

P.L. 2020, CHAPTER 114, *approved October 30, 2020*
Senate, No. 2517 (*First Reprint*)

1 **AN ACT** concerning paratransit services, the establishment of
2 regional paratransit coordinating councils, ¹and¹ supplementing
3 Title 27 ¹**[and Title 30]**¹ of the Revised Statutes ¹**[**, and making
4 an appropriation]¹.
5

6 **BE IT ENACTED** by the Senate and General Assembly of the State
7 of New Jersey:
8

9 1. This act shall be known and may be cited as the “Paratransit
10 Services Improvement Act.”
11

12 2. The Legislature hereby finds and declares:

13 The current system for paratransit services is fragmented and
14 includes various providers from different levels of government as
15 well as from private enterprise in different regions, counties, and
16 service areas. The ultimate impact of the current system is poor
17 service, including but not limited to long trip times ¹**[and]** ¹poor
18 communication of trip status, and high costs.

19 Access Link, which is a program administered by the New Jersey
20 Transit Corporation that was established to enable the State to meet
21 the minimum standards of the federal “Americans with Disabilities
22 Act of 1990” (42 U.S.C. s.12101 et seq.), provides the majority of
23 paratransit trips in the State. The Access Link Program, which
24 ¹**[has]** uses contract providers with¹ a very high per trip cost,
25 should ¹restructure the program so that contract providers¹ serve as
26 a safety net for paratransit within the State, not as the primary
27 provider of paratransit services within the State as is currently the
28 case. Community organizations that provide paratransit services for
29 individuals with developmental disabilities have provided evidence
30 to the Legislature that certain paratransit services may be provided
31 ¹in a way¹ that ¹**[are]** is¹ objectively safer, ¹**[have]** has¹ shorter
32 average trip times, and ¹**[cost]** costs¹ less per passenger mile. The
33 average cost per trip for Access Link trips is, in many cases, triple
34 the cost of similar paratransit services. Accordingly, it should be an
35 objective of the State to direct service for regular and recurring
36 paratransit trips away from Access Link ¹contract providers¹, where
37 possible, and toward other providers, including those funded

EXPLANATION – Matter enclosed in bold-faced brackets **[thus]** in the above bill is
not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

Matter enclosed in superscript numerals has been adopted as follows:

¹Assembly floor amendments adopted September 24, 2020.

1 through the Department of Human Services and the Division of
2 Vocational Rehabilitation Services within the Department of Labor
3 and Workforce Development, to both improve the quality of service
4 and reduce costs ¹【, effectively using Access Link as a paratransit
5 provider of last resort】¹.

6 In addition to Access Link, county transit providers provide
7 paratransit services to senior citizens and individuals with
8 disabilities. The level of service available varies widely from
9 county to county and the source of State funding for these services,
10 the Casino Revenue Fund, has experienced reduced revenues in
11 recent years. Furthermore, organizations at the county level have
12 been charged by the New Jersey Transit Corporation with
13 developing local coordination transportation plans within each
14 county but ¹【often lack knowledge of best practices,】 these
15 organizations typically¹ do not coordinate regionally ¹【,】¹ and
16 many organizations do not have common platforms or systems for
17 requesting, sharing, and completing trips.

18 Direct administrative connections and coordination between
19 agencies and organizations that provide programs and services for
20 disabled persons, generally, and transit agencies that provide transit
21 trips for those individuals would assist the State in improving the
22 quality of service and reducing State costs.

23 Building these relationships will help the State, community
24 organizations, and transit agencies develop best practices for
25 providing paratransit services, which will lead to additional
26 improvements in the quality of services and additional reductions in
27 costs.

28 The current system is insufficient to meet the needs of persons
29 with disabilities in the State, including the use of routing software
30 that has proven to be wholly inadequate to serve the special needs
31 of the disabled community.

32 It is essential that the State improve coordination, share best
33 practices, advance proven models, and improve the efficiency of the
34 system.

35
36 3. For the purposes of P.L. , c. (C.) (pending before
37 the Legislature as this bill):

38 “Community organization” means an organization that provides
39 programs and services to persons with disabilities.

40 ¹“Corporation” means the New Jersey Transit Corporation.

41 “Corporation paratransit service” means the paratransit service
42 that is managed, administered, or provided directly through the New
43 Jersey Transit Corporation’s operating budget, as a part of the
44 Access Link program or any successor program to meet the
45 requirements of the “Americans with Disabilities Act of 1990” (42
46 U.S.C. s.12101 et seq.), and does not include services directly
47 provided by county transit agencies.¹

1 “County transit agency” means a transportation service
 2 organized under or in conjunction with a county government to
 3 provide trips to senior citizens and residents with disabilities under
 4 the "Senior Citizen and Disabled Resident Transportation
 5 Assistance Act," P.L.1983, c.578 (C.27:25-25 et seq.).

6 ¹“**Division**” “Department”¹ means, unless another meaning
 7 clearly applies, the ¹**Division of Developmental Disabilities in**
 8 **the**¹ Department of Human Services.

9 “Paratransit provider” means any organization or entity that
 10 provides paratransit services, including State and local transit
 11 agencies, directly or through contract service, and community
 12 organizations that provide transportation trips, either directly or
 13 through a third party, funded by the Department of Human Services
 14 or the Division of Vocational Rehabilitation Services within the
 15 Department of Labor and Workforce Development.

16 “Paratransit service” means and includes any transportation
 17 service other than fixed route transportation service, except
 18 that¹**[.]**¹ “paratransit service” does not include private or charter
 19 services provided by taxicabs, limousines, or transportation network
 20 companies.

21

22 4. The corporation shall ensure that all ¹corporation¹
 23 paratransit service ¹**[that it directly manages, administers, or**
 24 **supports financially, including but not limited to Access Link**
 25 **service,]**¹ shall adhere to the following standards:

26 a. All ¹corporation¹ paratransit ¹**[providers]** service¹ shall ¹be
 27 required by the corporation to¹ implement ¹**[an open software**
 28 **platform such that the customer’s user-interface and the trip**
 29 **planning]** and utilize routing, scheduling, and dispatch¹ software
 30 ¹that¹ can interact with ¹**[the platforms of]** comparable software
 31 used by most county transit agencies and¹ other paratransit
 32 providers, allowing a trip requested by a customer via the ¹Access
 33 Link Program’s¹ user interface to be fulfilled by ¹**[a]** any¹
 34 paratransit provider that chooses to utilize a compatible ¹**[platform]**
 35 software package¹ without any additional action on the part of the
 36 customer. Specifically, the ¹**[open software platform]** software
 37 package implemented and utilized by corporation paratransit service
 38 pursuant to this section¹ shall be interoperable with ¹Access Link
 39 trip brokerage software developed pursuant to subsection b. of this
 40 section and¹ software developed pursuant to ¹**[subparagraph]**
 41 paragraph¹ (1) of subsection b. of section 5 of P.L. , c. (C.)
 42 (pending before the Legislature as this bill).

43 b. ¹**[The corporation shall structure the Access Link program**
 44 **as a service of last resort.]**¹ In structuring the ¹Access Link¹
 45 program ¹**[in this way]**¹, the corporation shall: (1) actively develop
 46 a methodology whereby customer trips can be tracked, and identify

1 any trips requested by customers that are regular and recurring in
2 nature; (2) track and document these regular and recurring trips by
3 pickup location, source of the request **‘[such as] including’** by
4 phone, website, or mobile application, and relevant regular or
5 recurring characteristics, **‘[such as] including’**, but not limited to,
6 daily, weekly, monthly intervals, or several trips from a single
7 source or to a single destination; (3) make information about these
8 regular and recurring trips available to other paratransit providers in
9 the State, including county transit agencies and community
10 organizations that provide transportation service, either directly or
11 through a third party, funded by the Department of Human Services
12 or the Division of Vocational Rehabilitation Services within the
13 Department of Labor and Workforce Development; (4) develop a
14 system that allows county transit agencies and community
15 organizations that provide paratransit service to **‘voluntarily’**
16 compete to conduct these regular and recurring trips, which would
17 have otherwise been provided **‘by contract providers’** under the
18 Access Link program, by establishing a new Access Link program
19 structure **‘under a brokerage model, which may include but not be**
20 **limited to the use of a trip scheduling software application,’** where
21 the corporation is able to realize contract or operating cost savings
22 when it shifts requested regular and routine trips from **‘[the**
23 **primary] an’** Access Link **‘contract’** provider to a paratransit
24 provider that is able to provide these trips at a lower cost; (5)
25 develop a system that provides a payment equal to a portion of the
26 savings from the shifting of trips in paragraph (4) of this subsection
27 to the paratransit provider that provides the trips in place of the
28 Access link provider; and (6) shift trips out of the Access Link
29 program **‘[entirely]’**, and to other State agencies or entities if it is
30 found that a regular and recurring trip requested through the Access
31 Link program is better provided under a different program through
32 the Department of Human Services or the Department of Labor and
33 Workforce Development, especially those trip requests that would
34 not otherwise be eligible to be provided under the Access Link
35 program.

36 c. Following the effective date of P.L. , c. (C.)
37 (pending before the Legislature as this bill), the corporation shall
38 not enter into any contract, or exercise any option to extend an
39 existing contract, concerning the provision of Access Link service
40 unless the contract or option includes a provision that the fixed
41 costs of the contract or option shall be proportionately reduced to
42 reflect any reduction in the provision of regular and recurring trips
43 provided by the contractor that are subsequently fulfilled by another
44 paratransit provider. The corporation shall establish minimum
45 operating standards for any paratransit provider that may wish to
46 participate in this program to ensure that all applicable federal
47 standards are met by the paratransit provider and that adequate
48 safeguards are provided to customers.

1 d. The corporation shall utilize the paratransit best practices
2 training module developed pursuant to subsection b. of section 5 of
3 P.L. , c. (C.) (pending before the Legislature as this bill)
4 'and the best practices training package developed pursuant to
5 subsection d. of section 5 of P.L. , c. (C.) (pending before
6 the Legislature as this bill)' in meeting the requirements of this
7 section. The corporation, when establishing the '[open software
8 platform,] corporation paratransit service software specifications'
9 required pursuant to subsection a. of this section, shall ensure that
10 the '[platform] software package' is affordable for the corporation
11 to adopt and '[easily implemented by] easy to interface with' the
12 'existing software used by' various paratransit providers that '[will
13 utilize the software platform] seek to compete for Access Link
14 trips'.

15
16 5. a. (1) The '[Division of Developmental Disabilities within
17 the Department of Human Services, in consultation with the]' New
18 Jersey Transit Corporation, 'in consultation with the Department of
19 Human Services,' shall develop and implement a paratransit best
20 practices pilot program.

21 (2) The '[division] corporation', in consultation with the
22 '[New Jersey Transit Corporation] department', shall select a
23 qualified community organization to assist it in developing and
24 implementing the pilot program. The qualified community
25 organization shall meet the following criteria:

26 (a) the organization shall operate a facility that provides
27 services to persons with intellectual or developmental disabilities;

28 (b) the organization shall directly provide paratransit services to
29 persons with disabilities with those services paid, in whole or in
30 part, by funds received from the Department of Human Services and
31 the Division of Vocational Rehabilitation Services within the
32 Department of Labor and Workforce Development;

33 (c) within the previous five years, the organization has received
34 a Federal Transit Administration grant awarded by and administered
35 through the New Jersey Transit Corporation for improvement to
36 paratransit services;

37 (d) during the previous five-year period, the organization has
38 demonstrated improvement in key performance metrics, including
39 average trip time, vehicle accidents, and cost per passenger mile for
40 paratransit services; and

41 (e) the organization provides transportation trips on a sufficient
42 scale, including at least 250 daily trips under normal operating
43 conditions.

44 b. Phase one of the pilot program shall include the following:

45 A training module for paratransit best practices shall be
46 developed jointly by the qualified community organization and the
47 New Jersey Transit Corporation '[and subject to approval by the

1 division in consultation with the department¹. The training
2 module shall include: (1) an integrated paratransit software package
3 that includes trip generation and scheduling, GPS directions for
4 drivers, a mobile application for users that allows for trip requests,
5 confirmation of trip requests, and trip status updates, and a trip
6 accounting system; (2) a driver safety system that includes
7 dashboard cameras, incident monitoring, and driver training; (3)
8 assistance in hiring staff if necessary to fully implement the
9 transportation system and train existing staff in the use of new
10 technologies and business processes; (4) a curriculum that educates
11 agencies about fleet management and specialized driver training for
12 the needs of paratransit users; (5) personalized agency culture
13 training; and (6) agency training on how to develop synergies
14 between optimal transportation practices and the other
15 programmatic needs of paratransit providers who provide
16 transportation trips funded by the Department of Human Services.

17 c. Phase two of the pilot program shall include the following:

18 The ¹division corporation, in consultation with the
19 department,¹ shall establish an application process where up to five
20 paratransit providers that provide transportation trips directly
21 funded by the Department of Human Services or the Division of
22 Vocational Rehabilitation Services within the Department of Labor
23 and Workforce Development are selected by the ¹division
24 corporation¹, in consultation with the qualified community
25 organization, to receive training in paratransit best practices from
26 the qualified community organization. When selecting service
27 providers to receive training, the ¹division corporation¹ shall
28 consider the cost for the paratransit provider to adopt these best
29 practices, which may include but is not necessarily limited to the
30 acquisition of new software, hiring of staff, and any necessary
31 changes in vehicle fleet composition as well as potential savings
32 that the paratransit provider will be likely to realize from reducing
33 average trip time, vehicle accidents, and cost per passenger mile by
34 adopting these best practices and the likelihood that those savings
35 could self-fund the adoption of the best practices. Any paratransit
36 providers selected to participate in the pilot program shall receive
37 training from the qualified community organization.

38 d. Phase three of the pilot program shall include the following:

39 (1) If the efficiencies realized by the paratransit providers that
40 received training in phase two are sufficient to justify widespread
41 adoption, then the ¹division and¹ corporation, in consultation
42 with ¹the department and¹ the qualified community organization,
43 shall expand the training program by further developing the module
44 into a best practices training package designed in a manner that
45 allows a paratransit provider to independently adopt the best
46 practices and software on its own, or in conjunction with assistance
47 provided generally through the paratransit coordinating councils
48 established in accordance with section 6 of P.L. , c. (C.)

1 (pending before the Legislature as this bill). It is intended that this
2 phase three training module shall allow for the eventual integration
3 of paratransit services throughout the State. Integration of
4 paratransit services shall mean the widespread adoption of the
5 software 'package' developed pursuant to phase one of the pilot
6 program, or similarly compatible software 'package', so that
7 requested trips by customers may be fulfilled, if possible, by any
8 applicable paratransit provider, and that paratransit providers shall
9 meet the minimum operating standards established by the New
10 Jersey Transit Corporation so that those paratransit providers may
11 compete for regular and routine Access Link trips under the revised
12 Access Link program as described in section 4 of P.L. ,
13 c. (C.) (pending before the Legislature as this bill).

14 If the efficiencies realized in phase two do not justify expansion
15 of the training program further, then the '**division and**'
16 corporation, in consultation with 'the department and' the qualified
17 community organization, shall determine an alternate method of
18 integrating paratransit services throughout the State in a manner
19 that allows paratransit providers that meet minimum operating
20 standards to compete for regular and routine Access Link trips
21 under the revised Access Link program as described in section 4 of
22 P.L. , c. (C.) (pending before the Legislature as this bill).

23 (2) The regional paratransit coordinating councils shall be
24 established in accordance with section 6 of P.L. , c. (C.)
25 (pending before the Legislature as this bill).

26 e. The New Jersey Transit Corporation shall utilize the
27 complete paratransit best practices training module, including the
28 associated software 'package', when making changes to '**its**'
29 corporation' paratransit service '**and the Access Link program**' to
30 comply with the requirements of section 4 of P.L. , c. (C.)
31 (pending before the Legislature as this bill).

32 f. (1) The New Jersey Transit Corporation shall enter into a
33 contract with the qualified community organization that
34 compensates the qualified community organization for its costs in
35 developing the paratransit best practices training module as required
36 for phase one of the pilot program as established in subsection b. of
37 this section, and providing the training module as a publicly
38 available resource that can be utilized by other paratransit providers
39 in the State and used by the corporation for its own paratransit
40 services. If phases one and two of the pilot program are determined
41 to be successful, the corporation shall also enter into a contract with
42 the qualified community organization to further develop the training
43 module into a self-administered best practices training package as
44 required for phase three of the pilot program in subsection d. of this
45 section. The self-administered best practices training package shall
46 also be a publicly available resource that can be utilized by other
47 paratransit providers in the State and by the corporation for its own
48 paratransit services.

1 (2) The **'[division] corporation'**¹ shall enter into a contract with
2 the qualified community organization for the actual training of
3 agencies under the pilot program, which shall include performance
4 standards as the **'[division] corporation'**¹ shall deem appropriate to
5 ensure that the agencies being trained are adequately prepared to
6 implement safer, more efficient, user friendly, and customer-
7 focused transportation services.

8 (3) To the extent possible, the **'[division] corporation'**¹ shall
9 require paratransit providers being trained under the program to
10 first utilize operating savings resulting from adoption of the
11 paratransit best practices training pilot program to fund the costs of
12 software, staff, and equipment that may be required under the
13 program, and limiting the overall costs of the program.

14
15 6. a. There **'[is] are'** hereby established **'[within the**
16 **Department of Human Services]'**¹ six separate regional paratransit
17 coordinating councils **'in furtherance of the purposes of P.L. _____,**
18 **c. (C. _____) (pending before the Legislature as this bill)'**¹. The
19 regional paratransit coordinating councils shall be organized as
20 follows:

21 (1) one council shall cover the counties of Atlantic, Cape May,
22 Cumberland, Gloucester, and Salem;

23 (2) one council shall cover the counties of Burlington, Camden,
24 and Ocean;

25 (3) one council shall cover the counties of Mercer, Middlesex,
26 and Monmouth;

27 (4) one council shall cover the counties of Hunterdon, Sussex,
28 and Warren;

29 (5) one council shall cover the counties of Essex, Morris,
30 Somerset, and Union; and

31 (6) one council shall cover the counties of Bergen, Hudson, and
32 Passaic.

33 b. Each regional paratransit coordinating council shall have the
34 following members:

35 (1) one designee of the Director of the Division of
36 Developmental Disabilities in the Department of Human Services;

37 (2) one designee of the New Jersey Transit Corporation who
38 works on the Access Link program or the Senior Citizen and
39 Disabled Resident Transportation Assistance Program;

40 (3) one representative of any company or entity that has
41 contracted with the New Jersey Transit Corporation to provide
42 Access Link paratransit service within the region;

43 (4) one representative of each county **'office of aging'**¹ within the
44 respective region to be chosen by the county executive director or
45 by the board of freeholders, as applicable;

46 (5) one representative of each county transportation agency or
47 other comparable entity within the respective region that provides

1 paratransit service for a county under the Senior Citizen and
2 Disabled Resident Transportation Assistance Program;

3 (6) one representative from each county chapter of the Arc of
4 New Jersey ¹, or a successor organization,¹ within the respective
5 region;

6 (7) one individual that represents one or more members of the
7 Alliance for the Betterment of Citizens with Disabilities ¹, or a
8 successor organization,¹ within the respective region;

9 (8) one representative of Community Access Unlimited ¹, or a
10 successor organization,¹ within the respective region;

11 (9) one representative of the New Jersey Association of
12 Community Providers ¹, or a successor organization,¹ within the
13 respective region; ¹**and**¹

14 (10) ¹**up to three additional appointees of the Director of the**
15 **Division of Developmental Disabilities to represent paratransit**
16 **providers within the region that provide the most passenger trips to**
17 **persons with disabilities]** one representative of the New Jersey
18 Council on Special Transportation, or a successor organization,
19 within the respective region;

20 (11) one representative of Easterseals New Jersey, or a successor
21 organization, within the respective region; and

22 (12) one representative within the respective region, to be
23 selected by the corporation in consultation with the department, of
24 providers of transportation services to senior citizens or to
25 individuals requiring transportation for health care services¹.

26 c. Each agency with an eligible representative of a regional
27 paratransit coordinating council provided in subsection b. of this
28 section shall submit information^{1,1} in a form and manner
29 determined by the ¹Executive¹ Director of the ¹**Division of**
30 **Developmental Disabilities]** New Jersey Transit Corporation,¹ to
31 the ¹executive¹ director not later than 30 days following the
32 enactment of P.L. , c. (C.) (pending before the Legislature
33 as this bill) and on or before January 1 of each year thereafter
34 identifying the name and contact information for the person to
35 represent each respective agency. The term for each member on the
36 regional paratransit coordinating council shall be one year provided,
37 however, that any member may be selected to serve on the council
38 for subsequent terms at the discretion of the respective agency. The
39 ¹executive¹ director may appoint one member of each regional
40 paratransit coordinating council to serve as the chair of that council.

41 d. Each regional paratransit coordinating council shall meet not
42 less than quarterly, with the first meeting happening not less than 60
43 days following the enactment of P.L. , c. (C.) (pending
44 before the Legislature as this bill). The chair, in consultation with
45 the other members of the council, shall set meeting dates and shall
46 lead the coordination effort. The members shall serve without
47 compensation but may be reimbursed by the ¹**division]**

1 corporation,¹ for reasonable expenses incurred in the execution of
2 their duties.

3 e. The purpose of the regional paratransit coordinating councils
4 is to exchange best practices among paratransit providers within the
5 State. Those best practices shall include but are not limited to
6 scheduling and routing, fleet maintenance, driver training, customer
7 communications, safety practices, and improving the customer
8 usability experience. The councils are also to establish a system to
9 exchange information among and between paratransit providers
10 ¹**[and eventually open platform standards]**¹ so that: (1) each
11 paratransit provider may provide basic information to its customers
12 about other paratransit service options within each respective
13 region; (2) paratransit providers may eventually share customer trip
14 requests amongst each other; and (3) a single platform may
15 eventually be developed that enables a paratransit user to visit a
16 single platform or place to request a trip, and that trip may be
17 distributed amongst the paratransit providers in a manner that
18 optimizes State cost and customer experience. The councils shall
19 also exchange budget information and investigate more efficient
20 means of organizing the New Jersey Transit Corporation's
21 expenditures for paratransit services, use of State casino revenue
22 funds, and appropriations for the division ¹**and department**¹ related
23 to paratransit services, for the purpose of coordinating these three
24 respective funding pools to eliminate any duplicative funding, and
25 to direct trips and funding to service providers that offer the highest
26 quality service and overall best value.

27 f. The county plans required under section 6 of P.L.1983,
28 c.578 (C.27:25-30) and any committees or groups organized to
29 effectuate the purposes of the "Senior Citizen and Disabled
30 Resident Transportation Assistance Act," P.L.1983, c.578 (C.27:25-
31 25 et seq.) shall be consolidated into the regional paratransit
32 coordinating councils. If necessary, county level subcommittees of
33 the regional paratransit coordinating councils may be established to
34 more effectively develop county plans; however, following the
35 effective date of P.L. , c. (C.) (pending before the
36 Legislature as this bill) county plans shall also take into account the
37 larger regional and Statewide goals of integrating paratransit service
38 and creating a more cohesive user experience under the pilot
39 program established in P.L. , c. (C.) (pending before the
40 Legislature as this bill).

41 g. The New Jersey Transit Corporation shall utilize each
42 regional paratransit coordinating council to disseminate information
43 about the new Access Link program structure developed pursuant to
44 section 4 of P.L. , c. (C.) (pending before the Legislature
45 as this bill) and coordinate with the council in determining the
46 operating standards required for paratransit providers to compete to
47 provide Access Link trips and when developing the system for

1 paying paratransit providers to provide regular and routine trips
2 requested through the Access Link program.

3 h. The regional paratransit coordinating councils shall also
4 advise other paratransit providers in each region and develop
5 support materials to assist other paratransit providers in adopting
6 and implementing the best practices training package developed
7 under phase three of the pilot program established pursuant to
8 paragraph (1) of subsection d. of section 5 of P.L. , c. (C.)
9 (pending before the Legislature as this bill).

10

11 7. The **'[division] corporation'**, in consultation with the
12 **'[New Jersey Transit Corporation] department'**, shall develop a
13 framework to evaluate the efficacy of the paratransit best practices
14 training materials as well as the training program. Within 180 days
15 of the completion of phase two and within 180 days of completion
16 of phase three of the pilot program, the **'[division] corporation'**
17 shall deliver a report to the Governor and the Legislature. Each
18 report shall include feedback from the agencies that received
19 training, a fiscal analysis of each agency with projections on how
20 the implementation of the training will impact each agency's safety
21 performance, average trip times, cost per trip, number of trips
22 provided, and overall impact on each agency's core mission of
23 serving people with disabilities. The **'[division] department'** and
24 corporation shall conduct a survey of consumers of paratransit
25 services within the pilot program and shall include feedback from
26 these consumers in the report. The report shall include
27 recommendations from the **'[division] department'** and the **'[New**
28 **Jersey Transit Corporation] corporation'** concerning whether the
29 pilot program should be extended or made permanent, suggested
30 changes to the program, opportunities for improvement, and the
31 potential for future savings. The report shall also identify the extent
32 to which software from the pilot has been integrated into the
33 corporation's paratransit services, the analysis that determined how
34 to execute the integration required under the first part of phase three
35 of the pilot program, and findings from the **'[division] department'**
36 and the corporation about the overall change in coordination
37 between paratransit providers throughout the State at the time of the
38 report.

39

40 **'[8.** There is appropriated from the General Fund to The New
41 Jersey Transit Corporation up to \$4,000,000 from a portion of the
42 additional Federal Transit Administration funds granted in FY 2020
43 under the Section 5307 Urbanized Area Program, pursuant to the
44 provisions of the "Coronavirus Aid, Relief, and Economic Security
45 Act," Pub.L.116-136, exclusively for eligible costs to develop the
46 paratransit best practices training module, including but not limited
47 to, software development and licensing costs as required pursuant to

1 section 5 of P.L. , c. (C.) (pending before the Legislature
2 as this bill).¹

3

4 ¹【9. There is appropriated \$2,000,000 from the General Fund to
5 the Division of Developmental Disabilities in the Department of
6 Human Services, which shall be used to fund the paratransit training
7 pilot program established pursuant section 5 of
8 P.L. , c. (C.) (pending before the Legislature as this bill).¹

9

10 ¹【10.】 8.¹ This act shall take effect immediately.

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12

13

14

15 Establishes program to adopt paratransit best practices, requires
16 greater coordination among paratransit service providers, and
17 establishes regional paratransit coordinating councils.