

# **Johnson City Transit**

## **PARATRANSIT SERVICE**

### **Information for Clients**

### **(423) 434-6265**



**Monday thru Friday 6:15 a.m. – 11:00 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 5:00 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.

- JCT reserves the right to schedule client trips up to one hour before the requested time or one hour after the requested time.

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## Eligibility

- JCT will confirm eligibility in no more than 21 days. In the unlikely event that JCT takes longer than 21 days to process the application, the applicant will have presumptive eligibility, be permitted to use paratransit services, until the eligibility decision is made by the agency.
- Applications are available at the transit center located :  
137 W. Market St.  
Johnson City, TN 37604  
And online:  
<http://www.johnsoncitytransit.org/documents/JCTApplicationforParaService2016.pdf>

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When filled out they may be delivered by mail, in person, or via fax (423-434-6280):

## 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 660 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. Additional companions pay same as client.

## **SERVICE ANIMALS**

- Service animals may accompany their owners on JCT vehicles and within JCT facilities if the service animal has been trained to perform a specific function to assist the owner with their disability. Emotional Support animals are not allowed.
- 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.)

## **Visitor Policy**

A visitor is anyone with a disability who does not reside in Johnson City, Tennessee.

A visitor presenting documentation of ADA paratransit eligibility elsewhere must be treated as eligible.

Any visitors presenting documentation that they are ADA paratransit eligible in their home jurisdiction must be treated by the transit agency as eligible, and no further documentation may be required before paratransit service is provided.

If a visitor does not have documentation of ADA paratransit eligibility, the transit agency may require documentation of the individual's place of residence. If the visitor's disability is not apparent, documentation of disability may also be required. But no documentation of disability may be required if the visitor's disability is apparent, such as, for example, a person using a wheelchair, or an individual who is blind or has a vision impairment and travels with a guide dog. The transit agency must provide paratransit service to the individual.

JCT is not required to provide service to a visitor for more than 21 days per year; that is, per 365-day period from the first day of use. For example, if a person with a disability travels to Johnson City, TN for three weeks a year, she never needs to apply for local eligibility. The transit agency may require, in order for the person to continue receiving paratransit service beyond 21 days within the same year that she apply for eligibility in the same manner as would a resident. This is true whether the 21 days are consecutive or parceled out over several shorter visits.

## **NO-SHOWS**

Johnson City Transit (JCT) must enforce a no-show policy to ensure that our all our patrons receive the highest level of service.

Only no-shows that are under the rider's control may be counted against the rider. No-shows caused by reasons beyond the rider's control (e.g., scheduling problems, late pickups, and operational problems on the part of the transit provider or a family emergency or sudden turn for the worse in a variable medical condition) or (operator & JCT operations) error must not be counted against the rider. The rider is to communicate the above situations as soon as possible to paratransit dispatch (423-434-6265), so that the patron will not receive a no-show on their record.

In the event a patron receives a no show, they will informed by paratransit dispatch by telephone. They are informed the next time that they call to schedule appointments.

No-Show (in regards to suspension policy) is:

- Patron is more than 5 minutes late to pick up time.
- Patron cancels a trip less than 30 minutes before the scheduled time to be picked up. The patron is to call the paratransit office in advance of this 30 minute timeframe.
- Patron is not at the pickup location.
- Late Cancelations will be treated as no shows.

No-show (in regards to suspension policy) is not:

- When patron declines to accept a ride due to JCT being late to pick up.
- When patron's no-show is a result of their disability.
- Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.
- When a driver departs early, less than 5 minutes, prior to the scheduled pickup time.

In order to keep the number patrons no-shows as low as possible, when multiple trips are scheduled, please cancel as many of these trips as possible, and in advance of 30 minutes, each of the trips scheduled for the day, after the first no-show. These subsequent trips will not be automatically canceled, and it is assumed the patron will be able to attend the subsequent trips after the first no-show. Each scheduled trip missed will count as a no-show.

Drivers will wait no more than 5 minutes after pickup time.

- 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 receive a written warning, followed by a suspension of service. Total must exceed 3 no-shows.
- 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 receive a written warning, followed by a suspension of service. Total must exceed 3 no-shows
- 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.
  
- Patrons may appeal no-show suspensions or request that they be investigated first by JCT staff. Service will be stayed during the course of the investigation, and the appeals process, but only with no-show appeals. The appeals process will mirror the appeal process listed below, the appeals process for eligibility.

The suspension schedule is as follows, per calendar month:

- 1<sup>st</sup> offense: Written Warning and/or Phone Call
- 2<sup>nd</sup> offense: 3 Days
- 3<sup>rd</sup> offense: 5 Days
- 4<sup>th</sup> offense: 10 Days
- 5<sup>th</sup> and subsequent 15 Days

**Note the following are the fault of JCT and represent no fault to the patron.**

Excessively Long Trip:

Any paratransit trip longer than a comparable fixed route trip (walking to and from stops is to be taken into consideration).

### Missed Trip:

A-If JCT paratransit vehicle arrive outside of pickup window and rider does not take the trip.

- If the rider does take the trip, it is considered a late trip.

B. If the JCT paratransit vehicle never arrives.

## 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 HYGEINE

- 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.

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](mailto: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](mailto:bosborne@johnsoncitytransit.org) / 423-434-6269), and is on the Johnson City Transit website at: [johnsoncitytransit.org/titlevi.html](http://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.