

Operators may help passengers carry on items as long as there are not more than can be carried on/off the bus in one trip.

What Does it Cost to Ride?

- Children ages 5-18 years pay the student fare. Students 18 and over, with a valid School or College ID card, also pay the student fare.
- Children under 5 with an adult, ride for free.
- Passengers 60 and Older pay the Senior fare
- Passengers with disability pay half fare. **(Half-fare identification cards are available for eligible riders for free at the Transfer Center, and are required for those paying half-fare.)**
- All fares are charged in accordance with the user's zone and destination

FARES BY ZONE

Departing From Zone 1	Zone 1 City Limits	Zone 2 Summit, Leoni, and Blackman	Zone 3 All other Townships
Adult	\$4.00	\$5.00	\$7.50
Student	\$2.50	\$3.50	\$7.50
Senior/Disabled	\$2.00	\$2.50	\$3.00

Departing From Zone 2	Traveling to Zones 1,2,3	Departing From Zone 3	Traveling to Zones 1,2,3
Adult	\$7.50/\$10.50	Adult	\$10.50
Student	\$7.50/\$10.50	Student	\$10.50
Senior/Disabled	\$3.00	Senior/Disabled	\$3.00



Available to All Residents of Jackson County, MI

Call Today
(517) 788-8410

FOR MORE INFORMATION GO TO WWW.MIJATA.ORG
2350 E. HIGH ST JACKSON, MI 49203

RESERVE A RIDE

What is Reserve-A-Ride?

RESERVE-A-RIDE IS CURB-TO-CURB TRANSPORTATION SERVICE THAT USES LIFT EQUIPPED BUSES TO SERVE PEOPLE WITH DISABILITIES THROUGHOUT JACKSON COUNTY. BUSES MEET PASSENGERS AT THE CURB OF THEIR REQUESTED PICK LOCATION AND BRING THEM TO THE CURB OF THEIR REQUEST DESTINATION

RESERVE-A-RIDE SERVICE IS OFFERED DURING THE FOLLOWING DAYS AND TIMES:

ZONE 1 CITY LIMITS

MONDAY - FRIDAY	6:00 AM TO 10:00 PM
SATURDAY	10:00AM TO 10:00PM
SUNDAY	7:00AM TO 4:00PM

ZONES 2 & 3 - COUNTY OF JACKSON

MONDAY, WEDNESDAY, AND FRIDAY -
6:00 AM TO 6:00 PM

⚠️ 24-HOUR ADVANCE RESERVATIONS ARE REQUIRED

RESERVATION MAY BE MADE UP TO 14 DAYS IN ADVANCE.



Passenger Responsibilities

To help us provide fair and courteous service to everyone, JATA asks that our customers abide by the following guidelines:

Personal Care Attendant (PCA)

- All ADA certified passengers who require assistance beyond JATA service limitations (curb-to-curb or reasonable assistance, *upon request*) should travel with a PCA. The PCA is allowed to ride with the passenger at no cost.

Companions

- Companions (not including PCAs) of passengers pay the regular fare in accordance with the JATA fare structure.

Fares

- All passengers must deposit a fare or ticket, unless prior arrangements have been made with Reserve-A-Ride scheduling department. Drivers do not make change.

Cancellations

- Passengers must call JATA at least 1 hour prior to their scheduled ride if it becomes necessary to cancel the trip.

Pick-ups

- Passengers must be ready for pick up during their **entire** 30 minute pick-up window.

No Shows

- Passengers who fail to board when the bus arrives within their scheduled pick up window, or call less than 1 hour advance to cancel a scheduled ride, will be marked as “no-show”. Repeated “no-shows” may result in suspension of service.

Accessible Origins/Destinations

- Passengers are expected to request service only to or from locations that are safely accessible. **Parking areas and/or driveways must remain free of snow, ice, or other obstructions.**

Wheelchairs and Mobility Devices

- Passengers must provide their own wheelchairs and/or mobility devices. All vehicles are lift-equipped and meet ADA accessibility standards.

JATA Policy

- No loud talking, profanity, or cell phone use.
- No eating, drinking, or smoking in the vehicle.
- No littering or defacing the vehicle.
- Playing of loud music is prohibited
- Shoes and shirts are required to board the vehicle.
- Infants must be taken out of their stroller, and strollers must be folded up before boarding.
- Parents must keep children seated for the entire trip.
- Children under the age of 5 must be accompanied by an adult.

Services Provided

JATA drivers are required to abide by the following guidelines:

- Operators are required to provide “reasonable assistance” to passengers as they get on or off the vehicle.
 - “Reasonable assistance” includes:
 - Pushing a wheelchair
 - Providing an appropriate ramp
 - Providing an arm to steady an individual walking to and from the vehicle
 - Drivers are NOT to:
 - Enter passengers private residence
 - Physically lift passengers
 - Help passengers negotiate stairs
- Passengers that require more than “Reasonable assistance” must travel with a Personal Care attendant (PCA).