



JUNEAU COMMISSION ON AGING

MINUTES

January 20, 2026 at 3:00 PM

Zoom Webinar

A. CALL TO ORDER/ROLL CALL

Present: Deborah Craig, Linda Kruger, Carol Ende, Jennifer Garison, John Brett, Diane Kyser,

Absent: Laura Revels, Rhonda Ward, Barb Murray

Others Present: Paul Kelly, CBJ Assembly Liaison and Minta Montalbo, Jodi Van Kirk, Jill Lawhorne, Forrest Courtney (all CBJ staff)

B. APPROVAL OF AGENDA – Unanimous Approval.

C. APPROVAL OF MINUTES – Approved with change to correct spelling of Linda Kruger’s name.

D. PUBLIC PARTICIPATION ON NON-AGENDA ITEMS - None

E. AGENDA TOPICS

1. Standing Agenda Topics - Main Projects/Subcommittee Updates

a. Housing Subcommittee Updates – No Updates

b. Recreation/Fitness Subcommittee Updates – Marie Drake Gym was recently used for emergency services related to avalanche and slide issues in Juneau.

c. **Age Friendly Planning Report Update – Minta Montalbo, CBJ Community Planning Presentation on CBJ Comprehensive Planning Activities**

Ms. Montalbo walked JCOA members through a presentation on the CBJ Comprehensive Plan process, updates and commented on the value of the JCOA’s contributions. Ms. Montalbo also commented that she anticipated a role for JCOA to reach out to seniors to ensure their continued input in the CBJ Comprehensive Plan.

d. **Transportation – Jodi Van Kirk: Presentation from Capital AKcess- Program Effectiveness Progress**

Recently, the provider for Capital Akcess changed from Catholic Community Services (CCS) to Juneau Taxi. CBJ tried to reach out to the community with notices and presentations to inform all of the changes. Importantly, CCS was providing a broader scale of service that was popular with the senior community. Thus, the transition has been fraught with significant complaints and issues. Several eldercare service providers have commented that people were unable to get through on the phone system and were not picked up for rides. The JCOA had first hand experience with trying to arrange transportation in December when several Pioneer Home residents were hosted for the Juneau Symphony. What evolved was the need to make over 20 calls on one occasion to make reservations and differing information about who was eligible to obtain a ride based on the Database problems.

Ms. Van Kirk gave a brief overview of Capital Transit’s Senior and Disability Transportation system CBJ funds CBJ Paratransit system that has short distance and geographic limitations. After an ADA review in 2022, it was found that the system was not necessarily being used as designed by providing use to both ADA users and people over 60 years of age. Also, the CBJ and CCS databases did not match and needed to be updated. The permit must be recertified every five years.

To use the system, reservations can only be made within 2 weeks and cannot be replicated ongoing. Riders must reschedule and ask repeatedly for the same scheduled pickup. Age is not the criteria for service – ADA eligibility is and several people were receiving services who

were found to be ineligible. Riders must be approved in the CBJ Transit database as ADA eligible.

The phone system of the current provider has only one phone and if someone is on it, it will ring busy. The provider is trying to work on more phone lines.

The CBJ also purchased paratransit software similar to that used in Ketchikan that will help with scheduling, on line access and text reminders.

It was noted that many seniors are not tech savvy and while the system might work for some, the reality is that having human-based customer service is a more desirable offering when dealing with people experiencing disabilities and seniors.

Ms. Craig noted that at the end of every plea for transport, is a senior who may have complex medical issues, disabilities, cognitive challenges – all of which may not be dealt with effectively by AI. Ms. Craig also noted to the Assembly Liaison Paul Kelly that when decisions are made in the future, one part of the consideration might be the lowest bid but the other is to determine if the service actually meets the need of the community.

Ms. Van Kirk indicated that the CBJ would continue working with the contractor to ensure CBJ eligible residents would receive the services.

2. AARP Update – Linda Kruger – Moved to next Meeting due to time constraints.
3. Outreach: Web, KTOO and “Senior Moments” – Moved to next meeting.

F. COMMITTEE MEMBER/ASSEMBLY LIAISON COMMENTS & QUESTIONS:

Mr. Kelly shared his monthly Newsletter and noted he is available to the public for conversations. His office hours are typically Saturday’s from 10am-Noon in Assembly Chambers or via Zoom

G. NEXT MEETING DATE

WORKGROUP MEETINGS ARE CANCELLED JANUARY THRU MARCH 2026 UNLESS OTHERWISE NOTED AT THE REGULAR MEETING

Full Meeting February 17 – Proposed Guest Scott Ciambor CBJ Housing - Confirmed

Full Meeting March 17 – Proposed Guest SAIL with program Reports from CCS, BRH and SEARHC

H. SUPPLEMENTAL MATERIALS

- I. ADJOURNMENT** – there being no further business to come before the JCOA, meeting adjourned at 4:24 p.m.