

SENATE HEALTH, HUMAN SERVICES AND SENIOR
CITIZENS COMMITTEE

STATEMENT TO

SENATE, No. 1935

STATE OF NEW JERSEY

DATED: MAY 6, 2021

The Senate Health, Human Services and Senior Citizens Committee reports favorably Senate Bill No. 1935.

This bill requires the Department of Human Services (DHS) to utilize the services of a Transportation Planning Coordinator to manage and oversee the transportation services that are provided to DHS 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 will include: 1) managing and overseeing the transportation services provided to DHS 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 DHS or who are otherwise authorized to provide services to DHS 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 DHS 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 DHS clientele with advance notice of, and an explanation describing, any proposed changes to the DHS transportation system; 9) receiving, reviewing, investigating, and resolving complaints filed with respect to the transportation services that are provided to DHS 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 DHS and recommending more cost effective methods of transportation, where appropriate; and 12) any other appropriate duties assigned by the DHS.

The Transportation Planning Coordinator will be required to submit an annual written report to the commissioner describing the coordinator's activities over the prior year. Each report is to: 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.

The bill will take effect on the first day of the sixth month following the effective date in order to allow the DHS sufficient time to solicit applications for, and select an appropriate person to fill, the position of Transportation Planning Coordinator.