

Winter Alerts

During the winter months the bus service may be interrupted periodically due to inclement weather. Our transportation follows the Woodbridge Township school closings. Please listen carefully to the radio stations and check your local Cable Channel for the Woodbridge Township School closings. When schools are closed we will not provide senior transportation. For more info you may call us at 732-726-2394 after 8:15 a.m. for weather message.

Questions or Comments

Woodbridge Township strives to provide the highest quality services to our senior residents. Please contact us between the hours of 8:00am-4:00pm and we will assist you with any questions you have regarding the transportation services by calling 732-726-2394.

Senior Transportation of Woodbridge

Serving all Woodbridge Township Seniors
Curb to curb pickup for transportation to
Senior Centers, WCC, Main Library
as well as shopping, local doctor appointments, and other
designated township events

2020



John E. McCormac, Mayor
Dennis M. Green, Director of Health

Get up and Go with S.T.O.W.



B U S R U L E S

Bus Rules

- ◆ All trips are governed by the Woodbridge Department of Health and Human Services guidelines, policies and procedures
- ◆ Driver will sound the horn and wait 5 minutes before advising the Senior Transportation Coordinator and requesting permission to go to the next scheduled pick up
- ◆ Transportation pick up is curbside only. Passengers who need assistance from their home to the curb will need to have someone available to assist them. The drivers are not permitted to assist passengers from their home due to insurance limitations.
- ◆ Bus driver may not make or change reservations
- ◆ Bus driver will provide assistance getting on and off the vehicle, if needed. Passengers with walkers or wheelchairs will be assisted by driver.
- ◆ Drivers cannot lift passengers from their mobility devices
- ◆ Bus driver will provide assistance with securing seat belt, if needed
- ◆ Tipping the driver is strictly prohibited
- ◆ Loud, inappropriate conversations and excessive use of cell-phones are prohibited. Disruptive or inappropriate passenger behavior will be reported
- ◆ Food and beverages (besides bottled water) are not allowed on the bus
- ◆ All clients must remain seated while the bus is in motion and refrain from distracting the driver
- ◆ Return trips will not be made if you miss your pick up/ departure time

Client Responsibility

- ◆ Complete a Senior Transportation Form and receive a client ID number
- ◆ Must update registration information as necessary
- ◆ Only registered and scheduled clients will be Transported
- ◆ Client may register one aide/caregiver
- ◆ Make reservation prior to pick up
- ◆ Be ready at least 30 minutes prior to scheduled pick up time to meet vehicle at curb
- ◆ Be patient if we are running behind schedule
- ◆ No smoking, drinking or eating on the bus
- ◆ Wheelchairs must have a seat belt
- ◆ Seniors with a walker must use the lift & be assisted by driver
- ◆ Stay seated while bus is in operation
- ◆ Wear seat belt at all times
- ◆ Speak softly on cellphones
- ◆ Unruly, inappropriate and disruptive behavior can result in loss of transportation privileges
- ◆ Passengers on scooter will be requested to transfer to a seat and wear a seat belt
- ◆ Transportation pick up is curb side only. Passengers must meet bus at the curb. The drivers are not permitted to assist passengers from their home due to insurance limitations
- ◆ Passengers that are unable to care for themselves and/or need assistance must travel with a caregiver. Caregiver must also be registered
- ◆ Be courteous to the driver at all times. Any comments you may have regarding your trip and/or service must be directed to the Senior Transportation Coordinator

WELCOME

The Woodbridge Department of Health and Human Services provides curb-to-curb, reservation based transportation services, free of charge to Woodbridge Township seniors citizen residents (ages 60 & older) to our local Senior Centers, WCC, Main Library, Shopping, Local doctor appointments and other designated township events.

How To Register:

In order to participate in this program, clients must register by filling out a registration form and be able to show proof of residency. Upon completion a client transportation ID number will be assigned. Registration is Free. No client will be transported without a Transportation ID number. Please call 732-726-2394 with any questions.

Service Areas:

All of Woodbridge Township

Non-Discrimination Policy:

The Woodbridge Health & Human Services Senior Transportation program provides services to Woodbridge Township senior citizen residents (60 years and older) without regard to race, color, or national origin.

About Our Services

Transportation Services:

Days: Monday-Friday (except recognized holidays)

Hours: Morning Pick Up: 8:30am, 9:45am & 11:15am
(earliest appointment being 9am and last appointment at 11:15am)

Afternoon Buses Home: 1:15 pm & 2:45 pm
(last drop off time at 2:45pm)

All bus schedules subject to change

Reservations:

Reservations are based on availability and are made by calling 732-726-2394 between 8:00am and 4:00pm. You **MUST** call at least one day before your proposed pick up day to schedule your trip. For voice messages left by clients, reservations are complete only after speaking with the Senior Transportation office.

Cancellations can be made 24 hours per day by leaving a voicemail.

Information Needed for Reservation:

First and last name, Client Transportation ID number, address, phone number, date and time for proposed pick up, and any pertinent information that would be helpful in reaching you for example if any delays occur. (Example: cell phone number)

Guidelines:

- ◆ Registered clients are 60 years of age or older who will be transported from their homes to their local Senior Center, WCC, Main Library, Shopping,, local doctor appointments or other designated township event s.
- ◆ Only registered and scheduled clients will be transported
- ◆ All transportation is provided “curb-to-curb”. Drivers do not enter the home, unlock doors or carry personal items, etc.
- ◆ If you need assistance getting on or off the bus, please alert our drivers and they will be happy to assist you. Seniors with walkers or wheelchairs must use the lift (assisted by driver)
- ◆ Transportation is a shared ride with other passengers

Expanded Services

Cancellations:

Days: 7 days a week

Hours: 24 hours a day

Phone Number: 732-726-2394

Clients who must cancel a reservation should notify the office AT LEAST 24 hours in advance of scheduled pick up time. Cancellations are accepted via live telephone during business hours or via voicemail message outside of business hours. When canceling a reservation, leave your first and last name, client transportation ID number, day and date of reservation being cancelled. Frequent cancellations may result in a review of future requests. Repeated failure to cancel reservations may result in a loss of transportation privileges.

No Show:

No Show occurs when a client who has a reservation fails to cancel the reservation at least 24 hours prior to the scheduled pick up time and includes the following:

- ◆ Declines to take the ride
- ◆ Not present when driver arrives for pick up at designated time and location
- ◆ Failure to be present after call from Senior Transportation Coordinator to notify that driver is outside

Continued no show occurrences may result in a loss of transportation privileges.

Shopping Schedule

- ◆ Shoprite is available Every Tuesday for seniors living in any of the towers. First pickup is 9am for Red Oak, Adams, Finn and Maple Tree Return at 11am . Second Pickup is 11am for Olsen, Cooper, & Greiner return at 1pm. Shoprite on Thursday for seniors living in private homes 9am-11am & 11am-1pm.. **Maximum of 3 bags. Reservations must be made at least 24 hours in advance.**
- ◆ Woodbridge Mall 2nd Friday of the month. Wegmans 3rd Wednesday of the month. Wal-Mart 4th Friday of the Month 10am-2pm*. Minimum of 5 passengers or bus will be cancelled. Schedules subject to change. Please call to verify days/times each month. *Driver will advise what time return trip will be.
- ◆ **Reservations must be made 24 hours in advance.**

Doctor and Medical Trips

- ◆ Doctor appointments between 10am-2pm within Woodbridge Township. Limited service to James St, May St, & Progress St in Edison also available. Appointment times are subject to availability.
- ◆ **You must schedule Medical appointments at least 1 week in advance.**

Senior Transportation Client Registration Form

Pull out Form and complete

Drop off/Mail to: Senior Transportation Services

Evergreen Center

400 Inman Ave.

Colonia, NJ 07067

Senior Transportation Client Registration Form

Pull out Form and complete

Drop off/Mail to: Senior Transportation Services

Evergreen Center

400 Inman Ave.

Colonia, NJ 07067



Township of Woodbridge
Department of Health and Human Service
Transportation Services
400 Inman Avenue
Colonia, NJ 07067
732-726-2394

Senior Transportation Client Form

Date: _____
Client Name: _____ Client ID: _____
Address: _____

Phone Number: () ____ - ____ Date of Birth: ____/____/____ Age: ____

- Do you drive or have other means of transportation? _____
- Do you live with someone that can transport you? _____

Special Requirements: <input type="checkbox"/> Wheelchair <input type="checkbox"/> Walker/Cane <input type="checkbox"/> Other _____ <input type="checkbox"/> Scooter

Please list two (2) Emergency Contacts:

Contact Name: _____ Daytime Phone: _____
Relationship: _____ Evening Phone: _____
Contact Name: _____ Daytime Phone: _____
Relationship: _____ Evening Phone: _____

I certify that all the above information is true and accurate and agree to the terms of the Woodbridge Township Senior Transportation program that has been provided to me in this guide.

Client Signature _____ Date

OFFICE USE ONLY:

PROOF OF RESIDENCY AND/OR AGE:		
<input type="checkbox"/> Bill	<input type="checkbox"/> License	<input type="checkbox"/> Social Security Disability Cards
<input type="checkbox"/> Lease	<input type="checkbox"/> Passport	<input type="checkbox"/> Birth Certificate
<input type="checkbox"/> Bank Statement	<input type="checkbox"/> Other _____	
Items verified by: _____	Print Employee Name _____	Employee Signature _____ Date _____