



JUMP AROUND CARSON (JAC) TRANSIT SYSTEM

# **FIXED-ROUTE RIDER POLICIES AND PROCEDURES**

Approved by  
Carson City Regional Transportation Commission  
[TBD]



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## **1. Overview**

Jump Around Carson (JAC) is Carson City's public transit system serving the community with a fleet of bright white, green and purple buses that feature a sleek, hopping jackrabbit (a Northern Nevada icon). JAC began operating in October 2005 and is governed by the Carson City Regional Transportation Commission (RTC).

This guide provides riders of JAC's fixed-route service a single reference document helping them to navigate and understand the operation, costs, and rules of the transit system.

## **2. JAC Mission**

JAC strives to provide safe, dependable, and friendly transit service to the residents and visitors of Carson City, Nevada. JAC's vision is to continue to improve the transit system and to work through funding challenges through creative and coordinated planning.

## **3. Contact Information & Rider Feedback**

We strive to make riding JAC an enjoyable experience, and we're always looking for ways to improve our service. We welcome your comments and suggestions. Here's how to contact us:

Physical and Mailing Address:

Jump Around Carson  
3770 Butti Way  
Carson City, NV 89701

Phone: (775) 841-RIDE (7433)

E-mail: [JAC@carson.org](mailto:JAC@carson.org)

Office Hours: Monday-Friday, 6:30 am to 7:30 pm; Saturday, 8:30 am to 4:30 pm (except holidays)

Carson City Transit Coordinator

Phone: (775) 283-7583

# 4. Service Map



## 5. Schedule

JAC operates 4 fixed-route buses shown on the map in **Section 4: Service Map**.

JAC buses run:

- Monday through Friday from 6:30am to 7:30pm,
- Saturdays from 8:30am to 4:30pm.

Buses depart the Downtown Transfer Plaza on N. Plaza Street (in front of the Federal Building) every 60 minutes.

Real-time bus arrival information can be accessed via the JAC App. Search “Jump Around Carson” in the app store; available for iPhone and Android users. You can also contact JAC Customer Service at (775) 841-RIDE (7433) for scheduling and routing assistance.

JAC buses do not operate on Sundays or the following major holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

JAC Buses also operate ~~on~~ from 8:30am to 4:30pm Saturday Schedule on the following holidays:

- Martin Luther King Jr. Holiday
- Presidents Day
- Juneteenth
- Nevada Day
- Veterans Day
- Family Day

Other service delays and temporary route changes may be encountered during special events.

## 6. Fares

If paying with cash, please have the exact change available, as drivers cannot make change. Transfers are free and must be requested when you get on the bus and present your cash or contactless fare. Children ages 4 and under ride free.

	Single Ride Fares	Monthly Pass
Adult (18-59)	\$1.50	\$40.00
Youth (5-17)	\$0.75	\$20.00
Senior (60+)	\$0.75	\$20.00
Military/Disabled/Medicare	\$0.75	\$20.00

\*See Senior Bus Pass section below

Reduced fare ID cards are available at the JAC Office for your convenience. This card may be used to provide proof of eligibility for the reduced fare or to purchase reduced fare bus passes. Other forms of acceptable forms of ID include a school issued student ID, Military ID, or Medicare cards.

### **Passes & Contactless Fares:**

Bus passes and contactless payment are more convenient than cash and can offer discounted fares. A variety of pass options are available including:

- Contactless fares – JAC offers a contactless fare payment system through use of a mobile, cellular phone application (mobile app). Visit [www.ridejac.com](http://www.ridejac.com) for additional information.
- Single ride passes - Single rider passes are available if you know in advance you are planning to ride the bus for a limited time.
- Monthly passes - monthly passes are valid for unlimited rides for 30-days following purchase of the bus pass.
- Yearly senior bus passes - Yearly senior bus passes (described below) are valid for unlimited rides within the 365 days following receipt of application.

~~JAC no longer offers 10-ride passes.~~

### **Where to Purchase Tickets:**

Single ride and monthly bus passes are available for purchase through JAC's mobile app, at [www.ridejac.com](http://www.ridejac.com), or at the following locations in Carson City.

- Jump Around Carson Operations Office, 3770 Butti Way
- Treasurer's Office, City Hall, 201 N. Carson St.
- Carson City Library, 900 N. Roop St.
- Carson City Senior Citizens Center - **SENIOR BUS PASSES ONLY**, 911 Beverly Dr.
- Western Nevada College Bookstore, 2201 W. College Parkway

### **Senior Bus Pass Program:**

JAC offers unlimited free rides on the regular fixed-route system for seniors participating in the Senior Bus Pass Program. Seniors can participate in this program by registering with JAC at the Carson City Senior Citizens Center at 911 Beverly Drive or the JAC Office at 3770 Butti Way during normal business hours. To receive a free Senior Bus Pass, seniors need to be age 60 or older, complete a registration form, and present the completed registration to a representative at the Senior Center front desk. Passes are valid for unlimited rides on the regular fixed-route service for an entire year (generally July 1 to June 30), subject to funding availability.

## **7. Local Transfers**

Transfers between JAC buses are free to customers ~~with paid fares~~, and are possible at the Downtown Transit Center or at any stop serviced by more than one route. Transfers are issued to go directly from one bus to another to complete a trip in one direction only. They must be

used within one hour of the time they are issued, and cannot be used to get back on the same bus. Transfers cannot be used to go between Routes 2A and 2B.

When boarding the bus, please let the operator know if you plan to transfer. As necessary, the operator will give you a transfer slip and ~~ensure alert that you~~the driver of the next bus ~~waits for you~~that you will be transferring at the Downtown Transit Center. Buses normally leave the Transit Center at a scheduled time. If you fail to ~~notify the bus operator of your desire to transfer~~expeditiously transfer to your next bus, you run the risk of your connecting bus departing the station without you. Transfer slips will only be accepted at the Downtown Transit Center or at bus stops served by both the line from and to which you are transferring (ex. transfers may be made from Line 1 to Line 2A only at a bus stop served by both Lines 1 and 2A).

## 8. Interagency Transfers

### • **RTC Regional Connector – RTC Washoe**

If you're traveling from Carson City to Reno, RTC Regional Connector accepts transfers from JAC at a reduced fare. Passholders who present proof of fare payment on JAC will only need to pay the difference between the fare cost to ride the RTC Regional Connector.

If you're traveling from Reno to Carson City, you can receive a transfer to JAC at no cost with proof of payment.

For more information about RTC Regional Connector schedules and fares, please visit <https://www.rtcwashoe.com/routes/rtc-intercity/>.

### • **Valley Express Daily – Tahoe Transportation District**

If you're traveling from Carson City to Minden/Gardnerville, the Valley Express Daily is a great option. The Valley Express ~~is currently operating fare free and~~ accepts transfers from JAC at no cost.

If you're traveling from Minden/Gardnerville to Carson City, you can receive a transfer to JAC at no cost.

For more information about Valley Express Daily schedules and fares, please visit <https://www.tahoetransportation.org/routes/19x/>.

## 9. JAC App

The JAC App provides real-time arrival times and location information for JAC fixed-route service throughout Carson City and will allow you to purchase contactless fares. The app is available for iPhone and Android smartphones and can be downloaded for free from the respective App Store by searching "Jump Around Carson". Features of the JAC App include:

- Real-time location of the buses
- Routes displayed on an interactive map
- Bus location-based ETAs
- Arrival notifications

- Route Schedules
- Contactless fares

## **10. Passenger Rights & Rules**

JAC prides itself on fulfilling its obligation to transport the public in a safe and efficient manner, and strives to provide a pleasant and clean atmosphere for all riders. The following customer rights, rules, and responsibilities ensure that JAC may consistently operate a high-quality transit service.

### **PASSENGER RIGHTS:**

All JAC passengers have the right to:

- A safe, comfortable, clean bus.
- Easily accessible and reliable schedule information.
- Respectful, helpful service from bus operators and all JAC employees.
- Courtesy from other passengers.
- Ride with a service animal. All other pets and animals must be in a pet carrier.
- Tell us about our service, and how we can improve. Please see Section 3 regarding rider feedback for more information.

### **GENERAL RULES:**

All JAC passengers must abide by the following rules:

- No eating or drinking (except water or when medically necessary).
- No smoking or use of tobacco products including e-cigarettes and vapor products.
- No illegally possessing, using, or selling any controlled substance.
- No unsafe, unruly, disruptive, or inappropriate behavior.
- No gambling.
- No spitting, urinating, defecating, nudity, or inappropriate exposure.
- No foul language, loud conversation, or insults/threats directed at the bus operator or other riders.
- No playing of music in a way that is disruptive to the bus operator or other passengers.
- No loitering, begging, or soliciting of any kind.
- No littering, defacing, vandalizing, or destroying of property, City-owned or otherwise.
- No flammable and/or toxic items, including but not limited to gas cans, car batteries, and paint.
- No Firearms are ~~not~~ allowed on JAC buses.
- Please, no den't smokinge in the bus shelters.

## **11. Bicycles, Scooters, Strollers, and Other Personal Items Onboard**

**Bicycles:**



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JAC invites cyclists to ride with us! Each JAC bus is furnished with an easy-to-use bike rack on the front of the bus which holds up to two bikes. Please note that bike racks are available on a first-come, first-serve basis. If the bike rack is full, the cyclist will need to wait for the next bus. Bikes are not allowed inside the bus unless they are foldable.

#### Loading Your Bike:

1. Prepare to load your bike as the bus approaches by removing water bottles, pumps, or any loose items that might fall off.
2. Ensure that you have the bus operator's attention before stepping in front of the bus to load your bike.
3. Once in front of the bus, use one hand to hold your bike and the other hand to squeeze the handle and lower the rack.
4. Lift your bike onto the rack, putting the wheels into the slots. Each slot is labeled as either front or back.
5. Raise the wheel lock arm next to the front tire slot over the top of the front tire. Make sure the arm is holding your bike securely, and that the hook is resting on the bike tire, not the frame.

#### Removing Your Bike:

1. Before exiting the bus, inform the driver that you will be removing your bike.
2. Once at the bike rack, raise the lock arm off the bike's front tire, and return it to the base.
3. Lift your bike off the bike rack, and if there is not another bike on the rack, return the rack to the upright position.
4. Step onto the sidewalk and indicate to the bus operator that you are clear of the bus. Never cross the street in front of the bus.

#### Notes

- There is no charge for using the bike rack.
- Only single seat, two-wheeled bikes will be permitted on the rack.
- Riders are responsible for loading, securing, and unloading their bikes in a safe and timely manner. Bus operators will not get off the bus to assist.
- Use of bike racks is at your own risk. JAC is not responsible for personal injury, property damage, or property loss arising from use of the bike rack.
- In the event that you forget to unload your bike, please call JAC Customer Service at (775) 841-RIDE (7433) to report it missing. Advise the JAC representative of the time of your trip, the bus or route number, and any other details you can recall.

#### **Scooters:**

Scooters of certain types are welcome on JAC buses. Scooters are defined as [non-motorized](#) two-wheeled mobility devices that are either self-balanced or balanced by the rider and may include electric and non-electric balancing scooters. Non-electric scooters must be capable of being transported by the owning individuals. Examples include any kick or push scooters with handlebars. Electric scooters are defined as battery-operated, self-balancing two-wheeled scooters designed to transport a person. They are also known as Segways (manufacturer name), gyroscopic mobility devices, or automatic balancing wheeled conveyances.

Motorcycles, mopeds, ~~motor scooters~~, motorized bicycles (electric or gasoline-powered), and other similarly motorized wheeled conveyances are not considered scooters.

~~Electronic-Electric~~ and non-electric balancing scooters shall be permitted on JAC buses and at JAC facilities under the following conditions:

- All users must remain in control of their device at all times.
- Devices must be turned off or in Power Assist mode while boarding, exiting or while on a vehicle.
- Riding, sitting, or standing on the scooter while on a vehicle is prohibited.
- Users must remain with but not on their scooter during travel.
- Scooters must be safely and securely stowed while on vehicle and not stored in the center aisle.
- Users ~~must~~ should yield to pedestrians or other riders at all times.
- Any person bringing a scooter on the transit vehicle must be physically able to load, stow, and unload the device, or be accompanied by someone who will provide this assistance.
- JAC personnel will not assist with loading/unloading or storing devices, however, upon request, the driver will deploy ramps for use in boarding/exiting buses.
- If the scooter is occupying a wheelchair space and the user does not possess a Reduced Fare Card, he/she must yield space to wheelchair users as required.

**Motorcycles, mopeds, ~~motor scooters~~, motorized bicycles:**

Motorcycles, mopeds, ~~motor scooters~~, motorized bicycles (electric or gasoline-powered), and other similarly motorized wheeled conveyances are not permitted on JAC buses, or on JAC bus bike racks.

**Strollers and Other Personal Items:**

JAC welcomes strollers, portable shopping carts, walkers, and other personal/mobility items. Rider must be in control of personal/mobility items for the duration of their trip and ensure items can be kept clear of the center aisle while the bus is in motion. If an item is too large, too heavy, or poses a risk to the bus operator or passengers, the bus operator may refuse service to the passenger.

JAC strives to provide transit service to all riders. Please refer to Section 12: Accessibility/ADA Compliance for information regarding riding the bus with a wheelchair or mobility device.

**12. Accessibility/ADA Compliance**

JAC is committed to providing a reliable, safe, convenient transit experience to all riders, including seniors and people with disabilities. All buses are fully accessible and comply with the principles and standards set forth in the Americans with Disabilities Act of 1990 (ADA). JAC bus operators shall make use of all accessibility equipment and features. In addition, JAC shall make public information and communications available in accessible formats. If you are unable to ride JAC fixed-route, visit [www.ridejac.com](http://www.ridejac.com) to see if you qualify for JAC Assist paratransit service. The following are the policies and procedures JAC is committed to following in order to ensure an accessible experience for all.

- Accessibility

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JAC welcomes all wheelchairs and mobility devices onboard so long as the lift/ramp can accommodate the device and user, and there is space on the bus. If there is not space, bus operators shall notify the user to catch the next bus. JAC shall deploy lifts or ramps for anyone who would like it, including standees, upon request. During the trip, all wheelchairs/mobility devices must be secured using onboard securement systems. Upon request, JAC bus operators shall assist riders with the use of these securement systems and shall leave his/her seat if necessary to provide assistance. For the passenger's own safety, JAC bus operators may recommend, but not require, passengers using a mobility device to transfer to a seat. JAC shall permit a passenger who requests to use a lift or ramp to board or disembark from a vehicle at any designated stop, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers (i.e., the stop is "closed" for the duration of the condition). JAC shall not deny service to individuals using respirators or portable oxygen. Passengers may bring a reasonable supply of portable oxygen with them on the vehicle, but oxygen tanks must be secured while the vehicle is in motion. JAC shall ensure adequate time for individuals with disabilities to board or disembark a vehicle.

- **Wayfinding/Orientation**

JAC shall make stop announcements using the PA system or a loud, clear voice at transfer points, major intersections, destination points, intervals along the route to orient passengers, and any stop upon request. When more than one route serves a stop, the external speaker shall be used to provide a means by which an individual with a visual or other disability can identify the route on which he or she wishes to travel.

- **Service Animals**

Service animals can accompany individuals with disabilities in vehicles and facilities. The United States Department of Transportation (DOT) ADA regulations define a service animal as any 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 and sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. JAC shall not require a person with a disability to certify or register a service animal, nor require passengers to make prior arrangements when boarding a fixed route vehicle with a service animal.

- **Priority Seating Areas**

JAC vehicles used in fixed route service shall have signs designating priority seating for elderly persons and persons with disabilities. When an individual with a disability needs to sit in a seat or occupies a wheelchair securement location, JAC bus operators shall ask the following persons to move in order to allow the individual with a disability to occupy the seat or securement location: (1) individuals sitting in a location designated as priority seating who would not be considered elderly persons or persons with disabilities (or other seat as necessary); and (2) individuals sitting in a fold-down

or other movable seat in a wheelchair securement location. JAC bus operators may make, but are not required to enforce, the request.

- Reasonable Accommodation

Individuals with disabilities may request that JAC make a reasonable accommodation in order for that individual to fully use transit services. All requests should be made in advance by calling (775)841-RIDE (7433) or sending an email to JAC@carson.org. JAC will accommodate requests that:

- Do not alter the fundamental nature of the service, program, or activity
- Do not cause a direct threat to the health or safety of others
- Do not result in an undue financial and/or administrative burden
- Will allow the requestor to use the service provided by JAC

- Maintenance/Guarantee of Service

JAC bus operators shall immediately report any in-service lift or ramp failures. If a lift or ramp failure occurs on a route where the headway is greater than 30 minutes and the passenger cannot be served, JAC shall provide alternative service promptly. In the event that there is no spare vehicle available and JAC would be required to reduce service to repair the lift or ramp, JAC may keep the vehicle with the inoperable lift or ramp in service no more than three days. A vehicle with a lift or ramp failure shall be removed from service as soon as practicable; and the lift or ramp shall be repaired before the vehicle is returned to service.

### **13. Alerts and Advisories**

JAC strives to be a reliable, safe transit service for all riders, but delays can happen for various reasons. JAC will attempt to notify riders as quickly as possible, with due consideration for safety, security, and operational priorities. For up-to-date information, riders should visit [www.ridejac.com](http://www.ridejac.com). Riders will also be notified of any service alerts/advisories through the JAC phone app.

### **14. Beneficiary Rights Under Title VI of the Civil Rights Act**

JAC is committed to ensuring that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance, and that no discrimination takes place in any of the programs it and its subrecipients operate. To obtain more information on JAC's nondiscrimination obligations, send a written request to 3770 Butti Way, Carson City, Nevada 89701 or visit:

<https://www.carson.org/home/showpublisheddocument?id=59060>.

If anyone feels that someone ~~–he/she/they or others~~ protected by Title VI have been discriminated against, a complaint may be filed by completing the form at the link below and sending it to: Transportation Manager, 3505 Butti Way, Carson City, NV, 89701, RE: Title VI Complaint. A complainant may also file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program

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Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Complaint Form is available at [www.ridejac.com](http://www.ridejac.com) available here:  
<https://www.carson.org/home/showpublisheddocument/59034/636577415773170000>

*Enjoy your ride!*