

Hudson County

TRANSCEND

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

Paratransit System

Policies and Procedures



**A Transportation Service provided by the County
Executive, Craig Guy and Hudson County Board of
County Commissioners**

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Riding in Hudson County with TRANSCEND

Need a Ride to the Doctor, Therapy, or Shopping location in the county? We can do it. We are TRANSCEND, Hudson County's reliable and dependable transportation service that can transport you to medical appointments, shopping, employment and more. TRANSCEND provides transportation to locations primarily within Hudson County.

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

TRANSCEND System

TRANSCEND is a public shared ride service and does not operate like a private jitney service. You should expect to have other consumers transported in the vehicle with you. Curb-to-curb service is provided on a first-come, first-serve basis. Clients may require special assistance from their home in accordance with the American with Disabilities Act. TRANSCEND is primarily designed to serve eligible Hudson County



residents to ensure they have access to non- emergency services needed for their personal well- being and to maintain independence in the community.

TRANSCEND does not transport people with coverage through **MEDICAID to MEDICAL APPOINTMENTS**. These trips **MUST** be scheduled through ModivCare, by contacting 1-866-527-9933.

Non-emergency transportation is provided to the following locations:

- Nutrition
- Shopping
- Recreation
- Education

Hours of Operation

- The office hours are, Monday through Friday from of 8AM and 4 PM, with limited service to 7PM. First appointments begin at 10AM with exceptions to Radiation, Chemotherapy & limited dialysis services.
- TRANSCEND has limited service for existing dialysis patients on Saturday.
- There is no service on Sundays or County Holidays.

Veterans Transportation

- Transportation is available to the VA Hospital located at 385 Tremont Avenue in East Orange, NJ **ONLY** on Tuesday, Wednesday and Thursday. Arrival from 10 AM, return at 2 PM.



- Trips to the local VA at 115 Christopher Columbus Drive in Jersey City are available daily.
- Trips to VA Administrative Offices are available upon request.

Out of County Trips

TRANSCEND provides set trips to the following destinations:

- All Newark Hospitals, **DAILY** from 10 A.M, returning at 1 P.M ONLY.
- Clara Maass Hospital in Belleville, **DAILY** from 11 A.M., returning at 1 P.M.
- New York locations approximate arrival 10:00 A.M., returning at 12:30 P.M. on Tuesdays only. We do not exceed **70th Street**.
- VA Hospital in East Orange arrival at 10 A.M., returning at 2 P.M. Tuesday, Wednesday and Thursday.
- Hackensack Hospital the 1st and 3rd Thursdays of the month. We arrive at 11 A.M. and return at 1 P.M.

Shopping Trips

TRANSCEND provides daily shopping trips, **LOCALLY** from 11 A.M. to 1 P.M. **ONLY**, to:

- Wal-Mart*
- Shop-Rite*
- Acme*
- Stop & Shop*
- C-Town*
- Hair and nail salons
- Other shopping centers or stores.



***NOTE: For the SAFETY of the client(s) and our valued driver(s), we ONLY ALLOW A TWO (2)-BAG LIMIT per person. The client(s) must be able to carry bags on their own. Carts and carriages are NOT PERMITTED on vehicles. The driver is not required to assist with carrying:**

- Case(s) of water
- Heavy item(s)

Reservation must be requested 5 to 10 BUSINESS DAYS in advance (not including weekends or holidays) in order to receive transportation to a destination. If you have not made a reservation, you may be REFUSED access to the bus.

Group Trips

Transcend provides services to groups at a low cost through special arrangements, if interested parties may inquire by calling 201-369-4320, extension 4108.

How do I make a Reservation?

If you are calling for the first time, we must register you. Registrations are done over the phone, one of our Reservation Agents will be happy to assist you. Reservations are accepted Monday through Friday, 8 A.M. to 3 P.M. on a **first-come, first-serve basis**, by calling 201-369-4320 and selecting option “2” for Reservations. We do not accept reservations for trips **more than two weeks in advance**, same day reservations or next day appointments. We will need some basic information to confirm your eligibility, which may include information



required by the source that funds the program.

Appointments other than dialysis, radiation and chemotherapy, will not be scheduled prior to 10 A.M. Please be prepared to provide the following information when you call:

- First and Last Name
- Home Address *
- Telephone Number *
- Cell Phone Number *
- Date of Birth
- Preferred Language
- Ethnicity (Race) - optional
- Disability (Ambulatory, non-ambulatory, mobility device, etc.) *
- Emergency Contact- , First Name, Last Name, Relationship to client and Daytime Telephone Number *

***Please notify the office of any changes.**

If you require specific assistance and/or an accommodation with any of TRANSCEND'S services, please state so when making your reservation.

Once the registration is complete, your name, address and date of birth will be reviewed by a State Liaison to confirm that each client is not a Medicaid recipient. (See page 3).

Each time a trip is scheduled, you will be required to provide the following information:



- First and Last Name of the person taking the trip;
- Exact day, date and time of the appointment;
- Address of your destination (if it is a large complex, please advise of entrance or building number);
- Doctor office telephone number is **required**;
- If a Personal Care Attendant will be accompanying you; (**Anyone UNDER THE AGE OF 18 IS NOT PERMITTED**).
- Whether you will be using a wheelchair, walker, cane, service animal or other device;
- Portable oxygen devices are allowed on the vehicle;
- The time to pick you up for your return trip.

When you make a reservation, you should try to give us an estimated time for your return trip. TRANSCEND recognizes that your appointment may run longer or shorter than expected and will accommodate a change of your scheduled pick up. Only consumers with reservations will be allowed on vehicles, if needed.

My Appointment is Delayed or Ends Early!

If your appointment runs longer or ends earlier, please contact the TRANSCEND Dispatching Office at 201-369-4320, extension **4104** or **4105** and we will make every effort to accommodate the change.

Cancelling a Trip

If for any 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 AM to 4 PM. If cancelling after hours, please leave your cancellation notice on the answering service. **This**



answering service is only accessed to cancel trips. Do not leave any other information as it will be disregarded.

If you must cancel a trip, you should contact Transcend at least **two hours** before your scheduled pickup time. By cancelling your trip in a timely manner, it enables TRANSCEND to provide additional trips to other consumers on 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 service.**

Client Responsibilities

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

- For confirmation, the automated voice system will be calling your primary number the night before your scheduled trips between the hours of 4:30pm and 8:00pm. Please listen to the full voice message.
- 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.
- **It is required that seatbelts be utilized.**
- 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 entrance of your home, door 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 will be provided by the driver upon prior request.
- 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.



***NOTE:**

Transcend has enhanced its cleaning efforts to include disinfecting and sanitizing every vehicle. Cleaning regimen includes additional disinfecting of frequent client touchpoints such as handrails, door handles and seats.

COVID-19 Reminder

As a reminder, the recently introduced federal directive from the Transportation Security Administration (TSA), along with Governor Murphy's Executive Order 165, require wearing a mask on all trains, buses, and light rail and Access Link vehicles, and in all stations and terminals. They are also required on platforms and at bus stops where social distancing is not possible. Failure to comply may result in denial of boarding or removal. Customers refusing to wear a mask are in violation of federal law and may be subject to penalties.

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 Transportation Coordinator, Jim Ostaszewski at 201-369-4320, extension 4102,



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Monday through Friday from 8 A.M. to 4 P.M. or email at jostaszewski@hcnj.us.

Americans with Disabilities Act (“ADA”) Complaints

For information on our services or to make an Americans with Disabilities Act (“ADA”) complaint or request a reasonable accommodation request: please contact the Department of Aging and Veteran Services - TRANSCEND Division by calling our main office at: 201-369-4320 or via **mail to** 830 Bergen Avenue, Building 8A Jersey City, NJ 07306

Filing a Complaint Directly to the Federal Transit Administration

A complainant may choose to file an ADA related complaint directly with the Federal Transit Administration by contacting the following offices:

***Federal Transit Administration
Office of Civil Rights- Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590***

Title VI Non- Discrimination

The County of Hudson operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended.

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be



subjected to discrimination under any program or activity receiving federal assistance. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to the County of Hudson Department of Aging and Veteran Services - TRANSCEND Division. To file a complaint, or for more information on The County of Hudson's obligations under Title VI, write to:

Dept. of HHS - TRANSCEND Division
830 Bergen Avenue, Building 8A
Jersey City, NJ 07306

You also have the right to file your complaint under Title VI directly with the Federal Transit Administration at:

***The Office of Civil Rights
Attention: Title VI Program Coordinator
East Building
5th Floor – TCR
1200 New Jersey Avenue, SE,
Washington, DC 20590***

A complaint must be filed within 180 days of the alleged act of discrimination.

If information is required in another language or alternate format please contact the TRANSCEND Division at 201-369-4320.

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