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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 origin-to-destination shared ride transportation for individuals whose functional limitations or health conditions prevent them from using the Jefferson Transit (JeT) 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. Alternate versions of this guide can be obtained online at www.jeffersontransit.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 fixed route Jefferson Transit service. The fixed route service has designated bust stops at regular 2-block intervals along specific routes, while MITS service is origin-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 service available to the general public. The MITS service, also known as paratransit service, is designed to meet the requirement of the ADA. LIFT/
Dial-A-Ride is a comparable paratransit service operated by the Regional Transit Authority in Orleans Parish.

Jefferson Parish has purchased new equipment and improved its fixed route bus service so that everyone, including persons with disabilities, can use the fixed route Jefferson Parish buses. With these improvements many persons with disabilities no longer require or qualify for MITS service. 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 service is available.

I. MITS Rider Information

Service Area

The federally mandated ADA service area includes the area with ¾ of a mile on either side of a JeT bus route in urbanized Jefferson Parish and a limited area of Orleans Parish. As capacity constraints allow, MITS will travel in Jefferson Parish beyond the ¾ mile ADA service area. The ADA mandated service area is shown on page 15.

MITS riders can transfer to RTA’s paratransit service, known as the LIFT or Dial-A-Ride, at the designated transfer points:

**Eastbank**
- Delgado Community College
- Oschner Back Atrium
- East Jefferson Hospital
- Winn Dixie at 211 Veterans Blvd.

**Westbank**
- Wilty Terminal
- Oakwood Shopping Center
- West Jefferson Medical Center

The MITS service area includes the area with ¾ of a mile on either side of a JeT bus route in urbanized Jefferson Parish and a limited area of Orleans Parish.
Please refer to the transfer trip section of this guide (page 7) for more information. You may call (504) 889-7156 for information about a specific pick-up/destination.

**Service Days & Hours**

MITS service is available seven days a week between 6AM and 10PM. In addition, taxi service and life-equipped ADA accessible bus service is available before 6AM and 10PM seven days a week for individuals traveling within ¾ mile of a fixed route bus line. The requested trip before or after regular MITS service hours must fall within the time period when fixed route service is available for each particular bus line. Contact the MITS Office for specific details.

**One Way Trip Fares**

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Certified MITS Riders</td>
<td>$3.00 Cash</td>
</tr>
<tr>
<td>Guests</td>
<td>$3.00 Cash</td>
</tr>
<tr>
<td>Personal Assistants</td>
<td>No Charge</td>
</tr>
</tbody>
</table>

Prices are subject to change.

**To Make a Reservation**

*Call (504) 889-7156 between 8AM-5PM 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 ¾ mile ADA service area. Due to call volume, the reservationist can only book one day’s reservations per conversation.

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 space exists, 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.

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.
Standing Rides/Subscription Service
Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and form 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 6AM-10PM. From 10PM-6AM 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 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. Excessive no-shows will result in service suspension. Please refer to the suspension and appeal portion of this guide for more information.
- Call MITS at 889-7194 and cancel rides as soon as the ride is no longer needed.
Transfer Trips
MITS riders can transfer to RTA’s paratransit service, known as the LIFT or Dial-A-Ride, at the Eastbank or Westbank transfer points.

How to Schedule a Transfer Trip
Each rider must call the MITS and LIFT/Dial-A-Ride offices to schedule both legs of each trip. Follow these steps to schedule a transfer trip:

- First, call the dispatch office in your service area to schedule a pickup at your home or other location.
- Then call the dispatch office for the other paratransit service and book the second half of the trip from the transfer point to your destination.
- Tell both dispatch offices that you are scheduling a transfer trip.
- Allow at least 30 minutes between the scheduled drop-off and pick-up times at the transfer point.
- Book a return trip in the same manner described above.

Transfer Trip Fare
When taking a transfer trip, the regular $3 fare must be paid when boarding the MITS vehicle and an additional $2 must be paid when boarding the LIFT/Dial-A-Ride vehicle. The total cost of a one-way transfer trip is $5.

Transfer Locations
For trips between the Jefferson and Orleans paratransit service areas on the Eastbank only:

- Delgado Community College Student Commons, near the intersection of City Park Avenue and Orleans Avenue.

MITs and LIFT/Dial-A-Ride DO NOT carry each other’s rider between the Eastbank and Westbank.
- Ochsner Medical Foundation on Jefferson Highway at the Atrium Entrance facing River Road.
- East Jefferson Hospital
- Winn Dixie at 211 Veterans Blvd.

For trips between the Jefferson and Orleans paratransit service areas on the Westbank only:
- Gretna/Wilty Bus Terminal, near the intersection of Van Trump and Westbank Expressway.
- Oakwood Shopping Center
- West Jefferson Medical Center

**Personal Assistants**

If found necessary during the evaluation, a personal assistant may accompany a rider in order to provide personal aid during the ride or at the destination. 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. The MITS director may also determine that a PA is required for persons who repeatedly become ill, exhibit behavioral problems, or are unable to care for themselves while riding MITS. 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. If space permits, you may reserve a space for a guest when scheduling your trip. 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.
Taking a Trip

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 8AM, your 30-minute pickup window is 7:45AM to 8:15AM. You’ll need to be ready to board at 7:45AM. 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.

**Designated MITS Stops**

The following shopping centers and hospitals have designated stops which are marked with MITS sign. These designated stops make it possible for MITS to provide more service.

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

<table>
<thead>
<tr>
<th>SHOPPING CENTER</th>
<th>DESIGNATED STOP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearview Shopping Center</td>
<td>The rear entrance for the cinema.</td>
</tr>
<tr>
<td>Elmwood Shopping/Fitness Center</td>
<td>Front of Building by the Fruit Stand</td>
</tr>
<tr>
<td>Esplanade Mall</td>
<td>Southwest accessible Entrance</td>
</tr>
<tr>
<td>Lakeside Shopping Center</td>
<td>Causeway Blvd. side / Next to Cheesecake Factory</td>
</tr>
<tr>
<td>Oakwood Shopping Center</td>
<td>Food Court Entrance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MEDICAL FACILITY</th>
<th>DESIGNATED STOP</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Jefferson General Hospital</td>
<td>Main Entrance on Houma Blvd.</td>
</tr>
<tr>
<td>Ochsner Foundation Hospital</td>
<td>Atrium Entrance facing River Rd.</td>
</tr>
<tr>
<td>Tulane University Hospital</td>
<td>Horseshoe Entrance @ Tulane &amp; Saratoga</td>
</tr>
<tr>
<td>Tulane University Primary Care</td>
<td>Parking garage entrance waiting area</td>
</tr>
<tr>
<td>University Hospital</td>
<td>Tulane Ave. Horseshoe</td>
</tr>
<tr>
<td>Veterans Administration Hospital</td>
<td>Galvez St. Entrance</td>
</tr>
<tr>
<td>West Jefferson Medical Center</td>
<td>Main Entrance</td>
</tr>
</tbody>
</table>
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 Parish.)

Area Extendida de 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 área urbanizada de Jefferson Parish, incluyendo a Lafitte.
Required ADA Service Area
Tribes begin and end within 3/4 mile of all Jet fixed routes within Jefferson Parish.

Extended ADA Service Area
(Trips must begin or end in Jefferson Parish.)

Additional MITS Service Area
Includes most of urbanized Jefferson Parish including 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

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**
Not Applicable

**Category 3**
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. 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.
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.

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 from the MITS Office. Be sure to carry your ID card at all times!
III. Jefferson Transit Suspension & Permanent Disqualification Policies & Complaint Procedures

Certified riders may be suspended for repeated violations of MITS policies including refusal to wear seat belts, refusing to allow wheelchair 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.

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. Any violation of policy follow-
ing the third month will result in a 90-day suspension; subsequently, the frequent user will be permanently disqualified from subscription service and must appeal for reinstatement.

**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 will result in a 90-day suspension, 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 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 complaints 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.

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 Human Services Authority staff member of Louisiana Rehabilitation Service Counselor/Manager 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 a 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:
Administrative Director
Office for Citizens With Disabilities
1221 Elmwood Park Blvd., Suite 210
Jefferson, LA 70123
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:
Chairperson
Jefferson Transit Appeal Board
c/o Office for Citizens with Disabilities
1221 Elmwood Park Blvd., Suite 210
Harahan, LA 70123

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 Dr.
Metairie, LA 70003
(504) 889-7155 (Office)
(504) 889-7156 (Scheduling)
(504) 889-7194 (For cancellations, will calls, & scheduling questions)
(504) 736-8483 (TDD)

**Jefferson Transit Administration**
Sharon W. Leader, 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 JeT stops in Kenner.
(985) 651-1141 or 1-877-651-1171

WWW.JEFFERSONTRANSIT.ORG