

Atlantic County 2015 Human Service Transportation Plan Update



Prepared for



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Atlantic County 2015 Human Service Transportation Plan Update

Final Report

Prepared for:

South Jersey Transportation Planning Organization
782 South Brewster Road, Unit B6
Vineland, NJ 08361
(856) 794-1941

Prepared by:

LSC Transportation Consultants, Inc.
516 North Tejon Street
Colorado Springs, CO 80903
(719) 633-2868

In association with:

AECOM
605 3rd Avenue, 30th Floor
New York, NY 10158
(212) 973-2900

LSC #144450

June 19, 2015

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Introduction

The South Jersey Transportation Planning Organization (SJTPO) contracted with LSC Transportation Consultants, Inc. (LSC) to update the SJTPO Regional Coordinated Human Service Transportation Plan (RCHSTP) for Atlantic County to better meet the transportation needs of the county.



SJTPO is the designated Metropolitan Planning Organization (MPO) for the counties of Atlantic, Cape May, Cumberland, and Salem and has oversight for all federally funded surface transportation planning activities in the region. In this region, there is a segment of population—including senior citizens, persons of low income, and the disabled—that is in need of some form of transportation for work, medical, shopping, and other trips. There are various public and private agencies in each of these counties that provide transportation service and cater to this transportation-dependent population.

A number of state and federal funding programs—such as Job Access Reverse Commute (JARC), New Freedom, and FTA 5310—were provided to the transportation agencies for their service. Despite funding help from the government, there are many challenges faced by the region. SJTPO completed Human Service Transportation Plans for Atlantic County in 2007 and 2010. This effort will update those plans. Regular updates are important as transportation needs and funding programs change. Some Federal Transit Administration programs that were in place when the previous plans were completed no longer exist. Planning service to meet the transportation needs of the county must incorporate current funding programs.

The relationship between transportation providers, local agencies, and human service agencies needs to be encouraged to support a seamless transportation system that provides access to jobs, medical services, and other services that will benefit the transportation disadvantaged and the community as a whole. A Regional Coordinated Human Service Transportation Plan will help the SJTPO

area residents to take full advantage of a streamlined transportation system which will be both cost-effective and efficient. Many times this involves educating local residents about the services that are available, forming a coalition of providers and stakeholders, and communication among local providers and human service agencies.

This project will identify the transportation providers in Atlantic County and regional providers in the area, service area profile of Atlantic County, identification of transportation needs and demand, gaps and duplications, strategies to satisfy gaps in service, obtain community input from the stakeholders, identify proposed services, and develop a coordinated transportation plan that will efficiently and effectively meet local transportation needs.

REPORT CONTENTS

Chapter II presents an overview of existing transportation services that operate in Atlantic County.

Chapter III presents a summary of community input obtained through surveys distributed online and through paper format. This chapter also includes a summary of input received from the stakeholder group in Atlantic County.

Chapter IV presents coordination models and strategies that may be explored as part of this Human Service Transportation Plan to address the transportation needs facing the Atlantic County study area.

Chapter V presents a service area profile of Atlantic County that includes existing demographic information, socioeconomic conditions, major transit trip generators, and trip destinations.

Chapter VI presents current and future demand in Atlantic County based on several models of estimation. The product of this chapter is a clear picture of transit demand based on quantitative models. These models were adjusted to reflect actual conditions observed in the Atlantic County area. This chapter also includes qualitative needs that were identified during the stakeholder meeting.

Chapter VII presents a brief analysis of the service gaps and duplications within Atlantic County.

Chapter VIII presents strategies to address gaps and duplications in service within the Atlantic County study area.

Chapter IX presents an implementation plan which includes the various proposed transit services to address unmet transportation needs, coordination strategies, and funding alternatives for implementing coordinated transportation services in the Atlantic County area and in the four-county SJTPO area.

PROJECT KICK-OFF MEETING

An initial kick-off meeting was held on August 12, 2014. LSC, AECOM, SJTPO, and the lead representatives from each county met to discuss the project goals, priorities, and a timeline for completion of the final study. The Advisory Committee discussed existing transit issues, the project goals and priorities, existing data resources, deliverables, and meeting dates. The project team also identified the local stakeholders who would be critical in completing the transit study for each county.



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Existing Transportation Services

This chapter provides an overview of existing public transportation services in Atlantic County. There are currently three types of public transportation services offered in the county: fixed-route, demand-responsive (paratransit), and passenger rail. The primary fixed-route operator in Atlantic County is NJ Transit which serves the county's primary population centers seven days a week and provides regional service and long distance service to Philadelphia. A second fixed-route operator is the South Jersey Transportation Authority (SJTA), which operates two routes in Atlantic County, the English Creek, and Egg Harbor shuttles. The third fixed-route operator is the Atlantic City Jitney Association (ACJA) which operates six shuttle lines in Atlantic City 24 hours a day. ACJA provides frequent connections between the various tourist locations in the city, as well as a route between downtown Atlantic City and the Atlantic City Airport.

The primary demand-responsive service operators in Atlantic County include the Atlantic County Transportation Unit (ACTU), the NJ Transit Access Link program, LogistiCare—the state Medicaid broker, and various public and private, nonprofit organizations and private transportation companies.

Commuter rail service is provided by NJ Transit on the Atlantic City Rail Line, operating daily service between Atlantic City and Philadelphia.

The regional Transportation Management Agency (TMA) for Atlantic County is Cross County Connection (CCCTMA). CCCTMA is a nonprofit organization that provides transportation-related information, transit planning, marketing and implementation, ridesharing, and bicycle/pedestrian planning for the communities and transit service providers in the region.

Assembling a comprehensive inventory of all services allowed for the development of transit improvement recommendations that utilize existing resources in a more coordinated way and permit the formulation of proposals

for the future. The following sections provide a detailed description of each service within each of the service types mentioned above.

INVENTORY OF EXISTING TRANSPORTATION RESOURCES

To gather information about the various service providers in Atlantic County, a SJTPO Transportation Provider Questionnaire was sent to each organization in Atlantic County believed to be providing some type of public transportation service. The questionnaire was sent to 30 organizations (not all of which provide transportation services); of this number, fourteen organizations completed and returned the survey or otherwise provided information, including:

- ARC of Atlantic County
- Atlantic City Senior Citizens Program
- Atlantic County Transportation Unit
- Bacharach Institute for Rehabilitation
- CARING, Inc. and CARING House Projects, Inc.
- City of Brigantine
- City of Pleasantville
- Cross County Connection TMA
- Easter Seals of New Jersey
- Margate Senior Citizens Shuttle
- NJ Transit
- Senior Care of Galloway
- South Jersey Transportation Authority
- Town of Hamilton

The service providers were asked to describe their service, clientele, service coverage, vehicle inventory, staffing, and operating and financial statistics. A list of the Atlantic County organizations that were mailed a survey and a copy of the questionnaire itself are provided in Appendix A and Appendix B.

While not all organizations contacted in Atlantic County responded, the survey respondents include the major providers in the county.

Because of the less-than-complete response rate and the fact that not all data items in the survey were completed, additional resources were utilized to

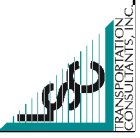
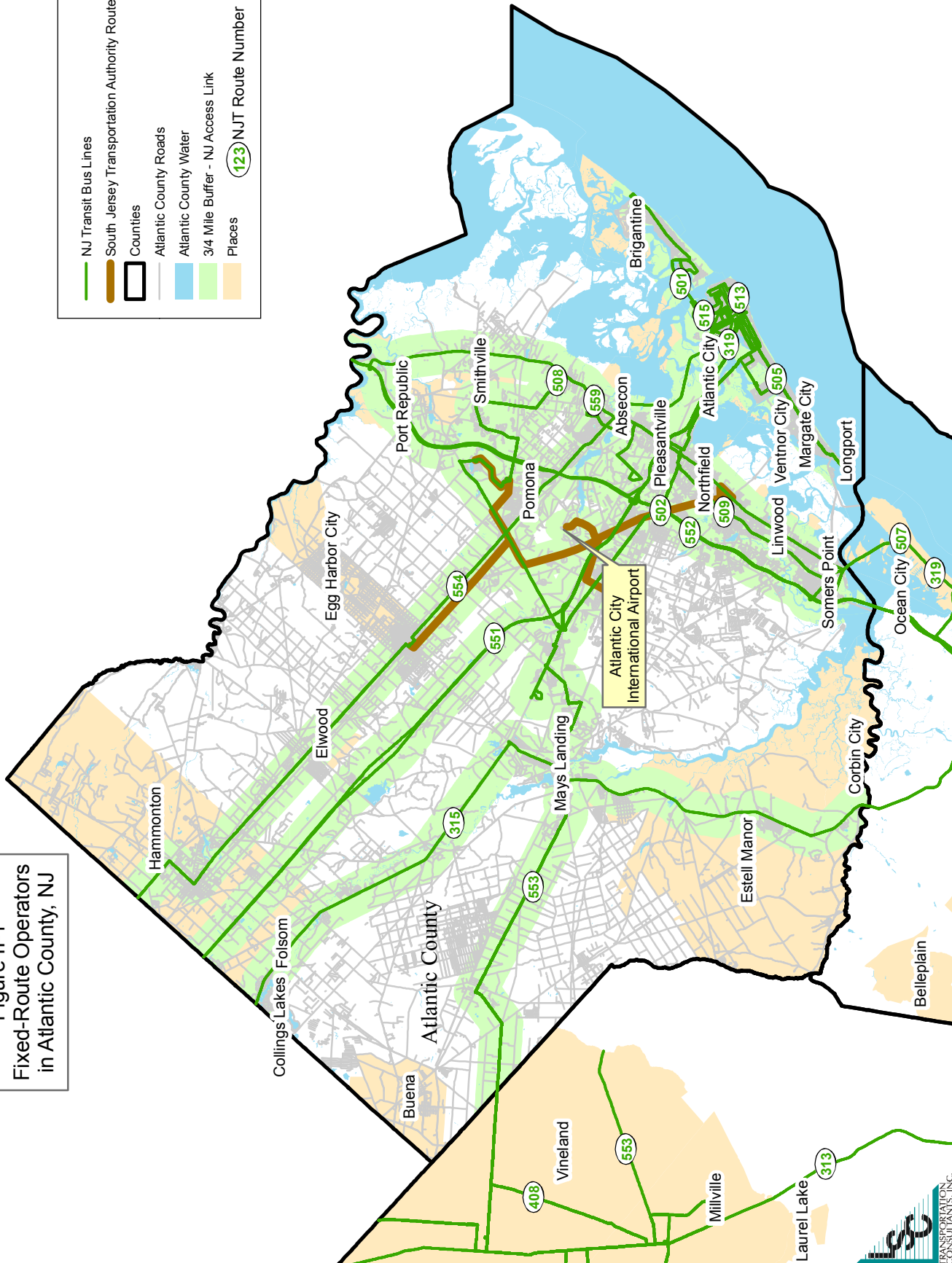
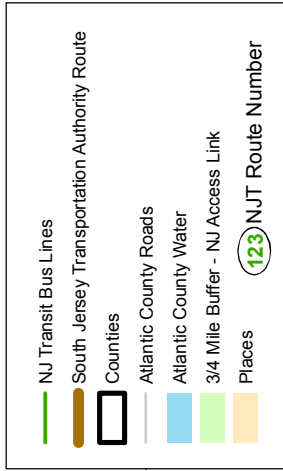
inventory the existing demand-responsive providers in Atlantic County. These resources included existing plans and studies, agency websites and conversations with agency staff members, input from the SJTPO, and the consultant team's knowledge of the area.

It is likely some organizations that were sent a survey do not actually operate or administer transportation services and did not find it necessary to complete a survey. In addition, changes in the State with regard to Medicaid transportation have likely resulted in various organizations no longer operating or administering transportation service in Atlantic County. LogistiCare has been currently designated the statewide broker for all Medicaid transportation.

FIXED-ROUTE SERVICE DESCRIPTION

This section describes all of the fixed-route public transportation services operated in Atlantic County. Fixed-route bus operations are considered to be public transportation services operating along a fixed alignment and an established schedule. Passengers can board and alight fixed-route bus services at any bus stop along the established route. All of the services meeting this description in Atlantic County are operated by NJ Transit, the South Jersey Transportation Authority (SJTA), and the Atlantic City Jitney Association (ACJA). Figure II-1 illustrates NJ Transit and SJTA fixed-routes that serve Atlantic County.

Figure II-1
Fixed-Route Operators
in Atlantic County, NJ



NJ Transit

NJ Transit operates 14 bus routes in Atlantic County. These routes consist of seven local routes within Atlantic County that connect various population centers in the county with Atlantic City – 501, 502, 504, 505, 507, 508, and 509; five long distance routes originating in Atlantic City and providing service to points elsewhere in Southern New Jersey – 551, 552, 553, 554, and 559; and two long distance routes that operate from Atlantic City to Philadelphia and New York City – 315 and 319. All NJ Transit bus routes in Atlantic County operate seven days a week. All of the routes operate during the evening with various routes offering 24 hour service both during the week and on weekends. Certain routes, including Routes 502, 505, and 553, offer service every 40 minutes or less throughout the service day. Other NJ Transit bus routes in Atlantic County offer service typically every 60 minutes throughout the service day. Bus routes 315 and 319 offer service at much lower frequencies that range from 90 minutes in the peak period to a total of three round trips per day.

South Jersey Transportation Authority (SJTA)

The SJTA operates the Egg Harbor Shuttle in Galloway Township between the Egg Harbor City Rail Station, Richard Stockton College, the FAA Technical Center, and the Atlantic City International Airport. The shuttle route operates three one-way trips each weekday morning between approximately 7:15 a.m. and 10:50 a.m. and five one-way trips each weekday afternoon/evening between 3:15 p.m. and 10:45 p.m.

SJTA also operates the English Creek Avenue to Tilton Road community shuttle, a deviated fixed-route service in Egg Harbor Township and the City of Northfield. The English Creek Shuttle connects with NJ Transit Routes 502, 507, and 509 and offers free transfers between systems. The one-way fare is \$1.00. The service is operated all-day (13-14 hours), 7 days per week. Service frequency is approximately 45 minutes.

While not operating in Atlantic County, SJTA also operates a shuttle to the Pureland Industrial Park in Logan Township from the Walter Rand Transportation Center through Westville and Woodbury (Camden and Gloucester Counties). The shuttle leaves Camden at 6:45 a.m., 2:30 p.m., and 10:30 p.m. The service is

fare free. The shuttle connects with other transportation services at the Rand Transportation Center.

Atlantic City Jitney Association (ACJA)

The ACJA operates six fixed-route shuttle buses in Atlantic City that provide frequent connections between the various tourist locations in the city. The jitneys operate every 8 to 15 minutes 365 days a year. The routes operate 24 hours a day. The ACJA is comprised of 190 individually owned and operated vehicles. The ACJA also operates an airport route that is available for all incoming flights and serves the casinos, Convention Center, and rail/bus terminals.

Table II-1 lists the fixed-route services operated in Atlantic County; Table II-2 and Table II-3 provide the span of service and the frequency at which these services operate respectively.

The fixed-route transit network in Atlantic County is fairly extensive in the southeastern portion of the county, which encompasses the shoreline and bay area communities, as well as the mainland municipalities situated along the Atlantic City Expressway and Garden State Parkway. This is the primary population center in Atlantic County and the area that exhibits the greatest need for public transportation service. However, NJ Transit has a more challenging service environment in serving the lower density residential and commercial development that characterizes the rapidly growing townships located in the central portion of Atlantic County, as well as the western and outlying areas of the county that are still largely rural in character. In these areas of Atlantic County, NJ Transit fixed-route bus service is more limited and oriented along major highway routes—US 40, US 322, US 30—and focused on serving population concentrations. As a result, transit dependent residents living in the rural and less developed areas of Atlantic County have limited mobility options, particularly those individuals who don't qualify for agency assisted transportation service.

**Table II-1
Fixed-Route Services**

Route	From	To	Atlantic County Communities Served
New Jersey Transit (NJ Transit)			
315	Philadelphia	Cape May	Philadelphia, Camden, Turnersville, Mays Landing, Sea Isle City, Avalon, Stone Harbor, Cape May Court House, North Wildwood, Wildwood, Cape May
319	New York City	Atlantic City	Jersey City, Newark, Toms River, Atlantic City
501	Atlantic City	Brigantine Beach	Atlantic City, Brigantine
502	Atlantic City	Atlantic Cape Community College	Atlantic City, Cardiff, Egg Harbor Twp., Hamilton, Pleasantville
504	Atlantic City	Ventnor Plaza	Atlantic City, Chelsea Heights, Ventnor
505	Atlantic City	Longport	Atlantic City, Longport, Margate, Ventnor
507	Atlantic City	Ocean City	Atlantic City, Chelsea Heights, Egg Harbor Twp., Linwood, Northfield, Pleasantville, Somers Point (Seasonal)
508	Atlantic City	Hamilton Mall	Absecon, Atlantic City, Chelsea Heights, Egg Harbor Twp., Galloway Twp., Hamilton Twp., Pleasantville
509	Atlantic City	Somers Point	Atlantic City, Chelsea Heights, Linwood, Northfield, Pleasantville, Somers Point (Seasonal)
551	Atlantic City	Philadelphia	Philadelphia, Camden, Sicklerville, Hammonton, Atlantic County
552	Atlantic City	Cape May	Cape May, Wildwood, Atlantic City
553	Atlantic City	Upper Deerfield	Atlantic City, Pleasantville, Hamilton, Buena Vista, Vineland, Millville, Bridgeton, Upper Deerfield
554	Atlantic City	Lindenwold	Atlantic City, Pleasantville, Absecon, Galloway, Egg Harbor, Mullica, Hammonton, Atco, Berlin, Lindenwold
559	Atlantic City	Lakewood	Atlantic City, Pleasantville, Galloway, Smithville, New Gretna, Little Egg Harbor, Tuckerton, West Creek, Manahawkin, Barnegat, Waretown, Forked River, Lanoka Harbor, Bayville, Beachwood, Toms River, Lakewood
South Jersey Transportation Authority (SJTA)			
English Creek Shuttle	English Creek Avenue	Tilton Road	Egg Harbor, Northfield
Egg Harbor Shuttle	Egg Harbor Rail Station	AC Intl Airport	Richard Stockton College of New Jersey (Galloway Twp.), FAA Tech Center
Atlantic City Jitney Association (ACJA)			
1-6	Downtown Tourist Destinations	Downtown Tourist Destinations	Atlantic City
Airport	Downtown Tourist Destinations	AC Intl Airport	Atlantic City

Source: LSC, 2015.

Table II-2 Fixed-Route Span of Service			
New Jersey Transit (NJ Transit)			
315	6:25 a.m. to 8:46 p.m.	6:25 a.m. to 8:46 p.m.	6:25 a.m. to 8:46 p.m.
319	7:30 a.m. to 2:05 a.m.	7:00 a.m. to 2:05 a.m.	7:00 a.m. to 2:05 a.m.
501	24 Hours	24 Hours	24 Hours
502	5:05 a.m. to 11:45 p.m.	7:45 a.m. to 11:40 p.m.	8:15 a.m. to 8:49 p.m.
504	6:29 a.m. to 12:00 a.m.	6:29 a.m. to 12:00 a.m.	7:57 a.m. to 8:00 p.m.
505	24 Hours	24 Hours	24 Hours
507	24 Hours	24 Hours	24 Hours
508	5:22 a.m. to 2:12 a.m.	5:40 a.m. to 2:04 a.m.	5:40 a.m. to 2:04 a.m.
509	6:00 a.m. to 12:49 a.m.	6:00 a.m. to 12:49 a.m.	6:00 a.m. to 12:49 a.m.
551	24 Hours	24 Hours	24 Hours
552	24 Hours	24 Hours	24 Hours
553	24 Hours	24 Hours	24 Hours
554	24 Hours	24 Hours	24 Hours
559	24 Hours	24 Hours	24 Hours
South Jersey Transportation Authority (SJTA)			
English Creek Shuttle	7:09 a.m. to 9:14 p.m.	7:49 a.m. to 9:14 p.m.	8:00 a.m. to 8:56 p.m.
Egg Harbor Shuttle	7:13 a.m. to 10:50 a.m.; 3:12 p.m. to 10:45 p.m.	No Service	No Service
Atlantic City Jitney Association (ACJA)			
1-6	24 Hours	24 Hours	24 Hours
Airport	24 Hours	24 Hours	24 Hours

Source: LSC, 2015.

Table II-3 Fixed-Route Frequency of Service and Ridership												
Route	Weekday			Saturday		Sunday		Monthly Weekday Median*	Monthly Saturday Median*	Monthly Sunday Median*	Ridership	
	Peak	Middy	Evening	Day	Evening	Day	Evening				Monthly Weekday Median*	Monthly Saturday Median*
New Jersey Transit (NJ Transit)												
2 Round Trips Daily												
315	60	120	60	60	120	60	60	120	120	90	89	
319	60	60	30	60	60	60	60	60	799	1,014	838	
501	30	60	30	60	60	60	60	60	863	881	678	
502	25	20	30	20	30	30	30	30	2,721	2,262	1,432	
504	50	50	50	50	50	90	90	90	573	519	211	
505	12	15	25	15	20	15	15	25	4,642	3,691	3,007	
507	20	60	60	20	60	20	20	60	2,208	2,066	1,850	
508	60	60	60	60	60	60	60	60	1,845	1,505	1,371	
509	60	60	60	60	60	60	60	60	1,348	1,066	894	
551	30	30	30	30	30	30	30	30	2,060	1,810	1,463	
552	60	60	60	60	60	60	60	60	1,773	1,578	1,385	
553	30	60	30	30	60	30	30	60	3,236	3,139	2,807	
554	30	60	60	30	60	30	30	60	2,312	2,167	1,921	
559	60	60	60	60	60	60	60	60	2,370	2,171	1,907	
South Jersey Transportation Authority (SJTA)												
English Creek Shuttle	45	45	45	45	45	45	45	45				
Egg Harbor Shuttle	3 Trips	No Service	5 Trips	--	--	--	--	--				
Atlantic City Jitney Association (ACJA)												
1-6	8-15 Minutes											
Airport	as needed to meet flights											

Source: LSC, 2015.

*2013 monthly weekday/Saturday/Sunday median from NJ Transit

PASSENGER RAIL SERVICES

NJ Transit operates passenger rail service in Atlantic County that connects Atlantic City to Philadelphia. The rail service is described below and summarized in Table II-4.

Atlantic City Rail Line

NJ Transit operates daily commuter rail service between Atlantic City and Philadelphia. In Atlantic County, the train stops in Absecon, Egg Harbor City, and Hammonton. On weekdays, the train operates from 4:33 a.m. to 2:21 a.m. at a frequency of every 60 minutes during the peak period and approximately every 120 minutes during off peak hours. On Saturday and Sunday, the train operates from 5:38 a.m. to 3:26 a.m. (Saturday only, Sunday service ends at 2:21 a.m.), with daytime service every 60 minutes and evening service every two hours. Trains are met by shuttle buses on different routes depending on the arrival/departure time. Ridership in calendar year 2013 on the Atlantic City Rail Line was 965,800 passenger trips.

Table II-4 NJT Passenger Rail Service						
Atlantic City Rail Line	Atlantic City	Philadelphia	Monday – Friday	4:33 a.m. to 2:21 a.m.	Peak 60 Minutes Off Peak 120 Minutes	Atlantic City, Absecon, Egg Harbor Twp., Hammonton
			Saturday	5:38 a.m. to 3:26 a.m.	Daytime 60 Minutes Evening 120 Minutes	
			Sunday	5:38 a.m. to 2:21 a.m.	Daytime 60 Minutes Evening 120 Minutes	
Source: LSC, 2015.						

DEMAND-RESPONSIVE PARATRANSIT SERVICE DESCRIPTION

Demand-responsive refers to services in which the actual routing and schedule of the vehicles is, to a varying degree, determined by passenger reservations and requests. This includes both flexible fixed-route services and purely demand-responsive services. Flexible fixed-routes do have a set alignment with scheduled time points; however, the vehicle will deviate from that alignment within certain parameters to accommodate a passenger request. Passengers can either board at bus stops along the established route alignment without a reservation or at a requested alternative site by prearrangement. In a purely demand-responsive service, routing between origins and destinations is not set and, in most cases, there are no scheduled stops. Various local and state agencies, public and private, nonprofit organizations, and private transportation companies offer demand-responsive services in Atlantic County and throughout the region.

Based on the survey findings and other information sources utilized to prepare this report, it appears that there are 22 providers operating some type of demand-responsive transportation in Atlantic County. These services are generally limited to agency clients or target populations unable to access agency programs or specific services without the assistance of public transportation. In some cases these providers accommodate individuals living in areas without access to public transportation, while in other instances, the providers transport individuals unable to use any public transportation services under any conditions.

A summary of each provider is presented below and documented in Table II-5. Please note that providers that did not return updated information were not included in Table II-5, but information on each of these services can be found in the text below. It should be noted that several agencies provide service in more than a single county in the SJTPO region. As a result, no attempt was made to segregate providers by an individual county.

Following the list of demand-responsive services are private transportation companies that serve Atlantic County, which are generally small businesses operating taxicab, ambulance, and general transportation services; these

companies complement the demand-responsive network in Atlantic County by offering service to the general public, transporting agency clients on a contractual basis, and in some instances, transporting Medicaid eligible clients.

**Table II-5
Demand-Response Service Summary**

Organization	Type of Organization	Demand Response Service Span	Type of Operation	Trip Purposes Served	Budget*	Ridership*
NJT Access Link	Statewide Public Transit	Same as NJT fixed routes	Direct Operation	Any trip purpose		600
Medicaid Transportation	LogistiCare: Statewide Broker	Monday through Saturday, 4:00 a.m. to 11:00 p.m.	Broker	Health/medical		
ARC of Atlantic County	Private Nonprofit Human Service Organization		Direct Operation	Day program, recreational, social service		
Atlantic City Senior Citizens Programs	Municipal Government	Weekdays, 8:00 a.m. to 4:30 p.m.	Direct Operation	Health/medical, social, recreational, education/training, shopping/personal needs, social services	\$366,692	18,824
Atlantic County Transportation	County Government	Weekdays, 3:30 a.m. to 6:30 p.m.; Saturdays, 3:30 a.m. to 4:00 p.m.	Direct Operation	Health/medical, nutrition, social, recreational, education/training, employment, shopping/personal needs, social services	\$3,657,873	115,553
Bacharach Rehabilitation Hospital	Private Nonprofit Hospital	Weekdays 7:30 a.m. to 5:00 p.m.	Direct Operation	Medical transportation to Bacharach facilities	\$403,696	17,306
CARING, Inc.	Private Nonprofit Human Service Organization	Weekdays, 8:00 a.m. to 4:00 p.m.	Direct Operation	Health/medical, recreational, shopping/personal needs, social services	\$526,620	70,720
CARING House Projects, Inc.	Private Nonprofit Human Service Organization	24 hours per day, 7 days per week	Direct Operation	Health/medical, recreational, shopping/personal needs, social services for group home residents		
City of Pleasantville	Municipal Government	Weekdays, 7 a.m. to 1:00 p.m.	Direct Operation	Health/medical, nutrition, recreational, shopping, social services		
Easter Seals of NJ Northfield CSS	Private Nonprofit Human Service Organization	Weekdays, 8:00 a.m. to 4:00 p.m.	Direct Operation	Day program, recreational, social service	\$382,327	15,860
Margate Senior Citizen Shuttle	Municipal Government	Weekdays, 9:15 a.m. to 3:00 p.m.	Direct Operation	Health/medical, shopping		
Senior Care of Galloway, Cape May	Private Nonprofit Human Service Organization	Weekdays, 8:00 a.m. to 4:00 p.m.	Direct Operation	Day program		

Source: LSC, 2015.

*Last complete year of data available

NJT Access Link

Access Link is NJ Transit's complementary paratransit service, developed in response to the Americans with Disabilities Act of 1990 (ADA). Access Link is a shared ride, curb-to-curb transportation service for eligible people with disabilities. Eligibility is determined by NJ Transit. The hours of Access Link are the same as the regularly scheduled local NJ Transit bus routes with pick up and drop off points limited to no more than $\frac{3}{4}$ of a mile from the bus routes.

Fares for Access Link are the same as the fares for the local NJ Transit bus routes and vary on account of NJ Transit's zone-based fare structure. Accordingly, the fare depends on how far a customer is traveling. Users pay the exact fare upon boarding the vehicle.

To use Access Link, individuals must apply in advance and attend a prescheduled, in-person assessment at a designated local agency. Trips must be scheduled at least one day in advance between 7:30 a.m. and 4:00 p.m. Access Link uses a fully computerized scheduling system to schedule and monitor passenger-trips.

Access Link can be used for any trip purpose and does not deny or prioritize trips based upon trip purpose, in accordance with ADA regulations.

NJ Transit provided the number of passenger-trips in Atlantic County through the Access Link program, with the data indicating that between July 2013 and June 2014 approximately 57,000 trips on the Access Link program originated in Atlantic County. This was the highest total within the SJTPO region and is consistent with Atlantic County being the most populous county in the SJTPO region. Cumberland County was the second highest (approx. 8,000), followed by Cape May County (approx. 4,000), and Salem County (approx. 600) in FY 2014.

Atlantic County Transportation Unit

The Atlantic County Transportation Unit provides demand-response transportation services to all senior, disabled, and veteran residents, in addition to providing general public transportation services in the rural areas of the county, not serviced by NJ Transit. Service is provided on a first come, first served basis and is available weekdays 3:30 a.m. to 6:30 p.m. and Saturdays

3:30 a.m. to 4 p.m. The system provides door-to-door service throughout Atlantic County with some trips to Vineland, NJ and Philadelphia, PA using a fleet of 51 directly operated vehicles and completely automated scheduling. Atlantic County is setting up a one-call center with Atlantic City for transportation dispatching and scheduling. Atlantic County Transportation has 41 FTE employees.

In FY 2013, Atlantic County Transportation provided 689,000 vehicle-miles and 48,000 vehicle-hours of service for 116,000 passenger-trips. Operating costs were \$3.5 million during the same period. Funding sources for the service include the Federal Transit Administration (FTA), Atlantic County, the New Jersey Casino Revenue Fund, Veterans Affairs, and the Older Americans Act, as well as others.

Medicaid Transportation (LogistiCare)¹

Under Title XIX, Medicaid recipients are covered for certain medical services, including travel to and from medical appointments and services, with prior authorization. Eligibility for Medicaid is income based; thus the services span the target populations of persons with low income as well as older adults and persons with disabilities who also have low income.

In 2009 the New Jersey Department of Human Services (DHS), Division of Medical Assistance and Health Services (DMAHS), awarded a contract to LogistiCare—a privately operated transportation broker—to provide fee-for-service non-emergency transportation to all eligible Medicaid and N.J. FamilyCare clients in the state. LogistiCare schedules all trip requests and then assigns the trips to certified local transportation providers based on a negotiated reimbursement rate. Please note that the county needs to initiate the request to Logisticare to be a provider (ten counties are currently under contract, including Cape May, and Logisticare is open to sitting down with any of the remaining counties to set up a contract). LogistiCare does not own or directly operate vehicles themselves.

¹ Note that LogistiCare did not respond to requests for updated information for the FY2015 plan.

Service is provided Monday through Saturday from 4:00 a.m. to 11:00 p.m. Reservations must be made by 12:00 p.m. two days before the desired trip time.

MUNICIPAL TRANSPORTATION SERVICES

Five municipalities in Atlantic County directly operate their own demand-responsive transportation service that is provided specifically for their respective senior citizen and disabled resident populations. In a few instances, the systems will also transport Atlantic County residents and other passenger groups including children and residents traveling to/from employment sites. The former Township of Hamilton and Galloway Township services are now covered by ACTU. The municipalities providing demand-responsive bus service include:

- Atlantic City
- City of Brigantine
- City of Pleasantville
- Margate City
- Ventnor City

Atlantic City

Atlantic City Senior Citizens Program provides transportation for the elderly (ages 60+), youths (ages 13-19), veterans, low income persons, and persons with disabilities. The program provides transportation within Atlantic City, Ventnor and Margate. The curb-to-curb service is directly operated for health/medical, social, recreational, education/training, shopping, and social service trip purposes.

Service is provided on weekdays from 8:00 a.m. to 4:30 p.m.. The program has 6 vehicles and 5 employees. In FY 2013, the program operated 19,800 vehicle-miles and 2,000 vehicle-hours to provide 19,000 trips. Operating costs were \$373,000.

City of Brigantine

The City of Brigantine provides transportation services for senior citizens aged 62 and over. The service is primarily operated by volunteers and scheduling is done manually. The transportation service is provided for shopping trips on the Island, health/medical appointments, recreation, and to/from the nutrition site. The curb-to-curb transportation service is provided on weekdays between the hours of 8:00 a.m. and 4:00 p.m. and on Saturdays from 8:00 a.m. to 2:00 p.m. The service has one wheelchair accessible vehicle obtained through state funding. The service employs one part-time administrator, 2 full-time mechanics, and utilizes the services of 14 volunteers (drivers, dispatchers, and schedulers)

City of Pleasantville

The City of Pleasantville provides transportation services for senior citizens aged 65+ and persons with disabilities. Directly operated service is provided within the City of Pleasantville weekdays during the hours of 7:00 a.m. and 1:00 p.m.. The service is door-to-door and is scheduled manually. Eligible trip purposes include health/medical, nutrition, recreation, shopping, and social services. The service is operated with nine employees.

Margate City

The Margate Senior Citizen Shuttle is operated in the cities of Margate, Ventnor, and Longport for senior citizens aged 60+ and persons with disabilities. Door-to-door transportation service is provided from 9:15 a.m. to 3:00 p.m. on weekdays. Eligible trip purposes include medical trips, shopping, and other errands. The shuttle is operated by volunteers.

Ventnor City

Ventnor City provides transportation services for senior citizens aged 60 and over and persons with disabilities. The service is operated by volunteers and is fare free. ACTU has a vehicle sharing program with Ventnor City. Ventnor City did not provide updated information for the FY 2015 plan.

TRANSPORTATION FUNDERS

The agencies below are transportation advocates for the communities they represent and are funders of public transportation. The agencies involved in the study process are described below:

Gateway Community Action Partnership

The Gateway Community Action Partnership (CAP) is the federally designated Community Action Program for Cumberland and Salem Counties and also provides services in Atlantic and Cape May Counties. Gateway CAP provides child care for more than 1,200 children daily, builds high-quality affordable housing, collaborates to do economic development, operates the Women, Infants & Children (WIC) program, provides literacy services, assists families to maintain stable households, promotes fiscal stability through matched savings programs, and serves as an advocate for children and families at the local, state, and federal levels. These inter-connected programs work at dozens of sites throughout the region, addressing the causes and effects of poverty. All programs aim to guide participants toward a future of self-sufficiency.

Pascale Sykes Foundation

The Pascale Sykes Foundation supports a select number of innovative, flexible, holistic, long-range programs that promote the integrity, independence, and well-being of the intergenerational family unit. The Foundation focuses on programs targeting low-income families with at least one actual or potential wage earner and those involving open, voluntary enrollment. The Foundation is providing funding for several collaborative transportation services in the region. The Pascale Sykes Foundation offers multi-year grants. Atlantic is entering the fourth of the seven years grant after which funding for transportation will run out.

TAXI AND AMBULANCE TRANSPORTATION²

There are two taxi companies in Atlantic County that complement the services offered by fixed-route and demand-responsive transportation—Yellow Cab

² Note that none of the taxi cab or ambulance companies responded to attempts to obtain updated information for the FY 2015 plan; information in this section is from the FY 2010 plan.

based in Atlantic City and Beach Cab and Courier based in Brigantine. Both companies provide curb-to-curb service 24 hours a day and are open to the general public for any trip purpose. Advance reservations are not needed as most trips are accommodated within 30 minutes after the trip has been requested.

Yellow Cab operates throughout Atlantic County using 60 sedans that are unable to accommodate wheelchairs. A one-way fare ranges from \$13.00 to \$19.00 depending on the distance traveled.

Beach Cab & Courier serves Atlantic City, Brigantine, and Absecon using a variety of vehicles including sedans, mini-vans, and larger passenger vans with some of these vehicles able to accommodate wheelchair passengers. The exact number of vehicles operated by the cab company was not available at the time of this report. Fares vary depending on the distance traveled; however, flat rates between Atlantic City and Brigantine range from \$9.00 to \$16.00.

In addition to the Atlantic County based taxi services, there are two private transportation companies in Cumberland County—Green Cab and Millville Rescue Squad—and one transportation company in Cape May County—Five Mile Beach Company—that offer service into Atlantic County. These companies operate seven days a week and have a combined total of 67 vehicles ranging from sedans, ambulances, mini-vans, passenger vans, and full-size buses.

CLIENT TRANSPORTATION

There are ten nonprofit organizations serving Atlantic County that provide transportation services to specific client groups or target populations. Five of the ten organizations provided updated information. The ten organizations include:

- Atlantic Adult Day Health Care
- ARC of Atlantic County
- Bacharach Institute for Rehabilitation
- CARING, Inc. and CARING House Projects Inc.
- Easter Seals of New Jersey Northfield CSS
- Elywn

- Family Service Association
- Senior Care of Galloway
- Shirley Eves Development & Therapeutic Center
- South Jersey AIDS Alliance

Atlantic Adult Day Health Care

Atlantic Adult Day Health Care in Northfield is an adult day program for seniors and persons with disabilities. The organization did not provide updated information for the FY 2015 plan.

ARC of Atlantic County

ARC of Atlantic County operates residential group homes for developmentally disabled individuals. It is funded by the New Jersey Division of Development Disabilities (DDD). ARC of Atlantic County provides transportation for their group home residents through residential assistants and agency vehicles. ARC of Atlantic County operates 45 group home properties and has 16 vehicles purchased through federal/state programs and 48 additional vehicles for transporting their clients.

Bacharach Institute for Rehabilitation

The Bacharach Institute for Rehabilitation is a private nonprofit hospital providing medical services to the elderly and youth with disabilities within the areas between Manahawkin and Mays Landing and North Cape May within 20 miles of treatment locations. The Institute provides curb-to-curb transportation on weekdays between 7:30 a.m. and 5:00 p.m. for medical trips to the Bacharach facilities (there are 16 satellite offices and the main facility in Pomona). Bacharach uses computer assisted scheduling. The organization has 11 vehicles and employs 8 FTE drivers, 1 full-time scheduler, and 1 full-time administrator. The organization provided 17,306 passenger-trips in 2013 on 81,786 vehicle-miles and 4,160 vehicle-hours of service. Operating costs in 2013 were approximately \$504,000; covered by internal funds as the Institute does not receive any outside grant money for providing transportation services.

CARING, Inc. and CARING House Projects, Inc.

CARING, Inc. is private nonprofit human service organization providing adult day care, senior housing, and residential care for the elderly (ages 62+) and disabled persons. Transportation service for agency clients is provided within Atlantic County for medical trips, recreation, shopping, and social service appointments. The transportation service is directly operated door-to-door using manual scheduling. Transportation services are offered weekdays from 8:00 a.m. to 4:00 p.m. The organization has 15 vehicles and 23 FTE employees. The organization contracts for maintenance.

In FY 2013, the organization operated 240,000 vehicle-miles and 18,000 vehicle-hours. Operating cost was estimated at \$525,000.

CARING House Projects, Inc. is an affiliate of CARING, Inc. that operates residential group homes for developmentally disabled individuals. It is funded by the New Jersey Division of Development Disabilities (DDD). CARING House Projects has 50 group homes with a vehicle assigned to each property along with spares (a total of 78 vehicles). The group homes are staffed 24 hours per day, 7 days per week by a total of more than 700 staff members. All resident transportation needs are covered by agency vehicles.

Easter Seals of New Jersey Northfield CSS

The Easter Seals of New Jersey Northfield CSS is a private nonprofit human services organization providing adult day care, recreation, and volunteering opportunities for persons with disabilities. The organization provides transportation for clients to the adult day program, community activities, and volunteer sites in Atlantic County. Transportation is directly operated by the organization and is provided on weekdays from 8:00 a.m. to 4:00 p.m. using manual scheduling. Service is provided using 14 vehicles and there are 21 FTE employees.

In FY 2014, the organization averaged 61 trips per weekday and operated 366,000 vehicle-miles and 13,400 vehicle-hours. Operating costs were \$382,000.

Elywn

Elwyn provides a variety of services for adults with disabilities in southern New Jersey including community-based work and adult day programs in Vineland; Elwyn Industries, providing outsourcing solutions to regional businesses and employers; and community living programs with group homes, supervised apartments, and supported living arrangements in Atlantic and Cumberland counties. Elwyn did not provide updated information for the FY 2015 plan.

Family Service Association

Family Service Association is a private nonprofit social service agency dedicated to strengthening individuals and families. They did not provide updated information for the FY 2015 plan.

Senior Care of Galloway

Senior Care provides transportation on weekdays between the hours of 8:00 a.m. and 4:00 p.m. for their day program clients.

Shirley Eves Developmental and Therapeutic Center

The Shirley Eves Developmental and Therapeutic Center provides services for families with disabled children and adults. The Center did not provide updated information for the FY 2015 plan.

South Jersey AIDS Alliance

The South Jersey AIDS Alliance provides client transportation for medical, dental, and social services appointments. The agency did not provide updated information for the FY 2015 plan.

SUMMARY OF EXISTING TRANSPORTATION SERVICES

Below is a list of the existing levels of coordinated services and cooperation activities taking place within Atlantic County:

- Atlantic County Transportation Unit (ACTU) is currently working with Atlantic City in setting up a one-call center for transportation, dispatching, and scheduling.

- The municipal transportation services provided by the former Township of Hamilton and Galloway Township services are now covered by ACTU.
- ACTU has a vehicle sharing program with Ventnor City on the municipal provided transportation services.
- Outside Atlantic County, SJTA also operates a shuttle to the Pureland Industrial Park in Logan Township from the Walter Rand Transportation Center through Westville and Woodbury (Camden and Gloucester Counties). This shuttle connects with other transportation services at the Rand Transportation Center.
- The regional Transportation Management Agency (TMA) for Atlantic County, Cross County Connection (CCCTMA) provides transportation-related information, transit planning, marketing and implementation, ridesharing, and bicycle/pedestrian planning for the communities and transit service providers in the region.
- There are private transportation companies that serve Atlantic County, which are generally small businesses operating taxicab, ambulance, and general transportation services; these companies offer services to the general public, transporting agency clients on a contractual basis, and in some instances, transporting Medicaid eligible clients.

This chapter provided a description of the public and human service transportation network available in Atlantic County including fixed-bus service, commuter rail, and various types of demand-responsive services. The fixed-route bus network in Atlantic County is provided by NJ Transit, SJTA, and the Atlantic City Jitney Association and is concentrated in the shoreline and adjacent mainland municipalities, with limited fixed-route bus service available throughout the other areas of the county.



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Community Input

INTRODUCTION

An integral part of any planning process is the public participation effort. This chapter includes input from the community being undertaken through the Community Transportation Survey and Stakeholder meetings. Details about each of these methods used to gather community input are presented in this chapter.

COMMUNITY TRANSPORTATION SURVEY

This section of the chapter presents the analysis of data collected through a survey of South Jersey Transportation Planning Organization (SJTPO) area residents and specifically from Atlantic County residents. This survey was distributed through human service agencies, transportation service providers, and county public information offices. The survey questionnaire was available online from the LSC Transportation Consultants, Inc. website at www.lsccts.com. Questionnaires were distributed both in paper and electronic formats. The questionnaire was provided in English and is included in Appendix C.

A total of 274 usable survey responses were received online and in paper format for the counties of Atlantic, Cape May, Cumberland, and Salem. Two additional responses were received from residents of Gloucester County. Not all questions have this number of responses as not everyone answered every question. Table III-1 shows the responses by county. Information is provided about demographics, travel characteristics and potential use, transportation needs, and services that people would like to see added in southern New Jersey. Responses from the usable questionnaires were entered into a database and an analysis was performed in a spreadsheet program. The responses are summarized in the following sections.

Table III-1 Survey Responses by County	
County	Number of Responses
Atlantic	23
Cape May	81
Cumberland	153
Salem	17
Gloucester	2
Total	276
<i>Source: LSC Community Transportation Survey, 2015</i>	

This survey was not based on a representative sample of the area population. The survey was distributed and promoted through human service organizations participating in the various committees and outreach channels supporting this study. The intent of the questionnaire was to obtain input from as many people as possible, especially those likely to have the greatest need for transportation. Many people will not participate in community meetings, but will provide information in response to a questionnaire. The results should be interpreted as information about those who completed the questionnaire and should not be considered as representative of Southern New Jersey residents in the counties of Atlantic, Cape May, Cumberland, Salem, and Gloucester.

Community Survey Findings

Demographic Characteristics

There were a number of questions asked to determine demographic characteristics of Southern New Jersey counties. This includes demographic characteristics such as age, number of people in a household, annual household income, driver's license availability, and operating vehicles.

Age

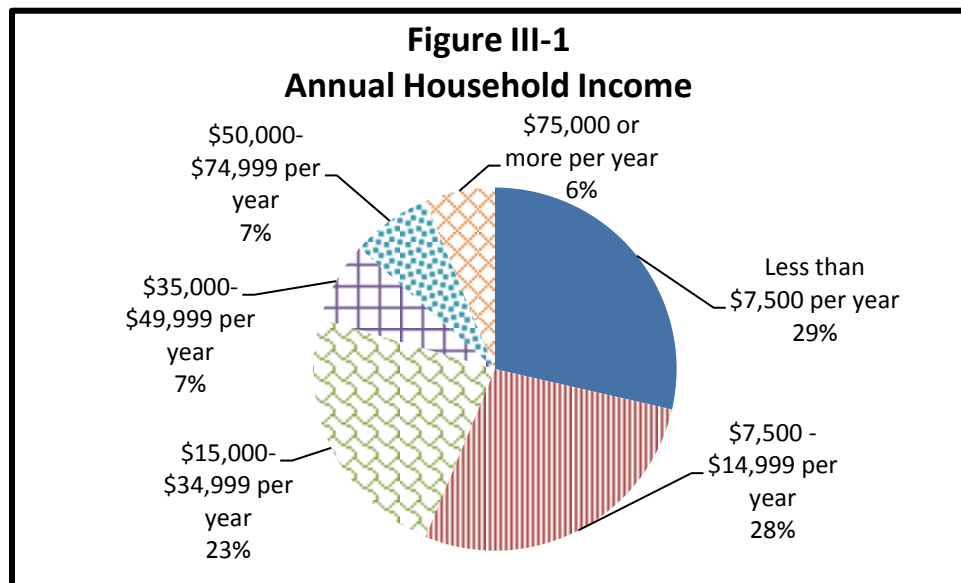
Respondents were asked to report their age as part of the survey. The average age of survey respondents was 46. Survey respondents ranged in age from 17 years to 94 years. The most frequent age reported by survey respondents was 18 years.

Number of People in a Household

Respondents were asked how many people age 10 and older live in their household. On average, there are two persons per household.

Annual Household Income

The annual household income of respondents (includes all income from all household members) is shown in Figure III-1. The largest proportion of respondents (29 percent) indicated an annual household income of less than \$7,500 per year. This is followed by respondents who indicated an annual household income between \$7,500 and \$14,999 (28 percent) and 23 percent of respondents that indicated an annual household income between \$15,000 and \$34,999. Only six percent of respondents indicated an annual household income of more than \$75,000 per year. Overall, 79 percent of the survey respondents had an annual household of less than \$34,999 annually, with a small percent that indicated an annual household income of more than \$75,000 per year.



Vehicle Availability and Licensed Drivers

Lack of a private vehicle influences people to use public transportation. This comparison provides an indication of the number of potential choice riders compared to those who are transit-dependent. Potential choice riders refer to

those respondents that live in households with an operating vehicle and a driver's license, and who may choose to use transit.

Figure III-2 shows the proportion of people in a household that have a valid driver's license including the respondent. The largest proportion of respondents (41 percent) indicated that there was one person in their household with a valid driver's license. This was followed by 23 percent of respondents who indicated that they had two people in their household with a valid driver's license. There are 20 percent (49 people) that do not have a valid driver's license and may possibly use a public transportation service.

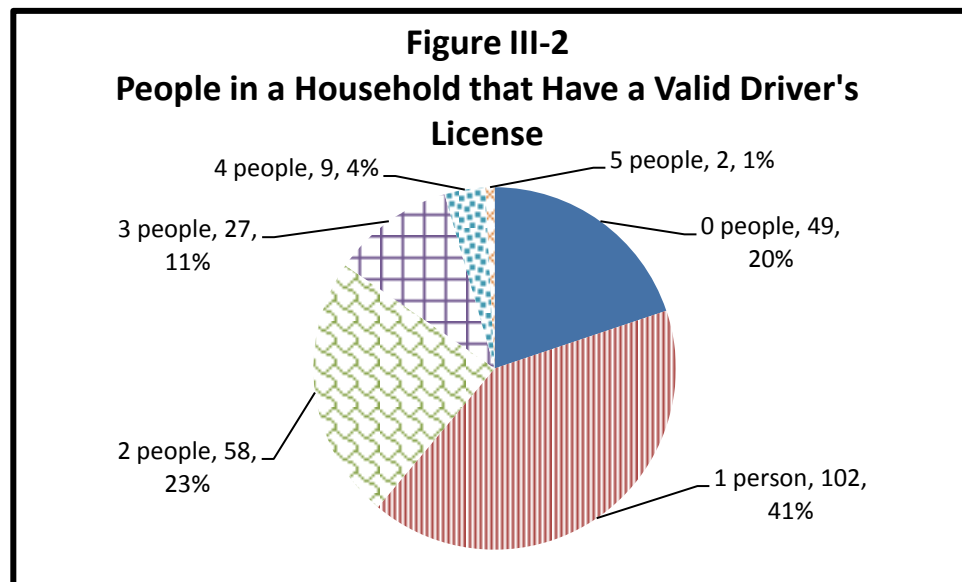
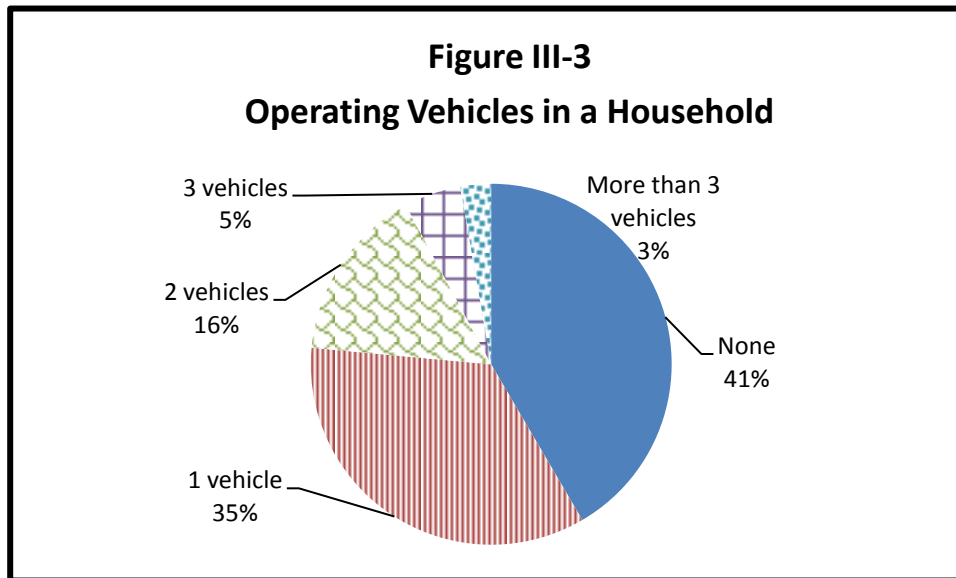


Figure III-3 shows the proportion of operating vehicles available to a household from this recent community survey. Approximately 42 percent of respondents (106 responses) live in zero-vehicle households with no operating vehicles available and would potentially use public transportation for their transportation needs. This is followed by 35 percent of respondents that live in single-vehicle households. Another 16 percent of survey respondents (40 responses) have two operating vehicles in a household.



Residence Location

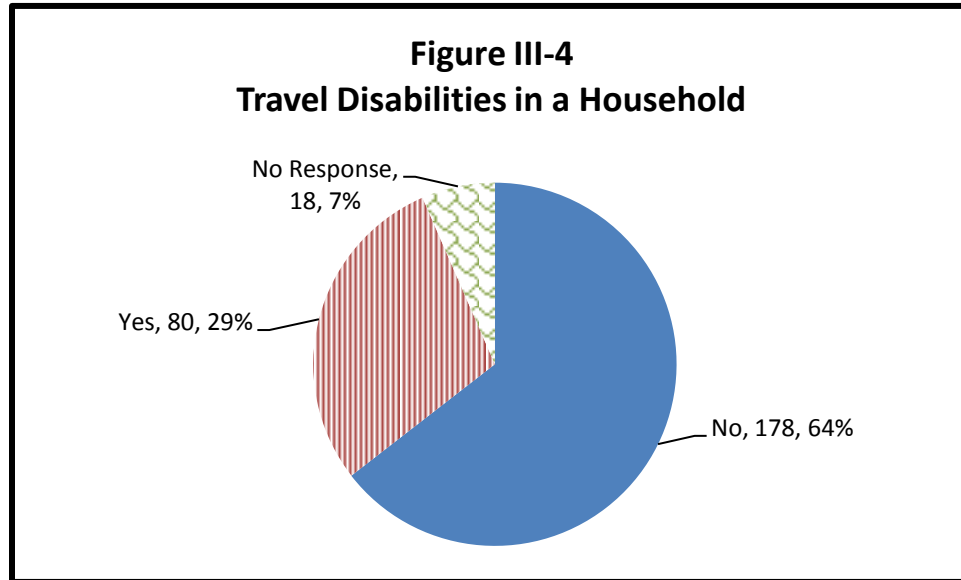
Respondents were asked to indicate the community, town, or village that they live. There were 269 respondents who answered this question. The largest percent of respondents (18 percent, 48 responses) indicated that they live in the Vineland area. Another 14 percent of respondents (39 responses) reside in the Bridgeton area. Approximately 13 percent of respondents (36 responses) indicated that they reside in the Millville area.

Respondents were also asked to indicate their zip code. There were 276 respondents who answered this question. The largest percent of respondents (20 percent, 56 responses) indicated that they live in zip code 08302 which is in the Bridgeton area, followed by 17 percent of respondents (46 responses) that indicated that they live in zip code 08332 which is in the Millville area. This is followed by 14 percent of respondents (40 responses) that indicated that they live in 08360 which is in the Vineland area.

Travel Disabilities

Respondents were asked if they or a family member had a disability, health concern, or other issues that made transportation difficult. Figure III-4 presents the results of that question. Approximately 29 percent of respondents (80 responses) reported that they or a family member have a disability or a health concern which limits their ability to travel. Use of a wheelchair and use of a cane/walker were some of the mobility aids reported by respondents. Inability

to walk distances, procedures where they are not allowed to drive, and arthritis were reported by respondents to specify the types of issues that make transportation difficult.



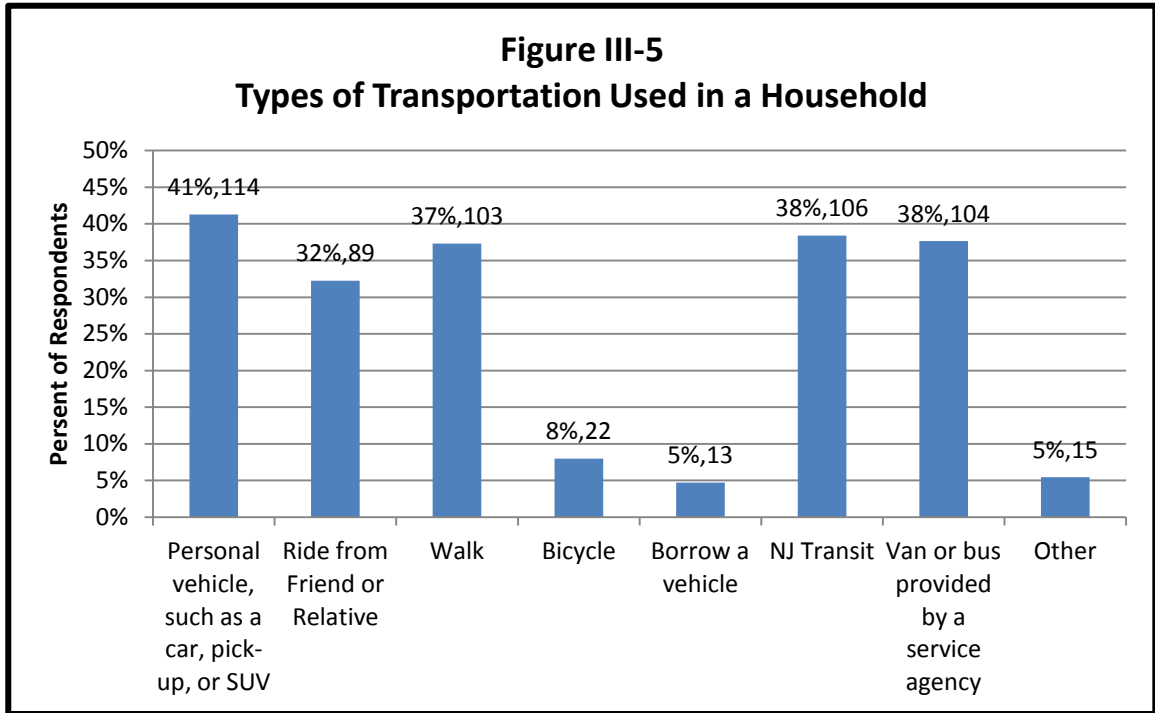
Travel Characteristics and Potential Use

This section of the chapter examines respondents' current travel characteristics and their potential use of a transportation service in the southern New Jersey area.

Types of Transportation Used

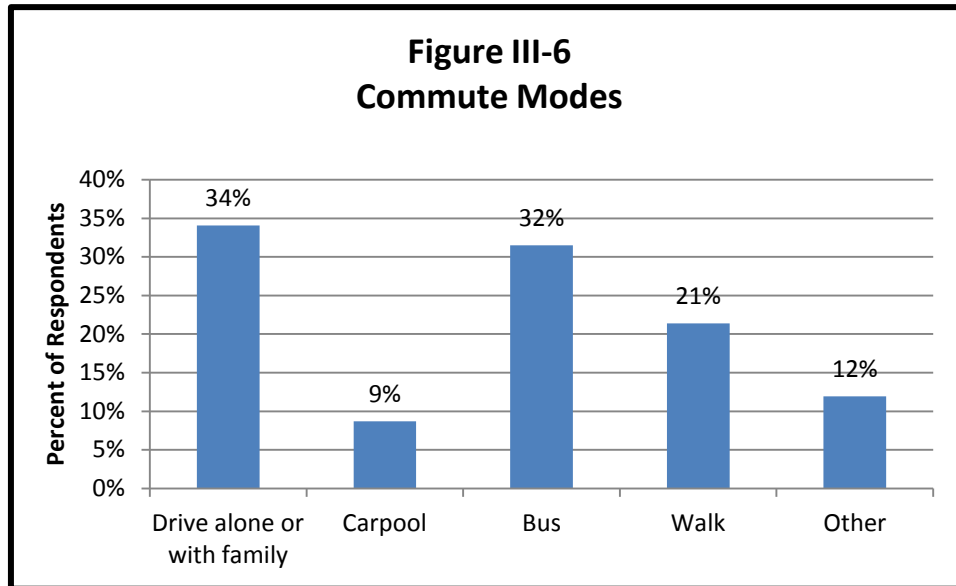
Respondents were asked how they and others in their household get around—drive their own personal vehicle such as a car, pick-up or SUV, get a ride from a friend or relative, walking, using a bicycle, borrow a vehicle, van or a bus provided by a service agency, NJ Transit, or other types of transportation. Respondents were allowed to select multiple responses to explain the types of transportation currently used by their household. The types of transportation used are shown in Figure III-5. Approximately 41 percent of respondents (114 responses) reported that they drive their own car, pick-up or SUV. Approximately 38 percent of respondents (106 responses) reported using NJ Transit. Another 38 percent of respondents (104 responses) reported that they used a van or a bus provided by a service agency. Some of the agencies specified were Landis Avenue Express (LAX) operated by Cumberland County

Public Transit System (CCPTS), Cape May County Fare Free Transportation, and CATS. Approximately 37 percent of respondents (103 responses) use walking as a means of transportation, and another 32 percent (89 responses) indicated they get a ride from a friend or relative.



Commute Modes

Respondents were asked if they or another member of their household work outside the home, and what modes of transportation they currently use to get to work. Respondents were allowed to select multiple responses to explain their travel modes to work. The results of this information are presented in Figure III-6. Approximately 34 percent of respondents (94 responses) drive alone or with family to work. Approximately 32 percent of respondents (87 responses) indicated that they use a bus to work. Another 21 percent of respondents (59 responses) indicated that they walked to work.

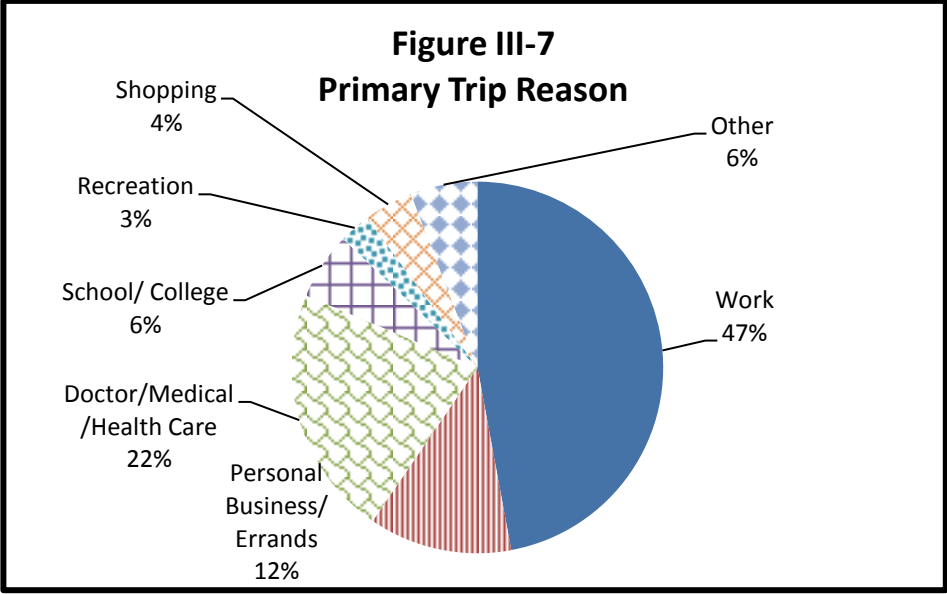


Destinations

Respondents were asked to which destinations/communities do they or a member of their household need transportation most frequently. Along with destination, respondents were asked the community and state in which the destination was located. Respondents were allowed to specify two destinations/communities that they or a member of their household would need transportation most frequently. Approximately 208 respondents responded to this question. Fifteen percent of respondents (32 responses) indicated that they would like to go to work, followed by 13 percent of respondents (26 responses) indicated that they would like to go to a doctor’s appointment. Approximately 12 percent of respondents (25 responses) would like to go to Vineland. This is followed by 10 percent of respondents (21 responses) would like to go to Millville. Other responses to this question were for Bridgeton, One Stop Career Center, the Senior Center, Workshop, Rio Grande, school, and social services.

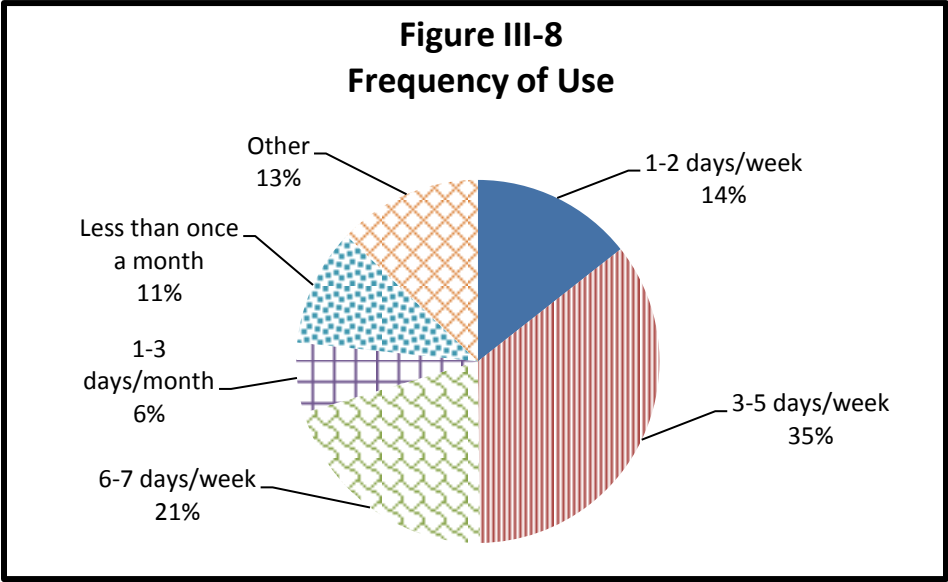
Primary Trip Reason

Respondents were asked to indicate what was the primary reason they or a member of their household needed transportation to that community. Primary trip reasons are shown in Figure III-7. The primary trip reasons (47 percent) were to and from work. The second most common purpose (22 percent, 56 responses) was for doctor/medical/healthcare and another 12 percent (32 responses) was personal business/errands.



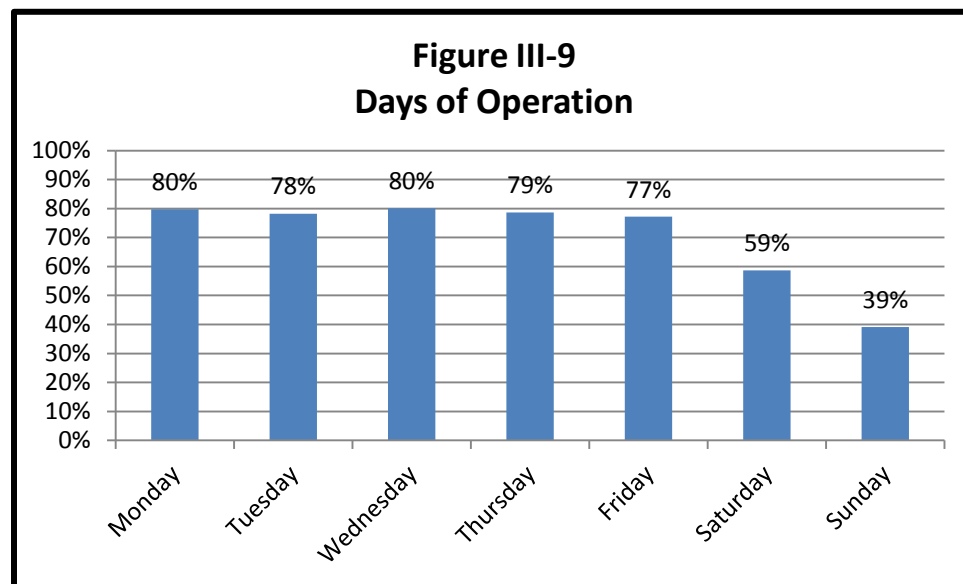
Frequency of Use

Respondents were asked to report how often they or a family member would use public transportation. Figure III-8 presents that information. Approximately 56 percent of respondents (144 responses) indicated that they would be a frequent rider using such a service more than three days a week. Approximately 14 percent of respondents (37 responses) indicated that they would use such a service one to two days a week.



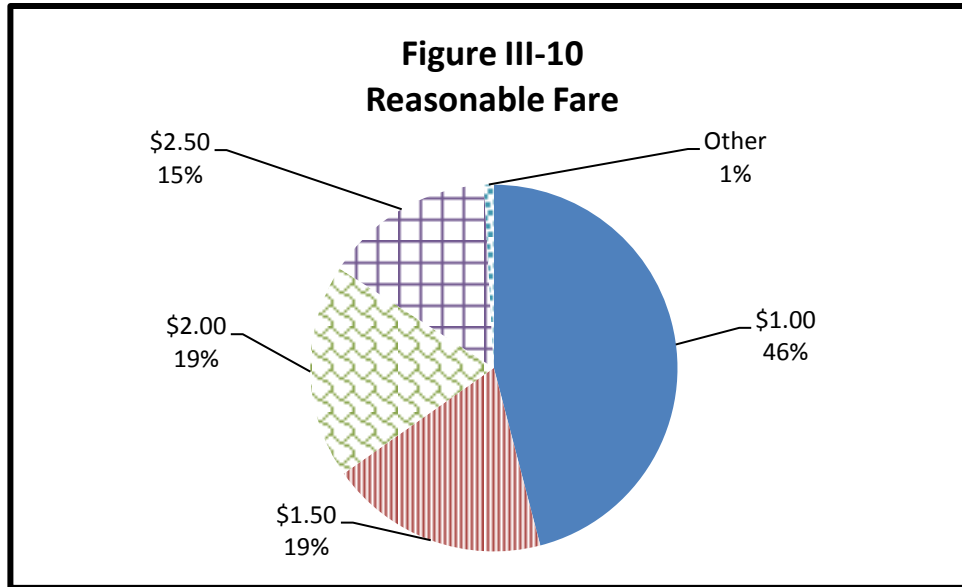
Days of Operation

Respondents were asked to specify the days of operation. Respondents were given a chance to select multiple responses. Figure III-9 presents the responses on the days that people would use such a service. As illustrated, the responses were fairly evenly split among the various days of the week listed, with approximately 77 to 80 percent of responses (213 to 221 responses) reporting that they would use a service Monday through Friday. The proportion of responses on Saturday was lower at 59 percent (162 responses). The proportion of responses on Sunday was still lower at 39 percent (108 responses). The results thus indicate that the days of operation should be Monday through Friday, with the demand for such a service lower on Saturday and still lower on Sundays.



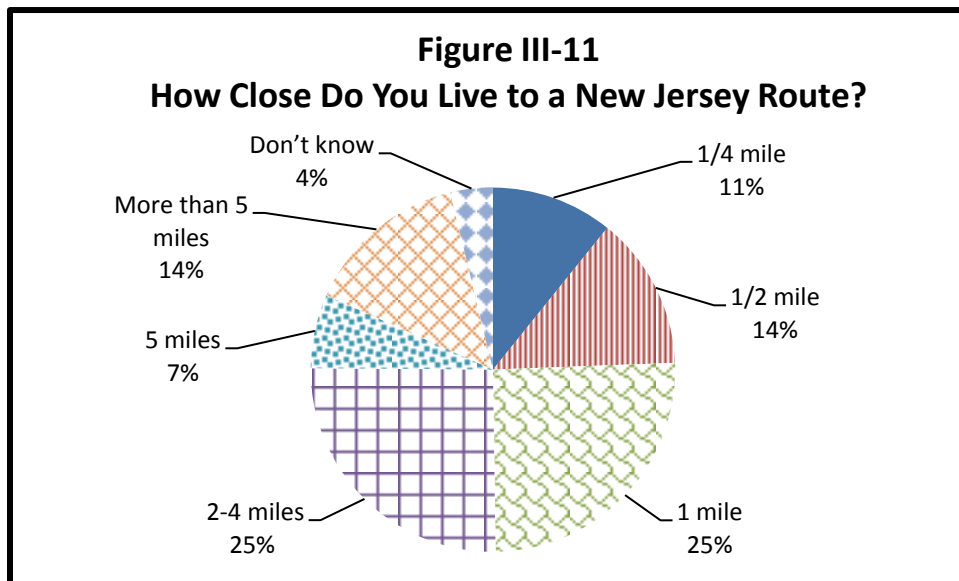
Reasonable Fare

The survey asked respondents what would be a one-way reasonable fare for a trip within your county. Figure III-10 shows the responses to the amount for a reasonable fare. Forty-six percent of the respondents indicated that an amount up to \$1.00 was a reasonable fare. This was followed by 19 percent of respondents indicated that \$1.50 was a reasonable fare. Another 19 percent of respondents indicated that \$2.00 was a reasonable fare.



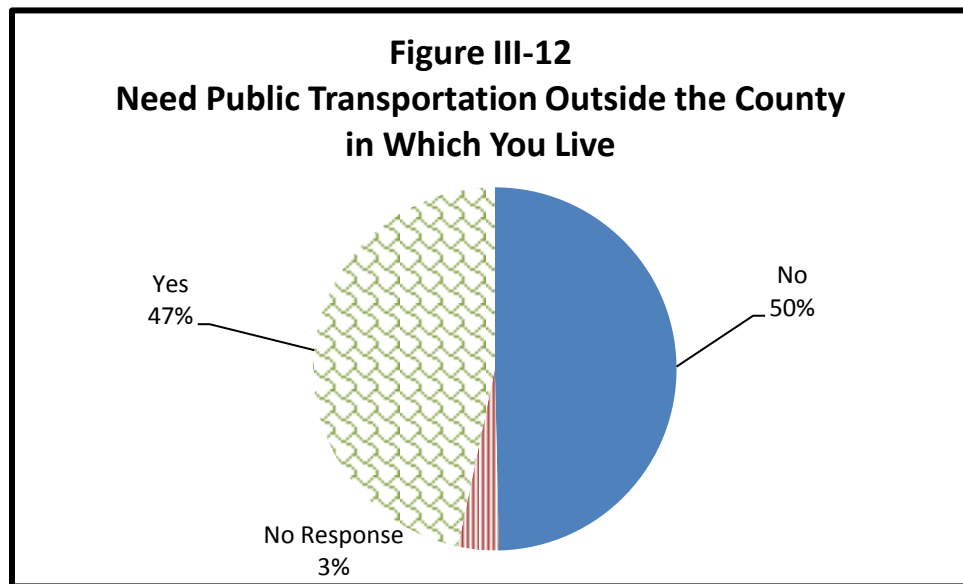
Distance to a New Jersey Transit Route

Respondents were asked how close they live to a New Jersey route. Figure III-11 shows the responses. Approximately 213 respondents responded to this question. Approximately 25 percent of respondents indicated that they live one mile from a New Jersey route. Another 25 percent of respondents indicated that they live two to four miles from a New Jersey route. Approximately 15 percent of respondents indicated that they live more than five miles from a New Jersey route. The average distance from where a survey respondent lives to a New Jersey Route was about two miles.



Need for Public Transportation Outside the County in Which You Live

Respondents were asked if they needed or would use public transportation outside the county in which they live. As shown in Figure III-12, the largest percent of respondents (50 percent, 137 responses) reported they did not need public transportation outside the county in which they live. Approximately 47 percent (129 responses) reported that they needed public transportation outside the county in which they live. If respondents thought there was a need to use public transportation outside the county in which they live, they were given a chance to list the destination. The highest number of responses who indicated a destination outside the county in which they live were Atlantic County (29 responses), Cumberland County (14 responses), Philadelphia (12 responses), Gloucester County (11 responses), Camden County (10 responses), Salem County (8 responses), Vineland (6 responses) and Atlantic City (6 responses).



Ranking the Service Characteristics in Choosing to Use Public Transportation

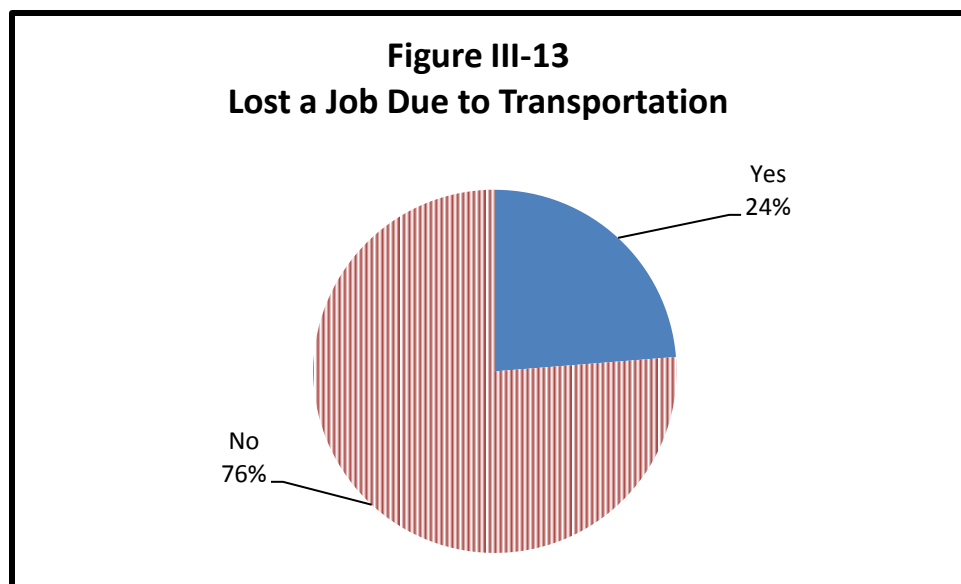
Respondents were asked to rank various service characteristics in their decision to use public transportation. Participants were asked to rank various service characteristics from one to four with one being not important, and four being very important. The average response was then calculated for each service characteristic. The middle point of responses would be 2.5, so an average score of 3.0 or higher would indicate positive perceptions for that particular service characteristic. The responses from the survey are shown in Table III-2. The

table shows the rankings based on response averages. The service characteristics that had the highest scores were other service characteristics (service characteristics that gave respondents an opportunity to identify a characteristic that was not listed and that they felt was important), service close to home, clean buses, service from home to work, service must be flexible in scheduling rides, and evening service. The attribute that had the lowest number of responses was service from a park-and-ride lot to work.

Table III-2 Service Characteristics	
Service Characteristics	Average Score
Other	3.6
Service close to my home	3.4
Clean buses	3.4
Service from home to work	3.4
Service must be flexible in scheduling rides	3.2
Evening service	3.2
Service twice a day	3.1
Service every hour	3.1
Service every few hours	3.0
Attractive buses	2.9
Service from a park-and-ride lot to work	2.7
<i>Source: LSC Community Transportation Survey, 2015</i>	

Lost a Job or Had Problems Finding Work Because of Transportation

Respondents were asked in the last two years if they or someone in their household had lost a job or had problems finding work because they did not have transportation. Figure III-13 shows the responses. Approximately 24 percent of the respondents reported that they lost a job or had problems finding work because they did not have transportation. Reasons for a job loss included lack of public transportation at certain times of the day and in certain areas, lack of vehicle, no ride available, or no driver's license.



Transportation Needs

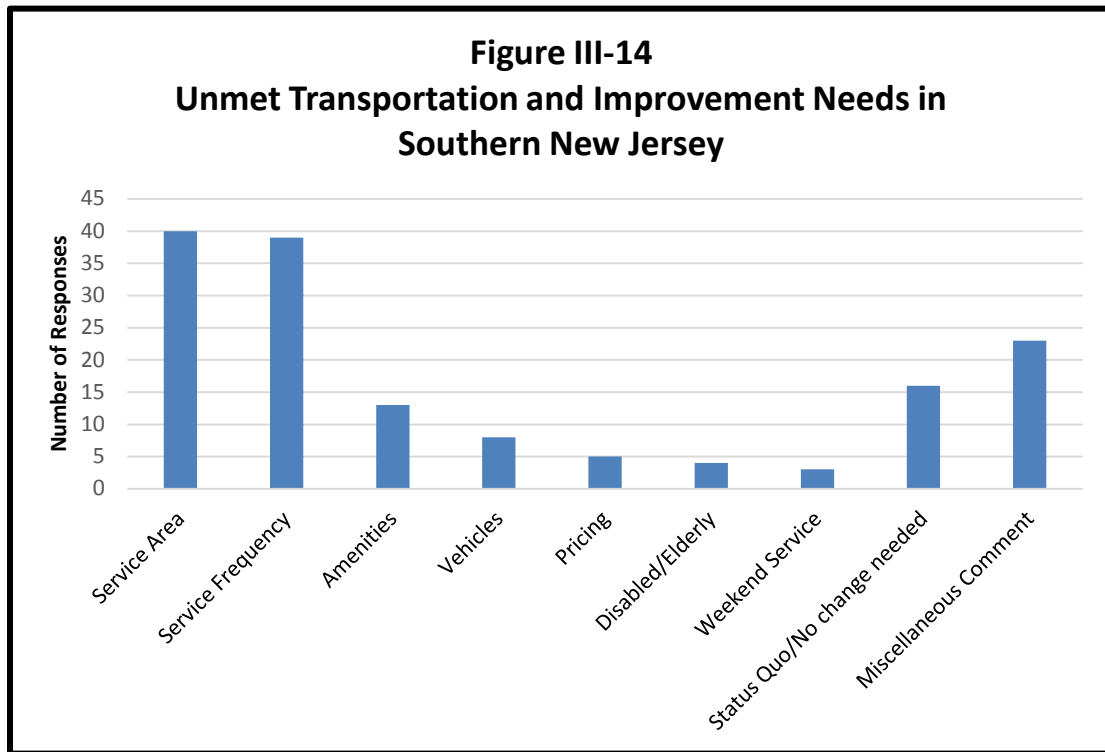
Unmet Transportation Needs or Improvements Needed in Southern New Jersey

Respondents were asked to identify some of their unmet transportation needs or what improvements they would like to see for local or regional transportation services in southern New Jersey. The actual comments on unmet transportation needs by county are included in Appendix D. General categories were used to group the comments based on concerns mentioned. Figure III-14 categorizes the various comments received. If multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories.

Over 150 usable comments were received from all the southern New Jersey counties of Atlantic, Cape May, Salem, and Gloucester. Approximately 26 percent of comments (40 comments) received from all the counties highlighted the need for service to areas currently underserved or not served by transit. Another 26 percent (39 comments) emphasized the importance of increasing bus frequency, including expanding service times into the early morning and later evening hours. Eleven percent of responses (16 comments) stated the current service met their needs and no improvements were needed. Approximately nine percent of respondents (13 comments) indicated the need for improvements of amenities such as bus stops and sidewalks. Other comments included vehicle maintenance/cleanliness (5 percent, 8 comments), fare costs (3 percent, 5 comments), the need for weekend service (2 percent, 3

comments), and disabled/elderly services (3 percent, 4 comments). Fifteen percent of comments (23 comments) were categorized as miscellaneous comments.

The majority of comments received from Atlantic County were focused on providing service to areas and destinations.



SURVEY RESULTS FROM ATLANTIC COUNTY

A total of 23 usable responses were received for Atlantic County. Since there is not a large enough number of responses, a separate analysis was not done for Atlantic County. We did look at responses to a few questions that had responses applicable to Atlantic County.

Residence Location

Atlantic County survey respondents were asked to indicate the community, town, or village that they live. There were 11 respondents who answered this question. The largest percent of respondents (7 responses) indicated that they live in the May Landing area followed by four responses that reside in the Egg

Harbor Township. Another three responses indicated that they reside in the Atlantic City area.

Respondents were also asked to indicate their zip code. There were 23 respondents who answered this question. The largest number of respondents (9 responses) indicated that they live in 08330 which is in the May Landing area, followed by seven responses that indicated that they live in 08234 which is in the Egg Harbor Township area. This is followed by 5 responses that indicated they live in 08401 which is in the Atlantic City area.

Destinations

Atlantic County survey respondents were asked to which destinations/communities do they or a member of the household need transportation most frequently. Along with destination, respondents were asked the community and state in which the destination was located. Respondents were allowed to specify two destinations/communities that they or a member of the household would need transportation most frequently. Approximately 19 respondents responded to this question. Five responses indicated that they would like to go to the Egg Harbor Township Senior Center. Another three respondents indicated that they would like to go to a doctor's office. Other responses to this question were for dialysis, healthcare, work, shopping, Atlantic City, church, English Creek shopping center, Farley Service Plaza, Our Lady of Lourdes, Rosen Center, and Senior Center.

Need for Public Transportation Outside the County in Which You Live

Respondents were asked if they needed or would use public transportation outside the county in which they live. If respondents thought there was a need to use public transportation outside the county in which they lived (Atlantic County), they were given a chance to list the destination. Destinations outside Atlantic County included Bergen County, Camden County, and New York City.

REGIONAL TRANSPORTATION NEEDS

Some of the regional transportation needs identified from all the comments received and those that relate to the Atlantic County area are as follows:

- More transportation needed on the back roads of Atlantic County such as service on Zion Road.
- I would like to see improvements to regional transportation services. A convenient and clean rail line with park-and-ride to access connections to Philadelphia or New York lines would be ideal. I would also like to see bus stop infrastructure improved. Unfortunately, they seem to be a target for vandalism.
- Restore Cherry Hill run to Atlantic. Go to Derm One in Mays Landing.
- Rural bus service. Access Link should not have location restrictions.

PUBLIC PARTICIPATION PROCESS

A major component in the development of the SJTPO Coordinated Public Transit Human Services Transportation Plan included the participation and input from stakeholders. Public Input was sought through the community transportation survey (described above). Individual conversations were also held with some transportation providers. Detailed information about transportation providers were presented in Chapter II.

Advisory Committee

An Advisory Committee was also created for oversight and participation during this project. The Committee met in August 2014 for the project kick-off meeting. Additional meetings with the Advisory Committee were held in October and December 2014 and April 2015 to discuss project deliverables and provide input and feedback during the study. Members of the Advisory Committee included representatives from:

- SJTPO
- Salem County
- Cape May County
- Cumberland County
- Atlantic County
- North Jersey MPO
- North Jersey Transit
- Project Consultant Team (LSC, AECOM)

Stakeholder Groups

Prior to the start of the project, SJPTO sent a letter to stakeholders describing the purpose of the project as well as an invitation for representatives to attend stakeholder meetings for one or more of the four counties. The summary of findings from each stakeholder meeting are further described in the next section. The types of organizations and agencies that were invited to participate in the development of this plan included:

- Employment and career services
- Nonprofit organizations
- Transit agencies
- Transportation services
- Planning agencies
- Various departments from jurisdictions
- Veteran services
- Social services
- Disability services
- Medical services (including nursing and rehabilitation)
- Senior services
- Members and citizens from committees and boards

For each project document or meeting announcement posted to the project website, LSC contacted the stakeholders by e-mail. If a stakeholder was not reachable by e-mail, LSC contacted them by postcard. A detailed list of each organization and agency contacted is listed in Appendix E. Not all agencies and organizations listed in the appendix attended the meetings or participated. Some of the agencies on the list were unreachable or did not respond.

Three meetings with Atlantic County Transportation Stakeholders were held to obtain input for the Coordinated Human Services Transportation Plan. The first was held on October 15, 2014 to identify study issues, and the second was held on January 14, 2015 to discuss coordination strategies and potential services. A third and last meeting with Atlantic County Transportation Stakeholders was held on April 8, 2015 to obtain input on the proposed services and to finalize the coordination strategies for the Coordinated Human Services Transportation

Plan. Stakeholders would be given one more opportunity to comment electronically after the Draft Final Report is posted.

Strategies, services, and needs which were identified from the January 2015 meeting include:

- Development of a one-call center by Atlantic County.
- Cross County Connection TMA acts as an information source for transportation services in the region. This includes coordination, marketing, education, and referrals.
- Bacharach could possibly contract for service to be operated by others.
- It could be less costly for Atlantic County to provide rides, but there are DHS requirements that may limit that option.
- Mercer County is an example where ARC is the largest provider in the county.
- There is significant duplication with Medicaid Transportation and Access Link.
- Hammonton, Buena, and Richland in western part of the county are oriented more toward Vineland and Cumberland County. Service should be provided to Vineland.
- SJTA is starting an East-West Community Shuttle in June to Pureland. SJTA will also be operating a Pureland shuttle to provide circulation within the industrial park. NJT will have a hub at Pureland for transfers to and from the shuttle.



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Coordination Models and Guidelines

Coordination is a technique for better resource management in which improved organization strategies are applied to achieve greater cost-effectiveness in service delivery. Coordination is about shared power, which means shared responsibility, shared management, and shared funding.

Coordination of transportation services is best seen as a process in which two or more organizations interact to jointly accomplish their transportation objectives. Coordination is like many other political processes in that it involves power and control over resources, and coordination can be subject to the usual kinds of political problems and pressures such as competing personalities and changing environments.

Coordination can be used to improve transportation system performance by eliminating duplicate efforts and improving the efficiency of transportation operations. Coordinating transportation means doing better with existing resources. It requires working together with people from different agencies and backgrounds. Coordination has been said to be the best way to stretch scarce resources and improve mobility for everyone.

The fundamental goals of coordinated transportation systems are to increase the number of people served and the number of rides provided with existing resources. Coordination achieves these goals through better resource management.

HISTORY OF COORDINATION

The concept of coordination has been promoted since the late 1960s; however, it was not until recently that a real push for coordination, emphasized at the federal level, has been observed. More and more communities are realizing the scarcity of resources (fuel, vehicles, drivers, and funding) and that the cost-effective and efficient delivery of services is vital if local communities are to continue to ensure access to vital human services, employment, recreation, and

other opportunities and needs. Coordination takes a firm understanding of local needs and resources to develop a plan that, in the end, increases the mobility of residents.

Levels of Coordination

There are varying levels of coordination across a broad spectrum of operating scenarios. Levels can range from very low levels of coordination, such as sharing rides on several different vehicles, to extreme levels such as shared vehicles, shared maintenance, a brokerage established for all agencies, and others. It is important that the Working Group and stakeholders understand that coordination of services generally may take some time and effort on the part of the transportation providers, colleges/universities, and local human service agencies, especially given that several different government and different transit agencies are involved.

Coordination has been interpreted as everything from telephone conversations to transfer of vehicle ownership. There are four different phases or levels of coordination with regard to the shared use and efficient operation of equipment and facilities. These levels are defined below:

- a. Communication** involves recognition and understanding of a problem and discussion of possible solutions. This improves the working relationships among various organizations that are in a position to influence transportation developments within their particular jurisdiction.
- b. Cooperation** involves the active working together of individuals in some loose association in a cooperative way. The individuals or individual agencies retain their separate identities.
- c. Coordination** involves bringing together independent agencies to act together in a concerted way to provide for a smooth interaction of separate units of a transportation system. In coordination, the primary concern is in regard to common funds, equipment, facilities, or operations. Members or agencies preserve their separate identities.
- d. Consolidation** involves joining together or merging agencies for mutual advantage. In the case of transportation services, consolidation is used in reference to a fully integrated transportation system in which the individual entities have been combined or consolidated into one integrated public transportation system. Individual agency identity for the purpose of transportation is no longer maintained.

Consolidation of resources is one which is not likely to be done in most communities. It requires all agencies and providers to fall under one authority, and it is difficult to obtain complete consensus for operations. However, the first three elements represent plausible ways to integrate services in a given area. The goal is to build on that communication and cooperation among providers to determine if *coordination* is a viable option. One of the greatest barriers to coordination is that the key stakeholders are not present or choose not to participate when planning of coordinated services is being done. However, in this case, the largest providers of transportation are local stakeholders who have expressed great interest in this effort.

Resource Management

The first set of resource management objectives, targeted on greater efficiencies, focuses on reducing duplication and fragmentation in operating, administering, and funding transportation services. Specific strategies for achieving these objectives include **reducing** the following:

- Operating and administrative salaries;
- Capital costs on vehicles and other equipment; and
- Other operating costs such as maintenance, fuel, and insurance.

The second set of resource management objectives—targeted on more productive or effective services—focuses on improving acceptability, accessibility, adaptability, affordability, and availability of transportation services within the area. Specific strategies for achieving these objectives include **increasing** the following:

- Days and hours of service;
- Service area;
- The different kinds of persons and trip purposes served;
- The accessibility of vehicles and facilities for people with special needs;
- Public information concerning services; and
- Funding available to help pay the cost of the service.

COMMON COORDINATION STRATEGIES

The following section details the different types of strategies that could be implemented for the Atlantic County study area and reviews the benefits and implementation steps for each strategy.

Joint Procurement

Joint procurement (or bulk purchase) is a cost-effective approach to increasing purchasing power. Joint maintenance and fuel purchase is being more widely used across the country, especially given the rising costs of parts and fuel. Shared maintenance can be done quite easily between agencies in a given locale. Insurance pooling is likely the most difficult joint procurement possibility.

Benefits

- Individual agency capital outlay will be reduced.
- An economy of scale in purchases will be created, thereby reducing the overall operational cost per agency.
- With a decrease in capital and maintenance costs, an agency may be able to shift funding from maintenance and capital to service hours, thereby increasing the level of service or operations of the transit system within the county and the region.

Implementation Steps

- The agencies need to meet to develop a basic understanding of how the procurement process will work.
- Memoranda of Understanding (MOUs) should be developed and agreed upon.

Shared Vehicle Storage and Maintenance Facilities

There appears to be a high level of plausibility for the coordination of storage space and maintenance facilities in several of the areas. Shared storage, especially if and when vehicles are stored outside, can aid in reducing engine wear during cold weather startup. Obviously, if a provider is conducting its own maintenance on vehicles, it can likely share maintenance costs with another local provider.

Benefits

- Maintenance costs will be reduced, resulting in additional funds available for operations.
- Lost time due to vehicles not starting in cold weather will be reduced, thereby improving the overall performance of the transit service.
- Sharing a facility or building a facility together increases the amount of local match, thereby increasing the level of FTA funding to the county and region.

Implementation Steps

- The agencies need to meet to identify the best existing facility among the coordinated agencies or the best location for a shared facility.
- The facility should be centrally located to reduce the possible deadhead time.
- The amount of space that each agency will get in the facility should be designated based on each agency's funding participation for the facility.
- A grant will need to be developed to purchase or upgrade the facility.

Joint Grant Applications

The transit and human service providers in the region should work together to coordinate grant submissions. Grants should be coordinated so that duplication of requests is minimized. This will look more favorable to FTA and grant reviewers.

Benefits

- The amount of time that each agency needs to spend in developing a grant on their own will be reduced.
- The agencies are able to use each other's knowledge in developing a grant.
- There is a greater likelihood of funding being received if the applications show coordination among providers.

Implementation Steps

- The agencies should review their needs and create a list of capital and operational requirements.
- The agencies should itemize their lists and determine a priority of needs.
- The grant should be developed based on the priority lists.
- The grant should be approved by each of the agencies' boards/councils, along with approval of any local match funding.

- The agencies should ensure each grant references the additional agencies/providers grants for the corridor.

Joint Training Programs

Joint training programs between agencies, in everything from preventative maintenance to safe wheelchair tie-down procedures, can lead to more highly skilled employees. Joint training can also lead to reduced training costs with agencies that each possess a specialized trainer who can be responsible for one or more disciplines. For example, one agency could provide Passenger Service and Safety (PASS), one agency could specialize in preventative maintenance training, etc. The agencies could also purchase special training from reputable organizations/companies and allow other agencies' employees to attend. Training costs should be shared among the agencies.

Benefits

- Each agency's training budget will be reduced.
- The drivers and staff have more opportunities to learn from each other.

Implementation Steps

- The training needs of each agency's staff should be identified.
- The training courses that meet the greatest needs should be determined.
- The agency or organization/company that could provide the needed training should be identified.
- State and federal grants that could assist in paying for the training should be determined.

Sharing Expertise

Similar to sharing training resources, agencies could share their expertise in such areas as grant writing, computer technology, and general assistance in operation of transportation services (such as tips for dispatching or accounting procedures). Sharing expertise may be as general as a list of personnel across the county and regions who have expertise in a particular field that may benefit another agency. A "yellow pages" of subject matter experts made available to each agency may be helpful in operating transportation service.

Benefits

- The need for costly training sessions for drivers and staff will be reduced, thereby decreasing lost production time.
- Knowledge is passed on to other staff members and agencies, thereby increasing the efficiency of the county's transit providers.

Implementation Steps

- The information, field of work, and expertise needed to operate an effective transit service should be identified.
- The individual in each agency who has expertise in each field of work should be determined.
- A "yellow pages" or contact list of the individuals in each agency who have expertise in certain fields of knowledge should be created.

Coalitions

A coalition is a group of agencies and organizations that are committed to coordinating transportation and have access to funding. The coalition should include local stakeholders, providers, decision makers, business leaders, councils of government, users, and others as appropriate. The coalition could be either an informal or formal group that is recognized by the decision makers and that has some standing within the community. Coalitions can be established for a specific purpose (such as to obtain specific funding) or for broad-based purposes (such as to educate local communities about transportation needs).

Benefits

- Development of a broad base of support for the improvement of transit services in the county and region.
- The coalition is able to speak with community and regional decision makers, thereby increasing local support for local funding.

Implementation Steps

- Identify individuals in the county and region who are interested in improving transit's level of service and have the time and skills to develop a true grassroots coalition.
- Set up a meeting of these individuals to present the needs and issues that face the agencies.

- Agencies need to work with the coalition to provide base information and data on the existing and future needs of transit across Atlantic county.

Coordinating Council

Similar to a coalition, a coordinating council is made up of a myriad of agencies and partners with a common goal of coordinating transportation resources. This group differs from a coalition in that it is primarily made up of agencies which have a need for service and other groups (such as local municipalities) specifically formed to accomplish a strategic goal (such as to implement a new service).

Benefits

- Allows for greater input from the key transportation agencies in the Atlantic County area.
- Allows members to share information and knowledge on a one-on-one basis.
- Provides greater opportunity to identify possible coordination actions.
- Increases the integration of transit planning within Atlantic County.

Implementation Steps

- Agencies interested in being members of the council need to meet and develop by-laws for the council.
- Council members need to elect a Chair and Vice-Chair.
- Council members need to develop a mission statement, vision, goals, and objectives.
- Council members need to set a date for the monthly or quarterly meeting.

Joint Planning and Decision Making

Joint planning and decision making involves agencies working cooperatively with either other similar agencies or a local provider to make known the needs of their clients and become involved in the local planning of services. Other transportation providers could work with each other in joint planning to meet the needs of their communities and the market segments they serve.

Benefits

- The need for expensive planning documents for each transit agency will be reduced.

- More complex coordination in capital development and operational functions will be allowed.
- The duplication of services among the coordinating agencies will be reduced.

Implementation Steps

- The agencies should meet with regional transit and transportation planners in the county and region to develop a scope of work for the planning process.
- The scope of work should identify the goals and objectives.
- A time line should be developed for the completion of the planning document.
- The planning document should develop recommendations for making decisions about the operation of services, capital, funding, coordination process, and administration functions.

Vehicle Sharing

Vehicle sharing requires that agencies own and operate vehicles. Memoranda of Understanding or Joint Agreements are needed for this strategy to work properly. The agencies that operate vehicles are able to share those vehicles with other agencies in a variety of circumstances, such as when an agency vehicle has a mechanical breakdown or when capacity for a specific trip is at its maximum.

Benefits

- The overall local capital outlay will be reduced.
- These funds could be shifted to cover operational costs or increase the level of service.
- These funds could also be used for capital funding for facilities, equipment, and other capital assets.

Implementation Steps

- Agencies need to work closely together to develop MOUs and agreements on vehicle usage.

Contracts for Service

An agency/entity could contract with another agency/entity or another human service agency to provide needed trips. This could be done occasionally on an as-needed basis or as part of scheduled service.

Benefits

- The amount of local match that can be used to pull additional state and federal funding for transit services into Atlantic County and the region will be increased.
- The duplication of services in Atlantic County and the region will be reduced, thereby creating an economy of scale and improving the overall transit performance level.

Implementation Steps

- The agencies should meet to identify the needs and capacities of the contract parties.
- A contract should be developed detailing the responsibility of each party.

Provide Vehicles

An agency could provide a used vehicle—one that is either being replaced or retired—to another agency. This could be done either through a transfer of title, donation for a small price (in the case of a retired vehicle), or sale to a local agency in desperate need of a replacement vehicle.

Benefits

- The capital outlay for the agency that obtains the used vehicle will be reduced.
- The need to retire older vehicles in the fleet will be reduced.
- Human service transportation providers will be allowed to obtain vehicles that they would otherwise not be able to purchase due to the cost of a new vehicle and the level of federal capital funding they are able to receive.

Implementation Steps

- The agencies should meet to determine the procedures for transferring a vehicle from one agency to another, as well as the level of overall need for vehicles.
- The agencies that receive federally funded vehicles should review their fleet and determine which vehicles can be transferred to other agencies.
- The agencies that wish to receive vehicles should review their fleet needs.

One-Call Center

A shared informational telephone line provides potential users with the most convenient access to information on all transportation services in the region.

Benefits

- The administrative costs for the participating agencies will be reduced.
- A one-call center is the first step to centralized dispatching.
- Users will only need to call one telephone number to obtain all the transit information they need, thereby improving customer service.

Implementation Steps

- The agencies should meet to determine which agency will house the call center, how the call center will be funded, and what information will be provided to customers.
- The telephone line should be set up and the needed communication equipment should be purchased.
- A marketing brochure should be developed detailing the purpose of the call center, hours of service, and telephone number.

Centralized Functions (Reservations, Scheduling, Dispatching)

A single office could oversee the dispatching of vehicles and the scheduling of reservations for all of the participating transportation agencies to provide transportation service within a geographic area.

Benefits

- The duplication of administrative costs will be reduced, based on an economy of scale.
- The marketability of the region's transit service will be increased.
- Fleet coordination will be improved.

Implementation Steps

- The agencies should meet to determine which agency will house the centralized reservations, scheduling, and dispatching.
- Each agency's level of funding for the dispatching service cost should be identified.
- Intergovernmental agreements should be created detailing the responsibility of each agency.

Brokerage

The creation of a brokerage would enable all of the transportation providers to closely coordinate their services while retaining their own services and identities. A brokerage agency could be developed separately or as part of an existing agency. The central function of the brokerage would be to operate the central reservation and dispatch center for all of the services. Potential riders could call one phone number and have the ability to make a reservation or receive information on any transit or dial-a-ride service in the area. Software for reservations and scheduling would be required that could direct individuals in need of rides to the most appropriate service and provide agencies with the most efficient routes of travel. This scenario could develop out of the shared informational phone line described above. The difference is that, with the brokerage, the broker would schedule the trip on the most efficient vehicle regardless of provider. The broker would have service contracts with each of the providers and would pay the transportation provider for the trip and bill the sponsoring agency for the service.

The ability of a brokerage to effectively manage reservations and dispatch vehicles for multiple services requires that agencies provide the broker with up-to-date service information. The software will be necessary for the brokerage agency to administer trips for multiple agencies with minimal staff. The performance of the reservation software will be further enhanced by the installation of mobile data terminals (MDT) and automatic vehicle location systems (AVL). These pieces of hardware would enable drivers and dispatchers to easily communicate essential information. For smaller systems in the Atlantic County area, this equipment is not required, but would enhance the capabilities of the operation.

The ability of a group of transportation providers to create a brokerage or to coordinate under a lead agency is improved if an agency with the necessary experience and existing infrastructure is able to assume the role of lead agency or broker.

The lead agency not only gains the responsibility of managing reservations and dispatching, it is also responsible for reporting the activities of the brokerage

service to member agencies as well as to various federal, state, and local agencies. The creation of a brokerage agency would also require the lead agency to contract with all member agencies to explicitly state what services will be provided at what cost.

The primary costs associated with creating a coordinated public transportation system under a lead agency or brokerage system are related to the software, hardware, and staff requirements of implementing the reservation and dispatch center. A geographic information system (GIS)-based reservation and dispatch software system can be a considerable investment.

Although there are significant costs associated with initiating coordination under a brokerage agency, there are numerous benefits to such a technologically advanced coordination effort. A central reservation system relying on reservation and dispatch software would increase the efficiency of the total system by spreading trips throughout the system and helping each agency to optimize their routes. Additionally, it would make the system easier for riders to use and more responsive to their needs. Since demand for transportation services exceeds the capacity of current services, these gains in efficiency will enable the system to meet more of the demand. Although this may limit the ability of efficiency gains to reduce the number of vehicles operating in the region, increasing ridership may result in a lower cost per trip and a reduction in the distance traveled per trip. Sharing reservation and dispatch services also has the potential to reduce the per-agency cost of managing their service by eliminating duplication of administrative services. However, this type of organization will require extensive time to implement and considerable local resources from the participating agencies. Agreements would need careful consideration so that participating agencies are assured that their clients and township or municipal residents are assured equal and fair treatment for scheduling of trips. Many of the providers have specific client transportation needs, while some current services are only provided to eligible patrons. The largest barrier to overcome under this model of coordination is local boundaries. Many times throughout the course of discussing coordination of trips, the term “turf wars” emerges. This is common among many areas across the United States and until these turf and boundary issues are resolved, this

model of service is likely to fail. For example, if community “X” only provides service within that community for whatever reason, although likely constrained to funding, then under the brokerage model this community must be willing to pool their funds for a larger “system” and provide trips to other agencies or areas.

A third approach would be for the lead agency to establish a contract with the brokerage and for the brokerage to then establish all of the contracts with the operators. In this approach, the lead agency has only a single contract with the brokerage plus funding agreements with the sponsoring agencies.

Benefits

- Reduction in the duplication of administrative costs based on an economy of scale.
- Provides a single point of contact for users.
- Increase in the marketability of the county and region’s transit service.
- Allows for improved fleet coordination.
- Greater efficiencies in service delivery.

Implementation Steps

- Agencies need to meet to determine if the brokerage service will be set up as a new agency or under an existing agency.
- Identify each agency’s level of funding to cover the cost of the dispatching service.
- Intergovernmental agreement needs to be created detailing the responsibility of each agency.

PLAN AMENDMENTS

Although this plan is updated on a regular basis, there may be a need to amend the plan prior to completion of a full update. The process to amend the plan should begin with a request to the County LCC by an individual agency or group of agencies. The LCC should review the amendment request and decide on a recommendation. If the amendment involves more than one county, the request should also be reviewed by the RCC for a recommendation.

Plan amendments should be made because of unforeseen circumstances or new opportunities to improve coordination which are identified.

Recommendations from the LCC and RCC should then be reviewed for approval by the SJTPO. This should include recommendations from the Citizens Advisory Committee and the Technical Advisory Committee with final approval by the Policy Board. Following approval, the amendment should then be forwarded to New Jersey Transit as an approved and adopted amendment to the plan.

SUMMARY

Coordination is a management strategy for improving the performance of various individual transportation services. It wrings inefficiencies out of the disparate operations and service patterns that often result from a multiplicity of providers. Overlapping, duplicate, and inefficient services can be combined for more efficient service delivery. As a result, coordinated services may achieve economies of scale not available to smaller providers. Coordinated services often provide a higher quality of service with greater efficiency that helps to stretch the limited (and often insufficient) funding and personnel resources of coordinating agencies. Information from this report and existing planning frameworks will lead to a coordinated transportation plan for area providers and residents. A coordinated system of providers in the Atlantic County area appears to be a plausible approach to providing needed services. The types of coordination presented are certainly ways to reduce individual agency costs and maximize the level of ridership.



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Community Conditions

Chapter V consists of two elements. The first element presents the community conditions and demographics for Atlantic County. The second element is a description of the economy of Atlantic County and local travel patterns. Where appropriate, maps and tables are used to demonstrate pertinent information regarding the characteristics being discussed.

DEMOGRAPHIC CHARACTERISTICS

Study Area Location

Atlantic County is located in southeastern New Jersey. It is located in the Atlantic Coastal Plain. Atlantic County is bordered to the east by the Atlantic Ocean.

The demographic analysis was done by block group, which is a census-defined boundary. These boundaries do not necessarily denote neighborhoods or communities, but rather act as a standardized means for analysis.

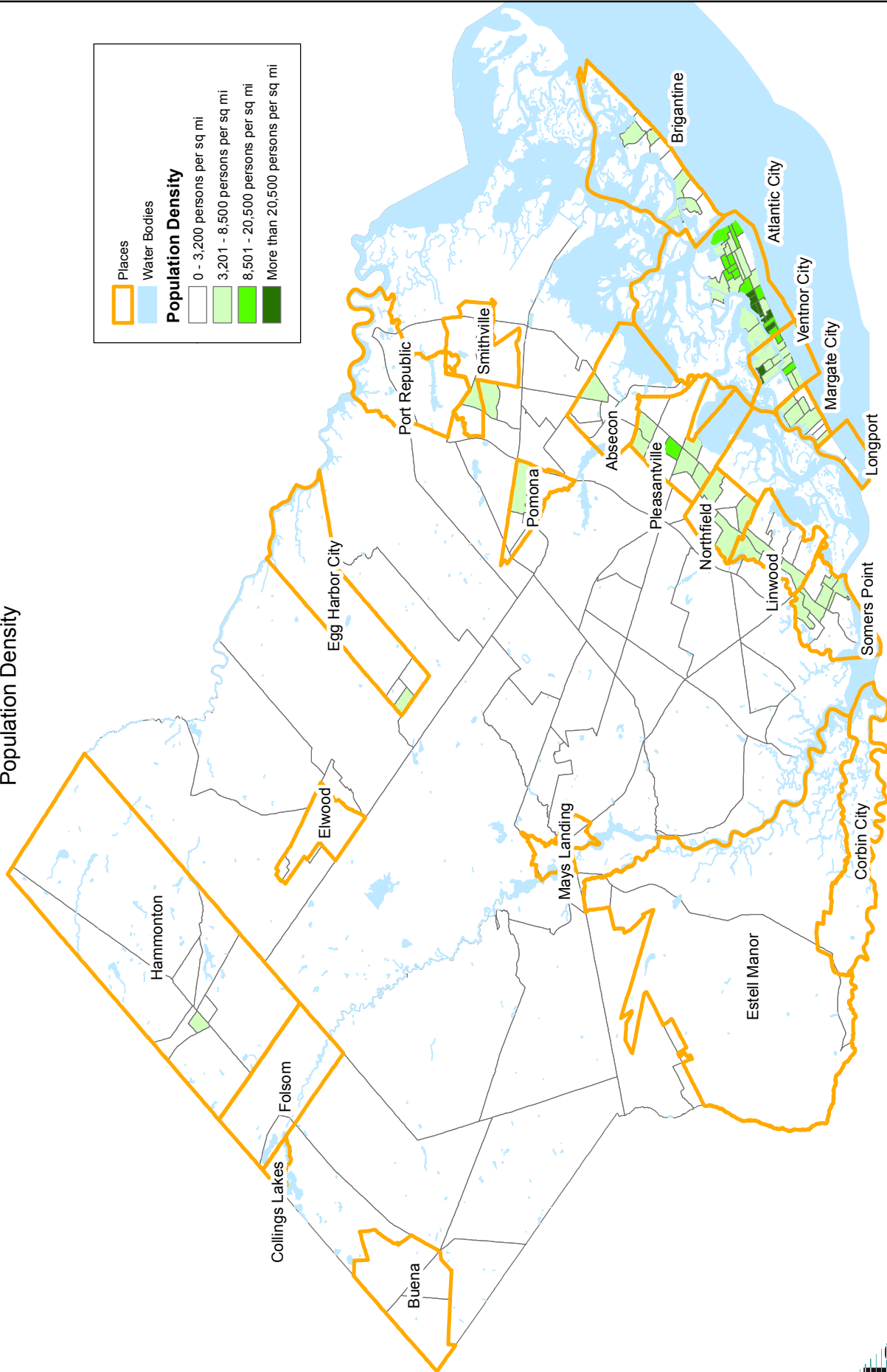
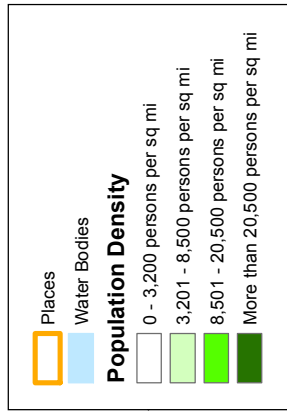
Population Density

Data were taken from the 2008-2012 American Community Survey (2012 ACS) five-year estimates for most of this demographic analysis. While the low-income and ambulatory disability population data were available in the 2008-2012 ACS data, the smallest geographical unit for which information was available was at the tract level. The information from the tract level was then apportioned to the block group level based on the population of the block group compared to the total population in the tract.

Figure V-1 shows the population density for Atlantic County by census block groups using the 2012 ACS data. The size of the census blocks skews the location of population concentrations in some cases. Population density is used to determine where population is concentrated. Transit is generally more successful in areas with greater concentrations of population. As shown in Figure V-1, the population is concentrated in the coastal towns of Atlantic City and Ventnor City.

The areas with the next highest population density are the communities of Pleasantville, Northfield, and Linwood.

Figure V-1
Population Density



Transit-Dependent Population Characteristics

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit. In general, these population characteristics preclude many individuals from driving, leaving carpooling and public transit as the only motorized forms of available transportation.

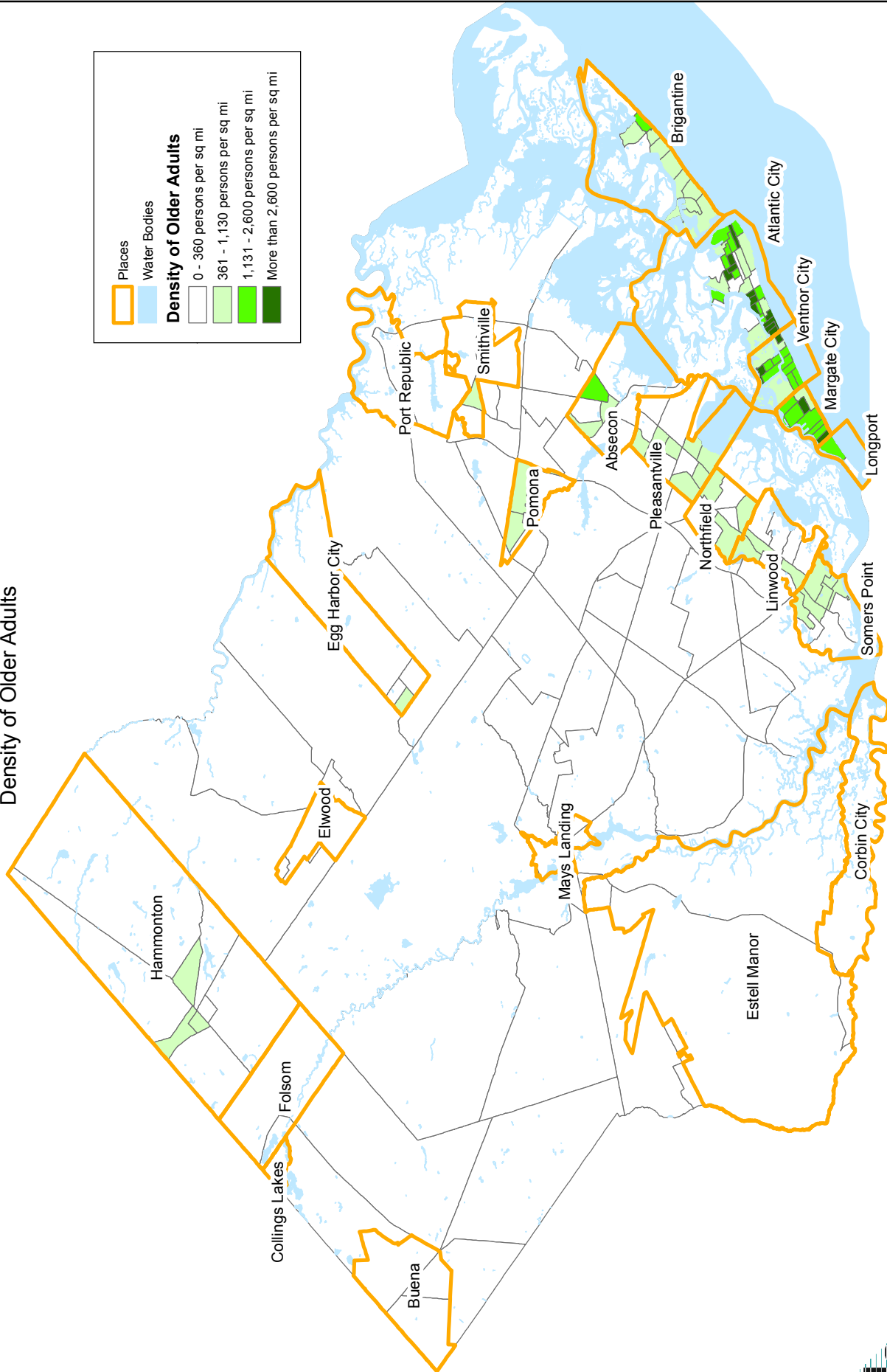
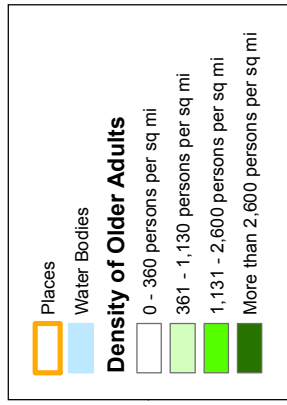
The four types of limitations that preclude people from driving are physical limitations, financial limitations, legal limitations, and self-imposed limitations. Physical limitations may include everything from permanent disabilities such as frailty due to age, blindness, paralysis, or developmental disabilities to temporary disabilities such as acute illnesses and head injuries. Financial limitations essentially include those persons unable to purchase or rent their own vehicle. Legal limitations refer to such limitations as persons who are too young to drive (generally under age 16). Self-imposed limitations refer to those people who choose not to own or drive a vehicle (some or all of the time) for reasons other than those listed in the first three categories.

The US Census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation is typically a relatively small portion of transit ridership, particularly in smaller communities such as Atlantic County. Table 1 of Appendix F presents the study area's US Census statistics regarding the older adult population, ambulatory disability population, low-income population, and zero-vehicle households. These data are important to various methods of transit demand estimation.

Older Adult Population

The older adult population represents a significant number of the national transit-dependent population and represents 14.3 percent (39,305 individuals) of the total population in Atlantic County. The older adult population includes individuals over the age of 65 years. Figure V-2 illustrates the density of older adults in Atlantic County using the 2012 ACS data. The highest density of older adults is in the coastal towns of Atlantic City, Ventnor City, and Margate City, followed by Absecon.

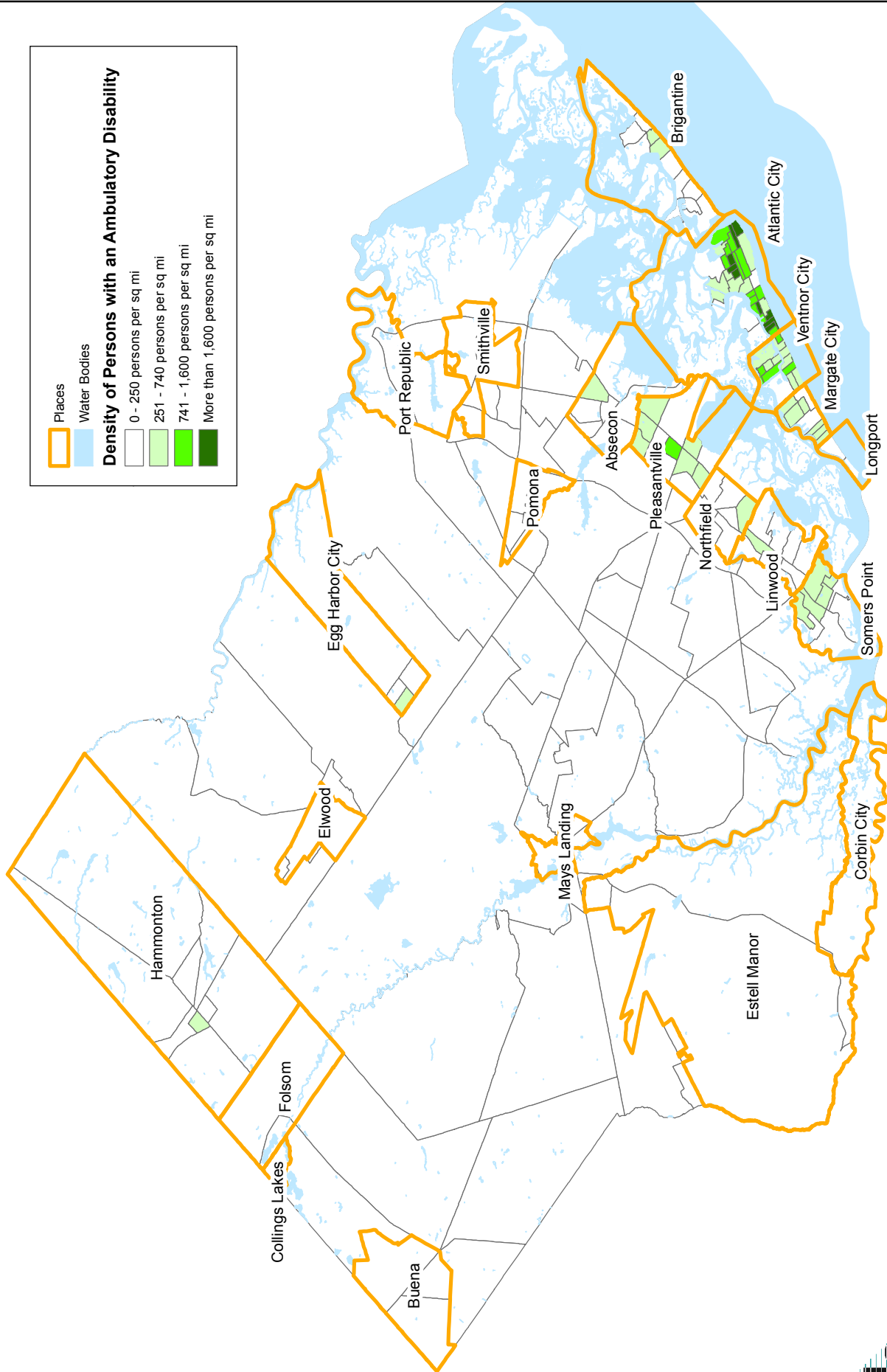
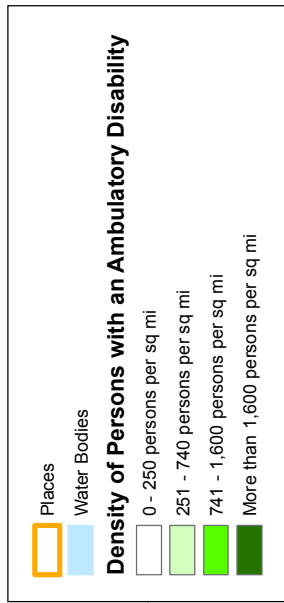
Figure V-2
Density of Older Adults



Population of Persons with Ambulatory Disability

Figure V-3 presents the 2012 ACS population of persons with an ambulatory disability in terms of people-per-square-mile density. An individual is classified as having an “ambulatory disability” if they have serious difficulty walking or climbing stairs. Approximately 6.8 percent of the population in Atlantic County has some type of ambulatory disability. The area with the greatest concentration of individuals with ambulatory disability is Atlantic City, followed by Ventnor City and Pleasantville.

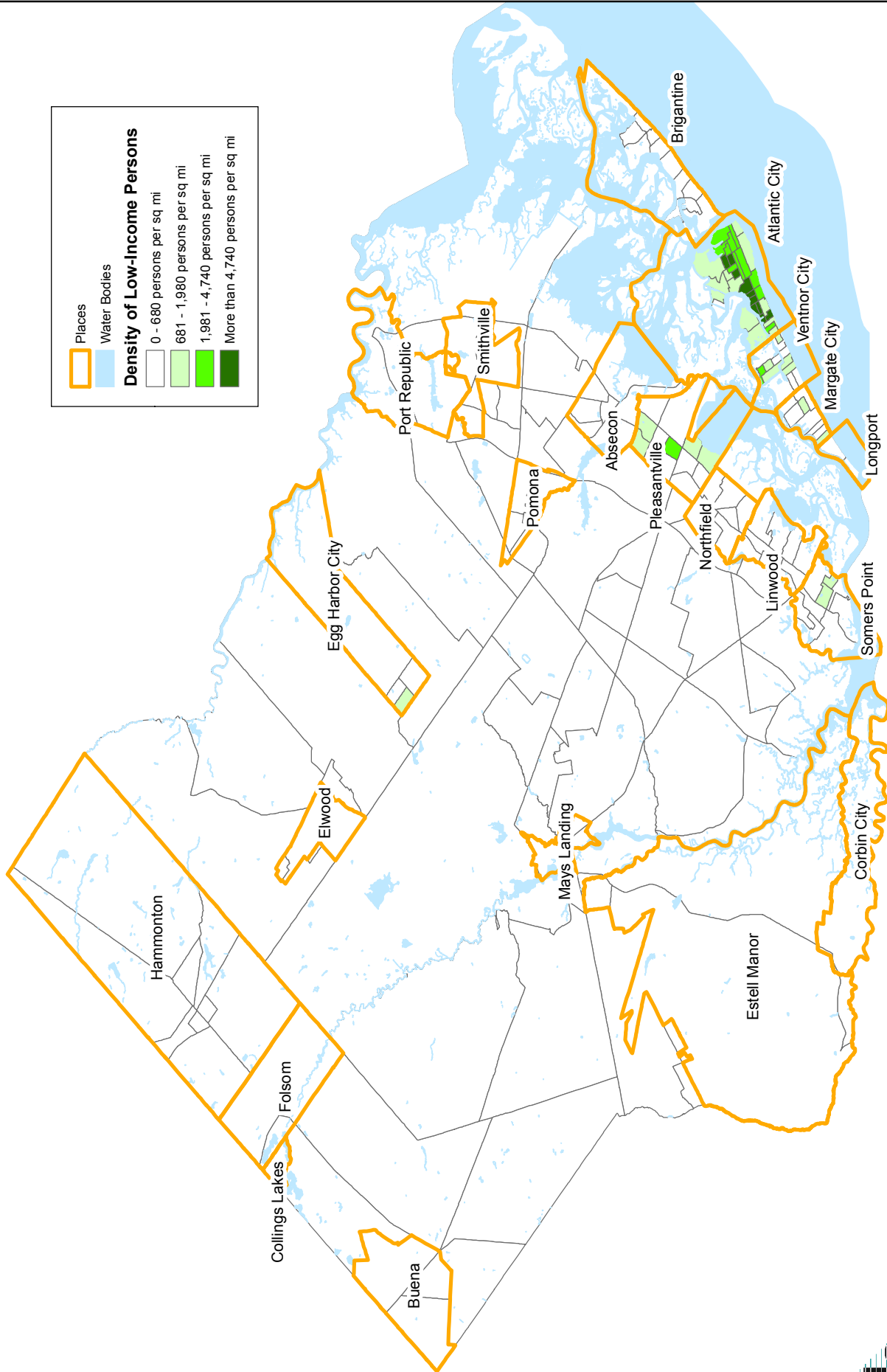
Figure V-3
Density of Persons with an Ambulatory Disability



Low-Income Population

The low-income population tends to depend upon transit to a greater extent than the wealthy population or those with a high level of disposable income. Figure V-4 illustrates the density of the low-income population in Atlantic County using the 2012 ACS data. Low-income population, as defined by the FTA, includes persons whose household income is at or below the Department of Health and Human Services' poverty guidelines. The low-income population used in the tables and GIS maps include those individuals who are living below the poverty line using the Census Bureau's poverty threshold. Atlantic City has the highest density of low-income individuals. This is followed by Ventnor City and Pleasantville. Approximately 12.4 percent (34,002 individuals) of the population of the study area is considered low income.

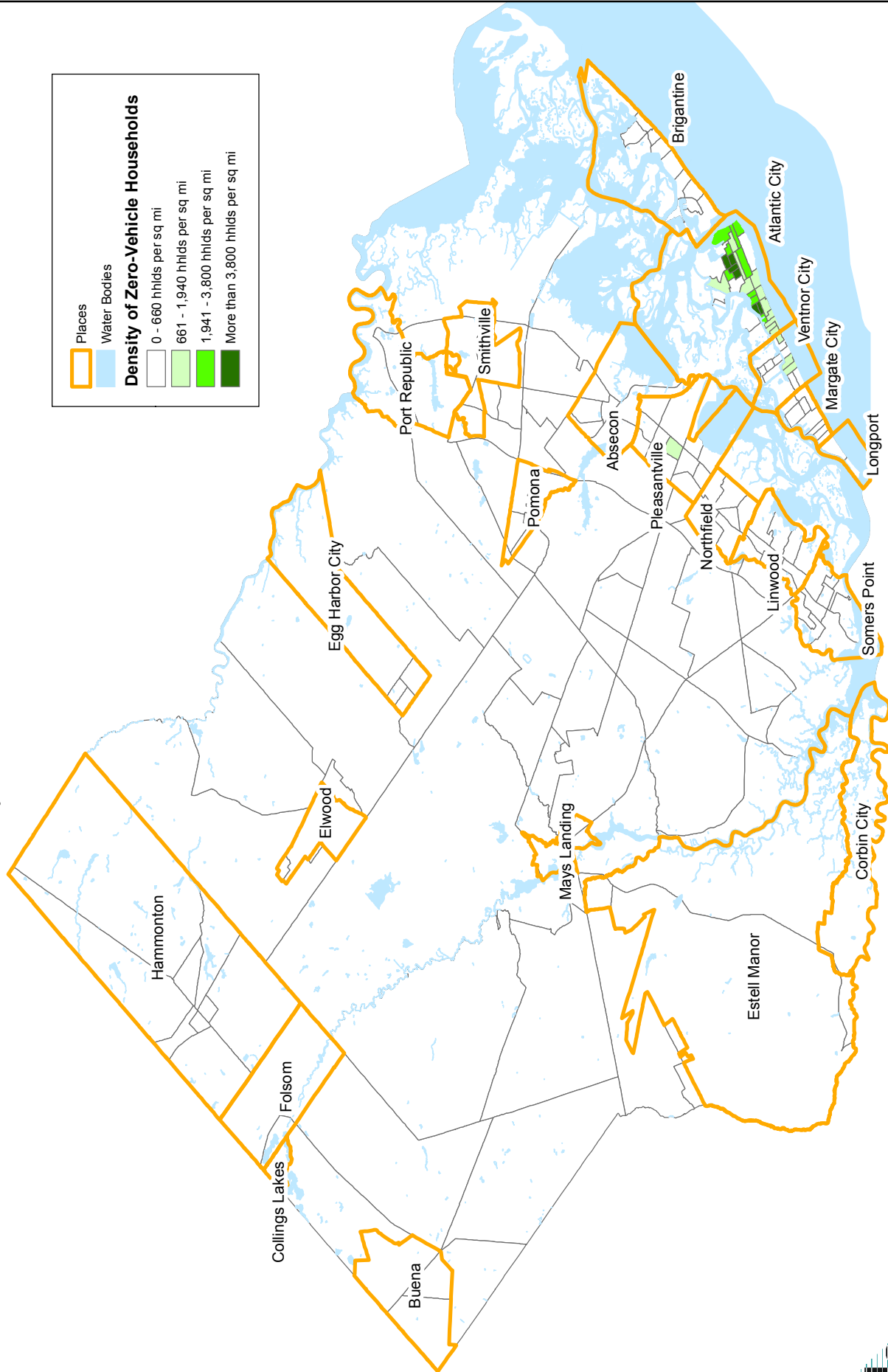
Figure V-4
Density of Low-Income Persons



Zero-Vehicle Households

People who do not own or have access to a private vehicle are also considered transit-dependent. A zero-vehicle household is defined as a household in which an individual does not have access to a vehicle. These individuals are generally transit-dependent as their access to private automobiles is limited. Approximately 13.4 percent (13,530 households) of the study area's households reported no vehicle available for use. The density of zero-vehicle households for the study area using the 2012 ACS data is shown in Figure V-5. The area with the highest density of zero-vehicle households is Atlantic City.

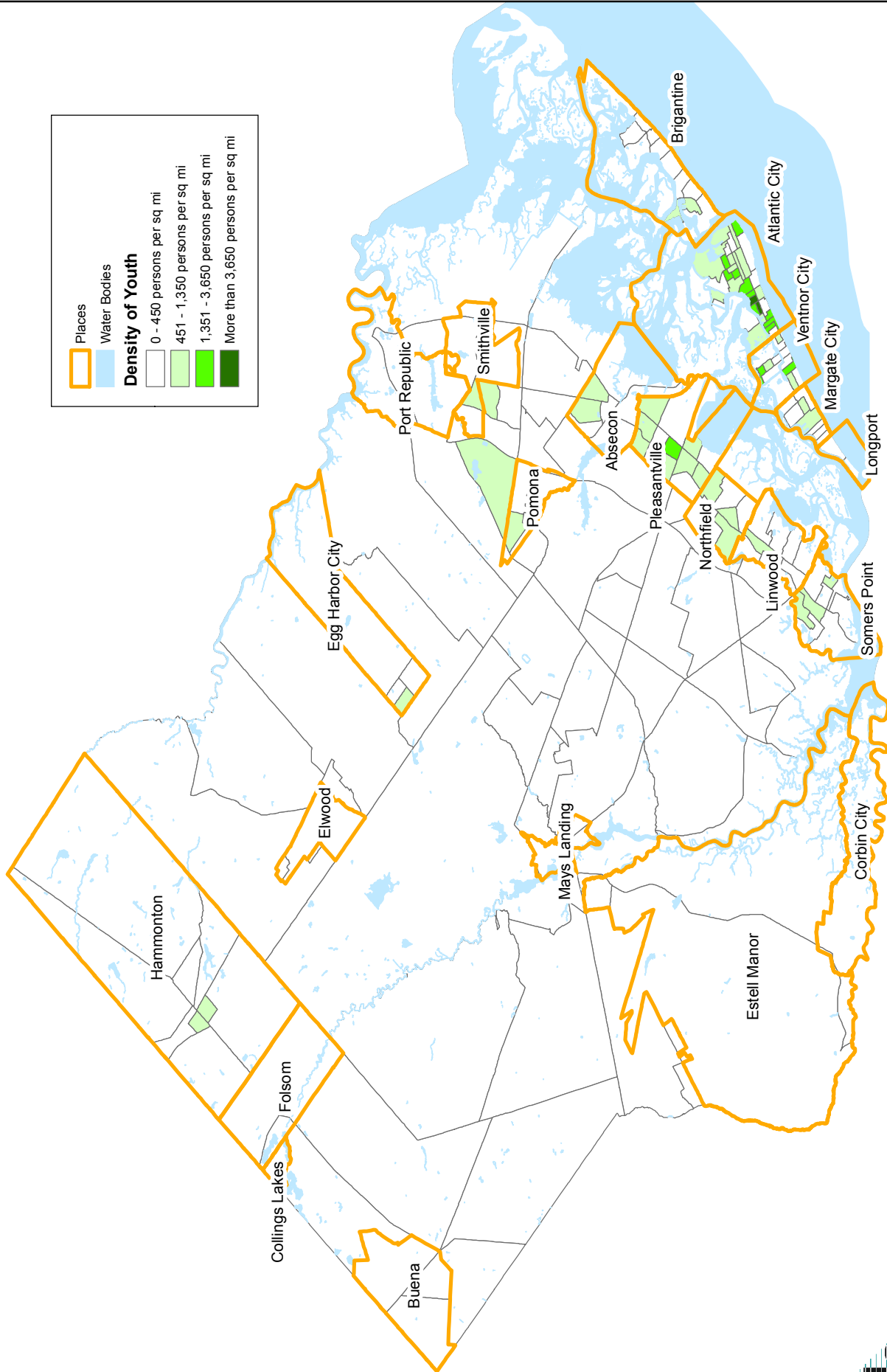
Figure V-5
Density of Zero-Vehicle Households



Youth Population

The population density of youth (10-19 years of age) for Atlantic County using the 2012 ACS data is shown in Figure V-6. The areas with the largest youth population in the study area are Atlantic City and Ventnor City, followed by central Pleasantville. Approximately 13.7 percent (37,692 individuals) of the population of the study area are youth.

Figure V-6
Density of Youth



COMMUNITY ECONOMIC CHARACTERISTICS

According to the New Jersey Department of Labor and Workforce Development, the annual average unemployment rate for Atlantic County in 2013 was 12 percent. This is slightly higher than the unemployment rate for the State of New Jersey during the same time period (8.2 percent).

Employment Sectors

Table V-1 shows the available 2008-2012 American Community Survey five-year estimates of employment by sector for Atlantic County. The Arts/Entertainment and Recreation/and Accommodation and Food Services sector is the largest sector, accounting for approximately 28.3 percent of employment. The next highest industry sector is Educational/Health/Social Services (21.7 percent) followed by Retail Trade (10.5 percent) and Professional/Scientific/and Administrative and Waste Management Services (7.9 percent). The employment numbers reflect a five-year average and do not necessarily reflect current conditions.

Table V-1 Employment by Sector for Atlantic County, NJ		
Industry	Employees	Percent
Arts, entertainment, recreation, and accommodation and food services	36,621	28.3%
Educational services, and health care and social assistance	28,032	21.7%
Retail trade	13,532	10.5%
Professional, scientific, management, and administrative and waste management services	10,181	7.9%
Construction	7,435	5.7%
Public administration	6,803	5.3%
Finance and insurance, and real estate and rental and leasing	6,301	4.9%
Other services, except public administration	5,318	4.1%
Transportation and warehousing, and utilities	5,240	4.0%
Manufacturing	4,867	3.8%
Wholesale trade	2,806	2.2%
Information	1,500	1.2%
Agriculture, forestry, fishing and hunting, and mining	782	0.6%
TOTAL	129,418	100%
<i>Source: US Census Bureau, American Community Survey- 2012, LSC 2014.</i>		

Major Employers and Activity Centers

Major transit activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. Many of these points of interest are clustered together into what can be referred to as “activity centers.” Activity centers are locations that are typically shown to generate transit trips because they are prime origins or prime destinations. There is no set formula that is used to derive a list of activity centers as the process is subjective. Activity centers generally include a wide variety of land uses including shopping/retail areas, as well as commercial, hospital, and education centers. These are the most critical land uses for individuals who use transit. Figure V-7 shows the locations of possible transit generators within Atlantic County. Places that have been identified as major transit trip generators within the study area include: Borgata Hotel, Casino, and Spa; Tropicana Casino and Resort; Atlanticare Regional Medical Center; Caesars Atlantic City Casino; Harrah’s Atlantic City; Trump Taj Mahal

Casino Resort; WJH Technical Center; SRA Intl Inc; Shore Memorial Hospital; Atlantic Cape Community College; Bacharach Institute-Rehab Inc; Atlantic Care Regional Medical Center; Atlantic Care Surgery Center; and various nursing homes and rehabilitation centers.

Figure V-7
Transit Generators and Major Employers



TRAVEL PATTERNS

Work Transportation Mode

The 2012 American Community Survey from the US Census Bureau yields information useful to the study area regarding the means of transportation to and from work for the study area’s residents. Table V-2 shows the number of people in Atlantic County’s workforce and their modes of travel. These data were tabulated for employees 16 years of age and older who were at work when the American Community Survey questionnaire was completed.

Table V-2 Means of Transportation to Work Atlantic County, NJ		
Means of Transportation	Workers	Percent
Drove alone	95,611	76.0%
Carpooled	11,283	9.0%
Worked at home	2,957	2.4%
Walked	4,659	3.7%
Taxicab, motorcycle, bicycle or other means	2,223	1.8%
Public transportation (excluding taxicab)	9,077	7.2%
Note*: Workers 16 years and over Source: U.S. Census Bureau, 2008-2012 American Community Survey 5-Year Estimates		

The majority of the workforce drives alone to work (95,611 people or 76 percent). Carpooling (11,283 people or 9 percent) is the next highest mode of transportation to work, followed by people using public transportation (9,077 persons or 7.2 percent).

Table V-3 shows that the mean commute time for Atlantic County residents was 23.7 minutes. The most frequent responses for residents’ travel time to work were 20-24 minutes (18 percent of respondents) followed by 15-19 minutes (17 percent of respondents) and 10-14 minutes with 16 percent of the respondents. This is followed by workers commuting between 5-9 minutes and 30-34 minutes (11 percent of residents each).

Table V-3 Travel Time to Work Atlantic County, NJ		
Travel Time	Workers	Percent
Less than 5 minutes	4,398	4%
5 to 9 minutes	12,912	11%
10 to 14 minutes	19,335	16%
15 to 19 minutes	20,630	17%
20 to 24 minutes	22,135	18%
25 to 29 minutes	8,444	7%
30 to 34 minutes	14,038	11%
35 to 39 minutes	2,671	2%
40 to 44 minutes	3,965	3%
45 to 59 minutes	5,860	5%
60 or more minutes	8,465	7%
Mean travel time to work	23.7	minutes
<i>Source: 2008-2012 American Community Survey Five-Year Estimates.</i>		

Table V-4 shows the time ranges for Atlantic County residents leaving home to go to work. The most frequent responses were between 7:00 and 7:29 a.m., 8:00 and 8:29 a.m., and 4:00 and 11:59 p.m. with 12 percent of the residents leaving home during those times. The next most frequent response was between 12:00 and 3:59 p.m. (11 percent). This was followed by residents leaving between 7:30 and 7:59 a.m. (10 percent), and 6:30 and 6:59 a.m. (8 percent).

Table V-4 Time Leaving Home to Go to Work Atlantic County, NJ		
Time Ranges	Workers	Percent
12:00 a.m. to 4:59 a.m.	5,304	4%
5:00 a.m. to 5:29 a.m.	2,690	2%
5:30 a.m. to 5:59 a.m.	3,983	3%
6:00 a.m. to 6:29 a.m.	7,282	6%
6:30 a.m. to 6:59 a.m.	9,275	8%
7:00 a.m. to 7:29 a.m.	14,923	12%
7:30 a.m. to 7:59 a.m.	12,639	10%
8:00 a.m. to 8:29 a.m.	14,433	12%
8:30 a.m. to 8:59 a.m.	8,370	7%
9:00 a.m. to 9:59 a.m.	7,593	6%
10:00 a.m. to 10:59 a.m.	4,464	4%
11:00 a.m. to 11:59 a.m.	3,716	3%
12:00 p.m. to 3:59 p.m.	13,664	11%
4:00 p.m. to 11:59 p.m.	14,517	12%
Total	122,853	100%
<i>Source: U.S. Census Bureau, 2008-2012 American Community Survey 5-Year Estimates</i>		

Commute Patterns

Commuter patterns were analyzed to and from Atlantic County using Longitudinal Employer-Household Dynamics (LEHD) data. In the absence of a better source of commuter pattern data, it is worthwhile to include these data as a general indicator of commute patterns to and from the study area. However, it should be noted that LEHD data represent estimates of commute patterns, synthesized from several sources of US Census residential locations, business locations, and commute data. These figures exclude federal, railroad, and self-employed employees, and include trips that are not made each workday. As such, these data should be used to provide only a general commuting pattern.

Table V-5 shows where Atlantic County residents are employed. The table shows a variety of counties Atlantic County residents are traveling to for work. The table shows that approximately 68.4 percent of Atlantic County residents are employed within the county itself, followed by approximately 3.6 percent being employed in Camden County, NJ and approximately 3.3 percent being employed in Cumberland County, NJ.

Table V-5		
Residents in Atlantic County are Employed		
County of Work	Atlantic County Residents	
	#	%
Atlantic County, NJ	76,658	68.4%
Camden County, NJ	4,024	3.6%
Cumberland County, NJ	3,678	3.3%
Cape May County, NJ	3,632	3.2%
Burlington County, NJ	3,290	2.9%
Mercer County, NJ	2,430	2.2%
Gloucester County, NJ	2,170	1.9%
Ocean County, NJ	1,976	1.8%
Middlesex County, NJ	1,788	1.6%
Philadelphia County, PA	1,399	1.2%
All Other Locations	11,091	9.9%
<i>Source: LEHD; LSC, 2014.</i>		

Table V-6 shows where Atlantic County workers live. The table shows 66 percent of Atlantic County workers are from Atlantic County itself. Approximately five percent are from Cape May County, Ocean County, and Camden County.

Table V-6		
Workers in Atlantic County Live		
County of Residence	Atlantic County Workers	
	#	%
Atlantic County, NJ	76,658	66%
Cape May County, NJ	5,945	5%
Ocean County, NJ	5,621	5%
Camden County, NJ	5,212	5%
Cumberland County, NJ	4,172	4%
Gloucester County, NJ	3,536	3%
Burlington County, NJ	3,030	3%
Middlesex County, NJ	1,116	1%
Monmouth County, NJ	1,074	1%
Salem County, NJ	835	1%
All Other Locations	8,622	7%
<i>Source: LEHD; LSC, 2014.</i>		



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Transit Need and Demand Analysis

INTRODUCTION

A key step in coordinating transportation services is a careful analysis of the mobility needs of various segments of the population and the potential ridership of transit services. There are several factors that affect demand, not all of which can be forecasted. However, as demand estimation is an important task in developing any transportation plan, several methods of estimation have been developed in the transit field. The analysis makes intensive use of the demographic data discussed in Chapter III.

This chapter presents an analysis of the demand for transit services in Atlantic County based upon standard estimation techniques. The transit demand identified in this section will be used in the identification of potential coordination opportunities and the evaluation of the various service improvements. This chapter uses numerous models and formulas to help quantify different segments of transit need and demand, such as:

- Mobility Gap Analysis
- Greatest Transit Need Index
- Input from Stakeholder Meetings

Data were taken from the 2008-2012 American Community Survey (ACS) five-year estimates for all of the population groups. Each of these approaches helps to show the patterns that are likely to arise regarding transit needs within the area. Estimating demand for services is not an exact science and therefore must be carefully judged for reasonableness. Across the country, transit use remains a relatively low proportion of overall passenger travel compared to the use of the personal automobile. Average use for transit, where it exists, represents approximately one percent of the total travel mode split. The travel demand for transit in the Atlantic County study area, according to the U.S. Census Bureau,

is a comparatively large portion of the total regional travel representing seven percent of the total travel mode split.

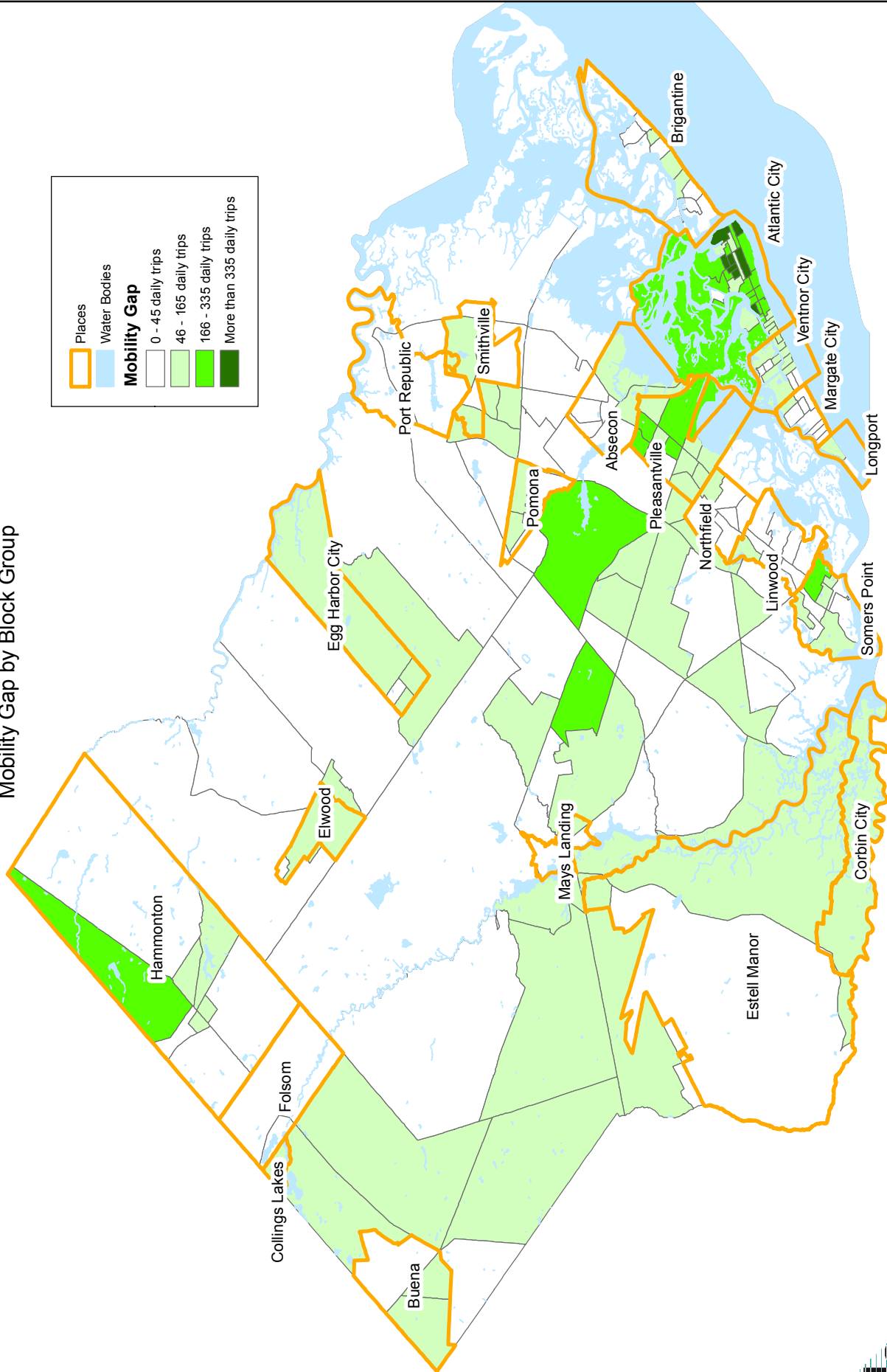
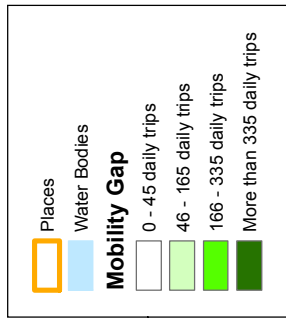
MOBILITY GAP ANALYSIS

The mobility gap methodology is used to identify the amount of service required to provide an equal mobility to households that have access to vehicles and those that do not. The National Household Travel Survey (NHTS) provides data that allow for calculations to be made relating to trip rates. Separate trip rates are generated for various regions throughout the United States to help account for any locational inequities. Trip rates are also separated by general density and other factors such as age. This methodology was updated using the 2009 NHTS data available.

New Jersey is part of Division Two, the Middle Region. The trip rate for zero-vehicle households in rural areas of the Middle Region was determined to be 3.5 daily trips. For rural households with at least one vehicle, the trip rate was 4.8 daily trips. The mobility gap is calculated by subtracting the daily trip rate of zero-vehicle households from the daily trip rate of households with at least one vehicle. Thus, the mobility gap is represented as 1.3 household trips per day. This mobility gap is slightly lower than the national average of 1.5 for rural households.

To calculate the transit need for each census block group in the Atlantic County study area, the number of zero-vehicle households is multiplied by the mobility gap number. Table 1 of Appendix G and Figure VI-1 illustrates this information broken out by block groups. In total, 17,589 daily trips need to be provided by transit to make up for the gap in mobility. This calculates to an annual transit need of 5.27 million trips.

Figure VI-1
Mobility Gap by Block Group



GREATEST TRANSIT NEED INDEX

“Greatest transit need” is defined as those areas in the Atlantic County area with the highest density of zero-vehicle households, older adult population, disabled, and low-income population. These populations are generally considered to be the individuals that have the greatest need for public transit services.

Methodology

The US Census and the American Community Survey data were used to calculate the greatest transit need index. The categories used for the calculation were zero-vehicle households, older adult population, disabled population, and low-income population. Using these categories, LSC developed a “transit need index” to determine the areas with the greatest transit need. The density of the population for each census block group within each category was calculated, placed in numerical order, and divided into six segments. Six segments were chosen to reflect a reasonable range. Each segment contained an approximately equal number of census block groups to provide equal representation.

The census block groups in the segment with the lowest densities were given a score of 1. The census block groups in the segment with the next lowest densities were given a score of 2. This process continued for the remainder of the block groups. The block groups in the segment with the highest densities were given a score of 6. This scoring was completed for each of the categories (zero-vehicle households, older adult population, disabled population, and low-income population). After each census block group was scored for the four categories, the four scores were added to achieve an overall score. Table 2 of Appendix G presents the rank for each block group in Atlantic County. The scores range from 4 (lowest need) to 24 (highest need).

Results

Figure VI-2 presents the Atlantic County study area’s block groups with the greatest transit need, along with the transit need index. Thirty block groups were determined to have the greatest transit needs based on zero-vehicle households, older adult population, ambulatory disability population, and low-

income population. Table VI-1 presents information on these 30 block groups. As shown in VI-2, the greatest transit need is located along the communities near the ocean and is mainly in Atlantic City, Ventnor City, and Pleasantville City. By identifying those areas with a high need for public transportation, LSC was able to uncover a pattern for the areas with the highest propensity to use transit service. As LSC examines coordination opportunities, Figure VI-2 can be used in the analysis to ensure that areas with a high transit need would be adequately served. Those US Census block groups not scoring in the highest category, but still having a high score, could still be considered a high priority for transit service.

Figure VI-2
Greatest Transit Needs Index

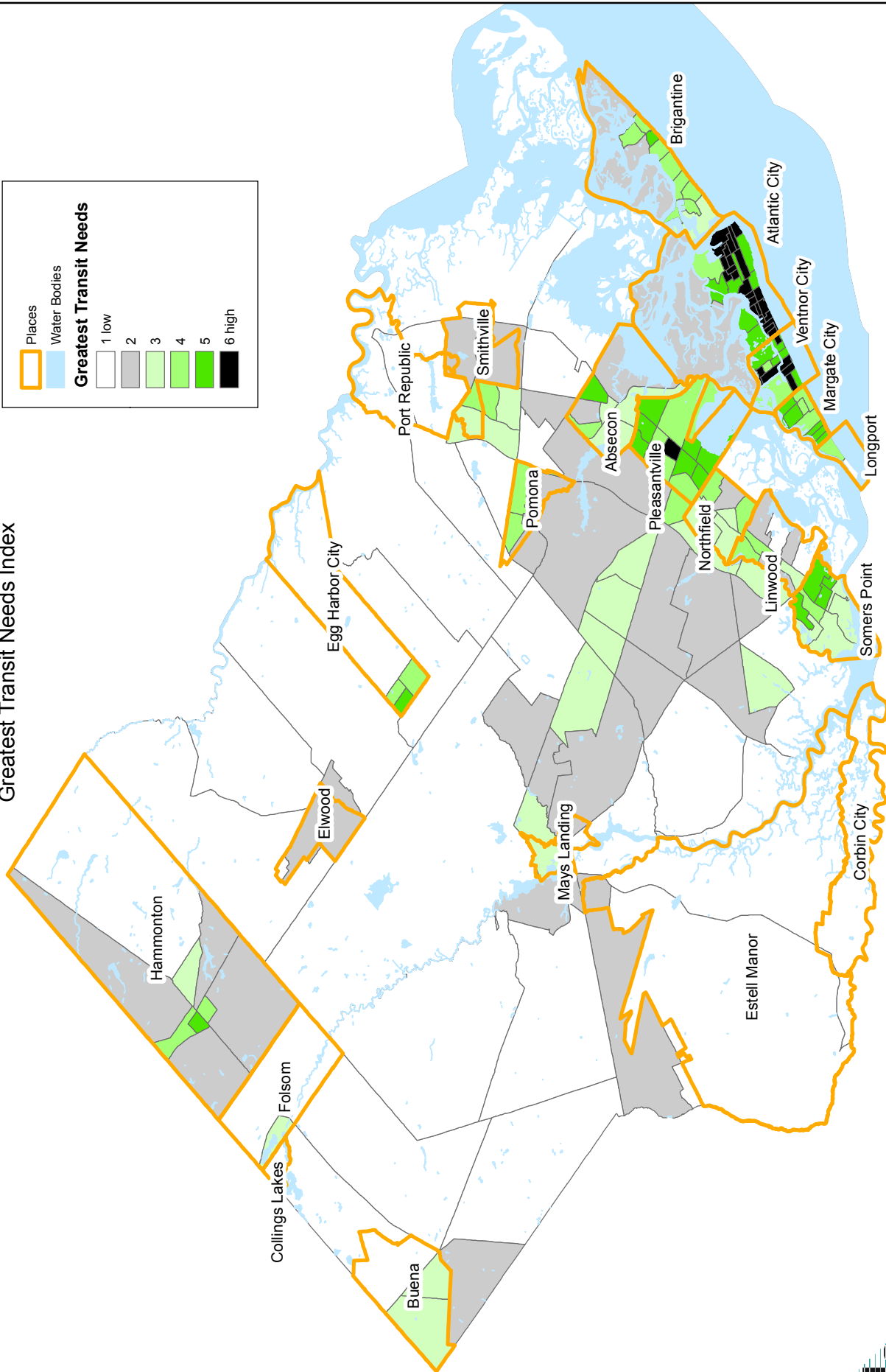
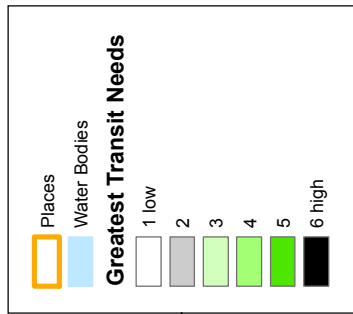


Table VI-1 Census Block Groups with Greatest Transit Need Atlantic County			
Community	Census Tracts	Census Block Groups	Overall Score
Atlantic City	000200	1	24
Atlantic City	000200	2	24
Atlantic City	000300	1	24
Atlantic City	000300	2	24
Atlantic City	000300	3	24
Atlantic City	000400	2	24
Atlantic City	000400	3	24
Atlantic City	000500	1	24
Atlantic City	000500	2	24
Atlantic City	001100	1	24
Atlantic City	001100	2	24
Atlantic City	001200	1	24
Atlantic City	001400	3	24
Atlantic City	001500	1	24
Atlantic City	002500	1	24
Atlantic City	002500	2	24
Atlantic City	002500	3	24
Ventnor City	013201	1	24
Ventnor City	013302	2	24
Atlantic City	000200	3	23
Atlantic City	001500	2	23
Atlantic City	001900	1	23
Ventnor City	013202	1	23
Atlantic City	000400	1	22
Atlantic City	001400	2	22
Atlantic City	002300	2	22
Atlantic City	002400	2	22
Pleasantville	011900	3	22
Ventnor City	013301	3	22
Ventnor City	013302	1	22
Ventnor City	013302	3	22

Source: LSC, 2014

INPUT FROM STAKEHOLDER MEETINGS

As part of the development of this Regional Coordinated Human Services Transportation Plan, stakeholders from the Atlantic County area met on October 15, 2014 to discuss transportation needs and issues in the region as well as the strategies to meet those needs.

The stakeholders highlighted the needs to expand the hours of service and service areas, increase vehicles and vehicle capacity, improve the coordination and communication between agencies, increase funding, and provide public education about the transportation services available. Some of the needs identified at this Atlantic County stakeholder meeting are categorized and listed below:

Service Hours

- Need for transportation service outside existing service hours, for example, after adult day care. Some existing services only operate from 8:00 a.m. to 4:00 p.m.
- Need for weekend service.

Service Area

- Need to expand service areas. Access Link, for example, is only $\frac{3}{4}$ of a mile from fixed routes. The current structure leaves the disabled community at a disadvantage.
- Need for transportation services in the rural western part of the county, especially for the north-south connections.
- Need for feeder services to connect communities.
- Need for service off the island especially for doctors appointments and trips for nutrition purposes.

Vehicles and Capacity

- Need for additional vehicles and increased vehicle capacity. Increased growth in transportation needs (e.g., dialysis transportation). Sometimes vehicles are full and people are turned away. Medical trips fill up the system first, so there is limited room for employment trips. Many

demand-response denials could be resolved through better trip coordination and sharing of resources.

Funding

- Need for more funding. Funding reductions have eliminated some services and programs (e.g., Saturday dialysis service). Some programs rely on program funding such as 5310, otherwise they rely on internal funds, volunteer drivers, or city funds. Social and recreation trips were most affected by funding cuts.
- New Jersey Senior and disabled programs in the State of New Jersey have primarily been funded by the Casino Revenue Act Fund which is based on the gambling revenue taxes from the Atlantic City casinos. The proliferation of gaming throughout the northeastern United States has decimated this funding source by over 18 million dollars since it peaked in 2008. Atlantic County's loss totals are currently more than \$550,000.

Coordination and Communication between Agencies

- Need for communication and coordination between agencies to help fill the gaps where help is needed.
- Need for the sharing of program information among the agencies and service providers. Need for a one-call center.
- Need to coordinate trips regardless of trip type (social, medical, employment).
- Need for social/recreation transportation. Socialization for seniors improves wellness.
- Need for shortened transportation trips because transportation clients don't want to spend an entire day travelling.

Education

- Need for more public transportation education, awareness, and knowledge. A need for a well-advertised, centralized place for information. One-call center/one-click would cut out a lot of confusion.



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Service Gaps and Duplications

INTRODUCTION

Chapter II details the various agencies that provide transportation services in Atlantic County. They include public, private, and human service agencies and include fixed-route services, demand-response services, passenger rail services, municipal transportation services, hospital transportation services, client transportation services, and taxi and ambulance transportation services in Atlantic County. The fixed-route bus services in Atlantic County include NJ Transit, South Jersey Transportation Authority (SJTA), and the Atlantic City Jitney Association (ACJA). Most of the fixed-route bus services are concentrated in the shoreline and bay area communities and mainland municipalities situated along the Atlantic City Expressway and the Garden State Parkway, with limited bus service available in the western and outlying areas of Atlantic County. Atlantic County Transportation Unit (ACTU) provides demand-response services to areas outside the NJ Transit/NJ Link Access service area and does not duplicate services that are available and provided by other service providers. However, ACTU services are restricted to seniors, people with disabilities, veterans, and agency clients. Bacharach Institute for Rehabilitation, a private nonprofit hospital that provides transportation on weekdays from 7:30 a.m. to 5:00 p.m. from Manahawkin (Ocean County) to Mays Landing in Atlantic County to North Cape May, is available only for their patients who use the Bacharach services. There are many private transportation services that serve only agency clients, while the municipal transportation services primarily serve the elderly and individuals with disabilities.

This chapter presents a brief analysis of the service gaps and duplications within Atlantic County. The identified gaps in services were used in identifying service improvements for the area.

EXISTING SERVICE GAPS

Service gaps include spatial gaps where service is not provided or transportation service is limited to a particular geographical area, market gaps where service is not provided for a specific market segment, and temporal gaps where service is limited during certain times of the day or during certain days of the week. Gaps in service are geographic in nature as well as related to various market segments and service hours of operation. Identified service gaps are detailed below.

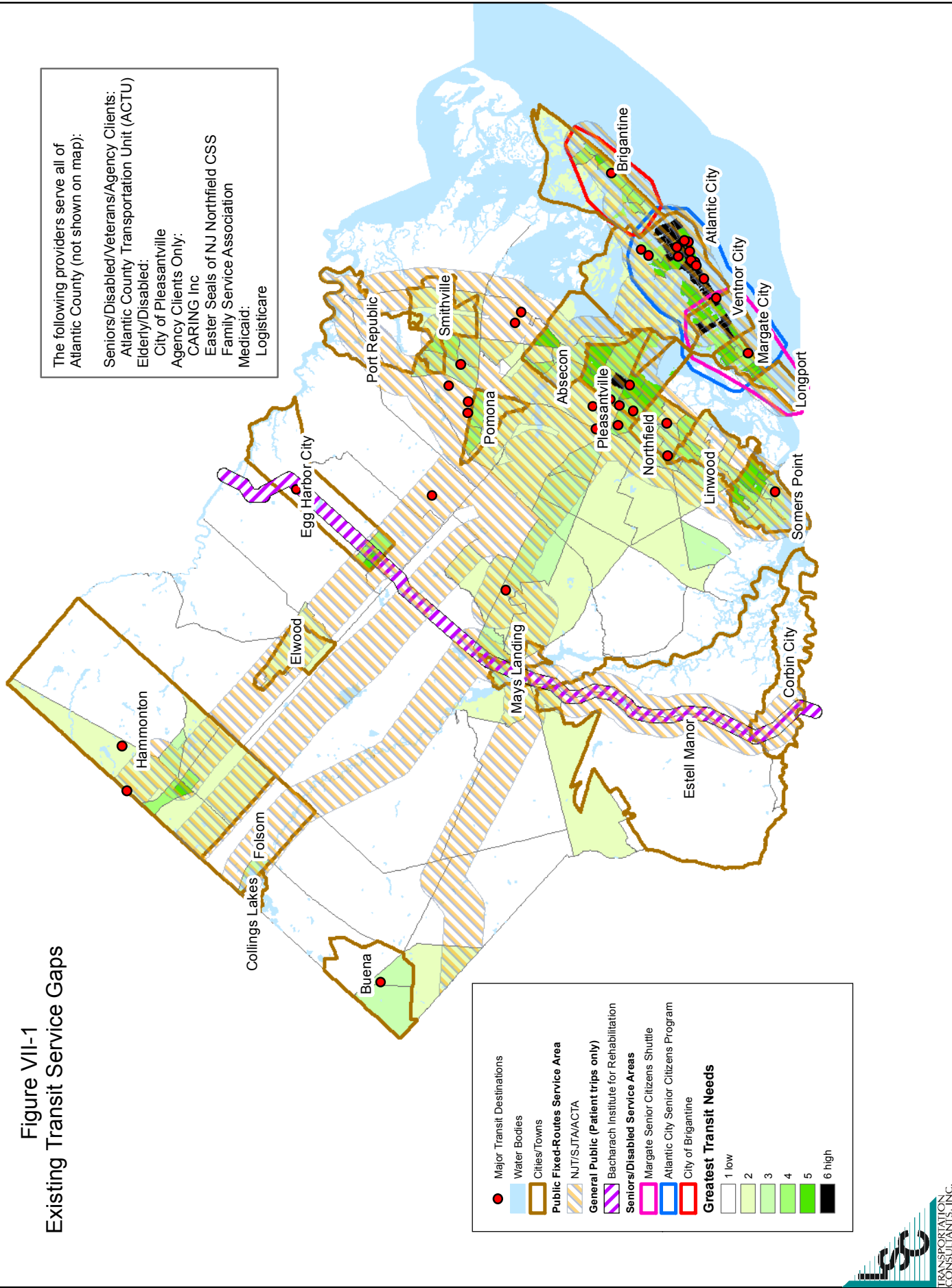
Geographic Service Gaps

Figure VII-1 shows the existing transportation services in Atlantic County overlaid with the greatest transit need index (detailed in Chapter VI) and major transit destinations (detailed in Chapter V) in Atlantic County. Figure VII-1 also illustrates the existing transit service gaps. (Note: Some of the human service agencies such as CARING Inc., Easter Seals of NJ Northfield CSS and Family Service Association, municipal-operated service by the City of Pleasantville, and county-operated service by ACTU, serve all or most of the areas within Atlantic County and were therefore not mapped in Figure VII-1). Figure VII-1 also shows transportation services provided by the Bacharach Institute for Rehabilitation, provided between Manahawkin to Mays Landing to North Cape May. This service is available only for their patients who use the Bacharach services. As illustrated in the figure, services are concentrated mainly in the southeastern portion of Atlantic County, which includes the shoreline and bay area communities and mainland municipalities situated along the Atlantic City Expressway and Garden State Parkway. These are the same areas with the greatest transit needs (as detailed in Chapter VI) that serve the major transit destinations in Atlantic County. As seen in Figure VII-1, even though ACTU provides service in the areas outside NJ Transit/NJ Access Link, SJTA, and ACJA service areas, there is a geographical gap in service for the general public in those areas. The geographical service gaps exist in the lower density areas situated in the central portion of Atlantic County, the western portion of Atlantic County, and outlying areas of Atlantic County that are largely rural in character. Buena Borough is an area that is not covered by public fixed routes and is one the areas that is identified as having a greater need for transit as per the greatest transit need index model, so this area is also identified as a geographical gap. Atlantic

County residents who live outside of the fixed-route transit services provided by NJ Transit, SJTA, and ACJA fixed routes and who are not eligible through the various agency-assisted transportation services (including services offered by ACTU) have no public transportation options. The only other services that may be available are private taxicab services that are too expensive and unaffordable for regular use.

Municipal transportation services are restricted to certain geographical boundaries specified by the sponsoring municipality, except for the City of Pleasantville whose geographical boundary includes the entire Atlantic County. The Atlantic City Senior Citizens Program provides transportation in the cities of Atlantic, Ventnor, and Margate. The Margate Senior Citizens Shuttle provides transportation in Margate City, Ventnor City, and Longport. The City of Brigantine provides transportation within its city limits.

**Figure VII-1
Existing Transit Service Gaps**



Market Gaps

Market gaps include gaps in service for specific market segments like the elderly, persons with disabilities, and low-income individuals within Atlantic County. Most municipal transportation services in Atlantic County are restricted to senior citizens and disabled residents, except for the Atlantic City Senior Citizens Program that includes veterans, youth (ages 13-19 years), and low-income populations, along with seniors and persons with disabilities.

With the exception of private transportation services operated in Atlantic County, the NJ Access Link program, the State Medicaid broker, and the Atlantic County Transportation Unit (ACTU) are the only demand-response operators that serve the entire Atlantic County. ACTU is available to specific client groups and market segments like seniors (60 years and above), people with disabilities, veterans, and rural residents, so there is a market gap for the general public in areas outside NJ Transit/NJ Access Link/SJTA/ACJA service areas.

The transportation service provided by the Bacharach Institute for Rehabilitation is available only for their patients who use the Bacharach services, since this transportation service serves a specific market segment and trip purpose such as trips for medical purposes from Manahawkin to Mays Landing to North Cape May. This does not fill the gap for the general public.

Temporal Gaps

Most residents in Atlantic County have access to some transportation services from Monday to Friday between the hours of 7:30 a.m. and 8:45 p.m. Some of the transit routes/corridors that NJ Transit and NJ Access Link serve offer transportation service 24 hours a day, seven days a week. NJ Transit Access Link provides transportation service at the same regularly scheduled local NJ Transit bus routes.

ACTU, which provides demand-response service in areas outside the NJ Transit/NJ Access Link service areas, provides service on Monday through Saturday, with no service provided on Sunday.

The transportation service provided by the Bacharach Institute for Rehabilitation is provided Monday through Friday, with no service provided on weekends.

All of the municipality-sponsored and client transportation services are limited to daytime hours during the weekday. The various limitations in service hours lead to temporal gaps in evenings and on weekends for much of Atlantic County.

IDENTIFIED SERVICE DUPLICATIONS

There are some service duplications due to the geographical areas served and type of market segments served. Figure VII-2 illustrates the various service duplications in Atlantic County. (Note: The State Medicaid provider for the State of New Jersey was not mapped). Duplication of service is not always recognized as many programs are established to meet specific unmet needs. The programs often end up serving the same areas, but different clients. This leads to duplication of service with opportunities to improve efficiency. Some of the service duplications identified in Atlantic County include the following.

- NJ Transit Access is the second largest provider of demand-response services in Atlantic County, after Atlantic County Transportation Unit (ACTU). Both agencies utilize Trapeze PASS-CT as their scheduling and routing software, and Mentor Ranger 2's as their onboard mobile data terminal (MDT) and Automatic Vehicle Location (AVL) system. These two agencies would benefit the most from economies of scale that would result from any coordination opportunities explored.
- The municipal-operated services by the City of Pleasantville, Atlantic City's Senior Citizen Program, Margate Senior Citizen Shuttle, City of Brigantine, and other municipal-operated services that did not provide updated information serve certain geographical boundaries that include the sponsoring municipality. These municipal transportation services provide transportation to senior citizens and persons with disabilities who reside in the sponsoring municipality's geographic boundary. These municipal transportation services overlap with the public transit services provided by NJ Transit/NJ Access Link, SJTA, and ACJA.
- The transportation service provided by the Bacharach Institute for Rehabilitation from Manahawkin to Mays Landing to North Cape May overlaps with some of the public transit services in Atlantic County provided by NJ Transit/NJ Access Link, SJTA, and ACJA.

- Human service agencies such as CARING Inc., Easter Seals of NJ Northfield CSS, and Family Service Association provide program-specific transportation to seniors and persons with disabilities and agency clients. These identified human service agencies and others that did not provide updated information such as the South Jersey AIDS Alliance, Family Service Association, Shirley Eves Development and Therapeutic Center, Puerto Rican Action Committee (PPRAC), Elwyn, Eastern Shore Nursing and Rehabilitation, and the Shores at Wesley Manor service areas possibly overlap with the public transit services provided by NJ Transit/NJ Access Link, SJTA, ACJA, and ACTU. Some coordination opportunities exist where the human service agency that needs transportation on an as-needed basis or as part of scheduled service could contract their transportation services with a general public transit service or ACTU that already provides service in that area. This could allow for more efficient use of vehicles and drivers and could increase the amount of local match that can be used to leverage additional state and federal funding for transit services. Moreover, it would reduce duplication of services in Atlantic County, thereby creating an economy of scale and improving the overall transit performance level.

**Figure VII-2
Existing Transit Service Duplications**





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Strategies to Address Service Gaps and Duplications

INTRODUCTION

The transit service gaps and duplications in Atlantic County are detailed in Chapter VII. These service duplications and gaps can be addressed through coordination, implementation of consolidation strategies, and new services that might fill the gaps in service as discussed in this chapter. Coordination benefits include improvement in the cost-effectiveness of service delivery, resource management, and shared funding, while supporting agencies and organizations to accomplish their transportation service objectives.

Chapter VIII discusses the types of common coordination strategies. This chapter identifies of those strategies, which strategies can be specifically applied to Atlantic County as well as the four-county region (Cape May, Cumberland, Salem, and Atlantic Counties). Strategies include establishment of a regional coordination council, creation of a one-call center, and coordination and consolidation of county and regional-wide services.

In this chapter, coordination and consolidation strategies are presented at a high-level; these strategies were then further defined in more detail (specific locations, roles and responsibilities, funding, etc.).

COORDINATING COUNCIL

Currently, Atlantic County has an informal Coordinating Council. A Local Coordinating Council (LCC) should be established to provide a central forum where agencies and organizations with the common goal of coordinating transportation resources can meet to share information, identify coordination opportunities, and establish priorities for implementation of coordination strategies and funding opportunities available for Atlantic County. All transportation grant requests should be reviewed, prioritized and approved by the Local Coordinating Council with recommendations provided to the South

Jersey Transportation Planning Organization (SJTPO). A Regional Coordination Council (RCC) could also be developed that includes the counties of Atlantic, Cape May, Cumberland, and Salem. The RCC could address coordination issues across county boundaries.

The various transportation and human service providers in the region should then work together to coordinate grant submissions for existing services especially within Atlantic County or a corridor that serves multiple counties within the SJTPO service area. As services are coordinated to a greater degree, are expanded, or as new services are initiated, joint grant writing efforts will become increasingly important.

Education and Marketing

Both current and potential users of the transit system may not be aware of the different transit service options available in their area. The Regional Coordination Council creates an opportunity for agencies and organizations to jointly develop and implement public education and marketing materials and programs about transit services. The One-Call Center, as discussed in the following section, can also be utilized as a public education tool to inform the public about the available services in Atlantic County.

In addition to providing transit service education to the public, the Regional Coordination Council also provides an opportunity for representatives from agencies and organizations to share information with one another about the services they provide, which can lead to the identification of duplicate services, and for potentially sharing resources, etc.

SERVICE CONSOLIDATION AND COORDINATION

Atlantic County One-Call Center

While there are existing transportation services, many times clients and potential users are not aware of the available services in their area and how to request these services—this is when the dissemination of existing transportation services information and resources to the public is important.

A One-Call Center provides a centralized telephone line where users only need to call one telephone number to obtain transit information (hours of operation, eligibility requirements, etc.) and schedule a reservation. The One-Call Center would be housed in a single office that provides callers with information on the transportation services and oversees the dispatching vehicles and scheduling of reservations for all the participating transportation agencies. The benefits of a One-Call Center include reduction in administrative costs, fleet coordination, and reduction in the duplication and gaps in services.

Funds have been identified to establish an Atlantic County One-Call Center, managed by Atlantic County. Currently, Atlantic City is the only other agency that will be utilizing the one-call center with Atlantic County. Once in operation, the Atlantic County One-Call Center can be used as the foundation for more Atlantic County agencies and other organizations in the SJTPO to encourage participation in the One-Call Center.

Mobility Manager

Hiring a mobility manager in Atlantic County would be a good starting point to coordinate some of the transportation services. A Mobility Manager will serve as a central point of contact for the transit service agencies and organizations participating in county and regional forums and programs such as the Regional Coordination Council and/or One-Call Center. The Mobility Manager can also be assigned to establish the one-call center. Additional personnel would be required to handle the call volume of a one-call center that is created to take and refer all transportation requests.

Regional One-Call Center

A Regional One-Call Center takes the county-level One-Call Center a step further by coordinating transit agency and organization activities over a larger geographic area. This Regional One-Call Center could coordinate services within Atlantic County and between services that extend into neighboring counties.

Service Consolidation and Service Expansion to the General Public

In Atlantic County, there are a number of transit services which overlap in either a geographic area or serve a specific market segment (elderly, persons

with disabilities, low-income, etc.). Service duplications in Atlantic County are detailed in Chapter VII. In summary, municipal-operated services overlap with the public transit services provided by NJ Transit/NJ Access Link, SJTA, and ACJA. There is some overlap in the services provided by the Bacharach Institute for Rehabilitation and some of the public transit services provided in Atlantic County. Also, there is an overlap in services provided by human service agencies. Municipal-operated services, human service agencies, and transportation services provided by the Bacharach Institute for Rehabilitation could provide their clients with a voucher to use existing transit services available and, if needed, could contract their transportation services with a general public transit service or ACTU that already provides service in that area. With the consolidation of services, there will be more opportunity and resources available to expand transportation services for the general public in the outlying areas of Atlantic County (outside the NJT/SJTA/ACTA service area) that are not currently served by the existing system.

Medicaid

The Atlantic County Transportation Unit (ACTU) has a partially consolidated system with all human service transportation services. These human services are partially coordinated under ACTU. ACTU should be added as a local carrier/provider for Medicaid transportation within Atlantic County. Local services increase cost-effectiveness and in turn, more funds become available locally. Coordination agreements with the broker and providers, such as ACTU, are an effective method for coordinating Medicaid and non-Medicaid passenger-trips among a variety of providers.

Use of a local or a regional one-call center would provide the mechanism for scheduling trips requested through a regional Medicaid brokerage, while being able to make cost-effective use of local transportation resources. After the one-call center is established, the State Medicaid broker could complete all eligibility determinations and then refer the trip request to the Atlantic County One-Call Center where it would be scheduled with the appropriate provider.

Public Transit Service Connections

One of the reasons potential transit patrons don't use public transit is because there is no NJ Transit directly serving their community or there is no transit connection between their community and the NJ Transit system. These users could be served by a feeder service which would provide service from their community to the transit network (e.g., a shuttle service picks up passengers at a stop in their community and takes them to a major transit stop along a NJ Transit line or major transfer point in the network).



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Implementation Plan

INTRODUCTION

The basis for any transit plan is the careful consideration of realistic transit service alternatives. Each transit service alternative must be evaluated using locally established goals and objectives. Any alternative that does not support the mission statement or the corresponding goals and objectives of coordinated public transportation should not be considered for implementation.

The first section of this chapter describes the proposed transit services. The second section of this chapter provides coordination strategies, and the last section of this chapter provides funding alternatives for implementing coordinated transportation services in the Atlantic County area and in the four-county SJTPO area.

PROPOSED SERVICES

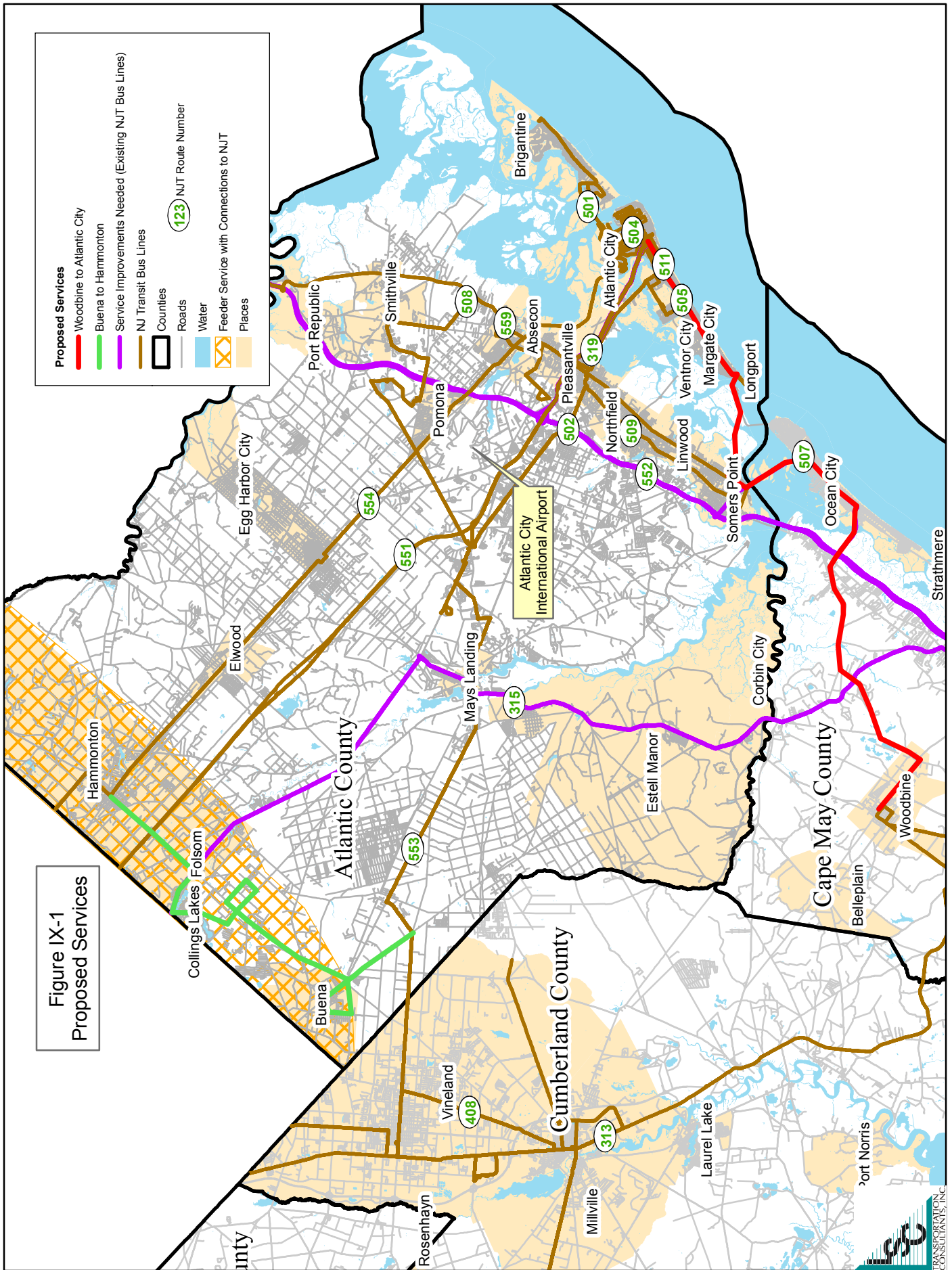
This section of the chapter describes the proposed transit services. The proposed transit services are based on information and input gathered from the stakeholder meetings. These proposed services are designed to meet demand that may not currently be met. Implementation of the services should be accomplished through coordination among existing transportation providers. All new services should be coordinated through the Local Coordinating Council (described below).

Feeder Service into NJ Transit Bus and Rail

In Chapter VII, it was identified that one of the reasons potential transit patrons don't use public transit is because there is no New Jersey Transit routes directly serving their community, or there is no transit connection between their community and the NJ Transit system. Also, some of the communities currently served by NJ Transit Bus routes have limited numbers of trips per day, or they are near routes that don't stop in their community. NJ Transit Bus Route 315 serves the western portion of Atlantic County and has 2-3 one-way trips per

day. NJ Transit Bus Route 551 has only one stop in the western portion of Atlantic County at the Farley Service Plaza off the Atlantic City Expressway.

This proposed service would provide feeder services from communities such as Buena, Folsom, and other rural western areas of the county to the NJ transit network. The feeder service would include a shuttle service (as shown in Figure IX-1) that provides demand-response service and picks up passengers from their community and takes them to a major transit stop along a NJ Transit line or major transfer point in the transit network. This feeder service is proposed to operate Monday through Friday and would expand into weekend service based on demand. This would also include providing additional stops on the existing NJ Transit Route 551.



Hammonton and Richland Feeder Service

As mentioned above, as there is limited transit service serving their communities, this proposed service would include feeder service in Richland, Hammonton, and the surrounding areas outside of Hammonton, to meet the NJ Transit bus and rail service (as shown in Figure IX 1).

Connection to SJTA Service

In this proposed service, the new feeder services that are planned above would connect to the NJ Transit network which would then connect into the South Jersey Transportation Authority (SJTA) 'Shuttle to Work' or Egg Harbor Shuttle service that provides transit service from the Egg Harbor City Train Station to Stockton College and Atlantic City International Airport.

Service from Woodbine to Atlantic City

As there is no transit route directly serving the Borough of Woodbine in Cape May County and Atlantic City, this proposed service would include a transit route from Woodbine to Ocean City, to the Ninth Street Bridge in Somers Point, and then go up the Absecon Island through the Borough of Longport and cities of Margate and Ventnor to Atlantic City (as shown in Figure IX -1). The distance between Woodbine and Atlantic City following the route as described above and shown in Figure IX-1 is approximately 31 miles. It is estimated that a one-way trip will take 90 minutes. This transit service is proposed to operate Monday through Friday and would run in the evening hours to serve commuters, and expand into weekend service based on demand. Somers Point would be a hub/transfer point. This proposed service would connect with the other NJ Transit routes in Somers Point such as NJ Transit Routes 319, 507, 509, and 552.

Service from Northern Cape May County to Atlantic City

In this case, people are not able to use public transit because some of the communities currently served by NJ Transit Bus routes have limited numbers of trips a day, or they are on routes that do not stop in the rural areas of Northern Cape May County. NJ Transit Bus Route 552 has only one stop in the northern portion of Cape May County at the Ocean View Park-and-Ride. Other

NJ Transit Bus Routes like 319 and 315 provide two round-trips a day. This proposed service would include increasing service hours on the existing NJ Transit Routes 319 and 315 as well as providing additional stops on the existing NJ Transit Route 552 and in Upper Township. In addition, more public transportation service routes should be offered for Woodbine, Upper Township, and Marmora in Cape May County with service through Ocean City that has access to Atlantic City.

Extending the Hamilton Mall Route to the Atlantic Cape Community College

Presently, there is a gap in service between the Atlantic Cape Community College and where NJ Transit Route 315 comes into the Hamilton Mall. Cross County Connection TMA is working with NJ Transit on extending the Hamilton Mall Route 508 to the community college.

Service in Western Atlantic County

In Atlantic County, most of the transit services are geared for travel into Atlantic City. There is no transit service connecting the communities in western Atlantic County such as Hammonton, Folsom, and Buena. Atlantic County's Proposed Route 40/54 Community Shuttle is planned to serve the need to connect communities in western Atlantic County. As shown in Figure IX-1, the route will start in Hammonton, have stops in Buena Borough, and then serve Richland. This planned transit route is proposed to have four round-trips in the morning and four round-trips in the evening. This proposed community shuttle will provide access to the NJ Transit bus route that runs through Richland (NJ Bus Route 553) and the New Jersey Transit service bus route (NJ Bus Route 554) and rail services operating through Hammonton, New Jersey. This proposed service is planned to be funded through the 5311 Innovation grant.

Summary

These new services are designed to address needs that have been identified by the stakeholder group. While not all of them may come to fruition as actual service, they are options that address the needs of the communities in Atlantic County and other regional transit issues in the four-county SJTPO area. Most of the services will require new sources of funding.

COORDINATION STRATEGIES

This section of the chapter provides coordination strategies for implementing coordinated transportation services in the Atlantic County area and in the four-county SJTPO area. These coordination strategies provide opportunities for enhanced and expanded services in the SJTPO area. This chapter describes those strategies which may be appropriate for the Atlantic County area and has the greatest potential of benefits for Atlantic County residents and regional transportation services in southern New Jersey.

Implementation of the Atlantic County/ Regional One-Call Center

With the existence of many existing transportation services provided in Atlantic County and regional transportation services in southern New Jersey, many potential users and clients are not aware of the available transportation services and how to request these transportation services. Funds have been identified to establish an Atlantic County One-Call Center, managed by Atlantic County Transportation Unit (ACTU). Once in operation, the Atlantic County One-Call Center can be used as the foundation for more Atlantic County agencies and other organizations in the SJTPO to encourage participation in the One-Call Center. This One-Call Center could then be expanded into a Regional One-Call Center that covers the counties of Cape May, Cumberland, and Salem County. Prior to developing a Regional One-Call Center, relationships would need to be developed internally in each of the four counties. Also, a committee would need to be set up to decide on who would be the lead agency for the Regional One-Call Center. Since the largest numbers of trips are through Access Link and the state Medicaid broker, both New Jersey Transit and the Medicaid broker need to be at the table for the Regional One-Call Center discussion. New Jersey Transit, the Medicaid broker, along with other agencies would need to agree on long-term goals of a Regional One-Call Center, discuss the details that need to be worked out when dealing with paid drivers and volunteer drivers, insurance, driver licensing, and drug testing. SJTPO should work on organizing a Regional Coordinating Council (described below) and hiring a Regional Mobility Manager through Cross County Connection TMA.

This One-Call center would provide a centralized telephone line where users only need to call one telephone number to obtain information about the hours of operation, eligibility requirements, and ways to schedule a trip. This One-Call Center would also oversee the dispatching vehicles and scheduling of reservations for all the participating transportation agencies. The benefits of a One-Call Center include reduction in administrative costs, fleet coordination, and reduction in the duplication and gaps in services.

A Regional Mobility Manager for the Atlantic County One-Call Center and the Regional One-Call Center would need to be hired. This position would be housed under the Cross County Connection TMA. This Regional Mobility Manager would be a central point of contact for all participating transportation agencies in the Atlantic County area and the four-county SJTPO area. The Mobility Manager position is currently filled by the Director of Atlantic County. A separate Regional Mobility Manager position, replacing the County Mobility Manager, will help focus on some of the responsibilities of a Mobility Manager such as being a liaison between community groups and transportation agencies, developing partnerships, coordinating transportation services, providing education and outreach, and offering travel orientation and training.

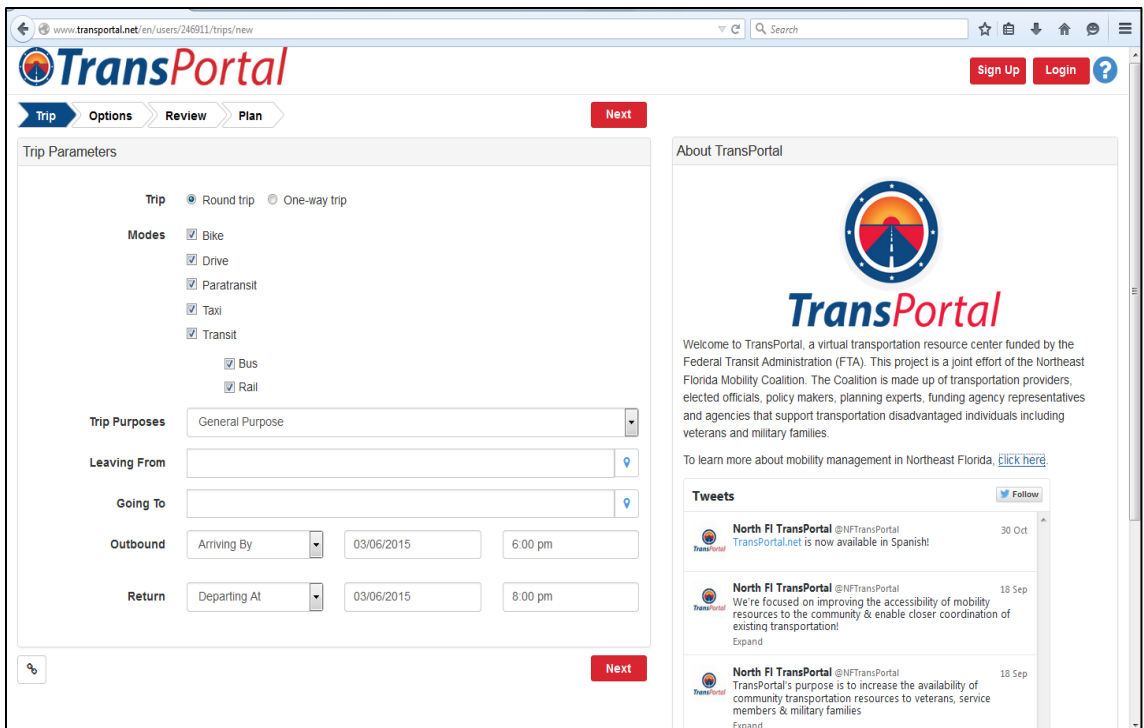
Examples of Regional One-Call Centers

Below are examples of regional One-Call centers:

TransPortal, Jacksonville Transportation Authority (Florida)

In fall 2014, the Jacksonville Transportation Authority (JTA), in partnership with the Northeast Florida Mobility Coalition, launched TransPortal, a one-call/one-click virtual transportation resource center for the 13-county region of northeast Florida. While TransPortal focuses on transportation resources for veterans and military families, the resource center is also available to the general public.

TransPortal is accessed through a website (<http://www.transportal.net>). Customers can also reserve, modify, or cancel paratransit trips on the TransPortal website. A screen capture of the first step of the TransPortal website trip planner tool is shown below.



Funded by the Federal Transit Administration (FTA), TransPortal provides a one-stop regional information source of transportation option costs, travel times, and availability, including:

- transit and paratransit services
- bicycling and walking
- carpools and vanpools
- volunteer driver programs
- taxis
- motor or long-distance coaches (Greyhound and Megabus)
- passenger rail
- social and not-for-profit agency services

As stated on the TransPortal website, the purpose of the program is to build on the success of the FTA Office of United We Ride (UWR) One Call Center model and to:

- Increase the availability of community transportation resources to veterans, service members and military families.
- Improve the accessibility of existing mobility resources and other transportation information to the whole community.
- Enable closer coordination of existing transportation services to improve customer experiences and overall efficiency.

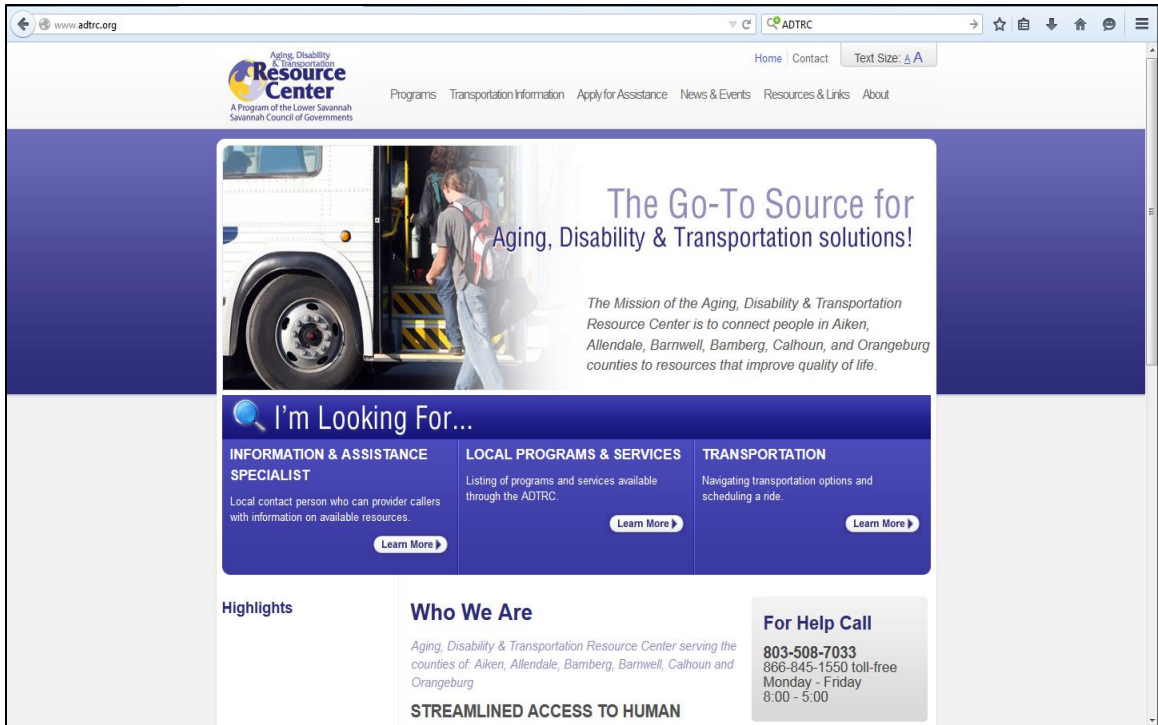
Aging, Disability and Transportation Resource Center, Lower Savannah Council of Governments (South Carolina)

The Human Services Division of the Lower Savannah Council of Governments (LSCOG) operates the Aging, Disability, and Transportation Resource Center (ADTRC) for the 6-county region of southwestern South Carolina. With formal opening in 2010, this resource center provides information and assistance to people on varying topics including aging, disabilities, family care-giving, and transportation options. The ADTRC also provides services to directly schedule trips as well as referrals to other agencies. The ADTRC is accessed by a toll-free phone number, website (<http://www.adtrc.org>), and in-person. A screen capture of the website is shown below.

According to LSCOG, the ADTRC staff is cross-trained to listen for needs beyond the present need, and staff spends time listening to each caller to help with other resource or benefit needs. The ADTRC uses technologies to coordinate rides and vehicles among the partnering transportation agencies. For real-time coordination, the ADTRC is directly linked to on-board technology on transit partner vehicles.

Eight partner agencies provided funding for the creation of the resource center, including the state DOT, FTA, and Mobility Services for All Americans (MSAA) initiative (2007, 2009). FTA section 5307, 5316, 5317, 5303, 5304, 5310, and state, county, and local transit authority funds services through the ADTRC.

A FTA final report about the development and implementation of the ADTRAC is available at: http://www.fta.dot.gov/about/12351_8850.html (report number 0065).



Contracts for Service

An agency within Atlantic County could contract with ACTU to provide needed trips. This would reduce the number of programs operating transportation services and reduce duplication of services in the county, thereby creating an economy of scale and improving the overall transit performance level. The contract documents will need to describe in detail the services to be provided to each participating agency. It is recommended that the Bacharach Rehabilitation Center, the State Medicaid broker, and NJ Access Link set up contracts for services with ACTU. The contract with the Bacharach Institute for Rehabilitation Center would need to transport people to and from their facility. The State Medicaid broker should work with ACTU—who has a partially consolidated system with all human service transportation services, and other public transit services. The State Medicaid broker should add ACTU as a local carrier/provider for Medicaid transportation within Atlantic County. The State Medicaid broker would continue to complete all eligibility requirements and then refer the trip request to the regional One-Call center where it would be scheduled with ACTU or the appropriate provider. This would increase cost-effectiveness, and the number of coordinated trips in Atlantic County and the southern New Jersey area. Coordination agreements with the State Medicaid

broker and providers, and between agencies and providers would be an effective method for coordinating Medicaid and non-Medicaid passenger-trips among the various providers.

Formalize Local Coordinating Council

Currently, Atlantic County has an informal Coordinating Council. A local Coordinating Council (LCC) should be established to provide a forum where agencies and organizations with the common goal of coordinating transportation resources can meet to share information, identify coordination opportunities, and establish priorities for implementation of coordination strategies and funding opportunities available for Atlantic County. The Human Services Advisory Council that operates in Atlantic County should provide their input on issues to the LCC. Bylaws should be set up to formalize the LCC by defining its mission, goals and objectives, membership, and the operating procedures of the LCC. This step is helpful for generating interest and support among other agencies and organizations that would like to be members of the LCC. The formalized LCC will create an opportunity for agencies and organizations to do a joint grant application that pertains to transit services in Atlantic County. All transportation grant requests should be reviewed, prioritized, and approved by the Local Coordinating Council with recommendations provided to the South Jersey Transportation Planning Organization (SJTPO). The LCC can also make sure that transportation providers cross reference other transportation services on their brochure, especially services provided by NJ Transit. It is recommended that the LCC meet at least twice a year to see how things are going and in time for a consolidated grant application that covers Atlantic County, making sure that local priorities are set and grant requests are not competing with each other. The Atlantic County representatives on the Regional Coordinating Council would bring the local priorities to the Regional Coordinating Council and SJTPO. The Regional Coordinating Council would then determine regional priorities and coordination opportunities.

Formalize Regional Coordination Council

A Regional Coordination Council (RCC) could be formalized that includes the counties of Atlantic, Cape May, Cumberland, and Salem. The RCC could address coordination issues across county and state boundaries.

The various transportation and human service providers in the region should then work together to coordinate grant submissions for existing services especially within Atlantic County or a corridor that serves multiple counties within the SJTPO service area. As services are coordinated to a greater degree, are expanded, or as new services are initiated, joint grant writing efforts will become increasingly important. Similar, to the LCC, bylaws should be set up to formalize the RCC by defining its mission, goals and objectives, membership, and the operating procedures of the RCC. A Regional Coordinating Council would help create a regional One-Call center in the South Jersey area.

The Local Coordinating Council would decide on the local priorities particularly for joint grant applications. The Local Coordinating Council would submit local priorities and recommendations to the Regional Coordinating Council to set regional priorities.

Use Resources of Cross County Connection TMA

Cross County Connection Transportation Management Association (CCTMA) is a nonprofit organization that provides information services such as ridesharing, bus and train options, carpool and vanpool matching services, and other transportation resources and programs available to the southern New Jersey region encompassing Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, and Salem counties. CCTMA has a website <http://www.driveless.com> and a brochure that can be used to provide public information about transit options available in Atlantic County and some of the counties in the SJTPO service area and would help with marketing assistance to transportation services available in Atlantic County. CCTMA has also agreed that they would work with fixed route operators to create General Transit Feed Specification (GTFS) to provide schedules and geographic information to Google Maps, and Google trip planning applications that show transit information. It is important to use resources of the Cross County TMA in the coordination plan for Atlantic

County and the southern New Jersey area. It would be useful for all transportation providers in Atlantic County to have their schedules, operating hours and policies available on the CCTMA's website.

Establish a Transportation Coalition

Currently, Atlantic County has a Citizen's Advisory Committee which can be a good starting point for a Transportation Coalition. It is recommended that a Transportation Coalition be formed and include users of the NJ Transit/NJ Access, SJTA, Atlantic City Jitney Association (ACJA), Atlantic City Rail line, and the various other transportation services available in Atlantic County, as well as local stakeholders, providers, community leaders, business leaders/owners, healthcare providers (e.g. Bacharach Institute for Rehabilitation), politicians, elected officials, and others as appropriate to advocate for transportation. Currently, the elected officials and decision makers hear from transit staff and not from people who use these services. It is important to develop such a grass-root coalition that is recognized by elected officials and decision makers. Communities with successful transit systems have broad community support. The purpose of this coalition is to educate elected officials and decision makers on the transportation needs of the community, increase the local support for transportation services, and address statewide issues that are barriers to coordination in Atlantic County and the four-county SJTPO area. The coalition should meet at least quarterly to ensure that individuals can present their needs and agencies can present the issues they are facing. Transportation providers and agencies need to work with this coalition to provide data on existing and future needs in Atlantic County and the southern New Jersey area.

The established transportation coalition should look at the Department of Human Service (DHS) policies and identify any barriers for coordination of transportation services. At the stakeholder meetings, some of the barriers/restrictions mentioned were the specified amount of time a Medicaid client can spend on a vehicle to be reimbursed. Any changes required in the Department of Human Service policies would require lobbying at the state level.

Summary

There are a number of opportunities to enhance the existing transportation services in Atlantic County and the southern New Jersey area through coordination of existing services. This chapter has identified several of these opportunities which will be reviewed by local stakeholders for selection of the preferred strategies.

FUNDING ALTERNATIVES

This section provides an evaluation of potential funding alternatives for Atlantic County and the SJTPO area. There are a variety of funding sources, many of which providers in the four-county area of South Jersey Transportation Planning Organization (SJTPO) are already taking advantage of. This includes a variety of Federal Transit Administration (FTA) funds. One of the principal challenges facing any transit service is developing a funding system that supports capital investment (such as buses/transit vehicles, bus stops, shelters, etc.) and provides a stable source of revenue for operations and maintenance. An important objective of this study is to present recommendations for funding alternatives for public transit. With this goal in mind, the following discussion presents an analysis of the most appropriate funding sources.

Funding Sources

Successful transit systems are strategic about funding and attempt to develop funding bases that enable them to operate reliably and efficiently within a set of clear goals and objectives according to both short-range and long-range plans. Potential strategies for funding the transit services in South Jersey are described below.

Capital Funding

The transit services will require capital funding for bus/transit vehicle fleet procurement, bus stops, computers, automatic vehicle locator (AVL), and other administration capital. The following strategies for funding the capital development should be considered:



- Federal funding should be applied for within the existing Federal Transit Administration (FTA) Sections 5310 and 5311 programs. Small transit systems often under achieve their potential for federal grant assistance because they assume that they cannot compete in this arena. Close coordination with the New Jersey Department of Transportation's (NJDOT) will help SJTPO and its providers remain aware of funding opportunities and compete for funding.
- Planning for capital facilities (such as vehicles and transit and maintenance facilities) must consider the transit system's long-range development needs. Many transit systems outgrow their facilities quickly and face costly relocation and expansion needs because of inadequate space or other constraints. SJTPO and its providers should continue to include specific provisions for fleet replacement and other capital investments. Note that buses/transit vehicles and certain other capital facilities purchased with federal participation (80 percent under MAP-21) are also eligible for federal participation toward replacement costs once the buses, transit vehicles, and facilities reach maturity (as defined in the FTA rules).

Operations and Maintenance Funding

Over time, the primary financial requirement of a transit system will be funding routine operations and maintenance, including daily transit service, vehicle maintenance, and system administration. In general, labor represents about 75 percent of the costs of operating transportation, with much of that going to drivers' salaries. The following strategies for funding operations and maintenance should be considered:

- Reliance on general fund appropriations from local governments should be avoided, if possible. It is common for local and regional transit agencies to be dependent on annual appropriations from their constituent towns, cities, and/or counties. As a practical matter, this means it will not be possible to forecast future funding levels, given the exigencies of local government funding. Such an agency will be unable to undertake capital planning and will continually face potential service

cutbacks. This, in turn, makes it difficult or impossible for the transit agency to enter into partnership arrangements with other agencies or with private entities. Transit agencies, like highway agencies, require that most or all of their operations and maintenance funding comes from dedicated sources so that they can undertake responsible planning and offer reliable, consistent service.

- Operations and maintenance funding mechanisms should be designed to anticipate transit system growth. Successful rural and small urban transit systems around the country are experiencing annual growth in ridership. It is important to be able to respond to such growth by increasing the service levels to meet the transit demand. This means that the ideal funding sources for operations and maintenance are those that have the flexibility to be increased or expanded as the transit demand grows. Such flexibility will, in most cases, require voter approval. The advantages of the various funding sources are described in the following paragraphs. The important consideration is that the need for growth has been anticipated, and that the potential for larger budgets is not precluded by the choice of a specific funding source.

Overall Service Considerations

There are also a few overarching considerations in developing a coherent transit system funding strategy including the following:

- Issues of funding and service equity are of paramount importance in designing funding systems. Informal systems based on annual appropriations and systems without specific accounting for the distribution of costs and benefits struggle with local elected bodies to find acceptable allocations of cost responsibility. This can become a significant barrier to coordinated system establishment and, later, to system growth.
- The strongest transportation systems are those that make extensive use of partnerships. Examples include partnerships with private companies such as casinos, partnerships with bridge authorities, and

partnerships with adjacent jurisdictions. Partnership arrangements enable a transit system to broaden its base of beneficiaries, expand its funding source alternatives, achieve better governance, and improve public support.

Potential Local and Regional Funding Sources

The principal funding sources for local and regional transit systems in South Jersey are described below.

General Fund Appropriations

Counties and municipalities may appropriate funds for transit operations, maintenance, and capital needs. Money to be appropriated generally comes from local gross receipts taxes. Competition for such funding is high and local governments generally do not have the capacity to undertake major new annual funding responsibilities for transit.

Advertising

One modest but important source of funding for many transit agencies is on-vehicle advertising. The largest portion of this potential is for exterior advertising, rather than interior “bus card” advertising. The potential funds generated by advertising placed within the vehicles are comparatively low. Advertising on bus shelters has also been used to pay for the cost of providing the shelter. Some systems have used full bus “wraps” as a means of generating significant revenue. Atlantic County has an advertising broker under contract since 2012.

Voluntary Assessments

The voluntary assessments alternative requires each participating governmental entity and private business to contribute to the funding of the transit system on a year-to-year basis. This alternative is common with transit agencies that provide regional service rather than service limited to a single jurisdiction. The main advantage of voluntary assessment funding is that it does not require voter approval. However, the funding is not steady and may be discontinued at any time.

Private Support

Financial support from private industry such as casinos is essential to providing adequate transportation services in South Jersey and especially in Atlantic City, New Jersey. Major employers may be willing to help support the cost of alternative fuel vehicles or the operating costs for employee transportation. With the downturn in Atlantic City New Jersey's casino industry, funding for paratransit services for senior citizens and disabled residents statewide is affected. Hence, this source of transit funding may be a difficult funding source.

Transportation Impact Fees

Traditional methods of funding the transportation improvements required by new development, raises questions of equity. Sales taxes and property taxes are applied to both existing residents and new residents attracted by the development. However, existing residents then inadvertently pay for the public services required by the new residents. As a means of correcting this inequity, many communities nationwide (faced with strong growth pressures) have implemented development impact fee programs that place a fee upon new developments equal to the costs imposed on the community.

Previous work by LSC indicates that the levy of impact fees on real estate development has become a commonplace tool in many regions, to ensure that the costs associated with a development do not fall entirely upon the existing residents. Impact fees have been used primarily for highways and roadways, followed by water and sewer projects. A program specifically for mass transit has been established in San Francisco. However, this is not a likely source for transit funding in rural New Jersey.

A number of administrative and long-term considerations must be addressed:

- It is necessary to legally ensure that the use on which the fees are computed, would not change in the future to a new use with a high impact, by placing a note restricting the use on the face of the plat recorded in public records.
- The fee program should be reviewed annually.

- The validity of the program, and its acceptability to the community, is increased if a time limit is placed on the spending of collected funds.
- TIF funds need to be strictly segregated from other funds.
- The imposition of a TIF program could constrain capital funding sources developed in the future, as a new source may result in a double payment.
- TIF fees should be collected at the time that a building permit is issued.

Lodging Tax

The appropriate use of lodging taxes (occupancy taxes) has long been the subject of debate. Historically, the bulk of lodging taxes are used for marketing and promotion efforts for conferences and general tourism. In other areas, such as resorts, the lodging tax is an important element of the local transit funding formula. A lodging tax can be considered a specialized sales tax placed only upon lodging bills. As such, it shares many of the advantages and disadvantages of a sales tax. Taxation of this type has been used successfully in Park City, Utah; Sun Valley, Idaho; Telluride, Colorado; and Durango, Colorado. A lodging tax creates inequities between different classes of visitors as it is only paid by overnight visitors. The day visitors (particularly prevalent in the summer) and condominium/second home owners, who may use the transit system as much as the lodging guests, do not contribute to this transit funding source.

Sales Tax

Sales tax could be held with funds to go to transit services. Sales tax or a gross receipts tax is the financial base for many transit services in the western United States. The required level of sales tax would depend upon the service alternatives chosen. One advantage is that sales tax revenues are relatively stable and can be forecast with a high degree of confidence. In addition, sales tax can be collected efficiently, and it allows the community to generate revenues from visitors in the area.

This source, of course, would require legislative approval and a vote of the people to implement. In addition, a sales tax increase could be seen as inequitable to residents not served by transit. This disadvantage could be offset by the fact that sales tax could be rebated to incorporated areas not served by

transit. Transit services, moreover, would face competition from other services which may seek to gain financial support through sales tax.

State Transit Agency

New Jersey Transit is an example of a transit agency created by the state government. The transit operations are owned, funded and managed by the state of New Jersey.

Federal Transit Funding Sources

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21st Century Act (MAP-21) and extended the current law Safe, Accountable, Flexible, and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) providing \$10.578 billion in authorized funding for federal surface transportation programs for FY2013. MAP-21 and the new provisions of the law went into full effect October 1, 2012. It authorized programs for two years, through September 30, 2014.

MAP-21 builds on many of the strengths of rural transit's favorable treatment in SAFETEA-LU, TEA-21, and the Intermodal Surface Transportation Efficiency Act (ISTEA), the preceding highway and transit authorizations. Some of the desirable aspects of the rural transit program are brought into other elements of federal transit investment and an increased share of the total federal transit program will be invested in rural areas under this new legislation.

The highlights of MAP-21 for FTA grantees are listed below:

- It is a steady and predictable funding.
- It consolidates certain transit programs to improve efficiencies.
- There are targeted funding increases particularly for improving the state of good repair.
- There are new reporting requirements.
- It requires performance measures for the state of good repair, planning, and safety.

Information provided below was gathered from FTA's implementation of MAP-21. Listed below are descriptions of federal funding programs that may be used by the area's providers:

- **Safety Authority 5329:** This is a new program under MAP-21. FTA granted new Public Transportation Safety Authority. It provides additional authority to set minimum safety standards, conduct investigations, audits, and examinations. It overhauls state safety oversight. There are new safety requirements for all recipients.
- **FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (New Freedom):** This grant consolidates the 5310 and New Freedom program eligibilities into a single formula program. In fiscal years 2013 and 2014, \$255 million and \$258 million in funding are authorized, respectively.
- **FTA Section 5311 Rural Area Formula Grants:** This program consolidates the 5311 and JARC-eligible activities into a single program. This program provides funding to states for the purpose of supporting public transportation in rural areas (population less than \$50,000). The program establishes a \$5 million discretionary and \$25 million formula tribal grant program. In fiscal years 2013 and 2014, there are \$600 million and \$608 million in funding authorized, respectively.
- **FTA Section 5312 Research, Development, Demonstration, and Deployment:** This grant separates research from technical assistance, training, and workforce development. It creates a competitive deployment program dedicated to the acquisition of low- or no-emission vehicles and related equipment and facilities. In fiscal years 2013 and 2014, there are \$70 million in general fund authorization each year.

Transportation and Community System Preservation Program

The Transportation and Community System Preservation Program is funded by the Federal Highway Administration to provide discretionary grants for developing strategic transportation plans for local governments and communities. The goal of the program is to promote livable neighborhoods. Grant funds may be used to

improve the safety and efficiency of the transportation system; reduce adverse environmental impacts caused by transportation; and encourage economic development through access to jobs, services, and centers of trade.

Temporary Assistance for Needy Families

States receive the Temporary Assistance for Needy Families (TANF) grants to provide cash assistance, work opportunities, and necessary support services for needy families with children. States may choose to spend some of their TANF funding on transportation and related services for program beneficiaries.

Head Start Program

Head Start is a program of comprehensive services for economically disadvantaged preschool children. Funds are distributed to local public and nonprofit agencies to provide child development and education services, as well as supportive services such as transportation. Head Start funding can be used to provide transportation service, acquire vehicles, and provide technical assistance to local Head Start centers.

Other Federal Funds

The US Department of Transportation funds other programs, including the Research and Special Programs Administration and the National Highway Traffic Safety Administration's State and Community Highway Grants Program (which funds transit projects that promote safety). A wide variety of other federal funding programs provide support for elderly and handicapped transportation programs, including the following:

- Retired Senior Volunteer Program
- Title IIIB of The Older Americans Act
- Medicaid Title XIX
- Veterans' Affairs
- Job Training Partnership Act
- Developmental Disabilities
- Housing and Urban Development - Bridges to Work and Community Development Block Grants
- Department of Energy
- Vocational Rehabilitation
- Health Resources and Services Administration
- Senior Opportunity Services
- Special Education Transportation

- Justice Department - Weed and Seed Program
- National Endowment for the Arts
- Agriculture Department - Rural Enterprise Community Grants
- Department of Commerce - Economic Development and Assistance Programs
- Environmental Protection Agency - Pollution Prevention Projects

New Jersey Transit Funding Source

FTA Section 5311 Innovation Grant

The FTA Section 5311 Innovation Grant is a portion of unused funding allocated to Section 5311 eligible counties. This temporary funding source is made available to these Section 5311 eligible counties on a competitive application basis which is on an annual basis. The objective is to provide funding to promote coordinated transit services, and connection to NJ Transit bus and rail services in rural counties. Some of the grant qualification criteria include:

1. Project must provide a direct connection with an existing NJ Transit bus, private fixed-route bus or rail service.
2. Route must serve residential locations within Atlantic County.
3. The service must consist of a deviated fixed-route service with a service frequency of at least 60 minutes.
4. Service must be provided at least five days per week.
5. The proposed service may be either a new service or an expansion of an existing service.
6. The proposer must submit a marketing distribution plan that includes a bus schedule with major time-points with a map showing major pickup/drop-off points, fare information, and connecting bus and rail services.
7. Proposed service operator must demonstrate the ability to meet operating requirements including meeting New Jersey Motor Vehicle Commission requirements if charging a fare, having a sufficient vehicle fleet with a 15 percent spare ratio.

Funding Requirements

Funding may be used only for operating expenses for driver salary and benefits, fuel, vehicle parts, and maintenance. This excludes operations management, dispatch and training. A 25 percent local match and a 25 percent NJ Transit match is required for operating expenses. The maximum funding request for a single project cannot exceed \$200,000.00 (including the local match).

The service must provide a minimum of four passenger-trips per revenue hour by the end of the initial service period. Services not meeting the minimum operating standard will not be eligible for continued funding.

Atlantic County has applied for this grant to fund the proposed Route 40/54 Community Shuttle, with the Pascale Sykes Foundation providing the necessary match funding.

Funding Summary

Experience with transit systems across the nation underscores the critical importance of dependable (preferably dedicated) sources of funding if the long-term viability of transit service is to be assured. Transit agencies that are dependent upon annual appropriations and informal agreements have suffered from reduced ridership (because passengers are not sure if service will be provided from one year to the next), high driver turnover (contributing to low morale and a resulting high accident rate), and inhibited investment in both vehicles and facilities.

The advantages of financial stability indicate that a mix of revenue sources is prudent. The availability of multiple revenue sources helps to avoid large swings in available funds which can lead to detrimental reductions in service. As the benefits of transit service extend over more than one segment of the community, dependence upon more than one revenue source helps to ensure that costs and benefits are equitably allocated. It is clear that a hybrid of these alternatives will be necessary if the short-term and long-range goals of the transit system and the community are to be met.

RESOURCES

Below is a list of resources for technical assistance related to transit operations and management:

Community Transportation Association of America (CTAA) provides technical assistance to transit providers through several programs. Their website is located at <http://www.ctaa.org>.

National Rural Transit Assistance Program (National RTAP) is a program of the Federal Transit Administration (FTA) dedicated to creating rural transit solutions through technical assistance, partner collaboration, peer-to-peer assistance, technology tools, FREE training materials, and other transit industry products. Access to all of the free National RTAP best practices, reports, training videos, workbooks, surveys, and direct one-on-one technical assistance can be found through the resource center, www.nationalrtap.org, or toll-free, (888) 589-6821.

United We Ride provides best practices for human service organizations at the state and community levels. Their website is located at http://www.unitedweride.gov/1_948_ENG_HTML.htm.

The Transit Cooperative Research Program (TCRP) is a program of the Transportation Research Board (TRB) of the National Academies. TCRP carries out research that is useful for public transportation systems. TCRP is funded through the Federal Transit Administration. It is governed by an independent board—the TCRP Oversight and Project Selection (TOPS) Committee. The TOPS Committee sets priorities to decide what research studies will be undertaken. All publications may be found online at <http://www.tcrponline.org/>. Some of the useful TCRP reports for coordination can be found below:

- **Transit Cooperative Research Project (TCRP) Report 91:** Economic Benefits of Coordinating Human Service Transportation and Transit Services.
- **TCRP Report 101:** Toolkit for Community Coordinated Transportation Services.

- **TCRP Report 105:** Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged.
- **TCRP Report 144:** Sharing the Costs of Human Services Transportation.

The National Center for Mobility Management is an initiative of the United We Ride program, and is supported through a cooperative agreement with the Federal Transit Administration. The Center's primary activity is "to support Federal Transit Administration (FTA) grantees, mobility managers, and partners in adopting proven, sustainable, and replicable transportation coordination, mobility management, and one call-one click transportation information practices." Their website is located at <http://nationalcenterformobilitymanagement.org/>.

Appendix A: Agencies Contacted



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AGENCIES CONTACTED FOR ATLANTIC COUNTY

- ARC of Atlantic County
- Atlantic Adult Day Healthcare
- Atlantic City Hall
- Atlantic City Jitney Association
- Atlantic County Planning
- Atlantic County Transportation Unit
- Atlantic/Cape May Counties Workforce Investment Board
- Bacharach Rehabilitation Center
- Beach Cab and Courier
- Brigantine Senior Shuttle
- Cardiff Fire Company #1
- Career Opportunity Development
- CARING, Inc.
- Cross County Connection TMA
- Easter Seals Adult Training Center
- Family Service Association
- Five Mile Beach Company
- Galloway Senior and Social Services
- Gateway Community Action Partnership
- Hamilton Township Senior Center
- Hamilton Township Social Services
- Margate Senior Citizens Pavilion
- New Jersey Transit
- Pascale - Sykes Foundation
- Pleasantville Department of Public Works
- Senior Transportation Service
- South Jersey AIDS Alliance
- South Jersey Transportation Authority
- Ventnor Shuttle Service

Appendix B: Transportation Provider Questionnaire



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Transportation Provider Questionnaire

The South Jersey Transportation Planning Organization (SJTPO) is updating and refining the Regional Coordinated Human Service Transportation Plan completed in 2010. As part of this planning process, an inventory of existing county, community, and local agency transportation programs is being undertaken. This survey is designed to gather information about transportation resources and needs specific to the four-county SJTPO regional – Atlantic, Cape May, Cumberland, and Salem Counties. Please complete the requested information that is presented below and mail it to our consultant:

Ms. Jill Cahoon
AECOM USA, Inc.
32 Trent Road
Hooksett, NH 03106
603-289-3531
Jill.Cahoon@aecom.com

Please feel free to contact Jill by phone or e-mail should you have any questions. We will review your survey responses and will contact you to clarify any responses and obtain more information, if necessary.

Please provide contact information for the agency/organization responding to the questionnaire.

Organization: _____
Contact: _____
Title: _____
Address 1: _____
City: _____ State: _____ Zip: _____
Phone: _____ E-mail: _____

1. Which of the following best describes your organization?
 - Municipal Government
 - Private Nonprofit Human Services Org.
 - Private For-Profit Transportation Co.
 - Other (please specify): _____
 - County Government
 - Private, Nonprofit Transportation Co.
 - State Government
2. What services does your organization provide?
 - Medical/Dental
 - Job/Employment Training
 - Transportation
 - Adult Day Care
 - Recreation
 - Other (please specify): _____
 - Welfare/Public Assistance
 - Veterans Services
 - Child Day Care
 - Rehabilitation Services
 - Counseling
 - Nutrition/Meals
 - Head Start
 - Residential Care

3. What population segments does your organization serve? (Please check all that apply)

- General Public
- Elderly; ages _____
- Youth; ages _____
- Veterans
- Unemployed
- Other (please specify): _____
- Low Income/TANF
- Mental or Cognitive Disability
- Physical Disabilities
- Visually Impaired

4. Service Levels – Fixed Route

Some operators provide transit service on a fixed-route and fixed-schedule basis. If you provide such service, please **attach** a list of all routes and include public timetables or internal data that include the bus times and the hours and days when service is available.

5. Service Levels – Demand Responsive

Some operators provide demand-responsive/paratransit service that responds to specific requests for service. Indicate in the space below the areas and generators served.

Geographical Boundaries: _____

Generators Served (example: major employers, shopping malls, hospitals, etc.):

Hours of Operation:

Weekday: Start _____ End _____
Saturday: Start _____ End _____
Sunday: Start _____ End _____

How would you describe your service? Curb-to-curb Door-to-door Door through door

6. How does your agency provide service? (Check all that apply)

- Directly operate
- Use contractors

7. What is your use of computers in scheduling drivers and trips?

- No, manual
- Yes, assisted
- Yes, completely automated

8. For which of the following trip purposes does your organization provide transportation services? Please estimate the percentage of your total trips devoted to each purpose.

- Health/Medical (e.g., trips to doctor, clinic, drug store, treatment center)
- Nutrition (e.g., trips to a congregate meal site)
- Social (e.g., trips to friends/relatives)
- Recreational (e.g., trips to cultural, social, athletic events)
- Education/training (e.g., trips to training centers, schools, etc.)
- Employment (e.g., trips to job interview sites and places of employment)
- Shopping/personal needs (e.g., trips to the mall, barber, beauty salons, etc.)
- Social services (e.g., trips to social service agencies, adult daycare, etc.)
- Other (please specify) _____

9. Have you received transportation requests that your agency was unable to accommodate?
 No Yes -- Please identify the reason you were unable to provide the service:

10. Fleet Inventory – Use the form below to provide the requested information.

Year of Manufacture	Make and Model	# of Miles on Vehicle	Active or Spare	Seating Capacity	Wheelchair Lift (Yes/No)	Funding Source

11. Employee Roster – Indicate the number of full- and part-time employees for your agency (in-house) and contractor in the form provided below. Add additional categories that are appropriate for your operations.

Category	In-House			Contractor	
	Full-Time	Part-Time	Volunteer	Full-Time	Part-Time
Drivers					
Dispatchers					
Mechanics/Service					
Reservations					
Schedulers					
Administrators					
Clerical					
Other					

12. Financial Trends – To establish the financial requirements of the transportation system for which you have responsibility, complete the form below or provide financial amounts in the way your agency records revenues and expenses. Similarly, list all the funding sources by program. Please provide revenue and cost data for the last four years and budget for the current year we are in. We are assuming that each fiscal year begins July 1 and ends June 30 of the year shown below. If this is not the case with your agency, please indicate when your fiscal year begins _____ ends _____.

Category	Past Years				Current
	FY2010	FY2011	FY2012	FY2013	FY2014
COSTS					
Operations					
Maintenance					
Administration					
Capital					
Total					
REVENUE					
Fares/Donations					
Other Revenue					
Total					
FUNDING ASSISTANCE					
County					
Municipalities					
State Casino Funding					
Federal Transit Administration					
Older Americans Acts					
Medicaid					
TANF					
Veterans					
Other					
Other					
Other					
Total					

13. Ridership Statistics – To indicate the level of ridership, complete the form and indicate the daily ridership information for a typical weekday, Saturday, and Sunday and ridership for the entire year.

Period	Past Years				Current
	FY2010	FY2011	FY2012	FY2013	FY2014
Weekday					
Saturday					
Sunday					
Entire Year					

14. Operating Statistics – To indicate the level of service operated, complete the form and indicate miles, hours, and vehicles in service for a typical weekday, Saturday, and Sunday and ridership for the entire year.

Period	Past Years				Current
	FY2010	FY2011	FY2012	FY2013	FY2014
VEHICLE-MILES					
Weekday					
Saturday					
Sunday					
Entire Year					
VEHICLE-HOURS					
Weekday					
Saturday					
Sunday					
Entire Year					
VEHICLES IN SERVICE					
Weekday					
Saturday					
Sunday					

15. Needs – Use the space provided below to indicate any transportation needs that you feel are currently not met or will become a need in the future that present transit service cannot accommodate.

16. Comments – please use the space below to provide any additional comments.

Thank you for your assistance.
Please mail or e-mail the completed survey form to:

Ms. Jill Cahoon
AECOM USA, Inc.
32 Trent Road
Hooksett, NH 03106
603-289-3531
Jill.Cahoon@aecom.com

Appendix C: Survey Questionnaire



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SOUTH JERSEY TRANSPORTATION SURVEY

Residents of Southern New Jersey,

Please take a few minutes to answer the following questions about your personal/household transportation needs. Your answers will help identify transportation needs of Southern New Jersey. If you prefer to complete this survey online, go to: www.lscs.com/surveys/sjersey/community.php.

Please only complete one survey, either paper OR online.

1. Which of the following types of transportation does your household currently use?

(Check all that apply)

- Your own/personal vehicle, such as a car, pick-up, or SUV Ride from Friend or Relative
 Walk Bicycle Borrow a vehicle
 Van or bus provided by a service agency (Please specify) _____
 NJ Transit
 Other (Please specify): _____

2. In which community, town, or village do you live? (Please specify) _____

3. What is your Zip Code? _____

4. To which destinations/communities do you or a member of the household need transportation most frequently?

Destination _____ Community _____ State _____

(e.g., Social Security Office, Bridgeton, NJ)

Destination _____ Community _____ State _____

5. What is the primary reason you or a member of the household need transportation to that community? (Check only one)

- Work Personal Business/Errands Doctor/Medical/Health Care
 School/College Recreation Shopping
 Other (Please specify): _____

6. If available, how often would you or a household member use public transportation?

- 1-2 days/week 3-5 days/week 6-7 days/week
 1-3 days/month Less than once a month
 Other (Please specify): _____

7. Do you or a household member who needs transportation have a disability, health concern, or other issue that makes travel difficult?

- No Yes (Please specify – e.g., I use a wheelchair): _____

8. What do you think the days of operation should be? (Check all that apply)

- Monday Tuesday Wednesday Thursday Friday
 Saturday Sunday

Other (Please specify): _____

9. Do you need or would you use public transportation to go outside the county in which you live?

- Yes No

If yes, to which county/counties do or would you require transportation? _____

Please continue to the next page

10. In the last two years, have you or someone in your household lost a job or had problems finding work due to lack of transportation? (Check one) Yes No
 If yes, please describe _____

11. What would you be willing to pay as a one-way reasonable fare for a trip within your county?
 \$1.00 \$1.50 \$2.00 \$2.50

12. What is your age? _____

13. What is your total annual HOUSEHOLD income? (Include all income from all household members)
 Less than \$7,500 per year \$7,500 - \$14,999 per year \$15,000 - \$34,999 per year
 \$35,000 - \$49,999 per year \$50,000 - \$74,999 per year \$75,000 or more per year

14. How many operating vehicles are available to your household?
 None 1 vehicle 2 vehicles 3 vehicles More than 3 vehicles

15. How many people, age 10 and over, live in your household? _____

16. Including yourself, how many people living in your household have a valid driver's license?
 _____ People

17. If you or another member of the household work outside your home, how do you travel to work?
 (Check all that apply)
 Drive alone or with family Carpool Bus Walk
 Other (Please specify): _____

18. How important would each characteristic be in your decision to use public transportation? Please circle the appropriate number to rate each characteristic. (1 = Not important; 2 = Desirable; 3 = Important; 4 = Very important)

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Service from home to work	1	2	3	4
Service must be flexible in scheduling rides	1	2	3	4
Service from a park-and-ride lot to work	1	2	3	4
Evening service	1	2	3	4
Service twice a day	1	2	3	4
Service every few hours	1	2	3	4
Service every hour	1	2	3	4
Service close to my home	1	2	3	4
Clean buses	1	2	3	4
Attractive buses	1	2	3	4
Other (Please specify) _____	1	2	3	4

19. What unmet transportation needs do you have or what improvements would you like to see for local or regional transportation services in southern New Jersey?

20. How close do you live to a New Jersey Transit route? _____ miles.

Please return this questionnaire by February 20 to:
 LSC Transportation Consultants, Inc.
 516 North Tejon Street
 Colorado Springs, CO 80903

Appendix D: Survey Comments



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What unmet transportation needs do you have or what improvements would you like to see for local or regional transportation services in southern New Jersey?

ATLANTIC COUNTY

Service Area

- A decent airport that goes where needed.
- Closer routes.
- Local shopping route--dedicated only to shopping.
- More OR service on back roads...Zion Road, etc.

Disabled/Elderly

- I am single and live alone. I have had medical procedures that require that I do not drive. I have to find someone able to drive, that doesn't work or they need to take a day off. There should be some form of transportation for a 60 year old single person, not counting on Taxi service. Volunteers to drive seniors for a nominal fee.

Miscellaneous Comment

- Don't know.

CAPE MAY COUNTY

Service Area

- Bus route locations--more frequent stops.
- Buses in West Wildwood.
- For transportation to go more places in one county.
- Little public transportation options exist for Upper Township in Cape May County, NJ.
- More accessible public transportation for Woodbine, Upper Township, and Marmora too. Regular hourly transportation to under-served areas. Last summer I could have worked barrier islands, but no transportation.
- Need more trips into North Wildwood.
- Public transportation closer to home. Have at least a 15-20 min walk to nearest bus stop on a highly trafficked road that has no sidewalks.

Service Frequency

- Bus should run more during winter hours.
- Buses every hour would be fine and to make sure that they are always on time and not late. Buses being maybe like 2-3 minutes late is ok but if the bus is about 10-15 minutes late then it's not ok because that can take time from us as

civilians out of our jobs we are trying to get to due to our work schedules. That's what I think should be improved.

- Infrequent.
- More buses hourly.
- More buses that can provide transportation in a time close to what it takes in a car.
- More buses that come every hour.
- More buses.
- More routes, please - have a bus on 47.
- Public transportation as a rule tends to take too long from one place to another. In most cases I have found that it doubles my commute time which is unacceptable. Only when the times come closer to what my drive time is would I be willing to use the system.
- Service every hour and many more service routes. Service through Ocean City, NJ.
- More accessible public transportation for Woodbine, Upper Township, and Marmora too. Regular hourly transportation to under-served areas. Last summer I could have worked barrier islands, but no transportation.
- Bus route locations--more frequent stops.

Amenities

- Better sidewalks to get there.
- Easier access to bus stop.
- Easier access to bus stops.
- Easier access--closer bus stops and sidewalks.
- More bus stops in Upper Township, please!
- More bus stops.
- More stops along major roads, such as Route 9.
- Sidewalk improvements.

Vehicles

- Better maintenance of buses.
- Friendly and clean.
- Less stains on seats.
- All buses need wheelchair lifts and spaces for wheelchairs or I can't ride them.

Disabled/Elderly

- All buses need wheelchair lifts and spaces for wheelchairs or I can't ride them.

Status Quo/No Change Needed

- Current service is satisfactory. Adequate to cover all of our current needs.
- None.

- None at this time.
- None yet.
- None, I don't use a bus as I have a car.
- Very content.

Miscellaneous Comment

- Bus drivers being more friendly.
- Hard to get to public transit stops as I have to walk. Better scheduling when appointments are needed. When I schedule my transportation for LogistiCare it takes a very long time when I do it for 2 weeks or the month and minutes on my parents cell phone are high. Maybe easier to schedule appointments/transportation online?
- I've never used public transportation.
- Nicer drivers, slow down - use turn signals.

CUMBERLAND COUNTY

Service Area

- Broad St in Millville to Mayslanding Rd Vineland to all the way to Route 40 meet. Landis Ave. Vineland to Bridgeton. Need service Laurel Lake, Port Norris, Cederville. I recommend that Rocko should deserve a big raise. He is very polite, kind and with respect. He should "Best Citizen of Millville, High Honors."
- Bus service to rural areas.
- Cover a larger area in Cumberland County. Many people work in Millville, at the glass factories.
- I would like to see more routes to the industrial parks and route that go out to commercial Township and other nearby and surrounding areas like Port Norris.
- Many residents in Vineland, NJ need transportation to and from work. Many cannot take jobs because of transportation barriers. Transportation is also needed for clients to go to medical appointments outside of Cumberland county to Camden county for themselves and their children. Transportation for clients to pay bills and run errands along downtown routes (electric company), Millville (gas company and mall), Bridgeton (Social Security Office), Up and down the main streets in Vineland (Chestnut, Main Rd., Delsea, Landis).
- Maybe the city of Millville will come along and have something like Bridgeton -- ride to work in Vineland.
- More transportation to other cities.
- More transportation to the outskirts.
- Need more transportation in the country areas. City areas have lots of buses, but it's hard for people who live out of town.
- Need service to Landis Ave. Vineland all the way to Bridgeton. Broad St Millville on Mayslanding Rd Vineland to Rt 40 meet. Wheaton Ave Millville, NJ 408 bus. All drivers should be like Rocko. Courtesy, kind and he respects and helps

people. He deserves a big raise. Best driver of Millville, NJ. He should be awarded.

- NJ Transit buses running through or close to Vineland Industrial Park.
- NJ Transit route on Landis Ave to Bridgeton.
- Restore Cherry Hill run to Atlantic. Go to Derm One in Mays Landing.
- Rides to Shopping, Grocery Shopping, Healthcare.
- Route 40 bus.
- Routes on Chestnut Avenue. More night time hours to and from hospital.
- Rural bus service. Access link, not having location restriction.
- Rural transportation
- Service every half a hour, going anywhere no matter how far should be one consistent rate, such as \$2.00, like NYC.
- Service from Millville to Vineland.
- That I get to my location.
- The bus transportation is very nice now. I would just like to see one go from Millville to Vineland.
- There is a lack of public transportation services in Commercial Township, with 2 working adults and one vehicle, we cannot always rely on family friends and carpooling for transportation. There is also a lack of resources in the area, no grocery stores, doctors, social services, and activities, we must travel 10 miles to Millville or 17 to Vineland for groceries, diapers, medicines, medical visits. Since these things will unlikely be brought out to our community having affordable public transportation available would make it easier. Also most have to travel outside of the community for work, having transportation services that can be navigated with a regular work schedule would benefit my family. My husband can use public transportation to and from work until we can afford to have a second vehicle in working condition. Or I can use public transportation for shopping and errands so he can use the vehicle some days.
- To have service in Commercial Township.
- We need reasonable, cheap transportation, daily bus routes everyday all day, we need some kind of transport for our community cause there are people who really need it as far as doctors appointments, running errands, etc.

Service Frequency

- Buses every hour.
- Closer to home services every few hours
- Driving more (time frame) every hour.
- Every hour travel.
- Hours.
- Inconvenient timetables for buses, unable to make connections.
- Later pick-ups.
- Longer, more flexible hours, weekends.
- More bus stops, run 24/7.
- More buses.

- More buses going back.
- More buses, time tables.
- More flexible daily services.
- More frequent trips.
- More hours of operation.
- More transportation.
- On time.
- Putting more than 2 buses on road for late workers.
- Service every hour.
- The buses take too long, in Millville we need a light rail (train)service.
- We need reasonable, cheap transportation, daily bus routes everyday all day we need some kind of transport for our community cause there are people who really need it as far as doctor's appointments, running errands, etc.
- Routes on Chestnut Avenue; more night time hours to and from hospital.

Amenities

- Better bus shelters.
- Good, clean, safe, inviting bus stops that would protect me from the elements and make me feel more secluded from traffic.
- I would like to see improvements to regional transportation. A convenient and clean rail line with park-and-ride to access connections to Philadelphia or New York lines would be ideal. I would also like to see bus stop infrastructure improved, unfortunately, they seem to be a target for vandalism.
- Move the bus stop from Sasafra and High St. making impossible for me to ride the bus.
- Stop at every corner.

Vehicles

- Heat, clean.
- More, bigger space, warmer, more comfortable.
- The buses need to be clean and on time.
- The drivers are very friendly and helpful and keep the buses clean. I don't see where there needs to be improvement an where.

Pricing

- Free bus to and from work every day.
- I would like to see cheaper prices
- We need reasonable, cheap transportation, daily bus routes everyday all day. We need some kind of transport for our community cause there are people who really need it as far as doctors appointments, running errands, etc.
- Service every half a hour, going anywhere no matter how far should be one consistent rate, such as \$2.00, like NYC.

Disabled/Elderly

- More vehicles for elderly people and people who do not have a means of transportation or funds in which to attend doctor visits etc...

Weekend Service

- Being available on weekends.
- Just weekend schedules would be an improvement.
- Longer, more flexible hours, weekends.

Status Quo/No Change Needed

- Good for now.
- I am happy with CATS service.
- I have no complaints.
- Keep same times and routes.
- No improvements; fine how it is.
- None.
- Satisfied.
- The drivers are very friendly and helpful and keep the buses clean. I don't see where there needs to be improvement anywhere.
- The bus transportation is very nice now. I would just like to see one go from Millville to Vineland.

Miscellaneous Comments

- Bus.
- Don't care.
- For everyone on work and welfare, have a pass showing that they are doing something with their life and to show where they are going and how they are getting back.
- For people to go to work and not ride for fun.
- I do not require public transportation; however, it is definitely a very needed service in our community.
- I don't know, haven't used any at this time.
- I don't know.
- I would like to just get the bus if I need it.
- LAGISTIC CARE NOT PICKING ME UP FOR THE GUIDES CENTER 01.
- My transportation needs are fine but work with low income families that all seem to have a great need for transportation.
- Service needs to be updated.
- To feel safe where the bus will pick me up and drop me off.
- Transportation for welfare appointments.

- When I'm out of gas, it's hard to get things done.
- Yes.
- Need service Landis Ave. Vineland to all the way to Bridgeton. Broad St Millville on Mayslanding Rd Vineland to Rt 40 meet. Wheaton Ave Millville, NJ 408 bus. All drivers should be like Rocko. Courtesy, kind and he respects and helps people. He deserves a big raise. Best driver of Millville, NJ. He should be awarded.
- Broad St in Millville to Mays Landing Rd Vineland to all the way to Route 40 meet. Landis Ave. Vineland to Bridgeton. Need service Laurel Lake, Port Norris, Cederville. I recommend that Rocko should deserve a big raise. He is very polite, kind and with respect. He should "Best Citizen of Millville, High Honors."
- I would like to see improvements to regional transportation. A convenient and clean rail line with park and ride to access connections to Philadelphia or New York lines would be ideal. I would also like to see bus stop infrastructure improved, unfortunately, they seem to be a target for vandalism.

GLOUCESTER COUNTY

Service Area

- More buses in other counties.

SALEM COUNTY

Service Area

- Bus comes to PV Towers.
- There is no public transportation in our area.
- Earlier and later hours, more shopping trips, better out of county service, rides to the polls, cheaper cost for multi-stop trips.

Service Frequency

- Earlier and later hours, more shopping trips, better out of county service, rides to the polls, cheaper cost for multi-stop trips.
- I would like to see if the bus could do 2 Walmart trips in a month.
- IF WE HAVE A DRS APPT AT 3:30 I WISH WE COULD TAKE TRANSP BUT IT STOPS EARLY AND SOMETIMES WE DO KNOW HOW LONG WE WOULD BE. AND IF WE WANT TO GO SHOPPING AT A MALL AND WOULD LIKE TO MEET FRIENDS FOR DINNER SOME WHERE THAT WE DO NOT HAVE TO PAY FOR EACH STOP. MY HUSBAND IS GOING BLIND AND I HAD A SATROKE SO TRANSP. IS IMPORTANT TO US. BUT SOMETIMES IS NOT SO CONVIENT. MY HUSBAND IS ON THE DISABILITY BOARD AND WE CAN GET THER BUT THE TRANSP. IS DONE WHEN THE MEETING IS OVER SO WE HAVE TO FIND SOMEONE TO BRING US BACK.
- To get to clinic that runs in evening.

- Transportation on other days besides Wednesday due to Dr. appointments being scheduled on other days.

Pricing

- Earlier and later hours, more shopping trips, better out of county service, rides to the polls, cheaper cost for multi-stop trips.

Disabled/Elderly

- Due to Gerry's disability, needs specialized transportation. He is not capable of understanding bus stops or when to get off bus.

Status Quo/No Change Needed

- I have no complaints, very satisfied. I appreciate your service.

Appendix E: Stakeholders Contacted



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Appendix E

Stakeholders Contacted

Below is a list of stakeholders who were contacted to participate in the development of the SJTPO Coordinated Public Transit Human Services Transportation Plan for Atlantic County. All organizations listed were contacted, but some organizations were unreachable or did not respond.

- ARC of Atlantic County
- Atlantic Adult Day Healthcare
- Atlantic City
- Atlantic City Hall
- Atlantic City Jitney Association
- Atlantic County Planning
- Atlantic County Transportation Unit
- Atlantic/Cape May Counties Workforce Investment Board
- Bacharach Institute Rehabilitation Center
- Beach Cab and Courier
- Brigantine Senior Shuttle
- Cardiff Fire Company #1
- Career Opportunity Development
- CARING, Inc.
- City of Brigantine
- Cross County Connection TMA
- Easter Seals Adult Training Center
- Family Service Association
- Five Mile Beach Company
- Gateway Comm. Action Partnership (HEADSTART)
- Hamilton Township Senior Center
- Hamilton Township Social Services
- Margate city Shuttle (Senior Citizens Pavilion)
- New Jersey Transit
- Pascale - Sykes Foundation

- Pleasantville Department of Public Works
- Senior and Social Services
- Senior Care of Galloway
- SJTPO
- South Jersey AIDS Alliance
- South Jersey Transportation Authority
- Ventnor Shuttle Service
- Veterans Services

Appendix F: Population Characteristics



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Table 1
Estimated Population Characteristics using American Community Survey 2012
Atlantic County, NJ

Census Tract	Census Block Group	Total Population 2012 ACS	Land Area (sq. miles)	Total Number of Households 2012 ACS		Zero- Vehicle Households 2012 ACS		Youth Population 10-19 years 2012 ACS		Total Number of Older Adults 65 and Over 2012 ACS		Ambulatory Disability Population 2012 ACS		Low-Income Population 2012 ACS	
				#	%	#	%	#	%	#	%	#	%	#	%
				#	%	#	%	#	%	#	%	#	%	#	%
000100	1	1191	0.30	374	32.9%	123	32.9%	115	9.7%	94	7.9%	48	4.0%	283	23.8%
000100	2	1352	0.36	546	25.1%	137	25.1%	244	18.0%	151	11.2%	54	4.0%	322	23.8%
000200	1	1489	0.08	513	14.6%	75	14.6%	242	16.3%	252	16.9%	181	12.1%	163	11.0%
000200	2	1357	0.06	525	20.2%	106	20.2%	136	10.0%	185	13.6%	165	12.1%	149	11.0%
000200	3	701	0.06	398	21.6%	86	21.6%	5	0.7%	351	50.1%	85	12.1%	77	11.0%
000300	1	1341	0.05	557	46.3%	258	46.3%	153	11.4%	169	12.6%	80	6.0%	356	26.6%
000300	2	1812	0.04	416	48.3%	201	48.3%	358	19.8%	94	5.2%	108	6.0%	481	26.6%
000300	3	996	0.04	437	36.2%	158	36.2%	53	5.3%	84	8.4%	60	6.0%	265	26.6%
000400	1	728	0.11	536	41.2%	221	41.2%	1	0.1%	88	12.1%	64	8.8%	184	25.3%
000400	2	1270	0.10	482	36.9%	178	36.9%	113	8.9%	167	13.1%	112	8.8%	321	25.3%
000400	3	1230	0.05	409	22.5%	92	22.5%	87	7.1%	164	13.3%	108	8.8%	311	25.3%
000500	1	1281	0.05	351	46.7%	164	46.7%	157	12.3%	151	11.8%	57	4.5%	328	25.6%
000500	2	1977	0.06	589	27.8%	164	27.8%	212	10.7%	242	12.2%	88	4.5%	505	25.6%
001100	1	847	0.05	558	41.1%	411	41.1%	67	7.9%	203	24.0%	111	13.1%	255	30.1%
001100	2	1095	0.06	559	32.7%	327	58.5%	184	16.8%	115	10.5%	144	13.1%	330	30.1%
001200	1	627	0.06	339	43.1%	146	43.1%	161	25.7%	162	25.8%	43	6.8%	102	16.3%
001200	2	1183	0.24	624	22.3%	223	35.7%	97	8.2%	153	12.9%	81	6.8%	193	16.3%
001200	3	1184	0.17	363	21.2%	77	21.2%	203	17.1%	59	5.0%	81	6.8%	193	16.3%
001300	1	720	0.13	264	29.1%	29	11.0%	78	10.8%	201	27.9%	42	5.8%	168	23.3%
001300	2	1495	6.40	583	21.4%	214	36.7%	162	10.8%	228	15.3%	87	5.8%	348	23.3%
001400	1	1752	0.58	463	23.4%	234	50.5%	460	26.3%	45	2.6%	99	5.7%	862	49.2%
001400	2	961	0.11	357	16.0%	57	16.0%	154	16.0%	112	11.7%	54	5.7%	473	49.2%
001400	3	1514	0.08	670	38.0%	380	56.7%	231	15.3%	120	7.9%	86	5.7%	745	49.2%
001500	1	737	0.06	490	36.0%	360	73.5%	40	5.4%	262	35.5%	184	25.0%	364	49.3%
001500	2	327	0.05	243	19.4%	194	79.8%	0	0.0%	69	21.1%	82	25.0%	161	49.3%
001900	1	1748	0.11	762	39.3%	393	51.6%	202	11.6%	151	8.6%	234	13.4%	167	9.6%
002300	1	793	0.13	245	13.8%	138	56.3%	47	5.9%	36	4.5%	27	3.4%	364	45.9%
002300	2	1678	0.14	480	18.4%	184	38.3%	333	19.8%	108	6.4%	58	3.4%	769	45.9%
002400	1	649	0.09	196	11.7%	117	59.7%	70	10.8%	0	0.0%	112	17.2%	389	59.9%
002400	2	1215	0.20	621	46.0%	460	74.1%	94	7.7%	85	7.0%	209	17.2%	728	59.9%
002400	3	505	0.32	327	14.3%	143	43.7%	11	2.2%	236	46.7%	87	17.2%	303	59.9%
002500	1	2297	0.23	1038	52.4%	524	50.5%	256	11.1%	548	23.9%	344	15.0%	650	28.3%
002500	2	715	0.10	313	10.2%	102	32.6%	16	2.2%	213	29.8%	107	15.0%	202	28.3%
002500	3	913	0.09	473	21.5%	215	45.5%	58	6.4%	272	29.8%	137	15.0%	258	28.3%
010101	1	1768	3.65	715	19.2%	19	2.7%	224	12.7%	384	21.7%	55	3.1%	115	6.5%
010101	2	1170	0.32	460	9.2%	9	2.0%	102	8.7%	218	18.6%	37	3.1%	76	6.5%
010101	3	477	0.17	274	10.3%	10	3.6%	39	8.2%	203	42.6%	15	3.1%	31	6.5%
010102	1	686	0.36	325	44.1%	44	13.5%	83	12.1%	221	32.2%	62	9.1%	73	10.6%
010102	2	714	0.24	330	31.1%	31	9.4%	18	2.5%	208	29.1%	65	9.1%	76	10.6%
010102	3	450	0.13	273	62.2%	62	22.7%	15	3.3%	108	24.0%	41	9.1%	48	10.6%
010104	1	646	0.26	351	32.1%	32	9.1%	41	6.3%	244	37.8%	40	6.2%	87	13.4%
010104	2	970	0.26	518	9.4%	94	18.1%	28	2.9%	108	11.1%	60	6.2%	130	13.4%
010105	1	1759	0.33	675	27.4%	27	4.0%	207	11.8%	289	16.4%	44	2.5%	147	8.4%
010105	2	982	0.66	438	14.3%	14	3.2%	13	1.3%	359	36.6%	24	2.5%	82	8.4%
010200	1	1905	0.45	665	3.3%	33	5.0%	220	11.5%	533	28.0%	140	7.4%	123	6.5%
010200	2	1319	1.72	524	3.6%	36	6.9%	82	6.2%	197	14.9%	97	7.4%	85	6.5%
010200	3	534	0.24	234	0.0%	0	0.0%	71	13.3%	129	24.2%	39	7.4%	35	6.5%
010200	4	995	0.56	347	0.0%	0	0.0%	265	26.6%	103	10.4%	73	7.4%	64	6.5%
010200	5	1029	0.33	349	1.4%	14	4.0%	65	6.3%	183	17.8%	76	7.4%	67	6.5%
010300	1	1560	1.03	593	1.5%	15	2.5%	119	7.6%	189	12.1%	141	9.0%	152	9.7%
010300	2	1027	1.06	427	8.2%	82	19.2%	87	8.5%	214	20.8%	92	9.0%	100	9.7%
010401	1	1277	8.41	514	9.3%	93	18.1%	227	17.8%	280	21.9%	57	4.4%	64	5.1%
010401	2	3248	19.97	1242	3.0%	30	2.4%	433	13.3%	455	14.0%	144	4.4%	164	5.1%
010401	3	920	6.28	331	0.0%	0	0.0%	139	15.1%	145	15.8%	41	4.4%	46	5.1%
010403	1	1352	0.51	470	6.5%	65	13.8%	246	18.2%	305	22.6%	53	3.9%	106	7.8%
010403	2	1933	2.20	527	0.0%	0	0.0%	371	19.2%	149	7.7%	76	3.9%	151	7.8%
010403	3	3118	0.88	822	5.5%	55	6.7%	330	10.6%	331	10.6%	123	3.9%	243	7.8%
010501	1	1573	1.88	877	4.6%	46	5.2%	138	8.8%	338	21.5%	104	6.6%	101	6.4%
010501	2	904	5.46	327	1.0%	10	3.1%	63	7.0%	133	14.7%	60	6.6%	58	6.4%
010501	3	2243	2.57	883	1.3%	13	1.5%	292	13.0%	815	36.3%	148	6.6%	144	6.4%
010501	4	2177	28.63	795	2.4%	24	3.0%	265	12.2%	349	16.0%	143	6.6%	140	6.4%
010503	1	2635	0.55	910	10.5%	105	11.5%	282	10.7%	36	1.4%	117	4.5%	360	13.7%
010503	2	1593	0.86	641	7.5%	75	11.7%	196	12.3%	93	5.8%	71	4.5%	217	13.7%
010503	3	1573	0.33	604	0.0%	0	0.0%	164	10.4%	209	13.3%	70	4.5%	215	13.7%
010503	4	1700	1.91	641	11.0%	110	17.2%	245	14.4%	216	12.7%	76	4.5%	232	13.7%
010505	1	514	5.46	212	2.6%	26	12.3%	6	1.2%	102	19.8%	11	2.1%	6	1.1%
010505	2	2203	3.10	669	0.0%	0	0.0%	276	12.5%	218	9.9%	47	2.1%	24	1.1%
010506	1	1826	1.53	664	2.3%	23	3.5%	188	10.3%	202	11.1%	105	5.7%	8	0.4%
010506	2	1165	1.47	445	0.0%	0	0.0%	200	17.2%	80	6.9%	67	5.7%	5	0.4%
010506	3	1915	1.29	561	1.0%	10	1.8%	439	22.9%	261	13.6%	110	5.7%	9	0.4%
010600	1	933	9.85	287	3.7%	37	12.9%	184	19.7%	101	10.8%	66	7.1%	183	19.7%
010600	2	1289	0.56	533	3.5%	35	6.6%	227	17.6%	134	10.4%	92	7.1%	253	19.7%
010600	3	1545	0.27	478	4.4%	44	9.2%	126	8.2%	116	7.5%	110	7.1%	304	19.7%
010600	4	512	0.25	211	7.3%	7	3.3%	37	7.2%	83	16.2%	36	7.1%	101	19.7%
010700	1	1190	21.61	366	4.4%	16	4.4%	184	15.5%	128	10.8%	105	8.8%	106	8.9%
010700	2	918	11.78	358	0.0%	0	0.0%	128	13.9%	93	10.1%	81	8.8%	82	8.9%
010700	3	2104	19.23	800	1.6%	16	2.0%	261	12.4%	350	16.6%	185	8.8%	188	8.9%
010700	4	1942	3.80	563	5.8%	58	10.3%	230	11.8%	188	9.7%	171	8.8%	174	8.9%
010800	1	3045	7.37	1077	16.9%	169	15.7%	374	12.3%	661	21.7%	205	6.7%	392	12.9%
010900	1	2164	19.23	746	1.4%	14	1.9%	201	9.3%	184	8.5%	107	4.9%	137	6.3%
010900	2	1981	0.91	674	7.0%	47	7.0%	226	11.4%	328	16.6%	98	4.9%	125	6.3%
010900	3	1901	2.14	691	7.8%	78	11.3%	352	18.5%	257	13.5%	94	4.9%	120	6.3%
011000	1	760	0.28	328	4.3%	43	13.1%	149	19.6%	51	6.7%	54	7.2%	82	10.8%
011000	2	1684	6.39	570	3.2%	32	5.6%	281	16.7%	281	16.7%	121	7.2%	181	10.8%
011100	1	1135	0.68	540	2.9%	29	5.4%	84	7.4%	258	22.7%	74	6.5%	194	17.1%
011100	2	875	0.23	258	6.8%	68	26.4%	117	13.4%	118	13.5%	57	6.5%	150	17.1%
011100	3	1200	3.67	375	8.2%	8	2.1%	276	23.0%	113	9.4%	79	6.5%	206	

Census Tract	Census Block Group	Total Population 2012 ACS	Land Area (sq. miles)	Total Number of Households 2012 ACS		Zero-Vehicle Households 2012 ACS		Youth Population 10-19 years 2012 ACS		Total Number of Older Adults 65 and Over 2012 ACS		Ambulatory Disability Population 2012 ACS		Low-Income Population 2012 ACS	
				#	%	#	%	#	%	#	%	#	%	#	%
011300	1	1196	3.57	385	0	0.0%	157	13.1%	56	4.7%	193	16.1%	93	7.8%	
011300	2	1764	1.23	610	75	12.3%	290	16.4%	144	8.2%	284	16.1%	138	7.8%	
011300	3	1599	2.78	652	62	9.5%	156	9.8%	376	23.5%	257	16.1%	125	7.8%	
011401	1	2004	43.05	738	22	3.0%	309	15.4%	233	11.6%	139	7.0%	117	5.8%	
011401	2	2052	2.05	787	30	3.8%	169	8.2%	282	13.7%	143	7.0%	119	5.8%	
011403	1	3004	3.54	1205	90	7.5%	288	9.6%	117	3.9%	181	6.0%	158	5.3%	
011403	2	761	1.53	196	26	13.3%	191	25.1%	46	6.0%	46	6.0%	40	5.3%	
011403	3	1787	6.10	793	14	1.8%	107	6.0%	122	6.8%	108	6.0%	94	5.3%	
011404	1	1593	2.87	421	0	0.0%	382	24.0%	94	5.9%	90	5.6%	170	10.7%	
011404	2	5147	3.27	1957	171	8.7%	632	12.3%	851	16.5%	290	5.6%	549	10.7%	
011404	3	3729	7.67	982	82	8.4%	391	10.5%	327	8.8%	210	5.6%	398	10.7%	
011500	1	1613	22.54	510	0	0.0%	161	10.0%	58	3.6%	114	7.1%	212	13.2%	
011500	2	3187	15.59	899	77	8.6%	806	25.3%	277	8.7%	225	7.1%	419	13.2%	
011500	3	1476	2.92	630	45	7.1%	135	9.1%	104	7.0%	104	7.1%	194	13.2%	
011600	1	2031	10.07	887	58	6.5%	167	8.2%	680	33.5%	178	8.8%	140	6.9%	
011600	2	1152	28.16	476	38	8.0%	180	15.6%	135	11.7%	101	8.8%	79	6.9%	
011600	3	1839	34.85	641	14	2.2%	300	16.3%	180	9.8%	161	8.8%	126	6.9%	
011701	1	3234	1.52	1132	39	3.4%	405	12.5%	222	6.9%	171	5.3%	296	9.2%	
011701	2	3509	2.04	1096	52	4.7%	526	15.0%	236	6.7%	186	5.3%	322	9.2%	
011701	3	2488	1.35	894	16	1.8%	476	19.1%	371	14.9%	132	5.3%	228	9.2%	
011702	1	676	3.16	204	6	2.9%	110	16.3%	182	26.9%	83	12.2%	84	12.4%	
011702	2	2882	8.54	1050	129	12.3%	499	17.3%	317	11.0%	352	12.2%	357	12.4%	
011802	1	4196	2.97	1191	14	1.2%	890	21.2%	155	3.7%	169	4.0%	101	2.4%	
011802	2	7293	4.81	2337	14	0.6%	1281	17.6%	754	10.3%	293	4.0%	176	2.4%	
011802	3	3059	5.21	1004	44	4.4%	633	20.7%	426	13.9%	123	4.0%	74	2.4%	
011802	4	1476	1.37	500	56	11.2%	193	13.1%	151	10.2%	59	4.0%	36	2.4%	
011803	1	1324	0.93	584	40	6.8%	325	24.5%	72	5.4%	70	5.3%	151	11.4%	
011803	2	1832	0.60	885	77	8.7%	209	11.4%	214	11.7%	96	5.3%	210	11.4%	
011803	3	1539	1.21	570	14	2.5%	246	16.0%	195	12.7%	81	5.3%	176	11.4%	
011804	1	2411	1.88	935	20	2.1%	354	14.7%	233	9.7%	113	4.7%	154	6.4%	
011804	2	1185	6.78	510	16	3.1%	90	7.6%	243	20.5%	56	4.7%	76	6.4%	
011804	3	2885	3.25	977	79	8.1%	583	20.2%	260	9.0%	136	4.7%	184	6.4%	
011805	1	1567	10.42	519	0	0.0%	189	12.1%	121	7.7%	144	9.2%	77	4.9%	
011805	2	787	4.54	286	49	17.1%	80	10.2%	103	13.1%	72	9.2%	38	4.9%	
011900	1	1651	0.29	561	130	23.2%	289	17.5%	113	6.8%	164	10.0%	419	25.4%	
011900	2	768	0.47	402	90	22.4%	120	15.6%	188	24.5%	76	10.0%	195	25.4%	
011900	3	2417	0.24	615	176	28.6%	418	17.3%	103	4.3%	241	10.0%	614	25.4%	
011900	4	965	0.39	289	15	5.2%	205	21.2%	61	6.3%	96	10.0%	245	25.4%	
011900	5	2343	0.35	795	222	27.9%	297	12.7%	94	4.0%	233	10.0%	595	25.4%	
012000	1	1521	0.54	546	81	14.8%	287	18.9%	169	11.1%	149	9.8%	248	16.3%	
012000	2	3064	2.01	1022	225	22.0%	389	12.7%	444	14.5%	299	9.8%	501	16.3%	
012100	1	1645	0.26	455	95	20.9%	270	16.4%	116	7.1%	103	6.3%	449	27.3%	
012100	2	1266	0.45	365	93	25.5%	114	9.0%	339	26.8%	80	6.3%	345	27.3%	
012200	1	1774	0.38	487	108	22.2%	321	18.1%	119	6.7%	120	6.8%	159	8.9%	
012200	2	1804	0.25	575	93	16.2%	239	13.2%	206	11.4%	122	6.8%	161	8.9%	
012200	3	1600	0.51	561	79	14.1%	191	11.9%	234	14.6%	108	6.8%	143	8.9%	
012302	1	2272	0.64	781	17	2.2%	435	19.1%	334	14.7%	135	5.9%	124	5.4%	
012302	2	1223	1.00	455	20	4.4%	243	19.9%	152	12.4%	72	5.9%	66	5.4%	
012401	1	1635	0.46	684	89	13.0%	210	12.8%	435	26.6%	55	3.4%	145	8.9%	
012401	2	1221	0.58	454	0	0.0%	234	19.2%	130	10.6%	41	3.4%	108	8.9%	
012402	1	1552	0.46	612	25	4.1%	115	7.4%	332	21.4%	118	7.6%	89	5.8%	
012402	2	723	0.26	264	0	0.0%	192	26.6%	69	9.5%	55	7.6%	42	5.8%	
012501	1	1307	0.39	549	105	19.1%	132	10.1%	390	29.8%	93	7.1%	28	2.2%	
012501	2	1476	0.27	431	20	4.6%	143	9.7%	198	13.4%	105	7.1%	32	2.2%	
012502	1	1001	0.31	434	7	1.6%	95	9.5%	171	17.1%	29	2.9%	59	5.9%	
012502	2	480	0.48	202	15	7.4%	68	14.2%	69	14.4%	14	2.9%	28	5.9%	
012602	1	658	0.71	218	0	0.0%	91	13.8%	71	10.8%	7	1.0%	16	2.5%	
012602	2	713	0.44	267	0	0.0%	73	10.2%	137	19.2%	7	1.0%	18	2.5%	
012701	1	1264	0.32	490	0	0.0%	226	17.9%	222	17.6%	123	9.7%	148	11.7%	
012701	2	703	0.39	242	0	0.0%	81	11.5%	82	11.7%	68	9.7%	83	11.7%	
012701	3	1499	0.32	554	94	17.0%	271	18.1%	183	12.2%	146	9.7%	176	11.7%	
012702	1	1679	0.99	763	77	10.1%	125	7.4%	285	17.0%	120	7.1%	209	12.4%	
012801	1	1819	0.63	978	180	18.4%	273	15.0%	426	23.4%	173	9.5%	375	20.6%	
012801	2	371	0.11	152	38	25.0%	88	23.7%	53	14.3%	35	9.5%	77	20.6%	
012801	3	1573	0.23	613	120	19.6%	102	6.5%	126	8.0%	150	9.5%	324	20.6%	
012802	1	1206	0.79	472	25	5.3%	261	21.6%	159	13.2%	29	2.4%	87	7.2%	
012802	2	739	0.21	356	6	1.7%	31	4.2%	118	16.0%	17	2.4%	53	7.2%	
013000	1	1324	0.25	605	31	5.1%	104	7.9%	374	28.2%	76	5.8%	159	12.0%	
013000	2	815	0.10	336	0	0.0%	59	7.2%	290	35.6%	47	5.8%	98	12.0%	
013000	3	1083	0.20	461	61	13.2%	59	5.4%	275	25.4%	62	5.8%	130	12.0%	
013000	4	534	0.24	282	25	8.9%	70	13.1%	145	27.2%	31	5.8%	64	12.0%	
013101	1	1434	0.32	661	32	4.8%	152	10.6%	589	41.1%	56	3.9%	20	1.4%	
013102	1	313	0.10	193	16	8.3%	45	14.4%	134	42.8%	36	11.3%	39	12.5%	
013102	2	325	0.11	191	10	5.2%	10	3.1%	135	41.5%	37	11.3%	40	12.5%	
013102	3	631	0.10	365	14	3.8%	5	0.8%	350	55.5%	72	11.3%	79	12.5%	
013201	1	764	0.05	324	67	20.7%	52	6.8%	327	42.8%	53	7.0%	95	12.4%	
013201	2	1817	0.47	663	95	14.3%	153	8.4%	366	20.1%	127	7.0%	226	12.4%	
013202	1	1539	0.07	484	17	3.5%	159	10.3%	199	12.9%	114	7.4%	218	14.2%	
013202	2	585	0.07	229	0	0.0%	101	17.3%	91	15.6%	43	7.4%	83	14.2%	
013202	3	602	0.14	362	45	12.4%	40	6.6%	178	29.6%	45	7.4%	85	14.2%	
013301	1	982	0.56	507	81	16.0%	13	1.3%	272	27.7%	81	8.2%	63	6.5%	
013301	2	844	0.11	317	28	8.8%	29	3.4%	147	17.4%	69	8.2%	54	6.5%	
013301	3	916	0.11	373	26	7.0%	56	6.1%	235	25.7%	75	8.2%	59	6.5%	
013302	1	1013	0.15	553	53	9.6%	18	1.8%	265	26.2%	114	11.2%	146	14.4%	
013302	2	1188	0.10	413	98	23.7%	190	16.0%	136	11.4%	133	11.2%	171	14.4%	
013302	3	535	0.10	275	66	24.0%	0	0.0%	145	27.1%	60	11.2%	77	14.4%	
013500	1	1101	6.80	462	18	3.9%	198	18.0%	251	22.8%	87	7.9%	36	3.2%	
013500	2	800	0.28	402	45	11.2%	41	5.1%	320	40.0%	63	7.9%	26	3.2%	
013500	3	722	0.77	241	0	0.0%	142	19.7%	60	8.3%	57	7.9%	23	3.2%	
983400	1	4201	2.64	13	0	0.0%	1850	44.0%	0	0.0%	16	0.4%	4	0.1%	
990000	0	0	0.00	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
TOTALS		274,402	555.70	101,018	13,530	13.4%	37,692	13.7%	39,305	14.3%	18,775	6.8%	34,002	12.4%	

Source: US Census Bureau, American Community Survey - 2012, LSC 2014.

Appendix G: Transit Need and Demand



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**Table 1
Mobility Gap Transit Need
Atlantic County Study Area**

Census Tract	Census Block Group	2012 ACS Population	2012 ACS Households	No Vehicle	One Plus Vehicle	Mobility Gap	Transit Need
000100	1	1,191	374	123	251	1.3	160
000100	2	1,352	546	137	409	1.3	178
000200	1	1,489	513	75	438	1.3	98
000200	2	1,357	525	106	419	1.3	138
000200	3	701	398	86	312	1.3	112
000300	1	1,341	557	258	299	1.3	335
000300	2	1,812	416	201	215	1.3	261
000300	3	996	437	158	279	1.3	205
000400	1	728	536	221	315	1.3	287
000400	2	1,270	482	178	304	1.3	231
000400	3	1,230	409	92	317	1.3	120
000500	1	1,281	351	164	187	1.3	213
000500	2	1,977	589	164	425	1.3	213
001100	1	847	558	411	147	1.3	534
001100	2	1,095	559	327	232	1.3	425
001200	1	627	339	146	193	1.3	190
001200	2	1,183	624	223	401	1.3	290
001200	3	1,184	363	77	286	1.3	100
001300	1	720	264	29	235	1.3	38
001300	2	1,495	583	214	369	1.3	278
001400	1	1,752	463	234	229	1.3	304
001400	2	961	357	57	300	1.3	74
001400	3	1,514	670	380	290	1.3	494
001500	1	737	490	360	130	1.3	468
001500	2	327	243	194	49	1.3	252
001900	1	1,748	762	393	369	1.3	511
002300	1	793	245	138	107	1.3	179
002300	2	1,678	480	184	296	1.3	239
002400	1	649	196	117	79	1.3	152
002400	2	1,215	621	460	161	1.3	598
002400	3	505	327	143	184	1.3	186
002500	1	2,297	1,038	524	514	1.3	681
002500	2	715	313	102	211	1.3	133
002500	3	913	473	215	258	1.3	280
010101	1	1,768	715	19	696	1.3	25
010101	2	1,170	460	9	451	1.3	12
010101	3	477	274	10	264	1.3	13
010102	1	686	325	44	281	1.3	57
010102	2	714	330	31	299	1.3	40
010102	3	450	273	62	211	1.3	81
010104	1	646	351	32	319	1.3	42
010104	2	970	518	94	424	1.3	122
010105	1	1,759	675	27	648	1.3	35
010105	2	982	438	14	424	1.3	18
010200	1	1,905	665	33	632	1.3	43
010200	2	1,319	524	36	488	1.3	47
010200	3	534	234	0	234	1.3	-
010200	4	995	347	0	347	1.3	-
010200	5	1,029	349	14	335	1.3	18
010300	1	1,560	593	15	578	1.3	20
010300	2	1,027	427	82	345	1.3	107
010401	1	1,277	514	93	421	1.3	121
010401	2	3,248	1,242	30	1,212	1.3	39
010401	3	920	331	0	331	1.3	-
010403	1	1,352	470	65	405	1.3	85
010403	2	1,933	527	0	527	1.3	-
010403	3	3,118	822	55	767	1.3	72
010501	1	1,573	877	46	831	1.3	60
010501	2	904	327	10	317	1.3	13
010501	3	2,243	883	13	870	1.3	17
010501	4	2,177	795	24	771	1.3	31
010503	1	2,635	910	105	805	1.3	137
010503	2	1,593	641	75	566	1.3	98
010503	3	1,573	604	0	604	1.3	-
010503	4	1,700	641	110	531	1.3	143
010505	1	514	212	26	186	1.3	34
010505	2	2,203	669	0	669	1.3	-
010506	1	1,826	664	23	641	1.3	30
010506	2	1,165	445	0	445	1.3	-
010506	3	1,915	561	10	551	1.3	13
010600	1	933	287	37	250	1.3	48
010600	2	1,289	533	35	498	1.3	46
010600	3	1,545	478	44	434	1.3	57
010600	4	512	211	7	204	1.3	9
010700	1	1,190	366	16	350	1.3	21
010700	2	918	358	0	358	1.3	-
010700	3	2,104	800	16	784	1.3	21
010700	4	1,942	563	58	505	1.3	75
010800	1	3,045	1,077	169	908	1.3	220
010900	1	2,164	746	14	732	1.3	18
010900	2	1,981	674	47	627	1.3	61
010900	3	1,901	691	78	613	1.3	101
011000	1	760	328	43	285	1.3	56
011000	2	1,684	570	32	538	1.3	42
011100	1	1,135	540	29	511	1.3	38
011100	2	875	258	68	190	1.3	88
011100	3	1,200	375	8	367	1.3	10
011201	1	1,248	414	0	414	1.3	-
011201	2	579	207	3	204	1.3	4
011202	1	2,177	849	74	775	1.3	96
011202	2	1,685	773	27	746	1.3	35
011202	3	1,423	511	45	466	1.3	59
011202	4	2,295	876	40	836	1.3	52

Census Tract	Census Block Group	2012 ACS Population	2012 ACS Households	No Vehicle	One Plus Vehicle	Mobility Gap	Transit Need
011300	1	1,196	385	0	385	1.3	-
011300	2	1,764	610	75	535	1.3	98
011300	3	1,599	652	62	590	1.3	81
011401	1	2,004	738	22	716	1.3	29
011401	2	2,052	787	30	757	1.3	39
011403	1	3,004	1,205	90	1,115	1.3	117
011403	2	761	196	26	170	1.3	34
011403	3	1,787	793	14	779	1.3	18
011404	1	1,593	421	0	421	1.3	-
011404	2	5,147	1,957	171	1,786	1.3	222
011404	3	3,729	982	82	900	1.3	107
011500	1	1,613	510	0	510	1.3	-
011500	2	3,187	899	77	822	1.3	100
011500	3	1,476	630	45	585	1.3	59
011600	1	2,031	887	58	829	1.3	75
011600	2	1,152	476	38	438	1.3	49
011600	3	1,839	641	14	627	1.3	18
011701	1	3,234	1,132	39	1,093	1.3	51
011701	2	3,509	1,096	52	1,044	1.3	68
011701	3	2,488	894	16	878	1.3	21
011702	1	676	204	6	198	1.3	8
011702	2	2,882	1,050	129	921	1.3	168
011802	1	4,196	1,191	14	1,177	1.3	18
011802	2	7,293	2,337	14	2,323	1.3	18
011802	3	3,059	1,004	44	960	1.3	57
011802	4	1,476	500	56	444	1.3	73
011803	1	1,324	584	40	544	1.3	52
011803	2	1,832	885	77	808	1.3	100
011803	3	1,539	570	14	556	1.3	18
011804	1	2,411	935	20	915	1.3	26
011804	2	1,185	510	16	494	1.3	21
011804	3	2,885	977	79	898	1.3	103
011805	1	1,567	519	0	519	1.3	-
011805	2	787	286	49	237	1.3	64
011900	1	1,651	561	130	431	1.3	169
011900	2	768	402	90	312	1.3	117
011900	3	2,417	615	176	439	1.3	229
011900	4	965	289	15	274	1.3	20
011900	5	2,343	795	222	573	1.3	289
012000	1	1,521	546	81	465	1.3	105
012000	2	3,064	1,022	225	797	1.3	293
012100	1	1,645	455	95	360	1.3	124
012100	2	1,266	365	93	272	1.3	121
012200	1	1,774	487	108	379	1.3	140
012200	2	1,804	575	93	482	1.3	121
012200	3	1,600	561	79	482	1.3	103
012302	1	2,272	781	17	764	1.3	22
012302	2	1,223	455	20	435	1.3	26
012401	1	1,635	684	89	595	1.3	116
012401	2	1,221	454	0	454	1.3	-
012402	1	1,552	612	25	587	1.3	33
012402	2	723	264	0	264	1.3	-
012501	1	1,307	549	105	444	1.3	137
012501	2	1,476	431	20	411	1.3	26
012502	1	1,001	434	7	427	1.3	9
012502	2	480	202	15	187	1.3	20
012602	1	658	218	0	218	1.3	-
012602	2	713	267	0	267	1.3	-
012701	1	1,264	490	0	490	1.3	-
012701	2	703	242	0	242	1.3	-
012701	3	1,499	554	94	460	1.3	122
012702	1	1,679	763	77	686	1.3	100
012801	1	1,819	978	180	798	1.3	234
012801	2	371	152	38	114	1.3	49
012801	3	1,573	613	120	493	1.3	156
012802	1	1,206	472	25	447	1.3	33
012802	2	739	356	6	350	1.3	8
013000	1	1,324	605	31	574	1.3	40
013000	2	815	336	0	336	1.3	-
013000	3	1,083	461	61	400	1.3	79
013000	4	534	282	25	257	1.3	33
013101	1	1,434	661	32	629	1.3	42
013102	1	313	193	16	177	1.3	21
013102	2	325	191	10	181	1.3	13
013102	3	631	365	14	351	1.3	18
013201	1	764	324	67	257	1.3	87
013201	2	1,817	663	95	568	1.3	124
013202	1	1,539	484	17	467	1.3	22
013202	2	585	229	0	229	1.3	-
013202	3	602	362	45	317	1.3	59
013301	1	982	507	81	426	1.3	105
013301	2	844	317	28	289	1.3	36
013301	3	916	373	26	347	1.3	34
013302	1	1,013	553	53	500	1.3	69
013302	2	1,188	413	98	315	1.3	127
013302	3	535	275	66	209	1.3	86
013500	1	1,101	462	18	444	1.3	23
013500	2	800	402	45	357	1.3	59
013500	3	722	241	0	241	1.3	-
983400	1	4,201	13	0	13	1.3	-
990000	0	-	-	0	-	1.3	-
Atlantic County Study Area		274,402	101,018	13,530	87,488	1.3	17,589

Source: 2009 NHTS data; LSC, 2014.

Table 2
 Greatest Transit Need Model - Census Block Groups
 Atlantic County Study Area

Census Tract	Census Block Group	Land Area (sq. miles)	Total Population 2012 ACS	Total Number of Households 2012 ACS	Zero-Vehicle Households 2012 ACS			Total Number of Older Adults 65 & Over 2012 ACS			Low-Income Population* 2012 ACS			Ambulatory Disability Population 2012 ACS			Overall Score (4-24)	Final (1-6)
					#	Density (Hhlds. Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank		
000100	1	0.3	1191	374	123	416.9	5	94	318.6	4	283	960.3	5	48	161.9	4	18	5
000100	2	0.4	1,352	546	137	383.8	5	151	423.0	4	322	901.1	5	54	151.9	4	18	5
000200	1	0.1	1,489	513	75	905.6	6	252	3,042.9	6	163	1971.9	6	181	2179.7	6	24	6
000200	2	0.1	1,357	525	106	1,886.3	6	185	3,292.1	6	149	2648.3	6	165	2927.5	6	24	6
000200	3	0.1	701	398	86	1,364.0	6	351	5,567.1	6	77	1219.3	5	85	1347.9	6	23	6
000300	1	0.1	1,341	557	258	4,834.7	6	169	3,166.9	6	356	6674.5	6	80	1502.1	6	24	6
000300	2	0.0	1,812	416	201	4,610.9	6	94	2,156.4	6	481	11040.5	6	108	2484.6	6	24	6
000300	3	0.0	996	437	158	3,766.1	6	84	2,002.3	6	265	6305.8	6	60	1419.1	6	24	6
000400	1	0.1	728	536	221	1,937.8	6	88	771.6	5	184	1615.6	6	64	561.6	5	22	6
000400	2	0.1	1,270	482	178	1,847.0	6	167	1,732.9	6	321	3335.4	6	112	1159.4	6	24	6
000400	3	0.1	1,230	409	92	1,806.2	6	164	3,219.7	6	311	6111.8	6	108	2124.6	6	24	6
000500	1	0.0	1,281	351	164	3,532.6	6	151	3,252.6	6	328	7054.9	6	57	1228.0	6	24	6
000500	2	0.1	1,977	589	164	2,876.3	6	242	4,244.3	6	505	8865.3	6	88	1543.2	6	24	6
001100	1	0.1	847	558	411	7,631.2	6	203	3,769.2	6	255	4737.4	6	111	2065.0	6	24	6
001100	2	0.1	1,095	559	327	5,670.6	6	115	1,994.3	6	330	5720.1	6	144	2493.4	6	24	6
001200	1	0.1	627	339	146	2,369.1	6	162	2,628.7	6	102	1658.3	6	43	696.6	6	24	6
001200	2	0.2	1,183	624	223	935.8	6	153	642.0	5	193	809.1	5	81	339.9	5	21	5
001200	3	0.2	1,184	363	77	459.2	5	59	351.9	4	193	1150.9	5	81	483.5	5	19	5
001300	1	0.1	720	264	29	227.0	5	201	1,573.6	6	168	1313.1	5	42	328.3	5	21	5
001300	2	6.4	1,495	583	214	33.4	3	228	35.6	2	348	54.4	2	87	13.6	1	8	2
001400	1	0.6	1,752	463	234	404.5	5	45	77.8	2	862	1489.7	5	99	171.3	4	16	4
001400	2	0.1	961	357	57	499.6	6	112	981.7	5	473	4143.1	6	54	476.3	5	22	6
001400	3	0.1	1,514	670	380	5,005.1	6	120	1,580.6	6	745	9808.0	6	86	1127.5	6	24	6
001500	1	0.1	737	490	360	5,862.5	6	262	4,266.6	6	364	5922.0	6	184	3000.5	6	24	6
001500	2	0.1	327	243	194	3,562.4	6	69	1,267.0	5	161	2962.8	6	82	1501.2	6	23	6
001900	1	0.1	1,748	762	393	3,669.8	6	151	1,410.0	6	167	1559.4	5	234	2185.1	6	23	6
002300	1	0.1	793	245	138	1,069.1	6	36	278.9	3	364	2817.0	6	27	211.3	4	19	5
002300	2	0.1	1,678	480	184	1,297.9	6	108	761.8	5	769	5427.2	6	58	407.2	5	22	6
002400	1	0.1	649	196	117	1,375.4	6	0	0.0	1	389	4573.2	6	112	1314.0	6	19	5
002400	2	0.2	1,215	621	460	2,306.4	6	85	426.2	4	728	3651.5	6	209	1049.2	6	22	6
002400	3	0.3	505	327	143	446.1	5	236	736.2	5	303	944.2	5	87	271.3	5	20	5
002500	1	0.2	2,297	1,038	524	2,320.5	6	548	2,426.8	6	650	2876.7	6	344	1523.9	6	24	6
002500	2	0.1	715	313	102	1,000.5	6	213	2,089.2	6	202	1983.3	6	107	1050.6	6	24	6
002500	3	0.1	913	473	215	2,528.2	6	272	3,198.5	6	258	3036.2	6	137	1608.4	6	24	6
010101	1	3.6	1,768	715	19	5.2	2	384	105.3	2	115	31.7	2	55	15.2	1	7	2
010101	2	0.3	1,170	460	9	27.9	3	218	675.2	5	76	236.6	4	37	113.5	3	15	4
010101	3	0.2	477	274	10	58.7	4	203	1,192.4	5	31	183.0	3	15	87.8	3	15	4
010102	1	0.4	686	325	44	123.3	4	221	619.2	5	73	204.7	4	62	174.6	4	17	4
010102	2	0.2	714	330	31	126.6	4	208	849.5	5	76	310.5	4	65	264.8	4	17	4
010102	3	0.1	450	273	62	460.6	5	108	802.3	5	48	356.0	4	41	303.6	5	19	5
010104	1	0.3	646	351	32	123.5	4	244	941.7	5	87	334.8	4	40	154.3	4	17	4
010104	2	0.3	970	518	94	362.3	5	108	416.3	4	130	502.1	4	60	231.4	4	17	4
010105	1	0.3	1,759	675	27	81.5	4	289	872.5	5	147	443.7	4	44	131.7	3	16	4
010105	2	0.7	982	438	14	21.1	3	359	542.1	4	82	123.9	3	24	36.8	2	12	3
010200	1	0.5	1,905	665	33	73.0	4	533	1,179.7	5	123	272.7	4	140	309.9	5	18	5
010200	2	1.7	1,319	524	36	21.0	3	197	114.7	2	85	49.7	2	97	56.4	2	9	2
010200	3	0.2	534	234	0	0.0	1	129	530.2	4	35	142.0	3	39	161.3	4	12	3
010200	4	0.6	995	347	0	0.0	1	103	182.5	3	64	114.1	3	73	129.6	3	10	2
010200	5	0.3	1,029	349	14	42.0	4	183	549.5	4	67	199.9	3	76	227.1	4	15	4
010300	1	1.0	1,560	593	15	14.6	3	189	183.7	3	152	147.7	3	141	136.6	3	12	3
010300	2	1.1	1,027	427	82	77.6	4	214	202.6	3	100	94.7	3	92	87.6	3	13	3
010401	1	8.4	1,277	514	93	11.1	3	280	33.3	1	64	7.7	1	57	6.7	1	6	1
010401	2	20.0	3,248	1,242	30	1.5	2	455	22.8	1	164	8.2	1	144	7.2	1	5	1
010401	3	6.3	920	331	0	0.0	1	145	23.1	1	46	7.4	1	41	6.5	1	4	1
010403	1	0.5	1,352	470	65	127.7	4	305	599.3	5	106	207.5	4	53	104.6	3	16	4
010403	2	2.2	1,933	527	0	0.0	1	149	67.7	2	151	68.6	3	76	34.6	2	8	2
010403	3	0.9	3,118	822	55	62.8	4	331	378.0	4	243	278.1	4	123	140.1	4	16	4
010501	1	1.9	1,573	877	46	24.4	3	338	179.6	3	101	53.7	2	104	55.0	2	10	2
010501	2	5.5	904	327	10	1.8	2	133	24.4	1	58	10.6	1	60	10.9	1	5	1
010501	3	2.6	2,243	883	13	5.1	2	815	317.3	4	144	56.1	2	148	57.5	2	10	2
010501	4	28.6	2,177	795	24	0.8	2	349	12.2	1	140	4.9	1	143	5.0	1	5	1
010503	1	0.5	2,635	910	105	191.6	5	36	65.7	2	360	656.4	5	117	214.1	4	16	4
010503	2	0.9	1,593	641	75	87.0	4	93	107.9	2	217	252.2	4	71	82.3	3	13	3
010503	3	0.3	1,573	604	0	0.0	1	209	629.9	5	215	647.2	5	70	211.1	4	15	4
010503	4	1.9	1,700	641	110	57.5	4	216	112.9	2	232	121.3	3	76	39.6	2	11	3
010505	1	5.5	514	212	26	4.8	2	102	18.7	1	6	1.0	1	11	2.0	1	5	1
010505	2	3.1	2,203	669	0	0.0	1	218	70.2	2	24	7.8	1	47	15.2	1	5	1
010506	1	1.5	1,826	664	23	15.1	3	202	132.3	3	8	5.4	1	105	68.5	3	10	2
010506	2	1.5	1,165	445	0	0.0	1	80	54.3	2	5	3.5	1	67	45.3	2	6	1
010506	3	1.3	1,915	561	10	7.7	2	261	201.6	3	9	6.6	1	110	84.7	3	9	2
010600	1	9.9	933	287	37	3.8	2	101	10.3	1	183	18.6	1	66	6.7	1	5	1
010600	2	0.6	1,289	533	35	62.2	4	134	238.0	3	253	449.9	4	92	162.6	4	15	4
010600	3	0.3	1,545	478	44	164.9	5	116	434.9	4	304	1138.3	5	110	411.5	5	19	5
010600	4	0.3	512	211	7	27.8	3	83	329.2	4	101	399.1	4	36	144.3	4	15	4
010700	1	21.6	1,190	366	16	0.7	2	128	5.9	1	106	4.9	1	105	4.8	1	5	1
010700	2	11.8	918	358	0	0.0	1	93	7.9	1	82	7.0	1	81	6.9	1	4	1
010700	3	19.2	2,104	800	16	0.8	2	350	18.2	1	188	9.8	1	185	9.6	1	5	1
010700	4	3.8	1,942	563	58	15.3	3	188	49.5									

Census Tract	Census Block Group	Land Area (sq. miles)	Total Population 2012 ACS	Total Number of Households 2012 ACS	Zero-Vehicle Households 2012 ACS			Total Number of Older Adults 65 & Over 2012 ACS			Low-Income Population* 2012 ACS			Ambulatory Disability Population 2012 ACS			Overall Score (4-24)	Final (1-6)
					#	Density (Hhlds. Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank		
011802	1	3.0	4,196	1,191	14	4.7	2	155	52.1	2	101	34.1	2	169	56.7	2	8	2
011802	2	4.8	7,293	2,337	14	2.9	2	754	156.9	3	176	36.7	2	293	61.0	3	10	2
011802	3	5.2	3,059	1,004	44	8.4	2	426	81.8	2	74	14.2	1	123	23.6	2	7	2
011802	4	1.4	1,476	500	56	40.8	4	151	109.9	2	36	26.0	2	59	43.2	2	10	2
011803	1	0.9	1,324	584	40	43.2	4	72	77.7	2	151	163.4	3	70	75.2	3	12	3
011803	2	0.6	1,832	885	77	129.1	4	214	358.8	4	210	351.3	4	96	161.6	4	16	4
011803	3	1.2	1,539	570	14	11.5	3	195	160.8	3	176	145.2	3	81	66.8	3	12	3
011804	1	1.9	2,411	935	20	10.6	3	233	124.1	3	154	81.8	3	113	60.4	3	12	3
011804	2	6.8	1,185	510	16	2.4	2	243	35.8	2	76	11.1	1	56	8.2	1	6	1
011804	3	3.3	2,885	977	79	24.3	3	260	80.0	2	184	56.6	2	136	41.8	2	9	2
011805	1	10.4	1,567	519	0	0.0	1	121	11.6	1	77	7.3	1	144	13.8	1	4	1
011805	2	4.5	787	286	49	10.8	3	103	22.7	1	38	8.5	1	72	15.9	1	6	1
011900	1	0.3	1,651	561	130	445.8	5	113	387.5	4	419	1438.5	5	164	563.9	5	19	5
011900	2	0.5	768	402	90	189.8	5	188	396.4	4	195	411.4	4	76	161.3	4	17	4
011900	3	0.2	2,417	615	176	722.3	6	103	422.7	4	614	2519.9	6	241	987.8	6	22	6
011900	4	0.4	965	289	15	38.0	4	61	154.5	3	245	620.8	5	96	243.4	4	16	4
011900	5	0.3	2,343	795	222	637.2	6	94	269.8	3	595	1708.4	6	233	669.7	6	21	5
012000	1	0.5	1,521	546	81	149.9	5	169	312.8	4	248	459.9	4	149	275.1	5	18	5
012000	2	2.0	3,064	1,022	225	112.2	4	444	221.4	3	501	249.6	4	299	149.3	4	15	4
012100	1	0.3	1,645	455	95	364.6	5	116	445.2	4	449	1722.1	6	103	396.9	5	20	5
012100	2	0.4	1,266	365	93	208.1	5	339	758.4	5	345	772.5	5	80	178.1	4	19	5
012200	1	0.4	1,774	487	108	283.4	5	119	312.3	4	159	416.2	4	120	315.5	5	18	5
012200	2	0.3	1,804	575	93	365.5	5	206	809.7	5	161	634.0	5	122	480.6	5	20	5
012200	3	0.5	1,600	561	79	155.1	5	234	459.5	4	143	280.9	4	108	213.0	4	17	4
012302	1	0.6	2,272	781	17	26.7	3	334	525.3	4	124	194.3	3	135	211.6	4	14	3
012302	2	1.0	1,223	455	20	20.0	3	152	152.0	3	66	66.5	3	72	72.4	3	12	3
012401	1	0.5	1,635	684	89	191.6	5	435	936.3	5	145	311.7	4	55	118.3	3	17	4
012401	2	0.6	1,221	454	0	0.0	1	130	223.1	3	108	185.7	3	41	70.4	3	10	2
012402	1	0.5	1,552	612	25	53.9	4	332	715.8	5	89	192.7	3	118	254.4	4	16	4
012402	2	0.3	723	264	0	0.0	1	69	268.9	3	42	162.2	3	55	214.2	4	11	3
012501	1	0.4	1,307	549	105	270.0	5	390	1,002.9	5	28	72.5	3	93	239.1	4	17	4
012501	2	0.3	1,476	431	20	73.3	4	198	725.7	5	32	116.6	3	105	384.9	5	17	4
012502	1	0.3	1,001	434	7	22.5	3	171	548.9	4	59	188.8	3	29	93.3	3	13	3
012502	2	0.5	480	202	15	31.3	3	69	144.0	3	28	58.8	2	14	29.1	2	10	2
012602	1	0.7	658	218	0	0.0	1	71	99.3	2	16	22.8	2	7	9.4	1	6	1
012602	2	0.4	713	267	0	0.0	1	137	310.4	3	18	40.1	2	7	16.5	2	8	2
012701	1	0.3	1,264	490	0	0.0	1	222	684.6	5	148	457.7	4	123	379.0	5	15	4
012701	2	0.4	703	242	0	0.0	1	82	210.0	3	83	211.4	4	68	175.0	4	12	3
012701	3	0.3	1,499	554	94	291.9	5	183	568.3	4	176	546.7	5	146	452.6	5	19	5
012702	1	1.0	1,679	763	77	77.6	4	285	287.1	3	209	210.5	4	120	120.9	3	14	3
012801	1	0.6	1,819	978	180	287.9	5	426	681.3	5	375	599.9	5	173	276.8	5	20	5
012801	2	0.1	371	152	38	338.6	5	53	472.3	4	77	681.7	5	35	314.5	5	19	5
012801	3	0.2	1,573	613	120	520.2	6	126	546.2	4	324	1406.3	5	150	648.8	5	20	5
012802	1	0.8	1,206	472	25	31.7	3	159	201.4	3	87	109.9	3	29	36.1	2	11	3
012802	2	0.2	739	356	6	28.4	3	118	558.7	4	53	251.9	4	17	82.8	3	14	3
013000	1	0.2	1,324	605	31	124.7	4	374	1,503.9	6	159	640.7	5	76	306.2	5	20	5
013000	2	0.1	815	336	0	0.0	1	290	2,777.4	6	98	939.3	5	47	448.9	5	17	4
013000	3	0.2	1,083	461	61	305.4	5	275	1,377.0	6	130	652.6	5	62	311.9	5	21	5
013000	4	0.2	534	282	25	105.9	4	145	614.2	5	64	272.2	4	31	130.1	3	16	4
013101	1	0.3	1,434	661	32	99.9	4	589	1,838.0	6	20	62.4	2	56	174.7	4	16	4
013102	1	0.1	313	193	16	157.5	5	134	1,319.4	5	39	383.7	4	36	349.7	5	19	5
013102	2	0.1	325	191	10	95.0	4	135	1,282.0	5	40	384.3	4	37	350.2	5	18	5
013102	3	0.1	631	365	14	141.7	4	350	3,541.4	6	79	794.9	5	72	724.5	6	21	5
013201	1	0.1	764	324	67	1,242.5	6	327	6,063.9	6	95	1762.0	6	53	988.1	6	24	6
013201	2	0.5	1,817	663	95	203.4	5	366	783.5	5	226	483.8	4	127	271.3	5	19	5
013202	1	0.1	1,539	484	17	226.7	5	199	2,653.8	6	218	2913.7	6	114	1520.8	6	23	6
013202	2	0.1	585	229	0	0.0	1	91	1,214.3	5	83	1108.3	5	43	578.5	5	16	4
013202	3	0.1	602	362	45	311.3	5	178	1,231.2	5	85	591.1	5	45	308.6	5	20	5
013301	1	0.6	982	507	81	144.0	4	272	483.5	4	63	112.7	3	81	143.2	4	15	4
013301	2	0.1	844	317	28	251.4	5	147	1,320.1	5	54	489.3	4	69	621.9	5	19	5
013301	3	0.1	916	373	26	239.7	5	235	2,166.8	6	59	545.2	5	75	693.0	6	22	6
013302	1	0.2	1,013	553	53	346.0	5	265	1,730.0	6	146	952.3	5	114	742.0	6	22	6
013302	2	0.1	1,188	413	98	967.4	6	136	1,342.5	6	171	1688.8	6	133	1315.9	6	24	6
013302	3	0.1	535	275	66	666.3	6	145	1,463.9	6	77	777.8	5	60	606.0	5	22	6
013500	1	6.8	1,101	462	18	2.6	2	251	36.9	2	36	5.2	1	87	12.8	1	6	1
013500	2	0.3	800	402	45	159.2	5	320	1,132.2	5	26	91.7	3	63	224.5	4	17	4
013500	3	0.8	722	241	0	0.0	1	60	77.8	2	23	30.4	2	57	74.3	3	8	2
983400	1	2.6	4,201	13	0	0.0	1	0	0.0	1	4	1.5	1	16	6.1	1	4	1
990000	0	0.0	0	0	0	0.0	1	0	0.0	1	0	0.0	1	0	0.0	1	4	1
Atlantic County Study Area TOTAL		555.70	274,402	101,018	13,530			39,305			34,002			18,775				

Note: *Low-Income population is not currently available at the census block group level in the 5-year ACS data. Therefore, the information was collected at the census tract level and apportioned to the census block group level based on population in that census tract.

Source: 2008-2012 American Community Survey Five-Year Estimates, LSC 2014.