

Hudson County
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

Attachment A

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 Health and Human Services. It was established in 1986 and has expanded to meet the growing needs of our communities. TRANSCEND is funded through the County of Hudson 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, on a first come first serve basis. You must be able to get to the bus without the assistance of the driver. 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.

We do not transport people with coverage through Medicaid for medical appointments. These trips must be scheduled through Logisticare. They can be contacted at 1-866-527-9933.

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 with some limited service to 7PM.
- On Saturdays we have limited service for some dialysis patients only.
- There is no service on Sundays or Holidays.

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 70th 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 1st and 3rd Thursdays of the month. We arrive at 11AM and return at 1PM.

Shopping Trips

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:

- 2nd Tuesday of every month from 2555 Kennedy Blvd. to Shoprite 400 Marin Blvd. Pick up at 10AM and return at 12PM.
- 2nd Tuesday of every month from 91 Sip Ave. to Shoprite 400 Marin Blvd. Pick up at 9:30AM and return at 11:30AM.
- 3rd Thursday of every month from 60 Columbia Ave., Kearny, to 30 Mall Drive (Newport Mall). Pick up at 10AM and the return is 2PM.
- 2nd Friday of every month from 1065 Summit Ave. to 400 Park Plaza, Wal-Mart, in Secaucus. Pick up is at 9:30AM and the return is at 1:00PM.
- 2nd 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 8 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. It is easier to schedule trips on Tuesdays and Thursdays as we are less busy on those days. We will need some basic information to confirm your eligibility and some information that is required by the government source that funds the program. **For all appointments, other than employment, dialysis, radiation and chemotherapy, you should not schedule for earlier than 10AM.** 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)*

***Information required by the Federal Government.**

If you need assistance or an accommodation with any of TRANSCNED'S services please state so when making your reservation.

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.

When you make a reservation, you should try to 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.

No Shows

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:

- Call reservations after 1PM the day before your trip to obtain your pick up time.
- 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.

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