Tom A. DeGise, County Executive

A Service of the Hudson County Board

User's Guide

Paratransit System

Resident Transportation Assistance

Office of Senior Citizen & Disabled

Hudson County

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

TRANSCEND System

new scheduling and routing software program.
add more drivers and increase efficiencies with the implementation of a
freeholders we have been able to expand services, obtain new vehicles,
support from County Executive and the Board of Chosen
freeholders (age 65 and over) and veterans. As a result of this strong
Service is available to seniors (60 years of age and older), Persons with
Administration and under Title III of the Older Americans Act. The
New Jersey Transit, Veterans Administration, Federal Transportation
through your County Board of Chosen Freeholders and Grants from
meet the growing needs of our communities. TRANSCEND is funded
and Public Property. It was established in 1986 and has expanded to
TRANSCEND is administered by Hudson County Department of Roads

TRANSCEND is administered primarily within Hudson County.

appointments, shopping, employment and more. We provide
dependable transportation service that can take you to medical
can do it. We are TRANSCEND. We are Hudson County’s reliable

Riding in Hudson County with TRANSCEND?
TRips to VA Administration Offices are available upon request.

TRips to the clinic at 115 Christopher Columbus Drive in Jersey City are available daily.

TRips to the VA Hospital located at 385 Tremont Ave. in East Orange, NJ.

Transportation is available on Tuesday, Wednesday, and Thursday.

Veterans Transportation

Patients.

There is no service on Sundays or holidays except for dialysis.

Only.

On Saturdays we have limited service for some dialysis patients.

Of 8AM and 5PM with some limited service to 7PM.

The system operates Monday through Friday between the hours.

Days and Hours of Operation

Bus & Rail connections

Education

Recreation

Employment

Shopping

Nutrition

Medical Appointments

Non-emergency transportation is provided for:

Logistics. They can be contacted at 1-886-527-9933.

Medical appointments. These trips must be scheduled through Medicaids for people with coverage through Medicaid.
Shopping Trips

- 2nd Thursday of every month from 91 Slip Ave., to Shoprite 400 Marin Blvd. Pick up at 9:30AM and return at 11:30AM.
- 2nd Thursday of every month from 2555 Kennedy Blvd. to Shoprite 400 Marin Blvd. Pick up at 10:00AM and return at 12:00PM.

We provide group trips for shopping to locations within the boundaries of Hudson County upon request. The following is a schedule of the shopping trips we currently do each month:

**Shopping Trips**

- Arrive at 11:00AM and return at 1:00PM.
- Hackensack Hospital, the 1st and 3rd Thursdays of the month. We arrive at 1:00PM. Wednesday, Wednesday, and Thursday.
- VA Hospital in East Orange, arriving at 10:00 AM, and returning at 2:00PM. On Tuesdays only.
- New York Locations, up to 70th St, arriving approximately 10:00AM. We provide set trips to the below listed destinations:
  - Clara Maass Hospital in Belleville, arrive at 10:30AM. Return at 1:00PM. Monday through Friday.
  - Beth Israel Hospital in Newark, arrive at 10:20AM. Return at 1:20PM. Monday through Friday.
  - St. Michael's Hospital in Newark, arrive at 10:10AM. Return at 1:10PM. Monday through Friday.
  - University Hospital in Newark, arrive at 10:00AM. and return at 1:00PM.
dialysis, radiation and chemotherapy, you should not schedule for
funds the program. For all appointments other than employment,
and some information that is required by the government source that
days, we will need some basic information to confirm your eligibility
schedule trips on Tuesdays and Thursdays as we are less busy on those
reservations for trips more than two weeks in advance. It is easier to
reserve basis by calling 201-369-4320 ext. 4107. We do not accept
accepted Monday through Friday 8 A.M. to 4 P.M. On a first come first
our Reservation Agents will be happy to assist you. Reservations are
If you are calling for the first time we will have to register you. One of

How do I make a Reservation?

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

Special Requests & Group Trips

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

and the return is at 2:00P.M.
2nd Friday of every month from 80 Cambridge Ave in Jersey City
2nd Friday of every month from 1065 Summit Ave. to 400 Park

Return is at 1:00PM.

Return is at 2:00PM.

Return is 2PM.

3rd Thursday of every month from 60 Columbia Ave, Kearny,

Return is at 2:00PM.
- Doctor’s name, clinic name, company name, etc.
- Animal or other device.
- Whether you will be using a wheelchair, walker, cane, service.
- Not accompanying adults.
- If a personal care attendant will be accompanying.
- Children may.
- Large complex advise of what entrance you will be using.
- Address, city and telephone number of your destination.
- It is a.
- Day, date and time of the appointment.
- The name of the person taking the trip.

Following Information:

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

Information Required by Funding Source.

* State so when making your reservation.

If you need assistance or an accommodation with any of TRANSCENED’s services please

Ethnicity (Race)*

Medicaid  if applicable

Disability (ambulatory, non-ambulatory, mobility device, etc.)

Sex

Date of Birth

Emergency contact name and daytime telephone number.

Cell phone number

Telephone number

Email address

Home address (mailing address if different)

First and Last Name

When you call:

Earlier than 10AM. Be prepared to provide the following information.
Your service.

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

No Shows

It enables to provide additional trips for that day.

If you cancel a trip you should call at least two hours
disregarded. If you must cancel a trip you should call at least two hours
is only to cancel trips. Do not leave any other information as it will be
cancellation notice on the answering machine. This answering service
between the hours of 7 A.M. to 6 P.M. After hours call and leave your
to cancel your trip. You can call to cancel a trip Monday through Friday.
If for some reason your plans change please remember to call our office

Cancelling a Trip

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

My Appointment is Delayed or Ends Early!

Vehicles.

Requested pick up. Only consumers with reservations will be allowed on
shorter than expected and we will accommodate a change of your
return trip. We recognize that your appointments may run longer or
When you make a reservation, you should try to give us a time for your

The time to pick you up for your return trip.
wait five minutes before asking the dispatcher to call the
- The driver upon arriving to pick you up will blow the horn and
  apartment or office building.
- Drivers may only go to the curb or a common area of an
  service. TRANSCEND will transport other passengers in the vehicle with
  TRANSCEND is a shared ride service and does not operate like a taxi.

Driver Responsibilities

- Inappropriate behavior can result in the loss of transportation
- The driver cannot be distracted while the vehicle is in motion.
- Tipping of the driver is not allowed.
- Pets are not allowed on the vehicle except for service animals.
- Smoking, drinking, or eating is not allowed on the vehicle.
- Wheeled chairs must be able to be secured in order to travel.
- Seat belts must be worn.

- Arrive before calling the dispatch office.
- Allow 15 minutes after your scheduled pickup time for the bus to
  - Be ready 15 minutes prior to your scheduled pickup time.
  - Pick up time.
- Call reservations after 1 PM the day before your trip to obtain your

Customer Responsibilities

Passengers abide by the following rules of the road:
Operation of a safe and convenient transportation system requires that
at Kevin Czerminski's 4320 ext. 4101 Monday through Friday from 8 A.M. to 4 P.M. or email Kevin Czerminski or Assistant Coordinator Jim Ostaszewski at 201-369-1500.

If you have comments or concerns please contact the Coordinator.

Complaints, Compliments and Comments

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

Helpful Reservation Tips

Authorization from the office:
- Drivers cannot make any additional stops, without prior
- Only passengers on the driver's schedule will be transported.
- Securement System:
- DEVICE Secured as well as the mobility devices will have the mobility
- Those consumers using mobility devices will have the mobility
- with securing them if needed.
- For your safety seat belts must be worn and drivers will assist
- the driver if necessary.
- Assistance on and off the vehicle at the curb will be provided by
- no-show.
- Instructed to move on and the customer will be charged with a