

Josephine Community Transit (JCT)

**Americans with Disabilities Act (ADA)
Paratransit Plan**



Josephine Community Transit

Josephine County 2013

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General Information and Contact Person

Following is required general information about Josephine Community Transit – the public entity responsible for provision of ADA paratransit services described in this plan:

Name of Transit Agency:	Josephine County, DBA Josephine Community Transit
Address:	201 River Heights Way Grants Pass, OR 97527
Contact Person:	Mr. Scott Chancey
Contact Person Title:	Transit Program Supervisor
Phone:	541-474-5441
Fax:	541-474-5414
Email:	schancey@co.josephine.or.us

INTRODUCTION

Section 223 of the Americans with Disabilities Act (ADA) of 1990 requires that public entities which operate non-commuter fixed route transportation services also provide complementary paratransit services for individuals unable to use the fixed route system. In addition, the regulations require that public entities, which are subject to the complementary paratransit requirements, develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Josephine Community Transit (JCT), a department of Josephine County, is the service provider for fixed route public transportation within the UGB of the City of Grants Pass. As a provider of fixed route transportation, the requirements of the ADA must be complied with. Essentially, the requirements of the ADA state that paratransit service must be “comparable” to the fixed route in terms of service levels and availability. There are six service criteria that are used to evaluate paratransit comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body chooses to do so. Basically, these criteria require that ADA paratransit service is comparable in terms of:

- ✓ Available in the same area served by the fixed route. Specifically, service shall be made available to all origins and destinations within a width of $\frac{3}{4}$ of a mile on each side of each fixed route. This includes an area within a $\frac{3}{4}$ mile radius at the end of each fixed route as well.
- ✓ Service must be made available at all times the fixed-route service is available.
- ✓ Have fares that are no more than twice the base fare that would be charged to an individual paying for a trip of similar length, at a similar time of day, on the fixed route system.
- ✓ There can be no trip restrictions or priorities based on trip purpose.
- ✓ Be made available to any ADA paratransit eligible person at any requested time, on any particular day, in response to a request for service made the previous day.
- ✓ Have no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA paratransit eligible individuals.

This ADA paratransit service is provided to all individuals who are unable, because of their disability, to use the fixed route system. The criteria for determining eligibility is also regulated by the ADA and JCT is required to have a documented process in place to determine if an individual qualifies for service.

As part of the ADA, all agencies providing fixed route or public transit service were required to submit a plan showing how they were going to attain compliance. Since JCT wasn't started until 2000 there was no initial plan submitted. This document systematically goes through all JCT's service and evaluates compliance to the ADA. If service is determined not to comply with the regulations contained in the ADA then proper procedures and compliance actions will be outlined with specific benchmarks for achievement.

This plan should be consulted and updated any time there are service adjustments to any of the JCT system. In doing so, future compliance is assured and any change in service delivery can accurately be tested against all the regulations contained in the ADA as they pertain to public transit services.

Review and update of this plan needs to occur on an annual basis.

Section 1 – Population Characteristics, Existing Providers and Coordination Efforts

Josephine County Demographic Information:

	Number	Projected	Percent	State Average
Total Population	85,966	93,273	100%	
Senior (60+)	18,053	19,588	21%	13%
Low Income	12,895	13,991	15%	12%
Disabled	18,913	20,521	22%	17%
Youth (12-16)	18,053	19588	21%	23%

The above demographic information applies to the entire county and not necessarily within JCT’s service area. It is used to give an accurate portrayal of the overall need for service by all providers within the county, not just the fixed route and associated paratransit services.

All of JCT’s fixed route service occurs within the City of Grants Pass. Grants Pass is the largest city within Josephine County. Population within the city limits has grown from about 17,500 residents in 1990 to about 30,900 residents in 2006. This amounts to an increase of approximately 75% and accounts for 38% of the entire county’s population.

JCT also operates two commuter routes serving the communities in the south, to Cave Junction, as well as areas in the north to Wolf Creek. This service is commuter only and falls outside the paratransit requirement of the ADA. These commuter lines are not intended to provide service along the entire route that they operate. They are operational only during specific commuting hours, with limited stops and do not comprehensively serve a corridor like a traditional fixed route.

The following service providers are operating within Josephine County. The only service provider with ADA paratransit responsibilities is JCT.

Josephine Community Transit (JCT)

JCT operates fixed route service, subscription service and demand response paratransit services within the Grants Pass UGB as well as intercity commuter service to the communities in the north and south. JCT also offers dial-a-ride service for people over the age of 62. You do not have to qualify as paratransit eligible to access this service.

JCT’s fixed route service is ADA compliant with all vehicles equipped with two wheelchair securement locations. All fixed route vehicles are also equipped with bike racks to further increase a person’s transportation mode options. Hours of operation are between 6:30am and 6 30pm. Fares are for an adult \$1.00 and are \$.50 for reduced fare categories.

Paratransit service is available within $\frac{3}{4}$ mile on each side of the fixed route. Trips must be scheduled prior day and the cost of a one-way ride is \$2.00. Service is available from 6:30am to 6:30pm Monday thru Friday. This service is for people that qualify under the ADA.

Fixed route ridership was 174,355 annually for fiscal year 2011-2012. This represents an increase of almost 21.2% from the prior year. The ridership increase most likely can be attributed to service improvements through route modifications and changes in operational policies and practices. If the current increase in ridership maintains its robust growth, additional service will need to be added. Increased service frequency does not impact the provision of paratransit services. Expansion of the service area will require the expansion of the paratransit service area to the $\frac{3}{4}$ mile on each side of any new fixed route.

Paratransit ridership for fiscal year 2011_2012 was 23,727 annually, which was a 13% increase the prior year. Based on the increase in applications and rides the best way to manage the growth of ridership is to make the fixed routes more accessible and attractive to paratransit clients. This strategy is now working since the growth in paratransit trips has slowed. Additional shelters and benches were strategically placed throughout the system to encourage additional trips to be shifted to the fixed routes.

JCT also offers group ride paratransit services for Community Living Case Management clients. These are individuals who qualify for paratransit service and need to/from work transportation. Since the majority of the clients are working at the same location a group ride with a large cutaway vehicle is used in place of traditional smaller vehicle. This is a cost saving measure for JCT since these rides are now combined rather than using individual or group trips in a smaller vehicle. There are currently 32 clients that are receiving transportation four to five days per week. Last year there were 8,746 trips provided. The clients pay between \$2.00 and \$3.00 per round trip. Trips are scheduled as a subscription and all operational policies, such as the no-show and maximum trip length (time) apply as well.

NON-JCT SERVICES

The following are services provided by other agencies besides JCT. These services are not regulated under the ADA. It should be noted that Translink is not a provider, but rather a brokerage system. They dispatch transportation services to qualified individuals under the Oregon Medical Assistance Program.

Translink

Subsidized transportation services for Oregon Health Plan members and Medicaid clients are available through Translink. Service is contracted out to a variety of public and private transportation providers and is for medical purposes only. Funding comes through reimbursement from the Oregon Department of Human Services. Translink is projected to purchase over 1,036 trips within Josephine County for this fiscal year. These trips are distributed among qualified providers in Josephine County. They also purchase an estimated 435 day passes and 325 monthly bus passes annually from JCT. Service is provided 24 hours a day, 365 days a year. Rides must be scheduled between the hours of 7:00am to 7:00pm Monday thru Friday.

Options for Southern Oregon

Options for Southern Oregon provides rides for clients only. Clients consist of persons of all ages that have a mental health impairment of some varying degree. The type of transportation service needed, or provided, depends upon each individual client. Clients are being transported for a variety of reasons, but all rides are determined by each individual's treatment plan. The transportation can be for employment, medical, shopping, or therapeutic reasons. There is no fare required by the client. The hour of operations is solely dependent upon client needs.

Typically, the largest portion of Option's clients are not using other providers services. Their transportation needs are specific to each individual case. With that said, some of their outpatients do utilize both JCT and Translink.

JCT services are utilized whenever possible through the purchase of bus passes. Most clients, by default, qualify for reduced fare bus passes. The number of JCT passes purchased, or individual rides are not being tracked at this time. Option clients qualify to purchase reduced fare passes and pay reduced fares on the fixed route. An application needs to be filled out prior to approval and enrollment is good for three years.

Case managers for Options are fulfilling driving duties. Their fleet consists of eighteen service vehicles, that collectively provide an estimated 22,932rides annually. They also operate 58 individual housing units throughout Josephine County. The majority of which are located within the UGB. These are a combination of group homes, individual housing units and recovery facilities.

Like all the other service providers, Options is seeing a growing demand for transportation and an increase in case loads. Specifically, the largest increase is among children. And, like many others, this increase in service translates into an increased need for vehicles. It should be noted that the increase of children in the system indicates a greater demand for all transportation services in the future.

Umpqua Community Action Network (UCAN)

UCAN provides Medicaid trips in Josephine County. They are a Translink provider, but use volunteer drivers and vehicles. This year they are projected to provide 10,000 rides within the County. They utilize six drivers who are dispatched by UCAN dispatchers.

Other Transportation Services

There are a variety of private and non-profit providers of transportation of a secondary nature. They provide transportation to specific groups of people and not to the general public. The best example is shuttle vans that do specific point to point transportation to residents of senior homes. Similar examples can be found with certain group homes for the mentally disabled. Typically, this type of transportation is secondary in purpose to the agency or business that is providing it. Meaning, it is a small part of what they are doing and service is randomly scheduled, or for a specific purpose only (to and from work trips are a prime example).

Service Agency Transportation Coordination

There is no formal coordination between current providers at this moment. Although, there has been a recent increase in Options clients purchasing bus passes. This is mainly attributed to the newly initiated low income pass program. Informal coordination can also be found when rides that can't be accommodated, mainly for geographic reasons, are referred to other providers.

The fact that it is JCT's responsibility for paratransit services within ¾ mile of each side of any fixed route needs repeating. There can be no capacity constraints. With that said, it should be noted that because of the other providers there is a corresponding reduction in the demand for JCT's services. This translates into lower costs than what could be expected if the entire demand for service fell to JCT alone.

Section 2 – JCT’s Commuter Services and Fixed Routes

With commuter services, there is no associated service equivalent required by the ADA. Meaning, there are no demand response, or equivalent service provisions for commuter routes. By definition commuter services are meant to provide transportation along a corridor, specifically for work or similar daily trip needs. They are not intended to provide comprehensive transportation within a given geographic area. Alternatively, the JCT fixed routes are intended to provide transportation service anywhere within the UGB of Grants Pass. Current commuter routes go to Cave Junction in the south and Wolf Creek in the north. There are five runs per day on the south route and three per day on the north route. Base fare is \$2.00 per one-way trip with a \$1.00 reduced fare. All vehicles are lift equipped with securement areas for two mobility devices. A more specific analysis of the commuter routes can be found in Appendix E.

The JCT fixed route system is comprised of four transit routes that operate primarily within the UGB of Grants Pass. Service is available Monday through Friday between the hours of 6:30am and 6:30pm. The service frequencies are between 30 and 60 minutes depending on the route. Fares on the fixed routes are \$1.00 for an adult and \$.50 for reduced. Monthly, daily and per trip passes are available for all routes. All vehicles are lift equipped with securement areas for two mobility devices.

There are a total of 17 vehicles in the fleet. Nine of those vehicles are full size Medium duty Class C and all are lift equipped with two standard securement areas for mobility devices. Three of those vehicles are low floor vehicles to improve boarding times. Three of the vehicles are Class D Medium duty and are also lift equipped with two securement areas. The remaining vehicles are Class E2 and E3 lift equipped vans.

The peak vehicle need is the maximum number of vehicles that are required to provide service during the times of greatest demand. Table 1 outlines the entire service fleet in terms of vehicle mileage and passenger seats available. All vehicles are equipped with two mobility device tie down areas. The demand response vehicles are dedicated to that type of service only. The remaining vehicles are used on the fixed routes, commuter routes and paratransit commuter services. The recommended replacement schedule for each fixed route vehicle is 150,000 total miles. The recommended replacement schedule for each demand response vehicles is 100,000 total miles.

Peak vehicle need – Eight Vehicles for Fixed Route

- Rt 10 - 2 vehicles (red line in Figure 1)
- Rt 20 – 1 vehicle (blue line in Figure 1)
- Rt 35 – 1 vehicle (green line in Figure 1)
- Rt 40 – 1 vehicle (pink line in Figure 1)

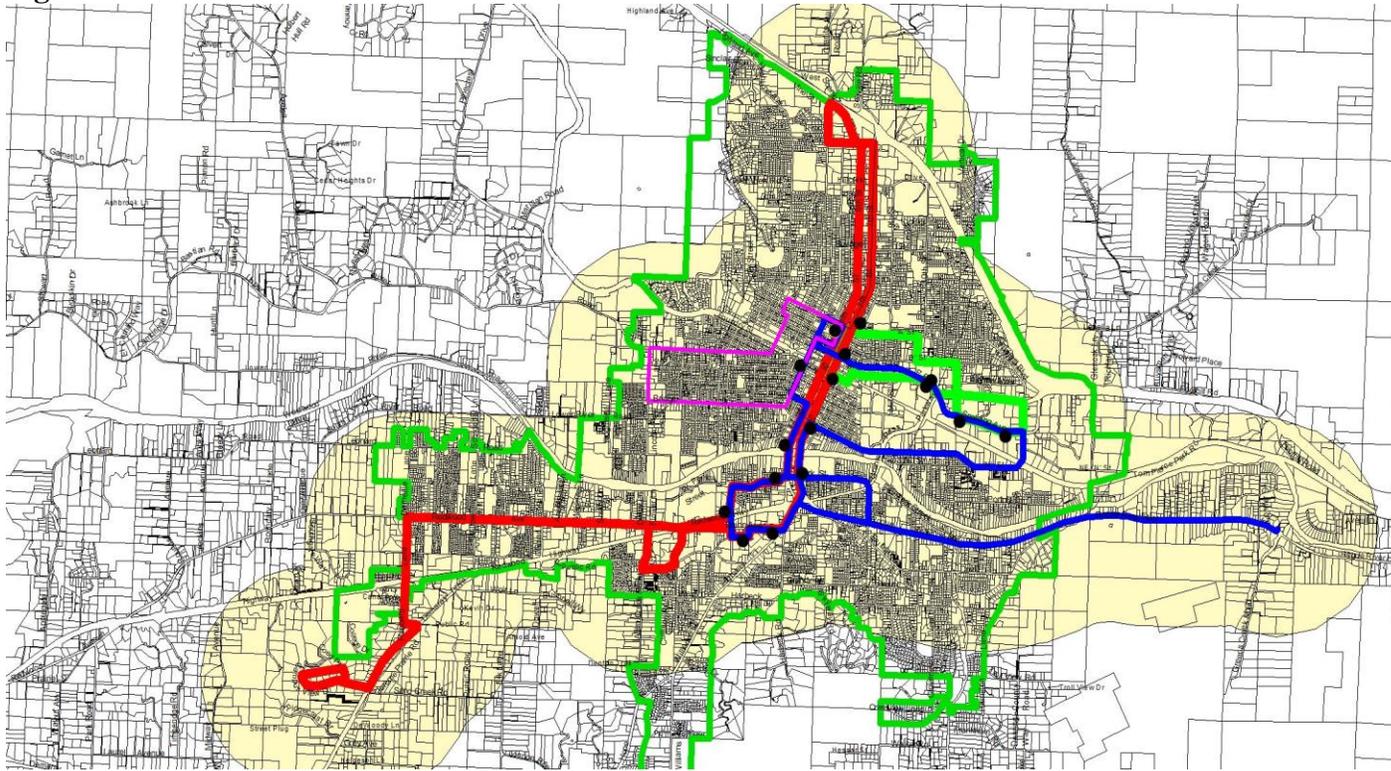
Route 35 and Rt 40 are interlined and utilize the same vehicle

- North County - 1 vehicle (commuter route)
- Cave Junction - 2 vehicles (commuter route)
- Paratransit Commuter - 2 vehicles
- Demand Response - have 4 dedicated vehicles and other can be used as demand warrants

Table 1 – JCT Fleet

03662	2003	Ford	E450 Goshen GCII	1FDXE45S73HB43272	E225133	163,057
03663	2003	Ford	E450 Goshen GCII	1FDXE45S93HB43273	E225134	145,057
06603	2006	Ford	E450 Champion Bus	1FDXE45S75HB44117	E234854	314,809
08601	2008	Ford	Elkhart Coach	1FD4E45S18DA98590	E242321	198,145
10601	2010	Chevrolet	Startrans	1GB9G5AG0A1106105	E250477	111,705
10664	2010	Chevrolet	Startrans	1GB9G5AG7A1105453	E250478	110,725
10667	2010	Chevrolet	Startrans	1GB9G5AG2A1104999	E250479	128,095
08498	2008	Chevrolet	Eldorado Van	1GBDV13W98D163490	E242329	59,777
08499	2008	Chevrolet	Eldorado Van	1GBDV13WX8D163708	E242330	41,483
09497	2009	Dodge	Van	1D8HN44E69B520675	E249771	35,999
09496	2009	Ford	Van - Full size	1FTSS34L29DA20376	E250455	26,063
09604	2009	ford	Startrans	17DEE35S99DA92794	E252773	76,570
09605	2009	ford	Startrans	17DEE35S99DA92795	E252774	48,116
10401	2010	Dodge	Grand Caravan	2D4RN3D1XAR489529	E253012	35,073
11608	2011	Chevrolet	Arboc	1GB6G5BG1B1178238	E253013	63,144
11609	2011	Chevrolet	Arboc	1GB6G5BG7B1178275	E253015	59,101
11610	2011	Chevrolet	Arboc	1GB6G5BG7B1178322	E253014	57,479
	2010	Chevrolet		1GB6G2AG0A1115288	Aspire vehicle	

Figure 1 – Fixed Routes



Section 3 – JCT Paratransit Service

JCT provides ADA compliant paratransit services for eligible individuals. There is a paratransit commuter group ride that is provided for developmentally disabled clients. This service is also part of JCT's paratransit service provisions. This section outlines each of these services and their different operating parameters. A comprehensive explanation of the demand response services can be found in the JCT Rider Guide, Appendix A.

ADA Eligibility Process

There is an application process to become eligible for paratransit services. The application is available on-line, or can be sent by request. Alternative or accessible formats of the application are available upon request. JCT has 21 days to review the application from the day it is received. All applications are date stamped when they are received. A person is assumed eligible if the 21 days elapse and they haven't received a determination letter from JCT. All applicants will receive a letter from JCT once their application has been reviewed and a determination of eligibility has been made. Alternative or accessible formats of the letter are available upon request.

Out of town visitors are eligible for paratransit services as well. By presenting documentation of being paratransit eligible in another area they are automatically qualified to use JCT's service for a period of 21 days within a 365 day period. If they intend to use the service for more than 21 days they have to go through the full eligibility process.

If a person disagrees with their eligibility determination they can appeal the decision through an administrative process. An explanation of the appeal process can be found in Appendix C. Additional information on the eligibility process can be found in Section 5

ADA Paratransit Service

This is the service JCT offers for ADA eligible individuals. It is compliant with the regulations as listed in the ADA for transit providers. Fares are double the fixed route service and it operates the same days and hours as the fixed route. Since this service is designed and operated to fulfill the paratransit guidelines of the ADA, it is an essential function of the JCT service network. Same day rides are allowed as the schedule permits, even though it is not an ADA requirement. If a same day ride is booked, the fare is double the normal rate. Service is available within $\frac{3}{4}$ of a mile on each side of a JCT fixed route. The entire service area can be seen in Figure 2.

All clients that are eligible for paratransit services are also able to take a guest. Guests are required to pay the same fare. If a client needs a Personal Care Attendant (PCA), they must be qualified for the use of one through the application process. PCA's can ride for no additional charge. PCA's and guests must ride from the same origin to the same destination as the client. A PCA and one guest must be allowed to travel with the client. Additional guests may accompany the client on a space-able basis. JCT coordinates with a senior volunteer program to provide PCA's to clients that need additional assistance. These PCA's are available to the client free of charge and are really the only means with which some people can receive transportation.

The service is available Monday thru Friday between the hours of 7:00am and 6:30pm. The fare charged is \$2.00 per one-way trip. Trips are essentially door-to-door and the driver must maintain visual contact with the vehicle.

Trip requests are taken Monday through Friday between the hours of 8:00am and 5:00pm. Trips can be scheduled the day before, via the automated telephone system before 5:00pm, for days of service preceded by a holiday or weekend. A dispatch person will call to confirm the trip the following day before the start of operations.

There can be no capacity constraints for this service. All eligible rides (regardless of trip purpose) must be accommodated. There is a one hour window in which a trip request can be negotiated. For example, if a pickup is requested at 10:00am the actual pickup can be negotiated from 9:00am to 11:00am. It is JCT's policy to try and schedule all pickups within 15 minutes of the requested time. Pickup times will not be negotiated before a person is scheduled to finish work. Similarly, a trip would not be negotiated to be scheduled after a medical appointment was to begin.

There is no pre scheduled return time for will calls. Will calls trips may have to wait up to one hour, from the initial call in, for the return ride. Passengers need to be ready for transport 15 minutes prior and 15 minute after the scheduled pickup time. The drivers are instructed to wait only 5 minutes once arriving. If the client is not ready for transport within the 5 minute window, they are considered a no-show. No-shows are defined in Appendix B.

There can be no artificial capacity constraints for paratransit services. Poor on-time performance is considered an artificial capacity constraint. Trips will be considered on-time if the pickup is within 15 minutes before the desired time and no more than 15 minutes after. Overall service will be considered on-time if 90% of trips are made within the above window. Granted there are operational issues that contribute to on-time failures (weather, vehicle breakdowns, etc.), even so the natural rate should be considerably less than 10%. If on-time performance falls below 90% consistently, (four of seven weeks) then operational resources will be adjusted to eliminate these capacity issues.

Maximum ride times will not exceed one hour. This also corresponds to the longest trip possible on a non-commuter fixed route. If rides are routinely taking more than sixty minutes (five trips in seven days), it will be viewed as a capacity constraint and actions similar to poor on-time performance will be taken.

Additional Service Parameters

Drivers are not allowed to enter a rider's home, or provide assistance into a room within a larger facility to assist a rider. Drivers will assist passengers in entering and exiting the vehicle safely. Drivers will also assist with the securement of mobility devices and the use of a seat belt. A seat belt must be used unless a valid DMV waiver certificate is on file.

Drivers are allowed to assist with a passenger's items to and from the vehicle. 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. Additional items can be accommodated on a space available basis.

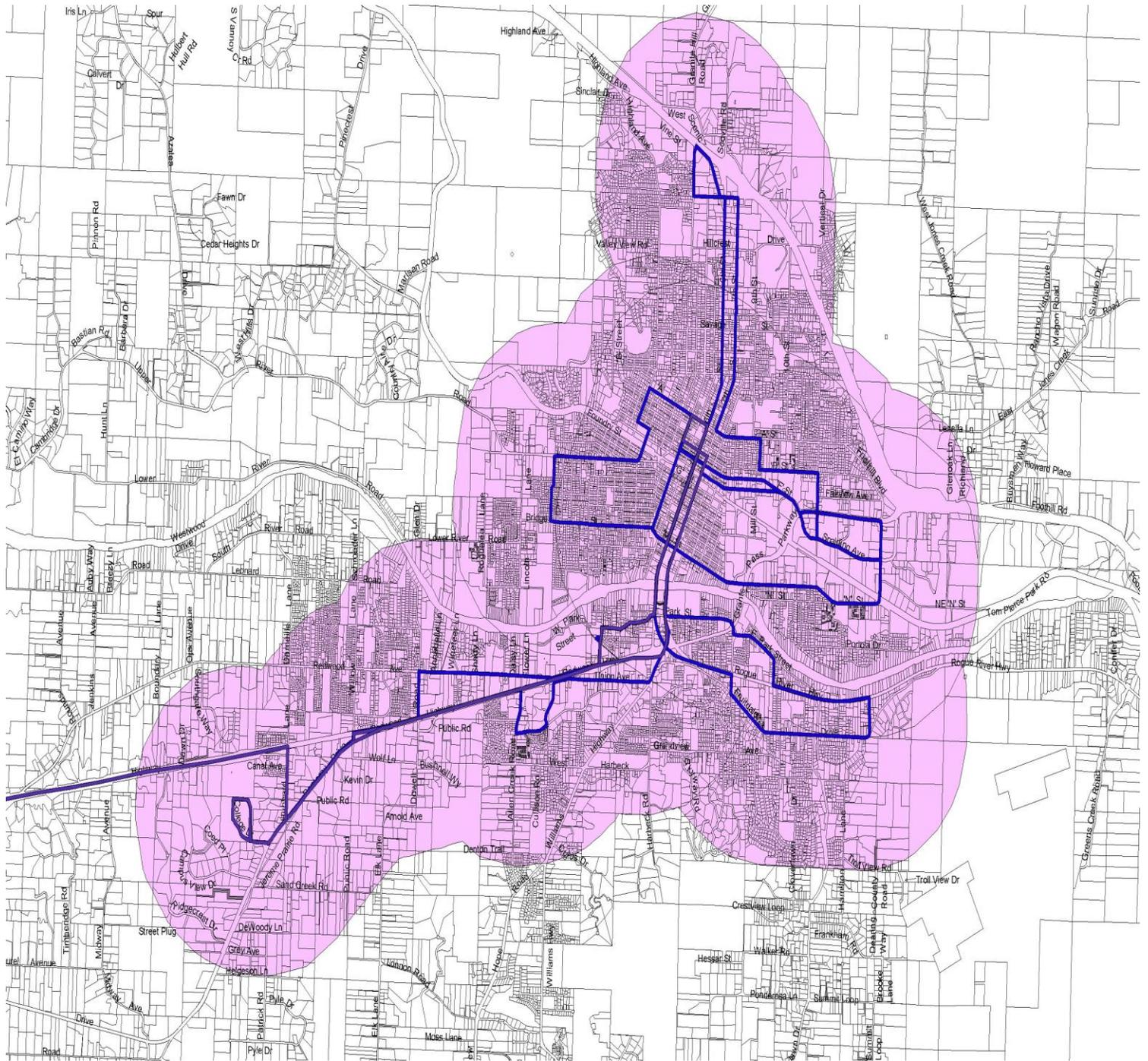
Subscription services will be made available to ADA paratransit eligible clients. These rides are for clients making at least one trip per week to and from the same locations at the same times. Subscription trips are ongoing rides that can be scheduled, in advance, so a person doesn't have to continually request them.

Group Ride Paratransit Services

This service is provide twice per day and brings Community Living and Case Management clients to and from work. Up to two vehicles are used, depending on the seasonal demand for service. All clients are eligible for traditional paratransit services as well. Grouping these rides together provides a significant cost savings to JCT. Essentially, this service functions as subscription paratransit service because rides are ongoing for specific individuals and at specific times. The difference between this service and the traditional paratransit service is that large numbers of trips are grouped rather than taken individually. Ride lengths are consistent with other paratransit trips. A no-show policy is also enforced for this service as well. Fares are \$2.00 to \$3.00 per round trip and depend on the geographic area the trip originates from. Fares are lower than the traditional paratransit service to encourage riders onto the group ride program instead. During the peak time of the year, when all employment centers are fully operational, this service is booked to vehicle capacity. Individuals who can't be accommodated with this commuter service will then take regular paratransit transportation to and from work.

This service is available Monday thru Friday and trips are taken between 8:00am and 9:10am. The return trips are taken between the hours of 2:15pm and 3:00pm. Rides are subscription in nature and clients are on the list for transportation until they are no longer working, or there is a request to be removed.

Figure 2 – ¼ Mile Paratransit Service Area



Section 4 - Comparison of Current Paratransit Service with Regulatory Requirements

This section provides a direct comparison of JCT's paratransit services and each of the individual requirements as outlined by the ADA.

The fixed route operating practice is described and then the corresponding paratransit requirement is detailed. If the service does not meet the ADA regulatory requirement, the necessary steps to reach compliance will be presented.

Service Area

ADA paratransit service must be provided, at a minimum, in all areas that are within $\frac{3}{4}$ mile on each side of a fixed route. This also includes the terminus or surrounding area at the end of a route. These regulations do not apply to commuter service routes. The entire ADA service area is equal to a $1\frac{1}{2}$ mile corridor centered on each fixed route in the system.

Request for service, where both the origin and destination is within this $\frac{3}{4}$ mile area, must be provided for. Persons qualified for paratransit service do not have to live within this defined service area. The only qualification for a paratransit eligible trip is being contained within the service area.

ADA paratransit service is not required in areas served only by fixed route commuter service. Thus, there is no corresponding ADA paratransit service along the Cave Junction or Merlin/Sunny Valley/Wolf Creek routes. These two routes are provided primarily during peak hour commuting times. They also are not intended to provide transportation along the entire corridor and have limited stops at each community they serve. A complete description and determination of "commuter" route can be found in Appendix E.

Conclusion - Compliant

ADA paratransit service is provided along $\frac{3}{4}$ mile of each side of all fixed routes. There are no paratransit requirements, other than having a lift equipped vehicle, for the two intercity routes that serve the north and south ends of Josephine County.

Additional service is provided along the $\frac{3}{4}$ mile service area for seniors over the age of 62. Additional service is also provided outside of the $\frac{3}{4}$ mile service area. This service is funded with FTA 5317 dollars and extends service out to 3 miles on each side of a fixed route. Both of these services fall outside the ADA regulations and are allowed.

Days and Hours of Service

ADA paratransit service must be provided during the same days and same hours as the fixed route bus service.

The first fixed route starts at 7:00am and the last run of the day starts at 5:30pm. Since the last run of the day doesn't end service until 6:30pm (one hour round trip), paratransit service is available till 6:30pm as well. Better stated, the paratransit trip needs to reach its final destination by 6:30pm. Fixed route service is only available Monday thru Friday at this time.

Conclusion - Compliant

ADA paratransit service is available Monday thru Friday between the hours of 7:00am and 6:30pm.

If service is expanded to the weekends, or later into the evening, paratransit services need to be expanded as well.

Fares

The charge for ADA paratransit service can be no more than twice the amount charged for base fare on the fixed route. Base fare is the amount charged for a full fare paying passenger on any of the non-commuter fixed routes.

Personal Care Attendants (PCA's) can travel with eligible clients for free, but must have the same origin/destination. Companions can travel with an eligible client for the regular fare. Companions also must have the same origin/destination as the eligible client.

Conclusion – Compliant

The ADA paratransit service charge is \$2.00 per one-way trip. The base fare for the fixed route is \$1.00 per one-way trip. PCA's ride for no charge with PCA eligible clients. A person must register and be approved for travel with a PCA before the PCA is eligible to ride for free. Companions can ride along with eligible clients for \$2.00 per one-way trip.

Trip Purpose

Since the fixed route service can be used for any trip purpose, so must the paratransit service. There also can be no prioritization based on trip purpose. For example, medical transportation can't be given priority over recreational based trips.

Conclusion - Compliant

There is no prioritization based on trip type or trip purpose.

Trip Availability

The ADA requires that next day service be provided. Trips that are scheduled for the next day have to be scheduled by the close of normal business hours on the day before. Rides need to be available for scheduling on all days that precede a day of service.

Actual ride pick up times can be negotiated up to one hour before or after the requested time by the client. Clients need to be available 15 minutes prior and 15 minutes after the schedule pickup times.

Pickup times for return rides are no later than 30 minutes from the scheduled time. For will calls, or non-schedule pickups, return rides are within 60 minutes of the client calling in the request to dispatch.

Conclusion – Compliant

JCT allows for rides scheduled for Monday to be booked on Sunday through the automated phone system between the hours of 8:00am and 5:00pm. All other rides can be schedule during the regular office hours of 8:00am and 5:00pm Monday thru Friday.

Response times are compliant with the ADA in terms of the actual pickup being within 15 minutes on either side of the scheduled pickup time. For return rides the actual pickup times are no later than 30 minutes of the scheduled ride. For will calls, the actual pickup time is no later than 60 minutes after the client requests the ride.

Recommendation

Late pickups need to be recorded in the computer dispatch program. A process will have to be established to track the occurrences of late pickups. A late pickup is defined as being 15 minutes after the time scheduled. Pickup times on scheduled returns are considered late if they occur 30 minutes after the scheduled time. Pickups on will calls are to be considered late if they occur 60 minutes after the time a request was taken.

Capacity Constraints

ADA paratransit service must not be operated with capacity constraints. Meaning, there can be no limitation on the number of total trips, or trips per person made available per day. Per the ADA, there must not be a pattern or practice of trip denials, missed trips, late pickups, or trips in length not comparable to the fixed route. Finally, there can be no operational practice that has the effect of limiting service to any eligible client.

Providers of paratransit services must be able to ensure the FTA that rides are on time and are not excessive in length. As previously mentioned, acceptable trip length (in minutes) would be comparable to the longest trip on a non-commuter fixed route.

Conclusion – Compliant

JCT has no limitation on the number of trips per day, or trips per person that can be made. There are no untimely pickups, defined as arrival later than 15 minutes after the scheduled time. Travel times are generally less than comparable fixed route trips and there are no peak hour service capacity issues.

Recommendation

There should be a formal policy adopted regarding maximum trip length. Also, in the event that a trip can't be "accommodated" it needs to be formally recorded as a missed trip and effectively as a service denial. If demand for service increases, it must be addressed with additional vehicles and paid driver hours.

Rides that are can't be "accommodated" need to include trips where the vehicle arrives later than the 15 minutes pickup window, later than the 30 minute scheduled return ride window, or later than the 60 minute will call window.

Having a vehicle arrive before the 15 minute pickup window does not constitute being on time. Early arrivals need to be monitored and tracked as well. A practice of arriving early is essentially seen as a capacity constraint.

Section 5 – ADA Paratransit Eligibility and Dial-a-Ride Eligibility

Requirements of the ADA

Public entities that provide ADA paratransit service also need to establish a process for determining who is eligible to receive the service. Per the ADA, documentation of eligibility and associated conditions of eligibility, if applicable, must be provided to persons deemed eligible. Also, an appeals process must be made available for persons who are determined ineligible, or only eligible under certain conditions. A separation of authority must be maintained between the individual making the initial determination and those individuals deciding the appeal.

All individuals determined to be ADA paratransit eligible have a civil right to obtain the levels of service and associated provisions of the “ADA Paratransit Service” as outlined previously.

Eligibility as defined by the ADA is as follows:

- ✓ Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop.
- ✓ Persons who cannot use the fixed route service because the route(s) needed for a particular trip is/are not accessible.
- ✓ Person who, because of a disability, is unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

Personal Care Attendants (PCA) of eligible individuals must be served as well. One companion, in addition to the PCA, must be accommodated. Additional companions will be accommodated on a space available basis.

Per the ADA, paratransit eligibility is functionally based and not determined by the type of disability or mobility aid used. Also, a person’s eligibility can be decided on a trip by trip basis, which is determined by specific conditions in conjunction with the disability (weather, distance, passenger amenities available, going to specific medical treatments, etc.). Due to this, eligibility can be determined to be unconditionally eligible, conditionally eligible, temporarily eligible or ineligible for paratransit services.

Visitors to the area must be provided with 21 days of service (in a 365 day period) when they have documentation of ADA paratransit eligibility from another area. If a person is traveling from an area that doesn’t have paratransit services, documentation of their disability can be requested. If more than 21 days of service is needed, visitors can be required to go through the eligibility process.

Transit providers are able to establish a process for suspending service to individuals who are unduly disrupting operations with frequent no-shows. That process needs to exclude rides that are missed because of issues outside a person's reasonable control. Finally, the service suspension must be comparable to the level of disruption and it also must be able to be appealed. The no-show policy can be found in Appendix B and the general appeal process can be found in Appendix C.

Current Eligibility Criteria, Process and Associated Materials

There are two services currently available. These services are the demand response service made available for persons qualified under the ADA and for those over the age of 62. The ADA service requirements were discussed in Section 4. There are no ADA service requirements for individuals over the age of 62. With that said, both programs are treated the exact same in terms of operating policies and requirement of the clients.

Two distinct application processes are in place for each group. The application for ADA paratransit services can be found in Appendix A. This application differs from the over the age of 62 application in that it requires a physician, or other health care professional, to provide information about an applicant's disability and functional limitations.

Determination of eligibility for over the age of 62 is date of birth. If a person applies for the over 62 service and appears to be eligible for paratransit services, they will be informed of that possibility in the approval letter they receive.

The over the age of 62 clients are afforded the same service levels as ADA paratransit clients in times of normal demand. Currently, both client groups are treated equally. In the future, if demand warrants it, service may be restricted to the over the age of 62 in order to meet the requirements associated with paratransit services. This distinction is explained in the letter sent to clients when they are approved into the program. They are also informed of the opportunity to apply into the paratransit program, where there can be no capacity constraints.

There are obviously some individuals that are over the age of 62 that also have a disability that prevents them from accessing or utilizing the fixed route. For personal reasons they sometimes choose to just fill out the 62+ application. Typically, this is because of not having a doctor or medical professional available, or reservations about providing the necessary information. If demand for service exceeds existing resources, the over the age of 62 clients will encounter service restrictions. At that point people who are eligible under both programs will have to specifically apply under the ADA paratransit program to avoid service restrictions. Currently, there are no issues of capacity limitations, or anticipated resource reductions in the foreseeable future.

Eligibility Process

After filling out and submitting the ADA paratransit application form, JCT will make a decision as to eligibility. JCT will then send the applicant a letter within twenty one (21) days and inform them of their eligibility. If a person doesn't receive a letter within twenty one (21) days, they are automatically eligible for service until a final decision is

made. This same process also applies to persons applying for the over the age of 62 program as well.

The letter will state if the applicant has been approved for service, the conditions of eligibility (if any) and if a PCA is approved for travel as well. If a person is not determined to be eligible for service they can appeal the decision. The appeal policy and associated procedures can be found in Appendix C. There is no expiration date assigned to a person's eligibility (unless they were approved as temporarily eligible). Instead, JCT staff periodically review all applications and confirms that the information is still current.

Section 6 – Public Participation and Information

Per the ADA, there needs to be a process for public input and ability to comment regarding any changes in any of JCT's services. Also, providers of ADA paratransit service need to make available a process for ongoing public participation in the operation and assessment of associated services by individuals with disabilities.

JCT utilizes the Special Transportation Advisory Committee (STAC) and the Public Transit Advisory Committee (PTAC) to fulfill these requirements. Member from both groups are appointed by the Board of County Commissioners and provide critical input into all public transit services and operations. The membership of both committees can be found in Appendix D.

For this plan, the STAC/PTAC was used for the public input process. The review meeting for this plan was published in the local paper and requests for comments were actively solicited. The meeting was held on November 16, 2010 and there were no additional comments received at the meeting. The formal adoption of this plan was conducted at a normal scheduled meeting of the Board of County Commissioners. Public input was accepted at that meeting as well. Appendix G documents the Board's acceptance of this plan.

Recommendation

Both the STAC and the PTAC have scheduled meetings, usually once a month. These are public meetings, held by both groups concurrently, and serve as the conduit for input from the general public. In the future, arrangements need to be made to better publicize all meeting agendas.

Also, there needs to be adopted policy that will address the required public notice and input for any service or fare changes. This includes the fixed route as well as paratransit/demand response services.

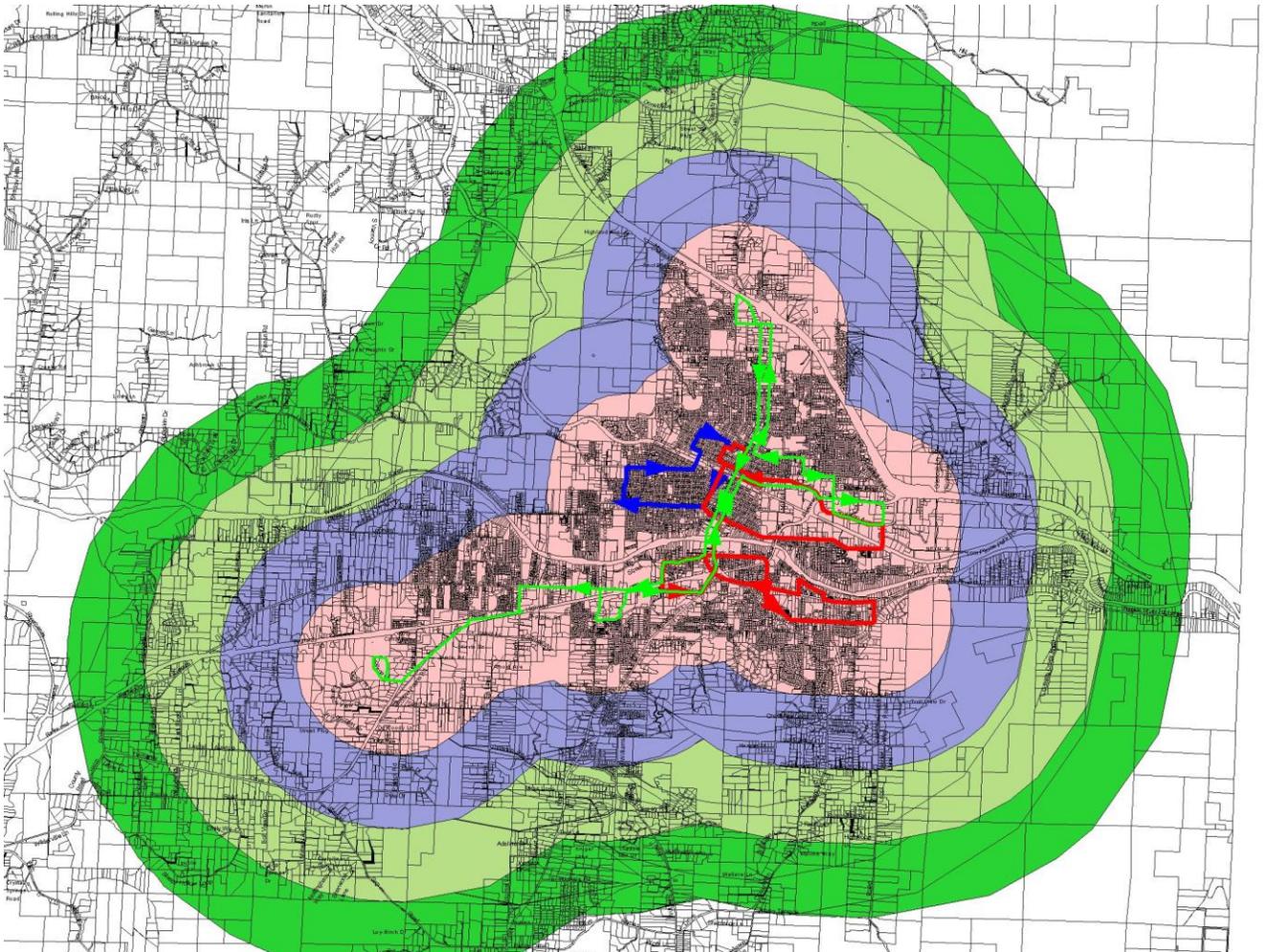
Section 7 – Other Demand Response Services

5317 – New Freedom Transportation Service

Federal Transit Administration 5317 funds are specifically allocated for the expense of service that provides transportation beyond the requirements of the ADA. With 5317 funds, JCT was able to expand the service area to 2.25 miles on each side of the existing fixed route system. The expansion area is concurrent $\frac{3}{4}$ mile zones, each with a progressively increasing fare. This service is also made available to people 62 years and older.

This service is available 7:00am to 5:00pm. The early evening cut off is to ensure that the driver is returning to the yard by 6:00pm. Fares range from \$3.00 to \$6.00. Same day rides can be taken as the schedule allows. Same day fares are double the standard rates. Figure 3 shows the entire expanded service area. Due to the total area needed to be covered rides are scheduled on a space available basis.

Figure 3 – Expanded Service Area



Section 8 – Fixed Route Compliance, Stop Improvements and Vehicle Selection

The fixed route service is in compliance with the ADA in terms of vehicles and new transit stops. With that said, there can be improvements with the addition of strategically placed passenger amenities that improve access to existing services. A key factor for success is continued coordination with the City of Grants Pass and Josephine County to ensure that transit is considered in all road improvements, proposed new developments and re-developments.

JCT is currently undergoing an inventory of all bus stops within the system as well as placing benches and shelters at strategic locations. The inventory will identify and list necessary improvements to make all bus stops more accessible. Some examples of an inaccessibility issue would be having a bus stop behind a planter strip, having a stop with no adjacent curb cuts, or adequate sidewalk.

All stops will be located using GPS and then have the location and subsequent stop attributes listed and made available as a GIS layer that the City and County can use. This GIS information will not only be used to identify and track proposed improvements, but can be used by other agencies to identify stops along corridors of future roadway improvements.

The vehicles used to provide service have an impact on day to day operations. Due to the increasing number of mobility devices that fall outside the scope of “common wheelchair”, as defined by the ADA, the type and size of vehicles needs to be carefully evaluated. For paratransit services there needs to be a mix of vehicles available for service. Unfortunately, this makes maintenance logistics a bit more difficult, but the reality is that no one vehicle is going to fit all service scenarios. In the future, the paratransit service fleet needs to be a combination of small mini-vans and larger full sized vans. The larger vans provide the ability to transport some mobility devices that fall outside the definition of “common”. JCT doesn’t restrict service to only “common” wheelchairs. Instead a philosophy of reasonable accommodation is followed. Meaning, in the future vehicles with flexible configurations of the securement locations and ability to accommodate larger sized mobility devices should be the norm.

As more and more individuals with mobility devices choose to use the fixed route the impact on regularly schedule service needs to be considered. With an average boarding time of 2-5 minutes per mobility device, the impact on the round trip may be a total of 4 – to 10 minutes. With schedule service frequencies of 30 minutes, up to one third of that time may be spent by the boarding/deboarding of just one wheelchair. Also, as stop and connectivity improvements are made, more and more users with mobility devices will be utilizing the fixed route system. Future fixed route vehicle purchases need to be made with this factor in mind. The purchases of low floor, multi-door vehicles will significantly improve on-time performance as well as improve the overall level of comfort for disabled passengers.

Section 9 – Implementation Plan

Since JCT meets the required service criteria for its complementary paratransit service, there are no planned changes to address ADA requirements. The previously cited recommendations address actions to improve operations and better service clients above and beyond the minimal ADA requirements.

Conclusion

JCT is in compliance with the paratransit requirements of the ADA, but there were still some recommended improvements. The operational recommendations were regarding improvements in the areas of record keeping and the phone system. The dispatch software should be modified to accurately track late trips, missed trips and service denials. The phone system should also be monitored for assurance that phone hold times are not excessive and act as a deterrent to persons attempting to book rides. There also needs to be a maximum trip length established (in minutes). This is to protect against capacity issues that could cause trip times to exceed the fixed route equivalent.

In addition to the operating recommendations, all the STAC/PTAC meetings should be better advertised to fulfill FTA public input requirements. This recommended change, along with a formal policy for input on proposed service/fare adjustments, will better fulfill existing requirements.

If demand for paratransit service starts to exceed available resources, then additional funds need to be freed from other resources. If additional resources aren't made available, the only remaining option is for the fixed route service to be reduced.

All future proposed service and fare changes need to be tested against the ADA paratransit requirements outlined in this document. Non-compliance with the ADA is a civil rights violation and could impact future funding eligibility of the transit system. In addition to the loss of all State and Federal funding, a violation could also end in monetary penalties awarded to individuals through a court of law.

Appendix A



Josephine Community Transit

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

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

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 pick up, 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. The customer will be noted as a “No-Show”. Three “No-Shows” within a set time period may result in a suspension of service.

Service Description

Drivers 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.

Drivers may assist a client to/from the door of the origin/destination. A driver will not assist into individual 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.



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 stop and major intersection announcements on all fixed routes as well. For people that are unable to use the fixed route because of a disability you 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, but the service is also provided to people 62 or older on a space available basis. Regardless if you qualify under the ADA or being over 62, all rider guidelines and policies will apply.

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.

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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.

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 use the service, and how much does it cost?

This JCT service is available within $\frac{3}{4}$ mile on each side of an existing fixed route. This $\frac{3}{4}$ 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 $\frac{3}{4}$ 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. The cost for service outside the $\frac{3}{4}$ mile boundary is determined by additional $\frac{3}{4}$ mile zones.

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 6:30pm

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

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 request are sent to a panel of STAC/PTAC 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/PTAC panel will make a final determination and notify the individual in writing within (30) thirty days.

- 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 this 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 wheelchair and scooter have functional brakes, foot rests and remains in an upright position during transport.

JCT may not be able to transport wheelchairs or scooters that are more than 30 inches wide, 48 inches long or weigh more than 600 pounds while occupied.

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 Sunday through Friday between the hours of 8:00am and 5:00pm. Sunday requests need to leave their ride details on the automated phone message system.

You may request a ride from 14 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 an indefinite period of time. The no-show policy and excessive cancellation policy apply to subscription 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”, inform the dispatch when you are ready and let them know you are available to be picked up. A vehicle will arrive as soon as possible, but it may take up to 60 minutes.

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.

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 still 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. After three no-shows over a certain time period a service suspension may occur.

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.

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.

After you have two (2) no-shows within a thirty day period you will be sent a warning letter. If you receive another no-show within the next thirty days (30) you could face a service suspension. First time service suspensions are typically for ten (10) working days.

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.

What is an excessive cancellation?

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.

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. 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.

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.

The written appeal should be submitted to:

**JCT Special Transportation Advisory Committee
201 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 need to 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.

As another option you can 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.

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 your mobility device is over 30 inches wide and more than 48 inches long you need to call in advance to make sure it will fit. If your mobility device weighs 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
201 River Heights Way
Grants Pass, OR 97527
(541) 474-5441

Board of Josephine County Commissioners
500 NW 6th Street, RM154, Dept. 6
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.



Josephine Community Transit
**JCT LIFT APPLICATION
AND
PARATRANSIT CERTIFICATION FORM**

PLEASE READ THIS SECTION BEFORE YOU BEGIN

About this application – The Americans with Disabilities Act (ADA) ensures that people with disabilities receive public transportation comparable to the public transportation available to people without disabilities. JCT provides door-to-door service called *JCT LIFT* – to people who are unable to use a regular lift-equipped bus because of a disability. The *JCT LIFT* service is intended only for those trips that an individual cannot make on the regular bus system. This application form is intended to determine when and under what circumstances the applicant can use buses and when *JCT LIFT* service is required.

Who should apply? Anyone with a disability which prevents them from getting to or from a regular bus stop, or from independently boarding, riding or getting off a regular lift equipped bus (without the assistance of another person besides the driver.)

Instructions – The applicant (or someone assisting them) must complete PAGES 1-5. A Licensed Professional must complete and sign the PROFESSIONAL VERIFICATION section (page 6). In addition, an in-person interview with *JCT LIFT* staff may be scheduled to determine eligibility. Information regarding the *JCT LIFT* program and its services will be explained to applicants at that time. Applicants will then be informed of JCT's determination by mail. If you have any questions about completing this application, call JCT at (541)474-5452.

INCOMPLETE APPLICATIONS WILL BE RETURNED UNPROCESSED. When completed, return the entire form to:

**JCT LIFT
201 River Heights Way
GRANTS PASS, OR. 97527
Fax – 541-474-5414**

Applicants who are reapplying for JCT LIFT service, please include your JCT LIFT card number and expiration date in the spaces below. This will assist JCT in processing your application more efficiently.

JCT LIFT Card Number: _____

Expiration Date: _____

Last Name _____ First _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Work Phone _____

Date of Birth _____ Male Female Other

Name of emergency contact person _____

That person's phone number _____

Which of the following mobility aids (supplied by you) do you use when traveling?

A. Motorized wheelchair Scooter Manual wheelchair
Can you transfer to a non lift-equipped vehicle? Yes No

B. Cane Walker Crutches

C. Oxygen

D. Service Animal Type of Animal

E. Personal Care Attendant (PCA)-someone designated by you to assist you with one or more daily life functions and as necessary with your mobility.

F. None of the above

Can you use the bus stop nearest your home? Yes No
If no, why not? (example: no shelter, no curb cut, no bench, etc)

How far, in city blocks, is the nearest bus stop to your home? _____

Please check a box for each question:

	Always	Never	
Sometimes			
a. I can ride JCT buses by myself (without assistance from someone Other than the driver)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I need a lift to board the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I can walk (or travel with my mobility device) to the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I could probably ride the regular bus with some training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain any box checked "Sometimes"

Have you ever ridden a regular JCT bus? Yes No
Have you ridden a regular JCT bus in the past 6 months? Yes No
If yes, how many times a month do you ride?

What bus route(s) do you usually ride?

What are the major factors in your decision to apply for the JCT Lift service?

DISABILITY INFORMATION

1. Are you able to complete the following tasks without assistance from another person? (Check a box for each question.)
- | | Always | Never | Sometimes |
|---|--------------------------|--------------------------|--------------------------|
| a. get to/from bus stop? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. walk (or travel using a mobility device) 5 blocks? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. get on and off a regular bus without using a lift? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. get on and off a regular bus using a lift? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. climb three 10 inch steps? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. wait at a bus stop for 30 minutes? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. maintain your balance entering, exiting, and riding a regular bus? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. understand and follow verbal directions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. recognize correct stops and landmarks to complete a trip? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. hear stops announced by the driver? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. read and understand informational signs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. plan a trip using public transportation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. communicate information about yourself? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain any boxes checked "Sometimes"

CERTIFICATION

1. What is your disability?
 - Visual Impairment_____
 - Mobility Impairment_____
 - Cognitive/Psychological_____
 - Cardiovascular/Respiratory_____
 - Other _____

2. If you have visual impairment, please check each box that describes your disability
 - totally blind
 - severely blurred/distorted vision
 - mildly blurred/distorted vision
 - central visual field loss
 - half field loss
 - other _____
 - light perception
 - night blindness
 - severe glare sensitivity
 - tunnel vision
 - loss of depth perception

3. How does your disability prevent you from using a regular lift-equipped bus?

4. Is your disability (check one) permanent temporary until _____
 episodic (please describe)

5. Do you have other health problems that JCT needs to be aware of? (examples: shortness of breath, seizures, dizziness, muscle weakness, fatigue, lack of coordination, etc.)

6. In city blocks:
 - a. How far can you walk?

 - b. If you use a wheelchair or scooter, how far can you travel in blocks?

7. Is your ability to walk (or travel using a mobility device) affected by weather?
 No Yes
explain: _____

8. Is your ability to walk (or travel using a mobility device) affected by terrain?
 No Yes
explain: _____

CERTIFICATION

A. APPLICANT

I certify that the information I gave in this application is true and correct. I understand that falsification of information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services that I request will be disclosed to those who perform those services.

Applicant Signature: _____

Date: _____

B. PERSON COMPLETING FORM IF OTHER THAN APPLICANT

(please check one):

- I certify that the information provided in this application is true and correct, based on information given me by the applicant.
- I certify that the information provided in this application is true and correct, based on my own knowledge of the applicant's health, disability or condition.

Exceptions of additions _____

Signature _____ Date _____

Name _____ Phone _____

Address _____

City _____ State _____ Zip _____

Relationship to Applicant _____

PROFESSIONAL VERIFICATION

The Americans with Disabilities Act of 1990 (ADA) is a civil rights law which bans discrimination against people with disabilities. Based on functional ability, the applicant may be found eligible for this service. The information you provide will enable us to make an appropriate determination for this applicant. All information will be kept confidential. Thank you for your assistance.

The page MUST be completed by one of the following currently licensed professionals ONLY.

- | | |
|--|--|
| <input type="checkbox"/> Vocational Rehabilitation Counselor | <input type="checkbox"/> Psychiatrist |
| <input type="checkbox"/> Special Education Teacher | <input type="checkbox"/> Physician's Assistant |
| <input type="checkbox"/> Physician | <input type="checkbox"/> Physical Therapist |
| <input type="checkbox"/> Respiratory Therapist | <input type="checkbox"/> Occupational Therapist |
| <input type="checkbox"/> Registered Nurse | <input type="checkbox"/> Nurse Practitioner |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Social Worker |
| <input type="checkbox"/> Travel Trainer | <input type="checkbox"/> Mobility Instructor for Visually Impaired |

Diagnosis(es) _____

Functional Limitations _____

Is this condition temporary? Yes, for _____ weeks/months No

I certify that the information contained in this application is true and correct to the best of my knowledge and ability.

Signature _____ Date _____

Print Name _____ Daytime Phone _____

Clinic/Agency _____

Address _____

Appendix B



Josephine Community Transit

No-Show and Excessive Cancellation Policy:

No-Show

- Failure to meet the vehicle within 5 minutes of its arrival.
- Failure to cancel your trip within 60 minutes before the vehicle is scheduled to arrive.

Excessive Cancellations

- Passengers canceling 50% or more of their scheduled trips with a minimum of six (6) cancellations within a ninety (90) day period, may be subject to a standard service suspension.

Warning and Disciplinary Actions

It is considered excessive if you cancel 10% 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 persons will be given fourteen (14) days notice before a suspension of service takes effect.

Appeal of No-Show trip

If a person's service is scheduled for suspension due to a series of no-show trips, 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.

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

The Appeal Process

In order to appeal the JCT Supervisor's independent review, a person must submit an appeal within fourteen (14) days of receiving notice of the review decision. The written appeal should be submitted to:

JCT Special Transportation Advisory Committee
211 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.

Appendix C



Josephine Community Transit

JCT Demand Response Qualification and Service Appeal Process

All final appeals regarding JCT demand response services will be decided by a (minimum of) three person panel made up of Special Transportation Advisory Committee (STAC) or Public Transit Advisory Committee (PTAC) members. Appeals issues will fall under two categories: 1) Denial or disagreement of eligibility category or, 2) No-Show or other related service suspensions.

1) If a person is determined not to 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 request are sent to a panel of STAC/PTAC 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/PTAC panel will make a final determination and notify the individual in writing within (30) thirty days.
- When this final determination is made the appeals process is complete

2) If a person's service is scheduled to be suspended for a violation, they may request a review of the decision. Per an individual's request the Transit Program Supervisor will conduct an independent review of the decision, which may include an in-person interview. Every effort possible will be made to complete the review within (5) five business days. An individual will be notified in writing of the review decision. If a person is not satisfied with the review they may initiate an appeal. The steps for formal appeal are as follows:

- In order to appeal the supervisor's review an individual's request must be made within (14) fourteen days of the last decision. The request must be made in writing. The written request needs to be sent to JCT's administrative office.
- Appeal requests are heard by a panel of STAC/PTAC 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/PTAC panel will review the appeal and make a final decision and notify the individual in writing within (15) fifteen days.
- When this final determination is made the appeals process is complete.

JCT believes in its obligation to provide the best ADA paratransit service possible and will actively try to resolve any complaints of non-compliance immediately. If a person feels their rights under the ADA have been violated they are encouraged to try and resolve the issue at the local level first. If they are still not satisfied they should contact the Federal Transit Administration (FTA), Region 10 in Seattle Washington at (206) 220-7954.

The FTA considers an ADA violation to be a consistent operational practice that would discourage a person from using the service, or an operational practice that artificially limits the demand for service.

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.

Appendix D

Special Transportation Advisory Committee – STAC member are the official designated entity to forward transportation funding decision to the governing body, the Josephine County Board of Commissioners. The STAC is comprised of seven members who meet the following qualifications:

- A. Reside in Josephine County
- B. Be a senior or individual with disabilities who uses transportation services in the County
- C. Be a senior or individual with a disability who lives in an area of the County where there are no public transportation services
- D. Be an individual who represents senior or people with disabilities

The FTA and ODOT – Public Transit requires that the following groups have clear representation on the local body that makes funding recommendations to the governing body:

- Disabled
- Elderly
- Low Income

Appendix E

There are no ADA Paratransit requirements for services that are determined to be commuter in nature.

Commuter bus is fixed route transit characterized by service predominately in one direction during peak periods, with limited stops, routes of extended length and usually between the central business district and outlying suburbs. It may also include other service characterized by a limited route structure, such as no attempt to comprehensively cover a service area, limited purposes of travel and a coordinated relationship to another mode of transportation. All grantee's operating commuter bus service must be able to demonstrate that the service can be characterized as such.

Rt 50 – Cave Junction

This route provided service directly on Hwy 99 between the City of Grants Pass and Cave Junction. The route does not provide service within the communities at either end point, nor does it deviate along its route. There are stops in the unincorporated communities of Wilderville, Wonder, Selma and Kerby as well. The route is 69 miles, per round trip. Currently, there are 26 possible stops within a round trip. Service is provided 5 times per day. The A.M. trips leave Grants Pass at 6:00am and 7:00am. The P.M. trips leave Grants Pass at 4:15pm and 5:15pm. There is a noon run that leaves Grants Pass at 12:05. The trip purpose is primarily work and school. Fares are \$2.00 for full fare compared to \$1.00 for JCT's other routes. Passengers can purchase a daily trip tickets, daily passes, or a monthly pass.

Rt 80 – North County

This route provides service to the unincorporated communities of Merlin, Hugo, Sunny Valley and Wolf Creek. Service operates along I-5, except when traveling to/from Merlin. The route does not provide service within any of the communities, nor does it deviate along its route. There are 8 stops round trip for the A.M. run and 13 stops round trip for the P.M. run. The route design has the evening trip traveling outbound along a different corridor than the morning. The A.M. trip leaves Grants Pass at 6:15am and the P.M. trip leaves at 5:30pm. Fares are \$2.00 for full fare compared to \$1.00 for JCT's other routes. Passengers can purchase a daily trip tickets, daily passes, or a monthly pass.

Appendix F

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
201 River Heights Way
Grants Pass, OR 97527
(541) 474-5441

Board of Josephine County Commissioners
500 NW 6th Street, RM154, Dept. 6
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.