



Jefferson Transit MITS | Mobility Impaired Transportation System

# RIDER GUIDE

Revised July 31, 2023



[www.JPTransit.org](http://www.JPTransit.org)



AVAILABLE IN ALTERNATE FORMATS OR LANGUAGES UPON  
REQUEST



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MITS does not provide emergency medical transportation. Please call 911 if you have a medical emergency.



## WELCOME

Americans with Disabilities Act (ADA) paratransit service is curb-to-destination shared ride transportation for individuals whose functional limitations or health conditions prevent them from using the Jefferson Parish Transit bus system (also referred to as fixed route). This guide is designed to help you understand the Paratransit Service (MITS) and your responsibilities while using it. MITS does not provide emergency medical transportation. Please call 911 if you have a medical emergency.

## INTRODUCTION

The MITS Rider Guide describes who is eligible to ride MITS, how to apply for the service, as well as policies, procedures and rules for the use of MITS service. The guide will answer most questions about the MITS service. All MITS riders should review the guide carefully and refer to it whenever questions arise. For additional information, please contact the MITS Office at (504) 889-7155. Alternative versions of this guide can be obtained online at [www.JPTransit.org](http://www.JPTransit.org) or by calling the MITS Office.

The Mobility Impaired Transit System, known as MITS, is part of Jefferson Transit, the Jefferson Parish public bus service, and provides transportation for persons with disabilities who are unable to use bus route Jefferson Transit service. The bus service has designated bus stops at regular 2-block intervals along specific routes, while MITS service is curb-to-destination and demand responsive.

The Americans with Disabilities Act (ADA) was written to ensure that persons with disabilities are able to use the same public transportation services available to the general public. The MITS service, also known as paratransit service, is designed to meet the requirement of the ADA.

The ADA requires that paratransit service be provided for persons who cannot use fixed route service. In order to comply with the ADA, MITS service is available during the same hours and within the same areas where fixed route bus service is available.

# I. MITS RIDER INFORMATION

## Service Area

The federally mandated ADA service area includes the area with 3/4 of a mile on either side of a JP-Transit bus route in urbanized Jefferson Parish. As capacity constraints allow, MITS will travel in Jefferson Parish beyond the 3/4-mile ADA service area. The ADA mandated service area is shown on page 13-14. MITS riders also receive service into Orleans Parish.



The MITS service area includes the area with 3/4 of a mile on either side of a JP-Transit bus route in urbanized Jefferson Parish and Orleans Parish.

*Please refer to the transfer trip section of this guide (page 8) for more information.  
You may call (504) 889-7156 for information about specific pick-up/destination.*

## Service Days & Hours

MITS service is available within the time period that fixed-route service is available.

Weekdays: 4:30 A.M. - 10:30 P.M.  
Saturdays: 5:30 A.M. - 10:30 P.M.  
Sundays: 6:30 A.M. - 10:30 P.M.

## One Way Trip Fares

Exact fare is required upon boarding. Ride coupons can be purchased by calling MITS at (504) 889-7155.

<b>Certified MITS Riders</b>	<b>\$3.00 Cash</b>
<b>Guests</b>	<b>\$3.00 Cash</b>
<b>Personal Assistants</b>	<b>No Charge</b>

Prices are subject to change.





## To Make a Reservation

Call (504) 889-7156 between 8:00 a.m. - 5:00 p.m., daily. Ride requests may be made up to one week in advance. Next day service can only be guaranteed for trips that initiate and end in the 3/4-mile ADA service area. During peak call times, the reservationist may ask that you only book one trip and call back at a later time to book additional trips so that we may best assist as many riders as possible.

### When you call, please have a paper, pencil and the following information available:

- Your first and last name
- If you'll be traveling with an assistant, guest (including children), or service animal
- The date of your requested trip
- Your preferred pick-up and return times. Allow plenty of time to get to and from your destination
- Your origin and destination addresses and phone numbers at those locations (including building name, specific drop-off and pick-up information. If a medical appointment, include the name of the doctor and the suite number)
- Agency sponsoring the ride, if any
- If you or anyone accompanying you will be traveling with a wheelchair, scooter or other equipment
- Any other information the driver should know to help you travel

The reservationist will search for an available space **up to one hour on either side of the pick-up time you request**. If spaces exist, you will be offered a "ready time".

When space is not available at the time you want, and an alternative day or time cannot be negotiated, your trip may be denied. Please remember that this is a shared-ride service and allow plenty of time to get to and from your destination.

There are no restrictions on the types of trips riders make. All requests for trips are accepted and handled on a first-come, first-served basis.



Please remember that this is a shared-ride service and allow plenty of time to get to and from your destination.



## Standing Rides/Subscription Service

Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. Federal law limits subscription rides to no more than half of all rides scheduled in any given time period. With this understanding, you are welcome to place a subscription ride request with the MITS administrator.

## Trip Cancellation

To cancel a trip, please call (504) 889-7194. The Cancel Line is open from 6:00 a.m. - 10:00 p.m. From 10:00 p.m. - 6:00 a.m., riders may cancel via voice message. The minimum cancellation notice required is 2 hours. If less than 2 hours' notice is given, it will be considered a "no-show".

## Preventing No-Shows

It is the goal of Jefferson Parish Transit MITS to always connect with passengers and provide their scheduled ride. When riders do not cancel at least 2 hours in advance or are not available to board within 5 minutes of vehicle arrival time, it is considered a "no-show". Riders can prevent no-show situations when they:

- Review dates, times and addresses with the reservationist to be sure the information is correct
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the vehicle arrives. When there are circumstances outside the rider's control, it is not considered a no-show. Please refer to the suspension and appeal portion of this guide for more information.
- Call MITS at (504) 889-7194 and cancel rides as soon as the ride is no longer needed.



Personal assistants are not required to pay fares and must be picked up and dropped off at the same locations as the passenger.



## Personal Assistants

If you need assistance to travel, riding with a personal assistant is strongly encouraged. The MITS driver will accompany riders from the MITS vehicle to the destination. Passengers requiring additional assistance to get to and from their home or destination should travel with a personal assistant. Operators cannot assist clients beyond their door or into houses, medical facilities, or other buildings. A companion or a PCA must accompany clients who need such assistance. A passenger's need for a personal assistant must be registered with the Jefferson Transit MITS program. A certified rider under the age of four (4) must travel with a parent.

## Guests

A guest is someone without a MITS ID card who rides with a MITS Certified passenger but not as a personal assistant. You may reserve a space for one guest when scheduling your trip. Additional guests will be accommodated as space permits. Guests must be picked up and dropped off at the same address as the rider, and guests pay the same fare as the MITS Certified passenger.



Please carry your MITS ID card with you at all times.

## Boarding Time

When you call to reserve your ride, you will be given a "30-minute pickup window" in which the vehicle will arrive. You will need to be ready at the beginning of your pickup window. For example, if your negotiated "ready time" is 8:00 a.m., your 30-minute pickup window is 7:45 a.m. to 8:15 a.m. You'll need to be ready to board at 7:45 a.m. By being ready when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

## How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the pickup window, the driver will wait no more than 5 minutes. If the vehicle arrives before your pickup window starts, you may leave if you are ready. If you are not ready, the driver will wait until your pickup window starts and then an additional 5 minutes.

## What If My Ride Is Late?

Call (504) 889-7194

If your ride has not arrived within 30 minutes after your "ready time" call (504) 889-7194 to receive an update on the status of your ride.



## Boarding with a Mobility Device

MITS vans are lift-equipped and will accommodate mobility devices, such as wheel-chairs, scooters, and walkers, provided the devices fit within the ADA specified boarding envelope. This includes all 30" wide by 48" long mobility devices - (measured starting from two inches above the ground) that do not weigh more than the manufacturers recommended weight when occupied. Larger devices may not qualify due to lift capacity and interior van configuration.

- All drivers are trained to operate the lift and are required to secure you after boarding.
- Riders are required to use seat belts.
- All wheelchairs must be secured.
- Boarding while standing on the lift is allowed when requested by a rider.
- MITS can request that a rider transfer from a mobility device into a bus seat, but the passenger has the final decision as to whether a transfer is appropriate given the passenger's particular disability.
- MITS is not responsible for any damage to mobility devices that occurs on MITS vehicles.

## Reasonable Accommodation Statement

In accordance with directives from the Federal Transit Administration, Jefferson Transit is committed to carrying out the provisions of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and the U.S. Department of Transportation's implementing regulations at 49 CFR Parts 27, 37, 38 and 39.

These regulations mandate that public transit organizations make reasonable modifications and accommodations to policies, practices and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities. Individuals with disabilities may request, in advance, that Jefferson Transit make a reasonable accommodation in order for that individual to fully use transit services.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to a Jefferson Transit service



## Reasonable Accommodation Statement - Continued

Please contact the General Manager of Jefferson Transit at (504) 818-1077 to request a reasonable accommodation in advance, request additional information on Jefferson Transit's nondiscrimination policies, or to file a related complaint.

All advance written requests for reasonable accommodation(s) should be addressed as follows: Jefferson Transit, Attn: Paratransit Operations Manager, 118 David Dr., Metairie, LA 70003

## Designated Entrances

The following shopping centers and hospitals have designated entrances which are marked with MITS signs. These designated entrances make it possible for MITS to provide more service. MITS operators will respond to individual needs of riders when and where possible at these locations.

***Riders will only be dropped off and picked up at these designated stops.***

SHOPPING CENTER	DESIGNATED STOP
Clearview Shopping Center	The rear entrance for the cinema
Elmwood Shopping/Fitness Center	Front of Building by the Fruit Stand
Esplanade Mall	Southwest accessible Entrance
Lakeside Shopping Center	Causeway Blvd. side/Next to Cheesecake Factory
Oakwood Shopping Center	Food Court Entrance
MEDICAL FACILITY	DESIGNATED STOP
East Jefferson General Hospital	Main Entrance on Houma Blvd.
Ochsner Foundation Hospital	Atrium Entrance facing River Rd.
Tulane University Hospital	Horseshoe Entrance @ Tulane & Saratoga
Tulane University Primary Care	Parking garage entrance waiting area
University Hospital	Tulane Ave. Horseshoe
Veterans Administration Hospital	Galvez St. Entrance
West Jefferson Medical Center	Main Entrance



### **Required ADA Service Area**

Trips begin and end within 3/4 mile of all Jet fixed routes within Jefferson Parish

### **Area de Servicio requerida por ADA**

Los viajes comienzan y terminan dentro de 3/4 de milla de todas las rutas fijas dentro de Jefferson Parish

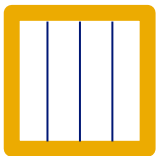


### **Extended ADA Service Area**

Trips begin or end in the New Orleans ADA Service Area. Trip must begin or end in Jefferson

### **El Servicio de ADA**

Los viajes comienzan o terminan en el Area de Servicio de ADA de New Orleans. (Los viajes deben empezar o terminar en Jefferson Parish)



### **Additional MITS Service Area**

Includes most of urbanized Jefferson Parish including Lafitte

### **Area adicional de Servicio de MITS**

Incluye la mayor parte del area urbanizada de Jefferson Parish, incluyendo a Lafitte

## Rules of Behavior

Please be considerate of fellow passengers by adhering to the following rules:

- No eating, drinking or smoking
- Use earphones when listening to music
- No profane language or abusive conduct
- Do not physically disturb or infringe on rights of other riders
- No weapons
- May board only with the number of parcels that rider is able to transport onto vehicle at once; rolling, folding grocery cart baskets sized 12"20"x10" are allowed



Passengers who fail to comply with these rules may be denied service at the driver's discretion

## II. MITS ELIGIBILITY & APPLICATION PROCESS

MITS service is available to persons who meet specific criteria described in the ADA. Individuals are eligible for MITS service only if there is some part of the fixed route bus system which they cannot use or navigate because of a disability. An individual is eligible if he or she has a permanent, temporary or intermittent disability as described below.

### Qualifying Categories of Permanent Disabilities

NOTE: An accessible bus is one equipped with a wheelchair lift, a system to announce stops, and other necessary facilities to accommodate all persons, including those with disabilities.

#### Category 1

Persons who are unable to board, ride or disembark from a bus even if they are able to get to the bus stop and the bus is accessible. Includes persons who are unable to travel independently on fixed route transit even with some assistance from the driver and individuals with mental and visual impairments who cannot navigate the bus system. For example, some persons with these impairments may not be able to recognize destinations and understand transfers.

#### Category 2

Persons who cannot travel to or from a bus stop because of a specific impairment-related condition. This specific condition must prevent the person from using fixed-route transit. A person is eligible if traveling to or from a bus stop is impossible when architectural and environmental barriers, such as lack of curb cuts, are combined with the specific impairment-related condition.



## Temporary or Intermittent Disabilities & Eligibility

Persons with temporary or intermittent disabilities may be eligible for MITS and will be certified for eligibility based on the most limiting aspect of their disabilities using the same standards used for permanent disabilities. Persons with temporary or intermittent disabilities who are eligible for MITS will be provided service only when those disabilities are present.

## Residency

Individuals who do not live in Jefferson Parish may request certification for MITS if they live in a neighboring parish or plan to use the service regularly. Out-of-town visitors may ride up for 21 days within a 365-day period, regardless of certification. Place of residence does not enter into a determination of ADA paratransit eligibility. Persons who are certified as ADA paratransit eligible by another transit system may use MITS when traveling within the MITS service area. For related topics, see the discussions on visitor policy and transfer service between MITS and LIFT/Dial-A-Ride.

## Out of Town Visitors

MITS provides ADA paratransit service to visitors with disabilities who do not live in the Jefferson Transit service area. Visitors may present documentation that they are ADA eligible for paratransit service in the jurisdiction in which they reside, or to arrange for temporary visitor status for MITS services, customers who are ADA eligible should contact the MITS Office at (504) 889-7155 or TDD (504) 736-8483. Customers should be prepared to provide:

- The dates of travel as a visitor
- The specific destination addresses
- Emergency contact information
- Mobility devices to be used if applicable

Customers are encouraged to call three days in advance if possible; however, same day or next day determinations can be made if necessary. JeT will provide eligible visitors with MITS service for any combination of 21 days during any 365-day period starting with the visitor's first use of the service during that period. Visitors who wish to receive service beyond this 21-day period must apply for eligibility with the MITS Office.



## Notification of Approval

An application is considered complete when:

1. MITS has received a completed application package (including signed release forms) from the applicant;
2. A healthcare professional certification is completed and signed; and
3. The applicant has completed an in-person interview if required

Within 21 days of receiving a completed application, the MITS Director will notify the applicant by letter of a decision. Any omissions render an application incomplete. If denied, the applicant will receive a letter that will specify the reasons for denial and explain the appeal process.

If the MITS Director does not make a decision within twenty-one (21) days following the submission of a completed application, the applicant will be considered eligible for service until a final decision is made.

## Certification Renewal

All MITS riders must apply for recertification every three (3) years. Riders will not be notified when it is time to recertify.



**Be sure to carry your ID card at all times!**

## Identification

All MITS riders will receive an identification (ID) card to be used when requesting service and when boarding a MITS vehicle. The card can also be used as identification for service on LIFT/Dial-A-Ride or other paratransit systems. The ID card includes: the rider's name, address, and phone number; identification number of the rider; expiration date of the rider's certification; special conditions or limitations for using MITS; requirement for a personal assistant (PA), if any; the MITS phone number; and approval signature. Replacement cards are available for \$5.00 from the MITS Office.



### III. SUSPENSION & DISQUALIFICATION POLICIES AND COMPLAINT PROCEDURES

Certified riders may be suspended for repeated violations of MITS policies including refusal to wear seat belts, refusing to allow wheel chair securement, and other acts that breach rider safety. Traveling without a personal assistant if such an assistant is needed for the rider to qualify for service is also considered a breach of rider safety. Riders will be refused service because of violent, seriously disruptive, or illegal conduct. The police will be called to remove the offender if there is imminent threat or harm to other riders or the driver.



Certified riders may be suspended for repeated violations of MITS policies including refusal to wear seat belts, refusing to allow wheel chair securement, and other acts that breach rider safety.

#### **Breach of MITS No Show Policy, Frequent Users**

In any calendar month, breach of no-show policy for riders who book more than ten trips will be defined according to a penalty point system. One point is assigned for each no-show, and one-half point is assigned for a late cancellation. After the first violation of either the no-show or late-cancellation policy, riders will receive a written warning along with a statement outlining no-show and cancellation policies. Once a frequent user accumulates three points, he/she will be subject to a temporary suspension of 10 days. After the 10-day suspension, accumulation of three or more points by a frequent user during the following (second) calendar month will result in a temporary suspension of 20 days. A frequent rider who accumulates three or more points during the subsequent (third) month will receive a suspension of 30 days.



## Breach of MITS No Show Policy, Casual Users

In any calendar month, breach of no-show policy for riders who book ten trips or fewer ('casual users') occurs when at least 10 percent of trips result in a no-show and/or at least 20 percent of trips result in a late-cancellation. Casual users will be granted a grace period, whereby the first violation of either policy committed will be excused. Should a second violation be committed within the same calendar month, the user will have breached the policy and will be subject to a temporary suspension of 10 days. In the event that a casual user breaches the no-show policy during the following (second) calendar month, he/she will be penalized with a temporary suspension of 20 days. And any breach committed during the subsequent (third) month following the 20-day suspension will result in a suspension of 30 days. Any violation of policy following the 30-day suspension that occurs during the same calendar year may result in a permanent disqualification, after which the rider must appeal for recertification.

The first three no-show and late-cancellation violations will be deleted from all riders' records one year from the date of each individual violation. Riders will receive a written notification of their suspension. No-shows or late cancellations must be contested within three business days after the end of the calendar month in which they occur.

## MITS Appeal Process

The appeal process is designed for:

- Individuals denied eligibility (including conditional and/or temporary status) for MITS during application process
- Certified riders suspended for violation of MITS policies
- Certified riders refused service because of violent, seriously disruptive, or illegal conduct
- Certified riders who have an unresolved complaint regarding the use of MITS

The MITS Manager and the MITS staff are employees of Transdev Inc. The MITS Manager is responsible for processing certification for MITS riders based on federally mandated eligibility criteria. The MITS Manager is also responsible for suspending or refusing service based on non-compliance with MITS rider rules and safety/security criteria.

The Administrative Director and members of the Jefferson Transit Appeal Board are not directly involved in the individual certification process or in individual suspension of service or refusal of service.





## MITS Appeal Process (Continued)

The Jefferson Transit Appeal Board is a 3-member board with representation as follows:

- One current MITS rider
- One transit staff person with knowledge of Federal ADA Paratransit Criteria and Service and Fixed Route Service Systems
- Jefferson Parish Department of Citizens' Affairs staff member familiar with different types of disabilities and associated mobility impairments

The two-step appeal process is as follows:

### Step 1: Appeal to the Administrative Director

When an individual is denied ADA paratransit eligibility, suspended from MITS service, or refused service, the MITS Director will notify that person in writing of the reasons for taking action and the procedures which can be followed to appeal the decision. The rider will be given an opportunity to be heard and can present situational information and arguments. This opportunity is extended for ten (10) working days after the rider receives the notice. Accessible formats will be provided as appropriate.

An individual who wishes to contest the decision of the MITS Director has sixty (60) calendar days to file a written appeal with the Jefferson Parish Administrative Director. **The appeal must be submitted in writing.** As part of the written appeal, the individual may request to be heard in person.

The individual making an appeal has the right to be heard in person and may be represented by an individual of his or her choice. The appellant may request and receive an Americans with Disabilities Act Accommodation, if requested, for his/her appearance at requested hearing.

The Administrative Director will make a complete investigation of the reasons for the action, consult with the Parish Attorney and Certified Rehabilitation Counselors if deemed necessary, and notify the individual in writing of the basis of the determination within ten (10) working days of the receipt of the appeal.





The written notification will include the procedures for the next step in the appeal process.

**Submit the written appeal to:**

Transit Director  
Department of Transit  
Administration  
21 Westbank Expwy.  
Gretna, LA 70053

**Step 2: Appeal to the Jefferson Transit Appeal Board**

An individual may appeal the Administrative Director's decision to the Jefferson Transit Appeal Board.

The individual must send a copy of the MITS Director's action, along with the written findings of the Transit Director, to the Chairperson of the **Jefferson Transit Appeal Board within ten (10) working days of receipt of the Administrative Director's decisions.**

The Appeal Board will schedule a hearing to listen to both sides of the case in presence of a Parish Attorney or his/her designee.

The hearing shall be held within twenty (20) working days after the Board's receipt of the appeal, and the Appeal Board will make a decision and notify the appellant of its decision within ten (10) working days after the hearing.

The Jefferson Transit Appeal Board decision will serve as the final administrative authority.

**Submit the written appeal to:**

Transit Director  
Department of Transit  
Administration  
21 Westbank Expwy.  
Gretna, LA 70053

## MITS Service During the Appeal Process

If a decision has not been made within thirty (30) working days of the completion of the appeal process, the MITS Director will permit the individual to ride until a final decision is reached.

An individual who applied for MITS and was denied eligibility is not permitted to ride MITS during the appeal process, nor is an individual who was refused service for violent, seriously disruptive, or illegal conduct.

An individual who was suspended for violations of MITS rider policies is eligible for interim MITS service if an appeal letter is submitted to the Administrative Director within forty-five (45) days of notification.

## Complaint Procedure

Call MITS Manager at (504) 889-7155.

Make sure to have the following information ready when making a complaint about scheduling: date, time, trip number and date and time the request was made. All dispatch dialogue is tape recorded.



## CONTACTS/TELEPHONE NUMBERS

### **MITS-Jefferson Transit Paratransit Service**

Operated by Transdev, Inc.

118 David Drive

Metairie, LA 70003

(504) 889-7155 (Office)

(504) 889-7156 (Scheduling)

(504) 889-7194 (For cancellations, will calls and scheduling questions)

(504) 736-8483 (TDD)

### **Jefferson Transit Administration**

Transit Director

21 Westbank Expressway

Gretna, LA 70053

(504) 364-3450

### **Jefferson Transit Fixed Route Bus Service**

Operated by Transdev, Inc.

(504) 364-3450



### **LIFT/Dial-A-Ride Paratransit Service**

Operated by Regional Transit Authority (RTA) in Orleans Parish, LA

(504) 827-7433

### **River Parishes Transit Authority (RPTA)**

Operated by Transdev, Inc. and provides a regional transit service covering St. Charles, St. James and St. John the Baptist Parishes, that also connects with some JP-Transit stops in Kenner. (985) 651-1141 or 1-877-651-1171