

**SENATE, No. 3438**

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**STATE OF NEW JERSEY**  
**219th LEGISLATURE**

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INTRODUCED FEBRUARY 11, 2021

**Sponsored by:**

**Senator PATRICK J. DIEGNAN, JR.**

**District 18 (Middlesex)**

**SYNOPSIS**

Updates 2-1-1 telephone system information to include all current modes of public transit and information on access and usage.

**CURRENT VERSION OF TEXT**

As introduced.



1 AN ACT concerning the publication and availability of certain  
2 transportation information and supplementing Title 26 of the  
3 Revised Statutes.

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

7  
8 1. The Legislature finds and declares that:

9 a. The New Jersey Statewide 2-1-1 telephone system is the  
10 national abbreviated dialing code for free access to health and  
11 human services information and referral;

12 b. New Jersey's current Statewide 2-1-1 telephone system is  
13 out of date with regards to information relating to current available  
14 modes of public transit, that mainly directs people with disabilities  
15 to use private transit services that are expensive and not feasible for  
16 routine travel;

17 c. New Jersey's Statewide 2-1-1 system should include all  
18 pertinent transportation information, especially information  
19 pertaining to Access Link, county paratransit, voluntary drivers, or  
20 agencies that cater to the transportation needs of persons with  
21 disabilities; and

22 d. The Statewide 2-1-1 telephone system needs to be updated  
23 to include all current modes of public transit available in New  
24 Jersey, as well as updated to provide information on how to access  
25 and use the various services.

26  
27 2. The New Jersey Transit Corporation and the Department of  
28 Human Services shall partner with the Statewide 2-1-1 telephone  
29 system and shall be responsible for providing the appropriate  
30 information to the system so that all relevant public transit  
31 providers and information are included and available. The  
32 Statewide 2-1-1 telephone system, in conjunction with the  
33 corporation and the department, shall review, revise, and maintain  
34 information concerning the current modes of available public  
35 transit, information on accessing various modes of public transit,  
36 and information on how to use the services. Information shall be  
37 collected on all transportation services, including fixed route  
38 transportation services, and transportation network company and  
39 taxi services, with particular attention to be paid to information  
40 concerning available paratransit services and private and volunteer  
41 services.

42  
43 3. The information collected and maintained by the New Jersey  
44 Transit Corporation, the Department of Human Services, and the  
45 Statewide 2-1-1 telephone system shall include: a listing of all  
46 current modes of public transit available in New Jersey; a detailed  
47 description of any and all prequalification or eligibility  
48 requirements necessary before use of the public transit mode may

1 commence; information on how each New Jersey citizen may  
2 access all current and available modes of public transit; and  
3 information on how to use the services along with each public  
4 transit providers contact information.

5  
6 4. The information described in section 3 of  
7 P.L. , c. (C. ) (pending before the Legislature as this bill)  
8 shall be:

9 a. prominently displayed on the websites of both the New  
10 Jersey Transit Corporation and the Department of Human Services;

11 b. made available to the public through the Statewide 2-1-1  
12 telephone system; and

13 c. made available using any other means that the Executive  
14 Director of the corporation or the Commissioner of Human  
15 Services deems appropriate.

16 In addition, to the extent practicable, the Statewide 2-1-1  
17 telephone system, the corporation, and the department shall  
18 disseminate information concerning public transit availability and  
19 resources using social media and any other means deemed  
20 appropriate to reach as many individuals and population groups in  
21 the State as possible.

22  
23 5. This act shall take effect on the first day of the third month  
24 after enactment.

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27 STATEMENT

28  
29 This bill outlines concerns surrounding the available information  
30 provided by the Statewide 2-1-1 telephone system regarding current  
31 modes of public transportation available in the State. The bill is  
32 aimed at updating the information to include all current modes of  
33 available public transit, information on accessing various modes of  
34 public transit, and information on how to use the services.

35 In partnership with both the New Jersey Transit Corporation  
36 (NJT) and the Department of Human Services (DHS), the Statewide  
37 2-1-1 telephone system program must review, revise, and maintain  
38 information concerning the current modes of available public  
39 transit, information on accessing various modes of public transit,  
40 and information on how to use the services. NJT and DHS are  
41 responsible for providing appropriate and up-to-date information to  
42 the Statewide 2-1-1 telephone system so that all relevant public  
43 transit providers are included.

44 The information collected and maintained by NJT, DHS, and the  
45 Statewide 2-1-1 telephone system must include a listing of all  
46 current modes of public transit available in New Jersey, a  
47 description of any and all required prequalification or eligibility  
48 determinations required before use of public transit, information on

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1   accessing various modes of public transit, and information on how  
2   to use the services and each public transit providers contact  
3   information. The information is then to be displayed on the  
4   websites of both NJT and DHS, as well as made available to the  
5   public through the Statewide 2-1-1 telephone system.