Transportation Services for the communities of Trail • Shady Cove • Eagle Point
Quick Reference Guide

Service Hours – Monday through Friday 6:00am to 7:00pm

24-hour Notice for all trips | No same day requests or changes

$3 fare per trip - Exact Fare Only Please

Service animals welcome

Service for older adults and people with disabilities

Cancel trip by 3:00 pm day before

Service to Trail, Shady Cove and Eagle Point with connections to RVTD bus service in White City

Up to 4 grocery bag carry-on items allowed

**Important Phone Numbers**

- Scheduling Line / Trip Cancel  541.842.2050
- Connector Program Questions  541.842.2080
- Where’s my ride?  541.842.2061
- Information about Valley Lift  541.842.2080
- Complaints or Compliments  541.842.2080
- RVTD Website  [www.rvtd.org](http://www.rvtd.org)
The RV Connector is a transportation program proudly managed and operated by the Rogue Valley Transportation District. Funding is made possible through state and local funds and competitive transportation grants through the Oregon Department of Transportation.
About the RV Connector

The Rogue Valley Connector (RV Connector) provides transportation services to older adults and people with disabilities living in the communities of Trail, Shady Cove and Eagle Point with frequent connections to the Southern Oregon Rehabilitation Center and Clinic (SORCC) where passengers may transfer to an RVTD public bus or Valley Lift ADA service.
RV Connector – Eligibility

The RV Connector serves older adults (ages 60 and over) and individuals with disabilities (disability being any physical or mental impairment that substantially limits one or more major life activities). You may be asked to provide proof of age or disability (professional verification) during the application process.

Apply for the RV Connector Program

If you have questions or would like to apply for the RV Connector program, call 541.842.2080 or visit our office at 239 E. Barnett Road, Medford 97501. You may also visit our website at www.rvtd.org to download our riders guide and program application directly. Complete the RV Connector application and return it to the address listed under the ‘Apply for the RV Connector Program’. Once received, we’ll process your application and notify you by mail of your eligibility. Approved applicants can start scheduling their RV Connector rides immediately.

To check on your application please call 541.842.2080.
**RVTD Valley Lift Program**

If you have a disability and are unable to use an RVTD fixed route bus while traveling within the RVTD service area (the cities of Medford, Ashland, Phoenix, Talent, Jacksonville, Central Point and White City) then you may apply for RVTD’s Valley Lift program. The Valley Lift program is RVTD’s accessible transportation service, providing origin-to-destination, complementary paratransit service to all locations within ¾ of a mile of a bus stop. Valley Lift services are provided during the same days and hours as RVTD bus service.

If you have questions or would like to apply for the Valley Lift program, please contact our offices at 541.842.2080 or visit our website at [www.rvtd.org](http://www.rvtd.org).

**What to expect from RV Connector:**

- The RV Connector provides accessible transportation within the communities of Trail, Shady Cove and Eagle Point with convenient connections to RVTD’s fixed route or Valley Lift accessible transportation service at the SORCC.
• The RV Connector program is a unique transportation service; it is not intended to serve all the transportation needs of older adults or individuals with disabilities.

• The RV Connector is a shared ride system open to the public.

• 24-hour advanced reservations are required for all trips.

• You will be given a 30-minute pickup window for all your trips. Please be ready and watching for your driver during this time. When your driver arrives within your pickup window, they will wait a maximum of five (5) minutes before departing. If you have missed your connection with the RV Connector service, please call our offices at 541.842.2050.

• Travel times will vary based on traffic, weather conditions, road construction, etc. Please allow for extra travel time when scheduling your requests.

• Not all locations are accessible by the RV Connector vans. For locations not accessible by RV Connector vans, alternative pickup/drop off locations may be suggested in order to accommodate your request.

• Two children under the age of ten (10) can ride with you free of charge. Additional children are $3. You are required to provide and install any age
appropriate car seats for your children while traveling on the RV Connector.

- No food or beverages are allowed in open containers. Disposable paper or plastic containers are not considered closed containers and will not be permitted on the RV Connector vans.

- No smoking or vaping is allowed around in RV Connector vans.

- Door-to-door service is provided on a first come, first served basis. Not all requests for door-to-door service can be accommodated.

- Service animals welcome – Pets and emotional support animals must be transported in pet carriers.

**Service Hours**

The RV Connector operates Monday – Friday 6:00am to 7:00pm. All passengers must be at their final destination by 7:00pm.

When traveling to or from the SORCC, please remember:

- Pickups can be scheduled as early as 7:00am
- The last RV Connector van serving the SORCC stop
is 6:00pm; please arrive at the SORCC early to ensure you make your schedule connection with the RV Connector van.

**Pickup Locations / Requests**

The RV Connector is an origin-to-destination, dial-a-ride service providing transportation to the Upper Rogue Community. Origin-to-destination service provides minimal driver assistance (assistance with your wheelchair or a steady arm) from the front door or lobby of your pickup / drop off locations. Origin-to-destination service may not be available if it requires the driver to lose sight of the vehicle or leave other passengers unattended. If you require more assistance or are unable to travel independently you are encouraged to travel with a friend or family member who can help you complete your trip.

If the RV Connector is unable to pick you up from your requested location, a scheduler may suggest an alternative pickup location for you to meet the van.
Several locations may be offered to minimize your wait times. To ensure the safety of passengers, drivers and program vehicles, all alternative pickup locations must be reviewed and approved by RV Connector schedulers.

**Cancel**

If you need to cancel your transportation request, please notify the RV Connector by 3:00pm the day before your scheduled trip. If our offices are closed, you may leave your cancel request on our voice mail system. Cancelling your trip in advance is appreciated and allows us to maximize transportation services in your community.

**No-Shows**

To avoid ‘no-show’ trips, please inform the RV Connector scheduling department whenever your transportation plans change. Multiple ‘no-show’ trips may result in your RV Connector service being suspended or revoked.
Pickup/Drop-off windows

The RV Connector service mirrors the Valley Lift program pickup and drop-off windows as described below:

- On your first pickup of the day, your driver will arrive within +/- 15 minutes of your pickup window – your 30-minute window. (Example: Passengers requesting an initial pickup of 7:00am can expect the RV Connector van to arrive between 6:45am and 7:15am)

- All other transports will be within 30 minutes of your requested pickup time. (Example: On a return pickup time of 3:00pm, passengers can expect the RV Connector van to arrive between 3:00pm and 3:30pm)

- “Will-Calls” are not allowed on the RV Connector

Cost and Payment Options

All passengers pay $3.00 per trip. Drivers do not make change so please have exact fare when traveling.

RVTD does offer scrip (a trip ticket, used on the RV Connector for those who prefer not to carry cash) for
purchase at our TransLink office located in Medford. Tickets are sold in books of 10 for $30. Cash or debit/credit cards for scrip purchase are accepted at the TransLink office.

**Travel Training**

RVTD offers free travel training to anyone interested in riding RVTD’s fixed route buses. Travel training is a wonderful way to learn how simple and easy using the bus can be. Travel training will show you how to read a bus schedule, understand basic passenger rules and responsibilities and how to quickly and easily plan a trip on one of our buses. For more information about travel training, you may contact our travel trainer directly at 541.608.2420.

**Holidays (No Service)**

The RV Connector service will not be provided on the following holidays:

- New Year’s Day
- Christmas Day
- Memorial Day
- Independence Day (July 4th)
- Thanksgiving Day
- Labor Day