

# **Hudson County**

**G-1**

## **Office of Senior Citizen & Disabled Resident Transportation Assistance**

### **Paratransit System**

#### **User's Guide**



**A Service of the Hudson County Board  
of Chosen Freeholders**

**Thomas A. DeGise, County Executive**

## Riding in Hudson County with TRANSCEND!

Need a Ride? Going to the Doctor, Therapy, Shopping Employment? We can do it, we are TRANSCEND. We are Hudson County's reliable dependable transportation service that can take you to medical appointments, shopping, employment and more. We provide transportation to locations primarily within Hudson County.

TRANSCEND is administered by Hudson County Department of Roads and Public Property. It was established in 1986 and has expanded to meet the growing needs of our communities. TRANSCEND is funded through your County Board of Chosen Freeholders and grants from New Jersey Transit, Veterans Administration, Federal Transportation Administration and under Title III of the Older Americans Act. The Service is available to seniors (60 years of age and older), persons with disabilities (age 18 and over) and veterans. As a result of the strong support from the County Executive and the Board of Chosen Freeholders we have been able to expand services, obtain new vehicles, add more drivers and increase efficiencies with the implementation of a new scheduling and routing software program.

### TRANSCEND System

TRANSCEND is a shared ride service and does not operate like a taxi service. You should expect to have other consumers transported in the vehicle with you. We provide curb to curb service; you must be able to get to the bus without the assistance of the driver, on a first come first serve basis. TRANSCEND is primarily designed to serve eligible Hudson County residents to ensure they have access to non emergency services they need for their personal well being.

Non-emergency transportation is provided for:

- Medical Appointments
- Nutrition
- Shopping
- Employment
- Recreation
- Education
- Bus & Rail connections

Days and hours of Operation

- The system operates Monday through Friday between the hours of 8AM and 5PM.
- On Saturdays we have limited service for some dialysis patients only.
- There is no Service on Sundays or Holidays except for dialysis patients.

Veterans Transportation

- Transportation is available on Tuesday, Wednesday and Thursday to the VA Hospital located at 385 Tremont Ave. in East Orange, NJ.
- Trips to the clinic at 115 Christopher Columbus Drive in Jersey City are available daily.
- Trips to VA Administrative Offices are available upon request.

## Out of County Trips

We provide set trips to the below listed destinations:

- University Hospital in Newark, arrive at 10 A.M. and return at 1 P.M. Monday thru Friday. ~
- St. Michael's Hospital in Newark, arrive at 10:10 A.M. and return at 1:10P.M. Monday thru Friday.
- Beth Israel Hospital in Newark, arrive at 10:20 A.M. return at 1:20P.M. Monday thru Friday.
- Clara Maass Hospital in Belleville, arrive at 10:30A.M. return at 1:30P.M.
- New York Locations. Up to 70<sup>th</sup> St., arriving approximately 10 A.M. and returning at 1 P.M. on Tuesdays only.
- VA Hospital in East Orange arriving at 10 A.M. and returning at 2 P.M. Tuesday, Wednesday and Thursday. ~
- Hackensack Hospital the 1<sup>st</sup> and 3<sup>rd</sup> Thursdays of the month. We arrive at 11AM and return at 1PM.

## Shopping Trips

The following is a schedule of the shopping trips for each month:

- 2<sup>nd</sup> Tuesday of every month from 2555 Kennedy Blvd. to Shoprite 400 Marin Blvd. Pick up at 10AM and return at 12PM.
- 2<sup>nd</sup> Tuesday of every month from 91 Sip Ave. to Shoprite 400 Marin Blvd. Pick up at 9:30AM and return at 11:30AM.
- 3<sup>rd</sup> Thursday of every month from 60 Columbia Ave., Kearney, to 30 Mall Drive (Newport Mall). Pick up at 10AM and the return is 2PM.

- 2<sup>nd</sup> Friday of every month from 1065 Summit Ave. 400 Park Plaza, Wal-Mart, in Secaucus. Pick up is at 9:30AM and the return is at 1:00PM.
- 2<sup>nd</sup> Friday of every month from 80 Cambridge Ave in Jersey City to 400 Park Plaza, Wal-Mart, in Secaucus. Pick up is at 10:30AM and the return is at 2:00PM.

You must make a reservation in order to get on the bus. If you have not made a reservation you may be refused access to the bus.

### Special Requests & Group Trips

Service for groups can be provided through special arrangements with the Office of Senior Citizen and Disabled Resident Transportation Assistance Office by calling 201-369-4320.

### How do I make a Reservation?

If you are calling for the first time we will have to register you. One of our Reservation Agents will be happy to assist you. Reservations are accepted Monday through Friday 9 A.M. to 4 P.M. on a first come first serve basis by calling 201-369-4320 ext. 4107. We do not accept reservations for trips more than two weeks in advance. We will need some basic information to confirm your eligibility and some information that is required by the government source that funds the program. Be prepared to provide the following information when you call:

- First and Last Name
- Home address (mailing address if different)
- Email address

- Telephone number
  - Cell phone number
  - Emergency contact name and daytime telephone number.
  - Date of Birth
  - Sex
  - Disability (ambulatory, non-ambulatory, mobility device, etc.)
  - Medicaid # if applicable
  - Ethnicity (Race)\*
  - Household Income \*( general range )
- \*Information required by funding source.

Each time that you schedule a trip you will be required to provide the following information:

- The name of the person taking the trip.
- Day, date and time of the appointment.
- Address, City and telephone number of your destination. If it is a large complex advise of what entrance you will be using.
- If a Personal Care Attendant will be accompanying. Children may not accompany adults.
- Whether you will be using a wheelchair, walker, cane, service animal or other device.
- Doctor's name, clinic name, company name etc.
- The time to pick you up for your return trip.

You must schedule both your going and return trip at the same time. When you make a reservation, you must give us a time for your return trip. We recognize that your appointments may run longer or shorter than expected and we will accommodate a change of your requested pick up. Only consumers with reservations will be allowed on vehicles.

## My Appointment is Delayed or Ends Early!

If your appointment runs longer or ends earlier call the TRANSCEND Office at 201-369-4320 ext. 4104 or 4105 and we will make every effort to accommodate the change.

## Cancelling a Trip

If for some reason your plans change please remember to call our office to cancel your trip. You can call to cancel a trip Monday through Friday between the hours of 7 A.M. to 6 P.M. After hours call and leave your cancellation notice on the answering machine. **This answering service is only to cancel trips.** Do not leave any other information as it will be disregarded. If you must cancel a trip you should call at least two hours before your scheduled pickup time, if possible. By you cancelling a trip it enables TRANSCEND to provide additional trips for that day.

A trip that is not cancelled, at least one hour before your scheduled pick up time, will be considered a no show. Three or more no-shows within a thirty day period will result in a fourteen day suspension of your service.

## Customer Responsibilities

Operation of a safe and convenient transportation system requires that passengers abide by the following rules of the road:

- Be ready 15 minutes prior to your scheduled pickup time.
- Allow 15 minutes after your scheduled pickup time for the bus to arrive before calling the dispatch office.
- Seat belts must be worn.
- Wheelchairs must be able to be secured in order to travel.
- Smoking, drinking or eating is not allowed on the vehicle.

- Pets are not allowed on the vehicle except for service animals.
- Tipping of the driver is not allowed.
- The driver cannot be distracted while the vehicle is in motion.
- Inappropriate behavior can result in the loss of transportation service.

### Driver Responsibilities

TRANSCEND is a shared ride service and does not operate like a taxi service. TRANSCEND will transport other passengers in the vehicle with you.

- Drivers may only go to the curb or a common area of an apartment or office building.
- The driver upon arriving to pick you up will blow the horn and wait five minutes before asking the dispatcher to call the customer's residence. If there is no answer the driver will be instructed to move on and the customer will be charged with a no-show.
- Assistance on and off the vehicle at the curb will be provided by the driver if necessary.
- For your safety seat belts **must be worn** and drivers will assist with securing them if needed.
- Those consumers using mobility devices will have the mobility device secured as well as themselves with the appropriate securement system.
- Only passengers on the driver's schedule will be transported.
- Drivers cannot make any additional stops, without prior authorization from the office.



## Helpful Reservation Tips

- Try to be flexible. If you request a reservation on a day that we have already reached our capacity you may be asked to reschedule your appointment.
- If possible make your appointments for the middle of the day when the system is least busy.

## Complaints, Compliments and Comments

If you have comments or concerns please contact the Coordinator Kevin Crimmins or Assistant Coordinator, Jim Ostaszewski at 201-369-4320 ext. 4101 Monday through Friday from 8 A.M. to 4 P.M., or email at [kcrimmins@hcnj.us](mailto:kcrimmins@hcnj.us).

**Office of Senior Citizen & Disabled Resident  
Transportation Assistance  
Registration Form**

First Name	MI	Last Name	Gender
			M - F
Address Street #	Name	City	Zip
Date of Birth	Telephone #	Cell Phone #	
Email Address	Disability	Describe Disability	
	Y    N		
Medicaid Eligible	Medicaid #	Veteran	Service #
Y    N		Y    N	
Emergency Contact Name			Telephone #
Mobility or Assistance Device			*Ethnicity
Wheelchair	Y    N	American Indian/Alaskan Native _____	
Scooter	Y    N	Asian _____	
Cane	Y    N	African American _____	
Walker	Y    N	Native Hawaiian/Pacific Islander _____	
Service Animal	Y    N	White/Hispanic _____	
		White/Non Hispanic _____	
Purpose of Trips			
Medical	_____		
Radiation	_____		
Chemotherapy	_____		
Nutrition	_____		
Shopping	_____		
Education	_____		
Other	_____		

\*Information required by the government funding source.

**1. Frequent Destinations Served;**

**Dialysis Facilities;**

- Fresenius, 107-109 Pacific Ave., Jersey City.
- Hamilton Park, 328 9<sup>th</sup> St., Jersey City.
- Jersey City Medical Center, 355 Grand St., Jersey City
- Bayonne Hospital, 29 E 29th St., Bayonne.
- Bayonne Renal Center, 434 Broadway, Bayonne.
- DaVita, 1310 5<sup>th</sup> St., North Bergen.
- Fresenius, 508 31<sup>st</sup> St., Union City.
- Fresenius, 1600 Willow Ave., Hoboken.
- Renex, 620 Essex St., Harrison.

**Employment Locations;**

- Hudson Community Enterprises, 780 Montgomery St., Jersey City.
- Hudson County Building, 257 Cornellson Ave., Jersey City.
- Hudson County Meadowview Complex, 595 County Ave., Secaucus.
- Goodwill Enterprises, 400 Supor Blvd., Harrison, NJ.

**Hospitals;**

- Jersey City Medical Center, 355 Grand St., Jersey City.
- Bayonne Hospital, 29 E 29th St., Bayonne.
- Hoboken University Hospital, 308 Willow Ave., Hoboken.
- Christ Hospital, 176 Palisade Ave., Jersey City.
- VA Hospital 385 Tremont Ave., East Orange.
- University Medical Center, 90 Bergen St., Newark.
- St. Michaels, 396 MLK Drive, Newark.
- Beth Israel, 201 Lyons Ave., Newark.
- Clara Maass, 1 Clara Maass Dr., Bellville.

**Senior Centers/Groups;**

- 28 Paterson St., Senior Center, Jersey City.
- 335 Bergen Ave, Senior Center, Jersey City.
- Grace Van Vorst Church Seniors, 39 Erie St. Jersey City.
- Our Lady of Czestochowa Seniors, 120 Sussex St., Jersey City.
- Senior Building 80 Cambridge Ave., Jersey City.
- Senior Building 1035 Summit Ave., Jersey City.

**2. NJ Transit Locations;**

- Journal Square Bus Terminal, Jersey City.
- Light Rail Stops throughout the County.
- Path Stations, Journal Square, Grove St., Exchange Place, Hoboken & Harrison Station.
- Ferry locations in Jersey City, Hoboken & Weehawken.

### **3. Agencies we Coordinate with;**

We currently do not have any written formal agreements with any municipalities or agencies but do have some informal coordination arrangements with the following;

- Harrison – We assist their senior transportation program by providing service to the three hospitals in Newark as well as Clara Maass in Belleville.
- Jersey City – Currently is not providing transportation for senior groups to locations outside of Hudson County, e.g. senior luncheons at the Empire Club in Little Ferry. We have filled that void when requested.
- Veterans Administration – We provide trips for veterans to the VA in East Orange, VA Regional Offices in Newark and local VA clinics. We receive a \$15,000 dollar grant each year.
- Regional Cancer Association – Under an agreement with this organization we transport patients for treatment to their facility located at 155 State St. in Hackensack for a fee.
- Logisticare – We are a contracted provider for transportation service to Logisticare, who is the broker that coordinates all of the trips for Medicaid clients in the state of New Jersey.

### **4. Scheduling and Dispatching Procedures**

The routing and scheduling software that we use is Routematch.

#### **Scheduling:**

- We provide a Demand Response Service.
- All clients using the service must be registered.
- We do the actual scheduling two days prior to the scheduled date.
- We are capable of delivering approximately 560 trips per day.
- We will do next day or same day scheduling if there is availability.
- We do not schedule demand response trips earlier than two weeks in advance.

#### **Dispatching:**

- Dispatching is an integrated function of our Routematch Software.
- All our vehicles have mobile data terminals or tablets with their schedules.
- Additions and deletions to schedules are done in real time.
- All vehicles have two way communications with the dispatcher via radio.