

# **Juneau Visitor Information for our Visitors with Special Needs**

Juneau Convention & Visitors Bureau

907 -586-2201 or 888-581-2201

[www.traveljuneau.com](http://www.traveljuneau.com)

Thank you for your recent inquiry. We hope the following information will help you plan your trip. You may want to contact some of the businesses listed in the *Juneau Travel Planner*, which can best address your individual needs.

## **Accessibility at Juneau Arrival Points**

The Juneau International airport, located 9 miles from downtown is fully accessible, and all air carriers can make arrangements for wheelchair use at the airport. The Juneau-Auke Bay Alaska Marine Highway Ferry Terminal, located 14 miles from downtown, is accessible and has a wheelchair for use at the terminal. If you are arriving by cruise ship, company representatives will answer any questions you have about transfers to shore excursions. Visitor information service is accessible at the city cruise ship docks downtown.

## **Accessibility of Downtown Juneau**

Juneau's city center and historical district is compact. Centennial Hall Convention Center / US Forest Service Information Center, the Alaska State Museum, most shopping areas and downtown hotels are located level ground. Otherwise, the downtown area is hilly. Curb cuts are standard and handicapped parking spaces are located throughout town. Several sidewalks have buildings with overhangs that protect against rain.

## **Availability of Wheelchairs**

The Elks Club at 109 S. Franklin St. downtown (907-586-2420) has several wheelchairs which are loaned free of charge. Walkers and crutches are also sometimes available. Reservations are recommended.

## **Accessibility of Transportation in and around Juneau**

The local Capital Transit bus system has several buses equipped with wheelchair lifts. Check their schedule or call for more information (907 -789-6901). Please note that the buses run hourly and that there is no "downtown only" route. The city bus stops about 1.5 miles from the Mendenhall Glacier and 1.7 miles from the Auke Bay Ferry Terminal. From the airport, city bus service is limited. Contact individual hotels regarding courtesy shuttle service from the airport. Taxi service is readily available.

The Juneau Trolley Car Company runs a continual, narrated route through the downtown area. Riders can get on & off at various stops, using an all day pass. Trolleys have wheelchair lifts. 907 -586-7433

"Care-a-Van," operated by the Southeast Alaska Senior Services, primarily used by locals, is available to visitors with special transport needs. Vans are equipped with wheelchair lifts.

Twenty-four hour advance reservations are required. 907-586-4482 TDD 586-6234 Fax 586-1879

Because of the relatively small size of Juneau's rental car fleet, none of the agencies have cars equipped with hand controls. Avis will install special equipment with 2 days prior notice (907 789-9450).

### **Accessibility of Lodging and Dining**

Please refer to these sections in the *Juneau Travel Planner* for information about wheelchair access. You may need to contact individual properties directly for details. Along with hotels that offer accessibility, a growing number of Bed & Breakfasts in Juneau offer ground level accommodations, as well as other arrangements.

### **Accessibility of Downtown Juneau's Points of Interest**

Please refer to our downtown map while reading the following information.

Unless otherwise indicated, buildings and restrooms are wheelchair accessible.

- Centennial Hall Convention Center, located in downtown Juneau. The entire facility is one level, on the ground floor-
- US Forest Service Information Center in Centennial Hall, downtown. The closest entrance to the cruise ship docks is at the corner of Egan & Willoughby. Displays, videos, and occasionally, native artisans are featured. TDD communication line is available for the hearing impaired.
- Alaska State Museum -located about 114 mile from Marine Park. A gradual ramp leads to the entrance. The museum has a wheelchair for visitor use. With notice, docents can provide special interpretive tours for the visually impaired and can arrange for hands-on material, and the services of a signer. Parking is available.
- Juneau Douglas City Museum -located 5 blocks uphill from Marine Park. Parking is limited in the immediate vicinity. There is one handicapped parking space across the street in front of the State Capitol Building. Staff will interpret the exhibits for the visually impaired.
- The State Capitol offers summer tours which accommodate wheelchairs well. Limited parking is available in the area, with one handicapped parking space across the street. The local bus stops at the front door.
- The State Office Building, which houses the state and historical libraries, is accessible from a parking area to the side of the 4th street entrance.

### **Accessibility of Tours & Activities**

All Juneau businesses providing visitor activities want to be helpful and accommodating.

- The Mendenhall Glacier -located about 14 miles from downtown, is a premier attraction. The Glacier can be visited by car, tour bus, van, taxi or helicopter. A covered viewing area is located near the parking area. The newly renovated visitor center is perched on a

hill and can be reached by a long inclined ramp or by elevator. The short, scenic "photo point" trail is paved for easy access.

- Accessible Trails -The Davis Log Cabin Visitor Information Center (888-581- 2201) and the Forest Service Information Center (907 -586-8751) also have information on wheelchair accessible trails.
- Flightseeing -Fixed wing or helicopter tours of the nearby Juneau Icefield and glaciers are popular. Accessibility is generally not a problem. When helicopters land on the glacier for a look around, wheelchair bound passengers generally remain on board. ERA Helicopters (907 -586-2030) has a wheelchair lift to assist passengers boarding their aircraft-
- Boat Tours / Charter Fishing -Many of the boat operators listed in the Juneau Travel Planner have had experience with, and are happy to accommodate visitors with special needs. Please contact individual operators regarding vessel size and design, and to answer particular questions you might have.
- Bus / Van Tours -Contact operators for details. *Access Eco- Tours* offers a wheel chair accessible van and adaptive equipment. 907 -789-2090

***For further assistance:***

S.A.I.L. (Southeast Alaska Independent Living) locally assists persons with all types of special needs.

PO Box 35097, Juneau, AK 99803 907-790-2218 voice/TOO Fax 907-789-9747

GCI Telecommunication Relay Service (for hearing impaired) 800-770-8973 or TTY/TOO 10866 0- 700-889-6737

Alascom TTY/TOO (for hearing impaired) 0-700-889-6737