

2026

Juneau Coordinated Human Services Transportation Plan



Prepared by

City & Borough of Juneau, Community Development Department

for the

Juneau Coordinated Transportation Coalition

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1. INTRODUCTION

The purpose of the 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 2020 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 Moving Ahead for Progress in the 21st Century (MAP-21) requirement for a coordinated plan for funded projects in the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program.

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 2026 Plan builds on previous transportation planning conducted in Juneau, including the 2014 Transit Development Plan for Capital Transit and the 2020 Juneau Coordinated Human Services Transportation Plan. The 2014 planning process included rider surveys, a public meeting, stakeholder interviews, and operational analysis and remains a useful historical baseline for understanding travel patterns and system development. The 2026 planning process supplements earlier work with updated demographic information, transportation and ridership data, service-provider questionnaires, stakeholder participation, and the 2026 JCTC Transportation Needs Survey. 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.

This Plan provides background information on the City and Borough of Juneau (CBJ) in three sections. These sections include information on Juneau's location and climate, a description of current coordinated human services and the organizations operating these services, and an analysis of Juneau's senior, disabled, and low income populations. The Plan outlines the information gathering process on current barriers to services faced by the senior, disabled, and/or low income populations in Juneau, and explores potential strategies to overcome these barriers. The Plan finishes by identifying top priority projects that can be taken forward over the life of the plan to tackle identified

issues. 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

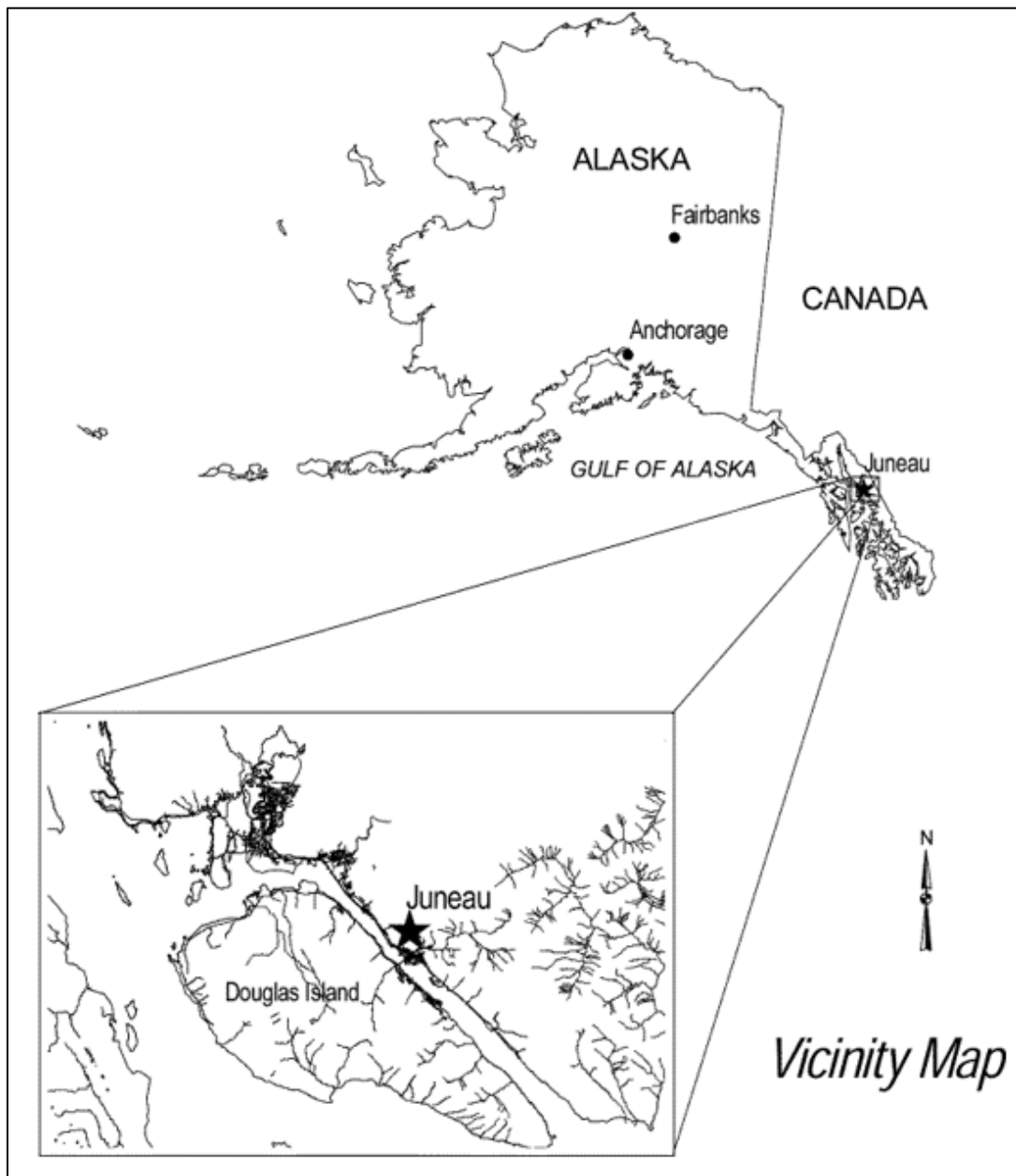


Figure 1: Location Map: Juneau, Alaska

The City and Borough of Juneau, Alaska's Capital City, is located in southeast Alaska (**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 per year,¹ with the average temperatures ranging from 20.7 degrees Fahrenheit to 64.3 degrees Fahrenheit.²

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 east side of Douglas Island, and the Mendenhall Valley. The road north of Juneau extends 42 miles from Marine Park in Downtown Juneau 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. According to the Bureau of Transportation Statistics (USBTS) in 2025, the Juneau airport served an estimated 712,000 passengers.³

Drivers and foot passengers may enter or leave Juneau via the Alaska Marine Highway System (AMHS) state ferry, which serves Juneau daily with routes to nearby communities including Haines, Sitka, Pelican, Gustavus, Skagway, Angoon, Hoonah, Kake, Ketchikan, Tenakee Springs, Petersburg, and beyond to Bellingham, Washington. In 2024, 42,089 passengers and 12,204 vehicles disembarked in Juneau.⁴ During the proposed winter of 2026/2027, AMHS will not serve Yakutat and beyond or Prince Rupert, British Columbia from Juneau.

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 nearly 2 miles away on Glacier Highway near the roundabout.

Juneau is served by three barge carriers, Alaska Marine Lines, Samson Tug and Barge, and as of August 2026, Alaska Logistics Services, which provide bi-weekly and weekly service.⁵ Barge ports are located on Thane road one mile south of downtown, and at Channel Drive, three miles north of downtown.

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

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

³ <https://www.transtats.bts.gov/airports.asp?20=E>

⁴ Alaska Department of Transportation and Public Facilities, Alaska Marine Highway System Traffic Volume Report, 2024.

⁵ <https://www.juneauindependent.com/post/new-barge-company-serving-juneau-says-it-will-ship-evs>

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 more than 1.6 million passengers annually, delivering more than 10,000 visitors to Juneau in a single day.⁶ 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 a total estimated ridership in 2025 of 936,644 and ridership totals in 2026 exceeding 589,100 as of July 2026. CAPITAL AKcess, Juneau's paratransit service, was operated by Catholic Community Services until the end of October 2025 on behalf of Capital Transit and provided an estimated 22,908 rides in 2025.

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.

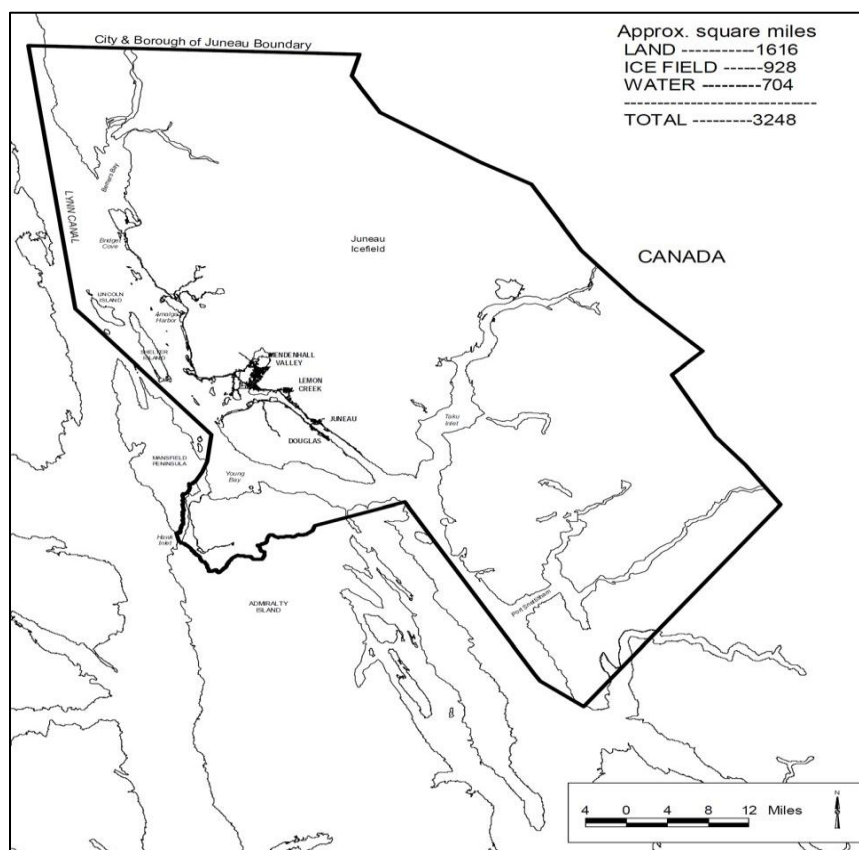


Figure 2: City and Borough of Juneau; Source CBJ

⁶ Tourism Economics. (2026). *Cruise port profile: Juneau. Understanding cruise activity & economic impacts in Juneau.* Cruise Lines International Association. https://cruising.org/sites/default/files/2026-07/CLIA%20Cruise%20Port%20Profile%20Juneau_Final%20Report%20-%20Public.pdf

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 the following groups:

- Capital Transit
- Capital AKcess
- CBJ Community Development Department (CDD)
- Catholic Community Services (CCS)
- REACH, Inc.
- Southeast Alaska Independent Living (SAIL)
- Society of St. Vincent de Paul
- Juneau Pioneer Home (JPH)
- Juneau Alliance of Mental Health, Inc. (JAMHI)
- AWARE
- Central Council Tlingit Haida Indian Tribes of Alaska
- Juneau Taxi and Tours
- Alaska Legal Services
- State of Alaska, Department of Transportation & Public Facilities (ADOT&PF)

3.2 Inventory of Available Resources and Services

Appendix I contains a vehicle inventory list for transportation and paratransit service providers in Juneau. Currently, there are 53 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 core service routes, express routes, a connector route between the Valley Transit Center and the Airport area, and morning commuter routes. The Mendenhall Valley and Douglas core service routes operate Monday through Friday from 6:00 a.m. to 11:45 pm, Saturday from 7:00 am to 11:45 pm, and Sunday from 9:00 am to 6:45 pm. During the summer cruise ship season, approximately May – September, Sunday core service routes match Saturday service, 7:00 am to 11:45 pm. Express routes operate Monday through Friday, 7:00 am to 6:00 pm, with additional Saturday and Sunday express service from 8:30 am to 6:00 pm during the summer cruise ship season. The airport connector route runs Monday – Friday, 7:00 am – 6:00 pm. However, the airport connector is frequently suspended due to staff shortages; the airport is accessible via Routes 3&4 with a 0.4 mile walk . Morning commuter routes run Monday through Friday, from 6:00 am to 7:30 am. Daytime service operates every half hour, while evening service operates hourly. No transit service is available on New Year’s Day, Independence Day, Thanksgiving Day or Christmas Day.

The network has two designated transfer points, one at the Federal Building and the other at the Valley Transit Center on Mendenhall Mall Road. Schedules are designed to allow timed transfers between the Douglas and Mendenhall Valley routes at the Federal Building and between the Express, the Airport connector⁷, and the Mendenhall Valley routes at Nugget Mall.

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, Mendenhall Valley, and Airport connector routes at the Valley Transit Center are free. 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 are free. Customers using the fixed route service may purchase a monthly pass in advance, pay a cash fare when boarding the bus, or use the Token Transit app to purchase single-ride tickets or monthly passes. Token Transit also offers fare-capping within a single calendar month: single-ride ticket usage is tracked through the app, and users will automatically be upgraded to a monthly pass once their single-ride usage matches the cost of a monthly pass. Token Transit also offers a discounted rate of \$31.50 for a pack of 20 single-ride adult tickets.

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 medical professional (see **Appendix II** 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 FY25 passenger ridership was estimated at 901,637 on fixed routes, with 936,644 rides during CY25, continuing the ongoing ridership recovery since the COVID-19 pandemic as shown in **Figure 3**. 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.

⁷ As of the writing of this plan, the Route 6, Airport Connector line is suspended indefinitely.

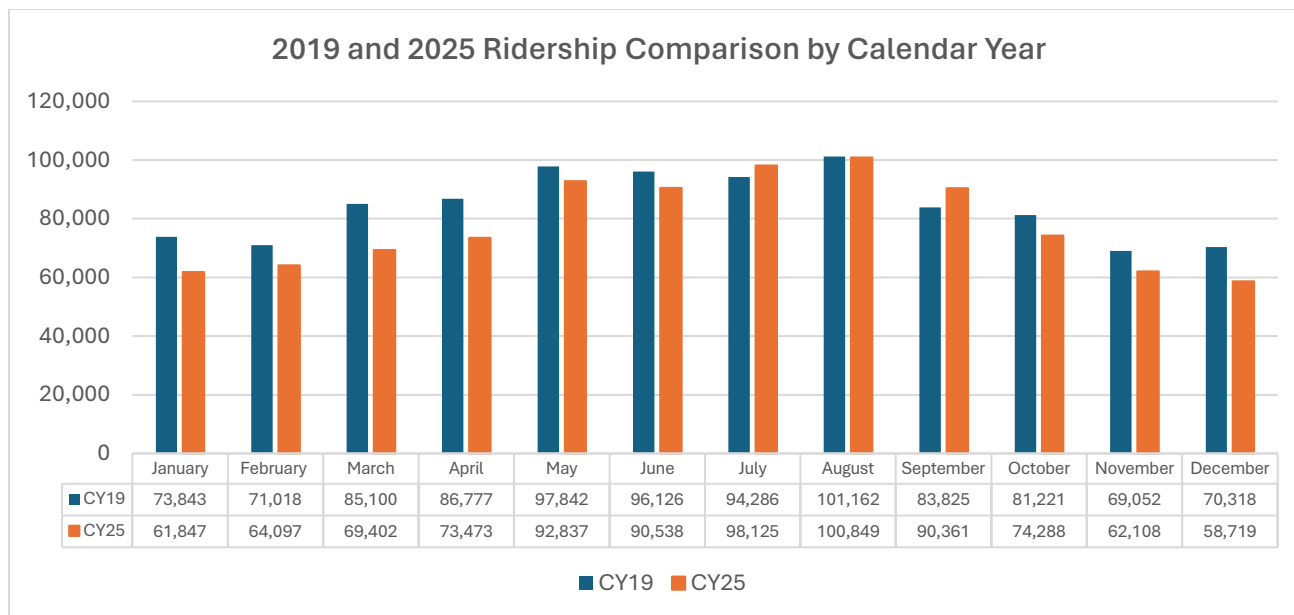


Figure 3: 2019 and 2025 Ridership Comparison by Calendar Year; Source: Capital Transit

3.2.2 Paratransit Services

The CBJ contracts with Ground Transport Solutions (GTS) 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 15 years, on a calendar year basis, is presented in **Figure 4**. The ridership has continually increased since the ridership drop due to the COVID-19 pandemic.

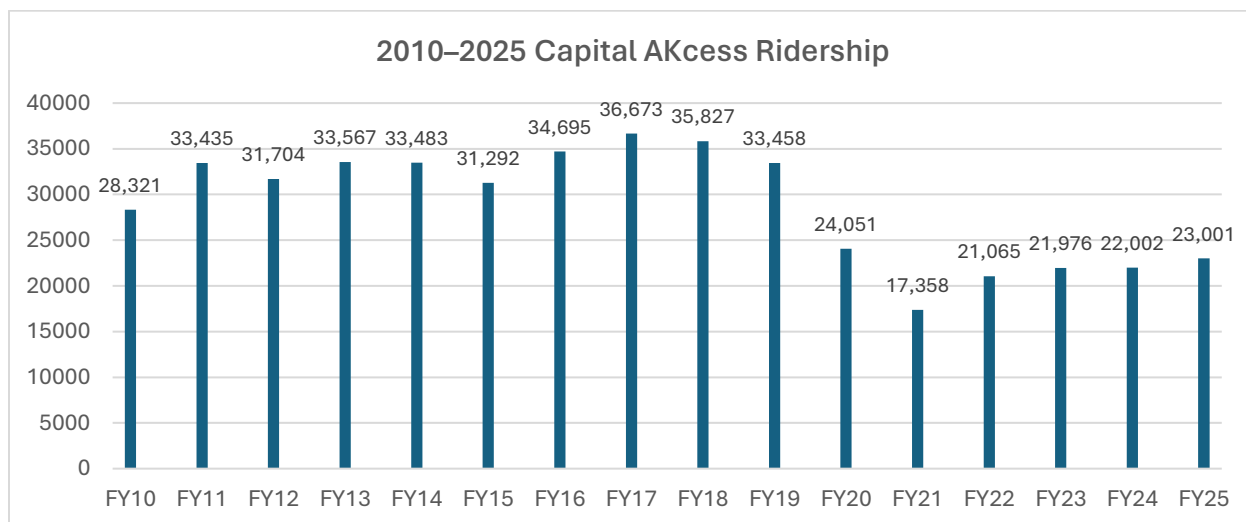


Figure 4: 2010–2025 Capital AKcess Ridership; Source: Capital Transit

Eligibility is certified by a treating professional. 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 Spare Paratransit platform.

3.2.3 Senior Services

Southeast Senior Services (SESS) – Sponsored by Catholic Community Services (CCS)

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, and Wrangell. Services offered include the Bridge Adult Day program, offering therapeutic day services to seniors coping with Alzheimer's disease, recovering from strokes, and dealing with other debilitating illnesses; the Case Management and Caregiver Support program offering services with full time staff in Juneau and Ketchikan, part time staff in Haines, Wrangell and Sitka, and remote/home visits to other communities listed above. Services include assessment of service needs and connecting 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. CCS is the A.D.A. Complementary Paratransit provider in Sitka. 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 currently serves 54 individuals with intellectual and developmental disabilities. None of the individuals the non-profit supports drive independently and all rely on transportation to access employment, medical appointments, community activities, and other essential services.

Transportation remains one of the most significant challenges affecting the people we serve. Community transportation providers frequently operate at or near capacity, resulting in scheduling difficulties, limited availability, and delays that can affect timely access to work, appointments, and other important activities.

These limitations impact employment, healthcare access, community integration, and overall quality of life. Reliable transportation is critical to ensuring individuals can maintain independence and fully participate in their communities.

REACH coordinates transportation for the individuals receiving services, including access to necessary medical appointments. When community transportation options are unavailable, staff must spend considerable time arranging alternative solutions. This process requires significant coordination and creates additional operational demands, particularly during periods of workforce shortages.

Transportation needs must also be balanced with residential staffing requirements. Direct support staff may assist with transportation when appropriate, but staffing levels must be maintained to ensure the health, safety, and supervision of individuals remaining in the home. As a result, transportation often requires extensive planning and resource allocation across programs.

Current transportation resources are insufficient to meet the growing demand for services. REACH vehicles are frequently scheduled at full capacity to support residential services, employment, medical appointments, and community participation. When agency vehicles are unavailable and community transportation options cannot meet the need, approved staff may use personal vehicles and are reimbursed by REACH at the organization's expense. While this helps maintain continuity of services, it highlights a significant transportation gap and places additional financial strain on the organization.

Over the next five years, REACH anticipates a continued need for expanded, accessible, and reliable transportation resources. Additional funding for vehicles, accessible transportation options, mobility management, and transportation services would increase capacity, improve access to essential supports, reduce organizational costs, and enhance outcomes for the individuals they serve.

Southeast Alaska Independent Living, Inc. (SAIL)

Southeast Alaska Independent Living, Inc. (SAIL) provides services to the elderly and people who experience disabilities to help them live productive and independent lives. In cooperation with Juneau Taxi & Tours, SAIL administers an accessible taxi program. ADA ramp-equipped taxis are available 24/7 and 365 days per year through Juneau Taxi and Tours.

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

Society of St. Vincent de Paul

The St. Vincent de Paul Society is a non-profit, privately-run organization that provides housing, food, clothing, 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 access to nearby bus stops.

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 three blocks away by Northrim Bank. A closer bus stop on Alpine Street does not have consistent services, forcing our families to use a much farther away bus stop most frequently.

In addition to the non-profit's local housing and family shelter, a total of 57 units, on their Teal Street campus, they have 44 units of low-income housing with housing complexes on Gastineau Avenue and Douglas Highway. At least 50% of their tenants rely on public transportation, either city buses or ADA-accessible Capital AKcess.

Currently the only service providing transportation operated by St. Vincent de Paul is the Emergency Shelter funded by CBJ at the Warming Shelter. They use a Capital AKcess van and a 15-passenger van to pick up individuals at night when our shelter opens at 9:00pm. A Capital Transit bus takes our guests back downtown and to the Glory Hall, departing every morning at 6:45am. This is a temporary service that has been extended to year round for an undetermined length of time.

Juneau Pioneer Home (JPH)

The Juneau Pioneer Home (JPH) is a State-run assisted living facility for persons 60 years and older who have lived in Alaska 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. 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 update of City and Borough of Juneau demographics, and how they continue to influence the transportation needs of residents. Since the last update to the *Juneau Coordinated Human Services Transportation Plan* in 2020, Capital Transit conducted the *Juneau Transit Survey* in 2022, and the City & Borough of Juneau (CBJ) completed the *Juneau Visitor Circulator Study* in 2024. The 2014 *Juneau Transit Development Plan* remains the most recent comprehensive analysis of the system. CBJ believes that the information provided in the 2014 *Juneau Transit Development Plan* is still relevant when combined with information from more recent studies and surveys.

4.1 Journey Purpose

As discussed in the 2020 update, the result of 971 surveys collected as part of the 2014 *Juneau Transit Development Plan* indicated that 83% of passenger trips originated from home or were connected to home, and the most popular destination was work. The 2022 *Juneau Transit Survey* found “more than two-thirds of Juneau transit users ride the bus for the purpose of commuting to work (69%), two-thirds (66%) use it for grocery or other forms of shopping, and nearly half (48%) use the bus to travel to health care appointments.”

The 2026 Juneau Transportation Survey asked respondents *What activities do you or your household typically rely on transit services for? (Select all that apply.)* Among riders who did not identify themselves or a household member as a senior, a person with a disability, or low-income, work remained the primary reason for using public transit (63%). Seniors over 60 most often rode for errands (57%), followed by medical appointments (47%). People with disabilities most frequently reported medical appointments (76%), followed by errands (68%) and work (47%). Riders from low-income households cited errands (84%), medical appointments (83%), and work (69%) as their main reasons for using transit (**Figure 5**).

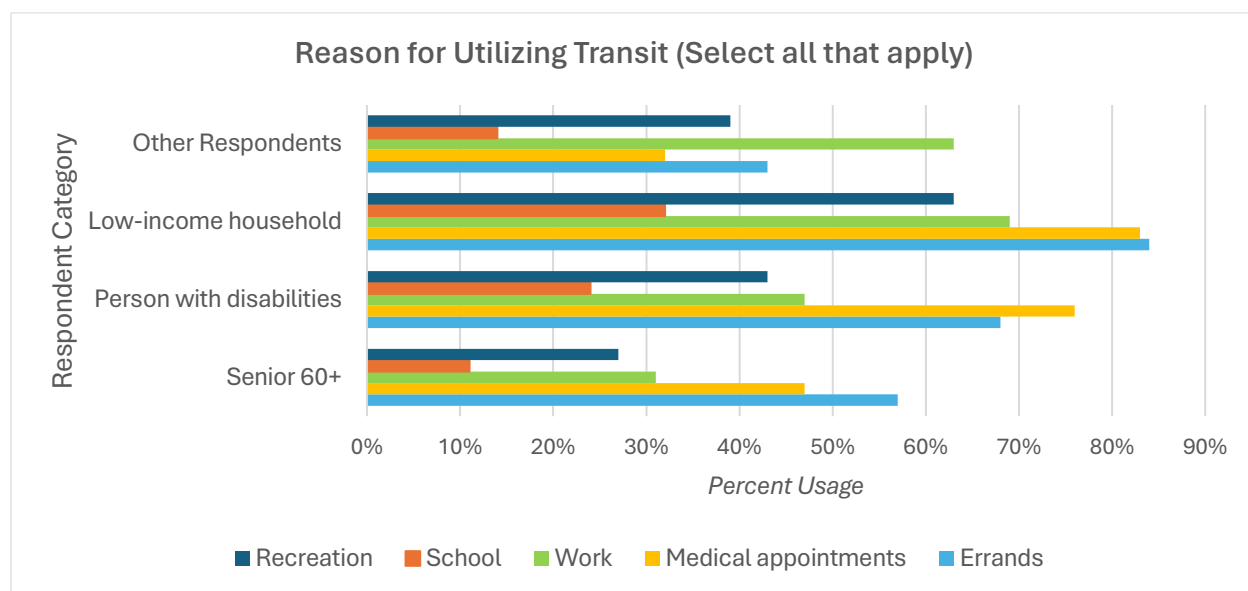


Figure 5: Reason for Utilizing Transit

4.2 Demographics by User Group

This section updates Juneau’s demographics to better understand the increasing transportation needs of individuals with disabilities, seniors, and people from low-income households. Understanding Juneau’s shifting population proportions enables development of near and long-term strategies to best meet Juneau’s needs.

4.2.1 Senior Population

The portion of Juneau’s senior population (those 60 and older) is projected to increase from the current estimate of 25% to nearly 30% by 2050 (**Table 1**).

Table 1: Percentage of Seniors Aged 60 or Over in Juneau: 2025 Estimate and Projections				
	Year			
	2025	2040	2045	2050
Total Population	31,182	27,633	26,261	24,900
Population 60 and over	7,804	7,435	7,306	7,295
% population 60 and over	25%	26.90%	27.82%	29.29%

Source: ADOLWD September 2026, Alaska Population Projections 2025 to 2055

As anticipated in the 2020 update, an increase is also expected by those with special needs such as using wheelchairs for mobility or those that have accompanying medical equipment. The increased number of potentially eligible users of transportation services provided by JCTC members will add to demand for services and increase the time required to load and unload passengers even as Juneau’s population is projected to decline.

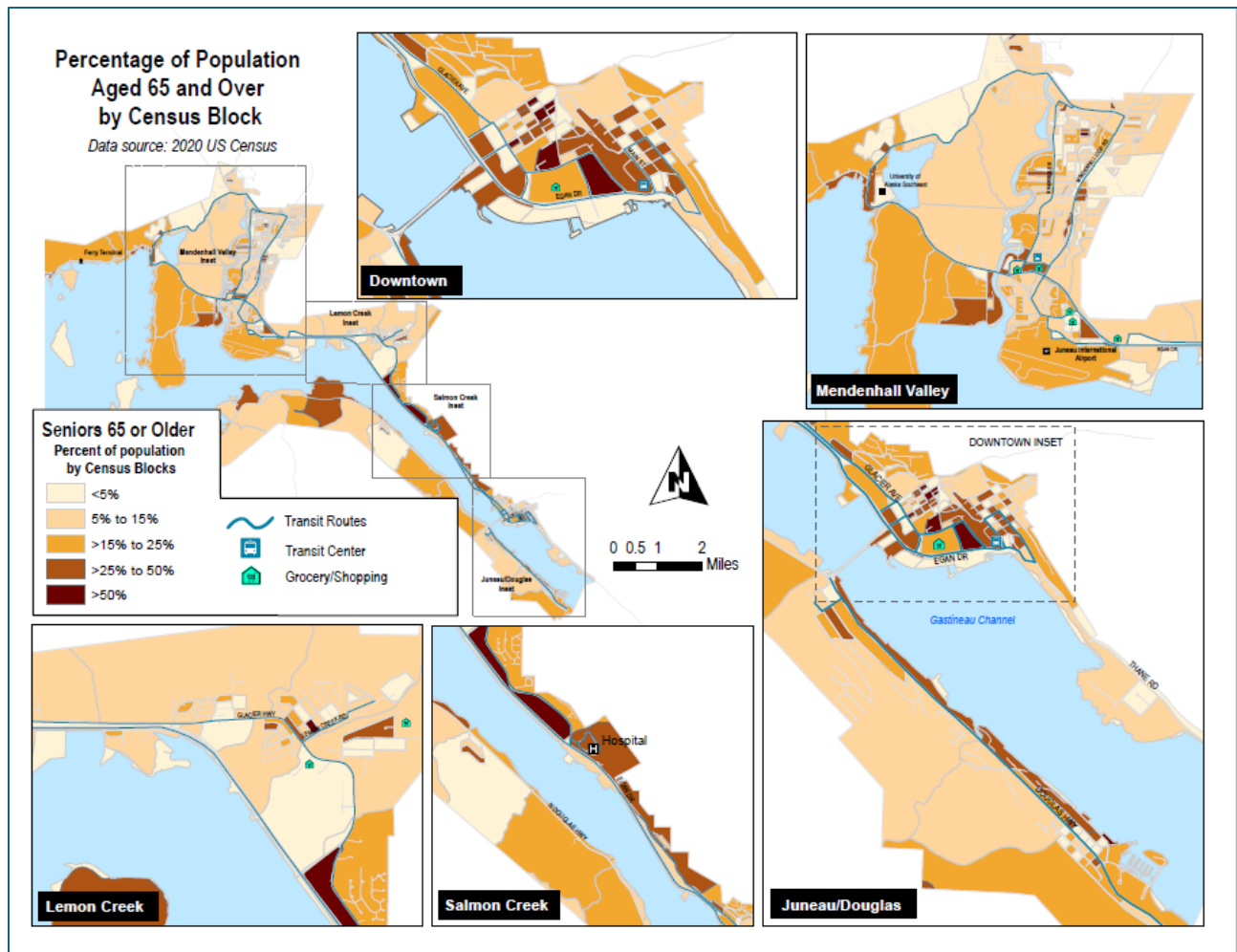


Figure 6: Percentage of Population Aged 65 and Over by Census Block; Source: 2020 U.S. Census Data

Figure 6 illustrates the distribution of individuals over the age of 65 throughout Juneau. Similarly to the information presented in the 2020 update, the greatest densities are Downtown Juneau, Douglas, and parts of Lemon Creek. There are areas of steeper topography in Downtown Juneau and Douglas that cause mobility challenges, and transportation access issues especially during winter months when snow and ice can make travel on both sidewalks and road hazardous. 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.

4.2.2 Residents with Disabilities

Data on the disabled population of Juneau is presented in the Tables below. **Table 2** gives 2020-2024 U.S. Census Bureau American Community Survey (ACS) 5-year estimates of the disabled population in Juneau – 11.7%. There remains a significant overlap between the disabled and senior (over 65) populations, 21.29% of individuals over the age of 65 are estimated to have a disability. Individuals over the age of 65 are estimated to account for 29.25% of Juneau’s population with a disability, which represents a decrease from the 2018 estimate of 36%.

Estimated Juneau Population with Disabilities	
Year 2024	
Juneau Population	31,045
Number of population disabled (#)	3,647
Percentage of population disabled (%)	11.7%
Number of population disabled and over 65 (#)	1,067
Percentage of population disabled and over 65 (%)	3.4%

Table 2: Source: U.S. Census Bureau 5 Year ACS 2020-2024

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 2024, the U.S. Census Bureau estimated there to be 2,771⁸ persons in Juneau for whom poverty status is determined; a 1,609 person decrease from 2019 estimates⁹. These individuals may or may not have a disability. Capital Transit still does not provide a discounted fare program to improve access to transit for these low-income households. The need to provide transportation for members of these households is mentioned in the 2020 update, service provider questionnaires, and surveys associated with this plan. There are many individuals who do not qualify for senior, VIP, or student reduced fares that would benefit from subsidized bus fare. **Table 3** shows the percentage of Juneau's population below the poverty threshold defined by U.S. Census Bureau. Juneau has 13,167 households with an average of 2.36 persons¹⁰.

Population Below Poverty Level in Last 12 Months			
	Juneau	Alaska	United States
Total Population	31,099	721,938	332,143,258
Below Poverty Level (#)	2,771	73,398	40,354,267
Below Poverty Level (%)	8.90%	10.20%	12.10%

Table 3: Source: U.S. Census Bureau 5 Year ACS 2020-2024

⁸ U.S. Census Bureau, 2024 American Community Survey, 1-Year Estimates

⁹ U.S. Census Bureau, 2019 American Community Survey, 3-Year Estimates

¹⁰ U.S. Census Bureau, 2020-2024 American Community Survey, 5-Year Estimates

5. SERVICE GAPS

Previous plans have outlined that Juneau residents have access to public transportation, yet service gaps and unmet needs remain. Demographic data in Section 4, details that Juneau's population ratio continues to skew towards those 60 and older, with the median age projected to increase from 40 to 46 by 2050¹¹. As Juneau's population continues to age and more individuals rely on fixed-route and paratransit services, closing service gaps and addressing the unmet needs of seniors, individuals with disabilities, and low-income households is critical for our community.

5.1 Service Gaps and Unmet Needs

From information gathered through service provider questionnaires, stakeholder meetings, and a public survey, a consolidated list of service gaps and unmet needs has been created. The identified service gaps and unmet needs are grouped by Strategy heading.

Education & Coordination

- No centralized database or list of available resources/programs and guidance on accessing or applying for them.
- Organized service provider coordination is limited to annual grant prioritization meetings and required plan updates.
- Limited physical materials addressing Juneau-specific travel training, restricting access to those unable or unwilling to utilize the internet.
- Communication with ridership on service changes is sometimes a challenge during construction, winter routes, or due to other unforeseen circumstances.

Specialized & Affordable Transportation Procurement

- Shortage of vehicles properly equipped to provide paratransit services to individuals with disabilities and seniors.
- Existing insufficient capacity for paratransit services will be exacerbated as the senior population grows.
- Limited options for evening, weekend, door-to-door, and individual transportation.
- Juneau does not offer reduced fare programs for low-income individuals.

Service Area, Capacity, & Hours of Operation

- Current Capital Transit fixed routes do not serve all existing population centers as developed areas continue to grow. Development is expanding in areas increasingly distant from fixed-route transit and current funding and staffing capacity does not allow service to expand with population centers, leaving a gap for riders.
- Capital Transit does not provide fixed-route services between the hours of 11:00pm and 6:00am on weekdays and, has somewhat reduced hours on weekends. CAPITAL AKcess daily service hours are between 6:00am and 11:45pm, Monday through Friday and 8:45am through

¹¹ Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

6:45pm on Sundays. Neither fixed-route nor paratransit provide service on New Year's Day, Independence Day, Thanksgiving Day, or Christmas Day.

- Major transportation facilities, the Auke Bay Ferry Terminal and Juneau International Airport, are not currently served directly by Capital Transit.
- Capital Transit has experienced staffing shortages since the COVID pandemic, which have caused long-term service suspensions on lower-ridership routes, such as the Airport connector and the discontinuation of the University connector (the University is accessible by the Route 3 or Route 4).
- There is limited space available for wheelchairs on the fixed routes and on rare occasions, congestion on the buses makes this issue more acute.
- Seasonal crowding displacing local users.

Winter Accessibility

- Winter weather limits the ability of individuals to reach fixed-route transit and service providers' ability to reach individuals who require paratransit services.
- 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.

Transportation Planning

- Lack of an updated community-wide transportation plan that accounts for changing demographics, seasonal tourism, and future development.

5.2 Collecting Community Input

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

- Service Provider Questionnaires completed by Capital Transit, Catholic Community Services (CCS), Juneau Pioneer Home, REACH Inc., Southeast Alaska Independent Living (SAIL), and St. Vincent de Paul Society.
- Inventory of transportation assets and services.
- Analysis of 355 survey responses from human services providers, transit riders, senior housing residents, transportation users, and the general public.
- A public meeting to evaluate survey and questionnaire results regarding gaps in service, community priorities, and to vote for projects for inclusion in the grant funding request.

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

5.2.1 Service Provider Questionnaires

Service providers were requested to complete a questionnaire (**Appendix III**) to gather information about the services they provide and their associated costs, demographics of their user base, annual level of service, program funding sources, planned improvements, opportunities for coordination,

and identification of unmet needs and barriers to service. Completed questionnaires can be found in **(Appendix IV)** the following is an analysis of their responses:

Capital Transit & Capital AKcess

Capital Transit's fixed-route ridership is expected to exceed 975,000 in 2026 and grow 4-5% annually over the next five years, with tourism driving demand for expanded summer service. CAPITAL AKcess provides free ADA paratransit for people whose disabilities limit their use of buses, with ridership projected at 23,900 in 2026 and rising as Juneau's senior population grows. Both services receive operational funding through the Alaska DOT rural transit program (5311). Planned investments include EV buses, facility repairs, and replacement of support vehicles, equipment, and aging bus shelters. Unmet needs include route expansion, added paratransit capacity, and services for seniors who don't qualify for paratransit but choose not to use fixed-route buses. The biggest barriers to service are weather, geography, distance from bus stops, and limited paratransit space.

Catholic Community Services (CCS)

CCS previously served as the CAPITAL AKcess contractor and used Medicaid Waiver funding to provide door-to-door rides to seniors without ADA cards; however, it currently provides no transportation services in Juneau. CCS serves more than 350 Juneau seniors with congregate meals, home-delivered "Meals on Wheels," activities, case management, resources and referrals, and coordinated care. Services are funded through grants, fundraising, and Adult Day fees. CCS is interested in redeveloping senior rides for Juneau, which would require a vehicle, an operations plan, and startup funding. The loss of senior rides after the 2025 contractor change is cited as the greatest unmet need, while the ADA card application process is seen as the biggest barrier to service.

Juneau Pioneer Home (JPH)

JPH is a state-owned and operated facility that serves only its own residents and provides an accessible van for trips to stores and community outings, though van use depends on staff availability. Demand for JPH admission grows every year, with a waitlist of over 150, but licensing limits capacity to 49 residents. Residents rely on Capital AKcess to fill gaps in service; however, since the contractor change, several residents have not been picked up and have missed appointments. Reliable paratransit service is JPH's greatest unmet transportation need.

REACH, Inc.

REACH, Inc. provides transportation seven days a week for children and adults with intellectual and developmental disabilities using REACH-owned wheelchair-accessible vans and, when needed, employee-owned vehicles. Transportation is generally part of overall support services, but REACH absorbs many costs not reimbursed by Medicaid Waivers or other funding. REACH serves approximately 54 individuals annually and expects demand to grow. Future investments may include fleet maintenance and vehicle replacements and additions. Greater coordination with other providers is seen as an opportunity to reduce service gaps and improve efficiency. The greatest unmet needs are safe, reliable, affordable, accessible transportation for people with disabilities and

seniors, and barriers include limited service hours, scheduling constraints, weather, and the need for door-to-door or individualized support.

Southeast Alaska Indecent Living (SAIL)

SAIL provides in-house transportation for seniors and people with disabilities, including trips to community activities, ADA transportation to and from Eaglecrest, and rides for youth in job readiness and summer work programs. It also leases ADA-accessible vehicles to a for-profit taxi vendor for accessible taxi service intended to be available 24/7, with priority for seniors and people with disabilities. SAIL's Juneau Employment/Recreation program serves approximately 198 people annually, and the accessible taxi program serves approximately 7,000. ADOT&PF typically funds 80% of the cost of in-house vehicles and ADA taxis, and SAIL applies for replacement vehicle funding every year or two. Sharing vehicles with nonprofits and CBJ in emergencies is seen as an opportunity. The greatest needs and barriers are snow- and ice-covered sidewalks and bus stops, which especially affect seniors and people with disabilities in winter.

Society of St. Vincent de Paul

The Society of St. Vincent de Paul (SVdP) provides no transportation through its agency, other than involvement with the City-supported Warming Shelter, and has no planned transportation investments. It serves extremely low-income and homeless people in Juneau at no cost, most of whom rely on public transit or CAPITAL AKcess. SVdP serves 575 people in direct services, has seen demand jump significantly over the last three years, and expects it to keep rising. Its only vehicle is a 15-passenger van that is not accessible. SVdP would like to see improved service and coordination with the new CAPITAL AKcess operators. The greatest needs are dependable, reliable transportation for seniors and people with disabilities and more bus capacity in summer. Unmet needs include people with disabilities staying overnight at the Warming Shelter who cannot be accommodated by the city bus in the morning, and the biggest barrier is unreliable paratransit scheduling that leaves seniors missing appointments.

5.2.2 Juneau Transportation Needs Survey

Overview

The 2026 Juneau Transportation Needs Survey was designed to identify current transportation priorities, barriers, and gaps in Juneau. The survey was posted online using [SurveyMonkey.com](https://www.surveymonkey.com) (**Appendix V**). JCTC member organizations and other stakeholder groups encouraged their clients to complete the survey. The survey received 355 total responses during the response period. The survey was not designed to be a representative random sample, but instead as a part of a toolkit together with service provider questionnaires and demographic information to understand the unique context of transportation services in the City and Borough of Juneau and identify priorities, gaps, and barriers to these services. This survey builds on past survey work completed for the 2020 and 2015 Juneau Coordinated Human Services Transportation Plan and the 2009 Addendum to the CBJ 2008 Transit

Development Plan: Coordinated Human Services Element to allow for general comparison between current and past survey responses.

To support this plan update's goal of improving human services and public transportation for seniors, individuals with disabilities of all ages, and people with low incomes, this section analyzes all responses and includes isolated analysis of responses from these individuals.

Respondents

Respondents were asked to select the identifier(s) that applied to individuals in their household to better understand who was providing input. As more than one identifier may apply to individual respondents, and their household's participants could select more than one answer. Of the 355 survey participants, 242 (~68%) were seniors, individuals with disabilities of all ages, members of a low-income household, or a combination of the three (**Figure 7**).

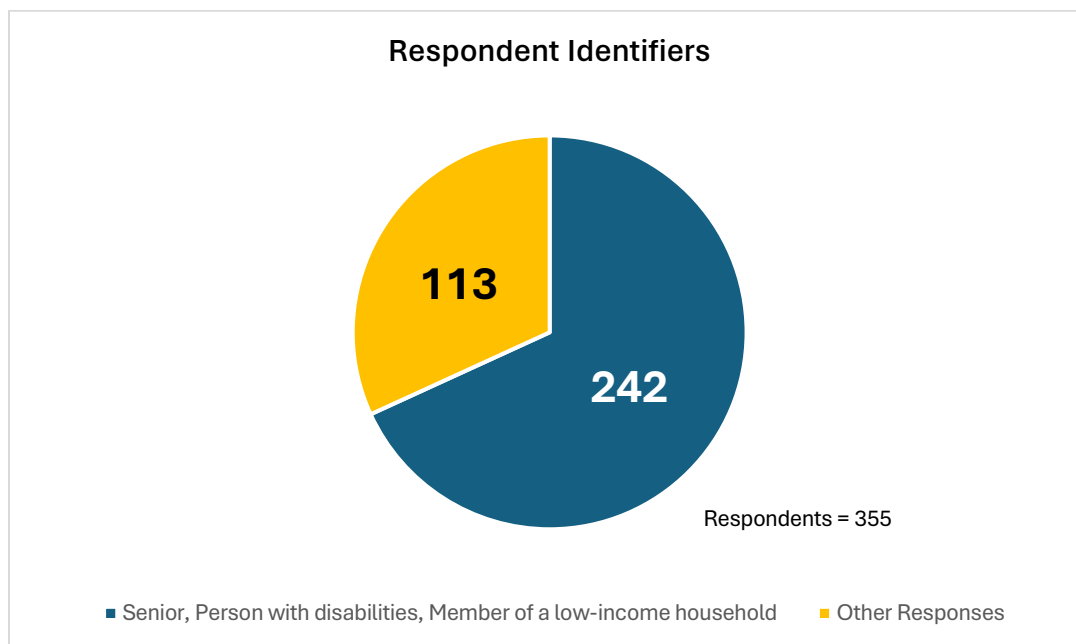


Figure 7: Respondent Identifiers, 2026 Juneau Transportation Needs Survey

A breakdown of all responses is found in **Figure 8** below. 50.7% of respondents were seniors over the age of 60, 22.3% identified as a person with disabilities, and 26.7% were members of a low-income household. Government employees represented the second highest number of respondents (29.4%).

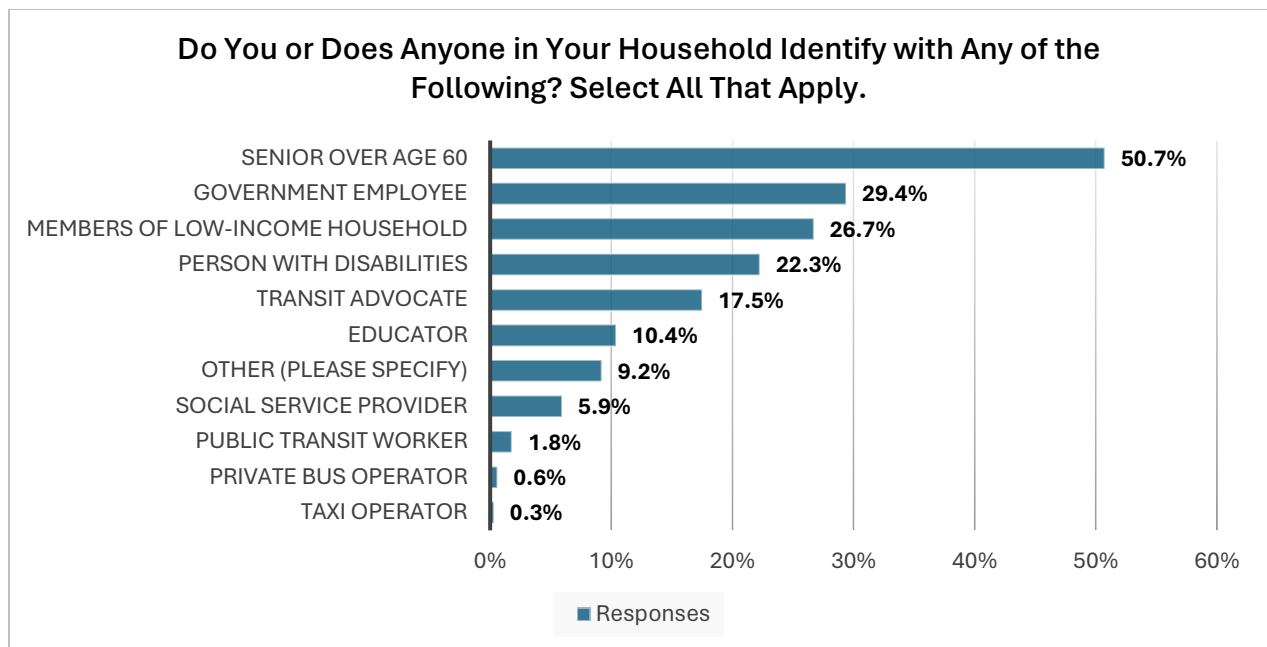


Figure 8: Respondents, 2026 Juneau Transportation Needs Survey

Key Programs & Services

Respondents were asked to select the three programs or services most important to their household. Snow clearance at bus stops, bus service area, and bus hours each received nearly 60% of responses from all survey participants (**Figure 9**).

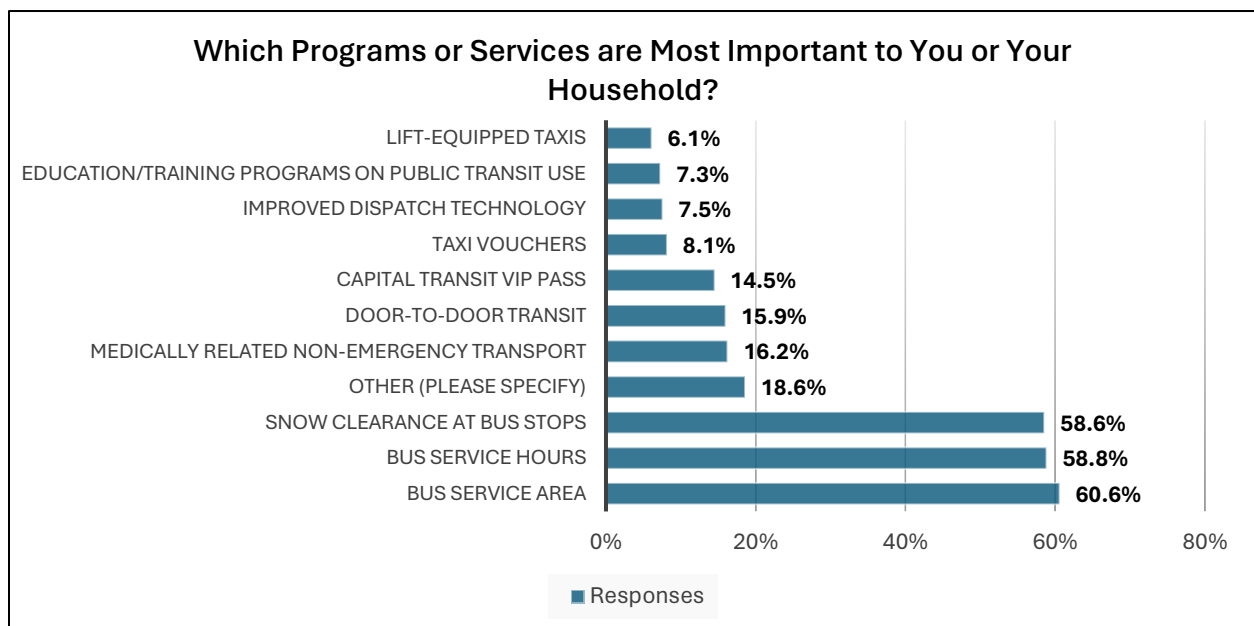


Figure 9: Importance of Programs and Services, 2026 Juneau Transportation Needs Survey

Isolating responses from survey participants who identified as seniors, persons with disabilities of any age, or members of a low-income household, the following three challenges remain at the top: snow clearance at bus stops (58.6%), bus service area (60.6%), and bus hours (58.8%); however, the

specific need for specialized programs which serve seniors, persons with disabilities, and members of low-income households becomes more clear (**Figures 10 & 11**).

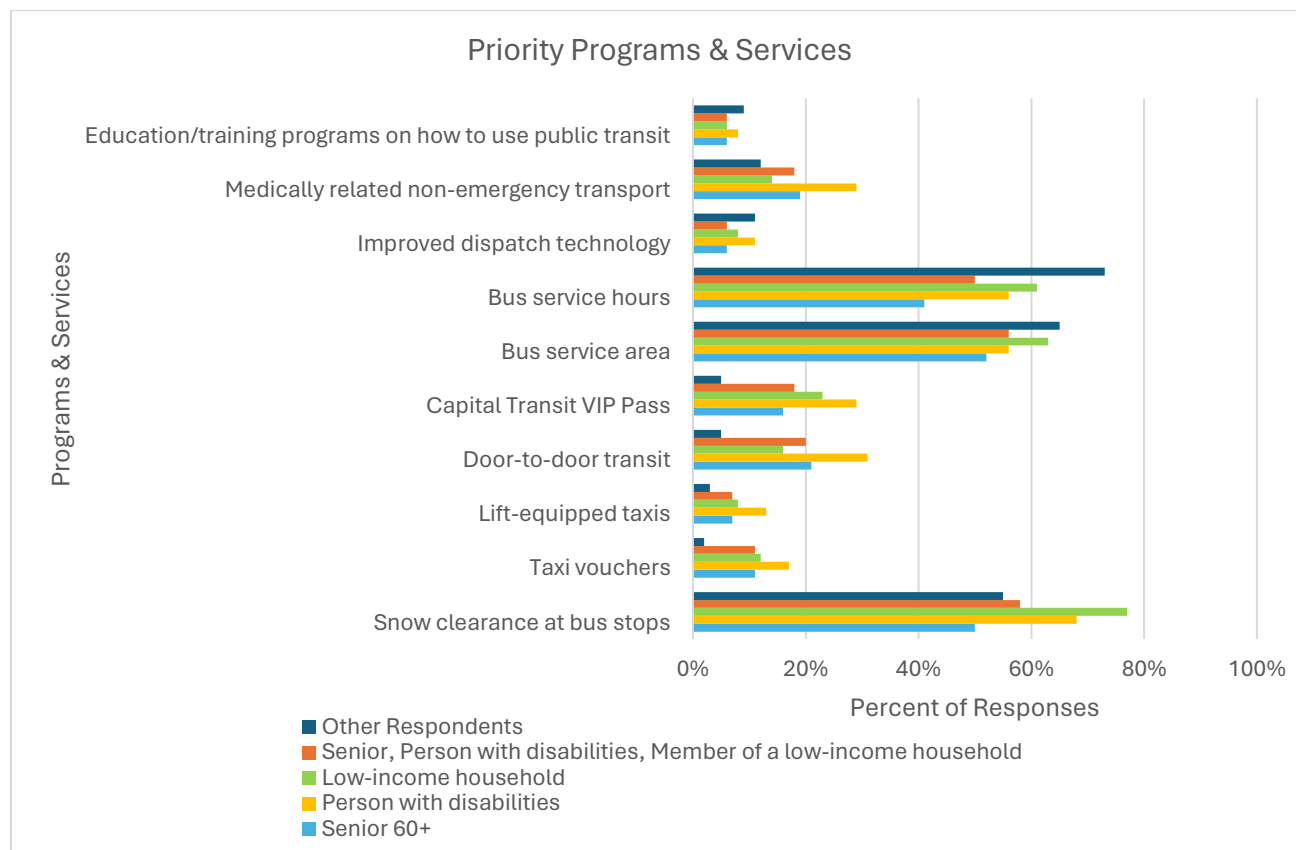


Figure 10: Priority Programs and Services, 2026 Juneau Transportation Needs Survey

Seniors indicated door-to-door transit (21%) and medically related non-emergency transport (19%) were the next highest priorities. People with disabilities selected door-to-door transit (31%), Capital Transit VIP Pass (29%), and medically related non-emergency transport (29%). Individuals from low-income households additionally prioritized the Capital Transit VIP Pass (23%).

Barriers to Transit

Respondents were asked to report on how several aspects regarding current transit services in Juneau impacted their ability to access transit, only significant and major impacts are depicted below (Figure 11).

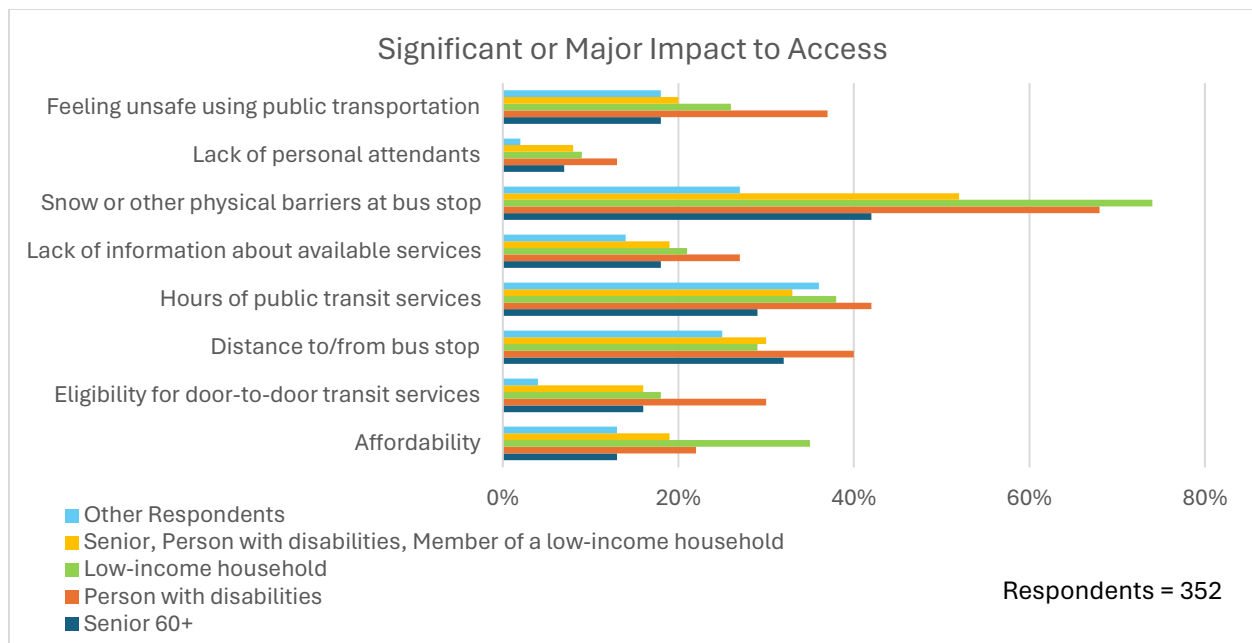


Figure 11: Significant or Major Impact to Access to Transit, 2026 Juneau Transportation Needs Survey

Approximately 44% of all respondents indicated snow or other physical barriers at the bus stop, 33.9% indicated the hours of public transit service, and 28.4% indicated the distance to and from the bus stop had a significant or major impact on their household's access to transit service. Affordability was a primary concern of low-income households (35%). Individuals with disabilities were more likely to report significant or major barriers to access than other respondents for eligibility for door-to-door transit (30%), lack of information about available services (27%), and feeling unsafe using public transportation (37%).

Frequency of Use

Respondents were asked to indicate how frequently they or members of their household used available transportation services relevant to this plan in Juneau (**Figure 12**). As previously found in the 2020 update, the most frequently used transit option is Capital Transit fixed-route service.

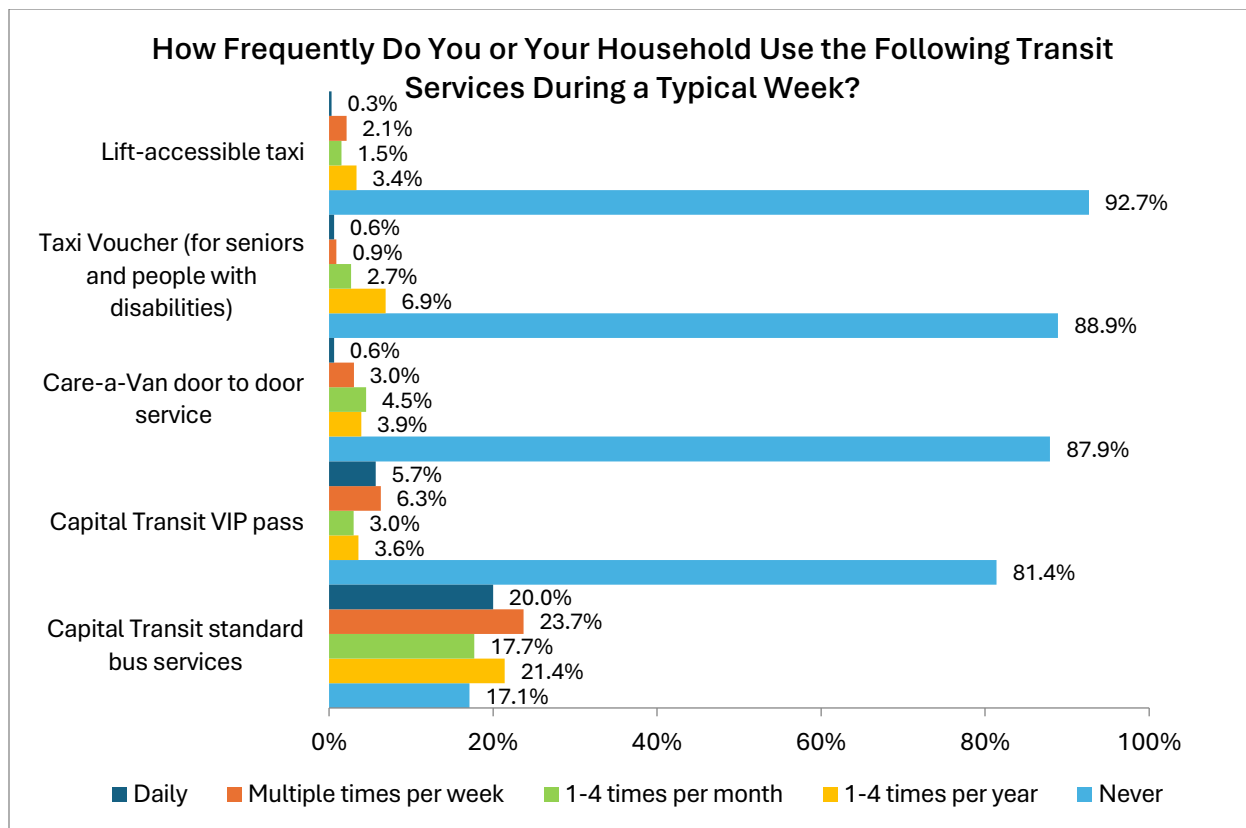


Figure 12: Frequency of Use, 2026 Juneau Transportation Needs Survey

Survey results found that 20% of respondents utilize Capital Transit daily, 23.7% multiple times per week, and 17.7% indicating usage of around 1 to 4 times per month. In a deviation from 2020 reporting, the Capital Transit VIP Pass was more commonly used than the Care-A-Van (CAPITAL AKcess) door-to-door service. The Capital Transit VIP Pass can be obtained by Juneau residents who have a Medicare Card, receive Social Security due to a disability, are disabled veterans, or obtain a physician’s signature on the VIP/ADA application (**Appendix II**). The pass provides holders with free usage of Capital Transit. The increase in use of the Capital Transit VIP Pass and in-kind decline of CAPITAL AKcess may be contributed to more users being knowledgeable about the program and able to navigate the reportedly difficult application process, a goal of the 2020 plan. The decline in CAPITAL AKcess use alongside growth in Capital Transit VIP Pass use may be attributable anecdotally, to recent survey responses indicating scheduling difficulties and inconsistent pickup reliability.

While remaining the least utilized form of transportation, there has been a reported increase in use of lift-accessible taxis, which may result from previous efforts of the JCTC to promote the service and increase the local fleet of vehicles.

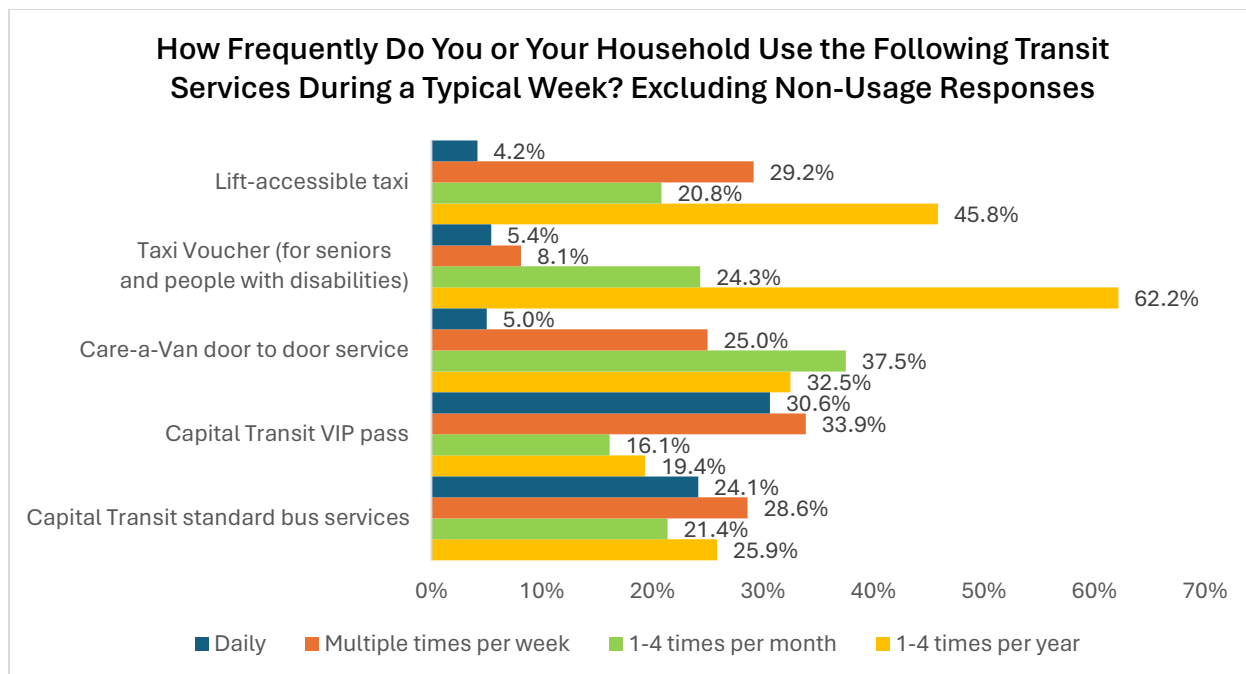


Figure 13: Frequency of Use, Excluding Non-Use Responses, 2026 Juneau Transportation Needs Survey

Open-ended Responses

Survey respondents were given the opportunity to provide open-ended responses for the question *What else impacts your access to transit in Juneau?* Responses have been summarized below; a complete list of responses can be found in **(Appendix VI)**.

- Lack of service to North Douglas, the Airport, Ferry Terminal, and beyond Auke Bay.
- Tourists overcrowding the transit system displacing residents during summer months.
- The last bus to service Bartlett Hospital runs an hour before the 11:30 PM shift change.
- Public transit not operating on holidays disproportionately impacts low-income households.
- We have an amazing system. Access for people with disabilities and seniors is tough in the wintertime but CAPITAL AKcess is a life changing service.
- I'm currently not dependent on the services offered, if I were, my responses would be completely different.
- Feeling uneasy or unsafe utilizing Capital Transit due to intoxicated or disruptive riders.
- Routes are difficult to understand, and long trip times and transfers impact usage.
- Winter driving can be difficult, but our transit operators are amazing at driving in the snow.

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 8, 2026. The plan was distributed for public comment on **October 23, 2026**, with a public service announcement and posting on the CBJ website. The draft plan was presented publicly at the CBJ Assembly Public Works and Facilities Committee on November 2, 2026, and was adopted by resolution at a public hearing on **(xxxxxxx)**. At the October meeting, the JCTC identified

the barriers and solutions, which were categorized under strategy headings. Attendees also discussed service gaps, opportunities for further coordination and improvement, reviewed survey results, and identified priority actions. Attendees also discussed and prioritized projects for future 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, service provider questionnaires, public survey responses, and public meetings.

During the October 8, 2026, JCTC meeting, the group discussed public survey results and set priorities based on outreach materials collected over the past five months, considering historical priorities from the 2020 Juneau Coordinated Human Services Transportation Plan.

Priority Projects were developed to address unmet needs and close service gaps identified in Chapter 5. Each project includes an implementation strategy and identifies the Coalition member responsible for leading implementation over the next five (5) years.

Chapter 6.1

Priorities are not ranked in order of importance, and implementation may occur simultaneously, as funding and time allow, over the next five (5) years.

Priority one is an Education & Coordination Strategy:

Hold quarterly Juneau Coordinated Transportation Coalition meetings to discuss strategy implementation, available funding, and opportunities for further collaboration.

Develop a digital database and physical list of available transportation resources/programs available to seniors, individuals with disabilities, and low-income individuals for Coalition members to share with their clientele.

Capital Transit is designated as the lead agency responsible for implementing the Education and Coordination Strategy. Their staff will facilitate quarterly meetings, host the digital database, and develop written materials, in cooperation with the Coalition.

Priority two is a Specialized & Affordable Transportation Procurement Strategy:

Target federal and state funding opportunities to support the acquisition, upgrade, or replacement of vehicles properly equipped to provide paratransit services.

Analyze existing fixed-route bus fare systems and evaluate options to develop a reduced-fare program for low-income individuals.

Capital Transit is designated as the lead agency responsible for implementing the Specialized & Affordable Transportation Procurement Strategy. All Coalition members are expected to share potential funding opportunities with partner organizations. The Community Development

Department will continue to facilitate the annual Human Services Transportation Grant local competition.

Priority three is a Service Area, Capacity, & Hours of Operations Strategy:

Identify essential trip needs for individuals such as shift workers to support targeted late-night or early-morning service, and assess direct route extensions, dedicated shuttles, or timed connections to the Auke Bay Ferry Terminal and Juneau International Airport.

Investigate expanding contracted or partner-operated services to extend fixed-route and paratransit capacity to address short-term shortages, while exploring CDL training partnerships, apprenticeships, and outreach to local schools to build a local pipeline of qualified operators.

Capital Transit is designated as the lead agency responsible for implementing the Service Area, Capacity, & Hours of Operations Strategy. The Community Development Department will assist with future public outreach and request Capital Transit input on proposed development projects outside the existing transit service area.

Priority four is a Winter Accessibility Strategy:

Pursuing additional grant funding to support winter maintenance operations to reduce barriers to accessing fixed-route transit stops.

Develop a winter service map for Capital AKcess and service providers, identifying areas that are commonly inaccessible during and after winter storms, allowing paratransit users a better opportunity to prepare in advance and highlighting opportunities for infrastructure improvement.

Capital Transit is designated as the leading agency responsible for implementing the Winter Accessibility Strategy. They will pursue additional grant funding and coordinate with local service providers to locate challenging roadways and potentially inaccessible areas.

Priority five is a Transportation Planning Strategy:

Update the 2014 *City and Borough of Juneau Transit Development Plan* to reflect shifting demographics, increased tourism demand, and future development.

Capital Transit is designated as the lead agency responsible for implementing the Transportation Planning Strategy.

6.2 JCTC 2026 Grant Proposal Prioritized List

Each year members of the JCTC can apply to ADOT&PF for Coordinated Transportation Grant Funding. Project requests are submitted and ranked annually based upon the goals and strategies of this Plan. At their October 8, 2026, meeting, the JCTC voted on and prioritized a list of grant proposals for the SFY2028 grant funding cycle. Meeting attendance (**Appendix VII**), vote tally (**Appendix VIII**),

and complete funding requests are included in (**Appendix IX**). Below is the prioritized list with responsible agency:

- a. **Southeast Alaska Independent Living (SAIL) requested Capital Funding for a replacement ADA Taxi.**
- b. **REACH, Inc. requested Capital Funding for a new vehicle to add to their fleet, 12-passenger transit bus equipped with one or two wheelchair-accessible positions, including a wheelchair lift or ramp; and/or for a new fleet**

6.3 Prioritized List of Grant Funding Requests

Priority	Project	Strategy	Agency
1	Procure replacement ADA taxi	Specialized & Affordable Transportation Procurement	Southeast Alaska Independent Living
2	Add a new 12-passenger bus equipped with one or two wheelchair-accessible positions, including a wheelchair lift or ramp to the fleet	Specialized & Affordable Transportation Procurement	REACH, Inc.

7. SIGNATURE PAGE OF PARTICIPATING AGENCIES



Juneau Coordinated Transportation Coalition

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

Scott Crambo

**City & Borough of Juneau
Capital Transit & Capital AKcess**

Matthew Carpenter
Matthew Carpenter (Oct 22, 2026 12:04:47 AKDT)

Catholic Community Services (CCS)

Southeast Alaska Independent Living (SAIL)

Joan O'Keefe

REACH, INC.

Tamara Marshall
Tamara Marshall (Oct 23, 2026 11:44:28 AKDT)

Juneau Taxi & Tours

James Harris
James Harris (Oct 22, 2026 09:54:49 AKDT)

Society of St. Vincent de Paul

Mollie Carr
Mollie Carr (Oct 23, 2026 12:20:12 AKDT)

Juneau Pioneer Home (JPH)

Other Agencies Contacted for Participation

Southeast Alaska Region Health Consortium (SEARHC)

Appendix I – Human Services Vehicle Inventory

Agency	Description (Year, Make, Model)	Last 4 VIN #	Fleet/Service ID	Vehicle Type	Federal Interest Expires	Federal Interest Status
Capital Transit	2023 Ford E-450	8274	6348	Paratransit Cutaway	n/a	Active
Capital Transit	2023 Ford E-450	4905	6349	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	4558	6840	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1505	6841	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1506	6842	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1507	6843	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1508	6844	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1509	6845	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1510	6846	Paratransit Cutaway	n/a	Active
Capital Transit	2018 Ford E-350	1511	6847	Paratransit Cutaway	n/a	Active
Capital Transit	2010 Gillig Low Floor Bus (Diesel)	7718	6053	35' Transit Bus	n/a	Active
Capital Transit	2010 Gillig Low Floor Bus (Diesel)	7719	6054	35' Transit Bus	n/a	Active
Capital Transit	2010 Gillig Low Floor Bus (Diesel)	7721	6056	35' Transit Bus	n/a	Active
Capital Transit	2020 Proterra Bus (Battery Electric)	0329	6069	40' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9291	6470	35' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9292	6471	35' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9293	6472	35' Transit Bus	n/a	Active

Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9294	6473	35' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9295	6474	35' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9296	6475	35' Transit Bus	n/a	Active
Capital Transit	2024 Gillig Low Floor Bus (Battery Electric)	9297	6476	35' Transit Bus	n/a	Active
Capital Transit	2016 Gillig Low Floor Bus (Diesel)	7755	6659	35' Transit Bus	n/a	Active
Capital Transit	2016 Gillig Low Floor Bus (Diesel)	7756	6660	35' Transit Bus	n/a	Active
Capital Transit	2016 Gillig Low Floor Bus (Diesel)	7757	6661	35' Transit Bus	n/a	Active
Capital Transit	2016 Gillig Low Floor Bus (Diesel)	7758	6662	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1100	6863	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1101	6864	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1102	6865	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1103	6866	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1104	6867	35' Transit Bus	n/a	Active
Capital Transit	2018 Gillig Low Floor Bus (Diesel)	1105	6868	35' Transit Bus	n/a	Active
Capital Transit	2018 Chevrolet Bolt EV	6282	6813	Admin Vehicle	n/a	Active
Capital Transit	2018 Chevrolet Bolt EV	5398	6812	Admin Vehicle	n/a	Active
Capital Transit	2018 Chevrolet Bolt EV	5521	6811	Admin Vehicle	n/a	Active
Capital Transit	2016 Ford F-350 with snowplow	4850	6604	Maintenance Vehicle	n/a	Active
Capital Transit	2015 Jeep Patriot	0758	6503	Admin Vehicle	n/a	n/a

Capital Transit	2022 Ford F-350 with snowplow	8081	6202	Maintenance Vehicle	n/a	Active
Capital Transit	2024 Cummins Heliox HE9823005-01 60KW DC Mobile Charger			Other	n/a	Active
Capital Transit	2024 Cummins Heliox HE9823005-01 60KW DC Mobile Charger			Other	n/a	Active
Capital Transit	2014 Stertil-Koni ST-1085 FWA Mobile Post Vehicle Lift	3283		Other	n/a	n/a
Capital Transit	2014 Stertil-Koni ST-1085 FWA Mobile Post Vehicle Lift	3288		Other	n/a	n/a
Capital Transit	2016 Diamond 64-17 In-Floor Vehicle Lift	0218		Other	n/a	n/a
Capital Transit	2016 Diamond 64-17 In-Floor Vehicle Lift	0298		Other	n/a	n/a
Capital Transit	1984 Campbell Hausfeld 10-HP air compressor			Other	n/a	n/a
Capital Transit	1985 Onan 25KW Generator			Other	n/a	n/a
Capital Transit	2001 Mitsubishi FG25K Forklift	1517		Other	n/a	n/a
Capital Transit	Trackless Snow Removal Equipment	927H		Maintenance Vehicle	n/a	Active
Capital Transit	Trackless Snow Removal Equipment	067H		Maintenance Vehicle	n/a	Active
Capital Transit	Proterra 125 kWh Electric Bus Charger			Other	n/a	n/a
Capital Transit	2016 Bus Washer			Other	n/a	n/a

Capital Transit	Safety Vision Upgrade			Other	n/a	n/a
Capital Transit	VTC Cameras			Other	n/a	n/a
Capital Transit	Radio System			Other	n/a	n/a
Capital Transit	2002 King Utility Trailer	201		Other	n/a	n/a
REACH, Inc.	2025, Toyota, Sienna	3749	1	SLE	n/a	n/a
REACH, Inc.	2019, Toyota, Sienna	1532	2	Limited Premium	n/a	n/a
REACH, Inc.	2018, Toyota, RAV 4	8734	3	XLE Sport Utility	n/a	n/a
REACH, Inc.	2024, Subaru, Forester	7091	4	Sport Utility	n/a	n/a
REACH, Inc.	2018, Ford, Transit w/ Rear-Side Wheelchair Accessible Door and Lift, Wheelchair Securement Tie-Down System, accommodates 1 Wheelchair	4634	8	Bus	n/a	Active
REACH, Inc.	2019, Dodge Caravan w/ Rear Wheelchair Access Door and Ramp, Wheelchair Securement Tie-Down System, accommodates 1 Wheelchair	868	7	SXT	n/a	n/a
St. Vincent de Paul	2018 Ford 15 passenger Transit Van	5028		15 passenger van	n/a	na
Southeast Alaska Independent Living (SAIL)	2026 Ford Transit	9966	SAIL JNU	ADA Cut-away	n/a	n/a
SAIL	2019 El Dorado National	6716	SAIL JNU	ADA Cut-away	n/a	n/a

SAIL lease to Juneau Taxi	2025 Toyota Sienna	1830	ADA Taxi, Cab 17	ADA taxi, mini-van	n/a	n/a
SAIL lease to Juneau Taxi	2024 Toyota Sienna	4060	ADA Taxi, Cab 27	ADA taxi, mini-van	n/a	n/a
SAIL lease to Juneau Taxi	2023 Toyota Sienna	5427	ADA Taxi, Cab 47	ADA taxi, mini-van	n/a	n/a
SAIL lease to Juneau Taxi	2022 Toyota Sienna	1386	ADA Taxi, Cab 37	ADA taxi, mini-van	n/a	n/a

Appendix II – Capital Transit VIP Pass Application



What is a VIP Pass?

A VIP Pass is the photo identification card issued by the City and Borough of Juneau to persons who have a permanent or non-permanent disability and are able to ride Capital Transit. The VIP pass provides the named recipient unlimited access to ride free on Capital Transit's fixed route bus service.

If you are unable to independently ride a Capital Transit fixed route bus for all or some trips, please complete an ADA Pass application form, signed by your medical professional.

Who is eligible for a VIP Pass?

Individuals who the City and Borough of Juneau determines eligible based on the application criteria and required documentation.

How to apply?

Complete the attached VIP application. Application forms are available for download from the Capital Transit website juneaucapitaltransit.org or visit our offices at 10099 Bentwood Place to pick one up. An application may also be requested by calling the Capital Transit office at (907) 789-6901.

Anyone may help you complete the application, including your treating professional. Please sign and, if necessary, have your treating professional review and sign the application. Once complete, bring the form and current valid photo identification to the City and Borough of Juneau Capital Transit facility at 10099 Bentwood Place or City Hall at 155 South Seward Street.

Who is a treating professional?

A treating professional is a person who is familiar with your disability, including a physician, physical therapist, occupational therapist, registered nurse, rehabilitation specialist, licensed social worker, optometrist, or psychologist.

How long is a VIP Pass valid?

Passes issued to persons with a permanent disability may be valid indefinitely, subject to 3-year audits.

Temporary passes are issued for a period of less than 12 months to persons with non-permanent disabilities or who qualify based upon other criteria. These passes will carry an expiration date and may be renewed only if the disability or qualifying concern continues. Renewal applications are reviewed by CBJ staff.

What does a VIP Pass cost?

There is no charge to obtain the Pass. Replacement passes may be obtained for a fee of \$2.10 with tax included.

How does the VIP Pass work?

Simply show the unexpired pass to the bus driver when you board. The VIP card is only valid for the person pictured and named on the card.

Where can I obtain additional information?

Please call us at (907) 789-6901. We are here to help you and answer your questions. Please let us know if you need assistance in another language.

CAPITAL

TRANSIT

VIP Pass Application

Name

Mailing address

Residence address

Date of Birth Email

Contact phone Alternative phone

Emergency Contact Phone

Any person who presents proof of one of the following conditions is eligible to obtain a VIP bus pass and does not need a signature from a treating medical professional.

	Yes	No
1. Are you currently eligible for Social Security Disability Benefits or currently receive Supplemental Security Income Benefits due to a disability? If yes, please provide determination letter to be copied.		
2. Are you certified by the Veterans Administration at a 40 percent or greater disability level? If yes, please provide certification letter to be copied.		
3. Do you have a valid Medicare Card issued by the Social Security Administration? If yes, please provide Medicare card to be copied.		

Please answer the following questions to help us understand your request for a VIP bus pass. Disability must be certified by a treating medical professional.

	Yes	No
1. Do you have a disability?		
2. Is the condition temporary? If yes, when is the condition expected to start and end?		

Please answer the following questions to help us understand what assistance you require.

	Yes	No
1. Do you travel with a service animal? What function does the animal perform for you?		
2. Do you travel with a personal care attendant? What assistance does the personal care attendant provide?		

Please provide any additional information that will help us understand why you require a disability bus pass to ride Capital Transit.

I certify that, to the best of my knowledge, the information in this application is true and correct. I authorize my treating professional to release any information necessary to complete this application. I understand that if any of the statements made on this application are false, I will lose the privileges granted by the VIP 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

Applicant's Name

Treating Professional Certification

A treating professional is a person who is familiar with the applicant's disability, including a physician, physical therapist, occupational therapist, registered nurse, rehabilitation specialist, licensed social worker, optometrist, or psychologist.

Please provide any additional information that will help the City of Borough of Juneau understand the applicant's ability to ride Capital Transit.

I certify that I am the applicant's treating professional and to the best of my knowledge, the information provided in this application is true and correct.

☐ Short-Term (Date Range) ☐ Long Term (1-3 yrs)

Applicant's Name: Date Last Seen:

Treating Professional's Name:

Signature: Date:

Occupation and License:

Practice/Organization:

Address:

Telephone: Email:

DO NOT WRITE IN THIS SPACE			
☐ New Application	☐ Recertification	☐ Appeal of Denial	
Date Received:	☐ Approved	☐ Denied Date:	
ADA I.D.:	Expiration Date:		

Revision date 2/14/24

Appendix III – Service Provider Questionnaire



Please return completed questionnaire to Forrest Courtney – forrest.courtney@juneau.gov

Service Provider Interview Questions:

Organization name:

Date completed:

Person completing:

What transportation services do you provide?

What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

What is the cost for your service?

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?

How is that service paid for/funded?

Do you have any transportation program or capital investments planned for the coming year?

What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?



What do you see as the greatest community needs for transportation services? Whose needs are not currently being met?

What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Can you update the vehicle Inventory? (electronic copy provided)

Appendix IV – Service Provider Questionnaires

Organization name: St. Vincent de Paul Society-now called Society of St. Vincent de Paul St. T

Person completing: Dave Ringle

Date completed: 8/21/26

1. What transportation services do you provide?

We do not provide transportation services through our agency--other than the City supported Warming Shelter

2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

We serve the extremely low income and homeless populations of Juneau. For our housing services you must meet federal low income housing requirements. For our aid services, you simply produce a demonstratable need that we can provide.

3. What is the cost for your service?

There is no cost for our services. Most of our clients use public transportation or Capital AKCESS services.

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?

575 in direct services. We have seen demand jump significantly in the last three years, and unless more affordable housing is built the demand will continue to increase.

5. How is that service paid for/funded?

We do not have transportation services.

6. Do you have any transportation program or capital investments planned for the coming year?

None, although we expect to continue serving the Warming Shelter population year round

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

We probably use Capital AKCESS as much as any provider in Juneau. It would be good to see improved services and coordination with the new operators.

8. What do you see as the greatest community needs for transportation services?

Dependable, reliable transportation for handicapped and seniors, as well as increased bus capacity during the busy summer months.

9. Whose needs are not currently being met?

Multiple handicapped individuals who overnight at the Warming Shelter cannot be accommodated by the city bus in the morning.

10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Right now, dependable, on time scheduling is not happening. Seniors are missing appointments and not having their needs met by the current Capital AKcess services

11. Can you update the vehicle inventory? (electronic copy provided)

We do not have passenger service vehicles, other than 1 15-passenger van that is not handicap accessible.

Organization name: Southeast Alaska Independent Living (SAIL)

Person completing: Joan O'Keefe

Date completed: July 23, 2026

1. What transportation services do you provide?

In-House Transportation

SAIL's Juneau Employment/Recreation program provides:

- Transportation to various community activities for our consumers/participants who are seniors and people of all ages who experience any type of disability
- ADA transportation to and from the CBJ owned Eaglecrest Ski Area
- Transportation for youth who experience a disability to engage in job readiness activities and our Summer Work Program.

3rd Party Transportation

- SAIL provides Accessible Taxis through a 3rd party taxi vendor. SAIL leases ADA vehicles to a for-profit taxi vendor who insures, maintains, and operates the vehicles. Accessible transportation is intended to be available 24:7, 365 days a year on the Juneau Road System.

2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

SAIL serves seniors (60+) and people of any age who experience any disability.

SAIL Accessible Taxis are equipped with ADA ramps to accommodate riders with mobility challenges. Seniors and people with disabilities have first priority, however any taxi rider can use the accessible taxis.

3. What is the cost for your service?

In-House Transportation

- The SAIL Juneau Employment/Recreation program, charges a nominal fee to provide transportation to and from community activities
- Transportation to and from the CBJ owned Eaglecrest Ski Area is priced to be the same rider fee/rate as the Eaglecrest bus.

3rd Party Transportation

- CBJ regulates taxi commerce including setting the cost of fares.

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?

SAIL's Juneau Employment/Recreation program serves approximately 198 unduplicated seniors and people with disabilities per year, including transportation to and from Eaglecrest.

The Accessible Taxi program serves approximately 7,000 people per year.

5. How is that service paid for/funded?

In-House Transportation

- Eighty (80)% of the cost of SAIL in-house vehicles are typically provided by Alaska Dept. of Transportation and Public Facilities (ADOT&PF) and 20% is paid by other grant sources.
- The Juneau Adaptive Recreation program charges a nominal price to provide transportation to activities. Transportation costs for youth are aided by a CBJ Youth Activities grant.
- SAIL's Juneau Employment/Recreation program is funded through the Alaska Division of Vocational Rehabilitation as a part of a fee-for-service program.

3rd Party Transportation

- Eighty (80)% of the cost of ADA taxis is typically provided by Alaska Dept. of Transportation and Public Facilities (ADOT&PF) and 20% is typically paid by our taxi vendor.
- Taxi riders pay the 3rd party vendor rates set by the City and Borough of Juneau.

6. Do you have any transportation program or capital investments planned for the coming year?

SAIL applies for grant funds from ADOT&PF every year or two for replacement taxis. We did not apply to ADOT&PF in FY26 and anticipate applying in FY27.

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

SAIL is happy to share our ORCA vehicles as a back-up to other nonprofit agencies and to CBJ in emergency situations.

8. What do you see as the greatest community needs for transportation services?

In the winter, keeping sidewalks and bus stops clear of snow.

9. Whose needs are not currently being met?

The needs of seniors and people with disabilities are often not met, especially in the winter.

10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Ice and snow between and around homes and bus stops, including sidewalks, is often a problem during winter months.

The accessible taxi program exists to fill transportation gaps, and is a compliment to transit/paratransit services. Specifically, ADA taxis run on holidays; beyond transit/para-transit boundaries and hours of services; and when riders cannot plan ahead or wait, e.g., individuals with fragile medical conditions. It's wonderful to have the on-demand ADA taxi service, however many individuals cannot afford the fare.

11. Can you update the vehicle inventory? (electronic copy provided)

Yes!

Organization name: REACH, Inc.

Person completing: Tamara Marshall

Date completed: 7/9/2026

1. What transportation services do you provide?

REACH provides transportation that supports individuals' access to services, employment, healthcare, and community activities throughout Juneau. Transportation is provided using REACH-owned wheelchair-accessible vans and employee-owned vehicles when needed. Services include transportation to and from day habilitation programs, employment sites, medical appointments, grocery shopping, recreational activities, and other community-based supports. Transportation is available seven days a week and is tailored to meet the needs of individuals receiving REACH services.

2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

REACH serves children and adults with intellectual and developmental disabilities living in Juneau. Individuals may live independently, with family members, in supported living settings, or in one of REACH's assisted living homes. Eligibility is determined through state-approved assessments and enrollment in applicable programs, including Alaska Medicaid Home and Community-Based Services Waivers and other funding sources.

3. What is the cost for your service?

Transportation is generally provided as part of REACH's overall support services and is not typically billed separately to individuals. Because transportation is often not authorized as a funded service within an individual's Plan of Care, REACH absorbs many transportation-related expenses, including vehicle ownership, maintenance, fuel, insurance, and employee mileage reimbursement. This organizational investment helps ensure individuals can access essential services and participate fully in community life.

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?

REACH serves approximately 54 individuals annually through residential, day habilitation, supported employment, and community support programs. Demand for services and transportation has increased over the past several years due to limited transportation alternatives, growing community needs, and increased emphasis on community inclusion. REACH anticipates continued growth in demand over the next five years as more individuals seek employment, independent living opportunities, and access to community-based services.

5. How is that service paid for/funded?

REACH services are funded primarily through Medicaid Waiver programs, state and federal funding sources, vocational rehabilitation funding, grants, and private-pay arrangements. Transportation costs are only partially reimbursed through these funding streams, and many transportation-related expenses are covered directly by REACH. This allows the organization to provide transportation that exceeds minimum regulatory requirements and supports individuals' day-to-day needs.

6. Do you have any transportation program or capital investments planned for the coming year?

REACH continually evaluates its fleet and transportation resources to ensure safe, reliable, and accessible transportation. Future transportation investments may include vehicle replacement, fleet maintenance improvements, and exploration of additional accessible vehicle capacity to address growing service demands and improve reliability.

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

There are opportunities to strengthen coordination among human service agencies, healthcare providers, Capital Transit, Care-A-Van, schools, and other community organizations. Improved communication, trip sharing, coordinated scheduling, and expanded accessible transportation options could help reduce service gaps and increase transportation efficiency throughout the community.

8. What do you see as the greatest community needs for transportation services?

The greatest needs include safe, reliable, affordable, and accessible transportation for individuals with disabilities, seniors, and others who require additional support. Evening and weekend transportation options, accessible transportation for employment and community activities, and increased capacity for people with mobility challenges remain significant community needs.

9. Whose needs are not currently being met?

Individuals with disabilities who require flexible, individualized transportation often face limited options outside of scheduled transit services. People needing evening, weekend, or same-day transportation for employment, medical appointments, social activities, or essential errands may experience challenges finding dependable transportation. Workforce shortages and limited accessible transportation resources further contribute to unmet needs.

10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Common barriers include limited service hours, scheduling constraints, transportation availability during evenings and weekends, weather conditions, and the need for individualized support during transportation. Some individuals also require door-to-door assistance, mobility accommodations, or schedule flexibility that traditional fixed-route transit systems may not be able to provide. For many people with developmental disabilities, transportation is most successful when it is integrated with the support services they receive in the community.

11. Can you update the vehicle inventory? (electronic copy provided)

Organization name: Juneau Pioneer Home

Person completing: Emily Palmer

Date completed: 7/8/26

1. What transportation services do you provide?

We have a handicap van that is used to take residents to the store and community outings. Usage of the van depends on availability to staff to drive and assist residents.

2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

Participants must be a resident at the Juneau Pioneers Home.

3. What is the cost for your service?

I don't have a way to track the costs of transportation

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?

Approximately 60-65. The demand continues to grow year over year. I am capped by my licensing limit to serving a maximum of 49 elders at a time. I currently have a waitlist over 150.

5. How is that service paid for/funded?

JPH is a State of AK owned and operated facility. Residents pay fees to live at JPH based on their level of service and their ability to pay the fees. We also accept Medicaid Waiver funding.

6. Do you have any transportation program or capital investments planned for the coming year?

No

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

Residents use Capital Access to take them to appointments or any other place they want to go as I do not have the staff for this.

- 8. What do you see as the greatest community needs for transportation services?**
Capital Access has become less reliable since the contact switch occurred last summer. Several of our residents have not been picked up and have missed appointments.
 - 9. Whose needs are not currently being met?**
Same as above, the service has not been as reliable.
 - 10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?**
 - 11. Can you update the vehicle inventory? (electronic copy provided)**
NA
-

Organization name: Catholic Community Services - Juneau Services Summary

Person completing: Erin Walker-Tolles, Executive Director

Date completed: 7/7/26

- 1. What transportation services do you provide?**
None in Juneau at this time; We were the contractor for CBJ Capital AKcess until October 31, 2025. As per that contract and with CBJ permission, we leveraged that program to make rides available to Medicaid Waiver recipients and seniors age 60 and older who needed door to door service at no extra cost to the community of Juneau using Medicaid Waiver funding (approx. \$100k per year) to subsidize senior rides for those in need but without ADA cards.
- 2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?**
CCS serves seniors age 60 and older with congregate meals, home delivered "Meals on Wheels", activities, case management services, resource and referrals and coordinated care. Also resource, referral, respite and chore services for caregivers of and seniors. Adult Day program services for 60 and older with dementia and complex medical needs (day hab). We also have the SAFE Child Advocacy Center services for families referred by law enforcement.
- 3. What is the cost for your service?**
All services are free of cost, except Adult Day Services. Adult Day Services have a sliding scale, we bill Medicaid Waiver and provide itemized listing of costs for LTC insurance reimbursement, and no one is refused care regardless of inability to pay.
- 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?**
Need for senior services continue to increase -- we serve in excess of 350 seniors with meals and additional hundreds of caregivers.
- 5. How is that service paid for/funded?**

Grant funding, fund raising, fee for service (Adult Day only)

6. Do you have any transportation program or capital investments planned for the coming year?

No -- vehicles used by Capital AKcess and formerly by CCS for senior rides are owned by the city. We are interested in developing senior rides for Juneau, however we need both a vehicle, as well as a fiscally sound plan and initial funding to jump start operations.

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

In order to provide transportation to seniors in Juneau, CCS would need to purchase a handicapped accessible van, or partner with an agency that would allow us to use a van. We would need bridge funding to hire staff while working with care coordinators of people on Medicaid Waiver to begin providing rides to that population, with the goal of generating enough revenue to sustainably subsidize and extend rides to seniors as well.

8. What do you see as the greatest community needs for transportation services?

There are limited/no senior rides that we are aware of since Capital AKcess transitions to new contractor November 1, 20258.

9. Whose needs are not currently being met?

seniors

10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Negotiating the ADA Card application process; many individuals that might qualify for an ADA card need assistance to apply. Lack of understanding about paratransit, who is eligible, and how to advocate for eligibility

11. Can you update the vehicle inventory? (electronic copy provided)

none in Juneau; we operate senior rides in 9 other communities in SE Alaska but do not have a van for Juneau; vans we use in other communities were purchased using DOT and other grant funds that require the vehicle be purchased for and used in a single community.

Organization name: Capital Transit / Capital AKcess

Person completing: Matt Carpenter / Jodi Van Kirk

Date completed:

1. What transportation services do you provide?

Capital Transit Fixed-route bus service & Capital AKcess ADA paratransit demand response service.

2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service?

Capital Transit fixed-route bus service serves the general public. Capital Transit VIP passes are available for people with documented qualifying disabilities.

For Capital AKcess ADA paratransit service, users must provide documentation from a healthcare provider that they have a disability that prevents them from using the fixed-route bus service at least some of the time.

3. What is the cost for your service?

Capital Transit bus service has single-trip fares and monthly passes. Single-trip fares: Adult - \$2; Youth, ages 6-18 - \$1; Children, 5 & under: free. Monthly passes: Adult - \$40; Youth - \$12. Seniors with CBJ Tax Exempt card ride free. The VIP pass holders also ride for free.

Capital AKcess paratransit service is provided free of charge, and ADA pass holders may also ride the fixed-route buses for free.

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?

The Capital Transit fixed route public transit provided 936,644 rides during calendar year 2025. 2026 ridership is expected to exceed 975,500 rides and continue increasing 4-5% per year over the next 5 years, with ridership during spring/summer accounting for 58% of annual ridership. Ridership during cruise ship visitor months were up to 10% above pre-pandemic ridership levels. With the spring/summer season demand reasonably expected to continue to outpace winter month ridership growth over the next 5 years, a continued increase in need for expanded bus routes during the months of May - September is forecasted.

5. How is that service paid for/funded?

Capital Transit receives FTA operational grant funding under the Alaska DOT rural transit funding program (5311) at a rate of 56.86%, capped by Alaska DOT. While the operational grant funding cap for FY26 was set at \$2 million, Alaska DOT guidance is expectation for the cap amount to decrease. FTA operational grant funding supports fixed route and paratransit services.

6. Do you have any transportation program or capital investments planned for the coming year?

Yes. Capital Transit is scheduled to replace 2 support vehicles with 80% grant funding and two non-grant funded equipment replacements of a compressor (1984) and a generator (1985) used by the Transit Maintenance dept.

Capital Transit has a pending FY22 grant to repair the Capital Transit Facility roof and increase facility security for equipment. Capital Transit was also awarded a grant to purchase 5 EV buses to replace aging and inoperable buses and related charging infrastructure.

Capital Transit has plans to replace aging bus shelters; however, due to increased DOT requirements may or may not occur within the next 12 months.

7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau?

Increased communication of services provided. Increased coordination. Development of "senior rides" or other pay-to-ride curb-to-curb services that should be setup separately from Capital AKcess for clarity of expectations.

8. What do you see as the greatest community needs for transportation services?

Expanded fixed route public transportation routes, increased ADA paratransit, non-ADA paratransit senior rides program (discontinued in Juneau by CCS in Nov 2025), Medicare-billable ride paratransit program (discontinued by CCS in Juneau?)

Caseworkers to assist with ADA applications.

CCFR non-emergency medical transportation services.

Homeless shelter program to acquire it's own paratransit vehicles.

9. Whose needs are not currently being met?

Senior citizens who have not qualified for ADA paratransit, do not own vehicles, and who do not wish to take public transit.

Dialysis patients who require flexible door-to-door transportation on a reliable, consistent schedule. (former funding provided by Dialysis Center to CCS).

Persons with aging cognitive skills that do not use/have a caseworker/care giver.

10. What are the biggest barriers to people utilizing transit/para-transit services in Juneau?

Weather events preventing riders from getting to a bus stop or preventing buses or paratransit vehicles from safely navigating hills and narrow roads.

Increasing distance between public transit routes to areas of interest due to new areas of construction, roadways, and service limitation areas.

Reservation Space-available limits on paratransit, particularly during peak request times during day.

Paratransit requests for outside of service hours during winter months.

Over-crowding on fixed route buses during peak ridership months.

11. Can you update the vehicle inventory? (electronic copy provided)

Attached.

Appendix V – Survey Flyer



**Juneau
Coordinated
Transportation
Coalition**



GETTING AROUND JUNEAU SHOULD WORK FOR EVERYONE.

Tell us what is working, what barriers you face,
and what changes would help you reach medical care,
errands, work, school, and community activities.

THIS SURVEY IS FOR:

- Adults age 60 and older
- People with disabilities
- People from lower-income households
- Caregivers, family members,
and support providers





SHARE WHAT WOULD MAKE TRAVEL EASIER.
Your experience can help improve transportation for everyone in Juneau.

TAKE THE SURVEY

Use your phone camera to scan the QR code,
or type the survey address below.

SURVEY URL: <https://www.surveymonkey.com/r/7CSZ9KK>



 **SURVEY DEADLINE:**
July 27, 2026

 **NEED ASSISTANCE?**
We can help you complete
the survey by phone or in
another format.

Contact: David.Peterson@juneau.gov

 **LEARN MORE:** juneau.org/community-development/jctc/jctc-get-around

Appendix VI – Open-Ended Survey Responses
“What Else Impacts Your Access to Transit in Juneau?”

Service to N Douglas
I would like you to consider disability service out to Lena Point Road.
Tourists
frequency of service and extended hours for express busses; service out the road past Mendenhall
Full because of tourists and locals unable to live their daily lives and sometimes end up late for work because the driver doesn't even stop.
Large amounts of tourists, current policy, zoning laws restricting possible single-family mandates along the Mendenhall Valley corridor, the fact that there is no pedestrian-first loops downtown, certain fees like heavy marine passenger fees not being reallocated toward permanent subsidized electric fleet operations rather than temporary fixes, the burden of alternative drops being huge distances away such as Shell Simmons drive, night shift work and late nights are dead zones so there are diminished late options, construction creates detours which eliminates many options, options for information about transit is hard to reach sometimes if I don't have my phone
The last bus at the hospital runs hour before shift change at 11:30 PM
Busses fill up with tourists during tourism season, leaving little to no room for locals using transit for work and other errands.
location nothing past Auke Bay :(
The outrageous degree of tourism traffic. There are so many tourists boarding at important stops, like the downtown stop across from IGA. The tourism situation needs to be addressed better: it's unbelievably wasteful; both the human cost to Juneau residents and the waste of fossil fuels for tourist sightseeing. The Juneau community has actual transportation needs, whereas the tourists do not actually need to use our public transit for their leisure travel.
Volume of passengers during tourism months and not enough service to accommodate all both visitors and locals
Be homeless and drug addicts using the buses for housing
Too many tourists bog down the bus. Kids vaping. Transients unpredictable behavior.
Consistent bus hours even after tour season is over.
Poor service who ever has the contract for capitol akses! Them new busses look a hundred years old even though they new. City needs to take the contract back to when Dale and his crew ran the busses
Tourists
No bus along North Douglas Hwy at all anymore means I have a five mile walk or a spendy cab ride to reach the city bus. Heavy visitor use means can't rely on bus.
Winter time it's hard to walk to the bus stop as snow is never cleared, then the homeless makes it scary for a elder to take the bus.
City buses stopped serving north Douglas highway disenfranchising CBJ residents living in north Douglas.

Snow. During the winter time the buss areas are so covered in snow that we have to stand in the street sometimes to wait for it or it cant pull up to the curb fully. The buss areas need to be better cleaned.
How good the drivers are in snow. It's incredible. Make a huge positive impact! When the can't shuts down. Transit keeps rolling. When city stops plowing, transit plows it themselves. When storm drainers clog and flood the streets. Transits motorboats straight to your mom's house. Have always felt safe my kids on board.
There used to be but isn't service to north douglas anymore. Ridership declined because service was continuously cut. Then since ridership was low service was cut. The city created the problem but limiting and then cutting service. Now landlords, apartment buildings, and others who may need service can't get it anymore and have to use taxis or ride-share-taxi services that are to expensive. This has led to a decline in ability to rent or own affordable housing on north douglas.
if the last bus of the day, from Auke Bay / deHarts to Montana creek was at 00:01, i could ride the bus home at the end of my CBJ DH shift, in addition to riding it to work.
area covered by public transit. we really need a bus to the ferry terminal.
Buses sometimes too full to get on. Seeing people in wheelchairs get left behind upsets me.
We can no longer use the care-van as we are not seen as disabled
No longer able to use care-a-van Now I need to be seen as disabled!!!
Tourists taking up space.
Tourism
North Douglas route. When will that resume? It has been years. We need bus service out north Douglas.
No bus route on north Douglas. When the city stopped that service it was supposed to be temporary and now it has been years and it has not yet been restored. Restore North Douglas service!
Bus fair prices.
The bus does not provide a drop off at the airport as it has in the past nor does it operate extended hours when many flights are leaving or arriving. Taxi service has been unreliable from the airport.
Tourists
Convenience. Stop location and schedule make it much easier to just drive.
Too many tourists in the summer loading at downtown transit center and making it impossible for locals to find a seat if they can even board at all. No improvement from previous years. The "enhanced service" is inadequate.
In the Fall/Winter: it can be challenging to get from the Valley (Dredge Lake bus stop) to the Lemon Creek/Downtown Area at an early time for work, especially as routes heading downtown in the early morning start from the Valley bus station. If an early morning bus made an express pass through the valley once an hour (6am, 7am), then stopped at the Valley bus station before heading towards Lemon Creek/Downtown, that would be ideal. In the Summer time (tourist season), the increased bus schedule availability is excellent. Very early morning bus runs in the Valley (dredge lake bus stop) are better but not

perfect. An additional idea for consideration: the empty AEL&P lot next to the Dredge Lake bus stop could be procured and utilized for a drive in/through bus stop, such as one that was created (perfectly might I add!) via the Valley bus station. This would localize tourists off of the street, into a contained environment that would not only be safer for tourists but would enable a smoother flow of traffic on the back loop and greater efficiency for Capital Transit. As it stands currently, tourists are walking across the intersection when the #8 and #3 routes arrive from the #4 route side. It is not ideal. As for the #4 route side, it would benefit the traffic at the Back Loop greatly if the #4 bus was able to pull into a slip, such as many other stops across the city (again, excellent job!) so that traffic may pass whilst riders are picked up. The only other consideration I have for the Dredge Lake bus stop is, perhaps, a cross walk light to be added, similar (if not exact) to the cross walk light at Riverside Dr/James Blvd. I believe that this, with the additions of both bus stop revisions at the Dredge Lake stop, would yield a more safe, productive, and cohesive transit experience not only for locals, though largely the one million visitors that utilize the transit system in the summer and pass through those two stops - not to mention the bike tours which pass through that cross walk. Thank you for your time, whomever reads this. PS you all do an excellent job.
Shocked that the bus routes do not go all the way towards Home Depot and Costco.
Tourists taking over space for Locals that needs the bus transit for essentials. Access to more bus routes for those that live further out the city or in South Douglas.
Tourist crowding. No 24/7 service. Holiday blackouts: people still have to work those days.
When particular bus lines are stopped or put on hiatus, and I have to figure out alternatives (that usually aren't as convenient)
1. Lack of community-wide fixed guideway system. 2. Assumed personal LDV transport as default, dominant mode.
Winter Route 8 schedule with no Route 8 service on weekends.
AKcess never sent renewal form for my AKcess card. So while I am a senior who is eligible and have last years card, I am out of the program. Notice lots of others getting free private transportation too. Taxis and 'unmarked' door to door. Like they're rich or something.
Overcrowding due to tourism
Being an "Elderly" having to pay full price and no where to sit...if you don't have a tax exempt card.....your AK ID don't work.....I will be an Elder everywhere I go.....give us a break without having to prove ourselves....js
My own perception that the routes are confusing and take too long
Over loaded buses
Not enough route times. Not early enough.
Infrequent trips in the evening the late start times on weekends.
My husband frequently rides the bus with our children and have encountered frequent riders who cause issues for everyone else including the driver, while I do support the city bus for getting those who need it home safely instead of driving under the influence. They have encountered shouting drunks and those experiencing some sort of drug related high. We do see that the drivers ask the influenced people to de board the bus, but I feel

that those individuals should be barred from riding the bus for perhaps a couple or few weeks to encourage them to do better, they are around children and families. The drivers work hard and drive long hours as well, everyone deserves to Be respected when riding the bus.
Winter routs. Living with physical ailments an walking up and down the big hill in winter is dangerous. It takes me 15 minutes to get down it in winter to get to the bus for work.
Last minute trips to doctor or hospital. We try to make reservations at least the day before but the doctors can need additional tests in multiple locations.
People who ride the bus do not give up the seats to people who are disabled or older, and don't have the ability to stand very long. There's also people who played our music really loud, even though they have headphones on and a lot of it inappropriate language that I don't appreciate and nobody listens to another person to turn it down. I think the most important thing that transit really needs to think about is, although it's great for tourist to be using the public transit system, it is impacting our town more than you can understand!! every day when I go out I see lines of tourist at the bus stop on the back road going to the glacier. It's great. They're going to the glacier, but many times I have talked to people who cannot get on the bus to get to work or to get to where they're going I've had that problem too. As Alaskans living in a community, we should be supporting each other and making sure that our needs are meant not just the tourism. Also tourists don't move from the front seats either when someone gets on that's disabled or even a blind person they haven't moved for them I've seen it happen many times I've given up my seat which I don't care but it's not right that someone does not enforce people who are disrespectful to get out of the front seats for those who need them if they're empty it's fine, but when somebody needs it get up! We are stressed out because of the whole bus system right now my family I mean and several people that I know. You can depend on being able to get on the bus so you have to leave earlier or get home later and it affects your whole day. I understand there's not enough people to work or not enough money to run another bus but there's got to be something that you can do to resolve this problem. I have no room on the bus for locals when Theresa writing it. There also needs to be an announcement during for example, the flood, or the winter when routes are changed, that people would know it's possible there is a way to know and I just haven't heard about it. Anyways, that's my opinion. Have a great day.!
Drivers need to start reminding ppl the front seats are for elders, pregnant ladies, disabled and ppl with kids it takes a community to come together to show these ppl in need they matter yet, sad getting on bus and youngsters sitting and elders standing They used to have signs to make sure this happend bring it back please..and drivers need to fully wait until ppl are secured before bus moves..
Lack of access to Alaska marine highway system. Not enough frequency with airport survice
crowding
Lack of transit services to North Douglas. More and more car and truck traffic, but no bus service to reduce impact.

Lack of sidewalks or safe, level paths to walk to/from bus stops. Lack of lighting in winter. Inability to cross streets at roundabouts. New Banks and businesses building too far from public transit stops.
When the bus is rounding corners it makes throwing dice difficult
Not being able to ride buses due to crowding of tourists tour companies should be providing affordable transportation to the glacier so that residents can go to work school and appointments without being negatively impacted
Area covered, and times available
Lack of seat room for local residents. Stop prioritizing tourists.
Tourists crowding the bus.
The complete elimination of bus service has impacted residents on North Douglas including summer workers, seniors, those who cannot drive, and low-income people. Going back to at least 7 am, noon, and 5pm service would improve reasonable access for this neighborhood. Not everyone has regular access to alternative transportation like rides from family and friends.
N/A
Crowded buses full of tourists for the entire route. Tourists that don't get up for mobility impaired riders.
bus capacity. i have learned the skill of walking to a bus stop earlier on the route to gain better chance of seating during busy routes.
Lack of a light rail system down Egan Expressway to the Valley
No service on North Douglas, overcrowding by visitors
Long transfer times.
Overcrowding on busses during the afternoon.
bike transport, routes, terrain (hills)
Living on lemon creek road close to the jail having copd the walk makes it hard by time I get to the end I have a hard time breathing and in the winter hell no the roads are bad use a walker so I cry walking the road to the bus and breathing issues again.
No transit to out the road
Too many tourists. They need their own bus service-one bus that takes them straight to the glacier from downtown and back. Not a tour specifically just a bus to drop off and pick up
Location of bus stops; need a bus stop near Global Credit Union!
We live outside the service area a practically can't plan on using it.
snow and ice
No N. Douglas service
I live on North Douglas...
Unreliable or unclear availability of shuttle
Car sickness on bus or using bathroom in emergency.
Frequency of services

I work downtown and live in the valley. I don't ride the bus during the summer because there are too many tourists on route 8, my bus home. I drive more often than ride the bus because it takes the bus twice the amount of time to get downtown as driving. The "express" bus should not go through lemon creek, and tourists need to be limited or accommodated in some way. There are too many of them.
The hours all year round
Full busses.
Tour season, Tourist's always over crowding our bus, & have no respect for the elderly & handicap they sit in their seats & don't move for them. Why are the bus schedule changed for them to run later during tour season time & only for that time there isn't anything open for them. Always seem to be running late at time's and being jammed packed with Tourist's and locals can't get on the bus. Not only effects locals trying to go shopping, if their taking bus to doctors appointments as well.
An excess number of tourists impact local access to transit in Juneau.
I live on North Douglas and there's no public transit. It's a major bummer, because I would use it all the time. I see people walking along the highway every day and it seems unsafe and impractical. I think a limited bus route would make a big different for North Douglas residents, especially those with low income or limited access to vehicles.
Where the buses are located. There needs to be a bus stop at the Global Credit Union across from Fred Meyer.
Tourist filling up the busses and locals can't get home from work or commute conveniently due to this
The tourists and overcrowding of busses
It would be really nice to have a minimal bus schedule on holidays. Folks still need to get around on those days.
Tourism during the summer time. They pack the buses and don't leave space for elders or locals trying to get to work.
Length of trip time.
Too many tourist riding the bus and locals are turned away.
No Service to Auke Bay Ferry Terminal, at the very least it should have service through the summer months for those getting groceries from Fred Meyer to the ferry and home
They have no service to North Douglas.
Trying to figure out which app to download to see where the bus is. It is confusing because there seems to be a couple of apps and not very user friendly.
When the buses fill up and the scheduled route takes forever, we risk being late to work or appointments.
clear accessibility to locals unaccustomed to use
Half hour and one hour service. Every 15 minutes better.
as i mentioned - we need service to costco - or anything that would get us closer than having to haul whatever we bought at costco clear down to the current bus stop. There has to be some kind of solution.
No North Douglas public bus service
Tourist traffic

I don't want tourist needs to lead to changes in routes that make the bus less convenient for home-town users.
Unable to ride the bus because tourists take over the bus. Even people with wheelchairs can't ride because of them.
Too many tourists!
Tourism (crew & passengers) displacing residents.
Too difficult to qualify for care a van. Used to be much better service and more accessible to all seniors when needed. Shame on Juneau for putting more hurdles for seniors. This inhibits our ability to leave our homes. It's horrible during tourist season to try and ride the bus. You don't get a seat if you can even get on the bus in the first place. The tourists take up all the seats and never once have offered their seat to an elder person. This makes you just stay home.
Lack of bus service to airport and ferry.
Lack of routes/public transit services out the road. I'd use transit regularly if routes came within a quarter mile of my home. Overcrowding with cruise ship passengers May-September.
We all know that cruise ship passengers are a major issue during summertime. The cruise lines should be paying our city for the use of buses for their passengers. It's disgusting that our local citizens cannot use our buses because of cruise ship passengers. And the greedy cruise ships will not pay extra to the city because of the laws they passed that limit use of passenger fees.
Tourists
TOO MANY TOURISTS ON THE BUS!!!!
Tourists overcrowding the bus for local riders
Tourist in the summer take up all the buses so locals can't use them.
Difficulty understand bus schedule.
Dump truck dust exhaust and rocks
Please add a dedicated bus between the airport and Valley transit center as well as the ferry terminal based on the ferry schedule
Bus always full, unreliable during summer. Need a year around light rail. Use head tax money to fund this.
Juneau focus is on parking, which is all wrong. Layout of Juneau ideal for primo bus service.
While at school in Canada, I saw how effective transit can be when service information is integrated with tools such as Google Maps. Route changes and estimated arrival times were updated in real time, making the system easy to navigate and reducing uncertainty for riders. Frequent service also made a significant difference. Even when I took the wrong route or became lost, I could usually reach another stop and expect a bus within 15 to 30 minutes. Because the service was reliable, understandable, and convenient, I often chose public transportation over other modes, even when the trip took longer. Could the bus stops be more comfy and covered? Ketchikan partners with Lions Club (I think) to give their residents covered bus stops. Glacier bus stops: It'd be great if they was a waiting area. It'll always be a popular stop, make it welcoming for the tourist and

comfy for the locals that have to be surrounded by that many people (we aren't used to that).
Snow ice and not plowed bus stops. With in reason.
It's inane that we can get thousands of tourists out to the glacier but anyone in the mendenhall valley a) can't get to the airport in time for the morning Alaska Airlines and Delta departures and b) has to connect at the valley transit center and get dropped off like 2 blocks from the airport. The transit schedule is also unusable for folks looking for a safe ride after having a drink or 2 on a weekend evening downtown.
Lack of room on a bus due to tourism. This is the fault of cbj and capital transit for not accommodating the full needs of ALL its passengers. I was in Banff, Canada last week. Their bus sustem is thriving BECAUSE of tourism. They hotels subsidize and give free bus passes to tourists to use their transit system. Instead of fighting the tourism problem, engage it, and use it as a source of income.
Operating times, available routes
Summertime, the overwhelming abundance of tourists that take up a whole bus leaving little to no room for locals
Not enough room due to tourists taking the bus
Not enough easily accessible bus stops
I use it daily
The amount of tourist during the summer. Though I don't know how this would be addressed but I have missed work or appointments multiple times because the bus is FULL. Next there needs to be better routine cleaning as needle and drugs paraphernalia has been found in the bus multiple times by my toddler. The care-a-van employees are also extreme rude. And need better training in dealing with the elderly.
Tourism
Buses overcrowded during tourist season. Those who are able to stand not a. Owing elders to sit down in accessible seats .
Location. I live at 17 mile glacier hwy. Auke Bay is closest stop.
No bustop at the airport and Ferry terminal makes it impossible to travel in the winter.
Tourists block roads and add stress to getting thru downtown.
distance, north Douglas, past ferry terminal
The "shelters" at the Valley Transit station are unfit for Juneau weather. Whoever designed and who ever approved those designs should be required to use public transport only for a year and see how it serves. The lack of a real express bus service from Valley to town makes all the money spent on "improvements" a waste. We were promised better and more service after the Downtown transit center. Cant get out of the weather there either. there should be earlier and later and full day Sunday service. There should be circulator buses on a Valley Route, a town route and Douglas with Express buses

between the transit centers. When this was studied decades ago we could afford to have 15 minute bus service in this scenario.
I live in Cedar Park and we were taken off the route in August 2025 or so. I have to walk down the hill every day just to go to work, when before, I only had to walk up two flights of stairs to get to the cedar park bus stop. Now it's down at Cordova st. It impacts my day to day.
The amount of people in one bus
Snow not cleared on sidewalks. Becomes a safety issue.
Need
Car a van not coming out beyond the Ferry Terminal.
I live on North Douglas so no opportunity for public transit and walking along hwy shoulder because no bus service to trailer park.
Too many tourists on the bus and not enough express route options for getting too and from work. Also no direct/close options for locals to use when needing to get too and from the airport or ferry terminal.
Being denied because tourists fill a bus within the second stop from the transit center.
Buses crammed with tourists. Problematic men harassing women, which is worse when the bus is packed.
There is no bus service on Thane, so options like the Care-a-Van are important to people out there. Taxi vouchers, too.
During the summer months AKA tourist season, it is difficult to access a bus downtown as all the tourists are using them. It would be helpful if there were a local only bus
Need bus service from downtown to airport and from valley transit center to Auke bay ferry terminal.
Currently, I am independent. If I were dependent on these services, my answers would be totally different.
During the months of high tourism, we get passed by standard routes as well as express routes due to capacity limits. This makes us late to our jobs, errands, activities, and social outings.
The tourists that use the bus. Have got denied because it was full. And having to wait for the next one hoping that one isn't full as well.
No bus or taxi service during tourist season! NONE!
Tourist traffic!
Most senior citizens who are not able to use the public bus have too much pride to apply as someone with a disability. All people over a certain age should qualify for door-to-door transit.
Tourists using pur public transportation!
Nothing
During summer time all the tourists using the city bus and taking up space to go see the glacier. It is unfair for those trying to go home, get to work, and or personal appointments.

During winter the snow. Please also bring back the lemon creek bus route again. It makes it easier to get home at a decent time and safer, especially during winter
The busses are so full of tourists that locals aren't able to get to work or access essential services. The busses are so full that the drivers have to drive past people waiting at the stop. When you can get on the bus, everyone is packed in like cattle. People with disabilities are forced to stand, and it is a miserable experience.
No public transit past Auke Bay. I would love to have public transportation from Lena Point to Auke Bay.
The services are wonderful except when the tourist fill it up leaving us locals stranded or dealing with an overly crowded bus.
Irregular schedule at night
Getting to work on the weekend mornings. If there was an additional bus that ran in the morning the same time as through the week. I would be able to use the bus to get to work.
Convenience of schedule and location of stops.
Space on the bus during tourism season. Too many times the bus rolls past me or my kids and we are late to work or a doctors appointment because the bus is full of tourists going to the glacier. At work, I consistently have clients miss appointments due to the bus rolling right past them during tourism season.
Tourists
The overuse of public transport by tourists during peak hours disrupting residents access.
Tourists using the buses
Too many tourist during summer months. Need for more services for locals to get to work and appointments
The bus drivers who cannot be bothered to lower the bus to accommodate those with mobility issues
When tourists take over the bus. We can even get on to go home or finish shopping
Sometimes money
Care a van nightmare. VIP form is not recognized anymore. Since Capital took over this is such a bad service.
There has been no North Douglas bus for years
The Juneau transportation system is not strict and strange enough about the riffraff and homeless or anybody really coming on smelling like strong substances and fecal matter or urine or alcohol. It becomes a public safety hazard when you have a inebriated and dirty people on their spreading diseases and viruses I've gotten sick multiple times from buses and people.
Tourist season
Hard to use in the winter and to many passengers (tourists) in the summer
Capacity on the city buses, when tourist season is in full swing, there is no room for locals to ride to and from home or to grocery stores, I have often seen residence get passed by when the bus is packed with tourists. They should have to pay more to get on or denied access, since there are other ways of getting to and from the glacier.

During the summer, more often than not, there is no room on the bus for myself or my 4 year old.
Tourist, Tourist, Tourist...
Overcrowding in the summer and long transit times during off hours with no express service. It can be inefficient with long wait times.
Tourists filling up the bus and I can't get to my appointments in the valley
Availability. There are not enough buses because there are not enough drivers because there is not enough money. Use MPF funds for a downtown-to-glacier monorail/lightrail that also follows the bus line. Unlike buses, monorail needs few operators, runs frequently, reduces congestion, and expands housing and career options by connecting car-free residents to outlying areas.
Fincial strain
N/a
We need better service to the ferry and airport. Maybe a dedicated bus for early mornings and late nights.
Cutting off Davis Ave during snow events. It's a pretty flat location and the bus has it's own roundabout to get out.
Tourists and over crowding
During the Tourist season at certain times, but while a boat is in port it is very hard to get on the bus if it is full. I have been denied accesson on the bus, and others i have talked to. They Do Not read the rules of seating, and make elderly, children, and their parents stand. They do not offer them their seat. I was on the bus and listened to this older male driver trying to be a tour guide. An incident happened on the bus and he did not notice until another passenger yelled at him..the same bus he went right back to being a tour guide and missed 2 stops before he paid attention to the bell.
N/A
Summer access, too many non-resident's take up space on public transit. Too many young people do not honor elder seating spaces for elders and take up those designated seats.
Not enough space for passengers during tourist season.
Over crowded for locals durning tourist season.
The tourists takin up the bus just to go to the glacier, too many many people, not enough room on the bus.
Apparently, some drivers ought to remain more focused on driving than on the race or attire of the passengers.
Reliability and consistency
We have an amazing system. Access for disabled or elderly is tough in the winter. Akaccess is a life changing service
TOURISTS! It's not okay that locals can't get to work because tourists are using it as a tour bus- they need to stick to tour buses, our locals lives are impacted when a bus passes them because it's literally too full to allow people on. They get on downtown and often don't disembark until the glacier- that's the whole route!

When Catholic Community Services ran Care-a-Van, it was a great help to us seniors. Especially those of us who are fairly independent and only need it occasionally. Since CBJ took it over, it has deteriorated to the point that you have to be declared federally disabled to use the service, which eliminates seniors living alone and only need the service occasionally. In addition, they no longer walk you to your door to insure you are safely in your home, they are often late (or don't show up at all) causing people to miss their doctors appointments, and the list goes on. It needs to either be returned to CCS or completely revamped with detailed service contracts.
Frequency. Use by tourism.
Time commitment. Unfamiliarity with routes/buses. Status of buses at the time of waiting for the bus.
Bring bus service back to lemon creek road please
I think there should be a "Back Loop Express" that goes from the DTC to the Back Loop stop directly in the summer. Charge \$5.
Space for locals on the bus during tourist season
Change if routes for lemon creek, regular hours would be great if brought back routes for lemon creek as I live in lemon creek area now!
Capital Akcess leaving my mom stranded. Crawling up crow hill.
Keeping tourist off the buses.
Over crowded busses in the summer due to tourists. City transit should be used by locals and residents FIRST and not forced to wait several busses to get on. This affects timeliness for jobs, appointments and other life events. It is horrendous to see all of these tourists hogging the busses just to save a dime when they spend thousands of dollars to visit our cities. They can afford taxis or tours if they can afford to take a cruise.
I work in community health and would love to see more options for wheelchair bound folks in town. Personally, I would love more buses and hours. It would help me use my car less, which is great when enjoying nightlife downtown or when I want to run small errands.
Tourists taking up too much bus space in the summer impacts locals. Do better and increase buses for the summer to meet local and tourists needs.
Need access to the airport
Biggest issue for me is Fred Meyer intersection. Quit screwing around and make the back road connect to mc nugget and or superbear as a 4way stop. Other important issue is 2nd crossing. When behrends slides, we will be cutoff for a week. We need an alternate route
The seasonal increase in passenger volume during the summer months.
Reduced Sunday hours during winter/fall are a major issue!!
Tourists who take up seats
Tourists overtaking bus space critical to many in the community trying to go to work and go to health appointments
Overcrowded busses in the summer limit my son with a disability
In the summertime, it's a lot more crowded with the tourist using the bus. I've been riding for 27 years now and sometimes I have to go 3-4 hours early to get a bus to where I

am going because Its busy with the tourist I know I may not be able to keep the one I need to make my appointment on time.
Lack of sidewalks. Its simply not safe to walk to the bus stop in the street. In the winter, the few sidewalks that we do have should be a priority for snow removal. When the sidewalk is covered in snow, pedestrians have to walk virtually in the traffic lanes to get tot he bus stops. Super dangerous.
Enough space on buses, frequency of buses. I would take the bus more if they were more frequent.
Not knowing the time the bus is coming to my bus stop.
I am not a regular user of public transit, but I feel bad that low income and poor people who depend on it do not have access to bus service on holidays. I think it is well worthwhile to pay overtime to drivers to provide this important service to people who cannot afford a taxi or other form of expensive transportation to get to holiday gatherings.
Want Jnu to be more accessible - curb cuts, adequate snow removal on sidewalks, parking for handicapped, etc
Lack of bike paths/lanes to get to bus stops.
n/a - covered in questions. Later operating hours would be helpful.
Weather



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155 S. Seward Street • Juneau, AK 99801

Appendix VII – Meeting Attendance

JUNEAU COORDINATED TRANSPORTATION COALITION DRAFT MEETING MINUTES OCTOBER 8, 2026

Join Zoom Meeting

<https://juneau.zoom.us/j/81745495034?pwd=pM8PExWY1X7aYwrrQGkdM7Py3qFHTA.1>

Meeting ID: 817 4549 5034

Passcode: 934751

I. Introduction

Forrest Courtney opened the meeting at 1:03 PM

Attendance:

Joan O'Keefe, Naomi Studevan, Tamara Marshall, Aria Moore, Erin Walker-Tolles, James Harris, Kym Harris, Minta Montalbo, Matthew Carpenter, David Peterson, Joseph Myers, and Forrest Courtney.

II. Review and approve 2026 Juneau Coordinated Human Services Transportation Plan draft

- a. Motion to CBJ Public Works and Facilities Committee November 2nd

Forrest Courtney provided attendees with a detailed update on proposed changes in the draft plan.

Joan O'Keefe moved to approve the draft with revisions and updates and forward to the CBJ Public Works and Facilities Committee; Naomi Studevan seconded. Motion passed by unanimous consent.

III. Review and Rank SFY2028 Human Services Transportation Grant Applications

- a. SAIL Replacement ADA Taxi

Joan O’Keefe presented SAIL’s grant request application for a replacement ADA taxi.

b. REACH, Inc. New/Expansion Accessible 12-Passenger Transit Bus

Tamara Marshall presented REACH’s grant request application for a new/expansion accessible 12-passenger transit bus.

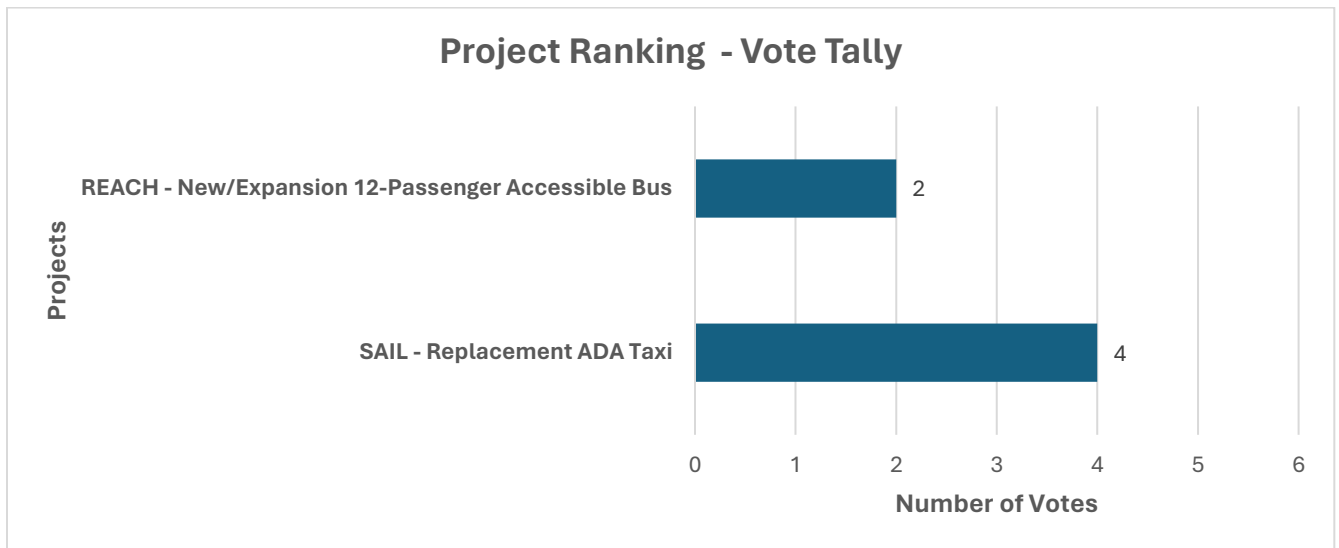
c. Motion to CBJ Public Works and Facilities Committee November 2nd

James Harris moved to recommend to the CBJ Public Works and Facilities Committee that the SAIL request for vehicle replacement be the first priority and the REACH request for vehicle expansion the second priority for the FY2028 Human Services Transportation Grant. Aria Moore seconded the motion. Motion passed by unanimous consent.

IV. Adjournment

Joan O’Keefe moved to adjourn the meeting; James Harris seconded. Motion passed by unanimous consent. Meeting Adjourned at 1:59 PM.

Appendix VIII – Voting on Grant Proposals



Appendix IX – JCTC 2026 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 SFY28 Grants for Capital Projects (money available on or after July 1, 2027).
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.

DUE: September 18, 2026 by 3pm

PLEASE EMAIL FUNDING PRIORITIZATION REQUESTS to Forrest Courtney at the City and Borough of Juneau Community Development Department.
Email to forrest.courtney@juneau.gov

Requesting Agency Information:

Agency: Southeast Alaska Independent Living, Inc. (SAIL)

Contact Person: Joan O'Keefe Phone: 800-478-7245

Email: jokeefe@sailinc.org

Title/Description of Funding Request: Capital Request: Replacement ADA Taxi
(The use and type of the vehicle or other capital purchase your agency seeks funding for)

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

Answer: No. The Accessible Taxi program is a compliment—not a replacement—to the valuable services provided by both Capital Transit and CapitalAKcess and fills a "special" niche for riders who are unable to plan ahead to schedule transportation through CapitalAKcess (i.e., sudden illness); those living outside the Capital Transit/CapitalAKcess boundaries; those who need transportation before or after the scheduled hours of operation or on holidays when Capital Transit/CapitalAKcess do not run; or for those who need a priority ride because of a frail medical condition (i.e., dialysis patients). Additionally, when snow/ice conditions limit Capital Transit/CapitalAKcess routes and/or ice and snow cause barriers to sidewalks, bus shelters, and private drives, often taxis can still access the pickup.

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.

REVISED: 06/10/2026

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Answer: In FY26, SAIL served ~950+ seniors & people with disabilities, over 300 who reside in Juneau. Approximately 50% of SAIL consumers are beneficiaries of the AMHTA. That said, anyone can request the ramp-equipped taxi.

Our vendor, Juneau Taxi, provides more than a thousand trips per year in the accessible cabs. A minimum of fifty different individuals who need the ramp or low riding feature of the ADA cabs use it regularly. During tourist season, easily 1500 individuals who need the lift or low riding feature also receive rides.

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

Answer: Seniors and people with disabilities use the lift-equipped taxi for the full gamut of transportation needs including medical appointments, to receive social services, obtain groceries, visit friends and family, recreate, and do errands. For individuals who need the ramp or low riding feature and live outside of Capital Transit/CapitalAKcess boundaries, need rides outside of transit hours, cannot plan ahead, need rides on holidays when Capital Transit/CapitalAKcess do not operate or when winter conditions limit routes, an accessible taxi may be their only transportation option.

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: In April of 2026, a Toyota Sienna with an ADA ramp and an extra set of tires was delivered to Juneau for \$88,132.76. On September 14, 2026, the vendor, Schetky NW Sales, reported that prices have stabilized & estimated adding 2-5% for this next grant cycle. Consequently, we estimate somewhere between \$90,000 and \$92,539 as the cost of the vehicle we seek in this next grant cycle. ADOT&PF does not allow used vehicles in this particular grant process. Consequently, this request is for a new vehicle.

Our taxi vendor has tried many different makes and models over our 19+ year partnership. We are looking to purchase another Toyota Sienna with a side entry and ramp, or something similar.

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

Answer: Yes. Over the past 19+ grant cycles, SAIL has a 100% successful track record in securing vehicle matches. For SAIL vehicles, we've recently had success finding the required match through the Denali Commission. Gratefully our taxi vendor, Juneau Taxi and Tours, has a long history of providing the required 20% match and has agreed to do so once again if SAIL hasn't found the match funding elsewhere.

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: Yes, we can guarantee this vehicle will be shared in an emergency. These vehicles need to be available 24:7 as a taxi or a back-up and therefore would not be available for use by other human service agencies (except when they call for a taxi!)

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?

Answer: This request is for a REPLACEMENT vehicle

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

Description of vehicle to be replaced: Funding for this vehicle, if approved, will replace a 2022 Toyota Sienna currently showing approximately 85,000 miles. The ADOT&PF replacement standard for this vehicle is 100,000 miles.

The vehicle is accumulating approximately 6,000 miles per month. At that rate, it is projected to reach approximately 145,000 miles by July 1, 2027—the absolute earliest date ADOT&PF grant funding is expected to become available. Ordering and delivery are expected to take at least an additional four months, by which time the vehicle is projected to have approximately 175,000 miles.

As a result, the vehicle will be well beyond the ADOT&PF replacement standard by the time grant funding becomes available and the replacement vehicle can be delivered.

Additional Comments: Thank you for your consideration!

Process to review and prioritize funding requests:

The JCTC will meet with community stakeholders during a Community Transportation Needs Assessment (CTNA) meeting to hear brief presentations from each member agency on their funding requests. Although the goal of coordinating transportation services will best be met if the agencies present at the CTNA are able to reach consensus on project prioritization, a vote on prioritization may be necessary. In this event, each participating stakeholder agency will be allowed one vote each on prioritizing capital and purchase-of-services projects.

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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 SFY28 Grants for Capital Projects (money available on or after July 1, 2027).
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 Forrest Courtney at the City and Borough of Juneau Community Development Department.
Email to forrest.courtney@juneau.gov

Requesting Agency Information:

Agency: REACH Incorporated

Contact Person: Tamara Marshall and/or Naomi Studevan
Phone: (907) 796-7226, (907) 586-8228
Email: tmarshall@reachak.org, nstudevan@reachak.org

Title/Description of Funding Request:

(The use and type of the vehicle or other capital purchase your agency seeks funding for)

REACH intends to utilize this vehicle to provide specialized and accessible transportation services for the individuals we support, increasing their independence, mobility, and ability to participate more fully in community life throughout Juneau. Access to reliable, wheelchair-accessible transportation would expand opportunities for community integration, employment, recreational activities, medical appointments, and social engagement in areas that are currently difficult to reach.

This investment would significantly enhance the freedom of movement for the individuals we serve by providing safe, dependable transportation to a broader range of destinations within the Juneau area. As the program grows, REACH plans to expand these transportation services to benefit the wider disability community in Juneau, helping to address a critical gap in accessible transportation options.

To accomplish this goal, REACH is seeking funding for:

- A newer-model 12-passenger transit bus equipped with one or two wheelchair-accessible positions, including a wheelchair lift or ramp; and/or

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

Answer: No, Capital Transit/Capital AKcess cannot fully meet the needs of this project.

While Capital Transit and Capital AKcess provide valuable transportation services within the Juneau community, they are not designed to accommodate the volume, flexibility, supervision requirements, and specialized scheduling needs associated with REACH's programs. REACH supports more than 50 individuals daily, many of whom require transportation between group homes, assisted living residences, supported living homes, employment sites, day habilitation programs, medical appointments, community integration activities, and other essential destinations.

Transportation services begin as early as 7:00 a.m. and continue throughout the day until approximately 8:00 p.m., requiring multiple scheduled routes, recurring trips, and individualized transportation coordination. Individuals are transported to and from employment sites, day habilitation services, volunteer opportunities, community activities, errands, and appointments, often with strict arrival and departure times that must be maintained to ensure continuity of services and employment.

Additionally, many of the individuals served by REACH require trained staff support during transportation. Staff frequently accompany individuals to provide supervision, behavioral support, personal assistance, mobility assistance, communication support, and safe transitions to and from destinations. This level of individualized support is essential for many riders and is beyond the scope of traditional public transportation services.

REACH must also regularly accommodate last-minute transportation requests, schedule changes, emergency pickups, staffing adjustments, and other time-sensitive transportation needs. The advance reservation requirements, shared-ride structure, and limited scheduling flexibility of Capital AKcess make it difficult to consistently meet these complex and evolving demands. The nature of REACH's services requires transportation that is responsive, reliable, and capable of adapting to the daily needs of individuals receiving disability services.

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: REACH provides residential, supported living, day habilitation, and community inclusion services to individuals with a wide range of disability support needs. The individuals served include adults with intellectual and developmental disabilities, autism spectrum disorders, traumatic brain injuries, co-occurring mental health conditions, physical disabilities, and other challenges that may impact independent living and community participation. Many individuals supported by REACH are beneficiaries of the Alaska Mental Health Trust. We do not currently serve any individuals with chronic substance abuse needs.

The proposed transportation services would primarily serve individuals receiving residential habilitation, supported living, and day habilitation services throughout the Juneau area. Transportation is essential for accessing employment opportunities, day habilitation programs, volunteer activities, medical appointments, community integration activities, shopping, banking, recreational opportunities, educational programs, and other activities of daily living.

REACH currently supports more than 50 individuals who require transportation on a regular basis, resulting in thousands of passenger trips annually. Many individuals require wheelchair-accessible transportation, while others need trained staff support during transit to provide mobility assistance, behavioral support, communication assistance, and supervision to ensure safe and successful community participation.

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

Answer: The individuals who will benefit from this request have a wide range of medical, social, and support needs that require reliable, accessible, and flexible transportation services. The individuals served by REACH have a wide range of complex medical, developmental, behavioral, and mobility-related support needs that require specialized transportation services. Those served include individuals with intellectual and developmental disabilities, traumatic brain injuries (TBI), cerebral palsy, Apert syndrome, seizure disorders, mental health conditions, and significant physical disabilities. Some individuals are quadriplegic or have complex medical conditions requiring 24-hour support and ongoing monitoring by trained caregivers. Others have experienced major orthopedic surgeries, including hip and knee replacements or corrective procedures, have physical deformities, mobility impairments, chronic pain, or utilize specialized medical and adaptive equipment that requires routine maintenance and access to medical providers.

Many individuals require regular appointments with primary care physicians, specialists, neurologists, therapists, behavioral health providers, and medication management professionals to closely monitor health conditions, seizure activity, treatment plans, and medications. Consistent and accessible transportation is critical to ensuring continuity of care and preventing unnecessary health complications.

In addition to medical needs, individuals participate in supported employment services, day habilitation programs, and community integration activities designed to promote independence, skill development, social inclusion, and quality of life. Most individuals receive an average of 10 to 12 hours of day habilitation and community integration services per week and require transportation to multiple locations throughout the community. Transportation is also necessary for employment opportunities, volunteer activities, educational programs, shopping, banking, obtaining prescriptions, recreational activities, and other daily living needs that support self-determination and personal choice.

Many of the individuals served require assistance throughout the entire transportation process, including boarding and exiting vehicles, securing wheelchairs and mobility devices, supervision during transit, behavioral support, communication assistance, medical monitoring, and personal care support. Trained staff frequently accompany individuals during transportation to ensure

safety, address behavioral or medical needs, and provide necessary support both during travel and upon arrival at their destinations. These supports are essential for many individuals to safely access employment, healthcare services, community programs, and daily living activities.

The requested accessible vehicle(s) would provide safe, reliable, and flexible transportation capable of meeting the unique needs of individuals with significant disabilities and complex medical conditions. This investment would increase access to healthcare, employment, community participation, and essential services while promoting independence, dignity, personal choice, and full inclusion within the Juneau community for even our most complex individuals.

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: REACH is seeking funding to purchase new or lightly used, wheelchair-accessible transportation vehicle to support individuals with disabilities throughout the Juneau community. Our preferred is a new or lightly used 12-passenger Ford E-series-like bus equipped with one or two wheelchair positions and a wheelchair lift or ramp; and/or

The estimated project cost varies depending on vehicle availability, accessibility modifications, wheelchair lift systems, seating configurations, adaptive equipment, shipping costs to Alaska if needed, and associated vehicle upfitting requirements. REACH is budgeting \$124,000 for the cost of a base-model 12-passenger ADA bus (approximately \$118,000) and potential shipping costs (approximately \$6,000).

The vehicle would be utilized daily to provide transportation services for more than 50 individuals with disabilities, supporting residential habilitation, supported living, day habilitation, community integration, supported employment, medical appointments, and other essential services. Transportation services would operate approximately 10-13 hours per day, beginning around 7:00 a.m. and continuing until approximately 8:00 p.m., seven days per week, resulting in more than 90 hours of transportation service each week.

This investment would provide a reliable, long-term transportation solution that increases independence, personal choice, access to critical services, and quality of life for individuals with disabilities while addressing transportation needs that cannot consistently be met through existing public transportation resources.

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

Answer: REACH anticipates being able to provide the required local cash match and will actively pursue available funding sources to meet the match requirement. Potential sources include organizational reserves, fundraising activities, private donations, grants, community partnerships, and other eligible funding opportunities. REACH is committed to securing the necessary funds to support the purchase and long-term operation of accessible transportation vehicles that will serve individuals with disabilities throughout the Juneau community.

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: Yes. REACH agrees that, in the event of a declared public emergency, disaster response effort, evacuation, or other community-wide emergency, the requested vehicle(s) would be made available to support community response efforts to the extent that doing so does not jeopardize the health and safety of the individuals currently receiving services or their needs during the public emergency, evacuation, community-wide emergency, etc.

Outside of emergency situations, REACH is committed to collaboration and partnership with other human service organizations in Juneau whenever feasible. However, because the requested vehicle(s) would be heavily utilized on a daily basis, opportunities for routine shared use may be limited in the beginning.

Despite current operational demands, REACH would be willing to explore cooperative arrangements with other Juneau human service agencies when vehicle availability permits, particularly during evenings, weekends, special events, community outings, emergency transportation needs, or other circumstances where schedules align. REACH values community partnerships and would work collaboratively with other organizations to maximize the benefit of accessible transportation resources whenever practical and consistent with the needs of the individuals we support.

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?

This request is for new vehicle(s) to be added to REACH's transportation 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:

Additional Comments:

We appreciate all efforts and consideration in helping us address a longstanding unmet need that REACH has faced for many years. These specialized supports continue to grow alongside the needs of our community, and we look forward to becoming a trusted and respected provider of accessible transportation services with your support.

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