



Josephine Community Transit

Dial- A- Ride Services

Riding Guide

for reservations call 541-474-5452

ALTERNATIVE FORMATS OF THE RIDER GUIDE ARE AVAILABLE UPON REQUEST

The Americans with Disabilities Act (ADA) and Josephine Community Transit Public Transit Services

The Americans with Disability Act (ADA) is a civil rights law that requires public transportation to be made available to persons with a disability. This service is only restricted in service area and is available for any trip purpose. This service is offered during the same days of the week and times of day that the JCT fixed route is available. If a person qualifies for service, transportation will be provided.

All JCT fixed route vehicles are equipped with lifts to accommodate mobility devices and persons who can't use the entrance stairs. All drivers make announcements for all stop and major intersection on all fixed routes.

For people that are unable to use the fixed route because of a disability they may be eligible for our Dial-a-Ride services. These services are primarily door-to-door service that is scheduled in advance. It is available the same days and hours as the fixed routes are operating. It is available within $\frac{3}{4}$ of a mile on each side of any JCT fixed route bus service.

Eligibility for this service follows ADA regulations.

If you apply for Dial-a-Ride under the ADA guidelines and are not accepted you have the right to make a formal appeal about your eligibility determination.

For a copy of the ADA regulations go to www.ada.gov or contact JCT at 541-474-5441.

Table of Contents

1. JCT Dial-A-Ride

- a. What is dial-a-ride service
- b. Who can use the service
- c. Where can you go using the service
- d. How much does it cost
- e. When can I use the service

2. Eligibility

- a. How do you apply for service
- b. Types of eligibility
- c. What to do if you disagree with your eligibility determination
- d. Out of town visitors

3. Scheduling a Trip

- a. Special requirements for mobility devices
- b. How to schedule a trip
- c. Requesting a return ride

4. Arrival and Departures

- a. When do you need to be ready
- b. Will the driver be on time

5. Cancellations and No-Shows

- a. What if you can't make a scheduled ride
- b. What is a no-show
- c. What is an excessive cancellation
- d. How to appeal no-shows and excessive cancellations

6. Personal Care Attendants and Companions

7. Fares

8. Mobility Devices and Carry-On Items

9. JCT Drivers

10. Passenger Responsibilities

11. Questions, Comments and Additional Information

1. JCT Dial – A- Ride

What is the dial-a-ride service, and who can use it?

This service is public transportation for people traveling within the greater Grants Pass area who cannot use the regular JCT fixed route transit service because of a disability. Service is available anywhere within 3/4 of a mile on each side of an existing fixed route.

JCT will pick up the eligible passenger at their starting location and drop them off at the door of their destination. Assistance to and from the door or entrance and the vehicle is provided only as needed. If a person needs additional assistance it is recommended that they apply to have a personal care attendant (PCA) accompany them. Rides are scheduled in advance and may include other passengers in the vehicle. Most rides are provided in small vans with ramps, but full size vans and even small buses (all equipped with lifts) may also be used.

In addition, this service is also available to persons who are over the age of 62. This is the only determining factor in deciding eligibility. These rides may not be available on days and times of high demand.

Where can you go using the service, and how much does it cost?

This JCT service is available within ¾ mile on each side of an existing fixed route. This ¾ mile service area also includes the end point of a route as well. Any origin or destination within this area will be served. There are no restrictions or prioritization based on trip purpose or destination. Rides are also made available outside the ¾ mile service area, but are booked on a space available basis and may not be scheduled every day. If you have a question regarding your home address or specific destination being within the service area please give us a call.

Fares are \$2.00 per one-way. Pre-paid script is also available in \$10.00 and \$20.00 booklets. Script can be used to prepay for trips and is recognized the same as cash by JCT drivers.

When can you use the service?

Service is available the same days and hours that JCT's fixed routes operate.

It is available:

Monday thru Friday – 6:30am and 9:30pm

The earliest you can be picked up is 6:30am and you must reach your final destination by 9:30pm.

2. JCT Dial – A- Ride Eligibility

How do you apply for service?

To be eligible for service you must meet the conditions established by the Americans with Disability Act (ADA). The eligibility process includes completing an application and providing physician or medical verification of the disability that prevents or limits you from using the fixed route service. The application consists of a series of questions which will be used to determine whether you can or cannot use the fixed route service for any of your transportation needs. You will receive an eligibility determination letter from JCT within 21 days of applying for service. If approved please save you determination letter. You can use your ADA eligibility from JCT when you are traveling to another community that provides this service as well.

If you are determined to be ineligible for service you may reapply if your conditions change in the future. If you disagree with the determination you may appeal the decision.

What are the different types of eligibility?

There are three types of eligibility that JCT uses

Temporary Eligibility: You may qualify for temporary eligibility if your condition is a short term illness, or is expected to improve. Temporary eligibility is typically

only granted for one to twelve months in duration. If you still need service after that, you will need to reapply.

Conditional Eligibility – Category 3: A Category 3 eligibility means that some of your trips may be accommodated by using the fixed route service. So, under certain conditions and for certain trips you may be asked to use the fixed route bus. The eligibility letter that you receive from JCT will state the conditions and circumstance that you would be expected to use the fixed route bus. The fixed route rides are only .50¢, compared to \$2.00 for the dial-a-ride services.

Full Eligibility – Category 1: A Category 1 eligibility means that all of your trips that are within the service area can be made using this service. All trips must be within regular service hours as well.

APPLICANTS WHO REFUSE TO PROVIDE INFORMATION ABOUT THEIR ABILITY TO TRAVEL MAY BE DENIED. ELIGIBILITY IS BASED ON EACH PERSON'S CAPABILITY, NOT ON A SPECIFIC DIAGNOSIS OR MEDICAL CONDITION

Over 62: As previously mentioned, persons over the age of 62 are automatically qualified for the service as well. All trips must be within the service area and within regular service hours as well. These trips are not a requirement of the ADA and may be subjected to service availability.

What to do if you disagree with your eligibility determination?

If a person is determined to not qualify for demand response service they may appeal the initial decision. Per an individual's request, the Transit Program Supervisor will conduct an independent review of the eligibility determination. If the supervisor agrees with the eligibility determination the individual can exercise their right to appeal that decision. The steps for formal appeal are as follows:

- A request for an appeal of denial/disagreement of eligibility must be made within (60) sixty days of the initial decision. The request must be made in writing. The written request needs to be sent to JCT's administrative office.

- Appeal requests are sent to a panel of Special Transportation Advisory Committee members. The panel will consist of a minimum of (3) three members.
- The individual will be notified of the time, date and location of the scheduled appeal hearing. The individual is allowed to have someone accompany them to the hearing.
- The STAC panel will make a final determination and notify the individual in writing within (30) thirty days. If a decision is not made within 30 days the applicant is provided with service until a decision is made.
- When this final determination is made the appeals process is complete.

What options do out of town visitors have?

Visitors from out of town who have been determined to be ADA eligible under another transit system, or who can provide documentation of a disability that prevents them from using the fixed route system, may use the service for up to 21 days per year without having to go through the full application process. If they stay or intend to use the service for more than 21 days they will have to go through the entire eligibility process.

3. Scheduling a Trip

What are the special requirements for a mobility device?

Before you schedule your first ride call and inform JCT dispatch what the dimensions of your mobility device are. This is not only to make sure that it can be transported, but also helps to make sure that the right vehicle is sent for your rides.

To ensure the safety of all passengers JCT requests that all wheelchairs and scooters remain in an upright position during transport. It is also requested that all mobility devices have functional brakes and foot rests, although those aren't requirements to ride.

JCT may need to make special ride arrangements to transport wheelchairs or scooters that are more than 30 inches wide, 48 inches long or weigh more than

600 pounds while occupied. If your mobility device falls outside of this criteria please contact JCT to ensure the proper vehicle is dispatched for your ride.

All dial-a-ride passengers are required to wear a seatbelt while in transport. The seat belt requirement is waived for all passengers with a valid DMV exemption.

How do you schedule a trip?

All eligible riders can schedule a trip by calling the JCT dispatch at 541-474-5452, any day prior to a day of service between the hours of 8:00am and 5:00pm. Sunday requests and holiday requests need to leave their ride details on the automated phone message system.

You may request a ride from 45 days in advance up to the prior day of your ride.

Please have your ride information ready when calling. You will need to tell the dispatch personnel the following information:

- Your name, pick up address and phone number
- Your desired arrival time and requested return time
- The address of your destination
- If you are traveling with a guest or personal care attendant
- Any assistive equipment that you may be using.

If you use any assistive equipment the driver should be familiar with please inform the dispatch staff when scheduling your ride.

On-going trips can be scheduled as a subscription trip for up to 30 days at a time. The no-show policy and excessive cancellation policy apply to these trips as well.

Same day rides are accommodated on a space available basis. If we are able to schedule a same day ride the fare is double the normal rate.

How do you schedule a return ride?

If you are sure of your return ride you should request a time for a pick up when scheduling your ride. If you schedule a return ride your vehicle will arrive as close to that time as possible, but it may take up to 30 minutes.

If you are not sure what your return time is it will be scheduled as a “will call.” If you are scheduled as a “will call,” a person calls JCT Dispatch when they are ready to be picked up. A vehicle will arrive as soon as possible, but it may take up to 60 minutes. Will calls are considered a premium service and cost \$4.00 per trip. The cost of will calls for medical related trips are the standard \$2.00 charge. This non-premium rate is for medical visit will calls only. All other trip types will be \$4.00 if the return ride isn't scheduled in advance.

When requesting a pick up from a medical appointment it is best not to schedule a return ride unless you are absolutely sure your appointment will be over. Also, make sure that dispatch is not called for your return ride until you are absolutely finished. The driver can only wait for a limited amount of time once arriving at your location. The driver will only wait five minutes after they arrive. If you are not ready within that time your ride may be considered a no-show and the vehicle may leave.

4. Arrival and Departure

When do I need to be ready?

JCT has the ability to negotiate your trip pick up time based on the availability of vehicles and drivers. The negotiation window only extends within a one hour time frame from the time you requested. For example, if you want a pick up time of 9:00am your ride can be schedule one hour before or one hour after your requested time. Make sure you tell the dispatch if your ride is for an appointment or you need to absolutely be dropped off before a certain time. JCT makes sure that if your ride can't be accommodated at the exact time of your request that you will still arrive before your appointment or scheduled arrival.

Once the vehicle arrives the driver can only wait for 5 minutes before they have to leave. The driver will not always be able to return and get you if you are not ready when scheduled. If the driver is able to return, your ride will be treated as a same day ride and you will be charged double the regular fare.

When will the driver be arriving?

JCT tries very hard to pick you up at the time you requested. In order to be able keep everyone's ride times please be ready 15 minutes before your scheduled pick up time. A JCT driver may arrive 15 minutes before and up to 15 minute after your scheduled time. When the driver arrives within this 15 minute window it is your responsibility to be ready. Remember the driver will only wait 5 minutes after arriving to pick you up.

On return rides the driver may arrive up to 30 minutes after your scheduled pick up. On "will calls" the driver may be up to 60 minutes after your request for the return ride. Please remember to not call for your return ride until you are absolutely ready to go.

The driver picking you up may not be the same driver that dropped you off, so please try and make it easy for the driver to see and find you.

5. Trip No-Shows and Cancellations

What if you cannot make a schedule ride?

If you are unable to make your scheduled ride please call JCT dispatch as soon as possible. It is your responsibility to cancel a ride not the JCT driver. Your driver will assist with your ride scheduling as much as possible, but ultimately it is the rider's responsibility to contact dispatch.

Rides that are not cancelled one hour before a scheduled pick up are considered no-shows.

What is a No-Show?

A no-show will be recorded against you if the following situations occur:

- 1) You fail to cancel your trip one hour prior to your scheduled pick up time.
- 2) You fail to meet the vehicle within five minutes of the driver's arrival. The driver can arrive 15 minutes before and up to 15 minutes after the scheduled pickup time.

No-shows that are beyond the control of the rider will not be counted. Examples considered to be beyond the control of the rider are:

- Family emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider was inside calling to check the ride status and was on hold for extended time
- Rider's appointment ran long and did not provide an opportunity to cancel in a timely way
- Rider's mobility aid failed
- Sudden turn for the worse for someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way

Errors attributable to JCT are not counted as a no-show.

If you fail to show up for the first portion of your trip make sure you call JCT if you don't need your return ride. If you fail to take the first portion of your trip it is not automatically assumed that your return ride won't be needed. If the return portion of your trip is missed, it will also be counted as a no-show.

All service suspensions are subject to appeal. JCT dispatch will call and notify clients of all trips that are being considered a no-show as they occur.

Service Suspensions

To maximize JCT resources and provide as many rides as possible we request that you try and take all scheduled trips. Due to the uncertainties of everyone's day to day activities it is understandable that not all scheduled rides will always be taken. Even if you are cancelling your ride within one hour before you are scheduled to be picked up, a consistent pattern of scheduling then cancelling rides puts an excessive strain on existing resources. The same applies to no-shows. A consistent pattern of no-shows put excessive strain on existing resources.

Service suspensions can occur if you cancel or no-show 50% or more of your schedule trips, with a minimum of six (6) cancellations/no-shows, within any calendar month. Upon first violation within a calendar year a person will receive a warning letter. The second violation will result in a seven (7) day suspension of service. Additional violations will result in service suspensions that are progressive in nature.

All service suspensions are subject to appeal.

How to appeal a service suspension?

If a person's service is scheduled for suspension due to a series of no-show trips or excessive cancellations they may request a review of the decision by calling JCT at (541) 474-5441. The JCT Transit Supervisor will conduct an independent review of the decisions. The supervisor will review the file and, if necessary, gather additional information. The individual may be asked to participate in an in-person interview. Service will be made available to the individual until the review process is completed.

JCT will make every effort to complete the review process as soon as possible and the person will be notified in writing within five (5) business days of the review decision. If a person is not satisfied with the outcome of the review, they may initiate an appeal of the JCT Transit Supervisor's decision.

In order to appeal the JCT Supervisor's independent review, a person must submit a written appeal within fourteen (14) days of receiving notice of the review decision. Service will still be provided until this appeal process is completed.

The written appeal should be submitted to:

JCT Special Transportation Advisory Committee

125 River Heights Way

Grants Pass, OR 97527

JCT will notify the person of the date, time and location of the appeals hearing. The person appealing the decision is allowed to have someone accompany them to the appeals hearing.

“Suspension of Service” appeals will be heard by the JCT STAC. The committee will review the documentation provided by the person appealing and JCT staff. They will also accept oral testimony. The STAC will review the appeal and make a final decision within fifteen (15) days. When this final decision has been reached the appeal process is completed.

A person’s service will not be affected during the appeals process. If a final determination supports a suspension of service, fourteen (14) days will be given before suspension takes effect.

6. Personal Care Attendants and Companions

What is a personal care attendant (PCA)?

A personal care attendant (PCA) is used when a person needs additional assistance getting their packages or belonging in/out of a vehicle and into their destination. A PCA is also used if a person needs additional assistance while traveling.

JCT divers provide a basic level of assistance, but if a person requires more than that they can have a PCA. A person applies to have a PCA accompany them in their initial application form. Each individual is responsible for supplying their own PCA. If it becomes apparent that a person requires a level of assistance above that provided by the JCT drivers they may be required to have a PCA on future trips.

PCA's ride free of charge and do not have to be the same person for every trip. When you are scheduling your ride please inform JCT dispatch if you will be travelling with a PCA. This assures that there will be enough room in the vehicle. If your PCA is not able to take the trip with you please make sure to cancel your trip one hour before your scheduled pick up.

The PCA must travel to the same origin and destination as the person who is requesting the ride.

What about friends or family?

A guest may accompany you on your ride. Multiple guests can be accommodated on a space available basis. Please inform JCT dispatch that you will be having a guest accompany you on your ride. This is to assure that there is adequate room in the vehicle. Guests are charged the same fare as the client.

What about children?

Children are able to ride as long as they are supervised by a responsible adult. You must provide an approved car seat for children who cannot be safely secured with a seat belt. Children under four (4) years of age and under forty (40) pounds are required by law to use a safety seat. JCT does not provide safety seats and drivers will not secure them or the child in the vehicle. Children are eligible for the same discounted fare as the fixed route.

7. Fares

The fare for this service is \$2.00 per one-way trip. Exact change is required. If you need special accommodations with monthly billing contact JCT to see if arrangements can be made.

Will calls (unscheduled return rides) for non-medical trips are \$4.00. Same day trips, on a space available basis are \$4.00.

As another option is to purchase script in \$10.00 or \$20.00 booklets. This is a good alternative to carrying cash. Script can be purchased from the drivers or at the JCT office.

Clients can also put fund electronically onto their accounts. Those funds are then automatically deducted on a per ride basis. If a passenger also uses the fixed route system they will receive an electronic fare card that can be used to pay those fares from the same account.

Drivers are not allowed to search purses or other personal belonging for your fare.

If you are able to use the fixed route you are encouraged to do so. Fixed route fares for dial-a-ride clients are .50¢ per one-way trip.

8. Mobility Devices and Carry-On Items

Will my mobility device fit?

Most wheelchairs and mobility devices will be able to fit on the JCT vehicles. If you mobility device is over 30 inches wide and more than 48 inches long you need to call in advance to make sure the right vehicle is dispatched for your ride. If your mobility device weights more than 600 pounds while occupied, please call in advance. These guidelines need to be considered when choosing a mobility device.

What can I carry with me?

Passengers are allowed to take up to four (4) standard size grocery bags or other similar items that take up an equivalent space (2x2x2 – a two foot cube). Riders must also be able to safely carry and secure their own items. If a person is not able to do so then they might need to apply for a PCA.

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.

Trained service animals that provide assistance to persons with disabilities, such as guide animals are allowed on JCT vehicles. Service animals must be trained specifically to assist with tasks or provide guidance related to a disability. Service animals must remain under control at all times.

Passengers are responsible for their animal's behavior and cleanliness. Non-service animals are allowed to ride as well when they are in an approved carrier.

9. JCT Drivers

JCT drivers are experienced with passenger assistance, mobility device securement and the safe operation of the vehicle. The drivers will assist passengers with getting in and out of the vehicles as well as loading/unloading carry on items. Please cooperate and follow all driver instructions.

Drivers are prohibited from carrying on with lengthy conversations while driving. If you have service related questions feel free to ask, but for safety reasons please keep distractions to a minimum.

Drivers are not allowed to accept tips. We do accept comments and letters of appreciation.

10. Passenger Responsibilities

Make sure that your address is clearly marked at your primary residence. If you move and wish to continue service please notify the JCT dispatch as soon as possible.

All passengers are expected to adhere to established acceptable behavior while using any JCT service. Throwing things, vulgar language, shouting, spitting and other rough behaviors will not be tolerated. If you continue to exhibit behavior that is unacceptable to drivers and other passengers your service can be suspended. In addition, for the comfort and health of all passengers personal hygiene should be maintained within acceptable standards.

For a complete list of passenger responsibilities while using JCT services call dispatch. As a good rule of thumb, if you have to ask it probably isn't allowed.

11. Questions, Comments and Additional Information

To request additional information please call JCT dispatch personnel at 541-474-5452. They can provide you with information on the availability of various transportation resources in Josephine County including the JCT fixed route and commuter route services.

The following contacts can be used for issuing complaints, requesting information or inquiring about local, state and federal involvement regarding transportation for persons with disabilities.

Josephine Community Transportation
Scott Chancey - Transit Program Supervisor
1241 River Heights Way
Grants Pass, OR 97527
(541) 474-5441

Board of Josephine County Commissioners
500 NW 6th Street
Grants Pass, OR 97526

(541) 474-5221

ODOT – Public Transit Division
555 13th St. NE, Ste. 3
Salem, OR 97301
(503) 986-3300

Federal Transit Administration
Jackson Federal Building
915 Second Ave., Suite 3142
Seattle, WA 98174
(206) 220-7654

A copy of the ADA regulations governing public transportation services can be obtained online at http://www.fta.dot.gov/civilrights/civil_rights_2360.html, or contacting the JCT office. JCT does charge a minimal processing fee, \$.05 per page plus postage, for providing hard copy information.