

Johnson City Transit

PARATRANSIT SERVICE

Information for Clients

(423) 434-6265



Monday thru Friday 6:15 a.m. – 6:15 p.m.
Saturday 8:15 a.m. – 5:15 p.m.

No service is available on Sundays or JCT holidays.

TRIP SCHEDULING

- A client must request his/her trip(s) at least by the day before requested trip, by calling the JCT Paratransit office (434-6265), to ensure his/her appointment time for transportation availability. Requests for next day service are accepted until 5:00 p.m. JCT cannot guarantee client's exact requested pick-up time. (Client pick-up time may be scheduled up to one hour before or one hour after the requested time.) JCT will accept client requests for trips up to two weeks in advance.
- Requests made on voice mail on Sundays and holidays for next-day service must also be made by 5:00 p.m.
- A client will be called by JCT between 12:00 noon and 6:00 p.m. the day before his/her appointment with his/her exact pick-up time. If a client does not receive a call about his/her pick-up time, the client should call 434-6265 the next morning to confirm.
- Clients are requested to provide the addresses of their pick-up locations and destinations at the time they schedule their trips.
- Clients scheduling trips other than doctor appointments (ie, shopping, hair appointments) are required to set a return trip time at the time the trip is scheduled. Clients requesting a trip for a medical appointment may schedule a return trip time at the time the trip is

requested, or may make a “call-back” to JCT for a trip home, after their medical appointment is completed. The “call-back” must be made no later than 5:45 p.m.

- JCT reserves the right to schedule client trips up to one hour before the requested time or one hour after the requested time.
- A client is permitted to make one unscheduled MEDICAL-related extra stop in addition to the scheduled trip he/she is taking. All other extra stops must be requested in advance.

FARES

- A one-way paratransit trip is \$2.00 for an ADA certified client, within the established JCT paratransit service area. The JCT established paratransit service area is the area within $\frac{3}{4}$ mile from a JCT fixed-route motor bus route.
- Paratransit trips which are outside the established JCT paratransit service area will be charged a higher fare. The fare amount will be based on the distance of the pick-up/destination of the trip from a JCT fixed-route bus route. These trips are designated as “Outside Service Area” trips.
- A client’s Personal Care Attendant (PCA) may accompany the client on his/her trip at no fare. See the Personal Care Attendant section below for requirements on having a PCA.

SERVICE

- JCT paratransit service is CURB-TO-CURB, which means:
 - JCT drivers assist clients only with boarding and disembarking from the JCT paratransit vehicle.
 - JCT drivers do not enter clients’ homes or other buildings to assist clients.(Note: Door-to-door service, as needed, is provided on a case by case basis, as determined by the JCT Director and the Paratransit Coordinator.)
- Clients are limited to three (3) shopping bags, while being transported by JCT.
 - JCT drivers do not assist with shopping bags.
- A clients under the age of six must be accompanied by a PCA or a companion who is age 12 or older.
 - PCA’s and/or companions must have the same destination points as the client.

WHEELCHAIRS (MOBILITY AIDS)

- A wheelchair is mobility aid belonging to any class of three or more wheeled devices, useable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.
- JCT will accommodate all wheelchairs which JCT vehicles/lifts/ramps can safely handle, and which have at least a 2” clearance on both sides of the wheelchair between its

wheels and the edge of the lift/ramp. The dimensions of a patron's wheelchair may be too large for JCT to safely accommodate the patron, and/or the as follows:

- If the combined weight of a patron and his/her wheelchair exceeds the weight which a JCT vehicle has been rated by the manufacturer to safely handle (generally 600 pounds with JCT's current vehicle fleet), then JCT will be unable to accommodate the patron.
- JCT will be unable to accommodate a patron if the patron's wheelchair dimensions:
 - Are too large to be loaded onto the JCT vehicle lift/ramp or to fully enter the vehicle;
 - Are so large that the wheelchair would block the JCT vehicle vestibule;
 - Are so large that the wheelchair would interfere with the safe evacuation of passengers from the vehicle in an emergency;
 - Are so large that it creates any other legitimate safety issue.
- JCT does not accommodate devices that are not primarily designed to or intended to assist persons with mobility disabilities (example: shopping carts), although JCT will allow these devices to be stored on the JCT vehicle during a trip, as storage space allows.
- JCT does not permit an assistive device to be used in a way that departs from the intended purpose of the device (example: to use a walker, even one with a seat intended to allow temporary rest intervals, as a wheelchair in which a passenger sits for the duration of a ride on a JCT vehicle). JCT will allow these devices to be stored on the JCT vehicle during a trip, as storage space allows.
- For the client's safety, a client being transported in a wheelchair must allow his/her wheelchair to be secured (tied down) by the JCT driver.
- The JCT driver will assist the client with boarding the JCT vehicle and disembarking from the JCT vehicle, as needed and/or requested.

PERSONAL CARE ATTENDANT (PCA)

- The role of a PCA is to assist an ADA-certified client with one or more of the following:
 - assisting the client with boarding/disembarking a JCT paratransit vehicle;
 - assisting the client during the trip on the JCT paratransit vehicle;
 - assisting the client at the destination point.
- If a client desires to be certified to have a PCA, a health care professional must complete the Personal Care Attendant portion in the Paratransit Service Application. Clients must be certified for a PCA in order to use a PCA.
- A PCA accompanying an ADA-certified client rides with free fare.
- A client who is certified for a PCA may only have one (1) PCA ride with him/her during each trip.

- A child must be age 12 or over to serve as a client's PCA, and must have the ability to provide the functions of a PCA to the client.
- A PCA must have the same origin and destination point(s) as the client.
- An ADA-certified client may serve as a PCA for another ADA-certified client only if he/she is able to perform the functions of a PCA.

COMPANIONS

- A client may have one companion accompany him/her on each trip at the cost of a one-way trip; additional companions may ride with the client as space allows. Other clients take precedence over additional companions. Companions must have the same origin and destination point(s) as the client.

SERVICE ANIMALS

- Service animals may accompany their owners on JCT vehicles and within JCT facilities. A service animal is defined by ADA regulations as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.
- A service animal may be excluded from JCT vehicles and JCT facilities if the animal is not under the control of its owner, and/or if the animal's behavior poses a direct threat to the health or safety of others. (For example: Any service animal may be excluded that displays vicious behavior towards other clients; or any service animal may be excluded whose hygiene/sanitation condition may put at risk the health of other clients.)

“NO-SHOWS”

- A no-show trip occurs when:
 - A client is not at the pick-up location for a scheduled trip;
 - A client is not ready to go at the scheduled pick-up time, or within 5 minutes of the pick-up time. If the client is not ready to go at scheduled pick up time, the driver will only wait 5 minutes; then the driver will leave;
 - A client does not contact JCT to cancel a scheduled trip which the client no longer wishes to take at least 30 minutes prior to the scheduled trip time.
- A client with excessive no-show trips will have his/her service suspended for 30 days, as explained in “SUSPENSIONS” and “APPEALS” sections, below.

TRIP CANCELLATIONS

- A client is responsible for his/her own cancellation. If a client needs to cancel a scheduled paratransit trip, he/she should notify JCT no later than 30 minutes prior to the scheduled trip time. A trip which is not cancelled by the client at least 30 minutes prior to the scheduled trip time will be considered by JCT to be a “no show” trip, unless the late/no cancellation was not within the client’s control.

INCLEMENT WEATHER

- JCT reserves the right to alter any and all routes, or suspend JCT services, due to inclement weather (imminent, during, and aftermath), at the discretion of the JCT Director.

PERSONAL HYGIENE

- In order for JCT to provide a healthy and safe environment for all JCT paratransit clients, paratransit clients are strongly encouraged to maintain their personal hygiene (cleanliness) so that they do not have a repellent body odor. If a client needs assistance with personal hygiene, an agency such as the Department of Human Services, Adult Protective Services may be able to assist. Their toll free number is 1-888-277-8366, 8:00 a.m. to 4:30 p.m., Monday - Friday.

SUSPENSIONS (49 CFR Part 37.125(h); 49 CFR Part 37.5(h); and 49 CFR Part 37.3).

- Missed Trips (No Shows):
 - A JCT client who has taken/scheduled more than 10 trips during the most recent 30-day period and has missed more than 10% of the trips taken/scheduled, will have his/her service suspended for 30 days.
 - A JCT client who has taken/scheduled fewer than 10 trips during the most recent 30-day period and has missed more than 25% of the trips taken/scheduled, will have his/her service suspended for 30 days.
 - Missed trips are defined as no-show trips. A trip missed by the client for reasons beyond his/her control, including but not limited to JCT operating error, will not be counted as a missed trip. Prior to suspension, the client will receive a letter from JCT discussing the proposed suspension and listing the trips missed.
- A client may be suspended from service if:
 - he/she engages in violent, seriously disruptive, or illegal conduct; and/or
 - poses a direct threat to the health and or safety of others that cannot be eliminated by a modification of JCT policies, practices or procedures, or by the provision of auxiliary aids or services.

Prior to service suspension, a client will be notified in writing that JCT proposes to suspend the client’s service, with the specific basis for the proposed suspension and the

proposed sanction. The written notice will also provide information regarding the appeals process.

APPEALS PROCESS

Individuals who wish to file an appeal following JCT's determination of denial of their ADA paratransit eligibility or their suspension of service by JCT (for excessive missing of scheduled trips or behavior issues) should:

- 1) File a request for an appeal hearing in writing (or electronically) within 60 days of JCT's denial of their application, or:
- 2) File a request for an appeal hearing in writing (or electronically) within 15 days of their suspension of service by JCT.
- 3) **A request for an appeal hearing should be submitted to:** Assistant City Manager, RE: Johnson City Transit ADA Appeal, City of Johnson City, P.O. Box 2150, Johnson City, TN 37605. A request for an appeal hearing filed electronically should be submitted to: cjstahl@johnsoncitytn.org, with "Johnson City Transit ADA Appeal" listed in the subject line.

Paratransit service will not be provided to individuals pending determination of appeals regarding denial of ADA paratransit eligibility or suspensions based on seriously disruptive, violent, or illegal behavior, or behavior which is a direct threat to others.

The appeal process will allow individuals an opportunity to be heard and to present arguments to the administrative appeals board. The administrative appeals board will be composed of the Johnson City Assistant City Manager, the City Risk Manager, and the City Human Resources Director.

Individuals who have submitted an appeal will be notified of the decision of the administrative appeals board in writing, within 30 days. If no decision has been made by JCT regarding the appeal within 30 days following the appeal process, paratransit service will be provided until and unless a decision to deny the appeal is issued by JCT.

REASONABLE MODIFICATIONS

In compliance with 49 CFR Parts 27 and 37, including Appendix E to Part 37, it is the policy of Johnson City Transit to make reasonable modifications to its policies, practices, and procedures, to ensure that individuals with disabilities have full access to JCT services and facilities, subject to only a few exceptions as permitted in 49 CFR Part 37, Appendix E. Additional information and/or guidance on submitting a request to JCT for a reasonable modification(s) is available for pick-up at Johnson City Transit, may be mailed upon request by contacting the JCT Paratransit Office (423-434-6265) or the JCT Transit Planning Office (bosborne@johnsoncitytransit.org / 423-434-6269), and is on the Johnson City Transit website at: johnsoncitytransit.org/titlevi.html.

JCT service is not available for medical emergency transportation.

**EQUAL OPPORTUNITY /
TITLE VI POLICY STATEMENT**

It is the policy of Johnson City Transit (a department of the City of Johnson City), as a grantee of the Federal Transit Administration and the Tennessee Department of Transportation, to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related status and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin. Johnson City Transit is an Equal Opportunity Employer.