

# SEN-HAN NEWS



## NEW SPECIAL SHOPPING SERVICE

In addition to your regular shopping service, SEN-HAN now operates a **reservation only** system for all mall shopping routes. First time riders must call **(877) 603-5111** to pre-register for the service. If you have been using the current shopping service, you will not need to do the phone intake. Registered passengers should call **(856) 255-5348** the day before your trip between the hours of 6:00 am and 5:00 pm. **This is a door-to-door service. All passengers are required to use seat belts.** For additional information call (877) 603-5111 for a separate flyer on your town and zone. Flyers are also available on our website: [www.scucs.org](http://www.scucs.org).

### DESTINATIONS: WEGMANS, MOORESTOWN MALL AND SHOPRITE AT EAST GATE

#### Third Monday

**Zone 1-A and Zone 1-B** Delanco, Riverside, Delran, Palmyra, Riverton and Cinnaminson

#### Third Tuesday

**Zone 2-A and Zone 2-B** Edgewater Park, Beverly, Burlington Township and Burlington City

#### Third Wednesday

**Zone 3-A** Moorestown and Maple Shade

**Zone 3-B** Mt. Laurel

#### Third Thursday

**Zone 4-A** Florence/Roebling, Chesterfield, Bordentown City and Township, Mansfield, Fieldsboro

**Zone 4-B** Springfield Township, New Hanover, North Hanover, Wrightstown, Pemberton Borough, Pemberton Township, Browns Mills and Woodland Township

#### Third Friday

**Zone 5-A and Zone 5-B** Shamong, Tabernacle, Medford Lakes, Medford, Southampton, Eastampton, Hainesport, Lumberton, Westampton and Mt. Holly

*Passengers are limited to four normal size grocery bags unless they are able to carry all of the purchases themselves in a soft-sided folding grocery cart.*

*All passengers using transport devices must use shoulder and lap belts. Driver will secure all mobility devices using the vehicle's tie-down system.*

The cost share amount per one way ride is \$2.00 with NO tipping of the driver permitted.

SEN-HAN TRANSIT  
 (877) 603-5111  
 A PROJECT OF  
 SENIOR CITIZENS  
 UNITED COMMUNITY  
 SERVICES, INC.

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**SEN-HAN TRANSIT HOLIDAYS**

October 14, 2013—Monday  
 November 5, 2013—Tuesday  
 November 11, 2013—Monday  
 November 28, 2013—Thursday  
 November 29, 2013—Friday  
 December 25, 2013—Wednesday  
 January 1, 2014—Wednesday

Only dialysis patients, radiation  
 and employment clients will be

**FUNDING PROVIDED BY:**

NJ Transit  
 Burlington County  
 Office on Aging  
 Community Development  
 Veterans Affairs

**COST SHARES NEEDED**

All riders are asked to provide a  
 cost share of \$2 for each one  
 way ride. Drivers will provide  
 you with an envelope each time  
 you enter the vehicle.

**Your cost share payment  
 should be deposited in the  
 vehicle's fare box as you  
 leave the vehicle—not hand-  
 ed to the driver.** Your financial  
 support makes a real differ-  
 ence, allowing us to keep more  
 vehicles/drivers in service.  
 Strong financial support by our  
 passengers will reduce the ser-  
 vice impact of significant budget  
 cuts. Please continue to con-  
 tribute what you can.

**2014 CASINO REVENUE FUND APPLICATION**

As posted on your vehicle, the Public Hearing on the Casino Revenue Fund's 2014 Senior Citizen and Disabled Residents Transportation Assistance Program (SCDRTAP) application was held on June 10, 2013. The Casino Revenue Fund allocation is based on the 2010 senior citizens census. For 2014, there will be 19% less money available. This amount will be the lowest since 1997. Burlington County will be receiving \$105,446 less than in 2013. The following accomplishments were achieved since SEN-HAN took over the service in 2012:

Established a toll-free phone line for passenger ride requests and information..
Established initial policies for passengers using the service.
Established a written guideline pertaining to standing orders for physical therapy transport.
Implemented the disabled application created in Camden County based on the NJTransit Reduced Fare Program. (available on the website: <a href="http://www.scucs.org">www.scucs.org</a> )
Redesigned the shopping zones/destinations and implemented a phone reservation system for shoppers.
Established a separate reservation phone line for shoppers to reserve their ride from 6:00 am to 5:00 pm the working day before their scheduled zone trip.
Discontinued shopping services in three municipalities who provide this service with their municipal buses.
Created flyers for all shopping zones as a means of increasing ridership.
Added information on the Burlington County services and forms to the SCUCS web-site at <a href="http://www.scucs.org">www.scucs.org</a> and created an email address for the program.
Operations Manager attended Community Transportation Association of America (CTTA) training "train the trainer" for certification as a Passenger Service and Safety instructor (PASS).
Conducted a survey of all shopping passengers to solicit their comments and recommendations on possible changes in the new service.
Established a quarterly newsletter to inform passengers of changes in the system and updates on services.
Completed an application through Federal grant 5310 for three small vans with lifts to replace the larger full size buses now in use for non-emergency medical transport.
Scheduled speaking engagements throughout the County to increase the senior and disabled population's knowledge of the services available.
Created a brochure on all para-transit services available through all funding sources.

The following goals were set for 2014:

Continue to contact companies for advertising on the vehicles.
Plan to maintain the current services by utilizing available funds.
Possibility of implementing a zone fare for competitive employment riders based on NJ Transit zone fares.
Entered into a municipal contract with Mt. Laurel to replace their locally funded service (2013). Staff will contact other municipal operators to discuss the possibility of becoming part of the Burlington County para transit system.
Possibility of implementing a confirmation requirement for demand service rides.