



ADA POLICIES & PROCEDURES FOR FIXED-ROUTE SERVICE

1. 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. The ADA supersedes any union agreement that prevents JAC from requiring operators to call stops.
2. 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 wants to travel.
3. Service animals shall be allowed to accompany individuals with disabilities in vehicles and facilities. The 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.
4. JAC shall carry a wheelchair/mobility device and its user as long as the lift/ramp can accommodate the size and weight of the device and its user, and there is space for the device on the vehicle. JAC will NOT carry a device if, in fact, the lift/ramp or vehicle is unable to accommodate the device and its user, consistent with legitimate safety requirements.
5. When necessary and upon request, JAC bus operators shall assist individuals with disabilities in the use of securement systems, ramps and lifts. The bus operator shall leave his/her seat if it is necessary to provide the assistance.
6. JAC shall deny service if a passenger refuses to have his/her mobility device secured.
7. JAC shall transport passengers even if the securement system cannot accommodate the mobility device, and shall not have requirements concerning equipment or specifications, such as brakes or wheel locks.
8. JAC bus operators may recommend, but not require, passengers using a wheelchair/mobility device to transfer to a seat.
9. JAC shall deploy lifts or ramps for persons who do not use wheelchairs/mobility devices, including standees, upon request.



10. JAC vehicles used in fixed route service shall have signs designating priority seating for elderly persons and persons with disabilities.
11. When an individual with a disability needs to sit in a seat or occupy 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: (a) individuals, except other individuals with a disability or elderly persons, sitting in a location designated as priority seating for elderly persons and persons with disabilities (or other seat as necessary); and (b) 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.
12. JAC bus operators shall make use of all accessibility equipment and features.
13. JAC shall make public information and communications available in accessible formats.
14. JAC shall not refuse to permit a passenger who uses 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).
15. 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.
16. JAC shall ensure adequate time for individuals with disabilities to board or disembark a vehicle.
17. JAC bus operators shall report immediately any in-service lift or ramp failures.
18. 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.
19. A vehicle with a lift or ramp failure shall be removed from service before the beginning of the next service day if the lift or ramp is not repaired; and the lift or ramp shall be repaired before the vehicle is returned to service.
20. 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.