

1
2 PUBLIC HEARING ON TRANSPORTATION FUNDING
3 FOR SENIOR CITIZENS AND PERSONS WITH DISABILITIES
4 ONE BERGEN COUNTY PLAZA, 5TH FLOOR
5 COMMISSIONERS PUBLIC MEETING ROOM
6 HACKENSACK, NEW JERSEY
7 THURSDAY, OCTOBER 17, 2024
8 COMMENCING AT 10:16 A.M.

9 THERE BEING PRESENT:

10 DOMINICK AZZOLINI, DIRECTOR
11 DIVISION OF COMMUNITY TRANSPORTATION

12 JOSEPH CINQUE, DEPUTY DIRECTOR
13 DIVISION OF COMMUNITY TRANSPORTATION

14 RODYN SANCHEZ, OFFICE MANAGER
15 DIVISION OF COMMUNITY TRANSPORTATION

16 DONNA RIGGI, PAYROLL CLERK
17 DIVISION OF COMMUNITY TRANSPORTATION

18 JODI KELM, DISPATCHER & CUSTOMER SERVICE REP
19 DIVISION OF COMMUNITY TRANSPORTATION

20 MILAGROS SOLIS, COMMUNITY TRANSPORTATION GRANTS
21 ADMINISTRATOR
22 NEW JERSEY TRANSIT

23 ORESTES RIOS
24 MOBILITY MANAGER

25 DAVIT TOPCHISHVILI
PLANNING ANALYST/COORDINATOR OF FEDERAL AND
STATE AIDE
DIVISION OF SENIOR SERVICES

BRIAN NILAND, DIRECTOR
DEPARTMENT OF PUBLIC WORKS

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I N D E X

A G E N D A

	<u>PAGE</u>
I. Pledge of Allegiance	3
II. Welcome, Introductions and Opening Comments	3
III. Report on 2024 Operations	4
IV. Reading of the 2025 Budget	5
V. General Testimony	8
VI. Closing	28
VII. Submitted Statements	29

SPEAKER

PAGE

Milagros Solis	8
Brian Niland	9
Deputy Director Joseph Cinque	10, 27
Councilwoman Michelle Crowe-Paz	11, 27
Donald Yu	16
Orestes Rios	20
Brian Fitzgibbons	21
James Jung	23
Tess Tomasi	25

WRITTEN STATEMENTS

Colleen Diskin, Janet Sharma & Shannon Lyons	29
Jill Barbarise	32
Renee Enker	36
Phylis Burman	41
Jackie Bakal	42
L. Mizrahi	42
Debra I. Tester	43
Mirian J. Piehler	45

1 DIRECTOR AZZOLINI: Good morning,
2 everyone, and welcome to our public hearing.

3 My name is Dominick Azzolini. I am the
4 current Director of Community Transportation.

5 I. Pledge of Allegiance

6 DIRECTOR AZZOLINI: At this time can we
7 please stand or sit in our seats and pledge
8 allegiance.

9 (At this point in the proceeding, the
10 Pledge of Allegiance is recited.)

11 DIRECTOR AZZOLINI: Thank you.

12 II. Welcome, Introductions and Opening Comments

13 DIRECTOR AZZOLINI: I would like to
14 extend a warm welcome to all of the attendees this
15 morning. Joining me today is our Department
16 Director, Mr. Brian Niland. Brian came aboard a
17 couple of months ago to fill a vacancy, and he is our
18 boss so we have to behave today.

19 Also joining me today is my Deputy
20 Director, Joe Cinque; my Assistant Director, Rodyn
21 Sanchez in the back; you've met Donna Riggi, our
22 Payroll Clerk; and Jodi Kelm, our Dispatcher and
23 Customer Service Rep.

24 Today's meeting is our annual public
25 hearing. This is mandated by New Jersey Transit,

1 which provides various funding sources for our
2 division. This meeting pertains to the New Jersey
3 Senior Citizen and Disabled Resident Transportation
4 Assistance Program (SCDRTAP). This is funded by our
5 casino revenue, 7.5 percent of which supports the
6 paratransit system throughout the state. SCDRTAP
7 benefits not only our county but all the counties,
8 the 21 counties and several nonprofits. This year we
9 are receiving \$3,159,063, which is an increase from
10 last year's \$2.892 million.

11 This meeting has been advertised in the
12 Star-Ledger, The Record Herald News. Notices have
13 been sent to all mayors and borough clerks in Bergen
14 County, as well as the facilities and programs we
15 serve, including our autism programs.

16 III. Report on 2024 Operations

17 DIRECTOR AZZOLINI: Just a little
18 history on what we've done so far in 2024.

19 We've completed more than 160,000
20 trips, covering 812 miles. We've transported 11,732
21 dialysis patients, handled 8,266 wheelchair trips,
22 and provided 12,624 educational trips, and
23 facilitated 15,000 nutrition trips throughout the
24 county; this is our Meals on Wheels program.

25 Additionally, we have transported 1,760

1 veterans to our VA Hospital in East Orange and other
2 veterans' clinics.

3 That was 2024.

4 IV. Reading of the 2025 Budget

5 DIRECTOR AZZOLINI: At this time, I'm
6 going to present our budget with my New Jersey
7 Transit water mug, which was so nicely given to us at
8 our last presentation. I use this every night.
9 Thank you, Millie.

10 So our proposed operating budget is
11 \$9,232,741, of which \$3,159,063 comes from New Jersey
12 Transit and SCDRTAP. The county contributes
13 \$5,118,768. We also receive \$200,000 from New Jersey
14 JARC, \$50,000 from a third-party transportation
15 contract (TNC), and anticipate \$150,000 from another
16 federal grant, 5310.

17 Additional contributions include
18 \$53,550 from Peer; \$26,000 from Veterans; \$445,360
19 from Title 3, which is our Meals on Wheels; \$30,000
20 from advertising; and \$50,000 from miscellaneous
21 sources.

22 Last year, we set out goals to improve
23 our services and accessibility to all Bergen County
24 residents.

25 One goal was to work on improving EZ

1 Ride access for seniors, to meet the rising demand
2 for single-rider transportation.

3 We increased awareness and secured
4 additional funding from SCDRTAP and the county to
5 accommodate more seniors.

6 Another goal was to hire more Motor
7 Vehicle Operators (MVOs) to enhance transportation
8 access for seniors and disabled residents.

9 We have seen improved hiring rates,
10 aided by increased advertising on vehicles and the
11 county website.

12 There was also a need to hire an
13 Assistant Accountant and a Safety Officer to enhance
14 our division's efficiency.

15 A Safety Officer was hired to
16 streamline accident reporting and investigations. We
17 also utilized our radio dispatcher and customer
18 service representative, Jodi, who now assists our
19 accountant with data collection and reporting duties.

20 In order to enhance our scheduling
21 system (CTS) to be more responsive to our dispatchers
22 and schedulers and improve data collection, CTS has
23 released several updates, making the system more
24 responsive and more user-friendly.

25 We also introduced a new email address

1 for doctors' appointments, providing an alternative
2 to faxing.

3 Currently we are working on the
4 following initiatives:

5 Contract with private assisted mobility
6 vendors to supplement our services. A spike in
7 clients needing assisted mobility has strained our
8 workforce, leading to increased on-the-job injuries.

9 We are planning on purchasing new buses
10 to replace our aging fleet and acquire six passenger
11 vans to expand our hiring pool to non-CDL hires and
12 increase services throughout the county.

13 I would like to extend my gratitude to
14 New Jersey Transit for their support, especially to
15 Isabel Rojas, Janelle Rivera, and Millie Solis, who's
16 in the audience today, along with Brian Miguel, who
17 have been instrumental in our operations. Let's face
18 it, without New Jersey Transit's help, it would cost
19 the taxpayers of Bergen County a lot more money.

20 My thanks also go out to the County
21 Executive for entrusting me with overseeing the
22 operation here at Bergen County Community
23 Transportation, the Board of Commissioners for their
24 assistance and support, and my dedicated team, Joe
25 Cinque, Rodyn -- Joe calls me Dominick Azzaleary.

1 When I first got to the agency, he was calling me
2 Anthony, who was the old director, this went on for
3 months. That was okay, as long as he recognized I
4 was there, that was all that was important -- Donna;
5 Julio, our accountant who is phenomenal; Jodi, I
6 cannot say enough kind words about her; along with
7 all of my radio dispatchers, my program coordinators,
8 and our 68 fantastic drivers, all working together to
9 provide a very essential service to the residents of
10 Bergen County.

11 Thank you.

12 V. General Testimony

13 DIRECTOR AZZOLINI: So at this time I
14 would like to invite our guest speakers to share
15 their remarks.

16 From New Jersey Transit, our
17 representative is Millie Solis.

18 MS. SOLIS: Thank you.

19 Good morning. I am very pleased with
20 the services Bergen County has been providing to
21 individuals with disabilities and seniors. Your
22 efforts to enhance accessibility and mobility for
23 these communities have not gone unnoticed.

24 New Jersey Transit, in partnership with
25 Bergen County, will continue supporting these vital

1 services, and I am confident this collaboration will
2 further benefit our residents. Thank you for your
3 dedication to these important programs.

4 DIRECTOR AZZOLINI: Thank you, Millie.

5 I didn't want to put Brian on the spot,
6 but I'd like to have Brian, our Department Director,
7 come up and say a few words about all he does for us
8 and for Bergen County.

9 MR. NILAND: I wasn't told I was going
10 to be speaking, but I just want to welcome everybody
11 here and to echo the same words. I'm very proud to
12 be director over this fine department. Before I
13 started working for the county, I had no idea that
14 all these services were offered, and it's just
15 relentless hours, time, and dedication the people put
16 in to making Bergen County look so good.

17 I thank you all for your support and
18 Transit and everybody that helps out. We couldn't do
19 it without you.

20 We're looking to further the
21 department, purchase new vehicles. So we can get the
22 CE on board with this, which I'm sure he'll get on
23 board, but, again, I'm here if you have any
24 questions, if you need anything. But these guys,
25 this department runs itself. They do such a good job

1 so they make my job look so easy and they're really
2 just a great crew of people.

3 So thank you again.

4 DIRECTOR AZZOLINI: Thank you, Brian.

5 [APPLAUSE]

6 DIRECTOR AZZOLINI: So at this time I'm
7 going to turn the mic over for only a minute and half
8 to Joe Cinque to say a few words.

9 I've come to know Joe over the last
10 nine months that I've been with Community
11 Transportation. He's a great individual, I truly
12 love working with him, but he could be a little wordy
13 at times. So we are going to give him the mic,
14 somebody set their clock and ring a bell when it's
15 over.

16 Go ahead.

17 DEPUTY DIRECTOR CINQUE: There's a
18 couple of people that I'd like to thank, but Brian
19 especially and Dominick. I get crazy ideas and I go
20 to Dominick all the time. To his credit, he allows
21 me to do my thing. So I appreciate that, Dominick.

22 And poor Brian, I think I call him all
23 the time. I think he's nervous when I call him.

24 But I do want to thank Davit and
25 Orestes and the whole Senior Services team, they're a

1 good partner, and New Jersey Transit. Rodyn, who I
2 also dump a lot on, but I appreciate it.

3 Now I think we just want to see if
4 anybody wants to come up and speak.

5 Michelle.

6 MR. CROWE-PAZ: Hi. Good morning. My
7 name is Michelle Crowe-Paz. I am a councilwoman in
8 Mahwah, New Jersey. I am the council liaison to
9 Mahwah Access for All, which is a commission funded
10 by the town to help individuals with disabilities,
11 mobility issues, access issues, etc.

12 I'm here on behalf of our committee
13 chairperson, Johanna Baccan. I want to put in the
14 record, she texted me and asked me to say this. So
15 on behalf of Ms. Johanna Baccan, we'd like to go on
16 record knowing, because just having these questions
17 out there and hopefully answered today.

18 Okay. So with regard to Coach USA
19 bankruptcy, and I think our representative from New
20 Jersey Transit is here, do we know if New Jersey
21 Transit will be taking over any of those routes?

22 So I wanted that asked.

23 Also too, the county community vans and
24 the Uber program, will it be available to people with
25 disabilities under the age of 60?

1 And then also as well, inter-town
2 transportation and how that works with grant funding.
3 That's also a conversation that we were hoping to
4 have, as Mahwah seems to be unique in that, for
5 whatever reason, geographically, etc., etc., Access
6 Link does not serve the Township of Mahwah, nor does
7 it serve Ramsey or Allendale or Upper Saddle River,
8 but that's a different conversation, but I do want
9 those concerns on record, please.

10 So also again, what is the, you know,
11 open-mindedness of Bergen County Community
12 Transportation perhaps coming to Mahwah to do a
13 presentation? So I also wanted that on record.

14 I think I've covered everything in
15 Johanna's text, so I thank you all for your time and
16 hope that these questions could be answered, if not
17 here, then perhaps via email or at a future meeting.

18 So thank you so much.

19 DEPUTY DIRECTOR CINQUE: Did you want
20 to answer, Ms. Solis?

21 MS. SOLIS: We'll get back to you that
22 answer.

23 COUNCILWOMAN CROWE-PAZ: Thank you.

24 DIRECTOR AZZOLINI: So the format, do
25 you want to address as best we can now and then move

1 on to the next person who would like to say a few
2 things?

3 DEPUTY DIRECTOR CINQUE: I can address
4 some of it.

5 DIRECTOR AZZOLINI: Rodyn, can you come
6 up here too on the panel.

7 DEPUTY DIRECTOR CINQUE: We know we're
8 going to get more service up in Mahwah in that area.
9 We know that's a little bit of a dead zone, not just
10 for us, it's just distance-wise.

11 COUNCILWOMAN CROWE-PAZ: Geographically
12 that's just the way it is.

13 DEPUTY DIRECTOR CINQUE: Yes, it's
14 tough in that area because of the distances.

15 We are right now, and it all comes back
16 to the same thing, we were just talking about this
17 the other day, is our driver shortage. We are
18 addressing that with the six passenger, nine
19 commercial buses, hopefully. And we are trying to
20 work with Brian and the administration on how we're
21 going to train the drivers to get CDLs, because
22 there's a lot of problems. We have a contract and
23 our drivers do have CDLs right now, and Dominick
24 brought this up best, if we allow people not to have
25 CDLs, the people that have CDLs may drop their CDLs,

1 saying "Why am I spending this money?"

2 So our goal is to have all our drivers
3 be CDL drivers eventually and that six passengers
4 would be a stopgap to train them and get them ready.

5 I don't know if that answers that
6 question. Was there another one?

7 COUNCILWOMAN CROWE-PAZ: Well, also
8 too, I don't know if it should be interactive or not,
9 I'm sorry.

10 DEPUTY DIRECTOR CINQUE: That's okay,
11 you went through and I'm not sure I got all of them.

12 COUNCILWOMAN CROWE-PAZ: Also too
13 acknowledging the driver shortage, that is an issue
14 also in our township.

15 So just with regard to the CDL, if
16 somebody is aware of it, is it air brake
17 certification?

18 DEPUTY DIRECTOR CINQUE: No.

19 COUNCILWOMAN CROWE-PAZ: Because I
20 know, obviously, as you know, as you go up each
21 category --

22 DEPUTY DIRECTOR CINQUE: Our category
23 right now is C or better. So C license, which is the
24 lowest, with a passenger endorsement, that's the bus
25 license.

1 So that's what we're going to train
2 them on, but the problem is that the federal
3 government is involved with this, with
4 transportation, and they mandate that the drivers
5 have to do a \$5,000 -- it's about \$5,000 when they
6 come out with the whole thing -- training that they
7 have to get, with the certificate. That's what we're
8 trying to address as a county, how we're going to go
9 forward with that.

10 COUNCILWOMAN CROWE-PAZ: Can there be
11 some funding in this to ease the financial cost?
12 Because maybe that's also something that deters
13 potential applicants.

14 DEPUTY DIRECTOR CINQUE: That's what
15 we're going to talk about, because there are things
16 that the county does have for training people. How
17 they're going to do that is kind of beyond our level,
18 unless anybody else has something.

19 COUNCILWOMAN CROWE-PAZ: Okay. Thank
20 you.

21 DIRECTOR AZZOLINI: Joe, just come up
22 here for the panel and we'll have Donna bring up the
23 speakers.

24 MS. RIGGI: Anna Leone, would you like
25 to speak?

1 MS. LEONE: No, I would not.

2 MS. RIGGI: Donald Yu.

3 MR. YU: Okay. My name is Donald Yu.

4 I'm from Korean American Senior Citizens of New
5 Jersey. We are located in Leonia.

6 First of all, thank you for holding
7 this kind of public hearing.

8 I believe that the transportation
9 service provided by Bergen County has been operated
10 for many years, but mostly Korean senior customers or
11 members of our association either do not know about
12 this system, or, even if they know, I would say if I
13 ask our member customers come to our association to
14 get some help, I ask them, "Do you know there's a
15 transportation service provided by Bergen County?"

16 I would say 75 percent said, "No, I
17 never heard of it."

18 And even the rest of the people say,
19 "Oh, I heard about that."

20 "So did you call and get the service?"

21 And they said, "No."

22 I said, "Why?"

23 Then they said, "Oh, they only speak
24 English."

25 So especially the Korean seniors over

1 70, 80, 90 years old, seniors, they have a severe
2 language barrier. So when I make suggestion today is
3 for better communication with other language spoken
4 people, like especially Korean, Chinese and Japanese.

5 And I just heard that some towns in
6 Bergen County, Asian population is consisting over
7 30 percent, and their service for those foreign
8 language spoken people, not 90 percent I would say.

9 I personally saw Korean language
10 brochure once about this transportation service, but
11 I would like to suggest better communication with
12 Korean language flyers and distributed to the
13 organizations like us.

14 Number two is, early this year we have
15 initiated a new program, it's called New Jersey
16 Health Service Information. That's 24 hours hotline.
17 We converted one of our landline phone number to the
18 send point so that one of the staff member brings it
19 home and answer the phone. And that's basically for
20 two types of the people, number one, people who have
21 emergency at night or even during the day, but if the
22 person lives alone, you know, he fainted, doesn't
23 remember where to call and everything, so he can
24 press the button and ring the phone. Then we can
25 connect to either a hospital or a clinic, and the

1 problem is how we going to bring the person. I'm
2 sure you can say, oh, you can call 911, but a lot of
3 Korean spoken seniors may not be able to call 911 and
4 talk to the operator.

5 Number two is people who still do not
6 have health insurance. They are afraid to go to
7 doctors, so they call this number and then we tell
8 them, don't worry about it, we have a lot of clinics
9 in Bergen County that they can serve you, treat you,
10 and give you the medicine without the charges. So we
11 try to educate these people.

12 So I also would like to suggest that if
13 there's any funding to bring Korean seniors to our
14 organization, to the clinic, to the hospital, we will
15 be really appreciating that.

16 So those are the suggestions. And I'd
17 like to have more communication with the
18 Commissioners and with our association. Okay. I
19 appreciate it. Thank you.

20 DIRECTOR AZZOLINI: Thank you, Donald.

21 So, Donald, on two of your points,
22 we're going to see if we can take our brochure and
23 have it translated into multiple languages and
24 available on our website. Most of our towns in
25 Bergen County -- obviously all the towns in Bergen

1 County know of our services we provide here. So the
2 best way to find out about our services would be to
3 either visit our website or just go to any of your
4 mayor and council meetings and ask the mayor and
5 council members what services the county provides or
6 come to a meeting here, but the best way is just to
7 explore the Internet, everybody has a website. And
8 actually, speaking of the Korean language, we're
9 actually interviewing and potentially hiring a Korean
10 dispatcher to come work for us. So we're hoping that
11 our on boarding process goes through with the
12 background checks and we should have a member joining
13 our team that could assist. Thank you.

14 MR. YU: Just one other question.

15 DIRECTOR AZZOLINI: Go ahead.

16 MR. YU: I would like to mention using
17 the Uber and Lyft for the seniors. I would like to
18 have more information on that.

19 DIRECTOR AZZOLINI: Okay. That's our
20 EZ Ride program that we have. It supplements our
21 services. When Community Transportation cannot
22 provide the transportation as needed or if it's past
23 our operating hours, EZ Ride fulfills those
24 requirements for us, and if they call our office, we
25 could explain how that system works. And I believe

1 our mobility manager is here, yes?

2 MS. RIGGI: Yes.

3 MR. RIOS: Here.

4 DIRECTOR AZZOLINI: Orestes, can you
5 come up and just briefly give us a quick rundown and
6 then we'll move on?

7 MR. RIOS: Sure.

8 So you would call Community
9 Transportation. They would like to see if there is a
10 bus available. If there isn't, they'll put you on EZ
11 Ride, and what will happen with EZ Ride is the person
12 who's taking the trip will call EZ Ride the day of
13 the trip, and Uber or Lyft would come to pick them
14 up. And then once you're done with your appointment,
15 you call EZ Ride again, and an Uber or Lyft will come
16 to take you from your appointment back home.

17 As far as the language goes, EZ Ride or
18 Uber and Lyft, they're their own independent drivers.
19 One really doesn't know what languages they will
20 speak or what they won't speak, but we can speak
21 afterwards for you to get more details on the program
22 itself.

23 MR. YU: Thank you so much.

24 MR. RIOS: You're welcome.

25 And we can speak afterwards about the

1 other things.

2 DIRECTOR AZZOLINI: Thank you, Orestes.

3 MR. RIOS: You're welcome.

4 MS. RIGGI: Brian Fitzgibbons.

5 MR. FITZGIBBONS: Good morning. I'm
6 Brian Fitzgibbons. I have been the president/CEO of
7 Heightened Independence and Progress. I'm cycling
8 into being a consultant. We're replacing me. But in
9 that role, I have been on many of the committees
10 throughout Bergen County, and one of the things that
11 we do is we don't want to just isolate the
12 information that we share with Senior Services. In
13 our role at the Human Services Advisory Council, we
14 create a position paper on various things that affect
15 people with disabilities who are over 60 and under
16 60, and of course the entire population of older
17 Americans that reside in Bergen County, which is
18 approximately, and I know the people here, I think
19 you told me it was 227,000, but I figured maybe plus
20 one, myself.

21 But in any case, I was going to say
22 that our testimony that we do provide usually
23 involves transportation, housing, and community care
24 workers, etc., but I want to focus on the
25 transportation.

1 One of the things that we do when we do
2 our presentation on transportation is, number one,
3 praise all of the strides that the Bergen County
4 Community Transportation agency has made in the last
5 several years. I've been more active in the last
6 seven years and I've seen great improvement. I've
7 always been impressed by the drivers that come back
8 and forth to our center and how accommodating
9 everybody has been. I also appreciate the fact that
10 they've expanded into the whole Uber and Lyft thing
11 with the EZ Ride, etc.

12 We'd also like to remind New Jersey
13 Transit that we think Access Link is great up to a
14 point, but we'd like to see it revised and expanded
15 to maybe include the heavy rail system and also to
16 maybe rethink the buses coming in and out of Port
17 Authority, that being the criteria. Many of them are
18 very local in their focus when they do lots of local
19 stops, and it might be better if we can rearrange how
20 we think about those things.

21 But in any event, I would like to say
22 that I will continue to serve. I serve on the
23 Advisory Committee and I am very happy to do so. So
24 we will just continue to keep our eye on things and
25 to stress all the positive things that are going on

1 at the county and we thank you.

2 DIRECTOR AZZOLINI: Thank you, Brian.

3 MS. RIGGI: Thank you, Brian.

4 James Jung.

5 MR. JUNG: I really am honored to be a
6 part of this hearing. My name is James Jung from
7 AWCA, Asian Women's Christian Association, in
8 Teaneck, New Jersey. We have 44 year history of
9 senior activity center. We have like a more than 250
10 membership of Korean American and Japanese American,
11 Chinese American, using their own mother tongue and
12 also many different classes and activity.

13 You know, one of the Korean proverbs,
14 "crying baby usually get milk first". So my
15 frustration just like a crying baby. We have triple
16 difficulties, because, number one, we are not a
17 county running senior activity center and we are not
18 like adult day care center. You know, usually
19 although day care center, many senior who has
20 Medicaid and door-to-door service is very essential
21 for them, but we're independent and depend on
22 donations.

23 So one of our seniors, I introduce to
24 EZ Ride program. I saw one of like our member use
25 the EZ Ride program, and I want to just very proudly

1 "Don't worry about it, Bergen County take care of
2 you, so let me just help you."

3 I called EZ Ride and the operator or
4 dispatcher told me that you better call Ridgefield
5 instead of like us, we do not provide from
6 Ridgefield. I called Ridgefield, and I was like our
7 location is in Teaneck, New Jersey, can you provide
8 like transportation from Ridgefield to Teaneck. And
9 the person said no, we only provide a once a week for
10 grocery shopping transportation, that's it. So one
11 of my seniors just getting called and she's supposed
12 to take two bus line transfer, 166 and transfer
13 another line to come to us. It takes one hour.

14 So like still I really just learning
15 everything about like county transportation system,
16 and I believe this is working for the seniors. And I
17 really appreciate director and also New Jersey
18 Transit, but still I am a crying baby, so, you know,
19 like a better way. You know, like already Mr. Donald
20 Yu mentioned about like communications, that's one
21 part. And I have to also like figure it out, there's
22 a better way for our aging seniors who can just use
23 easier way or some towns they do not provide.

24 So we feel like 250, our senior
25 members, some of them, not many, but they really just

1 wanted to come to us but they have a problem with
2 transportation.

3 Thank you so much.

4 DIRECTOR AZZOLINI: Thank you very
5 much.

6 MS. RIGGI: Tess Tomasi.

7 MS. TOMASI: Good morning. My name is
8 Tess Tomasi. I am the Information & Assistance and
9 Care Management Unit Supervisor with the Bergen
10 County Division of Senior Services.

11 We have a longstanding, close
12 partnership with Bergen County Community
13 Transportation, and we would like to take this
14 opportunity to express our support for their
15 application for funding from the New Jersey SCDRTAP
16 program.

17 The Division of Senior Services
18 provides funding to over 40 different programs
19 throughout Bergen County, including senior centers,
20 congregate meals, physical and mental health
21 programs, and access to benefits. Without adequate
22 transportation, seniors are unable to take advantage
23 of these critical services. The senior population at
24 Bergen County is currently at 231,000, and we expect
25 that number to keep increasing for the next few

1 years. Community Transportation has been working
2 diligently to meet the growing demand for their
3 services by expanding their transportation options.

4 Even though the Division of Senior
5 Services provides some funding support to Community
6 Transportation, it is not nearly enough to meet the
7 needs of our county's older adults, and we encourage
8 the State of New Jersey and other funders to increase
9 their support of Community Transportation to meet the
10 growing need.

11 DIRECTOR AZZOLINI: Thank you, Tess.

12 Are there any other speakers, Donna?

13 MS. RIGGI: Any other speakers?

14 DIRECTOR AZZOLINI: So I'd like to say
15 that at the end of the meeting, my Deputy Director
16 will individually speak with Brian and Donald and
17 share business cards and probably setup a meeting
18 where you can actually come to Bergen Community
19 Transportation, come to our office, see our
20 operations, and we can discuss your needs on a 1:1
21 basis and see if there's anything we can provide or
22 any way we can assist for the services you're looking
23 for.

24 Is there anyone else who would like to
25 say anything?

1 COUNCILWOMAN CROWE-PAZ: Thank you for
2 hearing us out.

3 DIRECTOR AZZOLINI: It's always a
4 pleasure and that's what these meetings are all
5 about, hearing and listening to the public and
6 gathering information and coming up with creative
7 ideas. It all comes down to funding, funding,
8 funding. You can't do anything without money, even
9 if the baby is crying, the only way to get milk is to
10 go to Shop Rite and buy the milk. It's all about
11 funding, but we can do what we can with the drivers
12 and with the staff we have.

13 I just recently had a meeting with our
14 Citizens Advisory Committee. I explained to them
15 that we just hired three drivers. I was excited. So
16 our numbers went from 68 to 71. And then I was told
17 the next day that three drivers are retiring, so I'm
18 back down to 68. So this is what we deal with day in
19 and day out, the attrition, the retirements, and just
20 the aging of our drivers.

21 So we could have 100 buses, but we need
22 the drivers to drive them.

23 I think Joe wanted to say something.
24 His time is one minute.

25 DEPUTY DIRECTOR CINQUE: I just wanted

1 to mention to you, especially with the Korean
2 speakers, when you do use the EZ Ride, please
3 reiterate with the clients that they're only to use
4 the EZ Ride number we provide and not to take any
5 number from the drivers. If you could reinforce that
6 with your people when you go out and you mention it
7 to people about the EZ Ride program.

8 DIRECTOR AZZOLINI: That's for security
9 and service. The only number they should be using,
10 like Joe said, is the EZ Ride number that's provided
11 to them. There are always ways that people and
12 individuals try to take advantage of seniors and
13 people with disabilities, and we've been experiencing
14 them, and we're just telling all of our clients to
15 make sure they follow the protocol that we have in
16 place and not to deviate.

17 Anyone else before we close this
18 meeting?

19 (No response.)

20 VI. Closing

21 DIRECTOR AZZOLINI: In closing, I want
22 to thank everyone for attending and taking time from
23 your busy day to come to Bergen County and find a
24 place to park.

25 But with that being said, I will

1 adjourn this meeting and we look forward to seeing
2 you next year.

3 Thank you.

4 [APPLAUSE]

5 COUNCILWOMAN CROWE-PAZ: Thank you.

6 (Whereupon, the Public Hearing on
7 Transportation Funding for Senior Citizens and
8 Disabled Persons is adjourned at 10:45 p.m.)

9 **The following statements were submitted**
10 **for inclusion in the official record:**

11 "From: Colleen Diskin, Janet Sharma,
12 and Shannon Lyons <cmdiskin@gmail.com>
13 <janet.sharma44@gmail.com>
14 <shannond.lyons18@gmail.com>

15 "Sent: Thursday, October 17, 2024 9:00
16 AM

17 "To: Community Transportation

18 "Subject: Public Hearing Testimony

19 "We thank you for this opportunity to
20 speak to the transportation needs of Bergen County's
21 older residents. We urge Bergen County to continue
22 to fund and expand the mobility management services
23 and flexible ride options that have been created
24 through the county's Ride Connect program. Demand
25 for affordable and flexible transportation options

1 continues to rise as the population ages.
2 Car-dependent regions like Bergen County are going to
3 need to find ways to innovate and enhance the
4 capacity of existing transportation services.

5 "The enhanced ride dispatching services
6 offered through Ride Connect offers Bergen County the
7 opportunity to tweak and tailor its transportation
8 services based on the daily requests received from
9 seniors and individuals with disabilities. Carefully
10 tracking and analyzing usage data can assist the
11 county and municipalities in re-designing services to
12 respond to changing needs and norms. The County
13 should widely share any transportation data collected
14 through Ride Share and encourage leaders in Bergen's
15 70 towns to collaborate with Community Transportation
16 to ensure municipal-run bus and van programs are also
17 used to their fullest capacity. By endeavoring to
18 better coordinate the use of all existing
19 transportation options available to older and
20 disabled adults, the County may be able to better
21 maximize all of the region's transportation
22 resources.

23 "In addition, senior and disabled
24 transportation routes should never be viewed as
25 static, and Community Transportation should

1 continually budget and plan for increasing rides and
2 routes when demand increases, as it surely will for
3 older adults going to senior centers and medical
4 appointments. One idea to consider is dividing the
5 County into transportation regions, using the 10
6 country-run senior centers as the central hub for
7 regionalized Community Transportation bus and van
8 routes that could be better tailored to the different
9 destination needs and traffic patterns experienced in
10 different parts of the County. County and local
11 transportation services are crucial lifelines to
12 ensure older adults do not become socially isolated
13 and can maintain connections to friends, family,
14 civic groups and houses of worship.

15 "More flexibility is needed for seniors
16 to travel in the evenings and on weekends and to
17 destinations outside their town borders.

18 "As members of the Age-Friendly North
19 Jersey Alliance, we have worked for the past two
20 years to bolster communication and connections among
21 the many public-and-private-sector organizations that
22 serve the senior and disabled community. Our
23 bimonthly Age-Friendly Bergen Roundtable meetings
24 provide learning and networking opportunities. Many
25 of the attendees have stressed the need for more

1 discussion and brainstorming on transportation
2 strategies and solutions. These stakeholders and
3 community leaders are willing and eager to work with
4 county leaders to pursue new ideas and strategies,
5 and we urge you to consider us as an important
6 resource for collaboration. We thank you for the
7 opportunity to offer input.

8 "Sincerely, Janet Sharma, Age-Friendly
9 Englewood; Shannon Lyons, Generations for Garfield;
10 and Colleen Diskin, Age-Friendly Teaneck."

11 (End of Statement.)

12 "From: Jill B, <jillb419@yahoo.com>

13 "Sent: Friday, October 11, 2024 12:47
14 PM

15 "To: Bergen County Division of Senior
16 Services; Community Transportation

17 "Subject: Attention: Dom Azzolini Re:
18 Public Hearing on Transportation Funding for Senior
19 Citizens and Persons with Disabilities

20 "10/11/24

21 "Hello,

22 "I am unable to attend the meeting
23 listed below, but it is my sincere hope that more
24 funding can be applied to the Transportation
25 Assistance Program. The department is in definite

1 need of more help and staffing, training, better
2 organization, and communication between the
3 department and the EZ Ride for Life services.

4 "Although I have had negative
5 experiences, I am appreciative in naming just a few
6 for their excellence in their assistance and
7 attention (**Miriam George, Connie, Angie, Orestes,
8 Joe Singe), I have to say the system needs to have
9 more help in order to accommodate the needs of the
10 seniors in our community.

11 "I am very sorry to say that I had an
12 unfortunate experience regarding transportation which
13 I had tried to arrange for my elderly, yet active, 95
14 year old uncle. It took me hours to get the
15 information that I needed, get through the telephone
16 lines, and get any transportation schedule in
17 process. I was misinformed a number of times,
18 causing more phone calls, emails, wrong extensions,
19 etc. Ex.: I was told that the office my uncle had an
20 appt for, that I must fax all appt info to
21 Transportation before anything could be scheduled.
22 However, I later found out, according to HEPA [sic]
23 laws this would not be legal or even possible!..back
24 and forth calls, between transportation and the
25 doctor's office...hurdles to overcome.snags in the

1 system..misinformation.

2 "I was notified, for the EZ ride
3 services, that even though it was in the
4 transportation schedule already, a phone call had to
5 be made, approx 30 mins prior to the pickup time.
6 Tried calling from multiple lines, 30 mins
7 prior...Result: It took over two hours, multiple
8 calls, on hold time..to get through the line! "Just
9 keep calling!".."Mondays are busy days!" were the
10 responses!**Doctors appts which were made weeks
11 prior, and now are unable to be fulfilled! This is a
12 HUGE a [sic] problem!

13 "My main concern was, would my uncle
14 may be standing in the street corner for a pick u
15 [sic], after his appt, 4:30 pm when offices are now
16 closed...waiting for a ride home? Nonchalant
17 Response: "The phone lines are open the next day at
18 8:30!"..This doesn't address or even solve the
19 problem!

20 "To make matters worse, when I was
21 finally able to get through on his FIRST scheduled
22 ride, we were told the pick up would be within ten
23 minutes,..it NEVER happened! No pick up..which
24 caused my elderly uncle to wait on his porch step for
25 over three hours, in fear he may miss the vehicle!

1 "Lack of communication between the transportation and
2 EZ Ride"as I was told by the EZ RIDE rep! The
3 following day!

4 "The SECOND appt, exactly my biggest
5 concern, he was in the EZ Ride in schedule for pick
6 up, made the call, actually got through after 45
7 minutes, was told the driver had only one other pick
8 up, given car details, and would arrive in 15
9 minutes. The driver arrived over two hours later!
10 95 year old waiting and pacing in the office for a
11 pick up car service - actually a disservice - is a
12 true indication something is surely wrong with the
13 system.

14 "THIRD dr's appt, in schedule, same
15 runaround..causing three hour delay in pick up. How
16 is this a safe and secure service for BC seniors?

17 "I'm not certain, how or why this
18 service that is offered to seniors, & even boasted
19 about - when the reality is it's a true disservice!
20 There has to be a better way - with more options
21 available - than EZ RIDE FOR LIFE, which is far from
22 easy for seniors, in the long run! (Access
23 one!)..Perhaps, the rider could be given the direct
24 number of the driver, rather than going thru calls
25 and waiting, when a return pick up is needed and

1 already has been scheduled in the BC transportation
2 system. Seniors cannot be waiting on street corners
3 for a ride home for hours!

4 "Due to my frustration, I contacted
5 Congressman Jospheh [sic] Gottheimer's office, in
6 hopes that I could have an appt with him, as to help
7 the transportation dept remedy occurrences such as
8 these. Five calls with a promise to respond and still
9 nothing! (Close to over a month ago..)

10 "Bottom line: More funding, more
11 staffing, more organization, more training,..is a
12 must! Presently the system is just not safe or
13 reliable for the seniors in our community.

14 "I would be open to sharing my
15 experiences, if further discussion is requested.

16 "Please feel free to contact me. Thank
17 you for 'listening'. ***I would appreciated an
18 acknowledgement regarding the receipt of this email.

19 "Respectfully, Jill Barbarise
20 (201-265-5105"

21 (End of Statement.)

22 "From: Renee Enker
23 <enker.renee@gmail.com>

24 "Sent: Monday, October 14, 2024 6:46

25 PM

1 "To: Community Transportation
2 "Subject: Fwd: Travel from New Jersey
3 to New York - Ezride program problem
4 "I am an Ezride member. I am unable to
5 attend the meeting on October 17.
6 "However, please see the letter I sent
7 and the response I received below regarding the
8 EZride program taking qualified seniors to medical
9 appointments and to visit family in New York.
10 "Hopefully, you will be able to resolve
11 the problem.
12 "Thank you, Renee Enker
13 enker.renee@gmail.com, 201-370-7553"
14 (End of Statement.)
15 "From: Renee Enker
16 <enker.renee@gmail.com>
17 "Date: Mon, Sep 23, 2024, 8:44 PM
18 "Subject: Travel from New Jersey to New
19 York - Uber problem
20 "To: <Kmurthy@ezride.org>
21 "cc: vgallegos@ezride.org
22 <vgallegos@ezridge.org>
23 "Dear President Murthy,
24 "I am an Ezride member.
25 "This past Friday and also several

1 months ago, I called and requested rides to go from
2 my home in Englewood to visit my son and
3 grandchildren in Far Rockaway, New York.

4 "The agents took the information and
5 placed the requests.

6 "On each occasion, the drivers who
7 arrived said "Oh no, I do not go to New York."

8 "I had to call back the agent 3 times
9 on each occasion. They had to cancel each ride and
10 submit a new request.

11 "The drivers claim that they do not
12 know their destination until they arrive at my home.

13 "I am 80 years old and have been very
14 frustrated with this system. This is not helpful to
15 qualified seniors on fixed incomes.

16 "On regular Uber requests made online,
17 I do not have this problem.

18 "After 3 aborted rides with your agents
19 this past Friday, I finally 'gave up' and used
20 regular Uber. They knew where I was going and I had
21 no problem.

22 "The agents at ezride tried to be
23 helpful. They said that their system does not permit
24 them to specifically request drivers who are legally
25 able to go to New York.

1 "There should be a way to simplify the
2 system so that when requests are made to go to New
3 York, only the appropriate drivers are dispatched to
4 my home.

5 "Ezride is a good service but it is not
6 working for seniors wanting to go to New York to
7 doctor appointments or to see family members.

8 "I am sure others have had this
9 problem.

10 "Please look into resolving this
11 situation.

12 "Please fell [sic] free to contact me
13 at 201 730-7553 or by email at enker.renee@gmail.com
14 to discuss this matter.

15 "Thank you, Renee Enker"

16 (End of Statement.)

17 "Good afternoon Ms. Enker,

18 "Thank you for sharing your concern
19 with Krishna; he forwarded your email to me for
20 investigation and further action.

21 "At the outset, please accept our
22 apologies for the inconvenience caused by multiple
23 cancellations by Uber drivers. We followed up with
24 Uber about this issue and were informed as follows:

25 "Some Uber drivers do not hold the

1 appropriate TLC license for accepting rides within
2 NYC. As a result, they will be forced to return to
3 NJ with no return ride. Therefore, they cancel the
4 trip upon finding out that the trip is for NYC.

5 "As a matter of policy applicable to
6 all programs like EZ Ryde4Life, Uber does not
7 disclose the destination while offering our trips to
8 the drivers. This is to prevent any bias at the time
9 of pickup. We are not in a position to change Uber's
10 policy.

11 "In the future, for trips going into
12 NYC, we will indicate this fact in the 'Driver
13 Notes'. If the driver reads that information,
14 hopefully, they will not accept the trip and allow
15 other suitable drivers to perform these trips.
16 However, we are aware some drivers may not read the
17 notes before accepting the trip, which will likely
18 lead to the same confusion if they do not have the
19 TLC license for NYC.

20 "We will continue to explore further
21 for other options but, unfortunately, we do not have
22 a better solution at this time. Thank you for
23 bearing with us and allowing us the opportunity to
24 meet your transportation needs.

25 "Best regards, Avnish Gupta, Esq., COO

1 & General Counsel, EZ Ride, 144 Park Pl East,
2 Wood-Ridge, NJ 07075 agupta@ezride.org.

3 "Check out our Impact Report 2023:
4 Beyond the Journey to Work."

5 (End of Statement.)

6 "From: Phylis Burman
7 <burman_12@hotmail.com>

8 "Sent: Tuesday, October 15, 2024 10:38
9 AM

10 "Subject: Comments for Oct 17th
11 meeting Attn: Dominick Azzolini

12 "Dear Mr. Azzolini,

13 "I am a Bergen County resident who uses
14 EZRide and am pleased with it. However, it is not
15 available on Saturday evenings and, more importantly,
16 on Sunday.

17 "I realize that the most important need
18 is for doctor appts. Yet, family social functions
19 and other recreational activities take place on
20 Saturday evenings and on Sundays.

21 "So, I am urging you to extend the
22 hours when Seniors can get rides.

23 "Thank you for your consideration of
24 this matter.

25 "Yours truly, Phylis Burman, Wood

1 Ridge."

2 (End of Statement.)

3 "From: Jackie Bakal

4 <retiredprof14@aol.com>

5 "Sent: Sunday, October 13, 2024 6:16

6 PM

7 "To: Community Transportation

8 "Subject: Testifying: Attn: Dominick

9 Azzolini

10 "I read that there is a hearing about
11 Transportation Funding and we can send written
12 comments.

13 "I have been using Community
14 Transportation the past couple of years to take me to
15 the senior center in Garfield. Without them I
16 wouldn't be able to go.

17 "I understand that Community
18 Transportation also takes people shopping, doctor's
19 appointments, physical therapy, etc. I haven't used
20 it for any of that yet but I'm sure I will be in the
21 very near future and I really hope you get the
22 funding that you need because this is a great asset
23 for all of us senior citizens and disabled people.

24 "Thank you."

25 (End of Statement.)

1 "From: MS LM
2 <mitchellleah26@gmail.com>
3 "Sent: Sunday, October 13, 2024 11:45
4 PM
5 "To: Community Transportation
6 "Subject: Re: Public Hearing on
7 Transportation Funding for Senior Citizens...on Thurs
8 Oct 17, 2024
9 "To Whom It May Concern:
10 "I cannot attend this meeting due that
11 it is on Thurs which is the Jewish holiday of Sukkot
12 -- Feast of Tabernacles. I feel that the buses that
13 travel around Bergen County are not handicapped
14 accessible enough for the safety of the seniors and
15 disabled patrons that ride the buses. They do a much
16 better job on the NYC buses. We need to do better to
17 keep our passengers safe. So they can ride where
18 they want to go and also travel medically with their
19 ailments. Thank you for your consideration.
20 "L. Mizrahi, Daughter of Senior
21 parents"
22 (End of Statement.)
23 "October 16, 2024
24 "Mr. Dominick Azzolini
25 "Bergen County Division of Community

1 Transportation, 178 Essex Street, Lodi, NJ 07644

2 "Re: October 17, 2024 Hearing

3 "Dear Mr. Azzolini:

4 "I wanted to say how much I appreciate
5 having Bergen Transport, as we all call it. I
6 personally use the transport to go to ShopRite each
7 week. The members of my support group utilize your
8 services to attend. I am writing this letter to show
9 my support for Bergen County Community Transportation
10 to continue to receive funding. It is vital for
11 individuals, such as myself, who want to maintain
12 some independence.

13 "Recently, we hosted a representative
14 from Bergen County Division of Seniors. Quite a
15 number of issues came up for the blind and visually
16 impaired. It would be very beneficial if your staff
17 received Blind and Low Vision Skills Training. In
18 addition, now that Lyft is utilized by your division,
19 it would be most helpful if there was a check box for
20 blind and visually impaired persons, as well as a
21 check box for guide dogs. Many users of guide dogs
22 have told me stories of being left as soon as the
23 Lyft driver sees the dog. I am sure you agree that
24 this is not acceptable.

25 "I am hoping that my comments are

1 helpful in you securing funding. And, at the same
2 time, I hope that some of this funding will go to
3 addressing my community's concerns.

4 "Very truly yours, Debbie, The
5 SightSeekers Group, 82 Elmwood Drive, Elmwood Park,
6 NJ 07407, 917.816.2431,
7 thesightseekersgroup@gmail.com, Debra I. Tester,
8 Founder and Facilitator."

9 (End of Statement.)

10 "To the Committee for Senior
11 Transportation

12 "I was more than pleased to read in the
13 local Northern Valley Press about your upcoming
14 meeting to discuss transportation for seniors that
15 hopefully will include this Godforsaken corner of
16 northeastern Bergen County!

17 "To my knowledge, no flyers were
18 received here or by anyone I know - this was the
19 first time most of us heard about your project and I
20 tried to spread the news.

21 "Northvale has three senior affordable
22 living apartment complexes.

23 "Exactly seven years ago today I moved
24 into one of them (Franklin Villa on Franklin Street).
25 I was driving my 2008 Dodge Caliber without so much

1 as a thought for the day I would no longer drive.
2 Well, that time came this past March when I turned 93
3 and decided I was not comfortable behind the wheel.

4 "Now I'm trapped along with neighbors
5 and friends who are in the same predicament or who
6 soon will be.

7 "I believe Northvale's senior van is
8 available two mornings a week and think it seats
9 eight or ten people. It's quite a treat to be among
10 the Tuesday passengers heading to the ShopRite in
11 town on Route 303.

12 "But there's no way I can use that van
13 for anything else - perhaps a regularly scheduled
14 visit to a mall, haircut appointments, or even an
15 opportunity to attend meetings such as yours!

16 "Friends and family are certainly
17 generous and caring, but they have families and jobs
18 and can't be 100% on call.

19 "Just as a simple example, I own three
20 nearly new pairs of glasses I can't wear. The
21 reason? Their proper fit needs adjusting and I
22 haven't been able to coordinate appointments between
23 opticians in Closter or Paramus and my own sources of
24 transportation. Something you never worry about when
25 you can get in your car and drive wherever necessary.

1 Villa, 188 Franklin Street, Apartment 309, Northvale,
2 NJ 07647, Phone: 201-768-6431

3 "P.S. - the e-mail address in the Press
4 was incorrect."

5 (End of Statements.)

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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:
7/11/2029

#	178 [1] - 44:1 17th [1] - 41:10 188 [1] - 48:1 1960 [1] - 47:3 1:1 [1] - 26:20	5	access [4] - 6:1, 6:8, 11:11, 25:21 accessibility [2] - 5:23, 8:22 accessible [1] - 43:14 accident [1] - 6:16 accommodate [2] - 6:5, 33:9 accommodating [1] - 22:8 according [1] - 33:22 Accountant [1] - 6:13 accountant [2] - 6:19, 8:5 acknowledgement [1] - 36:18 acknowledging [1] - 14:13 acquire [1] - 7:10 action [3] - 39:20, 49:13, 49:16 active [2] - 22:5, 33:13 activities [1] - 41:19 activity [3] - 23:9, 23:12, 23:17 addition [2] - 30:23, 44:18 additional [2] - 5:17, 6:4 additionally [1] - 4:25 address [6] - 6:25, 12:25, 13:3, 15:8, 34:18, 48:3 addressing [2] - 13:18, 45:3 adequate [1] - 25:21 adjourn [1] - 29:1 adjourned [1] - 29:8 adjusting [1] - 46:21 administration [1] - 13:20 Administrative [1] - 49:18 ADMINISTRATOR [1] - 1:16 adult [1] - 23:18 adults [4] - 26:7, 30:20, 31:3, 31:12 advantage [3] - 25:22, 28:12, 47:22 advertised [1] - 4:11 advertising [2] - 5:20, 6:10 Advisory [3] - 21:13, 22:23, 27:14 affect [1] - 21:14 affordable [2] - 29:25, 45:21 afraid [1] - 18:6 afternoon [1] - 39:17	afterwards [2] - 20:21, 20:25 Age [4] - 31:18, 31:23, 32:8, 32:10 age [1] - 11:25 Age-Friendly [4] - 31:18, 31:23, 32:8, 32:10 agency [2] - 8:1, 22:4 agent [2] - 38:8, 49:14 agents [3] - 38:4, 38:18, 38:22 ages [1] - 30:1 aging [3] - 7:10, 24:22, 27:20 ago [3] - 3:17, 38:1, 45:23 ago. [1] - 36:9 agree [1] - 44:23 agupta@ezride.org [1] - 41:2 ahead [2] - 10:16, 19:15 AIDE [1] - 1:20 aided [1] - 6:10 ailments [1] - 43:19 air [1] - 14:16 allegiance [1] - 3:8 Allegiance [3] - 2:5, 3:5, 3:10 Allendale [1] - 12:7 Alliance [1] - 31:19 allow [2] - 13:24, 40:14 allowing [1] - 40:23 allows [1] - 10:20 alone [1] - 17:22 alternative [1] - 7:1 AM [2] - 29:16, 41:9 American [4] - 16:4, 23:10, 23:11 Americans [1] - 21:17 ANALYST/ COORDINATOR [1] - 1:20 analyzing [1] - 30:10 AND [2] - 1:2, 1:20 Angie [1] - 33:7 Anna [1] - 15:24 annual [1] - 3:24 answer [3] - 12:20, 12:22, 17:19 answered [2] - 11:17, 12:16 answers [1] - 14:5 Anthony [1] - 8:2 anticipate [1] - 5:15 Apartment [1] - 48:1 apartment [1] - 45:22
#XIO1042 [1] - 49:23		5 [1] - 2:8 5310 [1] - 5:16 5TH [1] - 1:2		
\$	2	6		
\$150,000 [1] - 5:15 \$2.892 [1] - 4:10 \$200,000 [1] - 5:13 \$26,000 [1] - 5:18 \$3,159,063 [2] - 4:9, 5:11 \$30,000 [1] - 5:19 \$445,360 [1] - 5:18 \$5,000 [2] - 15:5 \$5,118,768 [1] - 5:13 \$50,000 [2] - 5:14, 5:20 \$53,550 [1] - 5:18 \$9,232,741 [1] - 5:11	20 [1] - 2:16 2008 [1] - 45:25 201 [1] - 39:13 201-265-5105 [1] - 36:20 201-370-7553 [1] - 37:13 201-768-6431 [1] - 48:2 201-906-9761 [1] - 1:25 2023 [1] - 41:3 2024 [15] - 1:4, 2:7, 4:16, 4:18, 5:3, 29:15, 32:13, 36:24, 37:17, 41:8, 42:5, 43:3, 43:8, 43:23, 44:2 2025 [2] - 2:8, 5:4 21 [2] - 2:17, 4:8 213 [1] - 1:24 227,000 [1] - 21:19 23 [2] - 2:17, 37:17 231,000 [1] - 25:24 24 [1] - 17:16 25 [1] - 2:18 250 [2] - 23:9, 24:24 27 [2] - 2:15, 2:15 28 [1] - 2:10 29 [2] - 2:11, 2:20	60 [3] - 11:25, 21:15, 21:16 68 [3] - 8:8, 27:16, 27:18 6:16 [1] - 42:5 6:46 [1] - 36:24		
'		7		
'Driver [1] - 40:12 'gave [1] - 38:19		7.5 [1] - 4:5 7/11/2029 [1] - 49:25 70 [2] - 17:1, 30:15 71 [1] - 27:16 730-7553 [1] - 39:13 75 [1] - 16:16		
0		8		
07075 [1] - 41:2 07407 [1] - 45:6 07644 [1] - 44:1 07647 [1] - 48:2 07662-0213 [1] - 1:24		8 [2] - 2:9, 2:14 8,266 [1] - 4:21 80 [2] - 17:1, 38:13 812 [1] - 4:20 82 [1] - 45:5 8:30" ..This [1] - 34:18 8:44 [1] - 37:17		
1		9		
1,760 [1] - 4:25 10 [2] - 2:15, 31:5 10/11/24 [1] - 32:20 100 [1] - 27:21 100% [1] - 46:18 10:16 [1] - 1:4 10:38 [1] - 41:8 10:45 [1] - 29:8 11 [2] - 2:15, 32:13 11,732 [1] - 4:20 11:45 [1] - 43:3 12,624 [1] - 4:22 12:47 [1] - 32:13 13 [2] - 42:5, 43:3 13:43-5.9 [1] - 49:18 14 [1] - 36:24 144 [1] - 41:1 15 [2] - 35:8, 41:8 15,000 [1] - 4:23 16 [2] - 2:16, 43:23 160,000 [1] - 4:19 166 [1] - 24:12 17 [5] - 1:4, 29:15, 37:5, 43:8, 44:2		9 [1] - 2:14 90 [2] - 17:1, 17:8 911 [2] - 18:2, 18:3 917.816.2431 [1] - 45:6 93 [1] - 46:2 95 [2] - 33:13, 35:10 9:00 [1] - 29:15		
	3	A		
	3 [5] - 2:5, 2:6, 5:19, 38:8, 38:18 30 [3] - 17:7, 34:5, 34:6 303 [1] - 46:11 309 [1] - 48:1 32 [1] - 2:20 36 [1] - 2:21	A.M [1] - 1:4 able [7] - 18:3, 30:20, 34:21, 37:10, 38:25, 42:16, 46:22 aboard [1] - 3:16 aborted [1] - 38:18 accept [2] - 39:21, 40:14 acceptable [1] - 44:24 accepting [2] - 40:1, 40:17 Access [4] - 11:9, 12:5, 22:13, 35:22		
	4			
	4 [1] - 2:7 40 [1] - 25:18 41 [1] - 2:21 42 [2] - 2:22, 2:22 43 [1] - 2:23 44 [1] - 23:8 45 [2] - 2:23, 35:6 4:30 [1] - 34:15			

<p>apologies [1] - 39:22 apologize [1] - 47:8 APPLAUSE [2] - 10:5, 29:4 applicable [1] - 40:5 applicants [1] - 15:13 application [1] - 25:15 applied [1] - 32:24 appointment [2] - 20:14, 20:16 appointments [7] - 7:1, 31:4, 37:9, 39:7, 42:19, 46:14, 46:22 appreciate [7] - 10:21, 11:2, 18:19, 22:9, 24:17, 44:4, 47:23 appreciated [1] - 36:17 appreciating [1] - 18:15 appreciative [1] - 33:5 appropriate [2] - 39:3, 40:1 approx [1] - 34:5 appt [6] - 33:20, 34:15, 35:4, 35:14, 36:6 appts [2] - 34:10, 41:18 area [2] - 13:8, 13:14 arrange [2] - 33:13, 47:13 arrive [2] - 35:8, 38:12 arrived [2] - 35:9, 38:7 Asian [2] - 17:6, 23:7 asset [1] - 42:22 assist [3] - 19:13, 26:22, 30:10 Assistance [3] - 4:4, 25:8, 32:25 assistance [2] - 7:24, 33:6 Assistant [2] - 3:20, 6:13 assisted [2] - 7:5, 7:7 assists [1] - 6:18 Association [1] - 23:7 association [3] - 16:11, 16:13, 18:18 AT [1] - 1:4 attend [5] - 32:22, 37:5, 43:10, 44:8, 46:15 attendeess [2] - 3:14, 31:25 attending [1] - 28:22 attention [1] - 33:7 Attention [1] - 32:17 Attn [2] - 41:11, 42:8 attrition [1] - 27:19</p>	<p>audience [1] - 7:16 Authority [1] - 22:17 autism [1] - 4:15 available [7] - 11:24, 18:24, 20:10, 30:19, 35:21, 41:15, 46:8 Avenue [1] - 47:5 Avnish [1] - 40:25 aware [2] - 14:16, 40:16 awareness [1] - 6:3 AWCA [1] - 23:7 Azzaleary [1] - 7:25 Azzolini [7] - 3:3, 32:17, 41:11, 41:12, 42:9, 43:24, 44:3 AZZOLINI [26] - 1:8, 3:1, 3:6, 3:11, 3:13, 4:17, 5:5, 8:13, 9:4, 10:4, 10:6, 12:24, 13:5, 15:21, 18:20, 19:15, 19:19, 20:4, 21:2, 23:2, 25:4, 26:11, 26:14, 27:3, 28:8, 28:21</p>	<p>18:25, 21:10, 21:17, 22:3, 24:1, 25:9, 25:12, 25:19, 25:24, 26:18, 28:23, 29:20, 29:21, 30:2, 30:6, 31:23, 32:15, 41:13, 43:13, 43:25, 44:5, 44:9, 44:14, 45:16 BERGEN [1] - 1:2 Bergen's [1] - 30:14 best [4] - 12:25, 13:24, 19:2, 19:6 Best [1] - 40:25 better [15] - 14:23, 17:3, 17:11, 22:19, 24:4, 24:19, 24:22, 30:18, 30:20, 31:8, 33:1, 35:20, 40:22, 43:16 between [4] - 33:2, 33:24, 35:1, 46:22 Beyond [1] - 41:4 beyond [1] - 15:17 bias [1] - 40:8 biggest [1] - 35:4 bimonthly [1] - 31:23 bit [1] - 13:9 blind [2] - 44:15, 44:20 Blind [1] - 44:17 Board [1] - 7:23 board [3] - 9:22, 9:23, 49:10 boarding [1] - 19:11 boasted [1] - 35:18 body [1] - 49:11 bolster [1] - 31:20 borders [1] - 31:17 borough [1] - 4:13 boss [1] - 3:18 Bottom [1] - 36:10 box [2] - 44:19, 44:21 BOX [1] - 1:24 brainstorming [1] - 32:1 brake [1] - 14:16 BRIAN [1] - 1:22 Brian [16] - 2:14, 2:17, 3:16, 7:16, 9:5, 9:6, 10:4, 10:18, 10:22, 13:20, 21:4, 21:6, 23:2, 23:3, 26:16 briefly [1] - 20:5 bring [3] - 15:22, 18:1, 25:21 Brings [1] - 17:18 brochure [2] - 17:10, 18:22 Brooklyn [1] - 47:4 brought [1] - 13:24</p>	<p>budget [3] - 5:6, 5:10, 31:1 Budget [2] - 2:8, 5:4 Burman [3] - 2:21, 41:6, 41:25 burman_12@ hotmail.com [1] - 41:7 bus [7] - 14:24, 20:10, 24:12, 30:16, 31:7, 47:1, 47:7 buses [7] - 7:9, 13:19, 22:16, 27:21, 43:12, 43:15, 43:16 Buses [1] - 47:4 business [1] - 26:17 busy [2] - 28:23, 34:9 button [1] - 17:24 buy [1] - 27:10</p>	<p>23:17, 23:18, 23:19, 42:15 centers [4] - 25:19, 31:3, 31:6, 47:12 central [1] - 31:6 certain [1] - 35:17 certainly [1] - 46:16 certificate [1] - 15:7 certification [1] - 14:17 Certified [2] - 49:5, 49:6 certify [1] - 49:8 chairperson [1] - 11:13 change [1] - 40:9 changing [1] - 30:12 charges [1] - 18:10 Check [1] - 41:3 check [2] - 44:19, 44:21 checks [1] - 19:12 Chinese [2] - 17:4, 23:11 Christian [1] - 23:7 CINQUE [11] - 1:10, 10:17, 12:19, 13:3, 13:7, 13:13, 14:10, 14:18, 14:22, 15:14, 27:25 Cinque [4] - 2:15, 3:20, 7:25, 10:8 Citizen [1] - 4:3 Citizens [4] - 16:4, 27:14, 29:7, 32:19 citizens [2] - 42:23, 47:23 CITIZENS [1] - 1:2 Citizens...on [1] - 43:7 civic [1] - 31:14 claim [1] - 38:11 classes [1] - 23:12 Clerk [1] - 3:22 CLERK [1] - 1:13 clerks [1] - 4:13 clients [3] - 7:7, 28:3, 28:14 clinic [2] - 17:25, 18:14 clinics [2] - 5:2, 18:8 clock [1] - 10:14 close [3] - 25:11, 28:17, 36:9 closed...waiting [1] - 34:16 Closing [1] - 2:10 closing [2] - 28:20, 28:21 Closter [1] - 46:23 cmdiskin@gmail.</p>
C				
<p>Caliber [1] - 45:25 calling!"..Mondays [1] - 34:9 cancel [2] - 38:9, 40:3 cancellations [1] - 39:23 cannot [4] - 8:6, 19:21, 36:2, 43:10 capacity [2] - 30:4, 30:17 car [3] - 35:8, 35:11, 46:25 Car [1] - 30:2 Car-dependent [1] - 30:2 cards [1] - 26:17 care [4] - 21:23, 23:18, 23:19, 24:1 Care [1] - 25:9 Carefully [1] - 30:9 cares [1] - 47:6 caring [1] - 46:17 case [1] - 21:21 casino [1] - 4:5 casinos [1] - 47:13 category [2] - 14:21, 14:22 caused [2] - 34:24, 39:22 causing [1] - 33:18 cc [1] - 37:21 CCR [1] - 49:22 CDL [3] - 7:11, 14:3, 14:15 CDLs [5] - 13:21, 13:23, 13:25 CE [1] - 9:22 center [6] - 22:8, 23:9,</p>				
B				
<p>baby [4] - 23:14, 23:15, 24:18, 27:9 Baccan [2] - 11:13, 11:15 background [1] - 19:12 Bakal [2] - 2:22, 42:3 bankruptcy [1] - 11:19 Barbarise [2] - 2:20, 36:19 barrier [1] - 17:2 based [1] - 30:8 basis [1] - 26:21 BC [2] - 35:16, 36:1 bearing [1] - 40:23 become [1] - 31:12 behalf [2] - 11:12, 11:15 behave [1] - 3:18 behind [1] - 46:3 BEING [1] - 1:7 bell [1] - 10:14 below [2] - 32:23, 37:7 beneficial [1] - 44:16 benefit [1] - 9:2 benefits [2] - 4:7, 25:21 Bergen [39] - 4:13, 5:23, 7:19, 7:22, 8:10, 8:20, 8:25, 9:8, 9:16, 12:11, 16:9, 16:15, 17:6, 18:9,</p>				

<p>com [1] - 29:12 Coach [1] - 11:18 Code [1] - 49:19 collaborate [1] - 30:15 collaboration [2] - 9:1, 32:6 collected [1] - 30:13 collection [2] - 6:19, 6:22 Colleen [3] - 2:20, 29:11, 32:10 comfortable [1] - 46:3 coming [3] - 12:12, 22:16, 27:6 COMMENCING [1] - 1:4 Comments [3] - 2:6, 3:12, 41:10 comments [3] - 42:12, 44:25, 47:8 commercial [1] - 13:19 commission [2] - 11:9, 49:10 Commission [1] - 49:24 Commissioners [2] - 7:23, 18:18 COMMISSIONERS [1] - 1:3 Committee [3] - 22:23, 27:14, 45:10 committee [2] - 11:12, 47:18 committees [1] - 21:9 communication [6] - 17:3, 17:11, 18:17, 31:20, 33:2, 35:1 communications [1] - 24:20 communities [1] - 8:23 COMMUNITY [6] - 1:9, 1:10, 1:12, 1:13, 1:15, 1:16 Community [23] - 3:4, 7:22, 10:10, 12:11, 19:21, 20:8, 22:4, 25:12, 26:5, 26:9, 26:18, 29:17, 30:15, 30:25, 31:7, 32:16, 37:1, 42:7, 42:13, 42:17, 43:5, 43:25, 44:9 community [7] - 11:23, 21:23, 26:1, 31:22, 32:3, 33:10, 36:13 community's [1] - 45:3</p>	<p>completed [1] - 4:19 complexes [1] - 45:22 complies [1] - 49:17 Concern [1] - 43:9 concern [3] - 34:13, 35:5, 39:18 concerns [2] - 12:9, 45:3 confident [1] - 9:1 confusion [1] - 40:18 congregate [1] - 25:20 Congressman [1] - 36:5 connect [1] - 17:25 Connect [2] - 29:24, 30:6 connections [2] - 31:13, 31:20 Connie [1] - 33:7 consider [2] - 31:4, 32:5 consideration [2] - 41:23, 43:19 consisting [1] - 17:6 consultant [1] - 21:8 contact [2] - 36:16, 39:12 contacted [1] - 36:4 continually [1] - 31:1 continue [6] - 8:25, 22:22, 22:24, 29:21, 40:20, 44:10 continues [1] - 30:1 contract [3] - 5:15, 7:5, 13:22 contributes [1] - 5:12 contributions [1] - 5:17 conversation [2] - 12:3, 12:8 converted [1] - 17:17 convinced [1] - 47:6 COO [1] - 40:25 coordinate [2] - 30:18, 46:22 coordinators [1] - 8:7 corner [2] - 34:14, 45:15 corners [1] - 36:2 cost [2] - 7:18, 15:11 Council [1] - 21:13 council [3] - 11:8, 19:4, 19:5 COUNCILWOMAN [9] - 12:23, 13:11, 14:7, 14:12, 14:19, 15:10, 15:19, 27:1, 29:5 councilwoman [1] - 11:7 Councilwoman [1] -</p>	<p>2:15 Counsel [1] - 41:1 counties [2] - 4:7, 4:8 country [1] - 31:6 country-run [1] - 31:6 county [18] - 4:7, 4:24, 5:12, 6:4, 6:11, 7:12, 9:13, 11:23, 15:8, 15:16, 19:5, 23:1, 23:17, 24:15, 30:11, 32:4, 47:10, 47:20 COUNTY [1] - 1:2 County [41] - 4:14, 5:23, 7:19, 7:20, 7:22, 8:10, 8:20, 8:25, 9:8, 9:16, 12:11, 16:9, 16:15, 17:6, 18:9, 18:25, 19:1, 21:10, 21:17, 22:3, 24:1, 25:10, 25:12, 25:19, 25:24, 28:23, 29:21, 30:2, 30:6, 30:12, 30:20, 31:5, 31:10, 32:15, 41:13, 43:13, 43:25, 44:9, 44:14, 45:16 county's [2] - 26:7, 29:24 County's [1] - 29:20 couple [3] - 3:17, 10:18, 42:14 course [1] - 21:16 Court [2] - 49:5, 49:6 court [1] - 49:10 covered [1] - 12:14 covering [1] - 4:20 crazy [1] - 10:19 CRCR [2] - 1:23, 49:22 create [1] - 21:14 created [2] - 29:23, 49:11 creative [1] - 27:6 credit [1] - 10:20 crew [1] - 10:2 criteria [1] - 22:17 critical [1] - 25:23 CROWE [10] - 11:6, 12:23, 13:11, 14:7, 14:12, 14:19, 15:10, 15:19, 27:1, 29:5 Crowe [2] - 2:15, 11:7 CROWE-PAZ [10] - 11:6, 12:23, 13:11, 14:7, 14:12, 14:19, 15:10, 15:19, 27:1, 29:5 Crowe-Paz [2] - 2:15, 11:7 crucial [1] - 31:11 cry [1] - 47:2</p>	<p>crying [4] - 23:14, 23:15, 24:18, 27:9 CTS [2] - 6:21, 6:22 current [1] - 3:4 customer [1] - 6:17 CUSTOMER [1] - 1:14 Customer [1] - 3:23 customers [2] - 16:10, 16:13 cycling [1] - 21:7</p>	<p>deviate [1] - 28:16 dialysis [1] - 4:21 different [5] - 12:8, 23:12, 25:18, 31:8, 31:10 difficulties [1] - 23:16 diligently [1] - 26:2 Diplomate [1] - 49:6 direct [1] - 35:23 Director [7] - 2:15, 3:4, 3:16, 3:20, 9:6, 26:15 director [3] - 8:2, 9:12, 24:17 DIRECTOR [38] - 1:8, 1:10, 1:22, 3:1, 3:6, 3:11, 3:13, 4:17, 5:5, 8:13, 9:4, 10:4, 10:6, 10:17, 12:19, 12:24, 13:3, 13:5, 13:7, 13:13, 14:10, 14:18, 14:22, 15:14, 15:21, 18:20, 19:15, 19:19, 20:4, 21:2, 23:2, 25:4, 26:11, 26:14, 27:3, 27:25, 28:8, 28:21 Disabilities [1] - 32:19 DISABILITIES [1] - 1:2 disabilities [6] - 8:21, 11:10, 11:25, 21:15, 28:13, 30:9 disabled [6] - 6:8, 30:20, 30:23, 31:22, 42:23, 43:15 Disabled [2] - 4:3, 29:8 disclose [1] - 40:7 discuss [3] - 26:20, 39:14, 45:14 discussion [2] - 32:1, 36:15 Diskin [3] - 2:20, 29:11, 32:10 dispatched [1] - 39:3 dispatcher [3] - 6:17, 19:10, 24:4 Dispatcher [1] - 3:22 DISPATCHER [1] - 1:14 dispatchers [2] - 6:21, 8:7 dispatching [1] - 30:5 disservice [2] - 35:11, 35:19 distance [1] - 13:10 distance-wise [1] - 13:10 distances [1] - 13:14 distributed [1] - 17:12</p>
D				
<p>daily [1] - 30:8 data [4] - 6:19, 6:22, 30:10, 30:13 Date [1] - 37:17 Daughter [1] - 43:20 DAVIT [1] - 1:19 Davit [1] - 10:24 days [2] - 34:9, 47:3 dead [1] - 13:9 deal [1] - 27:18 Dear [3] - 37:23, 41:12, 44:3 Debbie [1] - 45:4 Debra [2] - 2:23, 45:7 decided [1] - 46:3 dedicated [1] - 7:24 dedication [2] - 9:3, 9:15 definite [1] - 32:25 delay [1] - 35:15 Demand [1] - 29:24 demand [3] - 6:1, 26:2, 31:2 DEPARTMENT [1] - 1:22 department [5] - 9:12, 9:21, 9:25, 32:25, 33:3 Department [2] - 3:15, 9:6 dependent [1] - 30:2 dept [1] - 36:7 Deputy [3] - 2:15, 3:19, 26:15 DEPUTY [11] - 1:10, 10:17, 12:19, 13:3, 13:7, 13:13, 14:10, 14:18, 14:22, 15:14, 27:25 designing [1] - 30:11 destination [3] - 31:9, 38:12, 40:7 destinations [1] - 31:17 details [2] - 20:21, 35:8 deters [1] - 15:12</p>				

<p>dividing [1] - 31:4 Division [6] - 25:10, 25:17, 26:4, 32:15, 43:25, 44:14 DIVISION [6] - 1:9, 1:10, 1:12, 1:13, 1:15, 1:21 division [2] - 4:2, 44:18 division's [1] - 6:14 doctor [2] - 39:7, 41:18 doctor's [2] - 33:25, 42:18 doctors [1] - 18:7 doctors' [1] - 7:1 Dodge [1] - 45:25 dog [1] - 44:23 dogs [2] - 44:21 Dom [1] - 32:17 Dominick [9] - 3:3, 7:25, 10:19, 10:20, 10:21, 13:23, 41:11, 42:8, 43:24 DOMINICK [1] - 1:8 Donald [7] - 2:16, 16:2, 16:3, 18:20, 18:21, 24:19, 26:16 donations [1] - 23:22 done [2] - 4:18, 20:14 Donna [4] - 3:21, 8:4, 15:22, 26:12 DONNA [1] - 1:13 door [2] - 23:20 door-to-door [1] - 23:20 down [2] - 27:7, 27:18 dr's [1] - 35:14 Drive [1] - 45:5 drive [3] - 27:22, 46:1, 46:25 driver [7] - 13:17, 14:13, 35:7, 35:9, 35:24, 40:13, 44:23 drivers [23] - 8:8, 13:21, 13:23, 14:2, 14:3, 15:4, 20:18, 22:7, 27:11, 27:15, 27:17, 27:20, 27:22, 28:5, 38:6, 38:11, 38:24, 39:3, 39:23, 39:25, 40:8, 40:15, 40:16 driving [1] - 45:25 drop [1] - 13:25 Due [1] - 36:4 due [1] - 43:10 dump [1] - 11:2 during [1] - 17:21 duties [1] - 6:19</p>	<p style="text-align: center;">E</p> <p>e-mail [1] - 48:3 eager [1] - 32:3 early [1] - 17:14 ease [1] - 15:11 easier [2] - 24:23, 47:19 East [2] - 5:1, 41:1 easy [2] - 10:1, 35:22 echo [1] - 9:11 educate [1] - 18:11 educational [1] - 4:22 efficiency [1] - 6:14 efforts [2] - 8:22, 47:23 eight [1] - 46:9 either [3] - 16:11, 17:25, 19:3 elderly [2] - 33:13, 34:24 Elmwood [2] - 45:5 email [5] - 6:25, 12:17, 36:18, 39:13, 39:19 emails [1] - 33:18 emergency [1] - 17:21 employed [1] - 49:14 encourage [2] - 26:7, 30:14 End [7] - 32:11, 37:14, 39:16, 42:2, 42:25, 45:9, 48:5 end [4] - 26:15, 36:21, 41:5, 43:22 endeavor [1] - 47:18 endeavoring [1] - 30:17 endorsement [1] - 14:24 Englewood [2] - 32:9, 38:2 English [1] - 16:24 enhance [5] - 6:7, 6:13, 6:20, 8:22, 30:3 enhanced [1] - 30:5 Enker [6] - 2:21, 36:22, 37:12, 37:15, 39:15, 39:17 enker.renee@gmail.com [4] - 36:23, 37:13, 37:16, 39:13 ensure [2] - 30:16, 31:12 entire [1] - 21:16 entrusting [1] - 7:21 especially [6] - 7:14, 10:19, 16:25, 17:4, 28:1, 47:20</p>	<p>Esq [1] - 40:25 essential [2] - 8:9, 23:20 Essex [1] - 44:1 etc [7] - 11:11, 12:5, 21:24, 22:11, 33:19, 42:19 evenings [3] - 31:16, 41:15, 41:20 event [1] - 22:21 eventually [1] - 14:3 Ex [1] - 33:19 exactly [1] - 35:4 Exactly [1] - 45:23 example [1] - 46:19 excellence [1] - 33:6 excited [1] - 27:15 Executive [1] - 7:21 existing [2] - 30:4, 30:18 expand [2] - 7:11, 29:22 expanded [2] - 22:10, 22:14 expanding [1] - 26:3 expect [1] - 25:24 experience [1] - 33:12 experienced [1] - 31:9 experiences [2] - 33:5, 36:15 experiencing [1] - 28:13 Expires [1] - 49:24 explain [1] - 19:25 explained [1] - 27:14 explore [2] - 19:7, 40:20 express [1] - 25:14 extend [3] - 3:14, 7:13, 41:21 extensions [1] - 33:18 eye [1] - 22:24 EZ [24] - 5:25, 19:20, 19:23, 20:10, 20:11, 20:12, 20:15, 20:17, 22:11, 23:24, 23:25, 24:3, 28:2, 28:4, 28:7, 28:10, 33:3, 34:2, 35:2, 35:5, 35:21, 40:6, 41:1 ezride [1] - 38:22 Ezride [6] - 37:3, 37:4, 37:8, 37:24, 39:5, 41:14</p> <p style="text-align: center;">F</p> <p>face [1] - 7:17 facilitated [1] - 4:23 Facilitator [1] - 45:8</p>	<p>facilities [1] - 4:14 fact [2] - 22:9, 40:12 fainted [1] - 17:22 families [1] - 46:17 family [5] - 31:13, 37:9, 39:7, 41:18, 46:16 fantastic [1] - 8:8 Far [1] - 38:3 far [4] - 4:18, 20:17, 35:21, 47:2 fax [1] - 33:20 faxing [1] - 7:2 fear [1] - 34:25 Feast [1] - 43:12 federal [2] - 5:16, 15:2 FEDERAL [1] - 1:20 fell [1] - 39:12 few [5] - 9:7, 10:8, 13:1, 25:25, 33:5 figure [1] - 24:21 figured [1] - 21:19 fill [1] - 3:17 finally [2] - 34:21, 38:19 financial [3] - 15:11, 49:13, 49:15 fine [1] - 9:12 first [4] - 8:1, 16:6, 45:19, 47:3 FIRST [1] - 34:21 first" [1] - 23:14 fit [1] - 46:21 FITZGIBBONS [1] - 21:5 Fitzgibbons [3] - 2:17, 21:4, 21:6 fixed [1] - 38:15 fleet [1] - 7:10 flexibility [1] - 31:15 flexible [2] - 29:23, 29:25 FLOOR [1] - 1:2 flyers [2] - 17:12, 45:17 focus [2] - 21:24, 22:18 follow [1] - 28:15 followed [1] - 39:23 following [3] - 7:4, 29:9, 35:3 follows [1] - 39:24 FOR [2] - 1:2, 35:21 forced [1] - 40:2 foregoing [1] - 49:8 foreign [1] - 17:7 format [1] - 12:24 forth [2] - 22:8, 33:24 forward [2] - 15:9,</p>	<p>29:1 forwarded [1] - 39:19 Founder [1] - 45:8 Franklin [4] - 45:24, 47:25, 48:1 free [2] - 36:16, 39:12 Friday [3] - 32:13, 37:25, 38:19 friendly [1] - 6:24 Friendly [4] - 31:18, 31:23, 32:8, 32:10 Friends [1] - 46:16 friends [2] - 31:13, 46:5 frustrated [1] - 38:14 frustration [2] - 23:15, 36:4 fulfilled [1] - 34:11 fulfills [1] - 19:23 fullest [1] - 30:17 functions [1] - 41:18 fund [1] - 29:22 funded [2] - 4:4, 11:9 funders [1] - 26:8 FUNDING [1] - 1:1 Funding [4] - 29:7, 32:18, 42:11, 43:7 funding [18] - 4:1, 6:4, 12:2, 15:11, 18:13, 25:15, 25:18, 26:5, 27:7, 27:8, 27:11, 32:24, 36:10, 42:22, 44:10, 45:1, 45:2 FURBACHER [3] - 1:23, 49:4, 49:22 future [3] - 12:17, 40:11, 42:21 Fwd [1] - 37:2</p> <p style="text-align: center;">G</p> <p>Garfield [2] - 32:9, 42:15 gathering [1] - 27:6 General [3] - 2:9, 8:12, 41:1 Generations [1] - 32:9 generous [1] - 46:17 geographically [2] - 12:5, 13:11 George [1] - 33:7 given [3] - 5:7, 35:8, 35:23 glasses [1] - 46:20 goal [3] - 5:25, 6:6, 14:2 goals [1] - 5:22 Godforsaken [1] - 45:15 Gottheimer's [1] -</p>
--	--	--	--	--

<p>36:5 government [1] - 15:3 grandchildren [1] - 38:3 grant [2] - 5:16, 12:2 GRANTS [1] - 1:16 gratitude [1] - 7:13 great [5] - 10:2, 10:11, 22:6, 22:13, 42:22 grocery [1] - 24:10 group [1] - 44:7 Group [1] - 45:5 groups [1] - 31:14 growing [3] - 26:2, 26:10, 47:15 guest [1] - 8:14 guide [2] - 44:21 Gupta [1] - 40:25 guys [1] - 9:24</p>	<p>hiring [3] - 6:9, 7:11, 19:9 history [2] - 4:18, 23:8 hold [2] - 34:8, 39:25 holding [1] - 16:6 holiday [1] - 43:11 home [7] - 17:19, 20:16, 34:16, 36:3, 38:2, 38:12, 39:4 honored [1] - 23:5 hope [5] - 12:16, 32:23, 42:21, 45:2, 47:18 Hopefully [1] - 37:10 hopefully [4] - 11:17, 13:19, 40:14, 45:15 hopes [1] - 36:6 hoping [3] - 12:3, 19:10, 44:25 Hospital [1] - 5:1 hospital [2] - 17:25, 18:14 hosted [1] - 44:13 hotline [1] - 17:16 hour [2] - 24:13, 35:15 hours [9] - 9:15, 17:16, 19:23, 33:14, 34:7, 34:25, 35:9, 36:3, 41:22 houses [1] - 31:14 housing [1] - 21:23 hub [1] - 31:6 HUGE [1] - 34:12 Human [1] - 21:13</p>	<p>25:19 inclusion [1] - 29:10 incomes [1] - 38:15 inconvenience [1] - 39:22 incorrect [1] - 48:4 increase [3] - 4:9, 7:12, 26:8 increased [3] - 6:3, 6:10, 7:8 increases [1] - 31:2 increasing [2] - 25:25, 31:1 independence [1] - 44:12 Independence [1] - 21:7 independent [2] - 20:18, 23:21 indicate [1] - 40:12 indication [1] - 35:12 individual [1] - 10:11 individually [1] - 26:16 individuals [5] - 8:21, 11:10, 28:12, 30:9, 44:11 info [1] - 33:20 Information [2] - 17:16, 25:8 information [6] - 19:18, 21:12, 27:6, 33:15, 38:4, 40:13 informed [1] - 39:24 initiated [1] - 17:15 initiatives [1] - 7:4 injuries [1] - 7:8 innovate [1] - 30:3 input [1] - 32:7 inquiry [1] - 47:10 instead [1] - 24:5 instrumental [1] - 7:17 insurance [1] - 18:6 inter [1] - 12:1 inter-town [1] - 12:1 interactive [1] - 14:8 interest [2] - 49:14, 49:15 Internet [1] - 19:7 interviewing [1] - 19:9 introduce [1] - 23:23 introduced [1] - 6:25 Introductions [2] - 2:6, 3:12 investigation [1] - 39:20 investigations [1] - 6:16</p>	<p>invite [1] - 8:14 involved [2] - 15:3, 49:13 involves [1] - 21:23 Isabel [1] - 7:15 isolate [1] - 21:11 isolated [1] - 31:12 issue [2] - 14:13, 39:24 issues [3] - 11:11, 44:15 itself [2] - 9:25, 20:22 IV [2] - 2:8, 5:4</p>	<p>Joseph [1] - 2:15 Jospeh [1] - 36:5 Journey [1] - 41:4 Julio [1] - 8:5 JUNG [1] - 23:5 Jung [3] - 2:17, 23:4, 23:6</p>
H	I	J	K	
<p>HACKENSACK [1] - 1:3 haircut [1] - 46:14 half [1] - 10:7 handicapped [1] - 43:13 handled [1] - 4:21 happy [1] - 22:23 heading [1] - 46:10 Health [1] - 17:16 health [2] - 18:6, 25:20 heard [4] - 16:17, 16:19, 17:5, 45:19 hearing [7] - 3:2, 3:25, 16:7, 23:6, 27:2, 27:5, 42:10 Hearing [5] - 29:6, 29:18, 32:18, 43:6, 44:2 HEARING [1] - 1:1 heavy [1] - 22:15 Heightened [1] - 21:7 Hello [1] - 32:21 help [9] - 7:18, 11:10, 16:14, 24:2, 33:1, 33:9, 36:6, 47:10, 47:24 helpful [4] - 38:14, 38:23, 44:19, 45:1 helps [1] - 9:18 HEPA [1] - 33:22 Herald [1] - 4:12 hereby [1] - 49:8 hi [1] - 11:6 hire [2] - 6:6, 6:12 hired [2] - 6:15, 27:15 hires [1] - 7:11</p>	<p>idea [2] - 9:13, 31:4 ideas [3] - 10:19, 27:7, 32:4 II [2] - 2:6, 3:12 III [2] - 2:7, 4:16 Impact [1] - 41:3 impaired [2] - 44:16, 44:20 important [4] - 8:4, 9:3, 32:5, 41:17 importantly [1] - 41:15 impressed [1] - 22:7 improve [2] - 5:22, 6:22 improved [1] - 6:9 improvement [1] - 22:6 improvements [1] - 47:22 improving [1] - 5:25 include [3] - 5:17, 22:15, 45:15 including [2] - 4:15,</p>	<p>Jackie [2] - 2:22, 42:3 James [3] - 2:17, 23:4, 23:6 Janelle [1] - 7:15 Janet [3] - 2:20, 29:11, 32:8 janet.sharma44@gmail.com [1] - 29:13 Japanese [2] - 17:4, 23:10 JARC [1] - 5:14 JERSEY [3] - 1:3, 1:17, 1:24 Jersey [28] - 3:25, 4:2, 5:6, 5:11, 5:13, 7:14, 7:18, 8:16, 8:24, 11:1, 11:8, 11:20, 16:5, 17:15, 22:12, 23:8, 24:7, 24:17, 25:15, 26:8, 31:19, 37:2, 37:18, 49:8, 49:11, 49:18, 49:23 Jewish [1] - 43:11 Jill [3] - 2:20, 32:12, 36:19 jillb419@yahoo.com [1] - 32:12 job [4] - 7:8, 9:25, 10:1, 43:16 jobs [1] - 46:17 JODI [1] - 1:14 Jodi [3] - 3:22, 6:18, 8:5 Joe [9] - 3:20, 7:24, 7:25, 10:8, 10:9, 15:21, 27:23, 28:10, 33:8 Johanna [2] - 11:13, 11:15 Johanna's [1] - 12:15 joining [3] - 3:15, 3:19, 19:12 JOSEPH [1] - 1:10</p>	<p>keep [4] - 22:24, 25:25, 34:9, 43:17 Kelm [1] - 3:22 KELM [1] - 1:14 KIM [3] - 1:23, 49:4, 49:22 KIMOFURBACHER @GMAIL.COM [1] - 1:25 kind [3] - 8:6, 15:17, 16:7 kmurthy@ezride.org [1] - 37:20 knowing [1] - 11:16 knowledge [1] - 45:17 Korean [13] - 16:4, 16:10, 16:25, 17:4, 17:9, 17:12, 18:3, 18:13, 19:8, 19:9, 23:10, 23:13, 28:1 Krishna [1] - 39:19</p>	
			L	
			<p>Lack [1] - 35:1 landline [1] - 17:17 language [7] - 17:2, 17:3, 17:8, 17:9, 17:12, 19:8, 20:17 languages [2] - 18:23, 20:19 last [6] - 4:10, 5:8, 5:22, 10:9, 22:4, 22:5 laws [1] - 33:23 lead [1] - 40:18 leaders [3] - 30:14, 32:3, 32:4 leading [1] - 7:8 learning [2] - 24:14, 31:24 Ledger [1] - 4:12 left [1] - 44:22 legal [1] - 33:23 legally [1] - 38:24 Leone [1] - 15:24 LEONE [1] - 16:1 Leonia [1] - 16:5 letter [2] - 37:6, 44:8 level [1] - 15:17</p>	

<p>liaison [1] - 11:8 License [2] - 49:4, 49:23 license [4] - 14:23, 14:25, 40:1, 40:19 LIFE [1] - 35:21 Life [1] - 33:3 lifelines [1] - 31:11 likely [2] - 40:17, 47:21 line [4] - 24:12, 24:13, 34:8, 36:10 lines [3] - 33:16, 34:6, 34:17 Link [2] - 12:6, 22:13 listed [1] - 32:23 listening [1] - 27:5 listening' [1] - 36:17 lives [1] - 17:22 living [2] - 45:22, 47:20 Livingston [1] - 47:5 LM [1] - 43:1 local [5] - 22:18, 31:10, 45:13, 47:7 located [1] - 16:5 location [1] - 24:7 Lodi [1] - 44:1 longstanding [1] - 25:11 look [4] - 9:16, 10:1, 29:1, 39:10 looking [2] - 9:20, 26:22 love [1] - 10:12 Low [1] - 44:17 lowest [1] - 14:24 Lyft [7] - 19:17, 20:13, 20:15, 20:18, 22:10, 44:18, 44:23 Lyons [3] - 2:20, 29:12, 32:9</p>	<p>manager [1] - 20:1 mandate [1] - 15:4 mandated [1] - 3:25 March [1] - 46:2 matter [3] - 39:14, 40:5, 41:24 matters [1] - 34:20 maximize [1] - 30:21 mayor [2] - 19:4 mayors [1] - 4:13 meals [1] - 25:20 Meals [2] - 4:24, 5:19 Medicaid [1] - 23:20 medical [2] - 31:3, 37:8 medically [1] - 43:18 medicine [1] - 18:10 meet [5] - 6:1, 26:2, 26:6, 26:9, 40:24 meeting [15] - 3:24, 4:2, 4:11, 12:17, 19:6, 26:15, 26:17, 27:13, 28:18, 29:1, 32:22, 37:5, 41:11, 43:10, 45:14 MEETING [1] - 1:3 meetings [4] - 19:4, 27:4, 31:23, 46:15 member [6] - 16:13, 17:18, 19:12, 23:24, 37:4, 37:24 members [6] - 16:11, 19:5, 24:25, 31:18, 39:7, 44:7 membership [1] - 23:10 mental [1] - 25:20 mention [3] - 19:16, 28:1, 28:6 mentioned [1] - 24:20 met [1] - 3:21 mic [2] - 10:7, 10:13 Michelle [3] - 2:15, 11:5, 11:7 might [1] - 22:19 Miguel [1] - 7:16 MILAGROS [1] - 1:16 Milagros [1] - 2:14 miles [1] - 4:20 milk [3] - 23:14, 27:9, 27:10 Millie [4] - 5:9, 7:15, 8:17, 9:4 million [1] - 4:10 mindfulness [1] - 12:11 mins [2] - 34:5, 34:6 minute [2] - 10:7, 27:24 minutes [2] - 35:7,</p>	<p>35:9 minutes,..it [1] - 34:23 Miriam [1] - 33:7 Mirian [2] - 2:23, 47:25 miscellaneous [1] - 5:20 misinformed [1] - 33:17 miss [1] - 34:25 mistaken [1] - 47:7 mittchelleah26@gmail.com [1] - 43:2 Mizrahi [2] - 2:22, 43:20 mobility [6] - 7:5, 7:7, 8:22, 11:11, 20:1, 29:22 MOBILITY [1] - 1:18 Mon [1] - 37:17 Monday [1] - 36:24 money [3] - 7:19, 14:1, 27:8 month [1] - 36:9 months [4] - 3:17, 8:3, 10:10, 38:1 morning [6] - 3:1, 3:15, 8:19, 11:6, 21:5, 25:7 mornings [1] - 46:8 Most [1] - 47:21 most [4] - 18:24, 41:17, 44:19, 45:19 mostly [1] - 16:10 mother [1] - 23:11 Motor [1] - 6:6 move [2] - 12:25, 20:6 moved [2] - 45:23, 47:3 MR [12] - 9:9, 11:6, 16:3, 19:14, 19:16, 20:3, 20:7, 20:23, 20:24, 21:3, 21:5, 23:5 MS [12] - 8:18, 12:21, 15:24, 16:1, 16:2, 20:2, 21:4, 23:3, 25:6, 25:7, 26:13, 43:1 mug [1] - 5:7 multiple [4] - 18:23, 34:6, 34:7, 39:22 municipal [1] - 30:16 municipal-run [1] - 30:16 municipalities [1] - 30:11 Murthy [1] - 37:23 must [2] - 33:20, 36:12</p>	<p>MVOs [1] - 6:7</p> <p style="text-align: center;">N</p> <p>name [5] - 3:3, 11:7, 16:3, 23:6, 25:7 naming [1] - 33:5 near [1] - 42:21 nearly [2] - 26:6, 46:20 necessary [1] - 46:25 need [10] - 6:12, 9:24, 26:10, 27:21, 30:3, 31:25, 33:1, 41:17, 42:22, 43:16 needed [4] - 19:22, 31:15, 33:15, 35:25 needing [1] - 7:7 needs [10] - 26:7, 26:20, 29:20, 30:12, 31:9, 33:8, 33:9, 40:24, 46:21, 47:15 negative [1] - 33:4 neighbors [1] - 46:4 nervous [1] - 10:23 networking [1] - 31:24 never [3] - 16:17, 30:24, 46:24 NEVER [1] - 34:23 New [35] - 3:25, 4:2, 5:6, 5:11, 5:13, 7:14, 7:18, 8:16, 8:24, 11:1, 11:8, 11:19, 11:20, 16:4, 17:15, 22:12, 23:8, 24:7, 24:17, 25:15, 26:8, 37:2, 37:3, 37:9, 37:18, 38:3, 38:7, 38:25, 39:2, 39:6, 49:7, 49:11, 49:18, 49:23 NEW [3] - 1:3, 1:17, 1:24 new [7] - 6:25, 7:9, 9:21, 17:15, 32:4, 38:10, 46:20 news [1] - 45:20 News [1] - 4:12 next [5] - 13:1, 25:25, 27:17, 29:2, 34:17 nicely [1] - 5:7 night [2] - 5:8, 17:21 NILAND [2] - 1:22, 9:9 Niland [2] - 2:14, 3:16 nine [2] - 10:10, 13:18 NJ [5] - 40:3, 41:2, 44:1, 45:6, 48:2 non [1] - 7:11 non-CDL [1] - 7:11 Nonchalant [1] - 34:16</p>	<p>nonprofits [1] - 4:8 norms [1] - 30:12 North [1] - 31:18 northeastern [1] - 45:16 Northern [1] - 45:13 Northvale [4] - 45:21, 47:2, 47:21, 48:1 Northvale's [1] - 46:7 Notary [2] - 49:7, 49:23 notes [1] - 40:17 Notes' [1] - 40:13 nothing [1] - 36:9 notices [1] - 4:12 notified [1] - 34:2 number [15] - 17:14, 17:17, 17:20, 18:5, 18:7, 22:2, 23:16, 25:25, 28:4, 28:5, 28:9, 28:10, 33:17, 35:24, 44:15 numbers [1] - 27:16 nutrition [1] - 4:23 NYC [5] - 40:2, 40:4, 40:12, 40:19, 43:16</p>	
<p style="text-align: center;">M</p> <p>Mahwah [6] - 11:8, 11:9, 12:4, 12:6, 12:12, 13:8 mail [1] - 48:3 main [1] - 34:13 maintain [2] - 31:13, 44:11 mall [1] - 46:14 manage [1] - 47:13 Management [1] - 25:9 management [1] - 29:22 MANAGER [2] - 1:11, 1:18</p>					<p style="text-align: center;">O</p> <p>oath [1] - 49:9 obviously [2] - 14:20, 18:25 occasion [2] - 38:6, 38:9 occurrences [1] - 36:7 Oct [2] - 41:10, 43:8 October [9] - 29:15, 32:13, 36:24, 37:5, 41:8, 42:5, 43:3, 43:23, 44:2 OCTOBER [1] - 1:4 odd [1] - 47:12 OF [8] - 1:9, 1:10, 1:12, 1:13, 1:15, 1:20, 1:21, 1:22 offer [1] - 32:7 offered [3] - 9:14, 30:6, 35:18 offering [1] - 40:7 offers [1] - 30:6 office [5] - 19:24, 26:19, 33:19, 35:10, 36:5 OFFICE [1] - 1:11 office...hurdles [1] - 33:25 Officer [2] - 6:13, 6:15 offices [1] - 34:15 official [1] - 29:10 old [5] - 8:2, 17:1,</p>

<p>33:14, 35:10, 38:13 older [6] - 21:16, 26:7, 29:21, 30:19, 31:3, 31:12 ON [1] - 1:1 on-the-job [1] - 7:8 once [3] - 17:10, 20:14, 24:9 One [2] - 31:4, 47:17 ONE [1] - 1:2 one [23] - 5:25, 14:6, 17:17, 17:18, 17:20, 19:14, 20:19, 21:10, 21:20, 22:1, 22:2, 23:13, 23:16, 23:23, 23:24, 24:10, 24:13, 24:20, 27:24, 35:7, 45:24, 47:6, 47:19 one!..Perhaps [1] - 35:23 online [1] - 38:16 open [3] - 12:11, 34:17, 36:14 open-mindedness [1] - 12:11 Opening [2] - 2:6, 3:12 operated [1] - 16:9 operating [2] - 5:10, 19:23 operation [1] - 7:22 Operations [2] - 2:7, 4:16 operations [2] - 7:17, 26:20 operator [2] - 18:4, 24:3 Operators [1] - 6:7 opportunities [1] - 31:24 opportunity [6] - 25:14, 29:19, 30:7, 32:7, 40:23, 46:15 opticians [1] - 46:23 options [6] - 26:3, 29:23, 29:25, 30:19, 35:20, 40:21 Orange [1] - 5:1 order [2] - 6:20, 33:9 Orestes [5] - 2:16, 10:25, 20:4, 21:2, 33:7 ORESTES [1] - 1:18 organization [3] - 18:14, 33:2, 36:11 organizations [2] - 17:13, 31:21 outcome [1] - 49:15 outset [1] - 39:21 outside [1] - 31:17</p>	<p>overcome.snags [1] - 33:25 overnighters [1] - 47:14 overseeing [1] - 7:21 own [4] - 20:18, 23:11, 46:19, 46:23</p> <p style="text-align: center;">P</p> <p>p.m [1] - 29:8 P.O [1] - 1:24 P.S [1] - 48:3 pacing [1] - 35:10 PAGE [2] - 2:4, 2:13 pairs [1] - 46:20 panel [2] - 13:6, 15:22 paper [1] - 21:14 Paramus [1] - 46:23 paratransit [1] - 4:6 parents [1] - 43:21 Paris [1] - 47:5 park [1] - 28:24 PARK [1] - 1:24 Park [2] - 41:1, 45:5 part [3] - 23:6, 24:21, 47:6 parties [1] - 49:12 partner [1] - 11:1 partnership [2] - 8:24, 25:12 parts [1] - 31:10 party [1] - 5:14 passenger [3] - 7:10, 13:18, 14:24 passengers [3] - 14:3, 43:17, 46:10 past [6] - 19:22, 31:19, 37:25, 38:19, 42:14, 46:2 patients [1] - 4:21 patrons [1] - 43:15 patters [1] - 31:9 Payroll [1] - 3:22 PAYROLL [1] - 1:13 Paz [2] - 2:15, 11:7 PAZ [10] - 11:6, 12:23, 13:11, 14:7, 14:12, 14:19, 15:10, 15:19, 27:1, 29:5 Peer [1] - 5:18 people [23] - 9:15, 10:2, 10:18, 11:24, 13:24, 13:25, 15:16, 16:18, 17:4, 17:8, 17:20, 18:5, 18:11, 21:15, 21:18, 28:6, 28:7, 28:11, 28:13, 42:18, 42:23, 46:9 percent [4] - 4:5,</p>	<p>16:16, 17:7, 17:8 perform [1] - 40:15 perhaps [3] - 12:12, 12:17, 46:13 permit [1] - 38:23 person [5] - 13:1, 17:22, 18:1, 20:11, 24:9 personally [2] - 17:9, 44:6 PERSONS [1] - 1:2 persons [1] - 44:20 Persons [2] - 29:8, 32:19 pertains [1] - 4:2 phenomenal [1] - 8:5 Phone [1] - 48:2 phone [6] - 17:17, 17:19, 17:24, 33:18, 34:4, 34:17 Phylis [3] - 2:21, 41:6, 41:25 physical [2] - 25:20, 42:19 pick [9] - 20:13, 34:14, 34:22, 34:23, 35:5, 35:7, 35:11, 35:15, 35:25 pickup [2] - 34:5, 40:9 Piehler [2] - 2:23, 47:25 PI [1] - 41:1 place [3] - 28:16, 28:24, 41:19 placed [1] - 38:5 plan [1] - 31:1 planning [1] - 7:9 PLANNING [1] - 1:20 PLAZA [1] - 1:2 pleased [3] - 8:19, 41:14, 45:12 pleasure [1] - 27:4 pledge [1] - 3:7 Pledge [3] - 2:5, 3:5, 3:10 plus [1] - 21:19 pm [1] - 34:15 PM [5] - 32:14, 36:25, 37:17, 42:6, 43:4 point [3] - 3:9, 17:18, 22:14 points [1] - 18:21 policy [2] - 40:5, 40:10 pool [1] - 7:11 poor [1] - 10:22 population [5] - 17:6, 21:16, 25:23, 30:1, 47:15 porch [1] - 34:24 Port [1] - 22:16</p>	<p>position [2] - 21:14, 40:9 positive [1] - 22:25 possibility [1] - 47:11 possible!..back [1] - 33:23 potential [1] - 15:13 potentially [1] - 19:9 praise [1] - 22:3 predicament [1] - 46:5 present [1] - 5:6 PRESENT [1] - 1:7 presentation [3] - 5:8, 12:13, 22:2 Presently [1] - 36:12 President [1] - 37:23 president/CEO [1] - 21:6 press [1] - 17:24 Press [2] - 45:13, 48:3 prevent [1] - 40:8 prior...Result [1] - 34:7 private [2] - 7:5, 31:21 problem [11] - 15:2, 18:1, 25:1, 34:12, 34:19, 37:3, 37:11, 37:19, 38:17, 38:21, 39:9 problems [1] - 13:22 proceeding [1] - 3:9 process [2] - 19:11, 33:17 program [13] - 4:24, 8:7, 11:24, 17:15, 19:20, 20:21, 23:24, 23:25, 25:16, 28:7, 29:24, 37:3, 37:8 Program [2] - 4:4, 32:25 programs [7] - 4:14, 4:15, 9:3, 25:18, 25:21, 30:16, 40:6 Progress [1] - 21:7 project [1] - 45:19 promise [1] - 36:8 proper [1] - 46:21 proposed [1] - 5:10 protocol [1] - 28:15 proud [1] - 9:11 proudly [1] - 23:25 proverbs [1] - 23:13 provide [11] - 8:9, 19:1, 19:22, 21:22, 24:5, 24:7, 24:9, 24:23, 26:21, 28:4, 31:24 provided [5] - 4:22, 16:9, 16:15, 28:10, 49:9</p>	<p>provides [4] - 4:1, 19:5, 25:18, 26:5 providing [2] - 7:1, 8:20 Public [6] - 29:6, 29:18, 32:18, 43:6, 49:7, 49:23 public [5] - 3:2, 3:24, 16:7, 27:5, 31:21 PUBLIC [3] - 1:1, 1:3, 1:22 public-and-private-sector [1] - 31:21 purchase [1] - 9:21 purchasing [1] - 7:9 pursue [1] - 32:4 put [4] - 9:5, 9:15, 11:13, 20:10</p> <p style="text-align: center;">Q</p> <p>qualified [2] - 37:8, 38:15 questions [3] - 9:24, 11:16, 12:16 quick [1] - 20:5 Quite [1] - 44:14 quite [1] - 46:9</p> <p style="text-align: center;">R</p> <p>radio [2] - 6:17, 8:7 rail [1] - 22:15 Ramsey [1] - 12:7 ran [1] - 47:4 rarely [1] - 47:14 rates [1] - 6:9 rather [1] - 35:24 RDR [2] - 1:23, 49:22 re [1] - 30:11 Re [3] - 32:17, 43:6, 44:2 re-designing [1] - 30:11 read [3] - 40:16, 42:10, 45:12 Reading [2] - 2:8, 5:4 reads [1] - 40:13 ready [1] - 14:4 reality [1] - 35:19 realize [1] - 41:17 really [8] - 10:1, 18:15, 20:19, 23:5, 24:14, 24:17, 24:25, 42:21 Realtime [1] - 49:6 rearrange [1] - 22:19 reason [2] - 12:5, 46:21 receipt [1] - 36:18 receive [2] - 5:13,</p>
---	--	---	--	---

<p>44:10 received [4] - 30:8, 37:7, 44:17, 45:18 receiving [1] - 4:9 Recently [1] - 44:13 recently [1] - 27:13 recited [1] - 3:10 recognized [1] - 8:3 Record [1] - 4:12 record [6] - 11:14, 11:16, 12:9, 12:13, 29:10, 49:9 recreational [1] - 41:19 referee [1] - 49:10 regard [2] - 11:18, 14:15 regarding [4] - 33:12, 36:18, 37:7, 47:10 regards [1] - 40:25 region's [1] - 30:21 regionalized [1] - 31:7 regions [2] - 30:2, 31:5 Registered [1] - 49:5 regular [2] - 38:16, 38:20 regularly [2] - 46:13, 47:4 regulation [1] - 49:18 reinforce [1] - 28:5 reiterate [1] - 28:3 related [2] - 49:12, 49:14 released [1] - 6:23 relentless [1] - 9:15 reliable [1] - 36:13 remarks [1] - 8:15 remedy [1] - 36:7 remember [1] - 17:23 remind [1] - 22:12 Renee [5] - 2:21, 36:22, 37:12, 37:15, 39:15 Rep [1] - 3:23 REP [1] - 1:14 rep [1] - 35:2 replace [1] - 7:10 replacing [1] - 21:8 Report [3] - 2:7, 4:16, 41:3 Reporter [3] - 49:5, 49:6, 49:7 reporting [2] - 6:16, 6:19 representative [4] - 6:18, 8:17, 11:19, 44:13 request [2] - 38:10,</p>	<p>38:24 requested [2] - 36:15, 38:1 requests [4] - 30:8, 38:5, 38:16, 39:2 requirements [1] - 19:24 reside [1] - 21:17 Resident [1] - 4:3 resident [1] - 41:13 residents [5] - 5:24, 6:8, 8:9, 9:2, 29:21 resolve [2] - 37:10, 47:14 resolving [1] - 39:10 resource [1] - 32:6 resources [1] - 30:22 Respectfully [1] - 36:19 respond [2] - 30:12, 36:8 Response [1] - 34:17 response [2] - 28:19, 37:7 responses!**Doctors [1] - 34:10 responsive [2] - 6:21, 6:24 rest [1] - 16:18 result [1] - 40:2 rethink [1] - 22:16 retiredprof14@aol.com [1] - 42:4 retirements [1] - 27:19 retiring [1] - 27:17 return [3] - 35:25, 40:2, 40:3 revenue [1] - 4:5 revised [1] - 22:14 Ride [22] - 6:1, 19:20, 19:23, 20:11, 20:12, 20:15, 20:17, 22:11, 23:24, 23:25, 24:3, 28:2, 28:4, 28:7, 28:10, 29:24, 30:6, 30:14, 33:3, 35:5, 41:1 ride [10] - 29:23, 30:5, 34:2, 34:16, 34:22, 36:3, 38:9, 40:3, 43:15, 43:17 RIDE [2] - 35:2, 35:21 Ride"as [1] - 35:2 rider [2] - 6:2, 35:23 rides [5] - 31:1, 38:1, 38:18, 40:1, 41:22 Ridge [2] - 41:2, 42:1 Ridgefield [4] - 24:4, 24:6, 24:8 Riggs [1] - 3:21</p>	<p>RIGGI [8] - 1:13, 15:24, 16:2, 20:2, 21:4, 23:3, 25:6, 26:13 ring [2] - 10:14, 17:24 Rios [1] - 2:16 RIOS [5] - 1:18, 20:3, 20:7, 20:24, 21:3 rise [1] - 30:1 rising [1] - 6:1 Rite [1] - 27:10 River [1] - 12:7 Rivera [1] - 7:15 Road [1] - 47:4 ROCHELLE [1] - 1:24 ROCKAWAY [1] - 38:3 RODYN [1] - 1:11 Rodyn [4] - 3:20, 7:25, 11:1, 13:5 Rojas [1] - 7:15 role [2] - 21:9, 21:13 ROOM [1] - 1:3 Roundtable [1] - 31:23 Route [1] - 46:11 route [1] - 47:1 routes [5] - 11:21, 30:24, 31:2, 31:8, 47:7 run [3] - 30:16, 31:6, 35:22 runaround..causing [1] - 35:15 rundown [1] - 20:5 running [1] - 23:17 runs [1] - 9:25 Ryde4Life [1] - 40:6</p>	<p>seats [2] - 3:7, 46:8 SECOND [1] - 35:4 sector [1] - 31:21 secure [1] - 35:16 secured [1] - 6:3 securing [1] - 45:1 security [1] - 28:8 see [8] - 11:3, 18:22, 20:9, 22:14, 26:19, 26:21, 37:6, 39:7 seeing [1] - 29:1 sees [1] - 44:23 send [2] - 17:18, 42:11 senior [17] - 16:10, 23:9, 23:17, 23:19, 24:24, 25:19, 25:23, 30:23, 31:3, 31:6, 31:22, 42:15, 42:23, 45:21, 46:7, 47:12, 47:23 Senior [13] - 4:3, 10:25, 16:4, 21:12, 25:10, 25:17, 26:4, 29:7, 32:15, 32:18, 43:7, 43:20, 45:10 SENIOR [2] - 1:2, 1:21 seniors [31] - 6:1, 6:5, 6:8, 8:21, 16:25, 17:1, 18:3, 18:13, 19:17, 23:23, 24:11, 24:16, 24:22, 25:22, 28:12, 30:9, 31:15, 33:10, 35:16, 35:18, 35:22, 36:13, 37:8, 38:15, 39:6, 43:14, 45:14, 47:6, 47:16, 47:19, 47:20 Seniors [3] - 36:2, 41:22, 44:14 sent [3] - 4:13, 29:15, 37:6 Sent [5] - 32:13, 36:24, 41:8, 42:5, 43:3 Sep [1] - 37:17 serve [7] - 4:15, 12:6, 12:7, 18:9, 22:22, 31:22 SERVICE [1] - 1:14 Service [2] - 3:23, 17:16 service [14] - 6:18, 8:9, 13:8, 16:9, 16:15, 16:20, 17:7, 17:10, 23:20, 28:9, 35:11, 35:16, 35:18, 39:5 Services [7] - 10:25, 21:12, 21:13, 25:10, 25:17, 26:5, 32:16</p>	<p>SERVICES [1] - 1:21 services [22] - 5:23, 7:6, 7:12, 8:20, 9:1, 9:14, 19:1, 19:2, 19:5, 19:21, 25:23, 26:3, 26:22, 29:22, 30:4, 30:5, 30:8, 30:11, 31:11, 33:3, 34:3, 44:8 set [2] - 5:22, 10:14 setup [1] - 26:17 seven [2] - 22:6, 45:23 several [4] - 4:8, 6:23, 22:5, 37:25 severe [1] - 17:1 Shannon [3] - 2:20, 29:12, 32:9 shannond.lyons18@gmail.com [1] - 29:14 Share [1] - 30:14 share [4] - 8:14, 21:12, 26:17, 30:13 sharing [2] - 36:14, 39:18 Sharma [3] - 2:20, 29:11, 32:8 Shop [1] - 27:10 shopping [2] - 24:10, 42:18 ShopRite [2] - 44:6, 46:10 shortage [2] - 13:17, 14:13 show [1] - 44:8 sic [5] - 33:22, 34:12, 34:15, 36:5, 39:12 SightSeekers [1] - 45:5 simple [1] - 46:19 simplify [1] - 39:1 sincere [1] - 32:23 Sincerely [2] - 32:8, 47:25 Singe [1] - 33:8 single [1] - 6:2 single-rider [1] - 6:2 sit [1] - 3:7 situation [1] - 39:11 six [3] - 7:10, 13:18, 14:3 Skills [1] - 44:17 social [1] - 41:18 socially [1] - 31:12 Solis [4] - 2:14, 7:15, 8:17, 12:20 SOLIS [3] - 1:16, 8:18, 12:21 solution [1] - 40:22 solutions [1] - 32:2</p>
S				
<p>sad [1] - 47:5 Saddle [1] - 12:7 safe [3] - 35:16, 36:12, 43:17 safety [1] - 43:14 Safety [2] - 6:13, 6:15 SANCHEZ [1] - 1:11 Sanchez [1] - 3:21 Saturday [2] - 41:15, 41:20 saw [2] - 17:9, 23:24 SCDR TAP [4] - 4:6, 5:12, 6:4, 25:15 SCDR TAP [1] - 4:4 schedule [4] - 33:16, 34:4, 35:5, 35:14 scheduled [4] - 33:21, 34:21, 36:1, 46:13 schedulers [1] - 6:22 scheduling [1] - 6:20</p>				

<p>solve [1] - 34:18 son [1] - 38:2 soon [2] - 44:22, 46:6 sorry [2] - 14:9, 33:11 sources [3] - 4:1, 5:21, 46:23 SPEAKER [1] - 2:13 speakers [5] - 8:14, 15:23, 26:12, 26:13, 28:2 speaking [2] - 9:10, 19:8 specifically [1] - 38:24 speedy [1] - 47:18 spending [1] - 14:1 spike [1] - 7:6 spoken [3] - 17:3, 17:8, 18:3 spot [1] - 9:5 spread [1] - 45:20 staff [3] - 17:18, 27:12, 44:16 staffing [2] - 33:1, 36:11 stakeholders [1] - 32:2 stand [1] - 3:7 standing [1] - 34:14 Star [1] - 4:12 Star-Ledger [1] - 4:12 started [1] - 9:13 State [3] - 26:8, 49:7, 49:11 state [1] - 4:6 STATE [1] - 1:20 Statement [9] - 32:11, 36:21, 37:14, 39:16, 41:5, 42:2, 42:25, 43:22, 45:9 STATEMENTS [1] - 2:19 Statements [2] - 2:11, 48:5 statements [1] - 29:9 static [1] - 30:25 statute [1] - 49:11 step [1] - 34:24 still [4] - 18:5, 24:14, 24:18, 36:8 stopgap [1] - 14:4 stops [1] - 22:19 stories [1] - 44:22 strained [1] - 7:7 strategies [2] - 32:2, 32:4 streamline [1] - 6:16 street [2] - 34:14, 36:2 Street [3] - 44:1, 47:5, 48:1</p>	<p>Street [1] - 45:24 stress [1] - 22:25 stressed [1] - 31:25 strides [1] - 22:3 Subject [7] - 29:18, 32:17, 37:2, 37:18, 41:10, 42:8, 43:6 submit [1] - 38:10 Submitted [1] - 2:11 submitted [1] - 29:9 success [1] - 47:18 suggest [2] - 17:11, 18:12 suggestion [1] - 17:2 suggestions [1] - 18:16 suitable [1] - 40:15 Sukkot [1] - 43:11 Sunday [3] - 41:16, 42:5, 43:3 Sundays [1] - 41:20 Supervisor [1] - 25:9 supplement [1] - 7:6 supplements [1] - 19:20 support [8] - 7:14, 7:24, 9:17, 25:14, 26:5, 26:9, 44:7, 44:9 supporting [1] - 8:25 supports [1] - 4:5 supposed [1] - 24:11 surely [2] - 31:2, 35:12 system [14] - 4:6, 6:21, 6:23, 16:12, 19:25, 22:15, 24:15, 33:8, 35:13, 36:2, 36:12, 38:14, 38:23, 39:2 system.. misinformation [1] - 34:1</p>	<p>Testifying [1] - 42:8 testimony [2] - 21:22, 49:9 Testimony [3] - 2:9, 8:12, 29:18 text [1] - 12:15 texted [1] - 11:14 therapy [1] - 42:19 THERE [1] - 1:7 Therefore [1] - 40:3 these.Five [1] - 36:8 thesightseekersgrou p@gmail.com [1] - 45:7 they've [1] - 22:10 third [1] - 5:14 THIRD [1] - 35:14 third-party [1] - 5:14 three [6] - 27:15, 27:17, 34:25, 35:15, 45:21, 46:19 throughout [5] - 4:6, 4:23, 7:12, 21:10, 25:19 Thurs [2] - 43:7, 43:11 Thursday [1] - 29:15 THURSDAY [1] - 1:4 time..to [1] - 34:8 Title [1] - 5:19 TLC [2] - 40:1, 40:19 TNC [1] - 5:15 today [7] - 3:15, 3:18, 3:19, 7:16, 11:17, 17:2, 45:23 Today's [1] - 3:24 together [1] - 8:8 TOMASI [1] - 25:7 Tomasi [3] - 2:18, 25:6, 25:8 tongue [1] - 23:11 took [3] - 33:14, 34:7, 38:4 TOPCHISHVILI [1] - 1:19 tough [1] - 13:14 town [4] - 11:10, 12:1, 31:17, 46:11 towns [5] - 17:5, 18:24, 18:25, 24:23, 30:15 township [1] - 14:14 Township [1] - 12:6 tracking [1] - 30:10 traffic [1] - 31:9 train [3] - 13:21, 14:4, 15:1 training [3] - 15:6, 15:16, 33:1 Training [1] - 44:17</p>	<p>training,..is [1] - 36:11 transcript [1] - 49:17 transfer [2] - 24:12 TRANSIT [1] - 1:17 Transit [12] - 3:25, 5:7, 5:12, 7:14, 8:16, 8:24, 9:18, 11:1, 11:20, 11:21, 22:13, 24:18 Transit's [1] - 7:18 translated [1] - 18:23 Transport [1] - 44:5 transport [1] - 44:6 transportation [40] - 5:14, 6:2, 6:7, 12:2, 15:4, 16:8, 16:15, 17:10, 19:22, 21:23, 21:25, 22:2, 24:8, 24:10, 24:15, 25:2, 25:22, 26:3, 29:20, 29:25, 30:4, 30:7, 30:13, 30:19, 30:21, 30:24, 31:5, 31:11, 32:1, 33:12, 33:16, 33:24, 34:4, 35:1, 36:1, 36:7, 40:24, 45:14, 46:24, 47:15 Transportation [32] - 3:4, 4:3, 7:23, 10:11, 12:12, 19:21, 20:9, 22:4, 25:13, 26:1, 26:6, 26:9, 26:19, 29:7, 29:17, 30:15, 30:25, 31:7, 32:16, 32:18, 32:24, 33:21, 37:1, 42:7, 42:11, 42:14, 42:18, 43:5, 43:7, 44:1, 44:9, 45:11 TRANSPORTATION [7] - 1:1, 1:9, 1:10, 1:12, 1:13, 1:15, 1:16 transported [2] - 4:20, 4:25 trapped [1] - 46:4 travel [4] - 31:16, 43:13, 43:18, 47:20 Travel [2] - 37:2, 37:18 treat [2] - 18:9, 46:9 tried [3] - 33:13, 38:22, 45:20 Tried [1] - 34:6 trip [6] - 20:12, 20:13, 40:4, 40:14, 40:17 triple [1] - 23:15 trips [9] - 4:20, 4:21, 4:22, 4:23, 40:7, 40:11, 40:15, 47:13, 47:14</p>	<p>true [2] - 35:12, 35:19 truly [3] - 10:11, 41:25, 45:4 try [2] - 18:11, 28:12 trying [2] - 13:19, 15:8 Tuesday [2] - 41:8, 46:10 turn [1] - 10:7 turned [1] - 46:2 tweak [1] - 30:7 two [9] - 17:14, 17:20, 18:5, 18:21, 24:12, 31:19, 34:7, 35:9, 46:8 types [1] - 17:20</p>
U				
<p>Uber [13] - 11:24, 19:17, 20:13, 20:15, 20:18, 22:10, 37:19, 38:16, 38:20, 39:23, 39:24, 39:25, 40:6 Uber's [1] - 40:9 unable [4] - 25:22, 32:22, 34:11, 37:4 uncle [4] - 33:14, 33:19, 34:13, 34:24 under [3] - 11:25, 21:15, 49:9 unfortunate [1] - 33:12 unfortunately [1] - 40:21 unique [1] - 12:4 Unit [1] - 25:9 unless [1] - 15:18 unnoticed [1] - 8:23 up [20] - 9:7, 11:4, 13:6, 13:8, 13:24, 14:20, 15:21, 15:22, 20:5, 20:14, 22:13, 27:6, 34:22, 35:6, 35:8, 35:11, 35:15, 35:25, 39:23, 44:15 up' [1] - 38:19 up..which [1] - 34:23 upcoming [1] - 45:13 updates [1] - 6:23 Upper [1] - 12:7 urge [2] - 29:21, 32:5 urging [1] - 41:21 USA [1] - 11:18 usage [1] - 30:10 user [1] - 6:24 user-friendly [1] - 6:24 users [1] - 44:21 uses [1] - 41:13 utilize [1] - 44:7</p>				
T				
<p>Tabernacles [1] - 43:12 tailor [1] - 30:7 tailored [1] - 31:8 Tappan [1] - 47:4 taxpayers [1] - 7:19 team [3] - 7:24, 10:25, 19:13 Teaneck [4] - 23:8, 24:7, 24:8, 32:10 telephone [1] - 33:15 ten [2] - 34:22, 46:9 Tess [4] - 2:18, 25:6, 25:8, 26:11 Tester [2] - 2:23, 45:7</p>				

utilized [2] - 6:17, 44:18	wheel [1] - 46:3 wheelchair [1] - 4:21 Wheels [2] - 4:24, 5:19 who/where [1] - 47:9 whole [3] - 10:25, 15:6, 22:10 widely [1] - 30:13 willing [1] - 32:3 wise [1] - 13:10 wish [1] - 47:17 WITH [1] - 1:2 Women's [1] - 23:7 Wood [2] - 41:2, 41:25 Wood-Ridge [1] - 41:2 words [4] - 8:6, 9:7, 9:11, 10:8 wordy [1] - 10:12 workers [1] - 21:24 workforce [1] - 7:8 works [2] - 12:2, 19:25 WORKS [1] - 1:22 worry [3] - 18:8, 24:1, 46:24 worse [1] - 34:20 worship [1] - 31:14 writing [1] - 44:8 WRITTEN [1] - 2:19 written [1] - 42:11
V	X
VA [1] - 5:1 vacancy [1] - 3:17 Valley [1] - 45:13 van [4] - 30:16, 31:7, 46:7, 46:12 vans [3] - 7:11, 11:23, 47:10 various [2] - 4:1, 21:14 Vehicle [1] - 6:7 vehicle [1] - 34:25 vehicles [2] - 6:10, 9:21 vendors [1] - 7:6 verbatim [1] - 49:9 Veterans [1] - 5:18 veterans [1] - 5:1 veterans' [1] - 5:2 vgallegos@ezride.org [1] - 37:21 vgallegos@ezridge.org [1] - 37:22 VI [2] - 2:10, 28:20 via [1] - 12:17 viewed [1] - 30:24 VII [1] - 2:11 Villa [2] - 45:24, 48:1 Vision [1] - 44:17 visit [4] - 19:3, 37:9, 38:2, 46:14 visually [2] - 44:15, 44:20 vital [2] - 8:25, 44:10	XIO1042 [1] - 49:5
W	Y
wait [1] - 34:24 waiting [3] - 35:10, 35:25, 36:2 wants [1] - 11:4 warm [1] - 3:14 water [1] - 5:7 ways [2] - 28:11, 30:3 wear [1] - 46:20 website [4] - 6:11, 18:24, 19:3, 19:7 week [3] - 24:9, 44:7, 46:8 weekends [1] - 31:16 weeks [1] - 34:10 Welcome [2] - 2:6, 3:12 welcome [5] - 3:2, 3:14, 9:10, 20:24, 21:3	year [7] - 4:8, 5:22, 17:14, 23:8, 29:2, 33:14, 35:10 year's [1] - 4:10 years [9] - 16:10, 17:1, 22:5, 22:6, 26:1, 31:20, 38:13, 42:14, 45:23 York [8] - 37:3, 37:9, 37:19, 38:3, 38:7, 38:25, 39:3, 39:6 YU [4] - 16:3, 19:14, 19:16, 20:23 Yu [4] - 2:16, 16:2, 16:3, 24:20
	Z
	zone [1] - 13:9