

Comfort and Safety Are Our Priorities



Our goal is to provide our riders with prompt, safe, efficient, and friendly service.

- All services and vehicles are ADA compliant. Vehicles are equipped with lifts and tie-downs to accommodate mobility devices.
- All trips are coordinated to accommodate multiple passengers. Allow time for JTrans to pick up and drop off other riders.
- Be ready for your driver. They are only permitted to wait five minutes at your designated pick-up location.
- Allow time for delays due to traffic, road construction or bad weather. Drivers are not allowed to make additional, unscheduled stops.



850-482-7433

or visit

 www.jtrans.org

Other Resources

Florida Relay System Voice

1-800-955-8770 or
TTY 1-800-955-8771

Medicaid Information Center

1-877-254-1055

Transportation Disadvantaged Hotline

1-800-983-2435

Florida Law and Title VI of the Civil Rights Act of 1964 prohibits discrimination in public accommodation 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).



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 to obtain access to health care, employment, education, shopping, social activities, or other activities.

Operating Hours

Service is available 24 hours a day, 7 days a week, **BUT** reservations must be made at least three (3) business days in advance. Cancellations must be made by 5:00 p.m. the work day prior to the scheduled trip.

Holiday service is limited to life-sustaining trips. Regular service is not available on the following days:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Veterans Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Day



**passengers
first!**

Public Transportation for Jackson County

Cost to Ride



Fares are based on length of trip and whether or not the trip is sponsored by another agency. Some riders may pay the full cost of their trip. Please ask for a quote when you request service.

Always have exact payment ready when you board the vehicle. Drivers do not carry change.

Non-Sponsored Transportation

Non-sponsored services are available for individuals with no other means of transportation. Riders will be assessed a co-payment. An annual application with proper documentation must be submitted in advance. Private pay services are also available upon request. Please call us for a quote or for more information.

Medicaid Transportation

Same day transportation will be provided for Medicaid urgent-care situations. However, pickup and arrival times cannot be guaranteed. Medicaid transportation can be arranged by contacting your managed care provider.

Cancellations must be made by 5:00 p.m. the work day prior to the scheduled trip. Please call 850-482-7433 if you need to cancel your trip.

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, and 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.



Code of Conduct for Riders

- 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.

When making your reservation, please have the following information.

- Name
- Date of Birth
- Home Address and mailing address (if different)
- Complete address and phone number of destination including business or physician's name.
- Notify JTrans if you have an oversized or electric wheelchair or scooter that needs accommodation.
- Notify JTrans if a child restraint seat is needed.
- Let us know if you have any special needs requests (vision, hearing, mobility, cognitive, stretcher, etc.)
- An escort is required for riders under the age of 18 and adults who need help with medical equipment or need special assistance. Escorts ride for free and must be scheduled during the initial reservation.

Other transportation services for work commuters



Ride On
Commuter Services

Jackson County residents who need assistance with work transportation have other services available to them through RideOn Commuter Services.

This program provides free carpool and vanpool assistance for work commuters. They also work with employers to develop programs and services that make getting to and from work much easier and cheaper.

If you participate in a carpool or vanpool or bus, bike, or walk to get to and from work at least 3 days per week, you may also qualify for their Emergency Ride Home Program.

For more information, visit
www.commuterservices.org.

JTrans
Jackson County Transportation

For more information about the services offered by JTrans, please call 850-482-7433 or visit us online at www.jtrans.org