



# BERGEN COUNTY

## COMMUNITY TRANSPORTATION

Proudly providing safe, reliable transportation  
for seniors, individuals with disabilities, and  
frail residents of Bergen County



All vehicles are ADA Compliant

Phone Number: (201) 368-5955

Fax: (201) 845-4683

Email: [CommunityTransportation@bergencountynj.gov](mailto:CommunityTransportation@bergencountynj.gov)

Bergen County Department of Public Works  
Division of Community Transportation  
178 Essex Street · Lodi, New Jersey 07644  
[www.bergencountynj.gov](http://www.bergencountynj.gov)



## A MESSAGE FROM OUR COUNTY EXECUTIVE



Dear Bergen County Residents,

In a county as large as Bergen, with a population of nearly one million in 70 municipalities across 233 square miles, it is essential to provide accessible and efficient means of transportation to all our residents. This value lies at the very foundation of our steadfast dedication to fostering a vibrant, interconnected, and thriving county.

My administration has an unwavering commitment to enhancing the quality of life for all by diligently addressing every transportation need that arises. In Bergen County, every voice is valued.

I encourage you to reach out to the Bergen County Division of Community Transportation for all your transportation and mobility needs. Our presence remains a constant pillar of support, dedicated to ensuring the needs of all our residents are met.

Please don't hesitate to connect with us. The County of Bergen is always here for you.

Sincerely,

James J. Tedesco, III  
Bergen County Executive

## SERVICE

Every effort is made to accommodate everyone who needs the transportation service, however, aside from subscription trips all rides are scheduled on a first come, first serve basis, depending on availability. We are wheelchair accessible.

It is important to make reservations as early as possible. To ensure availability, schedule appointments between 10am–2pm and book at least 3 business days in advance. Requests outside these hours or on shorter notice may be accommodated when possible.

Requests for routine transportation, such as dialysis, physical therapy, or any other trip required on a weekly basis, should be faxed to (201) 845-4683 or emailed to [communitytransportation@bergencountynj.gov](mailto:communitytransportation@bergencountynj.gov) 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, Juneteenth, 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.

## TRANSPORTATION SERVICES

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. 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 nutritious 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, disability support group programs, and 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.

## RIDE CONNECT PROGRAM

Bergen County has partnered with Community Transportation to create the Ride Connect Program. This program provides seniors with a simple, one stop shop method of scheduling transportation when calling Community Transportation. A Mobility Manager works with dispatchers to provide the most accessible, reliable and affordable transportation options. You must be a Bergen County resident, 60 and over.

## OTHER TRANSPORTATION OPTIONS

In addition to our services, a number of municipalities offer various types of transportation exclusively for their residents. The names and phone numbers of those municipalities have been provided for your convenience on page 9. 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. While we've provided general information about available services, details may change and should be confirmed directly with the individual municipalities.

### 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. To apply for services, call (973) 491-4224. 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's Reduced Fares

Senior citizens and disabled residents can ride on most of the state's buses for a reduced fare, which is half 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 (973) 275-5555 from 8:30AM - 5:00PM, Monday through Friday.

## OTHER TRANSPORTATION OPTIONS

### 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. The shuttle runs from 1:00PM - 9:00PM.

### EZ Ride

We are pleased to announce our partnership with EZ Ride, a Transportation Network Company that utilizes Uber and Lyft to expand our transportation options.

Whenever possible, our goal is to provide your ride using Community Transportation drivers and shuttles. If you schedule a ride through EZ Ride, it may be reassigned to one of our shuttles based on availability.

### Who is Eligible?

Senior Citizens aged 60 years and older and individuals with disabilities aged 18 years and older.

Reservations must be made at least 3 business days in advance of your appointment.

Call 201-368-5955 to schedule your ride.

Reservation hours: Monday through Friday during normal operating hours.

Please Note: This service is not door-to-door and it is not wheelchair accessible.

We look forward to providing you with reliable and flexible transportation options through this partnership.

## ROADSIDE ASSISTANCE FOR WHEELCHAIR ACCESSIBLE VEHICLES

When a County Resident's wheelchair-accessible automobile becomes immobilized due to accident or mechanical failure, the driver can contact the local police via 911 for assistance. If the officer determines that the vehicle is incapacitated beyond immediate repair on site, he or she will then call for a towing service and will contact the Bergen County Sheriff's Office for further assistance. The Bergen County Sheriff's Office will then contact 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 service is offered free of charge on an emergency basis only to any person traveling in or through Bergen County in a wheelchair-accessible vehicle. Please note: transportation is only available/provided within the County limits.

## ADDITIONAL INFORMATION

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. If information is needed in another language or in another format please contact us.



## 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 years or older, or spouse and caregiver of eligible individual, or ages 18-59 with a disability and living alone
- 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 greater 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 through Friday

### Frozen Meal Plan:

One week supply of meals delivered on a scheduled day weekly 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.

If you do not see your municipality listed, or require additional information, please contact the

Division of Senior Services at (201) 336-7420 or visit:

<https://bergencountynj.gov/division-of-senior-services/meals-on-wheels/>

## MEALS ON WHEELS

Bergen County Meals On Wheels Program  
One Bergen County Plaza, 2nd Floor  
Hackensack, New Jersey 07601  
(201) 336-7420  
Office Hours: 8:00 AM-4:00 PM  
[seniors@bergencountynj.gov](mailto:seniors@bergencountynj.gov)

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

## MUNICIPAL 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
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
Hasbrouck Heights Senior Bus:	(201) 693-8124
Hillsdale:	(201) 666-4800
Haworth:	(201) 385-3577
Leonia:	(201) 305-0758
Lyndhurst Town Vehicle:	(201) 804-2482
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
Oakland Town Vehicle:	(201) 405-7731
Oradell:	(201) 261-8100 ext. 8
Palisades Park Town Vehicle:	(201) 585-4114
Park Ridge:	(201) 573-1800
Paramus Town Bus:	(201) 265-2100 ext. 660
Ramsey Town Vehicle:	(201) 327-2697
Ridgefield Town Vehicle:	(201) 945-5319
River Edge Town Vehicle	(201) 599-6277
River Vale:	(201) 664-2341
Rutherford Town Vehicle	(201) 460-3000
Saddle Brook Town Vehicle:	(201) 845-4594
Teaneck Town Vehicle:	(201) 837-0171
Tenafly:	(201) 408-3625
Westwood Senior Van:	(201) 664-7100 ext. 170
Woodcliff Lake:	(201) 391-4977 ext. 200
Wood-Ridge Town Vehicle:	(201) 939-7507

## TERMINATION POLICY

Any client who is determined to be ineligible for services will be documented with an indication of cause. This determination will be a direct result of the specific guidelines and/or Division's policies and procedures. Clients exhibiting the following behaviors may be subject to termination:

- Using ethnic, racial, sexual, religious slurs, statements, gestures, or any act deemed offensive
- Using offensive language, name calling, touching, hitting, punching, pushing or any other abusive physical behavior

To ensure the safety of staff and clients, the guidelines below will be followed by DCT staff, verbally disruptive clients will be:

- Warned to curb inappropriate language
- Asked to leave the vehicle if inappropriate language is not discontinued
- Physically disruptive client will be escorted off

## COUNTY SEAT SHUTTLE

The County Seat shuttle is a free shuttle service in Hackensack connecting residents to County facilities, transportation hubs, Hackensack University Medical Center, and shopping within Hackensack.

## 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.bergencountynj.gov](http://www.bergencountynj.gov) or call (201) 368-5955 and listen for an automated message.

## RESIDENT EXPERIENCES

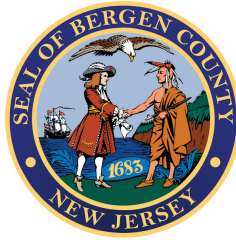
To provide any feedback, residents are welcome to contact (201) 368-5955, or submit in writing to: Bergen County Community Transportation, 178 Essex Street, Lodi, NJ 07644. If you are filing a Title VI complaint, you can locate the Title VI Complaint Form on our website or request a hard copy.

## NON-DISCRIMINATION POLICY (TITLE VI)

Bergen County Community Transportation operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to Bergen County Community Transportation.

For more information on Bergen County Community Transportation's obligations under Title VI write to: Bergen County Community Transportation, 178 Essex Street, Lodi, NJ 07644 or visit Bergen County's website. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and BCDSS and as an individual you also have the right to file your complaint to both Bergen County Community Transportation as well as the Federal Transit Administration. Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave, SE, Washington, DC 20590. If information is needed in another language, please contact Community Transportation (201) 368-5955.





James J. Tedesco, III  
Bergen County Executive

**BERGEN COUNTY  
BOARD OF COMMISSIONERS**

Mary J. Amoroso  
Chairwoman

Steven A. Tanelli  
Vice Chairman

Dr. Joan M. Voss  
Chair Pro Tempore

Rafael Marte  
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Tracy Silna Zur

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Division of Community Transportation  
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