Dear Care-A-Van Passenger:

Welcome to Care-A-Van! This booklet will introduce you to Care-A-Van and provide the basic information you need for safe, dependable transportation.

Care-A-Van is a transportation service cooperatively funded by Capital Transit of the City and Borough of Juneau, and the Alaska Division of Senior and Disability Services. It is operated by Southeast Senior Services, a program of Catholic Community Service. The service is designed for persons with disabilities and senior citizens as a means of providing access to the community and encouraging independent living. Operating since 1981, Care-A-Van provides approximately 2,500 rides each month.

Our goal is to offer you safe, convenient and reliable transportation. If, after reading this booklet, you have questions regarding Care-A-Van service, please phone Care-A-Van dispatch at 463-6194. Hearing impaired customers may call 586-6234 via TDD. Copies of this booklet will be made available in Braille and on audio cassette upon request.

We are pleased to provide this quality service for you.
# Table Of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is Care-A-Van?</td>
<td>3</td>
</tr>
<tr>
<td>Eligibility Information</td>
<td>4</td>
</tr>
<tr>
<td>ADA Paratransit Eligibility</td>
<td>5</td>
</tr>
<tr>
<td>Hours of Operation and Service Area</td>
<td>7</td>
</tr>
<tr>
<td>Care-A-Van Fares</td>
<td>8</td>
</tr>
<tr>
<td>Scheduling a Trip</td>
<td>9</td>
</tr>
<tr>
<td>Subscription Service</td>
<td>13</td>
</tr>
<tr>
<td>Drivers and Operations</td>
<td>14</td>
</tr>
<tr>
<td>Rider Responsibilities</td>
<td>16</td>
</tr>
<tr>
<td>Your Comments are Welcome</td>
<td>19</td>
</tr>
<tr>
<td>Care-A-Van Rider Suspension Policy</td>
<td>20</td>
</tr>
<tr>
<td>ADA Title II Complaint Procedure</td>
<td>23</td>
</tr>
<tr>
<td>Complaint Procedure</td>
<td>25</td>
</tr>
</tbody>
</table>
What is Care-A-Van?

Care-A-Van’s service provides pre-scheduled transportation throughout the Juneau area. Care-A-Van is designed for senior citizens and persons who are unable to ride a Capital Transit bus because of their disabilities. Courteous drivers will assist you from the door or lobby of your home and destination.

Care-A-Van has a fleet of eleven clean vans, all of which are wheelchair accessible. This permits Care-A-Van to send the vehicle best suited to your transportation needs.

Trips may be requested for any purpose.
Eligibility Information

Who can ride Care-A-Van?

Care-A-Van is designed to provide transportation for senior citizens and persons whose disabilities prevent them from riding Capital Transit buses. Persons with disabilities are given a priority for use of the Care-A-Van.

In order to qualify for Care-A-Van service, you must have at least one of the following conditions:

- You require a wheelchair to perform normal daily tasks.
- You are unable to get on and off a Capital Transit bus.
- You are unable to walk to and from the bus stop.
- You are physically unable to wait outside, without support for more than 10 minutes.
- You are unable to understand and follow transit directions, or understand information signs for reasons other than language or literacy.
You have a significant visual disability.

or,

You are 60 years of age, or older.

A “VIP Bus Pass and Certificate of Eligibility for ADA Paratransit Service”, commonly called the “ADA Card” is issued to persons who are eligible for Care-A-Van on the basis of their disability. You are allowed 21 days from your initial trip on Care-A-Van to obtain this card. If you have not obtained a card in this time period, you may be denied service.

Children will be transported when accompanied by an adult. A child safety seat must be provided by the accompanying adult as required by law.

One companion may ride with an eligible rider in addition to a personal care attendant. Additional companions may ride on a space available basis. Companions must get on and off at the same locations as the eligible rider, no additional stops are allowed.

Care-A-Van will transport small pets traveling with their owners. Pets must be in a suitable pet carrier.

**What about a personal care attendant?**

A personal care attendant is someone who travels with and helps a Care-A-Van rider because that rider is unable to travel alone. Please note that Care-A-Van does not supply attendants—you must obtain your own. If you need an attendant, be sure to have your doctor indicate that on the certification form which they sign. We will then note this on your ADA Card. Attendants ride free.

Service animals are welcome to ride Care-A-Van in accordance with ADA regulations.
How do I become certified to ride Care-A-Van?
Persons qualifying on the basis of their disability must obtain a VIP Bus Pass and Certificate of Eligibility for ADA Paratransit Service—the ADA Card. This involves filling out an application form and having your doctor certify that you have a disability. You can obtain an application for a VIP Bus Pass and Certificate of Eligibility for ADA Paratransit Service from:

Capital Transit
10099 Bentwood Place
Juneau, AK 99801-8550
Phone: (907) 789-6901,

or,

the City and Borough of Juneau, Sales Tax Office, located across from the Municipal Building at 155 South Seward Street on Municipal Way,

or,

the Care-A-Van office located at 1805 Glacier Highway,

or,

you may phone the Capital Transit office at 789-6901 to request the application be mailed to you.

Included in the application is a “Physician’s Certification of ADA Paratransit Eligibility” to be completed by your doctor. When the application has been completed bring it in to the Capital Transit Office at 10099 Bentwood Place, or the City and Borough of Juneau Sales Tax Office at 155 South Seward. You must be present to receive a card. If you are certified eligible by your physician, an ADA Card will be issued while you wait.
Hours And Service Area

Where can I go on Care-A-Van?
Care-A-Van operates throughout the Juneau urban area including all public roads north to the Auke Bay Ferry Terminal.

When does Care-A-Van operate?
Care-A-Van operates Monday through Saturday 7:00 a.m. to 11:30 p.m. and on Sunday from 9:00 a.m. to 6:00 p.m. There is no service on the following holidays.

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

What kind of trip can I make on Care-A-Van?
Trips can be made for any purpose. If you have a medical emergency, do NOT call Care-A-Van, call 911. Care-A-Van drivers are not paramedics.
Care-A-Van Fares

What does it cost to ride the Care-A-Van?
There is no fare required to ride the Care-A-Van, however, operations depend on passenger donations and all passenger donations go toward providing additional service. The suggested donation for a one-way trip is $4.00.

For your convenience ticket books are sold. These books each contain ten tickets for a suggested donation of $30.00. Instead of having to carry money, you can use the tickets. Just put your ticket in the donation box each time you board the Care-A-Van for a trip. Attendants ride free. Companions are asked to make the same donation as eligible Care-A-Van riders.

Ticket books are available from the Care-A-Van office and at all Senior Centers.

Should I tip the driver?
NO. TIPPING IS NOT PERMITTED. All Care-A-Van drivers are paid and do not accept tips.
Scheduling A Trip

How do I schedule a trip on Care-A-Van?
Call Care-A-Van dispatch at 463-6194 or 586-6234 TDD to schedule your trips. **Trips may be requested from 1 to 14 days ahead.**

Make all your reservations with the Care-A-Van dispatchers. The drivers are busy driving and do not know what time slots are available.

Sometimes the day or time you request may already be full. Be prepared with an alternate day or time, if possible.

Trip reservations can be made during the following hours:
- **Weekdays** ........................................ 8:00 am to 4:30 pm
- **Saturdays, Sundays & Holidays** ............. 2:00 pm to 4:00 pm

You can leave a message on the recorder at any time. You will receive a response during the hours listed above.

You may also e-mail Care-A-Van to schedule a trip. Send your request to: cav@ccsjuneau.org

When you schedule a trip, be ready to give the Care-A-Van dispatcher the following information:
- Your name, ADA Card number, if you have one.
- Whether an attendant or companions will be riding with you.
(You must be certified as needing an attendant in order for one to ride with you.)

- The date of your planned trip.
- The time of your planned trip, including your desired arrival time.
- Your address, including apartment number and residential area. (Douglas, Valley, Downtown Juneau, Lemon Creek, etc.).
- The address of your destination.
- Your phone number.
- Whether you have any special needs, such as requiring a wheelchair-accessible vehicle, etc.
- All the above information for your return trip.

BE SURE TO SCHEDULE YOUR RETURN TRIP AT THE SAME TIME YOU SCHEDULE YOUR TRIP OUT.

Ask that your reservations be repeated to you to assure that all information is correct.

**Tips for scheduling trips**

Care-A-Van provides many trips each day, so it may not always be possible to travel on the days, or at the times you want. With this in mind, the following tips may help get you where you want to go, when you need to be there.

- **Be flexible about the days and times you request.** There are times when Care-A-Van may be able to take you earlier or later than the time you request. If you can be flexible, Care-A-Van will be better able to provide the rides you need.
- **Reserve your ride early.** Remember, trips can be requested from 1 to 14 days ahead of when you need Care-A-Van service.
• **Allow extra travel time.** Care-A-Van trips are scheduled on a shared-ride basis. The vehicle may stop to let other passengers on or off before reaching your destination. Unexpected delays occur for many reasons, including road construction and bad weather. If you must be somewhere at a specific time, schedule your arrival for 15 or 30 minutes before your appointment. The same applies to your return trip. If you expect an appointment to be over at 3:00, schedule a 3:15 or 3:30 pick-up. It's better to wait a few minutes than wait a long time if you miss your ride.

• **Reserve your return trip when you schedule your trip out.** This will help you avoid a long wait for your ride home. If your trip is for a doctor’s appointment let the doctor’s office know when you arrive that you are using the Care-A-Van, and when you have scheduled your return trip.

*How many trip reservations can I make?*

You may request as many trips as you need. There is no limit to how many times you can travel in a day, or how many reservations you make at one time. Most riders combine errands in order to take the fewest trips and make the best use of their time and money. Please only make reservations for the trips you are going to take. Some people make many reservations just in case they might need them. Then they cancel at the last minute. By that time, it’s too late for Care-A-Van to give that time slot to another person. If your plans change, call Care-A-Van dispatch at 463-6194, (586-6234 TDD) to cancel or reschedule your trip as soon as you know you need to. That way someone else can ride.
**How can I cancel a ride?**

Call Care-A-Van dispatch at 463-6194, 586-6234 TDD to cancel as soon as you know you will not be making the trip. If you need to cancel more than one trip, be sure to tell the Care-A-Van dispatcher which trips to cancel. The Care-A-Van driver cannot reserve or cancel trips for you. Call Care-A-Van dispatch yourself.

Please be considerate of other riders. When you call to cancel your ride, instead of just not being there when Care-A-Van arrives, you give someone else the opportunity to travel. Passengers who consistently fail to cancel rides or cancel on short notice, may face suspension of service for varying lengths of time (from one week to a month or more).

**What if something goes wrong?**

The after hours emergency phone number for the Care-A-Van is 723-7433. This number is for return trips and emergencies only. Please do not call to schedule a ride. The Care-A-Van scheduling phone number is 463-6194
Subscription Service

What is subscription service?
Subscription service is transportation provided on a regular basis to
and from the same locations, at the same times, one or more days
each week. Subscription rides may be arranged with one phone call.
It is not necessary to call for each trip individually. Once a subscription
ride destination has been set, it cannot be changed for a one-time
purpose.

If you are unable to book your subscription trip at first, keep trying.
Vacancies do occur. Subscription service is available only to persons
having the ADA Card described on page 5.

What if I’m sick or out of town?
Do I need to let Care-A-Van know?
Yes! Subscription rides can be placed on hold for up to two weeks.
Call Care-A-Van at 463-6194, 586-6234 TDD and place your subscrip-
tion on hold. Be sure to give the dispatcher the date you want the
subscription service reactivated.

What happens if I don’t
place my subscription on hold?
If you don’t place your subscription on hold, your subscription will be
canceled and you will have to request a new subscription.
Drivers And Operations

What are the qualifications of Care-A-Van drivers?

Care-A-Van makes every effort to hire friendly, responsible people who have excellent driving records. Care-A-Van drivers receive training in defensive driving, CPR, first aid, and customer relations including cross-cultural communications. They also receive passenger assistance training, which helps them understand and respond to the special needs of Care-A-Van customers.

What can I expect from Care-A-Van drivers and service?

You have the right to expect certain qualities from Care-A-Van service:

• punctual, safe transportation
• courteous, professional drivers and dispatchers
• clean, well-maintained vehicles
• prompt, thoughtful responses to your questions and concerns
• drivers who will assist you between the Care-A-Van vehicle and front door of your trip origin or destination.

A special note to passengers in wheelchairs: Care-A-Van drivers will not transport a passenger in a wheelchair up, or down more than one step. If you have more than one step to negotiate, please arrange for someone other than the driver to assist you. You are responsible for insuring that there is a clear and safe path for the driver at the time of the scheduled trip.

• drivers who will carry as many packages between the vehicle and your door as they can take in one trip while assisting you. If you have more packages, please provide someone to assist the driver. You are limited to a maximum of three packages of reasonable size.
Rider Responsibilities

What are my responsibilities as a rider?
It is Care-A-Van’s policy and responsibility to ensure safe, timely, and effective transportation for all Care-A-Van passengers. As a rider, you are responsible to ensure that everyone, including yourself, receives the safest and best ride possible. The following is a list of rider responsibilities. There may be other rider responsibilities not listed here. Care-A-Van reserves the right to deny service when a rider does not comply with any of these responsibilities.

1) Make your reservations at least 24 hours prior to your intended trip.

2) You should be ready at least 10 minutes before your scheduled trip. Watch for your Care-A-Van vehicle.
   If Care-A-Van arrives before your scheduled pick-up time, go early if you are ready. If you are not ready, ask the driver to return at your scheduled pick-up time. If Care-A-Van arrives at your scheduled pick-up time and you are not ready, the driver will wait five minutes and then leave without you. You will have missed your trip.

3) If you have more than one trip scheduled in a day and you cannot ride Care-A-Van for any one of the trips, tell Care-A-Van dispatch by 4:30 pm on the day before. If you miss one of your trips, Care-A-Van will cancel the rest of your rides for that day unless you contact Care-A-Van immediately. We must do that because Care-A-Van has no way of knowing where you are or whether you still want your other rides for that day.
To insure that you keep the rides you want, call as far ahead as possible to cancel your ride. Be sure to tell the dispatcher which ride you want canceled and which rides you still want to keep.

4) **If you are being picked up in a large building, wait at the entrance that you and the Care-A-Van dispatcher have agreed upon.** Normally, Care-A-Van will pick you up at the main entrance or lobby to a building.

5) If you use a wheelchair, and you have more than one step to negotiate at either your home or your destination, **it is your responsibility to provide someone to help you.**

6) **Care-A-Van drivers should not be expected to shovel snow or otherwise clear a path from the door to the vehicle.** You are responsible for insuring that there is a clear and safe path for the driver at the time of the scheduled trip.

7) **You are expected to behave in a considerate manner.** All passengers are expected to use appropriate social behavior while riding Care-A-Van and when interacting with other passengers or Care-A-Van employees. All passengers have the right to travel on Care-A-Van with the maximum of personal comfort and without the threat of physical or verbal abuse.

8) **All riders must comply with Care-A-Van safety rules which include not smoking, eating, or drinking in Care-A-Van vehicles; not riding Care-A-Van if you are intoxicated from the use of alcohol or illegal drugs; and not playing radios or other noise-generating equipment on Care-A-Van vehicles.**

9) **All riders must wear seat belts.** Wheelchair passengers must be secured in their chairs and have their chairs secured.
Mobility aids or wheelchairs which cannot be safely secured by Care-A-Van tie-downs, or which cannot be safely carried on the lift, will not be allowed on Care-A-Van. Care-A-Van staff will work with you to resolve the problem, but if no solution can be found, service may be denied.

10) **Once you board Care-A-Van, your destination cannot be changed.**

11) Care-A-Van drivers are fully trained in the safe operation of Care-A-Van vehicles. **Please cooperate with the drivers and follow their instructions.**

12) **Children weighing 40 pounds or less must travel in an approved infant seat supplied by the attending adult.** Children may not ride on a passenger's lap. The attending adult is responsible for securing the infant seat.

11) Care-A-Van vehicles cannot board a passenger and mobility aid with a combined weight of more than 600 pounds.
Your comments are welcome!

How do I make my comments known?
The staff at Care-A-Van want to know how you feel about Care-A-Van service. Each compliment is shared with the employees involved. Each suggestion or complaint is investigated and discussed with the appropriate employees. Remember, the Care-A-Van staff can only address those issues we know about. Call the Care-A-Van supervisor at 463-6114, (586-6234 TDD) with your comments. Email comments to cav@ccsjuneu.org You may also write to Care-A-Van or Capital Transit at the addresses provided below. Please be as specific as possible and include the following information:

- Your name, address, and phone number
- The date and time of the incident
- The Care-A-Van vehicle number and/or the driver’s name
- Your compliment, suggestion, or complaint.

Care-A-Van is a service of City & Borough of Juneau, Capital Transit and Southeast Senior Services. If you have an unresolved problem, or question contact:

Marsha Partlow, Transportation Coordinator
Southeast Senior Services
419 6th Street
Juneau, AK  99801
463-6153, TDD 463-4999

or,

John Kern, Transit Manager
Capital Transit
10099 Bentwood Place
Juneau, AK  99801
789-6903
Rider Suspension Policy

Care-A-Van has made a commitment to provide quality public transportation services to senior citizens and persons with disabilities. Care-A-Van will make every reasonable effort to accommodate their various conditions. Care-A-Van passengers must observe the Capital Transit Code of Conduct. A copy of the code is provided with this manual. There are other occasions where the service is abused by individual riders. When this occurs on a repeated basis, it may be necessary to deny service to those individuals.

Criteria for the suspension of service:

- **Lateness**, not being ready at the scheduled pick-up time. Five minutes after the scheduled pick-up time, the Care-A-Van driver will leave and the attempted passenger will be considered a “missed trip.” If the driver is early, the driver will wait until five minutes after the scheduled pick up time.

- **Missed Trip**, not being present or ready to depart within five minutes of the scheduled pick-up time. If the Care-A-Van driver is early, the driver will wait five minutes after the scheduled pick up time before considering the attempted passenger a missed trip. Three missed trip infractions in a thirty day period will result in a suspension of service.

  Trips missed by a person for reasons beyond their control, or due to Care-A-Van error, will not be included.

- **Cancellation**, trips which are repeatedly canceled less than two hours before the scheduled pick up time may result in those trips being considered a missed trip.

- **Behavior**, inappropriate social behavior while riding Care-A-Van and when interacting with other passengers of Care-A-Van employees including threatening physical or verbal abuse.
Procedure:

The following procedure will be followed before denying any transportation for any individual. All communications to the individual will be in an appropriate accessible format.

1) Care-A-Van staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or Care-A-Van employees.

2) Incidents will be carefully and completely documented.

3) Care-A-Van staff will provide notice of each infraction. This notice will include an explanation of the policy which the passenger failed to follow. Notice will be provided of any proposed action, or suspension of service resulting from the infraction. The passenger will be invited to respond either verbally, or in writing to the notice if there is disagreement.

4) With the exception of an infraction involving behavior which presents a danger to the individual or others using the Care-A-Van, passengers will receive three notices of infraction prior to the suspension of service. The second notice will be a warning of impending suspension of service following the next occurrence of the infraction.

5) If corrective action does not occur, a third notice will be given to officially notify the individual of the suspension of service, and the date and duration of the suspension of service. This notice will be sent by certified return receipt mail. The individual will be given an opportunity to meet with the staff of Care-A-Van prior to the imposition of this suspension, to present information and arguments on their behalf. Unless this meeting results in a change, the suspension of service will occur as stated in the third notice.

6) The Capital Transit manager will be informed through copy
of all notices of suspension sent to passengers of the Care-A-Van.

**Appeal of service suspension:**

Any action by the staff of the Care-A-Van may be appealed to the Capital Transit manager informally by telephone at 789-6903, or in writing addressed to 10099 Bentwood Place, Juneau, AK 99801-8550. Further appeal of actions affecting persons with disabilities may be made to the ADA Coordinator in accordance with the Americans With Disabilities Act Title II Complaint Procedure for the City and Borough of Juneau. Notice of this procedure is reprinted at the end of this pamphlet.
The City and Borough of Juneau has adopted an internal complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “...no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subject to discrimination...” in programs or activities sponsored by a public entity.

Complaints should be addressed to;

Rob Steedle Deputy City Manager
155 South Seward Street
Juneau, AK  99801

who has been designated to coordinate ADA compliance efforts.

1. A complaint must be filed in writing, contain the name, address and phone number of the person filing it, be signed by the complainant or the complainant’s authorized representative and briefly but specifically describe the alleged discriminatory action or practice and any relevant facts. Complaints must
be filed with the Coordinator personally or by the U.S. mail.

2. If a disability prevents a complainant from writing, the ADA coordinator, at the request of the complainant, shall seek the assistance of an advocate or assistant to assist the complainant in writing the complaint.

3. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation.

4. The ADA coordinator shall conduct an investigation if warranted.

5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the coordinator and a copy forwarded to the complainant no later than 30 days after its filing.

6. The complainant may request a reconsideration of the case in instances where he, or she is dissatisfied with the coordinator’s written decision. The request for reconsideration should be in writing and received by the City and Borough manager at the above address within 30 days of the date of the Coordinator’s decision under 4. The manager may affirm the coordinator’s decision, or may refer the matter back to the coordinator with instructions about further measures to take to reach a fair resolution.

7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies. Use of this procedure is not required prior to the pursuit of other remedies.
TITLE VI COMPLAINT PROCEDURES

What is Title VI of the Civil Rights Act of 1964?
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Capital Transit, the City and Borough of Juneau is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint?
You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you believe is significant
The complaint must be filed in writing with Capital Transit, the City and Borough of Juneau at the following address:

Rob Steedle
Title VI Coordinator
Capital Transit, the City and Borough of Juneau
155 South Seward Street
Juneau, AK 99801

NOTE: Capital Transit, the City and Borough of Juneau encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. An original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to my complaint after it is submitted to the Title VI Coordinator?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Capital Transit will be directly addressed. The Title VI Coordinator shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Capital Transit, the City and Borough of Juneau shall make every effort to address all complaints in an expeditious and thorough manner. In instances where additional information is needed for investigation of the complaint, we will contact you in writing. Please note that in responding to any requests for additional information, failure to provide the requested information may result in the administrative closure of the complaint.
How will I be notified of the outcome of my complaint?
The Title VI Coordinator will send a written response to you. The response will advise you of your right to 1) appeal within 7 calendar days of receipt of the final written decision, and/or 2) file a complaint externally with the U.S. Department of Transportation Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590