

**WE CAN TAKE
YOU THERE!**



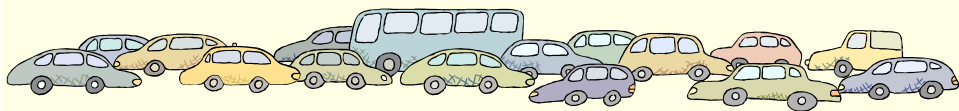
Warren County's Transportation Program



Customer's Guide

**Call: (908) 454-4044 or
toll-free (866) 594-4044**

**Visit the County Website at :
www.warrencountynj.gov**



***Available in an accessible format upon
request.***

REVISED: 4/2024

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WELCOME

The Warren County Board of County Commissioners, through the Warren County Department of Human Services, Division of Administration, administers this program. Easton Coach Company is the current Warren County Transportation (WCT) provider. The WCT program is funded by the following sources: Federal Transit Administration (FTA), New Jersey Transit (NJT), Warren County Board of County Commissioners, NJ Department of Children and Families (DCF), NJ Department of Military and Veteran's Affairs, and by suggested fares/donations.

WHO IS ELIGIBLE FOR TRANSPORTATION

This curb-to-curb service is provided to all county residents without regard to race, color, or national origin, who are over age 60 and/or disabled. In addition, services are available to residents who are honorably discharged veterans, or live in rural areas of the county. Shuttle routes are open to the general public. Children under 18 must be accompanied by an adult (excludes shuttle services).

SUGGESTED FARES

Suggested fares/donations of \$1.00 per trip can be made three different ways:

- Every WCT vehicle contains a locked suggested fare box.
- Mailed to Easton Coach Company, 224 Stockton St., Phillipsburg, NJ 08865; or to the
- Mailed to Warren County Department of Human Services, Division of Administration, 1 Shotwell Drive, Belvidere, NJ 07823.
- All checks should be made payable to ***“Warren County Treasury”***.

WCT and Easton Coach Company reserve the right to record and monitor activity within and around the buses for safety of the drivers and all of the passengers including but not limited to the use of interior and exterior bus cameras.

TYPES OF SERVICES

WCT offers three types of service: demand response trips, senior transportation, and shuttle services

A) DEMAND RESPONSE:

Demand response trips are provided Monday through Friday. Trips are scheduled on a first-come-first-serve basis and are categorized into the following areas:

Local Service Area: All areas of Warren County, as well as five (5) miles outside the county borders. Trips are also provided to Social Security Offices located in Easton, PA; East Stroudsburg, PA; and Newton, NJ.

Medical Appointments: Medical appointments are scheduled for a two hour round trip. If a medical appointments runs late, please contact Easton Coach as soon as possible to reschedule your return trip. If a medical appointment is missed due to driver error, please contact Easton Coach.

Veterans Transportation: Eligible veterans can schedule transportation for medical appointments to the following VA centers: Morris Plains, Lyons, Newton, and East Orange, NJ or Allentown, PA.

Belvidere Run: Demand response services to the following areas: Wayne Dumont, Jr. Administration Building, Temporary Assistance and Social Services Office, County Court House, and Court House Annex. Transportation is provided Monday through Friday, as follows:
Arrival times in Belvidere: 9:00 a.m., 10:30 a.m., and 12:30 p.m.
Departure times from Belvidere: 10:30 a.m., 12:30 p.m., and 4:30 p.m.

Food Shopping: Shopping trips are provided using the schedule below. Shoppers are allowed up to **four (4)** shopping bags on the bus and are given one and a half (1 ½) hours to complete their shopping. If you are not outside and ready to board the bus at the end of this time, the driver will leave without you. You are allowed one folding cart or stroller per ride as long as you board the vehicle using the lift.

Food shopping trips are scheduled the first and third full weeks of the month, as follows:

Tuesday - Hackettstown (Shop Rite)

Wednesday - Washington/Oxford (Shop Rite)

Thursday - Phillipsburg (Shop Rite)

Friday - Belvidere/Blairstown (Phillipsburg Stop-N-Shop)

Drivers are not permitted to carry packages.

B) SENIOR TRANSPORTATION:

The following services are offered to the county's senior population (age 60 and over)

Nutrition Sites: Transportation is provided to the following nutrition sites: North Warren Community Senior Center, Hackettstown Community Senior Center, Phillipsburg Senior Center and Washington Community Senior Center. **Trips are scheduled by each location's site manager. Calls from clients will not be accepted.**

Saturday Shopping: This service is limited to one (1) Saturday per month between the hours of 10:00 a.m. and 1:00 p.m. In the Hackettstown Area, trips are made to the Hackettstown Mall, Mansfield Plaza, and Wal-Mart shopping center. In the Blairstown, Belvidere, Washington and Phillipsburg areas, trips are made to the Phillipsburg Mall and Pohatcong Plaza. Drivers are not permitted to carry packages. You are allowed one folding cart or stroller per ride as long as you board the vehicle using the lift

To be eligible for services customers must first register with the Division of Aging & Disability Services at: 908-475-6591 or toll-free at 877-222-3737.

For more information on any the services provided by Easton Coach Company call: 908-454-4044 or toll-free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice). Or visit the county website at:

www.warrencountynj.gov

C) SHUTTLE SERVICES:

Two distinct shuttle routes are offered to county residents.

The Route 57: Phillipsburg/Washington Shuttle runs Monday - Friday starting at 6:00 a.m.; last run begins at 6:00 p.m. Saturday runs start at 9:00 a.m. and the last run begins at 4:00 p.m.

Runs start at St. Luke's Warren Campus and end at Abilities in Washington.

The Route 57: Hackettstown/Washington Shuttle runs Monday - Friday starting at 8:00 a.m. and the last run begins at 4:30 p.m.

Runs start at Abilities in Washington and end at Lowe's in Hackettstown.

Customers can transfer between the shuttles.

Route deviation service is available when conditions allow. All non-scheduled stops and route deviations of 1/8 of a mile must be requested by notifying the driver or by calling Easton Coach at 908-454-4044 or toll-free at 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice). In order to maintain the schedule there is a limit of one deviation per run.

You are allowed one folding cart or stroller per ride as long as you board the vehicle using the lift.

Request Warren County shuttle timetables by calling Easton Coach at 908-454-4044, contacting the Department of Human Services at 908-475-6331, or visiting the county transportation website via the QR code:



***You can also access the shuttle timetables by using the QR code in this Guide and clicking on the applicable timetable.**

HOW TO SCHEDULE A TRIP

Customers are asked to call WCT at: 908-454-4044 or toll-free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice) between the hours of 8:00 a.m. and 5:00 p.m.

Monday– Friday. **Appointments can be scheduled 2 weeks in advance.**

Requests must be made using the following schedule:

<u>For trips on:</u>	<u>Call by the previous:</u>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Calls after 2:00 p.m. and late requests are accepted as the schedule permits.

Customers can schedule an appointment for any time; however, for ride availability to the appointment it is best to schedule the appointment between the hours of 10:00 a.m. and 2:30 p.m.

Customers calling for the **first time** are asked to provide the following information:

- The customer's first and last name
- Date of birth
- Home address*
- Telephone number*
- Emergency contact name and number*
- Ethnicity**
- Medicaid eligibility**
- Disability (this is required to ensure the appropriate vehicle is sent)** Documentation must be submitted.
- Special instructions
- If you are registered to vote, or would like information on how to become a registered voter
- Veterans will be asked for a copy of their discharge papers (Form DD 214) or a letter confirming their VA appointment

* Information should be updated as needed.

** Information is requested by various funding sources.

When requesting a trip, the intake staff will need the following:

Current information

Date of appointment

Time of the appointment

Return time

Address and telephone number of the destination

Please remember when you are returning home, the bus will pick you up at the same location they dropped you off, unless prior arrangements have been made.

TRIP CONFIRMATION

It is strongly recommended that customers call WCT at: 908-454-4044 or toll free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice) the day before their trip between 3:00 and 5:00 p.m. to confirm their ride and pick-up time.

Customers are asked to be ready at least 15 minutes before the scheduled pick-up time and wait 15 minutes after the scheduled time before calling WCT's office.

CANCELLATION POLICY

Please call WCT at: 908-454-4044 or toll-free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice), as soon as possible. Customers who fail to call one (1) hour before their pick-up time are considered a "No Show" (see No Show Policy on Page 10).

WCT staff will contact customers as soon as possible if a trip needs to be cancelled or rescheduled.

NO SHOW POLICY

Customers are considered a “No Show” when:

- they fail to call to cancel a trip at least one (1) hour before their scheduled pick-up time.
- the driver arrives at the customer’s residence and the customer either cancels the trip on the spot or is not at the pick-up location.

A postcard will be sent stating you were a “no show”. A letter will be sent to any individual who is a no-show for a second time in a 30-day period and will be fined \$10.00, demand response transportation will be suspended until the fine paid. If you have an additional no-show within the same 30-day period, an additional \$20.00 fine will be assessed. Transportation will then be suspended until all fines are paid in full.

CLOSING AND DELAYS

Any changes to the schedule due to inclement weather will be announced on the radio, beginning at 6:00 a.m. on WFMZ, TV Channel 69, the county Face Book page and County Website. Customers may also contact WCT at: 908-454-4044 or toll-free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice) to determine if their trip is cancelled or delayed. Note: *It is the sole discretion of WCT to cancel or delay transportation due to weather conditions.*

HOLIDAYS

No service is provided on the following holidays:

New Year’s Day
Martin Luther King, Jr. Day
Lincoln’s Birthday
Presidents’ Day
Good Friday
Memorial Day
Juneteenth
Fourth of July

Labor Day
Columbus Day
Election Day
Veteran’s Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day

COMPLIMENTS AND COMPLAINTS

If you have a compliment or complaint about WCT, please call Easton Coach Company's, General Manager at: 908-454-4044 or toll-free at: 866-594-4044. NJ Relay Services: Dial 711 or 800-852-7899 (TTY) or 800-852-7897 (voice) or submit your thoughts in writing to 224 Stockton St., Phillipsburg, NJ 08865. When you call, please provide as much information as possible.

If you have an unresolved complaint about the services provided, contact the County's Transportation Coordinator at 908-475-6331 or submit your thoughts in writing to Warren County Department of Human Services, Division of Administration, 1 Shotwell Drive, Belvidere, NJ 07823. Please have as much of the following information available as possible: who you spoke to, the day you called, the vehicle number, the driver's name and trip destination.

TRANSPORTATION ADVISORY COUNCIL

You are invited to attend Warren County Transportation Advisory Council (TAC) meetings and share your thoughts on improving Warren County Transportation. These meetings are held bimonthly on the second Thursday at 1:30 p.m. Council meetings are held in various locations throughout the county and are open to the public. Requests for special accommodations can be made to the Warren County Department of Human Services by calling 908-475-6331 at least one week prior to the meeting. If transportation is needed, please call Easton Coach Company at 908-454-4044 or toll-free at: 866-594-4044. For more information, please call the Transportation Coordinator at 908-475-6331.

Meetings are in person, however if you are hesitant to attend a meeting, you can join via Microsoft Teams. Please call the County Department of Human Services at 908-475-6331 for additional information.

CUSTOMER RESPONSIBILITIES

All services are curb-to-curb.

No bikes, razor scooters, or skateboards.

No smoking, littering, eating, and drinking on any vehicles. Customers who appear to be under the influence will be refused services or removed from the vehicle by the police.

Car Seat/Booster Seat: parents/guardians must be supply the appropriate seat for child(ren) under the age of 8 or 80 pounds The driver may assist in securing the seat into the vehicle. Parents/guardians must secure the child(ren) into the car /booster seat.

Passengers under the age of 18 must be accompanied by an adult (shuttle service not included).

Loud music and/or foul language is prohibited.

Personal assistants, service animals, and customers using respirators or portable oxygen are permitted on WCT vehicles.

Tipping the driver is prohibited. Suggested fares can be placed in locked fare boxes on WCT vehicles.

Only scheduled customers will be transported (excludes shuttle services).

Seatbelts must be worn by all customers. The driver will not transport any customer without a seatbelt. If you refuse to use the seatbelt, you may be asked to leave the vehicle, unless physician documentation is on file.

Shoes and shirts must be worn at all times.

Be ready at least 15 minutes prior to your scheduled pick-up time. On the return trip please be outside the door you were dropped off, the driver will wait 3 minutes after your scheduled pick-up time, unless prior arrangements have been made.

DRIVER RESPONSIBILITIES

Provide curb to curb services.

Provide a safe and courteous trip for the customer.

Provide arm assistance to all customers entering and exiting a vehicle (excludes shuttle services)

Drivers can not lift any customer up or down steps or curbs.

Offer assistance to customers when securing seatbelts. If a customer refuses, they may be asked to leave the vehicle. The driver will notify dispatch of the incident.

Assist customers in loading and unloading packages from the vehicles to the curb. (excludes shuttle services)

Assist customers who require a mobility aid entering and exiting the vehicle, using the lift. **The driver is the only individual permitted to operate the lift and secure the customer and the mobility aid in the vehicle.**

Drivers cannot make changes or deviate off their scheduled route unless directed by the dispatcher.

Drivers cannot smoke in the vehicles, enter a customer's home, take messages, or leave the vehicle unattended.

They cannot accept tips, gratuities, or gifts.

The driver has the right to refuse or remove any customer who is unwilling to adhere to these policies or threatens the safety of others. The county has the right to suspend a customer if they are unwilling to follow these policies or threatens the safety of others.

American Disabilities Act (ADA)

Warren County's Community Transportation Program is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by Title II of the Americans with Disabilities Act of 1990 (ADA). If you wish to file an ADA complaint of discrimination with Warren County, please contact the Warren County Department of Human Services, Division of Administration, 1 Shotwell Drive, Belvidere, NJ 07823, or directly with the Federal Transit Administration: FTA Office of Civil Rights, Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. A complaint must be filed within 180 days of the alleged discrimination.

For more information, or if information is needed in another language contact the County Department of Human Services, Division of Administration at 908-475-6331.

NON-DISCRIMINATION POLICY

Warren County's Community Transportation Program is committed to ensuring that no person is excluded from, or denied the benefits of services on the basis of race, 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 the Warren County Department of Human Services, Transportation Coordinator. To file a complaint, or for more information on the Warren County obligations under Title VI write to the Warren County Department of Human Services, 1 Shotwell Drive, Belvidere, NJ 07823, or visit the website at **www.warrencountynj.gov/government/human-services/transportation-services**.

Transportation services provided by this program are in whole or in 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 the Federal Transit Administration Office of Civil Rights—Attn: Title VI Program Coordinator, East Building, 5th floor - TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590. A complaint must be filed within 180 days of the alleged discrimination.

For more information, or to request another language or format contact the Warren County Department of Human Services at 908-475-6331, or visit the county website at:

www.warrencountynj.gov



**Warren County is an
Equal Opportunity Employer**

Website:

[www.warrencountynj.gov/government/
human-services/transportation-services](http://www.warrencountynj.gov/government/human-services/transportation-services)



The Warren County Transportation (WCT) program is funded in part by the following sources: Federal Transit Administration (FTA), New Jersey Transit, (NJT), Warren County Board of County Commissioners, NJ Department of Military and Veteran's Affairs, NJ Department of Children and Families (DCF)) and by suggested fares/donations.