



# MCAT

**Middlesex County Area Transit**



## **2016 RIDE GUIDE**

**Sponsored by:**  
The Middlesex County Board of Chosen Freeholders

**The Middlesex County Area Transit (MCAT)** program, the passenger transportation division of the Middlesex County Department of Community Services, Office of Aging and Disabled Services, provides reservation-based transportation for senior citizens and persons with disabilities.

The Middlesex County Community Shuttle program provides scheduled services that do not require advance reservation and are available to the general public. Shuttles feed into other accessible bus and rail fixed-route transportation services.

Shuttle route information can be obtained from the driver or by visiting the following websites:

[www.co.middlesex.nj.us](http://www.co.middlesex.nj.us)

[www.hopstop.com](http://www.hopstop.com)

[www.kmm.org](http://www.kmm.org)

[www.googletransit.com](http://www.googletransit.com)

If you need assistance or an accommodation with any of Middlesex County Area Transit services, please call a MCAT representative at 800-221-3520 or contact us by using the Middlesex County Area Transportation web page at;

**[www.co.middlesex.nj](http://www.co.middlesex.nj)**

## **RESERVATIONS**

**Days:** Monday – Friday

**Hours:** 8:30 am – 4:00 pm

Telephone: 1-800-221-3520

Press 1 for the menu and then Press 2 to schedule a trip.

TTY/TTD: 732-745-8905

Trips may be scheduled no earlier than fourteen (14) calendar days and no less than three (3) full business days before your appointment.

## **TRANSPORTATION SERVICE**

Days: Monday - Friday

Hours: First scheduled pick-up: 8:00 am.

Last scheduled return pick-up: 3:30 pm.

## **CANCELLATIONS**

Days: 7 days a week

Hours: 24 hours a day

**Telephone:** 1-800-221-3520

**Press 1 for the menu, then Press 1 to cancel a trip.**

(Be sure to include your full name, ID number, and the day(s) and date(s) of trips being cancelled.)

Cancellations must be made 24 hours prior to scheduled appointment time.

## **FARES**

- A one-way fare of \$3.00 (\$6.00 roundtrip) is charged for passengers who are transported on MCAT advance reservation trips.
- Tickets must be purchased in advance.
- To purchase tickets call 732-745-4825 and re-quest a Ticket Order Request Form.
- PAAD and disabled residents may receive a dis-counted fare.
- Failure to purchase tickets in advance may lead to suspension of service.
- Passengers, who wish to appeal, must submit in writing to the Office Director, 711 Jersey Avenue, New Brunswick, NJ 08901. Requests to rescind the action may result in a fair hearing sponsored by the Office Director within (10) working days after request is received.
- Cash will not be accepted by the driver.

## **RESERVATION-BASED TRANSPORTATION PA-RAMETERS**

Transportation is provided to persons 60 years of age and older and to persons with disabilities. The general purpose of the program is to make transportation available and accessible so that the participants may obtain the necessities of life with priority given to medical trips.

- Individuals must have a scheduled appointment in order to register and reserve a trip with MCAT.
- Transportation is based on availability.
- Transportation is a shared ride with other passengers.
- All transportation is curb-to-curb. Drivers are not per-mitted to assist passengers beyond the curb.

**RESERVATION-BASED TRANSPORTATION  
PARAMETERS (Continued)**

- Transportation is provided within Middlesex County and up to 5 miles outside the County.
- Dialysis transportation is provided to Middlesex County locations only.
- Requests for service will be met as resources permit.
- MCAT 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.

**INFORMATION NEEDED TO REGISTER:**

- First and Last Name
- Home Address and Mailing Address
- Telephone Number
- Emergency Contact Name and Daytime Telephone Number
- Date of Birth
- Sex
- Disabilities - ambulatory/non-ambulatory
- Race \*
- Estimated Household Income \*

\*(Information required by government funding source)

### **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

### **TO CANCEL A RIDE**

Cancellations can be made 24 hours a day, but no less than 24 hours prior to your scheduled appointment time. When cancelling a trip: leave your ID number, first and last name, and day(s) and date(s) of trip(s) being cancelled.

Frequent cancellations will result in a review of future requests.

### **NO SHOW**

A No Show is an occurrence when a passenger who has scheduled a ride fails to cancel the trip at least 24 hours prior to the scheduled appointment time.

- Not present when the driver arrives to pick up the passenger at the designated time and location.
- Declines to take the ride
- 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.

## **INCLEMENT WATHER INFORMATION**

Every effort is made to telephone passengers as early as possible if transportation must be cancelled due to circumstances beyond our control.

Cancellations due to inclement weather or other emergencies are announced on the following radio stations.

- 1450 WCTC AM
- NJ 101.5 FM

Cancellation information is also available on the following websites:

- [www.co.middlesex.nj.us](http://www.co.middlesex.nj.us)
- [www.wctcam.com](http://www.wctcam.com)
- [www.nj1015.com](http://www.nj1015.com)



## **PASSENGER RESPONSIBILITIES**

- Stay seated while the vehicle is in motion.
- Do not talk to the driver while the vehicle is in operation.
- Wear seat belts at all times.
- Speak softly when using cellular phones.
- Provide exact addresses and telephone numbers for both pick up and drop off locations.
- Be ready 30 minutes prior to your scheduled pick-up time to meet the vehicle at the curb.
- Return pick up may be up to 30 minutes past the scheduled return pick-up time.
- Telephone only if you will be late for your return trip.
- Passengers are limited to two (2) bags of groceries on the vehicle. The bags are the equivalent of brown supermarket bags. The weight limit on each bag may not exceed 15lbs.
- Responsible for carrying all your packages into your homes.
- Passengers on scooters will be requested to transfer to a seat and wear a seat belt.



## **PASSENGER RESPONSIBILITIES (Continued)**

- Wheelchairs must have a seat belt.
- No smoking, drinking or eating on the vehicle.
- Tipping the driver is prohibited
- Update registration information as necessary in order 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 but when scheduling a trip you must mention that an aide will accompany you so a seat is reserved for the aide.

## **DRIVER RESPONSIBILITIES**

- Provide assistance getting on and off the vehicle.
- Provide assistance with securing seatbelts.
- Provide assistance to passenger using a mobility device to get on and off the curb and to secure the mobility device on the vehicle.
- Disruptive or inappropriate passenger behavior is to be reported and will take direction from the dispatcher on resolving problems.
- Only passengers listed on driver's worksheets are permitted to be transported.
- The driver will sound the horn and wait 5 minutes before advising the dispatcher and requesting permission to go to the next pick up.

## **PARATRANSIT CONSUMER BILL OF RIGHTS & RESPONSIBILITIES**

Under this Bill, paratransit consumer will have the right to:

- Receive full and prompt service in compliance with Federal and State disability laws and regulations that ban discrimination on the basis of disabilities. This will include (when available) substitute drivers to meet the provider's agreed-upon service commitment.
- Be treated with courtesy, respect, and full recognition of personal dignity and ability to handle one's affairs.
- Be served by properly trained, competent service agents capable of performing necessary duties. This will include respecting time constraints and limitations of the consumers, as well as providing a safe and comfortable ride to destinations.
- Be accorded effective and efficient service from the transportation provider who will be accountable for quality of service, including use of the database to ensure maintenance of the agreed-upon pick-up and destination schedule.
- Have access to all policies/procedures of the transportation provider in writing or in any other alternate formats necessary prior to service.
- Receive in a timely manner all information regarding billing and fee payment.
- Be entitled to accessible transportation services that are appropriate for the traveling needs of the person with disabilities.
- Have a forum to provide to administrative decision makers feedback and evaluation regarding services received, and recommendations for potential changes regarding service delivery.

## **PARATRANSIT CONSUMER BILL OF RIGHTS & RESPONSIBILITIES** **(Continued)**

- Be familiar with the policies, procedures and protocol of the transportation provider and follow them in requesting and using services.
- Treat service providers and other consumers with respect when requesting and using service.
- Cancel services when they will not be used so that the slot may be open for others.
- Follow the directions of the vehicle operators of MCAT with respect to the operation of the vehicle, including but not limited to the seating arrangements, entering, exiting vehicle, and the passenger lift, as well as any other request designed to protect the safety and enjoyment of the passengers.
- Be at the designated pick-up point at the designated time, barring emergencies. When these occur, communicate with the service providers, when possible, according to their communication protocol.
- Make payment for services according to stated fees and within the time frame stipulated.
- Provide feedback and evaluation regarding services received and recommendation for potential changes in service delivery.

## **DISRUPTIVE OR INAPROPRIATE 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 or designated office staff and complete a written report concerning the incident.

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

“Disruptive behavior” is defined for use in this Guide as being any action which impinges on the rights, privacy or physical and/or emotional well-being of others, and 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, any other passenger, and/or the MCAT vehicle operator, and includes, but is not limited to such conduct and behavior as the following;

## **DISRUPTIVE OR INAPPROPRIATE PASSENGER BEHAVIOR:**

**(Continued)**

- Getting out of a seat while the vehicle is in motion, or while the vehicle is stopped while the engine is running in anticipation of moving.
- Refusing to comply with instructions from the vehicle operator to cease engaging in disruptive behavior on the vehicle.
- If a passenger physically or verbally abuses a member of the staff or another passenger, or otherwise engages in disruptive behavior, the vehicle operator must notify Dispatch of the incident. 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.
- Passengers, who wish to appeal, must submit in writing to the Office Director, 711 Jersey Avenue, New Brunswick, NJ 08901. Requests to rescind the action may result in a fair hearing sponsored by the Office Director within (10) working days after request is received.

## **No Service Days**

New Year's Day

Martin Luther King's Birthday

Lincoln's Birthday

Presidents' Day (Washington's Birthday)

Good Friday

Memorial Day

Independence Day

Labor Day

Columbus Day

General Election Day

Veterans' Day

Thanksgiving Day

Day after Thanksgiving Christmas Day



## **COMMENTS OR QUESTIONS**

To register a comment, telephone 732-745-7436 or write to the Middlesex County Division of Transportation, 711 Jersey Avenue, New Brunswick, NJ 08901.

## **SERVICE ANIMALS**

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

## **TRANSPORTATION ALTERNATIVES**

Many municipalities provide some type of transportation for their senior and disable residents. Information can be obtained by calling your local municipal offices. All intra-municipal trips should first be requested of the municipality. Only if the municipality cannot transport, should MCAT be contacted.

### **Other possible alternatives are:**

Access Link: 800-955-2321

Logisticare: 866-527-9834

NJ Transit: 973-275-5555



## **TRANSPORTATION ALTERNATIVES (Continued)**

### **Other possible alternatives are:**

Carteret: 732-541-6177

Dunellen: 732-968-3033

East Brunswick: 732-390-6896

Edison: 732-248-7345

Highland Park: 732-819-0052

Metuchen: 732-632-8525

Middlesex: 732-356-0414

Milltown: 732-828-2100 Ext. 181

Monroe: 609-443-0511

Dial-A-Ride (**New Brunswick**): 732-745-5161

North Brunswick: 732-247-0922 Ext. 553

Old Bridge: 732-721-5600 Ext. 6600

Perth Amboy: 732-826-690 Ext. 4300

Sayreville: 732-390-7058

South Brunswick: 732-329-4000 Ext. 7361

South Plainfield: 908-754-1047

South River: 732-257-2340

Spotswood: 732-251-3432

## **NON-DISCRIMINATION POLICY**

Middlesex County Area Transit is committed to ensuring that no person is excluded from, or denied the benefits of, our services on the basis of race, creed, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Middlesex County Area Transit obligations under Title VI at 711 Jersey Ave, New Brunswick, NJ 08901 or visit our website at [co.middlesex.nj.us](http://co.middlesex.nj.us).

Para presentar una queja o para obtener mas informacion sobre del Condado Middlesex de obligacion de transporte bajo el Titulo VI escribir a: Middlesex County Area Transit at 711 Jersey Ave, New Brunswick, NJ 08901 O visite nuestra pagina de internet [co.middlesex.nj.us](http://co.middlesex.nj.us).

Transportation services provided by this agency are in whole or part funded through federal funds received through NJ Transit and 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.



**MIDDLESEX COUNTY**  
**BOARD OF CHOSEN FREEHOLDERS**

Ronald G. Rios, Freeholder Director

Charles E. Tomaro, Freeholder Deputy Director

Kenneth Armwood

Charles Kenny

Leslie Koppel

Shanti Narra

Blanquita B. Valenti

[www.co.middlesex.nj.us](http://www.co.middlesex.nj.us)

Like us on Facebook: Middlesex County, NJ