Washington Township Municipal Bus Service

MEDICAL, SHOPPING BUS AND CAR INFORMATION

FIXED ROUTE AND MEDICAL ROUTE DEVIATION

Washington Township offers Municipal shuttle bus service to Washington Township Senior Citizens (55 and over) and disabled resident having doctor appointments or needing any medical testing done within Washington Township, Monday through Friday from 8:30 a.m. until 2:30 p.m. For out-of-town appointments, we travel within Gloucester County and select doctors in Cherry Hill, Berlin, and Voorhees on Tuesdays and Wednesdays **only** from 8:30 a.m. until 2:30 p.m. These appointments are scheduled on a first come, first serve basis. Residents using the service must be able to meet the vehicle at the street level.

We also offer rides for local shopping and to our Senior Citizen Center on a fixed route schedule with slight route deviation if the requested site is on the way to the scheduled shopping location. Our schedule is available upon request. Our driver has them available on the bus.

Passengers riding in the car are not permitted to ride in the front seat of the vehicles unless a passenger's disability makes it necessary to ride in the front seat, or passenger capacity requires use of the front seat. Otherwise, permission for passengers to ride in the front seat must be approved by the driver.

All passengers, bus and car are required to wear seat belts at all times.

Passengers will be picked up and dropped off at the same location unless other arrangements have been approved by Parks & Recreation Supervisor in advance.

Please remember our driver is trying to get all passengers to their appointments on time. Many factors can cause delays. We ask passengers to practice courtesy at all times and when necessary exercise patience.

Senior Citizens and disabled resident's ambulatory and non-ambulatory who can maneuver to and from the bus/car, with little to no assistance or with the help of an aid, nurse companion or service animal may utilize this service. Please let our

staff know if a lift service is needed so that the bus would be scheduled for your appointment. If you are able to take transportation by car, please let our staff know. Our bus can accommodate wheelchairs, walkers, and canes, as it is equipped with a lift. Riders who require use of a portable oxygen device are also eligible for transportation, we ask that it is secured in a travel pouch or in a secured travel assist equipment. Please contact us if you have other needs, reasonable modification may be made possible pending request.

Residents should call the Parks and Recreation office (856-589-3227) as soon as you make your doctor's appointment, please contact us immediately as this is a first come first serve service, and we tend to fill our schedules quickly.

Our Senior Shopping and Medical transportation services are mostly curb to curb with exceptions in apartment complexes, condominium complexes and areas in which backing up the bus is not permitted. We would then pick up at the closest area where the bus can continue forward. Our drivers can offer polite assistance upon prior request, and may, for example, include:

- "offering an arm" to riders when boarding a vehicle
- Assisting rider with personal mobility devices on and off the vehicle
- fastening shoulder straps and lap belts when requested
- assisting rider with loading/unloading shopping cart/bags, etc. onto and off the vehicle at the scheduled pick-up and drop off area (curb side)

Please note: Our drivers are done and off the road at 4:00 p.m. We schedule our last appointments at 2:30 p.m., if you feel your appointment will be past our last scheduled return pick up time which is 3:30 p.m., you will need to make arrangements for a ride via family member, or other such transportation options.

If we find a rider may not be suitable for our service if unaccompanied by a family member or aide due to being confused, signs of dementia or other, we will notify the emergency contact to let them know that someone is needed to accompany the individual if they would like to continue our service.

Circumstance under which service can be denied

The Township of Washington can refuse to provide fixed route or out of town transportation services to Senior Citizens and persons with disabilities if they engage in violent, seriously disruptive, or illegal conduct. In determining what constitutes seriously disruptive or violent behavior, we will rely on local ordinances, established laws and standards that define unacceptable public behavior.