



Jump Around Carson
ADA Fixed-Route
Policies & Procedures

EFFECTIVE: March 1, 2012
ADMINISTRATIVELY REVISED: April 14, 2021

ADA POLICIES & PROCEDURES FOR FIXED-ROUTE SERVICE

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. The following are the policies and procedures JAC is committed to following in order to ensure an accessible experience for all.

Accessibility

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 shall be allowed to 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 (775-841-7433) 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
- Would result in the requestor being unable to fully use the service provided by JAC without the requested accommodation

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.