

# Spotswood Office on Aging TRANSPORTATION POLICY AND PROCEDURES

## Medical Transportation

1. You must call the Spotswood Office on Aging at 732-251-3432 to make an appointment for medical transportation. Please call between 9:00 a.m. and 4:00 p.m.
2. You must provide the following when making a medical transportation appointment:
  - a. Your name, address, and phone number
  - b. The doctor's name, address, and phone number
  - c. Your appointment date and time
3. The first local appointment is at 9:00 a.m. The latest appointment we can schedule is 3:00 p.m. depending on the location of the doctor's office. We cannot transport you back home beyond 4:00.
4. Please be ready at your scheduled **PICK-UP TIME** so our driver can stay on schedule.
5. **This is a shared ride. We may need to pick you up earlier according to our daily schedule. You may also need to ride with other passengers.**
6. This is a curb-to-curb service. We are not allowed to enter your residence or escort you into the doctor's office. If you are physically incapable of meeting the driver at the curb, you must bring someone to assist you.
7. You must call the Office if you are canceling your appointment so our driver does not make an unnecessary trip. You may call during business hours or leave a voicemail message, but please call as soon as possible.
8. To increase the likelihood of driver availability, we suggest you give the Office on Aging notice of an upcoming appointment as soon as possible.
9. **The suggested donation for this ride is \$2.00 (round trip).**

## Daily Trip Transportation

1. You must call the Office to reserve a seat on the bus for ALL trips.
2. **This is a shared ride. The time listed on the calendar, which is an approximate time, is when pickups begin. Please be ready at this time, but be aware that you may need to wait a few minutes until others are picked up.**
3. This is a curb-to-curb service. We are not allowed to enter your residence or escort you into the trip destination. If you are physically incapable of meeting the driver at the curb, you must bring someone to assist you.
4. There is a **three (3) bag limit** (paper size) for all shopping trips.
5. You must call the Office if you are canceling your reservation so our driver does not make an unnecessary trip. You may call during business hours or leave a voicemail message, but please call as soon as possible.
6. **The suggested donation for this ride is \$1.00 (round trip).**

## Transportation Service Requirements

1. You must be a registered member of the Spotswood Office on Aging to use the Transportation Service.
2. Seatbelts must be worn at all times. Passengers must remain seated until the bus is parked.
3. Due to confined space on the vehicles and in consideration of other passengers, please maintain proper hygiene.
4. Transportation may be refused to you if :
  - You engage in violent, seriously disruptive or illegal conduct.
  - You pose a direct threat to the health and safety of others including, but not limited to, having an infectious or communicable disease.

- You display objectionable conduct including, but not limited to, being under the influence of alcohol or illegal drugs, or participating in any form of harassing behavior.

PLEASE NOTE: Social Security disabled residents may use our transportation service for medical appointments, essential services (i.e. food shopping, local banking, voting) and transportation to the Senior Center for access to the County Shuttle. All of the above guidelines apply.

The above policy is subject to change at the discretion of the Spotswood Office on Aging.  
PLEASE KEEP A COPY OF THESE PROCEDURES FOR YOUR REFERENCE.