

Paratransit Services

OPERATED BY ROCK COUNTY
TRANSIT FOR CITY OF
JANESVILLE

NON-DISCRIMINATION NOTICE

All routes, services, and accommodations on JTS are offered without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color or national origin in the services offered by JTS, you have the right to submit a complaint to the JTS management and/or the Federal Transit Administration. For more information call the JTS office.

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (ADA), The City of Janesville will not discriminate against individuals with disabilities in the provision of transit services. For information on how to access services, review our Notice, obtain materials in accessible formats, request a reasonable accommodation, or file a complaint, visit our website or contact Janesville Transit at 608-755-3150.

Rock County Transit operates its programs and services without regard to race, color, national origin, disability, sex, age, religion, income status or limited English proficiency, in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Rock County Transit.

What is the cost for Paratransit Services?

The cost to ride to Paratransit Service is twice the fare of riding a Janesville Transit System bus. A one-way trip inside the City of Janesville costs \$3.00.

Información en Español

La información sobre las rutas transporte de JTS y servicios están disponibles en Español. Busque el folleto de color marfil.

On The Web Resources

Riders may find the JTS Paratransit Policies document and the Paratransit Services application form online at: www.janesvillewi.gov/paratransit

Need More Information?

Individuals with questions about Paratransit Services are asked to contact Rock County Transit at 608-757-5054 or the Janesville Transit System at 608-755-3150.

Rock County Transit

1717 Center Ave
Janesville, WI 53545
www.co.rock.wi.us/departments/aging-disability-resource-center-adrc/rock-county-adrc-transit
608-757-5054 / TDD 757-5226

JTS Transit Services Center

101 Black Bridge Road
Janesville, WI 53545
www.janesvillewi.gov/paratransit
608-755-3150
TDD 755-3190



*Look inside for information
about Paratransit Services.*

**Rock County Transit
608-757-5054**

**Janesville Transit System
608-755-3150**

What is Paratransit Service?

The City of Janesville offers Paratransit, or “demand-response”, bus service for qualifying individuals, that are prevented from utilizing the Janesville Transit System due to an illness or disability. JTS fully complies with the Americans with Disabilities Act.

Who is eligible for Paratransit Services?

Individuals may be eligible for Paratransit Services if they meet specific federal ADA criteria. Individuals who believe they may qualify for Paratransit Services must apply by completing an application. For visitor eligibility, contact JTS.

How do I apply for Paratransit Services?

Eligibility is determined following review by the Paratransit Eligibility Committee. To be considered for Paratransit Services individuals must complete and return an application to the Janesville Transit System, 101 Black Bridge Rd, Janesville, WI 53545

The application can be located online: www.janesvillewi.gov/paratransit or by picking up in-person at the Janesville Transit System Office at 101 Black Bridge Rd. For questions or more information call: 608-755-3150.

What are my responsibilities as a Paratransit Services rider?

Riders must follow driver directions getting on and off buses and while in transport and must abide by rules outlined in the Rider's Responsibilities section of the JTS Paratransit Policies document. This document is provided to all riders when they receive their approval letter. Disruptive or unsafe behavior may result in suspension from Paratransit Service.

How are Paratransit Services operated?

Paratransit service for the City of Janesville is operated by Rock County Transit on behalf of the Janesville Transit System. Rock County Transit is under the purview of the Rock County Department of Human Services.

How do I make a trip reservation?

Once a rider is certified to use Paratransit Services, reservations may be made by calling Rock County Transit at **608-757-5054**. Reservations may be made from 8AM—5PM Monday-Friday.

When you call to make your reservation, please let the scheduler know that you are a City of Janesville Paratransit rider and whether you will be bringing a Personal Care Attendant or a guest with you. You may make a reservation up to 14 days in advance, but trips must be scheduled at least the day before the trip date. Please note, if you would like a reservation for a Monday, you may leave a message on Sunday. The scheduler will ask your desired departure time and may require you to change your departure time up to one hour earlier or later, for efficiency purposes.

What is the procedure for cancelling a trip reservation?

Individuals wishing to cancel a scheduled trip reservation must call the Rock County Transit reservation phone number at 608-757-5054. Individuals must cancel the scheduled trip reservation at least 2 (two) hours prior to the scheduled trip.; however, more notice is appreciated. Voicemail may be left in the evening or on the weekend. If the trip is not cancelled two (2) hours prior to the date of the scheduled trip, the trip will be considered a Late Cancellation. Further, the trip will be treated as a No Show when considering suspensions if the effects of such a late cancellation are operationally equivalent to a no-show in terms of the negative impact on paratransit service

Important Reminders about Pick Up & Drop Off

- The bus will be at your place of departure no more than 5 minutes before the agreed time and no more than 15 minutes after the agreed time.
- You must be ready to travel within 5 minutes of the arrival of the bus or you will be considered a “No Show”.
- The service is ‘door-to-door’ so the driver can meet you at your door and take you to the door at your destination.
- The driver is not required to help you go up or down steps.
- The driver will assist you on a ramp only if the ramp is ADA compliant.

Important Policy Reminder: No Show/ Late Cancellation Policy

A *no-show* occurs when the paratransit vehicle arrives at the pickup location within the 20 minute window, waits the required 5 minutes and the rider does not board the vehicle. A *late cancellation* occurs when the scheduled trip is canceled by the rider less than two (2) hours prior to the date of the scheduled trip. Further, the trip will be treated as a No Show when considering suspensions if the effects of such a late cancellation are operationally equivalent to a no-show in terms of the negative impact on paratransit service operations.

Three (3) no-shows within a calendar month will trigger a review of the rider's no-show frequency. A detailed check of the rider's trip history and no-show frequency will be performed to determine the rider's proportion of no-shows in relation to all trips the rider took. Riders with a no-show rate of 15% or more may result in suspension of Paratransit Service for a reasonable period of time.