



Jonesboro Economical Transportation System

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It is the mission of the Jonesboro Economical Transportation System (JETS) to provide safe, convenient, reliable, friendly public transportation to the citizens of Jonesboro, Arkansas.

These policies and procedures are provided to insure that our practices are held to the highest standard. Your cooperation by following these regulations is greatly appreciated. Failure to abide by these regulations could result in suspension or discontinued service. Should JETS need to address a problem or concern in regard to these regulations; the Transit Director or Paratransit Coordinator will make a reasonable effort to resolve issues either by phone or letter prior to enforcing suspension of ridership privileges.

Policies for Paratransit Eligibility

JETS services are operated in accordance with the federal requirements governing Paratransit service as complementary to the City's fixed route transit system. This policy is subservient to the Code of Federal Regulations, Title 49: Part 37- Transportation Services for Individuals with Disabilities (ADA). The system is comparable to the level and type of service provided by fixed route buses. JETS Paratransit service is an origin-to-destination service, and is classified as curb to curb.

To be eligible for JETS Paratransit Service, you must complete an application for ADA certification.

ADA certification is for clients who are disabled and unable to use the fixed route. Under ADA guidelines a disability alone does not automatically qualify a person for Paratransit Service. A person who needs transportation within the city limits of Jonesboro, **must be functionally unable** to use the fixed route bus service to qualify for Complementary ADA Paratransit Service.

This service is demand response in nature but it is public transportation and, therefore, not equivalent to private taxicab type service, specialized private transportation service, or a medical transport and should not be used as such.

Complementary ADA Paratransit service is provided to the following three general groups of persons with disabilities:

1. Persons who have specific impairment-related conditions which make it impossible (not just difficult) to travel to or from the bus stop.
2. Persons who need a wheelchair lift or ramp and a wheelchair lift equipped vehicle/bus is unable to deploy its lift/ramp in a particular location due to physical constraints of that particular bus stop(all JETS buses are wheelchair equipped).
3. Persons, who are unable to board, ride, exit or otherwise navigate the fixed route bus system, even if they are able to get to a bus stop.

All applicants for JETS Paratransit Service will be notified of the eligibility status in writing within 21 business days from the date the completed application is received. If JETS is unable to reach a decision within 21 days the client will be deemed eligible until a decision is made. Each applicant deemed eligible for this service will be assigned to one of the three eligibility categories:

Conditional: Conditional eligibility will apply to individuals who are able to use JETS fixed route bus service for some trips, but may require the Paratransit Service for other trips or in special circumstances. Eligibility for the Paratransit service will be determined on a trip-by-trip basis and will be based on the individuals' functional ability to independently use JETS buses for some trips or part of a particular trip.

Unconditional: Unconditional eligibility will apply to individuals who have been found functionally unable to independently use JETS fixed route bus service in any circumstance.

Temporary: Temporary eligibility will apply to individuals with temporary disabilities and will last for the term of the disability, but in no case longer than 12 months. After the certified period, individuals who were granted temporary eligibility must reapply and be reevaluated if they desire to continue using the Paratransit Service.

If you do not meet the ADA eligibility criteria you will be informed of this decision in writing within 21 business days. The letter will explain the reasons for denial as related to the eligibility, or the level of eligibility granted. You have the right to appeal the denial of eligibility, or the level of eligibility granted. You must initiate an appeal by contacting JETS Paratransit Coordinator in writing within 60 days of the date of the denial letter.

It will be the responsibility of the applicant to recertify at the end of your certification period; **which is typically two years from the initial approval date.** All applicants can call to request that a recertification form/application be mailed to your address.

Both the Paratransit and Fixed Route System operate the following service hours:

Monday –Friday	5:30 am to 7:30 pm
Saturday	9:00 am to 3:30 pm

Paratransit Office hours:

Monday -Friday	8:00 am to 5:00 pm
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Paratransit scheduling hours

Monday -Friday	8:00 am to 5:00 pm
Sunday/Holidays	Leave voicemail before 5:00 pm

When calling to schedule a trip you must have the following information:

- Client name
- The exact street address (origin and destination)
- Name of the business, office, apartment, and suite number
- The pickup time or appointment time (remember to indicate if the client will be traveling with a Personal Care Attendant (PCA), a companion, or service animal)
- Return trip information

All Paratransit trips are to be scheduled at least one day in advance, but no more than 14 days in advance. Appointments and schedule changes **will not** be accepted after 5:00 p.m. Limited same day trip requests for “medical necessities” will be granted if JETS has the capacity to schedule them without interfering with the current schedules for that day.

Sunday and Holiday scheduling requests may be left on JETS voicemail, but please remember that all trips must be confirmed by a JETS reservationist. The reservationist will check the voicemail for scheduling requests left during times the office is closed due to a weekend/Holiday. They will then return your call no later than 5:00 p.m. on Sunday/holiday. When leaving a voicemail for a trip after hours state your name, date of trip, destination, appointment time, and return time. Be as detailed as you can.

Cancellations must be made as soon as possible to allow other clients time to be scheduled in your place. A cancellation will be considered a No Show if the JETS office is not notified within 2 hours of the scheduled pick up time. Early morning cancellations can be made by leaving a message on the voicemail or after 5:30am. When cancelling, be sure to give your name and the exact times and destinations to be cancelled.

The Paratransit Reservationist will schedule each trip request at the time the reservation is made. When schedule is at capacity, alternate times may be negotiated. Clients should expect the transit vehicle within 30 minutes of the scheduled arrival time (15 minutes before and 15 minutes after scheduled pickup time) and must board the vehicle within 5 minutes of arrival. Upon entering the vehicle client must have fare ready, we cannot start a trip without the proper fare.

Changes to the clients schedule will be accepted no later than 5:00 PM one business day before the trip date. Requests for changes during the trip will not be accommodated. **Please do not ask your driver to make changes to your trip, such as adding a stop or changing a destination. Drivers are not authorized to make any changes to the schedule or the client's future scheduled trips.**

General Information

1. **Fares.** The one way fare for Paratransit service is \$2.50, which is two times the regular fixed route full fare. A personal care attendant shall not be charged for complementary Paratransit service. Any companions traveling with client will also be charged the full fare, including children over 5 years old. **Failure to provide adequate fares will result in cancellation of trips.** If the patron does not have exact change, change will be given in the form of a change card only. *No cash will be refunded. Each time the vehicle makes a scheduled stop, the client will be charged an additional fare.*(CFR 49, Part 97.131) (Part 37.123 f)
2. **Service area.** JETS transportation services the city limits of Jonesboro only; this includes fixed route bus service and paratransit services. We cannot take anyone out of city limits for any reason, nor can we pick up outside of city limits.
3. **Wheelchair Loading and Unloading.** All power chair operators must be in control of their chairs during loading/unloading and while securing devices are being attached. Power chairs must be stationary and manual chairs must be locked whenever the chair is on the lift. These requirements are for the protection of patrons and bus drivers from unexpected energizing or movement of wheelchairs during transit. Service is provided for all wheelchair users. (CFR 49 Part 37.165 - c)
4. **Securement Devices.** All wheelchairs will be secured in the designated securement devices by the driver and must remain so whenever the vehicle is in motion. All passengers on Paratransit must wear seatbelts.
5. **Public Service.** Paratransit is a public transit service; hence, all trips are shared rides and patrons may not request that specific drivers be sent. **The vehicle will**

not wait for you to run in and out of a business/destination. Paratransit will not be used as a taxi for personal errands.

6. **Behavior.** Eating, drinking and smoking are not permitted on buses at any time. Use of profanity and lewd behavior is prohibited. Patrons must refrain from excessive noise or behavior that disturbs other passengers or the driver. Toxic, dangerous and offensive substances are not permitted on any vehicle. (CFR 49, Part 37.5 - h)
7. **Service Animals & Mobility Aids.** Service animals may accompany patrons with disabilities on the buses. Patrons may travel with portable respirators; portable oxygen and other life support equipment provided such equipment does not violate rules concerning the transportation of hazardous materials. *Notice: JETS drivers will not assist with said portable oxygen equipment.* (CFR 49 Part 37.167 - d)
8. **Baggage & Driver Assistance.** Loading and unloading of baggage, packages and articles is the responsibility of the patron. **Drivers are not allowed to load or unload any items for patrons. Patrons are allowed as many bags as they can carry in both hands. No item brought on the vehicle by a client can stay on the vehicle, each time the client exits all items must be taken off the vehicle.** Any items brought on a vehicle by patron must be small enough to store out of the aisle and not interfere with the entrance, exit and mechanism of the vehicle.
9. **Service to Visitors.** A visitor is an individual with disabilities who does not reside in the jurisdiction(s) served by the public entity or other entities with which the public entity provides coordinated complementary Paratransit service within a region. A public entity shall make the service available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service. (CFR 49 Part 37.127)
10. **Pick-Up Window:** JET drivers can arrive **15 minutes before and up to 15 minutes after your scheduled request time.** Passengers must be ready during this window. Passengers **must** board the van within 5 minutes of the driver's arrival, after that time the driver must leave and the trip will be counted as a **no-show.**
11. **Will-Call Trips:** When you schedule a trip, you may have it set as a *Will-Call*, in which case you may call us to come pick you up when you are ready. *Will-Call* trips can **only** be placed for **medical or work related trips.** When you call in for your will call, the driver has up to 1 hour to pick you up from the time you call.

12. **Modifications to Policies and Procedures:** JETS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all JETS transportation and activities for Fixed Routes and Paratransit services. For example, individuals with service animals are welcomed to ride any of our transportation services, even where pets are generally prohibited, as long as the animal does not create a legitimate safety risk or fundamentally alter the nature of JETS services. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a city program, service, or activity, should contact the office of the JETS Transportation Options coordinator @ 870-935-5387 as soon as possible but no later than 48 hours before the scheduled event. The ADA does not require JETS to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Policy Governing Behavior

The purpose of the following passenger behavior regulations is to ensure all passengers are provided with safe and comfortable transportation. Failure to abide by these policies could result in temporary or permanent suspension of ridership.

Behavior: Verbally or physically abusive behavior with Transit staff or passengers will not be allowed such as: profanity, outbursts, threatening gestures or threatening words and other disruptive behavior. This list is not intended to be all inclusive. Other behaviors offensive to Transit staff or passengers can be considered verbally or physically abusive.

Interference: No person may assault, threaten, demand, intimidate, perform unlawful acts, or interfere with a passenger or Transit staff while in the performance of his or her duties. Transit staff has the authority to request that the passengers maintain orderly conduct.

Hygiene: A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or Transit staff. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of Transit staff, that person places existing passengers in extreme discomfort or is considered a health risk to others.

Concerns: Passenger complaints should be directed to the Transit office. The Transit Director or designee will be responsible for investigating an initial complaint and will respond with the appropriate action as per City of Jonesboro and JETS departmental policy.

Distractions: Passengers must avoid or minimize actions that promote distractions to the driver while Transit vehicles are operating in revenue service. Such acts as the usage of a cell phone near the location of a driver is prohibited, however when otherwise used, ringers and voice noise levels must be kept to a minimum, also there can be no flashes from cameras on cell phones. Radios, pagers, electronic games and/or other devices must also be maintained at minimum noise levels. Passengers must remain seated in their traveling position or station until the bus comes to a complete stop and the driver acknowledges further instructions. Sudden moves that alert the driver may result in discontinued service.

Appropriate Dress: Passengers may not be allowed on a vehicle if their dress attire may be considered offensive to others, as determined by transit staff. A passenger may be denied transportation for lack of clothing or improperly fit clothing that is excessively tight/small, loose/large, torn or gaping causing inappropriate body parts to become exposed.

Actual or threatened physical abuse is a one-time offense.
There will be no second chances.

Thank you for riding JETS Paratransit, if you have any questions about anything in this policy or Paratransit services in general you may contact our Paratransit Coordinator during normal business hours Monday thru Friday at (870)-935-5387.