



Joseph N. DiVincenzo, Jr.
Essex County Executive

Board of Chosen Freeholders

- Britnee N. Timberlake, President / District 3
- Brendan W. Gill, Vice President / Freeholder-At-Large
- Patricia Sebold, Freeholder-At-Large
- Rufus I. Johnson, Freeholder-At-Large
- Lebby C. Jones, Freeholder-At-Large
- Rolando Bobadilla, District 1
- Wayne L. Richardson, District 2
- Leonard M. Luciano, District 4
- Cynthia D. Toro, District 5

Department of Citizen Services

Anibal Ramos, Department Director

Division of Senior Services

Jaklyn DeVore, Division Director

900 Bloomfield Avenue
Verona, NJ 07044
973-395-8375

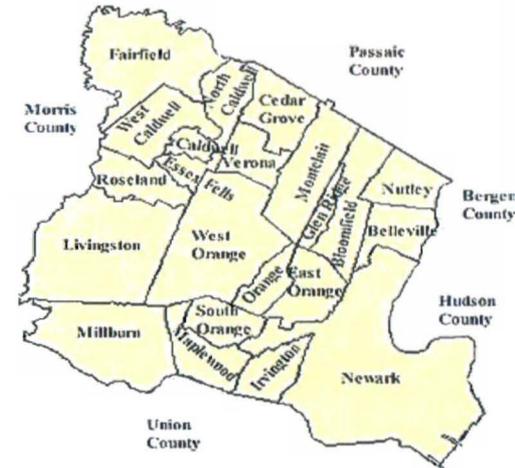
www.essexcountynj.org

Putting Essex County First

Ver. #3, 5/30/15



ESSEX COUNTY
SPECIAL TRANSPORTATION
SYSTEM
INFORMATION GUIDE



Joseph N. DiVincenzo, Jr.
Essex County Executive
and the Board of Chosen Freeholders

Putting Essex County Seniors First!



The Essex County Special Transportation System is a valuable resource that provides senior citizens and handicapped residents with safe transportation to and from their medical appointments. We are pleased to offer this service to help this very special population live independently.

-Joseph N DiVincenzo, Jr.
Essex County Executive



MISSION STATEMENT

To improve the quality of life and support the independence and dignity of Essex County's older adults and disabled persons, through provision of priority services. To provide safe, reliable, convenient and cost-effective transportation services, with a skilled team of employees, who are dedicated to our clients' needs and committed to excellence of service.



Putting Essex County First



NON-DISCRIMINATION

The ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM

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. 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 ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM. To file a complaint, or for more information on ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM'S obligations under Title VI write to: the DIVISION OF SENIOR SERVICES , 900 BLOOMFIELD AVENUE VERINA NJ, 07044. or visit www.essex-countynj.org. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to NJ TRANSIT by writing to: New Jersey Transit Customer Service – Title VI Division, One Penn Plaza East, Newark, NJ 07105.

If information is needed in another language,
contact 973-395-8375 OR 973-395-8365/8367.

POLITICA DE NO DESCRIMINACION

DEL SISTEMA DE TRANSPORTACION DEL CONDADO DE ESSEX. EL SISTEMA DE TRANSPORTE ESPECIAL DEL CONDADO DE ESSEX, PROVEE SUS SERVICIOS SIN DISTINCION DE RAZA, COLOR, NACIONALIDAD U ORIENTACION SEXUAL ORIGEN EN CONFORMIDAD CON EL CAPITULO VI DE LA LEY DE DERECHOS CIVILES ENMENDADA EN 1964.

CUALQUIER PERSONA QUE CREE HAYA SIDO DESCRIMINADA DEBE/ PUEDE PRESENTAR UNA QUERELLA POR ESCRITO Y DIRIGIRLA AL SISTEMA DE TRANSPORTACION ESPECIAL LOCALISADO EN EL 900 DE BLOOMFIELD AVENUE, VERONA, NEW JERSEY 07044, O AL CORREO ELECTRONICO

WWW.ESSEX-COUNTYNJ.ORG

LOS SERVICIOS QUE PROVEE LA AGENCIA SON TOTAL O PARCIALMENTE FINANCIADOS CON FONDOS FEDERALES RECIBIDOS POR MEDIO DE NEW JERSEY TRANSIT

USTED TAMBIEN PUEDE PRESENTAR SU QUEJA ESCRIBIENDO A: NEW JERSEY TRANSIT, SERVICIO AL CLIENTE BAJO EL CAPITULO VI A ESTA DIRECCION: ONE PENN PLAZA EAST, NEWARK, NEW JERSEY 07105.

SI NESECITA INFORMACION EN OTRO IDIOMA POR FAVOR LLAME A LOS SIGUIENTES NUMEROS

POLICY

Essex County Special Transportation reserves the right to refuse a ride to any consumer of the transportation system where the policy is violated or the safety of the transportation system is compromised.

The following conduct will **NOT** be tolerated!

- ◆ RUDENESS TO ANY DRIVER, FELLOW CONSUMER OR STAFF
- ◆ FIGHTING AND/OR DISRUPTIVE BEHAVIOR
- ◆ INTOXICATION (APPEARANCE OR ODOR)
- ◆ PERSONAL HYGEINE ISSUES
- ◆ INSECT INFESTATIONS
- ◆ MISUSE OR ABUSE OF THE SYSTEM OR STAFF
- ◆ ANY DETRIMENTAL BEHAVIORS THAT COMPROMISE THE SAFE OPERATION OF THE VEHICLES OR THE SAFETY AND WELL-BEING OF FELLOW CONSUMERS

Violations CAN result in immediate refusal of transportation. An investigation will be initiated and customer will have the opportunity to discuss issues before the final action is determined.

SCHEDULING APPOINTMENTS

Call Essex County Special Transportation Operated by
Transdev Transportation at **973-618-1280**



Monday through Friday 8 a.m. - 3 p.m.

Scheduling must be done no earlier than 14 days prior and no Later than 2 days prior to the appointment date.

APPOINTMENTS WILL NOT BE SCHEDULED ON THE DAY TRANSPORTATION IS NEEDED.

WE VALUE YOUR INPUT

The Essex County Special Transportation System values your comments. We encourage all of our riders to call in with suggestions, accolades and any complaints. When something occurs that you feel is not right, do not hesitate to contact the Transportation System.

PLEASE HAVE THE FOLLOWING INFORMATION:

- Date, time & location when the incident occurred
- Driver's Name (The driver is required to have their name posted and to introduce themselves)
- Explanation of what happened (be thorough)
- Who was involved
- Where did the incident take place
- The name of any witnesses
- The number of people on the bus, if possible

Call **973-618-1280** to discuss any problems encountered while using our transportation service. Mr. Curtis Blake-Supervisor/ Mr. Andrew Burke-General Manager

Complaints can also be made in writing to:
**ESSEX COUNTY DIVISION of SENIOR SERVICES
TRANSPORTATION OFFICE
900 Bloomfield Avenue, Verona NJ 07044**

To assist us in addressing the matter, you should provide your contact information. This will be held and used in confidence. Be assured that reprisals of any kind will NOT take place. Your information will assist us in making the Essex County Special Transportation System a better transportation system for you, the residents of Essex County.

TRANSDEV TRANSPORTATION

At Transdev, formerly known as Veolia Transportation, the credo is simple, *Uncompromising Safety*. Assuring the safety and peace of mind of our passengers is our primary concern. Transdev uses a variety of tools, designed to create and maintain a true safety culture, which make safe and secure operations the top priority for all employees.

Transdev's Group Safety Management System is used to measure, analyze, communicate, audit and continually challenge employees throughout the company. At Transdev, we rely on a team of global experts and national safety managers who constantly expand our knowledge base in areas such as security, reduction of employee and passenger injuries, training of staff, regulation and procedure control. Our success is measured by how safely we transport our passengers every day.

At Transdev, we believe in:

“Safety First, Service Always.”



ELIGIBILITY

- ◆ All Seniors age 60 and older
- ◆ All permanently disabled adults age 18 and older with verification from Social Security
- ◆ Any **NON-MEDICAID**, disabled individual age 18 and older

TRAVEL DAYS & HOURS

Transportation for Medical Appointments

is available ONLY on:

Monday—Friday
10:00a.m to 4:00p.m.

*(*Any Medicaid Client requiring medical transportation services should call Logisticare at 1-866-527-9933)*

Transportation for All Other Types of Appointments

(Food shopping, visitations, hair salons, banking and all other personal needs)

Are available on a “First Call, First Available” basis.

MEDICAID CLIENTS MAY APPLY FOR THESE SERVICES!

THE ADRC

The Essex County Division of Senior Services has been identified by the State of New Jersey as the Local **AGING AND DISABLED RESOURCE CENTER** (ADRC) for Essex County.

The Division's ADRC Information and Assistance Unit is the central source for information and referral for older adults and disabled individuals in Essex County. By calling Essex County ADRC at **973-395-8365/8367/8368/8385** or **1-877-222-3737**, older adults and disabled individuals, their families and other concerned individuals can obtain information about referral linkage to community services for older adults and disabled residents. *Individuals with hearing impairments may call the New Jersey Relay Service (711V/TTY) to access information.*

Division Programs to assist family caregivers include the Respite Program and the Jersey Assistance for Community Caregivers (JACC). These programs are accessed through the Division's ADRC Information and Assistance Unit Staff.

OTHER SERVICES

Essex County Special Transportation provides transportation services to:

- ◇ All Nutrition Congregate Meal sites
- ◇ Farmers Markets held throughout the summer
- ◇ Group Trips (Payment Required)
- ◇ Dialysis
- ◇ Physical Therapy
- ◇ Doctors Appointments
- ◇ Non-competitive Employment
- ◇ Food Shopping
- ◇ Hair Salon
- ◇ Bank
- ◇ County Events
- ◇ Evening Mall Shopping

GETTING PICKED UP

The *Essex County Special Transportation System* offers a Curb to Curb service. This means the driver will only assist riders on and off the vehicle. If you need additional assistance getting to and from your home, to the curb or to the place of your appointment, you must discuss this when you are making your reservation so every reasonable effort can be made to assist you. If you have an assistant he or she must be with you when the bus arrives.

A rider's pickup time will be determined at the time you make the reservation for travel. You must be ready 15 minutes before the scheduled pickup time. For example a 9:15am pickup, the rider can expect the bus between 9:00am—9:30am. Upon the driver's arrival in the pickup window, the driver will wait ONLY 5 minutes before marking the rider as a no-show and continuing on to their next pickup.

RETURNING HOME



When you schedule your appointment, you will agree to a return pick-up time that will be adhered to. If you finish your appointment early, the driver cannot come before the agreed upon time.

If your appointment will exceed the agreed upon time, you **MUST** call the dispatch office ASAP to arrange for a different pick-up time to avoid any delays.

ESSEX COUNTY SPECIAL TRANSPORTATION VEHICLES



The County of Essex has a fleet of different sized vehicles to accommodate all of our residents transportation needs.



There are 36 vehicles in the fleet currently, the largest is a 33 passenger 'Front Lift' equipped vehicle.



Several vehicles were purchased through the Senior Citizens Disabled Ridership Transportation Assistance Program (SCDRTAP) and vehicles are also provided through the Federal Urban Transportation program known as the 5310 program.



Our transportation unit continually monitors the needs of the residents of Essex County and works closely with Federal and State agencies to ensure that we are modernizing the fleet to meet those needs.

