

# COUNTY OF SOMERSET PASSENGER INFORMATION

AND

## TRANSPORTATION SERVICE DESCRIPTION

### SOMERSET COUNTY DIVISION OF TRANSPORTATION

This Information should enable you, the passenger, to understand how to use the various services offered through the Somerset County Division of Transportation. Also, eligibility requirements of Somerset County Transportation services are discussed.

**Somerset County Transportation** has maximized the resources of its various funding sources in order to provide an effective, cost efficient service to all programs and their participants.

The Somerset County Casino Tax Advisory Committee is responsible for the planning and monitoring of the Casino-funded services. The county also holds public information meetings and conducts user surveys to allow for public input in the planning and operations of the Division of Transportation. The most recent survey was conducted in 2005.

#### Casino Tax Advisory Committee

Elizabeth Ferges

Gary Kummer

Tammie Ladd

Joanne Powser

Marion Rochford

Norma Turner

**The Somerset County Board of Chosen Freeholders are responsible for the total operation of the Division of Transportation. It is through their efforts and generosity that the majority of the transportation services are provided to the citizens of Somerset County.**

#### Board of Chosen Freeholders

Peter S. Palmer, Freeholder Director

Rick Fontana, Deputy Director

Robert Zaborowski

Jack M. Ciattarelli

Patricia L. Walsh

You may request a complete packet of information by calling 908-231-7115 or 1-800-246-0547.

**Persons who are deaf, hard of hearing, deaf-blind, and speech impaired may contact the Division of Transportation by contacting NJRelay at 1-800-852-7897 to assist with your call.**

*The mission of the Division of Transportation is to provide quality transportation services to all citizens in a safe, courteous, responsive and professional manner.*

## **ELIGIBILITY AND EXPECTATIONS**

**AGE:** Senior Citizen - 60 years and older. Persons with Disabilities - 18 years and older  
(In all cases people must be without other means of transportation).

### **AGENCY REFERRALS:**

**Senior Citizen** - the Somerset County Office on Aging may refer you to Somerset County Transportation for service to nutrition sites, medical appointments, and other essential services.

### **Senior Center Telephone Numbers are:**

Quailbrook (Franklin Twp): 732-563-4213

Raritan (Raritan Borough): 908-203-0001

Warrenbrook (Warren Twp): 908-753-9440

Hillsborough (Hillsborough): 908-369-8700

Manville (Manville Borough): 908-526-0175

Bernardsville (Bernardsville): 908-766-7434

South Bound Brook (SBB): 732-271-1646

**Persons with Disabilities** - a number of local and state agencies make referrals to the Division of Transportation. Some agencies are the Association of Retarded Citizens, Division of Developmental Disabilities, Division of Vocational Rehabilitation, Richard Hall Community Mental Health Center, Center for Educational Advancement, Raritan Valley Workshop, Alternatives, Project Hire, Association for the Blind, Veterans Affairs and Somerset County Office for the Disabled.

**Persons with Medicaid/Title XX** - Somerset County Board of Social Services refers clients to the Division of Transportation for non-emergency transportation to Medicaid approved medical appointments.

**All who are not referred through an agency must provide either age verification (if an older adult) or disability certification from their physician (if a person with a disability).**

## **DAYS AND HOURS OF OPERATION:**

The Division of Transportation operates Paratransit services

Monday to Friday 6:00 AM to 5:30 PM

Weekend and Evening hour transportation can be arranged for groups to a variety of destinations. Please call the Division of Transportation at 908-231-7115 or 1-800-246-0527 to make arrangements for evening or weekend transportation service.

### **TYPE OF SERVICE:**

The Division of Transportation provides curb to curb service to our passengers (the driver will wait at the curb and will beep the horn to notify you of their presence). Passengers requiring special assistance must notify the Division of Transportation of their special need. All mobility impaired persons requiring the use of wheelchair or other mobility device must have ramp access to the ground level in order for the Division of Transportation to provide service. Drivers are not permitted to enter the homes unless delivering Home Delivered Meals. Service animals and portable oxygen tanks are permitted in all vehicles.

### **GEOGRAPHIC AREA:**

The Division of Transportation provides service to Somerset County residents to destinations within Somerset County and to some surrounding areas.

### **SERVICE CANCELLATION:**

The Division of Transportation may find it necessary to cancel all transportation during periods of inclement weather (for example severe snow or ice). Please listen to the following radio stations to determine if we are operating: WMGQ 98.3 FM and WCTC 1450 AM. Please do not call the office to determine if we are open, as our telephones will be very busy. Occasionally we find it necessary to cancel individual routes. Each passenger on that route is then notified by our staff.

### **FARES AND DONATIONS:**

Fares and Donations apply to some transportation services offered through the Division of Transportation. Donations are accepted for all trip purposes not covered by a required fare. A separate Fare and Donation Card has been developed and is available for your information. In the event that you can not afford the fare, waivers based on the passenger's income are possible. All information is confidential.

**The fare and donation schedule was developed with full participation of the public. The funds raised through the fare and donation program are reserved for use by the Division of Transportation for provision of transportation services to provide services which were identified as needed, but which we were not able to provide with existing funding sources. Donations are collected on the vehicle. Donations may also be mailed to the Division of Transportation at P.O. Box 3000, Somerville, NJ, 08876-1262.**

Fares are billed to passenger in all cases except Saturday shopping. Saturday shopping fare collection is done at the end of the day. The exact fare should be placed in an envelope with the passenger's name and address clearly printed and handed to the driver of the vehicle.

## **PASSENGER COURTESIES:**

In consideration of the many passengers who use our service, we ask that certain courtesies be observed:

- No Smoking in the vehicle
- No open food or drink containers in the vehicle
- Passengers using county paratransit services are required to wear the seat belts while on the vehicle. The driver has instructions not to move the vehicle until all passengers are properly buckled.

**\* PLEASE NOTE; PASSENGERS USING PUBLIC TRANSIT ARE NOT REQUIRED TO WEAR SEAT BELTS**

- Passengers using wheelchairs or mobility devices are required to use the securement systems supplied on the vehicles to conform with the seatbelt requirement.
- Passengers are requested not to disturb the driver while the vehicle is in motion.
- The driver is responsible for the safe transportation of all passengers and can not have their attention diverted while the vehicle is in motion.

By being ready at least 15 minutes before your scheduled pickup  
you will assist us in being punctual for others.

**DRIVERS HAVE BEEN INSTRUCTED TO WAIT NO MORE THAN 5 MINUTES BEYOND YOUR SCHEDULED PICKUP TIME. *Tipping of Drivers or Bus Aides is not permitted.***

Compliments and Complaints should be directed to the Division of Transportation at 908-231-7115 or 1-800-246-0527.

**Persons who are deaf, hard of hearing, deaf-blind, and speech impaired may contact the Division of Transportation by contacting NJRelay at 1-800-852-7897 to assist with your call.**

## **DRIVER COURTESIES:**

Drivers are always in charge of the vehicle and are expected to be polite and helpful to each passenger.

- Drivers and aides may not smoke in or near the entrance to the vehicle.
- Drivers and aides will provide assistance to passengers having difficulty entering or leaving the vehicle or fastening their seat belts. The driver has been instructed that all passengers must use seatbelts while on the vehicle and that wheelchairs and mobility devices are properly secured.

**Passenger Registration** - New passengers are encouraged to call the Division of Transportation at 908-231-7115 or 1-800-246-0527 prior to scheduling any trips on the system. The initial intake information requires approximately 5 to 10 minutes and is taken only once from each passenger. Please

remember to notify us if you require an aide to accompany you on a trip. It is your responsibility to arrange for an aide to accompany you.

**Persons who are deaf, hard of hearing, deaf-blind, and speech impaired may contact the Division of Transportation by contacting NJRelay at 1-800-852-7897 to assist with your call.**

**Trip Requests** - A minimum of forty-eight (48) hours notice is required for all trips. It is important to realize that trips are reserved on a first call, first served basis and it may be necessary to reschedule certain trips to allow us to provide the service requested. Please be ready at least 15 minutes prior to your scheduled pickup time in order to allow us to maintain our schedule and provide service to all passengers.

**Group Trips:** (Evening and Weekend only)

- **RECREATIONAL AND SHOPPING** - a minimum of 10 passengers are required to schedule transportation service. Trips must be reserved at least two (2) weeks in advance and are provided on a driver available basis. The group must contact the Division of Transportation at least 72 hours prior to the scheduled trip with the list of names and addresses of all participants. If the minimum number of participants is not enrolled, the transportation will be cancelled unless the trip can be combined with another group.

- **SUPPORT GROUP ACTIVITIES** - a minimum of 3 passengers are required to schedule transportation service. Trips must be reserved at least two (2) weeks in advance and whenever possible yearly calendars of meetings should be provided. The group must contact the Division of Transportation at least 72 hours prior to the scheduled trip with the list of names and addresses of all participants. If the minimum number of participants is not enrolled, the transportation will be cancelled unless the trip can be combined with another group.

**Individual Trips: (Weekday Only)**

**Medical Trips:** a minimum of 48 hours notice required. You should contact the office as soon as you have scheduled your medical appointment, we schedule trips up to one year in advance. For routine, repetitive trips to physical therapy, radiation, etc. we will schedule you for up to two months at a time. It is your responsibility to contact the Division of Transportation sufficiently in advance of your last scheduled transportation appointment to request additional trips. Shorter notice service may be provided on a time and space available basis.

**Senior Center/Nutrition Trips** - If you are a new senior center participant, you must register with the Senior Center and request that they schedule you for transportation. All others must notify the Division of Transportation only when requesting additional dates or to cancel service.

**Employment Trips** - A minimum of one week notice is required for all employment transportation. In some cases we may need to compromise with you to arrange for pickup and destination hours

which may allow us to provide the employment transportation. All trips are provided on a time and space available basis and it may not be possible to provide the trip being requested.

**All other trips** - A minimum of 48 hours notice is required.

**Trip Cancellation (No Shows)** - If you will not need your scheduled transportation service it is IMPORTANT THAT YOU NOTIFY THE DIVISION OF TRANSPORTATION SO THAT OTHER RESIDENTS CAN BE SERVED. Trip cancellation can be made up to 2 hours prior to your scheduled pickup time. If your pickup time is very early in the morning, you may call as early as 5:00am to cancel your transportation. If fares are applicable to your trip and if it was not cancelled the fare will be charged. Two (2) no show occurrences in a thirty day period may result in your loss of transportation services for a period of 14 days. Please call 908-231-7115 or 1-800-246-0527 to let us know when you will not be needing our service. During evening and weekend hours you may leave your cancellation; name, telephone number and trip information, on the answering machine.

## **POST-SECONDARY EDUCATION**

Transportation for persons with disabilities attending local colleges and universities may be arranged. Transportation may be arranged to Raritan Valley Community College and Rutgers University. All transportation is on a time and space available basis.

### **WHO?**

This service may be used by persons with disabilities and senior citizens who contact the Division of Transportation or are referred by the school.

### **WHERE?**

Raritan Valley Community College is located in Branchburg Township. Rutgers University is located in New Brunswick and Piscataway. Wherever possible students are transferred to New Jersey Transit routes.

### **HOW?**

Passengers should contact the Somerset County Division of Transportation to discuss their transportation needs. The telephone number is 908-231-7115 or 1-800-246-0257. It is the individual passenger's responsibility to notify the division of transportation when you will not be needing our service. A fare is required for educational transportation.

## **COMPETITIVE EMPLOYMENT**

Competitive employment transportation is provided on an individual and group basis for persons with disabilities and senior citizens. This service attempts to meet the demands of each of the individuals and at times requires a modification of start and end work hours. Transportation is provided on a time and space available basis and some trips may not be possible.

**WHO?** Transportation to competitive employment sites is provided to senior citizens and persons with disabilities. (In all cases eligible persons must be without other means of transportation).

**WHERE?** Transportation is currently provided to a number of employment sites in Somerset County. In some instances, depending on existing routes, transportation can be arranged to locations immediately adjacent to Somerset County.

**HOW?** Individuals are either referred by a sponsoring agency such as the ARC, Somerset County Unit, Alternatives, Project Hire, Richard Hall Community Mental Health Center or may contact this office individually. Each trip is designed to meet the individual's needs therefore a minimum of one week advance notice is required for this transportation to be arranged. There are occasions when it is impossible to accommodate the transportation requested and the individual is placed on a waiting list.

It is the individual passenger's responsibility to notify the Division of Transportation when they will not be needing service. Failing to notify us of service cancellations, may result in billing for the scheduled trip.

*A fare is required for competitive employment transportation.*

*If you can not afford the fares you can request a waiver.*

## **NON-COMPETITIVE EMPLOYMENT**

Non-competitive employment transportation is provided under contract to ARC, Somerset County, and through the Division of Vocational Rehabilitation to a variety of job training and sheltered workshop facilities within Somerset County, the Center for Educational Advancement (Hunterdon County), Raritan Valley Workshop (Middlesex County), and Midland Advanced Program (MAP).

All service provided through these programs is on a subscription basis with transportation services arranged by the ARC, Somerset County Unit, Midland Advanced Program or the Division of Vocational Rehabilitation.

**WHO?** Persons with disabilities under the sponsorship of the Division of Vocational Rehabilitation, Midland Advanced Program, Easter Seals, or the ARC, Somerset County Unit.

**WHERE?** Transportation is currently available to work activity centers located in Somerset County, the Raritan Valley Workshop (Middlesex County) and Center for Educational Advancement (Hunterdon County).

**HOW?** The staff at the ARC, Somerset County Unit, Midland Advanced Program, Easter Seals, or the Division of Vocational Rehabilitation make all initial contact with the Division of Transportation to arrange for transportation to arrange for transportation services. There are occasions when it is impossible to accommodate the transportation requested and the individual is placed on a waiting list.

Following the initial contact for transportation service, it is the individual passenger's, sponsor's or group home staff's responsibility to notify the Division of Transportation of trip cancellations, vacations, or time adjustments.

### **NON-EMERGENCY MEDICAL**

Non-emergency medical transportation is provided to senior citizens; persons with disabilities, and eligible social service agency clients, on a first come, first served basis. Transportation is provided to medical offices, hospitals, mental health agencies and other medical facilities.

**WHO?** This service is available to residents of Somerset County who are aged 60 or older, medicaid recipients or who are permanently or temporarily disabled (subject to a certificate of disability signed by a physician). (In all cases eligible persons must be without other means of transportation).

**WHERE?** Non-emergency medical rides are currently available throughout Somerset County and to limited areas in adjoining counties. Wherever possible residents are encouraged to use physicians which are closest to their home to permit maximum use of our service by all eligible residents.

**HOW?** Eligible passengers needing this service should contact the Division of Transportation at 908-231-7115 or 1-800-246-0527 at least 48 hours in advance of their appointment date. Appointments for transportation should be made as soon as the medical appointment is scheduled. Appointments can be arranged up to 1 year prior to the medical appointment date.

It should be noted that when we are unable to schedule transportation for your medical appointment we may request that you reschedule the medical appointment date and time.

It is your responsibility to notify the Division of Transportation when you will not be needing your scheduled transportation service.

*Donations are requested for transportation provided under this program.  
Please refer to the separate Fare and Donation Card for additional information.*

### **ADULT DAY CARE**

The Somerset County Division of Transportation provides daily service to the Adult Day Care of Somerset County Inc., 120 Finderne Avenue, Bridgewater, NJ, and under contract to Adult Day Care Center of the VNA of Somerset Hills, 200 Mt. Airy Rd., Basking Ridge. The operators of the day care facility refers passengers to the Division of Transportation.

**WHO?** This service may be utilized by clients referred through the Adult Day Care of Somerset County, Inc., and Adult Day Care Center of the VNA of Somerset Hills. (In all cases eligible persons

must be without other means of transportation).

**HOW?** Call the Adult Day Care Center to inquire regarding their eligibility requirements, availability of space and transportation need. It is your responsibility to notify the Division of Transportation when you will not be needing your scheduled transportation service.

Adult Day Care of Somerset County, Inc. 908-725-0068.  
Adult Day Care Center of the VNA of Somerset Hills 908-766-0180.

*Donations are accepted for transportation provided under this program  
to Adult Day Care of Somerset County Inc.*

### **SENIOR CENTER / NUTRITION SITE**

Weekday transportation is provided to clients living within close geographical proximity to senior center/nutrition sites in Somerset County.

**WHO?** Contact the Office on Aging at 908-704-6346 for eligibility information. (In all cases eligible persons must be without other means of transportation).

**HOW?** Clients needing transportation should contact the managers of the senior center/nutrition site to register for a meal and a ride. You must contact the senior center to inquire about eligibility and related matters. Telephone numbers for the Senior Center/Nutrition Center are listed below:

|   |   |
|---|---|
| Quailbrook (Franklin Twp): 732-563-4213   | Manville (Manville Borough): 908-526-0175   |
| Raritan (Raritan Borough): 908-704-6337   | Bernardsville (Bernardsville): 908-766-7434 |
| Warrenbrook (Warren Twp): 908-753-9440    | South Bound Brook (SBB): 732-271-1646       |
| Hillsborough (Hillsborough): 908-369-8700 |   |

**WHEN?** Service is available Monday to Friday to the above centers.

If you will not be attending the senior center/nutrition site due to illness, vacation or other, you must contact both the senior center/nutrition site and the Division of Transportation to cancel your reservation.

*Donations are suggested for transportation provided to senior centers/nutrition sites.  
Please refer to the separate Fare and Donation Card for additional information.*

### **VETERANS TRANSPORTATION**

Non emergency medical transportation is available to veterans in need of transportation on a first come, first served basis under contract with New Jersey Department of Military and Veterans Affairs.

**WHO?** All clients are referred through the Somerset County Office of Veterans Affairs.

**WHERE?** Veterans hospitals both within and outside the county and other medical facilities both within and to limited destination outside Somerset County.

**WHAT?** Non-emergency medical.

**HOW?** Client eligibility and certification is determined by the Somerset County Office of Veterans Affairs. Inquiries for certification should be made at the Office of Veterans Affairs, County of Somerset, 92 East Main Street, Somerville, NJ (908) 704-6329. It is the individual passenger's responsibility to cancel scheduled transportation services when the service is not required.

## **GROCERY SHOPPING**

Group grocery shopping is provided on an advance reservation basis to senior citizens and persons with disabilities on a weekly basis. The driver or aide will assist you with your packages, but you are asked to limit your purchases to what you can reasonably carry due to space limitations on the bus.

**WHO?** Residents of Somerset County age 60 plus and persons with disabilities. (In all cases eligible persons must be without other means of transportation).

**WHERE?** Service is provided to the nearest grocery store.

**HOW?** Passengers requesting transportation for grocery shopping should contact the Division of Transportation at 908-231-7115 or 1-800-246-0547. It is the individual passenger's responsibility to notify the Division of Transportation when they will not be needing our service.

Areas receiving grocery shopping transportation are listed below with the days that service is available:

|           |  |
|-----------|--|
| MONDAY    | -Morning - Franklin Park, Hiddenbrook/Bob Franks Way and Griggstown area<br>-Afternoon - Centerbridge II |
| TUESDAY   | -Morning - Somerville and Finderne area<br>-Midday - 1 Mountain Ave. -Afternoon - Manville area          |
| WEDNESDAY | -Morning - Somerville, Branchburg, Raritan and Bradley Gardens area<br>-Afternoon - Centerbridge 1       |
| THURSDAY  | -Morning - Bound Brook and South Bound Brook area<br>-Afternoon - Branchburg area                        |
| FRIDAY    | -All Day - Franklin Township areas   |

In addition service is provided from Hillsborough, Bernardsville and Warrenbrook Senior Center/ Nutrition sites. Please check with Senior center manager for details.

*Donations are accepted for transportation services provided under this program.*

## **RECREATION TRIPS / MALL SHOPPING**

Transportation is provided to senior citizens (age 60 plus) and persons with disabilities on a group basis for recreation and mall shopping trips. There is a required number of people for these group recreation and mall trips, if the required number is not met the Division of Transportation has the right to cancel the scheduled trip.

**WHO?** Persons aged 60 plus and persons with disabilities who are residents of Somerset County. (In all cases eligible persons must be without other means of transportation).

**WHERE?** Transportation is provided to a variety of locations both inside and outside the County of Somerset. Service is provided on Saturdays and during some evening hours.

**HOW?** All trips are arranged by a sponsor who contacts the Division of Transportation. Minimum group sizes as explained previously apply to these trips. For further information please contact the Division of Transportation at 908-231-7115 or 1-800-246-0547.

It is the individual passenger's responsibility to notify the Division of Transportation when they will not be using the scheduled transportation. A fare for no-shows may apply if you fail to cancel your reservation.

*There is a fare required for recreation and mall shopping transportation.*

*If you can not afford the fare associated with this transportation you can request a waiver.*

*Tipping of Drivers or Bus Aides is not permitted.*

## **SUPPORT GROUPS**

Transportation is available to persons with disabilities to attend support group meetings.

**WHO?** Persons with disabilities who are Somerset County residents. (A certificate of disability may be required). In all cases eligible persons must be without means of transportation.

**WHERE?** Transportation is provided to meeting locations both inside and outside the County of Somerset. All transportation is provided during evening hours by special arrangement through the Division of Transportation. Groups may, by special arrangement also request Saturday or Sunday transportation for special support group functions.

**HOW?** Group leaders of support groups should contact the Division of Transportation with meeting schedules to arrange for transportation. An annual calendar of meeting dates is most helpful. There is a minimum group size required for this transportation per support group meeting, transportation will be cancelled should fewer than 3 persons require transportation for a meeting. It is the individual passenger's responsibility to notify the Division of Transportation when you will not be needing your scheduled transportation service.

*Transportation provided under this program requires a fare.  
Please refer to the separate Fare and Donation Card for additional information.*

### **FRANKLIN TOWNSHIP**

Transportation is available to Franklin Township senior citizens to the Franklin Township Community Center and educational programs under contract with Franklin Township.

**WHO?** Senior citizens residing in Franklin Township.

**WHEN?** Service is available Monday to Friday, 8:30 a.m. to 4:30 p.m.

**HOW?** Franklin Township senior citizens should call the Somerset County Division of Transportation at 908-231-7115 or 1-800-246-0527 to request service. Service is provided on a time and space available basis.

### **WARREN TOWNSHIP**

Transportation is available to Warren Township senior citizens to various shopping centers/malls and recreational facilities under a contract with Warren Township.

**WHO?** Senior citizens residing in Warren Township.

**WHEN?** Service is available Monday, Wednesday and Friday, 8:30 a.m. to 4:30 p.m.

**HOW?** Warren Township senior citizens should call the Somerset County Division of Transportation at 908-231-7115 or 1-800-246-0527 to request service. Service is provided on a time and space available basis.

### **RURAL TRANSPORTATION**

Transportation is provided to all residents of the rural areas of our county on a demand response space available basis, under contract with New Jersey Transit.

**WHO?** Any individual living in a rural section of Somerset County.

**WHEN?** Transportation is available Monday to Friday during our normal working hours.

**HOW?** Individuals must call the Division of Transportation at 908-231-7115 to schedule service. Service is provided on a time and space available basis.

**Persons who are deaf, hard of hearing, deaf-blind, and speech impaired may contact the Division of Transportation by contacting NJRelay at 1-800-852-7897 to assist with your call.**

**A FARE IS REQUIRED FOR THIS SERVICE.**

Please see separate fare and donations card.

## **PUBLIC TRANSPORTATION**

Somerset County Transportation operates several public transit routes (SCOOT, DASH, CAT) that are available to the general public.

**WHO?** General Public

- For those with disabilities all vehicles are equipped with lifts and with advance notice ADA route deviation is available.

**WHEN/WHERE?** Transit routes are in operation Monday through Friday

- See individual route schedules for exact times and locations.

Individuals who require additional information, route schedules, would like to purchase tickets or need to arrange an ADA deviation pickup may call the Division of Transportation at 908-231-7151.

**Persons who are deaf, hard of hearing, deaf-blind, and speech impaired may contact the Division of Transportation by contacting NJRelay at 1-800-852-7897 to assist with your call.**

**AN EXACT FARE IS REQUIRED FOR THESE SERVICES, DRIVERS DO NOT MAKE CHANGE.**

Please see Individual route schedules for fare information.

You may request a complete packet of information by calling 908-231-7115 or 1-800-246-0547.