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PUBLIC HEARING ON TRANSPORTATION FUNDING
FOR SENIOR CITIZENS AND PERSONS WITH DISABILITIES
HELD REMOTELY VIA MICROSOFT TEAMS
MONDAY, NOVEMBER 16, 2020
COMMENCING AT 10:08 A.M.

THERE BEING PRESENT:

ANTHONY R. SUAREZ, ACTING DIRECTOR
DIVISION OF COMMUNITY TRANSPORTATION

JOSEPH CINQUE, DEPUTY DIRECTOR
DIVISION OF COMMUNITY TRANSPORTATION

SUE FORZANI, OFFICE MANAGER
DIVISION OF COMMUNITY TRANSPORTATION

DONNA RIGGI, PAYROLL CLERK
DIVISION OF COMMUNITY TRANSPORTATION

JULIO VELASQUEZ, SENIOR ACCOUNTANT
DIVISION OF COMMUNITY TRANSPORTATION

ISABEL ROJAS, REGIONAL PROGRAM ADMINISTRATOR
NEW JERSEY TRANSIT

JOHN GOEZ, INFORMATION TECHNOLOGY COORDINATOR
DIVISION OF COMMUNITY TRANSPORTATION

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

KIM O. FURBACHER, C.C.R., R.M.R.
P.O. BOX 213
ROCHELLE PARK, NEW JERSEY 07662-0213
201-336-6200

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I N D E X

SPEAKER

PAGE

Anthony Suarez

3

Isabel Rojas

10, 21

Lorraine Joewono

12, 16, 18

Noreen Best

14

Joseph Cinque

19

1 MR. SUAREZ: Welcome, everybody. I
2 guess there's a couple of people who are joining us
3 but most know me, my name is Anthony Suarez. I'm the
4 Acting Director at Community Transportation - Bergen
5 County.

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

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

10 MR. SUAREZ: Thank you.

11 At this time I would like to begin the
12 meeting by welcoming everyone.

13 Also in attendance from the department
14 with me today is Joe Cinque, who's my Deputy
15 Director; Sue Forzani, who's the Office Manager;
16 Donna Riggi, who's our Payroll Clerk; John Goez, who
17 is the head of our IT Department; and Julio
18 Velasquez, who is our Accountant.

19 This meeting is our annual public
20 hearing, which is mandated by New Jersey Transit
21 which gives the department various funding sources.
22 This meeting in particular involves the New Jersey
23 Senior Citizens and Disabled Residents Transportation
24 Assistance Program, also known as SCDRTAP.

25 That money goes into a fund, and that

1 fund, 7.5 percent of it, goes to fund the paratransit
2 systems of the state, all 21 counties and some of the
3 funds go to nonprofits.

4 In addition, this year I am happy to
5 say we are receiving \$1,685,543, which is an increase
6 over the \$1,378,526 we received last year.

7 Julio, if I'm wrong with any of the
8 numbers or Isabel, you can correct me.

9 This meeting has been advertised in the
10 Star Ledger, The Record, and Herald News. We have
11 sent notices to all the clerks in all the
12 municipalities in Bergen County. We've also sent
13 notices to the facilities that we service, and we've
14 sent notices to our autistic programs.

15 With respect to the amount of trips we
16 did in 2019, that amount was 218,881 trips. We drove
17 965,735 miles. We transported 16,467 dialysis trips.
18 We handled 9,378 wheelchair trips. We transported
19 16,959 education trips. We also transported 36,489
20 nutrition trips. The nutrition trips are the trips
21 for the county nutrition centers. We also took
22 42,155 veterans to the VA Hospital.

23 Many of you may not know, but I took
24 over from Tom Murphy at the end of July last year,
25 and some of the initiatives that I had started with

1 the department involved the following matters:

2 (A) To equip all of our buses with new
3 live cameras for the safety of our drivers and our
4 passengers. We hired a company, after extensive
5 research, Rosco. Our vehicles have been fitted with
6 these cameras and we are able to view the buses from
7 our office in Lodi in realtime. We were also able to
8 view incidents that occurred on the buses and save
9 the clips for those matters' future review. Thus
10 far, the cameras have been very helpful.

11 (B) We have staff trained on a new
12 scheduling system. So after months of interviews and
13 research on the various vendors from the various
14 companies that provided the services, we selected
15 TripMaster. We commenced on-site training; however,
16 due to the coronavirus, our training and
17 implementation of the system has been temporarily
18 delayed.

19 (C) To purchase new vehicles for our
20 workforce, and we've been able to purchase a number
21 of newer vehicle to replace some of our older
22 vehicles.

23 (D) To open up several new routes to
24 service some of the areas that needed increased
25 transportation, specifically the Fort Lee/Cliffside

1 Park area and an area in the northern part of the
2 county.

3 (E) We increased the use of advertising
4 on our buses and to be able to increase our revenue
5 from the advertising, to advertise properly for the
6 census, and we also were able to advertise for the
7 vote-by-mail that occurred this year for Election
8 Day.

9 (F) To enter into a contract with EZ
10 Ride that will assist those who need services at
11 times that we are unable to provide coverage from
12 Lyft or Uber.

13 (G) To enter into a contract with
14 LogistiCare to expand our service area and
15 reimbursement for those who need our services.

16 (H) To utilize a professional grant
17 writer to assist in not only continuing to apply for
18 the monies we received in the past, but also obtain
19 leads from new grants to assist us in the
20 department's funding in the future.

21 Unfortunately in March, when the
22 coronavirus hit, we had to significantly change
23 direction, as the needs and direction of the
24 department for the health and safety of our employees
25 and customers changed.

1 The County Executive expressed the
2 importance of taking this seriously from the
3 beginning, even before other elected officials gave
4 the virus the serious attention it deserved. And as
5 a result, our staff was significantly reduced and so
6 were our services, and that continues to this day.
7 Certain classes of employees are not working at the
8 department due to the pandemic and our schedulers,
9 Jenny and Elina, have done a great job in juggling
10 who we have with what needs to be done. We have also
11 given a mandate to keep the office as spaced out as
12 possible and some of our employees are working
13 remotely. To ensure safety in our office, we have
14 mandates that are being followed, which includes
15 wearing masks in the building, social distancing,
16 Plexiglass to separate our dispatchers, constant
17 sanitization, following CDC guidelines per posters
18 which includes hand washing for 20 seconds.

19 Our drivers are also following CDC
20 guidelines and are supplied with face masks for
21 themselves and their passengers who don't have them
22 when they get on the bus. It's required. Buses are
23 sanitized on a regular basis and temperatures of all
24 passengers and employees are checked daily. Buses
25 are only permitted to carry one passenger for the

1 following trips: Dialysis, chemotherapy, and food
2 shopping.

3 We're in the process of installing
4 separators for our passengers to increase capacity,
5 and we have barriers installed for our drivers to
6 separate them from our passengers. Gowns and face
7 shields are also provided to our drivers. We have
8 strict capacity limits for our Hackensack shuttle.

9 Our Meals on Wheels program is very
10 active and has significantly increased during the
11 pandemic. Unfortunately, we also had to install
12 cameras and locking gates in order to protect the
13 county's assets on-site. Catalytic convertors were
14 stolen from a number of our buses and we had to have
15 them repaired. We did it in-house, but,
16 unfortunately, it brought to light the fact that we
17 really needed cameras at the site. For a period of
18 time, we had the sheriff watching the site overnight,
19 until we were able to get the cameras and the locking
20 gates installed.

21 I do want to commend the employees of
22 the department who have been working through the
23 pandemic, as we have not shut down for one day due to
24 the pandemic. Even though our services have been
25 limited, we are still running and assisting many

1 individuals who need our services.

2 Our daily activity is consumed with
3 health and safety issues for our employees and
4 following specific protocols related to their health
5 and safety and obtaining the proper PPE that is
6 needed for our department to operate.

7 At this time I would like to read you
8 some highlights in the budget.

9 Our proposed total operating budget is
10 \$7,603,851. Of that, \$1,685,543 comes from
11 New Jersey Transit and SCDRTAP. The county's
12 contribution is \$4,756,044. We also receive money
13 that runs the Hackensack shuttle in the amount of
14 \$135,000. We have 53 TNC money we're anticipating of
15 \$175,000. We have PEER of \$75,000. Veterans, which
16 is \$26,000. Title III, which is our Meals on Wheels,
17 which is \$435,584; advertising in the amount of
18 \$30,000; and miscellaneous is \$50,000.

19 With that being said, I would like to
20 thank New Jersey Transit for all that they do with
21 respect to funding for the department and especially
22 Isabel Rojas and Janelle Rivera, who have been my
23 main contacts at the department and have made things
24 run as smoothly as possible. They have also assisted
25 our department being able to obtain a number of

1 vehicles to be donated to the department, which has
2 saved the County of Bergen tens of thousands of
3 dollars.

4 I also want to thank the County
5 Executive for his trust in me to head the department,
6 especially under the present circumstances, and the
7 Board of Freeholders for their help and support,
8 along with my staff, Joe, Sue, Donna, and everyone
9 else at Bergen County Community Transportation that
10 helps the department run smoothly.

11 I came here with a background in local
12 government and law, and expected to do a number of
13 things to modernize the department. The pandemic
14 hit, and now I am just here trying to keep things
15 running while ensuring the safety of everyone in the
16 office, the drivers, and our customers.

17 At this time, I didn't see if the
18 County Executive is on the line, but I would open up
19 the meeting for public comment.

20 Isabel, do you want to go first for New
21 Jersey Transit?

22 MS. ROJAS: Sure, Anthony.

23 So I just want to thank you for all
24 that you do. I think it's been great working with
25 you and you have really taken on the role as

1 director. You've done a fantastic job, you and your
2 team, so I want to thank you for that.

3 I know that these are real trying times
4 now, and we're well aware of that at New Jersey
5 Transit. We do encourage the social distancing, the
6 mask wearing, so that hopefully we can keep the
7 drivers and the riders safe. We also encourage the
8 use of PPE.

9 Moving forward, our 5310 vehicles will
10 begin to be procured with the Plexiglass in them. So
11 that's something that we are really taking into
12 consideration, and we will begin doing that moving
13 forward. So all those vehicles will have that
14 protective barrier. Regarding the TNC application
15 that your team put in, we will soon be sending out
16 those counties that have been awarded that award, so
17 you can look for that as well. We continue to take
18 into account all the needs within the county and
19 around the State of New Jersey. So I look forward to
20 continuing to work with you, and I definitely
21 encourage also a coordination. Even though things
22 are limited, it's always good to reach out and keep
23 in contact with the other agencies in the county. So
24 I'm always here to offer any assistance, and let's
25 try to get through this winter and see how things

1 turn out. We're hoping for the best.

2 Thank you for all your hard work and
3 all the essential workers there at Bergen County.

4 MR. SUAREZ: Thank you, Isabel. You
5 certainly made it easy to transition, because I kind
6 of came in, I didn't have a lot of overlay with the
7 prior director. I had the people in the department
8 who were great, and you and Janelle.

9 Anyone else? The public comment period
10 is open, if would anyone like to speak.

11 I think, Lorraine, you want to say
12 something.

13 MS. JOEWONO: Yes.

14 We were having trouble getting on, and
15 Suryakant Shukla, who is the head of our advisory
16 council, had something to read. If he doesn't come
17 on in the next -- because I sent him a link that Joe
18 gave me, which was the better link to get on, Tess is
19 going to read it, if he doesn't come on in two
20 minutes. So I do have testimony.

21 MR. SUAREZ: So I got an email from --
22 maybe it's who you're talking about, saying that they
23 wanted to get on but couldn't but was going to
24 provide something in writing as written testimony.
25 Brian Fitzgibbon, is that who you're talking about

1 Lorraine?

2 MS. JOEWONO: No, Brian is the head of
3 HIP.

4 MR. SUAREZ: You're not referring to
5 HIP?

6 MS. JOEWONO: No.

7 But if we're on Teams, I don't think
8 outsiders can get onto Teams. I was told Teams is
9 only for people that -- but then Noreen is here, so
10 that doesn't make sense.

11 MS. BEST: I was able to get on Teams
12 through my calendar. If I use the website, if I type
13 that in, I couldn't get in, I got stuck in like a
14 Teams merry-go-round. I just told people to try
15 getting on from their calendar, that was the only way
16 I was able to do it.

17 I have Brian's testimony. It's from
18 the Adult Services Committee. I can read it, but I'm
19 not sure if I should wait a few minutes and see if
20 Brian can get in or would you prefer me to just read
21 it, Anthony?

22 MR. SUAREZ: I think he said he
23 couldn't get on, but he is sending the testimony for
24 HSAC Adult Services Committee. I guess you can read
25 it, that's what he basically indicated.

1 MS. BEST: Okay. Let me read it then.

2 Good morning. My name Noreen Best,
3 chair, selected last week, of the Human Services
4 Advisory Council's Adult Services Committee. The
5 Bergen County Human Service Adult Advisory Council is
6 a county-based planning, advisory, and coordinating
7 body dedicated to helping the community meet its
8 human service's needs.

9 The Adult Services Committee targets
10 the needs of adults age 60 and over and individuals
11 with disabilities who are 18 and older. The goal is
12 for these individuals to live at home as
13 independently as possible for as long as possible,
14 rather than in costlier long-term care facilities.

15 Remaining home as long and as
16 independently as possible implies the ability and
17 resources to travel to meet basic needs. Bergen
18 County's Division of Community Transportation program
19 provides this service to those who need it. The
20 current array of transportation services provided for
21 medical appointments, senior centers, sheltered
22 workshops, grocery shopping, and work are essential
23 for individuals to fully participate in the
24 community.

25 Community Transportation provides a

1 wonderful service to Bergen County's senior and
2 disabled communities, but Community Transportation
3 can't do it all. We need to embrace a broader array
4 of options and advocate for greater access to
5 multiple alternative transportation options to meet
6 the enormous need to provide mobility for our senior
7 and disabled populations.

8 New Jersey Transit's Access Link is a
9 great service for those with disabilities, as it
10 shadows bus routes. However, these routes are
11 restricted by the requirement that the service must
12 shadow NJ Transit's LOCAL bus routes and light rail.
13 Unfortunately, this limits its use to primarily the
14 southern part of Bergen County. We recommend that
15 Access Link expand their routes to include the
16 shadowing of New York bound bus routes and trains,
17 which will create more options for our residents.

18 We also encourage transportation
19 entities such as Uber, Lyft, and EZ Ride to further
20 expand the menu of available transportation options.

21 If we all work together, we can
22 successfully tackle the transportation challenges
23 that confront our seniors and disabled communities
24 every day in suburban Bergen County.

25 Thank you.

1 MR. SUAREZ: Thank you.

2 Yes, Lorraine.

3 MS. JOEWONO: So we just had two other
4 agencies call us. We sent them that link that I got
5 on. If you want me to read what Suryakant was going
6 to read, I'd be more than happy to.

7 MR. SUAREZ: Yes.

8 MS. JOEWONO: Okay.

9 "Good morning. My name is Suryakant
10 Shukla. I represent the Senior Advisory Council of
11 the Division of Senior Services. We would like to
12 express our support for Bergen County Community
13 Transportation's application for the 'Senior Citizens
14 and Disabled Residents Transportation Assistance
15 Program.'

16 "Affordable, accessible transportation
17 is an essential service for the county's 200,000 plus
18 seniors, and Community Transportation plays an
19 important part in a lives of those seniors who cannot
20 drive.

21 "As we examine the transportation needs
22 of seniors during the pandemic and beyond, perhaps we
23 can encourage an effort to think creatively about
24 widening the availability of transportation options.
25 We would welcome an opportunity to learn about

1 potential coordination with organizations like the
2 EZ Ride program, which uses ride share services like
3 Uber and Lyft.

4 "Seniors often say there is not enough
5 transportation. We try to help them to understand
6 that Community Transportation is only one part of the
7 transportation puzzle, and that they can look at all
8 their options, such as New Jersey Transit buses and
9 trains, senior buses in their own towns, and programs
10 like Access Link. We would welcome an opportunity to
11 collaborate on bringing together the different
12 entities to maximize our community's transportation
13 resources.

14 "We understand that during the
15 pandemic, transportation services have been limited
16 and are available for only the most critical needs.
17 We look forward to the time when services can be
18 resumed fully and safely for seniors so that they can
19 remain independent."

20 Thank you.

21 MR. SUAREZ: Thanks, Lorraine.

22 Is there anyone else who would like to
23 speak publicly?

24 (No response.)

25 MR. SUAREZ: Would anyone else from the

1 department like to say anything?

2 Just to make sure, Lorraine, did you
3 raise your hand again?

4 MS. JOEWONO: Yes. I'm sorry.

5 I just want to say that I know that you
6 have a Transportation Advisory Council and I know
7 that you invited me once to it and I got a lot of
8 input from that. I think that other organizations
9 maybe one time you could have it on a Zoom meeting or
10 whatever where other entities can reach out to you
11 and just know that you're there and that you do have
12 an advisory council or committee, and maybe they can
13 give some suggestions, if they don't jump on today.
14 I know there are other agencies and some of our
15 providers that deal with seniors and the disabled,
16 and we're all here, I just want to let you know, as
17 support to you whenever you need us to maybe in
18 Trenton write letters in support of some of your
19 programs or something you're looking to acquire. We
20 are here for your support, because making a stronger
21 Community Transportation only helps everyone. So I
22 just want to say that you have a great crew.

23 MR. SUAREZ: Thank you.

24 I got another message from Albert Dib,
25 who is the Director of Redevelopment for the City of

1 Hackensack. He just said that he wants the minutes
2 of this meeting.

3 Okay. Anyone else?

4 MS. JOEWONO: Okay. Tess has -- we
5 sent the link and now they're saying they need a
6 password to get in. Is there a password?

7 MR. CINQUE: No. I had that same
8 problem. Tell them to go to the top one and hit that
9 and try again.

10 MS. JOEWONO: Go to the top one, hit
11 that and try again.

12 MR. CINQUE: I had the same thing. It
13 took me a couple of tries and then it went in. I
14 don't know why. I guess it's not 100 percent, this
15 system.

16 I do want to say, though, and I don't
17 know if anybody mentioned this about the shopping and
18 stuff. We have added more people to be able to be on
19 the bus, because we've gotten the, I say "spit
20 screens" but they're actually sneeze screens,
21 whatever. So we have added more people with the
22 shopping and so we've expanded that a little. I
23 don't know if Anthony mentioned that, but we have.
24 So we're trying to open that up a little bit more. I
25 don't know how it's going to be with everything

1 that's going on, but we have done that at least, and
2 we're trying to get more protections in.

3 MS. JOEWONO: So you are also doing
4 doctors' appointments for seniors?

5 MR. CINQUE: No.

6 MR. SUAREZ: We haven't done that yet.
7 We're waiting until we are able to actually get the
8 separators for the passengers on the bus so we can
9 increase capacity.

10 MS. JOEWONO: Okay.

11 MR. SUAREZ: But we've had some issues
12 with the company on that. Joe has been trying to get
13 them to do it in a quick manner here, but we've been
14 waiting, right, Joe? I assume there are some issues
15 fitting those.

16 MR. CINQUE: Keep in mind that they
17 have started to fabricate this stuff, but as we get
18 it, we find that we have to --

19 MS. JOEWONO: I totally understand. I
20 do.

21 MR. CINQUE: Everything has to be
22 re-fabricated, once it gets here. Yes, they design
23 it for certain buses, and we tried to limit the
24 problem so that we could put them right in, but
25 unfortunately my guys have had to work very hard, and

1 they've done a great job, I've got to say Aris and
2 Bill have been working outstandingly to modify some
3 of these to get them in and it's been a challenge.
4 So we're trying, it's not the company's fault, it's
5 just that there are so many different buses out there
6 and so many different types of seats that it's been a
7 lot of fabrication to gerryrig these things in and
8 make sure they're safe.

9 MS. JOEWONO: Thank you.

10 MS. ROJAS: Joe, the sneeze guards,
11 does that go like in front of the passengers, like
12 that, with the seats?

13 MR. CINQUE: Yes. There are two.
14 There are a couple of them. We've had problems with
15 there are folding seats, so the folding seats they
16 sent us a bunch of spit guards, I should say sneeze
17 guards, that actually turn so that you can put them
18 into the seat and then fold down the seat. Those,
19 all the holes, even though they had them for the
20 buses, were misaligned by maybe a quarter of an inch,
21 so we had to send them back and they're going to try
22 and re-fabricate. It was too hard for my guys to
23 drill out like 100 of those to try to make them fit
24 and we didn't want to compromise the integrity of it,
25 so we had to send them back.

1 They say they have it pretty much fixed
2 and they're going to ship us new ones and hopefully
3 they'll go in pretty quickly. So there's been a
4 challenge, there's so many seats on these buses, so
5 many different types of headrests, because that's
6 what they attach to, and the holes are so -- it's
7 been a challenge trying to get them. There are some
8 that went in perfectly, some we had to gerryrig in,
9 but the ones that we received we had problems with.

10 MS. ROJAS: Is that on all the
11 vehicles?

12 MR. CINQUE: Not on all the vehicles,
13 but we have so many different types of vehicles, in
14 other words, and believe it or not, each one has
15 their own little different type of seat or the type
16 is not standardized.

17 MS. ROJAS: Okay. I just was curious.
18 Just keep me posted if any of the transit vehicles
19 get that installed.

20 MR. CINQUE: One thing we could use, if
21 New Jersey Transit has, we do have a problem with our
22 12 passenger nutrition vans. I've got canvas for the
23 minivans that separate the driver, it's like a boat
24 canvas like you would have on a top of a boat and
25 they're really nice, but nobody seems to be making

1 them for the 24 passenger nutrition vans. If anybody
2 knows of anything like that, would they let me know,
3 I would definitely make a call to try and get those
4 for the nutrition vans. At some point we're going to
5 start using them again, and I like the separation in
6 between the driver and the passengers. I'm working
7 on this. They're sending me a prototype right now
8 for those vans for the spit guards or sneeze guards
9 between the seats. Hopefully we'll get those in, but
10 I would like something between the passengers and the
11 drivers as well.

12 MS. ROJAS: Okay.

13 MR. CINQUE: If you know, if anybody
14 knows, sometimes you do have better sources than we
15 do. I've been looking around and I've been calling
16 around, but I haven't found anybody. I know New
17 Jersey Transit is a little bigger, so if you know
18 somebody, if you come across it, it would be a big
19 help.

20 MS. ROJAS: Yes, definitely will, Joe.
21 Thank you.

22 MR. SUAREZ: Any other questions,
23 comments?

24 (No response.)

25 MR. SUAREZ: Okay. All right. So if

1 there's no other questions, then I'm going to close
2 the proceedings and thank you all for attending the
3 meeting. Hopefully next year we'll be able to do
4 this in the Freeholder conference room, like has been
5 done in the past, at One Bergen County Plaza.

6 So thank you, everybody. Thanks for
7 having set this up, John Goetz. And stay well and be
8 safe, everybody.

9 (Whereupon, the Public Hearing is
10 adjourned at 10:36 a.m.)

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

I, KIM O. FURBACHER, License No. XIO1042, a Certified Court Reporter, Registered Merit 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, RMR
License #XIO1042, and Notary Public
of New Jersey

My Commission Expires:
7/11/2024

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