



Josephine Community Transit

474-5452

Dial-a-ride

SERVICE HOURS

Monday – Friday
6:30 am – 6:30 pm

OFFICE HOURS

Monday – Friday
8:00 am – 5:00 pm

Hearing Impaired
Dial 7-1-1

*201 River Heights Way
Grants Pass, OR. 97527*

Introduction

JCT provides Dial-a-ride transportation services to people with a disability that prevents them from using the JCT's fixed route service and seniors over the age of 62. The Dial-a-ride service is provided door to door.

Service Area

Service area is within ¾ mile of either side of an existing fixed route. Fixed routes cover the Grants Pass city limits.

Fares

Exact fare must be used, drivers don't carry change.

If it is difficult to carry exact change, ask your driver about purchasing JCT Script. JCT Script can be purchased in \$10 and \$20 booklets.

Zone 1 City of Grants Pass	\$2.00 per one way ride
Same day rides	\$4.00 per one way ride
Unscheduled return rides	\$4.00 per one way ride
Unscheduled return rides – medical	\$2.00

Scheduling Your Ride

You may call and schedule your ride between the hours of 8:00 am to 5:00 pm, Monday through Friday. Rides scheduled for Monday must be called in by 5:00pm on Sunday. All Sunday calls are taken by voice mail and are time and date stamped.

Rides need to be schedule prior to the day of your planned trip. Both the pickup and return ride needs to be scheduled for non-medical rides. If a return ride for a non-medical trip isn't scheduled, the cost is double the normal fare. **JCT does allow same day rides on a space available basis. The fare for a same day trip is double the regular fare.**

A dispatcher will need the following information:

- 1) Customer Name and address
- 2) Date of appointment, desired arrival time and address
- 3) Return time, if known
- 4) Special mobility needs

When To Be Ready

Customer should **be ready 15 minutes** before the scheduled pick up time.

If the customer is not ready when the vehicle arrives, **the driver will wait up to 5 minutes and then leave.** The customer will be noted as a "No-show." Three "No-shows" in a 30 day period may result in a suspension of service.

If a scheduled ride needs to be cancelled or changed, please notify the dispatch center as soon as possible. If you fail to cancel your ride 60 minutes before your scheduled pickup, it will be considered a "No-show."

It is considered excessive if you cancel 50% or more of your schedule trips, with a minimum of six (6) cancellations, within a ninety (90) day period. Once this occurs you will be subject to a standard service suspension of ten (10) service days.

All service suspensions are subject to appeal

Service Description

Drivers may assist a client to/from the door of the origin/destination. A driver will not assist into medical rooms or other areas of a building. If a customer requires further assistance, a personal care attendant (PCA) must accompany the customer.

Passengers are allowed to take up to four (4) standard size grocery bags, or other items which take up an equivalent space (2x2x2 – a two foot cube). Each item must not weigh more than 25 pounds.

Drivers are prohibited from carrying purchased items into a customer's residence. Drivers can assist you in loading and unloading your items to and from the curb.

Drivers are prohibited from requesting or receiving tips from the customer.

All passengers are required to wear seat belts. Customers can request an exception to the seat belt policy with a DMV seat belt waiver.