

DIVISION OF TRANSPORTATION SERVICES

GENERAL POLICIES & PROCEDURES

GENERAL INFORMATION / ELIGIBILITY

GENERAL STATEMENT

The Division of Transportation Services program, commonly referred to as the DTS program, under the Gloucester County Department of Human Services, provides transportation services to senior citizens (60 years and older), persons with disabilities, rural residents, veterans, and low-income residents of Gloucester County. Service is provided fare-free to non-emergency medical appointments, vocational training sites, essential personal business needs and, on occasion, to various recreational events or activities. Specific information regarding our services, including service restrictions and policies, is outlined within.

DTS reserves the right not to transport individuals who have the ability to utilize NJ Transit bus services, either fixed route or Access Link bus services.

All services are provided fare-free. However, riders may donate to the service by asking a driver for a donation envelope.

RESIDENTS ELIGIBLE FOR SERVICE

- 60 years of older
- Persons with mental and/or physical disabilities
- Low-income residents
- Rural residents
- Veterans

TRANSPORTATION SERVICES TELEPHONE #'S:

General Information: (856) 686-8355 Hours: 8:30am to 4:00pm
Scheduling: (856) 686-8350 Hours: 8:30am to 4:00pm
Dispatcher: (856) 686-8359 Hours: 6:30am to 4:30pm
New Jersey Relay Service: 711 or Toll Free @ 1-800-852-7897

GENERAL POLICIES

1. DTS is a curb-to-curb service. Residents using the service must be able to meet the vehicle at the street level. DTS drivers are instructed and permitted to provide only minimal assistance to passengers. Those who cannot step into vans or who have severe mobility problems must provide their own aide and/or their own wheelchair, walker, etc., as necessary.
2. Passengers are not permitted to ride in the front seat(s) of DTS vehicles unless a passenger's disability makes it necessary to ride in the front seat, or passenger capacity requires use of front seat. Permission for passengers to ride in the front seat must be approved by the driver.
3. All passengers are required to wear seat belts at all times.
4. Additional Passengers may not accompany approved riders unless the DTS office gives prior approval (856-686-8359).
5. Children under **16** years of age must be accompanied by a responsible adult. Children under 18 months of age must be properly buckled into a federally approved child car seat regardless of where they ride in the vehicle. All children traveling on a DTS vehicle must comply with all state and federal requirements for transporting children (i.e., car seats, etc.). Safety seats are to be supplied by the parent/guardian.
6. Passengers will be picked up and dropped off at the same location unless other arrangements have been approved by the DTS office (not the driver) in advance.
7. Drivers are instructed not to tolerate abusive behavior on the part of any passenger. Unbecoming behavior will result in the passenger being denied further service. Passengers should direct service problems and complaints to the Coordinator of DTS. Passengers should not direct their frustrations and/or complaints to drivers.
8. Drivers may not deviate from the scheduled trip. A driver may not stop at the bank, pharmacy, etc., unless arrangements have been made through the DTS office prior to the planned trip.
9. Please remember DTS is trying to get passengers to their appointments on time. Many factors can cause delays. DTS ask passengers to practice courtesy at all times and, when necessary, exercise patience.

SERVICE AREAS

Service is provided to medical facilities and doctor offices in Gloucester County, Camden County and the City of Philadelphia as outlined on next page. **THERE IS NO ROUTINE SERVICE OUTSIDE OF GLOUCESTER COUNTY ON FRIDAY.** Service to Philadelphia is limited to morning appointments (9:30 a.m. – 10:00 a.m.), Monday through Thursday.

Out-of-County transportation is provided only when the specific need cannot be addressed by medical facilities within Gloucester County (see Out-of-County policies).

ABUSE OR MISUSE OF SERVICE

Passengers not utilizing transportation services properly will be notified in writing following two (2) misuses of service, commonly referred to as a "no-show" (i.e., not being home when the driver arrives for scheduled pick-up). The letter will indicate the dates of service misuse, along with future action that must be taken to correct the problem. Abuse or misuse of service following a written warning will result in that passenger being suspended from service for a specified period of time, up to thirty (30) days.

Following a service suspension, passengers misusing the service will be given a 90-day suspension. Subsequent misuse of service following the 90 days suspension will result in a termination of transportation privileges with Gloucester County Division of Transportation Services.

GRIEVANCE PROCEDURE / FAIR HEARING

The Division of Transportation Services is unable to provide each and every transportation request. The policies developed are intended to serve as many people as possible in a fair and equal manner.

Residents who believe that transportation services have been unfairly denied, reduced, or terminated provided services may request a hearing by forwarding a request to:

Gloucester County LCTAC
Local Citizen's Transportation Advisory Committee
Attn: Chairperson
115 Budd Blvd.
West Deptford, NJ 08096

Fair hearing decision must be implemented within 90 days from the date a hearing is requested.

If a fair hearing is scheduled, you will receive more information about how the hearing will be conducted.

WHAT OTHER ACTIONS CAN YOU TAKE BESIDES ASKING FOR A FAIR HEARING?

There are other ways in which your complaints may be resolved besides asking for a fair hearing. You can ask to meet with your agency representative or his/her supervisor. Your complaint will be given prompt and courteous attention and, if the matter is not settled, you may still request a fair hearing. You must understand, however, that if you wish services to be continued until the hearing, a request for a hearing must be made within 10 days of the mailing date of your notice. Also remember that after 90 days have passed from the date of action or inaction, you may not have the right to a fair hearing.

ATTACHMENT A



GLOUCESTER COUNTY DIVISION OF TRANSPORTATION SERVICES
Information on our Transportation Program is Available in Alternative Formats
upon Request By calling 856-686-8355

County of Gloucester Division of Transportation operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to the DIVISION OF HUMAN & DISABILITY SERVICES, 115 Budd Blvd, West Deptford, NJ 08096. To file a complaint, or for more information on County of Gloucester's obligations under Title VI write to: GLOUCESTER COUNTY DEPARTMENT OF HUMAN RESOURCES, 2 S. BROAD STREET, WOODBURY, NJ 08096 or visit gloucestercountynj.gov –

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 to both County of Gloucester as well as the Federal Transit Administration. Complaints may be filed with the Federal Transit Administration in writing and may be addressed to: 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. Further inquiries regarding compliance may be directed through the County's Americans with Disabilities (ADA) Coordinator at (856)384-6842/New Jersey Relay Service 711 or to the EEO office at (856)384-6903.

Gloucester County encourages the participation of people with disabilities in its programs and activities offering special services to all County residents 60 years of age and older.

Gloucester County is an equal opportunity/ADA compliant government agency.

Gloucester County's Division of Transportation Services

Title VI Notice to the Public is posted in the following locations:

1. On the Gloucester County website:
www.gloucestercountynj.gov/transportation
2. Included in packet sent to all new clients
3. Gloucester County Division of Transportation Brochure
4. Posted on all of Gloucester County Buses