



Senior Transportation Service Policy Handbook



12 Halsey Reed Road, Monroe Township, NJ 08831

(609) 443-0511 - Phone

(609) 443-0550 - Fax

Website: www.monroetwp.com

Office Hours: Monday-Friday

8:30 a.m. - 4:30 p.m.

Transportation Services

Eligibility:

- You must be registered with the Senior Center for all Medical and In-Town Shuttle transportation.
- You must be a member of the Senior Center to go on Trips.
- Permanently disabled residents receiving Medicare or Medicaid (must show proof) are eligible for both the Medical transportation and the In-Town Shuttle.
- To be a Senior Center member, you must:
 - Be a resident of Monroe Township and at least 55 years of age or older.
 - Be able to function independently.
 - Be able to communicate verbally with staff to ensure safety.
 - Must apply in-person with proof of age and residency.
 - ❖ *Proof of age (any one of):* driver's license, birth certificate, passport, military identification, or non-driver's state identification.
 - ❖ *Proof of residency (any one of):* driver's license, bank statement, lease agreement, mortgage payment, utility payment, tax bill, medical insurance bill, pay stub, or credit card statement.
- Guests are not permitted.
- Residents of assisted living facilities are not eligible.

Medical Transportation for Non-Emergency Appointments

We offer **free** curb-to-curb service for routine medical appointments.

Transportation services for **Monroe and Jamesburg** are available Monday through Friday for appointments between 9:30 a.m.-2:00 p.m. You must be finished by 3:30 p.m. to ensure your ride home.

Transportation services for **Cranbury** are available on Friday mornings for appointments between 9:30 a.m.-11:00 a.m.

When you are finished at the doctor's office, call our office at 609-443-0511. We will then radio the driver to pick you up. **If you do not need our transportation services for your ride home, you must notify us when making your reservation.**

Reservations are scheduled Monday through Friday between 8:30 a.m. and 4:15 p.m. Reservations may be scheduled up to three (3) weeks in advance with a minimum of five (5) full business days prior to the medical appointment.

How the Service Works

You are called the day before with your pick-up time and reminded to be ready ten (10) minutes prior to that designated time. Please watch for the bus and be ready when it arrives.

Information Needed to Schedule a Medical Ride:

- First and Last name
- Home Address and Telephone Number
- Date/Time of Appointment
- Name/Address/Phone Number of Physician

- Notification of Wheelchair/Scooter Usage
- Notification of Aide Assistance
- Notification of a service animal or if you are bringing oxygen onboard
- We do not transport anyone who is going for surgery or undergoing anesthesia

Safety Considerations:

- You must be able to walk independently from your home to the bus *without assistance*. The bus has three (3) stairs that you will need to climb *on your own*. **Our drivers are not allowed to assist you or handle your personal belongings.**
- If you need assistance, you may be accompanied by an aide or spouse.
- If you have a walker, the driver will secure it on the bus.
- Not all buses are wheelchair accessible. If using a wheelchair or scooter you must inform staff when scheduling a ride.
- Riders in a wheelchair or scooter must be able to operate it unassisted or with the help of an aide or spouse.
- Riders in a wheelchair will be secured on the bus by our driver. You must have a seat belt attached to the wheelchair that goes around you and the back of your wheelchair.
- Nothing is allowed to be between you and the wheelchair seat.
- Riders on scooters are required to transfer to a seat and wear a seat belt.
- *Seat belts are required for all riders.*

Cancellations

- If you need to cancel, you must do so no later than 8:30 a.m. on the day of your schedule ride.
- Please call the Transportation Office at: 609-443-0511. If the office is closed, please leave a message on the answering machine which is in operation 24-hours a day/7-days a week.
- Frequent cancellations will result in a review of future requests.

No Show

A “No Show” is when a rider, who has scheduled a ride, fails to cancel prior to the scheduled pick-up time, is not present for the pick-up, or declines the ride when the driver arrives. A rider accumulating three (3) No Shows will have a suspension of service for one (1) month. Depending on the severity of the situation, the rider may be terminated from riding.

In-Town Shuttle

- The In-Town shuttle runs on Tuesdays and Thursdays. Reservations are made the day prior to pick-up before 4:00 p.m. by calling 609-443-0511. Wheelchair/Scooter service is available.
- Inform transportation of your destination: Municipal Complex/Library, Apple Plaza/Town Center, Research Plaza, Gables Plaza, Concordia Shopping Center, or the Town of Jamesburg.
- The bus pick-up is at your home. You must be ready ten (10) minutes prior to your pick-up time.
- You must arrive at the designated bus stop ten (10) minutes prior to your return time.
- **Drivers do not assist riders on or off the bus.**
- There is a limit of two (2) reusable bags of groceries (not laundry bag size). Bags must be placed on the floor of the bus by your feet. You are responsible for your own packages and must be able to handle them.
- The aisle must remain clear of any obstacles.
- If you are not able to keep your reservation, you must call the office at 609-443-0511 to cancel. Our answering machine is in operation 24 hours a day/7-days a week.

Out-of-Town Shuttle to Freehold

- The **Freehold Bound Shuttle** runs Monday through Friday.
- This service is open to ALL Monroe Township residents (regardless of age) if a car seat/booster seat is not required.
- You must make a reservation by calling 609-443-0511 if you have a wheelchair or scooter, or if your community is not listed on the schedule.
- The shuttle does not pick-up riders at their home. You must wait at the bus stop or stand along the main street of your community to alert the bus.
- The shuttle has an "A" and a "B" run. Please call the office to find out which run is designated for your location.
- **Our drivers do not assist riders on or off the bus.**
- There is a limit of two (2) reusable bags of groceries (not laundry bag size). Bags must be placed on the floor of the bus by your feet. You are responsible for your own packages and must be able to handle them.
- The aisle must remain clear of any obstacles.
- You must be at the designated bus stop ten (10) minutes prior to the pick-up/return time. The bus does not wait.
- *If you miss the last scheduled return bus, you must find another way home.*

Out-of-Town Shopping Bus

- The shopping bus going to East Windsor Town Center and Target runs on Monday and Friday mornings only. You will have 1 ½ hours to shop for your groceries.
- You must register the business day prior to your reservation by 4:00 p.m. by calling 609-443-0511.
- The bus picks up and drops off on the main street in each of the adult communities.
- There is no limit to the number of reusable bags you can bring onboard the bus, but you must be able to manage them yourself. The drivers are not allowed to assist you.
- Carts are not allowed on the bus.

Trip Policy

- You must be a registered member of the Senior Center prior to making a trip reservation.
- **YOU MUST PRE-REGISTER FOR ALL TRIPS.**
- Not all trips are wheelchair/scooter accessible. Please call the Transportation Office PRIOR to registration to find out which trips are accessible.
- The registration date and time are listed on the front cover of the Senior Focus and in the Transportation Section of the Senior Focus.
- One member is permitted to register for ONE (1) additional member. Guests are not allowed.
- Your seat will be assigned via a lottery system prior to the trip date. You will be emailed the day before the trip with the departure time and seat number. If you do not have an email on file, you will be called. You cannot change your seat number with anyone else once it is assigned to you.
- You must be at the departure location fifteen (15) minutes prior to the departure time.
- Trip reservations are non-transferable.
- You must have a cell phone number on file to go on any trips.
 - Your cell phone must be turned on and available during the trip (for use only in an emergency).
 - You will be given the chaperone's cell phone number (in case of an emergency).

- Please do not exit the bus until it has come to a complete stop and the driver has signaled you to disembark.
- Buses are unloaded from front to back. Please wait your turn and let the riders in front of you exit first. Pushing others will not be tolerated.
- If you need to cancel, call the Transportation office at 609-443-0511. If the office is closed, please leave a message on the answering machine which is in operation 24-hours a day/7-days a week.

Trips with a Fee

Members can register for trips online or in-person. Payment must be received at the time of the reservation. The fee for each trip covers all expenses (unless otherwise noted).

- **Online:** You can register through Community Pass and pay with a credit card or E-check. Credit cards accepted are VISA, MC, or Discover. (AMEX is not accepted)
- **In-Person:** Payment may be made by check or cash (exact amount only). Make checks payable to the *“Township of Monroe.”*
 - One (1) registration form PER PERSON is required.
 - Submit one (1) check for the total amount due for registered trips.
- **Refund Policy:**
 - A refund will be given to you **only** if there is a replacement from the waitlist.
 - A refund will be given to you if the trip is cancelled by the Township of Monroe.

Free Trips

You can register online, in-person, or by phone at 609-443-0511. Reservations left on the answering machine will not be honored.

Senior Center Shuttle

- Round-trip transportation to programs, on-going programs, and classes is available via curbside pick-up at your home.
- No reservations will be accepted for the same day.
- You must inform the staff that you need this service when registering for each of your programs.
- Members who require only a bus ride home must register in advance as a “Home Only” service. Otherwise, you will need to make other arrangements for your ride home.
- You will receive a call the day before with your pick-up time. Please be ready ten (10) minutes prior to your pick-up time.
- If you register for more than one program a day, you will remain at the Senior Center until all your programs have concluded.
- When your program ends, you must inform the receptionist that you are ready to return home.
- The bus will depart at the conclusion of each program.
- Please do not exit the bus until it has come to a complete stop and the driver has signaled you to disembark.

Rules of Participation

- Riders must be ready ten (10) minutes prior to the pick-up time provided the day before transport.
- The driver will not wait more than five (5) minutes past your pick-up time.
- Riders must always wear seat belts. If you need assistance, please notify the driver.
- The aisle must always remain clear. All legs and bags must remain out of the aisle.
- Riders are asked not to speak with the driver while the vehicle is in motion.
- Riders cannot stand, change seats, or move about the vehicle when it is in motion.
- Be courteous to other riders and the driver. Disruptive behavior will not be tolerated.

- Proper hygiene is required. You must wear appropriate attire. Bare feet are prohibited.
- Riders who are intoxicated will not be allowed on the bus.
- No smoking, drinking, or eating on the bus. (water bottles are allowed)
- No alcohol, gambling, or drugs on the bus.
- Riders will not harass or discriminate based on race, color, sex, religion, ethnicity, national origin, sexual orientation, gender expression, disabilities, education levels, socioeconomic status, veteran status, or marital status.
- Weapons of any kind are not permitted on the bus.
- In the event of an accident, riders must follow directions from the driver and stay calm.
- Riders are asked to notify the driver of any incident or illness that occurs to themselves or others.
- Riders are not permitted to lie down on the seats.
- The use of cellular phones on the bus is prohibited except in an emergency.
- Please do not exit the bus until it has come to a complete stop and the driver has signaled you to disembark.
- Buses are unloaded from front to back. Please wait your turn and let the riders in front of you exit first. Pushing others will not be tolerated.
- It is the policy of Monroe Township that staff do not accept gifts or tips for a job well done. As a recipient of government funding, it is illegal and unethical.

Violation of these rules will subject the rider to suspension of transportation services.

Rider Behavior

“Disruptive behavior” is defined (for use in this handbook) as being any action which impinges on the rights, privacy, physical and/or emotional well-being of others, and any action by a rider that poses significant risk of harm to the health or safety of anyone in the vehicle, including the rider who is engaging in disruptive behavior, any other rider, and/or driver, and includes (but is not limited to) such conduct and behavior as the following:

- Getting out of a seat while the vehicle is in motion, or while the vehicle is stopped while the engine is running in anticipation of moving.
- Exiting a vehicle while it is parked or stopped to pick up or drop off a rider or attempting to exit the vehicle while stopped at a traffic light, a stop sign, due to traffic ahead, or while it is moving.
- Distracting the driver of the vehicle by talking, making a sound, or action, including, (but not limited to) shouting, screaming, cursing, spitting, kicking, punching, shoving, pulling, insulting, bullying, assaulting, or harassing another rider or the driver.
- Engaging in dangerous conduct or activity that may present a danger to themselves or others.
- Engaging in language or behavior that is abusive, loud, obscene, suggestive, threatening, or insulting will not be tolerated.
- Refusing to comply with instructions from the bus driver to cease engaging in disruptive behavior on the vehicle.
- Refusing to wear, prematurely releasing, or getting out of a seatbelt.
- Refusing to exit a vehicle at a designated drop off.
- Smoking, eating, or drinking while on board the vehicle. (water bottles are allowed)
- Damaging the vehicle or personal property of a rider or driver.

Depending on the severity of the situation, the rider may be suspended or terminated from riding.

Rider Offenses

The following actions will occur if any rider does not adhere to any of the above policies and procedures:

- 1) The first offense will constitute a verbal warning.
- 2) The second offense will be documented, and a written warning will be issued.
- 3) The third offense will be a suspension of service for one (1) month.
- 4) The rider may be terminated from riding, depending on the severity of the situation.

Cancellations

- Please call the Transportation Office at: 609-443-0511. If the office is closed, please leave a message on the answering machine which is in operation 24-hours a day/7-days a week.
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Weather Emergencies

- The Transportation Office follows the same schedule as the Municipal offices. If a decision is made to delay the opening of the Municipal offices, close early, or close for the day every effort is made to telephone riders as early as possible if transportation must be cancelled.
- Once the decision has been made (for either a closure or delayed opening), the information will be available on the Township website, Community Access TV, Comcast Channel 28, Fios Channels 32 and 40, or by calling the municipal building at 732-521-4400 for updates.

Service Animals

A service animal, as defined by the ADA, is an animal that is individually trained to perform tasks for people with disabilities, such as: guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or a working animal that is not a pet. The work or task the animal has been trained to perform must be directly related to the person’s disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. **Only dogs recognized as service animals under Title II and III of the ADA are permitted.**

Holiday Schedule

Please note that transportation services are not available on the following days:
New Year’s Day, Martin Luther King, Jr. Birthday, Presidents’ Day, Good Friday, Memorial Day,
Juneteenth, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day,
Thanksgiving Day, Day after Thanksgiving, Christmas Day

Comments or Questions

To address a problem, concern, or complaint, please call Transportation at 609-443-0511; mail a letter to Monroe Township Department of Transportation, 12 Halsey Reed Road, Monroe Township, New Jersey, 08831; or email John Magda, Transportation Manager, at jmagda@monroetwp.com.

Mayor and Council

Stephen Dalina, Mayor
Miriam Cohen, Council President
Terence Van Dzura, Council Vice President
Charles DiPierro, Councilman
Michael Markel, Councilman
Rupa Siegel, Councilwoman

Alan Weinberg, Business Administrator
Nancy Harrigan, Director Office of Senior Services

Transportation Staff

John Magda	Transportation Manager
Amy Rutherford, CCTM, CSSO	Transportation Coordinator
Kim Molarz	Senior Clerk

Drivers

Edward Brocato	Lisa Ferone	Steven Rubin
Louis DeRogatis	Clifton Jones	Carlo Tanjutco
Robert Durante	Diane Petty	