



JACKSON TRANSIT AUTHORITY'S THE LIFT HANDBOOK

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INTRODUCTION

The LIFT is designed to provide paratransit transportation services to persons with mobility disabilities that meet the provisions of the Americans with Disabilities Act (ADA) of 1990. The ADA and its regulations require that The LIFT provide paratransit service to persons with mobility disabilities that are comparable to the service provided by to individuals who use Jackson Transit Authority's regular route service.

The LIFT serves individual transit needs for individuals who, because of their mobility disability, are unable to use JTA regular route service and promotes equality of mobility for all.

Table of Contents:

Topic	Page number
1. Eligibility.....	4
2. Customer Service.....	5
3. Service Area.....	5
4. Service Days and Hours.....	5
5. Holidays.....	5
6. Reservations.....	6
7. Fares.....	7
8. Escorts.....	7
9. Personal Care Attendant (PCA).....	7
10. Passenger Assistance.....	8
11. Transporting Packages and Animals.....	8
12. Boarding with a Mobility Device.....	8
13. Cancellations and No Shows.....	9
14. Card Expiration, Recertification and Eligibility conditions...	9
15. Prohibited.....	10
16. Safety.....	10
17. Rider Responsibilities.....	10
18. Information Change.....	11
19. Fixed Route.....	12

ELIGIBILITY

In accordance with the ADA, paratransit service must be provided to individuals who meet the criteria of Section 37.123 “ADA Paratransit Eligibility: Standards”. Eligibility generally is open to persons who fall into one of the following three categories:

1. Persons who are unable to navigate the fixed route system.
2. Persons who require a lift-equipped bus when the fixed route service does not provide accessibility (all JTA buses are lift-equipped).
3. Persons whose disability makes it impossible for them to travel to or from the nearest bus stop (Difficult or less comfortable does not confer eligibility under this category).

If you believe you have a physical or mental disability that prevents you from independently using lift-equipped accessible fixed route service, write or call The LIFT at:

Jackson Transit Authority
38 Eutah Street
Jackson, TN 38301
(731) 423-0200

Please let us know if you need an application in an alternative format, such as large print, braille, etc.

In most instances, you will be notified if you qualify for certification within five to seven working days, but no longer than 21 days. If you are certified to receive paratransit services, you will receive an identification card.

CUSTOMER SERVICE

JTA customer service and business hours are Monday through Friday from 8:00 am to 5:00 pm. JTA's phone number is 423-0200. From 6:00 am to 8:00 am and from 5:00 pm to 10:00 pm an Operations Road Supervisor is available to answer your questions. Between the hours of 10:00 pm to 6:00 am, please leave a detailed message including your name and phone number with the JTA answering service. A JTA representative will return your phone call. We appreciate you riding JTA.

All service inquiries and complaints should be directed to JTA at 423-0200. Please call us if you experience any problems or if you have any suggestions regarding our service. We strongly encourage you to communicate with us as your input assists us in providing you with the best possible service.

SERVICE AREA

The LIFT service is provided to qualified individuals who have both trip origins and destinations within the Jackson city limits.

SERVICE DAYS AND HOURS

JTA fixed route service and The Lift service have the same operating times and days. JTA operates from 6:00 am to 10:30 pm, Monday through Saturday. JTA is closed on Sundays and holidays.

HOLIDAYS

There are no JTA services available on New Year's Day, Dr. M. L. King Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day. A holiday will be locally observed if it falls on a Sunday.

RESERVATIONS

The LIFT office takes reservations Monday through Friday 8:00 a.m. - 5:00 p.m.

Outside of these hours requests for service may be left on The LIFT voice mail. Reservations may be made fourteen days in advance, but must be made no later than the day prior to your travel date. Same day service may be requested, but is not guaranteed. If a return trip is necessary, it must be booked when your pick up is scheduled. The ADA allows us to negotiate a revised pickup with you that may be up to one hour before or after your requested pickup time.

When making a reservation for an outbound trip, the JTA scheduler needs to know the time you need to arrive at your destination. Reservations for inbound trips (returning home) will be made on a “will-call” basis or by the time you wish to be picked up. When making a reservation, please be prepared with the following information:

1. Time you need to be at and/or picked up from your destination
2. Your name and card number
3. Address and phone number of pick up point and destination
4. Will an escort travel with you?
5. Will a personal care attendant travel with you?
6. Any new information concerning your status
7. Any special instructions for the drivers

All riders must be ready one hour in advance of the time you have scheduled to arrive at your destination. Additionally, you must be ready at the time you are scheduled for a return pick up. The LIFT strives to arrive no later than sixty minutes after the scheduled time.

In order to avoid delaying other riders, the drivers will wait a maximum of five minutes for riders on all outgoing and return trips. If a rider is not ready in this time, the driver will leave.

No changes may be made to a booked trip destination or drop off point after scheduling.

The phone number to call for making reservations is **423-0200**. The phone

number for cancellations and pick-ups is 423-0200. Individuals who are deaf or hearing impaired may place calls through the Tennessee Relay Center 1-800-848-0298.

FARES

The fare for The LIFT is \$2.50 per one-way trip. The fare must be paid or a ticket presented to the driver at the time of each individual one-way trip. Exact change is required as the driver carries no change. One way ride tickets may be purchased from the JTA office. No one is permitted to ride without a fare or a ticket except an approved PCA.

ESCORTS

Escorts or companions must also pay a \$2.50 fare per one-way trip. The escort/companion must have the same origin and destination as the eligible individual and is required to pay the fare.

PERSONAL CARE ATTENDANT/PCA

A personal care attendant is defined as a necessary part of an eligible individual's mobility. A personal care attendant (PCA) does not have to be a certified professional, but may be a friend or family member who assists in your mobility. This is different from an *escort* who is just along for the ride to accompany (escort) an eligible individual. Personal care attendants are not required to pay a fare.

PASSENGER ASSISTANCE

The driver will provide origin-to-destination service only. Drivers are not permitted to enter a private property of a rider or any place of destination. If a rider needs assistance in addition to the origin-to-destination service provided, he or she must have a personal care attendant (PCA) or escort.

TRANSPORTING PACKAGES AND ANIMALS

Because the vehicle will be shared, riders who have been shopping must be able to carry their own bags onto and off the vehicle. Packages must be transported on your lap or under the seat. Clients are limited to three (3) shopping bags. Drivers have a strict schedule and cannot assist with your packages. For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous materials. Respirators, portable oxygen, and/or other life-support equipment may be transported as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle. You may travel with service animal(s) such as guide dog or small horse companion. The service animal is defined 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 hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Pets and other non-service animals may be transported only in properly secured cages or containers and only if you can carry them yourself.

BOARDING WITH A MOBILITY DEVICE

All vehicles are equipped with passenger lifts that meet ADA specifications. The lifts will accommodate most mobility aides, ie wheelchairs or scooters. If the mobility aide cannot be safely lifted onto the vehicle, the trip cannot be completed. If the total weight of the passenger and the mobility device exceed lift abilities, they may not be transportable. Drivers provide assistance with the use of lifts, securement systems and accessibility-related equipment by persons with mobility devices and ambulatory persons.

VISITOR POLICY

JTA Paratransit service may be provided to ADA certified eligible persons who are not currently certified within the City of Jackson Tennessee. All visitors are required to provide a minimum amount of information to The Lift to determine eligibility to utilize paratransit service. Visitors must provide the following:

An ADA eligibility card or letter from another region.

Proof of address and documentation of a transportation disability (if not readily apparent).

The complete address of where residing while visiting in Madison County.

Visitors are eligible for service for any combination of 21 days during any 365 day period beginning with the visitor's first use of service. Visitors returning to the City of Jackson whose visitor eligibility has expired must reapply for visitor eligibility. Those planning to return to the region within a year, frequently visit the City of Jackson, or stay in the city over 21 days are encouraged to submit an application for The Lift paratransit service.

CANCELLATIONS AND NO-SHOWS

In order to provide the most effective service for all riders, you must notify the JTA office of the need to cancel a trip as soon as possible, but no less than one hour prior to your scheduled pick up time. Cancellations not made in accordance with the above will be treated as a "No-show". Currently JTA doesn't count "No Show" trips, however if the amount of "No Shows" increase from the current occasional few, JTA will begin to enforce the "No Show" rule. JTA's policy on no shows is if a person misses three pick-ups within a 20 pick-up time period, without proper cancellation, their service will be suspended for 1 week.

Trips that have been canceled at least two hours in advance of the scheduled reservation will not count against a rider.

Riders will be notified either in writing or by telephone call that they have received a no show. Cancellations should be made at 423-0200.

If a rider is suspended from the Lift service for any reason, the person has the right to the denial/suspension appeals process.

If you feel JTA has reached this suspension of service decision in error you may file an appeal to the JTA General Manager, 38 Eutah Street, Jackson, TN 38301. The appeal must be in writing and filed within 60 days of this letter. If you would like additional information about the appeal process please feel free to contact us at JTA.

LETTER EXPIRATION, RECERTIFICATION AND ELIGIBILITY CONDITIONS

Please note the expiration date on your identification letter. In most cases, the letter will not expire. If it does expire, you will receive a recertification form two months prior to the expiration date. You must complete the recertification form and comply with all certification requirements in place at the time of recertification to receive a new letter. If you do not submit a new form prior to your letter's expiration date, you will be removed from our files and your transportation privilege will be revoked.

PROHIBITED

Smoking, eating or drinking on LIFT vehicles is prohibited at all times. It is acceptable for a passenger to eat a small candy bar or take a small amount of liquid for medical reasons.

SAFETY

For safety, all riders must use their seatbelts (if applicable) and remain seated until the vehicle comes to a complete stop. All loose articles must be secured while riding The LIFT. Additionally, please be advised that your privileges may be suspended for disruptive or abusive behavior. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers
- Verbal abuse of drivers, staff and/or other passengers
- Unlawful harassment having sexual, violent or racial connotations

- Unauthorized use of vehicle equipment
- Voluntary and repeated violation of riding rules including: smoking, eating and drinking on vehicles; refusing to remain seated; defacing equipment; treating staff, drivers or other passengers in a rude or discourteous manner; refusing to comply with other requirements specified in this guide

If your disruptive behavior is due to a disability and is beyond your control, The LIFT may require you to travel with a Personal Care Attendant (PCA). If your PCA cannot help to control your behavior, and/or a safety problem continues or arises, your service may be disallowed.

RIDER RESPONSIBILITIES

- Read and abide by all sections of The LIFT Handbook
- Be **ready** at pickup location **and** be **on time** - drivers will wait a maximum of five minutes. After that, a new pick up time must be rescheduled. Trips for which the rider is late will be considered and treated as a “No Show”
- Call to cancel unneeded rides as soon as possible, but no less than two hours prior to trip time
- Pay the correct fare in cash or tickets
- Avoid distracting the driver or annoying other passengers with inappropriate, unsafe or discourteous behavior
- Maintain wheelchair or other mobility device in a safe condition
- Expect to share the ride; others may be picked up after or dropped off before you reach your destination
- Maintain acceptable standards of hygiene
- No eating, drinking or smoking on board
- No riding while under the influence of alcohol or illegal drugs
- Do not litter the vehicle
- Do not use radios, cassette players, compact disc players, or other sound generating equipment without headphones
- Treat drivers, staff, and other riders with respect and courtesy, both through communication (in person or on the phone) and your actions

Please be reminded that drivers are **not permitted** to:

- Enter onto rider's property or other buildings
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress or tend to activities related to personal comfort or hygiene
- Lift or carry riders
- Carry riders, with or without mobility devices (wheelchairs, etc.), up or down steps
- Carry riders' packages or other personal belongings

INFORMATION CHANGE

When you have a change of address and/or phone number, please be sure to notify The LIFT immediately.

FIXED ROUTE SERVICE

JTA fixed route service and The Lift service have the same operating times and days. JTA operates from 6:00 am to 10:30 pm, Monday through Saturday. JTA is closed on Sundays and holidays.

Please note that if you qualify for The LIFT service, you may also qualify for the Senior Citizen/Disabled/Medicare fare on the regular route service. Currently the reduced Senior Citizen/Disabled/Medicare fare for the regular route service is \$.60 and transfers are free. To receive the reduced regular fare, you may use the JTA ID card or a Medicare card and a State issued ID. Show your ID card to the driver when boarding and before paying your fare. JTA ID cards are taken at the JTA administration office, 38 Eutah Street, on the second Tuesday of every month, between the hours of 9:00 am to 3:00 pm. The cost for the ID is \$1.25. To receive a JTA ID card without a Medicare card, you must have a letter (or a JTA form) completed by your medical doctor stating you have a permanent disability.

JTA customer service and business hours are Monday through Friday from 8:00 am to 5:00 pm. JTA's phone number is 423-0200. On Saturday's, and from 6:00 am to 8:00 am and from 5:00 pm to 10:00 pm Monday through Friday, an Operations Road Supervisor is available to answer your questions. Between the hours of 10:00 pm to 6:00 am, please leave a detailed message including your name and phone number with the JTA answering service. A JTA representative will return your phone call. We appreciate you riding JTA.