



Rider Guide

CALL CENTER INFORMATION

Office Hours Of Operation
Monday–Friday 8:30 am–4 pm
1-800-221-3520
middlesexcountynj.gov



If you need this document in another language or an alternate format, please call 1-800-221-3520.

RIDE is the passenger transportation office of the Department of Transportation.

RIDE services include:

- A reservation-based transportation service for persons 60 years of age and older and to persons with disabilities age 18 years and older.
- A community shuttle service providing scheduled routes that do not require advance reservation and are available to the public. Shuttles feed into other accessible bus and rail fixed-route transportation services.
- If you need assistance or reasonable modifications with any of RIDE services, please contact a representative by calling 800-221-3520 or by emailing through the RIDE webpage: middlesexcountynj.gov.

RESERVATION-BASED TRANSPORTATION

Please note the following:

- Individuals must have a scheduled appointment where transportation is required in order to be able to register and reserve a trip with RIDE.
- Transportation credits must be purchased in advance of the trip.
- Fare charge is \$3.00 one way (\$6.00 roundtrip).
- Transportation is based on availability and is a shared ride service with other passengers.
- All transportation is curb-to-curb. Vehicle operators are not permitted to assist passengers beyond the curb.
- Transportation is provided within Middlesex County and up to 5 miles outside the County, within NJ.
- Dialysis transportation is provided to Middlesex County locations only.
- Requests for service will be met as resources permit.

RIDE has the responsibility to take reasonable action necessary to maintain order and safety on a vehicle, including, but not limited to, denying services to any passenger who violates policies.

Days: Monday–Friday

Hours: First scheduled appointment: 9 am. Last scheduled return pickup: 4:30 pm. You may be scheduled to be picked up one (1) hour prior to your appointment and 30 minutes past your return time.

Credits:

- Credits must be purchased in advance of your scheduled transportation request.
- To purchase credits, call 1-800-221-3520.

- Credits purchased with a credit card will be immediately available on your file.
- Individuals purchasing credits by check will have their account credited upon receipt of check.
- Residents who receive Pharmaceutical Assistance to the Aged and Disabled (PAAD) may receive a discounted fare. If you receive PAAD, you must provide a copy of your PAAD card by faxing it to 732-398-2626.
- Cash will not be accepted by the vehicle operator.

REGISTRATION AND SCHEDULING RESERVATIONS

Telephone: 1-800-221-3520 (Follow the prompts to speak with a Representative)

Days: Monday–Friday Hours: 8:30 am–4 pm

Transportation may be requested months in advance and no less than four (4) full business days (not including weekends or holidays) before your scheduled appointment.

INFORMATION NEEDED TO REGISTER

- First and Last Name
- Home Address/Mailing Address
- Email Address
- Telephone Number - Home and Cell
- Emergency Contact Name and Daytime Telephone Number
- Date of Birth
- Gender*
- Disabilities - Ambulatory/Non-Ambulatory
- Disability Award Letter
- Race*
- Estimated Household Income*
- Voter Status*

*Optional for reporting purposes

INFORMATION NEEDED TO SCHEDULE A TRIP

- Date of appointment
- Time of appointment
- Time to return home
- Destination address, including zip code
- Doctor's name, clinic name, company name, etc.
- Telephone number and extension of destination
- Notification if an aide will be accompanying you

TO CANCEL A RIDE

Call 1-800-221-3520. Follow the prompts to cancel a trip. (Be sure to leave your first and last name, day(s) and date(s) of the trip(s) being canceled). Cancellations can be made 24 hours a day, 7 days a week, and must be made no less than 24 hours prior to your scheduled appointment time.

Note: Frequent cancellations will result in a review of future requests and may lead to suspension or termination of services.

NO-SHOW POLICY

A No Show is considered when:

- A passenger who has scheduled a ride fails to cancel the trip at least 24 hours prior to the scheduled appointment time.
- Passenger is not present when the vehicle operator arrives to pick up the passenger at the designated time and location.
- Passenger declines to take the ride.

Note: Three (3) No Shows within a 30-day period may lead to a fourteen (14) day suspension. Continued no shows may result in a loss of transportation services. Passengers may appeal the imposed action. All appeal requests must be submitted in writing to: RIDE Director, 97 Apple Orchard Lane, North Brunswick, NJ 08902.

Requests to rescind the action may result in a fair hearing sponsored by the Office Director within ten (10) working days after request is received.

COMMUNITY SHUTTLE PROGRAM

The Middlesex County Community Shuttle program provides a Deviated Route Shuttle service, which does not require advance reservation and available to the public. Shuttles feed into other accessible bus and rail fixed-route transportation services. Shuttle vehicles can deviate up to $\frac{3}{4}$ mile off route. For deviation requests please call 800-221-3520 24 hours prior to riding.

There is a suggested fare of \$1.00 for General Public and \$0.50 for Seniors and Disabled.

Shuttle route information can be obtained from the vehicle operator or by visiting middlesexcountynj.gov.

VETERANS' TRANSPORTATION

- Available Monday–Friday to VA medical facilities within Middlesex County
- Available twice a week on Tuesdays and Thursdays to Lyons Hospital
- Available three times a week on Mondays, Wednesdays, and Fridays to East Orange Hospital

Requests for service will be met as resources permit.

SERVICE ANIMALS

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Appendix D to Section 37.167 contains further important information on service animals. It is important to note that while the U.S. Department of Justice has amended the definition of "service animal" for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed. Therefore, members of the public may find that some service animals may no longer be considered service animals once they leave a transportation system.

PORTABLE OXYGEN

Individuals requiring portable oxygen machines or portable respirators may travel with them in our vehicles.

PASSENGER RESPONSIBILITIES

- Provide exact addresses and telephone numbers for both pickup and drop-off locations.
- Be ready sixty (60) minutes prior to your scheduled pick-up time to meet the vehicle at the curb. In consideration for other scheduled riders, the vehicle operator will not wait more than five (5) minutes.
- Return pickup may be up to thirty (30) minutes past the scheduled return pickup time. In consideration for other scheduled riders, the vehicle operator will not wait more than five (5) minutes. If your return trip is running late, please call RIDE as soon as possible. We will try our best to accommodate the late return for pickup, however, due to scheduling parameters we may not be able to make an additional pickup and we may not be able to reschedule the return trip.
- Seatbelts are required to be worn.
- Stay seated while the vehicle is in motion.
- Do not talk to the vehicle operator while the vehicle is in operation.
- No smoking, vaping, drinking, or eating on the vehicle.
- Passengers are limited to two (2) bags (the equivalent of supermarket bags) of groceries on the vehicle. The weight of each bag may not exceed 15 lbs. Passengers are responsible for carrying all packages in and out of the vehicle.
- Passengers on scooters will be offered transfer to a seat.
- Tipping the vehicle operator is prohibited.
- Update registration information as necessary to facilitate communication.
- Unruly, inappropriate, and disruptive behavior can result in loss of transportation.
- Only registered and scheduled passengers will be transported. Aides do not need to be registered. However, at the time of scheduling a trip, you must inform staff an aide will accompany you so a seat may be reserved for the aide.

VEHICLE OPERATOR RESPONSIBILITIES

- Provide assistance to passengers as needed getting on and off the vehicle.
- Provide assistance to passengers as needed with securing seatbelts.
- Provide assistance to passengers using a mobility device from the curb and to secure the mobility device on the vehicle.
- Report disruptive or inappropriate passenger behavior immediately to the Dispatch (This includes physical or verbal abuse of a

member of the staff or another passenger). Vehicle operator will take direction from Dispatch on resolving the concern.

- Only passengers listed in the vehicle operator's tablet are permitted to board the vehicle.
- The vehicle operator will wait 5 minutes before advising Dispatch and requesting permission to go to the next pickup. (At request of the passenger, the vehicle operator can sound the horn.)

TRANSPORTATION ALTERNATIVES

Many municipalities provide some type of transportation for their senior and disabled residents. All intra-municipal trips should first be requested of the municipality. Only if the municipality cannot transport should RIDE be contacted. For inter-county trips, senior and disabled residents also have transportation options. More information can be obtained by calling the numbers below.

Municipal Transportation:

Carteret.....	732-541-6177
Dunellen.....	732-968-3033
East Brunswick.....	732-390-6896
Edison (Dial-A-Ride).....	732-248-7345
Highland Park.....	732-819-0052
Metuchen.....	732-632-8525
Middlesex.....	732-356-0414
Milltown.....	732-828-2100
Monroe.....	609-443-0511
New Brunswick (Dial-A-Ride).....	732-745-5161
North Brunswick.....	732-247-0922
Old Bridge.....	732-721-5600
Perth Amboy.....	732-826-1690
Piscataway.....	732-743-2218
Sayreville.....	732-390-7058
South Amboy.....	732-525-5960
South Brunswick.....	732-329-4000
South Plainfield.....	908-754-1047
South River.....	732-257-2340
Spotswood.....	732-251-3432
Woodbridge.....	732-726-2394

Alternatives:

Access Link.....	973-491-4224
Modivcare	866-527-9834
NJ Transit.....	973-275-5555
EZRide/Ryde4Life.....	866-208-1307

HOLIDAY SCHEDULE

There will be no service provided on the following holidays:

- New Year’s Day
- Martin Luther King’s Birthday
- Presidents’ Day
- Labor Day
- Columbus Day
- Election Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Veteran’s Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

INCLEMENT WEATHER INFORMATION

Every effort is made to telephone passengers as early as possible if transportation must be canceled due to circumstances beyond our control. Cancellations due to inclement weather or other emergencies are announced on the County website: middlesexcounty.nj.gov.

DISRUPTIVE AND/OR INAPPROPRIATE PASSENGER BEHAVIOR

If a passenger engages in disruptive behavior, the vehicle operator shall initially warn the passenger verbally and direct the passenger to stop engaging in such conduct. The vehicle operator then shall immediately contact Dispatch and complete a written report concerning the incident. Passengers who engage in violence, cursing, swearing, threatening, verbally abusive, or disruptive behaviors, as well as any illegal conduct in the vehicles will be refused service. A passenger whose behavior threatens or has threatened the safety of RIDE personnel and/or other passengers will be denied service including dismissal from the vehicle. These passengers could permanently lose the privilege of riding with RIDE.

“Disruptive behavior” is defined in this Guide as being any action which impinges on the rights, privacy, physical and/or emotional well-being of others; any action

by a passenger that poses significant risk of harm to the health or safety of anyone in the vehicle, including the passenger who is engaging in disruptive behavior. This includes, but is not limited to, the following conduct and behavior:

- Disruptive or upsetting behavior on board vehicle.
- Verbal or physical abuse including threats or intimidation toward other passengers or the vehicle operator.
- Comments or gestures of a sexual nature.
- Foul or vulgar language.
- Unwarranted physical contact.
- Getting out of a seat while the vehicle is in motion, or while the vehicle is stopped with the engine running in anticipation of moving.
- Refusing to comply with instructions from the vehicle operator to cease engaging in disruptive behavior on the vehicle.
- Exiting a vehicle while it is parked or stopped to pick up or drop off a passenger or attempting to exit the vehicle while it is stopped at a traffic light, at a stop sign, due to traffic ahead of it, or while it is moving.
- Distracting the vehicle operator vehicle by speech, sound, or action, including, but not limited to: shouting, screaming, cursing, spitting, kicking, punching, shoving, pulling, insulting, bullying, assaulting, or harassing another passenger or the vehicle operator.
- Refusing to wear, prematurely releasing, or getting out of a seatbelt.
- Refusing to exit the vehicle at designated dropoff.
- Making any physical or verbal threats toward any passenger or vehicle operator.
- Engaging in dangerous conduct or activity toward self or another.
- Smoking, vaping, eating, or drinking while on board vehicle.
- Damaging the vehicle or personal property of any passenger of the vehicle.

Depending on the severity of the situation, the passenger may be suspended or terminated from riding the RIDE service. Before a passenger may return from a suspension, the passenger must be willing to sign an agreement to discontinue the inappropriate behavior. Refusing to sign such an agreement could result in a formal termination of services.

Management shall determine the appropriate action, which may include notification to police or suspension of service and shall give such notice to the offending passenger in writing.

All appeal requests must be submitted in writing to: Director of RIDE, 97 Apple Orchard Lane, North Brunswick, NJ 08902. Requests to rescind the action may result in a fair hearing sponsored by the Office Director within (10) working days after request is received.

NON-DISCRIMINATION POLICY

RIDE is committed to ensuring that no person is excluded from, or denied the benefits of, our services on the basis of legally protected characteristics as set forth by Title VI of the Civil Rights Act of 1964, as amended, and New Jersey's Law Against Discrimination ("LAD"). Any person who believes that they have been discriminated against based on a protected characteristic should file a complaint in writing to RIDE.

To file a complaint, or for more information under RIDE obligations under Title VI write to: RIDE, 97 Apple Orchard Lane, North Brunswick, NJ 08902, visit our website at middlesexcountynj.gov or contact us at 800-221-3520.

Transportation services provided by this agency are in whole or part funded by federal funds received through NJ Transit. As an individual you also have the right to file your complaint under Title VI by writing to:

Federal Transit Administration Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor

TCR 1200 New Jersey Ave., SE

Washington, DC 20590

A complaint must be filed within 180 days of the alleged discrimination.

Para presentar una queja o para obtener más información sobre la obligación del RIDE bajo el Título VI escribir a:

RIDE 97 Apple Orchard Lane, North Brunswick, NJ 08902, visite nuestra pagina de internet en middlesexcountynj.gov o ponganse en contacto con nosotros al 800-221-3520.

AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE AND POLICY

The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the New Jersey Law Against Discrimination ("NJLAD"), and any other applicable federal, state, or local laws, the County of Middlesex does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

The County of Middlesex is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of their disability as provided by the Americans with Disabilities Act.

The County of Middlesex, and all management, coordinators, and employees share direct responsibility for carrying out the County's commitment to the ADA. The RIDE Director ensures accountability in the commitment and supports all parts of the organization in meeting their respective ADA obligations. RIDE coordinates internally with all appropriate offices in the investigation of complaints of discrimination and takes a lead role in responding to requests for information about the County of Middlesex's civil rights obligations and operations.

ADA Complaints:

If you wish to file an ADA complaint of discrimination with RIDE, please contact the RIDE Director at 732-745-7456 or 1-800-221-3520, or 97 Apple Orchard Lane, North Brunswick, NJ 08902, or use the complaint form available online.

The County of Middlesex's ADA Policy and Complaint procedures are available on the County's website at middlesexcountynj.gov

Filing a complaint directly to the Federal Transit Administration (FTA)

A complainant may choose to file a Title VI complaint with the Federal Transit Administration (FTA) by contacting the Administration at:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Ave, SE

Washington, DC 20590

The Older Americans Act requires that all eligible passengers receiving services under the Act be given every opportunity to contribute to the cost of the program. There is no obligation to contribute, and services will not be affected by the ability or lack of ability to donate. All contributions will be kept confidential.

To purchase credits for donations with a credit/debit card, call 1-800-221-3520 or mail a check made out to:

Middlesex County Treasurer

RIDE

PO BOX 871

New Brunswick, NJ 08903

Middlesex County Board of County Commissioners

Ronald G. Rios, *Director*

Shanti Narra, *Deputy Director*

Claribel A. Azcona-Barber, Charles Kenny,

Leslie Koppel, Chanelle Scott McCullum,

Charles E. Tomaro

RIDE

97 Apple Orchard Lane

North Brunswick, NJ 08902

Phone: 1-800-221-3520

Fax: 732-398-2626



middlesexcountynj.gov