

BERGEN NEW JERSEY *County*



James J. Tedesco III
County Executive

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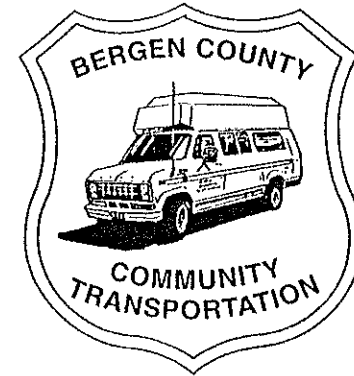
Rafael Marte

Steven Tanelli

Tracy Silna Zur

**Bergen County Division of
Community Transportation**

BERGEN COUNTY COMMUNITY TRANSPORTATION



*Serving The Residents
of Bergen County*

BERGEN NEW JERSEY
County

Community Transportation

Phone: 201-368-5955

Fax: 201-845-4683



*Vehicles Are Wheelchair Accessible And
A.D.A. Compliant
www.co.bergen.nj.us*

GREETINGS FROM OUR COUNTY EXECUTIVE



Dear Bergen County Residents,

We are committed to meeting the transportation needs of our elderly, disabled and behaviorally challenged residents of Bergen County. In a county as large as Bergen, with a population of more than 905,000 in 70 municipalities across 233 square miles, our team in the Bergen County Division of Community Transportation is committed to working hard to fill every transportation request possible.

We hope this guide will help you find all the information you need to take advantage of our services. It includes phone numbers, hours of operation and other valuable information geared to help you.

My administration is dedicated to helping improve your quality of life. I hope you will contact the Division of Community Transportation at (201) 368-5955 for your transportation needs when they arise and if you should ever need further assistance please do not hesitate to contact my office at (201) 336-7300. We are here to help you.

Sincerely,

James J. Tedesco III

Bergen County Executive

MEALS ON WHEELS ELIGIBILITY

To be eligible for home delivered meals, you must:

- Reside in the area served by Bergen County Meals on Wheels
- Be age 60 or older, or spouse and caregiver of eligible individual
- Be unable to leave your home without the assistance of another person and unable to prepare a nutritious meal for yourself
- Have daytime assistance for no more than 4 hours during the day
- Not require a special diet

A social worker will periodically conduct an in-home interview to determine your eligibility for continuation in the Meals on Wheels program as well as eligibility for other services that may benefit you.

Bergen County Meals on Wheels is a publicly funded program designed to enable homebound adults to remain in their community with independence and dignity.

- **Hot Meal Plan:** One meal a day delivered between 9:00AM-2:00PM, Monday-Friday
- **Frozen Meal Plan:** One week supply of meals delivered on a scheduled day each week between 9:00AM-3:30PM. Frozen meals are fully cooked and can be reheated in the microwave or conventional oven.

There is a suggested donation of \$1.25 per meal. Weekend meals are available for nutritionally high-risk clients only. Special diet meals are not available.

If you do not see your municipality listed, or require additional information, contact the Division of Senior Services at 201-336-7420 or www.co.bergen.nj.us/division-of-senior-services/meals-on-wheels



MEALS ON WHEELS

Bergen County Meals On Wheels Program
One Bergen County Plaza, 2nd Floor
Hackensack, NJ 07601
201-336-7420
Office Hours: 8:00AM—4:00PM
seniors@co.bergen.nj.us

The goal of a home delivered meal program is to enable homebound adults to remain in their community with independence and dignity. Nutritionally balanced meals are delivered to eligible individuals who are unable to shop for food or to prepare their own meals and do not have anyone to prepare meals for them. There are a number of home delivered meal programs serving Bergen County residents through government or non-profit agencies.

The Bergen County Meals On Wheels Program serves the following municipalities:

Bergenfield	Garfield	Ridgefield
Bogota	Hackensack	Ridgefield Park
Carlstadt	Hasbrouck Heights	Rochelle Park
Cliffside Park	Leonia	Rutherford
East Rutherford	Little Ferry	Saddle Brook
Edgewater	Lodi	South Hackensack
Elmwood Park	Lyndhurst	Teaneck
Englewood	Maywood	Tenafly
Englewood Cliffs	Moonachie	Teterboro
Fair Lawn	New Milford	Wallington
Fairview	North Arlington	Wood-Ridge
Fort Lee	Palisades Park	



BERGEN COUNTY COMMUNITY TRANSPORTATION MISSION STATEMENT

The Division of Community Transportation is here to provide a trouble-free, shared transportation system for persons with disabilities, senior citizens, veterans and welfare-to-work residents of Bergen County.

Services are provided in a professional, timely, caring and courteous, manner in all types of weather. Our service is door-to-door and is provided by drivers who have been specially trained to assist senior citizens and persons with disabilities.

This vital service is life-sustaining for clients with serious medical and health needs, a lifeline to homebound clients who are delivered nutritional meals daily, and a link to social services for clients who would otherwise be isolated and alone.

We currently provide transportation for:

- Routine medical visits (non-emergency care, dialysis, etc.)
- Senior activity centers
- Shopping
- Competitive and non-competitive employment
- Education
- Recreation
- Post-Stroke programs
- Meals on Wheels

The goals of Community Transportation are to increase the number of clients served, to expand service to include night hours for recreational, educational and medical purposes and to remain a national model for special transportation services.



TRANSPORTATION OPTIONS

In addition to our services, a number of municipalities offer various types of transportation exclusively for their residents. Service levels vary from in town only to door-to-door to set routes as well as varying in the days, times, and types of trips offered. Although we have tried to gather specific information on their services, services change often and must be confirmed with the municipalities directly. Remember, even if you don't see your town listed here; call your municipal building directly to find out what transportation options they may have for persons with disabilities and senior residents.

Access Link/NJ Transit Buses

Access Link is available to disabled clients who live within $\frac{3}{4}$ of a mile of a bus route but are unable to use public transportation. This service is available the same hours as the public bus system. Call 973-491-4224 and ask for an assessment. NJ Transit offers lift-equipped buses on both local transit and commuter routes, although not all local bus trips are accessible. Check your NJ Transit timetable for bus trips marked with a "W" to determine which trips are available for people who require the use of lifts.

NJ Transit Reduced Fares

Senior citizens and disabled residents can ride on most of the state's buses for a reduced fare, which is $\frac{1}{2}$ of the regular fare, rounded down to the nearest five cents. To ride at the reduced fare you must have an identification card, a reduced fare ticket and the appropriate reduced fare. A Medicare card can be used as identification or you can obtain a special Reduced Fare Identification Card. Applications for senior citizens and reduced fare tickets can be obtained at most banks in New Jersey. Persons with disabilities who do not have a Medicare card must call the Reduced Fare Program office for an application, which must be filled out by a doctor. For more information, call the Reduced Fare Program Office at 201-761-8327 from 8:45am - 4:15pm, Monday through Friday.



ROADSIDE ASSISTANCE FOR WHEELCHAIR EQUIPPED VEHICLES

We at Community Transportation understand the special challenges facing the physically impaired, yet active members of our community, when their wheelchair-modified vehicles become immobilized due to accident or mechanical failure.

When a County resident's wheelchair-modified automobile becomes immobilized or is involved in an accident, the driver can contact the local police via 911 for assistance. If the officer determines that the vehicle is disabled beyond immediate repair on site, he or she will then call for a towing service and will contact the County Police for further assistance. The County Police will then call Community Transportation during normal business hours, to dispatch a driver, based on availability, to transport the damaged vehicle's driver to either their intended destination or to their home, at which point service will end. This is offered as a free service on an emergency basis only to any person traveling in or through Bergen County in a wheelchair-modified vehicle. Transportation will only be available within the County limits.

NON DISCRIMINATION POLICY (TITLE VI)

The County of Bergen is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by title VI of Civil Rights Act of 1964, as amended. Any person who believes that they have individually, or as a member of any specific class of persons been subjected to discrimination on the basis of race, color, or national origin, may file a complaint in writing to Bergen County Community Transportation. To file a complaint, or for more information on Bergen County Community Transportation's obligations under Title VI write to: 178 Essex street, Lodi, NJ 07644 or call Joseph Cinque at 201-336-3391. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI. A complaint must be filed within 180 days of the alleged discrimination. Individuals also have the right to file a complaint under Title VI to Federal Transit Administration, Office of Civil Rights, and Attention: Title VI program coordinator, East Building, 5th Floor-TCR, and 1200 New Jersey Avenue SE, Washington, DC 20590.



CONTACT INFORMATION

Bergenfield Town Vehicle	201-387-4055 ext. 4088
Bogota Town Vehicle	201-342-1736
Carlstadt Town Vehicle	201-939-2850
Cliffside Park Town Vehicle	201-943-3768
Cresskill Town Vehicle	201-569-5400
Dumont Town Vehicle	201-387-5040
East Rutherford Town Vehicle	201-933-5219
Edgewater Town Vehicle	201-943-1700 ext. 3130
Fair Lawn Town Vehicle	201-794-5332
Fairview	201-943-3768
Fort Lee Parking Authority	201-592-3500 ext. 1518
Garfield Town Vehicle	973-478-7059
Glen Rock	201-670-3956 ext. 1
Hasbrouck Heights Senior Bus	201-288-1072
Hillsdale	201-666-4800
Haworth	201-385-3577
Lyndhurst Town Vehicle	201-804-2482
Lodi	973-365-4068
Mahwah Town Vehicle	201-529-2691
Montvale	201-391-5700 ext. 225
New Milford Town Vehicle	201-967-7874
North Arlington Town Vehicle	201-991-5519
Oradell	201 649-9271
Oakland Town Vehicle	201-405-7731
Palisades Park Town Vehicle	201-585-4114
Park Ridge	201-573-1800 x 500
Paramus Town Bus	201-265-2100 ext. 660
Ramsey Town Vehicle	201-825-3400 ext. 277
Ridgefield Town Vehicle	201-943-4078
River Edge Town Vehicle	201-599-6277
River Vale	201-664-2346 ext. 1006
Rutherford Town Vehicle	201-460-3000
Starfish of Rutherford	201-438-3406
Saddle Brook Town Vehicle	201-845-4594
Teaneck Town Vehicle	201-837-7130
Westwood Senior Van	201-664-7100 ext. 170
Woodcliff Lake	201-391-4977 ext. 200
Wood-Ridge Town Vehicle	201-939-7507

ADDITIONAL INFORMATION

Residents are welcome to submit a complaint or compliment by calling 201-368-5955, or in writing to Bergen County Community Transportation, 178 Essex Street, Lodi, NJ 07644. If you are filing a Title VI complaint, you can locate the Title VI Complaint Form on our website at www.co.bergen.nj.us or request a hard copy.

Due to the funding of our services, portable oxygen tanks and service animals are permitted on our vehicles. If you require the use of a portable oxygen tank or a service animal, please give us notice when making a reservation so proper accommodations can be made to provide the best service possible. All special requests should be made at the time of the reservation. We are not able to accommodate every request made, but do our best to assure that each client is satisfied.

SHUTTLE SERVICE

Bergen Community College Shuttle:

This shuttle service operates from the Bergen Community College campus in Paramus to the Bergen Community College campus located in Lyndhurst. It provides transportation to students, faculty and employees.



SERVICE

Every effort is made to accommodate everyone who needs the transportation service, however, the highest priority is given to medical appointments, adult day care, employment and grocery shopping.

It is important to make reservations as early as possible as appointments are based on availability. To insure service availability, please make your appointments between 10:30am – 2pm, and make reservations with us at least 7-10 days in advance. Service requests outside of these hours and on shorter notice can *sometimes* be accommodated however, be sure to ask if the dispatcher can take your trip request on a stand-by basis.

Requests for routine transportation, such as dialysis, physical therapy, or any other trip required on a weekly basis, should be faxed to us at 201-845-4683 by the facility providing the service. Shopping is provided to certain areas on a weekly or monthly schedule. Please ask the dispatcher for more information on the options available in your area.

Our office is closed and no service will be available on the following holidays: New Year's Day, Martin Luther King, Jr.'s Birthday, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day and the Friday after Thanksgiving, and Christmas Day. For the specific dates, please call 201-368-5955 and press 5.



SHARE THE COST IF YOU CAN

We are pleased to be able to offer this service free of charge to eligible Bergen County residents however, this service is expensive to provide. While the average cost to provide a round trip is about \$16, we ask only a suggested donation of \$1 to help defray the cost.



CANCELLATION/NO SHOW POLICY

When an appointment is scheduled, the date and time of the request is secured. As appointments are on an availability basis, if transportation is canceled it would prohibit another client from securing that date and time slot.

If you cancel three (3) scheduled appointments in one (1) month, transportation will be suspended for one (1) month.

If you have three (3) no show/at door cancellations in one (1) month, your transportation will be suspended for six (6) months.

During the duration of suspension, no transportation will be provided, including previously confirmed transportation for the affected suspension period.

INCLEMENT WEATHER

Due to our location, we do experience a number of winter storms each year, as well as an occasional hurricane or tropical storm. During these acts of nature, it is not always possible for us to provide a normal day of service.

If your trip is cancelled, or is scheduled during a closure of our office, you should contact us to reschedule it immediately so we can attempt to best accommodate you.

For the most up-to-date information on daily cancellations due to weather, you can visit our website at www.co.bergen.nj.us or call 201-368-5955 and listen for an automated message.

