



COUNTY OF HUDSON
DEPARTMENT OF ROADS AND PUBLIC PROPERTY

Office of Senior Citizen & Disabled Resident
Transportation Assistance
595 County Avenue Bldg. #1
Secaucus, NJ 07094

Thomas A. DeGise
County Executive
Harold E. Demellier Jr.
Director

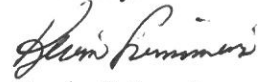
Kevin Crimmins
Coordinator
201-369-4320 x4101
kcrimmins@hcnj.us

March 16, 2015

Dear Consumer;

As a user of the TRANSCEND Transportation Service we are sending you this letter to request that you complete the attached survey. It is important that we obtain your feedback on the effectiveness of our service as well as any suggestions that will identify areas where we can make improvements. When you complete the survey you can leave it with the driver when you take your next trip or mail it to the address in the above letterhead. I thank you in advance for your anticipated cooperation.

Sincerely:


Kevin Crimmins

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Consumer Survey

1. How Often do you use our service?

2. How would you rate the service your driver provides?

3. When you call us for service or a question, how would you rate our telephone responses?

4. How would you rate the condition of the vehicles?

5. Generally, how would you rate our service?

6. How important is our service to you?

7. Do we get you to your appointment on time?

10. What is the one thing you like best about our service?

11. What is the one thing you dislike about our service?

12. If you have comments or suggestions please write them on the back of this form.

If you have trouble writing or filling out the form, please call the Transcend office between the hours of 10:00 AM and 3:00 PM for help, 201-369-4320 option #2.

Name Optional:

	Daily	Weekly	Monthly	Occasionally	Rarely
Excellent	Very Good	Good	Fair	Poor	
Excellent	Very Good	Good	Fair	Poor	
Excellent	Very Good	Good	Fair	Poor	
Excellent	Very Good	Good	Fair	Poor	
Excellent	Very Good	Good	Fair	Poor	
Necessary all the time	Necessary most of the time	Necessary some of the time	Rarely Necessary	Not Really Necessary	
All the time	Most of the time	Some of the time	Rarely	Never	

HUDSON COUNTY TRANSCEND



DID YOU KNOW??

Hudson County has a free transportation service for seniors, persons with disabilities and veterans.

1. The service is curb to curb service which means you need to be able to get to the bus without the assistance of the driver.
2. All buses have lifts and are wheelchair accessible.
3. We provide trips within Hudson County for;
Employment Education
Nutrition Shopping
Recreation *Non- Emergency Medical Trips

*For those receiving Medicaid Benefits you must contact Logisticare, 866-527-9933, to schedule your medical trips.

For additional information please call 201-369-4320 ext. 4107

Hudson County

Attachment J

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.

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 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 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., Kearney, 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)*

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

***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.

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.

State of New Jersey
Hudson County

1148014

Kathleen Kelly, of full age and being
duly sworn according to law, on her
oath deposes and says that she is the
Accounting Clerk of:

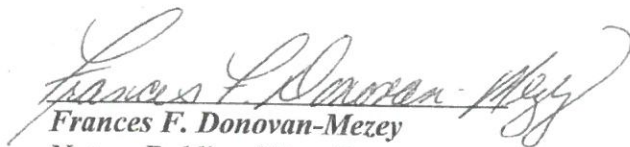
THE JERSEY JOURNAL

A newspaper published in Jersey City,
County and State aforesaid and that a
notice, a true copy of which is annexed,
was published in the said newspaper
on the following date(s):

5.27.2015


Kathleen Kelly

Sworn to and subscribed before me
this 3rd day of June, 2015


Frances F. Donovan-Mezey
Notary Public of New Jersey

FRANCES F. DONOVAN-MEZEY
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires Feb. 25, 2019

PUBLIC HEARING NOTICE
COUNTY OF HUDSON
TRANSPORTATION FOR
SENIOR CITIZENS AND
DISABLED PERSONS

THE HUDSON COUNTY DEPARTMENT OF
HEALTH & HUMAN SERVICES, TRAN-
SCEND COMPONENT IS APPLYING TO
N.J. TRANSIT INC. FOR A GRANT, IN THE
AMOUNT OF \$887,683.00, FOR 2016 UNDER
THE SENIOR CITIZEN AND DISABLED
TRANSPORTATION ASSISTANCE ACT.
THE FUNDING WILL BE USED TO PRO-
VIDE TRANSPORTATION SERVICES FOR
SENIOR CITIZENS AND PERSONS WITH
DISABILITIES. THERE WILL BE A PUB-
LIC HEARING HELD TO REVIEW THE AP-
PLICATION AND WHERE COPIES WILL
BE AVAILABLE TO THE PUBLIC ON:

FRIDAY, JUNE 26TH, 2015
10:00 A.M. - 12:00 P.M.
FREEHOLDERS CHAMBERS
567 PAVONIA AVENUE, 3RD FLOOR
JERSEY CITY, N.J. 07306

INTERESTED PERSONS OR AGENCIES
NOT ABLE TO ATTEND THE PUBLIC
HEARING ARE INVITED TO SEND WRIT-
TEN COMMENTS TO: KEVIN CRIMMINS,
DIRECTOR OF THE OFFICE OF SENIOR
CITIZENS & DISABLED RESIDENTS
TRANSPORTATION ASSISTANCE, 595
COUNTY AVENUE, SECAUCUS, NJ 07094.
OR EMAIL TO kcrimmins@hcni.us

05/27/15

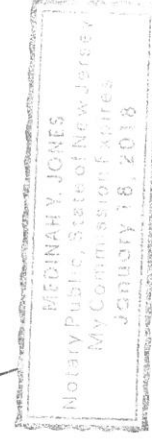
\$110.35

STATE OF NEW JERSEY } SS
COUNTY OF ESSEX

PUBLIC HEARING NOTICE
COUNTY OF HUDSON
TRANSPORTATION FOR SENIOR
CITIZENS AND DISABLED PERSONS
THE HUDSON COUNTY DEPART-
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CRIMMINS, DIRECTOR OF THE OF-
FICE OF SENIOR CITIZENS & DISA-
BLED RESIDENTS TRANSPORTATION
ASSISTANCE, 595 COUNTY AVENUE,
SECAUCUS, NJ 07094. OR EMAIL TO
kcrimmins@hcnj.us
\$55.80

Maryanne Ulanich
Being duly sworn, according to law, on his/her oath
sayeth that he/she is CLERK
of the Star-Ledger, in the County of Essex, and that the
notice, of which the attached is a copy, was published in
said paper on the 26th
day of May 2015 and continued
therein for _____ successively,
at least once in each _____
for 1 day
Maryanne Ulanich

Sworn to and subscribed
before me this 27th
day of May, 2015
[Signature]
NOTARY PUBLIC of NEW JERSEY



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