

SENATE, No. 1935

STATE OF NEW JERSEY

219th LEGISLATURE

INTRODUCED FEBRUARY 25, 2020

Sponsored by:

Senator STEPHEN M. SWEENEY

District 3 (Cumberland, Gloucester and Salem)

SYNOPSIS

Requires DHS to employ Transportation Planning Coordinator to manage and oversee transportation services provided to DHS clients.

CURRENT VERSION OF TEXT

As introduced.



1 **AN ACT** concerning transportation services provided to clients of
2 the Department of Human Services and supplementing Title 30
3 of the Revised Statutes.

4
5 **BE IT ENACTED** *by the Senate and General Assembly of the State*
6 *of New Jersey:*

7
8 1. a. All transportation services provided to clients of the
9 Department of Human Services shall be monitored and
10 administered by a Transportation Planning Coordinator employed
11 by the department.

12 b. The Transportation Planning Coordinator shall be qualified
13 by training and experience, as necessary to perform the duties of the
14 position. The Commissioner of Human Services shall determine the
15 requisite qualifications for the position; however, at a minimum, the
16 Transportation Planning Coordinator shall have at least five years
17 of experience in the transportation industry or in the management of
18 transportation services.

19 c. The duties of the Transportation Planning Coordinator shall
20 include:

21 (1) managing and overseeing the transportation services that are
22 provided to the department's clients and ensuring the effective and
23 efficient transportation of all such clients to and from their
24 destinations;

25 (2) managing and overseeing the transportation providers who
26 are contracted by the department or who are otherwise authorized to
27 provide services to the department's clients, and ensuring that such
28 providers are in compliance with all applicable laws, regulations,
29 and practice and vehicle standards;

30 (3) monitoring and reporting driver or vehicle issues, such as
31 accidents, safety issues, or licensing concerns;

32 (4) soliciting and contracting with new transportation providers
33 to serve the department's clients;

34 (5) managing the dispatch of vehicles and the assignment of
35 drivers or transportation providers to particular routes or areas of
36 the State;

37 (6) ensuring that transportation providers adhere to pick-up and
38 delivery schedules and provide timely services to department
39 clientele;

40 (7) maintaining records of all transportation services provided to
41 department clientele;

42 (8) providing department clientele with advance notice of, and
43 an explanation describing, any proposed changes to the
44 department's transportation system;

45 (9) receiving, reviewing, investigating, and resolving complaints
46 filed with respect to the transportation services that are provided to
47 department clientele;

48 (10) conducting internal reviews and investigations to identify
49 inefficiencies or other problems occurring within the department's

1 transportation system, and instituting revised procedures to address
2 identified concerns or issues;

3 (11) analyzing the costs of transportation services offered
4 through the department, and recommending more cost effective
5 methods of transportation, where appropriate; and

6 (12) any other appropriate duties assigned by the department.

7 d. On at least an annual basis, the Transportation Planning
8 Coordinator shall submit a written report to the commissioner
9 describing the coordinator's activities over the prior year. Each
10 annual report shall include:

11 (1) a description of any changes to the transportation system that
12 have been implemented during the reporting period and a
13 description of any other changes that are recommended or are being
14 considered, but which are not yet implemented;

15 (2) a summary of transportation-related complaints received
16 during the reporting period and an indication of the extent to which
17 and manner in which such complaints were resolved;

18 (3) an accounting of any other concerns or problems identified
19 by the coordinator; and

20 (4) any other information required by the commissioner.

21 e. As used in this section:

22 "Commissioner" means the Commissioner of Human Services.

23 "Department" means the Department of Human Services.

24 "Clients" or "clientele" means those persons who are eligible to
25 receive transportation services provided by the department.

26

27 2. The Commissioner of Human Services shall adopt rules and
28 regulations, pursuant to the "Administrative Procedure Act,"
29 P.L.1968, c.410 (C.52:14B-1 et seq.), as may be necessary to
30 implement the provisions of this act.

31

32 3. This act shall take effect on the first day of the sixth month
33 next following the date of enactment, except that the Commissioner
34 of Human Services may take anticipatory administrative action in
35 advance of the effective date, as may be necessary to implement the
36 provisions of this act.

37

38 STATEMENT

39

40 This bill would require the Department of Human Services to
41 utilize the services of a Transportation Planning Coordinator to
42 manage and oversee the transportation services that are provided to
43 the department's clients.

44 The bill would require the Transportation Planning Coordinator
45 to be qualified by training and experience, as necessary to perform
46 the duties of the position. The bill would specify that the
47 coordinator is to have at least five years of experience in the
48 transportation industry or in the management of transportation

1 services, and it would grant the Commissioner of Human Services
2 the authority to impose additional qualifications for the position.

3 The duties of the Transportation Planning Coordinator would
4 include: 1) managing and overseeing the transportation services
5 provided to the department's clients and ensuring the effective and
6 efficient transportation of all such clients to and from their
7 destinations; 2) managing and overseeing the transportation
8 providers who are contracted by the department or who are
9 otherwise authorized to provide services to the department's clients,
10 and ensuring that such providers are in compliance with all
11 applicable laws, regulations, and practice and vehicle standards; 3)
12 monitoring and reporting driver or vehicle issues, such as accidents,
13 safety issues, or licensing concerns; 4) soliciting and contracting
14 with new transportation providers to serve the department's
15 clientele; 5) managing the dispatch of vehicles and the assignment
16 of drivers or transportation providers to particular routes or areas of
17 the State; 6) ensuring that transportation providers adhere to pick-
18 up and delivery schedules and provide timely services to
19 department clients; 7) maintaining records of all transportation
20 services provided to department clientele; 8) providing department
21 clientele with advance notice of, and an explanation describing, any
22 proposed changes to the department's transportation system; 9)
23 receiving, reviewing, investigating, and resolving complaints filed
24 with respect to the transportation services that are provided to
25 department clientele; 10) conducting internal reviews and
26 investigations to identify inefficiencies or other problems occurring
27 within the transportation system, and instituting revised procedures
28 to address identified concerns or issues; 11) analyzing the costs of
29 transportation services offered through the department and
30 recommending more cost effective methods of transportation, where
31 appropriate; and 12) any other appropriate duties assigned by the
32 department.

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

44 The bill would take effect on the first day of the sixth month
45 following the effective date in order to allow the department to have
46 sufficient time to solicit applications for, and select an appropriate
47 person to fill, the requisite position.