JAC Assist

ADA Complementary Paratransit
Policies & Procedures

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OVERVIEW

JAC Assist ADA Complementary Paratransit Service serves the needs of passengers who, because of a disability, are unable to use the JAC fixed-route system, and who meet the definition of "ADA paratransit eligible," as established by the U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) of 1990 (see Appendix A).

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant's functional ability to use the JAC fixed-route transit service. JAC Assist is for those who do not have the functional abilities to access and ride the regular fixed-route transit service.

JAC Assist is an "origin to destination" and shared ride service. JAC Assist primarily provides curb-to-curb transportation service, but door-to-door service is provided upon request.

If you need additional information, alternative formats, or have any questions please feel free to contact JAC Assist at (775) 841-7433.

CERTIFICATION / ELIGIBILITY

In order to ride JAC Assist, you must first be certified as "ADA paratransit eligible." To be considered, you must complete a *JAC Assist Paratransit Eligibility Application*. Applications are available online at www.rideJAC.com or by calling (775) 841-7433. All applicants must complete PART A of the application.

> **NOTE: It is JAC Assist policy that applicants 80 years of age or older be granted automatic eligibility, even if there is no qualifying disability. However, PART A of the application must still be completed, since it contains necessary information that will assist in scheduling trips for the elderly passenger.**

PART B of the application must be completed by a qualified medical professional who is familiar with your particular disability and current functional abilities to use regular fixed-route service.

Qualified medical professionals include:

- 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
- Optometrist

Applications that are completed will be reviewed within 21 calendar days of submission. **Once you are eligible, you must notify JAC Assist of any changes in your address, phone number or disability.**

TYPES OF ELIGIBILITY

Applicants who are determined eligible for JAC Assist are assigned an eligibility category. The eligibility category is consistent with the applicant's ability to use the regular fixed-route service. These categories are Unconditional, Conditional, Trip-by-Trip and Temporary.

UNCONDITIONAL – Applicant is not able to use accessible JAC fixed-route transit service under any circumstances and is eligible for all trips on JAC Assist.

CONDITIONAL – Applicant is not able to use accessible JAC fixed-route transit service in specific circumstances and is eligible to use JAC Assist under limited circumstances.

TRIP by TRIP – Applicant is not able to use accessible JAC fixed-route transit service for certain trips due to architectural and/or environmental barriers. The applicant is eligible to use JAC Assist for those specific trips.

TEMPORARY – Applicant is not able to use accessible JAC fixed-route transit service at this time, however the condition or circumstances leading to eligibility is reasonably expected to change in the future. For a limited period of time, the applicant is typically eligible to use JAC Assist for all trips.

Distance to a bus stop or illiteracy, by themselves, are not considered disabilities and therefore do not qualify the applicant for JAC Assist paratransit service. Applicants who are blind or visually impaired may be eligible if they cannot use the JAC fixed-route system. Applicants with medical conditions, such as epilepsy, kidney disorders and diabetes, may be eligible depending upon their ability to use the JAC fixed-route system.

JAC ASSIST PHOTO IDENTIFICATION CARDS

Once you are certified, JAC Assist will issue a photo identification card. The identification card may be used on JAC fixed-route service to receive the reduced fare, or for ADA paratransit service in other U.S. cities.

To obtain a valid JAC Assist identification card, you must call (775) 841-7433 to schedule an appointment to have your picture taken and a free photo identification card issued. Individuals must bring with them proof of JAC Assist certification and personal identity (e.g., driver's license or State-issued ID card) to have an identification card issued.

Photo identification cards are issued at the JAC Administrative Offices at 3303 Butti Way, Bldg. 1, Carson City, NV 89701. Office hours are 8:00 A.M. to 5:00 P.M. Monday – Friday, and 8:00 A.M. to 4:00 P.M. Saturday. There is a $5.00 replacement charge for lost, stolen or damaged cards.

RECERTIFICATION

In order to keep the database of certified passengers current, passengers will need to complete a new application and be recertified as eligible every three (3) years. JAC Assist will attempt to contact all certified passengers 90 days in advance of the expiration of the certification of eligibility.

Conditional use passengers that are certified for service on a "temporary" basis will be required to recertify at the end of their temporary period of eligibility if they desire to maintain eligibility of service. Passengers must complete a new application and participate in another evaluation by a qualified medical professional.

Persons with permanent disabilities are required to obtain professional verification of their disability to become initially certified. Thereafter recertification will only require that PART A be completed indicating they still desire to utilize the paratransit service. Professional verification will not be required for recertification.

CERTIFICATION APPEALS PROCESS

Applicants whose requests for certification are denied have the right to appeal. (See Appendix B) Such appeal must be submitted within sixty (60) days from the date of certification denial. The appeal will be considered by the ADA Appeals Committee made up of three (3) persons, one of whom will be a member of the disabled community with familiarity of the disability in question. For more information, contact JAC Assist at (775) 841-7433.

VISITORS WITH DISABILITIES

Visitors with disabilities who cannot use the JAC fixed-route system are eligible to utilize the JAC Assist paratransit service. If the visitor has been certified as "ADA paratransit eligible" by another public entity, JAC Assist will honor the certification and provide up to 21 days of JAC Assist paratransit service. If visitors have not been certified as eligible by another public entity but claim they

are ADA paratransit eligible, they are entitled to “presumptive eligibility” and shall be provided with 21 days of JAC Assist paratransit service. Visitors who are not certified by another transit provider and who claim presumptive eligibility may be requested to provide certain documentation such as their place of residence and the nature of their disability to JAC Assist.

The “21 days” of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor’s first use of service. For example, a person may visit two days a week. Eligibility would be extended in this case over an eleven week period of time, within which 21 days of JAC Assist paratransit service would be provided.

Visitors who require more than 21 days of service within a 365 day period shall be required to apply for local eligibility through the JAC Assist certification process.

Visitors with disabilities shall be provided the same level of service as certified JAC Assist passengers and are subject to the same service policy requirements.

CONDITIONAL USE AND TRIP BY TRIP ELIGIBLE RIDES

JAC Assist will evaluate the eligibility of trip requests for service by passengers certified as Conditional or Trip by Trip at the time of scheduling according to the conditions listed in their certification. Schedulers will immediately inform the person scheduling the ride if the trip is deemed eligible based on conditions listed in their certification. If the trip is found to not be eligible, schedulers are to inform the passenger about the availability of fixed-route JAC service as a viable option to complete the trip.

SERVICE HOURS AND AREA

JAC Assist service is available during the same days and hours of the JAC fixed route system, which is Monday through Friday, 6:30 A.M. to 6:30 P.M. and Saturday 8:30 A.M. to 4:30 P.M. There is no service on Sunday or designated holidays. Service is available for trips beginning and ending within one (1) mile of any fixed-route in the JAC fixed-route system. (See Appendix C)

FARES

Fares for trips beginning and ending within three-quarters (3/4) of a mile of any JAC fixed-route are no more than 200% of the cost of an adult regular fixed-route fare for each one-way trip.

> **NOTE: It is JAC Assist policy to also provide trips beginning and ending between three-quarters (3/4) of a mile and one (1) mile of any**

JAC fixed-route <u>in Carson City only</u>. There shall be a premium fare for service beyond the 3/4 mile ADA zone equivalent to 200% of the cost of an adult regular fixed-route fare plus $2.00 for each one-way trip.

One Personal Care Attendant (PCA) can travel at no additional cost. The PCA must have the same origin and destination as the paratransit passenger.

Passengers are required to pay exact fare upon boarding a JAC Assist vehicle prior to departure. The fare must be paid in exact cash as the driver does not carry cash and cannot make change. JAC Assist tickets, with a value of $2.00 each, can also be purchased in advance and used as fare. One (1) ticket shall be used for each one-way trip beginning or ending within the 3/4-mile ADA zone. Two (2) tickets shall be used for each one-way trip beginning or ending outside the 3/4-mile ADA zone. For more information on JAC Assist tickets, call (775) 841-7433.

Checks, ATM or credit cards are not accepted. Non-payment of fares will result in a denial of your trip.

TRIP RESERVATIONS AND CANCELLATIONS

For reservations or cancellations call (775) 841-7433 from 8:00 A.M. to 5:00 P.M. Monday through Friday, and 8:00 A.M. to 4:00 P.M. Saturday. Calls on Sunday, holidays or after normal business hours will be taken by voicemail.

Reservations can be made up to two (2) weeks to one (1) day in advance. Requests for next-day service received after normal business hours and same-day service will be accommodated as space is available.

HOW TO MAKE A RESERVATION

Plan Ahead:
For important trips, be sure to make your reservation as early as possible, up to two (2) weeks in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without negotiation. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for other transportation or for rescheduling at another time or day. Refusal of an available negotiated time is not considered a denial of service.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the responsibility of the passenger to let the scheduler know if there are any special instructions needed, such as security gated entries, apartment building number, or multiple entries to large institutions. Otherwise

JAC Assist drivers will pick-up and drop-off at the main entrance or designated/predetermined locations. If the passenger fails to inform the scheduler of special instructions and the trip is missed as a result, it will be recorded as a “no-show”.

Plan Your Trip Carefully:
Remember to allow for time spent picking up and dropping off other passengers before reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example, if you must be somewhere at 10:00 A.M., plan your pickup for 9:30 A.M. When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to be ready at 3:00 P.M., please ask for a 3:15 P.M. return time. It is better to wait a few minutes than miss your scheduled ride. The JAC Assist scheduler can help you determine the most efficient way to schedule your trip.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. **Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.**

If you are going to a doctor’s office or other medical appointment, let the person who is making your medical appointment know you will be using JAC Assist paratransit service. **Ask the appointment scheduler how much time should be allowed for the appointment**; this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you underestimated how long the appointment will take, the needs of other paratransit passengers may not allow JAC Assist to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If JAC Assist is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. **It is your responsibility to determine with your Doctor how much time to allow for medical appointments.**

To Schedule a Ride:
JAC Assist may be reached at (775) 841-7433 between 8:00 A.M. to 5:00 P.M. Monday through Friday, and 8:00 A.M. to 4:00 P.M. Saturday. Calls on Sunday, holidays or after normal business hours will be taken by voicemail.

1) Reservations can be made up to two (2) weeks to one (1) day in advance. Requests for next-day service received after normal business hours will be accommodated as space is available.
2) Same day reservations <u>may</u> be made if space is available.
3) When making a reservation, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.
4) Staff will try to accommodate changes made to a reservation after normal business hours the day before your trip, but there is no guarantee.

5) When making a reservation, please be ready to provide:
   - Your name;
   - Your pick-up address (exact location of pick-up; for example, apartment building name, which entrance, etc.);
   - Your telephone number;
   - The date on which you wish to ride;
   - The time at which you wish to be picked up at your point of origin, or, if you have an appointment, the time of your appointment.
   - Your drop-off address (exact location of destination, including telephone number if possible.) Certain public locations have specific drop-off and pick-up areas that will have to be observed;
   - The approximate time at which you wish to be picked up for your return trip;
   - Whether you use a wheelchair or other mobility device;

     NOTE: JAC Assist will carry a wheelchair and its user as long as the lift/ramp can accommodate the size and weight of the wheelchair and its user, and there is space for the wheelchair on the vehicle. JAC Assist will NOT carry a wheelchair if, in fact, the lift/ramp or vehicle is unable to accommodate the wheelchair and its user, consistent with legitimate safety requirements.

   - Whether a personal care attendant (PCA) will be riding with you. If you are registered with JAC Assist as needing a PCA, he or she may accompany you at no additional cost; and
   - Whether a companion will be riding with you. Companions are welcome to ride with you for the regular fare per person.

     NOTE: Personal care attendants and companions MUST have the same origin and destination as the customer they are accompanying.

     JAC Assist requires you to reserve a space for your PCA or companion(s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride at no fare. To maximize space available, accommodations for more than one traveling companion are granted on a *space-available* basis. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call JAC Assist at (775) 841-7433.

Children:
Certified users of all ages must pay the full fare. When an eligible child is traveling with an adult (who is serving as a PCA), a fare must be paid for the child and the adult attendant rides free.

Children accompanying a certified rider are considered traveling companions and a space must be reserved for them when scheduling a trip. Children five (5) years of age and over must pay the full fare; children under the age of 5 ride free.

An adult accompanying a child on JAC Assist is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring someone else along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, JAC Assist strongly recommends that the child be secured in a child safety seat. JAC Assist does not provide safety seats for children, so you will need to bring your own.

Use of Portable Oxygen:
The Americans with Disabilities Act provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. **For safety reasons, the rider must maintain control of the oxygen bottle.** If the rider cannot transport the oxygen bottle or maintain control of the bottle on his/her own, then the rider shall provide a Personal Care Attendant to perform those functions.

Service Animals:
Service animals are permitted to ride on JAC Assist. You must indicate on your application that you use a service animal. Please fill out a description of the service animal such as type of animal, color, and the name of the service animal. Also when scheduling your trip, if you use a service animal, please let the scheduler know your service animal will be accompanying you on your trip. All service animals must be controlled by the passenger or companion.

Pets:
Animals that are not service animals may ride on JAC Assist only if they are properly secured in a cage or kennel. For safety reasons, **drivers are not permitted to carry cages or kennels on or off of the JAC Assist vehicle.** If you need assistance with a pet, please arrange to travel with someone who can help you.

Please Keep in Mind:
It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following:

- More than six-round trip requests per phone call.
- Specific drivers.
- Specific seats.
- A particular vehicle.
- Specific routes with certain customers.

HOW TO RIDE JAC ASSIST

Both JAC and JAC Assist vehicles are ADA compliant and are accessible by wheelchair. Riding JAC Assist is equivalent to riding JAC's fixed-route system in that there is a scheduled arrival time and you must be ready when the vehicle arrives. Also, there may be additional stops before reaching your destination.

Please remember:

- JAC Assist is an "origin to destination" service.
- JAC Assist is a shared-ride service.
- The driver may not make unscheduled stops.
- If other passengers get on or off the vehicle before your stop, you may need to temporarily move to accommodate these passengers.
- No assistance will be provided beyond the entrance of your destination. If you require further assistance, a personal care attendant should accompany you.
- You may ride from any origin in the JAC Assist service area for any purpose as long as a reservation has been made.

The vehicle may arrive 15 minutes before or after your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 A.M., the vehicle may arrive any time between 7:45 A.M. and 8:15 A.M. The vehicle will wait 5 minutes after arrival at the designated pick-up site. It is your responsibility to be available to board the vehicle at least 15 minutes prior to your scheduled pick-up time. You (and your PCA/companion) should meet the vehicle when it arrives.

If the vehicle is more than 15 minutes late for your scheduled time, please call JAC Assist at (775) 841-7433 and a dispatcher will check the arrival time.

The driver is required to collect a fare or a JAC Assist ticket from you and your companion prior to departure. Please have exact change or ticket ready. Checks, ATM or credit cards are not accepted. If your need for a personal care attendant has been registered with JAC Assist, there is no charge for him or her. Non-payment of fares will result in a denial of your trip.

Eating, drinking (including consumption of alcohol), chewing tobacco, smoking, littering or listening to audio devices without earphones will not be permitted. Shirts and shoes (or equivalent) must be worn. Passengers should refrain from engaging in inappropriate/distracting conversation with the driver.

DRIVER ASSISTANCE POLICY

Drivers are not permitted to enter any home or go beyond the threshold of any building. Drivers are required to maintain visual contact with the vehicle at all times. Drivers may enter into the main lobby of a business for the exclusive

purpose of notifying a patron that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times.

In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify passengers of the arrival of their ride, passengers may request telephone notification of the bus's arrival for that specific location. As this request may require special arrangements with third parties and is subject to review, please contact us at (775) 841-7433 to make the request.

Drivers are not permitted to maneuver a mobility device up or down stairs. Drivers are not permitted to physically lift passengers. Drivers are not permitted to carry objects over 15 pounds. Drivers are not permitted to load or unload passenger's carry-on items. It is the passenger's responsibility to load, unload and control all carry-on items. Passengers needing more assistance than the drivers are allowed to provide are encouraged to make other arrangements for assistance at their pick-up and drop-off points. One personal care attendant is allowed to ride with passengers as needed without charge.

WHAT TO DO IF YOU MISS YOUR RIDE

If you miss your scheduled ride, your missed trip will be treated as a "no-show." Contact JAC Assist, (775) 841-7433, from 8:00 A.M. to 5:00 P.M. Monday through Friday, and 8:00 A.M. to 4:00 P.M. Saturday to request a new trip to be scheduled on a same day, space available basis. Outside of normal business hours, please call (775) 841-7433 and leave a message.

HOW CAN JAC ASSIST ACCOMMODATE YOU?

In order to provide for the safety of our drivers and passengers, your carry-on items are limited to what can easily be contained and controlled by you and/or your companion(s). Items too large or too numerous to be reasonably controlled, carried or handled by a passenger are prohibited. Generally, packages with a combined weight of no more than 30 pounds are welcome on JAC Assist. All items must be stowed out of the aisle or walkways, may not be placed in unoccupied seats and must remain within the passenger's immediate control. Shopping carts, etc. will not be tied down elsewhere in the vehicle.

- Hazardous materials or firearms are not allowed.
- No additional packages will be transported.
- Customers or PCA/companions are responsible for getting packages to their destination.

Visitors from other cities who are eligible under ADA criteria are welcome to use JAC Assist during their visit to Carson City for up to 21 days. Please call JAC Assist at (775) 841-7433 if you are an out of town visitor wishing to register.

JAC Assist customers should be offered the same ADA service in other cities that provide fixed-route services upon showing their photo identification card.

Service animals are allowed to accompany you if such a need was indicated on your JAC Assist application. Please inform JAC Assist when scheduling your trip that a service animal will be accompanying you.

HOW TO COMMENT ON JAC ASSIST SERVICE

We can only resolve problems if we are informed, so please do not hesitate to call. Should you have questions or complaints about service, please call JAC Assist at (775) 841-7433. Please review the Complaint Process found in Appendix D.

SAFETY

A customer may be subject to any reasonable accommodation requirement that will ensure the safety of themselves, other customers and drivers. For example, a customer may be required to ride with a personal care attendant if the passenger is unable to safely board a vehicle.

CONTAGIOUS ILLNESSES

Several steps can be taken to help prevent contagious illnesses. The most important thing you can do to protect yourself and others is to wash your hands. Please be considerate of others and cover your nose and mouth when coughing or sneezing. Always wash your hands after coughing or sneezing. Avoid contact with individuals at risk. Ask people to use a tissue and cover their nose and mouth when coughing or sneezing and to wash their hands afterwards.

CUSTOMER CODE OF CONDUCT

It is JAC Assist's policy to provide the safest and most efficient service to our passengers. Passengers who abuse the following Code of Conduct guidelines can adversely affect the JAC Assist program as a whole. For the safety and comfort of all passengers, JAC Assist has established these policies that address instances when a passenger's conduct may adversely affect others involved with the JAC Assist program. The following identifies the JAC Assist policy on customer misconduct.

1) **Electronic Equipment** – Customers may not operate any audio or visual equipment, which infringes upon other passenger's safety, comfort, or impairs the driver's ability to transport passengers safely. Examples include audio/visual devices without headsets, portable video games that have sound effects, etc.

2) **Hazardous Conduct** – Any act that creates the potential for injury or death to any customer, driver or the general public.
3) **Abusive Conduct** – Any abusive, offensive, or threatening act or behavior that affects the safety or security of the driver and/or the passengers, or invades the privacy rights of others such as touching another person in a rude, insolent or angry manner. Sexual harassment, verbal or physical, will not be tolerated. Examples also include profanity, screaming, hitting, etc.

Consequences of Misconduct

Due to the wide variety and severity of misconduct, JAC Assist reserves the right to determine the consequences ranging from a warning to a suspension in service for up to one year.

No rider that has been suspended shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Passengers will be notified in writing before JAC Assist takes any action. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appendix B).

Consequence of Unintentional Misconduct

Any act that would qualify as misconduct, but is the direct and immediate act of the passenger's disability, such as abusive language that is the consequence of Tourette's syndrome, or socially unacceptable behavior brought on by a mental illness, shall be considered Unintentional Misconduct. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the passenger.

1) A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.
    a. A passenger may be required to ride with a personal care attendant.
    b. A passenger may be required to attend training or receive additional counseling in proper transit conduct.
2) The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.
3) The accommodation requirement may be permanent if the conduct is beyond the passenger's control.
4) If a passenger commits an act of misconduct that he or she has been trained to know is inappropriate, that act is considered intentional.

No rider whose access to paratransit service has been suspended for any reason shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Passengers will be notified in writing before JAC Assist takes

any of these steps. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appendix B).

JAC ASSIST NO-SHOW AND LATE CANCELLATION POLICY

JAC Assist passengers who establish a pattern or practice of “no-shows” or late cancellations may lose their riding privileges for a designated period of time.

A “no-show” is defined as when a passenger does not cancel a scheduled trip and is unavailable at the agreed upon pick-up time window and location – and ALL of the following occur:

- The vehicle is at the correct pick-up location within the 30-minute window (no more than 15 minutes before or after the scheduled pick-up time);
- The vehicle has waited 5 minutes for the passenger;
- The driver has contacted the dispatcher to report a possible no-show;
- The dispatcher confirms the scheduled pick-up time and correct location with the driver; and
- The dispatcher has attempted to call the passenger at the telephone number of record.

A “late cancellation” is defined as when a passenger does not cancel a scheduled trip at least one (1) hour prior to the scheduled pick-up time.

Because no-shows and late cancellations may cause lost trips and/or rides for other passengers, it is necessary to enforce a no-show and late cancellation policy. This policy is as follows:

- Three (3) no-shows and/or late cancellations within any thirty (30) day period will result in a warning letter.
- Five (5) no-shows and/or late cancellations within any thirty (30) day period will trigger a review of the rider’s no-show and late cancellation frequency**.**
- Riders who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total trips will be suspended from JAC Assist service for a period of five (5) days.
- If subsequent reviews are triggered and reveal a continued pattern or practice of abuse, the rider will be suspended as follows:
    - Two (2) violations within one year – suspension for ten (10) days.
    - Three (3) violations within one year – suspension for fifteen (15) days.
    - Four (4) violations within one year – suspension for twenty (20) days.

JAC Assist is committed to working with individuals to address the causes of no-shows and late cancellations so these persons can continue to use the service.

A no-show or late cancellation due to JAC Assist error will not be counted. Likewise, a no-show or late cancellation due to circumstances beyond your control will not be counted, if you notify JAC Assist at (775) 841-7433 during normal business hours. Documentation may be required. You may also contest a no-show or late cancellation that has been assessed by contacting JAC Assist at (775) 841-7433.

> **NOTE: JAC Assist will not cancel the return leg of any scheduled trip unless it has made contact with the rider to confirm that the return trip is not needed.**

JAC ASSIST EXCESSIVE CANCELLATION POLICY

Even when a trip is cancelled a day in advance or at least one hour before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the time other passengers desire service. The policy for excessive cancellations is as follows:

- Ten (10) cancellations within any thirty (30) day period will trigger a review of the rider's cancellation frequency**.**
- Riders who are found to have a pattern or practice of cancellations representing at least fifty (50) percent of their total trips will be suspended from JAC Assist service for a period of five (5) days.
- If subsequent reviews are triggered and reveal a continued pattern or practice of cancellations, the rider will be suspended as follows:
    - Two (2) violations within one year – suspension for ten (10) days.
    - Three (3) violations within one year – suspension for fifteen (15) days.
    - Four (4) violations within one year – suspension for twenty (20) days.

ACTIONS RESULTING FROM NO-SHOW, LATE CANCELLATION, EXCESSIVE CANCELLATION

You will be notified in writing before JAC Assist takes any steps that may result in suspension of service. The letter will provide the following:

- Notification of how many no-shows, late or excessive cancellations have been assessed
- Details on the date, time and location of all scheduled pick-ups that resulted in a no-show or cancellation being assessed
- Explanation of how these violations impact the paratransit service and other passengers
- Explanation of your pending loss of riding privileges
- Opportunity for you to contest the assessment of a no-show or late cancellation, or demonstrate that a no-show or late cancellation was due to circumstances beyond your control.
- Instructions on how to appeal the decision to suspend.

JAC Assist will allow 15 days between the receipt of a notice of proposed suspension of service and the proposed date on which the suspension becomes effective.

There will be no loss of service while an appeal is in progress.

APPENDIX A
DEFINITION OF ADA PARATRANSIT ELIGIBLE

The U.S. Department of Transportation Americans With Disabilities Act of 1990 defines "ADA paratransit eligible" as:

1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed-route service he/she needs to use is not yet accessible. This category includes those persons who use wheelchairs, walkers or braces and others whose disabilities prevent them from utilizing an inaccessible vehicle or facility.

2. Persons, who because of the nature of their disabilities, cannot navigate even a transit system that is otherwise accessible. This category includes persons who because of their disability cannot independently board, ride or disembark from an accessible vehicle. This is based on the assumption the individual will not and need not be able to operate a boarding system such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect this eligibility.

3. Persons with impairment-related conditions that prevent them from getting to or from a boarding or disembarking location. This relates to an individual's particular functional disability. This eligibility requires functional evaluation of its application to a particular system and a particular trip. Examples of eligibility under this category include severe, chronic fatigue related to HIV infection and AIDS, heat sensitivity due to cardiovascular disease and hypothermia due to quadriplegia.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?

2. Can the individual board, utilize and disembark the vehicle at the bus stop?

3. Can the individual recognize the destination and disembark the bus?

4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

APPENDIX B
JAC ASSIST APPEALS PROCESS

Appeal of Service Suspension and Eligibility Certifications

REQUESTS FOR HEARING

A hearing to appeal a decision regarding eligibility or to suspend JAC Assist service will be held only after receipt of a written Request for Hearing, filed with the Transit Coordinator.

- Requests for Hearing must be in writing and must contain the name, address, and telephone number of the person(s) requesting the hearing (requester), and the name of the JAC Assist service user if different from Requester.
- Persons submitting a Request for Hearing are strongly encouraged to include a statement of the reason(s) why they believe the decision of eligibility or to suspend service is inappropriate.
- Requests for Hearings must be filed within sixty (60) calendar days after a person has received written notice of eligibility or suspension and will be deemed filed when received by the Transit Coordinator.

RESPONSIBILITIES OF THE TRANSIT COORDINATOR AND REQUESTER

- The Transit Coordinator will set the time and place of the hearing when the request is filed (received) and will notify the Requester. The time of the hearing will be within 30 days after the time the Request for Hearing was filed (excluding holidays).
- Hearings may be postponed or rescheduled only upon written request to the Transit Coordinator and for good cause.
- A person requesting a hearing may waive personal appearance at the hearing and have the matter determined based on the record, but must do so by filing a written request with the Transit Coordinator before the hearing.
- A person waiving personal appearance may submit to the Transit Coordinator documents and other information to be included with the record and considered in deciding the appeal.
- If the Requester fails to appear at the hearing, and gives no prior notice, the Transit Coordinator may make a determination based on the available evidence, as appropriate.

ADA APPEALS COMMITTEE

Appeals will be considered by an ADA Appeals Committee comprised of three (3) persons: the Transit Coordinator or his/her designee; a member of an appropriate City department (e.g., Human Resources or Health & Human Services); and a member of the disabled community with familiarity of the

disability in question (for eligibility decisions) or ADA complementary paratransit service in general (for suspension decisions).

CONDUCT OF HEARINGS

The manner of conducting hearings is under the direction, control and discretion of the Transit Coordinator. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the notice of service suspension and the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the Transit Coordinator.
- A verbatim transcript of the proceedings, if desired, must be provided and paid for by the Requester.

DECISIONS

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. Within five (5) business days, the Transit Coordinator will notify the Requester in writing of the decision and the reasons for the decision.

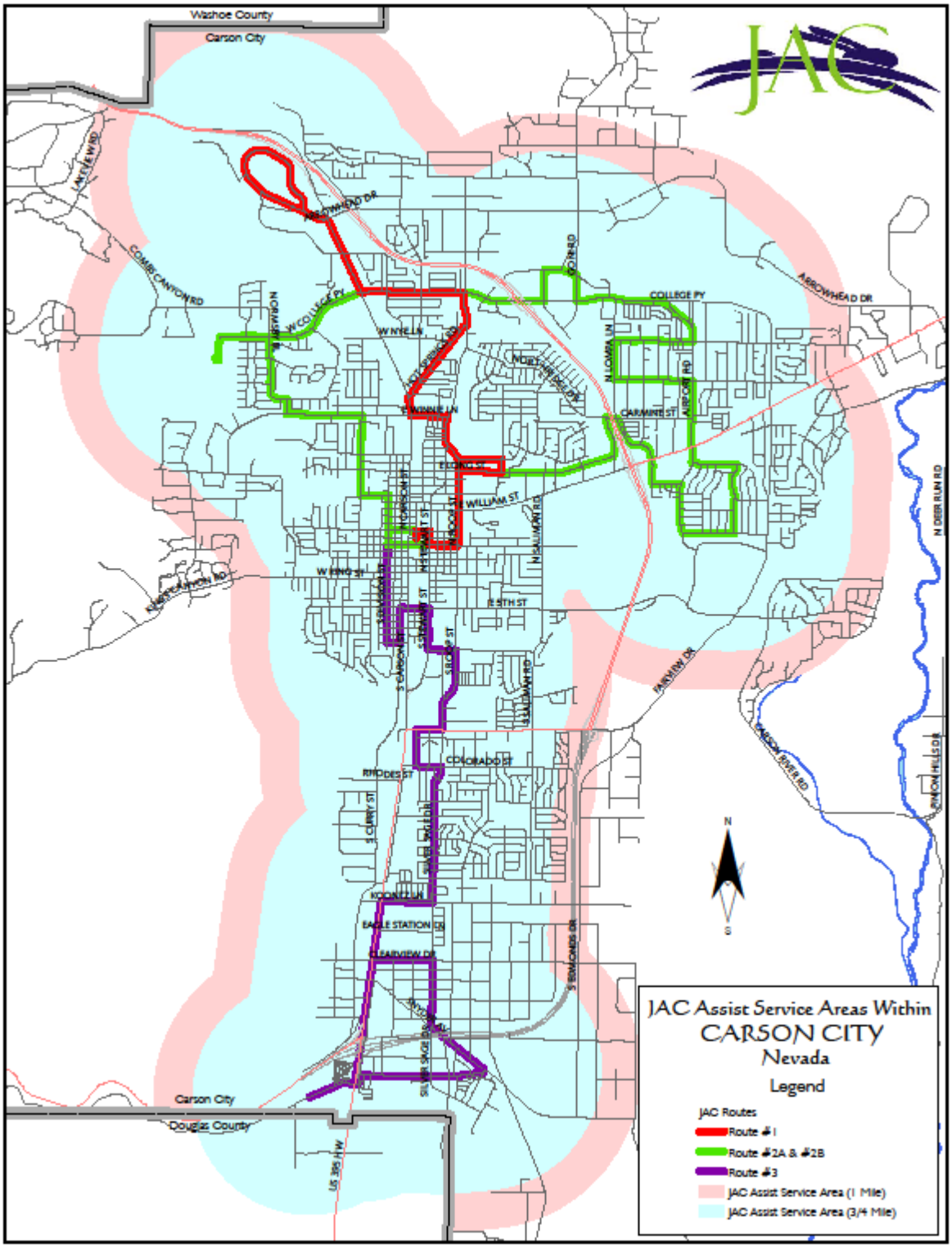
Requesters who are not satisfied with the decision of the ADA Appeals Committee may appeal to the Transportation Manager of the City within five (5) business days after receiving written notification of the ADA Appeals Committee decision. The Transportation Manager shall respond in writing within ten (10) days of receiving the appeal. The decision of the Transportation Manager shall be final.

GENERAL

The Transit Coordinator may modify or waive any of these rules in the interest of fairness or justice for good cause shown.

JAC Assist is not required to provided ADA paratransit service to the individual for the duration of the <u>certification</u> appeal process unless the decision of the ADA Appeals Committee exceeds the thirty (30) day limit.

APPENDIX C
JAC ASSIST SERVICE AREA



APPENDIX D
JAC ASSIST COMPLAINT PROCESS

JAC Assist seeks to provide a user-friendly method of resolving your concerns fairly and efficiently. However, we can only resolve problems if we are informed, so please do not hesitate to contact us.

If you have a complaint about service, please call JAC Assist at (775) 841-7433. Be prepared to provide your name, address, phone number and a detailed explanation of your complaint (e.g., date and time of incident, vehicle number, driver's name, etc.) This will allow staff to more completely investigate and respond to your complaint.

If the complaint is not resolved to your satisfaction after five (5) working days, please submit the complaint in writing to the General Manager at 3303 Butti Way, Bldg. 1, Carson City, NV 89701. Be prepared to again provide the information outlined above plus details of your interaction with the JAC Assist office staff.

If the complaint is still not resolved to your satisfaction within five (5) working days, you may submit the complaint in writing to the Transit Coordinator at 3505 Butti Way, Carson City, NV 89701. Be prepared to again provide the information outlined above plus details of your interaction with the JAC Assist office staff and General Manager. You may request to meet personally with the Transit Coordinator to discuss the problem and/or request a written response within ten (10) working days. The Transit Coordinator has discretion to enlist the assistance of other resources, as appropriate, in resolving your problem, e.g., the Transportation Manager, other City staff, the management and staff of contractor, etc. as appropriate.

If the meeting and/or the response are not scheduled/received within ten (10) working days from the date your request is received by the Transit Coordinator or if the meeting/response does not resolve the problem to your satisfaction, you may appeal in writing to the Transportation Manager at 3505 Butti Way, Carson City, NV 89701. The decision of the Transportation Manager shall be final.

APPENDIX E
GLOSSARY

ADA – Americans with Disabilities Act signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations, and telecommunications. The intent of this law is to provide equal opportunity to person with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

CANCELLATION – To give notice more than one hour before the scheduled trip, that the trip is not needed.

COMPANION – A fare-paying person accompanying the JAC Assist rider.

CONDITIONAL USE ELIGIBILITY – Individual is not able to use accessible JAC fixed-route transit in specific circumstances and is eligible to use JAC Assist paratransit service under limited circumstances identified by JAC Assist.

DISABILITY (as defined by ADA, see Appendix E) – A person with a disability is defined as:

- A person with a physical or mental impairment that substantially limits one or more major life activities; or
- A person with a record of such a physical or mental impairment; or
- A person who is regarded as having such impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, workers compensation, veterans programs, etc.

FIXED-ROUTE – A route in which the bus operates along prescribed routes according to fixed schedules.

JUMP AROUND CARSON (JAC) – The marketing name for the fixed-route public transportation system in Carson City.

JAC ASSIST – The marketing name for the ADA paratransit public transportation service in Carson City.

JURISDICTION – The total area within which the provider is authorized to operate.

LATE CANCELLATION – Failure to give notice of cancellation within one hour of scheduled pick-up.

NO-SHOW – Failure to give notice of cancellation and/or failure to show up at pick-up location.

ORIGIN TO DESTINATION – The JAC Assist vehicle will pick up the passenger at the originating address and drop off the passenger at the destination address.

PARATRANSIT – Comparable transportation for individuals, who, because of a physical or mental impairment, cannot use a regular fixed-route system.

PERSONAL CARE ATTENDANT (PCA) – An individual, who accompanies the paratransit eligible individual, who requires more assistance than that provided by the driver. Examples of PCA activities performed on behalf of the passenger may include mobility assistance, personal care, or communication.

REDUCED FARE – Only applicable for riding the fixed-route system.

SERVICE ANIMAL – Any guide dog, signal dog, service dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

SERVICE AREA – Area in which JAC Assist will pick-up or drop-off individuals. Currently the Service Area is three-quarters (3/4) of a mile on each side of each fixed-route.

TEMPORARY ELIGIBILITY – Individual is not able to use accessible fixed-route transit at this time, however the condition or circumstance(s) leading to eligibility is reasonably expected to change in the future. For a limited period of time, such as a broken limb that prevents a person to be able to walk to a JAC fixed-route bus stop, the individual is typically eligible to use JAC Assist paratransit service for all trips.

TRIP-by-TRIP – Individual is not able to use accessible JAC fixed-route service for certain trips due to architectural and/or environmental barriers. The individual is eligible to use JAC Assist paratransit service for those specific trips identified by JAC Assist.

UNCONDITIONAL USE ELIGIBILITY – Individual is not able to use accessible JAC fixed-route transit under any circumstances and is eligible for all trips on JAC Assist paratransit service.

VISITOR – Someone who does not reside in the jurisdiction served by JAC or JAC Assist.