

# JATRAN HANDILIFT SERVICES



## PASSENGER GUIDE

DECEMBER 2014

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## WHAT IS HANDILIFT?

JATRAN HandiLift is a door-to-door, demand response service provided to *eligible* passengers who may have a temporary or permanent impairment that prevents independent use of the fixed route or accessing a fixed route bus stop. JATRAN HandiLift service provides safe and efficient transportation within a 3/4 mile corridor surrounding each JATRAN fixed bus route in operation at the time of reservation request.

## DAYS AND HOURS OF SERVICE

### *HandiLift vehicles operate:*

#### Monday through Friday

First pick up is available at 5:15 a.m.

Last pick up is available at 6:45 p.m. ending service at 7:43 p.m. depending if JATRAN bus service is operating in the area of pick up, Service hours may be reduced depending on the area.

#### Saturday

First pick up is available at 6:45 a.m.

Last pick up is available at 5:45 p.m. ending service at 6:43 p.m. depending if JATRAN bus service is operating in the area of pick up, Service hours may be reduced depending on the area.

No service on Sundays, New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

### *Reservation lines are open:*

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

Reservations are taken on Sunday, holidays and after hours by voice mail. For reservations, passengers may contact JATRAN's HandiLift at (601) 948-3776 or via the TDD/TTY line at 711 through the Mississippi Relay Service.

### *Service is not offered on the following holidays:*

**New Year's Day**

**Independence Day**

**Thanksgiving Day**

**Memorial Day**

**Labor Day**

**Christmas Day**

## SERVICE AREA

JATRAN's HandiLift provides service within a 3/4 mile corridor from a JATRAN fixed route. Each trip's origin and destination must be within a 3/4 mile corridor from a JATRAN fixed route.

## SERVICE PROVIDED

HandiLift shall offer door-to-door, demand response transportation service to certified passengers. There are two types of services available; 1) subscription and 2) reservation/non-subscription.

**Subscription Service** is available for any trip that occurs once or more a week that originates and terminates at the same scheduled location, at the same time each day. Availability is based upon a first come/first serve basis. Subscription service is not required under ADA; therefore, certain restrictions may apply due to capacity constraints. Application for subscription service may be made in person or by phone. Requests for subscription service must be made at least one day prior to the first trip, but no more than fourteen (14) calendar days in advance. Once a subscription schedule is confirmed by JATTRAN, the passenger does not have to make any further reservation calls, except to cancel any previously scheduled trip. Passengers who fail to do so will receive a No Show violation if a ride is not canceled within the proper time. (See No Show policy, pg. 13).

**Non-subscription/Reservation** Service is available for any trip. Request for reservation service can be made anytime during our normal business hours one day prior the desired trip, but no more than fourteen (14) calendar days in advance. An unlimited number of trips can be reserved during one telephone call.

## **WILL CALL**

Many reservations are booked with a scheduled time for a operator to return. Keep in mind our operators are not allowed to wait more than 5 minutes for any passenger. In instances where you are unsure of your completion time, we encourage you to make a “**will-call**” reservation for your return ride home. Upon completion or nearing completion of an appointment, contact our reservations department and a return pick-up will be initiated. JATTRAN has a standard for will-call returns to pick up passengers within 1 hour of the requested time.

Every effort will be made to accommodate your requested reservation time. However, please be aware that, at times the requested pick-up time may not be available. In those rare instances when demand goes beyond capacity JATTRAN reservation agents will attempt to provide you with an alternate pick-up time. Typically, an agent will be able to negotiate a time that is within one hour of the requested reservation time.

## **FARES**

There are two methods of payment for JATTRAN services: JATTRAN HandiLift Coupon booklet and cash payment.

The **Twenty Ride (20) Coupon Booklet** may be purchased at the JATTRAN Administrative Office or Union Station Customer Service Office. Passengers also can purchase coupon books through van operators. While van operators do not normally carry the passes, passengers can pay the van operator for a coupon book in advance and receive the booklet from the van operator on their next scheduled trip. No reimbursement will be made for unused coupons.

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

Unless alternate payment arrangements have been made, payment of the fare must be made when boarding the vehicle. If the fare cannot be paid when boarding, service can be refused.

Passengers who will have a guest accompany them must be scheduled to do so when the reservation is booked, or one day prior to the scheduled trip. Each guest will be required to pay the regular fare.

Agencies scheduling rides for their passengers on HandiLift may be charged a different, negotiated per trip fee. Normally these fees are billed to the agency on a monthly basis. Such fare payment arrangements shall be documented on the van operator's daily trip log.

The current published one-way trip fare shall be charged to all certified passengers and guest with the exception of personal care attendants, who may travel with a passenger at no additional cost.

## **TRIP PURPOSE**

All trips will be accommodated and not be prioritized by trip purpose.

## **COMPLIMENTARY PASSES**

Whenever HandiLift makes an error that greatly inconveniences a passenger, a complimentary pass good for one free ride may be issued to the passenger. The issuance of the Complimentary pass will be at the discretion of the ADA Program Manager or City's Transit Services Manager. Circumstances that may warrant the issuance of a complimentary pass include:

- Vehicle arrival more than 15 minutes after the scheduled reservation time;
- Passenger was inadvertently left off the schedule;
- Passenger was stranded on broken vehicle;
- Other incidents as approved by the ADA/HandiLift Program Manager and/or City's Transit Services Manager.
- Other incidents as required by law or other legally binding documents.

## **INCLEMENT WEATHER**

In the unlikely event of service cancellation or extreme delay due to inclement weather, JATRAM personnel will attempt to contact all scheduled passengers at the telephone numbers listed on the client's HandiLift Eligibility Certification Form. During emergencies, public service announcements (PSAs) will be sent to local television and radio stations.

## **LOST AND FOUND**

JATRAM will not be responsible for items left on HandiLift vehicles. However, if any item is found by JATRAM personnel, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it will be donated to the Salvation Army.

Passengers attempting to locate lost items should call the JATRAM Administrative office at (601) 948-7140. If the passenger's item has been located by HandiLift personnel, every effort will be made to return the item to the passenger on their next scheduled trip.

## **NO STRAND POLICY**

JATRAN's "No Strand" policy states any passenger 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 JATRAN.

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

## **ELIGIBILITY AND CERTIFICATION PROCEDURES**

### **A. GENERAL ELIGIBILITY**

To receive HandiLift service, individuals must be certified "ADA paratransit eligible." The Americans with Disabilities Act of 1990 defines "ADA paratransit eligible" as:

1. Any person with a disability who can use an accessible vehicle, but the desired trip cannot be made because the fixed-route service is not yet accessible. This category includes persons who use wheelchairs, walkers or braces and others whom disabilities prevent them from utilizing an inaccessible vehicle of the facility.
2. Persons, who because of the nature of their disabilities, cannot navigate a fixed route bus system that is otherwise accessible. This category includes persons who cannot independently board, ride or disembark from an accessible vehicle. This is based on the assumption the individual does not need to operate a boarding system such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect eligibility.
3. Persons with impairment-related conditions that prevent them from getting to or from the boarding or disembarking location; this relates to an individual's particular system and a particular trip. Examples of eligibility under this category include, but are not limited to: severe chronic fatigue related to HIV infection and AIDS, heat sensitivity due to cardiovascular disease, and hypothermia due to quadriplegia.

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

1. Medical information provided by client's physician or other authorized medical personnel.
2. Does the individual's disability prevent him/her from getting to and from a bus stop at point of origin or destination?
3. Can the individual board, utilize and disembark the vehicle at the bus stop?
4. Can the individual recognize the destination and disembark the vehicle?
5. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

### **B. ELIGIBILITY FOR VISITORS AND OUT-OF AREA RESIDENTS**

Visitors are considered eligible, if they present documentation of ADA paratransit eligibility from their home jurisdiction's paratransit system. Visitors will also be considered eligible if they can present proof of visitor status (i.e., proof of residence somewhere else) and, if the

individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is reviewed and is satisfactory, the local entity must make service available on the basis of the individual's statement that he or she is unable to use the fixed route transit system.

Visitors to Jackson who have been certified by another transit provider are automatically presumed eligible for HandiLift service for up to 21 days (can be up to 21 non-consecutive days within 365 days). Should the visitor need HandiLift service beyond the 21-day period, he/she is required to become certified for the HandiLift service through the normal certification process.

The location of an applicant's residence is not a factor in determining eligibility. Persons living outside the service area can be certified for HandiLift service trips. However, all services provided by HandiLift shall be limited to the service area listed in this policy.

## **C. APPLICATION PROCESS**

In order for anyone to be considered for the HandiLift service, they must first complete the application process:

**Step #1** – All potential passengers must obtain an application, which consists of an Eligibility Certification form and Medical Verification of Disability form. Applications may be obtained three (3) ways:

- Access the website – [www.jacksonms.gov/jatran](http://www.jacksonms.gov/jatran). Click on Eligibility Certification Form and Medical Verification of Disability Form in the JATRAM HandiLift section to print and complete the application;
- Pickup application from JATRAM Administrative Office @ 1025 University Blvd, Jackson, MS 39207 or JATRAM Customer Service Office @ 300 West Capitol Street, Jackson, MS 39204;
- Contact JATRAM Administrative Office at (601) 948-3776 or TDD/TTY Line: 711 through Mississippi Relay Service to have an application mailed to your current address.

**Step #2** – The applicant must complete the Eligibility Certification form, which details the potential applicant's name, address, phone number, emergency contact information, and level of disability.

**Step #3** – The Medical Verification of Disability must be completed by a medical professional only. This information must include physician and patient information, applicant diagnosis, and cause of disability.

**Step #4** – The completed application must be signed and dated; all questions must be answered truthfully, and returned to the JATRAM HandiLift Office for verification. *Incomplete applications may be returned to the applicant or medical professional to complete before eligibility can be considered.*

The information provided on the HandiLift ADA Paratransit Eligibility Certification Form will be used to make a determination of eligibility. However, additional information may be requested to help determine eligibility, such as:

- Clarification from the applicant;
- Clarification from the applicant's physician, health care or rehabilitation professional; and/or
- On-site evaluation by the HandiLift staff or third party agency.

Our staff will make every effort to make a decision on your eligibility within 21 days after the receipt of your initial application. If a completed application was submitted, and our staff has not made a decision of eligibility within 21 days, you will be granted temporary privileges until your eligibility has been determined.

If the application is approved, the applicant will be notified by mail of their approval and he/she may begin using the service immediately. Each approval letter will include a certification card which indicates your service type and expiration date. Passengers with temporary disabilities will be considered for a shorter specified time, whereas those individuals with permanent disabilities may be certified indefinitely. \

If JATRAM has sufficient cause to believe a passenger's requirements for eligibility has changed making the person no longer "ADA paratransit eligible" the certified passenger will be required to submit additional medical information.

If a certified passenger is granted an indefinite certification it is their responsibility to notify JATRAM of any pertinent changes or updates that needs to be corrected in your passenger profile. (i.e. pick-up address, phone number, etc.)

If an applicant is found ineligible for HandiLift service, the applicant may appeal the decision. Appeal procedures can be found at [www.jacksonms.gov/jatram](http://www.jacksonms.gov/jatram) or by calling us at (601) 948-3776 or via the TTY line at 711 through the Mississippi Relay Service.

Applicants denied service may reapply for the service at any time. All passenger information will be kept confidential by the HandiLift staff unless the release is required by law or court order, or is otherwise authorized for release by the passenger or his/her representative.

If an incomplete application is submitted or the HandiLift staff needs additional information from the applicant's physician, health care or rehabilitation professional, and such information has not been received, the applicant will be "**presumed ineligible**".

## **D. PRE-CERTIFICATION PRESUMED ELIGIBILITY**

Persons with severe impairments may be presumed "ADA paratransit eligible" and may request to use the HandiLift service up to one week before a completed application is received. Transportation will also be granted during the processing of the application. Service under this provision is for emergency situations and must be approved by the ADA/HandiLift Program Manager or the City's Transit Services Manager.

This provision is intended to assist those persons with severe impairments and immediate transportation needs. It is not intended to be a mechanism for those persons who have only short-term transportation needs or to circumvent the normal certification process.

## **PASSENGER RIGHTS**

### **Passengers have the right to:**

1. Be transported by operators who are courteous and professionally trained to meet the needs of riders with mental and physical impairments. This includes, but is not limited to proper securement of seat belts and wheelchair tie-downs.
2. Safe trips in vehicles that are clean, properly equipped, that are smoke-free with air-conditioning.
3. Receive assistance only when in entering and leaving the vehicle, to and from the curb of their destination or point of origin. If assistance beyond the door is required, an attendant is required when the trip is scheduled.
4. Pickups 15 minutes before **or** 15 minutes after the negotiated reservation time.
5. Professional courteous treatment by and toward other passengers.
6. Refuse unsafe service and file complaints without fear of reprisal.
7. Prompt investigation and effective resolution of complaints.
8. Current and complete program information.
9. Assistance getting to the main entrance of their destination if required.
10. Peace and quiet, operators are not permitted to play audio equipment in the vehicle (2-way dispatch radio is necessary).

## **OPERATORS ARE NOT RESPONSIBLE FOR**

1. Carrying or lifting riders or wheelchairs up or down stairs or other areas that may not have the proper ADA compliant access ramps.
2. Assisting riders with carrying bags/packages, personal hygiene, gaining access to or securing (lock) a residence.
3. Providing wheelchairs and/or Personal Care Attendants (PCAs).
4. Entering a building or home to look for a rider.
5. Calling riders on cell phones or building intercoms.

## **PASSENGER RESPONSIBILITIES**

1. All passengers must be able to sit in a van seat or a wheelchair in order to be transported.
2. Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life, the operator will contact the dispatch office, and request immediate medical attention (911) at their location. HandiLift is to be considered a “common carrier” and does not perform ambulance or emergency service.
3. If the passenger’s physical condition or conduct is reasonably believed by the van operator to be hazardous, service may be terminated immediately. The passenger will be notified of

their right to appeal the termination and provided a copy of the appeals procedure, which can also be found on JATRAN'S website [www.jacksonms.gov/jatran](http://www.jacksonms.gov/jatran).

4. Firearms, knives, or anything that can be used as weapon to cause bodily harm is not permitted on any JATRAN vehicle.
5. All passengers must be attired properly so that all private areas are adequately covered. Any passenger attempting passage without such appropriate attire may be refused service and that trip recorded as a "no show" or cancellation.
6. Passenger, guests and any accompanying animal or package shall be free from odors that other passengers may reasonably find offensive.
7. All passengers must inform JATRAN of a change of address.
8. Passengers are expected to refrain from violent, seriously disruptive or illegal conduct. If patrons do not conduct themselves accordingly, service will be immediately denied and/or suspended indefinitely pending further investigation. Such conduct includes, but is not limited to:
  - a. Threats, fear of physical or verbal abuse.
  - b. Unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations;
  - c. Unauthorized use of equipment on the vehicle;
  - d. Voluntarily and repeatedly violating bus rules, including smoking, standing, eating or drinking without medical indication, or defacing equipment. Passengers with a documented medical problem that requires eating or drinking at specified time periods must advise the operator of this fact.
  - e. Refusing to comply with other requirements specified in the policies above.
  - f. Providing false information in order to qualify for paratransit service eligibility.
  - g. Passengers may not operate or tamper with any equipment while on the vehicle. This rule includes the operation of the hydraulic lift, ramp and attempts to remove wheelchair tie-downs or passenger seat belts.
9. Be courteous to others and avoid distracting the operator. Riders or any Personal Care Attendant (PCA) who violate rules of rider courtesy and conduct, may be subject to suspension of service and/or criminal prosecution. This includes but is not limited to:
  - a. Physical injury or abuse to another rider or the operator
  - b. Activity that seriously disrupts the safe or effective operation of the vehicle

If a rider's medical impairment is seriously disruptive to the operator or other passengers, we reserve the right to require a PCA or guardian accompany the rider as a condition to use our services.

10. Eating, drinking or the use of any illegal substance, or smoking is not allowed on HandiLift.
11. Avoid littering on the vehicle.
12. Audio equipment is not be used without earphones.

## **REQUESTING SERVICE**

A request for service must be made no earlier than fourteen (14) calendar days or the day prior to the desired trip. For the purposes of this policy, one day shall mean by 4:30 p.m. the prior day. The following information will be requested and is required to schedule a trip:

1. Name

2. JATRAM Client Number
3. Phone Number
4. Pick-Up Address
5. Destination Address
6. Desired Pick-Up Time
7. Desired Drop-Off Time (Approximate Time)
8. Number of Passengers
9. If Round Trip, Approximate Time of Return Trip or request a Will Call pick-up

The HandiLift phone number (601) 948-3776, or TDD/TTY line at 711 through the Mississippi Relay Service shall be used when requesting service from HandiLift. 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 voicemail.

## **RIDING HANDILIFT**

Our HandiLift operators are issued a daily list of passengers to transport. It is important that our passengers are ready when their vehicle arrives to ensure things run smoothly. Your operator will arrive up to **15 minutes before or 15 minutes after** the pick-up time you receive when your trip was confirmed. Our operators are required to wait 5 minutes before they must leave and proceed to their next destination.

If a passenger has not boarded the vehicle within the five-minute grace period, the vehicle will depart. Our dispatchers will only make courtesy calls to our ***sight-paired*** or ***hearing impaired*** passengers to notify them that the vehicle has arrived. The operator may sound his/her horn, but is not permitted to exit the vehicle to inform the passenger of his/her arrival. It is the passenger's responsibility to be at the curb or within viewing distance of the operator when the vehicle arrives.

Here are a few things you can expect when using HandiLift service:

- Be ready and waiting at the main entrance. Operators will announce their presence, but will not enter the building or search for riders.
- Expect shared-ride service equivalent to fixed route bus service. Travel time will be comparable to service provided by the transit buses.
- Bus operators are not permitted to enter passenger's homes under any circumstance.
- Bus operators are not permitted to lift passengers.
- Bus operators are not permitted to maneuver a wheelchair up or down any steps. This rule is provided for the safety of the passenger and the operator.
- Service may not be rendered if the origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. If the bus operator feels that passage is unsafe, an aide or attendant may be required. The bus operator shall immediately call the dispatcher for further assistance.
- Passengers must pay the exact fare upon boarding the vehicle or a bus coupon may be used. Failure to do so may result in no service for that trip.
- Allow sufficient time, at least 60 minutes, between scheduled drop-off times and the return time.

## **TRANSPORTATION OF CHILDREN**

It is recommended that the minimum age for a child to travel alone on HandiLift is twelve (12) years of age. Children under the age of twelve (12) are encouraged to have an adult accompany them during transport. The ADA Program Manager should be notified and must approve any child under 12 years old that will use our service unaccompanied.

## **CANCELLATION VIOLATIONS**

### **Minimum Cancellation Notice:**

If a rider is unable to keep the scheduled appointment time, he/she should notify HandiLift as soon as possible, but no later than one (1) hour prior to pick up time.

### **What are excessive Cancellations?**

Excessive advance cancellations occur when a rider cancels 50% or more of his or her scheduled trips during any 30-day period. A minimum of 8 trips must be scheduled for the 30 days in question for this policy to apply.

### **What are the penalties for excessive advance cancellations?**

A service suspension of seven (7) days will be imposed on demand service riders who exceed the maximum cancellation allowances prescribed under this policy. Loss of Subscription Service privileges will be imposed on subscription riders who exceed the maximum cancellation allowance prescribed under this policy.

**You have the right to appeal a suspension for excessive cancellations. Please follow the same appeal process for “No Shows” described on page 13.**

## **NO SHOW VIOLATIONS**

If a rider is unable to keep the scheduled appointment time, he/she should notify HandiLift as soon as possible, but no later than 1 hour prior to pick up time. Cancellation of a passenger's pick up will not automatically cancel a passenger's return trip. Each scheduled pick up or return trip must be accounted for individually. Passengers should contact HandiLift at (601) 948-3776 or via the TDD/TTY line at 711 through the Mississippi Relay Service to avoid conflicts of cancellations. Failure to do so may result in the recording of a “no show”.

After the issuance of a “no show” the passenger will receive written correspondence via mail stating the date, time, pick up location, and scheduled destination prior to the issuance of the no show, as well as, restating JATTRAN's No-Show Policy. In the event that a passenger receives five (5) no shows, during any calendar month, we will investigate the passenger's no-show frequency which may result in a recommendation for suspension of services. If a suspension in service is imposed due to no shows, JATTRAN will notify the passenger in writing, citing specifically the full reason for the proposed suspension and its length, including the no show dates, times, pickup locations, and destination on which the proposed suspension is based. Time will be allotted for the filing of an appeal before the suspension becomes effective. JATTRAN will allow fifteen (15) days between issuance of a notice of the proposed suspension of service and the proposed date on which the suspension becomes

effective. Passengers receiving suspensions for abusing the no-show policy will be subject to the following:

First Suspension: One (1) Week

Second Suspension: Two (2) Weeks

Third Suspension: Three (3) Weeks

**NOTE:** Any additional suspensions from this point forward would result in one (1) additional week being added to the last suspension issued.

Passengers may appeal their termination suspension of service within 10 days of receipt of notification. Appeals should be addressed to:

JATRAN Appeal Process

ADA Program Manager

1025 University Blvd.

Jackson, MS 39207-2809

A copy of the appeals process will be included in the notification letter, and is also available on JATRAN's website at the following address: [www.jacksonms.gov/jatran](http://www.jacksonms.gov/jatran). Should a passenger waive his/her right to appeal, the termination or suspension of service will be imposed beginning the first day following the appeal period.

## **ACCOMMODATION OF MOBILITY DEVICES**

In accordance with ADA regulations, a wheelchair is defined as a "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.

JATRAN's fleet includes a wide variety of vehicles, with varying lift capabilities. Our standard accommodation for fixed route buses is a combined weight of up to 600 pounds (lbs) and wheelchairs that are 30 inches or less in width. The standard accommodation for the paratransit (Small bus) fleet is lifts that can accommodate a combined weight of up to 800 lbs and wheelchairs up to 48 inches in width.

For safety reasons, JATRAN will not be able to transport any occupant that has a combined weight that exceeds 800 lbs or if the wheel chair exceeds 48 inches in width.

JATTRAN cannot transport passengers with inoperative mobility devices.

JATTRAN management recommends that all wheelchair passengers have their wheels in the locked position when boarding the vehicle via the lift and during transportation on all vehicles. All wheelchairs should be in a safe working condition.

**Wheelchair securement/seat belts:**

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

**PERSONAL CARE ATTENDANTS**

HandiLift allows a Personal Care Attendant (PCA) to accompany a passenger at no additional charge when such an attendant is required. Such required assistance is established in the certification process. Considerations justifying a personal care attendant may include, but are not limited to, the following:

- Immobility – The passenger is unable to provide self-mobility, or self-mobility is possible but a great risk of falling or physical injury exists.
- Disorientation – The passenger, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a particular destination.
- Non-Comprehension – The passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions.
- Communication Impairment – The passenger is unable to effectively transmit or receive communications due to sensory, vocal, or mental problems.
- Inappropriate Behavior – The passenger engages in violent, seriously disruptive, or illegal conduct.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- assisting the passenger from his/her door to the van and back again;
- opening doors;
- carrying packages; and
- communicating with van operator (if passenger is unable).

**NOTE:** PCA assistance could include help unrelated to the trip. For example, someone who is riding along to assist the passenger with grocery shopping, etc. No assistance on the vehicle is required.

**COMPANIONS/GUESTS**

If an individual is riding with a passenger and that individual is not a personal care attendant that performs some type of assistance for the passenger, that individual will be considered a “companion/guest” and will be charged the current published fare. One guest may always accompany a passenger; additional guests will be accommodated based upon vehicle capacity. All guests will be required to pay the regular HandiLift fare.

## **SERVICE ANIMALS & ACCOMMODATION OF ANIMALS**

It is the policy of HandiLift to allow service animals to accompany their owner without restraint. Under the ADA, a service animal means a guide/signal dog that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items. Animals other than service animals as describe below are allowed to ride a HandiLift vehicle in a secured pet traveler carrier.

## **CARRY-ON PACKAGES**

Each passenger is allowed up to three (3) packages (plastic grocery or shopping bags). Passengers should make other arrangements for packages exceeding this amount. Excessive luggage and large boxes cannot be accommodated.

Passengers may be required to secure their packages at their seats, as storage space on the vehicle is limited.

The maximum combined weight of all packages cannot exceed 25 pounds. Operators are only allowed to load a maximum of three bags onto the vehicle. Operators are not allowed to carry packages to/from the vehicle.

## **PUBLIC INVOLVEMENT**

HandiLift is committed to provide on-going mechanisms to involve the public in decisions regarding HandiLift services, policies and procedures. The HandiLift 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. Passengers wishing to attend or receive more information about this committee or ADA Advisory Council can call the City’s ADA Coordinator at 601-960-1100, email [ocraft@jacksonms.gov](mailto:ocraft@jacksonms.gov) or [transit@jacksonms.gov](mailto:transit@jacksonms.gov), or the Transit Services Division at 601- 960-1887.

## **REASONABLE MODIFICATION/ACCOMMODATION**

The City of Jackson, Mississippi does not discriminate on the basis of disability in admissions to, or operation of its programs, services, activities or facilities. Should you require reasonable modification or accommodation, please contact the City’s Reasonable Modification Coordinator, who is the City’s ADA Coordinator, at by email at [transit@jacksonms.gov](mailto:transit@jacksonms.gov), City of Jackson, Transit Services Division, 1785 Highway 80 West,

Jackson, MS 39204, by fax to (601) 960-0864 or by phone to (601) 960-1100 (TDD/TTY: 711 through Mississippi Relay Service).

## **PUBLIC INFORMATION DISSEMINATION**

### **ACCESSIBLE FORMATS**

All public information materials including, but not limited to, the HandiLift brochure, certification forms, periodic service and/or fare change announcements, consumer satisfaction surveys and passenger comment cards will be made available in accessible formats upon request. HandiLift normally stocks materials in large print and audio tape formats. Braille and other formats will be provided within a reasonable period of time of a request.

### **MEDIA PROMOTIONS**

When doing media promotions, HandiLift will make special efforts to utilize the Radio Reading Service, a specialized radio programming format designed for persons with disabilities.

### **HOW CAN I MAKE SUGGESTIONS OR COMMENTS?**

JATRAN seeks to provide its citizens with safe, reliable and efficient transportation. We look forward to working with you to provide the best service possible. If you have any suggestions or comments please call JATRAN Customer Service Office at 601-960-0725, call 311, visit our website at [www.jacksonms.gov/jatran](http://www.jacksonms.gov/jatran) or write to JATRAN at the following address:

City of Jackson, Department of Planning & Development  
Transit Service Division  
200 S. President Street, Suite 223  
Jackson, MS 39201

In specific details address your suggestions, comments or complaints thoroughly.

Please include the following information when calling or writing:

- Name, address and telephone number
- Day, date and time of experience
- Bus number and/or operator name
- Reservationist name (if concerning telephone reservation)

### **WEB SITE**

[www.jacksonms.gov/jatran](http://www.jacksonms.gov/jatran)



## Useful Numbers Quick Reference List

<b>HandiLift Reservations</b> (601) 948-3778 TDD/TTY: 711 through Mississippi Relay Service	<b>City of Jackson Transit Services Division &amp; Transit Services Manager</b> (601) 960-1887 <a href="mailto:jandoh@jacksonms.gov">jandoh@jacksonms.gov</a> <a href="mailto:transit@jacksonms.gov">transit@jacksonms.gov</a>
<b>ADA/HandiLift Program Manager</b> (601) 326-5405	<b>City of Jackson ADA Coordinator</b> (601) 960-1100 <a href="mailto:ocraft@jacksonms.gov">ocraft@jacksonms.gov</a>
<b>Customer Service &amp; Comments/Complaints</b> (601) 960-0725	<b>Hinds Behavioral Health Center – Region 9</b> (601) 321-2400
<b>Jackson Police Department</b> (601) 960-1234 or 911	<b>Living Independence For Everyone (L.I.F.E)</b> (601) 969-4009

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