

Middlesex County Board of Chosen Freeholders

Ronald G. Rios, *Director*

Charles E. Tomaro, *Deputy Director*

Kenneth Armwood, Charles Kenny, Leslie Koppel,
Shanti Nara, Blanquita B. Valenti

Middlesex County Department of Transportation

97 Apple Orchard Lane, North Brunswick, NJ 08902

1-800-221-3520

Fax: 732-398-2626

www.middlesexcountynj.gov



**MIDDLESEX COUNTY
DEPARTMENT OF
TRANSPORTATION
MIDDLESEX COUNTY AREA TRANSIT**

**MCAT
Ride Guide**



CALL CENTER INFORMATION

Office Hours Of Operation

Monday - Friday 8:30am - 4:00pm

1-800-221-3520

MIDDLESEX
COUNTY • NJ



RESERVATION-BASED TRANSPORTATION:

Please note the following:

- Individuals must have a scheduled appointment to register and reserve a trip with MCAT.
- Transportation tickets 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. Drivers are not permitted to assist passengers beyond the curb.
- Transportation is provided within Middlesex County and up to 5 miles outside the County – excluding dialysis trips. 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.

TRANSPORTATION SERVICE

Days: Monday - Friday

Hours: First scheduled appointment: 10:00 am.

- o You may be scheduled to be picked up, one (1) hour prior to your appointment.

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

FARE \$3.00 one way (\$6.00 roundtrip)

TICKETS

- Tickets must be purchased in advance of your scheduled transportation request.
- To purchase tickets, call 1-800-221-3520
- Tickets purchased with a credit card will be mailed within 24 hours.
- Individuals purchasing tickets by check, will be sent a Ticket Order Form.
 - o Upon receipt of the check and completed order form, MCAT will issue purchased tickets.
 - *Note: this process may take up to ten (10) business days to receive purchased tickets.*

- Residents who receive PAAD may receive a discounted fare.
 - o If you receive PAAD, you must provide a copy of your PAAD card by faxing it to 1-732-398-2626.
- Cash will not be accepted by the driver.

REGISTRATION AND SCHEDULING RESERVATIONS

Telephone: 1-800-221-3520

Press 1 for the menu and then Press 2 to speak to a Call Center Representative.

Days: Monday – Friday **Hours:** 8:30 am - 4:00 pm

Transportation may be requested months in advance no less than three (3) full business days (not including weekends) before your scheduled appointment.

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
 - Gender
 - 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
- Inform reservationist if an aide will be accompanying you

TO CANCEL A RIDE

There are two ways to cancel a ride:

Call Reminder System:

You will receive an automated call to remind you of your scheduled appointment 48 hours prior to your pick up. The call includes an option to cancel the trip. Please note, for your convenience, if you cancel your scheduled trip using the Call Reminder system you do not need to call the cancellation line.

Or Call: 1-800-221-3520

Press 1 for the menu, then Press 1 to cancel a trip. *(Be sure to leave your first and last name, and day(s) and date(s) of trip(s) being cancelled.*

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.
- Not present when the driver arrives to pick up the passenger at the designated time and location.
- 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 the MCAT Division Director at PO Box 871 New Brunswick, NJ 08903. Requests to rescind the action may result in a fair hearing sponsored by the Office Director within (10) working days after request is received.*

PASSENGER RESPONSIBILITIES

- Provide exact addresses and telephone numbers for both pick up and drop off locations.
- Be ready 60 minutes prior to your scheduled pick-up time to meet the vehicle at the curb. In consideration for other scheduled riders, the driver will not wait more than five (5) minutes.
- Return pick up may be up to 30 minutes past the scheduled return pick-up time. In consideration for other scheduled riders, the driver will not wait more than five (5) minutes.
If your return trip is running late please call MCAT as soon as possible.
 - o 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 pick up and we may not be able to re-schedule the return trip.
- Seatbelts are required to be worn.
- Stay seated while the vehicle is in motion.
- Do not talk to the driver while the vehicle is in operation.
- No smoking, drinking or eating on the vehicle.
- Speak softly when using cellular phones.
- 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.
- Passengers are responsible for carrying all packages into their home.
- Passengers on scooters will be asked to transfer to a seat.
- 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.
 - o 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.

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 immediately to the Dispatcher. Driver will take direction from Dispatch on resolving concern.
- 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. Driver will take direction from Dispatch on resolving concern.
- Only passengers listed on driver's worksheets are permitted to be transported.
- The driver will sound the horn and wait 5 minutes before advising Dispatch and requesting permission to go to the next pick up.

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 MCAT be contacted. Information can be obtained by calling your local municipal offices at the number 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 Ext. 181
Monroe.....	609-443-0511
New Brunswick (Dial-A-Ride).....	732-745-5161
North Brunswick.....	732-247-0922 Ext. 553
Old Bridge.....	732-721-5600 Ext. 6600
Perth Amboy.....	732-826-690 Ext. 4300
Piscataway	732-743-2218

Sayreville	732-390-7058
South Amboy.....	732-525-5960
South Brunswick.....	732-329-4000 Ext. 7361
South Plainfield.....	908-754-1047
South River.....	732-257-2340
Spotswood.....	732-251-3432
Woodbridge (STOW).....	732-726-2394

OTHER POSSIBLE ALTERNATIVES ARE:

Access Link: 800-955-2321
Logisticare: 866-527-9834
NJ Transit: 973-275-5555
EZ Ride/Ryde4Life: 866-208-1307 Option 4

COMMUNITY SHUTTLE PROGRAM

The Middlesex County Community Shuttle program provides scheduled services that do not require advance reservation and are available to the 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.middlesexcountynj.gov
www.hopstop.com
www.kmm.org
www.googletransit.com

INCLEMENT WEATHER 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:

WCTC 1450 AM
NJ 101.5 FM

Cancellation information is also available on the following websites:

www.co.middlesex.nj.us
www.wctcam.com
www.nj1015.com

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
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

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 or designated office staff and complete a written report concerning the incident.

Passengers who engage in violence, cursing, swearing, threatening, verbally abusive, disruptive, or any illegal conduct are not acceptable behaviors on the vehicle and will be refused service. A passenger whose behavior threatens or has threatened the safety of MCAT personnel and/or other riders will be denied service including dismissal from the vehicle. These passengers may permanently lose the privilege of riding with MCAT in the future.

“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 upsetting behavior on board vehicle.
- Verbal or physical abuse including threats or intimidation towards other passengers or driver.
- 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 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.
- 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 operator of the 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 a vehicle at designated drop off.
- Making any physical or verbal threats towards any passenger or vehicle operator.
- Engaging in dangerous conduct or activity towards self or another.
- Smoking, 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 MCAT service. 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.

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 the Office Director, PO Box 871, New Brunswick, NJ 08903. 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

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.

To file a complaint, or for more information under Middlesex County Area Transit obligations under Title VI write to Middlesex County Area Transit at PO Box 871, New Brunswick, NJ 08903, or visit our website at www.middlesexcountynj.gov or contact us at 800-221-3520.

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.

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 PO Box 871, New Brunswick, NJ 08903, visite nuestra pagina de internet en www.middlesexcountynj.gov o ponganse en contacto con nosotros al 800-221-3520.

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.

COMMENTS OR QUESTIONS

To request a Reasonable Modification or file an ADA Complaint or comment please call 1-800-221-3520, or write to the Middlesex County Division of Transportation, PO Box 871, New Brunswick, NJ 08903.

- Notes -