



POLICIES AND PROCEDURES

Every effort will be made to meet the requests of our clients. All trips are booked on a first come, first serve basis and are subject to availability.

Trips may be denied because of availability, hours of operations, weather, or unforeseen circumstances. The Monmouth County Division of Transportation reserves the right to deny trips.

Cancellation Policy

If you are unable to keep your scheduled appointment it is important that you call and cancel as soon as possible. The Division of Transportation requires that you call no later than 6:30 A.M. on the day of your scheduled ride. To cancel an appointment please call 732-431-6480.

No Show Policy

A client who does not call to cancel an appointment is considered a "No-show." This creates a logistical issue for the Division of Transportation and has a negative effect on other clients who may have been denied service. Clients who are frequent no-shows may be suspended from the transportation programs.

Food Shopping Policy

The Division of Transportation sets the day, time and location for all sponsored food shopping. Non-sponsored food shopping is based on availability. It is recommended that clients have no more than two shopping bags for food shopping. No oversized bags, shopping carts, or bulk items will be permitted. Shoppers must be out of the store and ready to board the vehicle at their scheduled time. Failure to do so may result in the shopper being left to make their own return trip

Title VI Non-Discrimination Policy

Monmouth County Division of Transportation is committed to ensuring that no person is excluded from or denied the benefits of our service 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 he or she has, 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 the Monmouth County Division of Transportation (Ride In Monmouth). To file a complaint, or for information on the Monmouth County Division of Transportation (Ride In Monmouth) obligations under Title VI, write to:

Monmouth County Division of Transportation
250 Center Street, Freehold NJ 07728
www.visitmonmouth.com

Transportation service provided by this agency are in whole or part funded by federal funds received through NJ TRANSIT. As an individual you also have the right to file your complaint under Title VI to the following:

Title VI Program Coordinator
East Building 5th Floor – TCR U.S. Department
of Transportation Federal Transportation
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.

***Alternative format available upon request**

For information on our services or to file an ADA complaint or to make a request for a reasonable modification please call 732-431-6480.

Monmouth County Division of Transportation
250 Center Street, Freehold NJ 07728
732-431-6480

RideInMonmouth@visitmonmouth.com
www.visitmonmouth.com

Monmouth County Division of TRANSPORTATION

Home of the



*And the
Wellness Transportation
Programs*

For seniors, residents with permanent or temporary disabilities, the general public in rural areas, and certain other qualified county residents.



Providing shared ride transportation for medical appointments, life sustaining treatments, food shopping, general shopping, nutrition sites, senior centers, recreation, veteran's hospitals, and more.

732-431-6480

**RideInMonmouth@visitmonmouth.com
www.visitmonmouth.com**



Monmouth County Board of County Commissioners
Thomas A. Arnone, Director; Susan M. Kiley, Deputy Director
Dominick "Nick" DiRocco; Ross F. Licitra; Erik Anderson



FARES and INFORMATION on SERVICES

One-Way Costs:

- Medical Trips (including but not limited to - doctors appointments, procedures, bloodwork, screenings, physical, occupational or other forms of therapy and treatments, life sustaining treatments such as chemotherapy, radiation, and dialysis): **NO CHARGE**
- Nutrition Trips (including Senior Centers and Food Pantries): **NO CHARGE**
- Veterans Services: **NO CHARGE**
- Food Shopping (Sponsored): **NO CHARGE** (call 732-431-6480 for a list of sponsored municipalities.)
- Food Shopping (Non-Sponsored): **\$2.00**
- General Shopping: **\$2.00**
- All Leisure Trips: **\$2.00**

Transportation through Ride In Monmouth Services

**Hours: Monday-Friday from
7:30 A.M.–3:30 P.M.**

All Ride in Monmouth vehicles are fully handicap accessible and all drivers have been trained to safely load and transport nonambulatory clients.

Limited after hours and weekend transportation services based on availability are provided through the Wellness Transportation Program.

For more information, or to register and book a ride, please call 732-431-6480.

Office Hours: Monday-Friday from 7 A.M.–4 P.M.

Ride in Monmouth is a shared ride, curb to curb service based strictly on availability.

WHAT YOU NEED TO KNOW

To qualify for a trip with Ride in Monmouth you must be a resident of Monmouth County and meet one of the following criteria:

- 60 years of age or older
- Temporarily or permanently disabled
- Veteran of the United States Military
- Traveling to or coming from one of the following rural communities:

**Allentown Borough
Colts Neck Township
Freehold Township
Holmdel Township
Howell Township
Manalapan Township
Millstone Township
Roosevelt Borough
Tinton Falls Borough
Upper Freehold Township
Wall Township**

All qualified residents must first register with the Monmouth County Division of Transportation before booking a trip with the Ride in Monmouth or Wellness Transportation Programs.

Once registered, rides can be booked in as little as 48 hours or as far in advance as 6 months.

Ride in Monmouth is a demand response curb to curb service. All trips are booked on a first come, first serve basis and upon availability. It is strongly recommended that you schedule your rides as far in advance as possible in order to guarantee service.



COMPLIMENTS, COMPLAINTS, OR SUGGESTIONS

Please call 732-431-6480 or email

RideInMonmouth@visitmonmouth.com

Please provide as much detail as possible. We encourage you to provide your name and contact information so that we can advise you of what actions may have been taken as a result of your submission.

You may also submit in writing to:

**Monmouth County Division of Transportation
250 Center Street
Freehold NJ 07728**

Matthew Spadaccini, Director of Transportation

