

# Jackson County

## Public Transportation



**HopOn**



**RideOn**



# We'll Get You There!

- Commuter Services
- Community Transportation
- Carpooling/Vanpooling

# Jackson County Public Transportation

JTrans is a private, non-profit company that provides non-emergency transportation for residents of Jackson County.

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## Jackson County Transportation, Inc. (JTrans)

P.O. Box 1117  
Marianna, FL 32446  
[www.jtrans.org](http://www.jtrans.org)

### Location

3988 Old Cottondale Rd.  
Marianna, FL 32448

**Phone** 850-482-7433  
**TDD** 1-800-676-3777 or 711  
**Fax** 850-482-7592



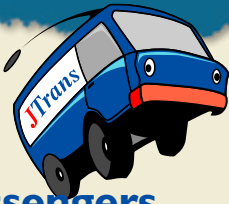
# JTrans

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For more information call:  
**850-482-7433**

# JTrans



passengers  
**first!**

JTrans is Jackson County's coordinated transportation provider and is operated as a private non-profit organization. Any Jackson County resident may request services from JTrans.

Transportation may be requested in order to obtain access to health care, employment, education, shopping, social activities, or other activities. Transportation programs offered in Jackson County include:



## Non-Sponsored Transportation

Non-sponsored services are available for individuals with no other means of transportation who may not own or cannot operate a personal vehicle. Riders will be assessed a co-payment. All fees must be paid in full at time of service. Private-pay services are also available upon request. Riders may pay the full cost of trip. Call for a quote or for more information.

## Holiday Schedule:

**Holiday schedules are limited to life-sustaining trips. Regular service will not be available on the following days:**

New Year's Day  
Memorial Day  
Independence Day  
Labor Day

Veteran's Day  
Thanksgiving Day  
Friday after Thanksgiving  
Christmas Day

# Requesting and Reserving a Ride

Although service is available 24 hours a day, 7 days a week, reservations must be made three (3) business days before the transportation is needed.

## **Please have the following information ready when making a reservation:**

- Name
- Social Security Number
- Date of Birth
- Physical Address and Mailing Address (if different).
- Notify JTrans if you have an oversized or electric wheelchair or scooter with special features that will need accommodation.
- Notify JTrans if child restraint seat is needed.
- Special needs requests (vision, hearing, mobility, cognitive, escort required, stretcher required, etc.) Escorts are allowed for riders who need special assistance. An escort is required for riders under the age of 18 and adults who need help with medical equipment or are at risk to travel alone. Escorts ride for free and must be scheduled at the initial reservation.
- Complete address and phone number of destination and business or physician's name.

## **Fare/Cost to Ride**

Fares will be based on length of trip and sponsoring agency or program. Some riders may pay the full cost of their trip. Please ask for a quote when you request your ride and have exact change ready when you board the vehicle. Drivers do not carry change.

## **How can JTrans help you?**

JTrans cares about your comfort and safety. Our goal is to provide our riders with prompt, safe, efficient and friendly service.

- Vehicles are equipped with lifts to accommodate wheelchairs. Scooters are allowed, but JTrans encourages riders to transfer to the vehicle seat for safety.
- All services and vehicles are ADA compliant.

In order to provide the best service for each rider, we ask that you:

- Allow time for JTrans to pick up and drop off other riders. All trips are coordinated for multi-loading.
- Be ready for your driver. They are only permitted to wait for five minutes.
- Allow time for delays due to traffic, road construction or bad weather.
- Do not request unscheduled stops. Drivers are not allowed to make additional last-minute stops.

# Code of Conduct

## Our friendly drivers:

- Will assist you door to door and render other assistance as requested or permitted.
- Are professionally trained for passenger assistance and defensive driving.
- Are required to wear photo identification.
- Are tested for drug and alcohol use.
- Pass criminal background and motor vehicle records checks.
- Promise to be polite, courteous, neatly dressed.
- Will not enter homes or destination facilities.
- Will not take trip requests or cancellations.
- Will not enter a yard if an unsecured dog is present.

## All riders are expected to adhere to the following rules of safety and courtesy.

- Remain seated while the vehicle is in motion.
- Keep seat belts securely fastened until your driver says that it is safe to unbuckle them.
- Report all safety hazards to the driver.
- Do not litter in the vehicle.
- No smoking, food, or drink is allowed.
- Violent, disruptive, or illegal conduct will not be tolerated.
- No weapons of any kind are allowed on the vehicle.
- Carry-on packages are allowed if they may be safely stored on your lap or between your feet. Portable oxygen and other life support systems are allowed but must be self-administered and capable of being safely secured on board the vehicle.
- Service animals may accompany passengers with a disability. Pets are not permitted.

## Cancellations and No-Shows

Cancellations must be made by 5:00 p.m. the work day prior to the scheduled trip. Please call 482-7433 if you need to cancel your trip. Cancellations made at the door or after the driver has been dispatched will be considered a “no show” and, if frequent, may result in disciplinary action. If you fail to notify the office, are not at the pick-up location, or decide not to go, you are considered a “no show”. No shows can be excused by providing acceptable, verifiable evidence that the no show was due to unforeseen and unavoidable circumstances.

850.482.7433  
[www.jtrans.org](http://www.jtrans.org)



# Commuter Services of North Florida

Commuter Services of North Florida provides assistance to work commuters and their employers in counties in the eastern panhandle, most of which are centered around Tallahassee. Commuter Services provides free computerized ridematching, vanpooling support and formation, employer transportation planning, and many other services designed to increase use of more economical and environmentally friendly modes of transportation.

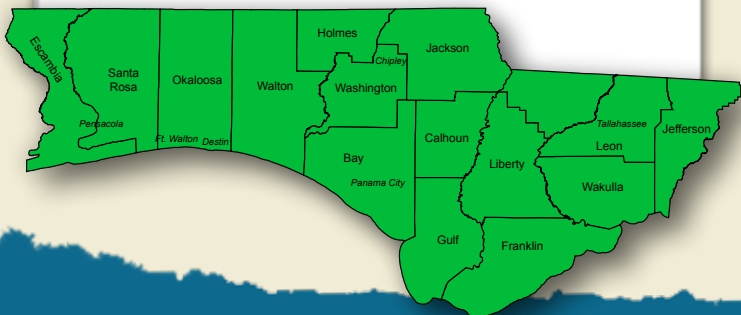
Commuter Services also offers a free guaranteed ride home program (GRHP). The GRHP provides free emergency transportation home to persons who carpool, vanpool, ride the bus, bike, or walk to work at least 3 days per week.

Commuter Services also provides free assistance to employers who want to implement a trip reduction program for their employees. Such programs increase employee morale, parking capacity, and improve the employer's "green" initiatives.

## Coverage Area



**Commuter Services  
of North Florida**  
**888-454-RIDE**  
[www.commuterservices.org](http://www.commuterservices.org)



For more information about  
Commuter Services of North Florida:  
**1-888-454-RIDE(7433)**  
Or online at:  
[www.commuterservices.org](http://www.commuterservices.org)

# RideOn Commuter Services

**Ride On is a program designed to provide assistance for anyone interested in saving money on transportation.**

Driving to work every day is costly. RideOn helps to cut travel costs, reduce traffic congestion, and save the environment. Employers can benefit with increased employee retention and morale, reduced absenteeism, a broadened labor market and Federal Tax incentives. RideOn is dedicated to improving the mobility of our region.

## Guaranteed Ride Home

You'll never be stranded at work. All active Ride On commuters are eligible for the Guaranteed Ride Home Program.

## Park & Ride Lots

### Marianna

Hwy 90, 31 spaces

### Campbelton

City Water Tower Hwy 231, 18 spaces

### Grand Ridge

City Hall, 23 spaces

## RideOn Services

**RideOn offers services to anyone.**

- Carpooling
- Vanpooling
- Park and Ride
- Bike to Work
- Walk to Work
- Guaranteed Ride Home



To get involved in RideOn, call the Transportation Hotline 24-hours at:

**1-800-342-5557**

Or online at:

[www.poolyourefforts.com](http://www.poolyourefforts.com)



# For More Information...

## City Bus Service

City bus service is available within Marianna on Tuesdays and Fridays. No advance reservations are needed to use this service. For information on stops and fare cost, call **850-482-7433**

## Jackson County Transportation

**850-482-7433**

## Commuter Services of North Florida

**888-454-RIDE(7433)**

## RideOn

**850-769-4854 or 1-800-342-5557**

## Florida Relay System Voice

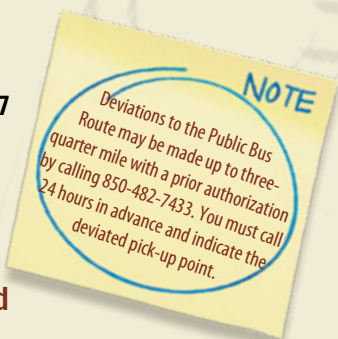
**1-800-955-8770 or**

**TTY 1-800-955-8771**

## Transportation Disadvantaged

**1-800-676-3777 or 711**

The Americans with Disabilities Act of 1990 prohibits discrimination on the basis of disability. To file a discrimination complaint or to request a reasonable modification to policies, practices, and procedures to avoid discrimination, please contact JTrans (850) 482-7433



**This information is available in accessible formats upon request.**

Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodations on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).



### Working Together.

This pamphlet is provided by RideOn Commuter Services, a program of the West Florida Regional Planning Council made possible by the State of Florida Department of Transportation.

