

Union County Department of Human Services

Union County Paratransit System User's Guide



We're Connected to You



(908) 241-8300

www.ucnj.org

WHAT IS PARATRANSIT ?

The Union County Paratransit System is a curb-to-curb transport service specializing in transportation of seniors (60+), persons at least 18 years of age with disabilities and/or economically disadvantaged residents of Union County; there is a fare of \$3 per one-way trip.

Paratransit will provide non-emergency transportation

- * **Medical**
- * **Mental Health**
- * **Employment**
- * **Education**
- * **Nutrition**
- * **Shopping**
- * **Recreation**
- * **Bus & rail service**

Out of county medical trips are provided on Monday & Wednesday only. Union County is required to provide services within a five (5) mile radius of the county borders. These requests are considered an in-county trip and will be scheduled as such.

DAYS AND HOURS OF OPERATION

- * Paratransit operates Monday to Friday
7:30 a.m. to 5:30 p.m.
- * Limited hours available on Saturday.
- * No Service is provided on Sunday.

HOLIDAYS

Paratransit does not operate on the following holidays:

- | | |
|----------------------------|------------------------|
| New Year's Day | Labor Day |
| Martin Luther King Jr. Day | Thanksgiving Day |
| President's Day | Day after Thanksgiving |
| Memorial Day | Christmas Day |
| Independence Day | |

SPECIAL REQUESTS

Group and/or evening transportation arrangements must be made by calling the Administrative office at 908-659-5000.

Trips requested after 5:30 pm and Saturday will cost \$30 per hour per vehicle pre and post trip. Group trips scheduled during normal business hours, Monday through Friday, 10 am to 2 pm will be charged \$55 per hour per vehicle.

VETERANS TRANSPORTATION

- * Transportation is available every Tuesday & Thursday to Lyons Hospital.
- * Every Monday & Wednesday to East Orange Va Hospital.
- * Transportation is provided daily to the veterans clinic at Trinitas Hospital.

TRIP RESERVATIONS

Reservations can be made Monday through Friday 8 a.m. to 4 p.m. by calling the scheduling office at 908-241-8300. First-time callers should call between the hours of 1 p.m. and 4 p.m.

You will be asked to provide the following information:

- * **Name, Address & Telephone Number**
- * **Date of Birth**
- * **If you are a Medicaid recipient**
- * **Income Level (general not specific)**
- * **Disability or Special Need(s)**
- * **If you use a mobility assistance device such as a wheelchair, scooter, cane or walker**

Transportation is available on a first-come-first served basis. Five to seven days advance notice for a scheduled trip is recommended. If schedule permits, some limited service may be available on shorter notice.

- * Please do not call any earlier than three weeks prior to your desired trip.

- * Race (information required by government funding source)

You will be asked to provide the following information **each time** you request a trip:

- * Day, Date and Time of the appointment
- * Address, City, State and Telephone Number of your Destination
- * Doctor's name, Clinic name, Company name, Telephone number, etc.
- * Return trip will be scheduled - driver does not wait

PASSENGER RESPONSIBILITIES

- * If you are a veteran you may be asked to provide your ID number
- * All passengers are required to wear seat belts while in the vehicle.
- * Smoking, drinking or eating is not permitted on the vehicle.
- * Unruly or inappropriate behavior may result in loss of transportation privileges
- * Pets are not allowed. A service animal may accompany a person with a disability
- * Passengers will be responsible for carrying all their packages into their homes

- * Be ready 15 minutes prior to scheduled pick-up time.
- * Allow 15 minutes after your scheduled pickup time before calling the reservationists.
- * If an aide is needed, it is the passenger's responsibility to obtain one. Please notify intake when making a reservation if you will be traveling with an aide.
- * Telephone the scheduling office if you will be late for a return.

TRIP CANCELLATIONS

Cancellations cause unnecessary delays to the overall operation of the Paratransit System. If you have to cancel a trip, you must call **as soon as possible** before the scheduled pickup time. If you call after business hours, please leave your name, telephone number and scheduled trip information on the answering machine.

Three or more un-cancelled appointments (no-shows) within a 30 day period will result in the suspension of your transportation privileges for 14 days. You will be charged \$3 for all trips you fail to cancel in advance.

Severe weather conditions may force cancellation of service. Please listen to radio station 101.5 FM or call (908) 241-8300 for closure notifications after 7 a.m. or go to the county website www.ucnj.org.

DRIVER RESPONSIBILITIES

- * The Driver will blow the horn and wait 5 minutes before moving on to the next scheduled pick-up.
- * Drivers are not permitted to accept tips or collect fares.

- * Assistance is provided getting on and off the vehicle at the curb. Visually impaired passengers will be assisted door-to-door.
- * Help will be provided with securing seat belts if needed.
- * Assistance is provided to a passenger using a mobility device to get on and off the vehicle from the curb and in securing the device on the vehicle.
- * Drivers are required to report all problems to the dispatcher and take directions from the dispatcher on resolving any issues.
- * Help will be provided putting on and taking off, no more than two (grocery size) bags per passenger. No bulk items.
- * Only passengers on the drivers schedule will be transported.

MAKING YOUR ARRANGEMENTS FOR TRANSPORTATION

- * Be flexible with your appointment time. You may be asked to change your appointment time or date. Remember we are a shared ride service that is not able to meet the needs of all residents at all times. We appreciate your cooperation so that we may best accommodate your request. However, trips will be determined by availability.
- * Try to make your appointments for the middle of the day when the system is least busy. Between 10 a.m. and 2 p.m.
- * Many municipalities provide transportation for their seniors; information can be obtained by calling your local municipal office.
- * Children traveling with an adult will be handled on an individual basis and approved by the Director of Paratransit before it is scheduled. If the

child is required to use a car seat according to NJ State Law, the family is responsible for supplying the appropriate seat for the size of the child.

FARES

Union County Paratransit has in place a fare policy of \$3 per one-way trip. In the event that you cannot afford the fare, waivers based on the passenger's income are possible. All information is confidential. Billing will be done the month following the service. Payments are accepted in the form of a check or money order ONLY made payable to "Union County Paratransit System".

NON-DISCRIMINATION POLICY

We are committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color or national origin. Any person who believes that they have, individually or as a member of any specific class of persons, been subject to discrimination on the basis of race, color or national origin may file a complaint in writing to Union County Paratransit.

To file a complaint or for more information on Union County's Obligations under Title VI, ADA and or to request a reasonable modification please call, write or visit www.ucnj.org

UNION COUNTY PARATRANSIT SYSTEM

10 ELIZABETHTOWN PLAZA

ELIZABETH, NJ 07207

908-659-5000

If information is needed in another language call 908-527-4200. Persons who are deaf, hard of hearing, deaf/blind and or speech impaired may contact the NJ Relay at 1-800-852-7897 to assist with your call.

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