

**ATTACHMENT A**

**MEDICAL TRANSPORTATION FACT SHEET**

**OUT OF COUNTY TRANSPORATION**

**DTS POLICIES & PROCEDURES**

**ELIGIBLE SERVICE AREAS**

- All of Gloucester County. All trips will be scheduled depending on availability.
- Philadelphia – Hospitals (Center City Area and Southwest Philadelphia) served on a set Shuttle Bus Service (See Shuttle Info Sheet).
- Service is not provided to areas in Burlington County, i.e. Marlton/Medford.

**DAYS OF SERVICE**

- Service to Out-of-County facilities provided Monday through Thursday (NO FRIDAY SERVICE).  
**\*No Dialysis, Radiation, Chemotherapy or other life sustaining procedure is scheduled Out-of-County\***

**ELIGIBILITY REQUIREMENTS**

- All eligible Out-of-County transportation requests are subject to receipt of proper documentation stating that similar service is not offered within Gloucester County.
- Transportation to Out-Of-County facilities is approved only when one or more of the following conditions apply:
  - Specialized service that is not available within Gloucester County.
  - No physical therapy is provided out-of-county.

**FURTHER LIMITATIONS ON OUT-OF-COUNTY TRAVEL**

- One round trip, per person per week.
- Philadelphia – (MONDAY through THURSDAY) Two shuttle trips per person, per week.
- Delaware VA – (WEDNESDAY ONLY) Schedule appointments from 9:00 AM to 12:00 PM
- Out-of-County appointments are to be made from 11:00 AM with a return of 1:00 PM.

## **ABUSE OR MISUSE OF SERVICE**

Passengers not utilizing transportation services properly will be notified in writing following two (2) misuses of service, commonly referred to as a “no show” (i.e., not being home when the driver arrives for scheduled pick-up). The letter will indicate the dates of service misuse, along with future action that must be taken to correct the problem. Abuse or misuse of service following a written warning will result in that passenger being suspended from service for a specified period of time, up to thirty (30) days.

Following a service suspension, passengers misusing the service will be given a 90-day suspension. Subsequent misuse of service following the 90 days suspension will result in a termination of transportation privileges with Gloucester County Division of Transportation Services.

## **GRIEVANCES PROCEDURE / FAIR HEARING**

The Division of Transportation Services is unable to provide each and every transportation request. The policies developed are intended to serve as many people as possible in a fair and equal manner.

Residents who believe the transportation services have been unfairly denied, reduced, or terminated provided services may request a hearing by forwarding a request to:

Gloucester County LCTAC  
Local Citizen's Transportation Advisory Committee  
Attn: Chairperson  
204 E. Holly Ave.  
Sewell, NJ 08080

Fair hearing decision must be implemented within 90 days from the date of the hearing request.

If a fair hearing is scheduled, you will receive more information about how the hearing will be conducted.

## **WHAT OTHER ACTIONS CAN YOU TAKE BESIDES ASKING FOR A FAIR HEARING?**

There are other ways in which your complaints may be resolved besides asking for a fair hearing. You can ask to meet with your agency representative or his/her supervisor. Your complaint will be given prompt and courteous attention and, if the matter is not settled, you may still request a fair hearing. You must understand, however, that if you wish to be continued until the hearing, a request for a hearing must be made within 10 days of the mailing date of your notice. Also remember that after 90 days have passed from the date of action or inaction, you may not have the right to a fair hearing.

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