

Ewing Senior Citizen Transportation Service

Who is Eligible?

Ewing Township Senior Para Transit Minibus provides transportation to Ewing Township Residents who are:

1. Senior citizens (60+)
2. Adults with disabilities (50+)

ALL TRIPS ARE GROUPED INTO THE FOLLOWING CATEGORIES:

1. RESERVED: trips to dialysis, nutrition sites, rehabilitation sites, radiation, senior club meetings, recreational activities, etc. which are provided on an ongoing basis.
2. DEMAND RESPONSE: trips to medical appointments, out-patient clinics, or shopping, which are provided on an as-needed basis.

How do I schedule a reservation?

1. Call 609-498-4931. Monday through Friday, 8:30 a.m. to 2:30 pm

Up to 7 days prior to the date of your scheduled appointment.

2. For residents who suffer from speech or hearing loss you may access the New Jersey Relay service by dialing 711.

You must provide the reservation staff with the appointment time and date. Your destination's address and phone number and return ride information.

Please inform us if you will need the lift. If you need the assistance of another individual, inform the reservations staff so that seating will be available for that person. If you are traveling with a service

animal or portable oxygen, please inform us when reserving your seat.

NOTE: Our bus drivers are not allowed to take a mobility device up or down more than one step without the assistance of at least one other able-bodied person.

HOW DO I register for Ewing Senior Citizen Transportation Service?

Call the main office at 609-883-1776 ext. 6206 if you have never registered for Senior Programs. Request a Registration/Waiver form. A form will be sent to you in the mail, or we can email it to you. Fill out the form and return it before you make your first trip with us. SENIOR OFFICE, 320 HOLLOWBROOK DR. EWING, NJ 08638.

NOTE: ALL INFORMATION IS KEPT STRICTLY CONFIDENTIAL

When should I be ready for pick up?

We ask every passenger to be ready for pick up TEN (10) before your scheduled appointment as our driver may be late due to traffic, and 10 minutes after. Passengers who reside in multi-unit dwellings must wait in the lobby. Our drivers have a full passenger schedule. Consequently, they must not wait more than 5 minutes. Once the driver leaves, he will not be able to return for you.

Will the driver wait or remain with me at the appointment?

Ewing Township Senior Transportation drivers CANNOT wait with you! When making your reservation you must provide us with accurate information regarding your return time. The driver carries a cell phone. You will be asked to call that number when you are ready to be picked up.

Is there a fee for Ewing Senior Transportation Service?

NO. We do not charge a fee for this service.

What if my appointment is cancelled?

Promptly notify the driver by calling the driver on 609-498-4931. If there is no answer you MUST leave a message. You can also call the Senior Office 609-883-1776 ...EXT...6205.....or EXT...6216... of your cancellation.

NO SHOW: Passengers who wait for the driver to arrive and cancel, by not coming out to board the bus when it arrives, will be considered a “NO SHOW”. Anyone who chooses an alternate mode of transportation to return home, and DO NOT inform us, will be considered a “NO SHOW”. After the 1st time you must call to get back on schedule. The 2nd time, the participant should call again to inquire about getting back on the schedule. A letter will be sent out to the client to remind them of our rules. Anyone missing 3 times in a row will receive one week suspension from service.

Who do I call if I have a comment regarding Ewing Senior Transportation Service?

The Senior Office is very interested in your view of our service. If you wish to compliment us on the service received or notify us of a problem. Call Senior Office at 609-883-1776 ...EXT. 6206... for us to follow up and/or take the appropriate action. The information will be confidential.

If you feel that your complaint is related to discrimination, please go online www.ewingnj.org to get forms to fill out. You may also ask the Senior Office to send out hard copies to you.

NOTE: Go to www.ewingnj.org On the home page, click on Departments. Click on Community Affairs. Next select Senior Citizen Department. Scroll down to “Transportation”. At the end of the article, click on” Ewing Seniors Discrimination Policy for Transportation” or “ADA Complaint Form-Seniors.”

What happens in the event of an accident?

In the event of an accident please wait for directions from the Driver. Immediately inform the driver of any injury or discomfort that you may be feeling.

What are my responsibilities as a passenger?

- Be ready 10 minutes prior to your appointment time.
- Passengers who reside in a high-rise must be waiting in the lobby.
- The driver will not wait more than 5 minutes-please be on time.
- If needed wait for driver assistance-do not board the vehicle alone
- Seat belts must be used! Doctor’s slip accepted if you will not use seat belts.
- Inform us if have portable oxygen or if traveling with a service animal.
- Do not stand, change seats or move about the vehicle when it is in motion.
- Be courteous to other passengers and driver. Disruptive behavior will not be tolerated.
- Have possession of and secure carryon items.
- Shoppers – there is a 4-Bag limit per person!
- No eating, drinking or smoking on the vehicle.

- No food and /or drink from nutrition sites permitted.
- Keep the vehicle clean - do not litter!
- Notify driver of incident or illness of self or others
- If involved in an accident, wait for instructions from the driver. Immediately inform the driver of any injury or discomfort that you may be feeling.

REMINDER YOU MUST CALL OUR OFFICE TO CANCEL YOUR RIDE AT 609-498-4931

What happens in bad weather or ice?

Severe weather conditions may force service cancellations when safety can be affected. Passengers will receive a call from the Senior Office 609-883-1776. Ext 6205...609-883-1776 ext. 6216 will be informed of cancellations...ALSO from 609-493-4931.

PRINT NAME _____

SIGNATURE _____

DATE _____

WITNESS _____