



West Windsor Senior Center Transportation Policy & Procedures Handbook



271 Clarksville Road, West Windsor, NJ 08550

Phone: 609-799-9068

Website: www.westwindsornj.org

Office Hours: Monday- Friday

8:00AM – 4:00PM

Transportation

Who is eligible?

- You must be a member of the Senior Center for all transportation to senior center, shopping and trips.
- To be a Senior Center member, you must:
 - Be a resident of West Windsor, 55 years of age or older
 - Be able to function independently
 - Be able to communicate with staff to ensure safety
 - Must apply in-person with proof of age and residency
 - Proof of age: driver's license, birth certificate, passport, military identification or non-driver's state identification
 - Proof of residency: driver's license, bank statement, lease agreement, mortgage, utility bill, tax bill, medical insurance bill or pay stub.
 - Guests are permitted.

Bus Information:

- 18 passenger bus and one driver to provide services to the senior community of the Township.
- The bus will provide transportation on a set schedule to and from the Senior Center.
- **There will be no provision for rides to personal, social events and outings.**
- Rides will be provided only through the announced schedule, no individual rides will be provided.
- Members of the senior community will be provided with the bus schedule and they are encouraged to plan their day in accordance with the Senior Center calendar and activities and programs.
- **All participants are required to sign a Senior Center Transportation Waiver.**
- The bus is for the exclusive use of the West Windsor Senior Center and is not available to any other group.
- The general policies of the West Windsor Senior Center will be used for additional guidelines as required.

Transport:

- Round-trip transportation to the senior center for social and exercise programs and shopping are 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 your programs.
- A senior may establish an on-going set schedule for rides, i.e. transportation on the same day of the week, time and destination.
- Members who require a bus ride home ONLY must sign-up as a "Return Only" service. Otherwise, you will need to make other arrangements for your ride home.
- Please be ready fifteen (15) minutes prior to your pick-up time.
- Service will be at the curb and riders **must be outside and ready** at the pick-up time.
- The bus will depart at the conclusion of your designated time. There is no back-up transportation for anyone who misses the bus to go home.
- Please do not exit the bus until it has come to a complete stop and the driver has signaled you to disembark.

Fees:

- One-way trip fee of \$1
- Round trip fee of \$2
- Payment is due upon arrival at the Senior Center
- The driver does not collect any money (except on shopping days).
- PAAD recipients are exempt from the charge. All financial matters are kept in strictest confidence.

Safety Considerations:

- You must be able to walk independently from your home to the bus without assistance. The bus has four (4) stairs that you will need to climb on your OWN. **Our driver is not allowed to assist you nor handle your personal belongings.**
- If you need assistance, you may be accompanied by an adult companion (request form will need to be completed for the adult companion).
- The adult companion will pay the required fare.
- If you have a walker, the driver will secure it on the bus.
- The vehicle is unable to accommodate wheelchair riders. Persons with special needs should contact TRADE.
- *Seat belts are required for all riders.*

Cancellations

- If you need to cancel, you must do so no later than 8:00AM on the day of your reservation. 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.
- Please call the Senior Center at 609-799-9068.
- For cancellations made less than 24 hours before scheduled pick-up or **no shows** at the time of pick-up, the one-way fee will be assessed.
- 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 services for one (1) month.

Rules of Participation

- Riders must be ready fifteen (15) minutes prior to the pick-up time.
- The driver will not wait an excess of five (5) minutes past your pick-up time.
- Riders must always wear seat belts. If you need assistance, please notify the driver.
- **Face masks are STRONGLY ENCOURAGED when on the bus.**
- Eating & drinking are **strictly prohibited** aboard all transit vehicles.
- The aisle must be clear at all times. 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 in motion.
- Be courteous to other riders and drivers. Disruptive behavior will not be tolerated.
- Proper hygiene is required. You must wear appropriate attire and bare feet are prohibited.
- Riders who are intoxicated will not be allowed on the bus.

- No smoking, drinking or eating on the bus.
- Riders will not harass or discriminate based on race, color, sex, religion, ethnicity, national origin, sexual orientation, gender expression, disabilities, educational 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 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.
- Bus will be unloaded front to back. Please wait your turn and let the riders in front of you exit first. Pushing others will not be tolerated.

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 designated drop off.
- Smoking, eating or drinking while on board the vehicle.
- 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.

Accidents:

- Should an accident arise which is not covered by specific policy, the Senior Center Manager or designee is authorized to take the necessary corrective action for the benefit of all involved.
- **Note:** West Windsor Township Policy & Procedure Manual, Page 8:
 - *“All motor vehicle accidents must be reported to the Police Division before the vehicle is moved. All reports shall be submitted to the Office of the Business Administrator.”*
 - The driver will contact the Manager, Senior & Social Services at time of the incident/ accident & necessary action will be taken.

Senior Center Bus Cleaning Efforts:

- The Senior Center Bus Driver has enhanced its cleaning efforts to include disinfecting the vehicle after every pick-up and drop-off.
- Hard surface cleaning and disinfecting includes: handrails, sliding door, windows, floor surfaces and seating areas.

The Centers for Disease and Control and Prevention (CDC) offer the following preventative steps:

- Stay home if you are sick
- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with those who are sick
- Cover your cough or sneeze with a tissue, throw the tissue in the trash, then wash hands
- For more information, please visit the [Department of Health for the State of New Jersey | Homepage \(nj.gov\)](#) and the CDC ([HAN Archive - 00427 | Health Alert Network \(HAN\) \(cdc.gov\)](#)).