

# Jackson County Transit

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## MEMO

**DATE:** September 13, 2022  
**TO:** Jackson County Board of Commissioners  
**FROM:** April L Alm, Director, Jackson County Transit  
**SUBJECT:** Jackson County Transit Policies

As mandated by the NCDOT Integrated Mobility Division, a Proficiency Review will be conducted for Jackson County Transit on October 19, 2022. This review typically occurs every three years for each NC transit agency. Upon review of Jackson County Transit's policies and procedures, minor policy revisions were made and are subject to Board approval.

We request that the Board of Commissioners adopt the following Jackson County Transit policies as presented:

- 1) Cash Management
- 2) Charter
- 3) Conflict of Interest
- 4) Fare and Service Changes
- 5) Refusal of Service
- 6) Americans with Disabilities Act of 1990 (ADA)

<b>Policy:</b> Cash Management	<b>Page:</b> 1 of 2
<b>Date Initiated:</b> 9/20/2010	<b>Revision Date:</b> 12/6/2016; 8/31/2022

**Purpose:** To ensure the accurate accounting of all fares and donations collected by Jackson County Transit.

**Policy Statement:** To ensure that Jackson County Transit and its employees adhere to good accounting practices when collecting and logging fares and donations.

### **Fare Collection**

1. Each client's name will be noted on the trip sheet and whether a fare or donation is collected. Fares will be placed directly in the farebox, drivers will give an envelope to donation clients, who will then place their donation in the envelope and deposit it into the farebox.
2. The fare amount is recorded by the driver in a box on the trip sheet next to the client's name.
3. When the driver returns to the Transit office, the office staff goes to the van and removes the fares, and donation envelopes from the locked farebox.
4. The staff member carries the fares and donation envelopes, accompanied by the driver, into the Transit Dispatcher's office.
5. The money is counted, with amounts being recorded on the appropriate collection log sheet, and deposited into the money drawer; this process must be completed with two staff members present.
6. The staff member and the driver sign the collection log sheet to verify that all money was collected from the vehicle farebox.
7. Fare collection for the Jackson County Trolley service is as follows:
  1. Monthly passes
  2. Ticket Booklets – 20 one way tickets
  3. Cash

Passes and ticket booklets may be purchased from the trolley driver or at the JCT office. Each pass and ticket booklet is individually numbered in sequence and matches numbers in a Trolley log book, this log book is kept in the Dispatcher's office in order to record and track sells of passes and ticket booklets. The number on each ticket matches the number on the cover of the booklet.

– Trolley monthly passes and ticket booklets each are created each month and distributed to the a.m. trolley driver. Randomly colored monthly passes are created each month. Passes are given to the a.m. trolley driver on the first day of the month by an office staff member, who has recorded the numbers distributed to the driver. The trolley drivers record the following info on the bottom of their daily manifest when monthly passes or ticket booklets are sold to passengers: # of pass or # of ticket booklet, name of passenger and amount of money or check written. When a passenger boards the trolley they show their monthly pass, put a ticket or cash fare in the fare box. When the trolley returns to the Transit office the office staff goes to the van and removes the money and tickets from the locked farebox. Once the money is recorded on the collection log sheet the sales of the monthly passes and ticket booklets are also recorded on the collection log sheet as well as in the Trolley log book alongside its corresponding number with the following

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info: amount of money – staff name – name of person who purchased pass or booklet.

– When fares are removed daily from the Trolley locked farebox the staff member will make a hash mark in the Trolley log book to correspond with each individual tickets respective number. This process ensures that there are only 20 tickets in each booklet and that booklets have not been reproduced outside the Transit office.

– At the end of each month the unsold monthly trolley passes are returned to office staff to be destroyed. (Collection procedures will change based upon the service)

When fares are received, they will be maintained in the following manner:

1. Twice per week the Dispatcher reconciles the money in the cash drawer, and the collection log sheets. These funds are put into a moneybag labeled appropriately. All fares are kept separately depending on the funding source.
2. If daily collections exceed \$250 a daily deposit will be made to the County Finance Office.
3. Funds are collected from the Dispatcher by the Director, who also counts all funds and log sheets, then completes a deposit sheet which is signed by the Dispatcher and Director and deposited to the Jackson County Finance Office.
4. The Jackson County Finance Office signs the deposit sheet, keeps a copy and gives a receipt for the amount deposited. This receipt is taken back to the Transit office and is attached to a copy of the deposit sheet and the collection log sheet and filed at the Transit office. Once fares are taken to the Jackson County Finance Office the County Finance Office deposits all monies in the bank.

**Consequences:**

Failure to comply with this policy may result in JCT being non-compliant with NCDOT policy. Continued non-compliance with NCDOT’s policy may result in loss of Federal and/or State funds from NCDOT Integrated Mobility Division.

**Management Responsibilities:**

JCT management is responsible for ensuring the actions required by this policy are followed and documented in the event there is an increase or decrease in fares and/or services.

This Cash Management Policy has been adopted by the Jackson County Board of Commissioners on \_\_\_\_\_.

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager

<b>Policy: Charter</b>	<b>Page: 1 of 2</b>
<b>Date Initiated: 9/20/2010</b>	<b>Revision Date: 8/31/2022</b>

**Purpose:** This policy is written to establish guidelines for the Jackson County Transit system to comply with 49 CFR Part 604, as amended January 14, 2008. These regulations prohibit recipients and sub-recipients of federal transit assistance from providing charter service using federally funded equipment or facilities except as listed in the regulation.

**Policy:** The Jackson County Transit system will not provide any services that meet the definition of charter service under the regulations (see below) unless such services can be provided under one of the following exemptions or the exception. The Jackson County Transit system will refer all requests for other charter services to private operators.

1. **Exemptions** – Under the federal S.5311, S.5310, S.5316 and S.5317 programs, contract services for “program purposes” are **exempt** from the charter bus regulations. Since the only federal transit funds received by the Jackson County Transit system are under these program(s) and the transit system will provide contract services in support of “program purposes” as allowed. Services for “program purposes” mean transportation that serves the needs of either human service agencies or targeted populations (elderly, individuals with disabilities, and or low income individuals). Services for “program purposes” do not include exclusive service for groups formed for purposes unrelated to the special needs of the targeted populations.

Other services that the Jackson County Transit system may provide under an exemption from the charter bus regulations include transporting transit employees and government representatives within the service area for monitoring purposes, emergency response and preparedness planning and operations, and recipients in non-urban areas transporting employees for training to destinations outside the service area.

2. **Exception** – The only **exception** under which the Jackson County Transit system will provide charter service will be to transport government officials for official governmental business within the transit system service area. Nor revenue will be generated from these services and services will not exceed 80 hours annually. If such services are provided, the will reported to NCDOT on the requisite reporting form. Any request for services under this exception must be made in writing to the Jackson County Transit Director 72 hours prior to the event.
  3. **Consultation with NCDOT:** If there is a question as to whether a service request would meet the charter definition or qualify under an exemption or exception, the Jackson County Transit system will consult NCDOT Integrated Mobility Division.
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<b>Date Initiated: 9/20/2010</b>	<b>Revision Date: 8/31/2022</b>

**Definition of Charter Service:** In 49 CFR Part 604, Charter Service is defined as:

1. Transportation provided at the request of a third party for exclusive use of a transit vehicle for a negotiated price. Possible indicators are:
  - A third party pays a negotiated price for the group;
  - Any fares to individual member of group charged are collected by a third party;
  - The service is not part of the transit system's regularly scheduled service, or is offered only for a limited; or
  - A third party determines the origin and destination of the trip as well as the scheduling.
  
2. Transportation provided for events or functions that occur on an irregular basis or for limited duration if:
  - The fare charged is more than the usual or customary fixed-route fare; or
  - A third party pays for any part of the cost.

This Charter Policy has been adopted by the Jackson County Board of Commissioners on

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager

<b>Policy: Conflict of Interest</b>	<b>Page: 1 of 2</b>
<b>Date Initiated: 06/03/2010</b>	<b>Revision Date: 8/31/2022</b>

**Purpose:** To maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts.

**Policy Statement:** No employee, officer, agent, immediate family member, or Board member of Jackson County shall participate in the selection, award, or administration of a contract supported by Federal and/or State funds if a conflict of interest, real or apparent, would be involved.

**Guidelines:**

A conflict would arise when any of the following has a financial or other interest in the firm selected for award:

1. The employee, officer, agent, or Board member,
2. Any member of his/her immediate family,
3. His or her partner, or
4. An organization that employs, or is about to employ, any of the above
5. The agency's officers, employees, agents, or Board members will neither solicit nor accept gifts, gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements.
6. Employees, officers, agents, and advisory board members of JCT will be required to sign a conflict of interest statement. A copy of this statement is attached to this policy.

**Refer to:**

**Consequences:**

Failure to comply with the terms of this policy may result in JCT being non-compliant with FTA policy. Continued non-compliance with FTA's policy may result in loss of federal and/or state funds from FTA and/or NCDOT Integrated Mobility Division.

**Management Responsibilities:**

JCT management is responsible for ensuring employees, officers, agents, and board members are aware of this policy.

This Conflict of Interest Policy has been adopted by the Jackson County Board of Commissioners on \_\_\_\_\_.

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager

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<b>Date Initiated: 06/03/2010</b>	<b>Revision Date: 8/31/2022</b>



## Conflict of Interest Statement

In accordance with Board policy and related legislation, no employee, officer, agent, immediate family member, or Board member of the agency shall participate in the selection, award, or administration of a contract supported by Federal and/or State funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when any of the following has a financial or other interest in the firm selected for award:

- The employee, officer, agent, or Board member,
- Any member of his/her immediate family,
- His or her partner, or
- An organization that employs, or is about to employ, any of the above.

The agency's officers, employees, agents, or Board members will neither solicit nor accept gifts, gratuities, favors, or anything of monetary from contractors, potential contractors, or parties to sub-agreements

The undersigned hereby acknowledges, understands, and agrees to abide by this policy.

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

<b>Policy: Fare &amp; Service Changes</b>	<b>Page 1 of 1</b>
<b>Date Initiated: 11/16/2010</b>	<b>Revision Date: 8/31/2022</b>

**Purpose:** To create public awareness and receive public input when it becomes necessary to increase or decrease fares or service.

**Policy Statement:** Jackson County Transit must be accountable for service project administration and it may become necessary to take actions to make fare or service changes for the betterment of services.

**Guidelines:**

1. Jackson County Transit will not reduce or increase fares and/or services without first making the public aware of the changes.
2. A public hearing will be held a minimum of sixty days before the requested increase and/or decrease before the Jackson County Board of Commissioners at a place and time that will afford the most public comment.
3. The public hearing notice will be posted in the local newspaper and on the Jackson County Transit's website.
4. The public will also have the opportunity to communicate by mail, telephone, email, and fax to the agency prior to the public hearing.
5. All public comments received will be considered in the final decision by the Board of Commissioners.
6. The official decision will be published in the local paper and on Jackson County Transit's website.

**Consequences:**

Failure to comply with the terms of this policy may result in Jackson County Transit being non-compliant with NCDOT policy. Continued non-compliance with NCDOT's policy may result in loss of federal and/or state funds from NCDOT Integrated Mobility Division.

**Management Responsibilities:**

JCT management is responsible for ensuring the actions required by this policy are followed and documented in the event there is an increase or decrease in fares and/or services.

This Fare and Service Change Policy has been adopted by the Jackson County Board of Commissioners on \_\_\_\_\_.

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager



<b>Policy: Refusal of Service</b>	<b>Page: 1 of 1</b>
<b>Date Initiated: 10/28/2010</b>	<b>Revision Date: 8/31/2022</b>

**Purpose:** To ensure compliance with Federal Regulations pertaining to the operation of Transit vehicles.

**Policy Statement:** To ensure the fair and equal treatment of all Jackson County residents utilizing public transportation services provided by Jackson County Transit.

**Guidelines:**

1. Jackson County Transit reserves the right to refuse service to any passenger who poses a threat, health risk or direct threat to the well-being of others regardless of disability. Abusive language, physical attacks to the vehicle, driver or passengers is not tolerated and will result in termination of services.
2. Any passenger abusing the privileges of the transit service by refusal to pay when a fare is due may also be denied services. Excessive no-shows will be considered an unwillingness to cooperate when a request for service has been made. This may result in temporary or permanent refusal of service due to the burden it places on the transit system.
3. Use of alcohol, illegal or controlled substances or tobacco products is prohibited and gives reason to refuse service to the passenger.

**U.S. DOT Regulation 49CFR part 37.5(h) states that:** (h) It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior which may offend, annoy or inconvenience employees of the entity or other persons.

**Consequences:**

Failure to comply with this policy may result in temporary suspension of riding privileges for a period of time to be determined by the Director. Suspension time period will be determined based on severity of violation. Continued non-compliance with this policy may result in permanent loss of transportation services.

**Management Responsibilities:**

JCT management is responsible for ensuring that all Transit employees are aware of this policy.

This Refusal of Service Policy has been adopted by the Jackson County Board of Commissioners on \_\_\_\_\_.

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager

<b>Policy: Americans with Disabilities Act of 1990</b>	<b>Page: 1 of 8</b>
<b>Date Initiated: 11/1/2010</b>	<b>Revision Date: 8/31/2022</b>

## **Americans with Disabilities Act of 1990 (ADA) Policy and Procedures**

**Purpose:** This policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the American with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable state laws and regulations. All services operated by the Jackson County Transit are operated on a non-fixed route basis and the system complies with ADA requirements with respect to such services.

**Policy:** It is the policy of Jackson County Transit to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

**Goals:** Service is provided in a manner that meets these goals to:

1. provide individual, dignified services to all persons including individuals with disabilities.
2. expedite the safe and efficient boarding, securing, transporting and alighting of all passengers, regardless of mobility status.
3. accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

**Applicability:** This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

### **Definitions:**

*Wheelchair:* a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

*Disability:* A physical or mental impairment that substantially limits one or more major life activities.

*Mobility Aid/Non Wheelchair Mobility Device:* A device used by a person with a mobility impairment to assist with mobility but does not meet the requirements of a wheelchair as defined by ADA. These include but are not limited to canes, crutches, walkers and "segways" when used by a person with a mobility related disability.

*Securement Equipment:* Equipment used for securing wheelchairs against uncontrolled movement during transport.

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*Securement Station:* Space specifically designed to secure and stabilize wheelchairs on transit vehicles.

*Service Animal:* An animal that is individually trained to perform a task or tasks for people with disabilities.

**Recruitment and Employment:** As stated in the transit systems personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

**Facility and Vehicle Accessibility:** The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38. Vehicles purchased for non-fixed-route service will only be non-accessible to the extent that the system, when viewed in its entirety, provides the same level of service to disabled persons as non-disabled persons.

**Vehicle and Route Assignment:** To the extent possible, the assignment of particular types of vehicles will be based upon rider needs. However, in the interest of preparedness, standard operating procedures shall be to station accessible vehicles first on runs that operate on a daily basis and have the potential for accessibility needs on a given day, second on runs that have a history of higher accessibility needs and third on all other runs. The transit system will make all reasonable efforts to make an accessible vehicle available whenever requests are made. Trip denials will be tracked by disability to monitor whether trips are disproportionately denied to individuals with disabilities because an accessible vehicle is not available. Should this be found to be the case, inaccessible vehicles will be replaced with accessible vehicles until the system, when viewed in its entirety, is accessible.

**Wheelchair Accommodation:** Transportation providers are required to carry a wheelchair and its user, as long as the lift can accommodate the size and weight of the wheelchair and its user, and there is space for the wheelchair on the vehicle. If a vehicle lift/ramp and securement area can accommodate a mobility device, Jackson County Transit will transport the device (and its user).

**Boarding:** Drivers will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary to accommodate slower passengers and waiting for passengers to be seated before moving the vehicle. It is the responsibility of the driver to determine the safest location for passenger boarding based on conditions and individual needs upon arrival at the pick-up site. The passenger and/or their guest, escort or attendant will maneuver the passenger and mobility aid to the vehicle. Only a properly trained transit system employee can operate the lift, secure the wheelchair on the lift and in the securement station.

**Priority Seating:** With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating. However, this does not supersede

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the transit system's right to require any passenger who has caused a disruption in the safe travel of other passengers and/or driver to be required to sit in a specific area of the vehicle as a condition of transportation.

Priority seating for people with disabilities is designated by permanent signage in each vehicle. In cases where a person with a disability requests use of priority seating that currently occupied by another passenger, the driver will ask that passenger to allow the person with a disability to use of the seat.

**Driver Assistance:** Drivers will make their selves available for assistance to persons with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement systems.

**Securement:** Securement of the wheelchair class of mobility devices is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications. Non-wheelchair aids are the responsibility of the individual passenger; however, it must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. If the tie-down system is not compatible for the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair can not be secured because of the wheelchair design, the passenger still has the right to ride the vehicle. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service. Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. **Seat belts and shoulder harnesses are required for ALL passengers.**

**Transfer to Fixed Seating:** All passengers using seated mobility devices have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, users of seated mobility devices to transfer to fixed seating.

**Service Animals:** In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control or which becomes a threat to other passengers may be restricted from riding.

**Alighting:** It is the responsibility of the driver to determine that the location for passenger alighting is safe. However, the driver will allow a passenger who uses the lift to disembark at any location, unless the lift cannot be deployed, the lift will be damaged if deployed; or conditions at the stop would present unsafe conditions for all passengers. The driver will only unsecure the wheelchair and operate the lift to return the passenger to the ground level. Only a

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properly trained transit system employee can operate the lift, secure the wheelchair on the lift and in the securement station.

**Use of Accessibility Devices by Persons Not Using a Wheelchair:** A person who is not using a wheelchair or other seated mobility aid may use the lift to board or alight the vehicle upon request.

**Maintenance of Accessible Features:** Accessibility features on vehicles, including lifts and wheelchair securement devices, will be maintained in operative condition. This includes providing preventive maintenance on lifts as recommended by the equipment manufacturers, cycling the lift as part of each pre-trip inspection\*, taking vehicles with inoperative lifts out of service, and repairing inoperative equipment promptly. Drivers are required to report lift failures as soon as possible. *(\*Note: lift cycling as part of the pre-trip inspection is not required by ADA but is recommended by NCDOT IMD as a way to comply with the federal ADA requirement that transit system conduct regular and frequent lift checks, sufficient to determine if lifts are actually operative).*

**Accommodation of Portable Oxygen:** Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials.

**Staff Training:** All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly assist and treat individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

**Rider Information:** All printed informational materials are made available in accessible formats upon request, for example, large print for persons with low vision or audio for blind persons, as well as accessible electronic formats.

**Complaint Procedure:** All complaints of discrimination on the basis of disability will be promptly and objectively investigated and forwarded to the Jackson County Transit Director. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment.

All ADA complaints, regardless of how minor should be referred to the Transportation Director. If the driver receives the complaint, he/she should ask the passenger to complete and Incident/Complaint Report Form to express their concerns. Whether or not the passenger completes the complaint form, the driver should contact the office by telephone to notify Administration of the situation. The drivers should never repeat information over the public two-way radio.

When the administrative staff receives an ADA complaint from a customer or staff person, they are to complete the Incident/Complaint Report Form and notify the Transportation Director in

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writing via email immediately upon notice, even if they verbally notify the management. When possible and appropriate, the video from the vehicle used to transport the passenger should be reviewed immediately to determine any concerns or liability on the part of the agency. If the situation involves any safety concern or liability to the agency, the Jackson County Transit Director should be notified. If it is an accident-related situation, the dispatcher is also to be notified immediately.

All ADA complaints should be responded to within 24 hours. It is best to gather all information from any and all staff members involved. Refer to the dispatch screen for accurate times of transport. If witnesses are involved, they may also be asked to respond in writing should the incident involve an accident or assault to another person.

A copy of all documentation is maintained in the passenger's file. Copies may be required by the Transit Director. When appropriate, follow all policies and procedures in the Policy Manual regarding Accident/Incident reporting.

See **Appendix A** for the Incident/Complaint Report Form.

**Modification of Policy:** If a passenger requires modification of any of these policies to accommodate their disability, they may request such a modification by contacting the Jackson County Director. The transit system will work with the individual to find an accommodation solution.

Individuals with disabilities may ask Jackson County Transit to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevents them from fully utilizing Jackson County Transit services. Jackson County Transit will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would create a direct threat to the safety of others.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.

Jackson County Transit encourages people to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, they may contact the Jackson County Transit Director and a Request for Modification of Policy/Procedure Form will be provided.

Jackson County Transit will be guided by examples in Appendix E of 49 CFR Part 37 when making decisions on requests for modifications of policies. If Jackson County Transit denies a

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request, it will consider other reasonable actions or approaches that might be able to meet the person's needs.

See **Appendix B** for the Request of Modification of Policy/Procedure Form.

This ADA Policy has been adopted by the Jackson County Board of Commissioners on \_\_\_\_\_.

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Brian McMahan, Chairman Board of Commissioners

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Don Adams, County Manager





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Appendix B

JACKSON COUNTY TRANSIT  
REASONABLE MODIFICATION REQUEST FORM

Name of Passenger: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email address: \_\_\_\_\_

Advocate Name: \_\_\_\_\_

Relationship to passenger: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

1. Describe the service policy or program that may need to be modified to allow the passenger full access to the transit service provided. \_\_\_\_\_  
\_\_\_\_\_

2. How does the current service policy or program prevent the rider from using the transit service program? \_\_\_\_\_  
\_\_\_\_\_

3. Please describe the specific modification to the current policy/procedure that you are requesting. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. How would you like the (transit agency) to respond to your request?

in writing to the address provided above     by email

This form can be requested in large print or Spanish by calling: (828) 586-0233, TTY 711 or 1-800-735-2962, or emailing [jctransit@jacksonnc.org](mailto:jctransit@jacksonnc.org).

Please send the completed forms and any required documentation of disability to: Jackson County Transit, Attn: April Alm, Director, 1148 Haywood Road Sylva, NC 28779 or electronic versions of the completed form and scans of required documentation of disability should be sent to [jctransit@jacksonnc.org](mailto:jctransit@jacksonnc.org).

**Jackson County Transit** will provide a written response to your Request for a Reasonable Modification within (7) days of its receipt.