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INFORMATION RELEASE
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Capital Transit's paratransit service gets new name, new buses, new contact information

CAPITAL AKcess is the new name for Capital Transit's paratransit service, which has been called Care-a-Van. The City and Borough of Juneau recently renewed a 5-year contract with Catholic Community Service to operate the paratransit bus service, which supplements Capital Transit's fixed route system. CBJ is federally required to provide paratransit service and CBJ has always offered it free-of-charge to its customers.

With the new name comes new buses, which have CAPITAL AKcess displayed on the front and the Capital Transit logo on the side. The new paratransit buses will start running Thursday, February 13. They'll continue to provide the same excellent service to residents and visitors unable to ride the fixed route system.

In addition, the phone number for scheduling rides on the CBJ paratransit service has changed. You will now need to call the toll-free number 844-4AK-cess (844-425-2377) to schedule a ride, report a problem, or pass along a compliment. You can also contact CAPITAL AKcess by emailing capitalakcess@juneau.org. If you're calling after hours, please leave a message. If you want to report a problem or pass along a compliment, you can also call the Capital Transit Contract Administrator at 789-6901, but they cannot schedule rides for you there.

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For more information, contact Capital Transit Superintendent Ed Foster at 789-6901 or Ed.Foster@juneau.org.