

NEW CHANGES TO TRANSPORTATION OPTIONS FOR CAPITAL AKcess

STARTING NOVEMBER 1, 2025 SATURDAY

Capital AKcess will be operated by GTS WITH NEW PHONE # (844) 425-2377

Catholic Community Services' phone number will no longer reach Capital AKcess after 4pm on Oct. 31, 2025.

CAPITAL AKcess CLIENTS

- Letters and [application forms](#) have been sent to the client address on file.
- Clients **must** 1) update your info & 2) confirm current ADA-Transportation eligibility.
- Reservations required 24-hours in advance - with scheduling up to 2-weeks in advance.

ONLY RIDERS WITH verified ADA transportation-disability are eligible to ride 11/1/2025

To **VERIFY** your ADA eligibility status, request an [application](#), or schedule an appointment for Transit staff to meet you at your place of convenience to review your application.

Contact Capital Transit NOW: **Ph: (907)-789-6901 Fax: (907) 586-0912**

Email: capital.transit@juneau.gov

FREQUENTLY ASKED QUESTIONS

Why is there a change with Capital AKcess?

- Capital AKcess is funded by the City and Borough of Juneau (CBJ) as a part of public transit. CBJ fiscal policy requires contracts to be rebid in a public process and on September 22, 2025, the CBJ Assembly awarded the Capital AKcess contract to Ground Transportation Solutions (GTS) as the lowest bidder.
- GTS is a local transportation company experienced with ADA organizational partnerships.

How will the change of contractor affect my paratransit ride services?

- Capital AKcess complimentary paratransit services are for clients who have been recognized by Capital Transit staff as *meeting ADA-transportation disability requirements*.
- All riders currently using Capital AKcess are strongly encouraged to verify their eligibility status with Capital Transit by calling (907) 789-6901 or emailing capital.transit@juneau.gov
- Riders who are not recognized as ADA-transportation eligible will need to explore other transportation options.
- What changes are there in how to arrange a ride? Call **Capital AKcess using (844) 425-2377**.

Will I have a new driver?

- Clients should expect paratransit transportation assistance from both new and familiar staff.

What other changes can I expect?

- Riders with approved ADA eligibility issued more than 3 years prior may be asked/should update information or reapply. Capital AKcess has a 3-year review requirement for ADA paratransit eligibility.