

Capital Transit

Bus Service for the City and Borough of Juneau Alaska

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

Questions about Capital Transit schedules or services?

Capital Transit Customer Service; 789-6901
Care-A-Van; 463-6194

Complaints, Comments, Suggestions.

Capital Transit; 789-6903
Care-A-Van; 463-6114

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 and other funds. 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, 2008
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, 2005 Update

Our Address:

Capital Transit
10099 Bentwood Place
Juneau, Alaska 99801

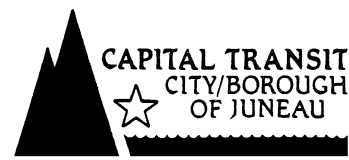
Telephone:

Customer Service (907) 789-6901
Administration 789-6903
Maintenance 789-6904
Care-A-Van 463-6194
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
 Mon - Sat; 7:00 a.m. to 11:30 p.m.
 Sun; 9:00 a.m. to 6:30 p.m.
 Buses run every 30 minutes to 6:30 p.m. and
 hourly to 11:30 p.m.
 Express, buses run every 30 minutes.
 M-F; 7:00 a.m. to 7:00 p.m.

Ridership, Fiscal Year 2009:

Fixed Route	
Passenger Trips, Annual	1,256,620
Average Weekday	4,000
Average Saturday	2,300
Average Sunday	1,300
Ridership per Hour of Service	29.5
Care-A-Van, Annual	28,950

Fleet:

Buses	18
Paratransit Vans	10
Utility Vehicles	5
Vehicle Miles, Annual	876,750

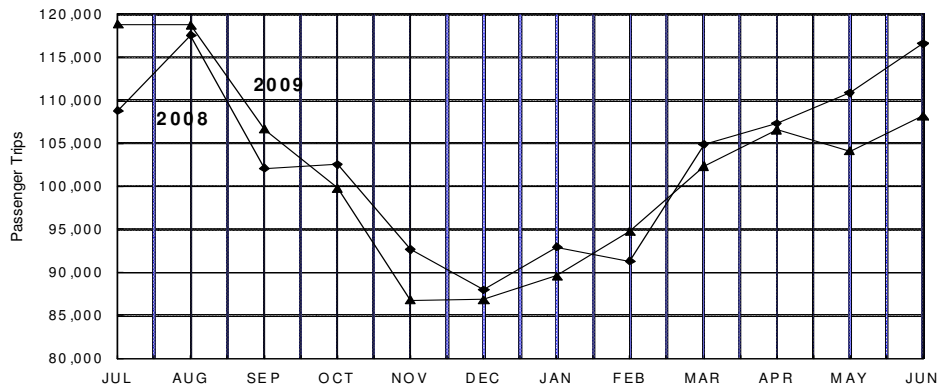
Facilities:

Maintenance and Operations Facility	
10099 Bentwood Place	
Bus Passenger Shelters	44
Bus Stops (signs)	150

Capital Transit Employees:

Operations		Total	42
Bus Drivers, Full-time	12		
Part-time	17		
Maintenance	8		
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 are provided by the State of Alaska and the Federal Transit Administration. Only the local match for capital grants (10-20%) is provided by the Capital Transit Budget.

Approved budget for fiscal year 2010

Total Expenditures	\$6,200,400	
Operations	\$3,937,800	(64%)
Maintenance	\$1,792,300	(29%)
Administration	\$470,300	(7%)

Projected revenues for Fiscal Year 2008

Total Revenues	\$6,024,600	
General Fund	\$3,855,000	(63%)
Passenger Fares	\$790,100	(14%)
Federal Operating Grant	\$1,100,000	(18%)
Marine Passenger Fees	\$278,000	(5%)
Miscellaneous Revenues	\$1,500	

Organizational Success

Transit works in Juneau! In 2006 the Capital Transit fleet became fully accessible with the replacement of the oldest of the buses with New Flyer low-floor vehicles. The Governor's Committee on Employment and Rehabilitation of People with Disabilities recognized Capital Transit with the Barrier-Free Design Award for its efforts in making the system accessible not only in vehicles, but the VIP Bus Pass Program and Care-A-Van service were mentioned as creating an exemplary accessible community transportation program.

This latest recognition adds to a long list of accolades including the 2003 Alaska Award of Excellence presented by the Alaska Municipal League; "2003 Community Transportation System of the Year" by the Community Transportation Association of America. "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 small communities in Alaska and the Nation. Capital Transit has recently completed a Coordinated Human Services Transportation Plan and an update of the Transit Development Plan. During the current fiscal year Express bus service was doubled to every thirty minutes to reduce crowding and improve service reliability on the Mendenhall Valley service. Current capital projects include a new Downtown Transportation Center, replacement of paratransit vans and replacing all of the buses with new low floor designs to provide the latest in accessibility, clean diesel technology, safety and passenger comfort.



Highlights

- 1970 Service between Juneau and Douglas starts on December 15.**
- 1975 Service is extended to the Mendenhall Loop Road.
- 1979 Fares are reduced from 35¢ to 25¢.
- 1981 The Care-A-Van begins service.**
- 1982 Express bus service begins between the Federal Building and the Auke Lake Campus. Fares increase to 50¢.
- 1982 First bus stop signs are posted.**
- 1985 New Transit facility at 10099 Bentwood Place is completed.**
Five new bus passenger shelters are constructed, the first for Capital Transit.
Downtown Shuttle Service puts total ridership over a million annual passengers.
- 1986 Fare zone ended, all fares are 75¢, and drivers no longer make change.**
- 1987 Downtown Shuttle ends, overall transit service cut by 25%.**
- 1990 Fares increase to \$1.00.
- 1992 Sunday bus service begins.**
Fares increase to \$1.25.
Five new Orions begin service, the first accessible buses in Alaska.
- 1995 Capital Transit service is in compliance with the Americans with Disabilities Act.
- 1999 Capital Transit named "one of the ten best small transit agencies in North America" by METRO Magazine.**
- 2000 Four New Flyer low floor buses begin service.
- 2001 Bus service is doubled to ½ hour headways on the Douglas and Mendenhall Valley routes.
- 2002 Capital Transit provides a million annual passenger trips.**
- 2003 Capital Transit named "Community Transportation System of the Year."**
- 2004 Fares increase to \$1.50
- 2006 Capital Transit fleet is fully accessible.
- 2010 All buses are low floor, advanced design accessible.**
Service on the Express Route doubled to ½ headways.