



*Josephine Community Transit*

**474-5452**

**Dial A Ride**

**SERVICE HOURS**

Monday – Friday  
7:00 am – 6:00 pm

**OFFICE HOURS**

Monday – Friday  
8:00 am – 5:00 pm

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

## Introduction

JCT provides Dial A Ride transportation services to seniors (62+) and people with a disability that prevents them from using the JCT's fixed route service. Dial A Ride is a curb to curb service.

## Service Area

Service is provided in the Fruitdale, Redwood, Demaray, Murphy and Merlin areas, as well as within the City of Grants Pass.

## 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.

Fares are broken out by zones and are per one way ride.

Zone 1 City of Grants Pass	\$2.00
Zone 2 Fruitdale, Redwood Hwy	\$4.00
Zone 3 Lower River Rd. Demaray	\$5.00
Zone 4 Merlin, Murphy	\$6.00

## Scheduling Your Ride

You may 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. **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:

- Customer Name
- Customer Address
- Date of Appointment
- Time of Appointment

Return Time  
Special Mobility Needs

## When To Be Ready

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

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 30 minutes before your scheduled pickup, it will be considered a "No Show".

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

## Service Description

Driver may come to the door or lobby of your home or the medical facility to let the customer know they are ready to transport them.

Driver 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 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.