Juneau Coordinated Human Services Transportation Plan - 2015

prepared by

Juneau Coordinated Transportation Coalition

And

City and Borough of Juneau Community Development Dept.

with assistance from

Sheinberg Associates

Adopted by CBJ Resolution 2730
August 31, 2015

CITY & BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Table of Contents

1 INTRODUCTION 1
2 COMMUNITY BACKGROUND 3
2.1 Location 3
2.2 Juneau's Transportation 4
2.3 Community Map 5
3 INVENTORY OF RESOURCES AND SERVICES 7
3.1 Juneau Coordinated Transportation Coalition (JCTC) 7
3.2 Inventory of Available Resources and Services 7
3.2.1 Fixed-route service 7
3.2.2 Paratransit Services 9
3.2.3 Client-Based Services 11
4 NEEDS ASSESSMENT 13
4.1 Journey Purpose 13
4.2 Demographics by User Group 14
4.2.1 Senior Population 14
4.2.2 Residents with Disabilities 17
4.2.3 Low income households 18
5 SERVICE GAPS 20
5.1 Consolidated list of gaps, unmet needs, and opportunities to enhance service 20
5.2 Collecting Community Input 21
5.2.1 Service provider interviews 22
5.2.2 Juneau Transportation Needs Survey 23
5.2.3 Juneau Coordinated Transportation Coalition (JCTC) Public Meetings 30
6 DEVELOPING PROJECT PRIORITIES 32
6.1 Priority Projects 32
6.2 Suggested Action Plan for Priority Projects 35
6.3 JCTC 2017 Grant Proposal Prioritized List 40
6.4 Prioritized List of Grant Funding Requests 40
7 SIGNATURE PAGE OF PARTICIPATING AGENCIES 44
APPENDICES 45

Appendix I – Human Services Vehicle Inventory 46
Appendix II - Semi-structured questionnaire distributed to key service providers 50
Appendix III – 2014 Juneau Transportation Needs Survey....51
Appendix IV – Open-ended survey responses to questions on 'Juneau Transportation Needs Survey' 59
Appendix V: Extract from 2013 Comprehensive Operations Analysis for 2014 Juneau Transit Development Plan – Paratransit section 63
Appendix VI – JCTC Eligibility Flowchart 80
Appendix VII - Eligibility forms....81
Appendix VIII – Attendance Sheets from JCTC Public meetings....106
Appendix VIX –JCTC 2017 Grant Proposal Applications 109

Table of Figures

Figure 1: Location Map: Juneau, Alaska 3
Figure 2 – Juneau Population Distribution by neighborhood....5
Figure 3 - City and Borough of Juneau....6
Figure 4: Capital Transit Fixed-route annual ridership 9
Figure 5: Ridership on Care-A-Van service 2004 to 2014 10
Figure 6: Destinations of those Riding Capital Transit from 2013 Rider survey....13
Figure 7: Care-A-Van origin and destinations for a sample day 14
Figure 8: Percentage of Seniors aged 65 or over in Juneau population (2014 estimate and projections) 15
Figure 9A: Juneau Population by Age and Sex - 2014 Estimate 16
Figure 10: Density of Seniors Aged 65 and Older in Juneau, 2010....17
Figure 11: Juneau disabled population. Margin of error provided in (). 18
Figure 12: Percentage of people with disabilities in Juneau, Alaska and the U.S. 18
Figure 13: Households below poverty level in last 12 months....19
Figure 14: Description of respondents to survey - respondents could select more than one category 24
Figure 15: Extent to which local transportation needs are met....25
Figure 16: Extent to which local transportation needs are met for particular populations 26
Figure 17: Extent to which programs services need improvement....26
Figure 18: Impact of various items on ability of seniors, people with disabilities, or low income households to access transit services in Juneau 27
Figure 19: Use of transit services by respondents....28
Figure 20: Use of transit services 29
Figure 21A: Summary of outcomes from JCTC meeting - BARRIERS 30
Figure 21A: Summary of outcomes from JCTC meeting - POTENTIAL SOLUTIONS 31

1 INTRODUCTION

The purpose of this Juneau Coordinated Human Services Transportation Plan is to improve human services and public transportation for older adults, individuals with disabilities of all ages, and people with lower incomes through coordinated transportation. This Plan updates the 2009 Coordinated Human Services Transportation Plan and will assist transportation stakeholders and providers to fulfill the requirements of, and obtain funding under, the Moving Ahead for Progress 21st Century Act (MAP-21). MAP-21 was signed into law on July 6, 2012 and is the current federal transit funding legislation which authorizes the funding for federal surface transportation programs. MAP-21 replaces the previous transit legislation, Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU.

MAP-21 Title 49 U.S.C 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities Program and provided formula funding to states and designated recipients to improve mobility for seniors and individuals with disabilities. The projects selected for funding under the 5310 and AHMT must be "included in a locally developed, coordinated public transit-human services transportation plan" that was "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public" as stipulated in the new transit funding legislation, MAP-21.

The information and public input collected for this plan built on extensive work that was conducted in 2013 as part of the 2014 Transit Development Plan for Capital Transit. That planning process involved onboard and online surveys, public meetings, and interviews with stakeholders.

This is an addendum to the Juneau 2014 Transit Development Plan, which assessed the current fixed-route and para-transit routes. The 2014 Transit Development Plan also featured a Comprehensive Operations Analysis report which included a detailed description and analysis of both the fixed-route and para-services. In particular, the para-transit element is complementary to this current plan. For reference the report on the para-transit element of the 2014 Transit Development Plan is included in **Appendix V**.

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

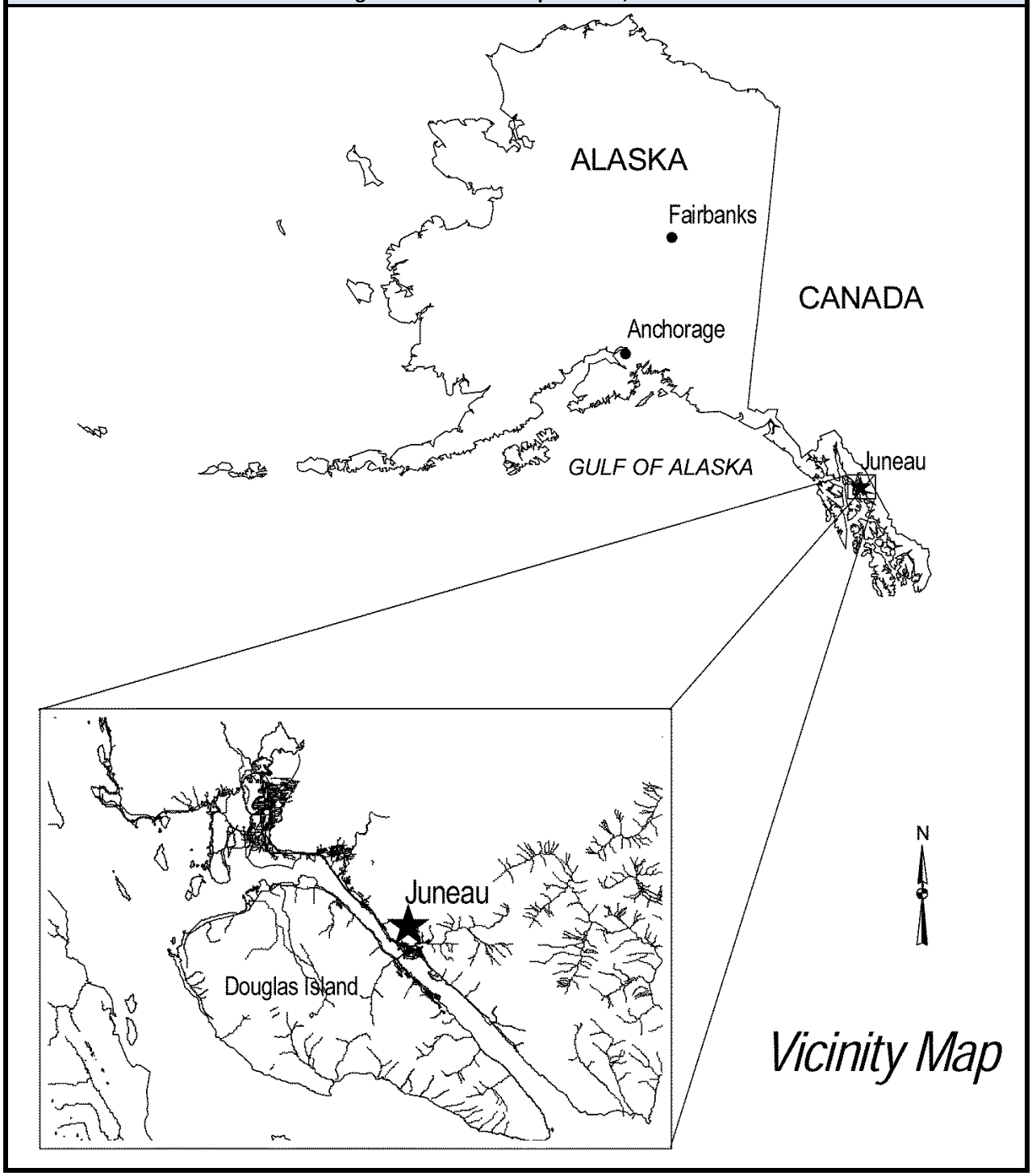
This Plan begins by giving background information on the City and Borough of Juneau (CBJ) in 3 sections. These sections include information including its location and climate, a description of current 'coordinated human services' and the organizations that operate these services, and an analysis of Juneau's senior,

disabled and low income population. The Plan then goes on to describe the process followed to gather information on current barriers to services faced by the senior, disabled and/or low income populations in Juneau with some potential strategies to overcome these barriers also explored. The Plan finishes by identifying top priority projects that can be taken forward over the next few years to tackle some of the issues identified. These projects are described in terms of scope giving the JCTC members involved in delivering the project an outline of the steps required to deliver the projects and identified potential resources and funding that could be sought to help in delivery.

2 COMMUNITY BACKGROUND

2.1 Location

Figure 1: Location Map: Juneau, Alaska



Source: CBJ

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

Juneau is located within a temperate rainforest, or southeast maritime climate zone, which is characterized by mild summers, colder winters and heavy rain throughout the year. Juneau receives an average of 62.24 inches of rainfall and 88 inches of snowfall[1] in a year, 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 which follows the shoreline to the north and south of downtown Juneau, the length of the eastern side of Douglas Island, and into the Mendenhall Valley. The road north of Juneau extends 42.5 miles from Downtown to Berners Bay, where it dead-ends.

The City and Borough of Juneau owns and operates the Juneau International Airport, which serves as a regional hub for air passenger travel and cargo. The airport provides scheduled jet flights to Seattle, Sitka, Ketchikan, Petersburg, Wrangell and Anchorage, regional air taxi flights to smaller communities throughout Southeast Alaska. In 2014, the Juneau airport served an estimated 360,000 passengers.[3]

Drivers and foot passengers may enter or leave Juneau via the Alaska Marine Highway state ferry, which serves Juneau daily with routes to nearby communities including Haines, Sitka, Gustavus, Skagway, Yakutat, Angoon, Hoonah, Kake, Ketchikan, Tenakee Springs, and Petersburg, and beyond to Prince Rupert, British Columbia, and Bellingham, Washington. In 2013, 76,769 passengers and 23,778 vehicles disembarked in

[1] http://www.rssweather.com/climate/Alaska/Juneau/

[2] http://www.usclimatedata.com/climate/juneau/alaska/united-states/usak0116

[3] Juneau International Airport

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

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

Juneau relies on its proximity to the ocean as an economic driver, supporting a maritime and visitor industry based on ocean products, transportation and experiences. Marine facilities, including 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 approximately 1 million passengers annually, delivering up to 10,000 visitors to Juneau in a single day. Juneau also contains an extensive network of hiking, equestrian and mountain biking trails; and Juneau is certified as a Bronze Level Bicycle Friendly Community by the League of American Bicyclists.

Public transportation is provided by Capital Transit, which had an estimated ridership in 2014 of 1,171,850. Care-A-Van, Juneau's paratransit service, is operated by Catholic Community Service, and provided 33,483 rides in 2014.

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 3**).

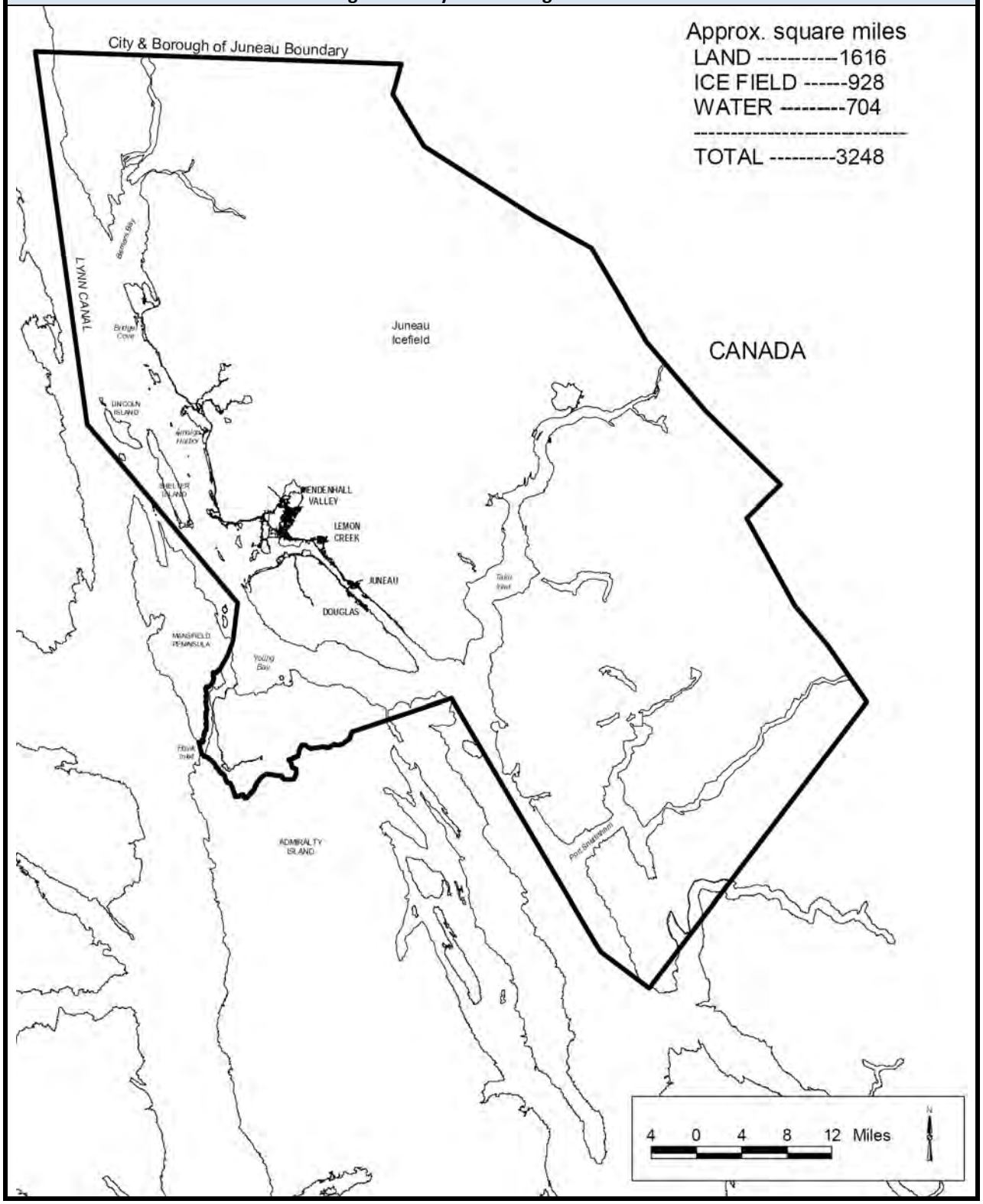
Figure 2 – Juneau Population Distribution by neighborhood

Neighborhood	2014 Estimated population	Percentage of total estimated population (%)
Auke Bay/Lynn Canal	5,339	16.2
Mendenhall Valley	12,972	39.3
Lemon Creek/Salmon Creek	5,287	16.0
Downtown Juneau	3,658	11.1
Douglas Island	5,770	17.5
Total	33,026	

Source: ADOLWD, Trends Bulletin Feb 2015

[4] Alaska Department of Transportation and Public Facilities, Alaska Marine Highway System Traffic Volume Report, 2013.

Figure 3 - City and Borough of Juneau



Source: CBJ

3 INVENTORY OF RESOURCES AND SERVICES

3.1 Juneau Coordinated Transportation Coalition (JCTC)

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

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

3.2 Inventory of Available Resources and Services

Appendix I contains a vehicle inventory list for transportation and para-transit service providers in Juneau. Currently there are 18 buses; 14 para-transit buses; 30 van/minivans; and 25 miscellaneous vehicles in service throughout the community.

3.2.1 Fixed-route service

CBJ operates a public fixed-route service called Capital Transit. Capital Transit consists of three all-day routes, one limited service route, and morning and evening express and commuter routes. The Mendenhall Valley and Douglas routes operate Monday through Saturday from 7:00 a.m. to 11:30 p.m. Daytime service operates every half hour, while evening service operates hourly. Sunday service operates 9:00 a.m. to 6:30 p.m. every half hour. The Express route, with service to the Juneau International Airport and the University of Alaska Southeast (UAS), operates weekdays from 7:00 a.m. to 7:00 p.m. every half hour. North Douglas service consists of limited weekday morning and evening routes No transit service is available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

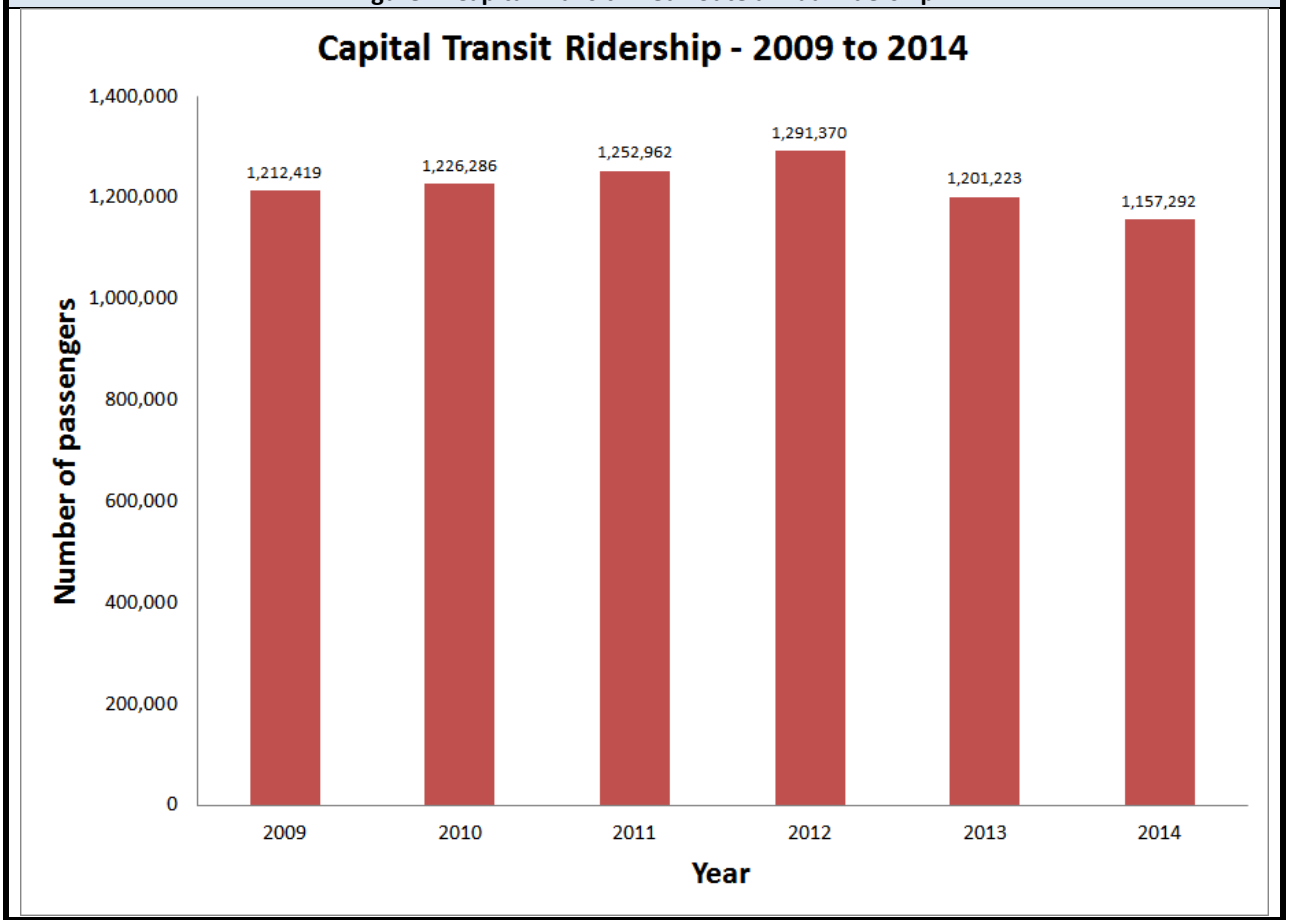
The network has two designated transfer points, one at the Federal Building and the other on Mallard Street behind the Nugget Mall. Schedules are designed to allow timed transfers between the Douglas and Mendenhall Valley routes at the Federal Building and between the Express and Mendenhall Valley routes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

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

Capital Transit also provides free service to people with disabilities through the VIP Pass program. Riders with a disability can apply to receive a VIP Pass from Capital Transit, entitling them to free fixed route service. Applicants must present proof that they are currently receiving Social Security Disability Benefits, are certified by the Veterans Administration at a 40 percent or greater disability level, have a valid Medicare Card, or are certified as disabled by a licensed physician (see **Appendix VII** for VIP Pass Application as well as the . 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 2014 annual passenger ridership was estimated at 1,157,292 on fixed routes, a slight decrease from previous years (**Figure 4**). 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. More details on the fixed-route service is given in the 2014 Transit Development Plan and the associated Comprehensive Operations Analysis. This Plan was adopted by the City and Borough of Juneau Assembly in 2014.

Figure 4: Capital Transit Fixed-route annual ridership



Source: South East Senior Services

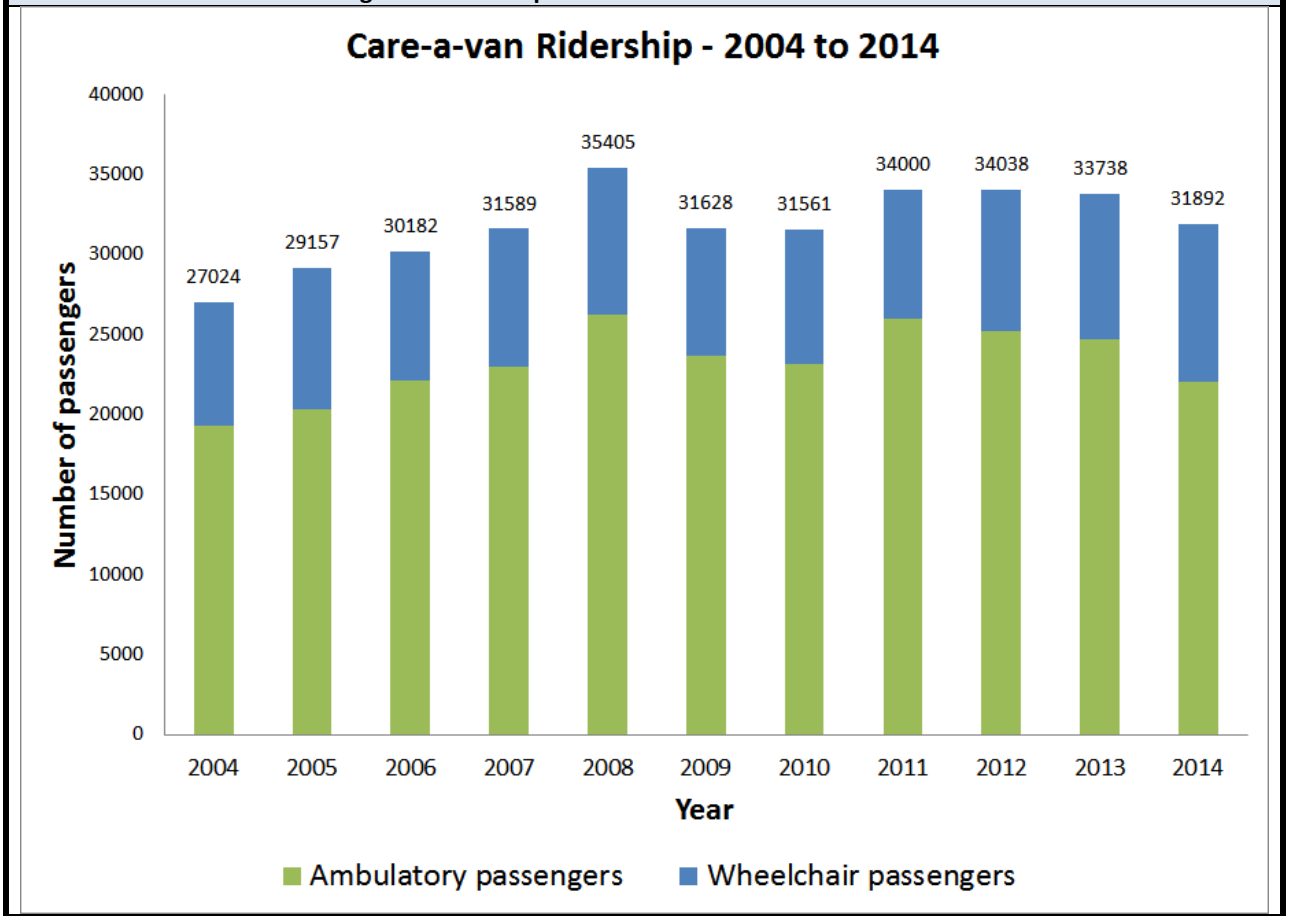
3.2.2 Paratransit Services

Southeast Senior Services (SESS) - Care-A-Van

The CBJ contracts with Southeast Senior Services (SESS), within Juneau section of Catholic Community Service (CCS) to operate paratransit service, called Care-A-Van, which is available to persons with disabilities and persons aged 60 and older. Care-A-Van service offers door-to-door transportation throughout downtown Juneau, Thane, Glacier Highway to the Ferry Terminal, the Mendenhall Valley, Douglas and North Douglas. The service is only available during the hours that the fixed route service operates. Annual ridership for the last 10 years is presented in **Figure 5**. The ridership has increased from 2004 to 2014 albeit fluctuating over the time period, peaking in 2008.

Photo Source: Sarah Bronstein

Figure 5: Ridership on Care-A-Van service 2004 to 2014



Source: South East Senior Services

While a $4 donation is suggested, it is not mandatory – this can be paid to the driver at the time of service, or SESS can send statements the customer on a monthly basis to indicate the cost of their usage for that month. Riders are not obliged to pay the statement amount but are encouraged to contribute as they are able. Care-A-Van recommends that customers call up to a day in advance to schedule rides, as waits for last minute requests can be up to an hour. The Care-A-Van service is managed by a central dispatcher using the Engraph Para-Plan Dispatch Management System.

3.2.3 Client-Based Services

REACH, Inc

REACH is a non-profit organization that serves children and adults with developmental disabilities. They provide services throughout the community – to children and adults living in their own homes as well as adults living in four assisted living homes owned and operated by REACH. REACH also provides day habilitation services at a community art center which they manage. State regulations require REACH to provide transit for their clients to and from sites where services are being billed to Medicaid waivers. REACH operates a transit bus route from clients' homes and group homes to the Canvas Art Center in downtown Juneau. REACH also operates a summer camp for youth as well as after-school activities during the school year. Group transportation for these youth activities is a challenge. REACH has 5 wheelchair accessible vans, and uses employee vehicles for on-demand transportation needs, such as trips for activities or shopping. The organization provides transportation services throughout Juneau depending on activities, Monday through Sunday, 8:00 am to 9:00 pm.

Southeast Alaska Independent Living, Inc (SAIL)

Southeast Alaska Independent Living, Inc. (SAIL) provides services to the elderly and people with disabilities to help them live productive and independent lives. In cooperation with **Juneau Taxi & Tours,** SAIL administers a Taxi Voucher Program for persons with disabilities and residents age 60 and older. The voucher covers 40 cents per dollar of cab fare, assisting those with limited mobility and limited income to access taxi services outside of transit or paratransit hours and service areas. In order to be eligible for vouchers, applicants must make no more than 200% of federal poverty guidelines (application included in **Appendix VII**). Lift-equipped taxis are available at Juneau Taxi and Tours for patrons unable to use a regular taxi. Services are available Monday through Sunday from 9:00 am to 5:00 pm.

SAIL also operates ORCA – Outdoor Recreation and Community Access program, which provides access to recreational opportunities for persons with disabilities throughout the CBJ. ORCA coordinates local activities as well as out-of-town trips far beyond the transit or para-transit service area, sometimes using an accessible van. Through the ORCA Adaptive Ski Program the organization also partners with Eaglecrest Ski Area to provide access to the CBJ-owned ski resort for persons with disabilities. During the ski season, ORCA

provides paratransit service to complement Eaglecrest's fixed bus service, as the Eaglecrest bus is not wheelchair-accessible.

Juneau Youth Services (JYS)

Juneau Youth Services (JYS) works with children and youth, and their families to provide services including comprehensive therapeutic services in the school district, individual and family outpatient services, and chemical dependency outpatient services. Youth ages range from three to twenty-two. JYS also works with runaway and homeless youth. JYS provided transportation for 450 youth in 2014, shuttling their clients to and from medical appointments, between programs, to activities, to meet parents, and to job interviews. JYS operates 24 hours a day, seven days a week throughout the Borough.

St. Vincent de Paul Society

The St. Vincent de Paul Society is non-profit, privately-run organization that provides housing, childcare, economic assistance, low-interest loans, and transportation for patrons who are 60 or above, disabled, or people who qualify as low-income. Transportation is available for clients who live off-site Monday through Friday, 7:30 am to 6:00 pm. Persons domiciled in society housing have access to transportation services Monday through Sunday, 24 hours a day.

Pioneer Home

The Pioneer Home is a State-run assisted living facility for persons 65 years and older who have lived in Juneau for more than one year. Currently there is a waiting list for the housing program. The Pioneer Home partners with the University of Alaska Southeast to provide certified nurse aide training. Periodically, Home staff offer workshops/training specific to persons with dementia and/or their caregivers. It operates two vehicles 24 hours a day. Transportation services are restricted to Juneau Pioneer Home residents.

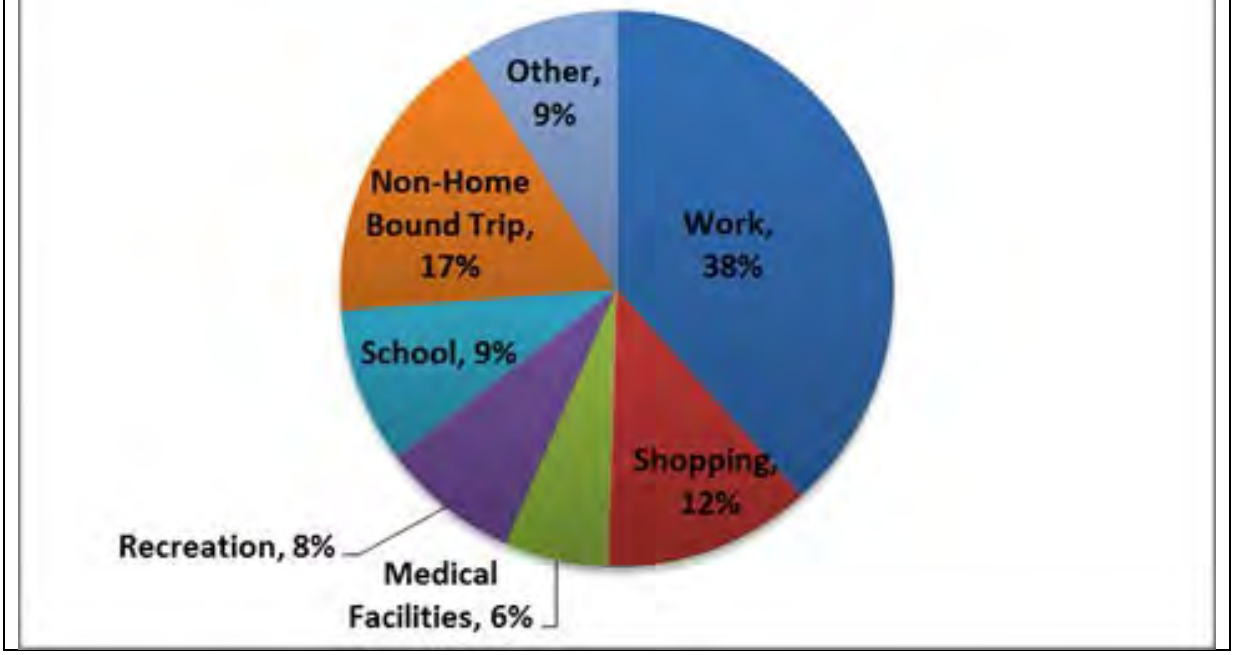
4 NEEDS ASSESSMENT

This section provides an overview of City and Borough of Juneau demographics, and how they influence the transportation needs of local residents.

4.1 Journey Purpose

The purpose of trip journeys was determined by an on-board survey that occurred during the 2014 CBJ Transit Plan's Comprehensive Operations Analysis. A total of 971 surveys were collected and showed that 83% of passenger trips originated from home or were connecting to home. The most popular destinations were to work (**Figure 6**).

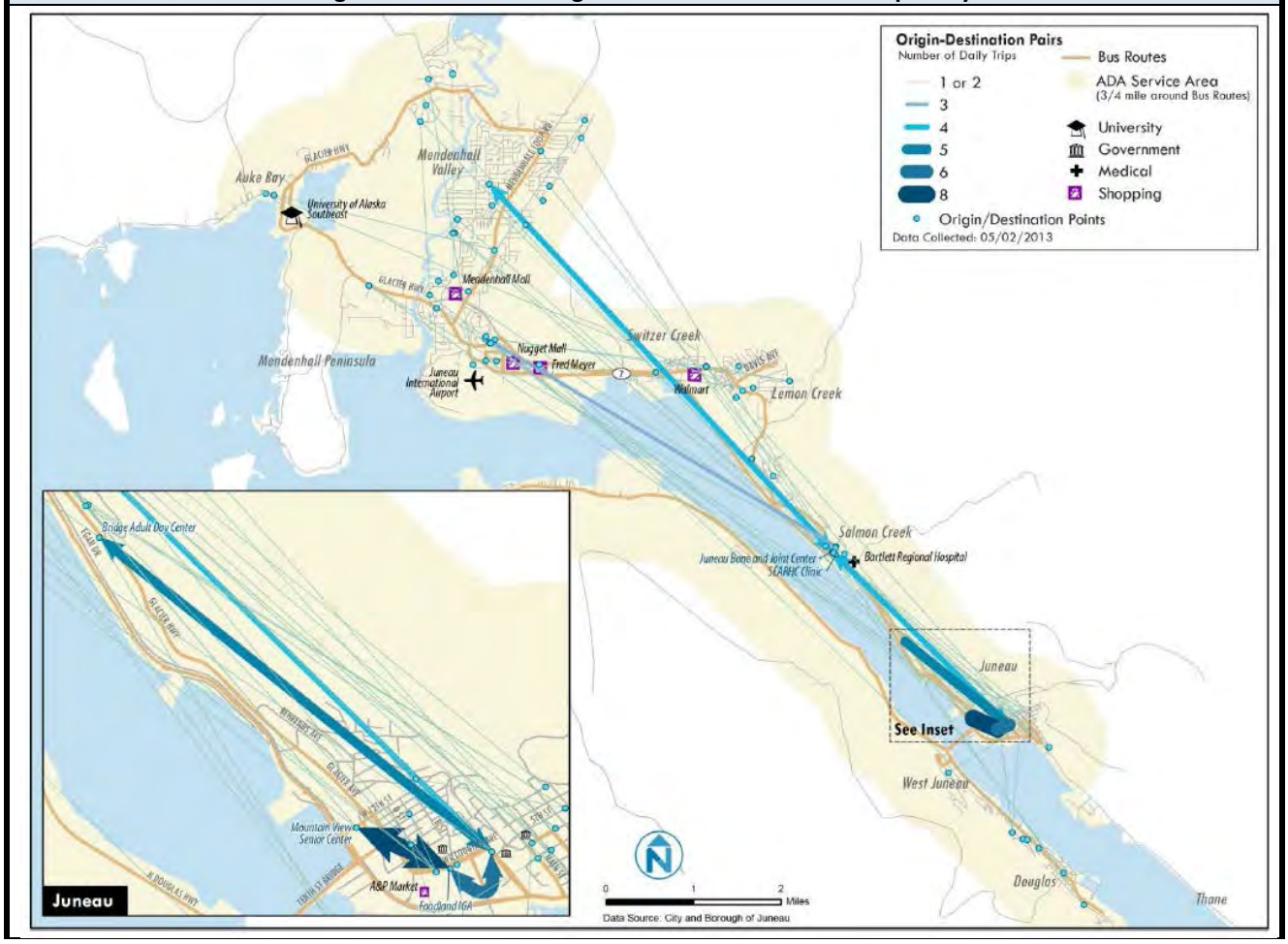
Figure 6: Destinations of those Riding Capital Transit from 2013 Rider survey



Source: 2013 Comprehensive Operation Analysis for 2014 CBJ Transit Plan

The 2014 Transit Plan also sampled Origin and Destination information for the Care-A-Van service (**Figure 7**). Each line indicate journeys made during the sample day with thicker, darker lines indicating the number of journeys made between a specific pair of locations. Particularly popular locations include a downtown supermarket, Bartlett Regional Hospital, Mountain View Senior Center and Fireweed Place (both of latter two location provide senior housing), and the Bridge Day Center.

Figure 7: Care-A-Van origin and destinations for a sample day



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

4.2 Demographics by User Group

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

4.2.1 Senior Population

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

Figure 8: Percentage of Seniors aged 65 or over in Juneau population (2014 estimate and projections)				
	Year			
	2014	2017	2022	2027
Total population	33,026	33,419	33,839	34,045
Population 65 or over	3,463	4,303	5,608	6,630
% population 65 or over	10.5	11.9	16	19.4

Source: ADOLWD May 2014 population estimates; 2012-2042 population projections

The 2010 census data shown in **Figure 10** illustrates the distribution of the senior population throughout Juneau. The greatest densities are in Downtown Juneau, Douglas, and parts of Lemon Creek. There are areas of steeper topography in downtown Juneau and Douglas that cause mobility challenges especially during winter when snow and ice can make both sidewalks and road travel hazardous. While the snow and ice are a barrier to pedestrians, they are also a challenge for transit vehicles. Both Capital Transit and Care-A-Van switch to winter routes in severe conditions, eliminating service to steeper areas such as Cordova Street in West Juneau and Franklin Street in Downtown.

Figure 9A: Juneau Population by Age and Sex - 2014 Estimate

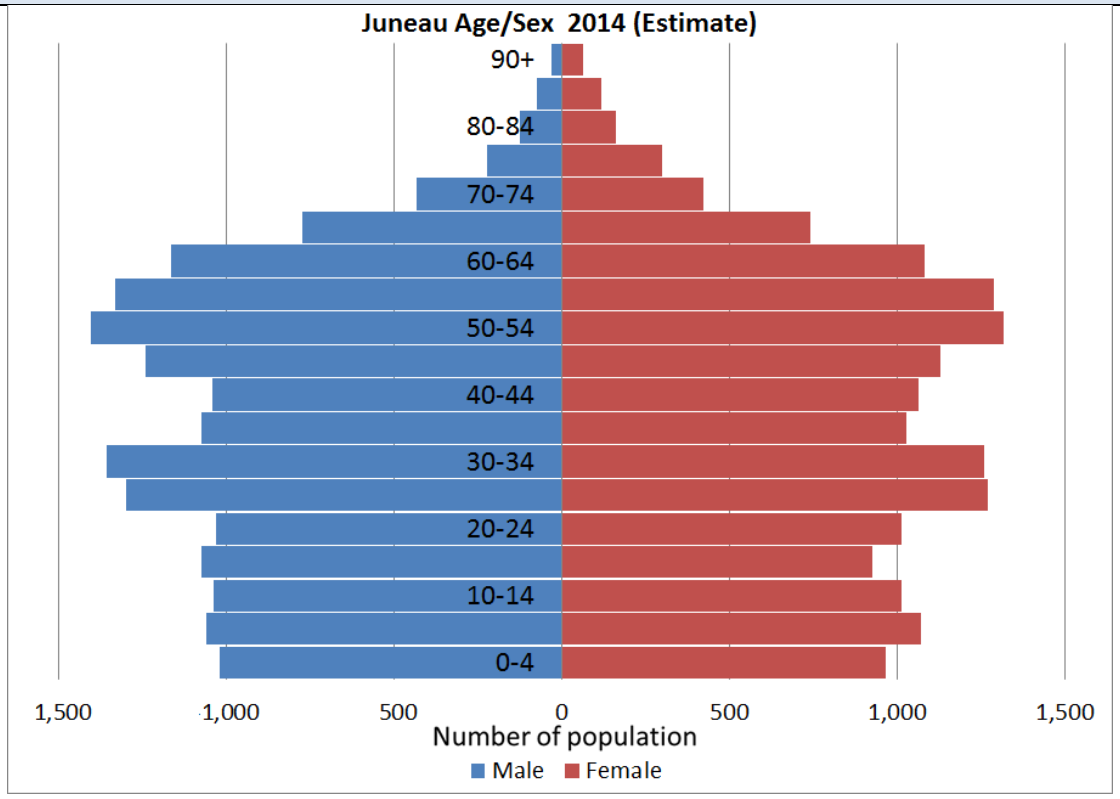
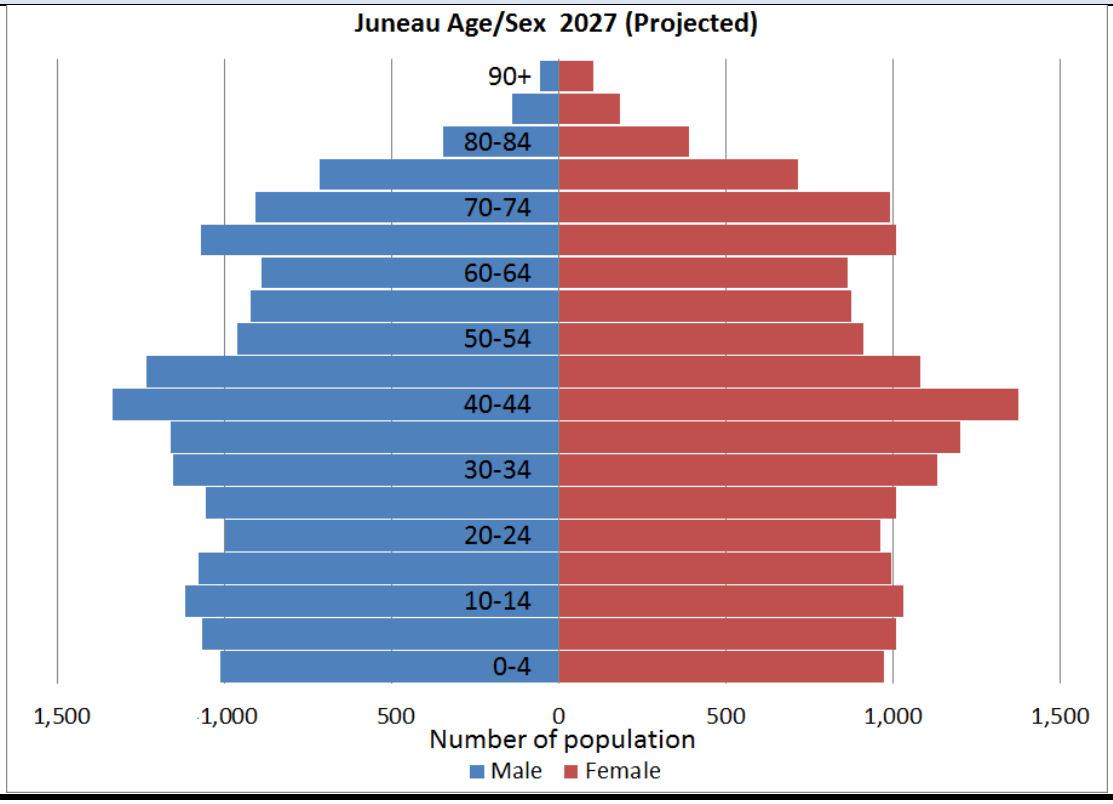
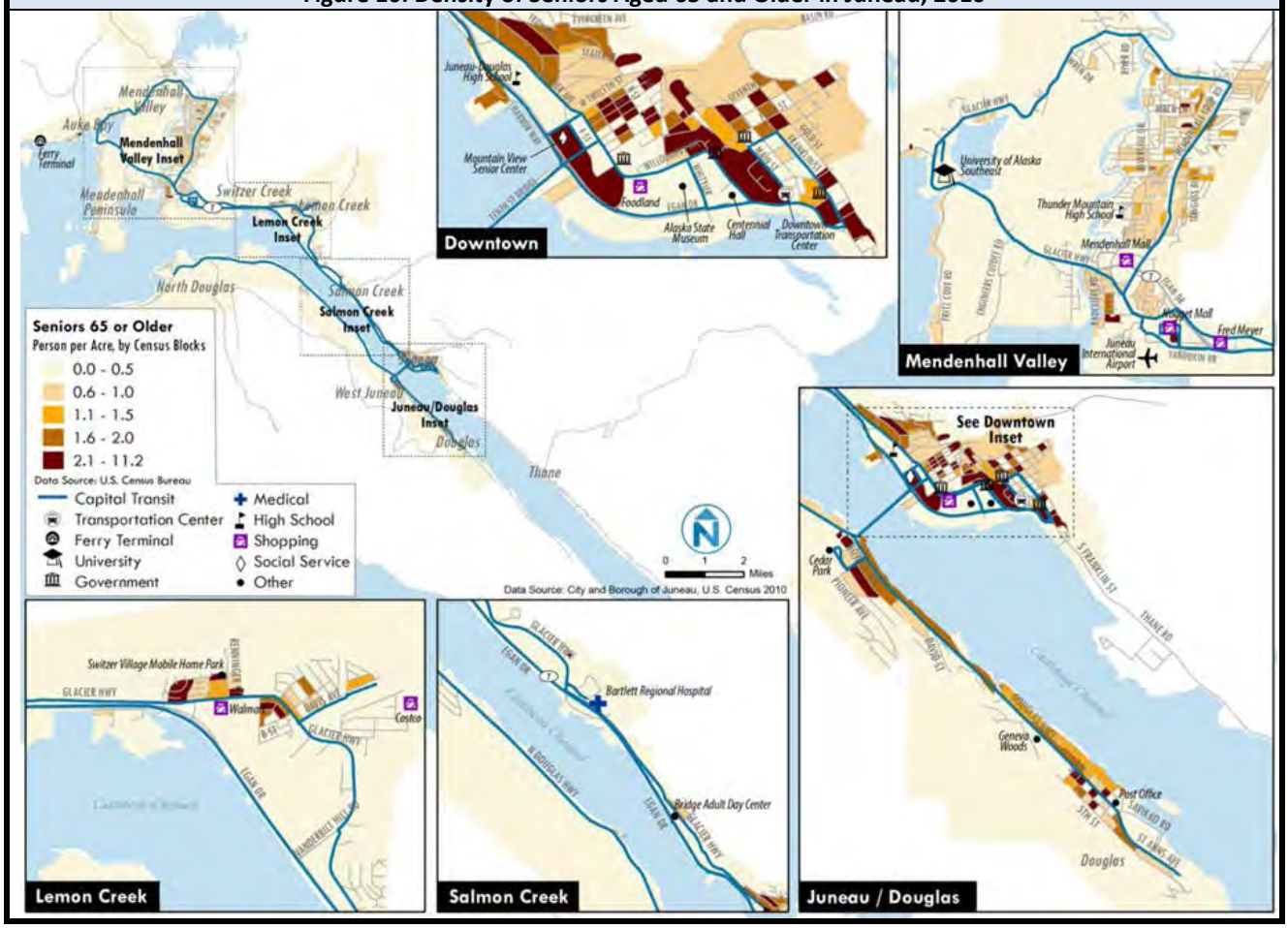


Figure 7B. Juneau population by Age and Sex - 2027 Projection



Source: ADOLWD

Figure 10: Density of Seniors Aged 65 and Older in Juneau, 2010



Source: 2014 Juneau Transit Development Plan, 2010 US Census

4.2.2 Residents with Disabilities

Data on the disabled population of Juneau is presented in the Tables below. **Figure 11** gives U.S. Census Bureau American Community Survey (ACS) estimates of the disabled population in Juneau – this is around 10% for the 4 years of survey data presented. **There is significant overlap between the disabled and senior populations. For the 2011-13 three year ACS survey, 31.5% of all Seniors 65 or over were disabled (Figure 11).** If this proportion remains the same for future years, coupled with the growing percentage of the population that will be 65 or over, **by 2027 an approximately 6% of the Juneau population will be seniors that are disabled.** This would be a sizeable increase in the users of human services transportation in

Juneau. **It should be noted however, that the senior population may also be more and less likely to develop age related disabilities[5].**

Figure 11: Juneau disabled population. Margin of error provided in ().				
	Year			
	2008-10	2009-11	2010-12	2011-13
Juneau Population	30,607 (±295)	30,931 (±190)	31,602 (±149)	31,928 (±161)
Number of population disabled (#)	2,872 (±426)	3,089 (±410)	3,053 (±452)	2,958 (±452)
Percentage of population disabled (%)	9.4	10.0	9.7	9.3
Number of population disabled and 65 and over (#)	773 (±166)	998 (±191)	894 (±157)	885 (±156)
Percentage of population disabled and 65 and over (%)	2.5	3.2	2.8	2.8

Source: U.S. Census Bureau 3 year ACS 2008-10, 2009-11, 2010-12, 2011-13

Figure 12: Percentage of people with disabilities in Juneau, Alaska and the U.S. Margin of error provided in ()			
	Geographical Area		
	Entire U.S.	Alaska	Juneau
Population (#)	308,858,098 (±7,758)	706,544 (±967)	31,928 (±161)
Number of population disabled (#)	37,957,335 (±55243)	76,820 (±2312)	2,958 (±480)
Percentage of population disabled (%)	12.3	10.9	9.3

Source: U.S. Census Bureau 3 year ACS 2011-13

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. The 2013 3-Year ACS estimated there to be 765 (±216)[6] persons in Juneau between 18 and 64 who are low

[5] 'Older Americans 2012 – Key indicators of Well Being', Federal Interagency Forum on Aging Related Statistics, June 2012

[6] Source: U.S. Census 2013 (3 year) ACS

income but are not disabled. Capital Transit does not provide any discounted fare program to improve access to transit for these low income households. The need to provide transportation for members of these households has been mentioned in interviews and surveys associated with this plan. There are many people who do not qualify for senior, VIP or student reduced fares that would benefit from subsidized bus fare. Those in search of work were specifically identified by some survey respondents as an underserved group.

Figure 13 shows the percentage of all Juneau households below poverty threshold defined by U.S. Census Bureau.

Figure 13: Households below poverty level in last 12 months. Margin of errors provided in ()

	Geographical Area		
	Entire U.S.	**Alaska**	**CBJ**
Number of households (#)	115,610,216 (±238,233)	251,899 (±1,331)	12,099 (±215)
Number of households below poverty level in last 12 months (#)	16,415,984 (±33,510)	20,966 (±821)	679 (±167)
Percentage of households below poverty level in last 12 months (%)	14.2	8.3	5.6

Source: U.S. Census Bureau 3 year ACS 2010-13

5 SERVICE GAPS

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

Source: Juneau Coordinated Transportation Coalition

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

From the information gathered through interviews, survey results, stakeholder meetings and JCTC public workshops, a consolidated list of service gaps, unmet needs, and opportunities for improved operational efficiencies was created. More information on these interviews, surveys etc. is presented later in this Chapter. These are presented below, grouped by a Strategy heading:

<u>Education and Awareness</u>

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

<u>Vehicle Upgrades/Procurement Coordination</u>

- Care-A-Van identified a need for higher weight limits to lifts to accommodate increasing weight of individuals and their chairs.
- In severe ice and snow, Care-A-Van and Capital Transit adopt winter routes and don't serve Cordova Street and Franklin Street. Routes may be adjusted under winter weather conditions.
- There has been limited adoption of lift-equipped taxis. Only one taxi service in town has acquired lift-equipped taxis, thanks to grant application support from SAIL.
- All transportation providers conduct procurement for fuel and vehicles individually, and some do not have the capacity in-house to develop Request for Proposals (RFPs).

<u>Facility Maintenance/Improvements</u>

- The lack of snow clearance at bus stops and on sidewalks is a barrier to use of the fixed route service, leading to increased use of paratransit.

- There are currently limited lift-accessible loading areas in Downtown for vehicles larger than 20 feet, but are not Capital Transit buses. Currently Care-A-Van drivers do not have access to the bus stops, and there are limited alternative, reliably clear areas, adjacent to a flat curb.

Scheduling Efficiency

- Transit providers have no real-time bus tracker system. Without this technology, Care-A-Van cannot dispatch vehicles on the fly or combine nearby pick-ups and drop-offs.
- Each provider has an independent dispatch system and means of scheduling rides for their user group.
- There is limited online access to services without real-time tracking. Transit and Paratransit users have no real-time data about bus locations, and no option to purchase services online.

Service Expansion

- Low-income individuals under 60 without disabilities have limited financial access to transit. Juneau does not offer any reduced fare programs to serve this demographic.
- Capital Transit and Care-A-Van do not provide service on federal holidays, when people like to be with their families. Capital Transit does not have the budget or staff for holiday service.
- Many low wage jobs are scheduled outside of transit service hours, in the early morning or late evening.
- Current Capital Transit fixed route service does not serve the Lemon Creek area or the ferry terminal.
- There is limited space available for wheelchairs on the fixed routes, and congestion on the buses makes this issue more acute.
- A projected increase in senior populations, especially the population aged 85 and older, will put further stress on paratransit service.
- Service providers experience regulatory barriers to providing Medicaid Transportation to individuals with Medicaid Vouchers.
- There is a shortage of space for shopping bags and boxes.

Future Community Planning

- When planning future senior housing complexes, encourage locating near transit lines and avoiding steep terrain that could be subject to winter transit travel restrictions. Bus stops should all be ADA accessible, including in Downtown.

5.2 Collecting Community Input

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

- Executive interviews with service providers including Capital Transit, Southeast Senior Services (SESS), Southeast Alaska Independent Living, Inc. (SAIL), REACH, and Juneau Youth Services (JYS).

- Meetings with key stakeholder groups, including the Community Resource Network (CRN), a collection of service providers for seniors; the City and Borough of Juneau Americans with Disabilities Act (ADA) Committee, and the Juneau Coordinated Transportation Coalition (JCTC).
- Inventory of transportation assets and services, and
- Analysis of close to 100 surveys that human service providers, transit riders, senior housing residents, transportation users, and the general public completed.

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

5.2.1 Service provider interviews

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

Capital Transit representatives emphasized the importance of coordination and training for the Alaska State Department of Transportation's new ADA application (see **Appendix VII**). Although riders will now be able to use their ADA card to access fixed route and para-transit services in Ketchikan and Sitka, the application will be longer and more involved. They also stated that it is important to keep the JCTC website up-to-date, maintained, and connected with other sites. Coordination between service providers for vehicle share, vehicle procurement, and fueling of vehicles should be looked into to make para-transit service more efficient and streamlined.

SESS – Care-A-Van expressed concerns that there is a lack of information material for services in the community, and that there are a small number of Veterans with mobility difficulties that should be addressed. They recommended that holiday service for both the fixed route and Care-A-Van should be considered, as holidays are an important time for the elderly to be with family.

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

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

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

5.2.2 Juneau Transportation Needs Survey

Overview

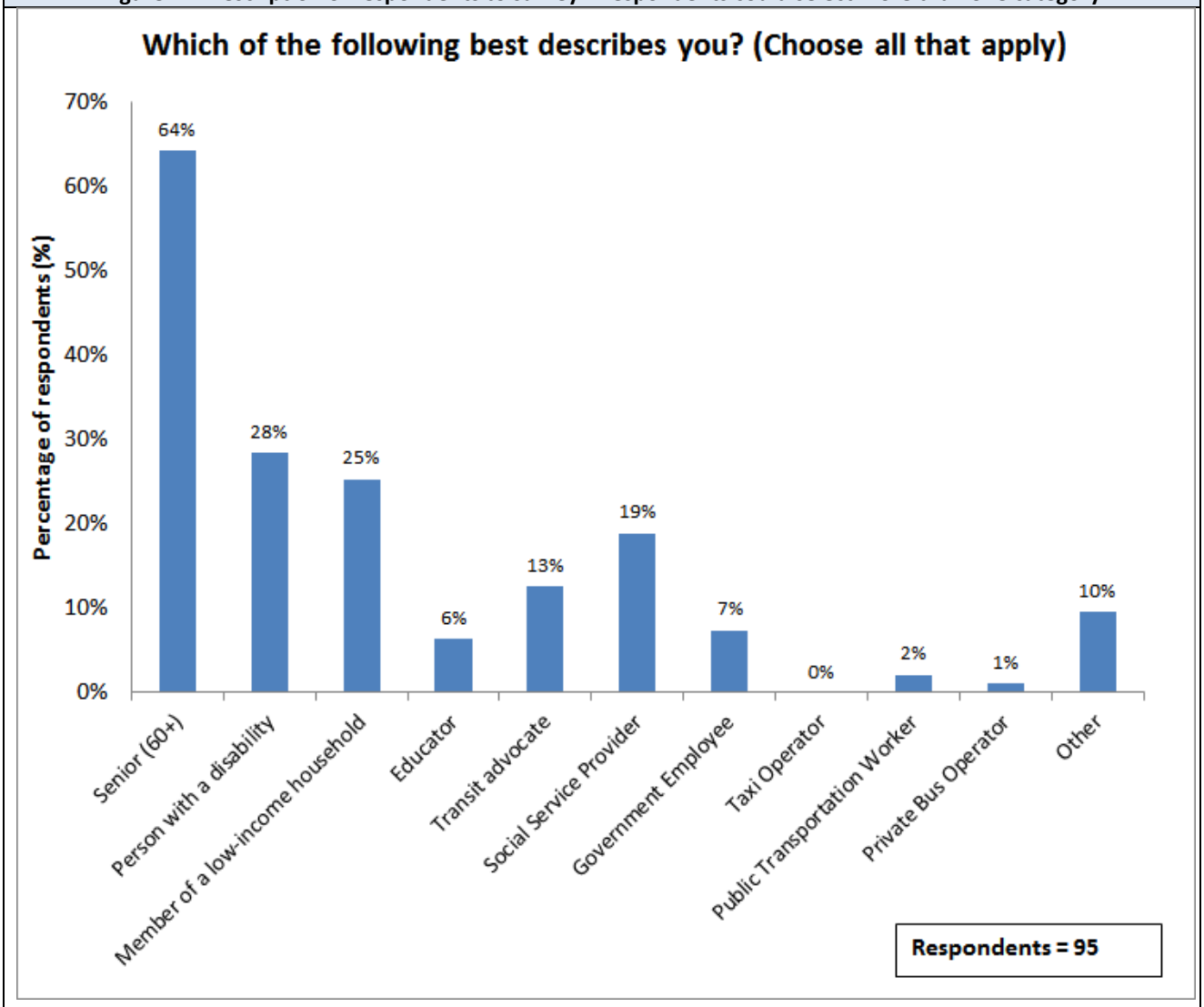
A Juneau Transportation Needs Survey was developed to solicit feedback from service users, transit providers and the wider public. The survey was posted online using SurveyMonkey.com and was distributed by paper copy to senior and low-income facilities throughout Juneau. JCTC member organizations and other stakeholder groups encouraged their clients to complete the survey via a project information sheet. Paper versions of these surveys were distributed at four senior housing facilities in Juneau.

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

Respondents

To understand who took the survey, respondents were asked which category(s) best described them (**Figure 14**). They could select more than one answer (i.e. some respondents stated they were both disabled and a senior), thus the number of respondents is greater than 101. The majority of respondents were seniors followed by those with a disability or from a low income household. A number of social service providers also responded.

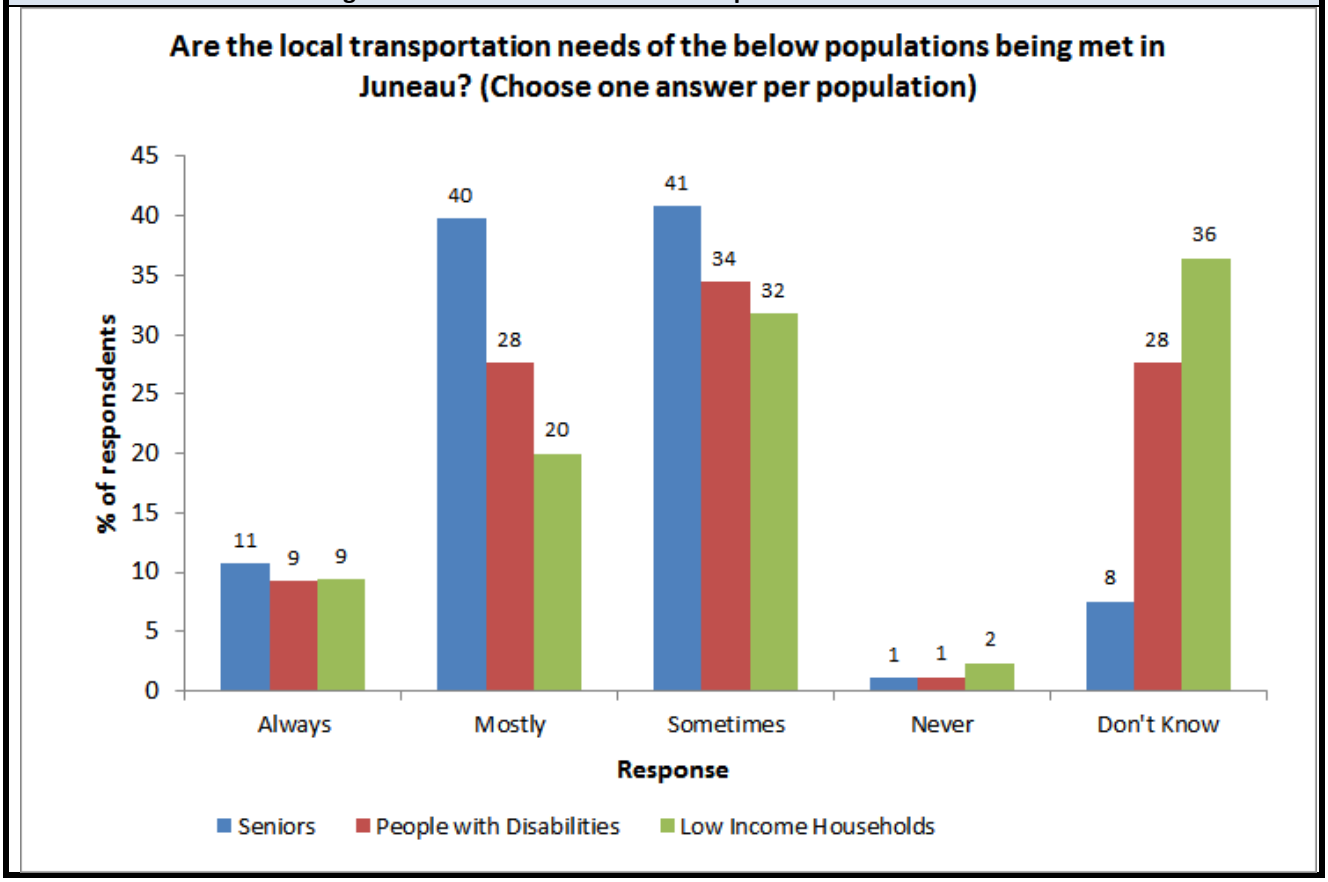
Figure 14: Description of respondents to survey - respondents could select more than one category



Meeting needs

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

Figure 15: Extent to which local transportation needs are met



For all three groups around 10% of the respondents indicated that transportation needs were 'always' met.

Following that, the results for needs being 'mostly' and 'sometimes' met varies by population group. Responses regarding seniors are evenly split with 40-41% indicating 'mostly' or 'sometimes.' Responses lean toward the more negative 'sometimes' for those with disabilities, and for low income households. Those who state 'don't know' – can be attributed to the preponderance of seniors in the survey respondents. Many of the seniors may not know enough about services available for those with disabilities or those from low income households.

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

Figure 16: Extent to which local transportation needs are met for particular populations								
Answer Options	**Always (1)**	**Mostly (2)**	**Sometimes (3)**	**Never (4)**	**Don't Know**	**Response Count**	***2015 Rating Average***	***2009 Rating Average***
Seniors	10	37	38	1	7	93	*2.6*	*2.6*
People with Disabilities	8	24	30	1	24	87	*2.6*	*2.6*
Low Income Households	8	17	27	2	31	85	*2.6*	*2.4*

Improvements to services

Respondents were asked the extent they felt a particular service needed improving to serve Seniors, Disabled and Low Income segments of Juneau's population. The 'Don't Know' responses should be taken into account when assessing priorities based on these responses as it reflects the number of respondents that feel they have insufficient knowledge of the service to make an informed judgement[7].

Figure 17: Extent to which programs services need improvement						
Answer Options	**Needs much improvement**	**Could be better**	**Needs no improvement**	**Not needed**	**I don't know**	***Response Count***
Snow clearance at bus stops	30	46	5	0	15	*96*
Taxi vouchers	7	38	12	1	37	*95*
Lift-equipped taxis	23	27	6	1	35	*92*
Door-to-door transit	9	45	23	1	16	*94*
Capital Transit VIP passes	12	12	32	7	31	*94*
Bus service area	25	36	19	4	9	*93*
Bus service hours	22	34	26	2	8	*92*
Improved dispatch technology	9	25	20	1	37	*92*
Medically related non-emergency transport	10	40	10	0	35	*95*
Education/training programs on how to use public transit	24	35	7	11	19	*96*

Taking into account the number of 'don't know' responses, the top three services needing improvement are: snow clearance at bus stops, education and training programs on public transit use, and coverage and

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

hours of transit service. The door-to-door Care-A-Van service received a more favorable distribution of responses. The spread of answers for areas related to the Care-A-Van service suggests that the service is less in need of improvement than Capital Transit.

Barriers to service

Respondents were asked to report on how a number of aspects regarding current transit services in Juneau impacted upon their ability to access transit services (**Figure 18**). 'Physical barriers including snow' appears to be the most significant barrier. 'Distances to fixed-route bus stops' and 'hours of operation' also ranked highly. For many of the aspects there was a high 'Don't know or Not Applicable' response.

Figure 18: Impact of various items on ability of seniors, people with disabilities, or low income households to access transit services in Juneau

Answer Options	Not an Impact (1)	Negative Impact (2)	Very Negative Impact (3)	Not applicable or don't know	*Response Count*	*2015 Rating Average*	*2009 Rating Average*
Affordability	18	39	10	22	*89*	*1.9*	*1.8*
Eligibility for door-to-door transit services	17	31	7	32	*87*	*1.8*	-
Distance to/from the bus stop	11	45	26	8	*90*	*2.2*	*2.2*
Hours of public transit service	29	29	21	10	*89*	*1.9*	*2.0*
Lack of information about available services	22	40	13	13	*88*	*1.9*	*1.9*
Snow or other physical barrier at bus stop	6	36	39	9	*90*	*2.4*	*2.5*
Lack of personal care attendant	11	25	21	34	*91*	*2.2*	*1.9*
Don't feel safe using public transportation	32	22	12	23	*89*	*1.7*	*1.8*

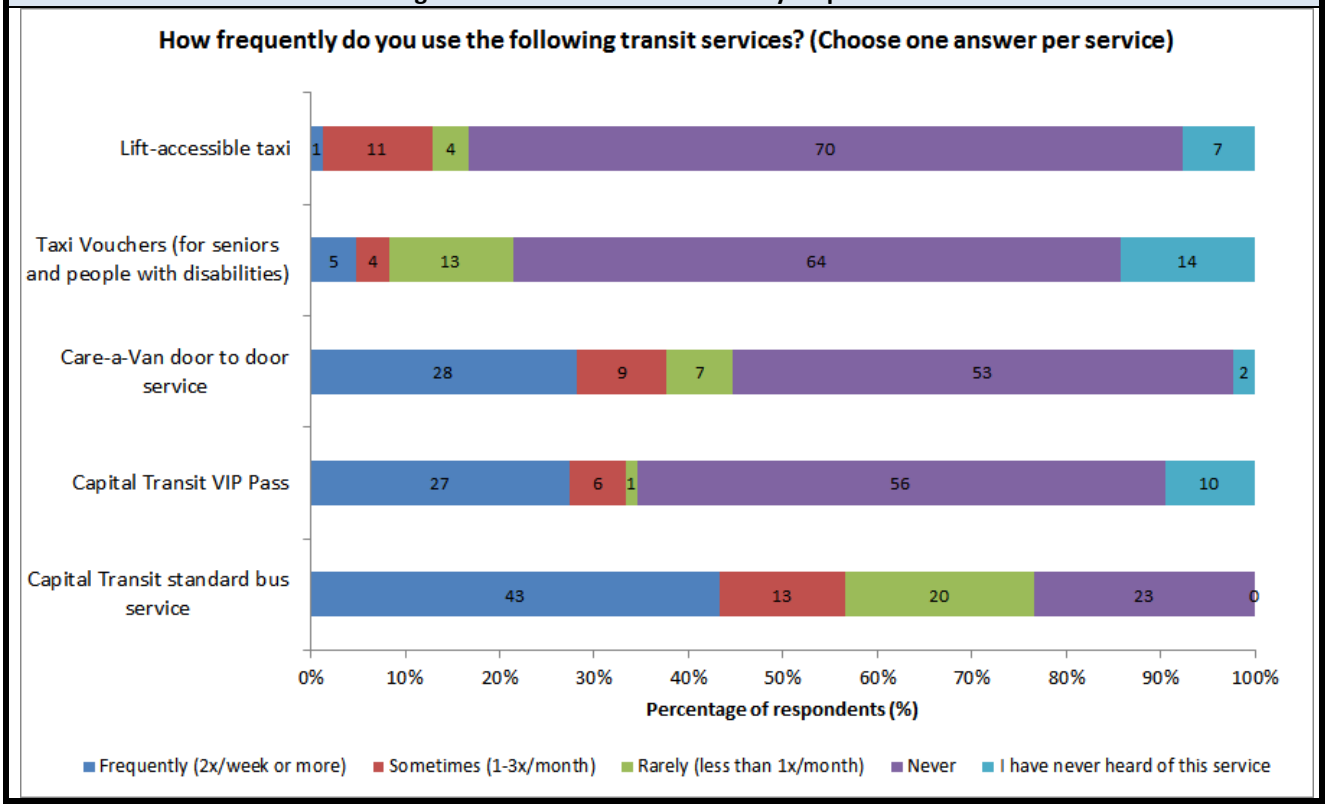
Taking into account 'don't know' responses, of the various aspects listed, 'Snow or other physical barriers to bus stops' were assessed most negatively. This was followed by 'Distances from bus stops'. 'Hours of public transit service', 'Lack of personal care attendant' (e.g. a travel chaperone) are also worth noting as being ranked negatively. The aspects having least negative impacts related to 'safety on public transportation' and 'hours of service'. **It appears that <u>all</u> of these areas should be considered for improvement and many of the aspects are interlinked, for example 'door to door service' and 'distances away from bus stops', related and actions to improve one aspect can benefit others.**

The 2009 and 2015 survey results can be compared using an average rating in a similar manner to the above question on whether needs were being met and with the same caveats. For this question 'Not an impact =1' and 'Very negative impact = 3' – 'Don't know' answers were not included. **Average ratings were similar between the two surveys although the biggest increase is the 'Lack of personal attendant'.**

Use of services

Respondents were asked to comment on how frequently they used the various public transportation services covered by the scope of this study (**Figure 19**, **Figure 20**) . A response option was also provided for 'Never heard of this service' to help identify which services required better publicity.

Figure 19: Use of transit services by respondents



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

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

Figure 20: Use of transit services							
Answer Options	**Frequently (2x/week or more)**	**Sometimes (1-3x/month)**	**Rarely (< 1x/month)**	**Never**	**I have never heard of this service**	**I don't know**	**Response Count**
Capital Transit standard bus service	39	12	18	21	0	1	91
Capital Transit VIP Pass	23	5	1	47	8	5	89
Care-A-Van door to door service	24	8	6	45	2	4	89
Taxi Vouchers (for seniors and people with disabilities)	4	3	11	54	12	4	88
Lift-accessible taxi	1	9	3	59	6	8	86

Open-ended responses

Most questions had an open-end response option and one main question at the end of the survey solicited open-ended responses. The main themes from the open-ended responses are described below. The full list of open-ended responses provided in **Appendix IV**.

- Improve bus stops with shelters, safe locations, shelter cleanliness and snow clearance
- Need for higher frequency of fixed-route bus service
- Desire for longer operating hours and holiday service
- Wider coverage for Fixed Route (e.g. Lemon Creek and ferry terminal)
- Decrease wait times for Care-a-Van service, increase ability to provide on-demand pick-ups
- Better provisions needed for wheelchair and scooter users
- Improved taxi service – guaranteed lift taxi if required
- Location of and distance to bus stops is a barrier
- Need online dispatching for Care-a-Van
- Need education programs on available services and how to use them.
- Discount passes for unemployed or low-income households
- Anti-social behavior on buses
- Improve customer service and driving standards
- Limited ability to carry shopping to/from stores on the bus is a barrier
- Use technology to provide bus schedule and real-time bus location, arrival times

5.2.3 Juneau Coordinated Transportation Coalition (JCTC) Public Meetings

Discussion during publicly advertised meetings of the Juneau Coordinated Transportation Coalition (JCTC) was a key part of plan development. These meetings, and a public hearing on the Plan as part of the formal CBJ Assembly adoption process, occurred on April 10, 2015; May 8, 2015; and the CBJ Assembly's public hearing occurred on July 31, 2015 when Resolution 2730 was adopted accepting this Plan. During these meetings, the JCTC identified the barriers (**Figure 21A**) and solutions (**Figure 21B**) which were grouped under broader topic areas. Meeting attendees brainstormed gaps in service and opportunities for improvement, reviewed survey results, and identified priorities for action.

Figure 21A: Summary of outcomes from JCTC meeting - BARRIERS
Winter/Snow • Snow Routes or Winter Routes; Inaccessible areas in Douglas Island • Suitability of current vehicles to snow conditions • Lack of consistent ice and snow removal on sidewalks and at bus stops
Service/Schedules • Earlier morning service • Care-A-Van scheduling doesn't work well for seniors going home from medical appointments or food bank • No bus service on weekends and holidays – hard on low income retail workers and seniors • Need flexible/ short term notice scheduling • Online access to scheduling • Distance from residence to bus stop • Lack of bus service to Costco, Home Depot, ferry terminal, and out the road
Low Income Individuals • No reduced passes available for low income customers • Need to get low income people, people without cars to work at off peak hours
Education/Training • Lack of introduction (training, escorts) on using fixed route/Care-A-Van • Travel training is needed • Lack of education for public – many don't know what is available
Taxis • Taxi frequently unavailable for wheelchair users – especially in summer /tourism season • Not enough wheelchair equipped taxis • No online access to taxi vouchers
Regulations • Seniors and Disabilities services related regulations (from the State?) interfere with coordination of transportation (group homes, day habilitation) • Medicaid regulations – day habilitation transportation (provider of service has to provide transportation)
Miscellaneous • Land use – Topography matched to population needs; no senior/ low income housing on hills • Little or no curbside areas in Downtown for para-transit usage • Bicycle and bus interaction is poor; issue is downtown turns and capacity

Figure 21B: Summary of outcomes from JCTC meeting – POSSIBLE SOLUTIONS
Reduce transport costs through Car share/ Electric Vehicles • Use of electricity to reduce fuel costs for para-transit service throughout the Borough • Zip car – reduce need for vehicle ownership, especially for seniors within the downtown area • Carpool employees to main businesses, agencies– with electric vehicle available for check out for transport to meetings in other locations during work hours
Education/Training/Information • Mobility training- increase bus use/fixed route use for people who are able to use it • Education for physicians/ Medicaid providers on how to best meet needs • Communicate provider needs/ suggestions with the Community & Public Transportation Advisory Board (C&PTAB) • Invite housing authorities to JCTC and coordination meetings
Future Community Planning • Encourage development to locate low income housing near accessible transportation and not on steep hills subject to winter travel restrictions • Plan for new ADA bus stops in Downtown • Incentives for those who carpool or bicycle, etc.
Technology • Smart phone scheduling – apps or good web tools • Taxi Vouchers. Care-A-Van scheduling available online • GPS bus tracker system that allows for flexible "in the area" Care-A-Van pickups
Services • Access to Day Habilitation services • Some smaller 4x4 Care-A-Van – for improved winter service • Implementation of informal or peer-to-peer ride sharing to support bus routes off hours • Have local minimum requirements for accessible cabs

Members of JCTC rank priorities for short and long term action *Photo Source: Hal Hart*

6 DEVELOPING PROJECT PRIORITIES

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

During the May 8, 2015 JCTC meeting, each potential project was briefly described and those attending each identified their top 5 priorities. This included allowing each attendee to identify the single most important project they felt should be accomplished to address gaps and needs. During the prioritization process, attendees identified the following criteria that guided their selections:

- The urgency of the need
- Ease of implementation
- Cost of implementation

Seven priority projects were identified based on this exercise to take forward. Each is reviewed in the next chapter. The goal is to complete all seven in the next five years. Projects that are important, but not one of the top seven, should also be implemented as funding and opportunities allow, as all will enhance transportation services to older adults, individuals with disabilities of all ages, and people with lower incomes.

6.1 Priority Projects

Priority one is an Education and Awareness Strategy:

> Formalize a travel training program for those who need assistance learning how to use fixed route or paratransit service. Include individual training and group classes/field trips.

Priority two goes hand in hand with the first:

> Conduct an Awareness Campaign - develop simple materials, handouts to determine service eligibility.

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

Priority three is a Vehicle Upgrades/Procurement Coordination Strategy:

> Analyze feasibility of establishing a minimum percentage of lift accessible taxis for all Taxi operators.

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

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

> Communicate Juneau's needs and suggestions for Medicaid Transportation Service to the Community & Public Transportation Advisory Board (C&PTAB).

Catholic Community Service and REACH advocate that Medicaid allow one service provider to offer services to several agencies, so that each organization doesn't have to provide transportation to its individual clientele exclusively. This will allow for operational efficiencies.

Priority five and six are related, and are both Facility Maintenance and Improvement Strategies:

> Promote volunteer/community service efforts to remove snow from sidewalks and bus stops.
> Establish and run an "Adopt-a-Stop" program for businesses and organizations to clear snow/ice at nearby bus stops.

JCTC agencies will work together to head these project priorities.

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

> Encourage sharing of vehicles by agencies.

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

Following are 12 additional projects that are not one of the top seven priorities, but are still important. These should be implemented as opportunity, funding, and resources become available. Longer term projects are also listed that should be part of future planning efforts and considerations and accomplished when possible.

- Investigate barriers to use of CBJ fuel by Care-A-Van
- Incorporate ADA loading areas into street reconstruction/redesign projects in downtown as feasible
- Added budget for Capital Transit staff to clear stops of snow and ice
- Catholic Community Service letters to Medical Providers re: post appointment patient transportation
- Regularly coordinate procurement schedules – CBJ Capital Transit and Care-A-Van/SAIL/REACH
- Capable GPS dispatch system that allows for flexible "in the area" Care-A-Van pickups and Capital Transit
- Update JCTC website
- Class on how to apply for new ADA card
- During vehicle procurement, select lifts with higher weight limits
- Identify and encourage formal/informal car-sharing and carpool options
- Expand fixed route/paratransit service as needed to accommodate growth in demand

Long-term projects (no votes)

- Outreach to tribal, senior, and low income housing providers about transportation services
- Acquire a smaller 4 wheel drive Care-A-Van vehicle for winter routes

- Conduct a study of cost/benefit of converting to electric vehicles
- Improve bus stops by adding shelters
- Develop cellphone app to find out when Care-A-Van is coming your way (for ad hoc pickups)
- Online access to scheduling Care-A-Van
- Taxi Vouchers available online
- Provide holiday Care-A-Van service and/or Capital Transit Service
- Reduced rate transit fare assistance program
- Locate low income housing near accessible transportation

6.2 Suggested Action Plan for Priority Projects

Priority 1 & 2: Transit Training and Awareness

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

Description:
Provide current and potential transit (both fixed-route and para-transit) information on:

- The services available
- How to access those services e.g. disability card or senior exemption
- How to use the services

Transit training would be available to all citizens. The transit training would include understanding the bus route, schedule, and fees; loading and unloading of wheelchairs, walkers, and bicycles; and common bus rules. The training and awareness would help the community understand the different services provided and which services they may use.

Clients served by Project: Community Wide

Lead Agency/s: Capital Transit with the help of other JCTC members

Communities Served: Juneau

Implementation Suggested:
Step 1: JCTC planning meeting to develop list of information and needs of those within the community who use the fixed-route and para-transit services.
Step 2a: Develop materials, both web based and paper handouts for information and distribution throughout the community

Step 2b: Update website/s with information and links to handouts
Step 3a: Outreach to community groups for training to include "Road Show" and presentations to the following groups and others as they are identified:

- JYS
- School District
- Businesses – for Fixed Route training specifically
- Front Street Clinic
- Vocational Rehab
- Senior Centers
- Housing groups and facilities

Step 3b: Advertise training in local media to encourage maximum participation and to raise awareness of services available.
Step 4a: Continue to hold scheduled transit training on specific date and time each month or quarterly to provide for new users.
Step 4b: Provide a single contact number for users to get information on what services are available.

Outcome:
This project is ongoing and should be routinely available for para-transit users

Possible Available Resources:
CBJ and JCTC member time to develop materials

Financial funding for time and materials through grants such as:

- Easter Seals
- RTAP funding
- CTAA – Community Transportation Association of America
- CCS – getting a travel trainer trained
- REACH might have resources for training staff

Priority 3: Encourage Lift Accessible Taxis
3) Analyze feasibility of establishing a minimum percentage of lift accessible taxis for all Taxi operators
Description: Increase the number of taxis with lift-equipment for those times when the fixed-route and para-transit bus systems are not in service or the origin/destination is not served by these services. Currently in Juneau there are approximately 63 taxis from three different taxi companies. There are currently 2 lift-equipped taxis with Commercial Vehicle Permits. Much of the work to provide lift accessible taxis has been undertaken by JCTC members, SAIL specifically, in writing grants for local taxi providers to purchase lift equipped vehicles. Requiring a minimum number of lift equipped taxis would ensure taxis companies administered the application for these grants. Other communities appear to have implemented a minimum percentage at a range from 3 – 10%. Lift accessible taxis are not only useful to Juneau residents but also visitors especially those arriving by cruise ship.
Clients served by Project: Community Wide and those traveling to Juneau – Those that require lift-equipped services
Lead Agency/s: CBJ Community Development Department and with the help of JCTC member's expertise.
Communities Served: Juneau, surrounding communities, and other visitors
Implementation Suggested: **Step 1:** Determine if requiring or encouraging a minimum percentage is legally feasible. **Step 2a:** Work with Taxi Companies to receive feedback and inform them of the needs of the community. Discuss current barriers to purchasing lift equipped taxis. **Step 2b:** Draft a policy paper and work with policy makers to introduce and adopt idea through new rules and regulations. **Step 3:** Develop a Vehicle Renewal Schedule so that when taxi companies update/renew their vehicles they may be replaced with lift-accessible vehicles. A realistic but challenging time frame should be used.
Possible Available Resources: • CBJ Staff time • Grants for taxi companies • Low interest rates or funds • Alaska Department of Transportation and Public Facilities (ADOT&PF) Coordinated Transportation Grant funding • Tax incentives

Priority 4: Communicate Needs and Suggestions for Medicaid Transportation Service
4) Communicate our needs/suggestions for Medicaid transportation service with the Governor's Committee on Community Transit
Description: To provide a channel to the key decision makers at State level to better advocate for improved or more inclusive para-transit services. Such a presence on the Committee would allow lobbying for changes to state regulations to allow coordinated services for different organizations within the same community to have a single transit provider for seniors, people with disabilities, and low-income households. See **Project 7**.
Clients served by Project: Seniors and people with disabilities
Lead Agency/s: Catholic Community Service and Reach with help from JCTC members
Communities Served: Juneau and possibly Alaska-wide
Implementation Suggested: **Step 1:** Formalize member representative from JCTC. Understand if there is a benefit to formally nominate JCTC liaison/s to this committee. A formalized role will add certainty of commitment by individuals serving as the liaison and also identify a substitute liaison if required. **Step 2:** Ongoing tasks will include: • Continue to draft letters to the Community & Public Transportation Advisory Board (C&PTAB) from one body (i.e. JCTC on behalf of all or individual providers). • Attendance of meetings to have voice heard and advocate for coordinated human service transit needs including highlighting the pros and cons of current legislation, grant availability etc. • Having the JCTC representative forward pertinent information/updates from meetings to the entire JCTC group at quarterly meetings or through email circular.
Possible Available Resources: • Staff time, JCTC member time

Priority 5 & 6: Improve Winter Snow and Ice Removal for Bus Stop Facilities
5) Promote volunteer/community service efforts to remove snow from sidewalks and bus stops. 6) Establish and run an "Adopt-a-Stop" program for businesses and organizations to clear snow/ice at nearby bus stops.
Volunteer program to help keep bus stops and the adjacent sidewalks, free from snow, ice and debris. Snow clearance would be particularly encouraged so that pedestrians and those in wheelchairs may more easily use the facilities during winter conditions.
Clients served by Project: Community wide – especially Seniors, and people with disabilities that may use fixed-route
Lead Agency/s: JCTC members
Communities Served: Current and future users of Juneau paratransit services
Implementation Suggested: **Step 1:** Understand opportunities and current restrictions including CBJ code, liability aspects and the agreement between the State of Alaska regarding bus shelter installation and maintenance in right of ways. **Step 2a:** Develop a project program through brainstorming with JCTC members and potential early adopters. In particular, the plan should develop a: • Prioritization of which stops to get adopted first – some stops are more widely used, located at essential locations such as the hospital, grocery stores or senior centers or have groups that are obvious connections with a particular bus stop (e.g. outside their premises or currently clear sidewalk next to the bus stop). • Rules on signage and what can be maintained – this would provide volunteers with some recognition of their work maintaining the stop but there may be restrictions on the use of company logos and size of signs to not be considered advertisement. The scope of what can and can't be maintained within identified restrictions will need to be agreed upon by all interested parties. • Provision of equipment – Understanding the needs of interested parties especially any equipment needed will be essential. Some groups may already undertake maintenance or snow clearance of the property adjacent to the bus stop while others may be more remote and require tools to be provided/left at the bus stop. **Step 2b:** Reach out to organizations, businesses, and other community groups to participate and Adopt-a-stop through direct contact or advertisement in local media. As mentioned above, some potential early adopters are expected or could be approached directly. These groups will be useful in developing the plan in Step 2a. A list of further interested organizations should be developed so that they are primed should the initial stop adoptions prove successful. **Step 3:** Implement Adopt-a-stop program - This will follow a phased approach as per the plan in Step 2a. It will be an ongoing activity subject to review based on the feedback provided by participating groups.
Possible Available Resources: • CBJ Staff time • Volunteer organizations time/tools etc.

Priority 7: Encourage Vehicle Sharing between JCTC members
7) Encourage sharing of vehicles by agencies
Some JCTC organizations currently have dedicated vehicles for a small number of trips. This can result in an overall cost per passenger mile that is relatively high since vehicle purchase, maintenance and provision of a trained driver are relatively fixed costs. By sharing the use of these specialized vehicles between the partners greater, cost efficiencies may be realized. Approaches may include contracting transit services from one single JCTC para-transit provider. This program will investigate how to allow para-transit providers to share vehicles and resources to allow for a more sufficient community wide system.
Clients served by Project: Seniors, people with disabilities, and low-income households
Lead Agency/s: Community Development Department and JCTC members with suitable vehicle types
Communities Served: Juneau
Implementation Suggested: **Step 1a:** Brainstorming session at JCTC meeting to understand current obstacles to vehicle sharing including Medicare program restrictions, appropriate scheduling software and vehicle/needs compatibility. **Step 1b:** Identify current resources and redundancy in vehicle usage, and identify savings from vehicle sharing. Before continuing with additional steps understanding what capacity is available in current vehicle use and the overall demand across all relevant JCTC agencies. **Step 2:** Review relevant regulations to confirm changes are required to allow better provision. **Step 3:** Develop a unified booking system into which all relevant JCTC partners can request and schedule trips using a combined vehicle fleet or one provided through one sole partner (e.g. Catholic Community Service). In circumstances where there is not capacity available, investigate the option of asking local coach tour companies to provide occasional service to fill gaps.
Possible Available Resources: • Community Development Department staff time for organization and data collection • Current scheduling software

6.3 JCTC 2017 Grant Proposal Prioritized List

Each year members of the JCTC can apply to AKDOT&PF for Coordinated Transportation Grant Funding. At their September 8th, 2015 meeting, the JCTC voted on and prioritized a list of grant proposals for the SFY2017 grant funding cycle. The following list is made up of ongoing projects that JCTC service providers have applied for grant funding in the past. Below is the prioritized list with responsible agency:

1. **SAIL has requested for Purchase of Services funding for the Taxi Voucher Program;**
2. **REACH has requested Capital Funding for a Replacement Vehicle – REACH Day Habilitation Services Vehicle, Ford Eldorado cutaway van;**
3. **SAIL has requested a Capital funding request for a Replacement Ramp Equipped Taxi;**
4. **Catholic Community Service/ Southeast Senior Services has requested a Purchase of Services for Operating the Dialysis Treatment Transportation through Care-A-Van; and**
5. **SAIL has requested an Additional Ramp Equipped Taxi as a Capital Funding request.**

6.4 Prioritized List of Grant Funding Requests

Grant Funding Request 1: Taxi Voucher Program (Purchase of Services)
Description: The Taxi Voucher program is a compliment to the lift-equipped taxi service and fills a critical and "special" niche in the Juneau Coordinated Transportation service array. This program is a compliment – not a replacement – to the valuable services provided by Care-A-Van and Capital Transit. Users of the program are meticulously screened for eligibility (documented disability and/or senior status); are currently limited to $120* worth of rides per month; and are required to sign a form saying they will only use vouchers when Care-A-Van and/or Capital Transit will not meet their needs.
Clients served by Project: Community Wide seniors and people with disabilities who are below 200% of the poverty guidelines and sometimes are unable to plan ahead to schedule transportation through Care-A-Van; those living outside the Transit/Para-transit boundaries; and those who need transportation before or after the scheduled hours of operation of Transit/Para-transit.
Lead Agency/s: Southeast Alaska Independent Living, Inc. (SAIL)
Communities Served: Juneau and Southeast Community members traveling to Juneau; Last federal fiscal year SAIL served approx. 1,800 people with disabilities, over 1,000 who reside in Juneau. Currently, the Taxi Voucher program has 186 active participants of which a minimum of 51% are Trust beneficiaries.
Implementation Suggested: Low income seniors and people with disabilities use the Taxi Voucher program to make on-demand transportation affordable. These users can use any taxi in the vendor's fleet including the ream-equipped taxis. Users of the program need rides for the full gamut of transportation needs including medical appointments, to receive social services, obtain groceries, and do other errands.
Possible Available Resources: AKDOT&PF Coordinated Transportation Grant Funding SAIL plans to request $85,000 in purchase of services dollars for 5,500 rides. Cost to the grant is $15.45 per ride. Total cost per ride $19.38 (grant + rider contribution + cab co. bulk discount). The taxi vendor provides a 15% bulk discount to meet the match requirement. Additionally, the rider pays 40 cents on the dollar.

Grant Funding Request 2: Replacement REACH Day Habilitation Services Vehicle (Capital Funding)
Description: This vehicle is needed to provide door-to-door transportation for children and adults with disabilities participating in REACH's group day habilitation programs, primarily the Canvas Community Art Studio.
Clients served by Project: These are individuals who, due to their particular needs, are not able to independently get to or from classes at the Canvas. Para-transit is not an option because currently Medicaid waiver regulations require that the agency that provides day habilitation services must also provide the transportation to and from if an individual requires transportation assistance. Classes are provided six days/week, between 9 am and 6:30 pm.
Lead Agency/s: REACH, Inc.
Communities Served: Juneau; In the past year, the vehicle designated to be replaced by these funds provided 5,629 one-way rides; 15 percent (860) of these rides were provided to individuals who use wheelchairs. Approximately 45 individuals are able to access REACH programs via this vehicle.
Implementation Suggested: The individuals accessing services via this vehicle experience developmental disabilities, primarily either an intellectual or a physical disability. REACH provides individualized support guided by the person's goals and perferences. The Canvas programs address a range of goals from working toward self-employment as an artist, social/interpersonal skills or fine motor skills. In addition, having a large accessible vehicle available allows REACH to provide a range of options to meet individual needs.
Possible Available Resources: AKDOT&PF Coordinated Transportation Grant Funding Project cost is $72,733 delivered to Juneau. Vehicle would be a new Fore E450 Eldorado cutaway van with a capcity of 2 wheelchair passengers + 12 non-wheelchair passengers (2+12).

Grant Funding Request 3: Replacement Ramp-equipped Taxi (Capital Funding)
Description: Lift-equipped taxis fill a critical niche in the Juneau Coordinated Transportation service Array. These vehicles will be a compliment – not a replacement – to the valuable services provided by Care-A-Van and Capital Transit.
Clients served by Project: Riders are individuals who sometimes are unable to plan ahead to schedule through Car-A-Van; and/or live outside the Transit/Para-transit boundaries; and/or require door-to-door transportation and have driveways that a cutaway (Para-transit) bus cannot navigate or that Para-transit cannot serve due to snow or ice; and/or need transportation before or after the scheduled hours of operation of Transit/Para-transit.
Lead Agency/s: Southeast Alaska Independent Living, Inc. (SAIL)
Communities Served: Juneau and Southeast Community members traveling to Juneau; In FY15, SAIL served 1,800+ seniors and people with disabilities, over 1,000 who reside in Juneau. Currently, the Taxi Voucher program has 186 active participants of which a minimum of 51% are Trust beneficiaries. That said, anyone can request the ramp-equipped taxi, they do not need to be a voucher program participant or a SAIL consumer.
Implementation Suggested: 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 other errands. For individuals who need the ramp feature and live outside of transit boundaries, need rides outside of transit hours, or cannot plan ahead, an accessible taxi may be their only transportation option.
Possible Available Resources: AKDOT&PF Coordinated Transportation Grant Funding The estimated delivery price of a taxi with a manual lift is $45,000.

Grant Funding Request 4: Dialysis Treatment Transportation (Purchase of Services)
Description: This request is to provide medical transportation in a timely manner to dialysis patients with end stage renal failure. These patients spend about 5 hours for each treatment. It is extremely important they arrive on time to begin treatment and that they are returned home as quickly as possible. Treatments exhaust patients who have often had nothing to eat since early morning. They have reported feeling week and having difficulty coping after treatments. Quickly returning home for rest and a meal helps them get the most from their treatments.
Clients served by Project: Persons with both mental and physical disabilities above and beyond their need for dialysis treatment will use this service. Many are in wheelchairs. The grant will serve 14 unique individuals through the year. Some will use the service the whole year, but others will only survive a short time after beginning use. 1,133 rides were provided in FY15.
Lead Agency/s: Catholic Community Service/Southeast Senior Services
Communities Served: Juneau; The grant will serve 14 unique individuals through the year. Some will use the service the whole year, but others will only survive a short time after beginning use. 1,133 rides were provided in FY15.
Implementation Suggested: See Description Above.
Possible Available Resources: AKDOT&PF Coordinated Transportation Grant Funding The total cost would be approximately $40,000. This would provide purchase of service for dialysis patients for roundtrips to the Reifenstein Center 3 times a week for the fiscal year.

Grant Funding Request 5: Expansion Ramp-equipped Taxi (Capital Funding)
Description: Lift-equipped taxis fill a critical niche in the Juneau Coordinated Transportation service Array. These vehicles will be a compliment – not a replacement – to the valuable services provided by Care-A-Van and Capital Transit. Several Years back, Care-A-Van/SESS stepped up to meet a critical individual and community need by providing rides for individuals going to and from dialysis.
Clients served by Project: Riders are individuals who sometimes are unable to plan ahead to schedule through Car-A-Van; and/or live outside the Transit/Para-transit boundaries; and/or require door-to-door transportation and have driveways that a cutaway (Para-transit) bus cannot navigate or that Para-transit cannot serve due to snow or ice; and/or need transportation before or after the scheduled hours of operation of Transit/Para-transit.
Lead Agency/s: Southeast Alaska Independent Living, Inc. (SAIL)
Communities Served: Juneau and Southeast Community members traveling to Juneau; In FY15, SAIL served 1,800+ seniors and people with disabilities, over 1,000 who reside in Juneau. Currently, the Taxi Voucher program has 186 active participants of which a minimum of 51% are Trust beneficiaries. That said, anyone can request the ramp-equipped taxi, they do not need to be a voucher program participant or a SAIL consumer.
Implementation Suggested: 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 other errands. For individuals who need the ramp feature and live outside of transit boundaries, need rides outside of transit hours, or cannot plan ahead, an accessible taxi may be their only transportation option.
Possible Available Resources: AKDOT&PF Coordinated Transportation Grant Funding The estimated delivery price of a taxi with a manual lift is $45,000. Our taxi vendor is confident that with the addition of these two vehicles, taxi service can replace the existing service at

a significant cost savings to the funders. That said, SESS is doing a stellar job with the existing service. SAIL, SESS, and our taxi vendor have committed to exploring this further to weigh all the factors to determine which option is the most efficient and cost-effective while still meeting the needs of the dialysis patients for timely transport. If taxis took over the dialysis rides in the future, SAIL commits to working closely with SESS and dialysis riders for the smoothest transition possible including exploring a financial needs-based, sliding-scale rider cost as riders currently contribute little to no funds toward their rides.

7 SIGNATURE PAGE OF PARTICIPATING AGENCIES

Juneau Coordinated Transportation Coalition

City and Borough of Juneau
Community Development Department

City and Borough of Juneau
Capital Transit

Catholic Community Service (CCS) Marianne Mills

REACH

Southeast Alaska Independent Living (SAIL) JOM O'KEEFE Executive Director

Other JCTC Agencies contacted for participation:
Juneau Youth Services (JYS)
St. Vincent De Paul
Juneau Alliance for Mental Health, Inc. (JAMHI)
AWARE
Central Council Tlingit Haida Indian Tribes of Alaska
Juneau Pioneer Home
Juneau Taxi and Tours
Alaska Legal Services
State of Alaska, Department of Transportation & Public Facilities

APPENDICES

Appendix I – Human Services Vehicle Inventory

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/ Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Capital Transit	2006 D35LF	9752	6650	35' bus		N/A
Capital Transit	2006 D35LF	9751	6649	35' bus		N/A
Capital Transit	2000 D35LF	1450	6043	35' bus		N/A
Capital Transit	2010 D35LF	7717	6052	35' bus	2022	N/A
Capital Transit	2010 D35LF	7718	6053	35' bus	2022	N/A
Capital Transit	2006 D35LF	9753	6651	35' bus		N/A
Capital Transit	2010 D35LF	7719	6054	35' bus	2022	N/A
Capital Transit	2010 D35LF	7720	6055	35’ bus	2022	N/A
Capital Transit	2010 D35LF	7721	6056	35’ bus	2022	N/A
Capital Transit	2010 D35LF	8551	6057	35’ bus	2022	N/A
Capital Transit	2010 D35LF	8552	6058	35’ bus	2022	N/A
Capital Transit	1985 Onan Generator	able	65104	Other		N/A
Capital Transit	2003 D35LF	5646	6346	35' bus		N/A
Capital Transit	2009 Ford Escape	4608	6901	Car, SUV		N/A
Capital Transit	2007 Ford Freestar	5495	6708	Minivan		N/A
Capital Transit	2003 D35LF	5645	6345	35' bus		N/A
Capital Transit	2000 D35LF	1449	6042	35' bus		N/A
Capital Transit	2000 D35LF	1448	6041	35' bus		N/A
Capital Transit	2007 Aerolite 210	6145	6829	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	2007 Aerolite 210	6146	6830	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	2010 Star Trans E350	8229	6020	Cutaway, Narrow Body	2016	N/A
Capital Transit	2009 Eldorado Aerolite 200	1981	6938	Cutaway, Narrow Body	7/10/2015	Active
Capital Transit	2004 F350	9828	6407	Truck		N/A
Capital Transit	1985 Bus Washer	995		Other		N/A
Capital Transit	2009 Eldorado Aerolite 200	1982	6939	Cutaway, Narrow Body	7/14/2015	Active
Capital Transit	2009 Eldorado Aerolite 200	1980	6937	Cutaway, Narrow Body	7/10/2015	Active
Capital Transit	2009 Eldorado Aerolite 200	1979	6936	Cutaway, Narrow Body	7/14/2015	Active
Capital Transit	2008 Ford Escape	6496	6810	Car, SUV		N/A
Capital Transit	2008 F350 Truck	2834	6809	Truck		N/A
Capital Transit	2007 Aerolite 210	6144	6828	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	1986 AHE0102020000 Vehicle Hoist	329	66102	Other		N/A
Capital Transit	2010 Ford Escape	3922	6002	Car, SUV		N/A
Capital Transit	2010 Star Trans E350	8230	6021	Cutaway, Narrow Body	2016	N/A
Capital Transit	2011 Star Trans E350	9287	6022	Cutaway, Narrow Body	2017	N/A
Capital Transit	2002 Trailer	201	6206	Other		N/A

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/ Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Capital Transit	2000 D35LF	1451	6044	35' bus		N/A
Capital Transit	2007 Aerolite 210	6147	6831	Cutaway, Narrow Body	7/9/2014	Active
Capital Transit	2006 D35LF	9750	6648	35' bus		N/A
Capital Transit	2003 D35LF	5647	6347	35' bus		N/A
Capital Transit	2001 EG25K Forklift	1517		Other		N/A
Catholic Community Service– Juneau/Douglas	2015 E450 Eldorado Aerotech 220	7391		Cutaway, Narrow Body	11/05/2021	Active
Catholic Community Service - Juneau/Douglas	2007 E350 Eldorado Aerolite 210	1291	8	Type 1: Narrow BOC	6/3/2014	N/A
Catholic Community Service - Juneau/Douglas	2010 E350 Eldorado Aerolite	2409		Cutaway, Narrow Body	7/23/2017	Active
Juneau Alliance For The Mentally Ill	1991 Ford Van	4248				N/A
Juneau Alliance For The Mentally Ill	1992 Plymouth Voyager	4581				N/A
Juneau Alliance For The Mentally Ill	Edit	543				N/A
Juneau Youth Services	2004 GMC Safari	73	3	Minivan		N/A
Juneau Youth Services	2008 Ford Eldorado Aerotech 200	1530	23	Cutaway, Standard Body		N/A
Juneau Youth Services	2001 GM Collins Super Bantam	2557	22	Cutaway, Standard Body		N/A
Juneau Youth Services	2006 Subaru Impreza	4972	9	Station Wagon		N/A
Juneau Youth Services	2002 Chevrolet Astro	4664	24	Minivan		N/A
Juneau Youth Services	2006 Toyota Sienna	7506	16	Minivan		N/A
Juneau Youth Services	2005 Chevy Astrovan	6537	7	Minivan		N/A
Juneau Youth Services	1989 Ford Van	9548	5	Van		N/A
Juneau Youth Services	1998 Chevrolet Astro	2301	17	Minivan		N/A
Juneau Youth Services	1995 Chevrolet cutaway bus	3287	2	Cutaway, Narrow Body		N/A
Juneau Youth Services	2001 Chevrolet Collins Super Omni Bus	2126	20	Cutaway, Standard Body		N/A
Juneau Youth Services	2004 GMC Safari	51	14	Minivan		N/A

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/ Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
Juneau Youth Services	2001 Chrysler Town and Country	9367	11	Minivan		N/A
Juneau Youth Services	1984 International Bus	6729	1	30' bus		N/A
Juneau Youth Services	1986 Dodge	4563				N/A
Juneau Youth Services	2007 Thomas Bus	5400	4	Cutaway, Standard Body		N/A
Juneau Youth Services	1997 Chevrolet Astro	8157	10	Minivan		N/A
Juneau Youth Services	1999 Chevrolet Astro	2125	21	Minivan		N/A
Juneau Youth Services	2003 Dodge Caravan	9517	6	Minivan		N/A
Juneau Youth Services	2004 GMC Safari	7649	8	Minivan		N/A
Juneau Youth Services	1998 GMC Safari	7264	19	Minivan		N/A
Juneau Youth Services	2004 Ford e-150 cargo van	9242	18	Van		N/A
Juneau Youth Services	2003 GMC Safari	4440	13	Minivan		N/A
Juneau Youth Services	1998 Chevrolet Astrovan	7297	12	Minivan		N/A
Juneau Youth Services	1996 Ford Van	59				N/A
Juneau Youth Services	2003 Chevrolet Astrovan	6097	15	Minivan		N/A
NAMI- Juneau / Polaris House	2006 Chevrolet Uplander	2910	N	Minivan		N/A
Oxford House, Inc.	Pickup Truck	8600				N/A
REACH	2007 Dodge Caravan	6678	7	Minivan		N/A
REACH	2008 Dodge Caravan	8174	1	Minivan		N/A
REACH	2005 Toyota Sienna Van	6965	2	Minivan		N/A
REACH	1995 Ford Windstar Van	4004	3	Minivan		N/A
REACH	2011 Toyota Sienna Van	1234	4	Minivan		N/A
REACH	2011 El Dorado Ford Van	1251	8	Van		N/A
REACH	2010 Dodge Caravan	3786	9	Minivan		N/A
REACH	2012 Dodge Caravan	1150	10	Minivan		N/A
REACH	2008 Odyssey Van	8620	5	Minivan		N/A
REACH	2009 Subaru Forester	3074	11	Car, SUV		N/A
REACH	2006 Ford Van	6461	6	Van		N/A
SAIL-Juneau	2010 El Dorado National	7505		Minivan, taxi		Fed Lien 4/10/2015
SAIL-Juneau	2012 El Dorado National	2827		Cutaway bus		Fed Lien 4/9/19

Agency	Description (Year, Make, Model)	Last 4 VIN Numbers	Fleet/ Service ID	Vehicle Type	Federal Interest Expires	Fed Interest Status
SAIL-Juneau	2012 Chrysler Caravan	8978		Minivan, taxi		Fed Lien 11/29/18
SAIL-Juneau	2014 Trailercraft Freightliner	0131		Minivan		Fed Lien 3/7/21
SAIL-Juneau	2014 Dodge Liberty	7638		Taxi		Fed Lien 3/10/21
SAIL-Juneau	2014 Trailercraft Freightliner	5813		Taxi		Fed Lien 11/18/18

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

Semi-structured questionnaire for interviews with Coordinated Human Services Transportation providers
1. What Transportation services do you provide? 2. What particular demographics or groups do you serve? What are the eligibility requirements to receive the service? 3. What is the cost for your service? 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? 5. How is that service paid for/funded? 6. Do you have any transportation program or capital investments planned for the coming year? 7. What are the opportunities to coordinate your transportation services with other transportation providers in Juneau? 8. What are the biggest barriers to people utilizing transit/para-transit services in Juneau? 9. Can you update the vehicle Inventory?

Appendix III – 2014 Juneau Transportation Needs Survey

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

Introduction

About this Survey

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

What is the Juneau Coordinated Human Services Transportation Plan?

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

Next

1

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

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

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

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

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

	Always	Mostly	Sometimes	Never	Don't Know
Seniors	○	○	○	○	○
People with Disabilities	○	○	○	○	○
Low Income Households	○	○	○	○	○

Additional Comments:

2

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

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

Additional Comments:

Prev Next

3

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

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

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

Additional Comments:

Prev Next

4

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

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

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

Additional Comments:

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

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

5

6. What neighborhood do you live in?

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

Prev Next

6

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

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

Prev Next

7

CITY/BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Juneau Transportation Needs Survey

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

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

8. Name (optional):

9. Email (optional):

Prev Done

8

Appendix IV – Open-ended survey responses to questions on 'Juneau Transportation Needs Survey'

Question 1: Which programs or services are the most important in order to provide transit service to Juneau's seniors, people with disabilities, and low income households?

- Door to door service is most important for seniors.
- There is not enough service for people 60+ and disabled.
- I don't take the regular bus.
- Is there a way to get local businesses to provide a safe area to walk from a bus stop to a business? During slippery conditions, a person takes a serious risk of falling getting from the bus stop to the shopping area. All the malls could make significant improvements in this area.
- How about a closer pick up to Fireweed Place and Mountain Side, Pioneer Home, and Wildflower Court.
- Would like the education/training programs on how to use public transit as I still have my own car.
- Need disabilities seat!!! On bus server's.
- I don't use Care-A-Van frequently, but I appreciate its service when I do.
- "1. Some bus stops need shelters.
- Everyone of them needs cleaning up.
- And all need garbage cans and cigarette containers."
- If there is a hard rain and snow, I take a cab.
- I am a senior citizen, not disabled, and unemployed, so I only know about the bus service. It is fine.
- agree that we need service on Riverside and into Lemon Creek commercial; need to communicate clearly about the Auke Bay/University stops - I'd even like to see route descriptions to popular destinations, such a shopping centers, libraries, schools.
- "The express bus service is great. Getting back and forth to and from downtown/valley at peak hours is a great feature. But oh my god, the long wait times between bus routes otherwise! It takes HOURS to run a couple quick errands. And the reduced hours on Sunday literally cause people to be stranded for the rest of the evening. And that is a day off for a lot of people. Not only are they stuck waiting forever for the bus, thus causing their errands to take forever, but it all has to be done by 7pm. I used to spend lots of sundays just running errands all day.
- Too many bus stops are nothing more than a post and sign on the side of the road. No shelter, no protection from cars.just awful!
- Add a better costco stop. Why can't there be a stop right by costco? There are lots of other businesses in that area too. Just having the one seedy stop on the corner by wells fargo really stinks."
- Regarding the proposal to change the route to better serve Riverside at the expense of Mendenhall Loop Road is ill-conceived. Population densities are far higher along Mendenhall Loop Road and are substantially comprised of low income households. Riverside is lower density and higher average income. Low income housing areas of Chinook and Coho more easily access Mendenhall Loop Road as do Kodzoff I and II. I cannot fathom the rationale behind changing a route to one that will serve substantially less of the population being considered as a "solution".
- The bus stop at the Mendenhall Mall is extremely dangerous due to its location in the parking lot, the danger of crossing the Mall Road from one bus stop to the other, the absence of a shelter for the bus stop in the parking lot, and the lack of adequate lighting at night or on dark days.
- Costco route
- Dispatch technology could be way better. Telephoning Care-A-Van is very old school. Should also be able to make a schedule request online. GPS tech could allow for "if available" pick ups by Care-A-Vans in the area. Telephone dispatch needs to continue because some individuals will not be able to use tech solutions but it needs to be augmented by and work off of the framework of a modern platform. Schedule rides by smartphone, etc.
- This winter Fred Meyer actually had their sidewalks shoveled. The city plow left a five foot berm at the end of their sidewalk. I'm seventy-five, I don't do five foot berms. It was very difficult for me to get to the bus stop! Without my walking stick, I don't think I could have done it. This was on one of the rare snowy days.
- "Is there some way Love INC could get discounted passes to give to clients in need (These are people trying to

get a job, working towards improving their situation, etc. Their needs are verified through our intake process.)

- Please, don't reduce the service hours.
- We have clients that need transportation to and from Dr. appts.
- Never knew there was training programs on how to use public transportation."
- Many folks are unaware that they can contact Capital Transit and arrange to go to the bus barn and learn how to get on and off the busses there rather than trying to figure out how to maneuver a wheelchair onto the lift and into the seat area while there's a load full of passengers waiting and watching (or so it feels). There are two different types of lifts on the busses and each has a different feel so it's really advisable to practice entrances and exits off each type. At the same time the driver can practice securing the wheelchair(s) and helping the rider understand the process so they know how it works and what to expect. This is a valuable service that needs to be advertised more or information made available in more places and ways to get the word out to those who need the service. Wheelchair users who know what to expect and how to maneuver their chairs on and off busses efficiently made ridership smoother for everyone - drivers and other passengers included.
- We need more lift-equipped taxis.

Question 2: How much do the following things impact the ability of seniors, people with disabilities, or low income households to access transit services in Juneau?

- Few drivers dont want to help, but most do.
- Is there any way to keep drunks off the buses? Juneau badly needs a wet shelter so homeless don't need to seek refuge in the bus shelters.
- Need young adult's with children sit in back!!!
- Since seniors travel free I can afford it! If that should change, my situation could become dire.
- If the bus stops are not clean and covered and just set up properly they will tell there tourist friends and they wont want to see all of Juneau and shop.
- selling quarterly passes would be good. vending machines for tokens at transit centers?
- $ 4 dollars for a round trip, that's too much
- I usually get on at the Federal Building, always cleaned off. Fred Meyers, Walmart and Nugget Mall can sometimes be a problem.
- "We have clients that can't get to Job Services or to and from work. They need a ""boost"" or discounted or free transportation access in order to make that leap from ""no job"" to ""job"".
- Seniors have chosen not to ride the bus because the streets and sidewalks were not safe to walk on.
- Safety: On the bus feels safe, but waiting at some of the bus stops is scary. Much would need to be done to make people safe at the proposed ""Skate Park"" station."
- Bus stop should at least one covered shelter to wait and some kind of crosswalk within walking distance. Snow build up at some stops needs improvement.
- There are certain times of the day when safety is an issue especially when intoxicated individuals are on the bus or when school kids become loud and unruly after school.
- this is a very poorly written question with dubious answers
- Snow at bus shelters or stops is a major problem for many wheelchair users. Snow covers the markings and the curb edges so you can't see where the curb cuts are to get up to the shelter itself. Loose or deep snow can stop a wheelchair cold - even large heavy motorized ones. Snow on the path from the store or building to the bus stop is also a major problem. That is an issue that needs to be recognized and addressed by store/property owners; it's not a city problem but it does cause problems for city transport users.
- unsafe bus stops - need to cross busy road. ice and snow build-up. no bus service to Costco area, UAS at night, ferry terminal, etc. lack of holiday bus service. Care-A-Van passengers asked to pay at time of service, which many do, and then billed again later regardless of whether they paid.
- Holidays can be a problem for those who used public transit.

Question 3: How frequently do you use the following transit services?

- Taxi vouchers used on Holidays
- do not ride the bus now, but in the past did daily for years
- I really appreciate the privilege of free bus service that goes with my CBJ senior tax exemption card.
- I am mobile and own car
- Uncertain how many tribal members use service other than standard bus service.
- I support and live with other people who use or access standard bus and Care-A-Van services daily as well as people who use the VIP and taxi vouchers.
- "Care A Van has been too difficult to make the needed arrangements for use.
- How do we get Taxi Vouchers?"
- I am answering on behalf of clients served. Also, when my mother was alive she used Care-A-Van daily, Monday - Friday, with great success though she passed away almost 12 years ago.
- My mother uses Care-A-Van multiple times a week. It is a very good service.

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

- No
- More direct routes especially in return trip with Care-A-Van
- Consideration, friendliness, helpfulness
- Infrequent Care-A-Van service, especially for ad hoc, shorter lead time, events.
- Escort to go shopping.
- Need additional Care-A-Van services and vehicles.
- Need additional Care-A-Van vehicles and services.
- Need additional vehicles and services for Care-A-Van.
- Need additional Care-A-Van services and vehicles.
- Need additional Care-A-Van services and vehicles.
- Additional Care-A-Van vehicles and services needed.
- Need additional Care-A-Van vehicles and services.
- A downtown shuttle and service to big box stores (walmart, costco,etc) would be nice.
- Courteous bus drivers
- Service to ferry terminal
- Holiday service for bus or Care-A-Van.
- "People with disabilities
- Need to talk to driver about have a sit in bus's!!!"
- "Downtown transit is very good.
- I image some people in the valley have some problems."
- There should be a monthly (or weekly) Costco run, with unlimited amount of bags allowed.
- More buses on Sunday.
- Service on Holidays
- "You have to call Care-A-Van 3 to 4 days in advance to be able to use this service.
- I am able to walk to Nugget Mall to catch the bus for now.
- However being 72 things could change anytime, one never knows."
- "is there some seating accommodation we could make for folks traveling with a couple of squirmy young kids?
- Is there a way to put info about the buses on the web, so we can use our mobile phones to know when the bus is coming?"
- Paralyzed people with hoyer lift needs, i.e. going to medical/dental appointments and need the hoyer to transfer to the exam table or dental chair have no way to transport their hoyer lift with them
- Bus schedule, lighted ,covered stops, reader boards, assistance for those with disabilities.
- Need more waiting shelter at bus stops to protect from weather. Bus service to the ferry terminal and airport is needed.
- Getting a VIP buss pass for someone with a disability is a very discouraging process. Especially since some of

them don't have insurance or a primary care physician and you have to have a doctor (not a nurse or nurse practitioner) sign all the forms.

- Longer hours needed for low income who work swing shifts or nights, service in Lemon Creek, service at ferry terminal
- no
- Better bus shelters that are clean
- Sometimes Care-A-Van can't get close enough to people's houses - some smaller Dodge Sprinter type vans might help. Sometimes Care-A-Van is not very flexible and there can be communication challenges.
- Since I'm unable to drive, I really appreciate the bus service. It meets my needs.
- One of the needs for Seniors is to remain social and engages with other people. When they lose the ability to meet with other people and attend local activities and stores they become withdrawn and other problems occur.
- Possible disability and senior bus run for morning, afternoon and an evening run from town to valley and valley to town and safer bus stops with crosswalk.
- The main is not going at least to the Auke Bay Ferry Terminal or beyond. IN the 70's before the "out the road" population grew the city bus did go as far as the ferry terminal. It was used by folks regularly in that area.The population has groun significantly, there is not public transportation for those seniors in the area. Very inconvenient.
- There are some bus drivers that drive too fast or do not use caution when they don't allow the passenger to be seated before the bus takes off. Bus drivers need to be more aware of what's happening on the bus.
- more sidewalks everywhere
- notification of route changes - bad weather or construction causes changes to regular bus routes but quite often that information doesn't get to the riders. Radio announcements and TV broadcasts are helpful but not everyone has a radio or tv or can hear those. Some way to make those route change notices available city wide and in accessible format for Deaf/Hard Of Hearing or Blind/Low Vision riders or their families should be included in any new CBJ Transit/Transportation program and/or revisions to existing programs. This is definitely an unmet need.
- Capital Transit doesn't yet reach the ferry terminal or Costco.
- rider training could help many feel more confident about riding the bus - but safety upgrades are needed. there is a need for an on-call pick-up service for Care-A-Van users who cannot schedule pickup time in advance (doctors' appointments, etc.). with growing senior population, will need more than one taxi equipped with wheelchair lift.
- There should be a bus stop in Vintage Park business center
- Inside bus monitors listing stops for deaf and hard of hearing riders. In the winter months it is difficult to see the stops from inside.
- hope be able check with bus transit by text cell phone when weather bad instead of call on phone?
- Lack of public transit in major areas where low income people need to get to work, such as Costco.
- Places to get discount tokens or bus passes so that low income persons can go to and from work, possibly enabling them to step out of the low income bracket.

Appendix V: Extract from 2013 Comprehensive Operations Analysis for 2014 Juneau Transit Development Plan – Paratransit section

4 CARE-A-VAN SERVICE EVALUATION

Complementary paratransit service in Juneau is provided in accordance with the Americans with Disabilities (ADA) Act. The ADA requires that fixed-route public transportation operators provide complementary paratransit service to individuals who have a disability that prevents them from using the fixed-route service. The ADA sets very specific standards and regulations for how paratransit services must be provided. These regulations tie the paratransit service to the fixed-route service with a direct relationship between the services in terms of the service area, service span (days and hours), service levels, and fares (see Appendix A for an overview of ADA paratransit requirements). ADA sets regulations as minimums that must be provided; transit agencies are permitted to go above and beyond these regulations as they see fit.

This evaluation of Care-A-Van focuses on overall performance and productivity as well as eligibility and reporting. This is not intended as a compliance audit. Rather, this analysis identifies ADA requirements and distinguishes what *must* be done from what *may* be done.

CARE-A-VAN SERVICE OVERVIEW

Unlike the fixed-route service, Capital Transit does not directly operate paratransit service. Instead it contracts out operations of Care-A-Van to Southeast Senior Services (SESS), a program of the Catholic Community Services of Juneau. SESS has been operating the Care-A-Van program since 1982 and, as of this year (2013) was awarded another five-year contract.

SESS manages and operates a coordinated transportation program that provides demand response transportation in support of a variety of human and health services programs including Medicaid and Senior Nutrition programs. The coordinated service delivery offers several advantages for Capital Transit, including that because SESS has been in the human and health services industry for many years, the organization is familiar with individual clients and understands their particular needs. Thus, they are able to provide Care-A-Van riders a high level of service tailored to riders' needs.

Service Characteristics

Care-A-Van provides door-to-door, prescheduled transportation for people who have a disability that prevents them from riding regular fixed-route transit. According to the rider guide, Care-A-Van drivers will assist passengers between the vehicle and the front door of their trip origin and destination. In practice, Care-A-Van drivers are also permitted to go into buildings to pick-up and drop-off passengers as needed. For the most part, drivers are only allowed to go to a building's first floor, unless there is a special request. Drivers are also allowed to assist with packages, provided assistance does not require an additional trip between the vehicle and the destination. Passengers are permitted to bring up to three packages of a reasonable size.

As a demand response, or scheduled service, passengers must plan for travel ahead of time. ADA rules allow passengers to schedule a trip at least 24-hours and not more than 14 days in advance

of travel. Subscription trips for regular travel are also allowed and they currently account for about 43% of all Care-A-Van trips. There are no limits on the number of trips requested or the reason of travel. Trip requests and cancellations can be made by phone or email.

Fares

Travel on Care-A-Van is available free of charge, but a donation of $4.00 per one-way trip is suggested. Ticket books are also sold and offer a discounted rate off of the suggested donation of $30.00 for 10 tickets. Consistent with ADA, the suggested donation is twice the fare of the fixed-route service (the fare for Capital Transit bus service is $2.00).

In an effort to encourage people with disabilities to use fixed-route transit, Capital Transit also offers individuals with a disability[1] free access to the fixed-route services through a program known as the VIP Bus Pass. People may apply for a VIP Bus Pass directly with Capital Transit. Depending on an individual's disability, VIP passes may be valid permanently or be issued for a set period of time.

Service Area

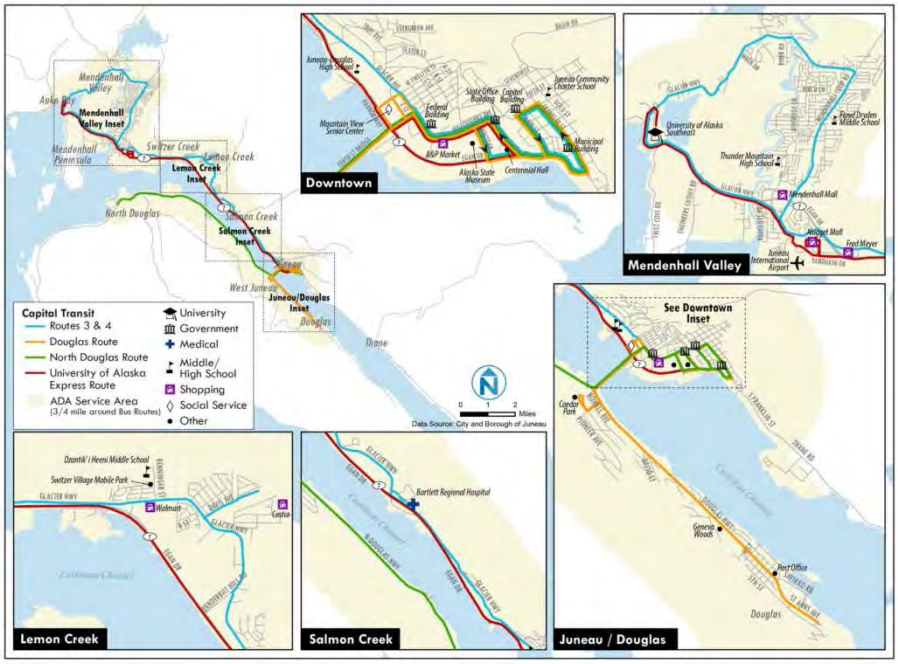
Care-A-Van currently provides service throughout the Juneau urban area, including all public roads north to the Auke Bay Ferry Terminal (see Figure 15). The service area is fairly large and linear and spans the residential areas north of Juneau in Mendenhall Valley to downtown Juneau, some 15 miles south.

The Care-A-Van service area also includes West Juneau on Douglas Island, as well as other residential areas located along the northern parts of Douglas Island. Douglas Island is very close to the Juneau mainland and is separated by only a quarter mile at its narrowest point. However, the island is only accessible by a single bridge in downtown Juneau, thus travel from the Mendenhall Valley to the northern section of Douglas Island can require 30 miles of travel. The northern parts of Douglas Island are served by Capital Transit, with three trips a day (one in AM, one midday and one PM).

[1] Criteria for qualifying for the VIP Bus Pass include individuals eligible for Social Security Disability Benefits or receive Supplemental Security Income Benefits (SSI), certified by the Veteran's Administration at a 40 percent or greater disability level, valid Medicare Card or certification by a licensed physician.

COMPREHENSIVE OPERATIONS ANALYSIS
City and Borough of Juneau, Capital Transit

Figure 15 Care-A-Van Service Area



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Operations

Care-A-Van service is available the same hours and days as the fixed-route service, or between the hours of 7:00 AM and 11:30 PM Monday through Saturday and from 9:00 AM to 6:00 PM on Sundays. There is no service on holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).

There are currently 12 full time licensed drivers staffing the Care-A-Van, plus six to seven part-time or substitute drivers. Full time drivers and vehicles are dedicated to Care-A-Van and generally scheduled with single eight-hour shifts. On weekdays, there are five drivers dedicated to the ADA service between 9:00 AM and 3:00 PM, with four drivers assigned to the service between 7:00 AM and 9:00 AM and between 3:00 PM and 5:00 PM. Outside of these high demand periods, there are fewer drivers assigned to the service, but there is at least one vehicle and one driver assigned to Care-A-Van service at all times service is available.

Care-A-Van is operated with a fleet of 13 "cutaway" vehicles that can be configured in different ways to accommodate one or two wheelchair passengers plus up to ten passengers. With the exception of one or two vehicles, the fleet is owned by Capital Transit but shared across the transportation programs managed and operated by SESS. Capital Transit is responsible for the maintenance on all vehicles and SESS pays for the gas and tires on all vehicles.

During peak periods, Care-A-Van will assign a minimum of five drivers to the ADA service, suggesting five vehicles are deployed during peak periods, while as many as six Capital Transit paratransit vehicles are "spares". This means that, technically speaking, Care-A-Van's fleet is larger than needed for the ADA service; however, given that SESS operates a coordinated service the vehicles are not idle as spares but instead are supporting other human and medical service programs.

Eligibility

To be eligible for Care-A-Van, individuals must obtain an application and have a doctor certify that they have a disability. Applications are available upon request at Capital Transit's office or the Care-A-Van office, on-line, or by phone. Completed applications must be submitted in person to the Capital Transit offices. Once a completed application is submitted, SESS will issue an ADA card to the applicant and individuals are immediately eligible for Care-A-Van service.

The main criteria for determining eligibility are a completed application and a doctor's certification of eligibility. As listed in the Rider's Guide, to qualify for Care-A-Van, individuals must have at least one of the following conditions:

- Require a wheelchair to perform normal daily tasks
- Unable to get on/off a Capital Transit bus
- Unable to walk to/from a bus stop
- Physically unable to wait outside without support for more than 10 minutes
- Unable to understand and follow directions, or understand information signs for reasons other than language or literacy
- Have a significant visual disability
- be 60 years of age or older

Individuals traveling with a personal care attendant (PCA) are requested to note this on their application. PCAs are eligible to travel for free.

Comparison with ADA regulations

Care-A-Van meets all ADA requirements. In addition, it goes above and beyond the ADA regulations in several critical ways:

- **Providing door-to-door service for all passengers.** Care-A-Van escorts riders from the front door of their origin to the front door of their destination. ADA is specified as an origin to destination service. Many transit agencies have defined that to mean curb-to-curb service, so that passengers are picked up at the curb for their paratransit trip. Even in curb-to-curb service, however, drivers are required to help passengers in and out of the vehicle. FTA guidance also suggests that even if curb-to-curb service is the advertised service level, in some cases drivers must provide door-to-door service to meet passenger needs.[2]
- **Time of Day.** ADA requires that paratransit service be provided in an area that includes ¾ of a mile from the fixed-route service during the same times that fixed-route service operates. For the most part, Capital Transit operates regular service throughout the operating schedule. The only exception is the northern end of Douglas Island which only has three trips a day. However, Care-A-Van provides service to the northern end of Douglas Island at all times of the day. Under ADA, Care-A-Van is only required to provide ADA service at the same time as the transit service is operating, which in this case would be between 7:00 AM and 8:00 AM; 12:00 PM to 1:00 PM and 5:00 PM to 6:00 PM.
- **Fares.** ADA allows transit operators to charge passengers a fare up to twice the fixed-route service. Care-A-Van does not require passengers pay a fare, and instead suggests a donation. The donation level is set to twice the fixed-route, consistent with ADA but passengers are not required to pay.
- **Eligibility.** Eligibility for Care-A-Van service is based on an individual's inability to use fixed-route transit according to a variety of conditions, or by being aged 60 or older. Eligibility is certified by a physician and once awarded is unconditional (i.e. the rider may use ADA for any trips at any time) and permanent (i.e. there is no end date when an individual is no longer eligible). These criteria are different from the ADA in two main ways: 1) ADA requires paratransit be available for individuals unable to use fixed-route transit because of a disability but does not automatically grant eligibility based on age; and 2) ADA allows transit operators to create categories of eligibility that reflect travel conditions and/or allow for temporary or transitional conditions.
- **Service Area.** As discussed, ADA requires that paratransit service be provided in an area that includes ¾ of a mile from the fixed-route service during the same times that fixed-route service operates. There are exceptions to this rule for commuter services that provide limited services to an area. Given these requirements, Care-A-Van exceeds the ADA standards by providing service to/from the Auke Bay Ferry Terminal, Dane Road, and North Douglas Island.

[2] Topic Guides in ADA Paratransit, Disability Rights Education and Defense Fund, June 2010.

OPERATIONS AND PRODUCTIVITY

Ridership

For the past several years, ridership on the Care-A-Van has grown, increasing from around 25,000 annual trips in 2006 to its currently level (2012) of about 34,000 annual trips (see Figure 16). Ridership growth has largely been steady with the exception of 2008, when ridership grew dramatically; however, by 2009 demand returned to 2007 levels and has been growing slowly but steadily since 2009. The spike in demand may reflect a change in contracting or how trips and rides were recorded.

Of the nearly 34,000 Care-A-Van trips provided in 2012, nearly 8,900 or 26% were made by people using wheelchairs. This level of wheelchair trips has been fairly consistent over time. In the early years of the service, the portion of wheelchair trips was closer to the 30%, but since 2006, wheelchair trips have accounted for between 24% and 27% of all trips.

The annual demand distribution is fairly constant throughout the year, with the spring and autumn months showing slightly higher ridership and July and November showing slightly lower ridership (see Figure 17). The distribution is somewhat counter-intuitive because demand does not appear to be correlated with weather. In many northern climates demand for paratransit service will increase when the travel conditions are more difficult due to snow, ice and freezing rain.

Data also shows that demand is heavily concentrated on weekdays, with approximately 144 ADA[3] trips per weekday compared to an average of 30 and 20 trips per Saturday and Sunday, respectively (see Figure 18). In terms of time of day, demand is largely concentrated during the mid-day between 9:00 AM and 2:00 PM. After 2:00 PM, demand declines steadily until around 7:00 PM, when it only a handful of riders need service.

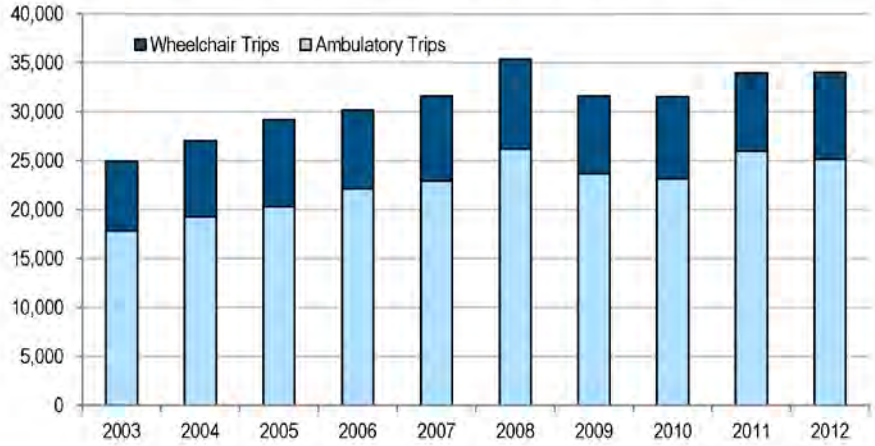
In terms of travel destinations, based on a sample of trips provided by Care-A-Van, the strongest origin and destination trips occur:

- Within downtown Juneau
- Between downtown Juneau and the Adult Day Center
- Between Mendenhall Valley and the Salmon Creek/Bartlett Regional Hospital area
- Between downtown Juneau and the Salmon Creek/Bartlett Regional Hospital area

In addition, there are a lot of trips between Mendenhall Valley and downtown Juneau. Many of these trips depart from individual residences in Mendenhall Valley and thus do not show as a clustered trip origin or destination, but nearly all trips travel to/from the hospital or downtown Juneau (see Figure 19).

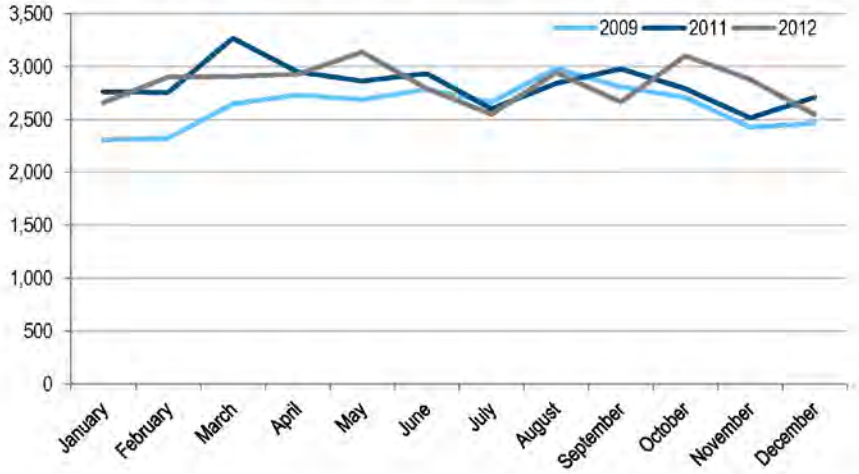
[3] Includes all ADA eligible individuals, which in the case of Care-A-Van includes persons aged 60 or older

Figure 16 Care-A-Van Annual Ridership including Wheelchair Trips (2003-2012)



Source: SESS adapted by Nelson\Nygaard

Figure 17 Care-A-Van Ridership by Month (2009-2012)



Source: SESS adapted by Nelson\Nygaard

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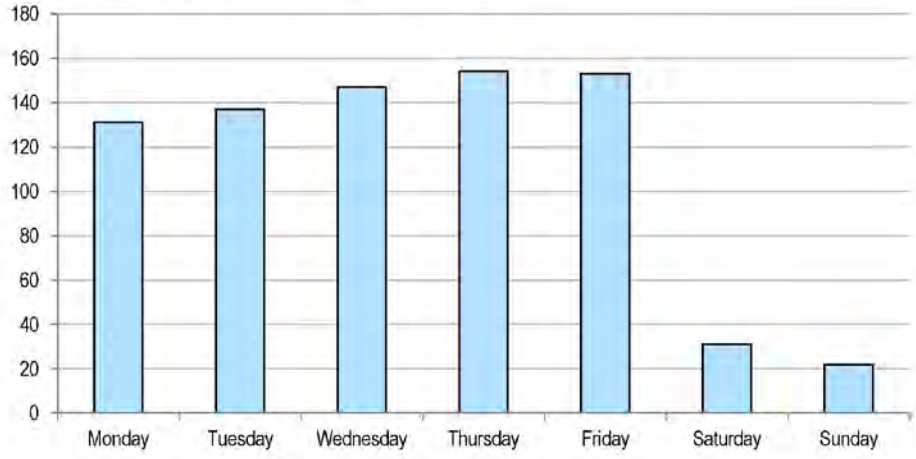
City and Borough of Juneau, Capital Transit

Figure 18 Care-A-Van Ridership by Day of the Week



Source: SESS adapted by Nelson\Nygaard. Reflects reporting period between May 1, 2013 and May 15, 2013

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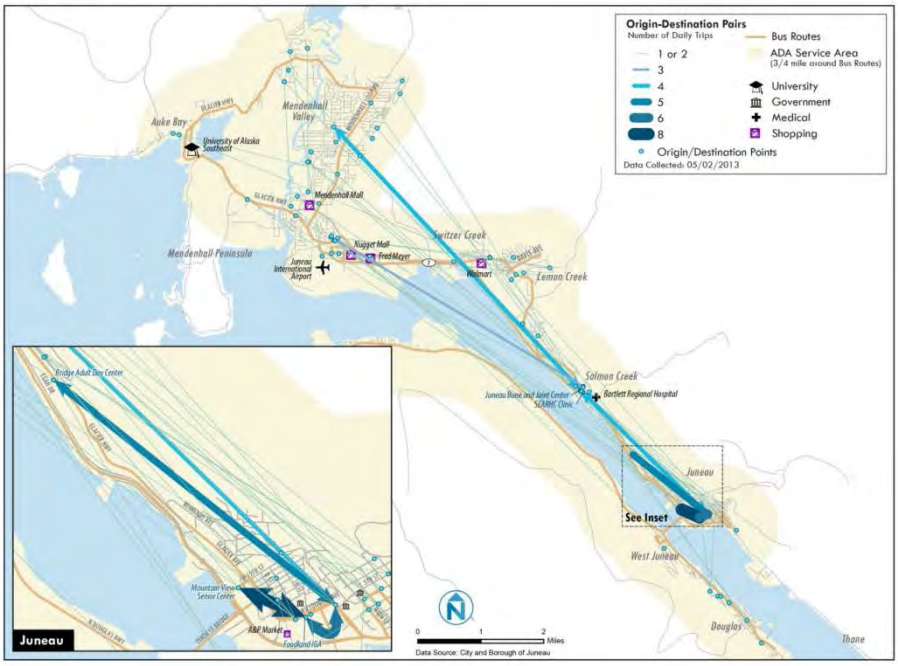
City and Borough of Juneau, Capital Transit

Figure 19 Care-A-Van Origin and Destinations (Sample Day)



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Performance Measurement and Service Costs

Existing Performance Measures

In its proposal to Capital Transit to continue service operation, SESS laid out a program evaluation system that includes ten objectives, many of which are performance targets or guidelines for the Care-A-Van service. They include:

1. Provide a minimum of 34,000 rides annually
2. Provide rides to at least 500 eligible individuals
3. Prevent all injuries to riders as a result of driver action or inaction
4. Prevent vehicle accidents to less than one per 100,000 miles
5. Maintain a zero "turn-down rate" (turn-downs are trip denials to persons making ride requests at least the day before).
6. Maintain an on-time pick-up rate based on the national standard of 15 minutes on each side of the scheduled pick-up time of 95 percent or better.
7. Achieve and maintain an on-time drop-off rate (also based on the national standard of 15 minutes on either side of the scheduled drop-off time) of 95 percent or better.
8. Maintain fewer than five no-shows per month.
9. Provide rides at a cost to the City and Borough of no more than $28.65 per ride.

SESS also monitors service quality through a combination of random telephone interviews with clients and annual customer satisfaction surveys. In addition, SESS and Capital Transit track client complaints. There have been very few complaints and survey results have been overwhelmingly positive. Thus, the indicators support Care-A-Van's reputation of providing high quality service.

Contracting

Capital Transit's contract with SESS is structured as a lump sum, performance based contract (see above). The contract does not include maintenance or capital costs, which are included in the Capital Transit budget. In the most recent contract, Capital Transit agreed to pay SESS $975,000 annually to provide 34,000 trips. The average cost per trip, therefore, is $28.25, not including any donations collected from riders. This cost is consistent with previous contracts which had average per trip costs of between $22.47 (FY 09) to $25.57 (FY11).

The rates overall are lower than the national average for paratransit costs of $28.94[4]. The rates are estimated based on total service levels and it is unclear if they reflect fully allocated service costs. Thus in the event that Capital Transit would like to purchase more or less service, there is not a clear mechanism for understanding the financial implications. In addition, if Capital Transit wanted to implement cost reduction strategies, it is more challenging for the agency to understand how to influence the overall service budget.

[4] Per General Accounting Office (GOA) ADA Paratransit Service Report 13-17, published November 2012. Average cost of all paratransit trips is $29.30; after removing the 10 largest systems, the average cost is $28.94.

KEY FINDINGS

The evaluation of Care-A-Van operations and performance demonstrate that the program provides a high level of transportation to Juneau's most vulnerable population. The service is coordinated with other human and medical transportation programs, which helps create efficiencies in terms of management and operations and makes it easy for riders to understand and use the system. The evaluation also reveals a handful of opportunities for Capital Transit to consider as it determines how best to meet future needs within available resources:

- Care-A-Van currently exceeds the ADA requirements on several service criteria, including the level of service, the time of day, service area, eligibility and fares. Some of the decisions help support coordination of service across funding programs, which benefit riders. At the same time, however, the costs and benefits associated with continuing or changing these practices - collectively and individually - are not well understood.
- ADA allows transit operators to create categories of eligibility that reflect travel conditions and/or allow for temporary or transitional conditions. Creating categories of eligibility means that for some trips, passengers may not be eligible for demand response service for some trips (depending on weather, bus stop location, etc.) but not all trips. Categorical eligibility can be difficult to implement but has produced significant cost savings for some transit systems. Capital Transit may explore the implications of establishing categorical eligibility as one of several strategies to reduce costs and more closely manage the program.
- Care-A-Van, as discussed, is a coordinated system and many riders use with travel supported by a variety of funding sources. To date, Care-A-Van does not have a clear system to track individual clients and trip. As a result, it is difficult for the program to share costs based on shared rides, or ensure costs are allocated to the most appropriate funding program. Technology exists to manage and track trips, including how rides are shared. However, systems can be expensive to purchase and complex to administer, but have potential to better share costs across programs and potentially make better use of federal resources.

5 PEER REVIEW

This chapter provides a comparative analysis of transit operations between Capital Transit and the following five transit systems:

- Ketchikan Gateway Borough – Ketchikan, AK
- Metropolitan Area Commuter System (MACS) – Fairbanks, AK
- People Mover – Anchorage, AK
- Clallam Transit System – Clallam County (Port Angeles), WA
- Roaring Fork Transit Authority – Roaring Fork Valley (Aspen), CO

These five peers were selected because they are similar to Juneau in several ways, including population size, land use and development patterns, the geographic environment, number of annual passenger trips, level of transit dependency, and seasonal influx of population due to tourism.

METHODOLOGY

Data for the peer review were assembled from a number of sources, including the National Transit Database, Rural National Transit Database, American Community Survey 2011 5 year estimates, and the individual transit agencies. Data were collected on performance characteristics and operational costing data from the most recent full year available, the 2011 fiscal year (July 1, 2010 – June 30, 2011).

PEER OVERVIEW

Key population and service characteristics of the transit agencies that serve each peer community are summarized below and presented in Figure 20.

- **Population.** Juneau's service area population (31,244) is smaller than all of the peers except Ketchikan, which has just over 8,000 residents. Clallam County and Fairbanks have service area populations of 71,077 and 97,581, respectively. Anchorage is a much larger city, with a service area population of 218,145, and Roaring Fork Valley is comprised of multiple cities and counties with a population of about 146,000. Except for Anchorage, each of these communities has smaller pockets of population concentrated within larger geographic areas, which makes for a low overall population density. The service area populations were determined in multiple ways. Anchorage and Fairbanks are both considered to be urbanized areas by the Federal Transit Administration based on their population sizes, and their service area populations are included in their National Transit Database profiles. The other systems are categorized as "rural" systems, and their service area populations were estimated based on the size of the communities they serve and the extent of their route networks.

- **Transit Commute Mode Share.** At 5.4%, Juneau's transit commute mode share is about twice that of the peer communities, with the exception of Roaring Fork Valley, which has an 11.3% mode share. Anchorage has the lowest transit commute mode share, at 1.7%, while the share of transit commuters in both Ketchikan and Fairbanks is 2.3%. This indicates that Capital Transit is successfully attracting commuters who are traveling to work.
- **Transit Dependency.** Of those who commute using transit in Juneau, about 14% do not have access to a vehicle in their household, a good proxy for transit dependency. Each of the Alaska peer communities has a much higher percentage of transit commuters without access to vehicles, ranging from 29.7% (Anchorage) to 46.1% (Ketchikan). This indicates that transit in Juneau is successful at attracting riders who have vehicles available to them and thus may have a choice in how they commute to work.
- **Transit Rider Income.** The median income of commuters who use transit to get to work was compared to the median income for all commuters in each city. The ratio of median income of transit commuters compared to the all commuter median income was between 51% and 65% in Juneau, Ketchikan, Fairbanks, Anchorage, and Roaring Fork Valley. This indicates that workers who commute by transit have, on average, lower incomes than those who commute by other means. Breaking this trend, those who use transit in Clallam County earn 10% higher incomes than the community at large.
- **Fare Structure.** Except for Roaring Fork Valley, Juneau's fares are the highest of all the peers, at $2.00. Due to the exceptionally large service area in Roaring Fork Valley, each additional travel zone adds $1, up to a total of $10. Anchorage has the next highest fare per trip, at $1.75. Ketchikan and Clallam County each only charge $1.00 per trip. Similar to Juneau, the demand response service is free in Ketchikan and Roaring Fork Valley. Demand response fares are $2.00 or $3.00 in the other three peer communities.

Figure 20 Community and System Overview, 2011

	Juneau (AK)	Ketchikan (AK)	Fairbanks (AK)	Anchorage (AK)	Clallam County (WA)	Roaring Fork Valley (CO)
	Capital Transit	Ketchikan Gateway Borough	Metropolitan Area Commuter System (MACS)	People Mover	Clallam Transit System (CTS)	Roaring Fork Transit Authority (RFTA)[d]
Service Area Population [a,b]	31,244	8,008	97,581	218,145	71,077	145,632
Transit Commute Mode Share [a]	5.4%	2.3%	2.3%	1.7%	2.0%	11.3%
% Transit Users Without Access to a Vehicle [a]	14.2%	46.1%	34.0%	29.7%	16.9%	3.1%
Ratio of Transit Commuter Median Income to Overall Commuter Median Income [a]	61%	62%	65%	51%	110%	58%
Fixed Route Fare (General Public) [c]	$2.00	$1.00	$1.50	$1.75	$1.00	$1.00-$10.00
Demand Response Fare [c]	Free. Suggested donation $4.00	Free	$2.00	$3.00	$2.00	Free

Source: [a] American Community Survey 2011 5-Year Estimates Table S0802 [b] National Transit Database (2011) [c] Agency Website
Note: [d] Population data is for 2010 and comes from RFTA 2013 Budget

REVENUE AND FUNDING

Figure 21 provides data on operating expenses and revenue sources for Juneau and each of the peers. These data include both fixed route and demand response services. The annual operating expenses of this group of transit systems range from a low of $1.9 million (Ketchikan) to a high of $29.4 million (Anchorage). Due to its small size, Juneau is on the low end of this spectrum, with an annual operating budget of $6.4 million.

All of the peer transit agencies receive a significant share of their annual operating funds from dedicated local sources. Clallam County receives the largest percentage of its operating expenses from local sources, at 81%. On the other end of the spectrum, Ketchikan receives just over one-third of its operating costs from local resources. Fairbanks, Anchorage, and Juneau each receive relatively similar percentages of local dedicated revenue at 65%, 61%, and 57%, respectively.

The last row in Figure 21 presents the Cost of Living Index for each city, except Ketchikan and Clallam County, where data are not available. An index value of 100 is the national average; the fact that each city's index is well above 100 indicates that the cities are significantly more expensive than the national average. Juneau's cost of living (136.5) is slightly less than Fairbanks (137.4), but is more expensive than Anchorage and Roaring Fork Valley (Glenwood Springs), with index values of 128.4 and 124, respectively. The differences in cost of living should be considered when comparing the operating expenses of different transit systems, as a higher cost of living can lead to higher operating expenses because of higher wages.

Figure 21 Peer Operating Expenses and Revenue Sources (Fixed Route and Demand Response), 2011

	Juneau (AK)	Ketchikan (AK)	Fairbanks (AK)	Anchorage (AK)	Clallam County (WA)	Roaring Fork Valley (CO)
	Capital Transit/Care-A-Van	Ketchikan Gateway Borough	Metropolitan Area Commuter System (MACS)	People Mover	Clallam Transit System (CTS)	Roaring Fork Transit Authority (RFTA)
Operating Expenses	$6,378,812	$1,907,104	$4,699,448	$29,408,168	$7,312,961[a]	$19,825,808
Farebox Revenues	$799,236	$186,467	$381,075	$5,851,781	$761,949	$3,784,641
Dedicated Local Revenues	$3,636,018	$680,210	$3,073,261	$17,908,624	$5,915,787	$8,263,404
Dedicated Local Revenue as % of Total Operating Expenses	57.0%	35.7%	65.4%	60.9%	80.9%	41.7%
Cost of Living Index	136.5	N/A	137.4	128.4	N/A	124.0

Data source: Rural National Transit Database (2011), Clallam Transit System, U.S. Census Bureau, Statistical Abstract of the United States: 2012

Note: [a] Includes $236,977 for vanpool.

FIXED ROUTE PERFORMANCE DATA AND INDICATORS

Figure 22 summarizes peer operating and performance data for fixed route service. These performance measures are standard measures used to evaluate cost efficiency, cost effectiveness, and service effectiveness of a transit system. Below, these measures are briefly defined and an assessment of how Juneau compares to peers is provided.

Figure 22 Performance Data and Indicators (Fixed Route), 2011

	Juneau (AK)	Ketchikan (AK)	Fairbanks (AK)	Anchorage (AK)	Clallam County (WA)	Roaring Fork Valley (CO)
Transit Agency	**Capital Transit**	**Ketchikan Gateway Borough**	**Metropolitan Area Commuter System (MACS)**	**People Mover**	**Clallam Transit System (CTS)**	**Roaring Fork Transit Authority (RFTA) [a]**
Population	31,244	8,008	97,581	218,145	71,077	145,632
Passenger Trips	1,226,894	313,110	391,799	4,148,501	845,598	1,660,034
Revenue Hours	45,300	15,802	23,975	153,155	43,569	53,292
Operating Expenses	$5,281,888	$1,542,626	$2,974,623	$22,247,133	$5,560,082	N/A
Fare Revenues	$766,500	$182,896	$342,376	$4,115,324	$729,508	N/A
Ridership (Trips/Capita)	39.3	39.1	4.0	19.0	11.9	11.4
Productivity (Trips/Revenue Hour)	27.1	19.8	16.3	27.1	19.4	31.1
Cost Efficiency (Operating Cost/Revenue Hour)	$116.59	$97.62	$124.07	$145.26	$127.62	N/A
Cost Effectiveness (Operating Cost/Trip)	$4.30	$4.93	$7.59	$5.36	$6.58	N/A
Operating Cost per Capita	$169.05	$192.64	$30.48	$101.98	$78.23	N/A
Average Fare per Passenger	$0.62	$0.58	$0.87	$0.99	$0.86	N/A
Subsidy per Passenger	$3.68	$4.34	$6.72	$4.37	$5.71	N/A
Farebox Recovery (Fares/Operating Cost)	15%	12%	12%	18%	13%	N/A

Data source: Rural National Transit Database (2011).

Note: [a] Population data is for 2010. RFTA operating expense and fare revenue data not available.

Cost Efficiency

- **Operating Cost per Revenue Hour:** This is defined as the annual operating costs divided by annual vehicle revenue hours. This measure indicates an agency's cost efficiency by normalizing operating costs by the number of hours service is provided, which allows for a comparison across transit agencies. Cost efficiency amongst the peers ranges from a low of $97.62 per revenue hour for Ketchikan to a high of $145.26 for Anchorage. Juneau has the second lowest operating expenses with a cost of $116.59 per hour, indicating that it is operating more efficiently than most of the peers.

Cost Effectiveness

These indicators are the ratio of service inputs to service consumption and measure how well the service is utilized by the community.

- **Operating Cost per Trip:** This is defined as annual operating costs divided by annual ridership. This measures cost effectiveness of a system by revealing the cost per passenger trip. Juneau is the most cost effective system in the group, with a cost per trip of $4.30. This also indicates that Juneau is getting more trips per dollar spent than the other communities.
- **Farebox Recovery Ratio:** This is defined as the ratio of fare revenue to total operating costs, and measures to what extent fare revenues contribute to operating costs. Farebox

recovery ratios among these peers range from a low of 12% (Ketchikan/Fairbanks) to a high of 18% (Anchorage). Juneau is in the middle of this range, with a recovery ratio of 15%.

Service Effectiveness

These indicators are the ratio of service consumption to service outputs and measure how well the capacity of service is being utilized by the consumer in relation to the amount of service available.

- **Ridership:** This is defined by passenger trips per capita. Juneau supports the highest ridership by far compared to all the peers, at 39.3 trips per capita. The next highest ridership, in Ketchikan, is 39.1 trips per capita. With 11.4 trips per capita, Roaring Fork has the lowest.
- **Trips per Revenue Hour:** This is defined as annual boardings divided by annual vehicle revenue hours. This measure is one of the best ways to gauge productivity of the system. Juneau performs well with regard to productivity, with 27.1 trips per revenue hour (the same as Anchorage's much larger People Mover system). Roaring Fork has the highest productivity, at 31.1 trips per revenue hour. The rest of the peer systems are less productive, ranging from 16.3 (Fairbanks) to 19.8 (Ketchikan) trips per revenue hour.
- **Operating Cost per Capita:** This is defined as the annual operating cost divided by the total service area population. This measure quantifies the investment in transit in each of the peer communities. With an annual operating cost per capita of $169.05, service provided in Juneau by Capital Transit is in the upper part of the range of cost per capita out of the group of peers, indicating that the community is putting significant resources into transit. Ketchikan spends more per capita, at $192.64, but the remainder of the peers range from $30.48 (Fairbanks) to $101.98 (Anchorage).

DEMAND RESPONSE PERFORMANCE DATA AND INDICATORS

Figure 23 provides performance data and indicators for demand response services provided or contracted out by each of these transit agencies.

Capital Transit and Ketchikan Gateway Borough both provide demand response service within their respective communities by contracting with Catholic Community Services to operate the service. MACS in Fairganks operates its own Van Tran service for elderly or disabled riders, Anchorage People Mover's ADA Paratransit service is called AnchorRIDES, and Clallam Transit System operates Clallam Paratransit. In the Roaring Fork Valley, ADA Paratransit service is made available by four different operators within the jurisdictional boundaries of Aspen, Glenwood Springs, Pitkin County, and Garfield County.

Overall, the demand response metrics for Juneau tend to be in the middle of the peer set, although it has the lowest trips per revenue hour and the second highest operating cost per trip. This indicates that paratransit is more expensive to operate in Juneau than in majority of the peer cities.

Figure 23 Performance Data and Indicators (Demand Response), 2011

	Juneau (AK)	Ketchikan (AK)	Fairbanks (AK)	Anchorage (AK)	Clallam County (WA)	Roaring Fork Valley (CO)
Transit Agency	Capital Transit	Ketchikan Gateway Borough	Metropolitan Area Commuter System (MACS)	People Mover	Clallam Transit System (CTS)	Roaring Fork Transit Authority (RFTA) *
Population	31,244	8,008	97,581	218,145	71,077	145,632
Passenger Trips	23,127	15,434	20,479	198,510	66,533	20,203
Revenue Hours	18,600	7,536	12,515	99,867	28,971	6,355
Operating Expenses	$1,097,124	$364,478	$1,724,825	$6,131,038	$1,515,902	N/A
Fare Revenues	$32,736	$3,569	$38,699	$1,736,457	$32,441	N/A
Ridership (Trips/Capita)	0.7	1.9	0.2	0.9	0.9	0.1
Productivity (Trips/Revenue Hour)	1.2	2.0	1.6	2.0	2.3	3.2
Cost Efficiency (Operating Cost/Revenue Hour)	$58.99	$48.36	$137.82	$61.39	$52.32	N/A
Cost Effectiveness (Operating Cost/Trip)	$47.44	$23.62	$84.22	$30.89	$22.78	N/A
Operating Cost per Capita	$35.11	$45.51	$17.68	$28.11	$21.33	N/A
Average Fare per Passenger	$1.42	$0.23	$1.89	$8.75	$0.49	N/A
Subsidy per Passenger	$46.02	$23.38	$82.33	$22.14	$22.30	N/A

Data source: Rural National Transit Database (2011)

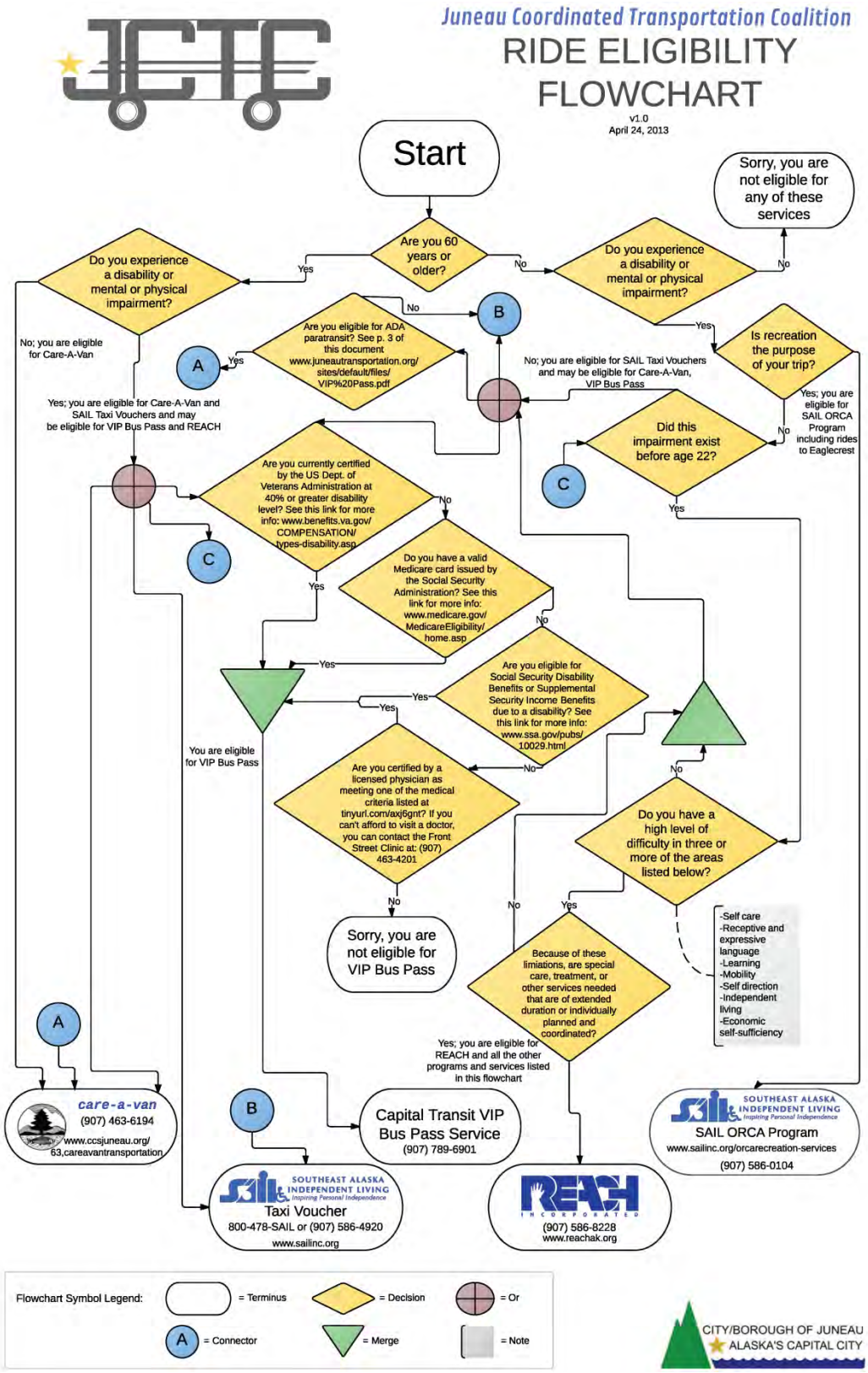
Note: * Population data is for 2010. RFTA operating expense and fare revenue data not available

KEY FINDINGS

The following are key findings from the peer review:

- **Juneau residents are more likely to take transit than most peers.** Juneau has the second highest transit mode share for commute trips, at 5.4%. While this may not appear significant, the share of commute trips in Juneau is on par with the national average (5.0%) and significantly higher than the Alaska average (1.5%).
- **Investment in transit in Juneau is significant compared to peers, but the service is cost-effective.** Juneau's investment in transit is very high, with the second highest fixed-route operating cost per capita among the systems. But, this significant investment is paying off in terms of the most cost-effective fixed route service of any peer (as measured as operating cost per passenger).
- **High service effectiveness.** The fixed route system has very strong productivity, with 27.1 trips per revenue hour. This is significant given all but one peer city has a significantly higher service area population than Juneau. Juneau's fixed-route ridership per capita is also the highest among the peers, which indicates that Juneau residents are far more likely to use transit than any of the peer communities.
- **High paratransit costs.** Compared to the peers, Juneau has the second highest operating cost per passenger on Care-A-Van.

Appendix VI – JCTC Eligibility Flowchart



Appendix VII - Eligibility forms

Current ADA Eligibility Form

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

What is it?

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

Who is eligible?

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

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

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

Where is it issued?

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

How long is it valid?

Passes issued to persons with permanent disabilities will be valid indefinitely. No renewal is necessary. Temporary passes may be issued to persons with disabilities that will last no longer than a year, including those persons qualifying under Section 6.,4. of the Medical Eligibility Criteria. These passes will carry an expiration date and may be renewed only if the disability continues beyond that date.

What does it cost?

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

How does it work?

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

CITY & BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY
UNIFIED JULY 1, 1970

Medical Eligibility Criteria

SECTION 1. NON-AMBULATORY DISABILITIES

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

SECTION 2. SEMI-AMBULATORY PHYSICAL DISABILITIES

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

SECTION 3. VISUAL DISABILITIES

1. Persons disabled because of:
   a. Visual acuity of 20/200 or less in the better eye with correcting lenses;
   b. Contraction of visual field:
      1) So the widest diameter of visual field subtending an angular distance is no greater than 20 degrees; or
      2) To 10 degrees or less from the point of fixation; or
      3) To 20 percent or less visual field efficiency.
2. Disabled persons who, by reason of a visual impairment, do not qualify for a Driver's License under regulations of the Alaska State Department of Motor Vehicles.

SECTION 4. HEARING DISABILITIES

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

SECTION 5. NEUROLOGICAL DISABILITIES

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

SECTION 6. MENTAL DISABILITIES

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

Capital Transit
V.I.P. BUS PASS

Application

Name _____

Address, mailing _____

residence _____

Telephone Home _____ Work _____

Date of Birth _____ Height _____ Weight _____

If you are eligible on the basis of items 1, 2, or 3 listed under Who is Eligible, please attach evidence and sign below. If you are eligible on the basis of item 4, the Medical Eligibility Criteria, please have your physician complete the bottom half of this page. If you are applying for certification of ADA paratransit eligibility, please have your physician complete the back of this form also.
I hereby authorize the physician below to release any information necessary to complete this certification. I understand that if any of the statements made on this certification are false, I will lose the privileges granted by the V.I.P. bus pass. I understand the pass remains the property of Capital Transit and must be surrendered to a Capital Transit employee upon demand.

Applicant's Signature _____ Date _____

Physician's Certification for Persons with Disabilities

I certify that _____ meets
applicant's name

the medical eligibilty criteria, Section _____ . _____ , and is disabled
section number

temporarily _____ , or permanently _____ *(please check one).*
To the physician: The applicant must meet a specific criteria listed under the medical eligibility criteria.

Physician's signature _____ Date _____

Physician's name _____

Telephone _____ Address _____

_____

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

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

Physicians's Certification of ADA Paratransit Eligibility

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

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

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

_____

_____

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

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

3) If the person has a visual impairment:

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

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

_____

_____

_____

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

Sail Taxi Vouchor Application Form Proposed

Things to know about SAIL's Taxi Account Program

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

Inspiring Personal Independence
SOUTHEAST ALASKA INDEPENDENT LIVING

Taxi Consumer Intake

Taxi Card Identification #_____ **Intake Date:** _____

Name: _____ Date of Birth:_____

Physical Address:_____ City:_____ Zip_____

Mailing Address if Different: _____ City:_____ Zip_____

Home Phone:_____ Work Phone:_____ Cell Phone:_____

Email Address:_____ Primary Language:_____

Marital Status: _____ Gender: Male____ Female_____

How would you like to receive SAIL's Quarterly Newsletter? Email__ Mailing Address___ Not interested? ___

Are you registered to vote? Yes__ No__ If no, can SAIL help you register? Yes___ No___

Ethnicity:
___African American ___AK Native ___Asian ___American Indian
___Caucasian ___Hispanic/Latino ___Pacific Islander ___Unknown/Other

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

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

What is your disability _____

What is the primary purpose for using SAIL's taxi voucher program? (check one)
☐ Employment ☐ Medical ☐ Shopping/Personal ☐ Social/Recreation

Drivers License #_____ State:_____ ID Card # _____ State:_____
CBJ VIP Card#_____ CBJ Senior Sales Tax Exemption Card #_____

Current Housing Situation:
Is your housing subsidized: Yes___ No___ Is your residence accessible? Yes___ No___ Accessibility Needed___
Do you feel safe in your home? Yes___ No___ If no, please discuss with SAIL staff.

___Group Home ___Own House/Apt. ___Parent/Guardian Home ___Hotel ___Transitional ___Rent House/Apt.
___Primary Care Facility (nursing home etc.) If living in an institution, do you live there by choice? Yes___ No___
___Homeless

___Living alone ___Living w/family/friends ___Assisted living ___Supported living ___Living alone with PC

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

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

Signing This Form Means That I Understand and Agree That:

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

Eligibility Statement

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

_____

SAIL Staff Signature Date

- I acknowledge that SAIL staff has explained the purpose of the Client Assistance Program (CAP) to me and provided contact information for offices statewide. Please initial _____
- I understand SAIL provides services without regard to race, color or national origin. To find out more about SAIL's nondiscrimination obligations or file a complaint, I can call SAIL at (907) 586-4920 and ask for the Executive or Deputy Director. Please initial_____
- I would like to create an Independent Living Plan: Yes____ No____ Initial_____
- I would like to waive my right to create an Independent Living Plan, I understand that I can create an IL Plan with SAIL in the future if I so choose: Yes___ No____ Initial____

_____

Consumer Signature Date

_____

SAIL Staff Signature Date

_____

Parent or Guardian (If Applicable) Date

For Office Use Only

Initial Intake Date:_____ MiCIL Date:_____ Exceed Date:_____ Exit Date:_____

ROI____ Photo Release___ IL Plan (If Requested)____

*If ORCA or other activities: ROL____DSUSA____ Activity Form____

Taxi Program Account Fund Calculator for FY2014

Amount Received From Consumer		Your Taxi Account Value
$1.00	..... .times 2.5 equals.....	$ 2.50
$2.00		$ 5.00
$3.00		$ 7.50
$4.00		$ 10.00
$5.00		$ 12.50
$6.00		$ 15.00
$7.00		$ 17.50
$8.00		$ 20.00
$9.00		$ 22.50
$10.00		$ 25.00
$11.00		$ 27.50
$12.00		$ 30.00
$13.00		$ 32.50
$14.00		$ 35.00
$15.00		$ 37.50
$16.00		$ 40.00
$17.00		$ 42.50
$18.00		$ 45.00
$19.00		$ 47.50
$20.00		$ 50.00
$21.00		$ 52.50
$22.00		$ 55.00
$23.00		$ 57.50
$24.00		$ 60.00
$25.00		$ 62.50
$26.00		$ 65.00
$27.00		$ 67.50
$28.00		$ 70.00
$29.00		$ 72.50
$30.00		$ 75.00
$31.00		$ 77.50
$32.00		$ 80.00
$33.00		$ 82.50
$34.00		$ 85.00
$35.00		$ 87.50
$36.00		$ 90.00
$37.00		$ 92.50
$38.00		$ 95.00
$39.00		$ 97.50
$40.00		$ 100.00
$41.00		$ 102.50
$42.00		$ 105.00
$43.00		$ 107.50
$44.00		$ 110.00
$45.00		$ 112.50
$46.00		$ 115.00
$47.00		$ 117.50
$48.00		$ 120.00

New ADA Eligibility form - consistent with latest State Requirements

CITY & BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

CITY AND BOROUGH OF JUNEAU
CAPITAL TRANSIT

ADA PARATRANSIT APPLICATION INSTRUCTIONS

The City and Borough of Juneau is pleased to provide for the public transportation needs of all the area's citizens, including those with disabilities. To accomplish this goal, the Borough provides two types of service:

1. Accessible fixed-route bus service, known as Capital Transit and
2. ADA paratransit service provided by the Care-a-Van

The buses in service on Capital Transit are low-floor buses, that is, there are no steps to climb to board the bus. Also, the buses can be lowered by the driver to be level with the curb, and have ramps and so they are accessible for people who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Drivers announce stops at key destinations and upon request to assist passengers with visual or mental impairments. Our goal is to make our fixed-route general public service accessible to and convenient for everyone.

The Borough partners with the Senior Center to provide paratransit service for citizens whose disabling conditions prevent them from using Capital Transit. The service is provided according to the guidelines set forth by the Americans with Disabilities Act of 1990 (ADA). If you wish to use this service as ADA eligible for all or some of your trip needs, please complete this application.

The Borough also partners with Catholic Community Services to provide senior transportation for persons 60 years and older. For this service, contact the Care-a-Van at (907) 463-6194.

The purpose of this application is to provide an opportunity for you to describe physical or personal barriers that prevent you from using Capital Transit. The more information you provide, the better City and Borough of Juneau, Capital Transit will understand your transportation needs and travel challenges.

The application consists of two parts, Part 1 Applicant Questionnaire and Part 2 Verification by Treating Professional. To apply:

1. Complete Part 1 Applicant Questionnaire as thoroughly as possible and to the best of your ability. If you need assistance with completing the application, including an alternative format, you are welcome to call Capital Transit at (907) 789-6901. You may also ask a family member, friend, human service agency, or health care professional.

2. Have your treating professional complete Part 2 Verification by Treating Professional. A treating professional includes a physician, physician's assistant, nurse practitioner,

Part 1|Page 1

chiropractor, psychiatrist or psychologist, social worker, naturopathic physician, licensed clinical behavioral health practitioner, or physical or occupational therapist.

3. Mail, fax, or email a completed application (Parts 1 and 2) to:

   City and Borough of Juneau
   ATTN: Capital Transit
   10099 Bentwood Place
   Juneau, AK 99801
   Fax (907) 586-0912
   Email: Capitaltransit@juneau.org

After we receive your application, we will contact you within X days to set up an in-person interview and to take your picture for your ADA paratransit identification card. The interview will last about an hour. A Care-a-Van bus will pick you up and drop you off. There is no charge for the transportation. You are welcome to ask a family member, friend, or treating professional to accompany you. Although they will not participate in the interview, they are welcome to provide information about your capabilities. There is no charge for the identification card.

Within 21 days of the interview, we will notify you of our determination of your eligibility for ADA complementary paratransit. You may be unconditionally eligible (eligible for all rides), conditionally eligible (eligible for some rides), or ineligible. If we determine that you are conditionally eligible or ineligible, you have the right to appeal the decision.

If you have any questions, please call Capital Transit at (907) 789-6901.

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CITY & BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

PART 1
APPLICANT QUESTIONNAIRE
(To Be Completed by the Applicant)

Please print.

A. TELL US YOUR CONTACT INFORMATION

Applicant's Name _____ Date of Birth _____

Street or P.O. Box Address _____

City _____ State _____ Zip Code _____

Phone (Daytime) _____ (Evening) _____

Cell Phone _____ Email Address _____

Emergency Contact: Name _____ Relationship _____

Emergency phone number _____ Other number _____

By signing this application, I authorize City and Borough of Juneau, Capital Transit to share this information with the Catholic Community Services and the Borough's ADA eligibility advisor, and to contact my treating professional to confirm the information I provided.

I certify that the information provided in this application is complete, correct, and true. I acknowledge that if I have omitted or misrepresented any information, this represents grounds for review of eligibility.

_____

Signature Date

If this application has been completed by someone other than the applicant, that individual must sign the following certification and provide the requested information:

Please check one:

_____ I certify that the information provided in this application is true and correct based upon information given me by the applicant.

_____ I certify that the information provided in this application is true and correct based upon my own knowledge of the applicant's health condition or disability.

Part 1|Page 3

Name_____ Relationship to Applicant_____

Address_____Apt. _____

City _____State_____ Zip Code _____

Phone (Daytime)_____ (Evening) _____

B. TELL US ABOUT YOUR DISABILITY AND MOBILITY DEVICES

1. List any disabilities or conditions which affect your ability to use Capital Transit:

   _____

   _____ Date of diagnosis or onset _____

2. Is the condition temporary? _____Yes _____No If yes, duration date: ____/_____/_____

3. Do you use any of the following mobility aids?: *(check all that apply)*

___Manual Wheelchair: Dimensions (width and length) _____ Weight with you and your equipment _____lbs. Are you able to propel yourself, or do you need someone else to push your chair? Yes_____ No_____

___Electric Wheelchair: Dimensions (width and length) _____ Model _____

Weight with you and your equipment _____lbs.

___Power Scooter: Dimensions (width and length) _____ Model _____

Weight with you and your equipment _____lbs.

___Walker: ___2 wheels ___3 wheels ___4 wheels

___Knee scooter ___White cane ___Mobility Cane

___Crutches ___Portable oxygen/respirator ___Personal care attendant

___Prosthesis *(explain)* _____

___Individually trained service animal (describe) _____

___Other *(explain)*_____

If temporary disability, please stop here.

Part 1|Page 4

DRAFT

4. Is your disability periodic, episodic, or good-day, bad-day? _____Yes _____No If yes, how? (explain)_____

_____

5. Is your disability controlled by medication? Partially _____ Fully _____ Not controlled by medication_____ Please explain: _____

_____

C. TELL US ABOUT YOUR CURRENT USE OF THE BUS

6. Do you currently ride Capital Transit without the help of someone else?

____ Yes ___ No If yes, skip to question 7. If no, why not? *(Mark all that apply.)*

____ a. The closest bus stop is too far from my house

____ b. I don't know how to ride Capital Transit

____ c. I can't walk by myself between the bus stop and my destination

____ d. I'm afraid to use Capital Transit

____ e. I don't want to use Capital Transit

____ f. My friends/family do not use Capital Transit

____ g. I'm afraid I'll slip and fall if it is raining or snowing

____ h. There are too many steps to the bus stop

____ i. The hills to/from the bus stop are too steep

____ j. There is no sidewalk to the bus stop

____ k. I can't cross the street to the bus stop because of the busy traffic

____ l. There is no street crossing/the street crossing is too wide to the bus stop

____ m. I can't carry/push items to/from the bus stop

____ n. I can't use The BUS without a personal care attendant

____ o. Other *(please explain)* _____

_____

7. How often do you ride Capital Transit?

___ Daily ___ Several times per week ___ At least once per month ___ Rarely

8. When was the last time you rode Capital Transit by yourself? _____

Part 1|Page 5

DRAFT

9. Are you able to travel on Capital Transit without the assistance of another person?

___ Always ___ Sometimes ___ Never

10. If you need the help of someone else, what assistance does this person provide?

_____

_____

11. Are you able to reach Capital Transit stop nearest your home? Yes ___ No ___

Sometimes ___ If your answer is No or Sometimes, please explain: _____

_____

_____

12. Did you receive instruction in using Capital Transit? ____ Yes ____ No

If yes, was this:

____ Orientation and Mobility Training for persons who are blind or visually impaired?

____ Travel training for individuals who are sighted?

____ Training with a friend or family member, or a program? (name) _____

If yes, did you successfully complete training to use Capital Transit? _____ Yes _____ No

If yes:

Which route(s) did you learn? _____

Which destinations did you learn? _____

If no, why not? _____

_____

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D. TELL US ABOUT YOUR ABILITY TO TRAVEL

13. Without the help of someone else, my widest area of travel is: *(Check all that apply.)*

_____ a. My own property

_____ b. Places within the same block of my residence

_____ c. Restricted to specific places I know (such as home to work, home to shopping, home to church, etc.)

_____ d. Restricted to specific destinations that are familiar to me

_____ e. Trips I can make directly (no changing buses or transfers)

_____ f. Practically anywhere in the community

14. The reason(s) I do not travel by myself (without the help of someone else) within the community include (check all that apply):

_____ a. I have never been taught

_____ b. My neighborhood is too dangerous (crime, vulnerability)

_____ c. I don't want to travel beyond my immediate neighborhood alone

_____ d. I need someone with me. I can't travel by myself

_____ e. I don't know what I'm going to encounter when I get off at an unfamiliar place

_____ e. Physical barriers prevent me (ex: no sidewalks, very busy intersection, etc.)

_____ f. Other *(please explain)*_____

_____

15. My travel using Capital Transit without the help of someone else is restricted because I have difficulty with: *(Check all that apply and add more information as needed.)*

_____ a. crossing large parking lots to get to stores or business entrances

_____ b. walking in areas without sidewalks

_____ c. traveling to new areas

_____ d. crossing streets between my home and the bus stop

_____ e. getting confused or lost

_____ f. traveling in bad weather

_____ g. walking up and down hills

_____ h. walking up and down steps

_____ i. using my wheelchair where bus stops are not accessible

_____ j. other *(please explain)* _____

_____

Part 1|Page 7

DRAFT

E. TELL US ABOUT YOUR CURRENT TRAVEL

16. Please list the destinations for which you believe you need the Care-a-Van and the reasons you cannot use Capital Transit:

Destination: _____

Reasons why Capital Transit cannot be used:

_____

_____

Destination: _____

Reasons why Capital Transit cannot be used:

_____

_____

Destination: _____

Reasons why Capital Transit cannot be used:

_____

_____

Destination: _____

Reasons why Capital Transit cannot be used:

_____

_____

DRAFT

17. Skills that are helpful in using Capital Transit: (mark all that describe your abilities)

____ I have a cell phone with me and I know how to use it

____ I know how to give my address and phone number

____ I know how to ask the driver for assistance and follow directions when I need them

____ I understand which persons I should ask for help or directions when something unexpected happens

____ I can usually recognize landmarks, signs, or places I'm going

____ I know how to tell what time it is

____ I know how to drive a car

____ I use a bus pass now, OR, I can be responsible for carrying and using a bus pass

____ I carry money now and I can be responsible for paying the bus fare

____ I know how to get travel and schedule information when I need it

DRAFT

18. Please mark all the statements below that describe your ability to use Capital Transit without the help of someone else:

_____ I use Capital Transit for some trips, but sometimes there are barriers that prevent me from using the bus

_____ I use Capital Transit frequently, on familiar routes to familiar destinations

_____ I use Capital Transit to go to new places

_____ I believe I could learn to ride Capital Transit if someone taught me

_____ I am not able to use Capital Transit by myself

_____ The severity of my disability can change from day to day. I ride Capital Transit when I am feeling well

_____ Some weather conditions prevent me from getting to and from the bus stop

_____ I can get to and from the bus stop if the distance is not too great

_____ I can use Capital Transit except when I am unfamiliar with new transfer points or don't know the way between the bus stop and my final destination

_____ Capital Transit does not always go to where I want to go

_____ I can get to the bus stop if there are no steps

_____ I can get to the bus stop if the hill is not too steep

_____ I cannot walk far in high wind

_____ I can get the information I need to use Capital Transit

_____ I can get to the bus stop after being shown

F. TELL US YOUR COMMENTS

Please use this space to tell us anything else you would like us to know about your travel challenges and your ability to use Capital Transit.

_____

_____

_____

_____

_____

End of Part 1

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CITY & BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

PART 2
REQUEST FOR VERIFICATION BY TREATING PROFESSIONAL
(To Be Completed by Treating Professional)

The attached authorization form has been submitted by the applicant who has indicated that you can provide information regarding his/her disability and its effect on his/her ability to use Capital Transit. Thank you for your cooperation in this matter.

1. Capacity in which you know the applicant: _____

2. How recently have you seen/treated the applicant? ____/____/_____

A. **TELL US ABOUT THE APPLICANT'S DISABILITY**

3. Medical diagnosis of condition(s) causing disability: _____

_____Date of diagnosis or onset: _____

4. Is the condition temporary? No_____ Yes_____ Duration date: _____/_____/_____

5. Does the applicant use any of the following mobility aids? *(check all that apply)*

___Manual Wheelchair: Dimensions (width and length) _____ Combined weight of wheelchair, person, and equipment _____lbs. Is the applicant able to propel himself/herself? Yes_____ No_____

___Electric Wheelchair: Dimensions (width and length) _____ Model _____

Combined weight of wheelchair, person, and equipment _____lbs.

___Power Scooter: Dimensions (width and length) _____ Model _____

Combined weight of wheelchair, person, and equipment _____lbs.

___Walker: ___2 wheels ___3 wheels ___4 wheels

___Knee scooter ___White cane ___Mobility Cane

___Crutches ___Portable oxygen/respirator ___Personal Care Attendant

Part 2|Page 1

___Prosthesis *(explain)* _____

___Other *(explain)*_____

If temporary condition, please stop here and sign and date certification on page 7.

6. Does the applicant use a service animal? Yes____ No____ If yes, what kind of animal is it and what functions has it been trained to perform for the applicant?_____

_____

7. Is the applicant's disability periodic, episodic, or good-day, bad-day? Please explain:

_____

_____

8. Is the disability the same every day? Yes_____ No_____ If no, what is a good day like? (What is the applicant able to do?)_____

_____

_____

9. What is a bad day like? Does anything trigger bad days?_____

_____

_____

10. How many good/bad days did he/she have last month?_____

_____

11. Is the applicant's disability controlled by medication? ____Partially ____Fully ____No

Please explain:_____

_____

_____

12. How does the diagnosis or disability functionally prevent the applicant from using Capital Transit? Please note that the buses in service on Capital Transit can be lowered by the driver to be level with the curb, and have ramps so they are accessible for people who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Drivers announce stops at key destinations and upon request to assist passengers with visual or mental impairments. Our goal is to make Capital Transit

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public service accessible to and convenient for everyone. If you would like more information on our service or staff training, please call Capital Transit at (907) 789-6901.

_____

_____

_____

_____

13. If the applicant has a disability affecting his/her mobility, is the person able to:

    a. Travel/move ¼ mile without the help of someone else?
       Yes_____ No_____ Sometimes_____ Using a mobility aid ____
    b. Move up and down hills without the help of someone assisting?
       Yes____ No ____ Sometimes____ Using a mobility aid ____
    c. Wait outside unaccompanied for 10 minutes
       Yes____ No____ Sometimes____ Using a mobility aid ____

14. Does the applicant have a visual impairment? Yes _____ No _____

    Visual Acuity with Best Correction:

    Right Eye_____ Left Eye_____ Both Eyes_____ Legally Blind_____

    Visual Fields:

    Right Eye_____ Left Eye _____ Both Eyes_____

15. Does the applicant demonstrate inappropriate social behavior (example: aggressive or overly friendly). Yes____ No____ If yes, please describe:_____

    _____

16. Does the applicant currently experience auditory or visual hallucinations?

    Yes____ No____ If yes, please describe._____

    _____

17. Is the applicant prescribed any psychotropic, antidepressants or other medications prescribed by you or another professional? Yes____ No____

18. Do you have reason to believe the applicant is taking his/her medication? Yes____ No____

Part 2|Page 3

DRAFT

19. Is the applicant able to travel independently in the community when he/she is compliant in taking medication? Yes____ No____

B. TELL US ABOUT THE APPLICANT'S ABILITY TO TRAVEL

20. Describe below if and how the disability *prevents* (not merely makes difficult) the applicant from carrying out the following activities. What is the effect and the extent of limitation caused by the disability?

a. Traveling alone outside the house?_____

_____

b. Leaving the house on time?_____

_____

c. Seeking and acting on directions?_____

_____

d. Finding the way to or from a bus stop?_____

_____

e. Crossing streets?_____

_____

f. Waiting for a bus?_____

_____

g. Boarding the correct bus?_____

_____

h. Riding on the bus?_____

_____

i. Transferring to a different bus or exiting at the correct destination?_____

_____

j. Monitoring time?_____

_____

DRAFT

k. Dealing with unexpected situations?_____

_____

21. Can applicant manage a direct trip (no transfers)? Yes____ No____

A trip involving a transfer? Yes____ No____

How does the applicant know where to get off the bus? _____

_____

22. How does the applicant find his/her way back? _____

_____

23. Does the applicant:

a. Drive a car? Yes____ No____ Sometimes____

b. Ride a motorcycle? Yes____ No____ Sometimes____

c. Ride a bicycle? Yes____ No____ Sometimes____

24. Is the applicant able to ask for assistance from appropriate individuals such as the bus driver, police, etc.? Yes____ No____ Sometimes____

25. How and to what extent does the applicant understand the concept of stranger awareness, not going with or following strangers, asking appropriate person for help, etc.?

_____

_____

26. Does the applicant know how to use a telephone? Yes____ No____ Have and use a cell phone? Yes ____ No ____

27. Is the applicant able to tell and/or monitor the passage of time? Yes____ No____

28. Can the applicant:

Pay fares? Yes____ No____

Handle money? Yes____ No____

Use a bus pass? Yes____ No____

DRAFT

29. Are any of the following skills affected by the applicant's disability? *(check all that apply)*:

____Judgment ____Problem solving ____Insight

____Coping skills ____Short-term memory ____Long-term memory

____Concentration ____Orientation ____Communication

____Attention to task (distractibility

30. Does the applicant require the assistance of a personal care attendant to travel? Yes____ No___

31. Does the applicant have a cognitive or communications disability? Yes____ No____ If yes, is the applicant/patient able to:

    a. Give addresses and telephone numbers upon request? Yes____ No____ Sometimes ____

    b. Recognize a destination or landmark? Yes____ No____ Sometimes _____

    c. Deal with unexpected situations or unexpected change in routine?
    Yes____ No____ Sometimes____

    d. Ask for, understand and follow directions? Yes___ No____ Sometimes _____

    e. Request assistance from qualified professionals (transit staff, police, etc.) when needed?
    Yes___ No____ Sometimes _____

    f. Understand and respond appropriately to strangers? Yes___ No____ Sometimes _____

    g. Safely and effectively travel through crowded and/or complex facilities?
    Yes____ No____ Sometimes_____

C. TELL US ABOUT THE APPLICANT'S CURRENT TRAVEL

32. Where does the applicant currently travel in the community and what transportation does he/she use to get there? _____

_____

_____

_____

33. Is the goal of traveling independently (even limited travel in the neighborhood) within the context of treatment for this applicant? Yes____ No____

Part 2|Page 6

DRAFT

34. Does the applicant travel independently to various activities such as shopping, work, etc.?

Yes____ No____ If no, what assistance or accommodations have been provided to make this possible?_____

35. Has the applicant ever received travel training to learn how to use public transit? Yes____

No____ When was the training? _____ Who provided the training? _____

_____

36. What places did the applicant learn to travel to? _____

_____

37. Since the applicant received travel training does the applicant travel to those places?

Yes____ No____

38. Additional Comments:

_____

_____

_____

I certify that the information provided in this document is complete, correct, and true. I acknowledge that if I have omitted or misrepresented any information, this represents grounds for review of eligibility for the applicant.

Signature: _____Date: _____

Name *(please print)*:_____

Title: _____

Practice or Agency Name: _____

Office Address: _____

Office Phone Number: _____

PLEASE RETURN THIS DOCUMENT TO THE APPLICANT. THE APPLICANT IS RESPONSIBLE FOR SUBMITTING ALL INFORMATION TO CITY AND BOROUGH OF JUNEAU, CAPITAL TRANSIT

End of Part 2

Part 2|Page 7

DRAFT

Appendix VIII – Attendance Sheets from JCTC Public meetings

Kick Off Meeting – Juneau Coordinated Human Services Transportation Plan
230 S. Franklin St., Marine View Building, 4th floor Conference Room
April 10th, 2015 10:30am-12:00pm

NAME	ADDRESS	PHONE NUMBER
Cheryl Putnam	2010 Jackson Creek Lane Juneau AK 99801	907 723 9337
Kim Champney	213 Third St Juneau AK 99801	796-7230
Marianne Mills	~~[illegible]~~ 419 Sixth 99801	723-0236
Joan O'Keefe	3225 Hospital Dr. Ste 3W	586-4920
Aaron Brakel	REACH 213 3rd Juneau	796-7242
Denise Guzzio	CBJ Transit 10099 Bentwood	789-6901
Dale Morris	1805 Glacier Hwy Care-a-Van Services	463-6194
[illegible]	CDD	
Hal Hart	CDD	586 0757
Jonathan Lange		
Barb Sheinberg		
Sarah Bronstein		

Kick Off Meeting – Juneau Coordinated Human Services Transportation Plan
230 S. Franklin St., Marine View Building, 4th floor Conference Room
April 10th, 2015 10:30am-12:00pm

NAME	ADDRESS	PHONE NUMBER
PAT WATT	113 SPRUCE ST	957-1175
Eric Vang - ALSC	419 6th st ste 322	586-6426

Meeting – Juneau Coordinated Human Services Transportation Plan
230 S. Franklin St., Marine View Building, 4th floor Conference Room
May 8th, 2015 10:00am-12:00pm

NAME	ADDRESS	PHONE NUMBER
Denise Guizio	10099 Bentwood Place - Capital Transit	789-6901
Dale Creek Van		
Kim Champney	213 third St	796-7230
Joan O'Keefe	SAIL 3225 Hospital Dr St 300	586-4920
Ann Brakel	REACH 213 3rd Juneau	321-4393
Eric Vany	ALSC 419 6th st ste 322	586-6425
Marianne Mulz	419 Sixth Street	463-6154
Hal Hart	South Franklin	425 780 1500

Appendix VIX –JCTC 2017 Grant Proposal Applications

REQUESTING AGENCY: ***Southeast Alaska Independent Living, Inc. (SAIL)***

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

For FY16 Grants for Capital Projects (money available on or after July 1, 2015): 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.

FUNDING PRIORITIZATION REQUESTS MUST BE RECEIVED by Jonathan Lange at the City and Borough of Juneau Community Development Department. Email to jonathan.lange@juneau.org.

From the Requesting Agency, please provide:
Contact Person: Joan O'Keefe Phone: 907-586-4920

Email for contact: jokeefe@sailinc.org

TITLE OF YOUR CAPITAL REQUEST: Taxi Voucher Program (Purchase of Services)

(This is not a vehicle or capital request)
(The use and type of the vehicle or other capital purchase your agency seeks funding for)

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

Answer: The Taxi Voucher program is a compliment to the lift-equipped taxi service and fills a critical and "special" niche in the Juneau Coordinated Transportation service array. This program is a compliment—not a replacement—to the valuable services provided by Care-a-Van and Capital Transit. Users of the program are meticulously screened for eligibility (documented disability and/or senior status); are currently limited to $120* worth of rides per month; and are required to sign a form saying they will only use vouchers when Care-a-Van and/or Capital Transit will not meet their needs. (*Please note we have six individuals enrolled who are allowed double the monthly cap due to extenuating circumstances, i.e., one individual has a job that ends after public transit hours of operations and others who live beyond transit boundaries).

Eligible users of this project are seniors and people with disabilities who are below 200% of the poverty guidelines and sometimes are unable to plan ahead to schedule transportation through Care-A-Van; those living outside the Transit/Para-transit boundaries; and those who need transportation before or after the scheduled hours of operation of Transit/Para-transit.

REVISED: 11-13-12 Page 1

Question 2) Does the requesting agency serve persons with disabilities? Beneficiaries of the Alaska Mental Health Trust? (AMHT = dementias, TBI, persons with developmental disabilities, persons with mental illness, chronic substance abuse.) *Please describe clients who will use this transportation capital item, including approximate numbers served per year.*

Answer: Last federal fiscal year SAIL served approx. 1800 people with disabilities, over 1000 who reside in Juneau. The Taxi Voucher program currently has 186 active participants of which a minimum of 51% individuals are Trust beneficiaries.

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

Answer: Low income seniors and people with disabilities use the taxi voucher program to make on-demand transportation affordable. These users can use any taxi in the vendor's fleet including the ramp-equipped taxis. Users of the program need rides for the full gamut of transportation needs including medical appointments, to receive social services, obtain groceries, and do other errands.

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. (Don't need a formal price, just a legitimate estimate--from online, etc.)

Answer: We plan to request $85,000 in purchase of service dollars for 5500 rides. Cost to the grant is $15.45 per ride. Total cost per ride $19.38 (grant+ rider contribution+ cab co. bulk discount).

Participants in the taxi voucher program use the service 24 hours a day, 7 days a week, 365 days per year.

Question 5) These projects require a 20% match. If buying a vehicle, your agency pays the 20% of total purchase & shipping price and that 20% becomes your "lease" price for leasing the vehicle to use. Is your agency willing to provide the cash match to buy the vehicle? (see also #7)

Answer: The taxi vendor provides a 15% bulk discount to meet the match requirement. Additionally, the rider pays 40 cents on the dollar. This is substantially more than the required match.

Question 6) Do you prefer to apply to the Alaska Mental Health Trust for part or all of the 20% match? *(No guarantee that any match will be available—none was available for FY13.)*

Answer: **No**

REVISED: 11-13-12 Page 2

Question 7. Are the MAJORITY of your clients who will use the vehicle beneficiaries of the trust?

Answer: **Yes**

Question 8) 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: (Purchase of Services requests = not applicable)

Question 9) Is your request for a NEW vehicle that will be ADDED to your fleet, or is it for a REPLACMENT vehicle? _____

If the request is for a replacement vehicle, please describe the vehicle it would replace. (Age, miles, condition of old vehicle, etc.)

Answer: (Purchase of Services requests = not applicable)

20) Additional Comments: Thanks for this opportunity to apply!

Process to review and prioritize funding requests:

You can read more about the state process, state timeline, and grant qualifications online at: http://www.dot.alaska.gov/stwdplng/transit/hs_application_info.shtml Please notice that no human service agency may apply unless the agency's request has been set as a priority under a local process, including a local government official resolution listing the agency's project as a community priority. The City and Borough of Juneau (CBJ) Assembly serves this function for the coordination of human services and public transit in Juneau. The priority recommendations from the JCTC will be forwarded to the CBJ Assembly for formal adoption by resolution in December 2014.

REQUESTING AGENCY:__REACH, Inc._____

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

For FY16 Grants for Capital Projects (money available on or after July 1, 2015): 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.

FUNDING PRIORITIZATION REQUESTS MUST BE RECEIVED by Jonathan Lange at the City and Borough of Juneau Community Development Department by November 5, 2014. Email to jonathan.lange@juneau.org.

From the Requesting Agency, please provide:
Contact Person: Kim Champney Phone: 907-586-8228

Email for contact: __kchampney@reachak.org_____

TITLE OF YOUR CAPITAL REQUEST: _Replacement Vehicle – REACH Day Habilitation Services Vehicle_____

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

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

Answer: No. This vehicle is needed to provide door-to-door transportation for children and adults with disabilities participating in REACH's group day habilitation programs, primarily the Canvas Community Art Studio. These are individuals who, due to their particular needs, are not able to independently get to or from classes at the Canvas. Para-transit is not an option because currently Medicaid waiver regulations require that the agency that provides day habilitation services must also provide the transportation to and from if an individual requires transportation assistance. Classes are provided six days/week, between 9 a.m. and 6:30 p.m.

Question 2) Does the requesting agency serve persons with disabilities? Beneficiaries of the Alaska Mental Health Trust? (AMHT = dementias, TBI, persons with developmental disabilities, persons with mental illness, chronic substance abuse.) *Please describe clients who will use this transportation capital item, including approximate numbers served per year.*

Answer: In the past year, the vehicle designated to be replaced by these funds provided 5,629 one-way rides; 15 percent (860) of these rides were provided to individuals who use wheelchairs. Approximately 45 individuals are able to access REACH programs via this vehicle.

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

REVISED: 11-13-12 Page 1

Answer: The individuals accessing services via this vehicle experience developmental disabilities, primarily either an intellectual or a physical disability. REACH provides individualized support guided by the person's goals and preferences. The Canvas programs address a range of goals from working toward self-employment as an artist, social/interpersonal skills or fine motor skills. In addition, having a large accessible vehicle available allows REACH to provide a range of options to meet individual needs.

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. (Don't need a formal price, just a legitimate estimate--from online, etc.)

Answer: Project cost is $72,733 delivered to Juneau. Vehicle would be a new Ford E450 Eldorado cutaway van with a capacity of 2 wheelchair passengers + 12 non-wheelchair passengers (2+12).

Question 5) These projects require a 20% match. If buying a vehicle, your agency pays the 20% of total purchase & shipping price and that 20% becomes your "lease" price for leasing the vehicle to use. Is your agency willing to provide the cash match to buy the vehicle? (see also #7)

Answer: Yes, REACH is able to provide the cash match to purchase the vehicle.

Question 6) Do you prefer to apply to the Alaska Mental Health Trust for part or all of the 20% match*? (No guarantee that any match will be available—none was available for FY13.)*

Answer: No, we anticipate being able to access agency cash reserves for the match.

Question 7. Are the MAJORITY of your clients who will use the vehicle beneficiaries of the trust?

Answer: 100 percent of the individuals using the vehicle are beneficiaries of the Trust

Question 8) 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: REACH can guarantee this vehicle will be available in case of an emergency. REACH has a close partnership in particular with SAIL/ORCA and has discussed opportunities for vehicle sharing in the past. This upcoming year, REACH and SAIL have a unique opportunity to further this partnership with a shared staff position focused on youth programs. It's possible this vehicle could be made available for this particular shared programming. As for other human services, sharing is difficult due to the demand for transportation services six days per week but REACH would be open to opportunities if the logistics could be worked out.

Question 9) Is your request for a NEW vehicle that will be ADDED to your fleet, or is it for a REPLACMENT vehicle? ___REPLACEMENT_____

REVISED: 11-13-12 Page 2

If the request is for a replacement vehicle, please describe the vehicle it would replace. (Age, miles, condition of old vehicle, etc.)

Description of vehicle to be replaced: The request is for an upgrade (2−12) replacement to a vehicle that recently went out of service. The vehicle it will replace is a Ford Econoline 450 capable of being configured for either 1 wheelchair passenger and 6 non-wheelchair passengers (1+6) or 2 wheelchair passengers and 4 non-wheelchair passengers (2+4). The vehicle being replaced is a 2006 Ford Econoline van with 243150 miles and a bad transmission.

20) Additional Comments:

Process to review and prioritize funding requests:
The JCTC will meet in November 2014 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 meeting 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. Each agency request selected as a priority will need to write and submit their own grant application to the AK DOT&PF Transit Office (tentatively due Dec. 19, 2014). Each agency whose request proceeds forward to a state grant application MUST register (or renew your information) well before Dec. 19, 2013 with the Transit Office under the State's transportation assets management system (listing current vehicles, values, ages, etc., plus basic data about the agency and its clients).

You can read more about the state process, state timeline, and grant qualifications online at: http://www.dot.alaska.gov/stwdplng/transit/hs_application_info.shtml Please notice that no human service agency may apply unless the agency's request has been set as a priority under a local process, including a local government official resolution listing the agency's project as a community priority. The City and Borough of Juneau (CBJ) Assembly serves this function for the coordination of human services and public transit in Juneau. The priority recommendations from the JCTC will be forwarded to the CBJ Assembly for formal adoption by resolution in December 2014.

REQUESTING AGENCY: Southeast Alaska Independent Living, Inc. (SAIL)

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

For FY16 Grants for Capital Projects (money available on or after July 1, 2015): 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.

FUNDING PRIORITIZATION REQUESTS MUST BE RECEIVED by Jonathan Lange at the City and Borough of Juneau Community Development Department by November 5, 2014. Email to jonathan.lange@juneau.org.

From the Requesting Agency, please provide:
Contact Person: Joan O'Keefe Phone: 907-586-4920

Email for contact: jokeefe@sailinc.org

TITLE OF YOUR CAPITAL REQUEST: One replacement & one expansion ramp-equipped taxi.

Two ramp-equipped mini-vans to provide on demand accessible transportation.
(The use and type of the vehicle or other capital purchase your agency seeks funding for)

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

Answer for replacement vehicle: No. Lift-equipped taxis fill a critical niche in the Juneau Coordinated Transportation service array. These vehicles will be a compliment—not a replacement—to the valuable services provided by Care-a-Van and Capital Transit. Riders are individuals who sometimes are unable to plan ahead to schedule through Care-A-Van; and/or live outside the Transit/Para-transit boundaries; and/or require door-to-door transportation and have driveways that a cutaway (Para-transit) bus cannot navigate or that Para-transit cannot serve due to snow or ice; and/or need transportation before or after the scheduled hours of operation of Transit/Para-transit.

Answer for expansion vehicle: Several years back, Care-a-van/SESS stepped up to meet a critical individual and community need by providing rides for individuals going to and from dialysis. Our taxi vendor is confident that with the addition of these two vehicles, taxi service can replace the existing service at a significant cost savings to the funders. That said, SESS is doing a stellar job with the existing service. SAIL, SESS, and our taxi vendor have committed to exploring this further to weigh all the factors to determine which option is the most efficient and cost-effective while still meeting the needs of the dialysis patients for timely transport. If taxis took over the dialysis rides in the future,

SAIL commits to working closely with SESS and dialysis riders for the smoothest transition possible including exploring a financial needs-based, sliding-scale rider cost as riders currently contribute little to no funds toward their rides.

Question 2) Does the requesting agency serve persons with disabilities? Beneficiaries of the Alaska Mental Health Trust? (AMHT = dementias, TBI, persons with developmental disabilities, persons with mental illness, chronic substance abuse.) *Please describe clients who will use this transportation capital item, including approximate numbers served per year.*

Answer: In FY15, SAIL served 1800+ seniors and people with disabilities, over 1000 who reside in Juneau. The Taxi Voucher program currently has 186 active participants of which a minimum of 51% are Trust beneficiaries. That said, anyone can request the ramp-equipped taxi, they do not need to be a voucher program participant or a SAIL consumer.

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 feature and live outside of transit boundaries, need rides outside of transit hours, or cannot plan ahead, an accessible taxi may be their only transportation option.

Again, if awarded two ramp-equipped vehicles, our taxi vendor believes strongly they could fully serve the folks who need rides to and from dialysis appointments.

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. (Don't need a formal price, just a legitimate estimate--from online, etc.)

Answer: The estimated delivery price of a taxi with a manual lift is $45,000. We are requesting funding for two vehicles. The total cost is approximately $90,000.

Question 5) These projects require a 20% match. If buying a vehicle, your agency pays the 20% of total purchase & shipping price and that 20% becomes your "lease" price for leasing the vehicle to use. Is your agency willing to provide the cash match to buy the vehicle? (see also #7)

Answer: SAIL is prepared to commit to securing the 20% match. In the last decade, SAIL has applied for and received more than a half dozen vehicles in Juneau and Ketchikan for a variety of purposes through this process. In every instance SAIL has successfully secured the needed match. The match for the first lift-equipped taxi in Capitol City was approved by both the Rasmuson Foundation and the City and Borough of Juneau (CBJ)

through Assembly vote. The latter option was best aligned with the program and therefore CBJ provided the match. The match for the ramp-equipped taxis purchased after that first year were provided by a number of different sources including State capital appropriations, the Rasmuson Foundation, and contributions from the taxi vendor.

Question 6) Do you prefer to apply to the Alaska Mental Health Trust for part or all of the 20% match*? (No guarantee that any match will be available—none was available for FY13.)*

Answer: **Yes** SAIL would be willing apply for funds for the Trust for all or part of the match if this option

Question 7. Are the MAJORITY of your clients who will use the vehicle beneficiaries of the trust?
Answer: **Yes**

Question 8) 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 these vehicles 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!)
Last year SAIL met with SESS to explore additional coordination and agreed that taxis will be back-up for snow and ice days and on holidays when they are not in service.

Question 9) Is your request for a NEW vehicle that will be ADDED to your fleet, or is it for a REPLACMENT vehicle? <u>One (1) Replacement vehicle and one Expansion Vehicle</u>

If the request is for a replacement vehicle, please describe the vehicle it would replace. (Age, miles, condition of old vehicle, etc.)

Description of vehicle to be replaced: This request is to replace a 2010 Dodge Caravan with 235,000 miles on the odometer. This vehicle is currently not in service as it has become unreliable.

The current ramp-equipped taxi fleet includes two 2014 models, one of which is a 3-season vehicle. Additionally, the fleet contains the 2010 model detailed above. At this time SAIL is approved to order one additional taxi and is waiting for ADOT&PF to secure contracts with vendors before ordering. The ADOT&PF grant cycle is such that anything approved through this round of grants would be awarded no earlier than July 1, 2016 and once ordered, vehicles can take 2-6 months to be delivered. These taxis are being driven between 5,000-7,000 miles per month. Consequently, SAIL is planning ahead to meet the needs of both locals and visitors needing ramp-equipped transportation.

REQUESTING AGENCY:_____Catholic Community Service/Southeast Senior Services

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

For FY16 Grants for Capital Projects (money available on or after July 1, 2016): 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.

FUNDING PRIORITIZATION REQUESTS MUST BE RECEIVED by Jonathan Lange at the City and Borough of Juneau Community Development Department by August 26, 2015. Email to jonathan.lange@juneau.org.

From the Requesting Agency, please provide:
Contact Person: Marsha Partlow Phone: 907-_463-6153

Email for contact: _marsha.partlow@ccsjuneau.org_____

TITLE OF YOUR CAPITAL REQUEST: Care-A-Van request for Purchase of Services/Operating Assistance for Dialysis patients.

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

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

Answer: No

Question 2) Does the requesting agency serve persons with disabilities? Beneficiaries of the Alaska Mental Health Trust? (AMHT = dementias, TBI, persons with developmental disabilities, persons with mental illness, chronic substance abuse.) *Please describe clients who will use this transportation capital item, including approximate numbers served per year.*

Answer: Yes, persons with both mental and physical disabilities above and beyond their need for dialysis treatment will use this service. Many are in wheelchairs. The grant will serve 14 unique individuals through the year. Some will use the service the whole year, but others will only survive a short time after beginning use. 1, 133 rides were provided in FY 15.

REVISED: 11-13-12 Page 1

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

Answer: This request is to provide medical transportation in a timely manner to dialysis patients with end stage renal failure. These patients spend about 5 hours for each treatment. It is extremely important that they arrive on time to begin treatment and that they are returned home as quickly as possible. Treatments exhaust patients who have often had nothing to eat since early morning. They have reported feeling week and having difficulty coping after treatments. Quickly returning home for rest and a meal helps them get the most from their treatments.

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. (Don't need a formal price, just a legitimate estimate--from online, etc.)

Answer: The total cost would be **approximately $40,000.** This would provide purchase of service for dialysis patients for roundtrips to the Reifenstein Center 3 times a week for the fiscal year.

Question 5) These projects require a 20% match. If buying a vehicle, your agency pays the 20% of total purchase & shipping price and that 20% becomes your "lease" price for leasing the vehicle to use. Is your agency willing to provide the cash match to buy the vehicle? (see also #7)

Answer: This request is for Purchase of Services. SESS will provide the 20% match.

Question 6) Do you prefer to apply to the Alaska Mental Health Trust for part or all of the 20% match*? (No guarantee that any match will be available--none was available for FY13.)*

Answer: No

Question 7. Are the MAJORITY of your clients who will use the vehicle beneficiaries of the trust?

Answer: No, the percentage varies, but is usually around 30%.

Question 8) 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: No, there are many policies required to use the vans. It would very difficult. However, agencies are encourage to refer riders.

Question 9) Is your request for a NEW vehicle that will be ADDED to your fleet, or is it for a REPLACMENT vehicle? __None_____

REVISED: 11-13-12 Page 2

If the request is for a replacement vehicle, please describe the vehicle it would replace. (Age, miles, condition of old vehicle, etc.)

Description of vehicle to be replaced:

10) Additional Comments:

Process to review and prioritize funding requests:
The JCTC will meet in November 2014 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 meeting 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. Each agency request selected as a priority will need to write and submit their own grant application to the AK DOT&PF Transit Office (tentatively due Dec. 19. 2014). Each agency whose request proceeds forward to a state grant application MUST register (or renew your information) well before Dec. 19, 2013 with the Transit Office under the State's transportation assets management system (listing current vehicles, values, ages, etc., plus basic data about the agency and its clients).

You can read more about the state process, state timeline, and grant qualifications online at: http://www.dot.alaska.gov/stwdplng/transit/hs application info.shtml Please notice that no human service agency may apply unless the agency's request has been set as a priority under a local process, including a local government official resolution listing the agency's project as a community priority. The City and Borough of Juneau (CBJ) Assembly serves this function for the coordination of human services and public transit in Juneau. The priority recommendations from the JCTC will be forwarded to the CBJ Assembly for formal adoption by resolution in December 2014.

Presented by: The Manager
Introduced: 09/21/2015
Drafted by: A. G. Mead

RESOLUTION OF THE CITY AND BOROUGH OF JUNEAU, ALASKA

Serial No. 2730

A Resolution Expressing Assembly Support for the 2015 Juneau Coordinated Human Services Transportation Plan, an Addendum to the Juneau 2014 Transit Development Plan, and Expressing Support for the Juneau Coordinated Transportation Coalition's Prioritization of Projects for Grant Funding by the Alaska Department of Transportation and Public Facilities.

WHEREAS, eligibility for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (authorized by the Moving Ahead for Progress 21st Century Act, 49 USC § 5310) requires each community to prepare a coordinated Public Transit and Human Services Transportation Plan, developed and approved through a process that allows for participation by target groups of the public; and

WHEREAS, the Juneau 2014 Transit Development Plan, adopted by Resolution 2685, was built on information and public input collected in 2013 via onboard and online surveys, public meetings, and interviews with stakeholders, and which included a comprehensive operations analysis of both fixed-route and para-transit services; and

WHEREAS, the 2015 Juneau Coordinated Human Services Transportation Plan, as an Addendum to the Juneau 2014 Transit Development Plan, meets the requirements to qualify for grants administered by the State Department of Transportation and Public Facilities by identifying current barriers to services faced by seniors, people with disabilities, and low income populations in Juneau and exploring potential strategies and future projects to address those barriers; and

WHEREAS, at its meeting on August 24, 2015, the Assembly Committee of the Whole recommended that the Assembly endorse the 2015 Juneau Coordinated Human Services Transportation Plan as an Addendum to the Juneau 2014 Transit Development Plan; and

WHEREAS, one of the purposes of the plan is to identify available transportation services and to lay out strategies to address gaps in transportation services provided those who are elderly, have disabilities, or who qualify as low-income and use public transportation for traveling to and from work; and

WHEREAS, the Alaska Department of Transportation and Public Facilities makes available grant funding for mobility projects; and

WHEREAS, in order to be considered for grant funding, each community must prioritize the projects seeking funding and that priority list must be endorsed by the local government; and

WHEREAS, the Juneau Coordinated Transportation Coalition is a coalition of community partners working to improve the effectiveness and efficiency of transportation in Juneau; and

WHEREAS, one of the Coalition's main roles is to rank funding requests from member agencies proposing transportation and mobility projects and submit those recommendations to the Assembly; and

WHEREAS, the Juneau Coordinated Transportation Coalition and related agency representatives held a Community Transportation Needs Assessment meeting on September 8, 2015, and voted on the priority list for FY17 DOT&PF grant funding as follows:

1. Purchase of services funding for the taxi voucher program;
2. Capital funding for a replacement vehicle (REACH Day Habilitation Services Vehicle, Ford Eldorado cutaway van);
3. Capital funding request for a replacement ramp equipped taxi;
4. Purchase of services for operating the dialysis treatment transportation through Care-A-Van; and
5. Capital funding for an additional ramp-equipped taxi.

BE IT RESOLVED BY THE ASSEMBLY OF THE CITY AND BOROUGH OF JUNEAU, ALASKA:

Section 1. The Assembly supports and endorses the 2015 Juneau Coordinated Human Services Transportation Plan, attached as Exhibit A, as an Addendum to the Juneau 2014 Transit Development Plan. The resulting amended 2014 Transportation Development – Coordinated Human Services Transportation Plan supersedes the 2008 coordinated plan adopted by Resolution 2451 and amended by Resolution 2511.

Section 2. The Manager is authorized to submit copies of the 2015 Juneau Coordinated Human Services Transportation Plan and Resolution 2730 to the State of Alaska, Department of Transportation and Public Facilities for its review and approval.

Section 3. The City and Borough endorses the following prioritized list to be considered for Alaska Department of Transportation and Public Facilities grant funding:

1. Purchase of services funding for the taxi voucher program;
2. Capital funding for a replacement vehicle (REACH Day Habilitation Services Vehicle, Ford Eldorado cutaway van);
3. Capital funding request for a replacement ramp equipped taxi;
4. Purchase of services for operating the dialysis treatment transportation through Care-A-Van; and
5. Capital funding for an additional ramp-equipped taxi.

Section 4. Effective Date. This resolution shall be effective immediately after its adoption.

Adopted this 21st day of September, 2015.

Merrill Sanford, Mayor

Attest:

Laurie J. Sica, Municipal Clerk