

**BOROUGH OF NEW MILFORD**  
**GUIDELINES FOR USE OF SENIOR TRANSPORTATION**

1. The Senior Van service is available to all New Milford Senior and Disabled Citizens requesting transportation to their medical appointments, Monday, Tuesday, Wednesday, and Friday. Thursday is reserved for food shopping at New Milford Shop Rite. No other appointments will be accepted on Thursdays. The hours of service are from 8:00 A.M. to 3:00 P.M., accommodating the earliest appointment at 9:00 A.M. and the last appointment at 1:00 P.M.
2. To schedule an appointment, call 201-967-5044 Ext 7874 at least 3 business days prior to your appointment. If your call is not answered, please leave a detailed message stating your name, phone number, the day, time and place of your appointment. Your call will be returned by the next business day during regular Senior Transportation office hours (8:00 AM to 12:00 PM).
3. The transportation service is for the use of all Senior and Disabled residents. Drivers transport residents to medical appointments within Bergen County. Residents must be able to get into and out of the van on their own or with the assistance of an aide. Residents confined to wheelchairs must bring an aide with them for assistance. In order to schedule our drivers efficiently, residents may need to be transported earlier than their appointment time and should be prepared for pickup one hour before the appointment. Return trips may also result in a wait time of up to one hour. Every effort will be made to keep wait times minimal.
4. Please be advised that drivers are not allowed to accept tips (cash or gift) by law. Address any complaints or problems to the attention of the Borough Administrator, do not direct complaints to drivers. All appointments must be made through the Senior Transportation office and are not at the discretion of the driver.
5. If the New Milford Senior Transportation Service is not available to accommodate your needs, transportation may be available through Bergen County Community Transportation. Call 201-368-5955 for additional information.
6. Senior Van Drivers are to be treated with courtesy and respect at all times.
7. Any behavior by a member of the public which negatively affects the safety of the New Milford Senior Transportation Drivers or passengers may result in immediate exclusion. Examples of this behavior are assault and battery, sexual, physical, and verbal abuse and harassment, incontinence/inability to toilet themselves, disorientation, property damage, inappropriate interaction with another or the driver. Examples of inappropriate behavior include foul language, racist comments, comments related to ethnicity, bullying or abusive language, political comments, inability to stay awake, poor hygiene. Failure to abide by current Covid-19 rules, such as wearing masks, or socially distancing as directed is also behavior that can lead to immediate exclusion.