

SEN-HAN NEWS



FROM THE CHIEF EXECUTIVE OFFICER—STEPHEN P. CONSIDINE

Please remember that our ride reservation lines are **very** busy from 9:00 am to 10:30 am and after a weekend or holiday. Try calling later in the day to avoid busy lines. Be sure to have all your information about your appointment ready when you speak to the clerk. It is necessary to confirm your ride by 10:00 am the working day before your scheduled ride.

You should be receiving a Donation Envelope from your driver on each trip you make. If you are not offered an envelope, PLEASE ASK FOR ONE.

WINTER WEATHER...

Winter weather always poses a challenge for our system and its riders. If the weather is poor, turn your radio to KYW 1060 AM to listen for possible delays or cancellation of our schedules. These may also be posted on our website. If you have signed up for our newsletter, closing may be sent to you directly. 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.



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.

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

SEN-HAN TRANSIT
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Burlington County

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SEN-HAN TRANSIT WINTER HOLIDAYS

On the followings day,
transportation will not be
available:

January 18, 2016
February 12, 2016
February 16, 2016
March 25, 2016
April 19, 2016
May 30, 2016



SERVICE HOURS



The hours of service for medical transportation are restricted from 10:00 AM to 2:00 PM, Monday through Friday. This means that the first available pick-up would be at 10:00 AM at the client's home. The last available pick-up at a medical office or dialysis center would be at 2:00 PM.

ANNUAL PARATRANSIT ROADEO

Our annual paratransit roadeo will be held on Tuesday, April 19th at our Audubon location. Drivers will compete in different categories and the winner will represent SEN-HAN at the annual NJ State Paratransit Roadeo sponsored by the NJ Council on Special Transportation (COST) on April 30th. State winners will be sent to the National Roadeo in Portland, OR in May. As a result, only dialysis and employment transportation will be provided on April 19th. If you have any questions, please call (856) 456-3344.



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 handed to the driver.** Your financial support makes a real difference, allowing us to keep more vehicles/drivers in service. Strong financial support by our passengers will reduce the service impact of significant budget cuts. Please continue to contribute what you can. **Tipping the driver is not permitted!**

