes and businesses.

**Priority five** is related to the Improved Scheduling Efficiency and Service Strategy:

Encourage sharing of vehicles by agencies.

An Implementation Outline for each priority is provided in **Section 6.2**.

## 6.2 JCTC 2020 Grant Proposal Prioritized List

Each year members of the JCTC can apply to AKDOT&PF for Coordinated Transportation Grant Funding. At their October 1, 2020 meeting, the JCTC voted on and prioritized a list of grant proposals for the SFY2021 grant funding cycle. At the time of the meeting, SAIL did not believe it was eligible for funding, and the only project nominated was the Catholic Community Services bus wash bay. After discussions between SAIL, CCS, and AKDOT, it was determined that SAIL could submit for its taxi voucher program, and participants could rank the two priorities by email. Meeting attendance, initial vote tally, and email responses are included in Appendix VIII. Below is the prioritized list with responsible agency:

1. **Catholic Community Services requested Capital funding for a Wash Bay for Capital AKcess buses**
2. **SAIL has requested for Purchase of Services funding for the Taxi Voucher Program**

## 6.3 Prioritized List of Grant Funding Requests

Grant Funding Request 1: Capital Community Services Bus Wash Bay (Capital Funding)
<p><b>Description:</b> A wash bay is required for CAPITAL AKcess paratransit buses operated by CCS.</p>
<p><b>Clients served by Project:</b> CAPITAL AKcess serves those who are unable to use the fixed route bus due to disability. This includes those suffering from dementia, traumatic brain injury, those with developmental disabilities, and those with behavioral health challenges, as well as those with physical disabilities. In Fiscal Year 2020, CAPITAL AKcess provided 24,055 rides to 476 individuals, both senior citizens and those under age 60 with disabilities, who require our personalized, door-to-door service in order to access community activities, resources, and services.</p>
<p><b>Lead Agency/s:</b> Catholic Community Services</p>
<p><b>Communities Served:</b> Juneau;Capital AKcess provides transportation and support to some of Juneau’s most vulnerable community members, and the delivery of this service has become even more critical since the COVID-19 pandemic began. Per contract regulations and service standards, daily cleaning of the vehicles is a mandatory part of each driver’s shift. In recent years, it has been difficult to meet this requirement year-round, because CCS’s pressure washer is outside and freezes over in the winter to the point that it becomes unusable. The paratransit buses don’t fit in commercial car washes. In order to meet the terms of the Capital AKcess contract and properly maintain the Capital AKcess vehicles, CCS has determined that construction of a wash bay is necessary.</p>
<p><b>Implementation Suggested:</b> A local contractor has examined the area, the required specifications, and provided a quote of \$98,550 for a paratransit bus wash bay that will work year-round.</p>
<p><b>Possible Available Resources:</b> The 20% local match required for a capital project equals \$19,710 and CCS will be able to provide this cash match for the sake of complying with the paratransit contract.</p>

<b>Grant Funding Request 2: Taxi Voucher Program (Purchase of Services)</b>
<p><b>Description:</b>                      The Taxi Voucher program is a compliment to the lift/ramp-equipped taxi service and fills a critical and “special” niche in the Juneau Coordinated Transportation service array. This program is a compliment – not a replacement – to the valuable services provided by Capital AKcess and Capital Transit. Users of the program are meticulously screened for eligibility (documented disability and/or senior status); are currently limited to \$120 worth of rides per month; and are required to sign a form saying they will only use vouchers when Capital AKcess and/or Capital Transit will not meet their needs.</p>
<p><b>Clients served by Project:</b>                      Community Wide seniors and people with disabilities who are below 200% of the poverty guidelines and sometimes are unable to plan ahead to schedule transportation through Capital AKcess; those living outside the Transit/Para-transit boundaries; and those who need transportation before or after the scheduled hours of operation of Transit/Para-transit.</p>
<p><b>Lead Agency/s:</b> Southeast Alaska Independent Living, Inc. (SAIL)</p>
<p><b>Communities Served:</b>                      Juneau and Southeast Community members traveling to Juneau; Last federal fiscal year SAIL served more than 1,300 people with disabilities in 18 communities, over 500 of whom reside in Juneau. Currently, the Juneau Taxi Voucher program has 219 active participants and approximately 51% of those are Trust beneficiaries.</p>
<p><b>Implementation Suggested:</b>                      Low income seniors and people with disabilities use the Taxi Voucher program to make on-demand transportation affordable. These users can use any taxi in the vendor’s fleet including the ream-equipped taxis. Users of the program need rides for the full gamut of transportation needs including medical appointments, to receive social services, obtain groceries, and do other errands.</p>
<p><b>Possible Available Resources:</b>                      AKDOT&amp;PF Coordinated Transportation Grant Funding:                      SAIL plans to request \$100,000 in purchase of services dollars for 8,600 rides. Cost to the grant is 11.63 per ride. Total cost per ride is \$19.93 (grant + rider contribution + cab co. bulk discount). The taxi vendor provides a 10% bulk discount. Additionally, the rider pays 50 cents on the dollar.</p>

**7 SIGNATURE PAGE OF PARTICIPATING AGENCIES**



**Juneau Coordinated Transportation Coalition**

**City and Borough of Juneau  
Community Development Department**

\_\_\_\_\_

**City and Borough of Juneau  
Capital Transit**

\_\_\_\_\_

**Catholic Community Service (CCS)**

\_\_\_\_\_

**Juneau Youth Services**

\_\_\_\_\_

**Southeast Alaska Independent Living (SAIL)**

\_\_\_\_\_

**St. Vincent De Paul**

\_\_\_\_\_

**Other JCTC Agencies contacted for participation:**

- REACH
- Juneau Alliance for Mental Health, Inc. (JAMHI)
- AWARE
- Central Council Tlingit Haida Indian Tribes of Alaska
- Juneau Pioneer Home
- Juneau Taxi and Tours
- Alaska Legal Services
- State of Alaska, Department of Transportation & Public Facilities

## APPENDICES

### Appendix I – Human Services Vehicle Inventory

Note to Draft: JYS and JAMHI vehicle lists are not yet updated

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Capital Transit	2006 D35LF	9752	6650	35' bus		Released
Capital Transit	2010 D35LF	7717	6052	35' bus	2022	Active
Capital Transit	2010 D35LF	7718	6053	35' bus	2022	Active
Capital Transit	2010 D35LF	7719	6054	35' bus	2022	Active
Capital Transit	2010 D35LF	7720	6055	35' bus	2022	Active
Capital Transit	2010 D35LF	7721	6056	35' bus	2022	Active
Capital Transit	2010 D35LF	8551	6057	35' bus	2022	Active
Capital Transit	2010 D35LF	8552	6058	35' bus	2022	Active
Capital Transit	2016 D35LF	7755	6659	35' bus	2028	Active
Capital Transit	2016 D35LF	7756	6660	35' bus	2028	Active
Capital Transit	2016 D35LF	7757	6661	35' bus	2028	Active
Capital Transit	2016 D35LF	7758	6662	35' bus	2028	Active
Capital Transit	2018 D35LF	1100	6863	35' bus	2030	Active
Capital Transit	2018 D35LF	1101	6864	35' bus	2030	Active
Capital Transit	2018 D35LF	1102	6865	35' bus	2030	Active
Capital Transit	2018 D35LF	1103	6866	35' bus	2030	Active
Capital Transit	2018 D35LF	1104	6867	35' bus	2030	Active
Capital Transit	2018 D35LF	1105	6868	35' bus	2030	Active
Capital Transit	2010 Star Trans E350	8229	6020	Cutaway, Narrow Body	2016	N/A
Capital Transit	2010 Star Trans E350	8230	6021	Cutaway, Narrow Body	2016	N/A
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	4558	6840	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1505	6841	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1506	6842	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1507	6843	Cutaway, Narrow Body	2023	Active

2020 Juneau Coordinated Human Services Transportation Plan

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1508	6844	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1509	6845	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1510	6866	Cutaway, Narrow Body	2023	Active
Capital Transit	2018 El Dorado Aerolite 210 w/ lift	1511	6867	Cutaway, Narrow Body	2023	Active
Capital Transit	2008 F350 Truck	2834	6809	Truck		N/A
Capital Transit	2009 Ford Escape	4608	6901	Car, SUV		N/A
Capital Transit	2015 Jeep Patriot	0758	6503	Car, SUV		N/A
Capital Transit	2016 1 ton Ford w/ snow plow	4850	6604	Truck		N/A
Capital Transit	2018 Chevy Bolt EV	5521	6811	Car, EV	2022	Active
Capital Transit	2018 Chevy Bolt EV	5398	6812	Car, EV	2022	Active
Capital Transit	2018 Chevy Bolt EV	6298	6813	Car, EV	2022	Active
Capital Transit	2014 Stertil-Koni Lift	3281	64102	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3282	64103	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3283	64104	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3284	64105	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3285	64106	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3287	64107	Other		N/A
Capital Transit	2014 Stertil-Koni Lift	3288	64108	Other		N/A
Capital Transit	1985 Onan Generator	able	65104	Other		N/A
Capital Transit	2016 Bus Washer			Other		N/A
Capital Transit	2007 Aerolite 210	6145	6829	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	2007 Aerolite 210	6146	6830	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	2009 Eldorado Aerolite 200	1981	6938	Cutaway, Narrow Body	7/10/2015	Active
Capital Transit	2009 Eldorado Aerolite 200	1982	6939	Cutaway, Narrow Body	7/14/2015	Active
Capital Transit	2009 Eldorado Aerolite 200	1980	6937	Cutaway, Narrow Body	7/10/2015	Active



2020 Juneau Coordinated Human Services Transportation Plan

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Capital Transit	2009 Eldorado Aerolite 200	1979	6936	Cutaway, Narrow Body	7/14/2015	Active
Capital Transit	1986 AHE0102020000 Vehicle Hoist	329	66102	Other		N/A
Capital Transit	2002 Trailer	201	6202	Other		N/A
Capital Transit	2001 EG25K Forklift	1517		Other		N/A
Juneau Alliance For The Mentally Ill	1991 Ford Van	4248				N/A
Juneau Alliance For The Mentally Ill	1992 Plymouth Voyager	4581				N/A
Juneau Alliance For The Mentally Ill	Edit	543				N/A
Juneau Youth Services	2004 GMC Safari	73	3	Minivan		N/A
Juneau Youth Services	2008 Ford Eldorado Aerotech 200	1530	23	Cutaway, Standard Body		N/A
Juneau Youth Services	2001 GM Collins Super Bantam	2557	22	Cutaway, Standard Body		N/A
Juneau Youth Services	2006 Subaru Impreza	4972	9	Station Wagon		N/A
Juneau Youth Services	2002 Chevrolet Astro	4664	24	Minivan		N/A
Juneau Youth Services	2006 Toyota Sienna	7506	16	Minivan		N/A
Juneau Youth Services	2005 Chevy Astrovan	6537	7	Minivan		N/A
Juneau Youth Services	1989 Ford Van	9548	5	Van		N/A
Juneau Youth Services	1998 Chevrolet Astro	2301	17	Minivan		N/A
Juneau Youth Services	1995 Chevrolet cutaway bus	3287	2	Cutaway, Narrow Body		N/A
Juneau Youth Services	2001 Chevrolet Collins Super Omni Bus	2126	20	Cutaway, Standard Body		N/A
Juneau Youth Services	2004 GMC Safari	51	14	Minivan		N/A
Juneau Youth Services	2001 Chrysler Town and Country	9367	11	Minivan		N/A
Juneau Youth Services	1984 International Bus	6729	1	30' bus		N/A
Juneau Youth Services	1986 Dodge	4563				N/A

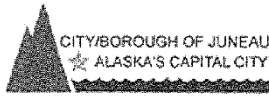
2020 Juneau Coordinated Human Services Transportation Plan

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Juneau Youth Services	2007 Thomas Bus	5400	4	Cutaway, Standard Body		N/A
Juneau Youth Services	1997 Chevrolet Astro	8157	10	Minivan		N/A
Juneau Youth Services	1999 Chevrolet Astro	2125	21	Minivan		N/A
Juneau Youth Services	2003 Dodge Caravan	9517	6	Minivan		N/A
Juneau Youth Services	2004 GMC Safari	7649	8	Minivan		N/A
Juneau Youth Services	1998 GMC Safari	7264	19	Minivan		N/A
Juneau Youth Services	2004 Ford e-150 cargo van	9242	18	Van		N/A
Juneau Youth Services	2003 GMC Safari	4440	13	Minivan		N/A
Juneau Youth Services	1998 Chevrolet Astrovan	7297	12	Minivan		N/A
Juneau Youth Services	1996 Ford Van	59				N/A
Juneau Youth Services	2003 Chevrolet Astrovan	6097	15	Minivan		N/A
REACH	2005 Tan Toyota Sienna	3695		Minivan		N/A
REACH	2012 White Ford E350 with W/C	6156		Van		N/A
REACH	2008 Honda Odyssey Van	8620		Minivan		N/A
REACH	2011 Gray Toyota Sienna	1234		Minivan		N/A
REACH	2010 White Dodge W/C Caravan	3786		Minivan		N/A
REACH	2013 Red Dodge Caravan	1150		Minivan		N/A
REACH	2009 Blue Subaru Forester	2074		Car/SUV		N/A
REACH	2015 White Ford W/C Transit Connect	8055		Van		N/A
REACH	2018 Ford 350 W/C Star Trans Candidate	4634		Bus		N/A
REACH	2018 Black Toyota Rav 4	8734		Car/SUV		N/A
REACH	2015 Blue Ford Transit	4736		Minivan		N/A
SAIL-Juneau	2014 Freightliner Sprinter	5813		Taxi	2018	No
SAIL-Juneau	2016 Ford Transit	5582		Taxi	2020	Yes
SAIL-Juneau	2016 Freightliner Sprinter	0131		ORCA consumer transport	2020	No
SAIL-Juneau	2019 El Dorado	6716		ORCA consumer transport	2025	Yes
SAIL-Juneau	2020 Toyota Sienna	0905		Taxi	2025	Yes

**Appendix II - Semi-structured questionnaire distributed to key service providers**

<b>Semi-structured questionnaire distributed to service providers</b>
<ol style="list-style-type: none"><li>1. What Transportation services do you provide?</li><li>2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?</li><li>3. What is the cost for your service?</li><li>4. How many people do you serve per year? Have you seen a change in demand? Do you anticipate any changes in demand in the next five years?</li><li>5. How is that service paid for/funded?</li><li>6. Do you have any transportation program or capital investments planned for the coming year?</li><li>7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?</li><li>8. What do you see as the greatest community needs for transportation services? Whose needs are not currently being met?</li><li>9. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?</li><li>10. Can you update the vehicle Inventory?</li></ol>

## Appendix III – 2020 Juneau Transportation Needs Survey



### Juneau Transportation Needs Survey

#### Introduction

##### **About this Survey**

Several organizations and agencies in Juneau provide transit services targeted towards seniors, people with disabilities, and low income households. The information gathered by this survey will help the City and Borough of Juneau to identify gaps in Juneau's transit service for these special-needs populations, and to prioritize improvements to better serve target groups. The survey should take no more than 5 minutes to complete. Thank you for taking the time to provide input.

##### **What is the Juneau Coordinated Human Services Transportation Plan?**

Targeted transit services are available in Juneau to seniors (60+), people with disabilities, and low income households. The agencies and non-profits that provide these services coordinate their efforts with the city's public transit service and required paratransit service through the Juneau Coordinated Transportation Coalition (JCTC), which is guided by the Juneau Human Services Transportation Plan. In the spring of 2015, the City and Borough of Juneau is collaborating with transit providers, transit users, and members of the public to conduct a regular update of this plan. The planning team will inventory all existing transit services targeted at special needs populations, identify gaps between those services and community needs, and prioritize strategies for improving service. The plan sets the stage for continued coordination among Juneau's transit providers.

Next



### Juneau Transportation Needs Survey

**Targeted Groups - For the purposes of this survey, please only consider the transportation needs of Juneau's following groups:**

- **Seniors - people aged 60 and older**
- **People with disabilities - those with short or long term disabilities**
- **Low-income households - people with household incomes at or below 150% of the federal poverty level.**

**(For example, \$44,730/year or less for a family of four; or \$21,870/year or less for a family of 1 – equivalent to \$10.94 per hour.)**

1. Are the local transportation needs of the below populations being met in Juneau?

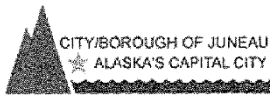
	Always	Mostly	Sometimes	Never	Don't Know
Seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with Disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low Income Households	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:

2. Which programs or services are the most important in order to provide transit service to Juneau's seniors, people with disabilities, and low income households?

	Needs much improvement	Could be better	Needs no improvement	Not needed	I don't know
Snow clearance at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi vouchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lift-equipped taxis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Door-to-door transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital Transit VIP passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus service area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus service hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved dispatch technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medically related non-emergency transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education/training programs on how to use public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:



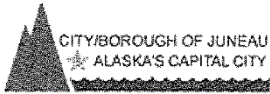
### Juneau Transportation Needs Survey

3. How much do the following things impact the ability of seniors, people with disabilities, or low income households to access transit services in Juneau?

	Not an impact	Negative Impact	Very Negative Impact	Not applicable or don't know
Affordability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility for door-to-door transit services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance to/from the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of public transit service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of information about available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow or other physical barrier at bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of personal care attendant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't feel safe using public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:

[Prev](#) [Next](#)



**Juneau Transportation Needs Survey**

4. How frequently do you use the following transit services?

	Frequently (2x/week or more)	Sometimes (1- 3x/month)	Rarely (less than 1x/month)	Never	I have never heard of this service	I don't know
Capital Transit standard bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital Transit VIP Pass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care-a-Van door to door service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi Vouchers (for seniors and people with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lift-accessible taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:

\* 5. Which of the following best describes you? (Choose all that apply)

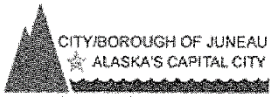
- Senior (60+)
- Person with a disability
- Member of a low-income household
- Educator
- Transit advocate
- Social Service Provider
- Government Employee
- Taxi Operator
- Public Transportation Worker
- Private Bus Operator
- Other (please specify)



6. What neighborhood do you live in?

- Douglas
- North Douglas
- Downtown Juneau
- West Juneau
- Thane
- Twin Lakes
- Lemon Creek
- Lower Mendenhall Valley
- Upper Mendenhall Valley
- Auke Bay
- Out the Road
- Other (please specify)

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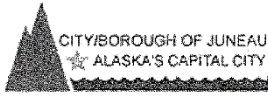


## Juneau Transportation Needs Survey

7. Are there any other unmet transit needs for seniors, people with disabilities and low income households in Juneau?

Prev

Next



## Juneau Transportation Needs Survey

Thank you for completing the Juneau Transportation Needs Survey. To follow the 2015 update to the Juneau Coordinated Human Services Transportation Plan, visit [juneau.org/cdd](http://juneau.org/cdd). To view past plans, visit [juneautransportation.org](http://juneautransportation.org).

If you would like to receive occasional updates about the Juneau Coordinated Human Services Transportation Plan during the plan update process over the next three months, please leave your contact information below. Note: All survey responses will be aggregated and kept confidential.

8. Name (optional):

9. Email (optional):

Prev

Done

Appendix IV – JCTC Fact Sheet



VI.0; 4.24.2013

# Juneau Coordinated Transportation Coalition

## ★ WHO

JCTC partners are organizations that provide or are concerned about transportation in Juneau, Alaska.

PARTICIPANTS OF JCTC HAVE INCLUDED:

- Alaska Mobility Coalition    AWARE    Capital Transit
- Central Council Tlingit Haida Indian Tribes of Alaska    City and Borough of Juneau
- Juneau Economic Development Council    Juneau Alliance for Mental Health, Inc.
- Juneau Pioneer Home    Juneau Taxi and Tours    Juneau Youth Services
- REACH    SAGA/Americorps    Southeast Alaska Independent Living (SAIL)
- Southeast Senior Services (CCS)    St. Vincent de Paul

TYPES OF COMMUNITY PARTNERS THAT MIGHT BE INTERESTED IN PARTICIPATING IN JCTC INCLUDE:

- Private businesses
- Local governments
- Nonprofit organizations
- Operators of public transportation including private operators
- Religious institutions
- Tribal governments
- Taxi operators
- Tourism operators

## ★ WHEN

JCTC WAS FORMED  
**July 25, 2005**  
AND CONTINUES TO MEET –QUARTERLY

Since its inception, JCTC has been involved in the distribution of over \$1,000,000 in grants to JCTC partners through DOT/FTA; over \$500,000 (non-capital/POS) was spent in the local economy; at least 12 vehicles were purchased.

## ★ WHAT

JCTC is a coalition of community partners that work together to make the most of available resources to improve the effectiveness and efficiency of transportation in Juneau, Alaska.

## ★ HOW

A key activity that JCTC carries out is the ranking of funding requests from member agencies and submission of these recommendations to the City and Borough of Juneau Assembly.

Types of projects that have been funded in the past include:

- Voucher programs
- Replacement vehicles
- New vehicles

JCTC WORKS TO ACCOMPLISH THE FOLLOWING GOALS:

- Goal 1** Maximize transportation resources within the City and Borough to meet the specific needs of all riders
- Goal 2** Ensure providers can participate to a level that complements their agency's services
- Goal 3** Leverage funding opportunities that maximize transportation resource opportunities within the community
- Goal 4** Increase awareness and support of transportation services to all community sectors

To be eligible for funding from the State for a transportation project, your organization must:

- Participate in the local Coordinated Transportation Process
- Annually register in the State's eGrant system ([tinyurl.com/bggrfbr](http://tinyurl.com/bggrfbr))

## ★ WHY

- The quality of life in our community of Juneau is improved when all residents can use transportation that is effective and efficient.
- State and Federal agencies require human service transportation providers to coordinate their activities in order to be eligible for certain sources of funding.

Learn more at:  
[www.juneautransportation.org](http://www.juneautransportation.org)

Appendix V - Eligibility forms

Current ADA Eligibility Form

***Capital Transit  
V.I.P. BUS PASS  
For Persons with Disabilities  
Eligibility Criteria and Conditions***

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***What is it?***

The V.I.P. bus pass is for persons with disabilities who use Capital Transit. It allows qualified individuals to ride free. Persons certified as "ADA eligible" may also use the Care-A-Van service. The V.I.P. pass is intended to increase the availability and convenience of public transit to persons with disabilities in Juneau.

***Who is eligible?***

Any person who presents proof of one of the following conditions is eligible to obtain a V.I.P. bus pass:

1. Is currently eligible for Social Security Disability Benefits or currently receives Supplemental Security Income Benefits due to a disability.
2. Is currently certified by the Veterans Administration at a 40 percent or greater disability level.
3. Has a valid Medicare Card issued by the Social Security Administration.
4. Is certified by a licensed physician as meeting one of the medical criteria listed on the following page.

To use the Care-A-Van service an individual must be certified as eligible under the Americans with Disabilities Act (ADA) requirements. These persons must also have their physician complete the last page of this application, Request for Certification of ADA Paratransit Eligibility.

***Where is it issued?***

Eligible persons may apply for a V.I.P. bus pass at the Capital Transit office at 10099 Bentwood Place or the City and Borough of Juneau Sales Tax Office in the Municipal Building, 155 South Seward Street. Simply bring in the completed form found on the last pages of this information and a valid photo identification card.

***How long is it valid?***

Passes issued to persons with permanent disabilities will be valid indefinitely. No renewal is necessary. Temporary passes may be issued to persons with disabilities that will last no longer than a year, including those persons qualifying under Section 6.4. of the Medical Eligibility Criteria. These passes will carry an expiration date and may be renewed only if the disability continues beyond that date.

***What does it cost?***

There is no charge to obtain the pass. Replacement passes may be obtained for a fee of \$2.00.

***How does it work?***

The pass is an identification card which is used by the holder to board the bus at no cost. The holder of a valid pass must simply show the pass to the bus driver as they board. The pass must be shown each time they board and must be surrendered to the driver if requested. Persons certified as ADA Paratransit Eligible may also use the Care-A-Van service at no cost. These persons may also use the V.I.P. pass to access paratransit service in other communities across the United States.





# Medical Eligibility Criteria

## SECTION 1. NON-AMBULATORY DISABILITIES

1. **Wheelchair-User.** Impairments which, regardless of cause, confine disabled individuals to wheelchairs.

## SECTION 2. SEMI-AMBULATORY PHYSICAL DISABILITIES

1. **Restricted Mobility.** Impairments which cause disabled individuals to walk with difficulty including, but not limited to, individuals using a long leg brace, a walker or crutches to achieve mobility or birth defects and other muscular/skeletal disabilities, including dwarfism, causing mobility restriction.
2. **Arthritis.** Disabled persons who suffer from arthritis causing a functional motor defect in any two major limbs. (American Rheumatism Association criteria may be used as a guideline for the determination of arthritic handicap; Therapeutic Grade III, Functional Class III, or Anatomical State III or worse is evidence of arthritic handicap.)
3. **Loss of Extremities.** Disabled persons who suffer anatomical deformity of, or amputation of both hands, one hand and one foot, or lower extremity at or above the tarsal region. Loss of major function may be due to degenerative changes associated with vascular or neurological deficiencies, traumatic loss of muscle mass or tendons, bony or fibrous ankylosis at unfavorable angle, or joint subluxation or instability.
4. **Cerebrovascular Accident.** Disabled persons displaying one of the following, four months post-CVA:
  - a. Pseudobulbar palsy; or
  - b. Functional motor defect in any of two extremities; or
  - c. Ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss.
5. **Respiratory.** Disabled persons suffering respiratory impairment (dyspnea) of Class 3 or greater as defined by 'Guides to the Evaluation of Permanent Impairment: The Respiratory System.' Journal of the American Medical Association, 194:919 (1965).
6. **Cardiac.** Disabled persons suffering functional classifications III or IV, and therapeutic classifications C, D, or E cardiac disease as defined by Diseases of the Heart and Blood Vessels - Nomenclature and Criteria for Diagnosis, New York Heart Assoc. (6th Edition).
7. **Dialysis.** Disabled persons who must use a kidney dialysis machine in order to live.
8. **Disorders of Spine.** Persons disabled by one or more of the following:
  - a. Fracture of vertebra, residuals or, with cord involvement with appropriate motor and sensory loss.
  - b. Generalized osteoporosis with pain, limitation of back motion, paravertebral muscle spasms, and compression fracture of vertebra.
  - c. Ankylosis or fixation of cervical or dorsolumbar spine at 30 degrees or more of flexion measured from the neutral position and one of the following:
    - 1) Calcification of the anterior and lateral ligaments as shown by x-ray.
    - 2) Dilateral ankylosis of sacroiliac joints and abnormal apophyseal articulation as shown by x-ray.
9. **Nerve Root Compression Syndrome.** A person disabled due to any cause by:
  - a. Pain and motion limitation in back of neck; and
  - b. Cervical or lumbar nerve root compression as evidenced by appropriate radicular distribution of sensory, motor and reflex abnormalities.
10. **Motor.** Persons disabled by one or more of the following:
  - a. Faulty coordination or palsy from brain, spinal or peripheral nerve injury.
  - b. A functional motor deficit in any two limbs.
  - c. Manifestations significantly reducing mobility, coordination and perceptiveness not accounted for in prior categories.

## SECTION 3. VISUAL DISABILITIES

1. Persons disabled because of:
  - a. Visual acuity of 20/200 or less in the better eye with correcting lenses;
  - b. Contraction of visual field:
    - 1) So the widest diameter of visual field subtending an angular distance is no greater than 20 degrees; or

- 2) To 10 degrees or less from the point of fixation; or
- 3) To 20 percent or less visual field efficiency.

2. Disabled persons who, by reason of a visual impairment, do not qualify for a Driver's License under regulations of the Alaska State Department of Motor Vehicles.

## SECTION 4. HEARING DISABILITIES

1. Persons disabled because of hearing impairments manifested by one or more of the following:
  - a. Better ear pure tone average of 90 dB HL (unaided) for tones at 500, 1000, 2000 Hz.
  - b. Best speech discrimination score at or below 40% (unaided) as measured with standardized testing materials.
2. Eligibility may be certified by a physician or by an audiologist certified by the American Speech, Language, Hearing Association.

## SECTION 5. NEUROLOGICAL DISABILITIES

1. **Epilepsy**
  - a. Persons disabled by reason of:
    - 1) A clinical disorder involving impairment of consciousness, characterized by uncontrolled seizures (grand mal or psychomotor) substantiated by EEG occurring more frequently than once per week in spite of prescribed treatment with:
      - a) Diurnal episodes (loss of consciousness and convulsive seizure); or
      - b) Nocturnal episodes which show residuals interfering with activity during the day; or
      - c) A disorder involving petit mal or mild psychomotor seizures substantiated by EEG occurring more frequently than once per week in spite of prescribed treatment with:
        - i. Alteration of awareness or loss of consciousness; and
        - ii. Transient postictal manifestations of conventional or antisocial behavior.
  - b. Persons exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of epilepsy defined in this section.
2. **Neurological Handicap.** A person disabled by cerebral palsy, muscular sclerosis, or other neurological and physical impairments not controlled by medication.

## SECTION 6. MENTAL DISABILITIES

1. **Developmental Disabilities.** A person disabled due to mental retardation or other conditions found to be closely related to mental retardation or to require treatment similar to that required by mentally retarded individuals and,
  - a. the disability originates before such individual attains age 18,
  - b. has continued, or can be expected to continue, indefinitely,
  - c. the disability constitutes a substantial handicap to such individual.
2. **Adult Mental Retardation.** Disabled persons who by reason of accident or illness occurring after age 18 are in a substantially similar condition to a developmentally disabled individual.
3. **Autism.** Persons disabled by reason of a syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbances, and monotonously repetitive motor behavior appearing generally before the age of six and characterized by severe withdrawal and inappropriate response to extend stimuli.
4. **Mentally Disordered Disabilities (Emotionally Disturbed).** **TEMPORARY PERMITS ONLY.** Those persons diagnosed as substantially disabled by mental disturbances who:
  - a. Are living in a board and care home and receiving state or federal financial assistance and participate in a state or federally funded work activity center or workshop; or
  - b. Are living at home under supervision and participation in a state or federally funded state or federal work activity center or workshop; or
  - c. Are participating in any training or rehabilitation program established under federal, state, borough or city governmental agencies.

**Capital Transit  
V.I.P. BUS PASS**

**Application**

---

Name \_\_\_\_\_

Address, mailing \_\_\_\_\_

residence \_\_\_\_\_

Telephone Home \_\_\_\_\_ Work \_\_\_\_\_

Date of Birth \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_

If you are eligible on the basis of items 1, 2, or 3 listed under Who is Eligible, please attach evidence and sign below. If you are eligible on the basis of item 4, the Medical Eligibility Criteria, please have your physician complete the bottom half of this page. If you are applying for certification of ADA paratransit eligibility, please have your physician complete the back of this form also.

I hereby authorize the physician below to release any information necessary to complete this certification. I understand that if any of the statements made on this certification are false, I will lose the privileges granted by the V.I.P. bus pass. I understand the pass remains the property of Capital Transit and must be surrendered to a Capital Transit employee upon demand.

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

**Physician's Certification for Persons with Disabilities**

---

I certify that \_\_\_\_\_ meets  
*applicant's name*

the medical eligibility criteria, Section \_\_\_\_\_ . \_\_\_\_\_ , and is disabled  
*section number*

temporarily \_\_\_\_\_ , or permanently \_\_\_\_\_ *(please check one).*

To the physician: The applicant must meet a specific criteria listed under the medical eligibility criteria.

Physician's signature \_\_\_\_\_ Date \_\_\_\_\_

Physician's name \_\_\_\_\_

Telephone \_\_\_\_\_ Address \_\_\_\_\_

To determine eligibility for the Care-A-Van service, please continue on the back of this form.

**This section needs to be completed by the physician  
for Care-A-Van services.**

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**Physicians's Certification of ADA Paratransit Eligibility**

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To the physician: Federal law requires that Capital Transit provide paratransit service (Care-A-Van) to persons who cannot use regular bus service. Please answer each of the questions below. These responses will be the basis for a determination of whether this person can use the regular bus service.

1) If the persons has a disability effecting mobility, is the person:

- Able to move 200 feet without the assistance of another person? Yes \_\_\_\_ No \_\_\_\_  
Able to move 1/4 mile without the assistance of another person? Yes \_\_\_\_ No \_\_\_\_  
Able to climb three 12-inch steps  
without the assistance of another person? Yes \_\_\_\_ No \_\_\_\_  
Able to wait outside without support for 10 minutes? Yes \_\_\_\_ No \_\_\_\_  
Does this person use any mobility aids including a guide dog, or personal care attendant?  
Please describe:

---

---

2) If the person has a cognitive disability, is the person able to:

- Give addresses and telephone numbers upon request? Yes \_\_\_\_ No \_\_\_\_  
Recognize a destination or landmark? Yes \_\_\_\_ No \_\_\_\_  
Deal with unexpected situations, or change in routine? Yes \_\_\_\_ No \_\_\_\_  
Ask for, understand and follow simple directions? Yes \_\_\_\_ No \_\_\_\_  
Safely negotiate traffic as a pedestrian? Yes \_\_\_\_ No \_\_\_\_

3) If the person has a visual impairment:

- Does this person have visual disability  
meeting the Medical Eligibility Criteria Section 3.1.? Yes \_\_\_\_ No \_\_\_\_

If there any other effect of the disability of which the transportation provider should be aware?

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To qualify as "ADA eligible", this individual must be incapable of performing any one of the described actions described in parts 1 or 2, or have a visual disability as described in part 3.



**Sail Taxi Voucher Application Form Proposed**



**Things to know about SAIL's Taxi Account Program**



- Application forms must be submitted in person at the SAIL office. Please bring a valid ID and/or a VIP Bus Pass or some other proof of age/disability when applying.
  - ❖ Our Taxi Program funding is contingent upon our customers using this program as a **supplementary service** to and not a replacement of Care-a-Van or Capital Transit. Please remember to use CAV and/or Capital Transit when available and only use your taxi account when those two options are unavailable.
  - ❖ Misuse or abuse of the program, its partners or staff could cause you to lose your eligibility to participate in this program.
  - ❖ To ensure there are enough funds for the entire grant year, we must limit the amount we use each month. Once that limit is reached, no further funds will be available until the first of the next calendar month. We do not make personal phone calls when we are out of taxi funds.
  - ❖ Office hours are 9:00 AM to 5:00 PM Monday-Friday, excluding regular holidays.
  - ❖ **Please note that taxi funds have an expiration date. Participants should try not to over-pay to their taxi account in case you are unable to use all of them before they expire.**
  - ❖ Every taxi account card shows the cab company's name, telephone number and the usual expiration date of the funds.
  - ❖ **There are no refunds available.**
  - ❖ You may expect a receipt from the cab driver for every trip taken.
  - ❖ Cash, checks, Debit and/or Credit cards can be used to pay for taxi account funds. TVR, 477, and DVR can authorize case services.
  - ❖ Taxi funds can be used to pay fares for rides in the Juneau area only, and only with Juneau Taxi & Tours cabs. You do not need to tell the dispatcher that you will use vouchers to pay your fare. Nor should you be asked to pay anything extra to use your taxi account and/or to load a wheelchair.
- If you require an attendant, he/she may accompany you in the taxi. You may pay his or her fare with your taxi account funds as long as you travel & remain together the entire trip. You will not be charged extra for your attendant.
- You may not give your Taxi Program Card to anyone for any reason. Your friends & relatives may **NOT** use your funds to pay their taxi fares, even if they are running errands for you.
- Please note that your best chances to access the wheelchair accessible vehicle is by calling in advance, preferably at least an hour or two if not a day, in order to ensure another patron is not using the vehicle. Again, the wheelchair cab is a **supplement** to Care-A-Van and Capital Transit, not a replacement of those services.
  - Please notify SAIL if you encounter any problems with the using the Taxi Program. We will be logging issues and complaints at our office. Our phone number is 586-4920.



**Taxi Consumer Intake**

**Taxi Card Identification #** \_\_\_\_\_ **Intake Date:** \_\_\_\_\_  
**Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_  
**Physical Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **Zip** \_\_\_\_\_  
**Mailing Address if Different:** \_\_\_\_\_ **City:** \_\_\_\_\_ **Zip** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_ **Primary Language:** \_\_\_\_\_  
**Marital Status:** \_\_\_\_\_ **Gender:** Male \_\_\_ Female \_\_\_  
How would you like to receive SAIL's Quarterly Newsletter? Email \_\_\_ Mailing Address \_\_\_ Not interested? \_\_\_  
Are you registered to vote? Yes \_\_\_ No \_\_\_ If no, can SAIL help you register? Yes \_\_\_ No \_\_\_

**Ethnicity:**

\_\_\_ African American      \_\_\_ AK Native      \_\_\_ Asian      \_\_\_ American Indian  
\_\_\_ Caucasian      \_\_\_ Hispanic/Latino      \_\_\_ Pacific Islander      \_\_\_ Unknown/Other

**Life and Health Issues**

What health or life issues do you experience for which you are applying for SAIL's taxi voucher program? (Check all that apply)

- Mental Illness     Developmental Disabilities     Traumatic Brain Injury
- Physical Disability     Wheelchair User     Chronic Alcoholism
- Alzheimer's and other dementias    Other \_\_\_\_\_ (includes those over 60 with no disability)

What is your disability \_\_\_\_\_

What is the primary purpose for using SAIL's taxi voucher program? (check one)

- Employment     Medical     Shopping/Personal     Social/Recreation

**Drivers License #** \_\_\_\_\_ **State:** \_\_\_\_\_ **ID Card #** \_\_\_\_\_ **State:** \_\_\_\_\_  
**CBJ VIP Card#** \_\_\_\_\_ **CBJ Senior Sales Tax Exemption Card #** \_\_\_\_\_

**Current Housing Situation:**

Is your housing subsidized: Yes \_\_\_ No \_\_\_ Is your residence accessible? Yes \_\_\_ No \_\_\_ Accessibility Needed \_\_\_  
Do you feel safe in your home? Yes \_\_\_ No \_\_\_ If no, please discuss with SAIL staff.

\_\_\_ Group Home    \_\_\_ Own House/Apt.    \_\_\_ Parent/Guardian Home    \_\_\_ Hotel    \_\_\_ Transitional    \_\_\_ Rent House/Apt.  
\_\_\_ Primary Care Facility (nursing home etc.) If living in an institution, do you live there by choice? Yes \_\_\_ No \_\_\_  
\_\_\_ Homeless

\_\_\_ Living alone    \_\_\_ Living w/family/friends    \_\_\_ Assisted living    \_\_\_ Supported living    \_\_\_ Living alone with PC

To be eligible for this program, your monthly household income must not exceed the amounts below for your Household Size (200% of the Federal Poverty Guidelines):

Household Size	Monthly Income
1	\$2328
2	\$3154
3	\$3978
4	\$4804
5	\$5628
6	\$6454
7	\$7278
8	\$8104
Each additional person	\$ 825

**Signing This Form Means That I Understand and Agree That:**

1. This Taxi discount program is for my use only.
2. I may not share my card with anyone else.
3. This program is meant to supplement, not replace current transportation systems and is meant to be used when other options are unavailable because of their hours, service areas or other factors such as an emergency that prevent use of those services.
4. I meet the financial eligibility requirements of the program listed above.
5. Breaking any of these agreements and/or misuse of abuse of the program, its partners or staff could cause me to lose my eligibility to participate in this program.

**Eligibility Statement**

In accordance with Department of Education 34 CFR. Parts 364, 365, 366, 367 Subpart D, Paragraph 364.40 this statement of eligibility is necessary. By the signature of the SAIL staff below, it is certified that the applicant has met the basic requirements specified in Paragraph 364.40. These are: The individual applying for or receiving services is an individual with a significant disability.

\_\_\_\_\_  
SAIL Staff Signature

\_\_\_\_\_  
Date

- I acknowledge that SAIL staff has explained the purpose of the Client Assistance Program (CAP) to me and provided contact information for offices statewide. Please initial \_\_\_\_\_
- I understand SAIL provides services without regard to race, color or national origin. To find out more about SAIL's nondiscrimination obligations or file a complaint, I can call SAIL at (907) 586-4920 and ask for the Executive or Deputy Director. Please initial \_\_\_\_\_
- I would like to create an Independent Living Plan: Yes \_\_\_ No \_\_\_ Initial \_\_\_\_\_
- I would like to waive my right to create an Independent Living Plan, I understand that I can create an IL Plan with SAIL in the future if I so choose: Yes \_\_\_ No \_\_\_ Initial \_\_\_\_\_

\_\_\_\_\_  
Consumer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
SAIL Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Guardian (If Applicable)

\_\_\_\_\_  
Date

<b>For Office Use Only</b>			
Initial Intake Date: _____	MiCIL Date: _____	Exceed Date: _____	Exit Date: _____
ROI _____ Photo Release _____ IL Plan (If Requested) _____			
*If ORCA or other activities: ROL _____ DSUSA _____ Activity Form _____			

**Appendix VI – Attendance Report from JCTC Public meeting**

Attendee Report		
Report Generated:	10/1/2020 13:47	
Topic	Webinar ID	Actual Start Time
JCTC Stakeholder Meeting	967 8198 5851	10/1/2020 11:54
Host Details		
Attended	User Name (Original Name)	Email
Yes	Community Development	brenwynne.grigg@juneau.org
Panelist Details		
Attended	User Name (Original Name)	Email
Yes	MarianneMills	marianne.mills@ccsjuneau.org
Yes	Joan O'Keefe	jokeefe@sailinc.org
Yes	Jack Scholz	jack.scholz@zoho.com
Yes	RachelMacSllarrow	rachel.macslarrow@ccsjuneau.org
Yes	Dave Ringle	Dave@svdpjuneau.org
Yes	Gus Marx	gusm@jys.org
Yes	Capital Transit	denise.guizio@juneau.org
Attendee Details		
Attended	User Name (Original Name)	
Yes	MarianneMills	
Yes	Joan O'Keefe	
Yes	Jack Scholz	
Yes	RachelMacSllarrow	
Yes	Dave Ringle	
Yes	vanessa	
Yes	Gus Marx	
Yes	Capital Transit	

**Appendix VII – JCTC 2020 Grant Proposal Applications**

***The Juneau Coordinated Transportation Coalition (JCTC), Juneau's Coordinated Human Services Transportation Provider Coalition, invites funding prioritization requests from member agencies for transportation projects.***

For inclusion in the 2020 Juneau Human Services Transportation Plan. Capital projects in transit include both capital to purchase (or retrofit/rebuild) a vehicle, to purchase transportation assistance devices, and funds for “purchased transportation services,” whereby a grant pays for the purchase of rides ON PUBLIC TRANSIT for the clients of a human services agency.

PLEASE EMAIL FUNDING PRIORITIZATION REQUESTS to Chelsea Wallace at the City and Borough of Juneau Community Development Department.  
Email to [chelsea.wallace@juneau.org](mailto:chelsea.wallace@juneau.org).

Requesting Agency Information:

Agency: Catholic Community Service, Inc.

Contact Person: Rachel MacSllarrow Phone: 907-463-6164

Email: rachel.macslarrow@ccsjuneau.org

Title/Description of Funding Request: We seek funding for a special Capital Project: A Wash Bay for Capital AKcess paratransit buses  
(The use and type of the vehicle or other capital purchase your agency seeks funding for)

*Question 1) Can Capital Transit/CAPITAL AKcess currently meet the needs of the requesting agency's project?*

Answer: Capital AKcess provides transportation and support to some of Juneau’s most vulnerable community members, and the delivery of this service has become even more critical since the COVID-19 pandemic began. Per contract regulations and as part of our commitment to maintaining the Capital AKcess vehicles and providing excellent service to our clients, daily cleaning of the vehicles is a mandatory part of each driver’s shift. In recent years, we have had trouble meeting this requirement year-round, because our pressure washer is outside and freezes over in the winter to the point that it becomes unusable. We have tried utilizing car washes throughout the city, but are unable to fit our vans in the available public wash bays. In an attempt to find a solution to this issue, we have reached out to other agencies in the community to seek use of their washing facilities, such as First Student and Holland America/Princess, but were told that those agencies do not have covered wash bays and face the same challenges that we do during the winter months. In order to meet the terms of the Capital AKcess contract and properly maintain the Capital AKcess vehicles, we have determined that construction of a wash bay is necessary. Grant Administrator Meleta Winn from Alaska Community Transit has confirmed that we are eligible to apply for this capital project.

*Question 2) Does the requesting agency serve persons with disabilities? Beneficiaries of the Alaska Mental Health Trust? (Persons suffering from dementia, TBI, persons with developmental disabilities, persons with mental illness, and persons who experience chronic*



*substance abuse.) Please describe clients who will use this transportation, including approximate numbers served per year.*

Answer: Our priority is to serve those who are unable to use the fixed route bus due to disability. This includes those suffering from dementia, traumatic brain injury, those with developmental disabilities, and those with behavioral health challenges, as well as those with physical disabilities. In Fiscal Year 2020, we provided 24,055 rides to 476 individuals, both senior citizens and those under age 60 with disabilities, who require our personalized, door-to-door service in order to access community activities, resources, and services. We strive to reach those at greatest risk of losing their health, safety or independent living, such as people living below the Federal Poverty Guideline, those with the greatest functional need, and those with the greatest social need. Functional need can mean limited intellectual or physical ability to perform activities of daily living and/or instrumental activities of daily living, having a disability, and/or an acute or chronic health condition.

*Question 3) Describe these clients' specific social service, treatment, or medical and transportation needs to be addressed by this request.*

Answer: The vast majority of those who use CAPITAL AKcess are either unable to access the fixed route bus or find it very challenging, for example, if they live on a road with a steep incline or several blocks from a bus stop. In fact, in the icy winter months, attempting to walk or wheel to the bus stop can be life-threatening. Those with medical problems need the extra help to get on and off the vehicle safely and appreciate the door-to-door escorting service provided by all CAPITAL AKcess drivers. Passengers need access to medical care, to social service agencies, to go to the store, to jobs, to the post office, to visit friends, essentially anywhere they want to go within the service area (¾ of a mile past the bus route).

*Question 4) How much would your project cost? What type of vehicle do you wish to purchase and would it be used or new? If you want "purchased services" please estimate the numbers of hours of service per week or month that clients would be using transportation services.*

Answer: A local contractor has examined the area, the required specifications, and given us a quote of \$98,550 for a paratransit bus wash bay that will work year-round.

*Question 5) These projects may require local match funds. Is your agency able to provide the cash match to buy the vehicle?*

Answer: The 20% local match required for a capital project equals \$19,710 and our agency will be able to provide this cash match for the sake of complying with the paratransit contract.

*Question 6) You must guarantee that you will share the vehicle in case of a public emergency in the community. In the absence of such an emergency, can you offer any way that other human service agencies in Juneau could realistically share the use of the vehicle you are requesting? Explain why, how, or why not.*

Answer: Not applicable.

*Question 7) Is this request for a NEW vehicle that will be ADDED to your fleet, or is it for REPLACEMENT of a vehicle currently in your fleet? \_\_\_\_\_*

*If the request is for a replacement vehicle, please describe the vehicle it would replace (age, miles, condition).*

Description of vehicle to be replaced: Not applicable.

*20) Additional Comments:*

The Capital AKcess program is extremely important to us, and our relationship with Capital Transit that allows us to operate the program on their behalf is one of Catholic Community Service's most long-standing collaborations – it has shaped who we are as an agency. We strive for excellence in every aspect of program operations, and the lack of a consistent way to meet this requirement of our contract has been an ongoing concern to us. We would immensely appreciate the opportunity to construct a proper wash bay that would allow us to keep the paratransit buses clean and well cared-for year-round. We thank you for your consideration.

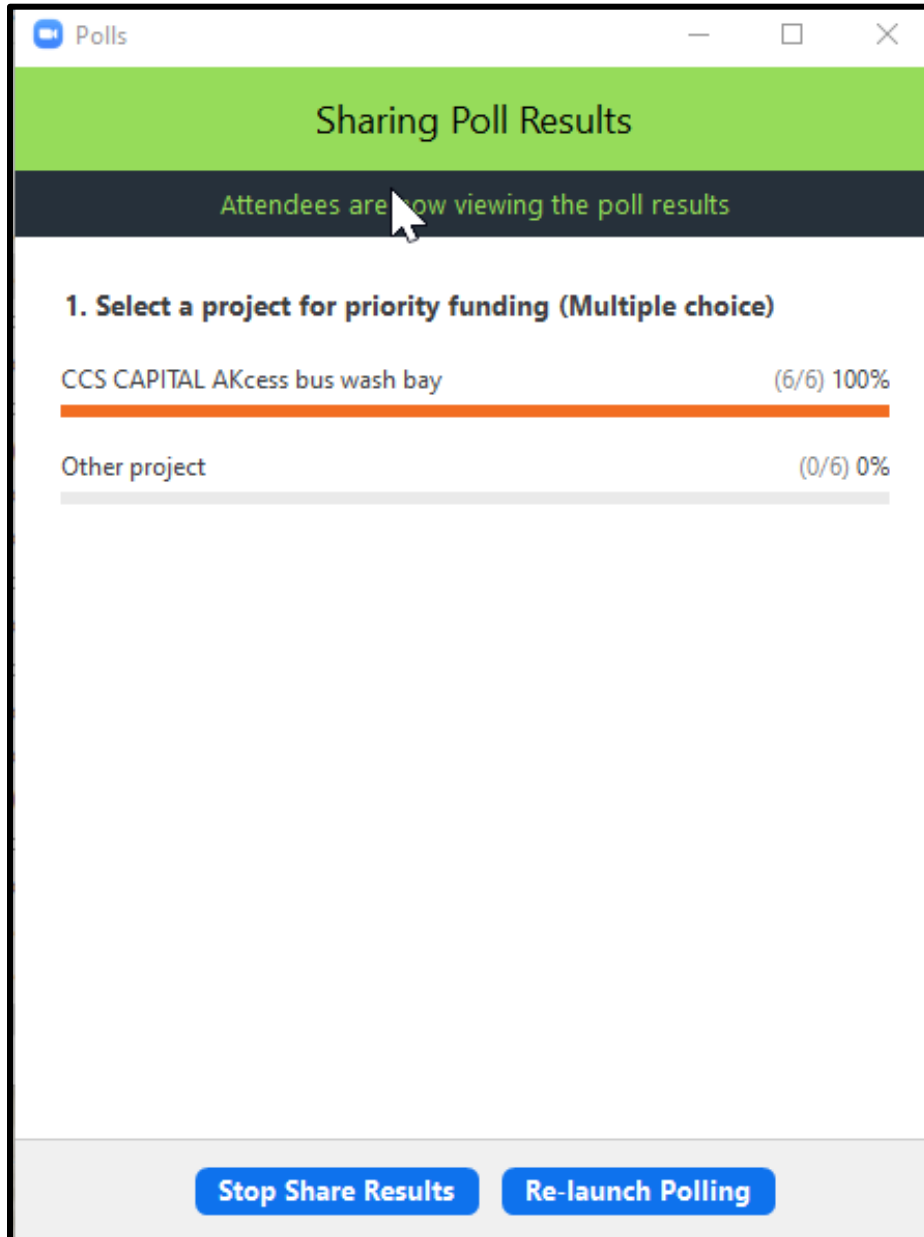
**Process to review and prioritize funding requests:**

The JCTC will meet and discuss the proposed projects and make a prioritized list of grant funding nomination projects.

You can read more about the state process, state timeline, and grant qualifications online at: [http://www.dot.alaska.gov/stwdplng/transit/hs\\_application\\_info.shtml](http://www.dot.alaska.gov/stwdplng/transit/hs_application_info.shtml). Please notice that no human service agency may apply unless the agency's request has been set as a priority under a local process, including a local government official resolution listing the agency's project as a community priority. The City and Borough of Juneau (CBJ) Assembly serves this function for the coordination of human services and public transit in Juneau. The priority recommendations from the JCTC will be forwarded to the CBJ Assembly for formal adoption by resolution in November 2020.

## Appendix VIII – Voting on Grant Proposals

### Meeting Results





### Email Voting Results

**From:** [Denise Guizio](#)  
**To:** [Marianne Mills](#)  
**Cc:** [Dave Ringle](#); [Alexandra Pierce](#); [Adolfsson, Julius A \(DOT\)](#); [Gus Marx](#); [Howard, Debbi A \(DOT\)](#); [Jack Scholz](#); [Rachel MacSllarrow](#); [dave@svdpjuneau.org](mailto:dave@svdpjuneau.org); [jokeefe@sailinc.org](mailto:jokeefe@sailinc.org)  
**Subject:** Re: JCTC E-mail vote  
**Date:** Saturday, October 3, 2020 5:56:23 PM

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Capital Transit votes yes.

Sent from my iPhone

**From:** [Marianne Mills](#)  
**To:** [Dave Ringle](#)  
**Cc:** [Alexandra Pierce](#); [Adolfsson, Julius A \(DOT\)](#); [Denise Guizio](#); [Gus Marx](#); [Howard, Debbi A \(DOT\)](#); [Jack Scholz](#); [Rachel MacSllarrow](#); [dave@svdpjuneau.org](mailto:dave@svdpjuneau.org); [jokeefe@sailinc.org](mailto:jokeefe@sailinc.org)  
**Subject:** Re: JCTC E-mail vote  
**Date:** Friday, October 2, 2020 5:41:46 PM  
**Attachments:** [image001.png](#)

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**EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS**

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Yes

Sent from my iPhone

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**From:** Joan O'Keefe <[jokeefe@sailinc.org](mailto:jokeefe@sailinc.org)>  
**Sent:** Friday, October 2, 2020 4:57 PM  
**To:** Alexandra Pierce <[Alexandra.Pierce@juneau.org](mailto:Alexandra.Pierce@juneau.org)>  
**Subject:** Re: JCTC E-mail vote

**EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS**

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Hi Alix.  
SAIL votes **YES**.

(PS, I apologize for spelling your name incorrectly prior...I got it now!)

Gunalchéesh / Háw'aa / Thank you

**Joan O'Keefe**  
Executive Director  
Southeast Alaska Independent Living, Inc. (SAIL)  
907-523-4430

**From:** [Gus Marx](#)  
**To:** [Marianne Mills](#); [Rachel MacSllarrow](#); [Alexandra Pierce](#); [Denise Guizio](#); [jokeefe@sailinc.org](#); [dave@svdptuneau.org](#)  
**Cc:** [debbi.howard@alaska.gov](#); [Julius A\(DOT\)Adolfsson](#); [Jack Scholz](#)  
**Subject:** Re: JCTC E-mail vote  
**Date:** Monday, October 5, 2020 8:52:48 AM  
**Attachments:** [IMAGE.png](#)

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EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS

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Juneau Youth Services votes Yes...and thank you to Catholic Community Service for being a fantastic partner agency.

Gus

**Gus Marx**  
Grants Director  
Juneau Youth Services

Phone: (907) 523-6511  
FAX: (907) 789-2106

**From:** [Dave Ringle](#)  
**To:** [Alexandra Pierce](#)  
**Cc:** [Adolfsson, Julius A \(DOT\)](#); [Denise Guizio](#); [Gus Marx](#); [Howard, Debbi A \(DOT\)](#); [Jack Scholz](#); [Marianne Mills](#); [Rachel MacSllarrow](#); [dave@svdptuneau.org](#); [jokeefe@sailinc.org](#)  
**Subject:** Re: JCTC E-mail vote  
**Date:** Friday, October 2, 2020 4:40:11 PM  
**Attachments:** [image001.png](#)

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EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS

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I vote yes to both priorities.