

**Hudson County
Office of Senior Citizen & Disabled
Resident Transportation Assistance
Paratransit System
User's Guide**



**A Service of the County of Hudson
County Executive Thomas A. DeGise
& The Board of Chosen Freeholders**



**THOMAS A. DEGISE
COUNTY EXECUTIVE**

**COUNTY OF
HUDSON**



**Welcome to the Hudson County
Transcend User's Guide!**

This brochure was designed to provide eligible Hudson County residents, seniors (60 years and older), persons with disabilities (18 years and older), and veterans with up to the minute information on accessing transportation services for medical appointments, employment, education, nutrition, shopping and recreation. These services are made possible by the County of Hudson funded by New Jersey Transit, the Veterans Administration, Federal Department of Transportation, and under Title III of the Older American's Act.

Providing safe and reliable transportation services to Hudson County residents is the goal of the Transcend program. Since May 2008, we have been able to improve and expand our services by adding new vehicles and more drivers, and increase efficiencies with the purchase of a new routing and scheduling software program. We expect to continue these improvements throughout the next year.

Please contact the Hudson County Transcend office if you require additional information regarding our programs and services. The Transcend staff can also refer you to other non-profit transportation service providers throughout the county should those means be required.

Hudson County Transcend looks forward to servicing your transportation needs.

Safe Travels.

A handwritten signature in black ink that reads "Thomas A. DeGise". The signature is written in a cursive style with a large initial 'T'.

Thomas A. DeGise

HUDSON COUNTY TRANSCEND INSIDE THE USER'S GUIDE

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A Service of the County
of Hudson
since 1986.



ABOUT TRANSCEND

Welcome to the Hudson County Transcend User's Guide for transportation information service throughout Hudson County. This brochure is designed to help eligible residents access the mobility needed to live and work in the Hudson County community.

Seniors over 60, persons with disabilities over 18, and veterans are all eligible to participate in Transcend's reliable, dependable transportation service for medical appointments, shopping, employment and more. We provide transport to locations primarily within Hudson County, and with limited service to Essex and Bergen Counties.

Transcend is administered by the Hudson County Department of Roads and Public Property. Since its inception in 1986, Transcend has expanded to meet the growing needs of its communities.

The TRANSCEND System

Transcend does not operate as a private vehicle transport service. The program is a shared ride service where customers are generally transported with others who share the same route. Curb to curb service is provided on a first come first serve basis. Transcend is designed to serve eligible Hudson County residents to ensure they have access to non emergency services they need for their personal well being. Most of the vehicles are wheel chair accessible. Non emergency transportation is provided for:

- Bus & Rail Connections
- Education, Employment & Job Training
- General Medical Appointments & Treatments
- Nutrition
- Recreation & Shopping

Days & Hours of Operation

- Transport available Monday-Friday, 7:30 to 5:00 pm
- Limited service on Saturdays for dialysis patients only.
- Closed Sundays and major holidays.

TRANSCEND ROUTE SUMMARY

Transcend offers weekly set trips for the following destinations. Reservations are necessary, and are accepted on a first come first serve basis, and may be made by calling Hudson County Transcend at 201-369-4320 between the hours of 9 a.m. and 4 p.m., Monday through Friday.

Veterans Transportation

VA Medical Center Hospital, 385 Tremont Avenue, East Orange, NJ

Weekly trips on Tuesday, Wednesday and Thursday

- VA Community Outpatient Clinic, 115 C. Columbus Drive, Jersey City, NJ

Out of County Trips

- Holy Name Hospital, Teaneck, NJ
Monday, Wednesday and Friday:
10 am arrival – 2:15 pm return
- Newark Beth Israel Medical Center, Newark, NJ
Monday – Friday: 10 am arrival – 1 pm return
- St. Michael's Medical Center, Newark NJ
Monday – Friday: 10 am arrival – 1 pm return
- UMDNJ University Hospital, Newark NJ
Monday – Friday: 10 am arrival – 1 pm return

Daily trips

Shopping Trips

The following is a schedule of shopping trips for

each month:

To Newport Mall, Jersey City, NJ

- From 4th Street & Broadway in Bayonne, NJ
First Monday of each month:
12 noon pickup – 3 pm return
- From 60 Columbia Ave & 21 Spruce Street
in Kearny, NJ
Second Tuesday of every month:
10 am pickup – 2 pm return
- From 535 Ave B in Bayonne, NJ
Third Friday of every month:
12 noon pickup – 3 pm return

To Wal-Mart, Secaucus, NJ

- From 1065 Summit Ave & 80 Cambridge Ave in
Jersey City, NJ
Second Friday of every month:
10 am pickup – 1:30 pm return

RESERVATIONS & SERVICE

Reserve a Ride

Reservations are necessary, and are accepted on a first come first serve basis by calling Hudson County Transcend at 201-369-4320 between the hours of 9 am and 4 pm, Monday through Friday. We do not accept reservations for trips more than two weeks in advance. Only customers with reservations will be allowed on vehicles.

First time callers must provide proof of eligibility. The following information must be provided to the Transcend Reservation Agent accepting your call:

- Name and home address (mailing address, if

different from home)

- Telephone, and/or mobile and email address, if available
- Emergency contact name and daytime telephone number
- Date of birth
- Disability
- Mobility type (ambulatory, non-ambulatory, mobility device, etc.)
- Medicaid number, if applicable
- Ethnicity (race)
- Household income (general range)*
*Information required by funding source.

Transcend customers must provide the following information each time a trip is scheduled:

- Name of person taking the trip
- Day, date and time of the appointment
- Destination information including doctor, clinic, or company name, address, city, and telephone number (if drop off destination is a large complex, please advise of entrance being utilized.)
- Name of personal care attendant, if traveling companion is necessary (children not permitted to accompany adults.)
- Use of a disability device, such as wheelchair, walker, cane, service animal or other
- Pickup time for return trip

When making a reservation, please provide both the pickup and departure time for your appointment. While we recognize that appointments may run longer or shorter than expected, the Transcend staff will do its best to accommodate a change in the schedule.

Cancellation Policy

Please inform the Transcend staff of any trip cancellations by contacting 201-369-4320 from Monday through Friday between the hours of 6:45 am to 5:45 pm.

A two-hour cancellation notice before your scheduled pickup time is required. This allows Transcend to accommodate other customers seeking transportation services. A trip will be considered a no-show if it is not cancelled within two hours of a scheduled pickup time.

Three or more no-shows within a thirty day period may result in the suspension of your transportation privileges for 14 days.

Special Requests & Group Trips

Special arrangements may be made for groups by contacting the Office of Senior Citizen and Disabled Resident Transportation Assistance at 201-369-4320.

CUSTOMER & DRIVER RESPONSIBILITIES

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

- Passengers are required to be ready for pickup 15 minutes prior to the scheduled time.
- A time of 15 minutes should be added to a scheduled pickup time for the bus to arrive before calling the dispatch office.
- Seat belts must be worn at all times.

- Wheelchairs must be secured in order to travel.
- Smoking, eating or drinking is prohibited.
- No pets are allowed on the vehicle, except for service animals.
- The driver cannot be distracted while the vehicle is in motion.
- Inappropriate behavior can result in the loss of transportation service.

Driver Responsibilities

- Drivers may only go to the curb or a common area of an apartment or office building to pickup or unload passengers.
- Upon arriving, the driver will blow the horn and wait five minutes before asking the dispatcher to call the customer's residence. The driver will be instructed to continue to the next stop if there is no answer 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.
- Seat belts must be worn for safety purposes, and the driver will assist with securing them if needed.
- The driver will assist in securing any passenger requiring a mobility device, if necessary.
- Only consumers on the driver's schedule will

be transported.

- No additional stops will be made by the driver without prior authorization from the Transcend office.

HELPFUL RESERVATION TIPS

- Please be flexible. Due to capacity issues, customers may need to reschedule the date or time of a requested appointment.
- If possible, make appointments for the middle of the day when the Transcend system is least busy.
- Please note Mondays, Wednesdays and Fridays are our busiest days, so if possible try to schedule appointments for Tuesdays or Thursdays.

COMPLAINTS, COMPLIMENTS & COMMENTS

Please direct comments or concerns to the Transcend office Monday through Friday from 8 am – 4 pm:

Kevin Crimmins, Coordinator
Jim Ostaszewski, Assistant Coordinator
transcend@hcnj.us

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