CAPITAL AKcess

ADA PARATRANSIT

RIDER'S GUIDE

March 2023



juneaucapitaltransit.org

CAPITAL TRANSIT

CITY AND BOROUGH OF JUNEAU
ALASKA'S CAPITAL CITY

Introduction

Capital Transit is the public transportation provider for the City and Borough of Juneau (CBJ), Alaska. Our goal is to provide the best possible transportation service to the CBJ residents and visitors. Our vehicles are clean, safe, comfortable and well-maintained, and our drivers are trained to serve you.

Capital Transit is pleased to provide for the public's transportation needs, including those with disabilities. To accomplish this goal, Capital Transit operates 2 services:

- Capital Transit accessible route service
- CAPITAL AKcess ADA paratransit service

Capital Transit buses are ramp-equipped so they are accessible for individuals who use a wheelchair or cannot climb stairs. Our drivers receive training in assisting people with disabilities. Stops are announced at key destinations and upon request to help passengers find their stops. You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome onboard buses. Our goal is to make our service accessible to and convenient for everyone.

CAPITAL AKcess provides comparable service to Capital Transit service for individuals whose disabling conditions prevent their use of route service. Our service is provided according to the guidelines set forth by the Americans with Disabilities Act of 1990 (ADA) and as outlined in this handbook. Persons who use this service must be certified as ADA paratransit eligible for all or some of their trip needs.

It is the policy of Capital Transit to provide service without regard to race, color, national origin, age, gender or disability. For more information, to file a complaint, or to request information in another language please visit our website at juneaucapitaltransit.org/title-vi/ or contact Capital Transit at 907 789-6901.

If you have any questions on this handbook or our services, please call Capital Transit at 907 789-6901.

TABLE OF CONTENTS

APPLICATION PROCESS..... 1

VISITORS..... 2

TRANSPORATION OF CHILDREN..... 3

PERSONAL CARE ATTENDANTS..... 3

COMPANIONS 4

SERVICE ANIMALS..... 4

PETS..... 4

TRIP RESTRICTIONS..... 5

FARES..... 5

SERVICE AREA 5

SERVICE HOURS 5

SCHEDULING A TRIP..... 6

Prepare for Your Call..... 7

Note Your Trip Information..... 8

Schedule Your Return Trip 9

Be Ready to Go at the Scheduled Time 9

CANCELLATIONS..... 10

NO-SHOW POLICY 10

WHEELCHAIRS..... 12

DRIVER ASSISTANCE..... 12

GENERAL RIDERSHIP POLICIES..... 14

APPEALS PROCESS..... 16

APPLICATION PROCESS

Any individual wishing to apply for CAPITAL AKcess eligibility may:

Pick up an application at Capital Transit's office at 10099 Bentwood Place, Juneau, AK

Call (907) 789-6901 from 8:00 a.m. to 4:00 p.m., Monday through Friday, to obtain an application by mail

Download the application from our website, www.juneaucapitaltransit.com

Each applicant must have a treating professional who is familiar with the applicant's disability review and certify that the information provided in the application is true and correct

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents him or her from using Capital Transit. In some cases, eligibility is established for certain circumstances only.

After the properly completed application form has been received, a decision will be made within 21 days. If you are granted less than

permanent eligibility, the ADA pass will have an expiration date. You will receive a determination letter if you are deemed ineligible.

If you are dissatisfied with your eligibility determination, you may appeal within 60 days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this document.

VISITORS

Visitors can ride CAPITAL AKcess. To ride the service, either fax, email, or mail:

Documentation that you are already eligible for ADA paratransit (a copy of your eligibility letter or your photo ID), or

Documentation that you have a disability, such as a note from a treating professional, and documentation of residence, such as a utility bill.

Visitors may also apply in person at our office at 10099 Bentwood Place, Juneau, AK. When applying in person, no documentation of disability is required if the disability is apparent.

A visitor may ride the service for up to 21 days over a year, starting with the first day of travel. To continue to ride after 21 days of service are provided, you must apply for eligibility.

TRANSPORATION OF CHILDREN

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

PERSONAL CARE ATTENDANTS

A personal care attendant is someone who travels with and helps a CAPITAL AKcess rider. Please note that CAPITAL AKcess 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. If you require the assistance of a personal care attendant, the attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. Of course, the attendant must get on and get off at the same locations as you do.

COMPANIONS

At least 1 companion, more if space is available, may accompany you. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Of course, companions must get on and get off at the same location as the eligible rider, no additional stops are allowed.

A person requiring the services of a personal care attendant may also be accompanied by 1 or more companions.

SERVICE ANIMALS

Service animals are welcome to ride CAPITAL AKcess in accordance with ADA regulations. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

PETS

CAPITAL AKcess will transport small pets traveling with their owners. Pets must be in a suitable pet carrier.

TRIP RESTRICTIONS

Just as with our Capital Transit service, there are no trip restrictions or ranking of trips by trip purpose.

If you have a medical emergency, do NOT call CAPITAL AKcess, call 911. CAPITAL AKcess drivers are not qualified to provide medical assistance.

FARES

There is no fare required to ride CAPITAL AKcess and your eligibility card can also be used to ride for free on Capital Transit. No tipping of the drivers is permitted. CAPITAL AKcess drivers are paid and do not accept tips.

SERVICE AREA

CAPITAL AKcess operates within ¾ mile off a Capital Transit route. All pickups and drop-offs must take place within the service area. We will determine whether your trip is in the service area when you call to schedule a ride.

SERVICE HOURS

CAPITAL AKcess operates the same days and hours of service as Capital Transit.

Monday through Saturday

6:45 a.m. to 11:30 p.m.

Sundays

9:00 a.m. to 6:30 p.m.

There is no service on the following holidays.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

SCHEDULING A TRIP

Rides on CAPITAL AKcess can be scheduled the day before or up to 14 days in advance of the trip. Please call (844) 4AK-cess (844-425-2377) to schedule a ride. Reservations are accepted 8:00 am to 4:00 pm. To speak with the dispatcher, please call weekdays. On Saturdays, Sundays, and holidays, please leave a message. We will call to confirm your pickup time.

For people with hearing or speech loss, Alaska Relay is a free service used to communicate

with standard telephone users. Visit www.alaskarelay.com for more information.

You may also email CAPITAL AKcess to schedule a trip. Send your request to: capitalakcess@juneau.org.

To help serve you better, we ask that you observe the following 4 tips:

1. Prepare for your call
2. Have your trip information ready and organized
3. Schedule the return trip up front
4. Be ready to go at the scheduled time

Prepare for Your Call

Please have the following information ready when you call:

- Name and CAPITAL AKcess number, if you have one
- Your phone number
- Date of travel
- Desired pickup or arrival time
- Origin address, including apartment number and residential area (Douglas, Valley, Downtown Juneau, Lemon Creek, etc.)
- Destination address

- Whether you have special needs, use a wheelchair or walker, etc.
- Whether a personal care attendant, one or more companions, or a service animal will accompany you
- All the above information for your return trip

The dispatcher will let you know your pickup and return times. CAPITAL AKcess will make every effort to schedule your trip at the desired time. The ADA allows the ride to be scheduled up to 1 hour before or 1 hour after the requested times.

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

Make all your reservations with the CAPITAL AKcess dispatchers. The drivers are busy driving and do not know what time slots are available.

Note Your Trip Information

Have a pencil and paper ready to write your pickup and return times down. This will help you remember them. If you have a calendar, write the times on it.

Schedule Your Return Trip

Be sure to schedule your return trip at the same time you schedule your trip out. Passengers should anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call CAPITAL AKcess immediately at (844) 4AK-cess (844-425-2377) and we will do all we can to accommodate your request.

Be Ready to Go at the Scheduled Time

Please be ready to go 10 minutes before the scheduled pickup time. CAPITAL AKcess makes every effort to arrive as close to the scheduled pickup time as possible. However, CAPITAL AKcess may arrive up to 10 minutes before or 20 minutes after the scheduled pick up time.

> Example: If you schedule a 9:30 a.m. pickup, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This 30-minute time period (of 10 minutes before to 20 minutes after the scheduled time) is called the pickup window.

Drivers, after arriving within the pickup window, will wait up to 5 minutes. Any

passenger, who is not at the scheduled pickup point and ready to go by that time, will be considered a no-show, and the driver will leave to pick up other riders. The driver will NOT return for a second attempt.

The only exceptions may be for a medical appointment. If you know that you will be detained during a medical appointment, please call CAPITAL AKcess at **(844) 4AK-cess (844-425-2377)** as soon as soon as possible. When you are ready, call CAPITAL AKcess and if possible we will dispatch the next available bus to pick you up.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at **(844) 4AK-cess (844-425-2377)** no later than 4:00 p.m. the day before to cancel your ride. CAPITAL AKcess drivers cannot make schedule changes for you. Cancellations made after 2 hours before the scheduled trip will be considered a no-show.

NO-SHOW POLICY

A no-show occurs when:

- You fail to show up for your scheduled trip

- You fail to cancel 2 hours before your scheduled trip

- You are not ready within 5 minutes of the driver's arrival during the pickup window

You will be suspended for no-shows if the following criteria are met during a 3-month period:

1. No-shows represent 10 percent or more of their scheduled trips, AND

2. The rider has 3 or more no-shows.

Only no-shows under your control will be counted against you. You will be given an opportunity to appeal the suspension before the suspension takes effect.

After a second no-show, CAPITAL AKcess will send you a warning letter. If you are suspended, CAPITAL AKcess will notify you by registered mail of the date on which the suspension will begin. The date for the beginning of the suspension of service will be no less than 10 days from the date the letter is sent. The letter will indicate the times and dates of the no-shows that have occurred and your rights of appeal.

The length depends on the number of previous suspensions:

- First suspension: 1 week
- Second suspension: 2 weeks
- Third suspension: 3 weeks
- Fourth or higher suspension: 1 month

WHEELCHAIRS

The ADA defines a wheelchair as a mobility aid belonging to any class of 3- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. We will make every effort to transport you and your wheelchair. However, if you and your wheelchair weigh more than what our wheelchair lifts are rated to carry or the wheelchair is too big for the lift platform, we will be unable to transport you. If it appears that the vehicle lift is strained, CAPITAL AKcess will not be able to provide service until we have on file the actual weight of the passenger and the chair. Please call Capital Transit at (907) 789-6901 for an evaluation to determine whether we can accommodate your mobility device.

DRIVER ASSISTANCE

CAPITAL AKcess drivers are trained to serve you. Drivers will:

- Deploy lifts for persons using mobility devices and those without mobility devices who cannot navigate the bus steps.

- Provide assistance to persons using mobility devices in navigating curbs where necessary.

- Secure your wheelchair.

- Assist you to and from the bus to the front door of your trip origin or destination. If you are being picked up in a large building, wait at the entrance that you and the CAPITAL AKcess dispatcher have agreed upon.

- Carry as many packages between the vehicle and your door as they can take in one trip while assisting you.

To ensure your safety and the safety of our drivers, drivers will NOT:

- Assist passengers using mobility devices up or down steps

- Carry excessively large or heavy packages

- Dress passengers

- Search a passenger's body for personal items

- Clear pathways of ice, snow or other barriers

Please arrange with someone else to assist you.

GENERAL RIDERSHIP POLICIES

CAPITAL AKcess has established the following general ridership policies. Many of the policies also apply to Capital Transit.

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves, even if the passenger is in a wheelchair. Once onboard, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, strapped to the wheelchair, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.

- Passengers must wear seatbelts.

- Passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle.

- The number of packages a passenger can have along is limited to the number

of packages that the passenger or the driver can carry in one trip.

- CAPITAL AKcess is not responsible for any personal property left on a vehicle. Any items found will be kept for 30 days at the CAPITAL AKcess office. Please call the office at **(844) 4AK-cess (844-425-2377)** as soon as you become aware that an item was left behind. Please be ready to tell the CAPITAL AKcess representative the date and time you were riding, a description of the item, and if found you will be responsible for picking the item up at the CAPITAL AKcess office.

- Drivers cannot accept tips.

- Passengers are expected to use appropriate social behavior while riding CAPITAL AKcess and when interacting with other passengers or CAPITAL AKcess employees. All passengers have the right to travel on CAPITAL AKcess with the maximum of personal comfort and without the threat of physical or verbal abuse.

- For safety reasons, CAPITAL AKcess may request that passengers be accompanied by a personal care attendant.

- Passengers must comply with CAPITAL AKces safety rules which include not smoking, eating, or drinking in CAPITAL AKcess vehicles; not riding CAPITAL AKcess if you are intoxicated from the use of alcohol or illegal drugs; and not playing radios or other noise-generating equipment on CAPITAL AKess vehicles.

CAPITAL AKcess may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, or illegal; cause a service interruption; or raise safety concerns.

APPEALS PROCESS

- You may appeal your eligibility determination or suspension from the program for violating CAPITAL AKcess policies. An appeal of an eligibility determination must be submitted within 60 days of the date of the denial letter.

- Your request for an appeal must be in writing. In the request either describe why you disagree with the determination or suspension or ask to present your case in person. You or a representative of your choosing may present on your behalf. A written decision will be made within 30 days the information for the appeal was received or the hearing was held.

Send appeal requests to:

Capital Transit
10099 Bentwood Place
Juneau, AK 99801
Capital.Transit@juneau.gov

Thank you for riding CAPITAL AKcess.