

1 PUBLIC HEARING ON TRANSPORTATION FUNDING
2 FOR SENIOR CITIZENS AND PERSONS WITH DISABILITIES
3 HELD REMOTELY VIA ZOOM
4 THURSDAY, AUGUST 12 2021
5 COMMENCING AT 10:04 A.M.

6
7 THERE BEING PRESENT:

8 ANTHONY R. SUAREZ, ACTING DIRECTOR
9 DIVISION OF COMMUNITY TRANSPORTATION

10 JOSEPH CINQUE, DEPUTY DIRECTOR
11 DIVISION OF COMMUNITY TRANSPORTATION

12 SUE FORZANI, OFFICE MANAGER
13 DIVISION OF COMMUNITY TRANSPORTATION

14 DONNA RIGGI, PAYROLL CLERK
15 DIVISION OF COMMUNITY TRANSPORTATION

16 JULIO VELASQUEZ, SENIOR ACCOUNTANT
17 DIVISION OF COMMUNITY TRANSPORTATION

18 ISABEL ROJAS, REGIONAL PROGRAM ADMINISTRATOR
19 NEW JERSEY TRANSIT

20 JOHN GOEZ, INFORMATION TECHNOLOGY COORDINATOR
21 DIVISION OF COMMUNITY TRANSPORTATION

22 TESS TOMASI, T&A/CARE MANAGEMENT SUPERVISOR
23 DIVISION OF SENIOR SERVICES

24 KIM O. FURBACHER, C.C.R., R.D.R.
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1 DIRECTOR SUAREZ: Welcome, everybody.
2 My name is Anthony Suarez. As some of
3 you know, I'm the Acting Director at Community
4 Transportation for the County of Bergen.

5 At this time, would you please stand
6 for the Pledge of Allegiance.

7 (At this point in the proceeding all
8 rise for a recitation of the Pledge of Allegiance.)

9 DIRECTOR SUAREZ: At this time I would
10 like to begin the meeting by welcoming everyone.

11 Also in attendance from my department
12 is my Assistant Director, Joe Cinque; Sue Forzani,
13 who's our Office Manager; and Donna Riggi, who is our
14 Payroll Clerk.

15 This meeting is our annual public
16 hearing which is mandated by New Jersey Transit,
17 which gives the department various funding sources,
18 but this meeting in particular involves the New
19 Jersey Senior Citizen and Disabled Residential
20 Transportation Assistance Program, also known as
21 SCDRTAP. That money goes to a fund and that fund,
22 7.5 percent of it, goes to fund the paratransit
23 systems of the state, all 21 counties, and some of
24 the funds go to nonprofits. This year, we are
25 receiving \$1,657,504, which is a decrease over the

1 \$1,685,543 we received last year.

2 This meeting has been advertised in the
3 Star Ledger and The Record, Herald News, and we have
4 sent notices to all of the clerks in all of the
5 municipalities in Bergen County. We have also sent
6 notices to the facilities that we service and we have
7 sent notices to our autistic programs.

8 With respect to the amount of trips we
9 did in 2020, that amount was 64,450. We drove
10 377,499 miles, and we transported 12,250 dialysis
11 trips. We handled 2,981 wheelchair trips, and we
12 transported 3,936 education trips.

13 We also transported 8,404 nutrition
14 trips. The nutrition trips are the trips that were
15 for the county nutrition centers. And we also
16 transported 476 veterans to the VA in East Orange.

17 For some of you that do know, I've been
18 Acting Director since July 2019, and some of the
19 initiatives that I had started and that have been
20 completed involve the following matters:

21 All of our buses are now equipped with
22 new live cameras for the safety of our drivers and
23 our passengers. We hired a company, after extensive
24 research, Rosco, and our vehicles have been fitted
25 with these cameras. We are able to view the buses

1 from our office in Lodi in realtime.

2 We are also able to view incidents that
3 occurred on the buses during the course of a
4 particular day and save those clips of the matter for
5 future review. If an issue comes up down the line
6 involving the driver or passenger concerning the
7 safety or liability, we're able to view that. Thus
8 far, the cameras have been very helpful.

9 Right now we are in the process of
10 having our staff trained on a new scheduling system.
11 This happened in 2019, when we did various interviews
12 and research with the county IT department of the
13 various vendors from various companies that provide
14 the services, and we selected Tripmaster. We started
15 on-site training with Tripmaster; however, due to
16 coronavirus, the training and the implementation of
17 the system was delayed and we anticipate resuming at
18 the end of this month.

19 We have purchased many new vehicles for
20 our workforce, and we have been able to purchase a
21 number of new vehicles to replace some of older ones.

22 Prior to the pandemic, we opened
23 several new routes to service some of the areas that
24 needed transportation in the county, specifically the
25 Fort Lee/Cliffside Park area and in the northern part

1 of the county.

2 We also increased the use of
3 advertising on our buses and we promoted the census
4 on our buses.

5 We entered into a contract with EZRide
6 covered by grant monies that have assisted those who
7 needed services at times that we were unable to
8 provide coverage through Uber and/or Lyft, and the
9 service was also used to transport individuals during
10 the pandemic for vaccine shots.

11 We're still looking into entering into
12 a contract with Logisticare in order to expand our
13 service and reimbursement for others who need our
14 services. That was delayed due to the pandemic.

15 We have also been using a professional
16 grant writer since I was able to come to Community
17 Transportation to assist in not only continuing to
18 apply for monies that we had received in the past
19 through grants, but also to obtain new leads for
20 other grants and assist in the funding of our
21 department.

22 When the coronavirus hit in March 2020,
23 we adapted and significantly changed direction, as to
24 the needs and direction of the department for the
25 health and safety of our employees and our customers.

1 The County Executive expressed the
2 importance of taking this seriously from the
3 beginning, even before others gave the virus the
4 serious attention it deserved, and, as a result, our
5 staff was significantly reduced at one point and so
6 were our services, but we've continually increased to
7 go back to the point where we were before the
8 pandemic, as we open up for these services. And
9 during the pandemic, we even provided more services
10 which involved driving individuals to vaccine sites.
11 We had actual buses that we utilized to take
12 residents of Bergen County to vaccine clinics and we
13 also served as a shuttle bus at New Bridge. When
14 they were running their vaccine clinics, we had
15 permanent drivers there to transport individuals who
16 were unable to get to the site because of whether
17 they were in a wheelchair or they needed assistance,
18 so it made it a lot easier for them to get a vaccine
19 shot.

20 During the height of the pandemic,
21 certain classes of our employees who were not working
22 at the department, and our schedulers, Jenny and
23 Elaina, juggled, as best that they could, the routes
24 and the rides with who we had working and what needed
25 to be done, and they did a great job, along with the

1 rest of the staff.

2 We've also continued to have a mandate
3 to keep the office as spaced out as possible, while
4 during the pandemic some of our employees were
5 working remotely, I guess during the height of the
6 pandemic, because in some ways this is still going
7 on.

8 So ensure safety in the office, we do
9 have mandates that the county had filtered to us that
10 are being followed, which involves wearing masks in
11 the building, social distancing, Plexiglass to
12 separate the dispatchers, constant sanitization,
13 following CDC guidelines per posters, which include
14 hand washing for 20 seconds.

15 Our drivers are also following CDC
16 guidelines and are supplied with face masks for
17 themselves and their passengers who don't have one,
18 which is required, and our buses are sanitized on a
19 regular basis, and temperatures of all passengers and
20 employees are checked daily.

21 At one point, we had buses only
22 transporting one individual to a site. Now, per the
23 county Health Department, we're able to transport
24 with 50 percent capacity for dialysis, chemotherapy,
25 and food shopping.

1 You have to remember, we're not like
2 other transportation businesses, because our people
3 are in some ways compromised with their health or
4 their age, so we take an extra precaution there. We
5 also installed separators for the passengers on each
6 bus, and have barriers installed for our drivers to
7 separate them from our passengers.

8 Gowns and face shields are also
9 provided to drivers, and we have strict capacity
10 limits for our Hackensack shuttle.

11 Our Meals on Wheels program is very
12 active and significantly increased during the
13 pandemic. Unfortunately during the pandemic, we also
14 had a vandalism problem with our buses on the site.
15 There was actually, from what I know, a rash of
16 thefts of catalytic converters of buses and cars
17 during the pandemic. Many of our buses were affected
18 and vandalized. They stole catalytic converters. We
19 had to replace a lot of them.

20 So we had to have cameras installed and
21 now it's a lot more secure. We should have had
22 cameras on the site in the beginning, but they're
23 there now monitoring the parking lot, and locking
24 gates were also installed to protect the county's
25 assets on-site. That's locked nightly.

1 I want to commend my employees in the
2 department, the staff who worked through the pandemic
3 and are still working hard through this pandemic. My
4 recollection is we did not shutdown during the entire
5 time, we continued our services, even though at one
6 point they were limited, but we still did what was
7 important for these people, getting them to their
8 doctors, getting food to senior citizens, and doing
9 other things that assisted the elderly and the
10 infirm.

11 Our daily activity is consumed with
12 health and safety issues, not only for our employees
13 but also for our customers. We followed specific
14 protocols related to their health and safety, and we
15 obtained the proper PPE that is needed for our
16 department to operate.

17 We have also partnered with some towns,
18 this is starting to really take effect during the
19 pandemic, to provide assistance with PPE on their own
20 buses. That was where we would not only assist in
21 telling these towns what we were doing to give them
22 some guidance with respect to protecting drivers and
23 passengers and passengers from each other, but we
24 also actually took their buses at certain times and
25 we installed the equipment ourselves.

1 Our staff, Aris and Mel, they did a
2 great job. They really stepped up, and we helped a
3 lot of towns that needed the help because they didn't
4 have the resources. We loaned buses to these towns
5 when they weren't able to have a bus in service so
6 that they could provide the service to their
7 passengers.

8 Like I stated before, we ran a vaccine
9 shuttle at New Bridge during the pandemic and other
10 vaccine clinics. We did one in Ridgewood and one in
11 Woodcliff Lake to assist seniors in getting
12 transportation.

13 At this time I'll read you the budget.

14 Our proposed total operating budget is
15 \$8,502,131.

16 From New Jersey Transit and SCDRTAP, we
17 get \$1,657,504. The county's contribution is
18 \$5,757,363. We also receive money that runs the
19 Hackensack shuttle in the amount of \$118,680. And we
20 have 5310 monies we are anticipating in the amount of
21 \$175,000. We have Peer monies in the amount of
22 \$70,000, and Veterans in the amount of \$26,000.
23 Title 3, which is our Meals on Wheels program, and
24 that is \$437,584. Advertising in the amount of
25 \$30,000. And we have a miscellaneous budget item for

1 \$50,000.

2 With that being said, I want to thank
3 New Jersey Transit for all they do with respect to
4 funding for the department.

5 I do want to point out Isabelle Rojas
6 and Janelle Rivera, who since I got there made me
7 feel very well accepted with New Jersey Transit. And
8 Brian, you know, you all do a great job there, and I
9 don't think you get the recognition from the state
10 that you really do deserve because of the work that
11 you have to do over there. My main contacts at the
12 department, they have also assisted in our department
13 being able to obtain several vehicles donated, which
14 has saved the County of Bergen thousands of dollars.

15 I also want to thank Jim Tedesco, the
16 County Executive, for his trust in me and the other
17 people who run the department, which is a very
18 essential service for Bergen County and especially
19 under these circumstances. The Board of
20 Commissioners for their support and their help, along
21 with Joe, Sue, Donna, and everyone else in the
22 department that helps us run smoothly.

23 I don't know if the County Executive is
24 on the line, I didn't see him, but obviously he's
25 invited to say a few words whenever he wants.

1 I will at this time open the meeting up
2 to the public for public comment. I don't know if
3 anyone wants to say anything.

4 If you do speak, please state your name
5 and your title and what department you're with.

6 I see Lorraine, her hand is raised.

7 Lorraine, just state your name and spell
8 it, and just set forth your position.

9 MS. JOEWONO: Okay.

10 My name is Lorraine Joewono,
11 J-O-E-W-O-N-O. I am the Director of the Bergen
12 County Division of Senior Services.

13 I would just like to read a statement
14 from the Division of Senior Services, and I will also
15 send it over to you so it can go into your minutes.

16 The Bergen County Division of Senior
17 Services, Area Agency on Aging, also ADRC, Aging and
18 Disability Resource Connection, was established in
19 1966 under federal legislation and the Older
20 Americans Act.

21 The Division of Senior Services is the
22 primary planning, coordinating, and funding agency
23 for senior programs and services, promoting the
24 well-being of health and independence of Bergen
25 County's more than 228,000 older adults.

1 Currently, the Division of Senior
2 Services provides Older Americans Act Area Plan
3 contract funding to support 28 organizations and 43
4 programs, including the Bergen County Community
5 Transportation.

6 These programs help older adults,
7 individuals with disabilities over the age of 18, and
8 their caregivers to access the complex, long-term
9 care community-based health and human services.

10 Transportation has always been one of
11 the top priority service areas in the Division of
12 Senior Services. And the seniors, caregivers,
13 service providers and other advocates frequently cite
14 transportation as the most acute unmet need for older
15 adults in Bergen County. The topic of transportation
16 is a recurring concern at the division's annual
17 public hearings, needs assessments, and service
18 provider meetings. The lack of transportation
19 options has become a serious issue for older adults
20 who cannot drive.

21 Municipal transportation services are
22 restricted to specific destinations or trip purposes
23 within their own municipalities, and many seniors
24 forego at least some trips because of lack of
25 transportation.

1 While many of the seniors use the
2 Bergen County Community Transportation programs to
3 get to their funded services, senior activity centers
4 and other locations, there is an acute need for more
5 transportation options for program participants to
6 fill in the gaps in services.

7 Community Transportation makes every
8 effort to serve seniors. However, with 228,000
9 seniors spread over the 246 miles of Bergen County,
10 it is not always possible to get seniors where they
11 need to be, no matter how vital a service.

12 The Division of Senior Services
13 recognizes that having mobility enhances the quality
14 of life for older adults, and we continue to advocate
15 for more convenient, affordable, and accessible
16 transportation in the county.

17 The current transportation system in
18 Bergen County has an array of public and private
19 transportation services; however, navigating these
20 services and understanding the different transit
21 providers' operating hours, geographic service areas,
22 cost and eligibility for specialized transportation
23 services can be very challenging, especially for our
24 seniors.

25 Another barrier is that many seniors

1 are not tech savvy enough to use smartphones to
2 access timely transportation information and schedule
3 and pay for rides.

4 In response to the growing need for a
5 more cohesive system, the Division of Senior Services
6 continues to advocate for expanding its pilot
7 program, a partnership with Community Transportation
8 and EZRide, and also encourages to develop a one-stop
9 travel information and planning service provided by a
10 mobility manager, a system serving as a
11 transportation resource center and offering a single
12 point of contact, one call/one click transportation
13 services in order to help seniors find information
14 available on transportation options, to navigate and
15 locate transportation, and to provide access to
16 services such as EZRide, Ride for Life, those
17 programs where Community Trans or other providers are
18 not available to accommodate their request.

19 We want to thank the administration and
20 the Division of Community Transportation and all
21 their workers who work very hard to support and
22 collaborate, and are looking forward to better
23 serving and addressing the needs of Bergen County's
24 older population.

25 Thank you.

1 DIRECTOR SUAREZ: Okay. Anyone else
2 have any statement they'd like to make?

3 MR. CINQUE: Yes, Anthony. It's Joe
4 Cinque.

5 I just want to thank Lorraine and Joan
6 and Adam for all the things they do at Senior
7 Services to help us to be a good partner in this
8 whole thing. We are going to move forward, if this
9 nightmare ever ends of this pandemic, with trying to
10 get some of the towns involved in helping with the
11 transport as well, so there would be another option.
12 In other words, towns that have buses maybe assisting
13 each other and crossing town boundaries to help. So
14 once we get that, we're going to try to move into
15 that, but we do want to thank Joan and Lorraine and
16 Adam for all the things they do.

17 MS. JOEWONO: Thank you, Joe, because
18 you were in the trenches with us during the whole
19 COVID, and Joan and Adam were remarkable.

20 MR. CINQUE: Yes, they really were.

21 DIRECTOR SUAREZ: Any other comments?

22 MR. FITZGIBBONS: Yes. Some of us at
23 the top have our hands raised. I'll defer to Jackie
24 and I'll go after her.

25 DIRECTOR SUAREZ: Yes, Jackie.

1 MS. KATES: Thank you very much.

2 I'm Jacqueline Kates, project advisor
3 to Age-Friendly Teaneck. I am speaking today as a
4 representative of the North Jersey Alliance of
5 Age-Friendly Communities. Our communication
6 coordinator, Colleen Diskin, has probably already
7 emailed these comments to you, I hope so. If not, we
8 will have them to you later today.

9 Our alliance includes age-friendly
10 initiatives in six Bergen County towns: Englewood,
11 Fair Lawn, Garfield, Ridgewood, Teaneck, and
12 Westwood.

13 We thank you for this opportunity to
14 speak to the transportation needs of Bergen County's
15 older residents. As you know, it's been a
16 challenging year and a half, and the pandemic has
17 provided ample insight into the crucial role that
18 transportation plays in the health, safety and
19 well-being of non-driving and mobility challenged
20 older adults.

21 As we all continue to learn from and
22 respond to the changing circumstances of some of
23 Bergen County's most vulnerable older residents, we
24 would like to urge you to view this moment in time as
25 an impetus for transportation innovation.

1 As we testified last year, our
2 alliance, prior to the pandemic, had been engaging in
3 a survey of local communities, senior bus and van
4 programs. That survey demonstrated that many towns
5 had vehicles and ride programs not used to their
6 fullest potential.

7 We suggest the county also study these
8 programs with the hope of finding ways to foster more
9 collaboration among communities, which in turn could
10 help expand ridership and increase cost efficiencies.

11 In addition, we encourage Community
12 Transportation to explore strategies being used
13 elsewhere in New Jersey and around the country to
14 expand the reach of its older adult transportation
15 services.

16 We commend the Bergen County Division
17 of Senior Services for its launch in February of a
18 program using EZRide's Ride for Life ride hailing
19 service to transport older and disabled adults for
20 vaccine appointments. We're gratified to hear of
21 plans to expand the program to offer rides to
22 doctor's appointment, senior centers, grocery stores,
23 and other crucial needs.

24 The Bergen County Division of Senior
25 Services program is just one example of the type of

1 potential public/private collaborations that could
2 enhance the county's ability to meet the need of its
3 growing older adult population. There are many more
4 examples around the state and country that could be
5 piloted in Bergen County, many of which are discussed
6 in a New Jersey Department of Transportation report
7 released in May, "Understanding the Transportation
8 Mobility Needs for an Aging New Jersey Population."

9 Survey and other data in this report
10 make a compelling argument for avoiding "one size
11 fits all" transportation strategies, particularly
12 when seeking to serve a mobility challenged
13 population.

14 While the report takes a statewide
15 lens, many of its recommendations offer a framework
16 for how a county such as Bergen, with its diverse
17 population and diverse geography, can design a
18 transportation system that would better meet the
19 growing demand for more accessible and flexible ride
20 alternatives. Key suggestions include: Increasing
21 promotion and support of ride dispatch technologies
22 and ride hailing programs, expanding coordination
23 between statewide transit services and local transit
24 services to provide seamless service across borders,
25 and redesigning bus networks to ensure adequate

1 service to areas with high concentrations of older
2 adults.

3 The community leaders in our alliance
4 stand ready to work with county leaders to pursue new
5 ideas and strategies.

6 And, once again, we thank you for the
7 opportunity to offer input.

8 DIRECTOR SUAREZ: Thank you, Jackie.

9 MS. KATES: I'm going to thank you for
10 attending one of our group meetings.

11 DIRECTOR SUAREZ: Okay.

12 MR. FITZGIBBONS: I'm Brian
13 Fitzgibbons. I am the president and CEO of
14 Heightened Independence, a progress center for
15 independent living, but in this capacity I am
16 representing the HSAC Adult Services Committee to
17 offer the testimony. And I'll read it.

18 Good morning. My name is Brian
19 Fitzgibbons, Chair of the Bergen County Human
20 Services Advisory Council's Adult Services Committee.

21 The Adult Services Committee targets
22 the needs of adults age 60 and older and individuals
23 with disabilities who are 18 or older. The goal is
24 for these individuals to live at home as
25 independently as possible for as long as possible,

1 rather than in more costly long-term care facilities.

2 As part of the planning for older
3 adults, we recognize that transportation poses the
4 greatest challenge in the planning process.

5 Remaining home as long and as independently as
6 possible implies the ability and the resources to
7 travel to meet basic needs.

8 Bergen County government's Community
9 Transportation Program provides this service to those
10 who need it. Director Anthony Suarez should be
11 commended for his responsiveness at every level
12 during the pandemic.

13 As a guest of the Adult Services
14 Committee meeting earlier this year, he brought the
15 group up-to-date on new equipment, vaccination of the
16 drivers, and the vaccination efforts to get people
17 vaccinated, sanitation protocols, improved
18 dispatching system, and the gradual full return of
19 the service.

20 It should be noted that the delivery of
21 the county's Meals on Wheels program was modified but
22 functioned throughout this shutdown.

23 I currently serve on this committee,
24 the Bergen County Workforce Development Board, the
25 Bergen County Division on Disability Advisory

1 Committee, and participate in several age-friendly
2 initiatives, and the topic of transportation is
3 always cited as the key element for every program.
4 Whether it concerns getting to a work program, a
5 medical appointment, or a social event at a senior
6 center, the question "How will I get there?" is
7 always raised.

8 At HIP, the center that I run, our
9 needs are further complicated by the need for
10 accessible vehicles to handle wheelchairs and
11 scooters. Bergen County Community Transportation
12 does a fine job accommodating the needs of these
13 individuals, but the needs to plan trips far in
14 advance limits spontaneity, and, very often,
15 discourages participation. It is clear that the
16 services need to be expanded to serve more people, as
17 the need is ever increasing.

18 The Adult Services Committee continues
19 to support Bergen County Community Transportation,
20 but also encourages partner transit agencies to think
21 more creatively. New Jersey Transit's Access Link is
22 a great service for those with disabilities, as it
23 shadows the local bus routes. However, we continue
24 to recommend that Access Link expand their routes to
25 include the shadowing of New York bus routes and

1 trains, which create more options for our residents.
2 A typical example is NJT #165. While its run starts
3 out in New York's Port Authority, it eventually
4 becomes a local route throughout Hudson and Bergen
5 Counties. Many more people could be served, if this
6 route was considered.

7 We employ the transit connector that
8 operates in the loop around Hackensack and feel that
9 it could serve as a model for other areas of the
10 county, particularly where large concentrations of
11 people with disabilities live, like Lehmann Gardens
12 in Park Ridge and Orchard and Crescent Commons in
13 Allendale. Perhaps partnership with jitneys operated
14 by the municipalities can serve as a shuttle service
15 to get to Access Link pickup points.

16 We also encourage innovative entities
17 such as Uber and Lyft to further expand the menu of
18 available transportation options to include
19 accessible vehicles and to possibly create a
20 partnership with the Veterans Administration to
21 create businesses for disabled vets who operate their
22 own accessible vehicles with wheelchair lifts to
23 offer rides for those with mobility issues. This
24 could be a win/win for both parties.

25 If we continue to share ideas, we can

1 successfully tackle the transportation challenges
2 that confront our seniors and disabled every day in
3 Bergen County.

4 Thank you for the opportunity.

5 DIRECTOR SUAREZ: Thank you.

6 Michelle Paz.

7 COUNCILWOMAN PAZ: My name is Michelle
8 Paz, and I represent the Mahwah Access for All
9 Commission as the council liaison and also as a
10 special needs parent.

11 Our Mahwah Access for All Commission
12 acts in an advisory capacity to the mayor and council
13 of the Township of Mahwah to the concerns of
14 barrier-free facilities, disabled or access
15 challenged persons, employment practices, general and
16 specific compliance with the requirements of
17 Americans with Disabilities Act (ADA), and
18 recreational opportunities.

19 The commission serves as advocates in
20 the township to help enhance the quality of life for
21 individuals with disabilities and access-challenged
22 persons so they can participate to the fullest extent
23 possible in everyday activities in the community.

24 So that being said, to follow-up on Ms.
25 Joewono's, Ms. Kates', and Mr. Fitzgibbons' points,

1 I'd like to ask that New Jersey Transit respectfully
2 consider expanding Access Links routes to shadow the
3 commuter route that goes through Suffern, New York,
4 all the way down to the Port Authority, traveling on
5 Mahwah's main thoroughfare, Franklin Turnpike, before
6 it hits Route 17. The Short Line Bus has been in
7 contract with the Township of Mahwah for a while, but
8 I'm asking in these COVID challenged times that New
9 Jersey Transit have a more open mind and additional
10 ways to serve their communities, especially those
11 with special needs, those who are elderly, and those
12 who are transportation challenged.

13 I thank you for your time and
14 attention, and appreciate everything that New Jersey
15 Transit has been doing to serve our community to the
16 best of their ability during the COVID pandemic.

17 Thank you.

18 DIRECTOR SUAREZ: Thank you, Ms. Paz.

19 Joan Van Etten.

20 MS. VAN ETTEN: Yes. Hi.

21 My name is Joan. I'm a parent of a
22 special needs adult at the Opportunity Center in Fair
23 Lawn.

24 Many of the clients are aging, as well
25 as many of the parents, and there are eight clients

1 who receive service at Bergen County. I'm wondering
2 when you anticipate being able to resume driving
3 them?

4 DIRECTOR SUAREZ: Joe, correct me if I
5 am wrong, did we say it would be September 13th?

6 MR. CINQUE: We are going with a
7 tentative date of September 13th, but keep in mind
8 they just brought back the task force for the
9 coronavirus because of the delta variant and we
10 haven't gotten a decision on how many we will be able
11 to transport. Right now, like Anthony said, we're at
12 50 percent. That may change, depending on the
13 findings of that commission through the Health
14 Department and all. So tentatively the 13th we
15 should be gearing up to go back, unless something
16 comes down the pike only because of the delta
17 variant, you know, it being so contagious to people.
18 I don't anticipate that, I just don't know. So the
19 13th is our tentative date.

20 DIRECTOR SUAREZ: Did you get that,
21 Joan?

22 MS. VAN ETTEN: Yes.

23 DIRECTOR SUAREZ: Anticipate the 13th,
24 unless unforeseen circumstances stop that.

25 MS. VAN ETTEN: I guess we will find

1 out. How will we find out exactly?

2 DIRECTOR SUAREZ: I would think we are
3 going to be in communication with the facility that
4 will probably speak with you directly, so along those
5 lines.

6 MS. VAN ETTEN: Yes.

7 DIRECTOR SUAREZ: If everything goes as
8 planned, you'll be properly notified.

9 MS. VAN ETTEN: Okay. Thank you.

10 DIRECTOR SUAREZ: You're welcome. Hope
11 you have a nice day.

12 MS. VAN ETTEN: You too.

13 DIRECTOR SUAREZ: Would anyone else
14 like to speak? Is that the last raised hand? Would
15 anyone else would like to say anything?

16 MS. ROJAS: Hi, Anthony. It's Isabel
17 Rojas from New Jersey Transit. I just wanted to add
18 a few comments.

19 I just want to thank everyone for
20 attending today's meeting. It's been a challenging
21 year and a half, and I definitely commend the
22 leadership at Bergen County Community Transportation
23 for all they've done for the residents of Bergen
24 County with so many challenges in their way. They
25 really did their best to step up and continue to

1 serve the focused population here for this funding,
2 which is seniors and the disabled.

3 I, as their liaison, will continue to
4 work diligently with Bergen County to assist and
5 provide the support for those needs for what I
6 understand is the expansion of services, though I
7 definitely understand that that is very much needed
8 in a county as populated as Bergen County. There's a
9 lot of need there, and hopefully moving forward we
10 can try to work on maybe more innovative projects to
11 provide that expansion, but I just want to commend
12 everyone and thank you so much for offering me the
13 opportunity to be able to speak.

14 I hope everyone stays safe and we can
15 continue to expand services and allow more
16 individuals on those vehicles, because I know it's
17 very crucial. The services are there to enhance the
18 quality of life for these individuals, not only
19 medical services but a multitude of services, so that
20 you can continue to have that quality of life while
21 you age in place. So thank you for the opportunity,
22 Anthony.

23 DIRECTOR SUAREZ: Thanks, Isabel.
24 Thanks for everything you do.

25 MS. ROJAS: Thank you.

1 DIRECTOR SUAREZ: Austin, did you want
2 to say something? I don't know if you were trying to
3 say something? I see your screen popped up and it
4 was surrounded by something like you were going to
5 speak. Did you want to speak?

6 MR. EPSTEIN: I do want to say
7 something. As I view the current need --

8 DIRECTOR SUAREZ: You are having
9 technical difficulties.

10 Some of what you said got cut out, but
11 I am hoping to see you at the Citizens Advisory
12 Committee next week live.

13 MR. EPSTEIN: Okay.

14 DIRECTOR SUAREZ: Does anyone else want
15 to say anything?

16 MR. EPSTEIN: Yes.

17 I am glad to be here.

18 DIRECTOR SUAREZ: Good. It will be
19 nice to see you. We're having our Citizens Advisory
20 Committee Meeting live for the first time in over a
21 year at Bergen County One, so I think that's before
22 the end of the month.

23 (The following statements were
24 submitted for inclusion in the official record.)

25 "My name is Scott Reddin and I am the

1 Chairman of the Bergen County Senior Services
2 Advisory Council. I also work at an active senior
3 center in Englewood.

4 "The numbers speak for themselves.
5 Seniors who don't drive end [up] having less trips to
6 their doctors, less opportunities to shop or eat out
7 and 64 percent fewer visits to friends or family.

8 "The need for county transportation is
9 obvious. Before the pandemic started, so many
10 seniors depended on transportation that was safe and
11 reliable and would take them directly to their
12 destination. Yes, sometimes seniors have to leave
13 for their destination an hour before their exercise
14 class or doctor appointment, but it is better than
15 not having transportation at all. In certain areas
16 of Bergen County, there are basically no
17 transportation alternatives.

18 "The numbers show the need, but as a
19 person who is at a senior center every day, I cannot
20 stress how important it is for seniors to be able to
21 get out of their homes. I know how happy our seniors
22 are when they are able to exercise with others, but
23 more importantly, get a chance to talk to other
24 people. Before the pandemic, our seniors would love
25 to just hang out and socialize. We know for a fact

1 that for many seniors, except for an occasional
2 doctor visit, coming to the center was literally the
3 only time they would leave their homes during the
4 week. The county transportation system was a
5 godsend.

6 "I am sure that during the hearing you
7 will hear story after story about how this is a
8 program that works. Our tax dollars are being used
9 for a good cause and used wisely. There is no reason
10 to change the funding for this program."

11 (End of Mr. Reddin's written
12 statement.)

13 "My name is Janet Connell. My
14 husband's name is Matthew Connell. I am 80 and my
15 husband is 84.

16 "The county and the Westwood van have
17 been a blessing for us. Matthew Connell has had
18 cancer and heart disease and surgeries for both. He
19 has neuropathy in his feet that causes numbness so he
20 is no longer able to drive. I drive locally, but
21 don't drive on highways or long distances. Since we
22 are on very limited fixed incomes, if we had to call
23 taxicabs or try to use Uber, we could not afford that
24 at all.

25 "Many of our days, as with many

1 seniors, are spent attending doctor's appointments,
2 testing facilities, etc. The van service is truly a
3 godsend for us. The drivers have always been
4 courteous and helpful. Since we also don't have
5 family members close by, that's not an option for us.

6 "We respectfully request that you
7 recognize the urgent need for the van service. We
8 have lived and paid taxes in Bergen County for over
9 55 years and appreciate that we have the van service
10 available to us. Please do not take it away or make
11 it more difficult to use. Consider that life becomes
12 more difficult and frustrating for us every day.

13 "Thank you for your time and giving us
14 the opportunity to comment.

15 "Jane and Matthew Connell

16 "30 Carolyn Street, Apt. 1

17 "Westwood, NJ 07675"

18 (End of Mrs. Connell's written
19 statement.)

20 DIRECTOR SUAREZ: All right. So if
21 there's nothing else from the public, I'm going to
22 close the meeting to the public, but I just want to
23 say that I hope you all stay well and healthy, along
24 with your families. Hopefully we get through this
25 new variant quickly and it doesn't affect as many

1 people as they are saying. I wish the best to you
2 and your families and your coworkers and for everyone
3 that works in this field. I want to thank you
4 personally for everything that you've been doing
5 throughout the pandemic.

6 With that said, I'm going to end the
7 meeting. You can stop the recording, and see you all
8 soon.

9 Thank you.

10 COUNCILWOMAN PAZ: Thank you.

11 MS. ROJAS: Thank you, Anthony.

12 (Whereupon, the Public Hearing is
13 adjourned at 10:42 a.m.)

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C E R T I F I C A T I O N

I, KIM O. FURBACHER, License No. XIO1042, a Certified Court Reporter, Registered Diplomate Reporter, Certified Realtime Court Reporter, and Notary Public of the State of New Jersey, hereby certify that the foregoing is a verbatim record of the testimony provided under oath before any court, referee, board, commission or other body created by statute of the State of New Jersey.

I am not related to the parties involved in this action; I have no financial interest, nor am I related to an agent of or employed by anyone with a financial interest in the outcome of this action.

This transcript complies with Regulation 13:43-5.9 of the New Jersey Administrative Code.

KIM O. FURBACHER, CRCR, CCR, RDR
License #XIO1042, and Notary Public
of New Jersey

My Commission Expires:
7/11/2024

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