

Rockaway Township
Guide to Transportation Services
Dial-A-Ride
(973) 983-2839

Rockaway Township Transportation Services is a publicly funded program operating specialized vans and buses, serving residents, with qualifying disabilities, age 21 and over and senior citizens age 65 and older. Participant must permanently reside in Rockaway Township. The program provides curb to curb service Monday through Friday with pre-scheduled pick-up times from 8:30 am until 2:30 pm and provides access to select areas of Morris County.

All Dial-A-Ride clients will be required to file an application for service with the Department of Parks, Recreation and Senior Services. There is no fee for the application.

Service Area for Medical Appointments

Transportation will be limited to the following areas within Morris County – Rockaway Township, Rockaway Borough, Dover, Wharton, Randolph, Wharton, Roxbury, Mt. Arlington, Denville, Mountain Lakes, Parsippany, Boonton

Note: The Following areas are available for appointments between 11AM and 1:00PM. Cedar Knolls, Morris Plains, Florham Park, and Morristown

At the discretion of the Dial-A-Ride Coordinator, other areas may be accommodated on a limited basis with consideration given to availability and pre-scheduling.

Shopping

The Township has divided into service areas for scheduling purposes; the schedule is by region, and listed below. Shopping destinations, times, and schedules are subject to change. Grocery shopping pickup is 9AM-11AM; shoppers are limited to six (6) bags maximum. Mall Shopping is 9:30AM-12PM.

- **White Meadow Lake area:**
 - **Every Tuesday** – Grocery shopping a local supermarket
 - **1st Monday of every month** – Mall and Walmart

- **Southern Area: (Mt Hope / Birchwood)**
 - **Every Wednesday** – Grocery shopping at local supermarket
 - **2nd Monday of every month** – Mall and Walmart

- **Northern Area: (Hibernia / Lake Telemark / Marcella / Green Pond)**
 - **Every Thursday** – Grocery shopping at local supermarket

- **3rd Monday of every month** – Mall and Walmart
- **Senior Housing:**
 - **Every Friday** – Grocery shopping at local supermarket
 - **4th Monday of every month** – Mall and Walmart

Hours of Operation

Transportation is available Monday through Friday with pick-up times from 8:30 AM until 2:00 PM. Transportation is not available on the following holidays:

- New Year's Day (observed)
- Martin Luther King, Jr Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day (observed)
- Thanksgiving Eve – LAST PICK-UP to go home 12 noon.
- Thanksgiving Day & the day after
- Christmas Day
- Any other day that Rockaway Township is closed.

Dial A Ride: Inclement Weather Policy

Please be aware that the safety of the passengers and the drivers is the first priority of the Dial A Ride program. In dangerous weather, return trips may be cancelled. In this case, it is the responsibility of the passengers and family/friends to arrange for the return trip. You will be notified as soon as possible if such situation arises.

In the event of inclement weather (snow, ice, etc.) please review the following safety and closing procedures.

***All delayed openings and closing information will be available on our Hot Line 973-983-2853**

*Please contact Dial A Ride if you decide to cancel your trip.

*If inclement weather occurs while you are on the Dial A Ride vehicle, the Dial A Ride Coordinator will decide to either continue the trip or return all passengers to their original locations.

*If inclement weather begins or is predicted after you have reached your appointment, the Dial A Ride Coordinator will decide if you will need to be picked up immediately, or contact family member for return.

*Walkways and driveways must be cleared of all snow and ice wide enough to walk on. If the pathways are not safe, the drivers will be unable to make a pick up.

Transportation may be cancelled without notice. (In certain instances, appointments may have to be cancelled due to driver availability, mandatory training for drivers and other administrative circumstances). Dial-A-Ride will make every effort to notify clients in advance.

How to make an appointment

Qualifying residents may make an appointment for service by calling the Rockaway Township Department of Community Services at the following number:

(973) 983-2839, Monday through Friday, 8:30 am – 1:00 pm.

Reservations must be made approximately two (2) weeks in advance, during normal business hours. Reservations are available on a first come, first served basis. Please do not leave appointment information on voicemail. Always confirm with a staff member. Please note that clients will be limited to one appointment per day. For purposes of this section, an appointment is defined as two (2) rides (i.e. from your home to your doctor and from your doctor back home).

Information to have ready when making an appointment:

1. Your name
2. The day and date you would like transportation
3. The time of your appointment
4. Your pick-up address
5. Your destination address and telephone number

6. Your return time
7. Whether you will be accompanied by a personal care attendant (PAC)
8. Whether you will be using a wheelchair (manual or motorized)
9. Whether you will be using a cane, walker or other mobility device
10. Whether you require a service animal

Dial-A-Ride has a wheelchair accessible mini-buses and mini-vans. We will make every effort to accommodate your needs utilizing these vehicles. Special requests will be accommodated if possible.

Canceling a scheduled trip

Please cancel trip reservations as soon as possible. Any cancellation made less than one hour prior to pick-up will be recorded as a “no-show”. Repeated “no-shows” may result in temporary suspension of service. When canceling a trip, passengers are responsible to provide the following information:

1. Name of Passenger
2. Time and date of scheduled pick-up
3. Exact destination address
4. Status of any other scheduled trips (if applicable)

Personal Care Attendants (PCA)

Personal Care Attendants must travel to and from the same destination at the same time as the eligible client. Please notify the department staff at the time you make your appointment that you require a PCA.

Service Animals

Service animals are permitted on the transportation vehicles for the sight impaired. Other animals and pets are prohibited. Notification to the Dial-A-Ride office must be made in advance if the client will be using a service animal.

Oxygen

Clients utilizing oxygen containers must be able to operate independently. Drivers cannot safely assist passengers onto the vehicles and carry the equipment at the same time. Drivers cannot administer oxygen or operate any other life support equipment. If a passenger requires any of these items and cannot operate them independently, an accompanying PCA will be required.

On the day of your trip

Please, be ready 1 hour prior to your scheduled pick-up. The driver is required to wait up

to five (5) minutes from the time the vehicle arrives. The driver will leave after waiting five (5) minutes and record the trip as a no-show. If Dial-A-Ride does not arrive by fifteen minutes prior to your appointment, please contact the office at 973-983-2839.

When Dial-A-Ride is late in picking up

Many factors affect the on-time performance of the Rockaway Township Dial-A-Ride vehicles. These include traffic and weather conditions. Please be patient, and be sure to be ready one hour prior to your appointment in a place where you can observe the buses arrival.

Driver Assistance

Dial-A-Ride drivers and staff are committed to provide the best possible service to our clients. For safety reasons, the Dial-A-Ride vehicle will normally pick up passengers at the sidewalk, curb or driveway in front of the passenger's driveway. Unsafe conditions will be reviewed by the Coordinator.

Lost and Found

Passengers are responsible for all personal items and should not rely on the drivers for assistance in this regard. Drivers will inspect the interior of the vehicle at the end of the shift to determine if any items are left behind from the passengers. If an item is found, it will be brought to the Dial-A-Ride office. If it can be determined who the item belongs to, the Dial-A-Ride staff will notify the client. Otherwise, the item will remain the Dial-A-Ride office for a period of six (6) months, after which discarded items will become the property of Rockaway Township.

Passenger Safety

All passengers are required to wear seat belts or safety lap belts. Rockaway Township Dial-A-Ride will transport passengers whose wheelchairs meet the ADA regulated definition of a common wheelchair. A common wheelchair is a wheelchair or other mobility device that does not exceed thirty (30) inches in width and forty-eight (48) inches in length when measured two (2) inches above the ground and that does not weigh more than six hundred (600) pounds when occupied.

Your wheelchair may be considered unsafe if:

- The wheels or other parts are loose
- Tires are flat or damaged
- One or both brakes do not hold the wheels securely
- The footrests are missing

- The battery on an electric wheelchair has a low charge
- Seatbelt is missing from wheelchair

Wheelchairs and their users shall be secured at all items during transportation operations. **It is a must** that all clients utilizing mobility devices **have their own vehicle seat belts and that they be worn at all times when on the Para Transit Vehicles.**

Clients utilizing non-traditional wheelchairs may be required to transfer to a fixed vehicle seat during transport, where you will be required to wear a seat belt. The scooter will then be secured to the floor during transport.

Passengers are required to follow other safety instructions given by the driver and /or as may be required by law enforcement or other safety officers.

All Rockaway Township Para transit vehicles shall meet ADA accessibility Specifications for Transportation Vehicles.