

What is JETS Para-Transit service?

JETS Para-Transit service is a public transportation system providing curb-to-curb transit service for persons with disabilities who are unable to use the regular fixed-route bus service.



Service is provided Monday through Friday (except holidays) from 5:00 AM to 7:00 PM. Trained drivers are available to assist passengers in boarding and alighting vehicles which are specially equipped with wheelchair lifts or ramps.

How do I become certified to ride JETS Para-Transit service?

You may request that an application be mailed to your home address by calling 870-935-5387. You will need to complete the application, certify the information provided is true and correct, and get a licensed medical professional to sign the Request for Certification Form.

If the JETS staff does not obtain enough information from your application to determine your eligibility, you may be asked to submit to an evaluation of your functional abilities.

How much does JETS Para-Transit service cost?

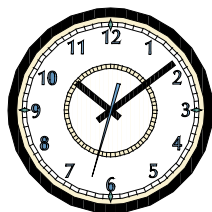
Once eligibility has been established, pick-up priority will be determined on a trip-by-trip basis. For instance, you may be certified to ride the curb-to-curb service, but in some cases you may be requested to ride the fixed-route buses.

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JETS will make a determination on your certification within 14 days. Once you are certified, you will receive a certification letter from JETS stating your trip eligibility and a Para-Transit Service Identification Card. If you are denied JETS Para-Transit service eligibility, you will have the right to appeal the decision within 60 days from the initial date of determination.

How do I schedule a trip on the JETS Para-Transit service?

Schedule requests are taken from 8:00 a.m. to 5:00 p.m. Monday through Friday at 870-935-5387. Trips may be booked up to 14 days in advance, but must be booked no later than a day in advance before 5:00 p.m. For Monday/Day following a holiday reservations, please leave a voice mail on Sundays/Holidays and a JETS representative will contact you to schedule your next day trip. When calling to schedule your



trip, please have the following information ready:

- Name
- Originating Address
- Destination Address
- Requested Pick Up Time
- Approximate Return Time
- Will a PCA accompany you?

The scheduler will give you a time you will be picked up. This time will include a 15-minute time span. For instance, if your appointment time is 10 a.m., the scheduler will tell you your pick-up time will be 9:30a.m. Please be ready when the van driver arrives. Once the driver arrives he or she can wait only five minutes.

What should I do if I need to cancel my trip?

If you need to cancel your trip, be sure to call 870-935-5387 at least *two hours* prior to your trip. Failure to do so will result in you being charged a “No Show.” A pattern of “No Shows”/Late Cancellations can subject you to having your transportation service suspended for a period of 30 days.





The fare for a one-way trip is \$2.50 for each passenger up to \$7.50 depending on your location within the city (passengers are allowed one personal care attendant (PCA) at no charge, if necessary). You will use two (2) tickets for each trip.

What on-board policies should I be aware of?

For the comfort and convenience of all our passengers, JETS asks you to observe the following riding policies:



1. Passengers are not allowed to eat, drink, or smoke on JETS vehicles.
2. Passengers must be able to get themselves and their belongings to and from the curb at the point of origin and destination.
3. Drivers will board lightweight items for passengers, and drop the items off on the curb at the passenger's destination.
4. Passengers who require assistance beyond what is normally provided by the driver may have a personal care attendant (PCA) ride free of charge.
5. All reservations are made for one rider only. Please tell the scheduler if you will have a PCA or guest. One additional rider can accompany you at

your base rate. (Additional guests can ride if space is available.)

6. All passengers in wheelchairs will be required to have the wheels of the chair in a locked position when being raised or lowered on a lift, or when the vehicle is in motion.
7. Animals are prohibited unless used as service animals.
8. Passengers engaging in violent or seriously disruptive behavior are subject to service suspension.

How can I make suggestions or comments about the service?

JETS welcomes your suggestions and comments about how the JETS Para-Transit service can better serve your needs. Please feel free to call the Service Representative at 870-935-5387 between 8:00 a.m. and 5:00 p.m. Monday through Friday.



**870-935-JETS or
870-935-5387**

Rider's Guide for *JETS* ADA Para-Transit Service

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