

Broadening the Perspective: Community Transportation in Hunterdon County, NJ

An Update to the Coordinated County Human Services Transportation Plan
March 2015

FINAL



Prepared by:



HART Commuter Information Services

In coordination with:



Hunterdon County Department of Human Services

Executive Summary

INTRODUCTION AND BACKGROUND

This document serves as a Summary Update to the Hunterdon County Department of Human Services Coordinated County Human Services Transportation Plan, originally developed in 2007 and previously updated in 2009.

The goals of this Update are to:

1. **Update demographic information** as available to evaluate potential changes in needs of transit needs of targeted populations- older adults, persons with disabilities and low income individuals.
2. **Update information on available transportation services** to determine any changes in levels of available service.
3. **Review and evaluate the current operation of The LINK** and provision of transportation services in Hunterdon County relative to ridership trends and survey results.
4. **Identify recommendations** for improving upon the existing consolidated approach to human services transportation for Hunterdon County residents with a key focus on providing these services within an increasingly constrained funding environment.



Background

Hunterdon County provides transportation service through a consolidated “LINK Transportation System” to all residents of the county, including the “targeted” populations noted above. This transportation has been provided throughout Hunterdon County since the mid- 1980’s based upon the recommendations of the “Hunterdon County Transit System Plan” (1984) prepared by the consulting firm, Carter-Goble Associates.

The Hunterdon County LINK is comprised of two main services:

1. Flemington Shuffle- deviated fixed route service, Monday- Saturday, in the Flemington/Raritan area.
2. Cross County Service- demand service, Monday-Friday, within Hunterdon County. Serving all Hunterdon municipalities.

All service is offered within Hunterdon County only.

Coordinated versus Consolidated Transportation

The United We Ride mandate seeks to increase **coordination** of human services transportation. Hunterdon County has been provided for more approximately 30 years using a “**consolidated**” transportation model. For the purposes of clarification and to inform this Plan Update, the following definitions* are used:

Consolidated Transportation – *A fully integrated transportation system in which all individual units have been combined or consolidated into one integrated system, and individual agency identify for the purpose of transportation is no longer maintained.*

Coordinated Transportation- *A transportation system in which individual agencies are brought together, or act together in a concerted way, in order to provide for a smooth interaction of separate units of a program or system.*

**From Hunterdon County Transit System Plan,
Carter-Goble Associates, 1984*

Coordinated Human Services Transportation Plan

Since Hunterdon County has operated a consolidated system for more than 20 years, the recommendations outlined in the previous 2007 Hunterdon County Plan and 2009 Plan Update focused primarily on enhancing the existing system, as well as identifying additional opportunities for increasing accessible transportation.

The initial Plan recommendations, found in Chapter 5 of the Plan, were organized into three main categories:

1. Education and Outreach
2. Out of County Travel
3. Capacity and Operation Issues

Steering Committee

The Steering Committee for the development of the Hunterdon County Coordinated County Human Services Plan is identified as the Hunterdon County Transportation Stakeholders Committee. The Committee is comprised of organizations or agencies that provide transportation, human and/or social service needs, or receives funding through NJ Transit. (see Appendix)

Plan Review Team

This Plan Update has been developed in coordination with staff of the Hunterdon County Planning Department, Hunterdon County Department of Human Services, Hunterdon County Transportation Advisory Committee, First Transit (operations vendor), HART Commuter Information Services (TMA) and members of the Hunterdon County Transportation Stakeholder Committee. (see Appendix)

Lead Person

The lead person for this Update of the Plan is Tara Shepherd, Executive Director, HART Commuter Information Services, the non-profit transportation management association (TMA) serving Hunterdon County. HART has a long standing working relationship with both the Hunterdon County Planning Department and the Hunterdon County Department of Human Services LINK Transportation System.

Plan Update Process

1. Demographic data collection

Updated census data

2. Operational data collection and analysis

Review of ridership data; billing data

3. Stakeholder Engagement

Updating and Identification of all stakeholders

Stakeholder Meetings

February 27, 2014

TAC Meetings

March 12, 2014 May 21, 2014

July 9, 2014 September 10, 2014

November 12, 2014 January 14, 2015

March 11, 2015 June 22, 2015

Surveying

Senior Citizen Survey

Non Profit Agency/Advocate Phone Survey

SWOT Analysis

January 14, 2015

4. Draft Report/ Final Report

February/March 2015

HUNTERDON COUNTY OVERVIEW

Hunterdon County Demographics (using updated 2010 Census figures)

Census Data Trends

Total Population – Hunterdon

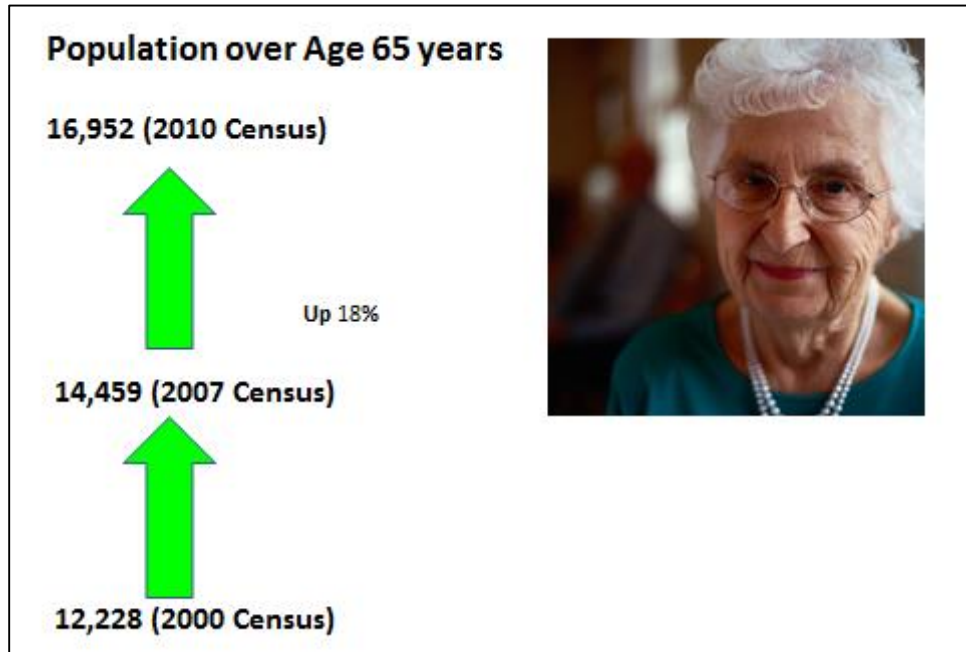
128,349 (2000 Census)



122,629 (2010 Census)



Targeted Population: Older Adults



*Older Adults are Dispersed Geographically

Targeted Population: Persons with Disability



*High Employment Rate Among Persons with Disability (57%; highest in NJ- NJDOL)

Targeted Population: Low Income Persons



- Low Income Population Dispersed Geographically
 1. Flemington
 2. Stockton
 3. Frenchtown
 4. Hampton
 5. Lambertville

INVENTORY OF EXISTING TRANSPORTATION SERVICES

Human Services Related Transportation

Service Name	Mode	Number of Vehicles	Available Transportation	Operation Days	Service Hours	Use Limitations	Cost/Fare	Relationship to County	Funding Source
Hunterdon County LINK Transportation -Cross County Service	Bus	31	Travel within Hunterdon County	Monday-Friday	7 a.m.-6 p.m.	No		County operated	JARC, Title III, Title XX, Casino, 5311, ARC, GA, FSETP, TANF, DVR, PHN, County Funds
Hunterdon County LINK Transportation -Flemington Shuffle	Bus	2	Travel within Flemington/Raritan	Monday-Saturday	8 a.m.-11 p.m.	No	\$2.00/day unlimited boarding	County operated	JARC, Title III, Title XX, SCADRTAP, 5311, ARC, GA, FSETP, TANF, DVR, PHN, County Funds
Hunterdon County - Volunteer Driver Program	Car		Out county medical	Monday-Friday	8:30 a.m. - 4:30 p.m.	Twice per month	Cost share \$10	County operated	County
Hunterdon County-Sedan/Special Medical Services	Car		Out county medical	Monday-Friday	8:30 4:30	Twice per month	Cost share \$10	County operated	Title III, SCADRTAP
ARC of Hunterdon	Vans, Small SUVs, Cars	60-70	In county and out of county travel	Weekdays, Saturdays, Sundays	8 a.m. - 11 p.m.	No	No fare	Independent	Primarily Donations
Catholic Charities	Vans, Cars	3-10	In county travel	Weekdays		Yes	No fare	Independent	Donations, Diocese of Metuchen

General Transportation

Service Name	Vehicle Type	Type of Service	Hours of Operation	Cost/Fare	Relationship to County	Funding Source
TransBridge Lines-Doylestown/Frenchtown/NYC	Bus	Commuter service with stops in Hunterdon: (Lambertville, Frenchtown, Baptistown, Flemington, Three Bridges) to Port Authority Bus Terminal, NYC	Monday-Sunday	\$39.55-43.70 round trip to NYC; \$299.25/20 trip book	Independent	Fares
TransBridge Lines-Allentown/Clinton/NYC	Bus	Commuter service with stops in Hunterdon (Union Township, Clinton) to Port Authority Bus Terminal, NYC	Monday-Sunday	\$39.55 round trip to NYC;	Independent	Fares
NJ TRANSIT Raritan Valley Rail Line	Train	Commuter Service from Hunterdon (Whitehouse, Annandale, Lebanon, High Bridge) to Newark/NY Penn Station	Monday-Friday	\$271.00/20 trip book	Independent	Fares
NJ TRANSIT Bus Service	N/A	No service in Hunterdon County	N/A	N/A	Independent	N/A
Tri-State Car Service	Taxi	Service within Central/Northern NJ	Monday-Sunday		Independent	Fares
Cornerstone Taxi	Taxi	Service within Central/Northern NJ	Monday-Saturday 7:00 a.m. - 11:00 p.m.		Independent	Fares

Able Medical Transportation, Inc.	Medical Transport	Emergency and Non emergency ambulance and wheelchair accessible services			Independent	Contracted Service
Eagle Medical Transport	Medical Transport	Non emergency transportation for people who use stretchers or wheelchairs	Monday-Sunday		Independent	Contracted Service
Logisticare of NJ	Medical Transport	Non emergency transportation for nonambulatory Medicaid/NJ FamilyCare recipients.			Independent	Contracted Service
To and Fro Transportation	Van	Medical, Non Medical Transportation	Monday-Sunday		Independent	Contracted Service
Anita's Angels	Van, Car	Non emergency , contracted service	Monday-Sunday		Independent	Contracted Service
Comfort Keepers	Van, Car	Non emergency , contracted service	Monday-Sunday		Independent	Contracted Service
Home Instead Senior Care	Van, Car	Non emergency , contracted service	Monday-Sunday		Independent	Contracted Service
Homewatch Caregivers of Western NJ	Van, Car	Non emergency , contracted service	Monday-Sunday		Independent	Contracted Service
Right at Home	Van, Car	Non emergency , contracted service	Monday-Sunday		Independent	Contracted Service

ASSESSMENT OF TRANSPORTATION NEEDS

Survey Results

Older Adults Survey Highlights (2014)

- 55% rely on others for some or all of their trips
- 33% rely on the LINK
- 58% private/paid services are not affordable to meet regular transportation needs
- 42% unable to make a necessary trip within the last month due to lack of access to transportation
- 74% missed 3 or more trips within the last month due to lack of access to transportation
- Majority need transportation to medical appointments and grocery shopping
- 85% indicate LINK is affordable to meet transportation needs
- Seniors do not use the LINK due to:
 1. Ride time too long
 2. Service not always available
 3. Not familiar
- 66% anticipate needing to take about the same or more trips within the next 5 years

**Full survey results available in the Appendix*



Non Profit Agency Survey (2014)

Client Profile

- Majority of agencies serve Hunterdon residents exclusively
- 100% of clients have transportation needs
- Majority have Employment and Medical Transportation Needs
- 73% of agencies have clients with Out of County Travel Needs
- 27% -travel needs weekdays
- 27% -travel needs weekends
- 82% - clients do not have critical human services needs met due to lack of transportation
 - Housing opportunities and choice
 - Employment opportunities and choice
 - Healthcare access
- 50 %- clients cannot afford alternative forms of transportation

Agency Transportation

- Majority of agencies do not provide transportation for clients
- Agencies provide transportation only to meet unmet needs (i.e. night, weekend, out of county travel)
- 86% - have received transportation requests that they could not meet
- Financial constraints and staff availability primary reasons agency cannot provide transportation

Use of LINK

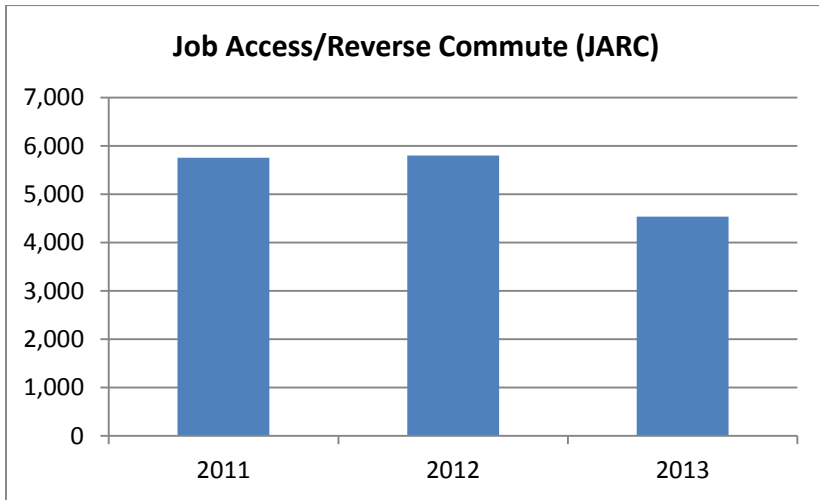
- 100% of agencies rely on the LINK for client needs
- 73% agree that LINK meets client needs on weekdays
- 27% disagree that LINK meets client needs on weekdays
- 82% - travel time is a significant issue for clients
- Obstacles to client use of the LINK: availability of service; time on bus; routing; reliability; language barriers

**Full survey results available in the Appendix*



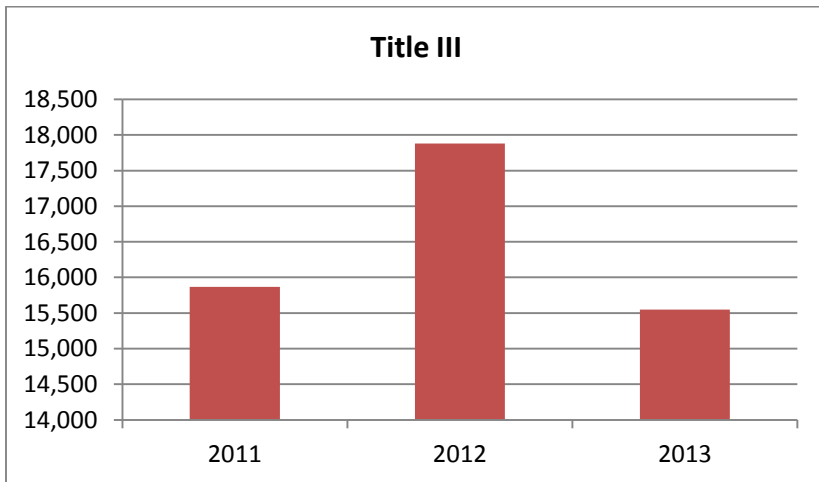
LINK Transportation System Ridership Analysis- 2011- 2013

Ridership by Grant



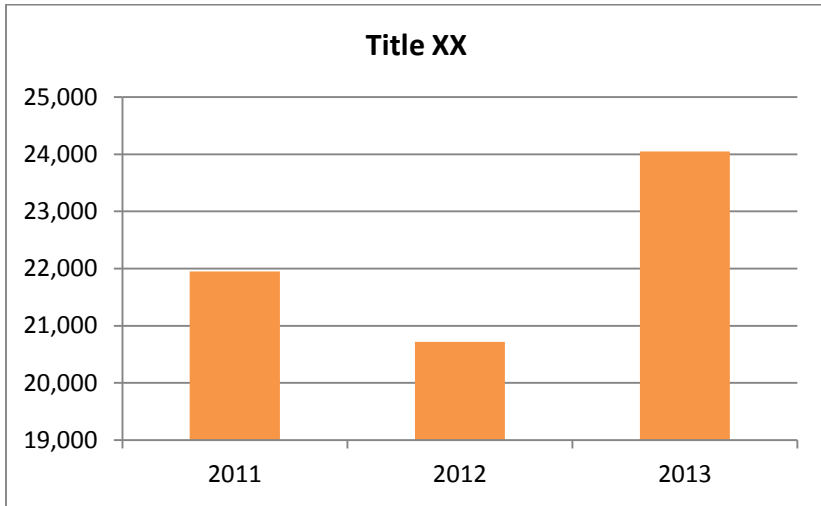
*JARC- Job Access/Reverse Commute
Funding for transportation to employment*

JARC funds are used to pay for the evening and Saturday shuffle. Ride variations are directly related to ridership on that route.



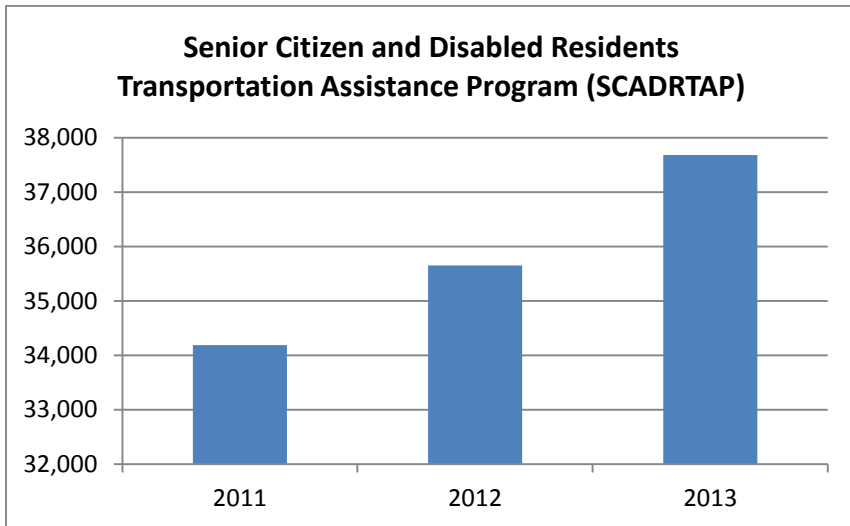
*FTA Title III
Funding for Low Income Individuals transportation needs*

Title 3 and Title 20 are used to complement each other and can be billed accordingly. The increase of Title III ridership in 2012 is directly correlated to the decline” noted in the Title XX graph below.



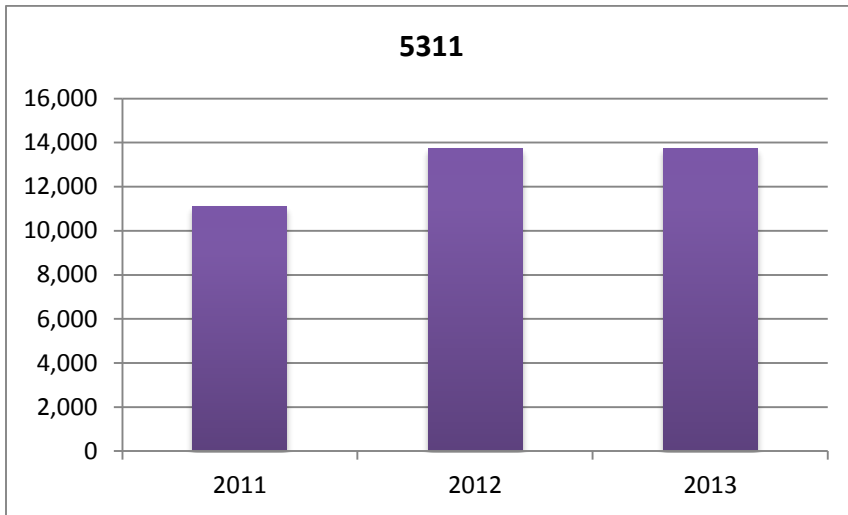
*FTA Title XX
Funding for Social Services transportation needs*

Title 3 and Title 20 are used to complement each other and can be billed accordingly. The increase of Title III ridership in 2012 is directly correlated to the decline” noted in the Title XX graph below.



*SCADRTAP
Funding for transportation needs of senior citizens and disabled residents*

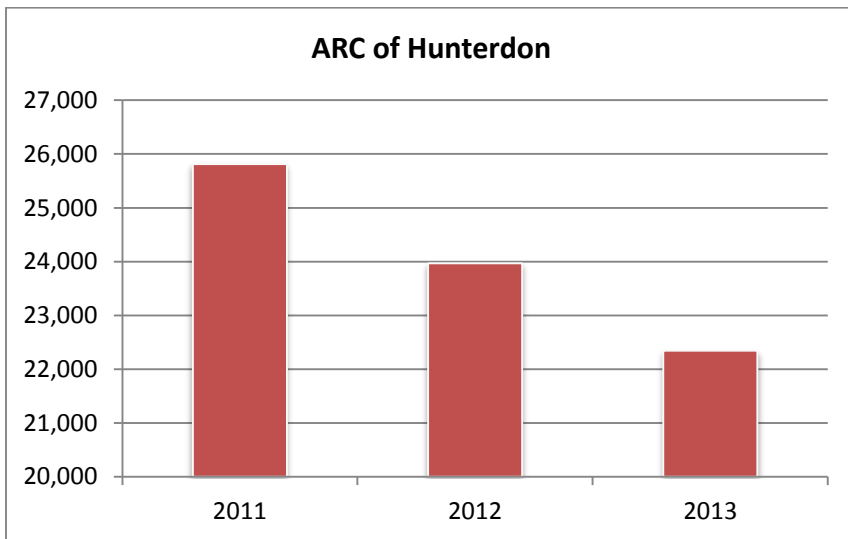
“Increase” in 2013 reflects a more aggressive approach to get seniors and individuals with disabilities to fill out the paperwork to self-proclaim a disability. Riders previously identified as “public” riders were moved to (and now tracked SCADRTAP. Other ridership data does not support steady addition of new riders to the system as graph would indicate.



5311

Transportation funding for rural areas.

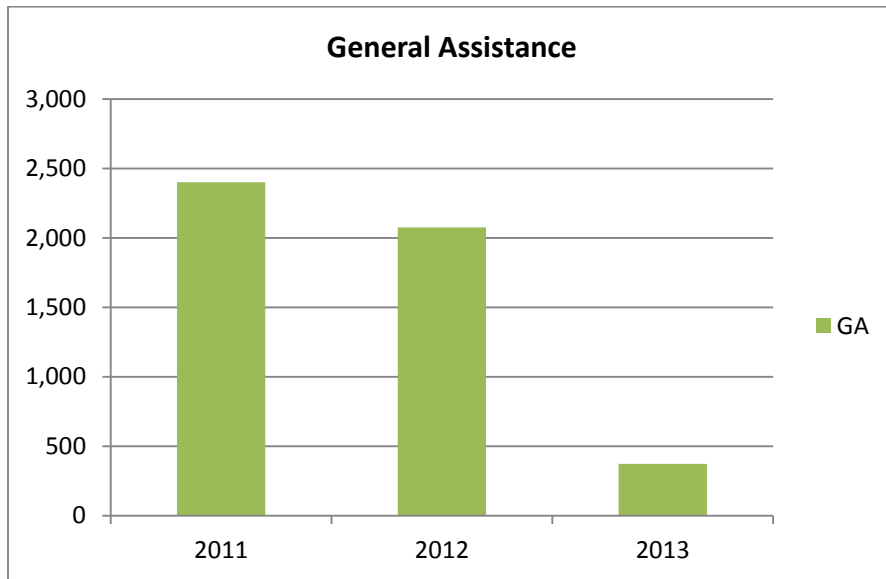
No major trends indicated that require explanation.



Arc of Hunterdon

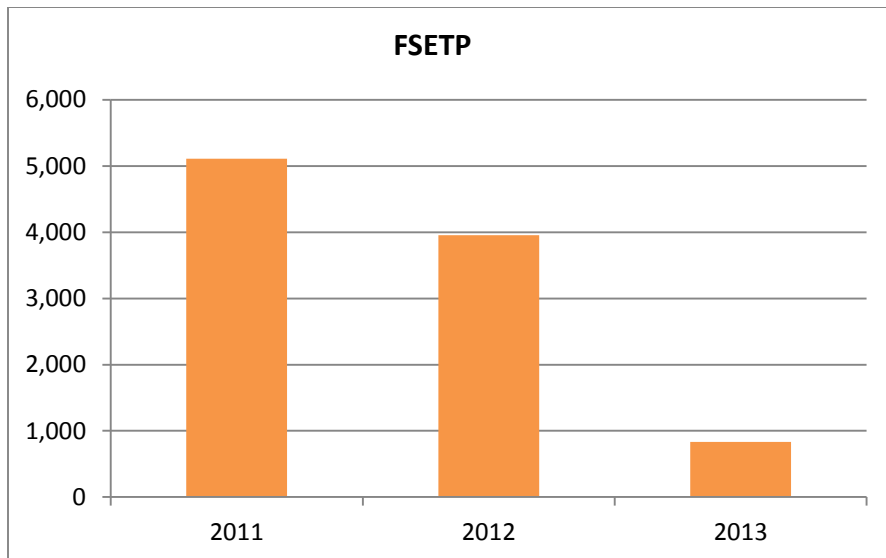
Contracted transportation

ARC transportation had operated in 2012 at a significant expense to the county and now the numbers are reflective of the rides provided under the ARC contract. Less "center based" employment has resulted in a decrease of ridership charged to ARC. Individuals who travel to independent worksites are no longer charged under the ARC contract, but instead, SCADRTP.



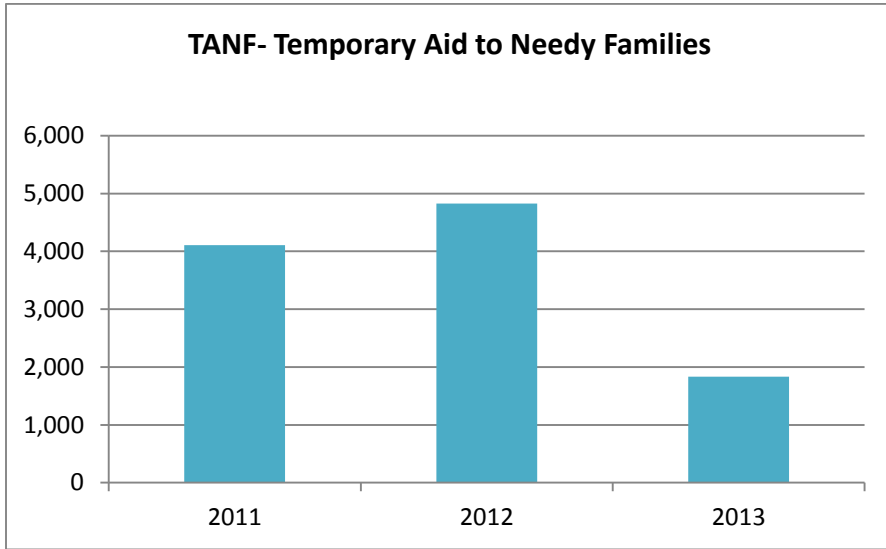
*General Assistance
Transportation for income eligible adults*

Decline directly related to the State strengthening eligibility criteria. State is only covering employment related transit expenses.



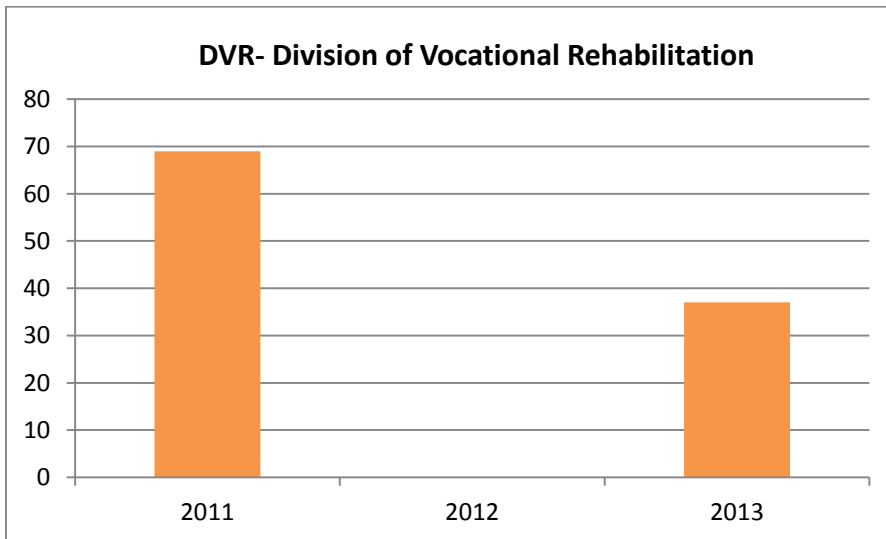
Food Stamp Employment and Training Program (FSTEP)

Decline directly related to the State strengthening eligibility criteria.



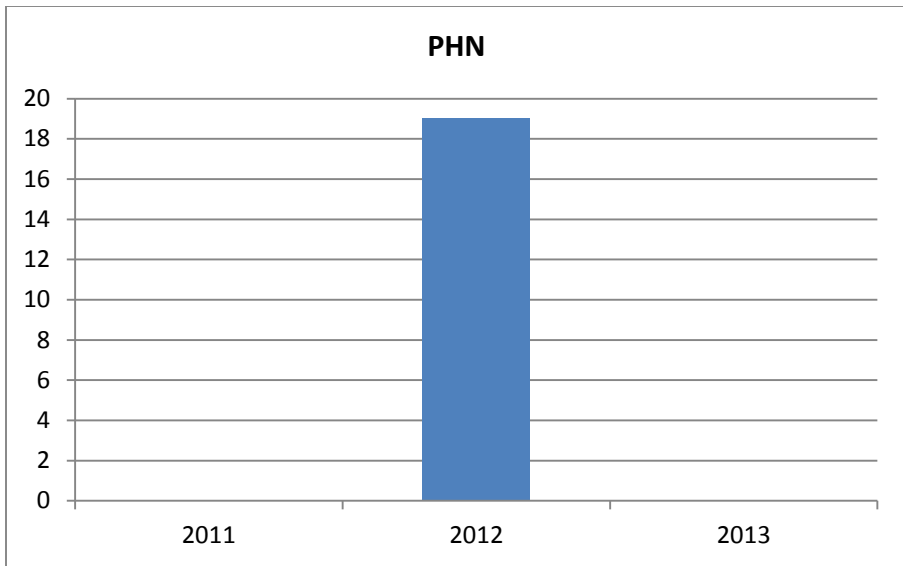
Temporary Aid to Needy Families (TANF)

Decline directly related to the State strengthening eligibility criteria.



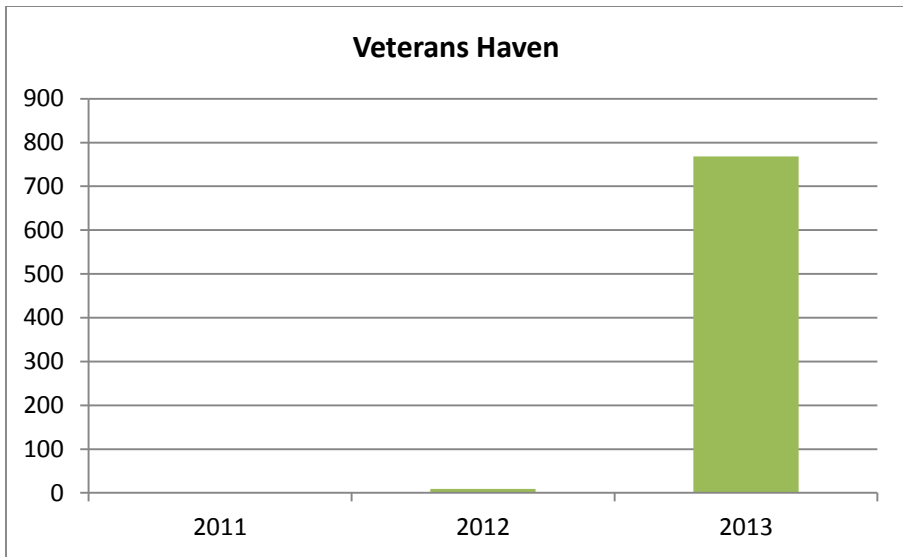
Division of Vocational Rehabilitation (DVR)

DV has not utilized the LINK consistently for client transportation due to their budget issues.



Public Health Nursing (PHN)

Transportation is not in their budget consistently

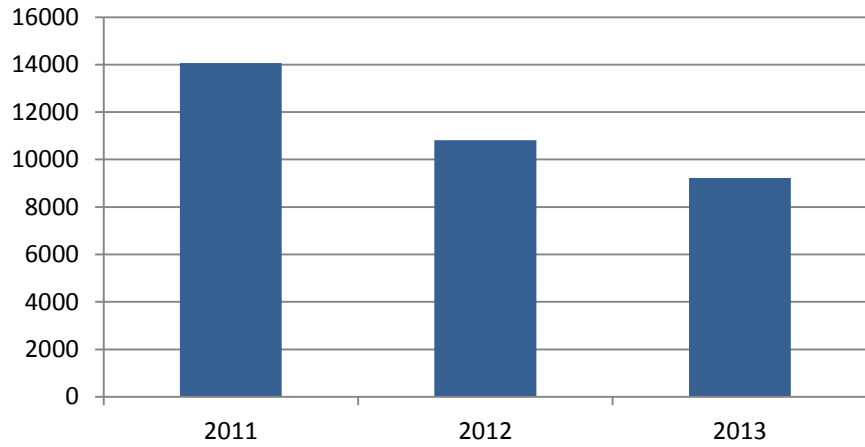


Veterans Haven

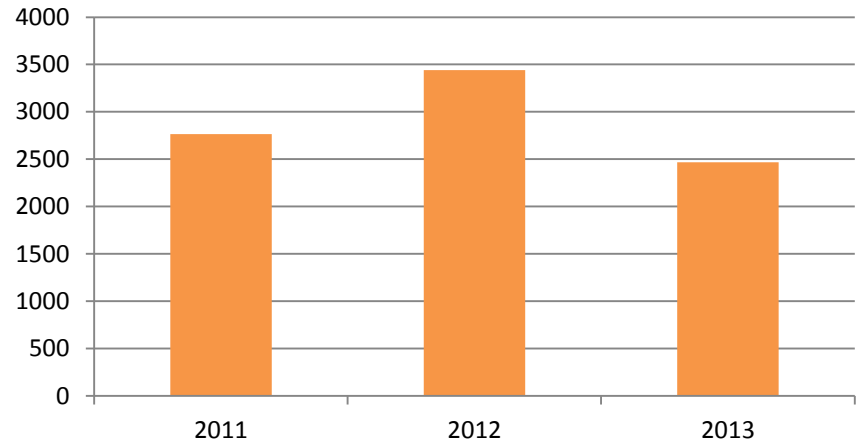
No contract prior to 2012

Flemington Shuffle Ridership- 2011-2013

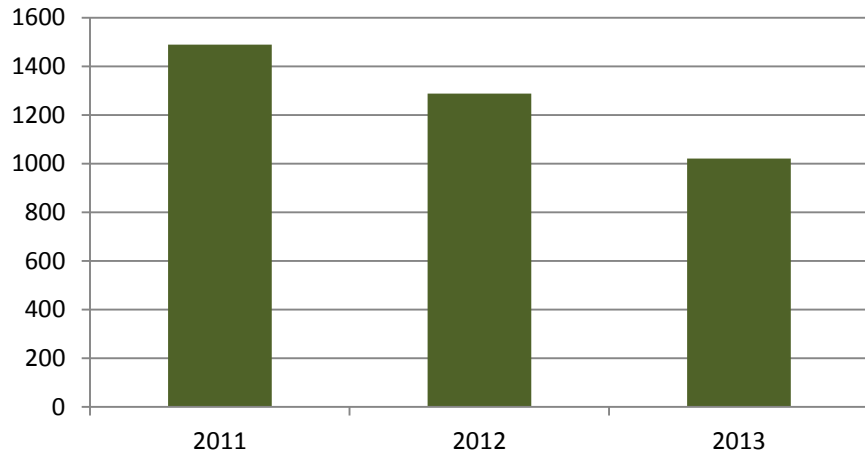
Route 19- Weekdays



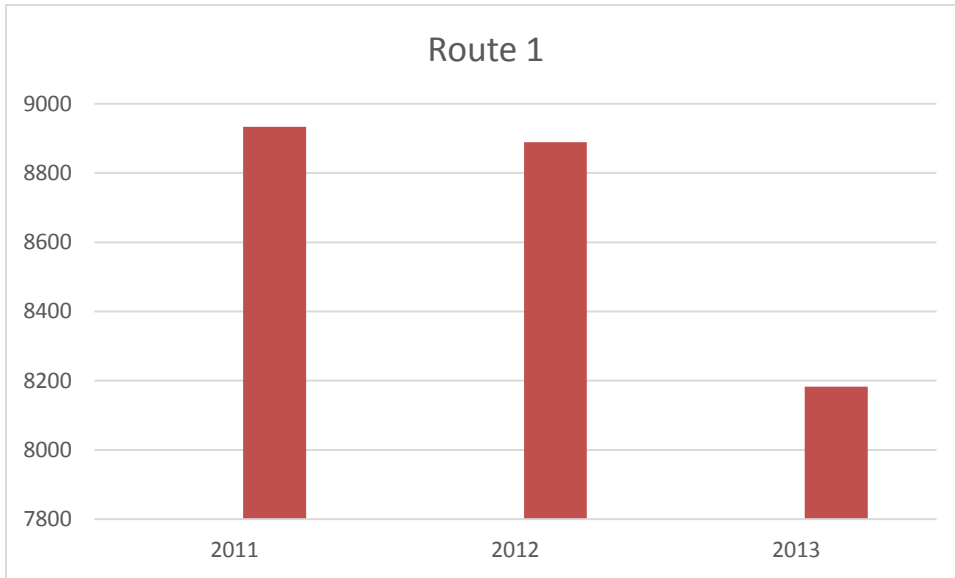
Route 20- Weeknights



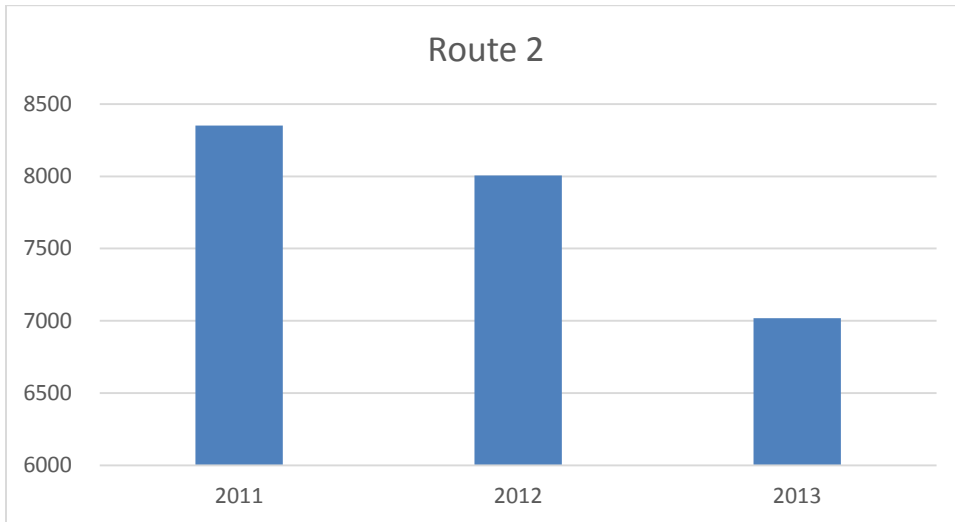
Route 21- Saturdays



Cross County Ridership 2011-2013

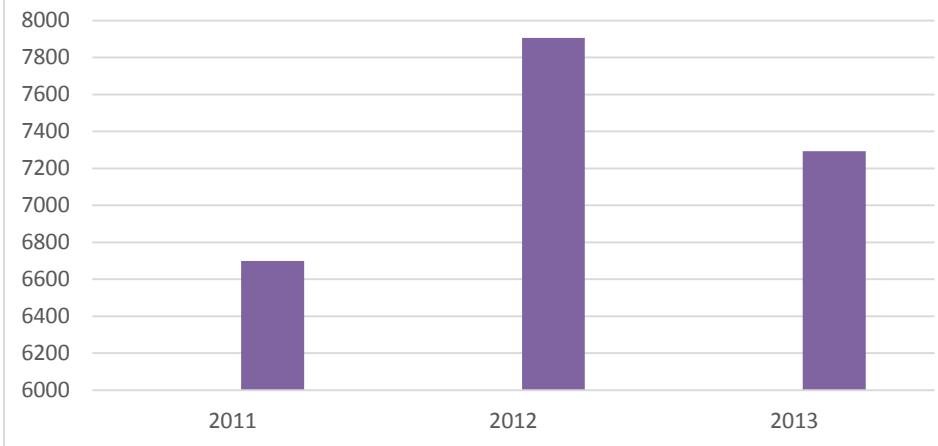


*Holland
Milford
Frenchtown
Flemington*



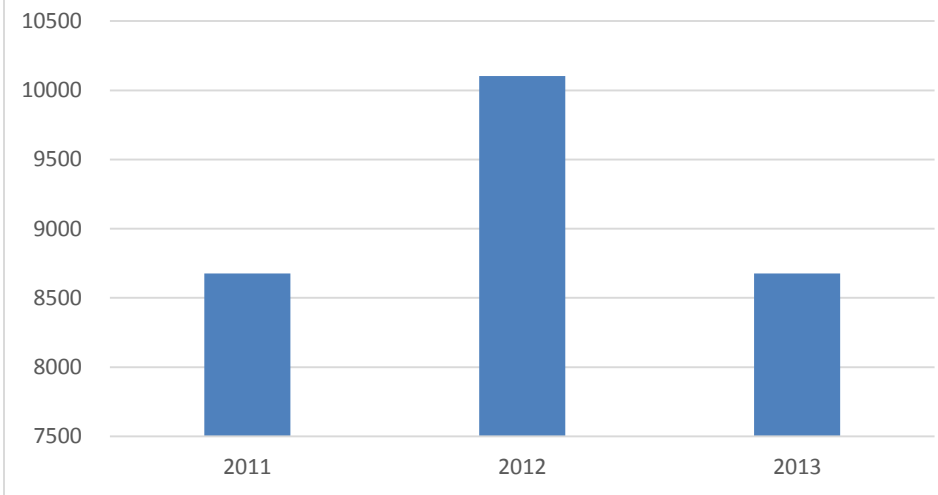
*Cherryville
Flemington
Pittstown
Clinton*

Route 3



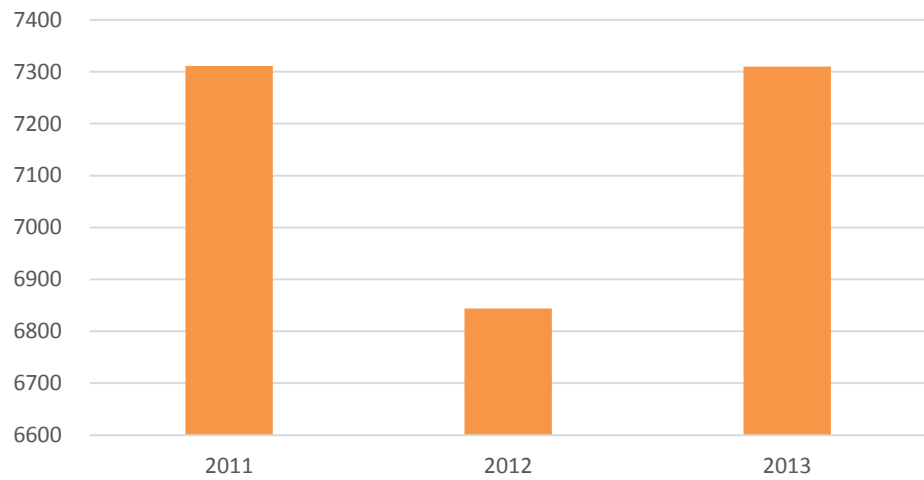
*Ringoes
Three Bridges
Flemington*

Route 4



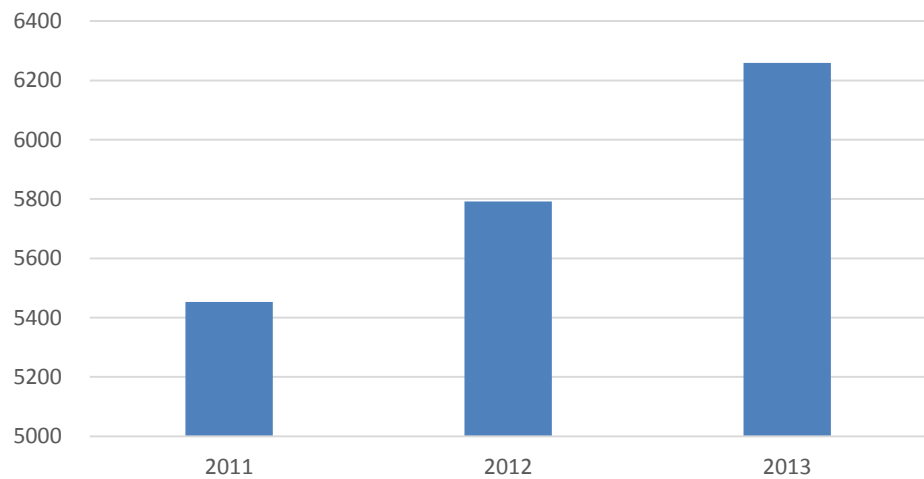
*Raritan Twp.
Delaware Twp
Ringoes
Flemington
Hampton
Glen Gardner
High Bridge
Clinton
Annandale
Stockton*

Route 5



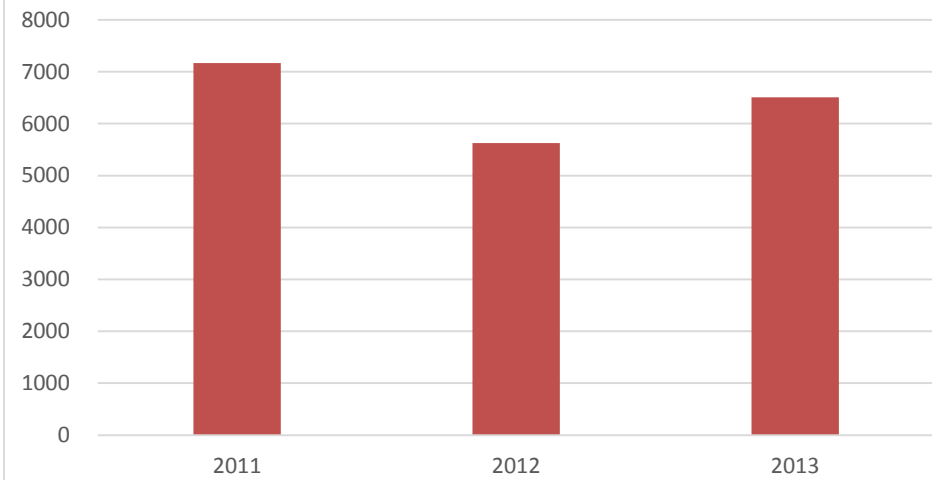
*Lebanon
Whitehouse
Readington
Flemington*

Route 6



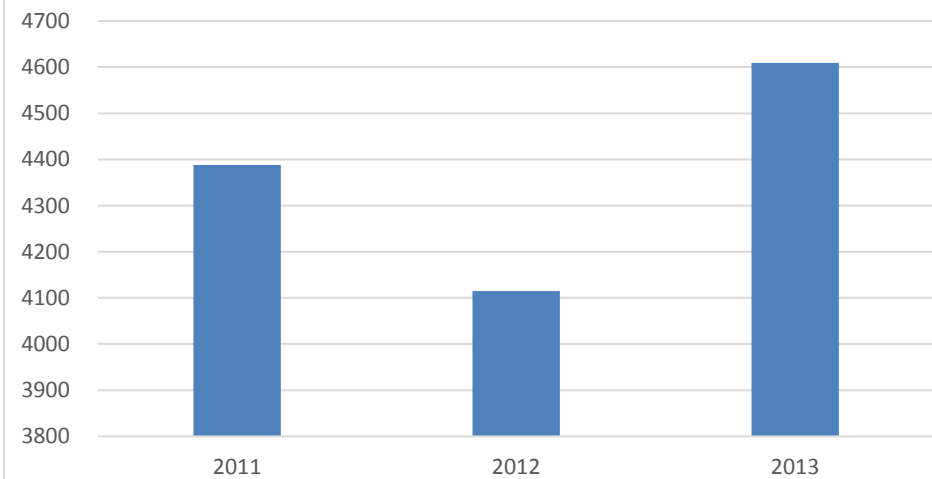
*Bloomsbury
Asbury
Pattenburg
Clinton
Flemington*

Route 7



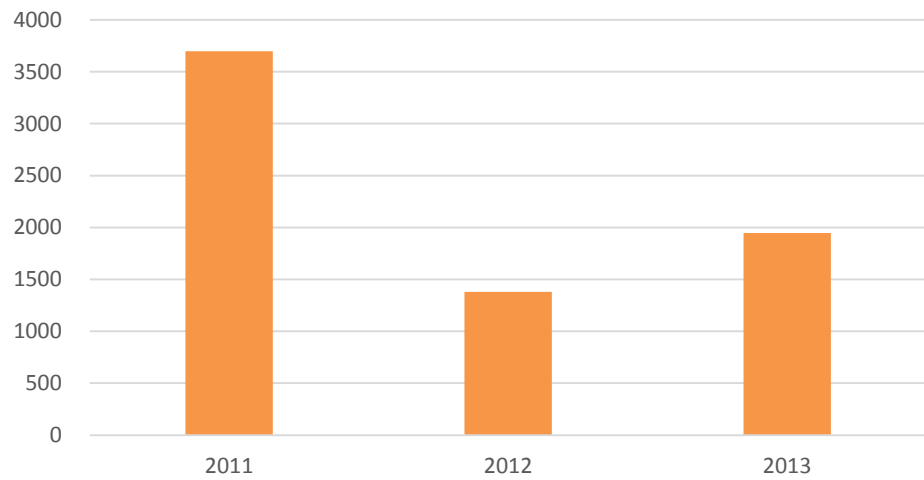
*Lambertville
Stockton
Kingwood
Flemington
Whitehouse
Bloomsbury
Pattenburg
Clinton
Sergeantsville*

Route 8



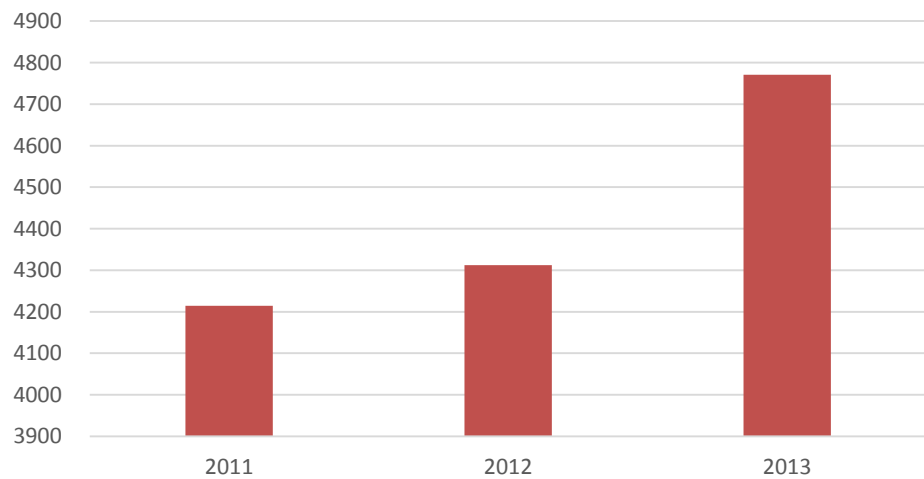
*Ringoes
Sergeantsville
Frenchtown
Stockton
Delaware Twp
Lambertville
Frenchtown*

Route 9



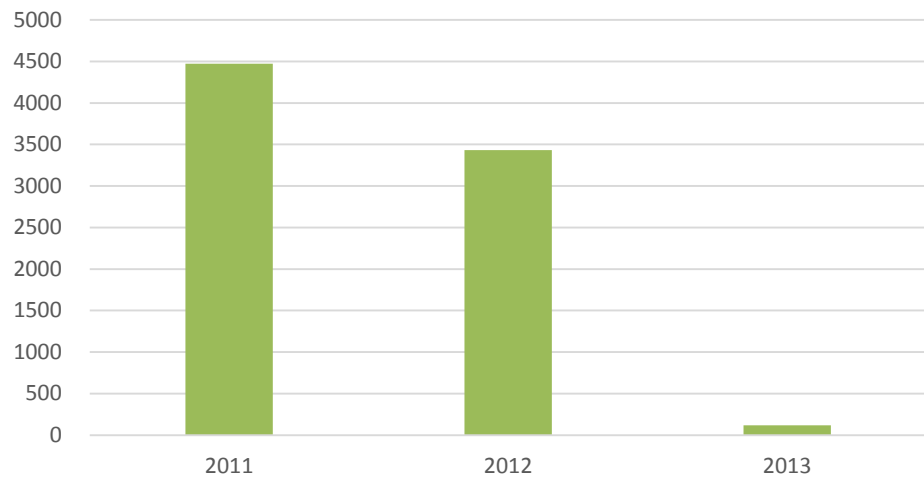
*Veteran's Haven
(Glen Gardner) to
Lyons Hospital*

Route 10



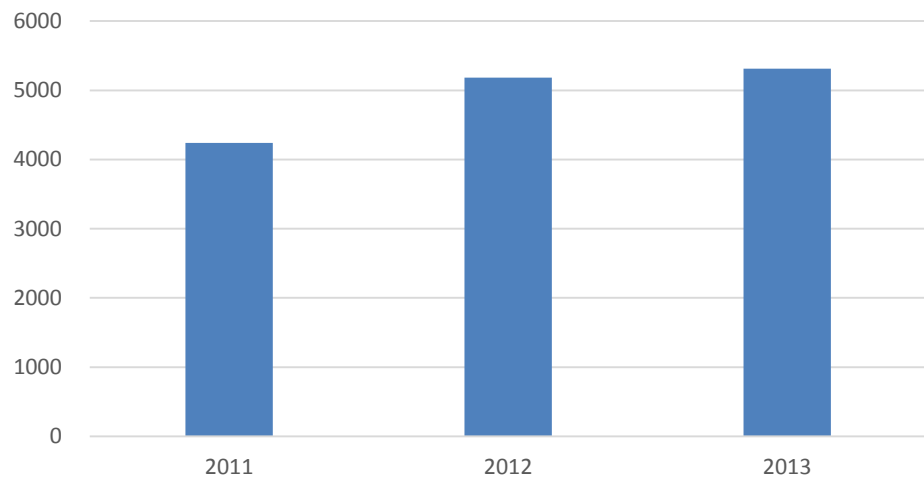
*Hampton
Lebanon Twp
Glen Gardner
High Bridge
Annandale
Flemington*

Route 11



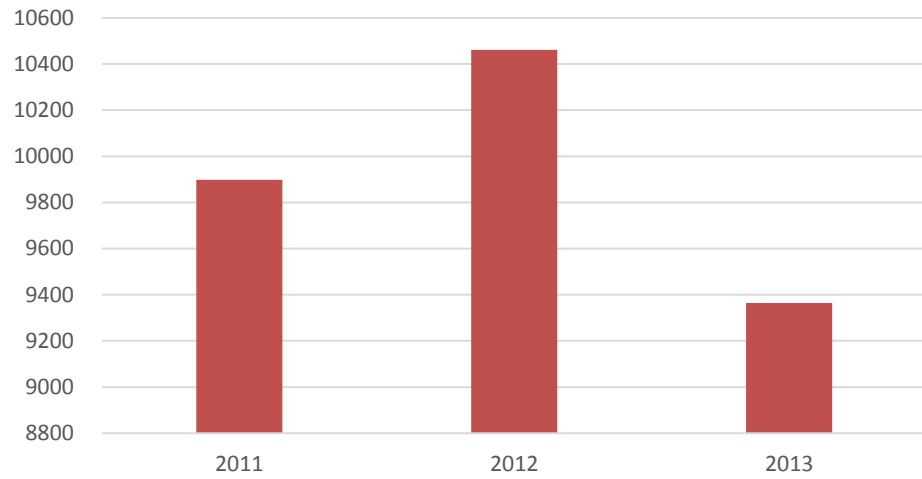
No longer running as of 2013

Route 12



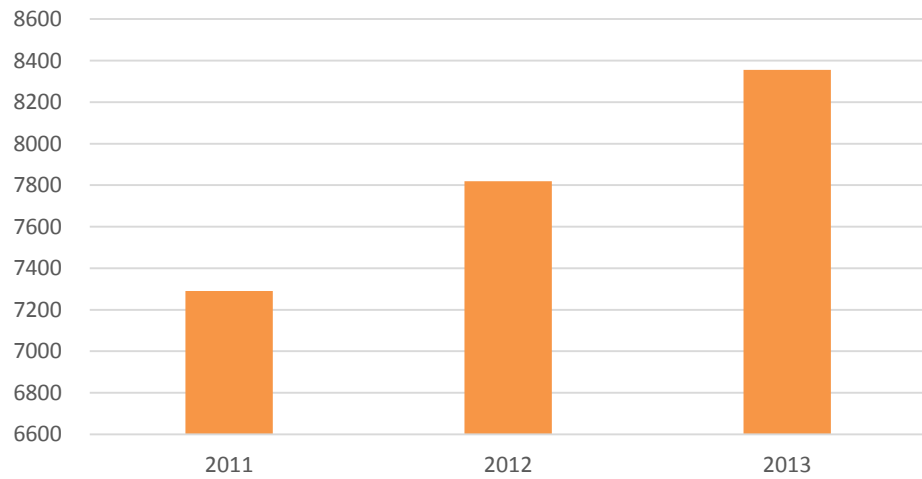
*Califon
High Bridge
Annandale
Hampton
Glen Gardner
Clinton
Raritan Twp*

Route 13



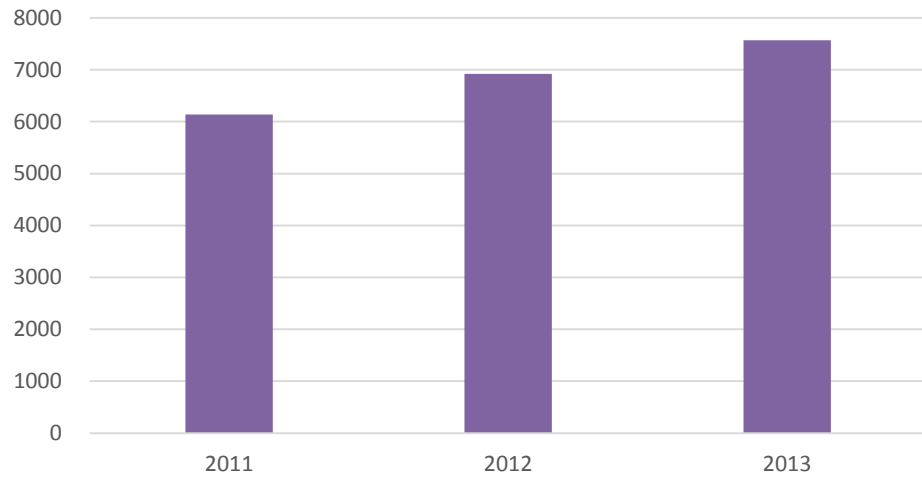
*Flemington
Raritan Township*

Route 14



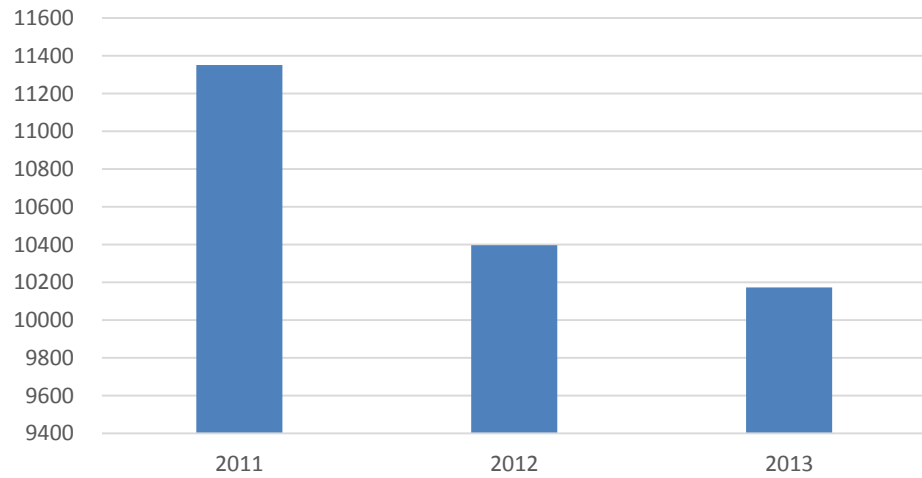
*Hampton
Glen Gardner
High Bridge
Clinton
Flemington
Ringoes
Lambertville*

Route 15

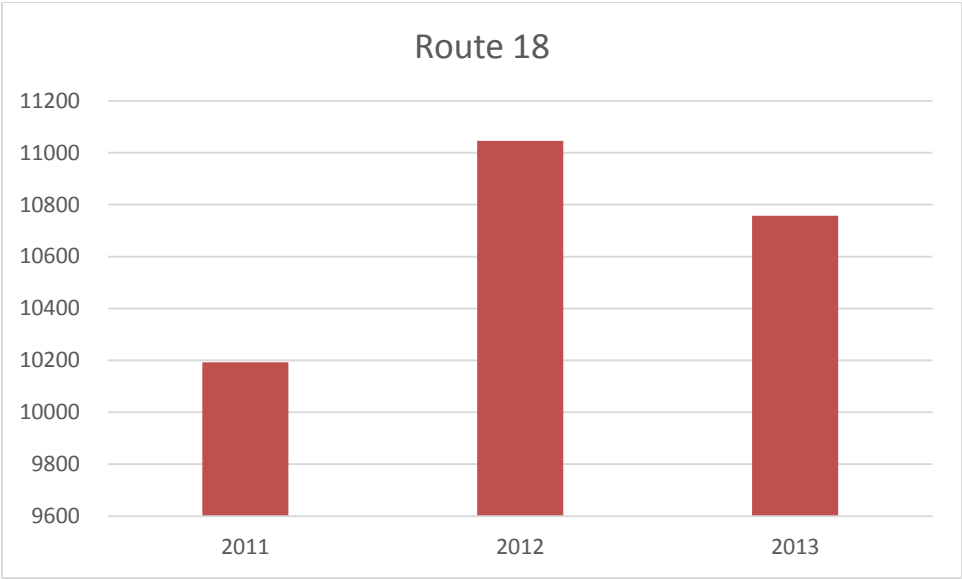


*Lambertville
Ringoess
Flemington
Clinton
High Bridge
Glen Gardner
Hampton*

Route17



*Milford
Frenchtown
Flemington
Whitehouse
Flemington
Lebanon
Clinton*



Clinton
Lebanon
Whitehouse
Flemington
Frenchtown
Milford
Whitehouse

Cross County Service Ridership				
	2011	2012	2013	% change
Route				
1	8934	8889	8183	-8.4%
2	8351	8005	7017	-16.0%
3	6699	7906	7293	8.9%
4	8676	10103	8677	0.0%
5	7311	6844	7310	0.0%
6	5453	5792	6259	14.8%
7	7170	5625	6508	-9.2%
8	4388	4115	4609	5.0%
9	3697	1379	1946	-47.4%
10	4214	4312	4771	13.2%
11	4471	3431	117	-97.4%
12	4241	5184	5310	25.2%
13	9898	10462	9364	-5.4%
14	7290	7819	8356	14.6%
15	6141	6924	7571	23.3%
17	11351	10397	10173	-10.4%
18	10193	11046	10757	5.5%
TOTAL	118478	118233	114221	-3.6%

CROSS COUNTY SERVICE ROUTE DESCRIPTIONS

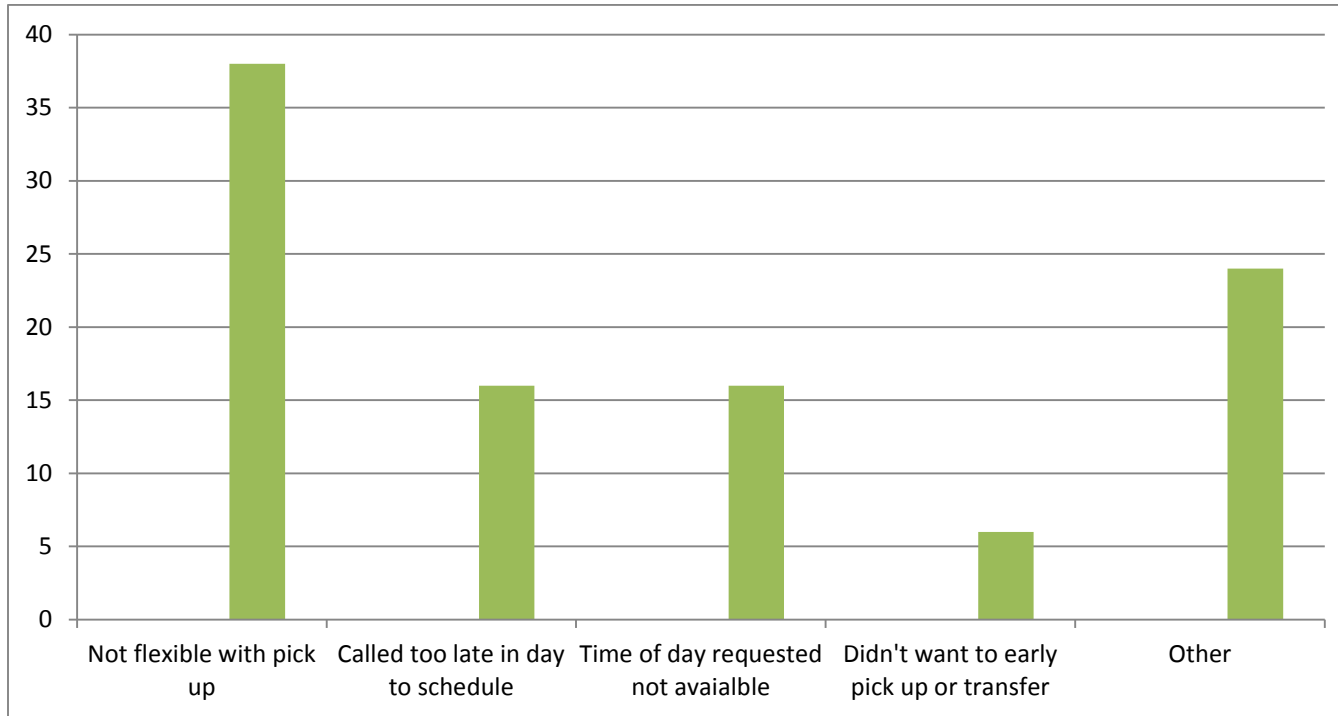
Route	Time	
1	7:00 AM	Holland Twsp, Milford, Frenchtown, Flemington, CEA, HMC, Jury Lot Transfer
	10:00 AM	Holland Twsp, Milford, Frenchtown, Flemington, HMC
	1:00 PM	Flemington, Frenchtown, Milford, Holland Twsp
	4:00 PM	Flemington, CEA, HMC, Frenchtown, Milford, HollandTwsp
2	6:30 AM	Family Promise Church (loc varies), Cherryville, Flemington, CEA, Transfer, Pt Breeze Arc
	10:00 AM	Pittstown, Clinton, Flemington
	12:30 PM	Flemington, Clinton, Pittstown, Pt Breeze Arc
	4:00 AM	Flemington CEA, Cherryville, Pittstown, Church T, W, TH
3	7:00 AM	Hopewell, Ringoes,Wertsville, Three Bridges, Flemington, Jury Lot Transfer, Beaver Brook Arc
	10:00 AM	Hopewell, Ringoes,Wertsville, Three Bridges, Flemington M,T,Th
	12:15 PM	Beaver Brook Arc, Flemington, Ringoes, Wertsville, Three Bridges, Beaver Brook Arc
	4:00 PM	CEA, HMC, Flemington, Three Bridges, Wertsville, Ringoes, Hopewell
4	7:00 AM	Raritan Twsp, Delaware Twsp, Sergeantsville, Ringoes, Flemington, Transfer, Beaver Brook Arc
	10:00 AM	Hampton, Glen Gardner, High Bridge, Clinton, Annandale, Flemington
	12:45 PM	Flemington, Annandale, Clinton, High Bridge, Glen Gardner, Hampton, Beaver Brook Arc
	4:00 PM	CEA, HMC, Flemington, Sergeantsville, Ringoes, Delaware Twsp, Stockton, Frenchtown

5	7:00 AM	Lebanon, Whitehouse, Readington, Flemington, CEA, HMC, Beaver Brook Arc
	10:00 AM	Lebanon, Whitehouse, Readington, Flemington, to Readington, Whitehouse, Lebanon
	12:45 PM	Lebanon, Whitehouse, Readington, Flemington, Whitehouse, Beaver Brook Arc
	4:00 PM	CEA, HMC, Readington, Whitehouse, Lebanon
6	7:00 AM	Bloomsbury, Asbury, Pattenburg, Clinton, Beaver Brook Arc + Transfer, Flemington, CEA, Pt Breeze Arc
	10:00 AM	
	12:30 PM	
	4:00 PM	CEA, HMC, Annandale, Clinton to Asbury, Bloomsbury, Glen Gardner, Hampton, Lebanon Twsp
7	7:00 AM	Lambertville, Stockton, Kingwood, Flemington, CEA, HMC, Whitehouse, Beaver Brook Arc
	10:00 AM	Bloomsbury, Asbury, Pattenburg, Clinton, Flemington
	12:30 PM	Flemington, Clinton, Asbury, Bloomsbury, Pattenburg, Beaver Brooke Arc
	4:00 PM	Flemington, HMC, Sergeantsville, Stockton, Kingwood, Frenchtown
8	7:30 AM	Ringoes, Sergeantsville, Pt Breeze Arc
	9:30 AM	Frenchtown, Stockton, Delaware Twsp, Sergeantsville, Flemington
	12:30 PM	Flemington, Sergeantsville, Lambertville, Stockton, Frenchtown
	3:00 PM	Pt Breeze Arc, Sergeantsville, Ringoes
9	6:45 AM	Veteran's Haven to Lyons, varies depending on demand trips
10	7:00 AM	Hampton, Lebanon Twsp, Glen Gardner, High Bridge, Beaver Brooke Arc + Transfer, Flemington

	11:00 AM	Flemington, Annandale, Clinton, High Bridge, Glen Gardner, Hampton
	1:00 PM	Clinton, Annandale, Flemington
	3:00 PM	Beaver Brooke Arc , Clinton, Annandale, High Bridge, Califon
11		Not Running at this time
12	7:30 AM	Califon, High Bridge, Annandale, Beaver Brook Arc + Transfer
	9:30 AM	Hampton, Glen Gardner, High Bridge, Clinton, Annandale, Clinton Except Wednesday
	12:45 PM	Clinton, Annandale, High Bridge, Glen Gardner, Hampton, Califon
	4:00 PM	CEA, HMC, Clinton, High Bridge, Califon
13	7:20 AM	Flemington- Shoprite, Main St, Walmart, HMC
	9:20 AM	Flemington- Shoprite, Main St, Walmart, CEA , HMC
	1:00 PM	Flemington- HMC, Main St, Shoprite, 3M
	4:00 PM	Flemington- CEA , HMC, Main St, Shoprite
14	6:30 AM	Hampton, Glen Gardner, High Bridge, Clinton, Flemington, Ringoes, Lambertville
	8:30 AM	Lambertville, Ringoes, Flemington, Clinton, High Bridge, Glen Gardner, Hampton
	10:30 AM	Hampton, Glen Gardner, High Bridge, Clinton, Flemington, Ringoes, Lambertville
	12:30 PM	Lambertville, Ringoes, Flemington
	3:30 PM	Clinton, Flemington, CEA , Ringoes, Lambertville
	5:00 PM	Lambertville, Ringoes, Flemington
15	6:45 AM	Lambertville, Ringoes, Flemington, Clinton, High Bridge, Glen Gardner, Hampton
	8:30 AM	Hampton, Glen Gardner, High Bridge, Clinton, Flemington

	12:30 PM	Flemington, Clinton, High Bridge, Glen Gardner, Hampton
	2:00 PM	Hampton, Glen Gardner, High Bridge, Clinton, Flemington, Ringoes, Lambertville
	2:15 PM	Lambertville, Ringoes, Flemington, Clinton, High Bridge, Glen Gardner, Hampton
17	6:45 AM	Milford, Frenchtown, Flemington, Whitehouse, Lebanon, Clinton
	9:00 AM	Clinton, Lebanon, Whitehouse, Flemington
	12:30 PM	Clinton, Lebanon, Whitehouse, Flemington, Frenchtown, Milford
	3:00 PM	Milford, Frenchtown, Flemington, Whitehouse, Lebanon, Clinton, High Bridge
	5:30 PM	Clinton, Lebanon, Whitehouse, Flemington, Frenchtown, Milford
18	7:00 AM	Clinton, Lebanon, Whitehouse, Flemington, Frenchtown, Milford
	9:00 AM	Milford, Frenchtown, Flemington, Whitehouse, Lebanon
	12:45 PM	Milford, Frenchtown, Flemington, Whitehouse, Lebanon, Clinton
	3:00 PM	Clinton, Lebanon, Whitehouse, Flemington, Frenchtown, Milford
	5:00 PM	Milford, Frenchtown, Flemington, Whitehouse, Lebanon
19	8:00 AM	Flemington Day Shuffle
20	5:00 PM	Flemington Night Shuffle
21	9:00 AM	Flemington Weekend Shuffle

Ride Denial Analysis 2011-2012



KEY UNMET TRANSPORTATION NEEDS AND GAPS

1. Out of county transportation particularly addressing destinations within adjoining counties (Somerset, Mercer, Warren)
2. Night and weekend service on the Cross County service.
3. Need for improved routing for in county travel to reduce travel times (not to exceed 45 minutes) on the Cross County service.
4. Need for improved routing to reduce travel time on Flemington Shuffle service.
5. Need for same day scheduling

SUMMARY CONCLUSIONS

- The LINK has operated based upon a consolidated model established in 1984- more than 30 years ago.
- Census data indicates that while overall population within Hunterdon County is predicted to remain stable; demand will increase among the targeted populations- particularly older adults, persons with disabilities, and low income persons.
- Hunterdon County remains only one of two counties in New Jersey without NJ TRANSIT bus service.
- The burden to provide “public transportation” within the county falls to the County of Hunterdon.
- The LINK is not able to meet current demand within the existing operational framework.
- General decline in ridership system wide.
- Ongoing dissatisfaction among agencies with levels of service and availability of service.
- Consolidated system no longer functioning in a way to meet current needs as evidenced by declining ridership and agency’s providing services directly to meet unmet needs.
- Coordination of existing services (within the county or with adjacent transportation systems) will not be productive without operational improvements to the LINK Transportation System.
- Funding will continue to be constrained into the future.

UPDATED RECOMMENDATIONS

- A full operational analysis of the LINK Transportation System is warranted including:
 - Analysis of existing route configuration and schedule on the Cross County Service to identify opportunities for operational efficiency and possible costs savings
 - Review of ridership tracking procedures to ensure appropriate data collection and data analysis is conducted on a regular basis to inform operational decisions.
 - Evaluation of transportation operations management to ensure adequate staffing
 - Evaluation of current and anticipated future funding to inform operational decisions.



APPENDIX

Hunterdon County Transportation Advisory Committee

NAME	AFFILIATION	TERM (1 ST /2 ND)	REPLACING	SENIOR/DISABLED/ CONSUMER/ADVOCATE
David Shapoff	Flemington Resident	01/01/14-12/31/15 (6 th)		Disabled, Consumer, Advocate
Regina Hlasney (Chairperson)	Meals on Wheels	01/01/14-12/31/15 (2 nd)		Advocate
Nicholas A. Meligakes II	Flemington Resident	01/01/15-12/30/16 (3 rd)		Disabled, Consumer, Advocate
Kimberley Hillman	High Bridge Resident	01/01/15-12/31/16 (2 nd)		Advocate
Bill Millette	Hunterdon County Planning Board	01/01/14-12/31/15 (2 nd)		Advocate
Thomas Antosiewicz	Raritan Township Resident	01/01/14-12/31/15 (1 st)		Advocate
Roberta Caulkins	Glen Gardner Resident	04/17/15-12/31/16 (1 st)		Advocate
David McDaid	Milford Resident	06/01/14-12/31/15 (1 st)		Advocate
Phyllis Ewing	PO Box 358 Quakertown, NJ 08868	01/01/14-12/31/15 (1 st)		Advocate
Christine Hammerstone Non-Voting Member	Hunterdon County Division of Social Services (Mandated)	01/01/14-12/31/15 (2 nd)		Advocate
Vacancies (5)				

Matt Holt, Freeholder Liaison
 Janelle Rivera, NJ TRANSIT Regional Representative
 Tara Shepherd, HART, UWR Lead
 Laine Nauman, H.C Division of Senior Services
 Bonnie Duncan, Chairperson, Human Services Advisory Council
 Linda Empson, First Transit
 John Reiff, Commission for Blind & Visually Impaired

Voting Members allowed: 15

Steering Committee Members

TAC Members:

David Shapoff

Regina Hlasney

Nick Meligakes

Kimberly Hillman

Tom Antosiewicz

David McDaid

Phyllis Ewing

Christine Hammerstone

Jen Shore, Hunterdon County Human Services

Tara Shepherd, HART

Cathy Taglienti, HART

Susan Lax, Hunterdon Helpline

Plan Review Team

Sue Dzimara, Hunterdon County Planning Department

Jen Shore, Hunterdon County Department of Human Services

Hunterdon County Transportation Advisory Committee

Linda Empson, First Transit (operations vendor)

Tara Shepherd, HART Commuter Information Services

Cathy Taglienti, HART Commuter Information Services

SWOT Analysis- January 2014

Strengths

- What are HART's current or past strengths- organizationally, board, staffing, funding?
- What does HART do particularly well?
- How do you think other organizations view HART?
- What is HART's external reputation?

Weaknesses

- What are HART's current or past weaknesses- organizationally, board, staffing, funding?
- What limits HART's success?
- What are organizational obstacles to progress?

Opportunities

- What are the interesting trends in our existing work?
- What new funding opportunities or work efforts available to us?
- What new partnerships may be available to us?
- What are we not doing that we may want to expand into?

Threats

- What is on the horizon that needs to be carefully considered over the next 5 years to support continued success of HART?
- Are there specific threats or barriers to success??

Internal Vision

- How do we work as an organization?
- How do we work as a staff, co-workers?
- Are we inspired? Challenged? Interested? Enthusiastic?
- Do we each understand our role in the organization?
- Do we understand each others role in the organization and our interaction with one another?
- Are we united in the pursuit of common goals?
-

External Vision

- How are we viewed as an organization?
- How do we want to be viewed externally?
- Do we inspire? Challenge? Garner enthusiasm?
- Do we unite with other organizations in the pursuit of common goals?

Coordinated Service- LINK S-W-O-T Analysis Findings

STRENGTHS

Organizational & Level of Service

- Regular meetings and communication between the vendor, Human Services and Public Works departments
- Active TAC in place/ regular meetings
- Vendor contact allows cost savings/ keeps administrative costs low.
- Process in place for rider feedback/complaints
- System is safe; dependable
- Service is flexible/ Demand Response & Deviated Fixed Route
- Level of Service during weekdays is good
- Volunteer Driver Program supplements LINK service
- Quality and Longevity of Drivers; Driver Training is good
- Monopoly- no other real transportation choices (also a weakness)
- Collaboration with Other County Services

Funding

- Fare Structure in place

Public Awareness

- Printed Schedules/ Marketing of service via HART TMA
- Up to Date Website
- Bus Stop Signs/Schedules Presentations to community groups
- Driver Familiarity (due to driver longevity/quality of drivers)
- Advertising
- Seasoned Years Senior Newsletter

WEAKNESSES

Organizational & Level of Service

- Vendor model can also be a weakness- bad vendor=bad service; uncertainty can occur with a bad vendor; contract can limit corrective actions in a timely manner vs county employees;
- Insufficient meaningful and understandable data (ridership, trends)
- Reservation process is too long, information required too onerous
- “Add ons” delay rides; long ride times
- Lack of weekend service on the Cross County Service
- Lack of Sunday Service on Flemington Shuffle
- Dispatcher knowledge of the county; riders
- Driver and Dispatcher retention
- Radio communication between dispatch and vehicles due to “dead zones”
- Insufficient out of county travel available

Funding

- Drop in casino revenue
- Insufficient funding for expansion of service
- Inconsistent funding; funding criteria, levels of funding formulas
- As only public transportation service, creates added financial burden to the system
- At the same time, competition from taxis reducing ridership and impacting fare recovery

Public Awareness

- Poor public perception due to uncertainty of service (pick up/arrival times); length of rides
- Rider dependence impacts honest feedback; Diversity of riders (special needs) impacts the perception
- Public not always clear as to what the LINK is, who it is for, misunderstand what it is for, etc.
- Possibly insufficient outreach to the general public
- Peak hour congestion; lack of space on buses
- Lack of signage on buses to help riders identify buses
- Lack of bus shelters may make system less appealing in inclement weather
- Inadequate identification of pick up points
- Insufficient ongoing collaboration with non profits, service groups

OPPORTUNITIES

- Funding-
 - Advertising program (interior, exterior)
 - New Veteran's grant
 - Logisticare contract
 - Online gaming revenue (Casino revenue)
- Awareness- 300th Tri-Centennial may use LINK for events, increase exposure of the system to the general public
- New Social Service Programs- Veteran's Haven
- New Partners-
 - Partnership for Health
 - Latino Access Committee
 - Aging Action Committee
 - Veteran's Haven
 - Employers
 - Should set up focus groups with employers to find out the VALUE of the LINK to their business to get employees and/or customers to their location
 - Religious institutions
 - Focus group- what would be the VALUE of LINK to their congregants if Sunday service were available.
- Raritan Valley Community College
 - Remote /Satellite courses now being offered in Hunterdon
 - RVCC currently surveying students on needs
 - Potential to reach out to high schools to seek input on the role of transportation access to RVCC/could make LINK more compelling to RVCC
- Downtown/Merchant Associations
- Workforce Investment Board (WIB)
- Municipalities
- HMC
- Should take a new view of the LINK- approach should be "who can benefit from the LINK? What is the VALUE of the LINK to businesses, schools, organizations, municipalities, downtowns? LINK as a commodity.
- Sit down with all available transportation providers (taxi, medical, home health care, TransBridge) to see how to better coordinate services.
- Possibility of contracting with taxi services, other services to extend the breadth of service, shorten ride times, etc. LINK transportation provided by other vehicles/services, but all coordinated through LINK Dispatch

- Take a strategic approach to delivery of service, how LINK is “discussed” within the community.
- CEDS (County Comprehensive Economic Development Strategy)
 - May provide insight into demographic trends (younger people not driving, needs of employees in business sectors identified)
 - Outcome of strategies may require more transportation; may provide interest and funding
- Free Ride Coupon ? Encourage more ridership to provide an opportunity for the public to experience the LINK

THREATS

- Funding levels
- Possible decrease in ridership – seniors driving longer/converse-younger people not getting drivers licence
- Increasing operating costs
- Agency programs could be eliminated; eliminate need for transportation or modifications that make provision of service more difficult
- Lack of awareness and support for the LINK among elected officials, county leadership, general public
- Negative image; lack of actual experience with the system
- Expectation levels are high among potential riders
- Sustainability- how to keep system running efficiently, cost effectively, meet changing demands
- Freeholder “buy in” of any changes



COORDINATED COUNTY HUMAN SERVICES TRANSPORTATION PLAN UPDATE 2015 STAKEHOLDER MEETING- February 2014

Meeting Goals:

- 1. Identify and inventory all stakeholders with interest in community transportation in Hunterdon (including organizations that provide transportation and/or their clients utilize the LINK, other transit services)**
- 2. Identify gaps in transportation services and possible solutions**
- 3. Identify potential new partnerships to address transportation needs in Hunterdon County**

AGENDA

- 1. Current Stakeholders**
 - a. Inventory**
 - b. Who is not at the table?**
 - c. Changes in stakeholder involvement?**
- 2. Current community transportation landscape**
 - a. Existing clients**
 - b. Existing services (county centric)**
 - c. Existing needs, gaps**
- 3. Upcoming External Factors**
 - a. Demographic changes**
 - b. Economic changes**
- 4. Planning Ahead**
 - a. SWOT results**
 - b. Who needs transportation? Why? (what role does location play? Residence, worksite location) Disconnection creates transportation need (need to get from point A to point B)
What are the connections? What's missing?**

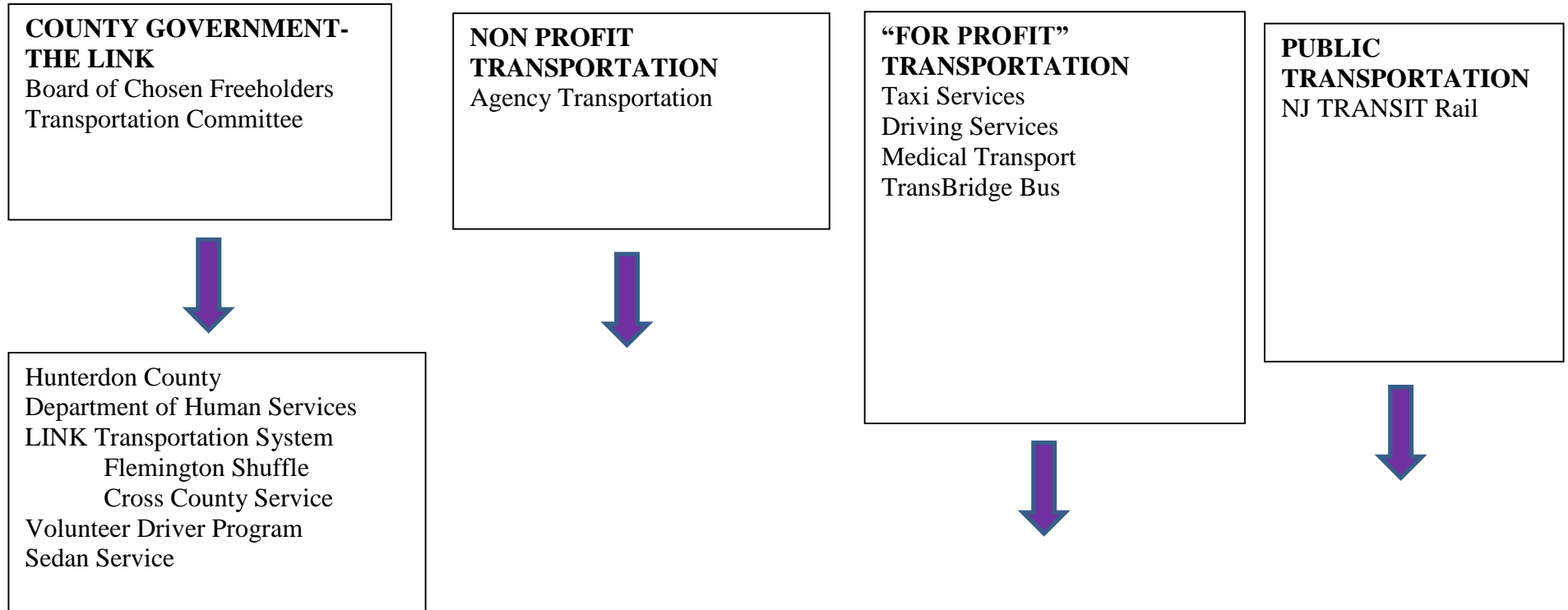
Stakeholder Participation

	Initial Plan	Plan Update I	Plan Update II
	2007	2009	2015
Alternatives			
Anderson House	x	x	x
Arc of Hunterdon	x	x	x
Briteside Adult Day Care			x
Catholic Charities	x		x
Center for Educational Advancement (CEA)	x	x	x
Chamber of Commerce			x
Community Health Nursing	x	x	x
Disabilty Services- Department of Human Services	x	x	x
Division of Senior Services	x	x	x
Division of Vocational Rehabilitation	x		x
Division of Youth and Family Services	x		
Easter Seals			
Easton Coach - Hunterdon County LINK Vendor	x		
ESC			
Family Success Center			x
First Transit- Hunterdon County LINK Vendor	n/a	x	x
Fishermans' Mark			
Flemington Area Food Pantry			x
Flemington Business Improvement District			x
Freedom House			
Getting Together	x		
Good New Home for Women	x		
Greater Raritan Workforce Investment Board	x		

HART	x		
Helpline	x	x	x
Hunterdon Behavioral Health	x	x	x
Hunterdon Central Regional High School			
Hunterdon County Department of Human Services	x	x	x
Hunterdon County Parks	x		
Hunterdon County Planning Department	x		
Hunterdon Regional Cancer Center Outreach	x		
Interfaith Hospitality Network	x		
Meals on Wheels	x	x	x
NAMI			
New Jersey Transit	x	x	x
NJ Division of Human Services	x	x	x
North Hunterdon High School			
NORWESCAP			
Open Cupboard Food Pantry			
Open Road	x		
Polytech			x
Progressive Center for Independent Living	x	x	x
Raritan Valley Community College			x
SAFE	x		
South Hunterdon High School			
South Hunterdon Regional High School	x		
Special Child Health Svcs	x		
Transportation Advisory Committee	x	x	x
Tri-County Care Management Organization (CMO)	x		
United Cerebral Palsy	x		
United Way of Hunterdon County	x	x	x
Veteran's Haven			

Voorhees High School			
Workforce Investment Board (WIB)			x
YMCA	x	x	x

COMMUNITY TRANSPORTATION IN HUNTERDON COUNTY 2014-2015



Senior Citizen Transportation Survey



HUNTERDON COUNTY SENIOR CITIZEN TRANSPORTATION SURVEY 2014

Please take a moment to respond to the following questions. The information that you provide will help Hunterdon County plan for the future transportation needs of our senior citizens.

Your completed form may be returned to the:

*Hunterdon County Senior Center
4 Gauntt Place - Building #1
PO Box 2900
Flemington, New Jersey 08822-2900*

How You Get Around Now

For what portion of your local trips do you depend on others for your transportation?

- | | |
|---|--|
| <input type="checkbox"/> All my trips | <input type="checkbox"/> ½ of my trips |
| <input type="checkbox"/> None, I drive myself | <input type="checkbox"/> Some trips |
| <input type="checkbox"/> Almost none | <input type="checkbox"/> Don't know |

Which of the following People or Organizations do you depend upon for Transportation?

- | | |
|---|---|
| <input type="checkbox"/> Children/Grandchildren/Other Relatives | <input type="checkbox"/> Volunteers/Religious Institution |
| <input type="checkbox"/> Friends/Neighbors | <input type="checkbox"/> Private/Paid Service |
| <input type="checkbox"/> Spouse | <input type="checkbox"/> Other |
| <input type="checkbox"/> LINK Transportation | |

1

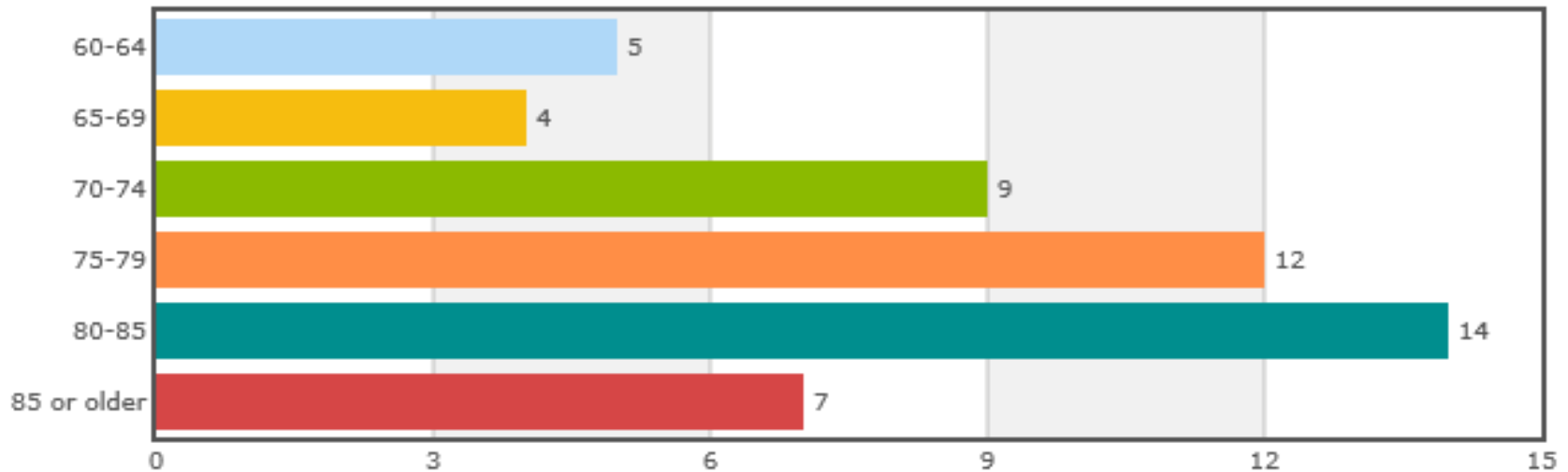


Who Responded?



Approximately 60 surveys received to date

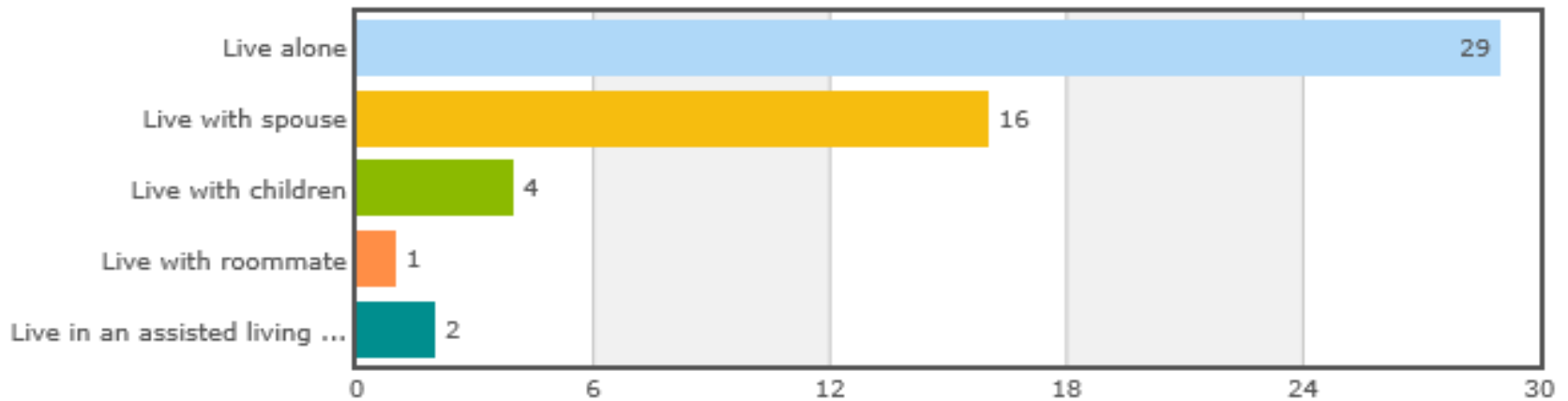
Age Group:



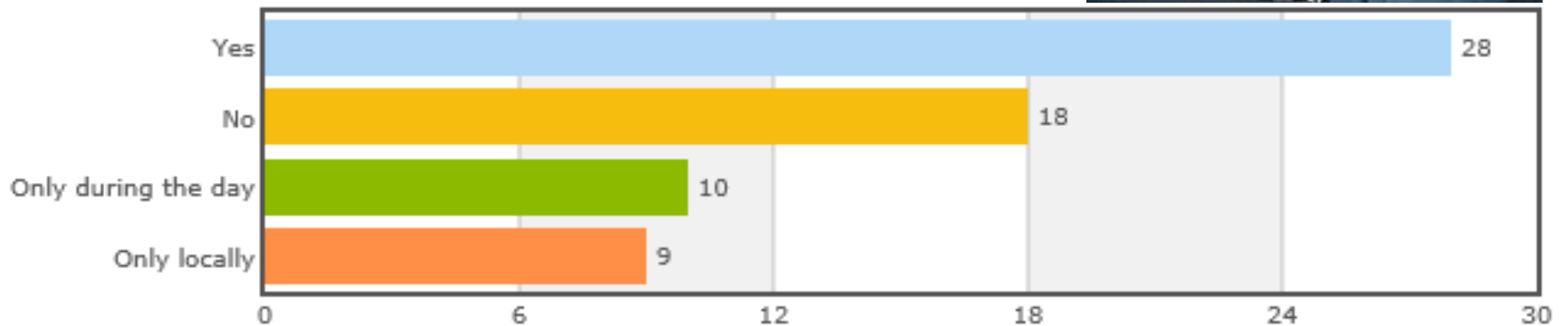
Gender:



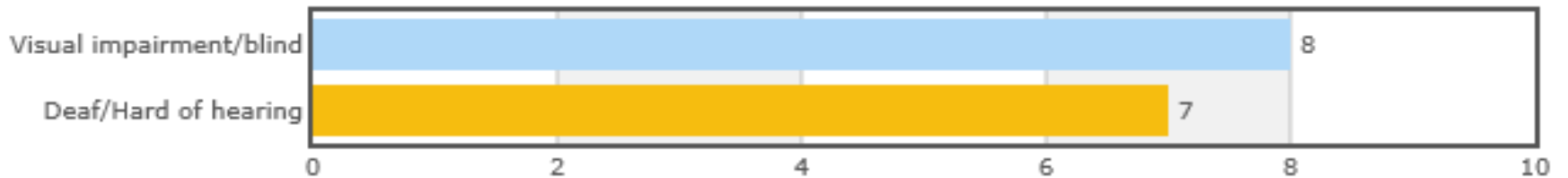
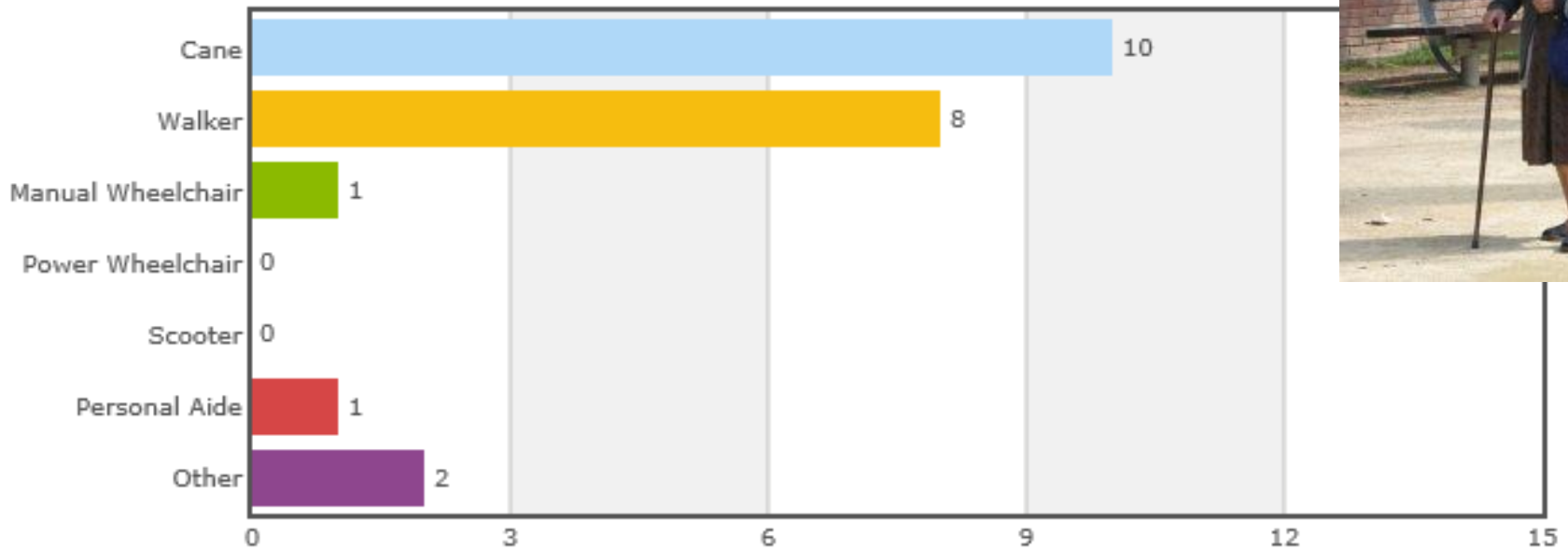
Living Arrangement:



Driving:

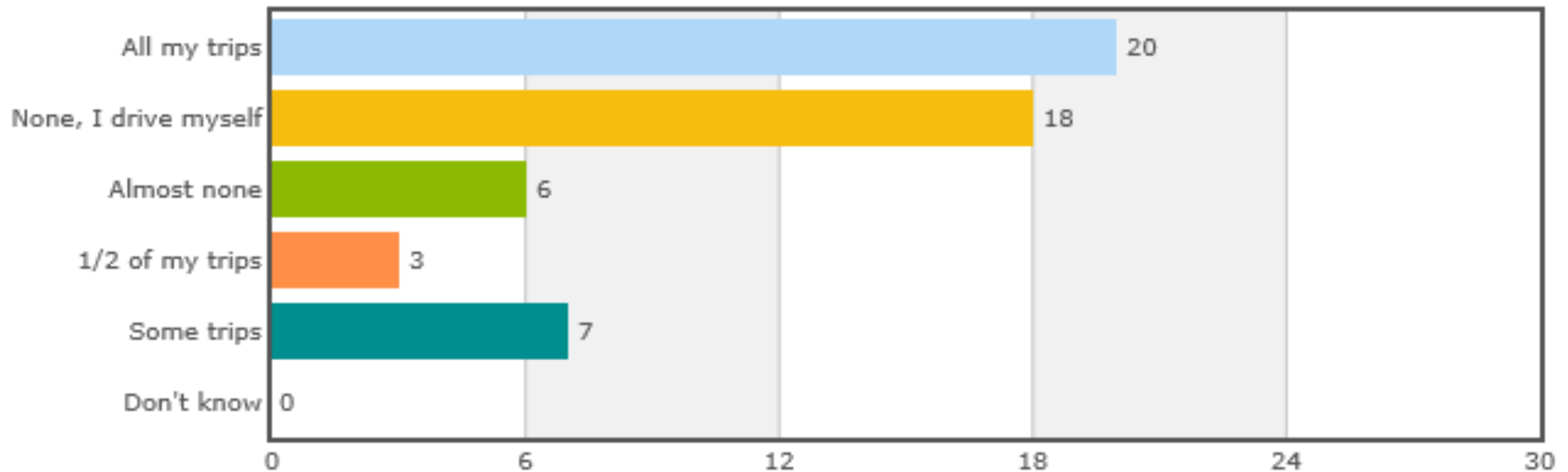


Mobility & Impairments

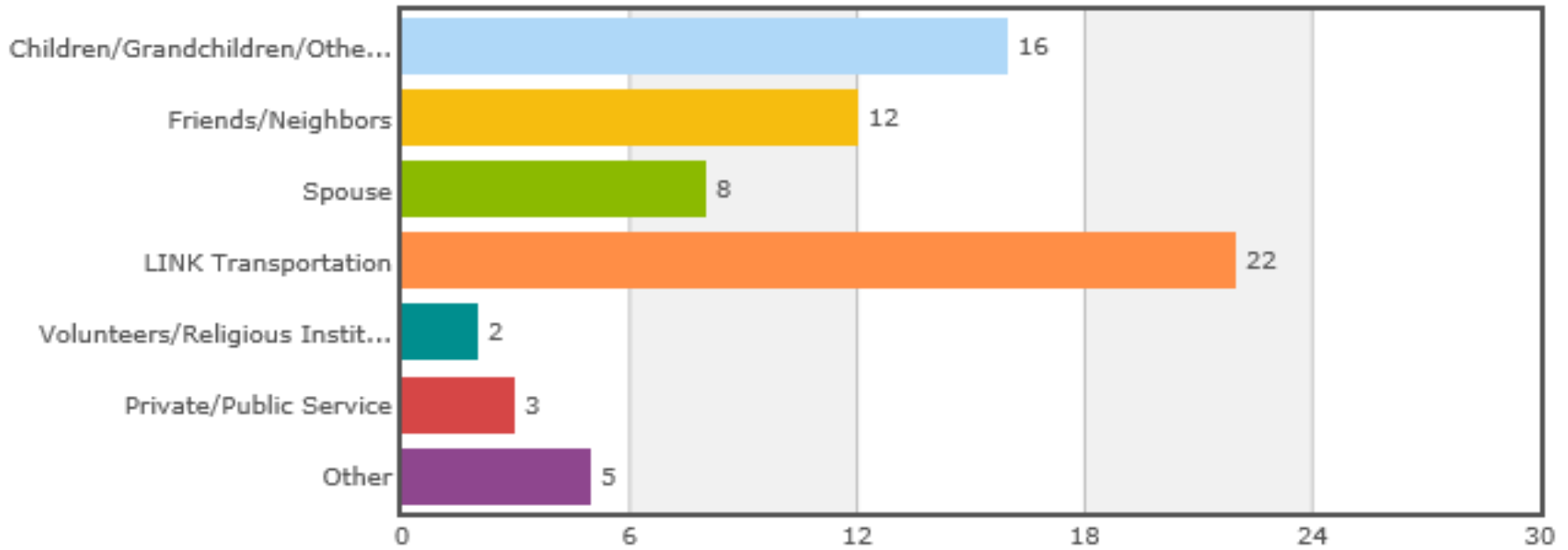


Current Transportation Needs

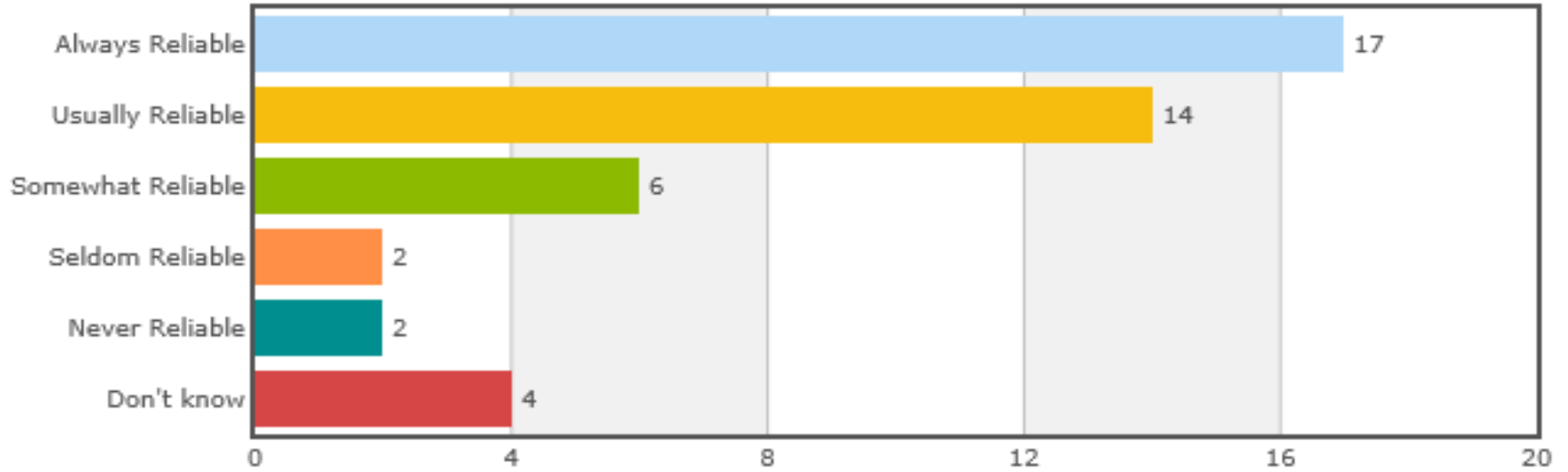
Portion of local trips dependent on others:



Depend upon:



Reliability of Others/Services:



Private or paid transportation affordable enough to meet ongoing needs:



In the past month~

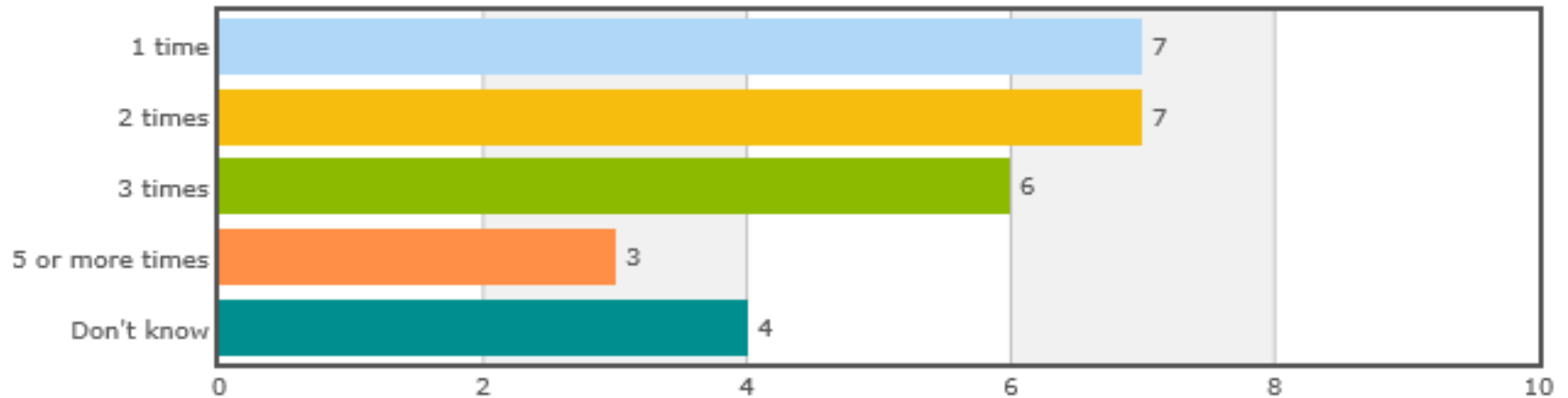
UNABLE to make a necessary trip because you could not drive or did not have access to transportation:



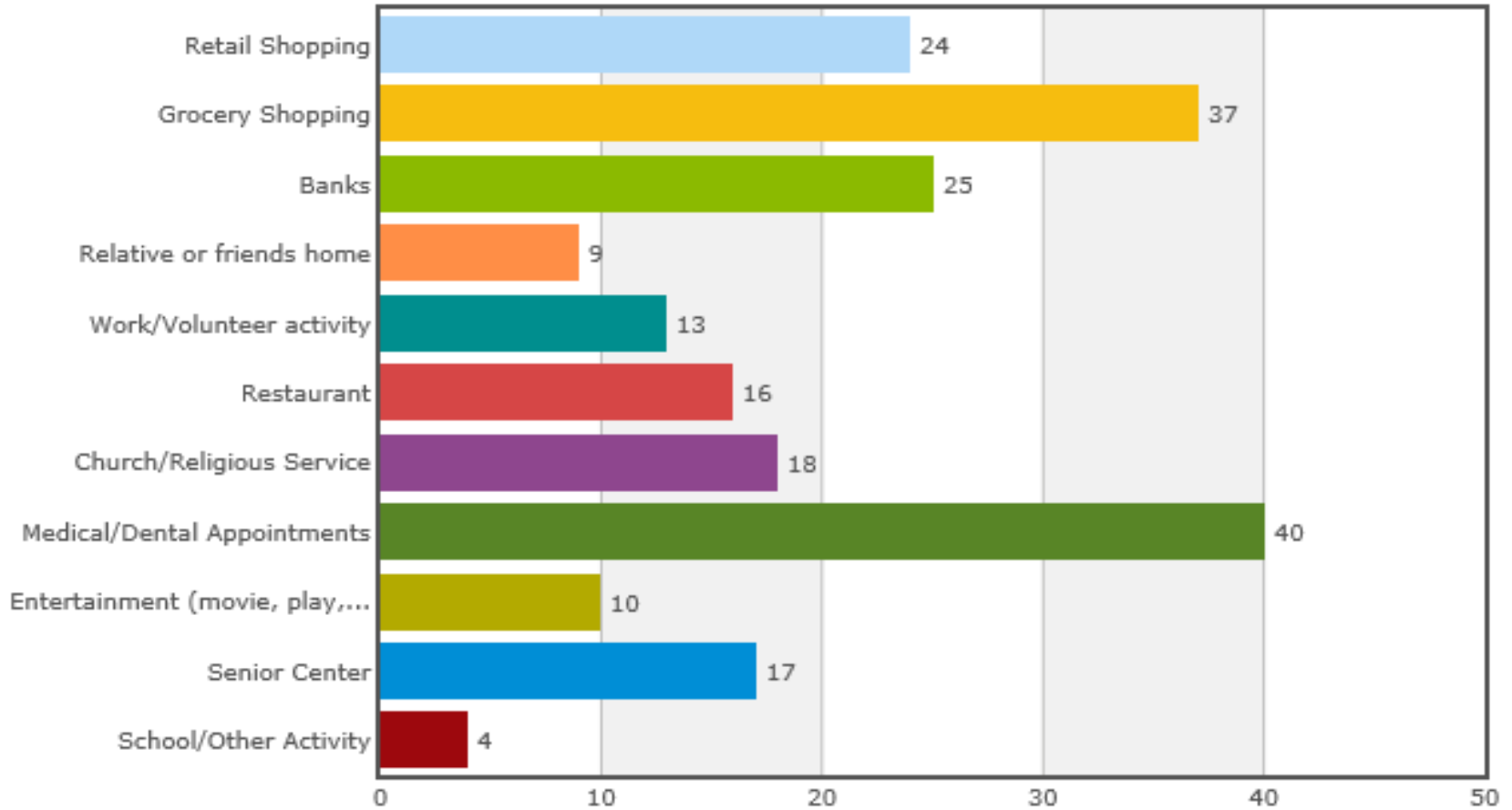
42% were unable to make trip

In the past month~

Number of times/trips missed due to lack of transportation:

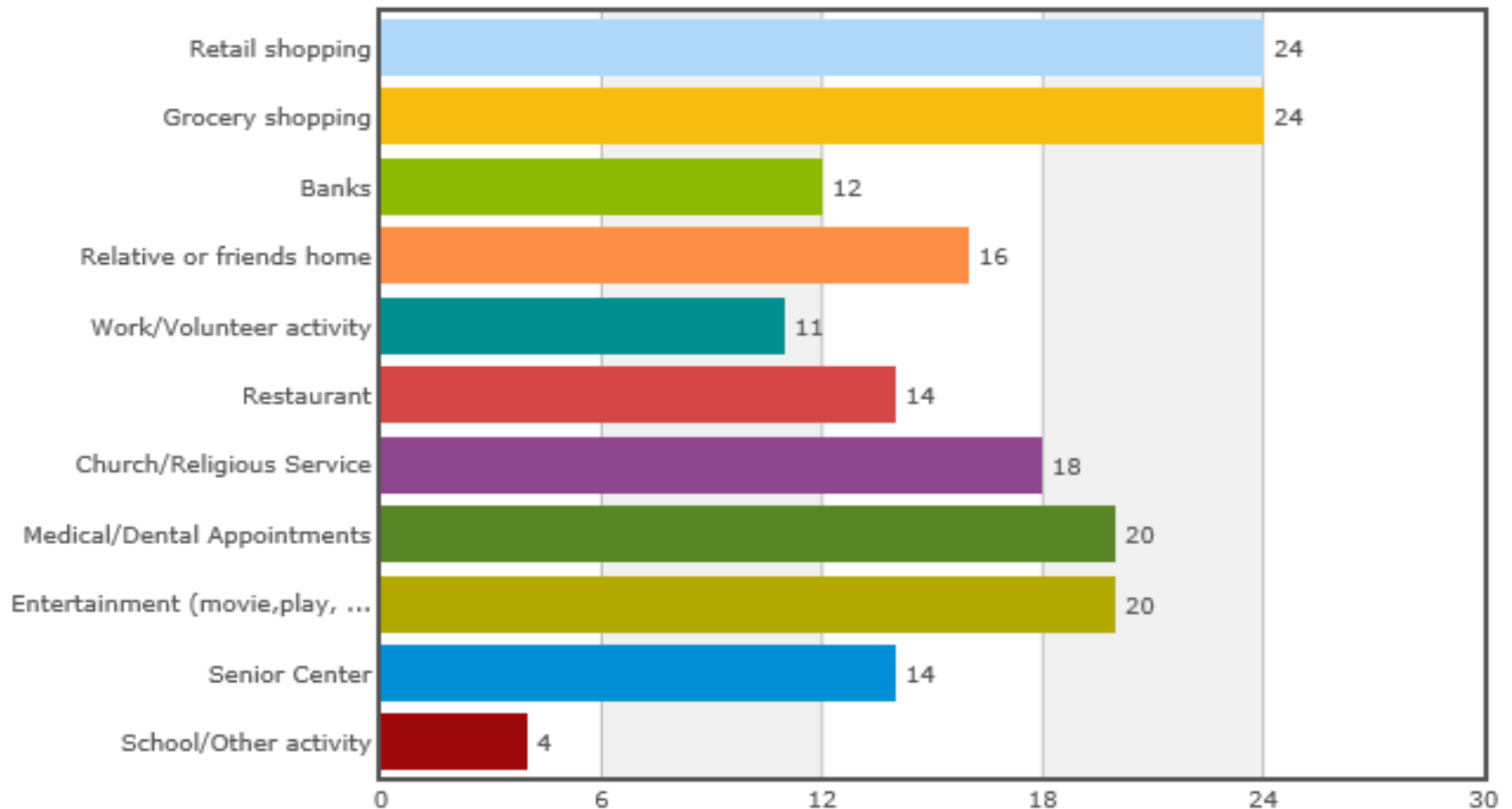


Necessary/Desired Destinations:

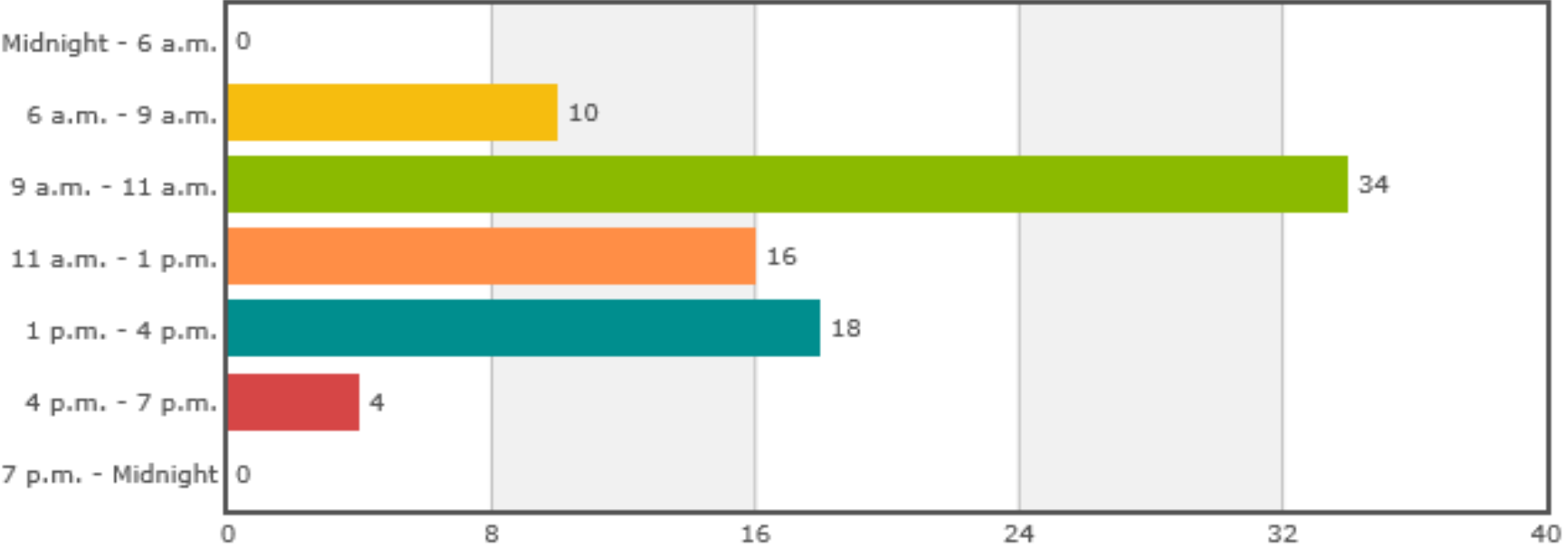
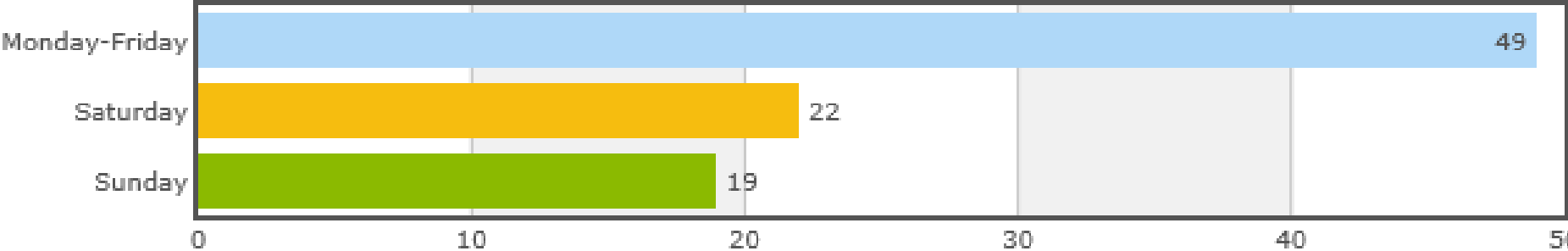


If transportation not an issue~

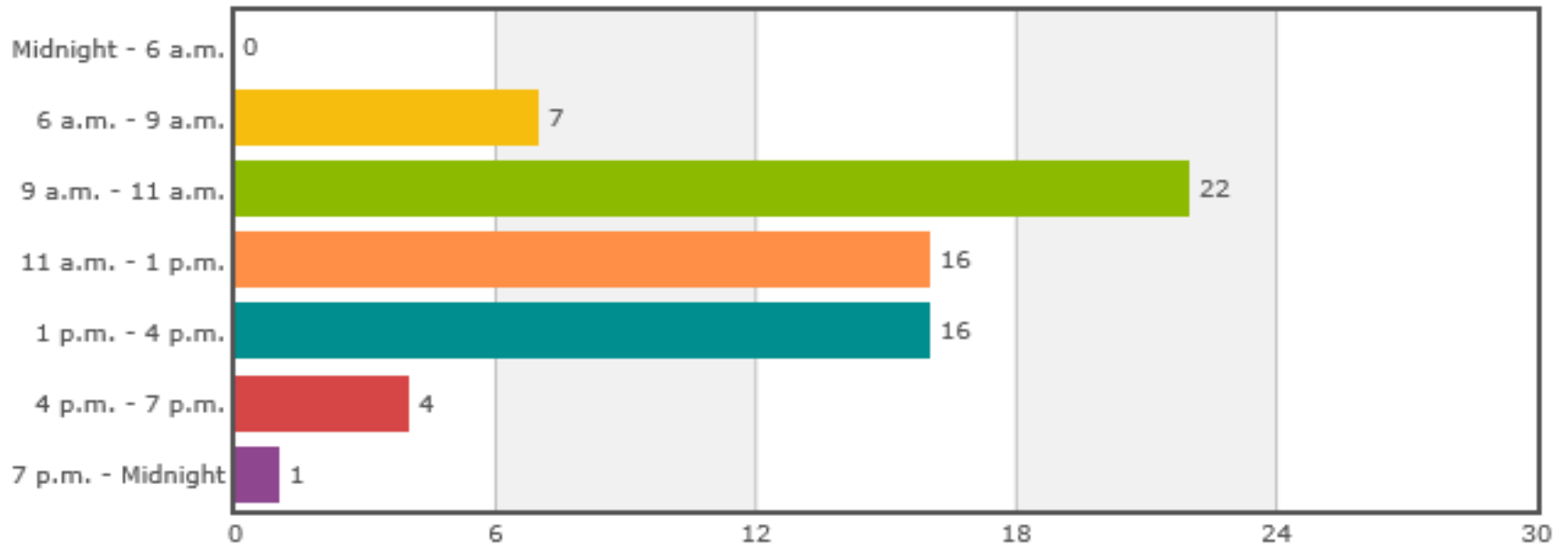
Would like to get to these destinations more frequently:



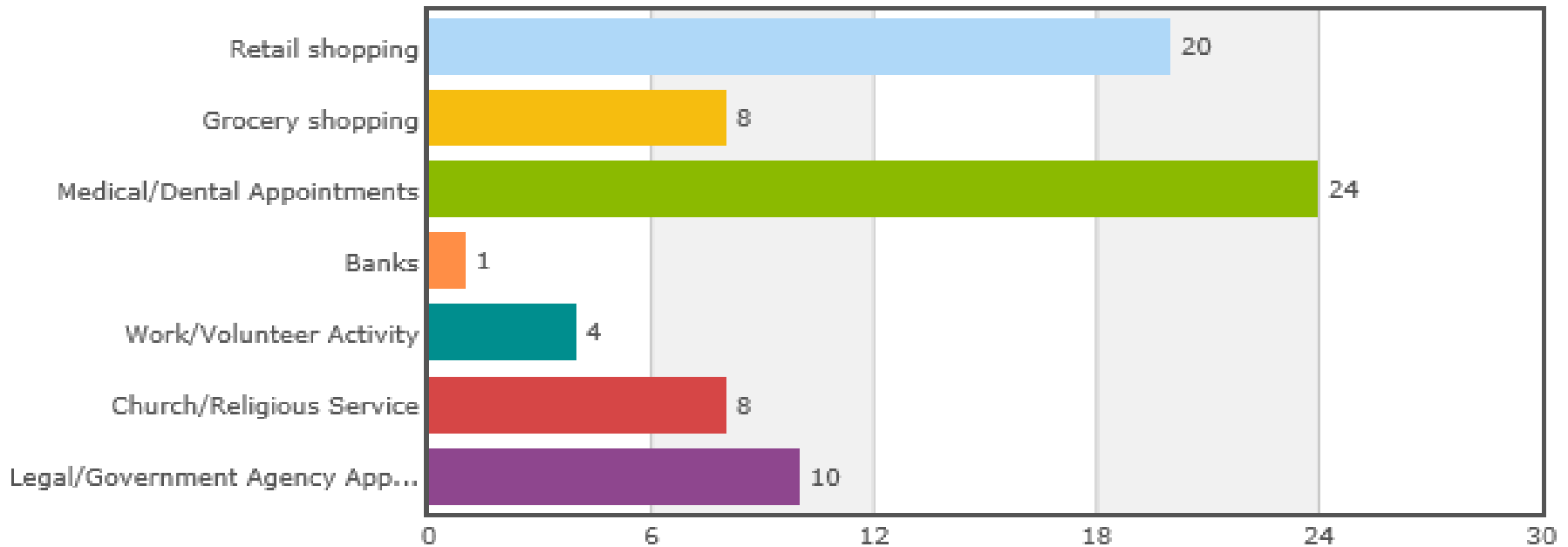
Desired days/times of travel:



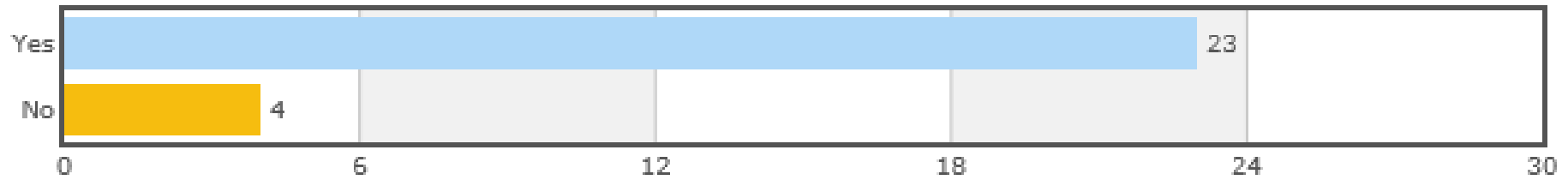
Desired WEEKEND pick up time:



Desired OUT OF COUNTY travel locations:

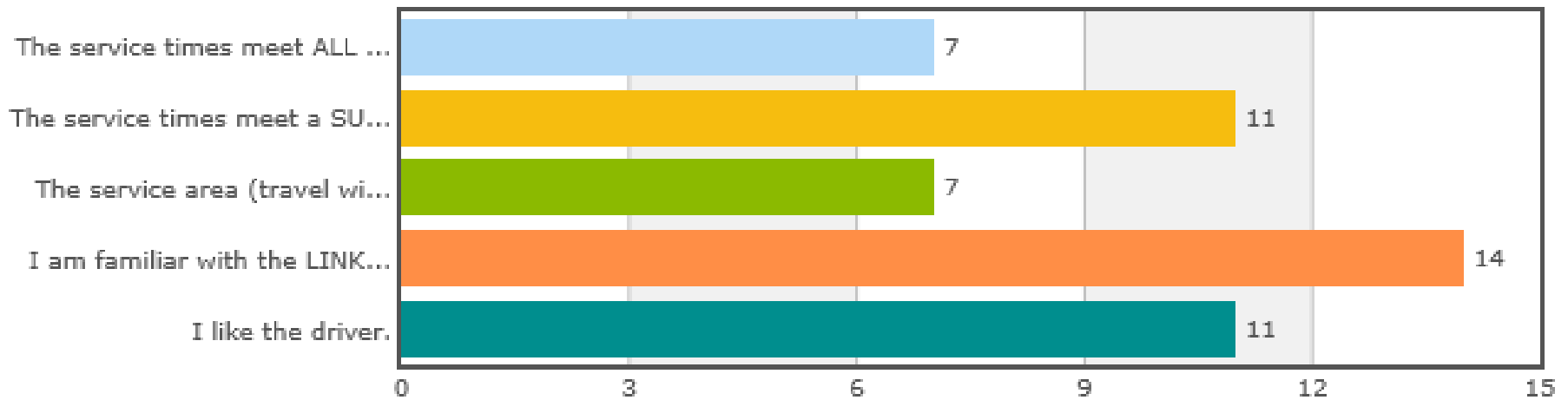


LINK is AFFORDABLE enough to meet ongoing transportation needs:

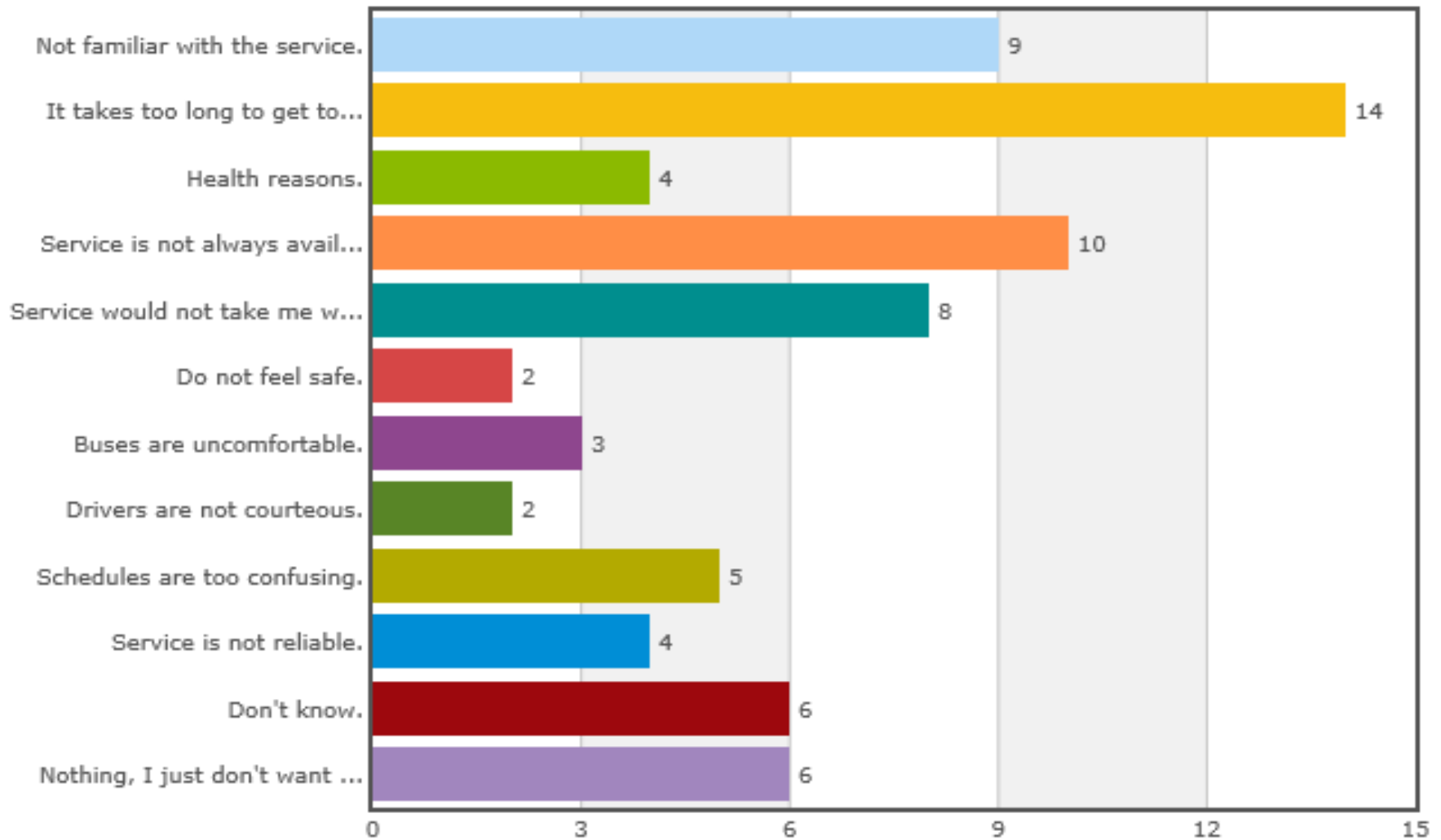


LINK USERS~

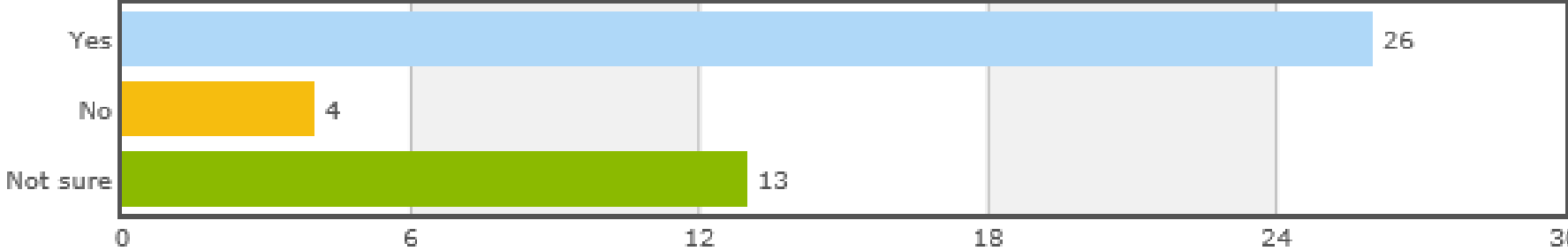
Reasons Continuing to Ride:



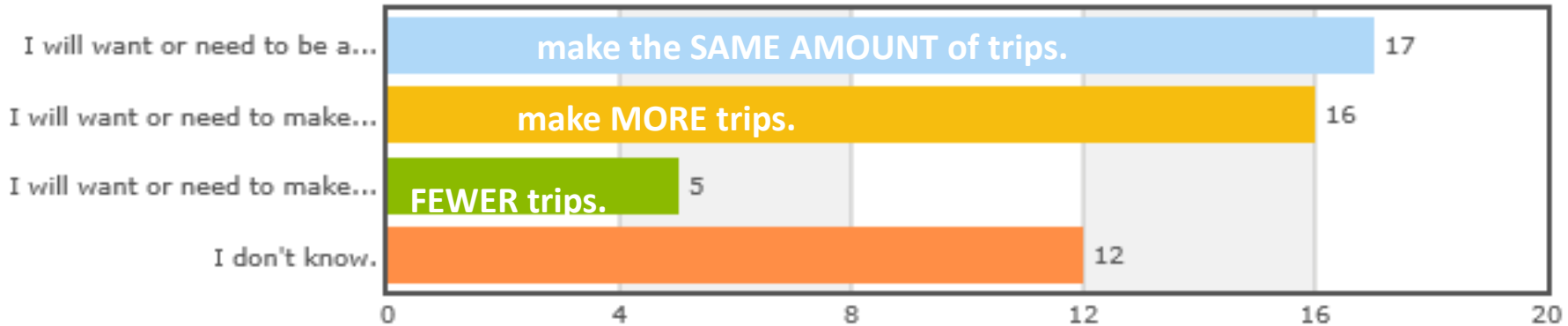
Reasons Do Not Use the LINK:



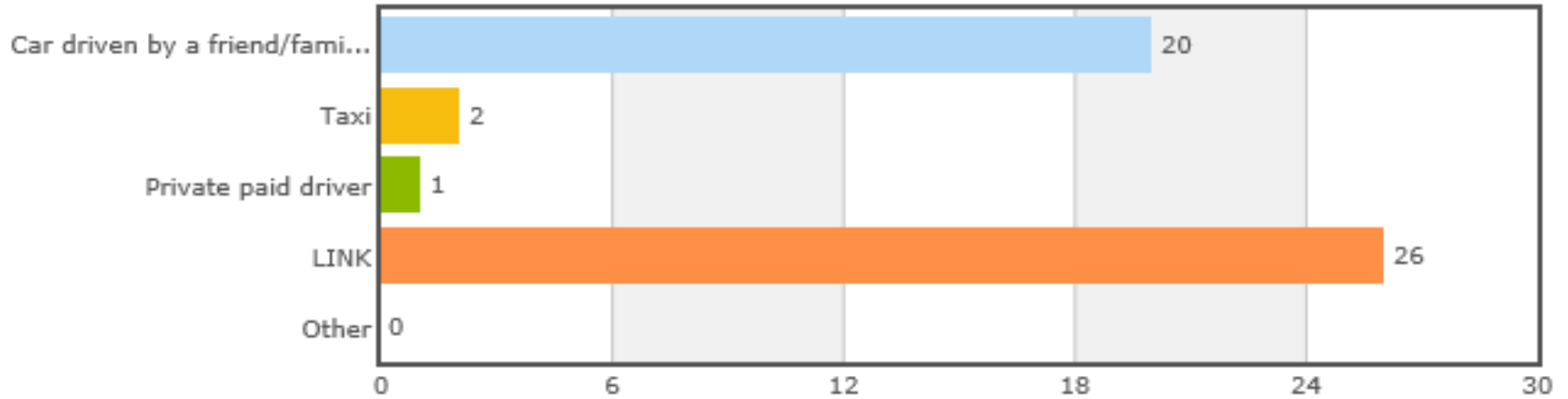
Would recommend the LINK to friends or family:



Transportation Need Changes Over Next 5 Years:



If no longer able to drive, MOST LIKELY to use:



Non Profit Agency Survey

- ARC of Hunterdon
- Catholic Charities
- Educational Services Commission (ESC)
- Family Promise
- Family Success Center
- Fisherman's Mark
- Hunterdon County Division of Social Services
- Hunterdon Healthcare Cancer Center
- Hunterdon Helpline
- Progressive Center for Independent Living
- United Way of Hunterdon County



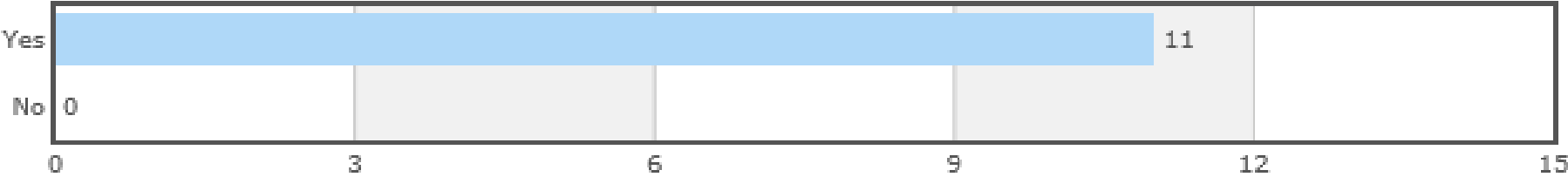
Client Travel Profiles



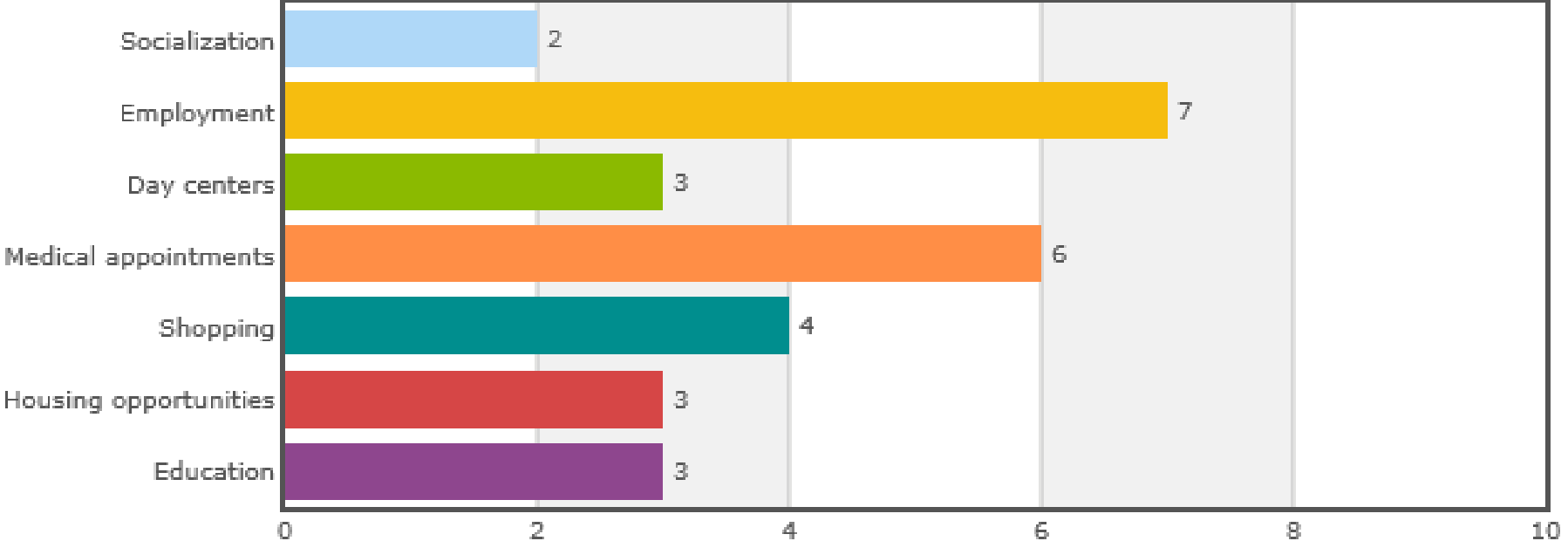
Clients living in Hunterdon County:



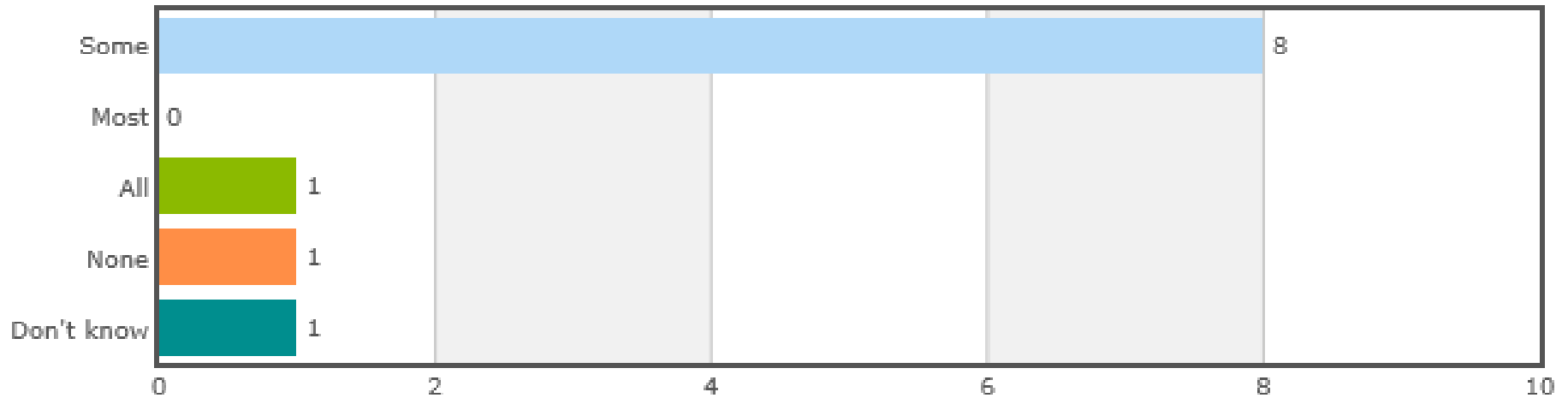
Clients need transportation:



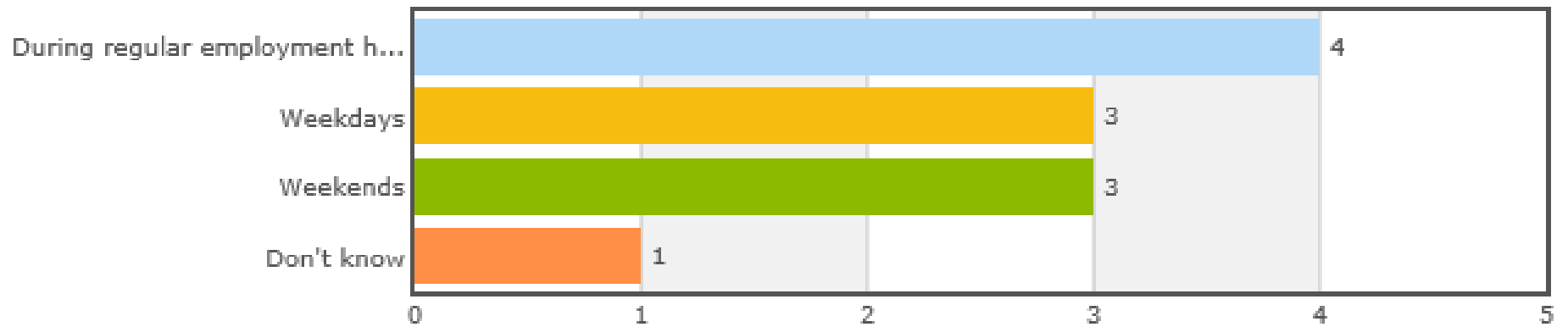
Destinations:



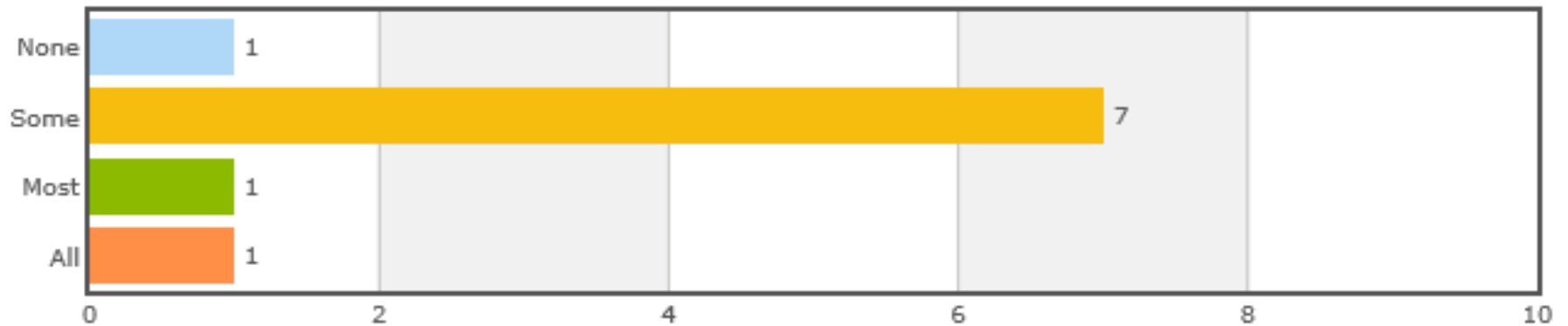
Clients have need for services outside of Hunterdon County:



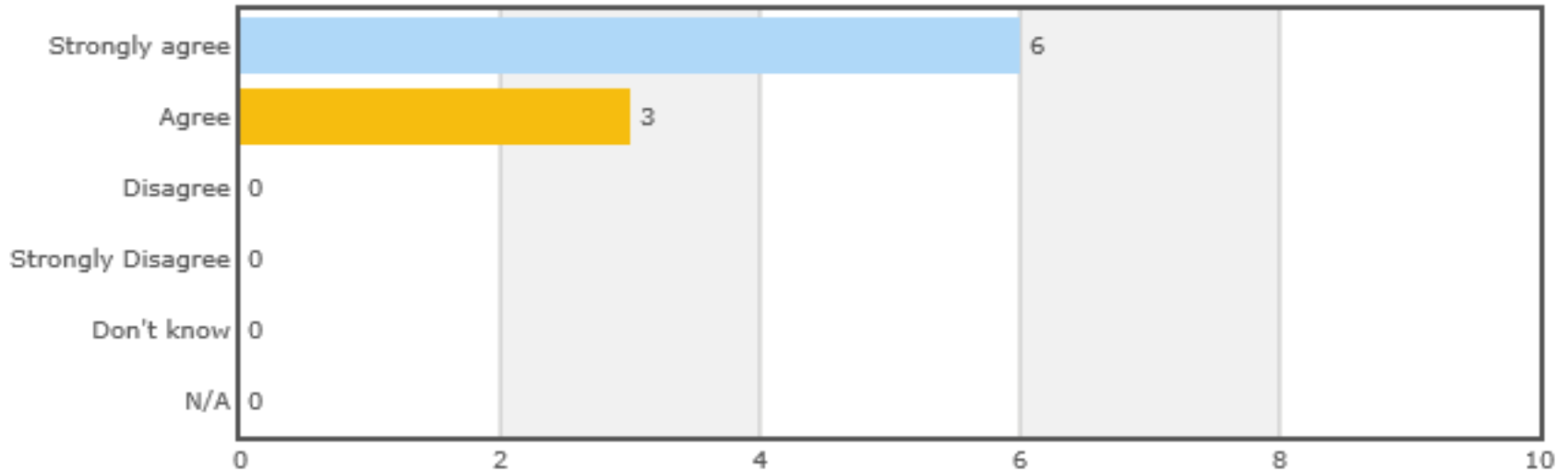
When Travel is Needed:



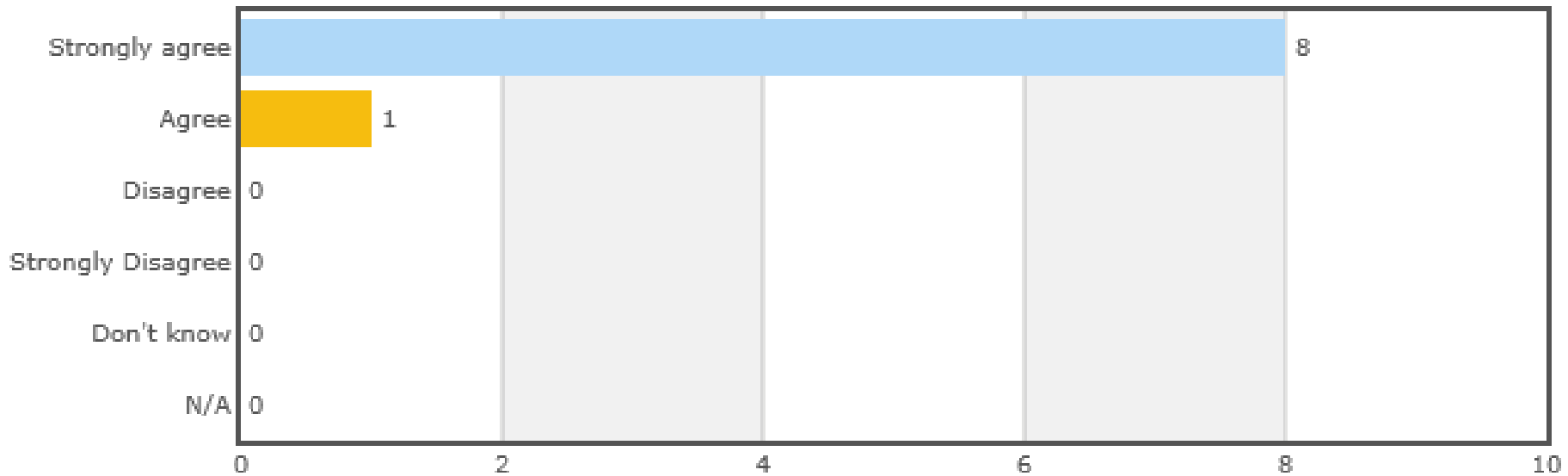
Clients have unmet transportation needs critical to human services and other daily activities:



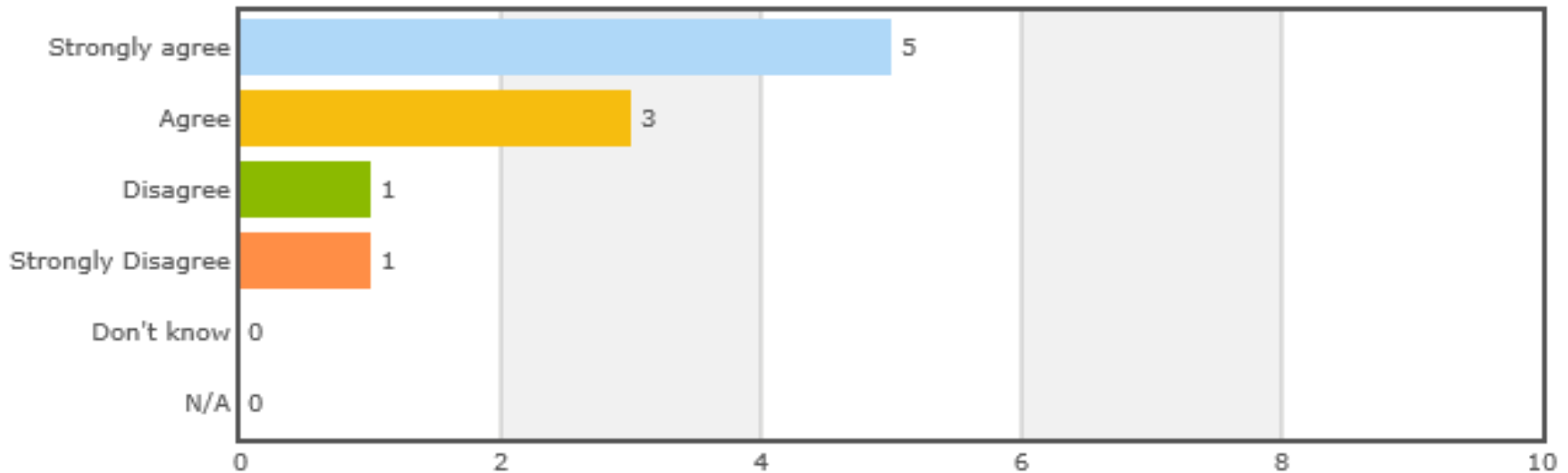
Being transit dependent impacts housing opportunities & choices for our clients:



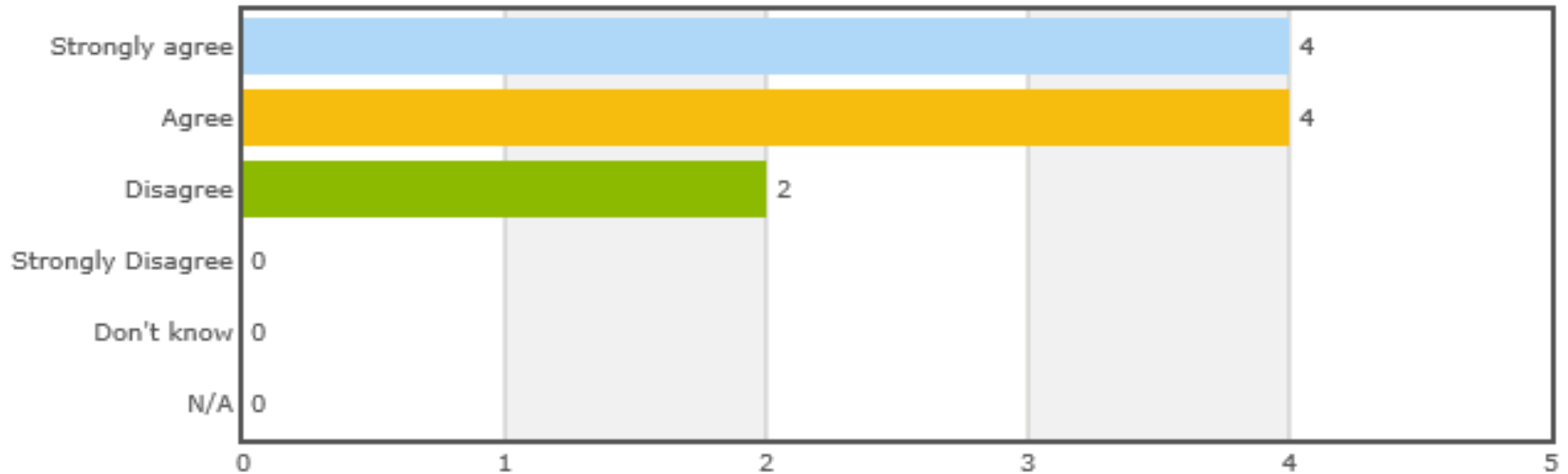
Being transit dependent impacts employment opportunities & choices for our clients:



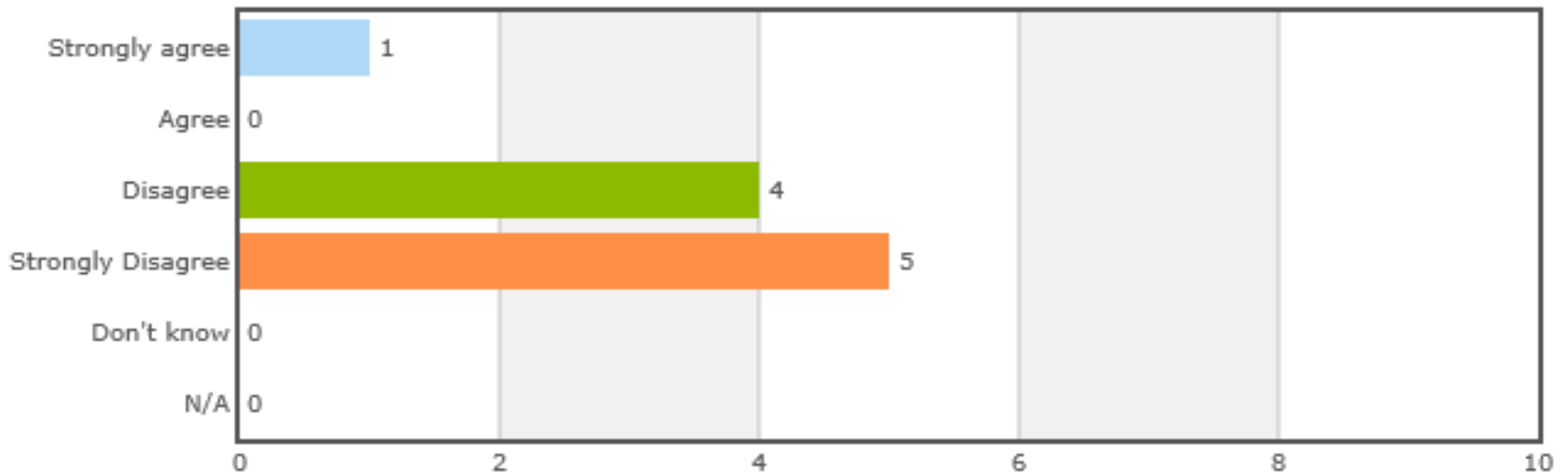
Being transit dependent impacts access to basic healthcare services for our clients:



Being transit dependent impacts our client's ability to meet their daily quality of life needs (groceries, clothing):



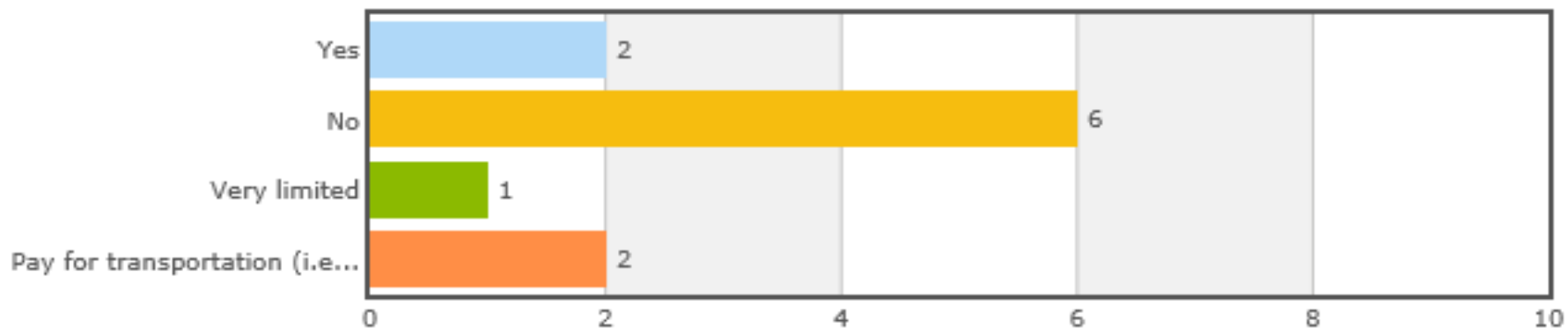
Our clients can afford alternative forms of transportation (i.e. taxis) to meet their transportation needs:



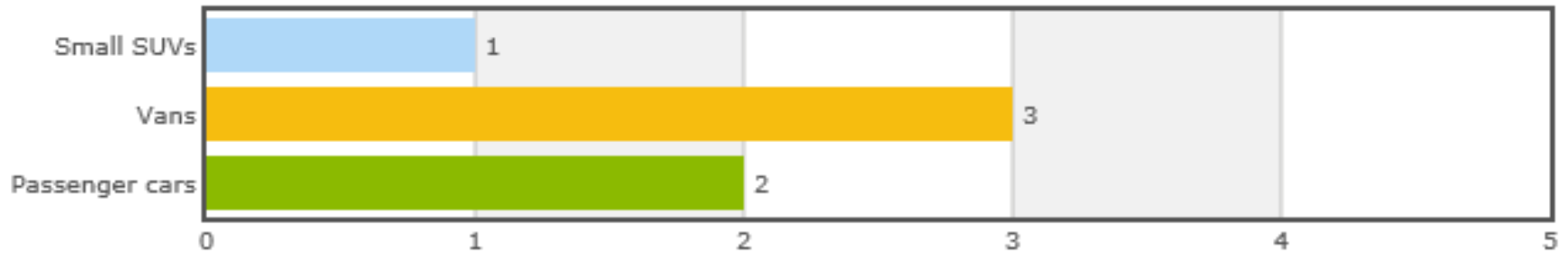
Agency Transportation



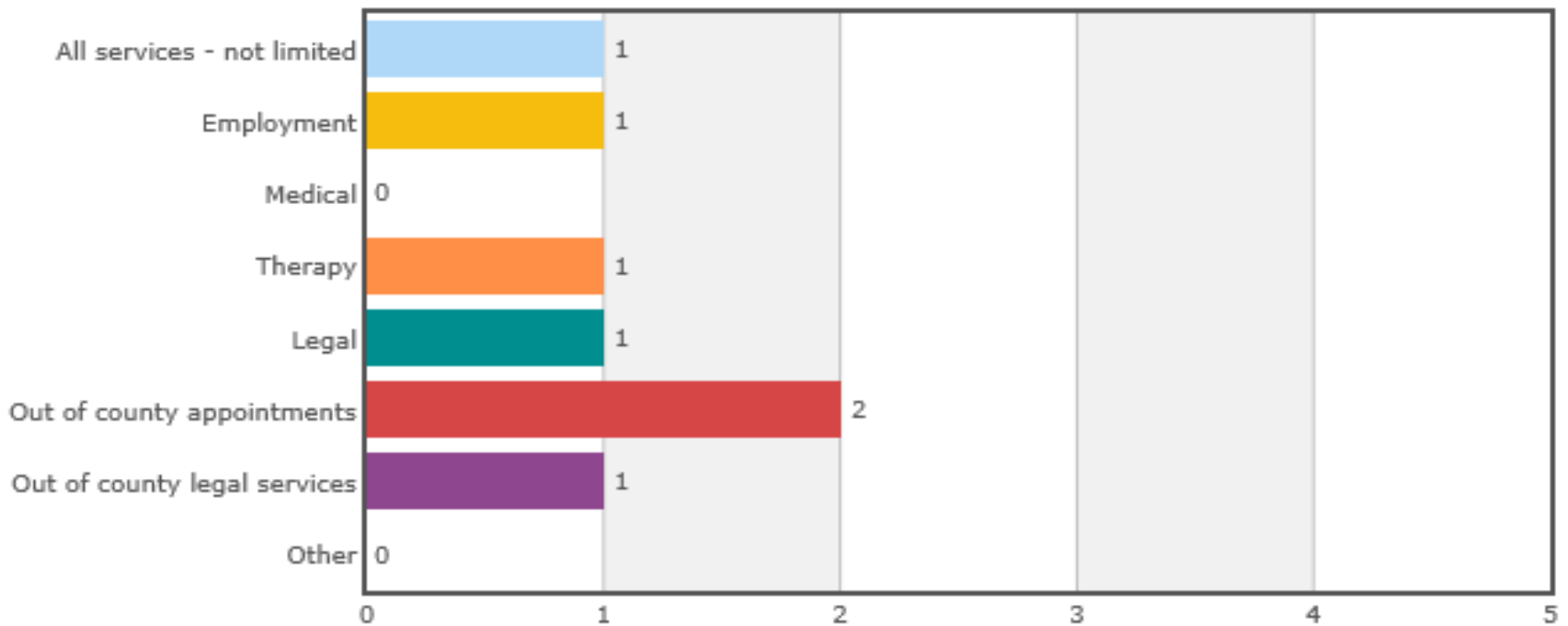
Does your agency provide transportation for clients?



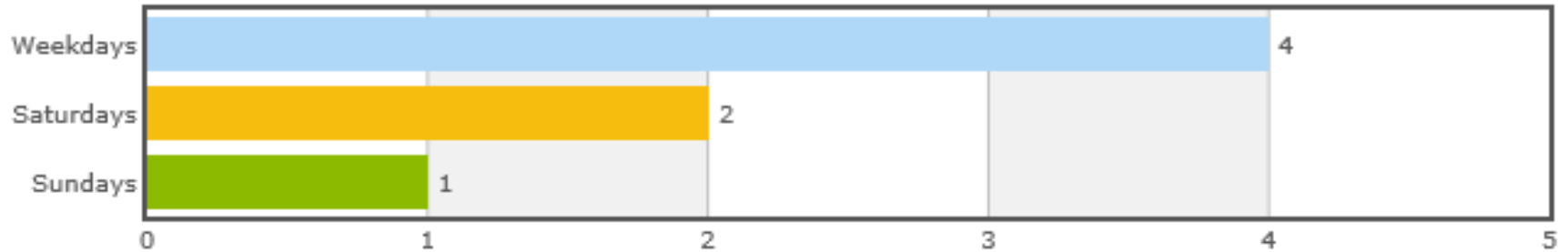
Type of vehicles you operate?



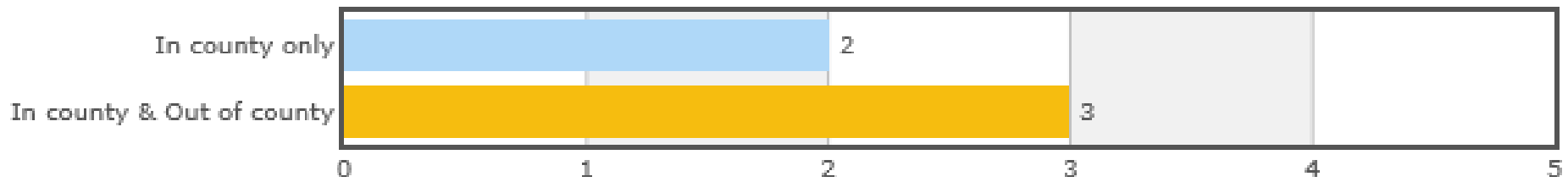
What is the purpose of the transportation services that you provide?



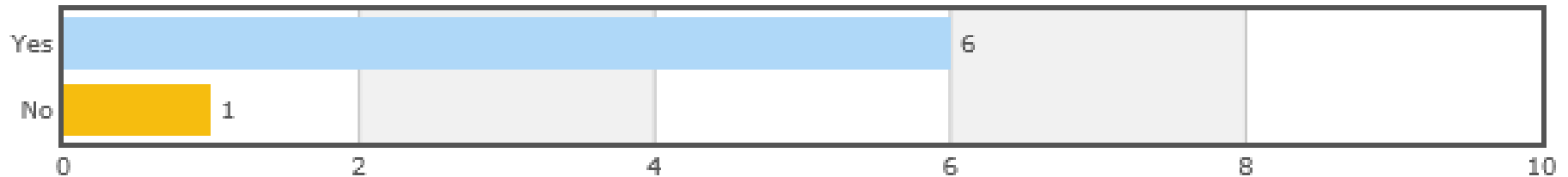
When are your transportation services available?



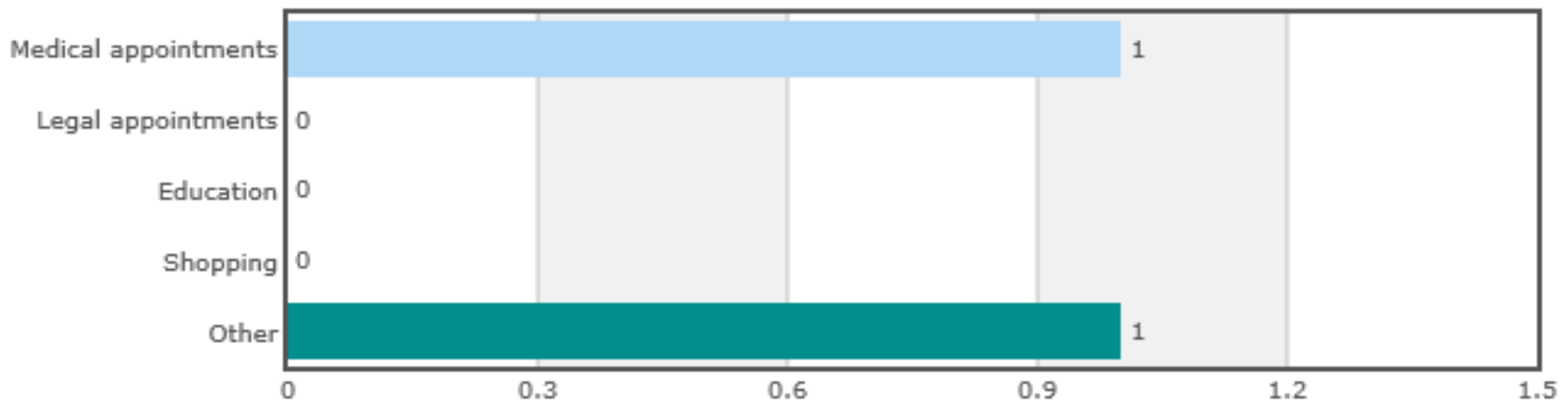
Where will you transport clients?



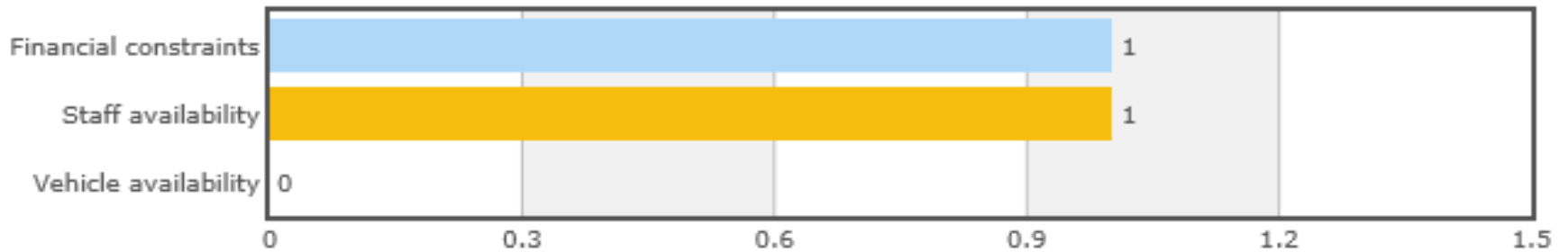
Have you received transportation requests that your agency was unable to accommodate?



Requests that could not be met:



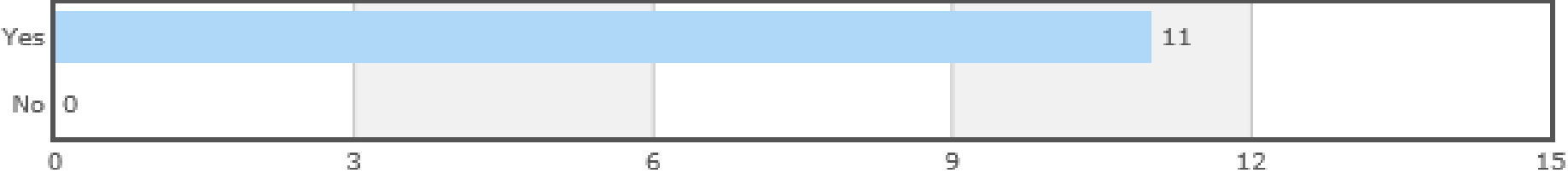
What are some of the reasons that your agency cannot accommodate transportation requests?



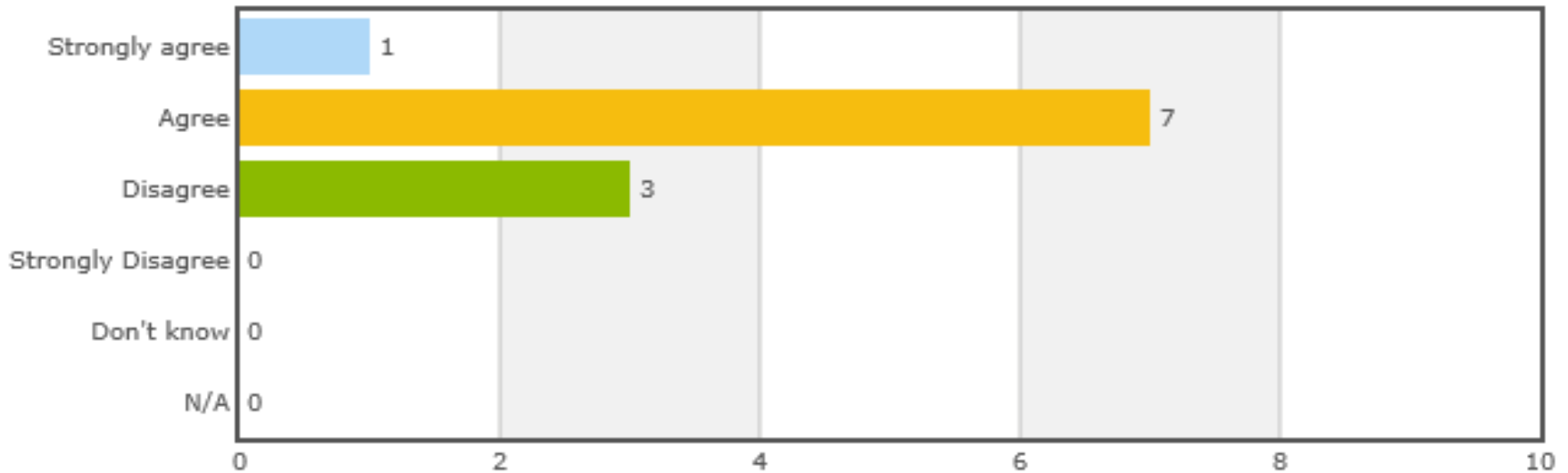
About the LINK



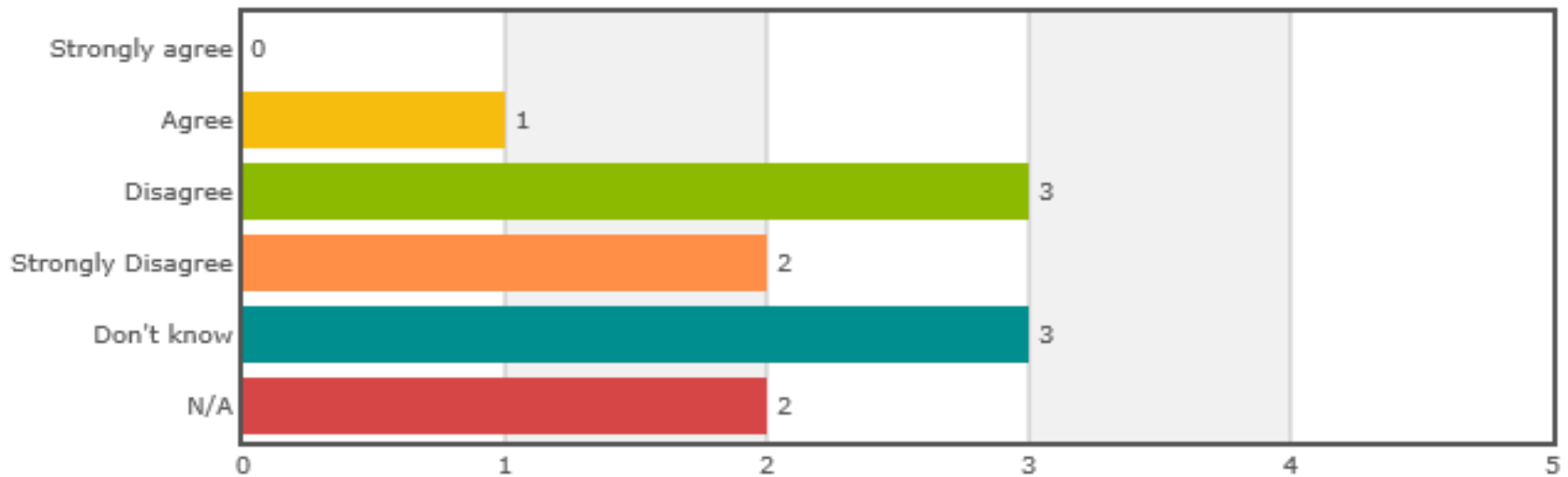
Do your clients rely on the LINK?



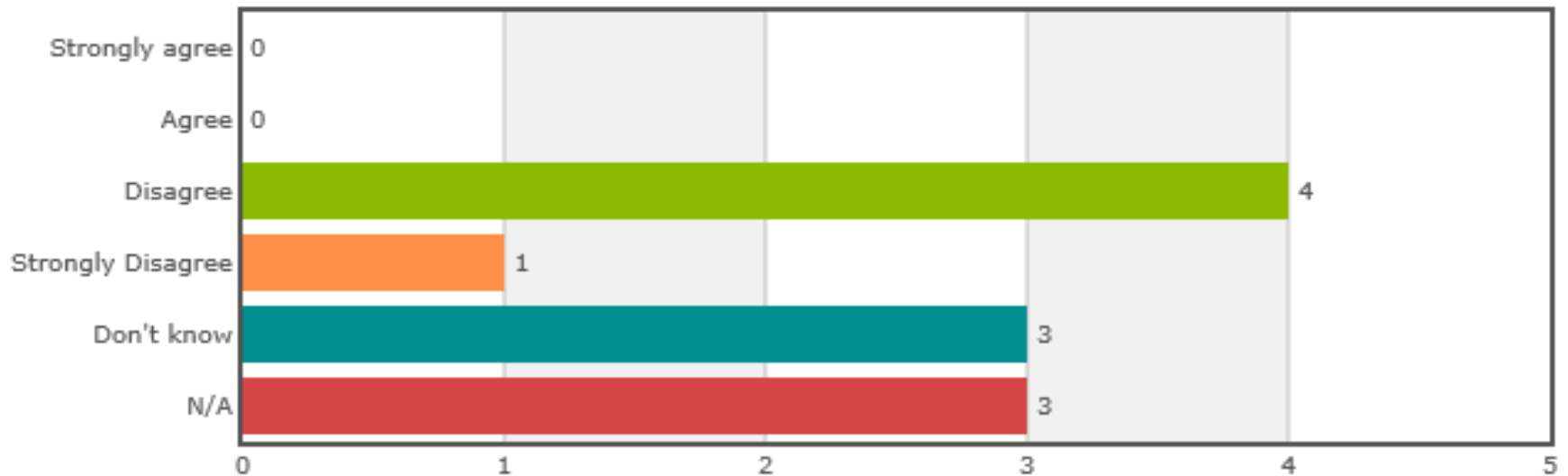
The LINK meets the needs of our clients on weekdays:



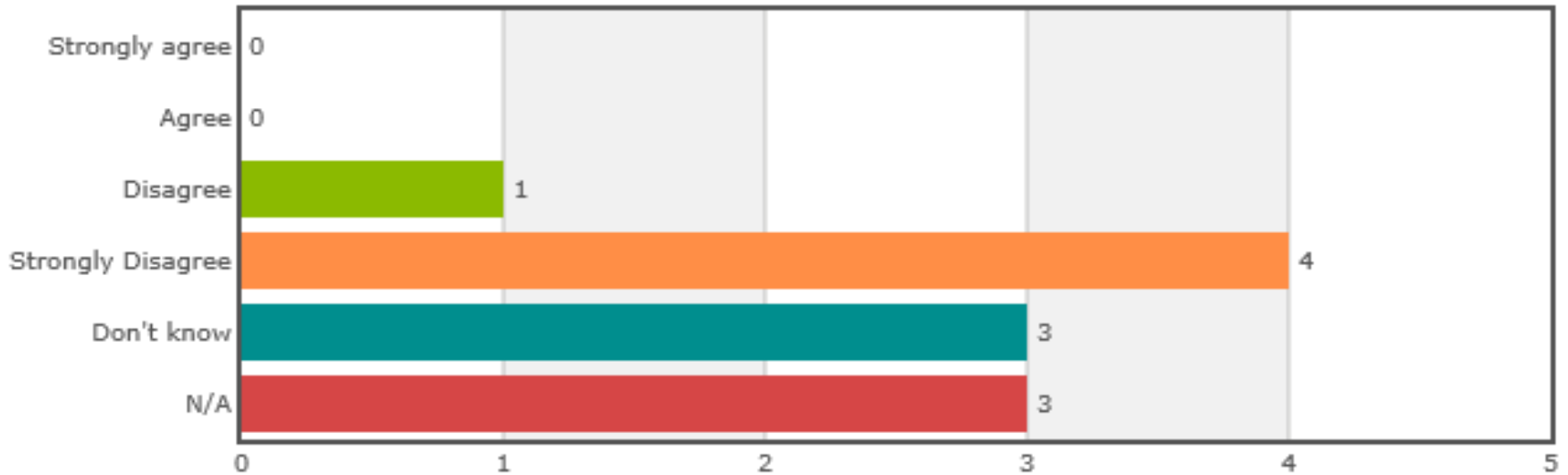
The LINK meets the travel needs of our clients in the evening:



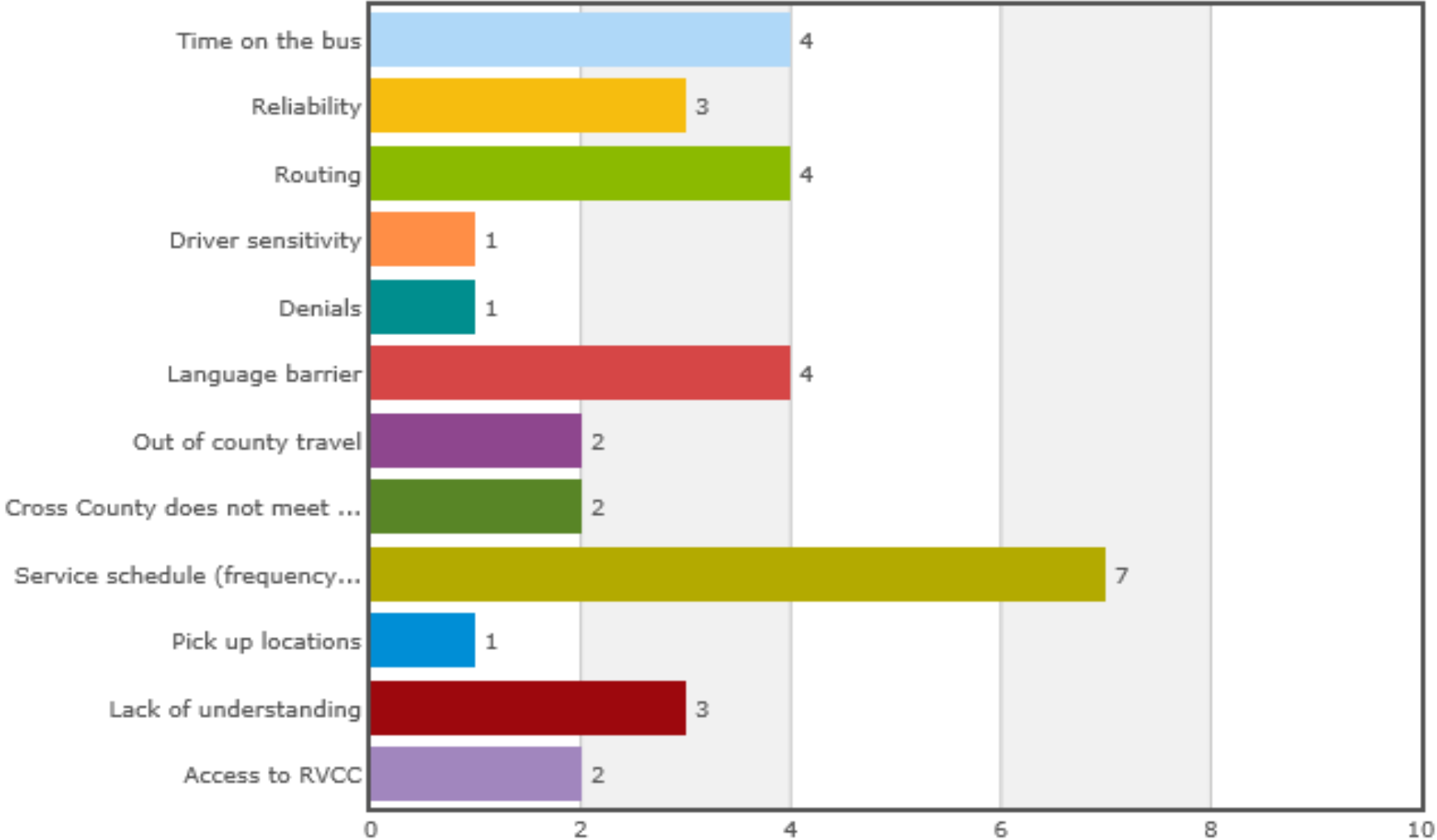
The LINK meets the travel needs of our clients on Saturday:



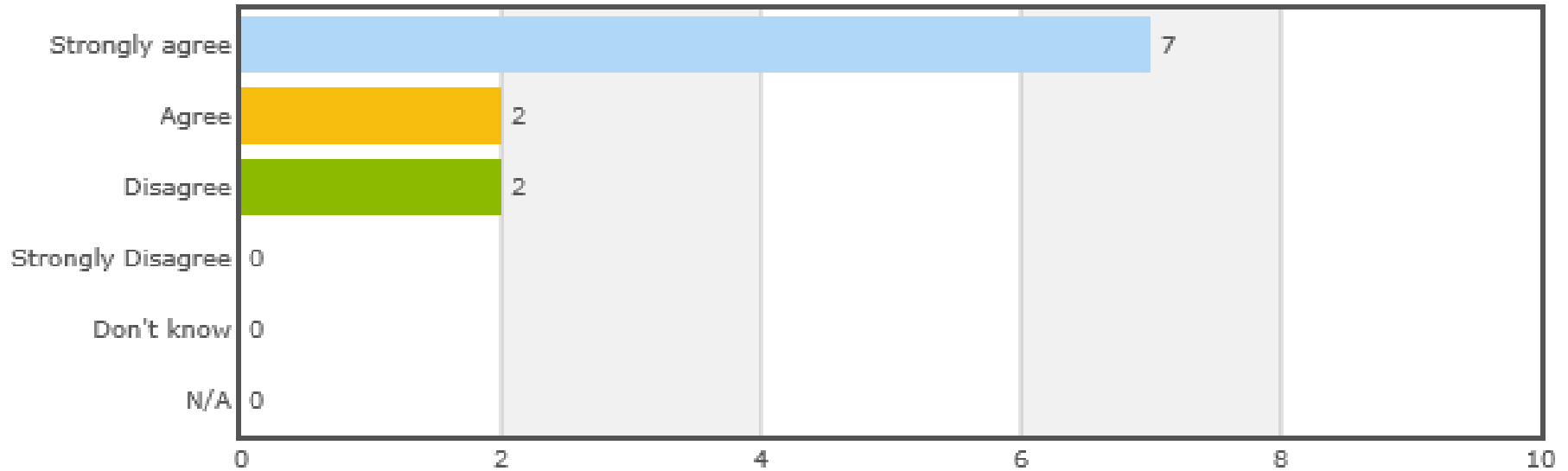
The LINK meets the travel needs of our clients on Sundays:



What are the transportation obstacles your clients face relative to the use of the LINK?



Travel time (time of the bus) is a significant issue for our clients:



Coordination & Collaboration



Are your transportation services coordinated in any other way with the transportation services of other agencies?



Would your organization be interested in providing transportation services, or more transportation services, under the contract of another agency or agencies?



Would your organization consider purchasing transportation services from another agency, assuming that the price and quality of your service met your needs?



SUMMARY FINDINGS

Senior Needs

- Older, Females
- Living Alone/Still driving
- Using a Cane; visual impairments
- Depending on others for transportation
- 67% will need or plan to use LINK within 5 yrs



- Currently missing trips due to lack of transportation:
 - Medical & Grocery
 - Medical Out of County



Use the LINK because:

- Affordable
- Familiar
- Like the driver
- Meets a sufficient amount of travel needs



Don't Use LINK because:

- Takes too long on bus
- Service not available
- Not familiar

Non Profit Needs

- Clients are County residents; need transportation
 1. Employment
 2. Medical Appointments



- Transit Dependence negatively impacts:
 - Housing choices
 - Employment opportunities
 - Access to basic healthcare
 - Meeting daily needs



- Clients can't afford alternative forms of transportation

- Most agencies do not provide transportation for clients
- Those that do provide via vans for out of county travel- weekdays, Saturday and Sunday
- Can't meet all transport needs; particularly out of county medical
- Financial constraints; staff availability



Use of The LINK

- Majority of agencies rely on LINK for client transport
- Generally meets weekday travel needs
- Does not meet evening or weekend travel needs
- Service schedule biggest obstacle
- Time on bus



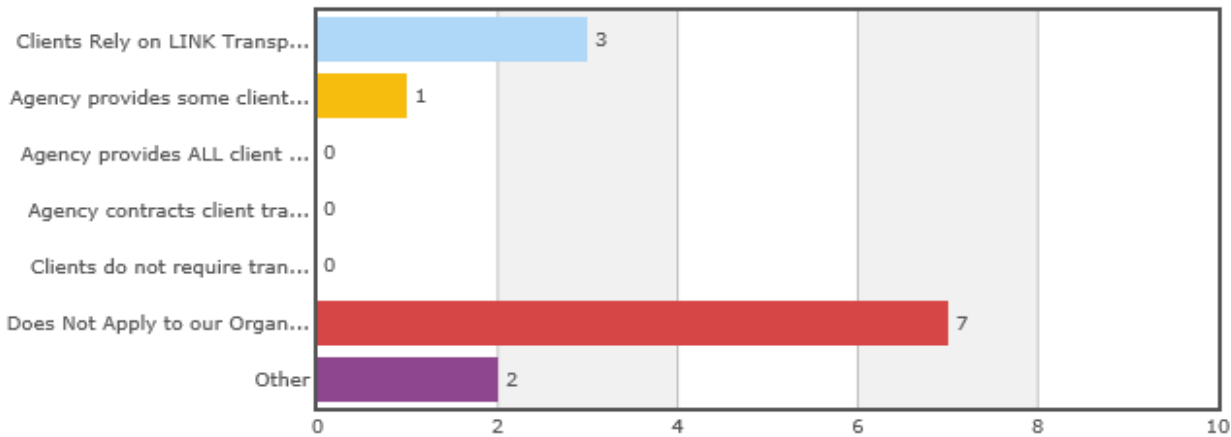
Collaboration

- Agencies are not coordinating transportation
- Not interested in coordinating
- Do not want to purchase transport services from other agencies

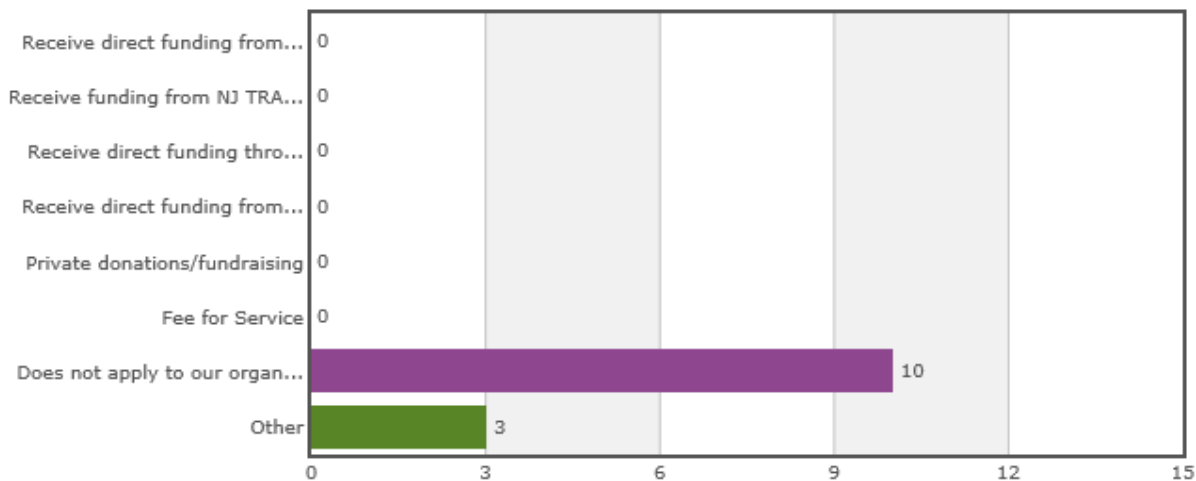


HUNTERDON COUNTY COMMUNITY COORDINATED TRANSPORTATION PLAN STAKEHOLDER RSVP SURVEY- FEBRUARY 2014

Which of the following best describes how your organization provides transportation for clients?



Which of the following best describes how your organization funds transportation for clients?



To your knowledge, do clients of your agency use any of the following as their PRIMARY mode of transportation? Please check all that apply.

