



# Paratransit Rider's Guide

Revised: June 2023



1785 Highway 80 West  
Jackson, MS 39204



# Welcome to JTRAN Paratransit Service

This Rider's Guide was developed to help new and existing customers become familiar with JTRAN's Paratransit Service. It includes detailed information on how to apply for and use Paratransit Service.

If you have questions about any of the information contained in this guide and/or need to request the guide or applications in alternate formats, contact the ADA Coordinator at (601) 960-1887, (TDD/TTY: 711 through Mississippi Relay Service).

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# 1. ABOUT JTRAN PARATRANSIT SERVICE

## 1.1. OUR MISSION

The mission of JTRAN Paratransit Service—formerly known as Handilift—is to provide origin-to-destination paratransit service to our customers while complying with the Americans with Disabilities Act (ADA) regulations for paratransit services.

## 1.2. INTRODUCTION

Paratransit service is provided in accordance with the Americans with Disabilities Act (ADA) of 1990. Paratransit service is reserved for people with disabilities or disabling health conditions that prevent them from independently navigating the public bus system, also known as the fixed route system, for some or all their trips. This does not include disabilities that only make using accessible fixed route bus service complicated or inconvenient. All JTRAN vehicles are wheelchair accessible.

JTRAN Paratransit provides curb-to-curb ADA complementary paratransit service. In special circumstances, a driver will provide door-to-door assistance as outlined below. Door-to-door assistance will only be provided upon demonstrated or previously documented need based on disability. Please request door-to-door assistance when scheduling the trip. A request for assistance may also be made at the time of the trip and shall be provided. However, if providing such assistance would present a danger or risk of harm to the driver or the rider, it may not be provided.

The ADA requires public transit agencies to provide paratransit service to eligible people with disabilities that is comparable to its fixed route service. This ADA paratransit service:

- Is a shared-ride public transportation. As when using the bus, riders should expect to stop in route for other riders.
- Is offered at the same times and in the same locations as the regular fixed route bus service. If there is no fixed route service, there is no comparable ADA paratransit service.
- Offers comparable travel times to fixed route service, including the time it would take to transfer and get to/from bus stops.
- Cannot restrict trip purpose.
- May drop riders off up to thirty minutes early so that they are on time for an appointment.
- Provides the same level of driver oversight of riders as fixed route bus service.

- Drivers on either the fixed or paratransit vehicle are required to drive safely and ensure that riders are not disruptive or harmful to other riders.
- Drivers are not required to provide custodial care or to wait with individuals once they arrive at their destination if a building isn't open or someone isn't there to meet them.

### 1.3. How to Contact Us

#### **Paratransit Reservations**

(601) 952-1000, option 2

TDD/TTY: 711 through Mississippi Relay Service

Monday - Saturday 8:00 a.m. - 4:30 p.m.

Sunday and afterhours via voicemail.



#### **Customer Service**

(601) 952-1000 option 1

Monday – Friday 7:00 a.m. till 6:00 p.m.

Saturday 8:00 a.m. – 5:00 p.m.

#### **City of Jackson - Transit Services Division**

(601) 326-5417 *comments & complaint line*

Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)

#### **City of Jackson - ADA Coordinator**

(601) 960-1887

### 1.4. Hours/Days of Operation

#### **Monday through Friday**

First pickup is available at 5:15 a.m.

Last pickup is available at 6:45 p.m., ending service at 7:45 p.m.

#### **Saturday**

First pickup is available at 6:45 a.m.

Last pickup is available at 5:30 p.m., ending service at 6:30 p.m.

Depending if JTRAN bus service is operating in the area of pickup service hours may be reduced.

## 1.5. No Service on The Following Holidays

New Year's Day

Memorial Day

Juneteenth Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

## 1.6. Paratransit Service Area

The JTRAN Paratransit service area is the corridor located within three-quarters (3/4) of a mile of each side of a fixed route. JTRAN provides service to any origin or destination within the service area. This does not mean that you must live within the service area to be eligible. If you live outside the service area and can find a way of getting to a pickup location within the service area, JTRAN will pick you up from there. The same holds true at the destination end of the trip.

## 1.7. Paratransit Fares

There are two methods of payment for JTRAN services: JTRAN Paratransit Coupon booklet and cash payment.

The current one-way fare is \$2.00 for riders and each guest. There is no charge for personal care attendants, who may travel with a rider.

The *Twenty Ride (20) Coupon Booklet* for \$40.00 may be purchased at the JTRAN Administrative Office or Union Station Customer Service Office. While operators do not carry the passes, *riders can pay the operator by check (ONLY) for a coupon book in advance* and have the booklet mailed to their home address. No reimbursement will be made for unused coupons or loss booklet.

All *fare payments made in cash* must be for the *exact amount*. Operators do not carry change.

## 1.8. Lost and Found

JTRAN assumes no responsibility for lost items on the bus or in and around the Transit Center. Found items are typically available the next business day afternoon at 1785 Highway 80 West. To check if your lost item was found on board,



please contact the



Administration Office at 601-948-7140, option 2. To claim your property, you must appear in person between 8:00 a.m. - 5:00 p.m. Monday - Friday, provide an accurate description of the item, show your photo ID, and sign a property claim tag with your name, address, and phone number. JTRAN will hold the item(s) for 30 days. If the item is not claimed within 30 days, it will be discarded.

## **2. ABOUT FIXED ROUTE SERVICE**

### **2.1. Fixed Route Travel Training**

Have you ever wanted to be more independent? Have you ever wanted to use fixed route public transportation? With JTRAN Travel Training, you may be able to do both. What will that mean to you? It will be easier for you to get around without having to pre-schedule a trip. If you would like to become more independent and learn how to travel on the JTRAN fixed route buses, we will teach you!

**JTRAN ADA Coordinator**

**601-960-1887**

**Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)**

**1785 Highway 80 West**

**Jackson, MS 39204**

Whether you want to go to work, school, shopping, or to catch the latest movie, you can depend on the JTRAN'S city bus to get you there! All JTRAN city buses are accessible to riders with mobility impairments and offer low-cost monthly passes and discounted fares for seniors and qualified riders with disabilities.

### **2.2. Fixed Route Reduced Fare Program**

The fixed route reduced fare program is available to any person with a temporary or long-term certified and documented disability, to Medicare card holders, and to persons over 65 years old. Reduced-fare riders pay \$.50 one way to ride the fixed-route bus.

To receive a reduced fare, you must present your Medicare card along with a photo ID to verify your identity or present a JTRAN issued Reduced Fare ID card upon boarding the bus.

JTRAN encourages our riders with disabilities to take advantage of the flexibility of fixed

route.

### 2.3. Qualifying for a Reduced Fare Card

Eligible riders can obtain a Reduced Fare card ID by completing Section A of the Reduced Fare Application and providing the required documentation.

The Reduced Fare Application is available online at [www.ridejtran.com](http://www.ridejtran.com) under “Public Documents” or you can call customer service at (601) 952-1000 and request that a copy be mailed to you.

In addition to completing Section A of the application, disabled individuals must provide documentation of one of the following:

- Certification by a health care provider (application Sections B & C)
- Social Security benefits
- Certification by another transit provider
- 100% V.A. Disability Benefits

In addition to completing Section A of the application, seniors age 60 or older and youth age 18 or younger must provide proof of age, and Medicare Card holders must provide a valid photo ID showing proof of identity.

## 3. PARATRANSIT ELIGIBILITY

The determining factor in deciding if a rider qualifies for ADA Complementary Paratransit service is whether the rider can functionally ride or access the bus. It is not a medical determination; it is a functional ability analysis. A disability that makes travel more difficult, but not impossible, does not qualify an individual for eligibility. Eligibility includes if a persons with disabilities cannot use the fixed-route system without the assistance of another person, or for persons with a “specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system”.

### 3.1 Paratransit Certification Process

To start the certification process, you must complete and return the Application for Paratransit Eligibility. This application must be completed in its entirety. The information about the licensed/certified Healthcare Professional, teacher, or social worker familiar with the applicant’s history must be included on the application.

Applications are available on our website at: [www.ridejtran.com](http://www.ridejtran.com). If you would like to receive an application by mail and/or need assistance filling out the application, please contact the JTRAN ADA Coordinator at the number below during normal business hours, Monday through Friday. Applications in alternative formats are also available upon request.

Completed applications can be sent by email, fax, or U.S. Mail to:

**JTRAN ADA Coordinator**  
**Phone: 601-960-1887**  
**Fax: (601) 326-5416**  
**Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)**  
**1785 Highway 80 West**  
**Jackson, MS 39204**

JTRAN utilizes a self-certification process with professional verification. The applicant completes an application that requests basic transportation information. It includes simple questions about the applicant's ability to use accessible fixed route transit.

The form requests that the applicant provide verification from a licensed professional who can attest to the validity of the information. JTRAN may at its discretion verify the information with the individuals listed in the application form. Acceptable qualified professionals are:

- Physician (M.D. or D.O.) or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Vocational counselor, rehabilitation specialist or independent living skills trainer
- Licensed social worker or case manager
- Orientation and mobility instructor or travel trainer
- Ophthalmologist
- Credentialed Special Education Teacher

All medical information provided regarding your disability will be kept strictly confidential.

Once the completed **Part A and Part B** are returned to JTRAN, the application will be considered complete, and eligibility will be determined within 21 (calendar) days

excluding holidays. If this process is not completed within 21 days, the applicant will be presumed eligible and may use the paratransit service until a decision is made. The applicant will be notified of the final decision in writing.

**Note: If Part B of the application is not returned to JTRAN by your healthcare professional within 21 days from the date we receive your application, we will place your application on hold until receiving the information from your healthcare professional.**

The eligibility determination letter will explain any eligibility limitations or conditions. If the applicant is determined to be ineligible, the determination letter will state the reasons for the finding.

All eligibility determination letters will contain information about appeals, allowing the applicant to exercise their appeal rights and informing them of any conditions relevant to appeals.

If applicable, the letter will also contain information about use of the paratransit service and policies related to its use. Information will be provided, as appropriate, in an accessible format. Enclosed with the letter will be an identification card as described below. If the 21-day time for eligibility determination is exceeded, the applicant will be presumed eligible until a formal notification is made.

### **3.1. Paratransit Certification for Temporary Disabilities**

Persons with temporary disabilities may obtain a JTRAN Paratransit certification card that is valid for the expected time of the disability by using the same application eligibility process. If the disability continues longer than identified on the application, or becomes permanent, JTRAN may require a new application to be submitted.

### **3.2. Paratransit Service for Visitors**

Out-of-town visitors who are ADA eligible can use JTRAN Paratransit services. These visitors will be given “presumptive eligibility” and can ride for up to 21 calendar days in a rolling twelve-month period without being certified by JTRAN. If you need service for longer than 21 days, you will need to apply for JTRAN Paratransit Eligibility. Visitors are advised to call JTRAN Paratransit eligibility at (601) 960-1100 before their visit to establish their ADA Paratransit Certificate of eligibility from your home transit agency. JTRAN Paratransit eligibility will verify the visitor’s ADA paratransit eligibility and inform the

visitor on how to use the service. Visitors can provide proof of disability when boarding the vehicle by supplying a Paratransit Identification Card from another transit system. Visitors with disabilities who do not have proof of disability from another transit system may still use the system. Documentation may be required for those whose disability is not apparent.

### 3.3. Appeals

If an applicant is denied eligibility, the applicant may appeal the decision either in writing or in person.

Appeals must be submitted within 60 calendar days from the date of the notification letter of the applicant's eligibility status.

To begin the appeals process, please send the request for an appeal to:

**JTRAN ADA Coordinator**  
**601-960-1887**  
**Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)**  
**1785 Highway 80 West**  
**Jackson, MS 39204**

The appellant may provide additional information and/or the justification for the appeal in writing with the appeal request or may request an in-person hearing to present information. JTRAN will schedule an appeal hearing and notify you in writing of the location and time of the appeals hearing. The appellant may attend the hearing, but it is not mandatory. The appellant must provide his/her own transportation to the appeals hearing.

The appellant will receive written notification of the Appeals Board decision within 30 calendar days of the appeals hearing date. If a decision is not made within 30 days, the appellant will be eligible for paratransit service until the completion of the appeal process.

### 3.4. Duration of Eligibility/Recertification

Paratransit certification is good for four (4) years unless temporary eligibility is given based on a temporary functional need. The certification expiration date will be noted in your certification letter. An application form will be mailed to the rider two (2) months prior to the expiration date, along with an enclosed letter informing the rider that their



certification for paratransit service is up for renewal. Failure to return the application in a timely manner may result in a loss of service.

### **3.5. Denial of Recertification**

If the application for recertification is denied, the rider may continue to use the paratransit service for 60 calendar days from the date of the notification letter. If the rider does not file an appeal within those 60 calendar days, the rider's service will be discontinued on the 61st calendar day.

### **3.6. Appealing Denial of Recertification**

If an applicant is denied recertification, the applicant may file an appeal within 60 calendar days from the date of the notification letter of the applicant's recertification status. If an appeal is filed, the appellant can continue to use the paratransit service until the Paratransit Appeals Board determines the customer's eligibility. The customer will receive written notification of the Appeals Board decision within 30 calendar days of the appeals hearing. If the recertification application appeal is denied by the Appeals Board, paratransit service will be discontinued 10 business days from the date of the Appeals Board decision letter.

## **4. PLANNING YOUR TRIP**

### **4.1. Determining Your Pickup Time**

Riders can request their drop-off time based on the time they need to be dropped off for an appointment or based on the time they wish to be picked up. For example, if you must be at a location by 9:00 a.m., use this time to determine an appropriate pickup time that will get you to your destination on time.

Or if you end work at 4:00 p.m., use this time to determine an appropriate pickup time. When determining your requested pickup time, please keep rush hour traffic in mind. Every effort will be made to accommodate your requested pickup time, however, there are factors that may affect pickup, drop-off, and travel times for paratransit service, such as:

- Shared-ride trips
- Pickup windows
- Vehicle wait times
- Service demand

## 4.2. Shared-Ride Trips

Because JTRAN’s Paratransit Service is a shared-ride service, your vehicle may make additional stops to pick up or drop off other riders. As such, your trip time may be longer than a personal taxi trip.

## 4.3. Pickup Windows

When a ride is scheduled, the vehicle is given a 30-minute ready window that starts 15 minutes before your scheduled pickup time and ends 15 minutes after your scheduled pickup time. **Riders must be ready to board the vehicle at any time during this 30-minute ready window.**

If your vehicle arrives before the start of the pickup window (more than 15 minutes before the negotiated time), it must wait until the beginning of the window, and then an additional 5 minutes. If you are ready early, you may choose to board the vehicle before the start of the window.

If the vehicle has not arrived by the end of the 30-minute period, please contact JTRAN Dispatch at phone number (601) 952-1000 option 2, or TDD/TTY line at 711 through the Mississippi Relay Service, for assistance.

## 4.4. Vehicle Wait Time

It is important to be at the designated pickup location at the scheduled pickup time provided by the reservationist. Riders should go to the vehicle as soon as it arrives at the curb or designated pickup point as the driver may only wait five minutes for a rider to board the vehicle when arriving within the 30-minute ready window before departing. If the JTRAN bus arrives within your pickup ready window, and you are not ready, the driver must wait five (5) minutes, but will then depart the location and record your trip as a “No Show.” The operator cannot leave or charge you with a no-show, until five (5) minutes after the vehicle arrives within the 30-minute ready window.

## 4.5. Negotiating Pickup Times

Riders may be asked to adjust their requested pickup or drop-off times due to high demand at certain times of the day for paratransit service.

It is permissible under ADA regulations for reservations staff to negotiate the requested

pickup or drop-off time within a one-hour window before or after the rider's requested time. The reservationist will consider trip constraints, such as latest arrival times or earliest pickup times, as well as vehicle travel time and the (30) minute pickup window, when negotiating pickup/drop-off times.

#### 4.6. Denials

A denial occurs when one of the following happens:

- Rider requests a trip (with either a pickup or drop-off time) and JTRAN replies that it cannot provide any trip
- Rider requests a trip with a requested pickup time, JTRAN offers a trip with a pickup time more than 60 minutes different
- Rider requests a trip with a requested drop-off time, JTRAN offers a trip with a drop-off time either later or more than 60 minutes earlier

#### 4.7. Refusals

A refusal occurs when JTRAN offers a trip that does not meet any of the criteria for a denial, but the rider does not accept the offer, even after negotiation.

#### 4.8. Return/Round Trip Times

To ensure timely pickups, drop-offs, and avoid the risk of a no-show, the minimum recommended time between trips is one (1) hour.

The vehicle is not permitted to wait while the rider conducts business at their destination. The rider will need to make a reservation for their return trip. Pickup time and operator wait time requirements will also apply to the return trip.

If a rider chooses to schedule their trips too close together and is not ready to board the vehicle for the return trip within five (5) minutes of the vehicle's arrival time within the scheduled pickup ready window, a no-show will be recorded, and the rider will need to contact JTRAN to schedule another pickup, the timing of which is subject to bus availability.

### 5. RESERVATIONS



A reservationist is the only person that can make a trip reservation; vehicle operators are not allowed to make reservations.



You must call and make a reservation for ADA paratransit services at least the day before you need a ride. Same day requests can only be accommodated if space is available. For the purposes of this policy, one day shall mean by 4:30 p.m. the prior day. Reservations are accepted Monday through Saturday between 8:00 a.m. and 4:30 p.m., and Sundays or major holidays you may leave a message to schedule a trip and the scheduler will return your call the next business day. For your convenience, JTRAN also offers advanced reservations and subscription service (standing orders).

### **5.1. Advanced Reservations**

Trip Requests can be made no earlier than fourteen (14) calendar days and no later than the day prior to the desired trip. There are no daily limits on the number of reservations the rider can request.

### **5.2. Subscription Services/Standing Orders**

Subscription service is restricted to medical, educational, and employment related trips made a minimum of three (3) days per week using the same destination and time. Once a subscription is assigned, it will not be necessary to call back and reserve that trip individually.

Certain time periods may not have subscription time slots available. Under the Americans with Disabilities Act (ADA), total subscription trips may not exceed 50 percent of space availability at any time during the day if JTRAN is not able to serve all trips.

If no corresponding time slot is available at the time of a rider request, the rider may place their name on the subscription waiting list. Subscriptions will be assigned as space becomes available.

### **5.3. Changes to Existing Subscription**

All changes to subscriptions must be made at least one day in advance. Same day address changes cannot be accommodated. If a rider chooses to change the subscription time, it will be handled as a new subscription request.

### **5.4. Adjustments to Existing Subscriptions**

As traffic patterns and demographics change, JTRAN Paratransit reserves the right to make reasonable adjustments to existing subscriptions. Adjustments will be made on an

individual basis with input from the rider and/or his/her guardian/caretaker. At no time will JTRAN adjust a subscription without consulting with the rider.

If an agreement cannot be reached between JTRAN and the rider, it may result in the rider's subscription being dropped from the subscription list and placed back on the request list until an appropriate time slot can be found. These changes will allow JTRAN to make the best use of its resources while providing the timeliest service possible to all its riders.

### 5.5. Temporary Subscription Change

The rider may temporarily change the destination or pickup address on a subscription for a maximum of two weeks if the time slot is available. If the rider chooses to change the subscription permanently, it will be handled as a new subscription request and placed on the waiting list if the time slot is not available.

## 6. INFORMATION REQUIRED FOR RESERVATION

When making a trip reservation, the rider must be prepared to give the reservationist the following information:

- Name and phone number
- Exact location of pickup, including:
  - Street address
  - Complex name/subdivision name/suite no./building no./ apartment no.
  - Landmarks, signage, etc.
  - Designated ADA accessible entrance
- Exact location of drop-off, including:
  - Street address
  - Complex name/subdivision name/suite no./building no./ apartment no.
  - Landmarks, signage, etc.
- Desired drop-off (or your appointment time) *or* pickup time
- Return time if a return trip is needed
- Number of riders (including PCA/service animal/children/companion/etc.)
- Number of mobility devices
- If extra assistance is need beyond the curb

The reservationist is required to ask for complete information and will repeat the information back to the rider just to ensure the reservation was created correctly. An operator or rider cannot change the pickup or drop-off location on the day of the trip.

The reservationist can be contacted at phone number (601) 952-1000 option 2, or TDD/TTY line at 711 through the Mississippi Relay Service shall be used when requesting service. Requests for service are taken from 8:00 a.m. until 4:30 p.m. Monday through Saturday, or on Sundays and after hours by leaving a voicemail that will be emailed to the reservationist.

## 7. TYPES OF CANCELLATIONS

There are three types of cancellations which may result in penalties:

- **Late Cancel:** Calling to cancel one hour or less before your pickup window.
- **No Show:** Not being present within five minutes of vehicle's arrival within the pickup window without the appropriate cancellation notification.
- **Cancel at Door:** Client or someone representing the client (parent, caretaker, etc.) tells the Operator the ride is not needed after the bus arrives within the pickup window.

### 7.1. Cancelling a Reservation

To cancel a reservation prior to the day of the trip or same day cancellations two hours prior, please contact reservations at (601) 952-1000 option 2, TDD/TTY line at 711 through the Mississippi Relay Service, from 8:00 a.m. until 4:30 p.m. Monday through Saturday, or on Sundays and after hours by leaving voicemail that will be emailed to the reservationist.

Trips can be canceled by speaking with a Dispatcher during normal business hours. Be prepared to give the rider's name, address, date of travel, scheduled pickup time and return trip information. To avoid increased penalties, always call to cancel the trip(s). Make sure you cancel all subsequent trips if not needed.

The night prior to your trip you will receive an **automated call from 601-351-9969 to cancel or confirm** JTRAN paratransit trips for the next day.

A second call will be made approximately 10 minutes prior to a scheduled trip to remind you of your pickup window. You can cancel and check trip times any time of day using the [MOBILE APP](#) or by calling (601)952-1000 option 2 (after hours, leave a voicemail message with your first and last name, the trip date(s) and trip time(s)).

Please remember automated calls and/or text messages are a courtesy and not guaranteed.

Scheduled trips that are canceled after a driver has been assigned to the trip waste JTRAN paratransit service resources and may impact service for other riders. If you need to cancel a scheduled trip, please call JTRAN paratransit service at 601-952-1000 option 2 as soon as possible or cancel using the [Ecolane/JTRAN MOBILE APP](#).



## 7.2. Will Call

A will call occurs when a rider calls and indicates she/he is not ready to be picked up and requests that the trip be placed on hold. Calling for a will call hold is permitted only under the following circumstances:

- Return trips.
- If due to traffic, JTRAN arrives at the rider’s initial destination points after the scheduled arrival time of a paratransit trip.

Riders must call prior to one hour before their scheduled pickup time to place their trip on hold. Please note that a bus will return when one becomes available. A will call pickup cannot interfere with another rider’s trip; therefore, a rider may have to wait for an extended period to be picked up. Typically, a reservationist will be able to negotiate a time that is within one hour of the requested reservation time.

## 7.3. No Strand Policy

JTRAN’s “No Strand” policy states any rider that is transported to a destination will not be left stranded. However, if you miss your scheduled return trip it is YOUR responsibility to notify JTRAN.

If a return pickup time is not scheduled, service will be provided on a will call basis and without a guaranteed on-time window.

# 8. SERVICE STANDARDS

## 8.1. On-time Pickups

If your vehicle arrives at your pickup address at any time from 15 minutes before your negotiated pickup time to 15 minutes after your negotiated pickup time, the vehicle is on

time.

If your vehicle arrives before the start of the pickup window (more than 15 minutes before the negotiated time), it must wait until the beginning of the window, and then an additional 5 minutes. If you are ready early, you may choose to board the vehicle before the start of the window.

## **8.2. On-time Drop-offs**

If you scheduled a trip with a requested drop-off time, the drop-off is on time if your vehicle arrives at the drop-off address at or before the requested time.

## **8.3. Excessively Long Trips**

Because this is a shared-ride service, the time that a rider spends on the vehicle may be longer than the time of a direct, nonstop trip. Most JTRAN paratransit trips take less than 60 minutes. Any trip that is longer than 75 minutes is an excessively long trip.

# **9. JTRAN'S NO-SHOW POLICY**

## **9.1. Definition of No-Show**

A No-Show is a JTRAN Paratransit trip that is scheduled, but the rider:

- Without notice to JTRAN Paratransit, fails to take the trip
- Cancels the trip within (1) hour of the scheduled pick-up time

If a rider fails to show up for a scheduled trip and a no-show is recorded, any other trips for that day will remain on the schedule. It is the responsibility of the rider to cancel any other trips for the day if not needed. Under Federal law, JTRAN may not assume that a rider will not take the other scheduled trips for that day.

If a trip is cancelled due to a JTRAN error, the rider will not be issued no-shows for all affected trips for that day. If an extended traffic delay that is verified by JTRAN's Automatic Vehicle Location system and Paratransit Dispatch causes a change in the existing reservation times, the rider will not be held accountable.

## **9.2. Notice of No-Show**

A letter will be sent to riders who receive two (2) no-shows in one calendar month to alert them of the potential for suspension of service if additional no-shows occur. A second

letter will be sent when the total of no-shows reaches three (3) in one calendar month to notify them of the risk of having service suspended.

### **9.3. Suspension Due to Rider No-Shows**

If a rider receives four (4) or more no-shows in one calendar month AND these equal more than 10% of the rider's total scheduled trips for the calendar month, that rider will be suspended. The duration of the suspension increases with multiple violations as shown below:

- 1st suspension – loss of Paratransit privileges for seven (7) days
- 2nd suspension – loss of Paratransit privileges for fourteen (14) days
- 3rd suspension – loss of Paratransit privileges for thirty (30) days

Any rider who receives a suspension will be notified of such in writing and has (10) business days to file an appeal.

The suspension period will begin (15) calendar days from the date of the suspension notice letter and will be shown on the suspension notice letter.

### **9.4. Suspension Due to No-Shows for Subscription Service**

A subscription rider who is suspended due to no-show violations will lose their current subscription status and may reapply after the suspension is completed.

### **9.5. Suspension of Service Appeal**

Any rider who receives a suspension can appeal. The appeals process is not for individual no-show incidents that pose no risk of having service suspended. The appeals process is available when the rider receives a letter notifying them that they are at risk of having service suspended. This letter will also notify them of the opportunity to appeal all the no-show violations that may lead to a suspension of service.

Appeals must be in writing and must be received by JTRAN within 10 business days of receipt of the Suspension Notification Letter. The appeal should be addressed to:

JTRAN ADA Coordinator  
601-960-1887  
1785 Highway 80 West  
Jackson, MS 39204

Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)

Fax to (601) 326-5416

The rider will be notified in writing of an appeal hearing date and time. Appeals are held the third Monday of each month unless otherwise notified. If an appeal is made, service will continue until the appeal is decided.

Written notification of the Appeals Board decision will be sent to the rider within 30 calendar days of the appeals hearing. If the appeal is denied, the suspension will begin 10 business days from the date of receipt of the Appeals Board decision letter.

## 10. RIDING PARATRANSIT

Operators must always remain within sight of the vehicle and do not go inside any facility, apartment, office, nursing home, adult day care center, medical facility, or any other location.

### 10.1. Boarding the Vehicle

Riders must have their fare ticket(s), or money (exact change is required) ready to present to the operator when boarding the vehicle. Failure to provide a pass, or exact fare currency at the time of boarding will result in the disruption of a rider's service and a no-show will be added to the rider's record.

If the rider is not present for boarding within that time, the driver will request that JTRAN staff begin the No-Show authorization process. JTRAN staff will first verify that the driver is at the correct location and make a good faith effort to call the rider before authorizing the driver to proceed to the next destination.

It is important that our riders are ready when their vehicle arrives to ensure things run smoothly. Your operator will arrive up to fifteen 15-minutes before or fifteen 15- minutes after the pickup time you receive when your trip was confirmed. Our operators are required to wait five (5) minutes before they must leave and proceed to their next destination.

The operator may sound his/her horn but is not permitted to exit the vehicle to inform the rider of his/her arrival. It is the rider's responsibility to be at the curb or within viewing distance of the operator when the vehicle arrives.

## 10.2. Operator Assistance

Operators provide assistance to riders while getting on and off the vehicle. However, to meet the requirements of ADA origin-to-destination service, assistance beyond the curb may be provided on an individual, case-by-case basis due to disability, adverse weather and/or physical barriers. If you know that you will need extra assistance, please let the reservationist know when making a reservation.

Operators are not permitted to take riders up or down steps. Operators do not assist riders in navigating ramps or walk beyond sight of the JTRAN vehicle. The operator will provide assistance with the use of the JTRAN vehicle lifts, ramps, and securement devices.

The operator will assist in pushing a manual wheelchair up the ramp or onto the lift of the bus. Operators do not assist with packages and/or personal items.

## 10.3. Pickup Locations

Riders should be waiting in the designated area when the vehicle arrives to pick them up.

- Medical Facilities/Large Complexes/Churches: Riders must meet the vehicle in front of the building at the closest curb to the main reception desk or lobby entrance. If a rider wants to be picked up at a different location other than the main entrances, the rider should tell the dispatcher and the information will be added to the notes for the pick-up trip.
- Malls: Riders will be picked up and dropped off at the main entrance that is closest to the food court location.
- Gated Complexes/Communities: Riders residing in/traveling to or from a gated community should remain in their apartment until notified that the vehicle is at the gate. If the buzzer at the gate does not work, the operator will call dispatch and dispatch will notify the rider to open the gate.

## 10.4. Boarding with Mobility Aids

JTRAN may refuse to board a rider on the lift if the lift or vehicle is unable to accommodate the wheelchair and its user, consistent with legitimate safety requirements.

A wheelchair is defined by ADA regulations, as a mobility aid belonging to any class of three-or-more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.



For rider safety and comfort, JTRAN has established the following lift operating procedures and guidelines:

- Wheelchairs should be backed onto the lift (forward boarding is allowed).
- Brakes must be locked, if applicable, while on the lift.
- Electric power to the wheelchair should be turned off. The operator will instruct the rider when to reengage the power.
- Riders should wait for the operator's assistance and follow instructions when entering or exiting the vehicle.
- JTRAN cannot transport riders whose mobility devices pose a safety issue.
- All wheelchairs and scooters must be secured. Any rider refusing to have their wheelchair or scooter secured will not be transported.

It is the responsibility of your Paratransit operator to ensure that mobility devices are properly secured prior to transport. Clients using wheelchairs or scooters are required to be secured, using a four-point tie down system always while riding the vehicle. Paratransit policy recommends, for your safety, that the operators secure the lap belt.



Riders may also transport oxygen concentrators or supplemental oxygen apparatus at any time when needed.

### 10.5. Personal Care Attendants

If a rider requires a Personal Care Attendant (PCA), this must be approved during the initial certification process or when there is a change in the rider's functional ability to use the service. PCAs ride for free and must board and exit the vehicle with the rider.



To prevent potential abuse of this provision, a friend or family member does not count as a PCA unless actually acting in the capacity of a PCA.

Please inform the reservationist when making your reservation if a PCA will be traveling with you. If the rider requires a PCA and is under the age of 12, the PCA must be an adult. Riders must provide their own attendant; JTRAN cannot provide attendants.

## **10.6. Traveling Companions**

When making reservations, riders must inform the reservationist of any travel companions and any mobility device(s) the companion will be using. Traveling companions, including children, that ride with the rider do not need to be certified by JTRAN and do not need an ID card.

One traveling companion may ride with a paratransit rider and must board and exit the vehicle with the rider. Appropriate fare must be paid for a traveling companion, including children over 42 inches tall.

Additional companions may ride if space is available and must pay the appropriate fare.

## **10.7. Service Animals**

Service animals are allowed on JTRAN vehicles and in JTRAN facilities. A rider may board a vehicle at any time with a service animal with no prior arrangements. A service animal is defined by ADA as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Please describe to the operator/employee what physical function or task the service animal will be providing. For safety reasons, operators are not permitted to handle service animals.

## **10.8. Packages and Personal Belongings**

While packages are allowed on the vehicle, operators do not provide assistance loading or unloading packages, personal items, groceries, or luggage. The number of packages allowed is only what a rider (or the PCA, companion, or child) can carry on or off the vehicle in one (1) trip. Riders will be required to secure their packages at their seats, as storage space on the vehicle is limited.

## **10.9. Seat Belt**

Riders and drivers are required to wear seat belts/shoulder harnesses. Drivers must check riders to ensure all seat belts/shoulder harnesses are properly worn and fastened and will assist in fastening and unfastening them upon request or if the driver determines they are being worn incorrectly.

## **10.10. Hygiene**

Appropriate, reasonable personal hygiene must be observed by everyone riding on JTRAN Paratransit.

## **10.11. Smoking**

In compliance with City ordinances and the Smoke Free Air Act, smoking (which includes e-cigarettes and vapors) is prohibited in JTRAN bus shelter, on the bus and around the Transit Facilities.

# **11. EXITING THE VEHICLE**

## **11.1. Closed Business/No Entry**

If a business is closed upon the arrival of the vehicle, the rider can choose to stay on the vehicle and be dropped off at the return address at the convenience of JTRAN (return trip fare must be paid) or can exit the bus and reschedule a return trip for a vehicle to pick them up.

## **11.2. Unattended Riders**

If the rider cannot be left unattended after exiting the vehicle and the caretaker is not at the drop-off location when the vehicle arrives, the rider will remain on the vehicle and the vehicle will continue as scheduled. The operator will contact JTRAN Dispatch for assistance. JTRAN Dispatch will call the emergency contact number and provide the caretaker with the next safe drop-off location to meet the vehicle in- route. If the contact number is not answered or if the number is disconnected, MDHS/911 will be called to take custody of the rider.

# **12. CODE OF CONDUCT**

## **12.1. Rider Conduct**

The following is a short list of the Rules of the Road per the City of Jackson Municipal Code Sec. 126-359. Required rules of behavior on city buses to ensure the safety and comfort of all riders on board JTRAN vehicles the complete list can be found on the City's website.

- Eating and drinking are permitted, provided that the waste from eating or drinking is properly disposed.

- No smoking on buses nor inside transit facilities.
- No riding under the influence of alcohol and/or intoxicating drugs.
- No operating or tampering with any equipment while in the vehicle, including the hydraulic lift and wheelchair tie downs.
- Lap seatbelts are optional; use of tie downs is required for all riders who use wheelchairs.
- Use earphones when playing electronic and cellular devices.
- Fold strollers.
- No weapons allowed on JTRAN buses
- Shirts and shoes are required to board and ride the bus
- No screaming, cursing, profanity and/or abusive behavior towards other riders / drivers.

**Sec. 126-360. Penalties for violating rules.**

- (1) Any behavior in violation of said rules may result in removal from the buses; and
- (2) After two reported offenses, a rider may be banned from riding JTRAN buses.
- (3) JTRAN reserves the right to refuse service to and/or suspend riders who demonstrate disruptive and unsafe behavior or violates any of the rules and regulations presented herein.

*(Ord. No. 2020-25(2), § 2, 10-13-20)*

**12.2. Operator Conduct**

Operators are expected to obey the same rules as riders. The following rules also apply:

- Operators are not allowed to accept tips or gratuities, or act in any manner that would suggest that tipping is appropriate. This includes special occasions such as birthdays and/or holidays.
- Operators are not allowed to have casual conversations with riders or engage in any other distracting activity (i.e., using a cell phone or electronic audio and/or video device) while operating a vehicle.
- Operators are not allowed to enter private dwellings (homes or apartments) of riders.
- Operators are not personal care attendants but will assist riders on / off the bus, pushing and securing mobility devices, opening exterior doors to buildings, and providing safe rides.

## 13. CUSTOMER FEEDBACK

### 13.1. ADA Compliments, Complaints, and Comments

We look forward to working with our riders to provide the best service possible. If you have general suggestions, questions, complaints or commendations, please let us know:

- Download a complaint form at [www.ridejtran.com](http://www.ridejtran.com)
- Call the JTRAN ADA Coordinator at 601-960-1887
- Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)
- U.S. Mail: 1785 Highway 80 West, Jackson, MS 39204

If you prefer to submit your complaints in writing in your own words, you may do so. Your letter should include sufficient detail to permit proper research and response to your concern. Be sure to include your name, address, daytime phone number, date of incident, time of day, location and description of the problem.

Complaints are responded to either in writing or verbally within seven (7) business days. If your complaint is not addressed within the seven (7) business days after filing the complaint, please contact the Transportation Planning Manager at (601) 960-1887.

### 13.2. Reasonable Accommodations

JTRAN is required to provide reasonable modification/accommodations for people with a disability to access JTRAN's transportation bus service. This request can be made in advance or on-the-spot, depending upon the circumstance.

When making a request, please thoroughly describe what is needed in order for you to use the service and why this assistance is necessary.

Whenever feasible, a request for modification to JTRAN's service, policies, practice, or procedures should be made in advance before JTRAN is expected to provide the service. JTRAN will review your request and will make every effort to communicate in advance whether or not the requested modification can be made.

If the modification is not made, JTRAN will provide the reason for the denial of the request. Requests may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of JTRAN’s service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for JTRAN; or
- Without such modification, the individual with a disability is otherwise able to fully use JTRAN’s services, programs, or activities for their intended purpose.

You can download the Reasonable Accommodation Form on our website at [www.ridejtran.com](http://www.ridejtran.com) under downloads.

Requests may be directed to:

JTRAN ADA Coordinator  
601-960-1887  
1785 Highway 80 West  
Jackson, MS 39204  
Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)

### 13.3. Title VI Complaints

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, sex, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by JTRAN, may file a written complaint with the Transportation Planning Manager.

Such complaints must be filed within 180 calendar days after the date the discrimination occurred. *Note: Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*

You can download the Title VI Discrimination Complaint Form on our website at [www.ridejtran.com](http://www.ridejtran.com).

Complaints can also be submitted via email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)

## 14. CITIZEN GROUPS

JTRAN has a citizen advisory group that meets bi-monthly to discuss the transit service and areas for improvement. The Paratransit Advisory Committee is a sub-committee of the City of Jackson's ADA Advisory Council and is made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities and will meet on a bi-monthly (every other month) basis to deal with the specific service and policy issues which require in depth discussion. The public is welcome to attend any meeting. Anyone interested in attending can call (601) 960-1887 to confirm the date, time, and location of the next meeting.

### 14.1. Fixed Route Transit Advisory Group

The City of Jackson's Transit Advisory Council meets once a month to review public transportation in general and recommend improvements to enhance transportation alternatives and services for everyone. This meeting is generally scheduled on the fourth Saturday of the month at 10:00 a.m. at City Hall, 200 S. President St, Jackson, MS 39201.

## 15. INCLEMENT WEATHER

JTRAN reserves the right to modify, suspend, or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On days when bad weather is predicted, stay tuned to local media or call (601)952-1000 option 2 for closing announcements. During emergencies, public service announcements (PSAs) will be sent to local television and radio stations.

In the unlikely event of service cancellation or extreme delay due to hazardous weather, JTRAN personnel will attempt to contact all scheduled riders at the telephone numbers listed in the client's profile. We send out robocalls messaging from (601) 355- 9996, to the cell number on file to stay informed about conditions that could affect paratransit operations.

If you see or hear a notification that JTRAN buses are operating on the Emergency Service Plan (ESP) or that JTRAN bus service is suspended or shut down, JTRAN paratransit trips will be canceled for that day.

## 16. SAFETY AND SECURITY

JTRAN buses are equipped with audio and video surveillance equipment. If you see suspicious or illegal behavior, please immediately report it to JTRAN paratransit staff (601)952-1000.

## 17. COMPLIMENTARY PASSES

Whenever JTRAN Paratransit makes an error that greatly inconveniences a rider, a complimentary pass good for one free ride may be issued to the rider. The issuance of the Complimentary pass will be at the discretion of the Deputy Director of Transportation or Transportation Planning Manager.

## 18. PUBLIC INFORMATION IN ACCESSIBLE FORMATS

All public information materials including, but not limited to, the Paratransit brochure, certification forms, periodic service and/or fare change announcements, consumer satisfaction surveys and rider comment cards will be made available in accessible formats upon request. Paratransit services stocks limited materials in large print and audio tape formats. Braille and other formats will be provided within a reasonable period of a request. Title VI of the Civil Rights Act of 1964 ensures individuals with limited English proficiency (LEP) can access this program and activities.

### Questions?

JTRAN ADA Coordinator

601-960-1887

1785 Highway 80 West

Jackson, MS 39204

Email: [transitstaff@city.jackson.ms.us](mailto:transitstaff@city.jackson.ms.us)

**Website:** [www.ridejtran.com](http://www.ridejtran.com)