

ASSEMBLY TRANSPORTATION AND INDEPENDENT
AUTHORITIES COMMITTEE

STATEMENT TO

ASSEMBLY, No. 2441

STATE OF NEW JERSEY

DATED: NOVEMBER 8, 2021

The Assembly Transportation and Independent Authorities Committee reports favorably Assembly Bill No. 2441.

As reported, this bill requires the Department of Human Services to utilize the services of a Transportation Planning Coordinator to manage and oversee the transportation services that are provided to the department's clients.

The bill requires the Transportation Planning Coordinator to be qualified by training and experience, as necessary to perform the duties of the position. The bill specifies that the coordinator is to have at least five years of experience in the transportation industry or in the management of transportation services, and it grants the Commissioner of Human Services the authority to impose additional qualifications for the position.

The duties of the Transportation Planning Coordinator include: 1) managing and overseeing the transportation services provided to the department's clients and ensuring the effective and efficient transportation of all such clients to and from their destinations; 2) managing and overseeing the transportation providers who are contracted by the department or who are otherwise authorized to provide services to the department's clients, and ensuring that such providers are in compliance with all applicable laws, regulations, and practice and vehicle standards; 3) monitoring and reporting driver or vehicle issues, such as accidents, safety issues, or licensing concerns; 4) soliciting and contracting with new transportation providers to serve the department's clientele; 5) managing the dispatch of vehicles and the assignment of drivers or transportation providers to particular routes or areas of the State; 6) ensuring that transportation providers adhere to pick-up and delivery schedules and provide timely services to department clients; 7) maintaining records of all transportation services provided to department clientele; 8) providing department clientele with advance notice of, and an explanation describing, any proposed changes to the department's transportation system; 9) receiving, reviewing, investigating, and resolving complaints filed with respect to the transportation services that are provided to department clientele; 10) conducting internal reviews and

investigations to identify inefficiencies or other problems occurring within the transportation system, and instituting revised procedures to address identified concerns or issues; 11) analyzing the costs of transportation services offered through the department and recommending more cost effective methods of transportation, where appropriate; and 12) any other appropriate duties assigned by the department.

Each year, the Transportation Planning Coordinator is required to submit a written report to the commissioner describing the coordinator's activities over the prior year. Each report would: 1) identify any recent changes that have been made to the transportation system, as well as any changes that are recommended or are being considered, but which have not yet been implemented; 2) summarize the public complaints received during the reporting period, and indicate the extent to which and manner in which such complaints were resolved; 3) provide an accounting of any other concerns or problems identified by the coordinator; and 4) include any other information required by the commissioner.