

# SEN-HAN NEWS



## FROM THE EXECUTIVE DIRECTOR...



Dear Valued Passenger:

I am sorry to again bring you discouraging news at this happy and blessed time of year. But, more change is in store for us as SEN-HAN Transit adjusts to another year of funding cuts. In 2012 we will be receiving another cut in Casino Revenue funds (\$191,043) which typically have accounted for 50% of our annual funding. Casino Revenue cuts since 2009 have reduced our funding by \$571,043. During this same period, operating costs such as fuel and insurance have risen significantly.

As a passenger you felt some changes in the past couple of years as the number of shopping routes were reduced, the number of medical rides were reduced and mall shopping was eliminated. I am sorry to say further service cuts may be necessary in 2012.

- **Primarily**, we anticipate further cuts in our ability to meet the demand for medical appointments and therapies.
- All riders will continue to be asked to **copay \$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 a locked box as you leave the vehicle. In 2011, this additional revenue allowed us to keep at least one more vehicle on the road. So your support has made a real difference. While these measures alone will not make up the significant operating deficit we face, it is hoped that strong financial support by our passengers will reduce the service impact of these significant budget cuts. Please continue to contribute what you can.
- **We are strictly enforcing our policy related to cancellations/"no shows"**. Passengers will be penalized for repeated late cancellations and "no shows" up to and including suspension from our services. All passengers are advised to call as soon as possible when they will not be able to keep their reserved ride. An effort will be made to provide unwanted rides to passengers who were denied a ride because of capacity constraints.

2012 will be a challenging year for all of us at SEN-HAN Transit. I can promise we will do our best to limit the effect of these budget cuts on you, our valued customer. Working together is the best solution!

Sincerely

*Donna Kovalevich*

Executive Director

### BREAKING NEWS...

SEN-HAN Transit has been chosen by the Burlington County Board of Freeholders to provide paratransit services to Burlington County senior and disabled residents as of January 3, 2012.

We are pleased with this opportunity to provide the same high quality of services to residents of our neighboring county. We anticipate the decision will benefit both counties, allowing for savings in the areas of administration, maintenance, clerical and scheduling. Savings in these areas will allow for more dollars to be spent on direct service to the residents of both counties.

We will keep you posted as this new initiative unfolds!

**SEN-HAN TRANSIT**

**(856) 456-3344**

**Confirmations:**

**(856) 742-8937**

**Shopping Confirmations:**

**(856) 456-1148**

*A PROJECT OF  
SENIOR CITIZENS UNITED  
COMMUNITY  
SERVICES, INC.  
Phone: 856-456-1121  
Fax: 856-456-1076  
Email: [scucs@scucs.org](mailto:scucs@scucs.org)*



**SEN-HAN TRANSIT  
HOLIDAYS**

**December 26, 2011, Monday**

**January 2, 2012, Monday**

**January 16, 2012 Monday**

**February 13, 2012, Monday**

**February 20, 2012 Monday**

Only dialysis patients, radiation and employment clients will be transported.



**FUNDING PROVIDED BY:**

NJ Transit

Camden County Board  
of Chosen Freeholders



**WE WANT YOU!**

The Camden County Transportation Advisory Committee is looking for consumers who are interested in being part of the planning and implementation of transportation policies for the senior and disabled population. If you are interested or know of someone who is, please contact Diane Powell at (856) 456-3344 for more information.

**HOLIDAY GIFTS**

As the holiday season nears, many of you may want to express your appreciation in some way to your drivers. While we are pleased that passengers are grateful for the service we offer and the kindness exhibited by the drivers, we need to remind you of the agency's policy that employees **cannot** accept tips or gifts of value from our clients. However, if you wish to offer a general "thank you" to SCUCS for the services you have received, we would happily accept donations to SEN-HAN Transit or to SCUCS' Emergency Food Shelf. SEN-HAN Transit donations are used to expand the number of rides available to county seniors. Donations to the Food Shelf enable us to purchase food, which we distribute monthly to needy seniors. If you choose, these donations could be made in the name of a particular driver you wish to honor, or in honor of a friend or relative. Donations made in someone's honor would be recognized by a card, which would be sent to them acknowledging both the donation and the donor.

**2011 SEN-HAN TRANSIT ROADEO RESULTS**

Haydee Ruiz of Clayton was honored as SEN-HAN Transit's "Driver of the Year" at the 24<sup>th</sup> Annual Para Transit Roadeo sponsored by Senior Citizens United Community Services of West Collingswood on November 8<sup>th</sup>. Ms. Ruiz also received a Five Year Safety Award.

SEN-HAN Transit, a project of SCUCS, is Camden County's specialized transportation system for elderly and disabled citizens. The system is supported through grants from the Camden County Board of Freeholders and NJ Transit.

Ruiz was selected by her fellow drivers from a slate of six who met the agency's standards for safety, client sensitivity and excellence of service delivery. She currently works as a medical driver.

Some 14 SEN-HAN drivers participated in the annual Roadeo which is designed to reinforce the drivers' formalized training in safety habits and passenger assistance. The Roadeo consists of a written test, as well as an obstacle course to test driving skills.

First place in the Roadeo competition went to Brad Sunkett of Camden, second place to Dan Rudolph of Atco and third place to Corey Schecter of Deptford. The local winners will represent Camden County in the State Para-Transit Roadeo to be held in April 2012.

Six drivers were also honored with Safety Awards. A Twenty One Year Pin was presented to Brad Sunkett, a Twenty Year Pin Year to Corey Schecter; a Nine Year Pin to Luciano Santiago, Five Year Pins to Haydee Ruiz and Dave Flippen and a Third Year Pin to Barbara Fletcher. Perfect attendance awards went to David Flippen, Pauline Malewicz, Corey Schecter and Brad Sunkett. All of the drivers received Special Recognition awards.



HAYDEE RUIZ