

SEN-HAN TRANSIT
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January 2014



SEN-HAN NEWS

FROM THE CHIEF EXECUTIVE OFFICER—STEPHEN P. CONSIDINE

WINTER IS HERE...

We are at that time of year when our weather becomes very unpredictable – snow, ice, freezing rain! As that plays havoc with transportation schedules, it seems appropriate to issue some winter-related reminders for our passengers.

If the weather is poor, turn your radio to KYW 1060 AM to listen for possible delays or cancellation of SEN-HAN's schedules.

If the weather changes your travel plans, please call us with your cancellation as soon as possible. A dispatcher is on duty after 6:00 am to take cancellations ONLY. Appointment must be made after 9:00 am.

Passengers are responsible for keeping sidewalks, steps and ramps clear of ice and snow.

If this is not done, you run the risk of being refused service when the driver arrives. This rule is for your own safety.

Drivers cannot be responsible for assisting you over ice and snow-covered areas of your home. Since your health may prohibit you from doing snow removal, make arrangements now for a neighbor or friend to clear your entrance on bad weather days, particularly if you are a dialysis patient.

PLEASE BE PATIENT!

When the weather is bad, drivers may be late to pick you up. Please realize that schedules are disrupted by slow roads and the traffic problems that always accompany bad weather.

In general, the decision to delay or cancel scheduled routes is made based on current and predicted weather conditions and the effect on the roads, and

the ability of our vehicles to handle these road conditions. The safety of our passengers is always our PRIMARY concern.

If weather conditions are poor, we may only transport medical and dialysis patients. In extreme conditions we may even have to cancel these rides or cut back on the schedules.

With your cooperation, we will get through the winter months and look forward to enjoying the beautiful weather of spring and summer.

This year we will be having our annual paratransit rodeo on Wednesday April 16th at our Audubon location. Drivers will compete in different categories and the winner will represent SEN-HAN at the annual NJ State Paratransit Rodeo sponsored by the NJ Council on Special Transportation (COST) in May. State winners will be sent to the National Rodeo in St. Paul, MN in June. Be sure to read the article on the back of

the newsletter about a SEN-HAN driver who was recognized by the NJ COST for exceptional performance last year.

In late Spring we will once again be holding public hearings on the proposed SCDRTAP applications, funded through the NJ casinos. Notices will be on each vehicle inviting public input and attendance at these meetings. A number will be provided to arrange transportation if you are interested in attending. Funds have dramatically decreased in the past few years due to lower revenue at Atlantic City casinos. This directly impacts our service capability.

As always, we welcome your comments and suggestions. Call our office or reach us by email.

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**SEN-HAN TRANSIT
HOLIDAYS**

On the followings day,
transportation will only be
provided for dialysis
and employment clients:

January 20, 2014
February 12, 2014
February 17, 2014
April 16, 2014
April 18, 2014
May 26, 2014

The offices will be closed on
January 20, 2014
February 12, 2014
February 17, 2014
April 16, 2014
April 18, 2014
May 26, 2014

Visit our website
(www.scucs.org) for a full
listing of our holidays.

JONES NAMED NJ COST 2013 DRIVER OF THE YEAR

Jonetta Jones, a shopping driver for the Burlington County Division of SEN-HAN Transit, was honored as the 2013 Driver of the Year by the NJ Council on Special Transportation (NJCOST).

SEN-HAN introduced a regionalized shopping service after being designated as the paratransit provider in Burlington County. This was a significant departure from the dial-a-ride model that had previously been in place. At that time, Jonetta was designated as the primary shopping driver.

Having worked for some of the previous service operators, Jonetta was already familiar with many of the clients. When we introduced the changes in destinations and shopping schedules, Jonetta was instrumental in overcoming customer concerns and outlining for the passengers what they could expect with the implementation of the changes. She made sure there were no surprises in store for them. What's more, Jonetta worked alongside the Burlington County Operations Manager, Chris Smith, and other members of the management team to help design the shopping routes and provided valuable input on destinations.

As a thoughtful communicator, Jonetta not only told the passengers what they could expect, but relayed to us how these changes were being received. In the early days of the project, Jonetta clearly articulated to us what passengers really thought about the changes. With this information, we have been able to make adjustments in times and destinations for the shopping routes. In May of 2013, the service was expanded to provide limited runs to the Moorestown Mall and other select destinations on specific days of the month. Jonetta clearly relayed what could have been somewhat confusing information to our clients. Her efforts have been so successful that those mall trips represent some of our most widely used routes.

Aside from being a facilitator of information from our offices, Jonetta is a kind and caring individual, always willing to go the "extra mile". When there are openings in her schedule, she's the first driver to get on the radio, letting everyone know that she is free and clear should anyone need help. Passengers frequently relay tales of how helpful she is, always being by their side should their balance fail them, organizing all their groceries on the vehicle and carrying their bags to their doors.

One morning, she was listening to other drivers on the radio and heard a driver and the dispatcher talking about a client who did not come to the door for their pickup. They had tried to call her on the phone, but there was no answer. The assumption was that she had gotten to her destination by some other means. Jonetta called, noting that it was highly unusual for this client, a dialysis patient. Jonetta offered to drive to the client's home and try again. She arrived at the woman's home, rang the bell, knocked on the door and got no response. She went to a neighbor's home and asked if they had a spare key. The neighbor followed Jonetta back to the house and opened the door. They found that she was home, but too weak to answer the door. Jonetta suggested that they call 911, but the woman refused. At the passenger's behest, Jonetta drove her to the dialysis unit. Eventually the passenger was admitted to the hospital at the direction of the unit staff. As it turns out, had the passenger not received dialysis treatment that day, she may not have survived. She desperately needed the treatment and would not have been properly cared for, had it not been for Jonetta's actions.

Jonetta is the ninth SEN-HAN employee to be awarded the Driver of the Year award since 1990 and our fourth in the past five years.

**EVERYONE AT SEN-HAN WISHES YOU AND YOUR FAMILY
A HEALTHY, HAPPY NEW YEAR.**