



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.

Complaint Procedure

Complaints related to ADA accessibility can be filed using the attached form and procedure.



AMERICANS WITH DISABILITIES (ADA) COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against based on a disability by CAMPO or the JAC transit system may file an ADA complaint by completing and submitting CAMPO's ADA Complaint Form. The complaint form may be downloaded from the CAMPO website (www.CarsonAreaMPO.com) or JAC website (www.RideJAC.com), or by contacting the Transportation Manager at 775-887-2355. Federal law requires complaints to be filed within one hundred eighty (180) calendar days of the last alleged incident. Complaints should be mailed to:

Attn: Transportation Manager
3505 Butti Way
Carson City, NV 89701
Fax: 775-887-2112

ADA complaints received by CAMPO shall be documented by the representative receiving the complaint on a form provided for this purpose. Documentation shall include the name of the person filing the complaint, the time, date and place the alleged incident occurred, as well as any other information necessary to fully explain the situation. The complaint shall be dated and assigned a control number for tracking purposes.

All ADA complaints shall be investigated and addressed with a formal written response within 90 days of the date the complaint is received. If more information is needed to resolve the case, CAMPO may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, CAMPO can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not an ADA violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so. If required, the LOF with corrective actions taken will be forwarded to the Federal Transit Administration.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Subrecipients of CAMPO shall use the ADA complaint investigation and tracking procedures developed by CAMPO.

AMERICANS WITH DISABILITIES ACT (ADA) COMPLAINT FORM

Date Complaint Taken _____ Tracking No. _____

Name of Complainant _____

Address _____ Phone No. _____

Email Address _____

Accessible Format Requirements? Large Print Audio Tape TDD Other _____

Person Discriminated Against (if other than Complainant) _____

Address _____ Phone No. _____

Email Address _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: Yes No

Date, Time & Place Incident Occurred _____

Details of Complaint: please describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below

Signature

Date

Please submit this form in person, or mail to:

Carson Area Metropolitan Planning Organization
Transportation Manager
3505 Butti Way Carson City, NV 89701

Complaint Taken By _____

INVESTIGATION _____

ACTION RECOMMENDED _____

By _____

RECORD OF FINAL ACTION _____

By _____