



*Josephine Community Transit*

**474-5452**

**Dial-a-ride  
Over 62**

**SERVICE HOURS**

Monday – Friday  
6:30 am – 9:30 pm

**OFFICE HOURS**

Monday – Friday  
8:00 am – 5:00 pm

Hearing Impaired

Dial 7-1-1

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

## **Introduction**

JCT provides Dial-a-ride transportation services to people over the age of 62 and can't use the JCT's fixed route service for some or all of their transportation needs. 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 setting up a Route Match Pay online account. The account can be filled electronically and fares will be automatically deducted as rides are taken.

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 between 8:00am and 5:00pm on Sunday. All Sunday calls and holiday 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."

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 or no show 50% or more of your schedule trips, with a minimum of six (6) cancellations, 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*

## **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.

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