

# Capital Transit

## Bus Service for the City and Borough of Juneau Alaska

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### Our Mission Statement.

*Capital Transit provides safe, reliable, low cost transportation to insure that all citizens have the ability to access and participate in the community.*

*Capital Transit provides a reliable transportation alternative to reduce the presence of automobiles in the community and especially in the Downtown.*

*Capital Transit is a service agency. We are dedicated to providing the best possible transit service to the community. Of primary importance is the satisfaction of the passenger; the respect of other users of the roads, streets and highways, and; a positive image of Capital Transit among all citizens of the community.*



## Quick Facts

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### Questions about Capital Transit schedules or services?

Capital Transit Customer Service; 789-6901  
Care-A-Van; 586-4482

### Complaints, Comments, Suggestions.

Capital Transit; 789-6903  
Care-A-Van; 586-4482

### Capital Transit Management:

John Kern, General Manager  
Capital Transit is a line division within the City and Borough of Juneau Public Works Department. The Transit Division receives support services, including personnel, payroll, finance administration and facility maintenance services from the Public Works Department and other agencies of the City and Borough of Juneau.  
Care-A-Van is a transportation service cooperatively funded by Capital Transit and the Alaska Commission on Aging. It is operated by Southeast Senior Services, a program of Catholic Community Services.

### Governing Body:

The Assembly of the City and Borough of Juneau governs Capital Transit.

### Current Plans and Documents:

Capital Transit Development Plan, 2002 (draft)  
Capital Transit Development Plan, 1996  
Bus Passenger Design and Location Study, 1994  
Capital Transit Complementary Paratransit Service Plan, April 1992  
Includes ADA Paratransit Eligibility Supplement and updates through 1996.  
Comprehensive Plan of the City and Borough of Juneau, 1995 Update

### Our Address:

Capital Transit  
10099 Bentwood Place  
Juneau, Alaska 99801

### Telephone:

Customer Service (907) 789-6901  
Administration 789-6903  
Maintenance 789-6904  
Care-A-Van 586-4482  
Fax 789-2132

E-mail John Kern@ci.juneau.ak.us

### Visit our home page on the Internet at:

<http://www.juneau.org/capitaltransit/>



# Statistics

### Bus Routes and Hours of Service:

Juneau to the Mendenhall Valley, and  
 Juneau to Douglas, Buses run every  
 30 minutes to 6:30 p.m.  
 M-S; 7:00 a.m. to 11:30 p.m.  
 Su; 9:00 a.m. to 6:30 p.m.  
 Express, hourly service.  
 M-F; 7:00 a.m. to 6:00 p.m.

### Ridership, Calendar Year 2002:

Passenger Trips, annual	1,041,774
Average Weekday	3,560
Average Saturday	2,500
Average Sunday	1,440
Care-A-Van, annual	26,406

### Performance Measures, Fixed Route

Ridership per Hour of Service	31
Cost per Passenger	\$2.90
Revenue per Passenger	\$.58

### Fleet

Buses, total	16
Accessible	9
Vans	8
Utility Vehicles	3
Vehicle Miles, annual	843,000

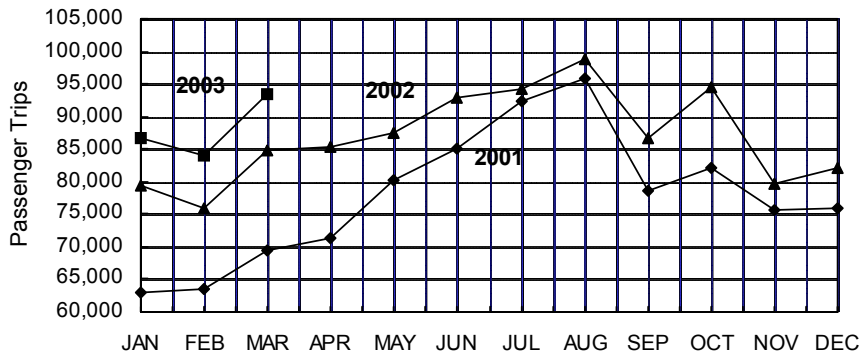
### Facilities

Maintenance and Operations Facility 10099 Bentwood Place	
Bus Passenger Shelters	36
Bus Stops (signs)	150

### Capital Transit Employees:

	Total	39
Bus Drivers, full-time		14
Part-time		17
Maintenance		6
Customer Service/Administration		2

## Ridership by Month



# Finance

Capital Transit operations are funded primarily by general fund revenues from the City and Borough of Juneau and passenger fare revenues. The capital costs of vehicles and facilities is provided by the State of Alaska and the Federal Transit Administration.

### Approved budget for fiscal year 2003

Total Expenditures	\$3,392,400	
Operations	\$2,269,900	(67%)
Maintenance	\$912,500	(27%)
Administration	\$210,000	(6%)

### Projected revenues for Fiscal Year 2003

Total Revenues	\$3,392,400	
General Fund	\$2,468,300	(73%)
Passenger Fares	\$635,100	(19%)
Federal Operating Grant	\$84,000	(2%)
Marine Passenger Fees	\$205,000	(6%)

## Organizational Success

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Transit works in Juneau! In May of 2001 bus service was doubled from hourly to ½ hourly headways, a bus every thirty minutes, to 6:30 p.m., Monday through Sunday. Ridership on the system has grown by 37% since 1995 and buses are often crowded even after increasing service. Juneau enjoys a higher level of transit service than most communities of its size, and Capital Transit's ridership is among the highest in the nation for a comparable system. Capital Transit was named "one of the ten best small transit agencies in North America in 1999" by METRO Magazine. The City and Borough of Juneau provides a greater level of local support for transit service than possibly any other community in the United States according to a survey by the Community Transportation Association of America.

Capital Transit and Care-A-Van make Juneau one of the most accessible communities in Alaska.

Researchers and agencies in the State and the Northwest have named our Care-A-Van service as exemplary of a coordinated, fully developed and effective paratransit program. Through the Care-A-Van, Capital Transit was in compliance with the Americans with Disabilities Act requirements two years ahead of the July 1997 deadline. Care-A-Van ridership has increased by 25% since 1995. Together with Southeast Senior Services we have doubled our efforts to meet the needs of persons with disabilities.

In 2002 we completed the update of the Capital Transit Development Plan. We are working on designs for a new Downtown and Mendenhall Valley Transit Centers, expanding our bus passenger shelters by fifty percent and replacing our fleet of buses with new low floor designs to provide the latest in accessibility, clean diesel technology, safety and passenger comfort.



## Highlights

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| <b>1970 Service between Juneau and Douglas starts on December 15.</b>                                  | <b>1987 Downtown Shuttle ends, overall transit service cut by 25%.</b>   |
| 1975 Service is extended to the Mendenhall Loop Road.  | 1990 Fares increase to \$1.00.   |
| 1979 Fares are reduced from 35¢ to 25¢.  | <b>1992 Sunday bus service begins.</b>   |
| <b>1981 The Care-A-Van begins service.</b>   | Fares increase to \$1.25.  |
| 1982 Express bus service begins between the Federal Building and the Nugget Mall and Auke Lake Campus. | <b>Five new Orions begin service, the first accessible buses in Alaska.</b>                                      |
| Fares increase to 50¢.   | 1995 Capital Transit and Care-A-Van service are in compliance with the Americans with Disabilities Act.          |
| <b>1982 First bus stop signs are posted.</b>   | <b>1999 Capital Transit named one of the ten best small transit agencies in North America by METRO Magazine.</b> |
| Express bus service is extended to the Juneau International Airport.                                   | 2000 Four New Flyer low floor buses begin service.   |
| <b>1985 Transit facility at 10099 Bentwood Place is completed.</b>                                     | <b>2001 Bus service is doubled to ½ hour headways on the Douglas and Mendenhall Valley routes.</b>               |
| Five new bus passenger shelters are constructed, the first for Capital Transit.                        | <b>2002 Capital Transit provides a million annual passenger trips.</b>   |
| <b>1986 Fare zone ended, all fares are 75¢, drivers no longer make change.</b>                         |  |