

Senior Transportation of Woodbridge

November/December 2016

Serving Evergreen Senior Center and Sycamore Senior Center



John E. McCormac, Mayor
Dennis M. Green, Director of Health

WELCOME

The Woodbridge Department of Health and Human Services provides curb-to-curb, reservation based transportation services, free of charge to Woodbridge Township seniors citizen residents (ages 60 & older) who have no other means of transportation to our local senior centers and designated township events.

How To Register:

In order to participate in this program, clients must register by calling 732-726-2394 to receive a Client Transportation ID Number. Upon first visit to a senior center they must complete a Senior Transportation Client Form to finalize their registration.

No client will be transported without a Transportation ID number.

Please call 732-726-2394 to register.

Service Areas:

Zone 1: (Sycamore Senior Center) Woodbridge Proper, Port Reading, Sewaren, Avenel (part of), Fords, Hopelawn, Keasbey, Stern Tower, Olsen Tower, Finn/Adams Towers and Maple Tree Manor.

Zone 2: (Evergreen Senior Center) Colonia, Iselin, Menlo Park Terrace, Avenel (part of), Cooper Tower, Greiner Tower, and Reinhardt Manor.

Non-Discrimination Policy:

The Woodbridge Health & Human Services Senior Transportation program provides services to Woodbridge Township senior citizen residents (60 years and older) without regard to race, color, or national origin.

About Our Services

Transportation Services:

Days: Monday - Friday

Hours: Morning Pick Up: 8:30am - 12:15am

(earliest appointment being 8:30am and last appointment at 11:15am)

Afternoon Buses Home: 12:30pm - 3:30pm

(last drop off time at 2:45pm)

Reservations:

Reservations are based on availability and are made by calling 732-726-2394 between 8:30am and 1:00pm. You **MUST** call at least one day before your proposed pick up day or we will not add you to the list. If you leave a voice message, you will receive a call from the Senior Transportation Coordinator confirming your request. For voice messages left by clients, reservations are complete only after receiving confirmation phone call from Senior Transportation Coordinator.

Information Needed for Reservation:

First and last name, Client Transportation ID number, address, phone number, date and time for proposed pick up, and any pertinent information that would be helpful in reaching you if any delays occur.

Guidelines:

- ◆ Registered clients are 60 years of age or older who will be transported from their homes to their local senior center or designated township event
- ◆ Service is available only to residents who have no other means of transportation
- ◆ Only registered and scheduled clients will be transported
- ◆ All transportation is provided "curb-to-curb". Drivers do not enter the home, unlock doors or carry personal items, etc.
- ◆ If you need assistance getting on or off the bus, please alert our drivers and they will be happy to assist you
- ◆ Transportation is a shared ride with other passengers
- ◆ Transportation is based on availability
- ◆ Drivers are not permitted to make additional stops on the route

About Our Services

Cancellations:

Days: 7 days a week
Hours: 24 hours a day
Phone Number: 732-726-2394

Clients who must cancel a reservation should notify the office at least 24 hours in advance of scheduled pick up time. Cancellations are accepted via live telephone during business hours or via voice mail message outside of business hours. When canceling a reservation, leave your first and last name, client transportation ID number, day and date of reservation being canceled. Frequent cancellations may result in a review of future requests. Failure to cancel a reservation may result in a fourteen day suspension of transportation privileges. Repeated failure to cancel reservations may result in a loss of transportation privileges.

No Show:

No Show occurs when a client who has a reservation fails to cancel the reservation at least 24 hours prior to the scheduled pick up time. This may result in a fourteen day suspension if one or more of the following occurs:

- ◆ Declines to take the ride
- ◆ Not present when driver arrives for pick up at designated time and location
- ◆ Failure to be present after call from Senior Transportation Coordinator to notify that driver is outside

No show occurrence may result in fourteen day suspension. Continued no show occurrences may result in a loss of transportation privileges.

Client Responsibility

- ◆ Call 732-726-2394 to pre-register and get a Client Transportation ID Number
- ◆ Complete a Senior Transportation Form upon 1st arrival at a senior center
- ◆ Must update registration information as necessary
- ◆ Only registered and scheduled clients will be transported
- ◆ Make reservation prior to pick up
- ◆ Be ready at least 15 minutes prior to scheduled pick up time to meet vehicle at curb
- ◆ Be patient if we are running behind schedule
- ◆ No smoking, drinking or eating on the bus
- ◆ Wheelchairs must have a seat belt
- ◆ Stay seated while bus is in operation
- ◆ Wear seat belt at all times
- ◆ Speak softly on cellphones
- ◆ Unruly, inappropriate and disruptive behavior can result in loss of transportation privileges
- ◆ Passengers on scooter will be requested to transfer to a seat and wear a seat belt
- ◆ Transportation pick up is curb side only. Passenger must meet bus at the curb. Passengers who need assistance from their home to the curb will need to have someone available to assist them. The drivers are not permitted to assist passengers from their home due to insurance limitations
- ◆ Be courteous to the driver at all times. Any comments you may have regarding your trip and/or service must be directed to the Senior Transportation Coordinator

Bus Rules

- ◆ All trips are governed by the Woodbridge Department of Health and Human Services guidelines, policies and procedures
- ◆ Driver will sound the horn and wait 5 minutes before advising the Senior Transportation Coordinator and requesting permission to go to the next scheduled pick up
- ◆ Transportation pick up is curb side only. Passengers who need assistance from their home to the curb will need to have someone available to assist them. The drivers are not permitted to assist passengers from their home due to insurance limitations.
- ◆ Bus driver may not make reservations
- ◆ Bus driver will provide assistance getting on and off the vehicle, if needed
- ◆ Drivers cannot lift passengers from their mobility devices
- ◆ Bus driver will provide assistance with securing seat belt, if needed
- ◆ Tipping the driver is strictly prohibited
- ◆ Loud, inappropriate conversations and excessive use of cellphones are prohibited. Disruptive or inappropriate passenger behavior will be reported
- ◆ Food and beverages (besides bottled water) are not allowed on the bus
- ◆ All clients must remain seated while the bus is in motion and refrain from distracting the driver
- ◆ Return trips will not be made if you miss your pick up/ departure time

Winter Alerts

During the winter months the bus service may be interrupted periodically due to inclement weather. Our transportation follows the Woodbridge Township school closings. Please listen carefully to the radio stations and check your local Cable Channel for the Woodbridge Township School closings. When schools are closed we will not provide senior transportation. For more info you may call us at 732-726-2394 after 8:15 a.m. for weather message.

Questions or Comments?

Woodbridge Township strives to provide the highest quality services to our senior residents.

Please contact us between the hours of 8:30am-4:30pm and we will assist you with any questions you have regarding the transportation services by calling 732-726-2394.

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