

USER'S GUIDE

A PROJECT OF

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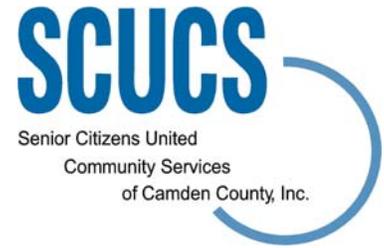
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OVERVIEW

This guide was written to enable you, the passenger, to understand how to use the various services offered by the SEN-HAN Transit system. Eligibility limitations of SEN-HAN Transit are also discussed. Please keep this handy as your guide for the SEN-HAN Transit system.



On page 8 of this guide is information on local municipal bus operations. For information on various programs for senior citizens and disabled residents of New Jersey offered by NJ Transit, please call 1-800-772-3606.

You can reach the New Jersey Telecommunications Relay Service (NJ TRS) 24 hours a day, every day, by simply dialing 711. This guide is also available in alternate format. Please call the office for more information.

SEN-HAN Transit is the outgrowth of efforts by the Camden County Board of Chosen Freeholders to provide coordinated special transportation services to its elderly and disabled citizens. In 1979 the Camden County Division of Senior Services, along with an ad hoc committee of the County's Human Services providers, recognized the need for coordination to provide the elderly and disabled with efficient, sensitive and cost-effective transportation.

As the County provider, Senior Citizens United Community Services (SCUCS) initiated the concept of coordination under the guidance of the Camden County Division of Senior Services in 1980. In subsequent years, the Camden County Board of Chosen Freeholders designated SCUCS to operate a rural transportation program and in 1984 designated SCUCS as operator of the County's expanded transportation initiative made possible through State Casino Revenue funds. SEN-HAN Transit also provides transportation services through direct contracts with several municipalities and human service agencies.

SCUCS has maximized the resources of its various funding sources in order to provide an effective, cost-efficient service to all programs and their clients. In addition to the special services provided by SCUCS, Camden County's elderly and disabled can obtain transportation from a number of local municipalities, as well as NJ Transit's bus and rail lines. The Camden County Division of Senior and Disabled Services is responsible for the planning and monitoring of the Casino funded services and is also focusing its efforts on the development of a county-wide coordinated transportation delivery system.

Additionally, the Camden County Board of Chosen Freeholders has appointed a Transportation Advisory Committee (TAC) to provide guidance and recommendations to the Freeholder Board on transportation needs and services.

SEN-HAN Transit Policies and Procedures are approved by the Transportation Advisory Committee at the meetings through the year.

The complete Policies and Procedures booklet includes information on subjects such as types of service, mobility devices, service animals, escorts and portable oxygen units. A complete package of these policies may be obtained by calling SEN-HAN at (856) 456-3344 or by visiting our website at www.scucs.org.

A brief overview of these policies and procedures follows:

- For the purpose of SEN-HAN Transit, “disabled” is defined as a passenger whose physical condition precludes the use of public transportation.
- To expand the capacity of the system, SEN-HAN will encourage and offer linkage to public transportation systems. As situations warrant, passengers will be assisted in securing any available discount programs on these systems. Passengers refusing to accept linkage to these systems can be denied service through SEN-HAN Transit.
- Conditions warranting denial of service include:
 - Passengers who refuse to wear seatbelts
 - Passengers who are a threat to the safety of themselves or others
 - Passengers who are under the influence of drugs or alcohol
 - Passengers who are in precarious health
 - Passengers who are incontinent of bowel or bladder
 - Passengers who fail to confirm rides, cancel appointments excessively or are “no shows”

SEN-HAN Transit has instituted a \$2.00 cost share for each one-way ride. This fare does not apply to those requesting transportation to private employment.

Passengers who are eligible clients of a third party reimbursement system must provide SEN-HAN with this information. These may include Medicaid, Department of Developmental Disabilities (DDD), Division of Vocational Rehabilitation (DVR), Veterans Affairs (VA), auto insurance accident claims and private rehabilitation companies. Failure to provide this information may result in denial of service.

Non-Discrimination Policy

SEN-HAN Transit is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, religion, gender or national origin as protected by Title VII of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Senior Citizens United Community Services, Inc. To file a complaint, or for more information Senior Citizens United Community Services, Inc.'s obligations under Title VII, write to: SCUCS, Inc., 537 Nicholson Road, Audubon, NJ 08106 or visit www.scucs.org. Transportation services provided by this agency are in whole or part funded through Federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VII to NJ TRANSIT by writing to: NJ Transit Customer Service – Title VII Division, One Penn Plaza East, Newark, NJ 07105 or visit njtransit.com/diversity. A complaint must be filed within 180 days of the alleged discrimination

NON-EMERGENCY MEDICAL TRANSPORTATION

SCUCS provides non-emergency medical transportation (door to door rides) to doctors' offices, hospitals and other medical facilities.

WHO: This service may be used by any resident of Camden County who is:

- 60 years of age or older
- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. For the purpose of SEN-HAN Transit, "disabled" is defined as a passenger whose condition precludes their use of public transportation. Upon receipt of the completed application, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

WHERE: Non-emergency medical rides are currently available:

- Anywhere in Camden County
- To borderline facilities in connecting counties within five miles
- To center city Philadelphia limited hours/days through the Philadelphia Shuttle (see page 7).

HOW: Passengers needing this service should call the central intake clerks at (856) 456-3343 to make a ride reservation between **two days and two weeks** before the appointment time. Clerks are available between the hours of 9:00 am and 4:00 pm, Monday through Friday.

The following information will be needed at the time of reservation and should be available when you call to make a ride appointment:

- Your name, date of birth and home phone number
- Your home address (or the address of where you will be picked up), including the apartment number if applicable
- The doctor's, hospital or medical center name, address, suite number and phone number. If a hospital or medical center, the department's name and phone number are required.
- The time of your appointment
- The length of time you will be at the appointment
- An emergency contact person's name and phone number
- Any special medical transport needs (wheelchair, use of a walker or cane, service animal accompaniment or use of portable oxygen unit).
- Whether you will be accompanied by an escort

Hearing impaired clients with TTD equipment may call NJ Relay TTY & TDD at 1-800-852-7899 (voice only 1-800-852-7897) to request assistance contacting us.

Rides are available between 10:00 am and 2:00 pm on a first come, first served basis. Available rides book very quickly. Call as far in advance of the two week window as you can to secure your ride!

CONFIRMING YOUR RIDE APPOINTMENT

All non-emergency medical rides must be confirmed the working day before the appointment. Riders must call (856) 742-8937 between 5:00 am and 10:00 am to confirm they still will be using the ride appointment.

Rides not confirmed by 10:00 am the working day before the appointment will be cancelled. This policy must be strictly enforced as eight to ten clients request rides each working day that cannot be honored; five to eight clients do not show up for their ride appointments each day.

NON-EMERGENCY MEDICAL APPOINTMENT STANDING ORDER RIDES

Passengers who have serious medical conditions, which require on-going medically supervised regular treatment, are scheduled under the *standing order ride* category. These passengers are typically receiving treatment for kidney failure, cancer or medically necessary physical therapy. This includes short-term treatment under the direct day to day supervision of a licensed physical therapist as prescribed by a licensed physician or other health care practitioner authorized to prescribe treatment.

Physical therapy transport is limited to a six (6) week session during a one year time period and must be directly provided by a licensed physical therapist. This therapist must be working directly with the passenger at each and every visit.

Standing order ride service operates Monday through Friday. The earliest appointment time is 10:00 am and the latest scheduled take-home rides are at 2:00 PM. These rides are scheduled on a "space available" basis and are pre-arranged by calling the central intake line at (856) 456-3344 between the hours of 9:00 am and 4:00 PM, Monday through Friday.

PERSONAL BUSINESS RIDES

Personal business rides are provided for clients needing to go to banks and financial institutions, the Social Security office, social service agencies, hospital visits, social events, hairdressers, etc. All destinations must be within the Camden County area.

These rides are available between 10:00 am and 2:00 pm, Monday through Friday. These rides can be scheduled three (3) days before the date of your personal business ride request. These rides must be confirmed (see above).

THE DAY OF YOUR RIDE APPOINTMENT:

For all of the above type rides, you should be ready one (1) hour before the time you are scheduled to be picked up. The driver will come to your door but cannot enter your home. Clients in high rise buildings are expected to be in the lobby area when SEN-HAN arrives.

NON-EMERGENCY MEDICAL APPOINTMENT SHUTTLE SERVICE

At present, SEN-HAN provides two shuttle services. These are grouped rides to frequently traveled destinations, therefore affording the system the opportunity to provide more clients with rides.

WHO: This service may be used by any resident of Camden County who is:

- 60 years of age or older
- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. For the purpose of SEN-HAN Transit, "disabled" is defined as a passenger whose condition precludes their use of public transportation. Upon receipt of the completed application, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

VOORHEES SHUTTLE STOPS ARE MADE AT 10:00 AM, 12:00 PM AND 2:00 PM

WHERE: Destinations:

- Pavilions of Voorhees
- Tatem Brown Family Practice Center
- 130 Carnie Boulevard
- 120 Carnie Boulevard
- 110 Carnie Boulevard
- 106 Carnie Boulevard
- William G. Rohrer Center for Health Fitness
- Genesis Nursing Home
- 701 Cooper Road
- 705 Cooper Road
- 805 Cooper Road
- 502 Centennial Road
- 900 Centennial Road
- 2401 Evesham Road
- 2601 Evesham Avenue

HOW: Passengers needing this service should call the central intake clerks at (856) 456-3343 to make a ride reservation between **two days and two weeks** before the appointment time. Clerks are available between the hours of 9:00 am and 4:00 pm, Monday through Friday.

PHILADELPHIA SHUTTLE

In conjunction with Gloucester County Para Transit, SEN-HAN offers a non-emergency shuttle service to Philadelphia.

WHO: This service may be used by any resident of Camden County who is:

- 60 years of age or older
- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. For the purpose of SEN-HAN Transit, "disabled" is defined as a passenger whose condition precludes their use of public transportation. Upon receipt of the completed application, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

WHEN: Days of operation:

- Monday through Thursday
- Friday – express service to the VA Hospital *only*

WHERE: Destinations and times:

TIME	LOCATION	TIME
8:45 am	SCUCS OFFICE	1:15 pm
9:00 am	COOPER HOSPITAL	12:00 pm
9:15 am	HAHNEMANN HOSPITAL	12:15 pm
9:25 am	PENNSYLVANIA HOSPITAL	12:25 pm
9:30 am	WILLS EYE HOSPITAL	12:30 pm
9:35 am	JEFFERSON HOSPITAL/ROTHMAN INSTITUTE	12:35 pm
9:45 am	GRADUATE HOSPITAL	12:45 pm
9:55 am	CHILDREN'S HOSPITAL/HUP/SHEIE INSTITUTE	12:55 pm
10:00 am	VA HOSPITAL	1:00 pm

HOW: Passengers needing this service should call the central intake clerks at (856) 456-3343 to make a ride reservation between **two days and two weeks** before the appointment time. Clerks are available between the hours of 9:00 am and 4:00 pm, Monday through Friday.

Clients will be picked up at their homes and taken to the shuttle transfer point (if necessary) before being taken to their destination. After their appointment, clients will be picked up and either taken to the transfer point or taken home.

SHOPPING RIDE SERVICE

SEN-HAN operates weekly reserved shopping ride service in 24 municipalities in Camden County. Route stops are modified or changed as requests are received from the riders with service provided to local supermarkets and shopping centers. Drivers can assist clients with unloading no more than three regular supermarket size shopping bags from the vehicle to the curb. Clients are responsible for taking their purchases from the curb to their homes. Purchases should be made with this in mind. Upon boarding the vehicle you will be given an *Intake Form* by the driver. This form must be filled out and returned to the driver.

WHO: This service is open to the public except residents of those municipalities that operate a shopping service (see page 10).

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. Upon receipt, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

WHERE: Weekly shopping service is available in the following municipalities:

- Audubon Borough
- Audubon Park
- Barrington
- Camden City
- Chesilhurst
- Clementon
- Collingswood
- Gibbsboro
- Gloucester City
- Haddon Heights
- Haddonfield
- HiNella
- Laurel Springs
- Lindenwold
- Magnolia
- Merchantville
- Mt. Ephraim
- Oaklyn
- Pine Hill
- Somerdale
- Stratford
- Waterford Township
- Winslow Township
- Woodlynne

Clients desiring this service should call (856) 456-3343 and ask to have a flyer for your municipality mailed to them. If your municipality is not listed above, please see page 10 for municipalities that provide their own shopping service.

HOW: All appointments for shopping service rides must be made by calling (856) 456-1148 the working day before your trip between the hours of 6:00 am and 6:00 pm. The following information should be left on the answering machine:

- Your name and address, including town of residence
- The day you will be using the shopping bus service

MUNICIPAL SHOPPING BUSES

Eleven municipalities currently provide transportation for their senior and disabled residents for shopping and recreational purposes. These include:

- Bellmawr 933-1313
- Berlin Borough 767-7777
- Berlin Township 767-1854 x 247
- Brooklawn 456-0750
- Cherry Hill 661-4711
- Gloucester Township 228-4500
- Haddon Township 854-1176 x 4125
- Lawnside 572-6215
- Pennsauken 665-1000 x 125
- Runnemede 939-5161
- Voorhees 435-2606

**All numbers are 856 area code*

For information regarding the route, days of operation and services offered by each municipality, please call the municipality directly at the number listed above*.

SPECIAL EVENTS

SEN-HAN Transit offers group recreational transportation to Camden County organizations, agencies and municipalities whose members/residents are senior citizens and/or disabled residents. SEN-HAN is required by law to comply with the FTA's charter service rule.

A fee for service is charged equal to the expense incurred by SEN-HAN to provide this transportation.

HOW: Requests for special event transportation must be made in writing and sent to the SEN-HAN Transit Operations Manager, 537 Nicholson Road, Audubon, NJ 08106 at least two weeks prior to the event. Requests should be on the letterhead of the group requesting the special event transportation and should include the date of the event, the pick-up location and destination, time schedule, the approximate number of passengers, any special needs (i.e. wheelchair lift) and the contact person's name, address and telephone number.

Request confirmation and the cost to provide this service will be made to the contact person. Full payment must be made by check *one week prior* to the planned event. Checks should be made payable to "SCUCS, Inc." and sent to the attention of the Operations Manager.

CAMDEN CITY SPECIAL SHOPPING SERVICE

This service was designed to address the needs of Camden City senior and disabled residents in accessing regional shopping centers.

WHO: This service may be used by any resident of Camden City who is:

- Camden City resident that have pre-registered with SEN-HAN
- 60 years of age or older
- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)
- Cannot live in an area served by the Camden City Housing Authority transportation services.

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. Upon receipt, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

To register for the special service, first time riders must call (856) 456-2232 between 9:00 am and 4:00 pm. A Camden City shopping flyer will be sent to them in the mail.

WHERE: This service operates 1-2 days per week and offers regional service to shopping centers that include supermarkets, drug stores and national chain stores. Regions covered include:

- Cramer Hill
- East Camden
- Fairview
- North Camden
- Parkside
- South Camden
- Whitman Park

HOW: Pre-registered clients must call (856) 456-1148 between 6:00 am and 6:00 pm the working day before your shopping trip. The following information should be left on the answering machine:

- Your name and address, including town of residence (Camden City)
- The route name
- The day you will be using the shopping bus service

NOTE: Residents in portions of Waterford and Winslow Township are eligible for shopping, medical and personal business services regardless of age.

SPONSORED EMPLOYMENT TRANSPORTATION

SEN-HAN provides employment transportation to a variety of job training sites and sheltered workshops in Camden County. Operators of various projects throughout the county refer clients to SEN-HAN. Rides are provided on a "space available" basis to such centers such as the Occupational Training Center and the Abilities Center.

WHO: This service may be used by any resident of Camden County who is:

- 60 years of age or older
- Permanently disabled through their employment project

HOW: The staff of the various projects which employ Camden County residents will arrange for your ride. You will be notified of the pick-up time, location and return time.

- Your name and address, including town of residence (Camden City)
- The route name
- The day you will be using the shopping bus service

PRIVATE EMPLOYMENT TRANSPORTATION

SEN-HAN also provides private employment transportation to private sector employers throughout Camden County.

Rides are available between 8:00 am and 5:00 pm, Monday through Friday, including holidays. A fee is charged based on a zone formula. Zone fares can be found in the SEN-HAN Policy and Procedures Manual. Clients are billed monthly and will be charged for any rides not cancelled.

WHO: This service may be used by any resident of Camden County who is:

- 60 years of age or older
- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application, or download one from our website (www.scucs.org). This must be filled out by you and your physician. Upon receipt, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

HOW: Clients requiring this service should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm, Monday through Friday.

To cancel a ride, clients must call (856) 456-3344 the day before their scheduled employment ride.

NEW FREEDOM PRIVATE EMPLOYMENT TRANSPORTATION

Through the New Freedom project, SEN-HAN provides private employment transportation to private sector employers throughout Camden County for disabled (permanently or temporarily) residents. This project enables disabled individuals to secure private employment through the availability of transport for job interviews and employment in the early morning hours and late evening hours, Monday through Saturday, with limited availability on Sunday and holidays. SEN-HAN endeavors to connect the passenger to public transportation when possible.

A fee is charged based on a zone formula. Zone fares can be found in the SEN-HAN Policy and Procedures Manual. Clients are billed monthly and will be charged for any rides not cancelled.

WHO: This service may be used by any resident of Camden County who is:

- Permanently disabled (subject to a physician's certification)
- Temporarily disabled (subject to a physician's certification)

Disabled residents should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm to request a Disabled Transportation Application. This must be filled out by you and your physician. Upon receipt, the SEN-HAN Transit Operations Manager will review your application and notify you of your eligibility determination.

HOW: Clients requiring this service should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm, Monday through Friday.

To cancel a ride, clients must call (856) 456-3344 the day before their scheduled employment ride.

NON-EMERGENCY MEDICAL TRANSPORTATION FOR VETERANS

SEN-HAN provides non-emergency medical transportation to veterans and their spouses on a first come, first served basis, depending on ride availability.

WHO: Eligibility and certification is determined by the staff of the Camden County Department of Military Veterans Affairs. Contact them 3 Collier Drive, Blackwood, NJ 08012 or by calling (856) 374-5801. To be eligible for this service, veterans must have:

- Served a minimum of 90 days in active military service of the United States
- Received a medical discharge if active military service was less than 90 days
- Received a discharge other than dishonorable

WHERE: Rides are provided to certified veterans as "group" transport when possible. To various VA facilities such as county clinics and regional offices. Destinations include:

- NJDMACA – Division of Veterans Loans, Grants & Services (DVLGS) district offices
- Veterans Hospital, Philadelphia

HOW: Certified veterans desiring this service should call SEN-HAN at (856) 456-3344 between the hours at 9:00 am and 4:00 pm, Monday through Friday.

GRIEVANCE/APPEALS POLICY

DESCRIPTION: A claim initiated by a client alleging that the client has been adversely affected by unfair treatment, erroneous or capricious application of agency policies and procedure or illegal discrimination. Grievances are recorded. You have the right to file a claim if you feel that you have been adversely affected by unfair treatment, erroneous or inconsistent application of agency policies and procedures or illegal discrimination.

GRIEVANCE STEPS:

1. The client will notify the Operations Manager in writing of the complaint. The address is SEN-HAN Transit, 537 Nicholson Road, Audubon, NJ 08106. The telephone number of the main office of SEN-HAN Transit is (856) 456-3344.
2. The Operations Manager will review the complaint and respond in writing within ten (10) working days of receiving the complaint. The Operations Manager will immediately document the complaint and attempt to resolve the issue. The client will be notified in writing within ten (10) working days.
3. If the issue cannot be resolved between the Operations Manager and the client, the client and/or Operations Manager may, in a written request, schedule a date and time for the client to appear before a review committee of the Camden County Transportation Advisory Committee (TAC). Notice shall be in written form and sent by regular mail. The hearing shall be held with two (2) weeks of receipt of the written request at a location of mutual convenience. The TAC shall notify the client and the program supervisor of the date, time and place of the hearing. The review committee shall consist of representative from the Camden County Division of Senior and Disabled Services and at least two (2) community members of the Transportation Advisory Committee.
4. At the hearing, the client shall have the opportunity to present their case in a reasonable period of time as determined by the TAC. An equal amount of time shall be granted to both sides to present their case. The Committee shall have the opportunity to question the participants in order to clarify the facts.
5. Within ten (10) working days of the hearing, the review committee shall make a decision on the appeal and the TAC Chairperson shall inform the client of the decision in writing.

TRANSPORTATION TO CAMDEN COUNTY NUTRITION SITES

There are currently six congregate feeding sites sponsored by the Camden County Nutrition Project. This project provides meals prepared to meet one third of the RDA (recommended daily allowance) as established by the USDA. In addition to meals, all sites provide nutritional education, recreational activities and information and referral. These sites are open to those 60 years of age and older, as well as their spouses, regardless of age. The actual cost of each meal is \$5.50. A donation of \$2.00 per meal is requested. Menus can be obtained by visiting www.scucs.org and going to the Camden County Nutrition Project section.

HOW: All sites require reservations for meals. Call the site to make a meal reservation and to inquire about transportation.

WHERE: Transportation is provided to residents living within close geographical proximity to four of the seven nutrition sites currently run by the Camden County Nutrition Project. These include:

John Kerfoot Center
Road A
Audubon Park
547-3407

Respond Elders
441 Erie Street
Camden
246-1583

Senior Citizens Day Center
Jefferson House – Lakeland
Blackwood
374-6005

All of the above centers operate Monday through Friday

The following sites DO NOT have transportation:

Katz Jewish Community Center
1301 Springdale Road
Cherry Hill
424-4444 Extension 1280
Operates Monday – Friday

Pine Hill Senior Citizen Center
131 E. 12th Avenue
Pine Hill
783-7425
Operates Monday – Thursday

Wayne R. Bryant Community Center
323 E. Charleston Avenue
Lawnside
547-2539
Operates Wednesday and Friday



**SEN-HAN Transit is a project of
Senior Citizens United Community Services, Inc.**

SEN-HAN Transit is sponsored and funded through the following:

- NJ Transit
- NJ Division of Child Protection and Permanency
- NJ Department of Veterans Affairs
- Camden County Division of Senior Services - ADRC
- Camden County Community Development Block Grant Program
- Camden County Department of Health and Human Services
- Borough of Audubon
- Borough of Clementon
- Borough of Collingswood
- Borough of Laurel Springs
- Borough of Lindenwold
- Borough of Merchantville
- Borough of Pine Hill
- Borough of Somerdale
- City of Gloucester
- Township of Winslow

For more information, to make comments on the service or to register a complaint call (856) 456-3344.

This information is available in alternate format upon request.

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