*Ocean County Board of Commissioners* 

# Ocean Ride Ríder's Guide



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

Serving the residents of Ocean County for over 48 years.

# Ocean Ride RIDER'S GUIDE



# Commissioner Arace's Message, Department Liaison

Welcome to Ocean County Transportation and Ocean Ride, where our mission is to provide dependable, accessible, and affordable transportation for everyone in our community. As Commissioner, I am proud to be the liaison to a vital program connecting our residents to essential services, opportunities, and one another.

Ocean Ride is designed to meet the unique needs of Ocean County's diverse population, focusing on our seniors, veterans, and individuals with disabilities. Whether you need a ride to work, a medical appointment, or a community event, Ocean Ride ensures you can get there safely and conveniently.

- Looking ahead, we're taking steps to make Ocean Ride even better for you:
- Expanding Routes & Schedules: Reaching more destinations and offering more flexibility.
- Modernizing Our Fleet: Introducing environmentally friendly buses for better efficiency.
- Enhancing Accessibility: Make sure every resident, regardless of mobility challenges, can easily ride.
- Focusing on Seniors & Veterans: Increasing services to the places you need most, from senior centers to veteran facilities.

Ocean Ride is more than just a transportation service—it's a commitment to enhancing the quality of life for all Ocean County residents. Together, we're building a system that meets today's needs and prepares for the future.

Thank you for choosing Ocean Ride. I look forward to continuing to serve you and our community.

# **ROBERT S. ARACE** Ocean Ride, Commisioner & 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 Commissioners 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:	8:15 a.m. to 4:15 p.m.
	Pick-Up and Drop-Off Times:	9:00 a.m. to 3:30 p.m. (Last pick-up)

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

#### Page 2: "Reserve-A-Ride Program" (Fares on page 4):

*"Advance Reservation"* Program *"Stand-By Trip"* Program *"Standing Order"* Program

#### Page 5: "Deviated Fixed Bus Routes":

Several deviated fixed bus routes that serve throughout Ocean County.

#### Page 8: "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. Trips are not prioritized and are open for any trip purpose.

\*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.

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 **<u>before</u>** you call Ocean Ride. Reservations may be made up to four (4) weeks in advance, but not less than TWO (2) weeks.

#### 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 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 8:15 a.m. the day of your trip.

#### 3. "STANDING ORDER" Program:

This is for riders requiring <u>three (3) or more trips per week</u> to the <u>same Medical</u> <u>Facility</u> such as Chemotherapy, Radiation and Physical Therapy. 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"

## PRE-REGISTRATION IS NOT REQUIRED.

(\*\*Please call only when you are ready to schedule your trip\*\*)

### 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
- 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 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/

6. Do you have a Wheelchair, Scooter, Walker, Cane or other Mobility Device? A passenger may bring portable medical oxygen and/or service animal on board the vehicle. This information is available in alternate format upon request. When you call to schedule your trip, please let the Reservationist know so we can accommodate you safely.

> 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.

## FARES

#### "RESERVE-A-RIDE":

"Advance Reservation" & "Stand-By" Trip:	\$6.00 Round-trip
With PAAD Discount*:	\$3.00 Round-trip

#### **"STANDING ORDER TRIP":**

3x or more trips per week to the same facility	\$6.00 Round-trip
With PAAD Discount*:	\$3.00 Round-trip

Riders will be billed for actual trips the month <u>after</u> service has been prvided. All payments must be made by check or money order payable to "County of Ocean" and mailed to:

Ocean County Transportation Services P.O. Box 2191 Toms River, NJ 08754-2191

Drivers are prohibited from accepting any cash or check payments. No tipping please.
 \*To receive the PAAD Discount (Pharmaceutical Assistance to the Aged & Disabled), you must mail in a copy of your PAAD card to the address above.

#### YOUR RETURN TRIP:

When you are ready to leave your appointment, or running late, please call Ocean Ride at (732) 736-8989, then Press "2" so we can alert the Driver and please stay in the pick-up area until your pick-up time.

<u>Please note:</u> 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 eleven (13) deviated\* 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 deviated fixed bus 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.

## DEVIATED\* FIXED ROUTE FARES:

One-way Fare:	\$2.00
Reduced One-way Fare:	\$1.00

- ♦ General Public
- Senior Citizens 60+
- Persons with Disabilities (over 18 years of age with valid documentation)
- College Students w/valid ID

#### TO GET A DEVIATED\* FIXED BUS ROUTE SCHEDULE YOU CAN:

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

\*Route Deviation: Route deviation is available to riders up to one block of either side of the printed bus route where conditions allow. Limit of one deviation per trip will be honored. Riders must call Ocean Ride 24 hours in advance (732) 736-8989, then press "4" for a Supervisor. Ocean Ride deserves the right to authorize appropriate route deviation requests, subject to local regulations. Drivers cannot make unscheduled route changes.

\*Reasonable Modification: The Ocean County Department of Transportation Services (Ocean Ride) will make a reasonable attempt to provide additional assistance requested by any passengers with disabilities so as long as the request does not present a direct threat of safety to the passenger(s) and/or the county employee and/or the request does not alter the fundamental transportation services provided by the County of Ocean.

To make a "Reasonable Modification" request, you must call a day in advance of travel and contact Ocean Ride at (732) 736-8989, Ext. #5908 to make the request.

	DESTINATIONS AND SERVICE DAYS
Route # and Name	(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 Pavilion, Lowe's Plaza and Ocean County Mall Runs Monday, Wednesday & Friday
2 Manchester	Homested Run, Friendly/Galaxy Manor, Meadow Green Apts., Cedar Glen Homes, Commonwealth Blvd., Holiday City Mini-Mall, Walmart, BJs, Community Medical Center, Toms River Park & Ride, Shop-Rite – Route 37, OC Board of Social Services, Ocean County Mall, Target & Lowes, Commons at Hooper Runs Tuesdays & Thursdays
3 Brick	Yorktowne Blvd., Stop & Shop, Leisure Village East, Lions Head Woods, Market Place at Brick (Christmas Tree Shops), Target, Brick Municipal Complex, Kohl's Plaza, Brick Plaza, Aldi's and Ocean Medical Center Runs Monday, Wednesday & Friday
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 Runs Tuesday & Thursday
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 Runs Monday through Friday
5 Lacey	Super Walmart, Shop-Rite Plaza, Kohl's/Home Depot, Lacey Municipal Building, Heritage Vilage, Pheasant Run Clubhouse, Beach Blvd. & Route 9, Capstan & Nautilus Blvds. Runs Monday, Wednesday & Friday
6 Little Egg Harbor	OC Board of Social Services, Stafford Park (Target), Walmart, Kohl's/Home Depot in Manahawkin, West Creek, Parkertown, Route 9 Coorridor, Tuckerton, Radio Road, Great Bay Plaza, Mystic Shores Clubhouse, Southern Medical Services, Super Walmart in Little Egg, Acme Supermarket Runs Monday, Wednesday & Thursday
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 Runs Tuesdays Only
10 Toms River Connection	Lavallette, Seaside Heights, Downtown Toms River, Route 37 & Fischer Blvd., Route 37 & Hooper Ave., Ocean County Mall, 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 Runs Monday through Saturday in Fall/Winter
	Runs 7 days a week in Spring/Summer
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 Mail, 2 <sup>nd</sup> Tuesday of Alternating Months (February, April, June, August, October & December)
Jackson Flex Route	By Reservation Only, operates FRIDAYS Only. Home pick-up to Brick Plaza and Kohl's Plaza. Pick-up at Jensens Deep Run I & II to the Ocean County Mall. Runs 1# Thursday of alternating months
Plumsted Flex Route	(January, March, May, July, September & December)
Toms River Flex Route	Operates WEDNESDAYS Only. Pick-ups from Covington Village, Roberts Mobile Park and Raymoor residences to Lowe's Plaza (Shop-Rite) in Manchester.
Toms River North Loop	Operates WEDNESDAYS Only. Starts at Freedom Village, then Meadow Green Apts. To Manchester Plaza (ShopRite), Manchester Municipal Building/Library and TD Bank.
Waretown/Barnegat	Home Pick-Ups to Stafford Township Locations: By Reservation Only, operates TUESDAYS* Only. For trips to Ocean County Mall: Pick-up at Engle Sprague Senior Center, 2 <sup>st</sup> Tuesday of Alternating
Shoppers Loop	Months (Februery, April, June, August, October & December)

Municipality	NJ TRANSIT	Ocean Ride
Barnegat Township	559	Shopper's Loop (call for more information)
Bay Head Borough	Rail – NJCL	
Beachwood Borough	559	
Berkeley Township <i>(including</i> Bayville)	559	
Brick Township	67, 137, 317	3, 3A, 4
Eagleswood Township – West Creek	559	6
Island Heights Borough	67, 137 (seasonal)	10
Jackson Township	139, 307(seasonal), 308 (seasonal) 317, 318 (seasonal)	Shopper's Loop (call for more information)
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, Toms River North Loop
Mantoloking Borough		-
Ocean Township – Waretown	559	Waretown Shoppers Loop
Ocean Gate Borough		
Pine Beach Borough	559	
Plumsted Township – New Egypt	317	Shopper's Loop (call for more information)
Point Pleasant Borough	317	3A, 4
Point Pleasant Beach Borough	317, 830, Rail – NJCL	3A, 4
Seaside Heights Borough	67,137 (seasonal)	10 (Seaside Heights Only)
Seaside Park Borough	67, 137 (seasonal)	-
Stafford Township - Manahawkin	559	6, 9
South Toms River Township	559	
Toms River Township	67, 137, 319, 559	1A, 2, 3, 3A, 10 , Toms River Nort Loop
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:	<b>Toms River Veterans Clinic, Toms River, NJ</b> <b>Call Ocean Ride</b> at (732) 736-8989, ext. "1" You may call up to four (4) weeks in advance.
MONDAY AM & THURSDAY PM service to: TUESDAY service to: WEDNESDAYS (alternate AM & PM) to: FRIDAY service to:	Veterans Medical Center, East Orange, NJ* Lyons Veterans Medical Center, Lyons, NJ* Veterans Adm. Hospital, Philadelphia, PA* 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. <u>For in-county facility</u>, Toms River Veterans Clinic in Toms River, 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 be temporarily suspended from service.

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, P.O. Box 2191, Toms River, NJ 08754-2191.

★ DRIVERS ARE <u>NOT</u> 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

Or visit us at: <u>www.co.ocean.nj.us/OC/Transportation</u> or on on inclement weather.



# HOW TO CONTACT OCEAN RIDE

If you have a comment, compliment or complaint, please call Ocean Ride at (732) 736-8989, ext. #5921 or Toll-Free at 1-877-929-2082, ext. #5921.

For persons with hearing impairments dial "711" for the NJ Relay Service. This information is available in large format. Please call (732) 736-8989, ext. #5919 for a copy or other accessible format. Esta informacion esta disponible en espanol a su solicitud.

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:

Ocean County Transportation Services P.O. Box 2191 Toms River, NJ 08743-2191

# (732) 736-8989

# www.co.ocean.nj.us/OC/Transportation

If you have a question, comment or complaint, contact Ocean Ride email at: <u>OceanRideInfo@co.ocean.nj.us</u>



#### 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. #5919 or write to Ocean Ride at P.O. Box 2191, Toms River, NJ 08754-2191 or visit the website at www.co.ocean.nj.us/OC/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. #5919.

Esta informacion esta disponible en espanol a su solicitud.

# AMERICAN DISABILITIES ACT (ADA)

Ocean Ride operates its programs and services without regard to race, color, or national origin in accordance with the American Disabilities Act of 1990, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under the ADA may file a complaint in writing to Ocean Ride. To file a complaint, or for more information on Ocean Ride's obligations under ADA write to: Ocean Ride, P.O. Box 2191, Toms River, NJ 08754-2191 or visit www.co.ocean.nj.us/OC/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 ADA to both Ocean Ride as well as the U.S. Department of Justice, 950 Pennsylvania Avenue - NW Civil Rights Division Disability Rights Section – NYA, Washington, D.C. 20530.

A complaint must be filed within 180 days of the alleged discrimination.

This information is also available in Spanish upon request. Esta informacion esta disponible en espanol a su solicitud. If information is needed in another language, contact (732) 736-8989, ext. #5919.

## **OTHER HELPFUL RESOURCE PHONE NUMBERS:**

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

Access Link is for people whose disabilities prevent them from using NJ TRANSIT local deviated 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  $\frac{3}{4}$  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

# Ocean County Department of Transportation Services

# Ocean Ride

A Service of the Board of Commissioners

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

# 2025 HOLIDAY SCHEDULE

Wednesday, January 1 New Year's Day Monday, January 20 Martin Luther King, Jr.'s Birthday Monday, February 17 President's Birthday Good Friday Friday, April 18 Monday, May 26 Memorial Day Friday, June 20 Juneteenth - Observed Friday, July 4 Independence Day Monday, September 1 Labor Day Monday, October 13 Columbus Day Tuesday, November 4 **Election Day** Tuesday, November 11 Veteran's Day – Observed Thursday, November 27 Thanksgiving Day Thursday, 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 are shown on page 5 and page 6 with fare cards included in this packet. You may view them on the website at <u>www.co.ocean.nj.us/OC/Transportation</u>. 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.

#### DEVIATED FIXED BUS ROUTE PROGRAM:

Where does the deviated fixed bus routes travel?

Ocean Ride operates ONLY within Ocean County.

# OC 10 Toms River Connection questions, where is my bus, etc.?

Call Stouts Transportation at (609) 0883-8891

#### How can I get a copy of the bus schedule?

You can view a copy online at <u>www.co.ocean.nj.us/OC/Transportation</u>, 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.* 

