

Ocean County
Board of Chosen Freeholders



Ocean Ride

RIDER'S GUIDE



- Reserve-A-Ride
- Stand-By Trip 
- Fixed Bus Routes
- Veterans

BRINGING A NEW WAVE OF TRANSPORTATION OPTIONS TO OCEAN COUNTY

Ocean Ride

RIDER'S GUIDE



Freeholder Liaison's Message

I am pleased to provide you with the *Rider's Guide* which describes Ocean County's **Ocean Ride** public transportation system. **Ocean Ride** is a service supported by the Ocean County Board of Chosen Freeholders. **Ocean Ride** is known for providing safe, efficient and reliable transportation service to Ocean County residents and in particular our older adults and persons with disabilities.

I trust you will find the information helpful in terms of describing how to use our transportation services and how they operate. The most often requested services is transportation to medical appointments and local shopping. Please contact the Ocean County Department of Transportation if you require additional information regarding programs and services offered by **Ocean Ride**. If necessary, Ocean Ride staff will gladly provide referral information to other non-profit transportation providers operating throughout the County.

The **Ocean Ride** staff includes a team of well-trained, professionals who care about your needs and are waiting to serve you. **Ocean Ride** looks forward to serving your transportation needs.

Virginia E. Haines
Ocean Ride, Freeholder Liaison

Ocean Ride

Established in 1977, the transportation system has grown to meet the needs of our rapidly growing region. The Ocean County Board of Chosen Freeholders is dedicated to continuing a financially sustainable transportation service for all Ocean County residents.

Ocean Ride is administered by the Ocean County Department of Transportation Services.

**Call Ocean Ride at
(732) 736-8989, then Press “1” to speak to a Reservationist**
For persons with hearing impairments, please dial ‘711’ for the NJ Relay Service

Hours of Operation: *Monday through Friday Only*

To make Reservations Call: 8:00 a.m. to 4:30 p.m.

Pick-Up and Drop-Off Times: 9:15 a.m. to **3:30 p.m. (Last pick-up)**

Ocean Ride has **THREE (3)** basic transportation Programs:

Page 3: **“Reserve-A-Ride Program”:**
 “Advance Reservation” Program
 “Stand-By Trip” Program
 “Standing Order” Program

Page 6: **“Fixed Bus Routes”:**
 Several fixed bus routes that serve throughout Ocean County

Page 9: **“Veteran’s Transportation Service”:**
 Available to Ocean County Veterans to access in- and out-of-county
 VA Clinics. Fare is FREE for our Ocean County Veterans.

“RESERVE-A-RIDE” PROGRAM

Call (732) 736-8989, Press “1”

This service provides non-emergency, door-to-door service to eligible* residents of Ocean County on an advance reservation, first-come, first-served basis.

***ELIGIBILITY:** Seniors (60+) and/or persons with disabilities (*over 18 years of age with valid documentation*). We transport riders using wheelchair and mobility devices. All vehicles are wheelchair lift-equipped and operate **WITHIN OCEAN COUNTY ONLY**.

FARES: Please see current Reserve-A-Ride fare cards included in this packet. *All Reserve-A-Ride clients will be mailed a bill for the month following your actual trip. Drivers are prohibited from accepting cash or checks for payment of service. PLEASE....NO TIPPING.*

There are **THREE (3) basic services** *within* the Reserve-A-Ride Program:

1. “ADVANCE RESERVATION” Program
2. “STAND-BY TRIP” Program
3. “STANDING ORDER” Program

1. “ADVANCE RESERVATION” Program:

This service is best for non-emergency trips to a Medical Facility, such as a Doctor’s Office or Hospital. *NOTE: Please schedule your appointment with your Medical Facility **before** you call Ocean Ride.* Reservations may be made up to four (4) weeks in advance, but not less than one (1) week.

2. “STAND-BY TRIP” Program:

If you book a trip with less than one-week notice, such as going to the Mall, grocery shopping, beauty parlor, pharmacy, visiting friends, etc., this type of service is best suited. **This trip is not a guaranteed ride – this service is based on an Ocean Ride “availability”.** Reservations may be made the day before you travel or up to one (1) week in advance. If we can accommodate your trip, we will call you by 8:00 a.m. the day of your trip.

3. “STANDING ORDER” Program:

This is for riders requiring **three (3) or more trips per week** to the **same facility** such as Chemotherapy, Radiation, Physical Therapy, senior center, visit friends, etc. Reservations may be made up to four (4) weeks in advance. Standing Order trips are based on system availability. The duration of Standing Order trips generally do not exceed six (6) weeks.

HOW TO REGISTER WITH OCEAN RIDE

Call (732) 736-8989, Press "1"

Questions you will be asked at time of Registration:

1. Are you Eligible? Must be a Senior (60+) and/or Persons with Disabilities (*over 18 years of age with valid documentation*).
2. Telephone Number
3. Your Home Address & Mailing Address
4. Medical Emergency Contact – Name & Contact Number
5. Household Income (*general range for government funding purposes*)
6. Do you qualify for a 50% **PAAD Card** travel discount?
***PAAD Card** (*Pharmaceutical Assistance to the Aged & Disabled*)
To receive the discounted fare, a copy of your **PAAD* Card** must be on file with Ocean Ride. Please photocopy and mail us a copy to:

Ocean Ride
1959 Route 9, P.O. Box 2191
Toms River, NJ 08754-2191

To find out more information about the PAAD Card:

Call: **1-800-792-9745** or visit: www.state.nj.us/humanservices/doas/services/paad/

7. Do you have a Wheelchair, Scooter, Walker, Cane or other Mobility Device? A Ocean Ride Supervisor may need to do a '**site visit**' at your home to make sure there are no obstacles that would prevent safe access to the vehicle (*i.e., ramp or driveway issue*). This measure helps Ocean Ride avoid problems at the time of service.
➤ *NOTE: Drivers cannot take wheelchairs up and down stairs.*

HOW TO SCHEDULE AN APPOINTMENT

Call (732) 736-8989, Press "1"

*****Be prepared to provide the following information *BEFORE* you call us for your ride:*****

1. Date & Time of your scheduled appointment
2. Name of your Doctor and/or Medical Facility:
➤ FULL STREET ADDRESS - including Suite #
3. Will you have someone traveling with you? A Spouse, Aide or Caregiver?
4. Your estimated length of appointment time
5. Return trip information

NOTE: Trip requests can *ONLY* be made by telephone -- cannot be accepted by email or voice mail.

IMPORTANT: Be READY for PICK-UP ONE (1) HOUR in ADVANCE

In consideration for other scheduled riders, the Driver will not wait more than five (5) minutes.

YOUR RETURN TRIP:

When you are ready to leave your appointment, please stay in the pick-up area until your designated pick-up time.

If your return trip is running late, please call Ocean Ride at (732) 736-8989, then Press “2” so we can alert the Driver.

Please note: *You may have to wait up to one (1) hour for us to take you back home due to Ocean Ride’s increased ridership.*

OTHER RIDER INFORMATION:

- ◆ Ocean Ride is a shared ride service and does not operate like a taxi service. Ocean Ride vehicles will transport other passengers in the vehicle with you.
- ◆ Drivers cannot make additional stops (*without prior authorization from a Supervisor*). They can only take you to the destination you originally reserved.
- ◆ Drivers may only go to the main entrance of a common area of an office building or apartment. Additional assistance MAY be provided if deemed necessary.
- ◆ **Drivers are NEVER allowed to enter a private residence.**

FIXED BUS ROUTES

Ocean Ride operates several Fixed Bus Routes throughout Ocean County. The routes are designed to connect key residential areas with popular destinations such as local governmental facilities, healthcare, shopping, employment, social services and other transit connections. The routes operate on a timed schedule, making it easy for you to plan your trip.

The fixed route buses travel along the map located inside the bus schedule. You may board the bus anywhere along the route where it is safe to do so. Simply raise your arm to flag the bus as it approaches. **Please make sure there is enough room for the bus to pull over safely along the side of the road.**

All Ocean Ride buses are wheelchair lift-equipped and can accommodate the needs of persons using mobility devices such as wheelchairs and motorized scooters. **IMPORTANT: Should you use a Mobility Device, you will need to contact a Supervisor at Ocean Ride the day before your trip to make sure we can accommodate your trip and know exactly where to pick you up.**

FARES: Fare Cards are included in this packet separately.

TO GET A FIXED ROUTE BUS SCHEDULE YOU CAN:

- ◆ Download it from our website at: www.ocean.nj.us/Transportation
- ◆ Request a fixed bus route schedule by calling 732.736.8989, then Press “4”.
- ◆ Various Ocean County facilities, including:
 - County Connection at the Ocean County Mall (*near JC Penney*)
 - Ocean County Libraries
 - Toms River Park & Ride
 - County Governmental Departments:
 - Board of Social Services
 - Human Services
 - Senior Services

Route # and Name	DESTINATIONS AND SERVICE DAYS (Partial list – check timetable for specific areas for your route)
1A Whiting Express	Cedar Glen Lakes Clubhouse, Whiting Commons – OC Library & Stop & Shop, Whiting Town Center, Crestwood Village Shopping Center, Villages II, III IV & IV Clubhouses, Manchester Pines, Union Avenue (Downtown), Manchester Municipal Complex/Ocean County Library, Leisure Ridge, Route 571, Seacourt Pavillion, Lowe’s Plaza and Ocean County Mall <i>Runs Monday, Wednesday & Friday</i>
2 Manchester	Homestead Run, Leisure Knoll Clubhouse, Leisure Village West Clubhouse, Manchester Municipal Complex, Union Avenue, Lakehurst Mall, Lakehurst Naval Station, Cedar Glen West Clubhouse, Holiday City Mini-Mall, Community Medical Center, Toms River Park & Ride and Ocean County Mall <i>Runs Monday, Wednesday & Friday</i>
3 Brick	Yorktowne Blvd., Stop & Shop, Leisure Village East, Lions Head Woods, Market Place at Brick (<i>Christmas Tree Shop</i>), Target, Brick Municipal Complex, Kohl’s Plaza, Brick Plaza, Aldi’s and Ocean Medical Center <i>Runs Monday, Wednesday & Friday</i>
3A Brick, Point Pleasant	Route 88 & Arnold Ave., Point Pleasant Rail Station, Laurel Square Mall, Brick Plaza, Old Hooper Ave., Yorktowne Blvd., Hooper Ave. & Fischer Ave. and Ocean County Mall <i>Runs Tuesday & Thursday</i>
4 Lakewood - Brick Link	Point Pleasant Beach Rail Station, Lakewood Industrial Parkway, Ocean Medical Center, & VA Clinic, Cedar Bridge Ave. & Route 70, First Energy Park, Lakewood Bus Terminal <i>Runs Monday through Friday</i>
5 Lacey	Super Walmart, Shop-Rite Plaza, Kohl’s/Home Depot, Lacey Municipal Bldg., Heritage Village, Pheasant Run Clubhouse, Beach Blvd. & Route 9, Capstan & Nautilus Blvds. <i>Runs Monday, Wednesday & Friday</i>
6 Little Egg Harbor	OC Board of Social Services, Stafford Park (Target), Walmart, Kohl’s/Home Depot in Manahawkin, West Creek, Parkertown, Route 9 Corridor, Tuckerton, Radio Road, Great Bay Plaza, Mystic Shores Clubhouse, Southern Medical Services, Super Walmart in Little Egg, Acme Supermarket <i>Runs Monday, Wednesday & Thursday</i>
9 LBI-North & LBI-South	LBI-NORTH – Surf City, Long Beach Twp. (Loveladies), Barnegat Light, Surf City, Manahawkin, SOCH, Stafford Park, Kmart/Staples, Walmart, Shop-Rite LBI-SOUTH – Ship Bottom, Brant Beach, Beach Haven, Holgate Manahawkin, SOCH, Stafford Park, Kmart/Staples, Walmart, Shop-Rite <i>Runs Tuesdays Only</i>
10 Toms River Connection	Lavallette, Seaside Heights, Downtown Toms River, Route 37 & Fischer Blvd., Route 37 & Hooper, Ocean County Mall, Ocean County One-Stop Career Center, Ocean County Government Complex, Toms River Park & Ride, Main Street (Route 166), Community Medical Center, BJs and Walmart to Toms River Business Park <i>Runs Monday through Saturday in Fall/Winter</i> <i>Runs 7 days a week in Spring/Summer</i>

Route and Name	Shoppers Loop Specials
Barnegat Shoppers Loop	By Reservation Only, operates FRIDAYS only. Travels to assorted local shopping facilities. Also pick-ups at Barnegat Town Hall to Ocean County Mall, 2 nd Tuesday of Alternating Months (<i>February, April, June, August, October & December</i>)
Jackson Flex Route	By Reservation Only, operates FRIDAYS Only. Home pick-up to Brick Plaza and Kohl’s Plaza.
Plumsted Flex Route	Pick-up at Jensens Deep Run I & II to the Ocean County Mall. Runs 1st Thursday of alternating months (<i>January, March, May, July, September & December</i>)
Toms River Flex Route	Operates WEDNESDAYS Only. Pick-ups from Covington Village, Roberts Mobile Park and Raymoor residences to Lowe’s Plaza (<i>Shop-Rite</i>) in Manchester.
Waretown Shoppers Loop	By Reservation Only, operates TUESDAYS Only. Pick-up at Engle Sprague Senior Center to Ocean County Mall, 2 nd Tuesday of Alternating Months (<i>February, April, June, August, October & December</i>)

Public Transit Service by Municipality in Ocean County

Municipality	NJ TRANSIT	Ocean Ride
Barnegat Township	559	Shopper's Loop (<i>call for more information</i>)
Bay Head Borough	Rail – NJCL	--
Beachwood Borough	559	--
Berkeley Township	559	2
Brick Township	67, 137, 317	3, 3A, 4
Eagleswood Township – West Creek	559	6
Island Heights Borough	67, 137 (<i>seasonal</i>)	10
Jackson Township	139, 307(<i>seasonal</i>), 308 (<i>seasonal</i>) 317, 318 (<i>seasonal</i>)	Shopper's Loop (<i>call for more information</i>)
Lacey Township	559	5
Lakehurst Borough	--	1A, 2
Lakewood Township	67,137, 139, 317, 559	3, 4
Lavallette Borough	--	10
Little Egg Harbor Township	559	6
Long Beach Island Communities*	--	9
Manchester Township – Whiting	--	1A, 2
Mantoloking Borough	--	--
Ocean Township – Waretown	559	Waretown Shoppers Loop
Ocean Gate Borough	--	--
Pine Beach Borough	559	--
Plumsted Township – New Egypt	317	Shopper's Loop (<i>call for more information</i>)
Point Pleasant Borough	317	3A, 4
Point Pleasant Beach Borough	317, 830, Rail – NJCL	3A, 4
Seaside Heights Borough	67,137 (<i>seasonal</i>)	10 (<i>Seaside Heights Only</i>)
Seaside Park Borough	67, 137 (<i>seasonal</i>)	--
Stafford Township - Manahawkin	559	6, 9
South Toms River Township	559	--
Toms River Township	67, 137, 319, 559	1A, 2, 3, 3A, 10
Tuckerton Borough	559	6

*Communities served: Barnegat Light, Beach Haven, Harvey Cedars, Long Beach Township, Ship Bottom and Surf City.

VETERAN'S TRANSPORTATION PROGRAM

Ocean Ride Veterans Transportation – Service to VA Facilities

Ocean Ride provides regularly scheduled transportation service for Ocean County Veterans to access the major, in- out-of-county VA medical clinics as shown below. **Trip reservations are required in advance.**

Trips are **FREE** to Ocean County Veterans to all VA facilities listed below:

Service Days to VA medical facilities:

MONDAY through FRIDAY service to:	James J. Howard Veterans Clinic, Brick, NJ Call Ocean Ride at (732) 736-8989, ext. 1 You may call up to four (4) weeks in advance.
MONDAY AM & THURSDAY PM service to:	Veterans Medical Center, East Orange, NJ*
TUESDAY service to:	Lyons Veterans Medical Center, Lyons, NJ*
WEDNESDAYS (alternate AM & PM) to:	Veterans Adm. Hospital, Philadelphia, PA*
FRIDAY service to:	Burlington County Veterans, Marlton, NJ* *Call the Veterans Bureau at (732) 929-2096

How it Works – Reservation Procedure:

Ocean Ride works cooperatively with our own **Ocean County Veterans Service Bureau.**

For **in-county facility**, James J. Howard Veterans Clinic in Brick, **call Ocean Ride at (732) 736-8989, press ext. 1** up to four (4) weeks in advance.

For **out-of-county facilities**, **call the Ocean County Veterans Service Bureau directly at (732) 929-2096** to sign up for the service. When scheduling your trip, review the schedule above and call *preferably* two (2) weeks before the appointment for your out-of-county VA clinics.

Due to the long travel time to reach the various VA clinics, emphasis is placed on departures from centralized pick-up locations which are located conveniently throughout the County; including the Ocean County Administration Building, Southern Ocean County Hospital and others. Limited home pick-ups are available based on a case-by-case basis related to the mobility needs of the veteran.

Ocean Ride has also formed an effective partnership with **Vetwork**, a non-profit agency located in Forked River. **Vetwork** provides a variety of supportive services for local veterans including limited transportation. For more information, call **Vetwork at (609) 971-7613.**

RIDER CONDUCT & RESPONSIBILITIES

Riders who engage in violence, cursing, swearing, threatening, being verbally abusive, disruptive or any illegal conduct are not acceptable behaviors on the vehicle and will be refused service. A customer whose behavior threatens or has threatened the safety of Ocean Ride personnel and/or other customers will be denied service including dismissal from the vehicle. These customers may permanently lose the privilege of riding with Ocean Ride in the future.

Below are further examples of disruptive or disrespectful behavior, but there may be other instances not defined below.

- *Disruptive or upsetting behavior on board vehicle.*
- *Verbal or physical abuse including threats or intimidation towards other passengers or driver.*
- *Drinking of alcoholic beverages on board vehicle.*
- *Smoking on board vehicle.*
- *Comments or gestures of a sexual nature.*
- *Foul or vulgar language.*
- *Unwarranted physical contact.*

DONATIONS ARE ACCEPTED:

If you or someone else wishes to make a donation to Ocean Ride Transportation Service, please make your check payable to the "Ocean County Treasurer" and mail it to Ocean County Transportation Services, 1959 Route 9, P.O. Box 2191, Toms River, NJ 08754-2191.

★ DRIVERS ARE NOT PERMITTED TO ACCEPT CASH OR CHECK DONATIONS ★

Also, a donation received cannot be applied to a passenger's service account.

INCLEMENT WEATHER POLICY:

Ocean Ride may find it necessary to cancel or modify scheduled service during periods of inclement weather (*such as severe snow, ice and coastal storm events*). The following radio stations will inform you if service is operating. Please keep in mind that Ocean Ride telephones will be especially busy during these times:

WOBM	1160	AM
WBBO	98.5	FM
WJRZ	100.1	FM
WOBM	92.7	AM

HOW TO CONTACT OCEAN RIDE

If you have a comment, compliment or complaint, please call Ocean Ride at (732) 736-8989, ext. 235 or Toll-Free at 1-877-929-2082, ext. 235.

For persons with hearing impairments dial “711” for the [NJ Relay Service](#).

Be sure to indicate the time, date, bus route name, vehicle number, employee name and briefly describe the incident. Or write to Ocean Ride at the address below:

Attn: Ocean Ride, Supervisor
Ocean County Transportation Services
1959 Route 9
P.O. Box 2191
Toms River, NJ 08743-2191

(732) 736-8989

www.co.ocean.nj.us/Transportation

If you have a question, comment or complaint, contact Ocean Ride Email at:

OceanRideInfo@co.ocean.nj.us

TITLE VI NON-DISCRIMINATION POLICY

Ocean Ride is committed to ensuring that no person is excluded from or denied the benefits of our 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 Ocean Ride. To file a complaint, or for more information on Ocean Ride’s obligations under Title VI, call Ocean Ride at (732) 736-8989, ext. 235 or write to Ocean Ride at 1959 Route 9, P.O. Box 2191, Toms River, NJ 08754-2191 or visit the website at www.co.ocean.nj.us/Transportation.

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 under Title VI 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. If information is needed in another language, contact (732) 736-8989, ext. 233.

If information is needed in another language, contact (732) 736-8989, ext. 244.

HELPFUL RESOURCE PHONE NUMBERS:

NJ TRANSIT – New Jersey Transportation (973) 275-5555
Bus, Rail and Light Rail
Website: www.njtransit.com

NJ TRANSIT – ACCESS LINK (800) 955-2321
Reservations (7:30 a.m. to 4:00 p.m., 365 days) (800) 955-2321
Confirm/Cancel from 5:00 p.m. to Midnight, 365 days)
Certification/Customer Service – Call Monday thru Friday 8:00 a.m. to 4:00 p.m.

Access Link is for people whose disabilities prevent them from using NJ TRANSIT local fixed route bus service. Access Link operates the same day and hour schedule as NJ TRANSIT local bus route service. An Access Link trip (origin and destination) must fall within a ¾ mile of a designated local bus route. Call for more information.

Ocean County Government Offices:

Board of Social Services (732) 349-1500
Ocean County Human Services (732) 506-5374
Ocean County Senior Services (732) 929-2091
Veterans Service Bureau (732) 929-2096
Pharmaceutical Assistance to the Aged & Disabled (PAAD) 1-800-792-9745

S.C.A.T. (Monmouth County Transportation) (732) 780-1121
Website: www.co.monmouth.nj.us/Transportation



Ocean County Department of Transportation Services Ocean Ride

A Service of the Board of Chosen Freeholders

Ocean Ride is **CLOSED** on the following County holidays:

2017 HOLIDAY SCHEDULE

Monday, January 2	New Year's Day – <i>Observed</i>
Monday, January 16	Martin Luther King, Jr.'s Birthday
Monday, February 20	President's Day – <i>Observed</i>
Friday, April 14	Good Friday
Monday, May 29	Memorial Day
Tuesday, July 4	Independence Day
Monday, September 4	Labor Day
Monday, October 9	Columbus Day
Tuesday, November 7	Election Day
Friday, November 10	Veteran's Day – <i>Observed</i>
Thursday, November 23	Thanksgiving Day
Monday, December 25	Christmas Day

FAQ's:

RESERVE-A-RIDE PROGRAM:

Where does the Reserve-A-Ride program travel?

Ocean Ride operates ONLY within Ocean County.

Does Ocean Ride travel to Jersey Shore Medical? Deborah Hospital? Burlington County? Atlantic City? New York City? Etc.

No, Ocean Ride does not travel to these destinations. They are outside of Ocean County.

When do I get my bill?

You will receive your bill the **month after** your service. Example: If you traveled in November, you will get your bill in December.

Can I tip the bus driver? Give the driver my bill?

NO. Absolutely no tipping is allowed and you cannot give the driver your bill.

How much is the fare?

Fares cards are included in this packet and you may view them on the website at www.co.ocean.nj.us/Transportation. Discounts are available for seniors and/or persons with disabilities and college students with valid ID. Seniors must mail in a valid copy of their PAAD (Pharmaceutical Assistance for the Aged & Disabled) card for a discount.

FIXED ROUTE PROGRAM:

Where does the fixed bus routes travel?

We have eleven (11) fixed bus routes that travel throughout Ocean County. Ocean Ride operates ONLY within Ocean County.

How can I get a copy of the bus schedule?

You can view a copy online at www.co.ocean.nj.us/Transportation, visit County libraries, Ocean County Senior Services, Ocean County Human Services, Board of Social Services and at the County Connection near JC Penney in the Ocean County Mall.

Can the bus Driver pick me up along the bus route?

Yes, the bus can pick you up along the bus route, **ONLY if the bus can pull over safely along the road.**

732.736.8989

Website: www.co.ocean.nj.us/Transportation

Email: OceanRideInfo@co.ocean.nj.us

Ocean County Transportation Services
1959 Route 9 • P.O. Box 2191
Toms River, NJ 08754-2191



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Joseph H. Vicari, Freeholder Director
Gerry P. Little, Deputy Director Freeholder
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