



## Board of Chosen Freeholders



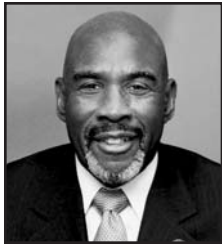
Alexander Mirabella  
Chairman



Daniel P. Sullivan  
Vice Chairman



Angel G. Estrada



Chester Holmes



Bette Jane Kowalski



Rick Proctor



Deborah P. Scanlon



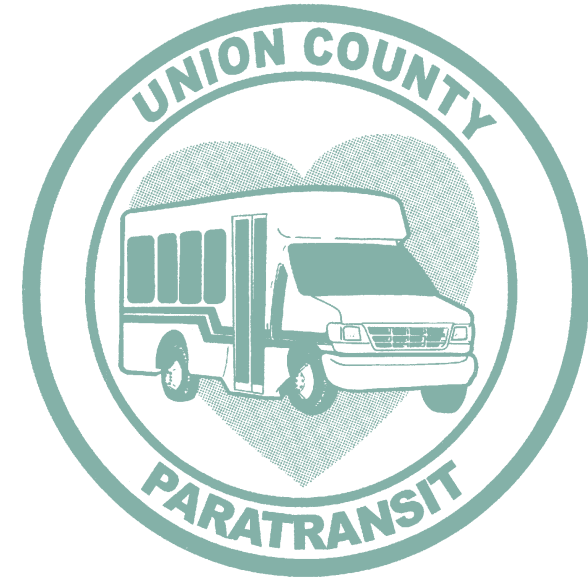
Rayland Van Blake



Nancy Ward

George W. Devanney, County Manager  
Nicole L. DiRado, Clerk of the Board  
Frank Guzzo, Director, Department of Human Services

# UNION COUNTY Paratransit System User's Guide



*We're Connected to You!*



(908) 241-8300

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

## **WHAT IS PARATRANSIT?**

The Union County Paratransit System is a curb-to-curb transport service specializing in transportation of senior citizens (age 60 or older), persons with disabilities and/or economically disadvantaged residents of Union County. There is a fare of \$1 per one-way trip. Fare exemptions may apply upon request.

Paratransit will provide non-emergency transportation for:

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

Transportation is provided to destinations up to 5 miles outside of the county. Trips scheduled beyond the 5 mile radius must be approved by the scheduler.

## **DAYS AND HOURS OF OPERATION**

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

## **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**

Service for group and evening transportation is provided through special arrangements with the County's Administrative Office by calling (908) 659-5000. The cost is \$15 per hour per vehicle from the time the vehicle leaves the yard until the time it returns.

- Many municipalities provide transportation for their senior residents; information can be obtained by calling your local municipal office.

## **FARES**

Beginning April 1, 2009, Union County Paratransit implemented a fare policy of \$1 per one-way trip. In the event that you cannot afford the fare, waivers based on the passengers income are possible. All information is confidential. Billing will be done each month following the month of service. You will be asked to make your payment by check or money order payable to "Union County Paratransit System" and mail to:

**UNION COUNTY PARATRANSIT SYSTEM**  
**79 WEST GRAND STREET**  
**ELIZABETH, NJ 07202**

## **COMPLIMENTS AND COMPLAINTS**

Comments, questions and concerns can be made by telephoning the Administrative office Monday through Friday from 8:30 a.m. to 4:30 p.m. at 908-659-5000 or in writing to the Union County Paratransit Office at the above address. Please keep in mind that this system is not able to meet the needs of all Union County residents at all times. We appreciate your cooperation so that we may best accommodate your request.

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.

- Assistance is provided getting on and off the vehicle at the curb only, except for visually impaired passengers who may need assistance to and from the door.
- Help will be provided with securing seat belts upon request.
- 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 with shopping bags when getting on and off of the vehicle.

## **MAKING YOUR ARRANGEMENTS FOR TRANSPORTATION**

- Try to be flexible in your appointment time. You may be asked to change your appointment day or time. Remember we are a shared ride service.
- If possible, make your appointments for the middle of the day when the system is least busy.
- Requests to transport children must be handled on an individual basis and forwarded to the Director of Union County Paratransit for approval before it is scheduled. If the child is required to use a car seat according to New Jersey State Law, the family is responsible for supplying the appropriate seat for the size of the child.

## **VETERANS TRANSPORTATION**

- Transportation is available every Tuesday & Thursday to Lyons Hospital.
- Every Wednesday transportation is available 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 2-4 p.m.

Transportation is available on a first-come-first served basis. A minimum of five to seven days advance notice for a scheduled trip is recommended. Limited service may be available on shorter notice.

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

You will be asked to provide the following information when you request a trip for the first time:

- Name, Address & Telephone Number
- Date of Birth
- Medicaid Number (if applicable)
- Income Level (general not specific)
- Disability or Special Needs
- Mobility assistance device such as a wheelchair, scooter, cane or walker.

- 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.
- Approximate Time of Return

Every effort will be made to accommodate your request however; trips will be determined by availability. It is best to make your individual appointments between the hours of 10:00 am and 2:00 pm.

## **PASSENGER RESPONSIBILITIES**

- If you are a veteran you may be asked to provide your ID number.
- Seat belts are to be worn at all times while the vehicle is moving.
- 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.

- Be ready 15 minutes before your 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.
- 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 also be charged the \$1 fare 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 notification after 7 am

## **DRIVER RESPONSIBILITIES**

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