

Accessible Transit Service

INDEPENDENT
Through Accessibility



601|948|7140

TDD/TTY Line

711 @ Mississippi Relay Service

Website: www.jatran.org

Email: transit@jacksonms.gov

Independence Through Accessibility

JATTRAN is the City of Jackson’s fixed-route public transportation system, with buses that serve established routes on a regular schedule. You can travel at your convenience since there’s no need to call ahead and reserve your ride.

Here, you’ll find the accessible features and services offered by JATTRAN to make your ride easy and convenient. We want you to enjoy the freedom to travel with confidence.

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Accessible Bus Features

- All JATTRAN buses are equipped with lifts or ramps for boarding ease.
- Buses “kneel” to make boarding more convenient.
- Each bus can carry a maximum of two mobility devices.
- Bus operators make stop announcements and provide verbal assistance at multi-route stops.

Mobility Devices

Services for Individuals with Disabilities” and “ADA Specifications for Transit Vehicles.” JATTRAN vehicles are built and maintained in adherence with the U. S. Department of Transportation regulations. Our fixed route vehicles can accommodate mobility devices with a combined weight of up to 600 lbs and wheelchairs that are 30 inches or less in width. If you need accommodate that exceeds these limits, please contact HandiLift at 601|948|3776 or TDD/TTY Line at 711 through Mississippi Relay Service.

What is a “Wheelchair”?

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

Service Animals

Service animals are welcome on JATRAN vehicles with their handlers. Service animal is a guide or service animal as defined by law, including a service animal in training, that has been specially trained to assist persons with disabilities.



Handlers are required to keep the service animal under control at all times. When using a vehicle's ramp or lift, there may not be room on the platform for a mobility device and your service animal at the same time. For their safety, please have the animal board first.

Please keep your service animal as far from the aisle as possible. You may allow your service animal to lie under a nearby seat, or between you and the side of the transit vehicle.

Boarding the Bus

- Plan to arrive at the bus stop at least five minutes early. Be sure you are inside the bus shelter or near the bus stop so the bus operator can see you.
- If you require the use of the lift or ramp, please stay about eight feet away from the bus so that the lift or ramp can be lowered safely.
- If you need the bus to kneel, please let your bus operator know.
- To avoid turning around inside the bus, it may be easier to board by backing your device onto the lift or ramp.
- Please turn off powered wheelchairs and lock the wheels while on the bus lift and once you are in the securement bay.
- If you are visually impaired, upon boarding we encourage you to ask the bus operator to confirm the route and inform them which bus stop you need.

Securing Mobility Devices

- JATRAM recommends the use of securement Q-Straints for our passengers who use personal mobility devices. When attached to a mobility device, the Q-Straints allow the bus operator to determine how to safely secure your wheelchair inside the bus.
- The bus operator will fasten your wheelchair in the securement bay. A four-point securement is recommended to meet safety guidelines. When properly in place, the mobility device must not move more than two inches in any directions.
- For your additional safety, we encourage you to use the shoulder strap and lap belts.
- You can choose to transfer to a seat once your mobility device is secured, you may move to a seat if you so choose. For your additional safety, we encourage you to use the shoulder strap and lap belt.



Personal Care Attendants

Personal Care Attendants (PCAs) can ride free when they are traveling with a client. Individuals who require the use of a PCA may call the ADA Paratransit Eligibility Office at (601)948-3776 or TDD/TTY Line at 711 through Mississippi Relay Service.

Exiting the Bus

When the bus is within a block of



your destination, pull the cord by the window to signal the bus operator that you want to exit the bus.

JATRAM Bus Stop Sign



The bus stops are marked by a green and yellow bus stop signage conveniently located along selected routes throughout Jackson.

The bus will pick up passengers when signage from a designated bus stop. Also, you can board the bus at Union Station, which serves as the transit hub center for JATRAM.

Bus Destination Information

On the outside, at the top of the bus is where the destination information is located. Please check the route name



and destination of the bus before boarding to ensure that you are on the correct bus. If you have questions, the bus operator will be happy to assist you.

JATRAM Service Area

JATRAM fixed route coverage area is within the city limits of Jackson.

Prohibited on the Bus

- No guns or knives or any other interments that can be used as a weapon are allowed on JATRAM buses.
- No smoking or use of tobacco on JATRAM buses.
- No food, drink or alcoholic beverages on JATRAM buses.
- No radios are allowed on the bus
- Do not talk to drive unless you need assistance.

Reduce Fares

JATRAM offers Reduced Fares ID Card for people with disabilities. For eligibility information, contact JATRAM Administration Office, 1785 Hwy. 80 West, Jackson, MS 39204 or call (601) 948-0725.

Disabled Fares

One Ride -----	\$.50
Daily Pass -----	\$ 2.00
Weekly Pass -----	\$ 5.00
Monthly Pass -----	--\$18.00

Free Transfers

Transfers are issued to provide service between two points not served by a single route. Transfers are free and valid for a maximum of 1 hour and 15 minutes after issued. Please ask the bus operator for a transfer when you board the bus. Transfers cannot be used for a return trip. Transfers are only issued to customers who pay a fare or board with a JATRAM pass.

For transfer points, please refer to JATRAM's Riders Guide or contact JATRAM Customer Service at (601) 960-0725.

Alternative Transportation

If a JATRAN vehicle has a non-functioning ramp upon arrival of pick up, another vehicle or supervisory vehicle will be dispatched to you within 30 minutes upon receipt of the call. To check on alternative transportation or status please call (601) 948-3776.

If you have comments regarding your experience, contact Customer Service at (601) 960-0725, Monday-Friday from 8:00 a.m. until 5:00 p.m.



After hours, contact the HandiLift Office at (601) 948-5438 until 6:45 p.m. on weekdays and on Saturday from 6:00 a.m. until 6:30 p.m. Also, comments or concerns can be mailed to JATRAN, 1785 Hwy. 80 West, Jackson, MS 39204.

Useful Numbers/Quick Reference

Customer Service -
Comments/Complaints
601|960|0725

JATRAN Administration Office
601|948|7140

Union Station Office
601|960|0725

City of Jackson Transit Services
Division
601|960|1887

TDD/TTY Line
711 through Mississippi Relay
Service

HandiLift Service
601|948|3776

Consent Decree ADA Transportation
Coordinator
601|960|1887

Hinds Behavioral Health Center
Region 9
601|321|2400

Living Independence For Everyone
(L.I.F.E.)
601|969|4009

www.jatran.org
Email: transit@jacksonms.gov

Office Hours

Bus Service/Office Hours

Monday-Friday

5:00 a.m. until 7:45 p.m.

Saturday

6:00 a.m. until 7:00 p.m.

Administration Office/Hours

1785 Hwy. 80 West

Jackson, MS 39204

Monday-Friday

8:00 a.m. - 5:00 p.m.

Phone: 601|948|7140

Fax: 601|948|5726

TTY Line at 711 through Mississippi

Relay Service

Website: www.jatran.org

Email: transit@jacksonms.gov

HandiLift Reservation Hours

Monday-Saturday

8:00 a.m. until 4:30 p.m.

Union Station/Customer Service Office

Route Services/Complaints

300 West Capitol Street

Jackson, MS 39201

Phone: 601|960|0725

Monday-Friday

8:00 a.m. until 5:00 p.m.

Purchase Bus Pass Outlets

- JATRAM Administration Office
- Union Station, Downtown Jackson

Complaint/Complement Form

If you have a complaint or complement, please contact our customer service line at 601-960-0725 or stop by Union Station downtown branch at 300 West Capitol Street or JATRAM's Administration Office, 1785 Hwy. 80 West, Jackson, MS 39204 to get a form. Also, you can obtain a form on JATRAM's website by going to www.jatran.org or by emailing transit@jacksonms.gov.



Holidays Observed

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Anytime the transit system is shut down, advanced notice will be given.



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