

James River Public Transit

701-252-7888



The Mission of James River Public Transit
Is to Provide Safe Affordable Transportation
To the General Public

RIDERS' GUIDE

SUPPORTED IN PART BY YOUR LOCAL :



Contact us at 701-252-2882 to file a complaint or
compliment or to request or file additional
information.

TABLE OF CONTENTS

Purpose & Packages	Page 2
Transit System	Page 3
Service Hours/Holidays	Page 4
Scheduling In-Town Rides.....	Page 5
Scheduling Out-of-Town Rides	Page 6
Medicaid Recipients	Page 7
Lift Capability, Services & Seat Belts	Page 8
Pick Up or Arrival Times/3 Minute Rule.....	Page 9
Escort/Guests & Cancelling Rides	Page 10
Return Trips & Door To Door	Page 11
Food/Drink, Rider Schedule, Wheelchairs	Page 12
Guidelines, Medical Emergencies & Backing	Page 13
Fares and Refusal of Service.....	Page 14
Weather	Page 15
Severe Weather Guidelines	Page 16
Donations & Appeals Process.....	Page 17
Statement of Inclusion	Page 18

No one shall be denied a ride based on Race, Color, National Origin, Religion, Age, Sex, Disability/handicap and income status, be excluded from participating in, be denied benefits of, or be otherwise subjected to discrimination under any and all programs, services or activities that are either federally funded or not.

James River Transit will consider every request for reasonable modification from individuals with disabilities. Language assistance for persons with limited English proficiency (LEP) is available free of charge. To request a reasonable modification or language assistance contact our office at (701) 252-2882, on our website at jamesriverseniors.com or in writing at: James River Transit, P.O. Box 1092, Jamestown, ND 58402

**ALL TRANSIT TICKETS ARE
NON-REFUNDABLE**

DONATIONS

James River Senior Citizen's Inc./James River Public Transit is a non-profit organization. All donations are appreciated and can be made in person, or by mail. Your donations to support the Transit System through memorials, estate planning etc are forever humbly appreciated and accepted.

APPEALS PROCESS

If you think that you have been discriminated against by the James River Public Transit system a written appeals process can be initiated by writing to:

James River Senior Citizens Inc.
P.O. Box 1092
Jamestown, ND 58402

Appeals may also be presented in person at the above address. Please call the office in advance if special accommodation's or requirements are needed. Contact JRPT for any assistance at 701-252-2882.



PURPOSE FOR RIDER'S GUIDE

James River Public Transit (JRPT) is pleased to serve the city of Jamestown and surrounding area of Stutsman County. We operate a demand response dial-a-ride public transit system. Our passengers are the most important part of our transit system and keeping them safe is our number one goal.

This booklet provides a reference to rider responsibilities when using our transit services. The following policies serve as a guide in making decisions that affect passenger responsibility and safety.

All policies will be enforced in a consistent, fair manner. If you feel you have been treated unfairly an appeals process and telephone comment number are included in this booklet.

PACKAGES

JRPT "WILL ASSIST" WITH UP TO 5 PACKAGES. These packages/bags must be able to be carried on and off the vehicle and may occupy no more than one seat. There is a 5 bag limit per person-so plan your shopping accordingly. **Time and space do not permit more than this limit. No items on floor of bus. All items must be secured for safety purposes.**

Courtesy of the James River Public

Transit System

- Public Transit is a very busy bus/van service. Respect for Rider, Driver, Dispatcher a must and a courtesy.
- Driver will greet you upon entry to the bus
- Driver will collect your fare. Please have correct change, (cash, check or bus ticket) as drivers have limited dollars.
- Charge accounts based on approval from the Director of Public Transit.
- Driver will wait as you choose a seat and secure your seat belt. Bus will then proceed.
- **Seat belt is mandatory by all Riders/Drivers.**
- Drivers priority is to provide safe affordable transportation to all riders.
- Passenger must not keep bus/driver waiting for more than 3 minutes-after 3 minutes wait past scheduled time bus will move on. Passenger will be considered a “No Show”.
- * This “RIDERS GUIDE” has been reviewed and approved by the James River Executive Director and the James River Governing Board March 2020.

SEVERE WEATHER GUIDELINES

Severe weather may affect JRPT service. The buses will run slower to be safe in adverse weather.

The following service changes may occur at any time hazardous road conditions exist.

- Timed pick up intervals may increase.
- Non-essential trips may not be provided
- Bus service on less traveled streets, especially those not plowed may not be provided.
- Absolutely no alley travel will be allowed
- In cases of severe weather changes, passengers on buses will be taken home immediately or to the nearest shelter, as deemed necessary.
- Assess your needs to travel and call to reschedule as needed.

All weather related decisions to shut down the Transit System will be made by the Director of Public Transit.

Decision to shut down due to weather is for the safety of all.

WEATHER

Weather related access to private homes

For your safety and the safety of JRPT staff, it is your responsibility to ensure sidewalks and driveways are accessible. Driver cannot provide door to door service if your sidewalk and driveway are not maintained in a safe manner. JRPT staff will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist making travel unsafe, JRPT reserves the right to suspend service until conditions are favorable. If service is temporarily suspended all rides regardless of trip purpose will be cancelled.

Announcements will be made to local media by Director of Public Transit

Listen to:

KQDJ AM-1400 Radio KSJB AM-600 Radio

Cable Services Channel 2 Daktel

- If streets become icy-allow time to travel
- Watch your step at all times, wear your seat belt and wear appropriate clothing.
- Passenger and care providers are responsible for ensuring that passengers are dressed properly for their ride. Drivers will not assist passengers with their clothing.

SERVICE HOURS



Hours of Service for JRPT are:

Monday 6:15 am-6:00pm (Last call for ride 4:45 pm)

Tuesday 6:15 am-6:00 pm (Last call for ride 4:45 pm)

Wednesday 6:15 am-6:00 pm (Last call for ride 4:45 pm)

Thursday 6:15 am-6:00 pm (Last call for ride 4:45 pm)

Friday 6:15 am-7:00pm (Last call for ride 6:00 pm)

Saturday 8:00 am-6:00 pm (Last call for ride 5:00 pm)

Sunday 8:00-am-1:00 pm (Last call for ride 12:00 pm)

Holidays in Which Service may be Limited or Suspended Include:

New Years Eve/Day	Labor Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving
Independence Day	Christmas Day/Eve

Service hours and holiday schedule are subject to change. Updates or changes will be posted in each vehicle.

SCHEDULING RIDES WITHIN THE JAMESTOWN CITY LIMITS

When booking your rides call JRPT dispatch at 701-252-7888.

- Dispatch is available Monday through Thursday 7:30 am - 4:45 pm
- Dispatch is available Friday 7:30 am-6:30 pm
- Dispatch is available Saturday 8:00 am-5:30 pm
- Dispatch is available Sundays 8:00 am-12:00 pm

When scheduling your ride please provide dispatcher with your first and last name, your pick up time, number of passengers, and your destination. JRPT requires your pick up time to be a half hour before your appointment. For example: if you have an appointment at 10:00 am then schedule your pick up time for 9:30 am to allow bus travel time.

Please **do not schedule your rides more than 30 days in advance.** Passengers who require a regular ride (work, therapy, school etc..) may schedule with Dispatch a standing reservation on a month to month basis. But **it is up to the rider to notify dispatch of any changes or cancellations** to that standing schedule.

If you are calling to arrange a ride and have never used the Transit System, you will need to provide full

FARES



Riders have the option of buying bus tickets, paying with cash or check. No credit cards are accepted. Each passenger is required to pay a \$2.50 fare for each **one way ride** in City limits. Fare is due upon entering bus. **If rider does not have fare-ride will not be provided.** For out of town fares contact Dispatch at 701-252-7888. Tickets may be purchased from Drivers or at Dispatch office located at 419 5th St. NE. Buy 10 tickets get the 11th ticket free. **Fare structure is subject to change as necessary.**

REFUSAL OF SERVICE

JRPT reserves the right to refuse service to any passenger who:

- Is intoxicated or belligerent towards the driver or other passengers.
- Poses a safety or health threat to themselves or others.
- Has unreasonable personal hygiene, open exposed wounds, or a highly contagious disease.
- Transports pets without a designated carriers, other than service animals. Transportation of pets must be discussed with dispatch at the time the ride is scheduled, and approved by Transit Dir.

GENERAL GUIDELINES

- No firearms or weapons will be allowed on bus.
- No bikes, household furniture or appliances will be allowed on bus.
- JRPT does not provide errand service-please do not ask the driver to do your shopping- run errands or do banking needs for you.
- No use of tobacco, alcohol or prohibited drugs on Public Transit.

MEDICAL EMERGENCIES

JRPT is not an ambulance. If your require emergency medical attention, please call 911.

If a medical emergency occurs while JRPT is transporting passenger, the driver will contact dispatch and medical personnel may be notified.

If you have a medical condition you feel JRPT should be aware of, let dispatch know prior to scheduling services.

VEHICLE BACKING POLICY

JRPT drivers have been instructed to avoid backing up transit vehicles. Due to this policy, drivers will not pull in residential driveways or put themselves in a position that would require backing up.

name, address, phone number before the ride can be provided. Please NOTE: If you need to schedule a ride **or make changes to existing ride-you must contact dispatch.**

SCHEDULING RIDES IN STUTSMAN

COUNTY

JRPT provides transportation to all of Stutsman County. Fares vary according to pick up and destination locations. Please call Dispatch at 252-7888. For more information on County travel.

SCHEDULING OUT OF STUTSMAN

COUNTY

JRPT travels to Bismarck every 1st and 3rd Tuesdays. Bus/Van leaves Jamestown around 8:00 am. JRPT travels to Fargo every Wednesday of the month.

Bus/Van leaves Jamestown around 8:00 am and Fargo. Round trip fare is \$40.00 cash or check. One Way fare is \$20.00 cash or check.

Schedule your appointments between 10:00 am and 2:00 pm. You must schedule at least 24 hours in advance.



MEDICAID RECIPIENTS

JRPT is a Medicaid provider. Rider will need to verify travel expenses will be covered by Medicaid before ride is scheduled. Rider must call County Eligibility worker to get permission to travel for medical purposes. A Medicaid form will be given to the rider and must be signed by Medicaid provider that was used. If a rider does not provide a signed Medicaid form to the driver-standard fare will apply.

If you are a ND Medicaid Recipient you must contact your eligibility worker for permission to seek out of town medical services. If you are approved to travel and after the fact ND Medicaid will not cover your travel cost, you will be billed for the ride. All out of County Rides must be scheduled 48 hours in advance. Rides going out of county will be based on demand for service and conditions beyond JRPT control such as inclement weather conditions. Please call dispatch 252-7888 to confirm your trip 1 day prior to your date to travel.

FOOD AND DRINK

There is no eating in JRPT Transit vehicles. Drinks can be transported but must have a tightly secured lid. This is a safety policy to avoid slips and falls.

RIDER WORK SCHEDULE

If you have a work schedule and want to be put on the master schedule for daily work rides, please ask your driver for a monthly work schedule calendar. Fill out your work calendar and return back to your driver. On your work calendar specify pick up time not work time. Driver will get your schedule to main office. If you wish to speak directly to Dispatch regarding your work rides-call 701-252-7888.



WHEELCHAIRS

Wheelchair must be equipped with foot rests. Ramps must be provided at your place of residence if rider uses a wheelchair. Drivers will not lift riders up or down steps in their wheelchairs. We will accept only mobility devices that can be safely boarded, secured and transported. Such devices must fit on lift platform and clear the lift entry into the bus. They must be securable by the tie down system.

RETURN TRIPS

For return rides, passengers may schedule a specific pick up time, or a “will call” trip may be set up. A scheduled pick up requires the passenger to be ready at the set time. If passenger is not ready, return by JRPT would result in a **“NO SHOW”**. Returning for a “No Show” will result in a charge.

“Will call” rides require the passenger to call dispatch for their return ride. “Will call” rides will be subject to wait time per service demand. We make every effort to pick up our “will call” passengers in a timely manner.

DOOR TO DOOR

James River Public Transit provides door to door service. The following explains the definition and intent of this policy.

Private Homes: Our drivers are instructed not to enter past the first door of a private home for any reason.

Apartment Building: Drivers schedules do not permit them to enter a building to look for passengers who have a scheduled ride. Rider must be watching for the bus.

Business/Medical Facility/Public Buildings: (Where a rider cannot see bus.) When picking up passengers, driver may go to lobby- Driver cannot go past lobby to drop off or pick up passengers.

LIFT CAPABILITY AND SERVICES

JRPT vehicles are equipped lifts and are for use by anyone. In accordance with the Americans with Disabilities Act, (ADA) a wheelchair cannot exceed 30 inches wide x 48 inches and cannot weigh more than 600 pounds when occupied. Transportation cannot be provided for wheelchairs that do not meet these criteria.

Any rider that has a mobility device that includes a steering column must transfer to a standard vehicle seat.

The bus/van and all equipment are to be operated by trained staff only. For safety reasons passengers or escorts are not allowed to assist with operating lift procedures, or any other operating functions of the transit vehicle.

SEAT BELT/RIDING POLICY



All passengers are required to use the provided occupant securement systems.

Passengers must wait for the bus to come to a complete stop before leaving their seat. Passengers must also remain seated with their securement in place at all times while the bus is in motion and be prepared for sudden stops.

PICK UP OR ARRIVAL TIMES

JRPT makes every effort to arrive as close to the scheduled pick up time as possible. Due to demand for service, arrival times can vary. A 20 minute window has been established for the benefit of all riders. If the bus arrives early, please be waiting and ready to ride so JRPT can stay on schedule for all of our passengers.

All passengers should anticipate arrival up to 10 minutes before or 10 minutes after their scheduled pick up time. Example: If you schedule a 9:00 am pickup- the bus may arrive as early as 8:50 am or as late as 9:10 am. Be prepared to leave at any time within the 20 minute window and schedule your rides accordingly. This courtesy will keep the bus on schedule.

we use a
3-MINUTE RULE



3 MINUTE RULE

When Driver arrives, he or she will wait for 3 minutes after scheduled time. After 3 minutes the bus will

move on. The rider will be flagged as a NO SHOW. We have this 3 minute rule to keep our buses on schedule.

ESCORT/GUESTS

An escort is a person who is directly involved in assisting the passenger and can ride free of charge. Any person other than an escort who is riding with the passenger is considered a guest and will be required to pay the regular fare.

ESCORTS ARE MANDATORY FOR OUT OF TOWN TRANSPORTATION FOR ANYONE REQUIRING ASSISTANCE WITH MOBILITY, MEALS OR OTHER PERSONAL OR MEDICAL NEEDS. THIS INCLUDES, BUT IS NOT LIMITED TO, NURSING HOME AND ASSISTED LIVING RESIDENTS.

The escort must be picked up from the same location as the passenger and returned to the same location as the passenger. The escort will be charged a regular fare for any additional stops if requested.

Our drivers are unable to assist passengers with transfers, stairs etc. Because of this we encourage passengers who need assistance to use an escort.

Children under the age of 5 ride free with escort.

CANCELLING OF RIDES

Passengers who are cancelling their ride should call in at least an hour prior to their scheduled pick up time. "No Shows" will be charged for return pick up. If there are repeated "**NO SHOW**" due to passenger not cancelling rides, charges will be applied before your next ride. If **NO SHOWS** continue refusal of service may apply.